



Special report

Proposals for low budget measures to the public administration

Summary

In December 2012 the Ombudsman submitted a special report containing proposals for low budget measures to 12 competent Government ministries. Based on proposals made by the independent authority in the recent past that derived from the investigation of various complaints, the Ombudsman gathered its recommendations for legislative amendments, organisational or operational reforms, that would enable the public administration, at zero cost, to simplify and accelerate procedures, increase transparency in their actions and be more efficiently organised with existing means and staff.

In a total of 80 proposals, the majority (42) require a legislative or other normative amendment, without however having a budgetary impact. Also of low cost are the 13 organisational proposals that concern criteria or arrangements for the better organisation of the public services; this would have a substantial impact on the quality of services to citizens. 25 proposals concern merely administrative practices that often arise in the form of circulars.

This special report has a dual goal: its aim is for the citizens to find a substantial response from the administration to their reasonable requests, rights and legitimate expectations without being confronted with the budgetary cost argument; it also aims for the public administration to bring about the necessary improvements that would enable it to stand by its citizens in these difficult times and become a positive factor in overcoming the crisis.