

## Head 114 — OFFICE OF THE OMBUDSMAN

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

Estimate 2014–15 .....	<b>\$102.8m</b>
Commitment balance .....	<b>\$0.2m</b>

### Controlling Officer's Report

#### Programme

##### Complaints Administration

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

#### Detail

	2012–13 (Actual)	2013–14 (Original)	2013–14 (Revised)	<b>2014–15 (Estimate)</b>
Financial provision (\$m)	99.1	99.5	102.5 (+3.0%)	<b>102.8</b> (+0.3%)
				(or +3.3% on 2013–14 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 2013.

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>		
	2010–11 (Actual)	2011–12 (Actual)	<b>2012–13 (Actual)</b>
enquiries received.....	12 227	12 545	<b>12 255</b>
complaints received.....	5 339	5 029	<b>5 501</b>
complaints carried forward from the previous reporting year@.....	1 128	1 056	<b>848</b>
total no. of complaints for processing.....	6 467	6 085	<b>6 349</b>
complaints concluded by full investigation.....	155	163	<b>169</b>
complaints concluded by inquiry.....	2 894	2 492	<b>2 094</b>
complaints concluded by mediation.....	7	22	<b>22</b>
complaints non-pursuable.....	2 381	2 560	<b>3 116</b>
total no. of complaints processed			
complaints.....	5 437	5 237	<b>5 401</b>
percentage over the total no. of complaints for processing (%).....	84	86	<b>85</b>

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	<i>Reporting Year</i>		
	2010–11 (Actual)	2011–12 (Actual)	<b>2012–13 (Actual)</b>
complaints carried forward to the next reporting year .....	1 030	848	<b>948</b>
no. of direct investigations completed .....	6	5	<b>6</b>
no. of recommendations made .....	182	169	<b>217</b>
no. of recommendations accepted .....	161	151	<b>192</b>

@ 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.

### *Matters Requiring Special Attention in 2014–15*

5 During 2014–15, 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

	2012-13 (Actual) (\$m)	2013-14 (Original) (\$m)	2013-14 (Revised) (\$m)	2014-15 (Estimate) (\$m)
<b>Programme</b>				
Complaints Administration .....	99.1	99.5	102.5 (+3.0%)	<b>102.8</b> <b>(+0.3%)</b>
				<b>(or +3.3% on 2013-14 Original)</b>

#### Analysis of Financial and Staffing Provision

Provision for 2014-15 is \$0.3 million (0.3%) higher than the revised estimate for 2013-14. This is mainly due to salary adjustment in line with the 2013 civil service pay rise.

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Sub-head (Code)	Actual expenditure 2012–13	Approved estimate 2013–14	Revised estimate 2013–14	<b>Estimate 2014–15</b>	
	\$'000	\$'000	\$'000	<b>\$'000</b>	
<b>Operating Account</b>					
Recurrent					
000	Operational expenses .....	98,985	99,465	102,386	<b>102,716</b>
	Total, Recurrent.....	98,985	99,465	102,386	<b>102,716</b>
Non-Recurrent					
700	General non-recurrent .....	100	75	75	<b>100</b>
	Total, Non-Recurrent.....	100	75	75	<b>100</b>
	Total, Operating Account .....	99,085	99,540	102,461	<b>102,816</b>
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	Total Expenditure .....	99,085	99,540	102,461	<b>102,816</b>

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### Details of Expenditure by Subhead

The estimate of the amount required in 2014–15 for the salaries and expenses of the Office of The Ombudsman is \$102,816,000. This represents an increase of \$355,000 over the revised estimate for 2013–14 and of \$3,731,000 over actual expenditure in 2012–13.

#### *Operating Account*

#### Recurrent

**2** Provision of \$102,716,000 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 31.3.2013	Revised estimated expenditure for 2013–14	Balance
			\$'000	\$'000	\$'000	\$'000
<b><i>Operating Account</i></b>						
700		<i>General non-recurrent</i>				
	002	Exchange development scheme with the Mainland .....	2,225	1,975	75	175
		Total .....	<u>2,225</u>	<u>1,975</u>	<u>75</u>	<u>175</u>