

OFFICE OF OMBUDSMAN

Overview

The Office of the Ombudsman is responsible to carry out investigations into cases of alleged maladministration made against Public Sector Bodies and their officials.

Key Challenges	Strategies
Obtaining comprehensive and relevant information from Public Authorities for timely resolution of complaints	Enhance working collaboration with public sector bodies and streamline internal procedures for monitoring of on-going investigations

Programme Outcomes

Programmes	Outcomes	Indicators	2024/25 Provisional	2025/26 Target	2027/28 Target	2029/30 Target
0111: Protection against Maladministration in the Public Sector	Improved standard of accountability and transparency of Public Sector Bodies and their officials	Percentage of complaints effectively addressed by public authorities	70%	80%	81%	82%

Financial Resources

Summary by Programmes

Rs 000

Programmes	2024/25 Estimates	2025/26 Estimates	2026/27 Planned	2027/28 Planned
0111: Protection against Maladministration in the Public Sector	18,500	20,500	21,000	21,100
TOTAL	18,500	20,500	21,000	21,100

Summary by Economic Categories

Rs 000

Code	Economic Categories	2024/25 Estimates	2025/26 Estimates	2026/27 Planned	2027/28 Planned
Recurrent Expenditure		18,500	20,500	21,000	21,100
21	Compensation of Employees	13,300	15,150	15,650	15,750
22	Goods and Services	5,050	5,200	5,200	5,200
26	Grants	150	150	150	150
Capital Expenditure		-	-	-	-
TOTAL EXPENDITURE		18,500	20,500	21,000	21,100

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Programme 0111: Protection against Maladministration in the Public Sector

Rs 000

Details	2024/25 Estimates	2025/26 Estimates	2026/27 Planned	2027/28 Planned
TOTAL EXPENDITURE [Appropriation]	18,500	20,500	21,000	21,100
Recurrent Expenditure	18,500	20,500	21,000	21,100
Capital Expenditure	-	-	-	-

Accounting Officer: Senior Investigations Officer, Ombudsman's Office

Outcome: Improved standard of accountability and transparency of Public Sector Bodies and their officials

Main Service/Delivery Unit	Key Performance Indicator	2024/25 Provisional	2025/26 Target	2026/27 Target	2027/28 Target
Addressing maladministration complaints in the Public Sector <i>Office of the Ombudsman</i>	Percentage of complaints resolved within a period of 12 months	67.7%	70%	72%	74%

Rs 000

Item No.	Details	2024/25 Estimates	2025/26 Estimates	2026/27 Planned	2027/28 Planned
Recurrent Expenditure		18,500	20,500	21,000	21,100
21	Compensation of Employees	13,300	15,150	15,650	15,750
21110	Personal Emoluments	12,030	13,745	14,175	14,265
	<i>of which</i>				
.001	Basic Salary	9,400	10,300	10,730	10,820
.002	Salary Compensation	970	1,250	1,250	1,250
.004	Allowances	410	420	420	420
.006	Cash in lieu of Leave	400	400	400	400
.009	End-of-year Bonus	850	940	940	940
21111	Other Staff Costs	1,100	1,205	1,265	1,265
.002	Travelling and Transport	975	1,080	1,140	1,140
.100	Overtime	100	100	100	100
.200	Staff Welfare	25	25	25	25
21210	Social Contributions	170	200	210	220
.001	Contribution to the National Savings Fund	170	200	210	220
22	Goods and Services	5,050	5,200	5,200	5,200
22010	Cost of Utilities	580	690	685	680
22030	Rent	2,985	3,020	3,020	3,020
22040	Office Equipment and Furniture	260	240	240	240
22050	Office Expenses	200	200	200	200
22060	Maintenance	320	320	320	320
22070	Cleaning Services	10	15	15	15
22100	Publications and Stationery	345	345	345	345

Office of Ombudsman - continued

Rs 000

Item No.	Details	2024/25 Estimates	2025/26 Estimates	2026/27 Planned	2027/28 Planned
22120	Fees	40	40	40	40
22170	Travelling within the Republic	210	210	210	210
22900	Other Goods and Services	100	120	125	130
26	Grants	150	150	150	150
26210	Contribution to International Organisations	150	150	150	150
TOTAL		18,500	20,500	21,000	21,100

Human Resources

SN	Position Titles	Funded	
		2024/25	2025/26
1	Ombudsman	1	1
2	Senior Investigations Officer, Ombudsman's Office	1	1
3	Investigations Officer	2	2
4	Principal Financial Operations Officer	1	1
5	Assistant Financial Operations Officer	1	1
6	Assistant Procurement and Supply Officer	1	1
7	Office Management Executive	1	1
8	Office Management Assistant	2	2
9	Management Support Officer	8	8
10	Confidential Secretary	1	1
11	Word Processing Operator	2	2
12	Receptionist/Telephone Operator	1	1
13	Office Auxiliary/Senior Office Auxiliary	4	4
TOTAL		26	26