

Head 114 — OFFICE OF THE OMBUDSMAN

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

Estimate 2013–14.....	\$99.5m
Commitment balance	\$0.3m

Controlling Officer's Report

Programme

Complaints Administration

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

Detail

	2011–12 (Actual)	2012–13 (Original)	2012–13 (Revised)	2013–14 (Estimate)
Financial provision (\$m)	94.2	94.7	99.1 (+4.6%)	99.5 (+0.4%)
				(or +5.1% on 2012–13 Original)

Aim

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

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 inquiries, investigations, mediation and other forms of assistance. The Office generally met its objectives and targets in 2012.

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 inquiries 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>		
	2009–10 (Actual)	2010–11 (Actual)	2011–12 (Actual)
enquiries received	13 789	12 227	12 545
complaints received	4 803	5 339	5 029
complaints carried forward from the previous reporting year@	1 066	1 128	1 056
total no. of complaints for processing	5 869	6 467	6 085
complaints concluded by full investigation@	126	155	163
complaints concluded by inquiry	2 086	2 894	2 492
complaints concluded by mediation	3	7	22

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	<i>Reporting Year</i>		
	2009–10 (Actual)	2010–11 (Actual)	2011–12 (Actual)
complaints non-pursuable	2 560	2 381	2 560
total no. of complaints processed			
complaints	4 775	5 437	5 237
percentage over the total no. of complaints for			
processing (%)	81	84	86
complaints carried forward to the next reporting year	1 094	1 030	848
no. of direct investigations completed	7	6	5
no. of recommendations made	203	182	169
no. of recommendations accepted	195	161	151

@ Including reopened cases, i.e. cases which had been closed for being unpursuable in previous year but subsequently became pursuable and re-opened for inquiry.

α Presentation modified for consistency with presentation in the Annual Report.

Matters Requiring Special Attention in 2013–14

5 During 2013–14, 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	2011-12 (Actual) (\$m)	2012-13 (Original) (\$m)	2012-13 (Revised) (\$m)	2013-14 (Estimate) (\$m)
Complaints Administration.....	94.2	94.7	99.1 (+4.6%)	99.5 (+0.4%)
				(or +5.1% on 2012-13 Original)

Analysis of Financial and Staffing Provision

Provision for 2013-14 is \$0.4 million (0.4%) higher than the revised estimate for 2012-13. This is mainly due to salary adjustment in line with the 2012 civil service pay rise.

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Sub-head (Code)	Actual expenditure 2011–12	Approved estimate 2012–13	Revised estimate 2012–13	Estimate 2013–14	
	\$'000	\$'000	\$'000	\$'000	
Operating Account					
Recurrent					
000	Operational expenses	94,089	94,555	98,985	99,465
	Total, Recurrent	<u>94,089</u>	<u>94,555</u>	<u>98,985</u>	<u>99,465</u>
Non-Recurrent					
700	General non-recurrent	75	100	100	75
	Total, Non-Recurrent	<u>75</u>	<u>100</u>	<u>100</u>	<u>75</u>
	Total, Operating Account.....	94,164	94,655	99,085	99,540
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	Total Expenditure	<u>94,164</u>	<u>94,655</u>	<u>99,085</u>	<u>99,540</u>

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Details of Expenditure by Subhead

The estimate of the amount required in 2013–14 for the salaries and expenses of the Office of The Ombudsman is \$99,540,000. This represents an increase of \$455,000 over the revised estimate for 2012–13 and of \$5,376,000 over actual expenditure in 2011–12.

Operating Account

Recurrent

2 Provision of \$99,465,000 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.

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Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2012	Revised estimated expenditure for 2012–13	Balance
			\$'000	\$'000	\$'000	\$'000
<i>Operating Account</i>						
700		<i>General non-recurrent</i>				
	002	Exchange development scheme with the Mainland	2,225	1,875	100	250
		Total	<u>2,225</u>	<u>1,875</u>	<u>100</u>	<u>250</u>