

## Head 114 — OFFICE OF THE OMBUDSMAN

**Controlling officer:** The Ombudsman will account for expenditure under this Head.

Estimate 2006–07 .....	<b>\$81.3m</b>
Commitment balance .....	<b>\$0.1m</b>

### Controlling Officer's Report

#### Programme

##### Complaints Administration

This programme contributes to Policy Area 30: Complaints Against Maladministration (The Ombudsman).

#### Detail

	2004–05 (Actual)	2005–06 (Original)	2005–06 (Revised)	<b>2006–07 (Estimate)</b>
Financial provision (\$m)	87.0	81.4	81.4 (—)	<b>81.3</b> (–0.1%)
				(or –0.1% on 2005–06 Original)

#### Aim

2 The aim is to redress grievances and address issues arising from maladministration in the public sector and to bring about improvements in the quality and standard of and promote fairness in the public administration, through independent and impartial investigations.

#### Brief Description

3 The Ombudsman is directly responsible to the Chief Executive for resolving any complaints of maladministration lodged by the public with her through informal resolution, investigations, mediation and other forms of assistance. The Office generally met its objectives and targets in 2005.

4 The key performance measures in respect of complaints administration are:

##### Targets

The performance of the Office of The Ombudsman can be measured by the extent of public awareness and acceptance of the Office, the thoroughness of investigations, the efficiency with which complaints are resolved, and the degree of acceptance and recognition of the effectiveness of recommendations made for the redress of grievances.

##### Indicators

Key indicators of performance are the number of complaint cases and enquiries received; the number of complaint cases investigated or resolved through alternative resolution methods which include rendering clarification and assistance, referral under the Internal Complaint Handling Programme (INCH) and mediation; the number of direct investigations completed; and the number of recommendations accepted by the Administration either directly or after discussion in the legislature. The reporting year of the Office ends on 31 March. The performance figures for the last three reporting years are:

	<i>Reporting Year</i>		
	2002–03 (Actual)	2003–04 (Actual)	2004–05 (Actual)
enquiries received .....	14 298	12 552	11 742
complaints received .....	4 382	4 661	4 654
complaints carried forward from the previous reporting year .....	760	772	1 088
total cases of complaints for processing .....	5 142	5 433	5 742
complaints investigated			
substantiated .....	15	14	31
partially substantiated .....	39	24	46
unsubstantiated .....	68	236	45
incapable of determination .....	—	1	—
substantiated other than alleged# .....	—	3	3
withdrawn/discontinued .....	2	6	—

## Head 114 — OFFICE OF THE OMBUDSMAN

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	<i>Reporting Year</i>		
	2002–03 (Actual)	2003–04 (Actual)	2004–05 (Actual)
complaints concluded after rendering clarification and assistance.....	1 996	1 631	1 664
complaints concluded after referral under INCH programme .....	176	203	209
complaints concluded after mediation .....	6	7	6
complaints not investigated			
restriction on investigation .....	971	1 259	1 132
outside jurisdiction .....	758	633	816
withdrawn/discontinued.....	339	328	1 071
total no. of cases concluded			
cases.....	4 370	4 345	5 023
percentage over the total no. of cases for processing .....	85	80	88
cases carried forward to the next reporting year.....	772	1 088	719
no. of direct investigations completed .....	6	5	5
no. of recommendations made .....	245	209	270
no. of recommendations accepted.....	240	197	263

# The indicator was introduced in 2003–04. This refers to the situation where The Ombudsman finds the allegations to be unsubstantiated but, in the course of investigation, discovers other aspects of significant maladministration.

### ***Matters Requiring Special Attention in 2006–07***

5 During 2006–07, the Office will continue to:

- monitor the administrative actions of the public sector and institute direct investigations;
- encourage the use of mediation to settle complaints involving no or minor maladministration;
- develop community programmes to arouse public awareness and understanding of the work of the Office;
- enhance professionalism and the quality of complaint management in the Office and the public sector; and
- strengthen relationship with other ombudsman jurisdictions and kindred institutions through liaison and exchange programmes.

## Head 114 — OFFICE OF THE OMBUDSMAN

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### ANALYSIS OF FINANCIAL PROVISION

<b>Programme</b>	2004-05 (Actual) (\$m)	2005-06 (Original) (\$m)	2005-06 (Revised) (\$m)	<b>2006-07 (Estimate) (\$m)</b>
Complaints Administration .....	87.0	81.4	81.4 (—)	<b>81.3 (-0.1%)</b>
				<b>(or -0.1% on 2005-06 Original)</b>

#### Analysis of Financial and Staffing Provision

Provision for 2006-07 is \$0.1 million (0.1%) lower than the revised estimate for 2005-06. This is mainly due to adjusted cash flow requirement for the exchange development scheme with the Mainland.

**Head 114 — OFFICE OF THE OMBUDSMAN**

Sub-head (Code)	Actual expenditure 2004-05	Approved estimate 2005-06	Revised estimate 2005-06	<b>Estimate 2006-07</b>
	\$'000	\$'000	\$'000	<b>\$'000</b>
<b>Operating Account</b>				
Recurrent				
000	Operational expenses .....	86,778	81,222	81,222
	Total, Recurrent.....	86,778	81,222	<b>81,222</b>
Non-Recurrent				
700	General non-recurrent.....	200	200	30
	Total, Non-Recurrent.....	200	200	<b>30</b>
	Total, Operating Account.....	86,978	81,422	<b>81,252</b>
	Total Expenditure.....	86,978	81,422	<b>81,252</b>

## Head 114 — OFFICE OF THE OMBUDSMAN

---

### Details of Expenditure by Subhead

The estimate of the amount required in 2006–07 for the salaries and expenses of the Office of The Ombudsman is \$81,252,000. This represents a decrease of \$170,000 against the revised estimate for 2005–06 and of \$5,726,000 against actual expenditure in 2004–05.

#### *Operating Account*

#### Recurrent

**2** Provision of \$81,222,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the Office of The Ombudsman.

## Head 114 — OFFICE OF THE OMBUDSMAN

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### Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2005	Revised estimated expenditure for 2005–06	Balance
			\$'000	\$'000	\$'000	\$'000
<b><i>Operating Account</i></b>						
700		<i>General non-recurrent</i>				
	002	Exchange development scheme with the Mainland .....	1,800	1,489	200	111
		Total .....	1,800	1,489	200	111
			1,800	1,489	200	111