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**OMBUD'S
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INSIDE THIS ISSUE

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PG. 2

The 2nd International Ombud Expo was held in Gaborone, Botswana, on 29th July – 2nd August 2024.

PG 2

Adv. Busisiwe Mngoma presents a paper titled “Desirability of the University Ombudsman - Lessons of the University Ombuds.”



**MORE THAN 500 OMBUDS MEET TO SHARE
INSIGHTS AND EXPERIENCES AT THE 2ND
INTERNATIONAL OMBUD EXPO.**



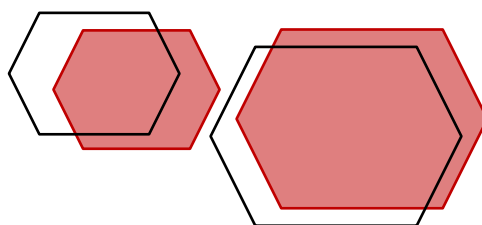
OMBUDS EXPERTS MEET AT THE 2ND INTERNATIONAL OMBUD EXPO

The Acting University Ombud, Adv. Busisiwe Mngoma was among the delegates who attended the 2nd International Ombud Expo (IOE) held in Gaborone, Botswana, from 29th July – 2nd August 2024. The conference hosted over 500 Ombud offices, human rights bodies, grievance handlers, integrity organizations, and related oversight and governance institutions from all over the globe.

This high-level engagement presented participants with an excellent opportunity to stimulate discourses on topical matters of interest to ombudsmen, share unparalleled insights into how these institutions execute their roles and make a difference in governments and organizations across the globe, and enhance the capacity of ombudsmen across the African continent.



Acting UKZN Ombud: Adv. Busisiwe Mngoma with Malawi Ombudsman of Ms Grace Tikambenji Malera.



“DESIRABILITY OF THE UNIVERSITY OMBUDSMAN - LESSONS OF THE UNIVERSITY OMBUDS.”

The Ombuds Expo presented participants with a unique opportunity to share unparalleled insight into how Ombuds institutions execute their roles, manage conflicts, enhance customer service, defend and promote human rights, tackle and address a wide range of governance issues, as well as boost performance and productivity of governments and organizations. This unique global platform was a market place of ideas and innovative solutions.

Adv. Busisiwe Mngoma joined fellow Ombuds on a panel discussing Conflict Management in Higher Education. She presented a paper titled ““Desirability of the University Ombudsman - Lessons of the University Ombuds.”