

OFFICE OF OMBUDSMAN

Overview

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

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

Programme Outcomes

Programmes	Outcomes	Indicators	2025/26 Target	2025/26 Provisional	2026/27 Target	2028/29 Target	2029/30 Target
0111: Protection against Maladministration in the Public Sector	Improved standard of accountability and transparency of public authorities and their officials	Percentage of complaints effectively addressed by public authorities	80%	77%	80%	81%	82%

Financial Resources

Summary by Programmes

Rs 000

Programmes	2025/26 Estimates	2026/27 Estimates	2027/28 Planned	2028/29 Planned
0111: Protection against Maladministration in the Public Sector	20,500	22,100	22,400	22,700
TOTAL	20,500	22,100	22,400	22,700

Summary by Economic Categories

Rs 000

Code	Economic Categories	2025/26 Estimates	2026/27 Estimates	2027/28 Planned	2028/29 Planned
Recurrent Expenditure		20,500	22,100	22,400	22,700
21	Compensation of Employees	15,150	15,950	16,850	17,150
22	Goods and Services	5,200	6,000	5,400	5,400
26	Grants	150	150	150	150
Capital Expenditure		-	-	-	-
TOTAL EXPENDITURE		20,500	22,100	22,400	22,700

Office of Ombudsman - continued

Programme 0111: Protection against Maladministration in the Public Sector

Rs 000

Details	2025/26 Estimates	2026/27 Estimates	2027/28 Planned	2028/29 Planned
TOTAL EXPENDITURE [Appropriation]	20,500	22,100	22,400	22,700
Recurrent Expenditure	20,500	22,100	22,400	22,700
Capital Expenditure	-	-	-	-

Accounting Officer: Senior Investigations Officer, Ombudsman's Office

Outcome: Improved standard of accountability and transparency of public authorities and their officials

Main Service/ Delivery Unit	Key Performance Indicator	2025/26 Target	2025/26 Provisional	2026/27 Target	2027/28 Target	2028/29 Target
Addressing maladministration complaints in the Public Sector <i>Office of the Ombudsman</i>	Percentage of complaints resolved within a period of 12 months	70%	68%	72%	74%	75%

Rs 000

Item No.	Details	2025/26 Estimates	2026/27 Estimates	2027/28 Planned	2028/29 Planned
Recurrent Expenditure		20,500	22,100	22,400	22,700
21	Compensation of Employees	15,150	15,950	16,850	17,150
21110	Personal Emoluments <i>of which</i>	13,745	14,245	15,135	15,425
.001	Basic Salary	10,300	12,160	12,865	13,030
.004	Allowances	420	500	500	500
.006	Cash in lieu of Leave	400	600	625	650
.009	End-of-year Bonus	940	940	1,100	1,200
21111	Other Staff Costs	1,205	1,475	1,475	1,475
.002	Travelling and Transport	1,080	1,350	1,350	1,350
.100	Overtime	100	100	100	100
.200	Staff Welfare	25	25	25	25
21210	Social Contributions	200	230	240	250
.001	Contribution to the National Savings Fund	200	230	240	250
22	Goods and Services	5,200	6,000	5,400	5,400
22010	Cost of Utilities	690	740	740	740
22030	Rent	3,020	3,050	3,050	3,050
22040	Office Equipment and Furniture	240	410	240	240
22050	Office Expenses	200	235	235	235
22060	Maintenance	320	320	305	305
22070	Cleaning Services	15	15	15	15
22100	Publications and Stationery	345	430	365	365
22120	Fees	40	50	50	50
22170	Travelling within the Republic	210	210	210	210

Office of Ombudsman - *continued*

Rs 000

Item No.	Details	2025/26 Estimates	2026/27 Estimates	2027/28 Planned	2028/29 Planned
22900	Other Goods and Services	120	540	190	190
26	Grants	150	150	150	150
26210	Contribution to International Organisations	150	150	150	150
TOTAL		20,500	22,100	22,400	22,700

Human Resources

SN	Position Titles	Funded	
		2025/26	2026/27
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