

Head 114 — OFFICE OF THE OMBUDSMAN

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

Estimate 2009–10 **\$90.3m**

Controlling Officer's Report

Programme

Complaints Administration

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

Detail

	2007–08 (Actual)	2008–09 (Original)	2008–09 (Revised)	2009–10 (Estimate)
Financial provision (\$m)	81.6	85.1	89.1 (+4.7%)	90.3 (+1.3%)
				(or +6.1% on 2008–09 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 2008.

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:

	2005–06 (Actual)	<i>Reporting Year</i> 2006–07 (Actual)	2007–08 (Actual)
enquiries received	14 633	15 626	12 169
complaints received	4 266	5 606	4 987
complaints carried forward from the previous reporting year.....	719	676	942
total no. of complaints for processing.....	4 985	6 282	5 929
complaints investigated			
substantiated	13	15	10
partially substantiated	14	16	12
unsubstantiated	26	39	14
inconclusive^	—	—	—
substantiated other than alleged.....	—	1	1
withdrawn/discontinued.....	2	—	1

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	<i>Reporting Year</i>		
	2005-06 (Actual)	2006-07 (Actual)	2007-08 (Actual)
complaints concluded after rendering clarification and assistance.....	1 573	1 500	1 857
complaints concluded after referral under INCH programme	185	143	81
complaints concluded after mediation	12	2	1
complaints attempted for mediation but not accepted by party(ies) concerned [§]	—	6	3
complaints not investigated			
restriction on investigation	351	394	375
outside jurisdiction	762	1 991	871
withdrawn/discontinued.....	284	221	593
not undertaken	1 087	1 018	828
total no. of complaints concluded			
complaints.....	4 309	5 340	4 644
percentage over the total no. of complaints for processing (%)	86	85	78
complaints carried forward to the next reporting year.....	676	942	1 285
no. of direct investigations completed	4	4	4
no. of recommendations made	110	134	103
no. of recommendations accepted.....	104	125	98

[^] Previously “incapable of determination”.

[§] The indicator was introduced in 2006-07 to reflect the number of complaints attempted for mediation but not accepted by party(ies) concerned.

Matters Requiring Special Attention in 2009-10

5 During 2009-10, 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.

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ANALYSIS OF FINANCIAL PROVISION

Programme	2007–08 (Actual) (\$m)	2008–09 (Original) (\$m)	2008–09 (Revised) (\$m)	2009–10 (Estimate) (\$m)
Complaints Administration	81.6	85.1	89.1 (+4.7%)	90.3 (+1.3%)
				(or +6.1% on 2008–09 Original)

Analysis of Financial and Staffing Provision

Provision for 2009–10 is \$1.2 million (1.3%) higher than the revised estimate for 2008–09. This is mainly due to the additional provisions to meet operating expenses.

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Sub-head (Code)	Actual expenditure 2007-08	Approved estimate 2008-09	Revised estimate 2008-09	Estimate 2009-10	
	\$'000	\$'000	\$'000	\$'000	
Operating Account					
Recurrent					
000	Operational expenses	81,572	85,103	89,037	90,272
	Total, Recurrent	<u>81,572</u>	<u>85,103</u>	<u>89,037</u>	<u>90,272</u>
Non-Recurrent					
	General non-recurrent	40	41	41	—
	Total, Non-Recurrent	<u>40</u>	<u>41</u>	<u>41</u>	<u>—</u>
	Total, Operating Account	81,612	85,144	89,078	90,272
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	Total Expenditure	<u>81,612</u>	<u>85,144</u>	<u>89,078</u>	<u>90,272</u>

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Details of Expenditure by Subhead

The estimate of the amount required in 2009–10 for the salaries and expenses of the Office of The Ombudsman is \$90,272,000. This represents an increase of \$1,194,000 over the revised estimate for 2008–09 and of \$8,660,000 over actual expenditure in 2007–08.

Operating Account

Recurrent

2 Provision of \$90,272,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the Office of The Ombudsman.