

European Network of Ombudsmen Conference

Organised by the European Ombudsman

19 – 20 June 2017

Programme

- **'Populism' in the EU**
- **Brexit: EU citizens' rights**
- **Open government survey**
- **New policies & challenges for Ombudsmen**
- **Workshops**

Concert Noble
Rue d'Arlon / Aarlenstraat 84
Brussels – Belgium



Red Europea de Defensores del Pueblo
Europäisches Verbindungsnetz der Bürgerbeauftragten
European Network of Ombudsmen
Réseau européen des Médiateurs
Rete europea dei difensori civici

Monday, 19 June

Day 1

12.00 – 13.00

Welcome lunch

at Conference venue

13.00 – 13.15

Opening of Conference

Emily O'Reilly

European Ombudsman

Vladimír Maňka

Member of the European Parliament
and Member of the Bureau

Session 1

13.15 – 14.45

Addressing 'populism' in the EU

Moderator

Shada Islam

Panellists

Emily O'Reilly

European Ombudsman

Sanjay Pradhan

Chief Executive Officer, Open
Government Partnership

Jacques Toubon

French Ombudsman

Gero Storjohann

Deputy chairman, German Federal
Petitions Committee

Adam Bodnar

Polish Ombudsman

Bart Somers

Mayor of Mechelen, Belgium and
"World Mayor" winner

14.45 – 15.15

Coffee break

Session 2

15.15 – 16.45

Brexit: maximising transparency and certainty for EU citizens

Moderator

Shada Islam

Panellists

Emily O'Reilly

European Ombudsman

Cecilia Wikström

Member of the European Parliament,
Chair of the Committee on Petitions

Rosemary Agnew

Scottish Public Services Ombudsman

Jesús Maeztu Gregorio de Tejada

Ombudsman of Andalucía

Assya Kavrakova

Executive Director, European Citizen
Action Service

16.45

**Concluding keynote speech,
followed by Q&A**

Frans Timmermans

First Vice-President of the European
Commission

19.30 – 22.00

Dinner

at Conference venue

Tuesday, 20 June

Day 2

Session 3

9.00–10.45

Presentation of the first results of the open government survey

(Survey of Ombudsmen offices on their role in strengthening open governance jointly carried out by the OECD and the EO. The preliminary findings will be presented during this session).

Moderator

Shada Islam

Panellists

Emily O'Reilly

European Ombudsman

Elena Gentili

Public Governance Directorate, OECD

Peter Tyndall

Irish Ombudsman and President of the IOI

Marc Bertrand

Ombudsman of Wallonia and of the Wallonia-Brussels Federation and President of the AOMF

10.45–11.30

Group photo and coffee break

Session 4

11.30–13.00

Current and future challenges for Ombudsmen

(The topics for this session have been chosen in light of the feedback and Network survey conducted after the 2016 ENO conference).

Moderator

Shada Islam

Panellists

Emily O'Reilly

European Ombudsman

Andreas Pottakis

Greek Ombudsman

Migration crisis: Best practices for practical problem-solving (housing, recognition of diploma, opening of bank accounts, leaflets for refugees, etc.)

Ülle Madise

Estonian Chancellor of Justice

Exchange of best practices for digital administrations

Lora Vidović

Croatian Ombudswoman

Maintaining good administration standards in times of reduced resources

Paul Maassen

Director for Civil Society Engagement, Open Government Partnership

Implementing open government policies

13.00–14.30

Lunch

at Conference venue

Working groups
(for Network members)

14.30–16.30

Workshops

Andreas Pottakis
Greek Ombudsman

Migration crisis: Best practices for practical problem-solving (housing, recognition of diploma, opening of bank accounts, leaflets for refugees, etc.)

Ülle Madise

Estonian Chancellor of Justice

Exchange of best practices for digital administrations

Lora Vidović

Croatian Ombudswoman

Maintaining good administration standards in times of reduced resources

Tonu Basu

Program Officer, Open Government Partnership

Implementing open government policies

16.30–17.00

Coffee break

17.00–17.20

Presentation of workshop findings

Working group rapporteurs

17.20–17.30

Closing of the Conference

Emily O'Reilly
European Ombudsman



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