

Head 114 — OFFICE OF THE OMBUDSMAN

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

Estimate 2021–22 **\$128.0m**

Controlling Officer's Report

Programme

Complaints Administration

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

Detail

	2019–20 (Actual)	2020–21 (Original)	2020–21 (Revised)	2021–22 (Estimate)
Financial provision (\$m)	127.4	127.9	127.9 (—)	128.0 (+0.1%)
				(or +0.1% on 2020–21 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 2020.

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>		
	2017–18 (Actual)	2018–19 (Actual)	2019–20 (Actual)
enquiries received.....	11 424	10 403	8 581
complaints received.....	4 829	4 991	19 767
complaints carried forward from the previous reporting year	758	817	970
total no. of complaints for processing.....	5 587	5 808	20 737
complaints concluded by full investigation.....	195	205	240
complaints concluded by inquiry	2 292	2 502	2 418
complaints concluded by mediation.....	237	205	149
complaints assessed and closed.....	2 046	1 926	17 031
total no. of complaints completed			
complaints	4 770	4 838	19 838
percentage over the total no. of complaints for processing (%)	85	83	96

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	<i>Reporting Year</i>		
	2017–18 (Actual)	2018–19 (Actual)	2019–20 (Actual)
complaints carried forward to the next reporting year	817	970	899
no. of direct investigations completed	12	12	10
no. of recommendations made	209	253	177
no. of recommendations accepted as at end of respective year	174	233	148

Matters Requiring Special Attention in 2021–22

- 5** During 2021–22, 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	2019–20 (Actual) (\$m)	2020–21 (Original) (\$m)	2020–21 (Revised) (\$m)	2021–22 (Estimate) (\$m)
Complaints Administration	127.4	127.9	127.9 (—)	128.0 (+0.1%)
				(or +0.1% on 2020–21 Original)

Analysis of Financial and Staffing Provision

Provision for 2021–22 is \$0.1 million (0.1%) higher than the revised estimate for 2020–21. This is due to the increased provision for departmental expenses.

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Sub-head (Code)	Actual expenditure 2019–20	Approved estimate 2020–21	Revised estimate 2020–21	Estimate 2021–22	
	\$'000	\$'000	\$'000	\$'000	
Operating Account					
Recurrent					
000	Operational expenses	127,419	127,856	127,856	128,035
	Total, Recurrent.....	127,419	127,856	127,856	128,035
	Total, Operating Account	127,419	127,856	127,856	128,035
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	Total Expenditure	127,419	127,856	127,856	128,035

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Details of Expenditure by Subhead

The estimate of the amount required in 2021–22 for the salaries and expenses of the Office of The Ombudsman is \$128,035,000. This represents an increase of \$179,000 over the revised estimate for 2020–21 and \$616,000 over the actual expenditure in 2019–20.

Operating Account

Recurrent

2 Provision of \$128,035,000 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.