

Chapter : 0350 Ombudsman Bureau

- Creation: The Ombudsman Bureau was established as per the law no.(11) for 2008 - Ombudsman Bureau Law.
- Vision : Public administration that is fair, transparant, accountable with effective services.
- Mission: Achieving prudent governance, ensuring fairness in the legal procedures, realizing the highest possible level in terms of efficiency, effectiveness and fairness in services provided for individuals and protecting the society in its transactions with the public administration.

Tasks of the Ministry / Department:

- _ Receive complaints from citizines associated with the general administration and consider them to find solution.
- _ Conduct protective awareness campaigns and brochures to limit administrative practices and wrong decisions.
- _ Contact with the official and non-official authorities to establish the institutionalism of work and limit abuses when taking decisions.

Ministry/Department Contribution to the National Objectives:

- _ Enhance the social justice principle and opportunity equity.
- _ Build trust among entities and citizens.

Major Issues and Challenges which face the Ministry / Department:

- _ Specialized qualification for employees in the Bureau.
- _ Complete business computerization requirements and build database.
- _ Complete the human staffs.

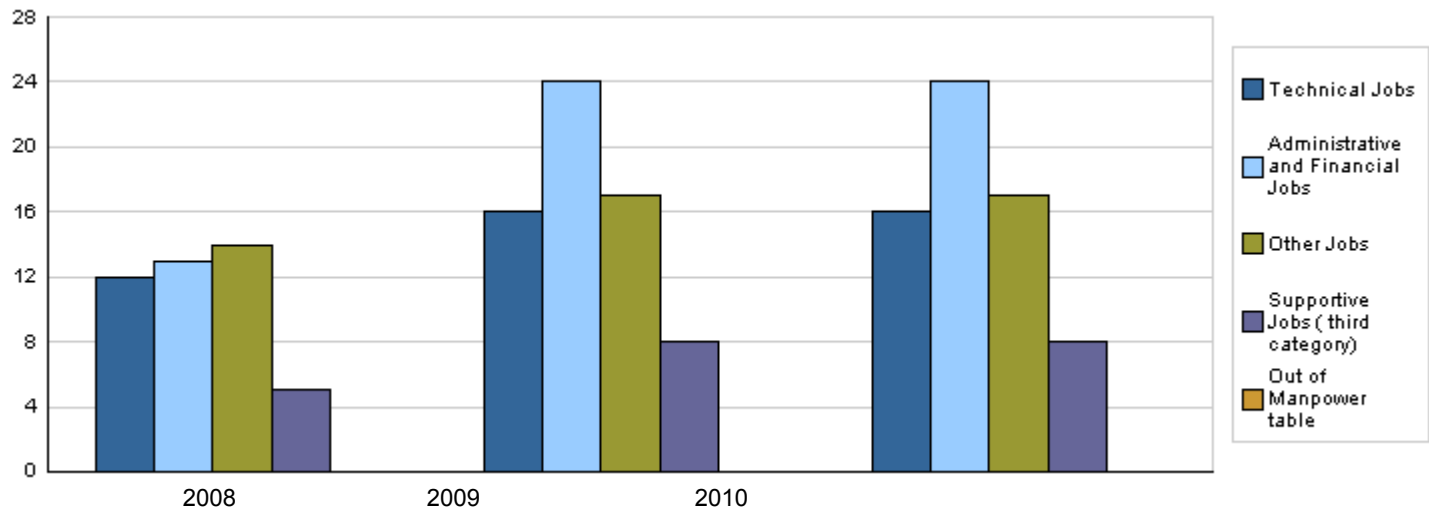
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Strategic Objectives and Performance Indicators of the Ministry / Department

Strategic Objective	Performance Indicator	base year	Value	Actual Value	Target Value	Primary Self Evaluation	Target Value		
				2008	2009		2010	2011	2012
1 - Enhancing wise governance and protecting citizens' rights guaranteed by the Constitution and applicable legislations in the Kingdom through finding democracy, accountability and justice guarantees.	1 Percentage of solved complaints and ombudsmans of total complaints and ombudsmans submitted to the Bureau.	2008	-	-	70%	70%	75%	80%	85%
	2 Percentage of service's receiptants satisfaction of the Bureau performance.	2008	-	-	80%	80%	85%	90%	92%

Number of Staff of the Ministry / Department

Group	Job	Actual 2008	Primary 2009	Estimated 2010
Technical Jobs	Consultant	5	5	5
	Researcher	2	4	4
	Investigator	3	5	5
	Senior Investigator	2	2	2
Administrative and Financial Jobs		13	24	24
Other Jobs		14	17	17
Supportive Jobs (third category)		5	8	8
Total		44	65	65
Out of Manpower table	Out of manpower table	0	0	0
Overall Total		44	65	65
Number of male staff		36	48	48
Number of female staff		8	17	17



Key Information of the Ministry / Department

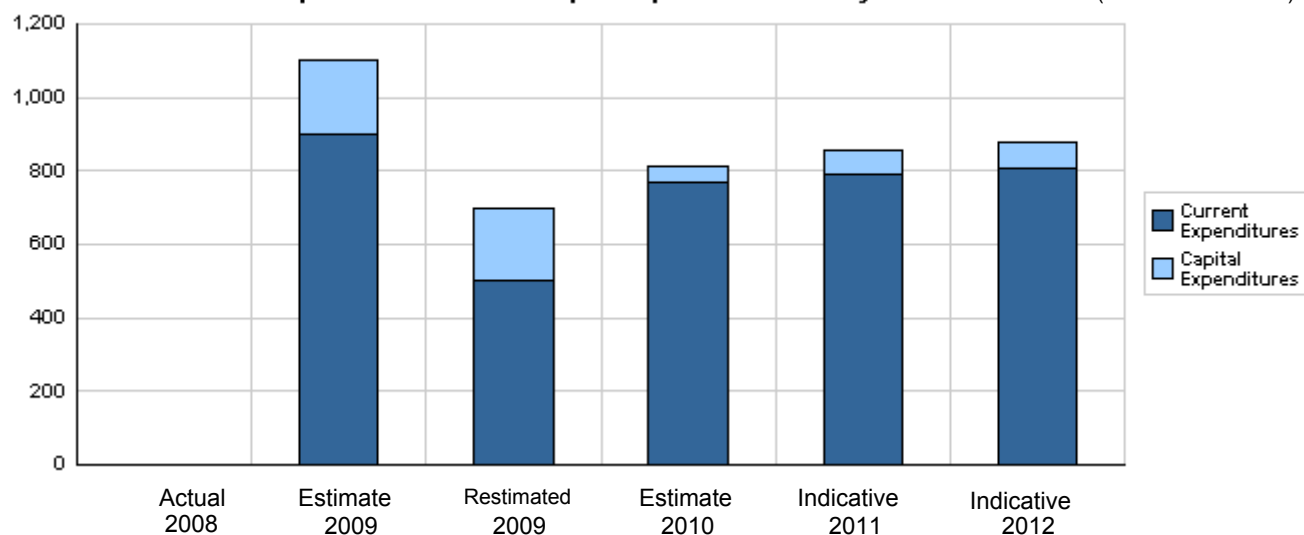
No.	Description	2006	2007	2008	2009	2010
1	Number of complaints presented to the Bureau.	0	0	0	2233	2300
2	Number of complaints to be reviewed by the Bureau.	0	0	0	664	800
3	Number of workshops and awareness meetings.	0	0	0	20	25

Overall Summary of Expenditures for Chapter 0350- Ombudsman Bureau
for the years 2008 - 2012

(JDs)

Description		Actual 2008	Estimate 2009	Re_Estimate 2009	Estimate 2010	Indicative 2011 2012	
Group	Current Expenditures						
2111	Salaries, Wages and allowances	0	553,000	366,891	561,000	570,200	576,200
2121	Social Security Contributions	0	99,000	28,000	36,000	38,500	41,000
2211	Use of Goods and Services	0	190,000	76,109	146,000	151,700	162,600
2711	Pension and Compensations	0	13,000	0	0	0	0
2821	Other current expenses	0	45,000	29,000	24,000	28,600	29,200
Total current expenditures		0	900,000	500,000	767,000	789,000	809,000
Capital Expenditures							
2211	Use of Goods and Services	0	83,000	83,000	40,000	45,000	45,000
3112	Machinery and Equipment	0	97,000	97,000	6,000	13,000	18,000
3113	Other Fixed Assets	0	20,000	20,000	0	5,000	5,000
3122	Inventories	0	0	0	0	7,000	2,000
Total capital expenditures		0	200,000	200,000	46,000	70,000	70,000
Treasury		0	200,000	200,000	46,000	70,000	70,000
Total current and capital expenditures		0	1,100,000	700,000	813,000	859,000	879,000

Graph of the current and capital expenditures for the years 2008 - 2012 (Thousands of JDs)

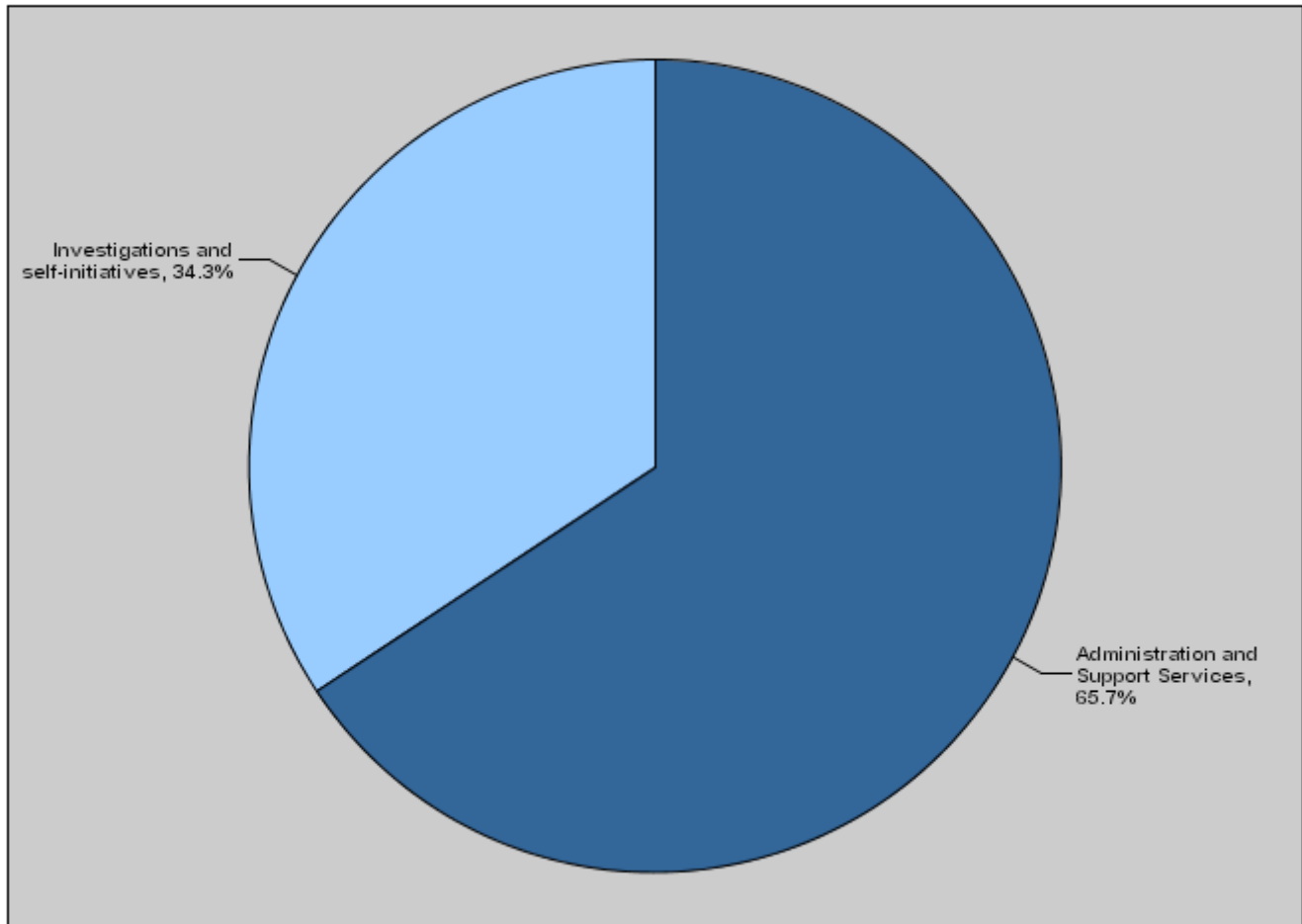


Budget of Chapter 0350 - Ombudsman Bureau
For the Year 2010 Distributed According to Program

(In JD's)

Prog.	Description	Current Expenditures	Capital Expenditures	Total Expenditures
5601	Administration and Support Services	499,000	35,000	534,000
5605	Investigations and self-initiatives	268,000	11,000	279,000
Total		767,000	46,000	813,000

Total Expenditures for the year 2010 Distributed According to Program



Budget Chapter 0350 - Ombudsman Bureau Distributed According to the Program

5601

Administration and Support Services Program

Objective of the program :

Provide suitable legislations to develop the Bureau work and provide financial, administrative and media support for the investigations and self-initiatives program which reflects the main task of the Bureau.

The strategic objective related to the program :

Enhance good governance and protect the rights of citizens guaranteed by the constitution and applicable legislations in the Kingdom through finding guarantees for democracy, accountability and fairness.

Directorates associated with the program :

1- Administrative affairs and human resources.
2- Communication department.
3- Financial affairs.
4- Policies and planning development unit.
5- Control and internal auditing unit.

Services provided by the program :

1- Provide the necessary administrative services in all their fields.
2- Train and qualify the human staffs.
3- Provide the technical support.
4- Facilitate coordination process and exchange data internally and externally.

Staff working in the program :

The program is implemented through a functional staff in 2009 estimated with (26) staff, including (19) males and (7) females .

Performance Measurement Indicators for program

Performance Measurement Indicator		Base Year	Value	Actual value	Target Value	First Self Evaluation	Target		
				2008	2009	2009	2010	2011	2012
1	Percentage of service's recipients.	2008	0	0	80%	80%	85%	90%	95%

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

Activities and Projects		Actual 2008	Estimate 2009	Re_Estimate 2009	Estimate 2010	Indicative 2011 2012	
Current Expenditures		0	519,500	264,284	499,000	520,000	538,000
2111	Salaries, Wages and allowances	0	215,500	146,175	311,000	319,200	323,200
2121	Social Security Contributions	0	69,000	13,000	18,000	20,500	23,000
2211	Use of Goods and Services	0	190,000	76,109	146,000	151,700	162,600
2711	Pension and Compensations	0	3,000	0	0	0	0
2821	Other current expenses	0	42,000	29,000	24,000	28,600	29,200
Capital Expenditures		0	152,000	152,000	35,000	46,000	51,000
001	Administration Project	0	152,000	152,000	35,000	46,000	51,000
Program / Treasury		0	152,000	152,000	35,000	46,000	51,000
Total Program		0	671,500	416,284	534,000	566,000	589,000

5605	Investigations and self-initiatives Program										
<u>Objective of the program :</u>											
1- Receive complaints and seek to realize justice with highest degrees of credibility.											
2- Establish and strengthen pillars of good governance.											
3- Enhance the principles of fairness, equality, rule of law and develop good practices through accounting and transparency in public administration practices.											
<u>The strategic objective related to the program :</u>											
Enhance good governance and protect the rights of citizens guaranteed by consitution and applicable legislations in the Kingdom through finding guarantees for democracy, accountability and justice.											
<u>Directorates associated with the program :</u>											
1- Ombudsman											
2- Investigation and settlement.											
3- Studies and researches.											
<u>Services provided by the program :</u>											
1- Receiving complaints											
2- Classifying cases.											
3- Study and follow up cases.											
4- Coordinate with the related entities regarding the cases.											
<u>Staff working in the program :</u>											
The program is implemented through a functional staff in 2009 estimated with (39) staff, including (29) males and (10) females .											
Performance Measurement Indicators for program											
Performance Measurement Indicator				Base Year	Value	Actual value	Target Value	First Self Evaluation	Target		
						2008	2009	2009	2010	2011	2012
1	Percentage of complaints to be solved of the total complaints presented to the Bureau.			2008	0	0	70%	70%	75%	80%	85%
Appropriations OF Investigations and self-initiatives Program as Per Activities and Projects. (In JDs											
Activities and Projects		Actual 2008	Estimate 2009	Re_Estimate 2009	Estimate 2010	Indicative 2011		2012			
Current Expenditures		0	380,500	235,716	268,000	269,000		271,000			
2111	Salaries, Wages and allowances	0	337,500	220,716	250,000	251,000		253,000			
2121	Social Security Contributions	0	30,000	15,000	18,000	18,000		18,000			
2711	Pension and Compensations	0	10,000	0	0	0		0			
2821	Other current expenses	0	3,000	0	0	0		0			
Capital Expenditures		0	48,000	48,000	11,000	24,000		19,000			
001	Education and Awareness	0	48,000	48,000	11,000	24,000		19,000			
Program / Treasury		0	48,000	48,000	11,000	24,000		19,000			
Total Program		0	428,500	283,716	279,000	293,000		290,000			