

Head 114 — OFFICE OF THE OMBUDSMAN

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

Estimate 2015–16	\$107.1m
Commitment balance	\$0.1m

Controlling Officer's Report

Programme

Complaints Administration

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

Detail

	2013–14 (Actual)	2014–15 (Original)	2014–15 (Revised)	2015–16 (Estimate)
Financial provision (\$m)	102.5	102.8	107.2 (+4.3%)	107.1 (–0.1%)
				(or +4.2% on 2014–15 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 her through inquiries, investigations, mediation and other forms of assistance. The Office generally met its objectives and targets in 2014.

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 Government 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>		
	2011–12 (Actual)	2012–13 (Actual)	2013–14 (Actual)
enquiries received.....	12 545	12 255	12 767
complaints received.....	5 029	5 501	5 624
complaints carried forward from the previous reporting year@.....	1 056	848	948
total no. of complaints for processing.....	6 085	6 349	6 572
complaints concluded by full investigation.....	163	169	321
complaints concluded by inquiry.....	2 492	2 094	2 346
complaints concluded by mediation.....	22	22	38
complaints non-pursuable.....	2 560	3 116	2 965
total no. of complaints processed			
complaints.....	5 237	5 401	5 670
percentage over the total no. of complaints for processing (%).....	86	85	86

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	<i>Reporting Year</i>		
	2011–12 (Actual)	2012–13 (Actual)	2013–14 (Actual)
complaints carried forward to the next reporting year	848	948	902
no. of direct investigations completed	5	6	6
no. of recommendations made	169	217	283
no. of recommendations accepted	151	192	248

@ Including re-opened 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 2015–16

5 During 2015–16, 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 strategic 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 related institutions through liaison and exchange programmes.

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ANALYSIS OF FINANCIAL PROVISION

Programme	2013–14 (Actual) (\$m)	2014–15 (Original) (\$m)	2014–15 (Revised) (\$m)	2015–16 (Estimate) (\$m)
Complaints Administration	102.5	102.8	107.2 (+4.3%)	107.1 (-0.1%)
				(or +4.2% on 2014–15 Original)

Analysis of Financial and Staffing Provision

Provision for 2015–16 is \$0.1 million (0.1%) lower than the revised estimate for 2014–15. This is mainly due to the reduced cash flow requirement for the exchange development scheme with the Mainland.

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Sub-head (Code)	Actual expenditure 2013–14	Approved estimate 2014–15	Revised estimate 2014–15	Estimate 2015–16
	\$'000	\$'000	\$'000	\$'000
Operating Account				
Recurrent				
000	Operational expenses	102,386	102,716	107,071
	Total, Recurrent.....	102,386	102,716	107,071
Non-Recurrent				
700	General non-recurrent	75	100	100
	Total, Non-Recurrent.....	75	100	100
	Total, Operating Account	102,461	102,816	107,171
	Total Expenditure	102,461	102,816	107,146

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Details of Expenditure by Subhead

The estimate of the amount required in 2015–16 for the salaries and expenses of the Office of The Ombudsman is \$107,146,000. This represents a decrease of \$25,000 against the revised estimate for 2014–15 and an increase of \$4,685,000 over the actual expenditure in 2013–14.

Operating Account

Recurrent

2 Provision of \$107,071,000 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 31.3.2014	Revised estimated expenditure for 2014–15	Balance
			\$'000	\$'000	\$'000	\$'000
<i>Operating Account</i>						
700		<i>General non-recurrent</i>				
	002	Exchange development scheme with the Mainland	2,225	2,050	100	75
		Total	<u>2,225</u>	<u>2,050</u>	<u>100</u>	<u>75</u>