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PRESS RELEASE

Consultation Day for the Strategic Plan of the Ombudsman

How can the Ombudsman be more useful and efficient? How will it best promote its actions and improve its cooperation with the Administration for the benefit of the people of the country?

Among other things, these questions were raised during the consultation process between the staff of the Independent Authority, representatives of the public administration and non-governmental organisations and other institutions, including representative from the National Ombudsman of the Netherlands.

The discussion took place as part of the process of preparing the strategy for the years to come which is currently being planned by the Ombudsman, with the cooperation of Expertise France.

As the Ombudsman Mr Andreas Pottakis, pointed out in his introductory speech, the strategic plan of the independent authority, with accountability, transparency and efficiency as its main principles, will in particular aim at:

- Strengthening and modernising the communication tools.
- More intensive and more systematic contact with social, economic operators, representatives of civil society and the National Delegation.
- Digitising and accelerating (speeding up) the Authority's procedures.
- Offering access to the archives of the independent authority, which are of unique importance.
- Simplification of mediation procedures.
- Re-evaluating the institutional framework of the Authority, in particular with a view to the adoption by the Council of Europe of the 'Venice Principles', i.e. the key conditions for ensuring the independence, transparency and efficiency of the institution.

For their part, representatives of civil society and of the administration highlighted to the Ombudsman staff that there is a need to strengthen its role, but also to ensure that the Administration responds in a timely manner to its proposals.

It is recalled that in the last three years, complaints from citizens handled by the Greek Ombudsman exceed 15.000 per year.

The workshop transferred the French experts' experience from the counterpart institution of the French Republic, as well as senior management of the French administration.

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