

Head 114 — OFFICE OF THE OMBUDSMAN

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

Estimate 2018–19 **\$117.1m**

Controlling Officer's Report

Programme

Complaints Administration

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

Detail

| | 2016–17 (Actual) | 2017–18 (Original) | 2017–18 (Revised) | 2018–19 (Estimate) |
|---------------------------|---------------------|-----------------------|----------------------|-----------------------------------|
| Financial provision (\$m) | 115.1 | 114.1 | 116.6 (+2.2%) | 117.1 (+0.4%) |
| | | | | (or +2.6% on 2017–18 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 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 2017.

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 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:

| | <i>Reporting Year</i> | | |
|--|-----------------------|---------------------|-----------------------------|
| | 2014–15 (Actual) | 2015–16 (Actual) | 2016–17 (Actual) |
| enquiries received..... | 12 940 | 12 159 | 11 564 |
| complaints received..... | 5 339 | 5 244 | 4 862 |
| complaints carried forward from the previous reporting year | 902 | 868 | 870 |
| total no. of complaints for processing | 6 241 | 6 112 | 5 732 |
| complaints concluded by full investigation..... | 314 | 226 | 218 |
| complaints concluded by inquiry | 2 573 | 2 740 | 2 556 |
| complaints concluded by mediation..... | 138 | 134 | 133 |
| complaints assessed and closed..... | 2 348 | 2 142 | 2 067 |
| total no. of complaints completed | | | |
| complaints | 5 373 | 5 242 | 4 974 |
| percentage over the total no. of complaints for processing (%) | 86 | 86 | 87 |

Head 114 — OFFICE OF THE OMBUDSMAN

| | <i>Reporting Year</i> | | |
|---|-----------------------|---------------------|-----------------------------|
| | 2014–15 (Actual) | 2015–16 (Actual) | 2016–17 (Actual) |
| complaints carried forward to the next reporting year | 868 | 870 | 758 |
| no. of direct investigations completed | 7 | 8 | 11 |
| no. of recommendations made | 218 | 277 | 254 |
| no. of recommendations accepted as at end of respective year | 186 | 236 | 211 |

Matters Requiring Special Attention in 2018–19

5 During 2018–19, the Office will continue to:

- monitor the administrative actions of the public sector and initiate 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.

Head 114 — OFFICE OF THE OMBUDSMAN

ANALYSIS OF FINANCIAL PROVISION

| Programme | 2016–17 (Actual) (\$m) | 2017–18 (Original) (\$m) | 2017–18 (Revised) (\$m) | 2018–19 (Estimate) (\$m) |
|---------------------------------|------------------------------|--------------------------------|-------------------------------|---|
| Complaints Administration | 115.1 | 114.1 | 116.6 (+2.2%) | 117.1 (+0.4%) |
| | | | | (or +2.6% on 2017–18 Original) |

Analysis of Financial and Staffing Provision

Provision for 2018–19 is \$0.5 million (0.4%) higher than the revised estimate for 2017–18. This is mainly due to salary adjustment in line with the 2017 civil service pay rise.

Head 114 — OFFICE OF THE OMBUDSMAN

| Sub-head (Code) | Actual expenditure 2016-17 | Approved estimate 2017-18 | Revised estimate 2017-18 | Estimate 2018-19 | |
|--------------------------|----------------------------------|---------------------------------|--------------------------------|-----------------------------|----------------|
| | \$'000 | \$'000 | \$'000 | \$'000 | |
| Operating Account | | | | | |
| Recurrent | | | | | |
| 000 | Operational expenses | 115,095 | 114,068 | 116,644 | 117,139 |
| | Total, Recurrent | 115,095 | 114,068 | 116,644 | 117,139 |
| | Total, Operating Account | 115,095 | 114,068 | 116,644 | 117,139 |
| <hr/> | | | | | |
| | Total Expenditure | 115,095 | 114,068 | 116,644 | 117,139 |

Head 114 — OFFICE OF THE OMBUDSMAN

Details of Expenditure by Subhead

The estimate of the amount required in 2018–19 for the salaries and expenses of the Office of The Ombudsman is \$117,139,000. This represents an increase of \$495,000 over the revised estimate for 2017–18 and \$2,044,000 over the actual expenditure in 2016–17.

Operating Account

Recurrent

2 Provision of \$117,139,000 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.