

Head 114 — OFFICE OF THE OMBUDSMAN

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

Estimate 2010–11	\$88.5m
Commitment balance	\$0.03m

Controlling Officer's Report

Programme

Complaints Administration

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

Detail

	2008–09 (Actual)	2009–10 (Original)	2009–10 (Revised)	2010–11 (Estimate)
Financial provision (\$m)	89.0	90.3	90.0 (–0.3%)	88.5 (–1.7%)
				(or –2.0% on 2009–10 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 him through informal resolution, investigations, mediation and other forms of assistance. The Office generally met its objectives and targets in 2009.

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:

	2006-07 (Actual)	<i>Reporting Year</i> 2007–08 (Actual)	2008–09 (Actual)
enquiries received.....	15 626	12 169	14 005
complaints received.....	5 606	4 987	5 386
complaints carried forward from the previous reporting year	676	942	1 285
total no. of complaints for processing	6 282	5 929	6 671
complaints investigated			
substantiated#.....	15	9	21
partially substantiated#.....	16	13	171
unsubstantiated.....	39	14	20
inconclusive^.....	—	—	—

Head 114 — OFFICE OF THE OMBUDSMAN

	<i>Reporting Year</i>		
	2006-07 (Actual)	2007-08 (Actual)	2008-09 (Actual)
substantiated other than alleged.....	1	1	34
withdrawn/discontinued.....	—	1	1
complaints concluded after rendering clarification and assistance	1 500	1 857	2 289
complaints concluded after referral under INCH programme.....	143	81	148
complaints concluded after mediation.....	2	1	—
complaints attempted for mediation but not accepted by party(ies) concerned.....	6	3	—
complaints not investigated			
restriction on investigation	394	375	477
outside jurisdiction	1 991	871	631
withdrawn/discontinued.....	221	593	355
not undertaken	1 018	828	1 554
total no. of complaints concluded			
complaints	5 340	4 644	5 701
percentage over the total no. of complaints for processing (%)	85	78	86
complaints carried forward to the next reporting year.....	942	1 285	970
no. of direct investigations completed.....	4	4	6
no. of recommendations made.....	134	103	153
no. of recommendations accepted	125	98	118

The indicator was adjusted in 2007–08 to reflect the final classification of complaint cases after review by The Ombudsman.

^ Previously “incapable of determination”.

Matters Requiring Special Attention in 2010–11

5 During 2010–11, 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

ANALYSIS OF FINANCIAL PROVISION

Programme	2008-09 (Actual) (\$m)	2009-10 (Original) (\$m)	2009-10 (Revised) (\$m)	2010-11 (Estimate) (\$m)
Complaints Administration	89.0	90.3	90.0 (-0.3%)	88.5 (-1.7%)
				(or -2.0% on 2009-10 Original)

Analysis of Financial and Staffing Provision

Provision for 2010-11 is \$1.5 million (1.7%) lower than the revised estimate for 2009-10. This is mainly due to salary adjustment in line with the 2009 pay adjustment.

Head 114 — OFFICE OF THE OMBUDSMAN

Sub-head (Code)	Actual expenditure 2008-09	Approved estimate 2009-10	Revised estimate 2009-10	Estimate 2010-11	
	\$'000	\$'000	\$'000	\$'000	
Operating Account					
Recurrent					
000	Operational expenses.....	89,037	90,272	89,979	88,457
	Total, Recurrent.....	<u>89,037</u>	<u>90,272</u>	<u>89,979</u>	<u>88,457</u>
Non-Recurrent					
700	General non-recurrent.....	—	—	11	30
	Total, Non-Recurrent.....	<u>—</u>	<u>—</u>	<u>11</u>	<u>30</u>
	Total, Operating Account.....	89,037	90,272	89,990	88,487
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	Total Expenditure.....	<u>89,037</u>	<u>90,272</u>	<u>89,990</u>	<u>88,487</u>

Head 114 — OFFICE OF THE OMBUDSMAN

Details of Expenditure by Subhead

The estimate of the amount required in 2010–11 for the salaries and expenses of the Office of The Ombudsman is \$88,487,000. This represents a decrease of \$1,503,000 against the revised estimate for 2009–10 and of \$550,000 against actual expenditure in 2008–09.

Operating Account

Recurrent

2 Provision of \$88,457,000 under *Subhead 000 Operational expenses* is for the payment of subvention to the Office of The Ombudsman to cover its salaries, allowances and other operating expenses.

Head 114 — OFFICE OF THE OMBUDSMAN

Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2009	Revised estimated expenditure for 2009–10	Balance
			\$'000	\$'000	\$'000	\$'000
<i>Operating Account</i>						
700		<i>General non-recurrent</i>				
	002	Exchange development scheme with the Mainland.....	1,800	1,759	11	30
		Total.....	<u>1,800</u>	<u>1,759</u>	<u>11</u>	<u>30</u>