

**OMBUDSMAN OFFICE - 2019 BUSINESS PLAN**

Objective:	Strategy	Activities	Time Frame	Who is responsible?	Budget Estimation (VT)	KPI	Data Source
<b>1. Effective and Prompt investigation of complaints and reduction of backlog cases</b>	Increase & improve staff capacity	Recruit Filling Clerk	Q1	Ombudsman / PCSO	50,000	Seek Financial Visa by January 31 2019 Seek approval to advertise from PSC by January 31 2019 Convene Panel by 31 March 2019 Appointments made by April 2019	Finance & PSC, Ombudsman Office
	Reduce backlog cases	Review backlog cases as priority cases	Q1-Q4	Ombudsman, all Investigators and CMS Super user	1,000,000	50% reduction of backlog cases.	Ombudsman Office
		Issue outstanding reports for cases warranting a report				Reports issued for cases warranting a report	Ombudsman Office
		Close backlog cases as required.				Number of case closed	Ombudsman Office
<b>2. Monitoring and enforcement of the use of the 3 National Languages</b>	Promote awareness on importance of multilingualism	Draw a baseline survey	January to December 2019	Director of Leadership & Senior Investigator (LR) Officer	500,000	Surveys conducted by Jul. 2019	Ombudsman
		Seek support from donors to carry out baseline survey. E.g survey, pamphlets, etc..			300,000	Pamphlets produced by Jul.2019	Aid Donors
		Conduct awareness campaigns to improve understanding amongst the public			1,000,000	Baseline survey of current understanding/promotion of multilingualism.	PMO
		Release of multilingualism report.			300,000	Multilingualism Report issued by March 2020.	Statistics Dept.
<b>3. Progressing an effective Outreach Program to build a good working relationship with Government agencies &amp; state institutions, NGOs and general public</b>	(i) Continue to progress Awareness Outreach Programs	Awareness & courtesy meetings to government agencies & state institutions	Q1-Q4	Ombudsman & Investigators	1,000,000	Reports of meetings meeting with Stakeholders produced for each visit	Ombudsman & Stakeholders
	(ii) Publish & promote the Ombudsman Office	Awareness programs on radio and TV	Q1-Q4	Ombudsman, PCSO & Inv. LC	200,000	Annual Report completed & submitted to PMO	Ombudsman Office
	(iii) Ensure timely reporting	Annual Report for 2018	Q1	Ombudsman & PCSO	300,000	2018 Annual Report Produced	Ombudsman Office
		Official languages report for 2018	Q1	SLRO	300,000	2018 Report Produced on Multilingualism	Ombudsman Office
<b>4. Improve management of the human, physical and financial resources of the Ombudsman's Office</b>	(i) Prepare MBC 2020	Liaise with PMO to submit budget & budget narratives	Q2-Q3	Ombudsman, PCSO & Senior Officers		2020 Budget input and presented to the MBC	Ombudsman Office
	(ii) Ensure staff are appropriately trained	Liaise with VIPAM	Q1-Q4	Ombudsman and PCSO	200,000	Budget submitted and presented to the MBC by August 2019.	Ombudsman Office, Finance & PMO
	Seek funding from Donors for Investigative Trainings	Liaise with international bodies affiliated to and others	Q1-Q4	Ombudsman and Team leaders		Funding Secured for Investigators trainings	
	(iii) Ensure staff are appropriately appraised	Appraisals completed when due in July & January 2019	Q1-Q4	Ombudsman & Team Leaders		Appraisal completed and Submitted to PSC	
	Review of Organisational Structure	Liaise with all team leaders and PSC to review the current Organisational Structure	Q2	Ombudsman and PCSO	500,000		Ombudsman' soffice, PSC
<b>5. Enforcement of Governing Legislations</b>	Draft Bill and present it before the Parliament	(i) Implementation of new legislation	Q1	Ombudsman & Staff	Within 2018 Budget	Amended Laws Gazetted	Ombudsman's office, State Office and State Law Office