



Office of the Ombudsman

BUSINESS PLAN 2018

12 June, 2017

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Objective:	Strategy	Activities	Time Frame	Who is responsible ?	Budget	KPI	Data Source
1. Effective and Prompt investigation of complaints and reduction of backlog	(i) Increase & improve staff capacity	Advertise positions of: <ul style="list-style-type: none"> - FPLO - Principal Inv. (Team 1) - Legal Officer - Receptionist - Supervisor - Driver 	April 2018	Ombudsman / PCSO	2018	<ul style="list-style-type: none"> - Seek Financial Visa by January 31 2018 - Seek approval to advertise from PSC by February 28 2018 - Convene Panel by 31 March 2018 Appointments made by April 2018	Finance PSC Ombudsman Office
	(ii) Reduce backlog ⁱ cases (with the baseline being approximately 50 cases – to be confirmed)	<ul style="list-style-type: none"> - Review backlog cases as priority cases - Issue outstanding reports for cases warranting a 	Beginning Jan 2018 to December 2018	Ombudsman , all Investigators and CMS Super user	Within 2018 budget	<ul style="list-style-type: none"> - 100% reduction of backlog cases. Baseline approx 100 cases TBC (refer to end note ii). 	Ombudsman Office

		report Close backlog cases as required.				Target: to be reduced by 100% by 30 June 2018. Reports issued for cases warranting a report	
2. Monitoring and enforcement of 3 National Languages	Promote awareness on importance of multilingualism	(i) Draw a baseline survey (ii) Seek support from donors to carry out baseline survey. E.g survey, pamphlets, etc.. (iii) Conduct awareness campaigns to improve understanding amongst the public (iv) Conduct baseline survey ⁱⁱ outline on multilingualism and language rights. (v) Release of multilingualism report.	January to December 2018	Director of Leadership & Senior Investigator (LR) Officer	Salary of LRO within 2018 budget but baseline survey needs other financial assistance	(i) Surveys conducted by Jul. 2018 - Pamphlets produced by Jul. 2018 (ii) Baseline survey of current understanding/promotion of multilingualism. (iii) Multilingualism Report issued by Dec. 2018.	Ombudsman Aid Donors PMO MJCS Statistics Dept.

3. Progressing an effective Outreach Program to build a good working relationship with Government agencies & state institutions, NGOs and general public	(i) Continue to progress Awareness Outreach Programs	- Awareness & courtesy meetings to government agencies & state institutions	Continue from February 2018 to Nov. 2018	Ombudsman & Team participants	Within 2018 budget	- Team plans by February 28 2018. Teams conduct visits to relevant stakeholders on dates identified in 2018. - Reports of meetings submitted within 2 days of each visit	Ombudsman Institution to be visited
	(ii) Publish & promote the Ombudsman Office	(i) Seek funding for awareness programs on radio and TV (ii) Implement creation of website for Ombudsman Office / ongoing management of website with the assistance of aid funded personnel.	Jan 2018	Ombudsman , PCSO & Inv. LC	Funding through SRBJS & other sources.	- Liaise with SRBJS/ VLJSP.	Ombudsman OGCIO SRBJS/ VLJSP

4. Improve management of the human, physical and financial resources of the Ombudsman's Office	(iii) Ensure timely reporting	-Annual Report for 2016 -Official languages report for 2016	Completed between 28/02/2018 & 31/03/2018	Ombudsman & Senior. Staff SLRO	Existing budget for 2018	Annual Report completed & submitted to PMO	Ombudsman Office
	(i) Prepare MBC 2019	Liaise with PMO to submit budget & budget narratives	June 2018	Ombudsman , PCSO & Senior Officers	Within budget for 2018	<ul style="list-style-type: none"> - Budget planned & submitted by May 31 2018. - Meetings held with PMO & relevant stakeholders by 30 April 2018. - Narratives drafted by June 30 2018. - BP costed by June 30 2018. Budget submitted by 31 August 2018. 	Ombudsman Office PMO MJCS MBC
	(ii) Ensure staff	Identify & Undertake	On-going & when need	Ombudsman & Team	2018	- Training	Ombudsman Office

	are appropriately trained	training for staff members	arises	leaders	budget. Aid Assistance	needs identified by January 31 2018. - Staff nominated by TLs in TLM. Staff report on trainings attended to be submitted within 2 days.	
	(iii) Ensure staff are appropriately appraised	Appraisals completed when due in June & December 2018	June 30 2018 & December 31, 2018	Ombudsman & Team Leaders	Within 2018 budget	6 months appraisal to be completed by June 30 & December 31 2018 by all Team Leaders.	Ombudsman Office
	(iv) Apply for project for extension of Ombudsman Haus to join with building at the back.	Apply for project funding through SRBJ program	December 2018	PCSO & Ombudsman	Project Funding	i) Draft plan ii) Project approval iii) Extension completed.	Ombudsman Office PMO SRBJS

	(vi) Ensure severance package staff retiring is financially catered for within Ombudsman Office Budget.	Include severance packages for staffs retiring (Lokin Malas) in proper financial year budget proposal to MBC.	Ongoing and when need arises	Ombudsman and Team Leaders and especially PCSO	2018 Budget	Approval by MBC	Ombudsman Office PSC Finance
5. Review of Ombudsman governing legislation	Improve governing legislation	(i) Implementation of new legislation	2018	Ombudsman & Staff	Within 2018 Budget	Publication of new legislation in official gazette	SLO

ⁱ⁾ Backlog cases are cases that are older than 3 years the baseline taken for 2014 BP was from 1998 to 2010. The baseline for backlog cases for the 2015 BP was for the period of Jan. 1998 to Dec. 2012.

ⁱⁱ⁾ MOJCS may be able to provide assistance to the Office through the Monitoring & Evaluation Division in designing survey forms etc..