

## Head 114 — OFFICE OF THE OMBUDSMAN

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

<b>Estimate 2002–03</b> .....	<b>\$99.1m</b>
<b>Capital Account commitment balance</b> .....	<b>\$2.0m</b>

### Controlling Officer's Report

#### Programme

##### Complaints Administration

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

#### Detail

	2000–01 (Actual)	2001–02 (Approved)	2001–02 (Revised)	2002–03 (Estimate)
Financial provision (\$m)	57.9	106.9 (+84.6%)	109.6 (+2.5%)	99.1 (–9.6%)

#### 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 2001.

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 30 June. The performance figures for the last three reporting years are:

	Reporting Year		
	1998–99 (Actual)	1999–2000 (Actual)	2000–01 (Actual)
enquiries received .....	10 192	9 323	11 821
complaints received .....	4 125	3 101	3 709
complaints carried forward from the previous reporting year .....	594	891	581
total cases of complaints for disposal .....	4 719	3 992	4 290
complaints investigated			
substantiated .....	56	22	28
partially substantiated .....	73	100	41
unsubstantiated .....	172	61	80
incapable of determination .....	—	—	12
withdrawn/discontinued .....	8	11	—
complaints concluded after rendering clarification and assistance .....	793	969	700

## Head 114 — OFFICE OF THE OMBUDSMAN

	<i>Reporting Year</i>		
	1998–99 (Actual)	1999–2000 (Actual)	2000–01 (Actual)
complaints concluded after referral under INCH			
programme .....	499	467	364
complaints concluded after mediation .....	19	10	29
complaints not investigated			
restriction on investigation.....	790	592	795
outside jurisdiction.....	998	825	1 064
withdrawn/discontinued .....	420	354	363
total cases concluded			
no. of cases.....	3 828	3 411	3 476
% over the total cases for processing .....	81	85	81
cases carried forward to the next reporting year .....	891	581	814
number of direct investigations completed .....	7	3	5
recommendations made and accepted .....	279	135	185

### *Matters Requiring Special Attention in 2002–03*

**5** During 2002–03, the Office will:

- 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;
- continue to replace civil servants working in the Office with contract staff employed under the Office's terms and conditions of service;
- acquire and move into a permanent office; 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	2000-01 (Actual) (\$m)	2001-02 (Approved) (\$m)	2001-02 (Revised) (\$m)	2002-03 (Estimate) (\$m)
Complaints Administration .....	57.9	106.9 (+84.6%)	109.6 (+2.5%)	<b>99.1</b> <b>(-9.6%)</b>

#### Analysis of Financial and Staffing Provision

Provision for 2002-03 is \$10.5 million (9.6%) lower than the revised estimate for 2001-02. This is mainly due to the clawing back of the provision allocated in 2001-02 for contract officers' gratuities accrued prior to April 2001 and reduced provision on rental charges in anticipation of the removal of the Office to its permanent accommodation by July 2002.

## Head 114 — OFFICE OF THE OMBUDSMAN

Sub-head (Code)	Actual expenditure 2000-01	Approved estimate 2001-02	Revised estimate 2001-02	Estimate 2002-03
	\$'000	\$'000	\$'000	\$'000
<b>Recurrent Account</b>				
Operational expenses .....	57,388	—	—	—
Total .....	57,388	—	—	—
V — Subventions				
538 Salaries and allowances for staff and general expenses of the Office of The Ombudsman...	—	106,100	108,280	97,755
Total, Subventions .....	—	106,100	108,280	97,755
Total, Recurrent Account .....	57,388	106,100	108,280	97,755
<b>Capital Account</b>				
II — Other Non-Recurrent				
General other non-recurrent .....	547	829	1,304	—
Total, Other Non-Recurrent .....	547	829	1,304	—
III — Subventions				
862 Office of The Ombudsman.....	—	—	—	1,329
Total, Subventions .....	—	—	—	1,329
Total, Capital Account .....	547	829	1,304	1,329
Total Expenditure.....	57,935	106,929	109,584	99,084

## Head 114 — OFFICE OF THE OMBUDSMAN

---

### Details of Expenditure by Subhead

The estimate of the amount required in 2002–03 for the salaries and general expenses of the Office of The Ombudsman is \$99,084,000. This represents a decrease of \$10,500,000 against the revised estimate for 2001–02 and an increase of \$41,149,000 over actual expenditure in 2000–01.

#### *Recurrent Account*

#### Subventions

**2** Provision of \$97,755,000 under *Subhead 538 salaries and allowances for staff and general expenses of the Office of The Ombudsman* is for the salaries and allowances of staff of the Office of The Ombudsman and its operating expenses. The decrease of \$10,525,000 (9.7%) against the revised estimate for 2001–02 is mainly due to the clawing back of the additional provision for contract officers' gratuities accrued prior to April 2001 and the reduced provision on rental charges in anticipation of the removal of the Office to its permanent accommodation by July 2002.

## Head 114 — OFFICE OF THE OMBUDSMAN

### Capital Account

#### Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2001	Revised estimated expenditure for 2001–02	Balance
			\$'000	\$'000	\$'000	\$'000
862		<i>Office of The Ombudsman</i>				
	002	Exchange development scheme with the Mainland.....	1,800	779	200	821
	006	Accounting and Human Resource Systems for the Office of The Ombudsman .....	1,019	360	—	659
	007	Recruitment upon delinking.....	960	—	490	470
		Total.....	3,779	1,139	690	1,950