

Chapter : 0350 Ombudsman Bureau

Creation: The Ombudsman Bureau was established under Law No. (11) for the year 2008 - Ombudsman Bureau law.

Vision : A public administration that is fair, transparent and accountable with effective services

Mission: Achieving good governance, ensuring fairness in the legal procedures in the work of public administration, realizing the highest possible level in terms of efficiency, effectiveness and fairness in the services provided to the individuals by the public administration and protecting the community in its dealings with the public administration

Legal Framework : Ombudsman Bureau Law No. (11) for the year 2008

Tasks of the Ministry / Department:

- Receive complaints from citizens associated with the general administration and consider them to find solutions.
- Conduct preventive awareness campaigns and brochures to alleviate wrong administrative practices and decisions.
- Contact the official and non-official authorities to enshrine the institutionalism of work and alleviate abuses when taking decisions.

Ministry/Department Contribution to the Achievement of the National Objectives:

- Public administration based on transparency, integrity, equality, accountability and equal opportunities
- Secure job environment aiming at providing distinguished and fast service
- Enhance the spirit of trust, excellence, innovation and belonging.

Major Issues and Challenges which face the Ministry / Department:

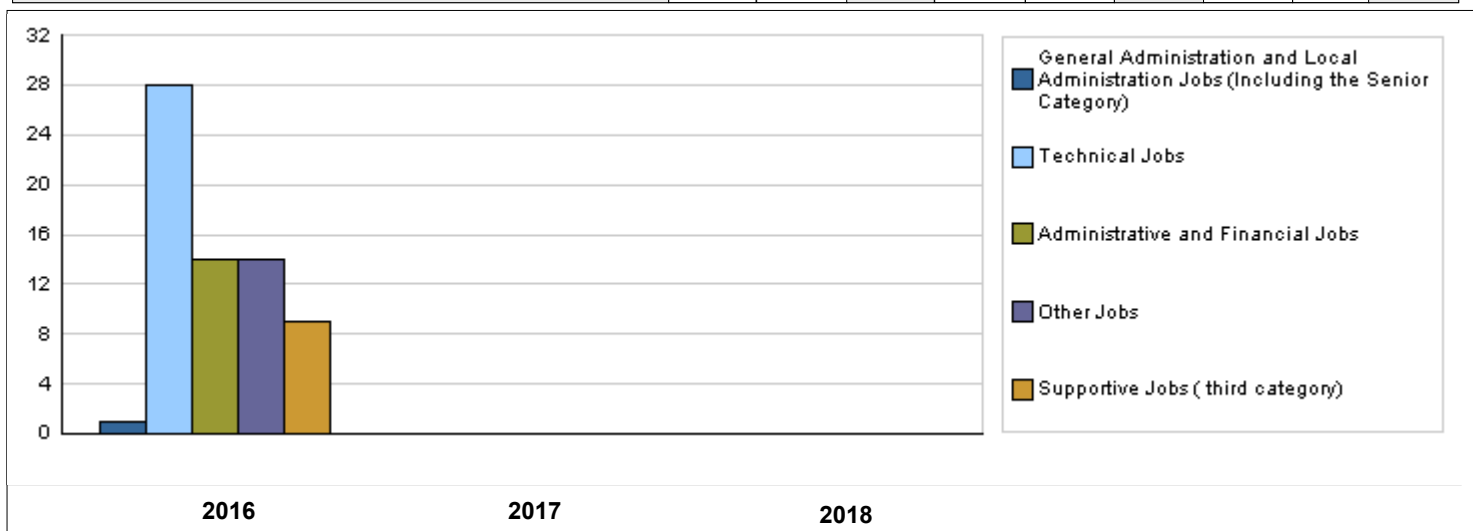
- Cadre not completed
- Non-completion of the infrastructure of administrative and personnel systems computerization
- Non-completion of building a communication network and computer network of the Building

* Anti-Corruption Commission and the Ombudsman Bureau were integrated with Integrity and Anti-Corruption Commission under the law No.(13) of 2016 (Integrity and Anti-Corruption Law) to become the legal and realistic replacement for both Anti-Corruption Commission and Ombudsman Bureau.

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Strategic Objectives and Performance Indicators of the Ministry / Department									
Strategic Objective	Performance Indicator	Base year	Value	Actual Value	Target Value	Preliminary Self Evaluation	Target Value		
				2016	2017	2017	2018	2019	2020
1 - To enhance good governance and protect citizens' rights guaranteed by the Constitution and applied legislation in the Kingdom through achieving democracy, accountability and justice guarantees	1 Percentage of the settled complaints and grievances to the total complaints and grievances submitted to Ombudsman Bureau where the public administration was proved to be at fault	2009	%70	%74	-	-	-	-	-

Number of Staff of the Ministry / Department										
Group	Job	2016			2017			Preliminary 2018		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
General Administration and Local Administration Jobs (Including the Senior Category)	Senior jobs	1	0	1	0	0	0	0	0	0
Technical Jobs	Head of unit	3	1	4	0	0	0	0	0	0
	Auditor	2	1	3	0	0	0	0	0	0
	Consultant	3	1	4	0	0	0	0	0	0
	Director	4	0	4	0	0	0	0	0	0
	Researcher	3	2	5	0	0	0	0	0	0
	Specialist	6	2	8	0	0	0	0	0	0
Administrative and Financial Jobs		8	6	14	0	0	0	0	0	0
Other Jobs		10	4	14	0	0	0	0	0	0
Supportive Jobs (third category)		6	3	9	0	0	0	0	0	0
Total		46	20	66	0	0	0	0	0	0
Total Cost of Salaries		404639	173416	578055	0	0	0	0	0	0



Key Information of the Ministry / Department						
No.	Description	2014	2015	2016	2017	2018
1	Number of complaints submitted to the Bureau	2262	1516	1200	0	0
2	Number of complaints considered by the Bureau (accepted)	1420	1006	794	0	0
3	Number of awareness workshops and meetings	30	50	60	0	0

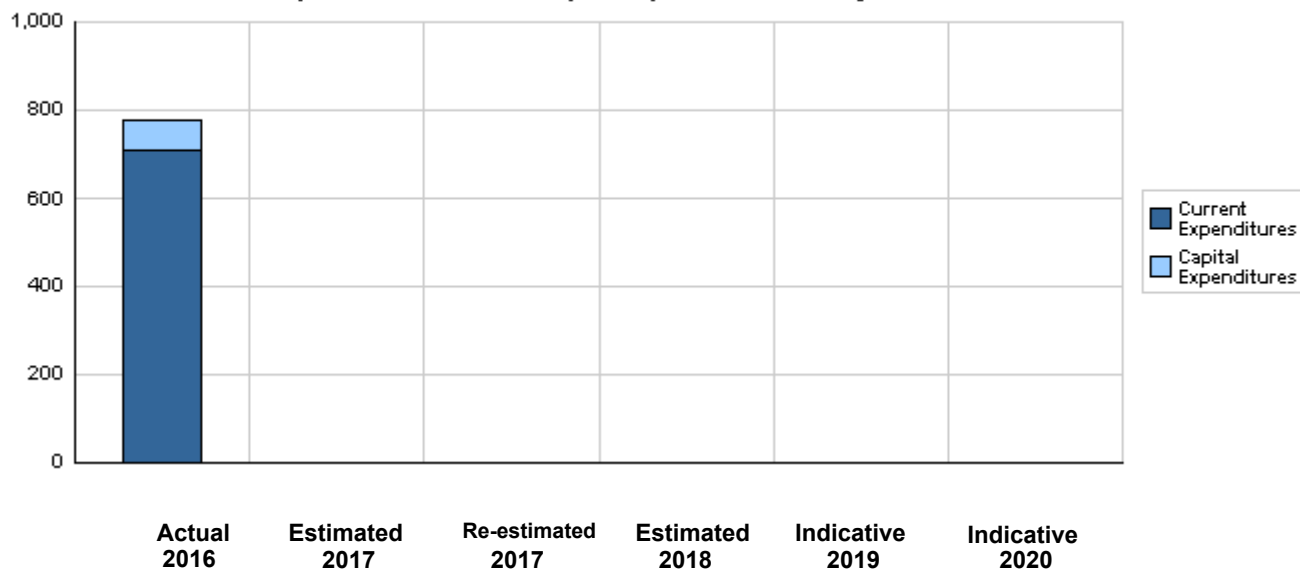
**Overall Summary of Expenditures for Chapter 0350- Ombudsman Bureau
for the Years 2016 - 2020**

(In JDs)

Description		Actual 2016	Estimated 2017	Re-estimated 2017	Estimated 2018	Indicative 2019 2020	
Group	Current Expenditures						
2111	Salaries, Wages and Allowances	524,468	0	0	0	0	0
2121	Social Security Contributions	53,587	0	0	0	0	0
2211	Use of Goods and Services	121,212	0	0	0	0	0
2821	Other Current Expenditures	9,635	0	0	0	0	0
Total current expenditures		708,902	0	0	0	0	0
Capital Expenditures							
2211	Use of Goods and Services	63,162	0	0	0	0	0
3112	Devices, Machinery and Equipment	4,923	0	0	0	0	0
Total capital expenditures		68,085	0	0	0	0	0
Treasury		68,085	0	0	0	0	0
Total current and capital expenditures		776,987	0	0	0	0	0

(Thousands of JDs)

Graph of the current and capital expenditures for the years 2016 - 2020



Estimated Allocations for Females distributed according to Programs for the Years 2016 - 2020

Program		2016	2017	2018	2019	2020
5601	Administration and Support Services	181153	0	0	0	0
5605	Investigations and self-initiatives	59750	0	0	0	0
Total		240903	0	0	0	0

Budget Chapter 0350 - Ombudsman Bureau Distributed According to the Program

5601 Administration and Support Services Program

Objective of the program :

A safe job environment that aims to provide fast and distinguished service through providing technical, administrative and media support to the main program which reflects the Bureau's main task to enable Ombudsman Bureau to implement its tasks and realize its objectives with the highest level of efficiency and effectiveness.

The strategic objective related to the program :

Enhance good governance and protect citizens' rights guaranteed by the Constitution and applied legislation in the Kingdom through achieving democracy, accountability and justice guarantees.

Directorates associated with the program :

- 1- Administrative and Financial Affairs Department
- 2- Communications Department
- 3- Policies Development and Planning Unit
- 4- Internal Control and Auditing Unit

Services provided by the program :

- 1- Awareness and education programs on the role, jurisdiction, tasks and works of the Bureau in order to introduce citizens to the objectives which the Bureau seeks to realize.
- 2- Develop the Bureau work policies and strategies.
- 3- Develop the internal bylaws related to conducting the Bureau administrative and financial affairs as well as personnel.
- 4- Develop a unified e-system to manage the cases.

Staff working in the program :

The program is implemented through a functional staff in 2017 estimated with (38) staff, including (26) males and (12) females .

Performance Measurement Indicators for Program

Performance Measurement Indicator	Base Year	Value	Actual value	Target Value	Preliminary Self Evaluation	Target Value		
			2016	2017		2017	2018	2019
1 Extent of the program capability to provide the technical, administrative and media support efficiently and effectively	2010	%85	%86	-	-	-	-	-

Appropriations Of Administration and Support Services Program as Per Activities and Projects. (In JDs)

Activities and Projects	Actual	Estimated	Re-estimated	Estimated	Indicative	
	2016	2017	2017	2018	2019	2020
Current Expenditures	516,157	0	0	0	0	0
601 Administrative and Support Services	516,157	0	0	0	0	0
Capital Expenditures	68,085	0	0	0	0	0
001 Administration Project	68,085	0	0	0	0	0
Program / Treasury	68,085	0	0	0	0	0
Total Program	584,242	0	0	0	0	0

Budget Chapter 0350 - Ombudsman Bureau Distributed According to the Program

5605	Investigations and self-initiatives Program
Objective of the program :	
<p>This program reflects the main function of Ombudsman Bureau; namely:-</p> <ol style="list-style-type: none"> 1- Receive complaints and seek to realize justice with the highest degrees of credibility. 2- Establish and entrench pillars of good governance. 3- Enhance the principles of justice, equality, rule of law and develop good practices through accountability and transparency in public administration practices. 	
The strategic objective related to the program :	
<p>Enhance good governance and protect citizens' rights guaranteed by the Constitution and applied legislation in the Kingdom through achieving democracy, accountability and justice guarantees.</p>	
Directorates associated with the program :	
<ol style="list-style-type: none"> 1- Ombudsman Department 2- Investigation and Settlement Department 3- Studies and Researches Department 	
Services provided by the program :	
<ol style="list-style-type: none"> 1- Direct contact with those filing grievances against the public administration as well as discussion and verification of their grievances and taking the necessary procedures, if proved. 2- Search for problems that impede the work progress of public administration through self-initiatives, investigate the problems and their causes and find appropriate solutions. 	
Staff working in the program :	
<p>The program is implemented through a functional staff in 2017 estimated with (29) staff, including (20) males and (9) females .</p>	

Performance Measurement Indicators for Program

Performance Measurement Indicator	Base Year	Value	Actual value	Target Value	Preliminary Self Evaluation	Target Value		
			2016	2017		2017	2018	2019
1 Percentage of settled complaints or grievances to the total complaints or grievances presented to Ombudsman Bureau where a mistake by the general administration	2009	%70	%74	-	-	-	-	-

Appropriations Of Investigations and self-initiatives Program as Per Activities and Projects. (In JDs)

Activities and Projects	Actual	Estimated	Re-estimated	Estimated	Indicative	
	2016	2017	2017	2018	2019	2020
Current Expenditures	192,745	0	0	0	0	0
601 Investigations	192,745	0	0	0	0	0
Capital Expenditures	0	0	0	0	0	0
Program / Treasury	0	0	0	0	0	0
Total Program	192,745	0	0	0	0	0

Chapter : 0350 Ombudsman Bureau

(In JDs)

Current Activities Appropriations According to Program								
Prog.	Activites		Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative
			2016	2017	2017	2018	2019	2020
5601	601	Administrative and Support Services	516157	0	0	0	0	0
		Total of Program	516157	0	0	0	0	0
5605	601	Investigations	192745	0	0	0	0	0
		Total of Program	192745	0	0	0	0	0
		Total	708902	0	0	0	0	0

Capital Projects Appropriations According to Program								
Prog.	Projects		Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative
			2016	2017	2017	2018	2019	2020
5601	001	Administration Project	68085	0	0	0	0	0
		Total of Program	68085	0	0	0	0	0
		Total	68085	0	0	0	0	0

Overall Summary of Current Expenditures for the Years 2016 - 2020

Chapter: 0350 Ombudsman Bureau

(In JDs)

Group	Item	Description	Actual 2016	Estimated 2017	Re-estimated 2017	Estimated 2018	Indicative 2019	Indicative 2020
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	101	Classified Employees	16400	0	0	0	0	0
	102	Unclassified Employees	85425	0	0	0	0	0
	103	Comprehensive Contract Employees	137186	0	0	0	0	0
	105	Personal Cost of Living Allowance	67535	0	0	0	0	0
	106	Family Cost of Living Allowance	7368	0	0	0	0	0
	111	Additional Allowance	58007	0	0	0	0	0
	112	Other Allowances	48761	0	0	0	0	0
	113	Transportation Allowance	18200	0	0	0	0	0
	114	Transport Allowance	5149	0	0	0	0	0
	116	Employees' Bonuses	65400	0	0	0	0	0
	120	Contract Employees	15037	0	0	0	0	0
Total			524468	0	0	0	0	0
2121		Social Security Contributions						
	301	Social Security	53587	0	0	0	0	0
Total			53587	0	0	0	0	0
22		Use of Goods and Services						
2211		Use of Goods and Services						
	201	Rents	63720	0	0	0	0	0
	202	Telecommunications Services	3121	0	0	0	0	0
	203	Water	3219	0	0	0	0	0
	204	Electricity	14901	0	0	0	0	0
	205	Fuels	7463	0	0	0	0	0
	206	Maintenance of Machines, furniture and accessories	2854	0	0	0	0	0
	207	Maintenance of vehicles, equipment and accessories	42	0	0	0	0	0
	208	Repair and maintenance of buildings and accessories	1988	0	0	0	0	0
	209	Stationery, Publications and Office Supplies	2566	0	0	0	0	0
	211	Cleaning services and supplies including cleaning contracts	7756	0	0	0	0	0
	212	Insurance	1719	0	0	0	0	0
	213	Official Travel Missions	1982	0	0	0	0	0
	214	Goods and services expenses	9881	0	0	0	0	0
Total			121212	0	0	0	0	0
28		Other Expenditures						
2821		Other Current Expenditures						
	302	Contributions	1162	0	0	0	0	0
	303	Scientific scholarships and training courses	1600	0	0	0	0	0
	305	Non-Employees' Bonuses	6873	0	0	0	0	0
Total			9635	0	0	0	0	0
Total of Chapter			708902	0	0	0	0	0

Current Expenditures According to Program and Activities for the Years 2016 - 2020

Chapter : 0350 - Ombudsman Bureau

(In JDs)

Program : 5601 - Administration and Support Services								
Activity : 601 - Administrative and Support Services								
Group	Item	Description	Actual 2016	Estimated 2017	Re-estimated 2017	Estimated 2018	Indicative 2019	Indicative 2020
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	101	Classified Employees	16400	0	0	0	0	0
	102	Unclassified Employees	61162	0	0	0	0	0
	103	Comprehensive Contract Employees	57901	0	0	0	0	0
	105	Personal Cost of Living Allowance	49859	0	0	0	0	0
	106	Family Cost of Living Allowance	3948	0	0	0	0	0
	111	Additional Allowance	36170	0	0	0	0	0
	112	Other Allowances	30761	0	0	0	0	0
	113	Transportation Allowance	18200	0	0	0	0	0
	114	Transport Allowance	5149	0	0	0	0	0
	116	Employees' Bonuses	65400	0	0	0	0	0
	120	Contract Employees	8921	0	0	0	0	0
		Total	353871	0	0	0	0	0
2121		Social Security Contributions						
	301	Social Security	31439	0	0	0	0	0
		Total	31439	0	0	0	0	0
22		Use of Goods and Services						
2211		Use of Goods and Services						
	201	Rents	63720	0	0	0	0	0
	202	Telecommunications Services	3121	0	0	0	0	0
	203	Water	3219	0	0	0	0	0
	204	Electricity	14901	0	0	0	0	0
	205	Fuels	7463	0	0	0	0	0
		001 Heating	4965	0	0	0	0	0
		002 Saloon vehicles	2498	0	0	0	0	0
	206	Maintenance of Machines, furniture and accessories	2854	0	0	0	0	0
	207	Maintenance of vehicles, equipment and accessories	42	0	0	0	0	0
	208	Repair and maintenance of buildings and accessories	1988	0	0	0	0	0
	209	Stationery, Publications and Office Supplies	2566	0	0	0	0	0
	211	Cleaning services and supplies including cleaning contracts	7756	0	0	0	0	0
	212	Insurance	1719	0	0	0	0	0
	213	Official Travel Missions	1982	0	0	0	0	0
	214	Goods and services expenses	9881	0	0	0	0	0
		Total	121212	0	0	0	0	0
28		Other Expenditures						
2821		Other Current Expenditures						
	302	Contributions	1162	0	0	0	0	0
	303	Scientific scholarships and training courses	1600	0	0	0	0	0
	305	Non-Employees' Bonuses	6873	0	0	0	0	0
		Total	9635	0	0	0	0	0
		Total of Activity	516157	0	0	0	0	0
		Total of Program	516157	0	0	0	0	0

Current Expenditures According to Program and Activities for the Years 2016 - 2020

Chapter : 0350 - Ombudsman Bureau

(In JDs)

Program : 5605 - Investigations and self-initiatives								
Activity : 601 - Investigations								
Group	Item	Description	Actual 2016	Estimated 2017	Re-estimated 2017	Estimated 2018	Indicative 2019	Indicative 2020
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	102	Unclassified Employees	24263	0	0	0	0	0
	103	Comprehensive Contract Employees	79285	0	0	0	0	0
	105	Personal Cost of Living Allowance	17676	0	0	0	0	0
	106	Family Cost of Living Allowance	3420	0	0	0	0	0
	111	Additional Allowance	21837	0	0	0	0	0
	112	Other Allowances	18000	0	0	0	0	0
	120	Contract Employees	6116	0	0	0	0	0
		Total	170597	0	0	0	0	0
2121		Social Security Contributions						
	301	Social Security	22148	0	0	0	0	0
		Total	22148	0	0	0	0	0
		Total of Activity	192745	0	0	0	0	0
		Total of Program	192745	0	0	0	0	0
		Total of Chapter	708902	0	0	0	0	0

Overall Summary of Capital Expenditures for the Years 2016 - 2020

Chapter : 0350 Ombudsman Bureau

(In JDs)

Group	Item	Description	Actual 2016	Estimated 2017	Re-estimated 2017	Estimated 2018	Indicative 2019	Indicative 2020
		Expenditures						
22		Use of Goods and Services						
2211		Use of Goods and Services						
	512	Operating and Sustaining Expenditures	63162	0	0	0	0	0
Total			63162	0	0	0	0	0
		Fixed Assets						
31		Non-financial Assets						
3112		Devices, Machinery and Equipment						
	505	Equipment, Machines and Devices	4923	0	0	0	0	0
Total			4923	0	0	0	0	0
Total of Chapter			68085	0	0	0	0	0

Capital Expenditures According to Program and Projects for the Years 2016 - 2020

Chapter : 0350 Ombudsman Bureau

(In JDs)

Program 5601 Administration and Support Services								
Project		001 Administration Project						
Fund Source		102001 Capital (Treasury)						
Group	Item	Description	Actual 2016	Estimated 2017	Re-estimated 2017	Estimated 2018	Indicative 2019	Indicative 2020
22		Use of Goods and Services						
2211		Use of Goods and Services						
	512	Operating and Sustaining Expenditures						
	014	Archiving and documentation	2250	0	0	0	0	0
	015	Operating systems and software	1236	0	0	0	0	0
	016	Software licenses	500	0	0	0	0	0
	017	Promotion, advertising and awareness	7490	0	0	0	0	0
	032	Conferences, celebrations and workshops	7220	0	0	0	0	0
	999	n.e.c	44466	0	0	0	0	0
		Total of Item	63162	0	0	0	0	0
31		Non-financial Assets						
3112		Devices, Machinery and Equipment						
	505	Equipment, Machines and Devices						
	001	Computers and accessories	3804	0	0	0	0	0
	003	Office supplies and equipment	600	0	0	0	0	0
	006	Public safety devices and equipment	69	0	0	0	0	0
	019	Communications devices	450	0	0	0	0	0
		Total of Item	4923	0	0	0	0	0
		Total of Project / Treasury	68085	0	0	0	0	0
		Total of Program	68085	0	0	0	0	0
		Total of Chapter	68085	0	0	0	0	0