

Head 114 — OFFICE OF THE OMBUDSMAN

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

Estimate 2004–05	\$87.0m
Commitment balance	\$0.5m

Controlling Officer's Report

Programme

Complaints Administration

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

Detail

	2002–03 (Actual)	2003–04 (Original)	2003–04 (Revised)	2004–05 (Estimate)
Financial provision (\$m)	110.5	93.9	93.3 (–0.6%)	87.0 (–6.8%)
				(or –7.3% on 2003–04 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 2003.

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>		
	2000–01 (Actual)	2001–02 (Actual)	2002–03 (Actual)
enquiries received.....	11 821	12 900	14 298
complaints received.....	3 709	3 736	4 382
complaints carried forward from the previous reporting year	581	814	760
total cases of complaints for disposal.....	4 290	4 550	5 142
complaints investigated			
substantiated.....	28	18	15
partially substantiated.....	41	263	39
unsubstantiated.....	80	42	68
incapable of determination.....	12	2	—
withdrawn/discontinued.....	—	6	2
complaints concluded after rendering clarification and assistance	700	1 214	1 996

Head 114 — OFFICE OF THE OMBUDSMAN

	<i>Reporting Year</i>		
	2000–01 (Actual)	2001–02 (Actual)	2002–03 (Actual)
complaints concluded after referral under INCH programme .	364	353	176
complaints concluded after mediation	29	19	6
complaints not investigated			
restriction on investigation	795	685	971
outside jurisdiction	1 064	878	758
withdrawn/discontinued.....	363	310	339
total cases concluded			
no. of cases	3 476	3 790	4 370
% over the total cases for processing.....	81	83	85
cases carried forward to the next reporting year.....	814	760	772
number of direct investigations completed.....	5	4	6
recommendations made and accepted	185	236	240

Matters Requiring Special Attention in 2004–05

5 During 2004–05, 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; 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	2002-03 (Actual) (\$m)	2003-04 (Original) (\$m)	2003-04 (Revised) (\$m)	2004-05 (Estimate) (\$m)
Complaints Administration	110.5	93.9	93.3 (-0.6%)	87.0 (-6.8%)
				(or -7.3% on 2003-04 Original)

Analysis of Financial and Staffing Provision

Provision for 2004-05 is \$6.3 million (6.8%) lower than the revised estimate for 2003-04. This is mainly due to the reduction of provision in operating expenses and the salary adjustments in line with the civil service pay reduction in January 2004 and January 2005.

Head 114 — OFFICE OF THE OMBUDSMAN

Sub-head (Code)	Actual expenditure 2002-03	Approved estimate 2003-04	Revised estimate 2003-04	Estimate 2004-05	
	\$'000	\$'000	\$'000	\$'000	
Operating Account					
Recurrent					
000	Operational expenses.....	—	93,369	92,777	86,778
	Salaries and allowances for staff and general expenses of the Office of The Ombudsman ...	102,195	—	—	—
	Total, Recurrent	102,195	93,369	92,777	86,778
Non-Recurrent					
700	General non-recurrent.....	—	—	—	200
	Total, Non-Recurrent	—	—	—	200
	Total, Operating Account.....	102,195	93,369	92,777	86,978
Capital Account					
Subventions					
	Office of The Ombudsman	8,259	492	492	—
	Total, Subventions	8,259	492	492	—
	Total, Capital Account	8,259	492	492	—
	Total Expenditure.....	110,454	93,861	93,269	86,978

Head 114 — OFFICE OF THE OMBUDSMAN

Details of Expenditure by Subhead

The estimate of the amount required in 2004–05 for the salaries and general expenses of the Office of The Ombudsman is \$86,978,000. This represents a decrease of \$6,291,000 against the revised estimate for 2003–04 and of \$23,476,000 against actual expenditure in 2002–03.

Operating Account

Recurrent

2 Provision of \$86,778,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the Office of The Ombudsman. The decrease of \$5,999,000 (6.5%) against the revised estimate for 2003–04 is mainly due to the reduction of provision in operating expenses and also the salary adjustments in line with the civil service pay reduction in January 2004 and January 2005.

Head 114 — OFFICE OF THE OMBUDSMAN

Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2003	Revised estimated expenditure for 2003–04	Balance
			\$'000	\$'000	\$'000	\$'000
<i>Operating Account</i>						
700		<i>General non-recurrent</i>				
	† 002	Exchange development scheme with the Mainland.....	1,800	1,089	200	511
		Total.....	1,800	1,089	200	511
			1,800	1,089	200	511

† Denotes item moved from Subhead 862. Expenditure for 2003–04 is accounted for under the 2003–04 Revised Estimate of Subhead 862.