

Head 114 — OFFICE OF THE OMBUDSMAN

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

Estimate 2022–23 **\$126.8m**

Controlling Officer's Report

Programme

Complaints Administration

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

Detail

	2020–21 (Actual)	2021–22 (Original)	2021–22 (Revised)	2022–23 (Estimate)
Financial provision (\$m)	127.9	128.0	128.0 (—)	126.8 (–0.9%)
				(or –0.9% on 2021–22 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 public administration, through independent and impartial investigation.

Brief Description

3 The Ombudsman is responsible for resolving complaints of maladministration lodged by the public with her through inquiries, investigations, mediation and other forms of assistance. The Ombudsman may, of her own volition, initiate direct investigation into areas of suspected maladministration. The Office generally met its objectives and targets in 2021.

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 concluded through inquiries and mediation; the number of direct investigations completed; and the number of recommendations accepted by government departments/public bodies 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:

	Reporting Year		
	2018–19 (Actual)	2019–20 (Actual)	2020–21 (Actual)
enquiries received.....	10 403	8 581	7 505
complaints received.....	4 991	19 767	29 814
complaints carried forward from the previous reporting year	817	970	899
total no. of complaints for processing	5 808	20 737	30 713
complaints concluded by full investigation.....	205	240	167
complaints concluded by inquiry	2 502	2 418	2 480
complaints concluded by mediation	205	149	179
complaints assessed and closed.....	1 926	17 031	27 195
total no. of complaints completed complaints	4 838	19 838	30 021
percentage over the total no. of complaints for processing (%)	83	96	98

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	<i>Reporting Year</i>		
	2018–19 (Actual)	2019–20 (Actual)	2020–21 (Actual)
complaints carried forward to the next reporting year	970	899	692
no. of direct investigations completed	12	10	9
no. of recommendations made	253	177	194
no. of recommendations accepted as at end of respective year	233	148	168

Matters Requiring Special Attention in 2022–23

- 5** During 2022–23, the Office will continue to take forward the Strategic Plan for 2019–2024 as follows:
- enhance community awareness of the role and services of The Ombudsman;
 - foster improvement in the quality and fairness in public administration;
 - enhance transparency, efficiency and quality of the work of the Office; and
 - build professional capacity through enhanced staff development and knowledge management.

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ANALYSIS OF FINANCIAL PROVISION

Programme	2020–21 (Actual) (\$m)	2021–22 (Original) (\$m)	2021–22 (Revised) (\$m)	2022–23 (Estimate) (\$m)
Complaints Administration	127.9	128.0	128.0 (—)	126.8 (–0.9%)
				(or –0.9% on 2021–22 Original)

Analysis of Financial and Staffing Provision

Provision for 2022–23 is \$1.2 million (0.9%) lower than the revised estimate for 2021–22. This is due to the decreased provision for operating expenses.

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Sub-head (Code)	Actual expenditure 2020–21	Approved estimate 2021–22	Revised estimate 2021–22	Estimate 2022–23
	\$'000	\$'000	\$'000	\$'000
Operating Account				
Recurrent				
000 Operational expenses	127,856	128,035	128,035	126,755
Total, Recurrent.....	127,856	128,035	128,035	126,755
Total, Operating Account	127,856	128,035	128,035	126,755
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Total Expenditure	127,856	128,035	128,035	126,755
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Details of Expenditure by Subhead

The estimate of the amount required in 2022–23 for the salaries and expenses of the Office of The Ombudsman is \$126,755,000. This represents a decrease of \$1,280,000 against the revised estimate for 2021–22 and \$1,101,000 against the actual expenditure in 2020–21.

Operating Account

Recurrent

2 Provision of \$126,755,000 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.