

## 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.

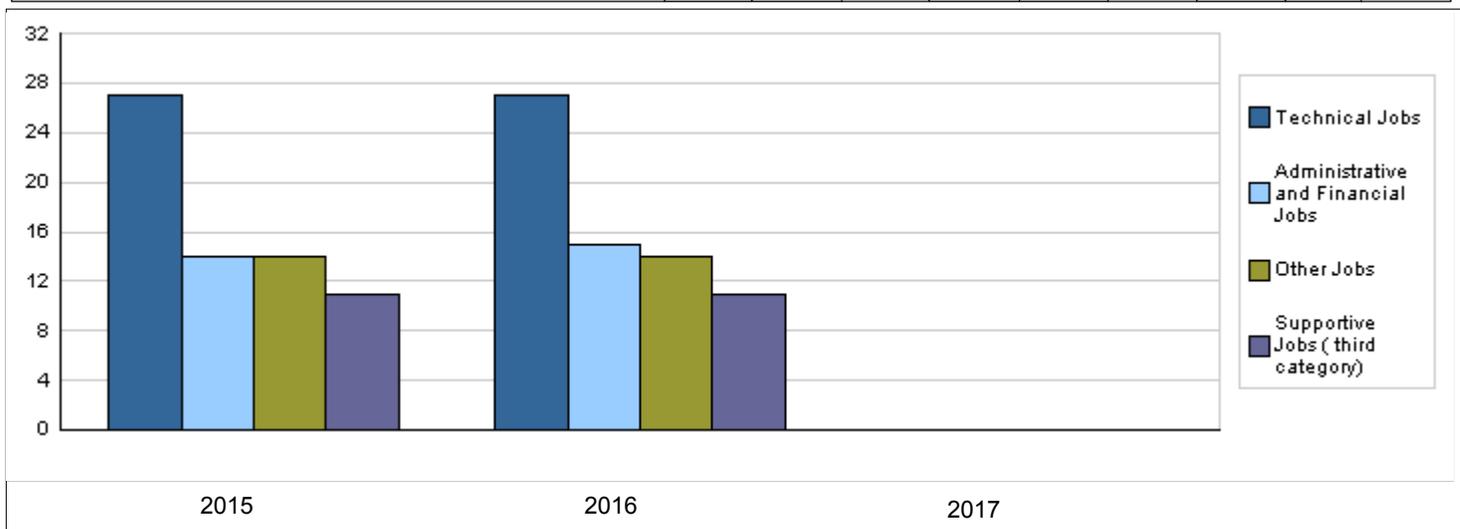
CHAPTER : 0350 Ombudsman Bureau

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		
				2015	2016	2016	2017	2018	2019
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	%85	75%	-	-	-

Number of Staff of the Ministry / Department

Group	Job	2015			2016			Preliminary 2017		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
Technical Jobs	Researcher	3	2	5	3	2	5	0	0	0
	Director	4	0	4	4	0	4	0	0	0
	Auditor	2	1	3	2	1	3	0	0	0
	Consultant	3	1	4	3	1	4	0	0	0
	Head of unit	3	1	4	3	1	4	0	0	0
	Specialist	5	2	7	5	2	7	0	0	0
Administrative and Financial Jobs		8	6	14	8	7	15	0	0	0
Other Jobs		10	4	14	10	4	14	0	0	0
Supportive Jobs ( third category)		8	3	11	8	3	11	0	0	0
Total		46	20	66	46	21	67	0	0	0
Total Cost of Salaries		352406	151031	503437	387780	174220	562000	0	0	0



Key Information of the Ministry / Department

No.	Description	2013	2014	2015	2016	2017
1	Number of complaints submitted to the Bureau	2262	1516	1200	800	0
2	Number of complaints considered by the Bureau (accepted)	1420	1006	794	480	0
3	Number of awareness workshops and meetings	30	50	60	20	0

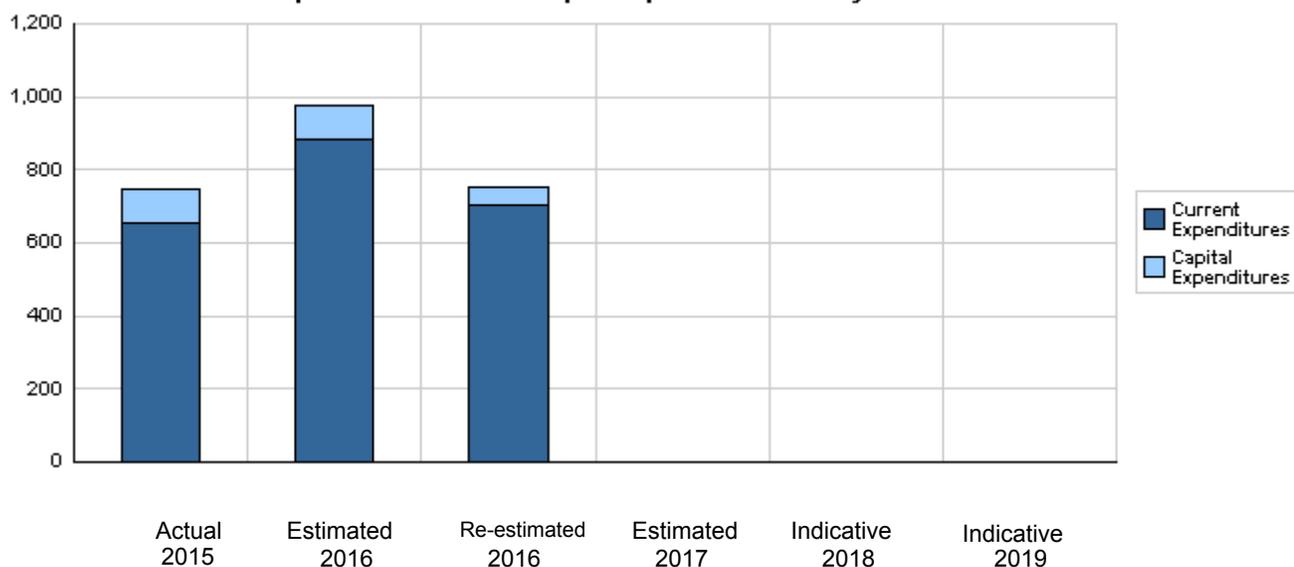
**Overall Summary of Expenditures for Chapter 0350- Ombudsman Bureau**  
for the Years 2015 - 2019

( In JDs )

Description		Actual 2015	Estimated 2016	Re-estimated 2016	Estimated 2017	Indicative 2018 2019	
<b>Group</b>	<b>Current Expenditures</b>						
2111	Salaries, Wages and Allowances	462,065	652,000	512,000	0	0	0
2121	Social Security Contributions	41,372	62,000	50,000	0	0	0
2211	Use of Goods and Services	134,042	150,000	130,000	0	0	0
2821	Other Current Expenditures	17,231	20,000	11,000	0	0	0
Total current expenditures		654,710	884,000	703,000	0	0	0
<b>Capital Expenditures</b>							
2211	Use of Goods and Services	90,602	83,000	43,000	0	0	0
3112	Devices, Machinery and Equipment	3,243	7,000	7,000	0	0	0
Total capital expenditures		93,845	90,000	50,000	0	0	0
Treasury		93,845	90,000	50,000	0	0	0
Total current and capital expenditures		748,555	974,000	753,000	0	0	0

( Thousands of JDs )

**Graph of the current and capital expenditures for the years 2015 - 2019**



**Estimated Allocations for Females distributed according to Programs for the Years 2015 - 2019**

		2015	2016	2017	2018	2019
5601	Administration and Support Services	176000	172000	0	0	0
5605	Investigations and self-initiatives	57000	62000	0	0	0
		233000	234000	0	0	0

Budget Chapter 0350 - Ombudsman Bureau Distributed According to the Program

5601	Administration and Support Services Program								
<b>Objective of the program :</b>									
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.									
<b>The strategic objective related to the program :</b>									
Enhance good governance and protect citizens' rights guaranteed by the Constitution and applied legislation in the Kingdom through achieving democracy, accountability and justice guarantees.									
<b>Directorates associated with the program :</b>									
1- Administrative and Financial Affairs Department 2- Communications Department 3- Policies Development and Planning Unit 4- Internal Control and Auditing Unit									
<b>Services provided by the program :</b>									
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.									
<b>Staff working in the program :</b>									
The program is implemented through a functional staff in 2016 estimated with ( 38 ) staff, including ( 26 ) males and ( 12 ) females .									
<b>Performance Measurement Indicators for Program</b>									
Performance Measurement Indicator		Base Year	Value	Actual value	Target Value	Preliminary Self Evaluation	Target Value		
				2015	2016		2016	2017	2018
1	Extent of the program capability to provide the technical, administrative and media support efficiently and effectively	2010	%85	%86	%93	90%	-	-	-
<b>Appropriations Of Administration and Support Services Program as Per Activities and Projects. ( In JDs )</b>									
Activities and Projects		Actual 2015	Estimated 2016	Re-estimated 2016	Estimated 2017	Indicative			
						2018	2019		
Current Expenditures		486,936	596,000	503,000	0	0	0		
601	Administrative and Support Services	486,936	596,000	503,000	0	0	0		
Capital Expenditures		79,866	90,000	50,000	0	0	0		
001	Administration Project	79,866	90,000	50,000	0	0	0		
Program / Treasury		79,866	90,000	50,000	0	0	0		
Total Program		566,802	686,000	553,000	0	0	0		

Budget Chapter 0350 - Ombudsman Bureau Distributed According to the Program

5605	Investigations and self-initiatives Program
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Objective of the program :

This program reflects the main function of Ombudsman Bureau; namely:-

- 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 :

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- Ombudsman Department
- 2- Investigation and Settlement Department
- 3- Studies and Researches Department

Services provided by the program :

- 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 :

The program is implemented through a functional staff in 2016 estimated with ( 29 ) staff, including ( 20 ) males and ( 9 ) females .

**Performance Measurement Indicators for Program**

Performance Measurement Indicator	Base Year	Value	Actual value	Target Value	Preliminary Self Evaluation	Target Value			
			2015	2016		2016	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	%85

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

Activities and Projects	Actual	Estimated	Re-estimated	Estimated	Indicative	
	2015	2016	2016	2017	2018	2019
<b>Current Expenditures</b>	167,774	288,000	200,000	0	0	0
601   Investigations	167,774	288,000	200,000	0	0	0
<b>Capital Expenditures</b>	13,979	0	0	0	0	0
001   Education and Awareness	13,979	0	0	0	0	0
Program / Treasury	13,979	0	0	0	0	0
<b>Total Program</b>	<b>181,753</b>	<b>288,000</b>	<b>200,000</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Chapter : 0350 Ombudsman Bureau

( In JDs )

Current Activities Appropriations According to Program								
Prog.	Activites		Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative
			2015	2016	2016	2017	2018	2019
5601	601	Administrative and Support Services	486936	596000	503000	0	0	0
		Total of Program	486936	596000	503000	0	0	0
5605	601	Investigations	167774	288000	200000	0	0	0
		Total of Program	167774	288000	200000	0	0	0
		Total	654710	884000	703000	0	0	0

Capital Projects Appropriations According to Program								
Prog.	Projects		Actual	Estimated	Re-estimated	Estimated	Indicative	Indicative
			2015	2016	2016	2017	2018	2019
5601	001	Administration Project	79866	90000	50000	0	0	0
		Total of Program	79866	90000	50000	0	0	0
5605	001	Education and Awareness	13979	0	0	0	0	0
		Total of Program	13979	0	0	0	0	0
		Total	93845	90000	50000	0	0	0

# Overall Summary of Current Expenditures for the Years 2015 - 2019

Chapter: 0350 Ombudsman Bureau

( In JDs )

Group	Item	Description	Actual 2015	Estimated 2016	Re-estimated 2016	Estimated 2017	Indicative 2018	Indicative 2019
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	101	Classified Employees	7258	36000	26000	0	0	0
	102	Unclassified Employees	78825	92000	77000	0	0	0
	103	Comprehensive Contract Employees	135228	215000	145000	0	0	0
	105	Personal Cost of Living Allowance	58977	74000	62000	0	0	0
	106	Family Cost of Living Allowance	6690	10000	8000	0	0	0
	111	Additional Allowance	47804	62000	54000	0	0	0
	112	Other Allowances	48499	60000	45000	0	0	0
	113	Transportation Allowance	16568	23000	18000	0	0	0
	114	Transport Allowance	5341	6000	5000	0	0	0
	116	Employees' Bonuses	49470	60000	60000	0	0	0
	120	Contract Employees	7405	14000	12000	0	0	0
Total			462065	652000	512000	0	0	0
2121		Social Security Contributions						
	301	Social Security	41372	62000	50000	0	0	0
Total			41372	62000	50000	0	0	0
22		Use of Goods and Services						
2211		Use of Goods and Services						
	201	Rents	70800	70800	66000	0	0	0
	202	Telecommunications Services	3588	5000	4000	0	0	0
	203	Water	3509	4000	3000	0	0	0
	204	Electricity	17113	18000	15000	0	0	0
	205	Fuels	6263	12000	9000	0	0	0
	206	Maintenance of Machines, furniture and accessories	1081	3000	2000	0	0	0
	207	Maintenance of vehicles, equipment and accessories	833	2000	2000	0	0	0
	208	Repair and maintenance of buildings and accessories	648	4000	2000	0	0	0
	209	Office Supplies, publications and various stationery	1961	2000	2000	0	0	0
	211	Cleaning services and supplies including cleaning contracts	13310	13000	10000	0	0	0
	212	Insurance	1587	2000	2000	0	0	0
	213	Official Travel Missions	1550	2000	2000	0	0	0
	214	Goods and services expenses	11799	12200	11000	0	0	0
Total			134042	150000	130000	0	0	0
28		Other Expenditures						
2821		Other Current Expenditures						
	302	Contributions	1787	2000	1000	0	0	0
	303	Scientific scholarships and training courses	1309	4000	2000	0	0	0
	305	Non-Employees' Bonuses	14135	14000	8000	0	0	0
Total			17231	20000	11000	0	0	0
Total of Chapter			654710	884000	703000	0	0	0

Program : 5601 - Administration and Support Services								
Activity : 601 - Administrative and Support Services								
Group	Item	Description	Actual 2015	Estimated 2016	Re-estimated 2016	Estimated 2017	Indicative 2018	Indicative 2019
21		<b>Compensations of Employees</b>						
2111		<b>Salaries, Wages and Allowances</b>						
	101	Classified Employees	7258	36000	26000	0	0	0
	102	Unclassified Employees	57480	65000	55000	0	0	0
	103	Comprehensive Contract Employees	59789	70000	60000	0	0	0
	105	Personal Cost of Living Allowance	44694	53000	43000	0	0	0
	106	Family Cost of Living Allowance	3540	5000	5000	0	0	0
	111	Additional Allowance	30065	36000	33000	0	0	0
	112	Other Allowances	32036	35000	25000	0	0	0
	113	Transportation Allowance	16568	23000	18000	0	0	0
	114	Transport Allowance	5341	6000	5000	0	0	0
	116	Employees' Bonuses	49470	60000	60000	0	0	0
	120	Contract Employees	3906	6000	6000	0	0	0
		<b>Total</b>	<b>310147</b>	<b>395000</b>	<b>336000</b>	<b>0</b>	<b>0</b>	<b>0</b>
2121		<b>Social Security Contributions</b>						
	301	Social Security	25516	31000	26000	0	0	0
		<b>Total</b>	<b>25516</b>	<b>31000</b>	<b>26000</b>	<b>0</b>	<b>0</b>	<b>0</b>
22		<b>Use of Goods and Services</b>						
2211		<b>Use of Goods and Services</b>						
	201	Rents	70800	70800	66000	0	0	0
	202	Telecommunications Services	3588	5000	4000	0	0	0
	203	Water	3509	4000	3000	0	0	0
	204	Electricity	17113	18000	15000	0	0	0
	205	Fuels	6263	12000	9000	0	0	0
		001 Heating	3156	7000	6000	0	0	0
		002 Saloon vehicles	3107	5000	3000	0	0	0
	206	Maintenance of Machines, furniture and accessories	1081	3000	2000	0	0	0
	207	Maintenance of vehicles, equipment and accessories	833	2000	2000	0	0	0
	208	Repair and maintenance of buildings and accessories	648	4000	2000	0	0	0
	209	Office Supplies, publications and various stationery	1961	2000	2000	0	0	0
	211	Cleaning services and supplies including cleaning contracts	13310	13000	10000	0	0	0
	212	Insurance	1587	2000	2000	0	0	0
	213	Official Travel Missions	1550	2000	2000	0	0	0
	214	Goods and services expenses	11799	12200	11000	0	0	0
		<b>Total</b>	<b>134042</b>	<b>150000</b>	<b>130000</b>	<b>0</b>	<b>0</b>	<b>0</b>
28		<b>Other Expenditures</b>						
2821		<b>Other Current Expenditures</b>						
	302	Contributions	1787	2000	1000	0	0	0
	303	Scientific scholarships and training courses	1309	4000	2000	0	0	0
	305	Non-Employees' Bonuses	14135	14000	8000	0	0	0
		<b>Total</b>	<b>17231</b>	<b>20000</b>	<b>11000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Activity</b>	<b>486936</b>	<b>596000</b>	<b>503000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>Total of Program</b>	<b>486936</b>	<b>596000</b>	<b>503000</b>	<b>0</b>	<b>0</b>	<b>0</b>

Current Expenditures According to Program and Activities for the Years 2015 - 2019

Chapter : 0350 - Ombudsman Bureau

(In JDs)

Program : 5605 - Investigations and self-initiatives								
Activity : 601 - Investigations								
Group	Item	Description	Actual 2015	Estimated 2016	Re-estimated 2016	Estimated 2017	Indicative 2018	Indicative 2019
21		Compensations of Employees						
2111		Salaries, Wages and Allowances						
	102	Unclassified Employees	21345	27000	22000	0	0	0
	103	Comprehensive Contract Employees	75439	145000	85000	0	0	0
	105	Personal Cost of Living Allowance	14283	21000	19000	0	0	0
	106	Family Cost of Living Allowance	3150	5000	3000	0	0	0
	111	Additional Allowance	17739	26000	21000	0	0	0
	112	Other Allowances	16463	25000	20000	0	0	0
	120	Contract Employees	3499	8000	6000	0	0	0
		Total	151918	257000	176000	0	0	0
2121		Social Security Contributions						
	301	Social Security	15856	31000	24000	0	0	0
		Total	15856	31000	24000	0	0	0
		Total of Activity	167774	288000	200000	0	0	0
		Total of Program	167774	288000	200000	0	0	0
		Total of Chapter	654710	884000	703000	0	0	0

# Overall Summary of Capital Expenditures for the Years 2015 - 2019

Chapter : 0350 Ombudsman Bureau

( In JDs )

Group	Item	Description	Actual 2015	Estimated 2016	Re-estimated 2016	Estimated 2017	Indicative 2018	Indicative 2019
		Expenditures						
22		Use of Goods and Services						
2211		Use of Goods and Services						
	510	Buildings and facilities repair and maintenance	0	40000	0	0	0	0
	512	Operating and Sustaining Expenditures	90602	43000	43000	0	0	0
<b>Total</b>			<b>90602</b>	<b>83000</b>	<b>43000</b>	<b>0</b>	<b>0</b>	<b>0</b>
		Fixed Assets						
31		Non-financial Assets						
3112		Devices, Machinery and Equipment						
	505	Equipment, Machines and Devices	3243	7000	7000	0	0	0
<b>Total</b>			<b>3243</b>	<b>7000</b>	<b>7000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total of Chapter</b>			<b>93845</b>	<b>90000</b>	<b>50000</b>	<b>0</b>	<b>0</b>	<b>0</b>

# Capital Expenditures According to Program and Projects for the Years 2015 - 2019

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 2015	Estimated 2016	Re-estimated 2016	Estimated 2017	Indicative 2018	Indicative 2019
22		Use of Goods and Services						
2211		Use of Goods and Services						
	510	Buildings and facilities repair and maintenance						
	008	Miscellaneous buildings and facilities maintenance	0	40000	0	0	0	0
		Total of Item	0	40000	0	0	0	0
	512	Operating and Sustaining Expenditures						
	011	Capacity building expenses	300	6000	6000	0	0	0
	014	Archiving and documentation	8132	3000	3000	0	0	0
	015	Operating systems and software	7122	7000	7000	0	0	0
	016	Software licenses	2795	4000	4000	0	0	0
	017	Promotion, advertising and awareness	3286	10000	10000	0	0	0
	032	Conferences, celebrations and workshops	0	5000	5000	0	0	0
	999	n.e.c	54988	8000	8000	0	0	0
		Total of Item	76623	43000	43000	0	0	0
31		Non-financial Assets						
3112		Devices, Machinery and Equipment						
	505	Equipment, Machines and Devices						
	001	Computers and accessories	2147	5000	5000	0	0	0
	003	Office supplies and equipment	748	1000	1000	0	0	0
	006	Public safety devices and equipment	0	500	500	0	0	0
	019	Communications devices	348	500	500	0	0	0
		Total of Item	3243	7000	7000	0	0	0
		Total of Project / Treasury	79866	90000	50000	0	0	0
		Total of Program	79866	90000	50000	0	0	0

# Capital Expenditures According to Program and Projects for the Years 2015 - 2019

Chapter : 0350 Ombudsman Bureau

( In JDs )

Program 5605 Investigations and self-initiatives								
Project		001 Education and Awareness						
Fund Source		102001 Capital (Treasury)						
Group	item	Description	Actual 2015	Estimated 2016	Re-estimated 2016	Estimated 2017	Indicative 2018	Indicative 2019
22		Use of Goods and Services						
2211		Use of Goods and Services						
	512	Operating and Sustaining Expenditures						
	017	Promotion, advertising and awareness	10000	0	0	0	0	0
	032	Conferences, celebrations and workshops	3979	0	0	0	0	0
		Total of Item	13979	0	0	0	0	0
		Total of Project / Treasury	13979	0	0	0	0	0
		Total of Program	13979	0	0	0	0	0
		Total of Chapter	93845	90000	50000	0	0	0