

Head 114 — OFFICE OF THE OMBUDSMAN

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

Estimate 2008–09	\$85.1m
Commitment balance	\$0.04m

Controlling Officer's Report

Programme

Complaints Administration

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

Detail

	2006–07 (Actual)	2007–08 (Original)	2007–08 (Revised)	2008–09 (Estimate)
Financial provision (\$m)	81.3	81.6	81.6 (—)	85.1 (+4.3%)
				(or +4.3% on 2007–08 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 2007.

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:

	2004–05 (Actual)	<i>Reporting Year</i> 2005–06 (Actual)	2006–07 (Actual)
enquiries received	11 742	14 633	15 626
complaints received	4 654	4 266	5 606
complaints carried forward from the previous reporting year	1 088	719	676
total no. of complaints for processing	5 742	4 985	6 282
complaints investigated			
substantiated	31	13	15
partially substantiated	46	14	16
unsubstantiated	45	26	39
incapable of determination	—	—	—
substantiated other than alleged	3	—	1
withdrawn/discontinued	—	2	—

Head 114 — OFFICE OF THE OMBUDSMAN

	2004–05 (Actual)	<i>Reporting Year</i> 2005–06 (Actual)	2006–07 (Actual)
complaints concluded after rendering clarification and assistance.....	1 664	1 573	1 500
complaints concluded after referral under INCH programme	209	185	143
complaints concluded after mediation	6	12	2
complaints not investigated			
restriction on investigation.....	1 132	351	394
outside jurisdiction.....	816	762	1 991
withdrawn/discontinued	1 071	284	221
not undertaken@.....	—	1 087	1 018
total no. of complaints concluded			
complaints.....	5 023	4 309	5 340
percentage over the total no. of complaints for			
processing (%).....	88	86	85
complaints carried forward to the next reporting year	719	676	942
no. of direct investigations completed	5	4	4
no. of recommendations made	270	110	134
no. of recommendations accepted.....	263	104	125

@ The indicator was introduced in 2005–06 to reflect the number of complaints which The Ombudsman has decided not to pursue further after considering all their circumstances, including whether there is sufficient prima facie evidence of maladministration and whether the organisations concerned are taking action on the matter.

Matters Requiring Special Attention in 2008–09

5 During 2008–09, 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	2006-07 (Actual) (\$m)	2007-08 (Original) (\$m)	2007-08 (Revised) (\$m)	2008-09 (Estimate) (\$m)
Complaints Administration	81.3	81.6	81.6 (—)	85.1 (+4.3%)
				(or +4.3% on 2007-08 Original)

Analysis of Financial and Staffing Provision

Provision for 2008-09 is \$3.5 million (4.3%) higher than the revised estimate for 2007-08. This is mainly due to the additional provision for salary adjustment in line with the 2007 civil service pay rise.

Head 114 — OFFICE OF THE OMBUDSMAN

Sub-head (Code)	Actual expenditure 2006–07	Approved estimate 2007–08	Revised estimate 2007–08	Estimate 2008–09	
	\$'000	\$'000	\$'000	\$'000	
Operating Account					
Recurrent					
000	Operational expenses	81,222	81,572	81,572	85,103
	Total, Recurrent.....	<u>81,222</u>	<u>81,572</u>	<u>81,572</u>	<u>85,103</u>
Non-Recurrent					
700	General non-recurrent	30	40	40	41
	Total, Non-Recurrent.....	<u>30</u>	<u>40</u>	<u>40</u>	<u>41</u>
	Total, Operating Account	81,252	81,612	81,612	85,144
<hr/>					
	Total Expenditure	<u><u>81,252</u></u>	<u><u>81,612</u></u>	<u><u>81,612</u></u>	<u><u>85,144</u></u>

Head 114 — OFFICE OF THE OMBUDSMAN

Details of Expenditure by Subhead

The estimate of the amount required in 2008–09 for the salaries and expenses of the Office of The Ombudsman is \$85,144,000. This represents an increase of \$3,532,000 over the revised estimate for 2007–08 and of \$3,892,000 over actual expenditure in 2006–07.

Operating Account

Recurrent

2 Provision of \$85,103,000 under *Subhead 000 Operational expenses* is for the salaries, allowances and other operating expenses of the Office of The Ombudsman.

Head 114 — OFFICE OF THE OMBUDSMAN

Commitments

Sub-head (Code)	Item (Code)	Ambit	Approved commitment	Accumulated expenditure to 31.3.2007	Revised estimated expenditure for 2007–08	Balance
			\$'000	\$'000	\$'000	\$'000
<i>Operating Account</i>						
700		<i>General non-recurrent</i>				
	002	Exchange development scheme with the Mainland	1,800	1,719	40	41
		Total	1,800	1,719	40	41