



**European  
Ombudsman**

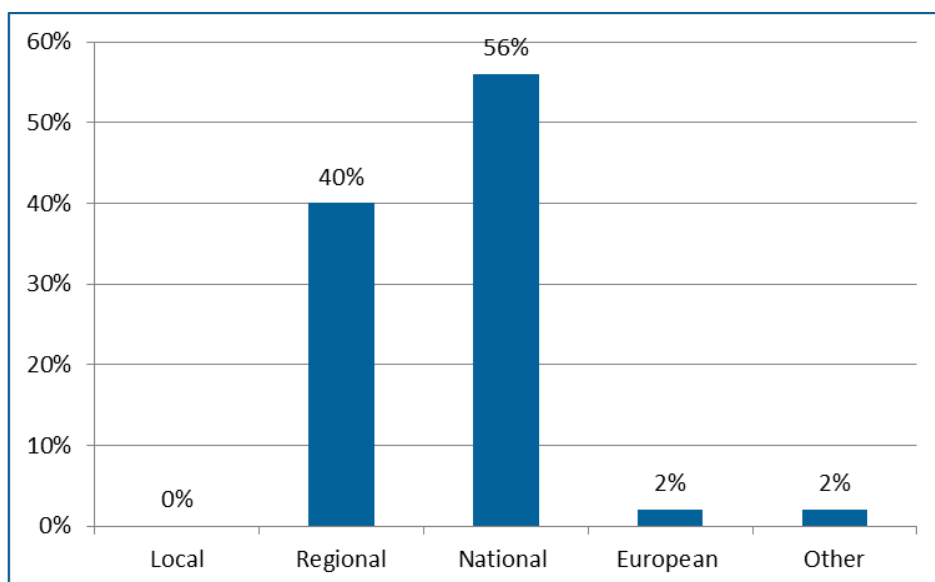
# Replies of the European Network of Ombudsman members to the OECD Survey on the Role of Ombudsman Institutions in Open Government

Annex to the OECD  
Working Paper on  
Public Governance  
No. 29

# Annex: ENO member replies to the OECD Survey

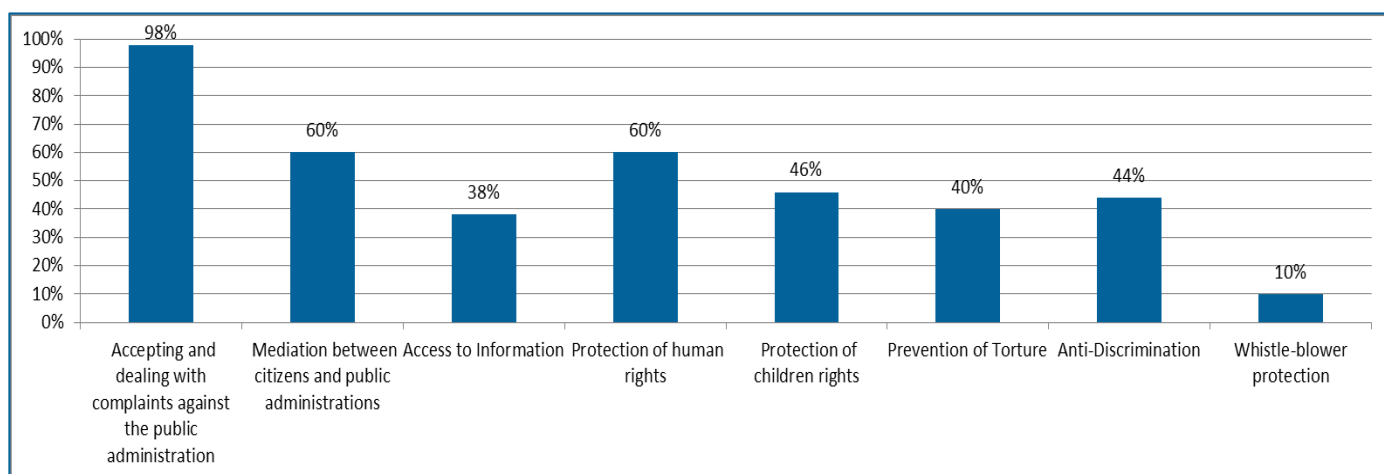
n=50 unless indicated otherwise

## Level of competency



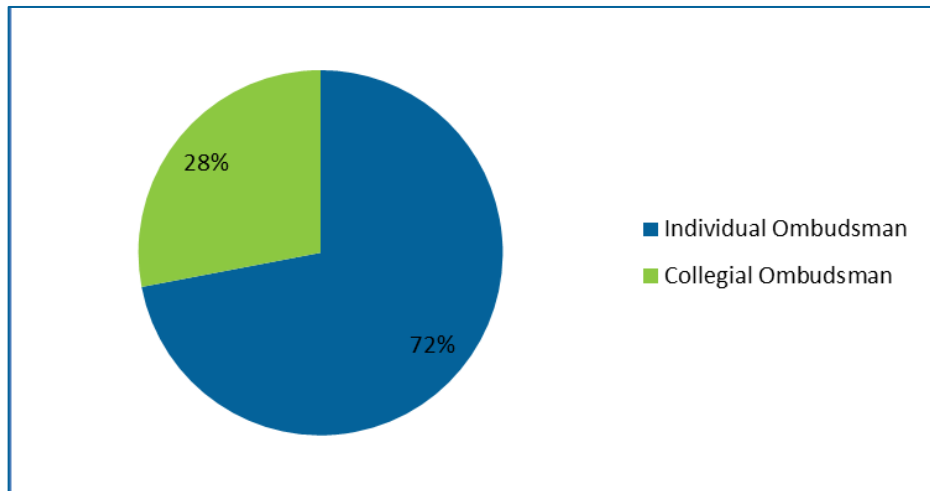
Notes: With regards to the UK, regional includes Wales and Scotland. Other refers to the Ombudsman of the Autonomous Province of Trento with provincial competency.

## Mandates of ombudsman institutions

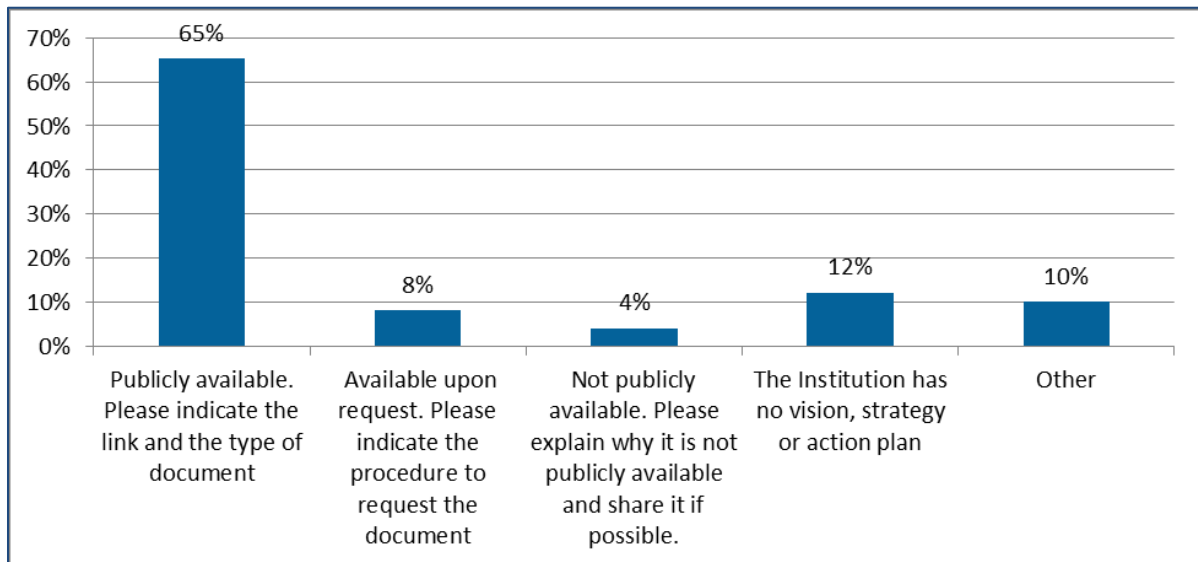


Notes: Several mandates are possible

## Institutional structure

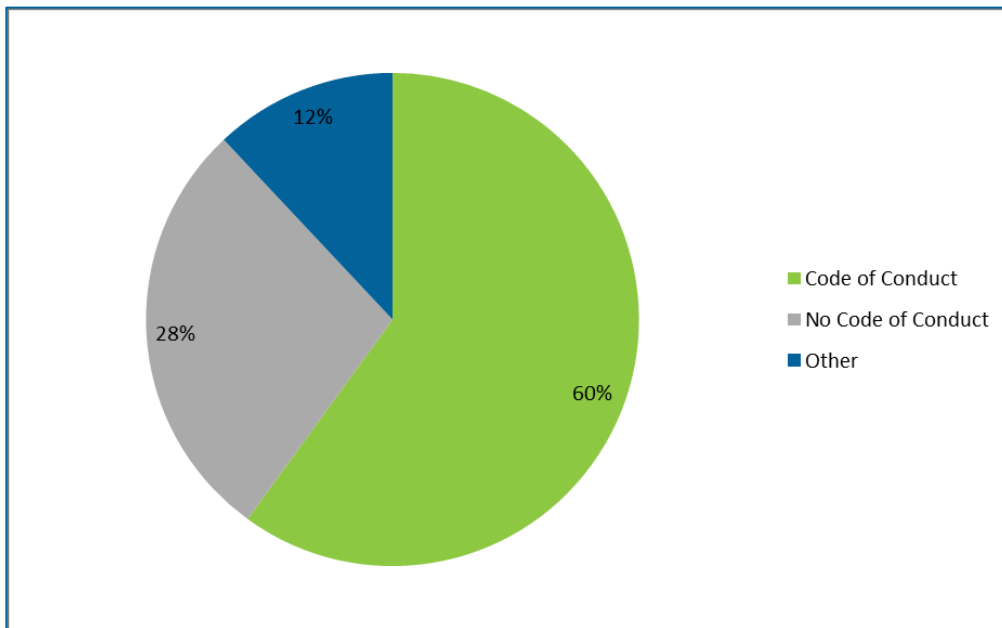


## Publication of the institution's vision/mission, strategy and/or action plan



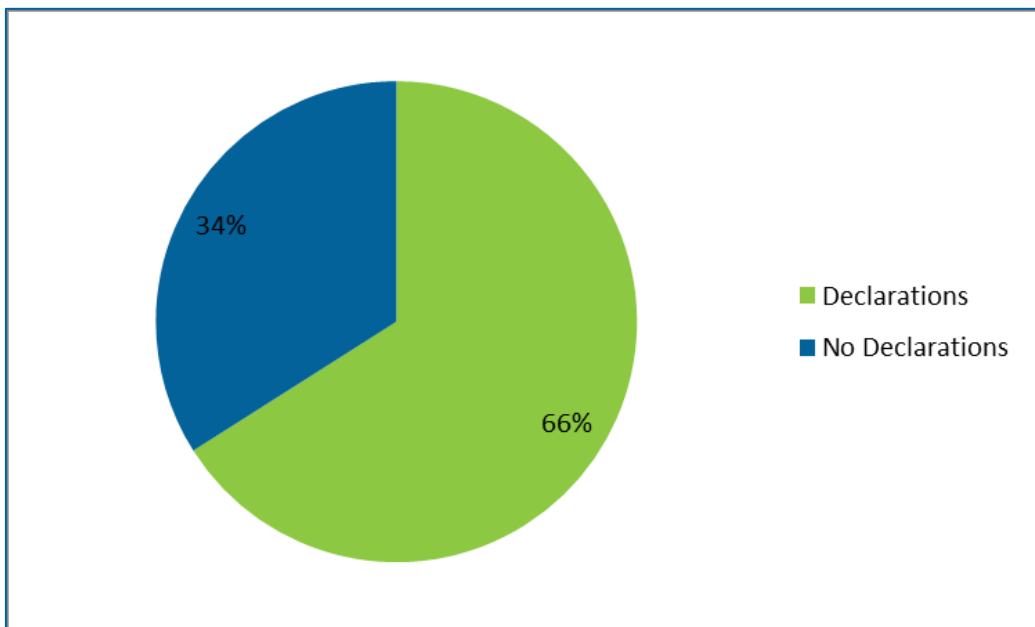
Notes: n=49, as the Greek Ombudsman did not reply. Other refers to Vision/Mission, Strategy/Action Plan, Website or Service Charter.

### Code of ethics/ code of conduct

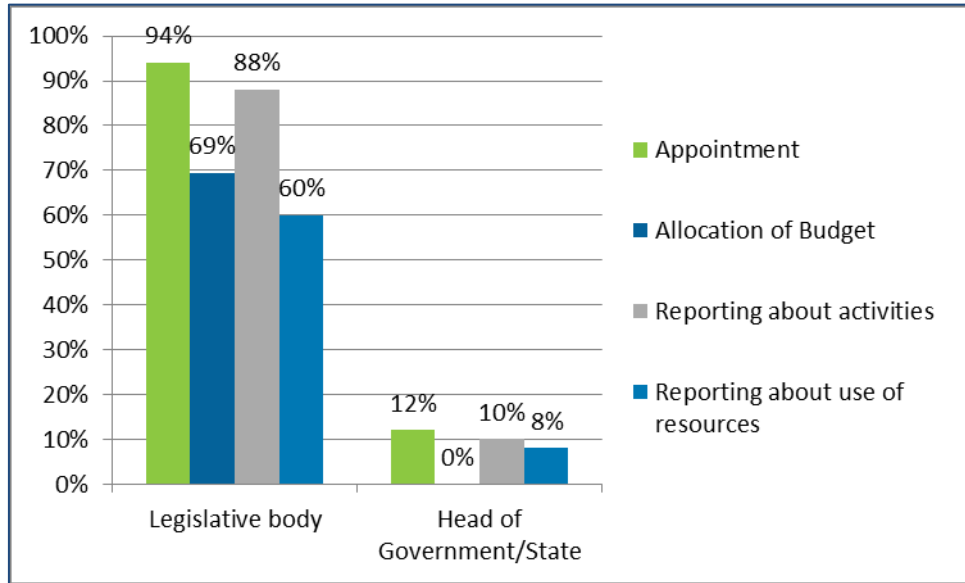


Notes: Other means the code of conduct is in progress, that (staff) regulations include some aspects on ethical behaviour or that they have a values charter.

### Existence of asset and/or conflict of interest declarations

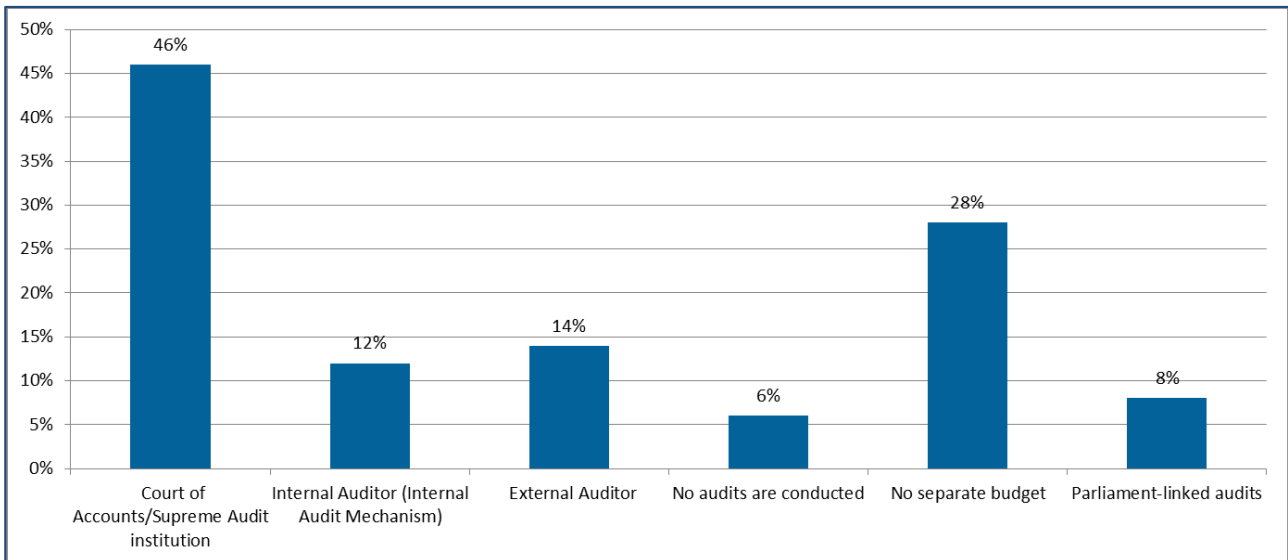


## Institutional anchorage of ombudsman institutions

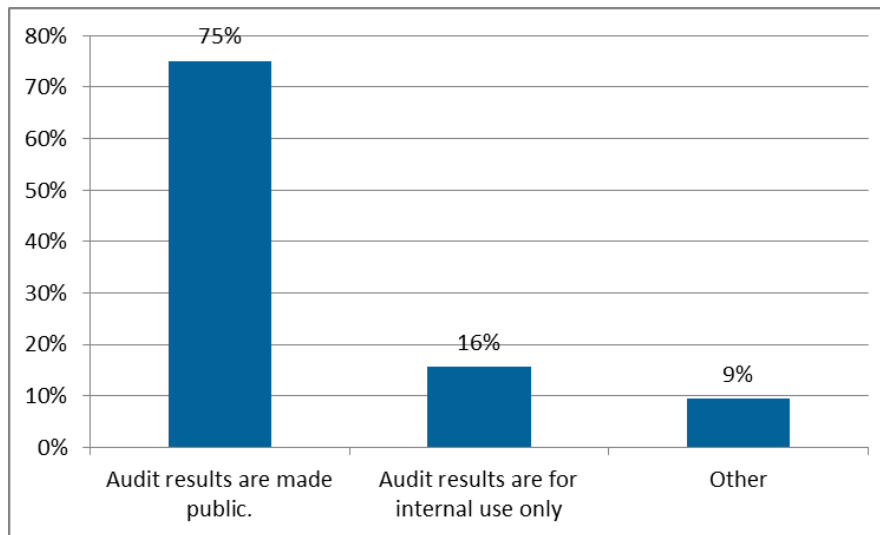


Notes: For Allocation of budget: n=49, Ombudsman of France did not reply. Parliament refers to legislative body (at national, local, regional level). In the case of German OIs, the members of the petition council are elected by citizens; they are members of Parliament (counted as Parliament). In the case of Italian OIs, Parliament refers to regional/provincial council. Finally, in the case of the European Ombudsman it refers to EU Parliament.

## Financial auditing

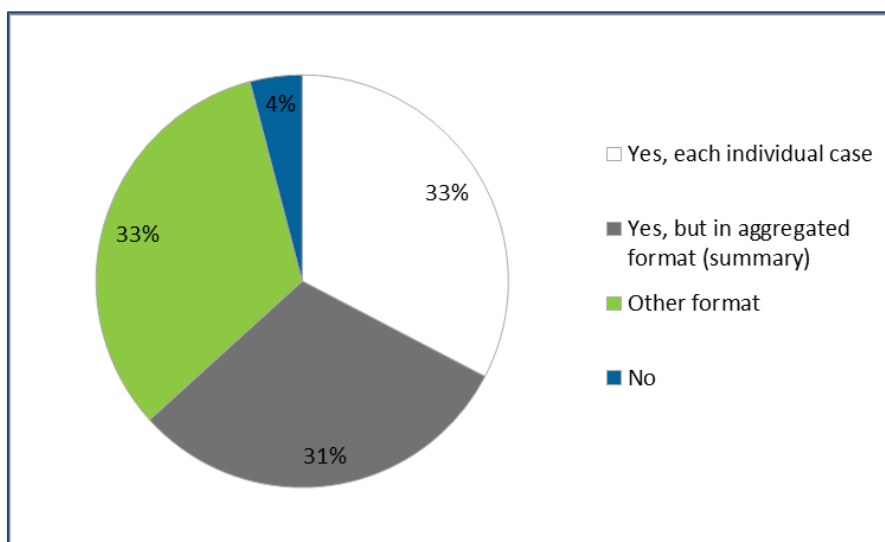


## Public availability of ombudsman institutions' financial audit



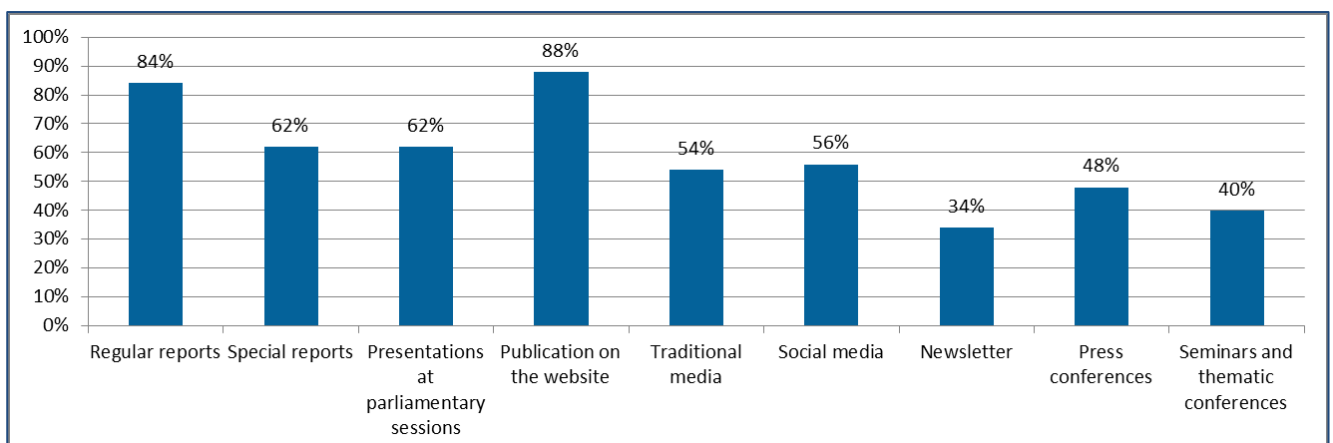
Notes: n= 32. This only includes OIs that are audited and have a separate budget. Others indicate that the results are available to the Parliament. The Ombudsman of France did not reply.

## Publication of investigations

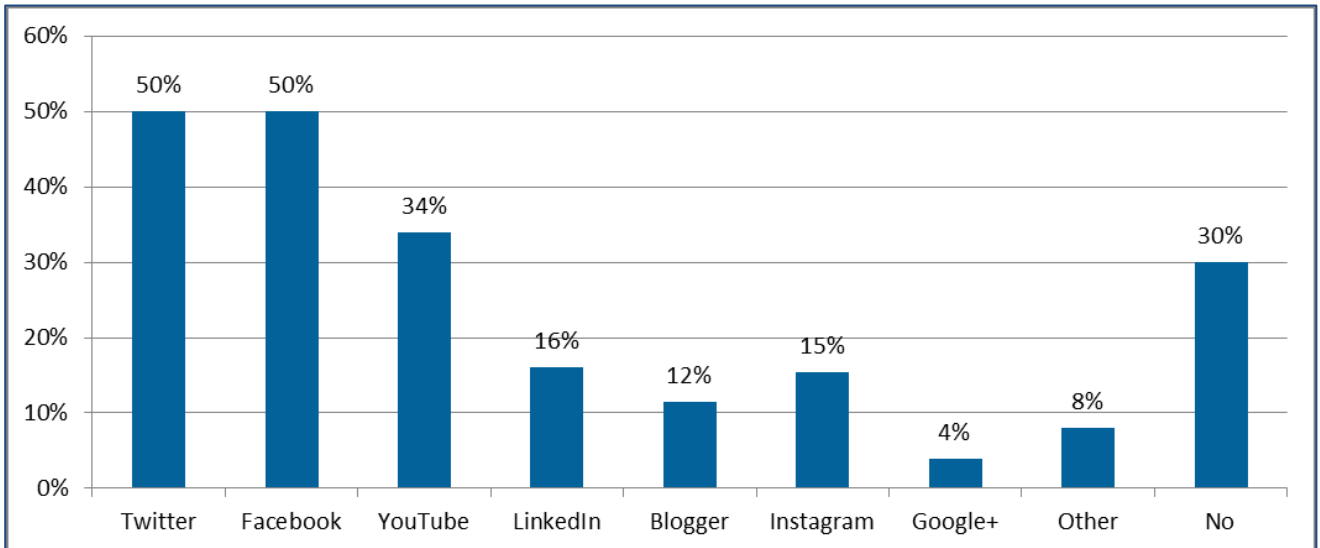


Notes: n=49. The Ombudsman of France did not reply.

## Channels used to communicate decisions and recommendations

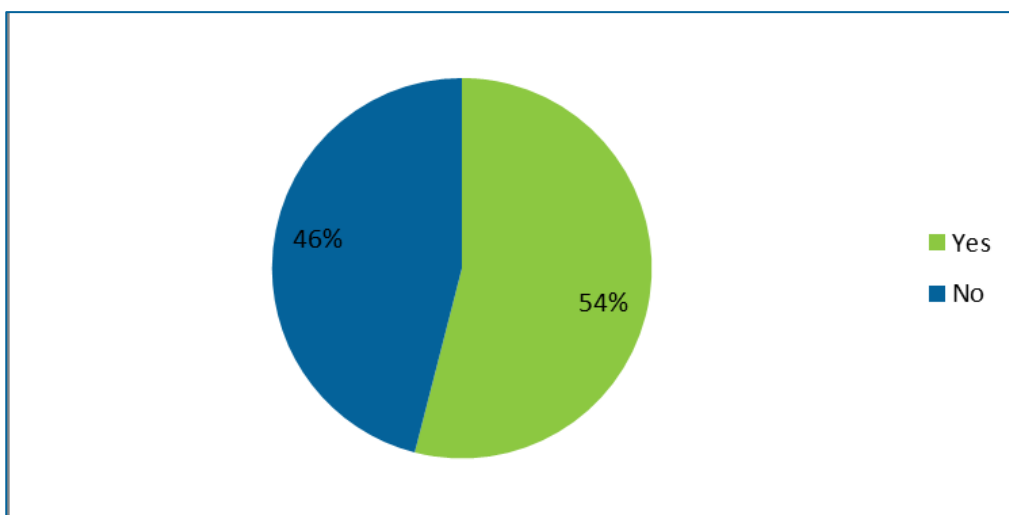


## Social media presence of ombudsman institutions

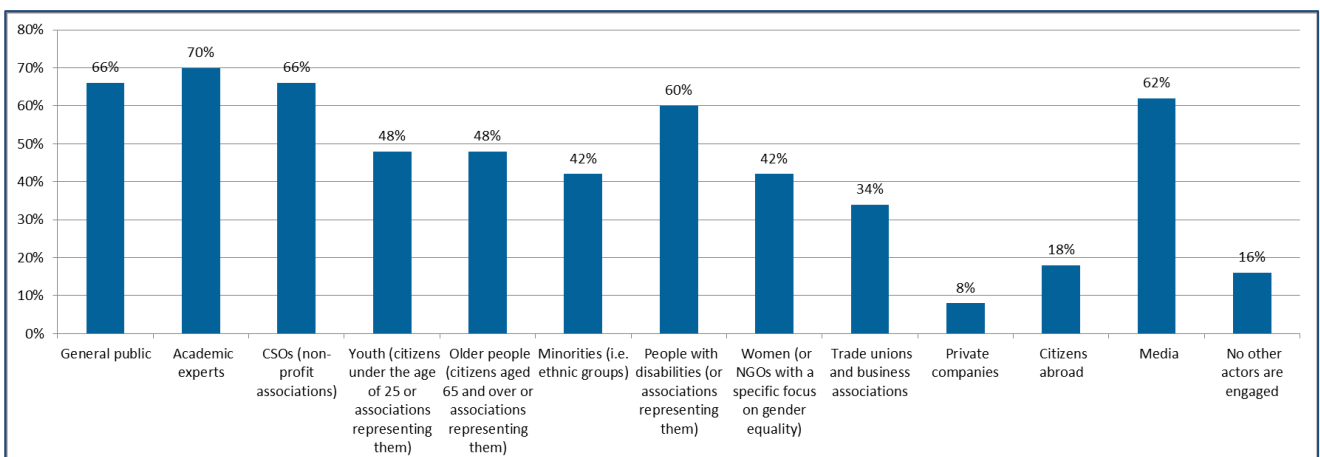


Notes: Others include Flickr, Periscope, SoundCloud, Slideshare, Pinterest, and Medium.

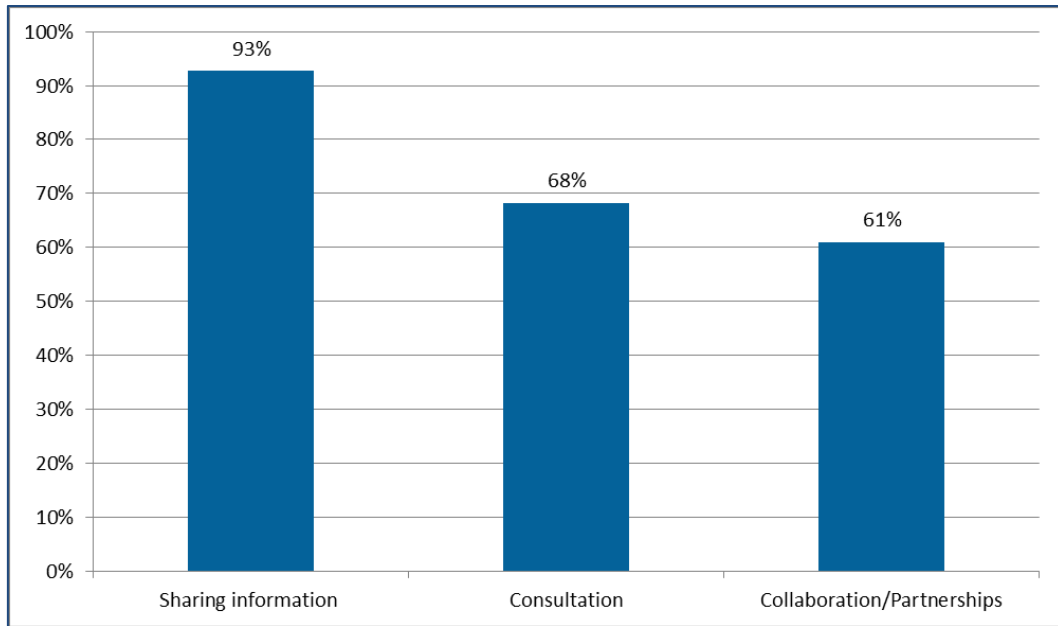
## Conducting of public perception surveys



## Actors ombudsman institutions engage with

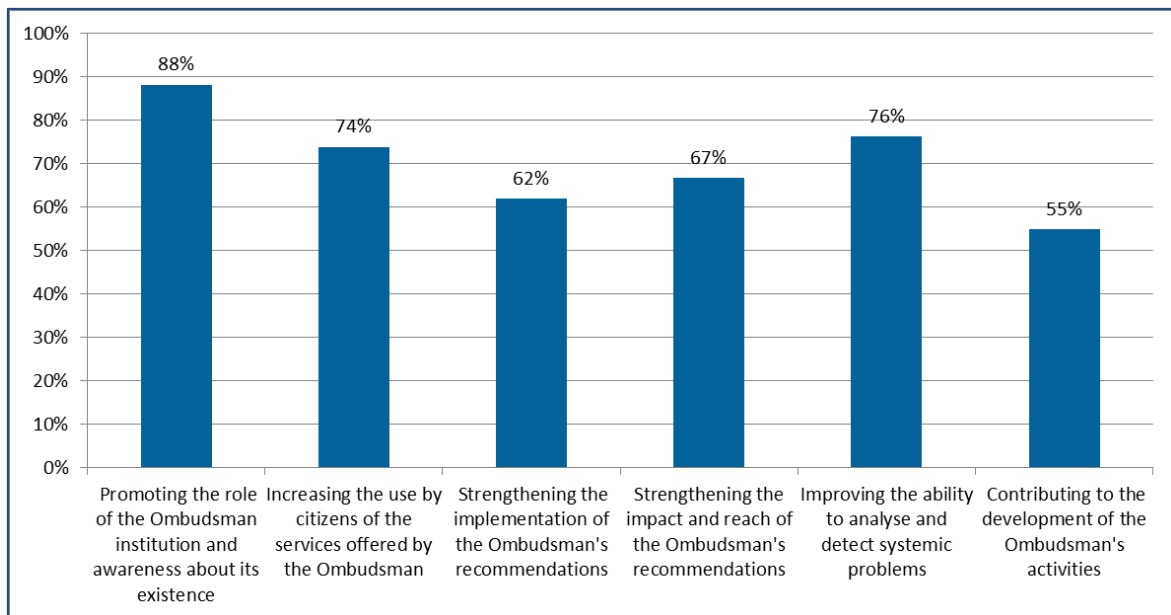


## Levels of stakeholder participation by ombudsman institutions



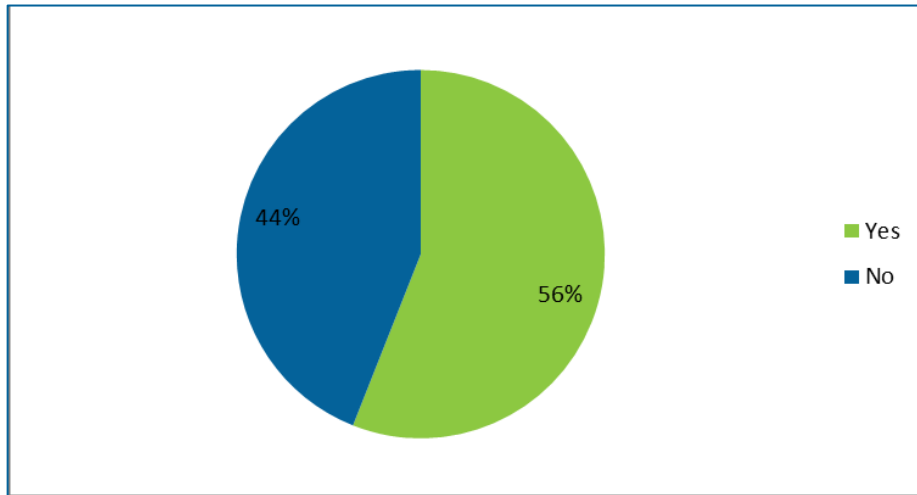
Notes: n=41, The Committee on Petitions and Complaints of the Bavarian State Parliament did not reply, 8 OIs do not engage other actors.

## Objectives of participation

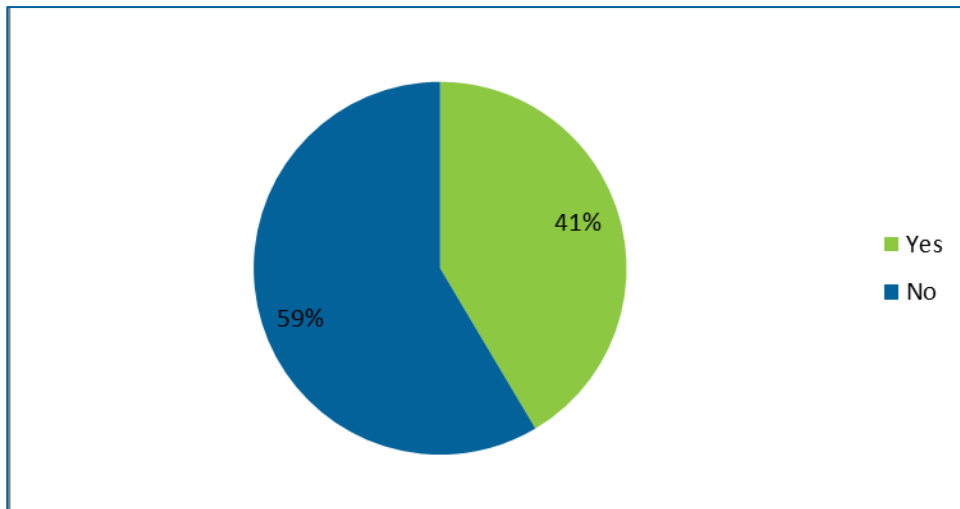


Notes: n=42, as 8 OIs do not engage other actors.

**Collaboration with organisations/associations whose mission is to collect and communicate complaints from citizens**

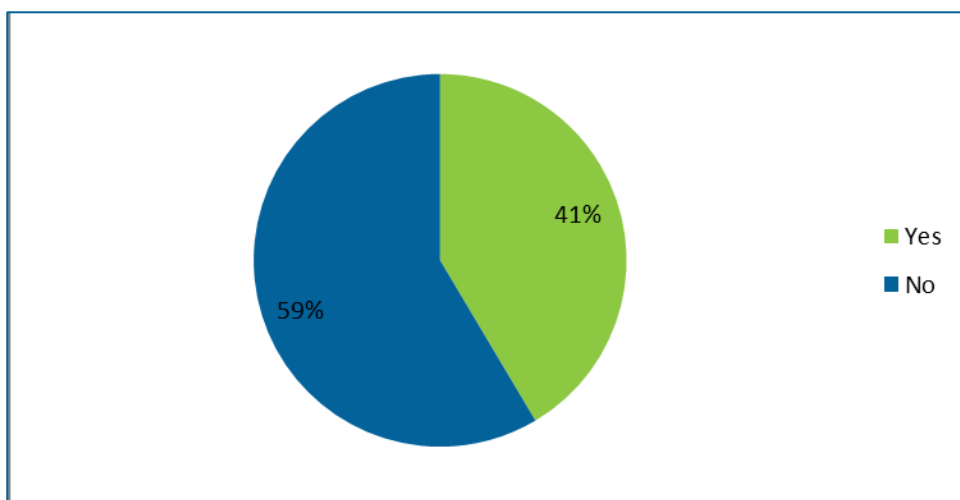


**Monitoring of institution's participation activities (engagement with external stakeholders)**



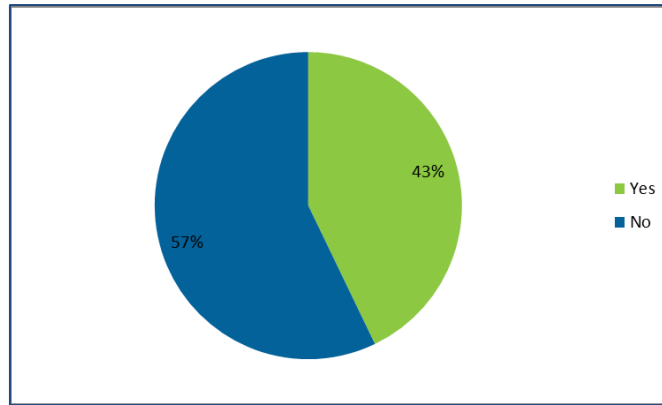
Notes: n=49, as the Ombudsman of France did not reply.

**Measuring the impact of the institution's participation activities**



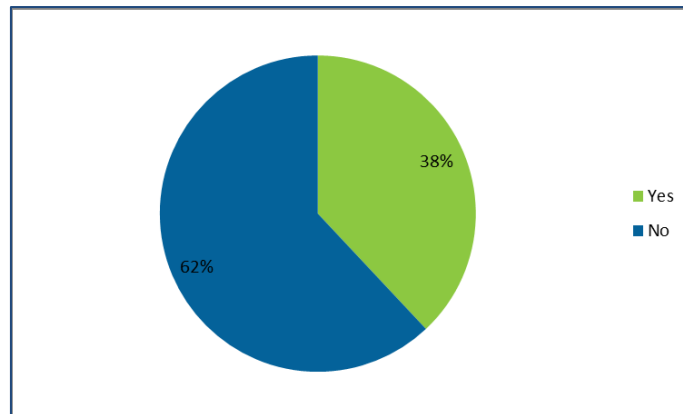
Notes: n=49, as the Ombudsman of France did not reply.

## Existence of a strategy or guidelines on the open government culture

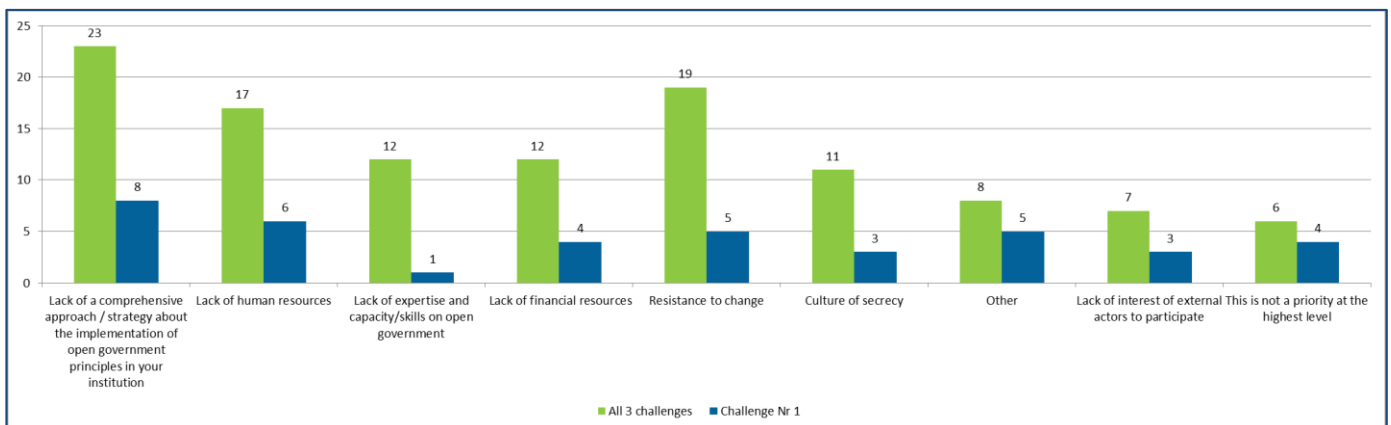


Notes: n=49, the Ombudsman of France did not reply.

## Existence of specific induction or training for the staff on transparency and participation policies of the institution

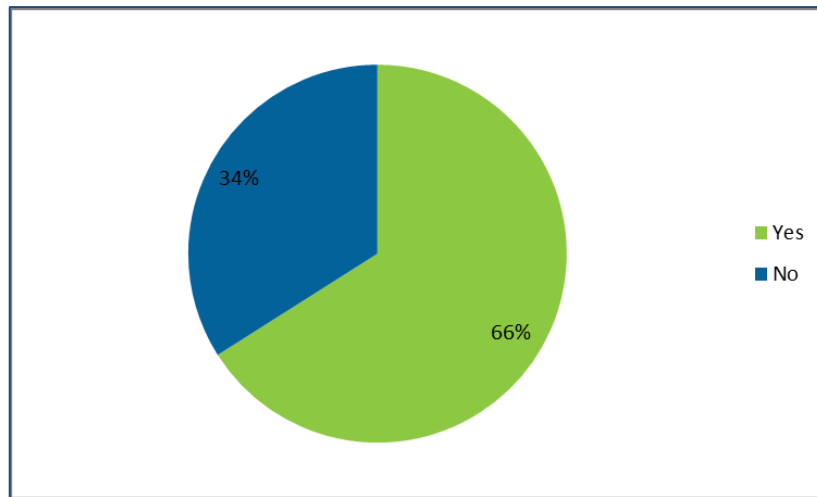


## Main challenges to promoting an open government culture

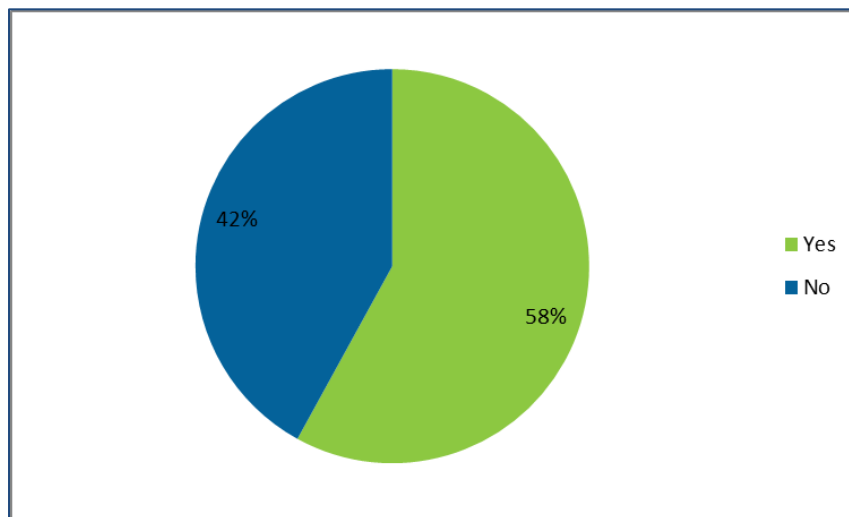


Notes: n=41, as 4 consider none as challenges (Danish Parliamentary Ombudsman, Parliamentary Ombudsman of Norway, Public Services Ombudsman for Wales, European Ombudsman), 2 consider the question not applicable (Petitions Committee State Parliament Baden-Württemberg, Petitions Committee State Parliament Brandenburg), 5 did not reply (Ombudsman of France, Committee on Petitions and Complaints of the Bavarian State Parliament, Petitions Committee Parliament Mecklenburg-Vorpommern, Petitions Committee State Parliament North Rhine-Westphalia, Portuguese Ombudsman), others include: no participation in the OGP or not explicitly within mandate, among others.

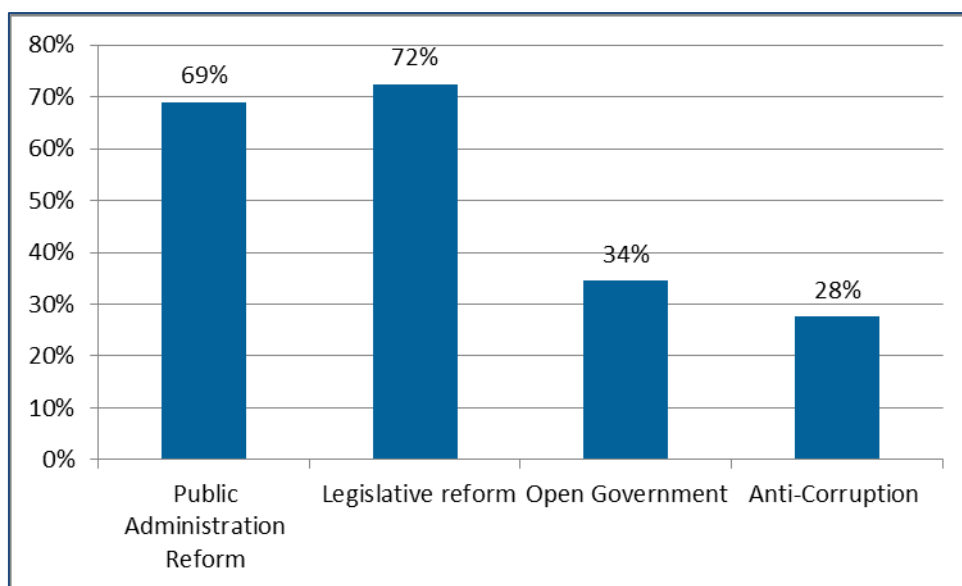
The mandate includes making proposals for public governance reforms



The ombudsman institution has been asked to contribute to the development and / or implementation of public governance reforms or contributed on its own initiative

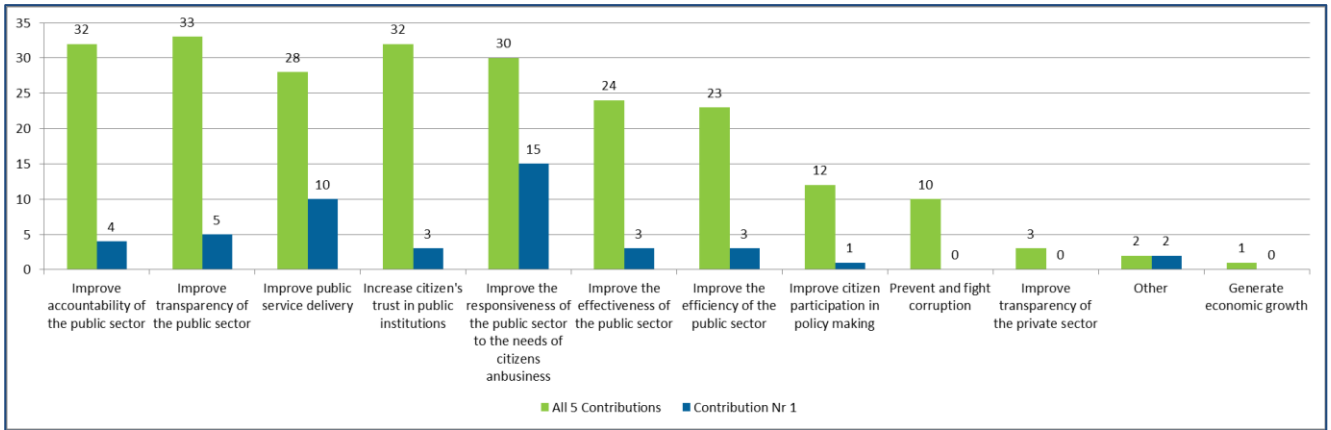


Contributions to different kinds of public governance reforms



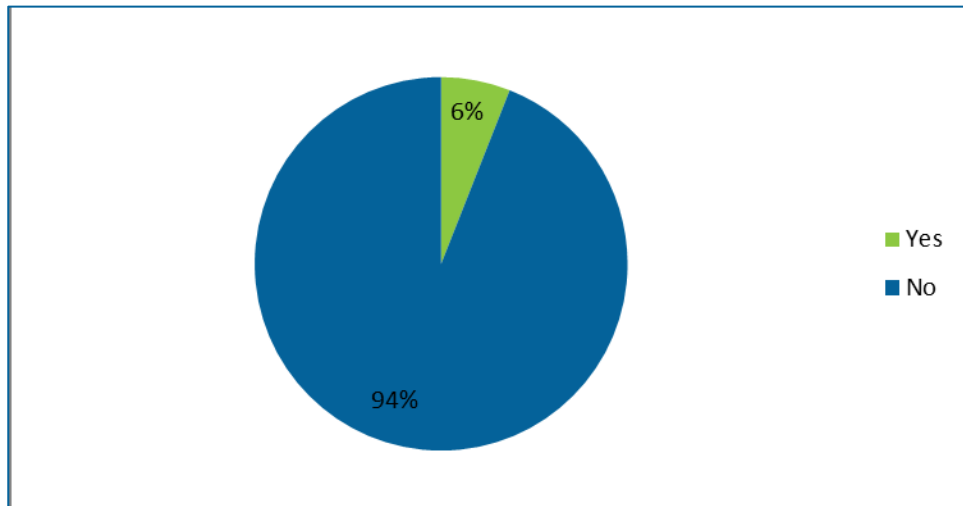
Notes: n=27 as 27 OIs have contributed

## Ombudsman institutions' contributions to public governance reforms

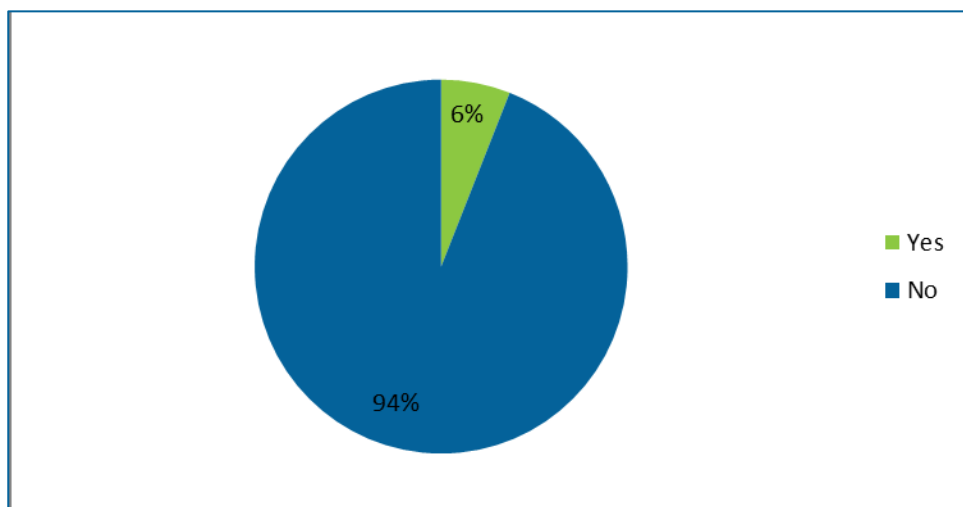


Notes: n=46. The Ombudsman of France and the Petitions Committee State Parliament North Rhine-Westphalia did not reply; the Committee on Petitions and Complaints of the Bavarian State Parliament could not provide a ranking; the Petitions Committee State Parliament Baden-Württemberg considers the question not to be applicable.

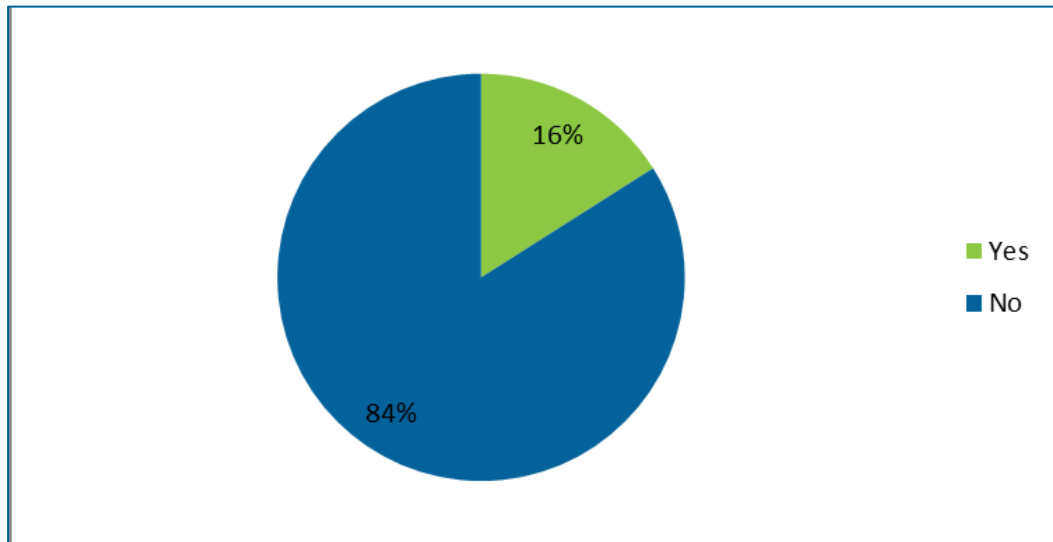
## Participation in the open government agenda



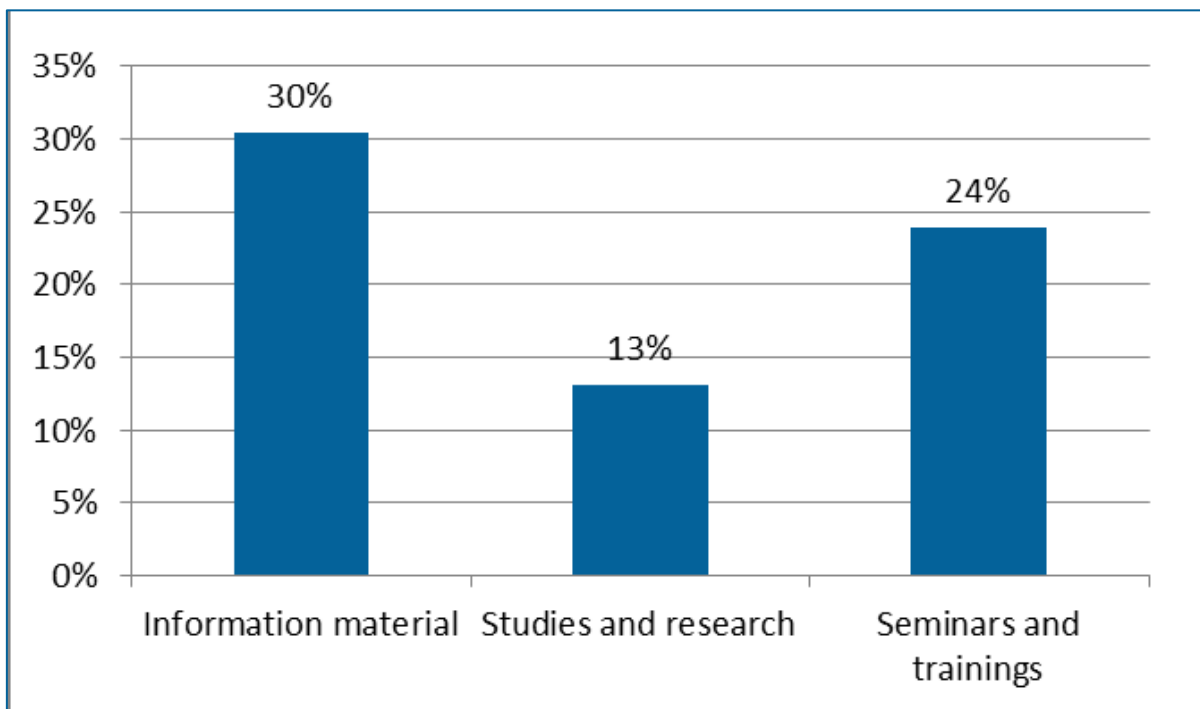
## Involvement in the open government coordination mechanism



### Role in overseeing open government commitments

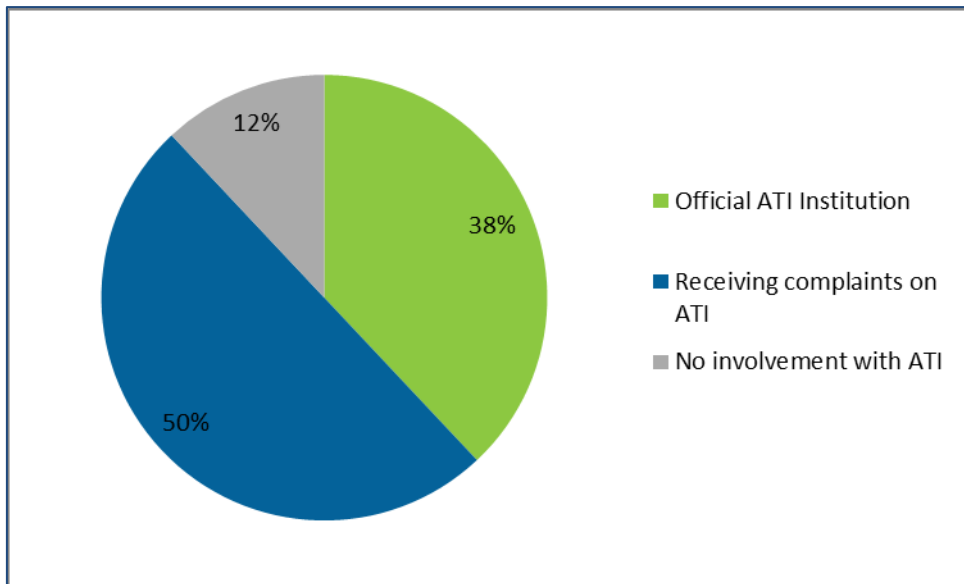


### Promoting open government through various means

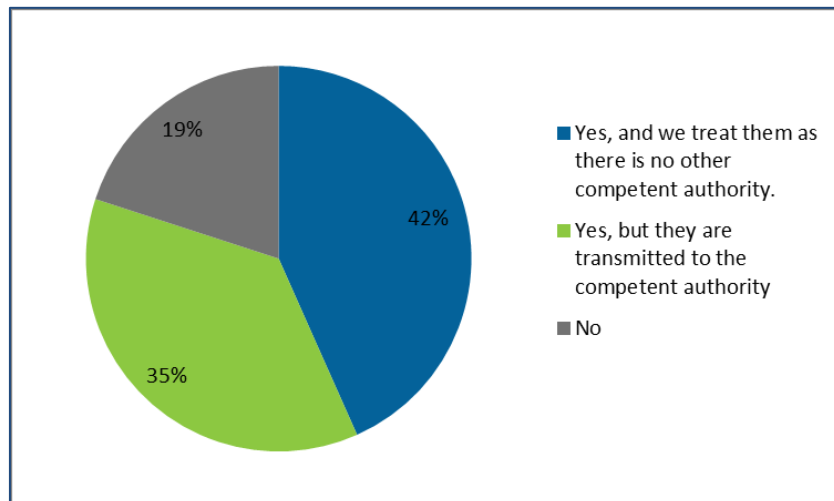


Notes: The UK Parliamentary and Health Service Ombudsman, the Public Services Ombudsman for Wales, the Scottish Public Services Ombudsman and the Petitions Committee State Parliament North Rhine-Westphalia did not reply.

## Ombudsman institutions involved in access to information (ATI)

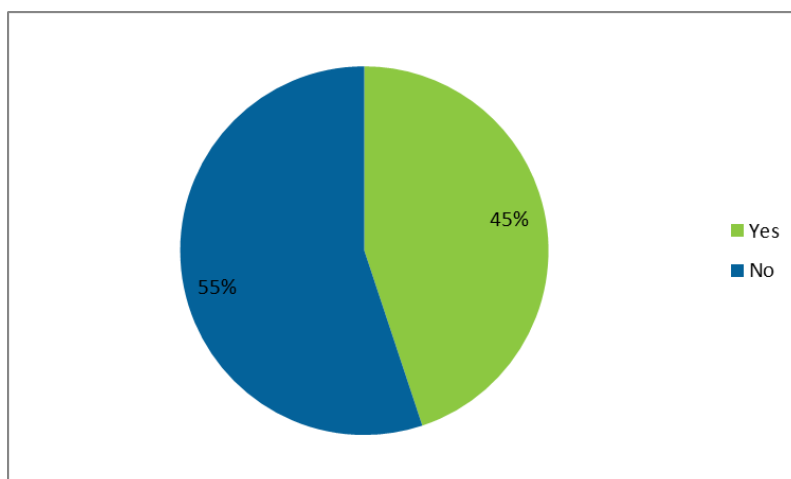


## Receiving complaints on ATI despite not being the official ATI institution



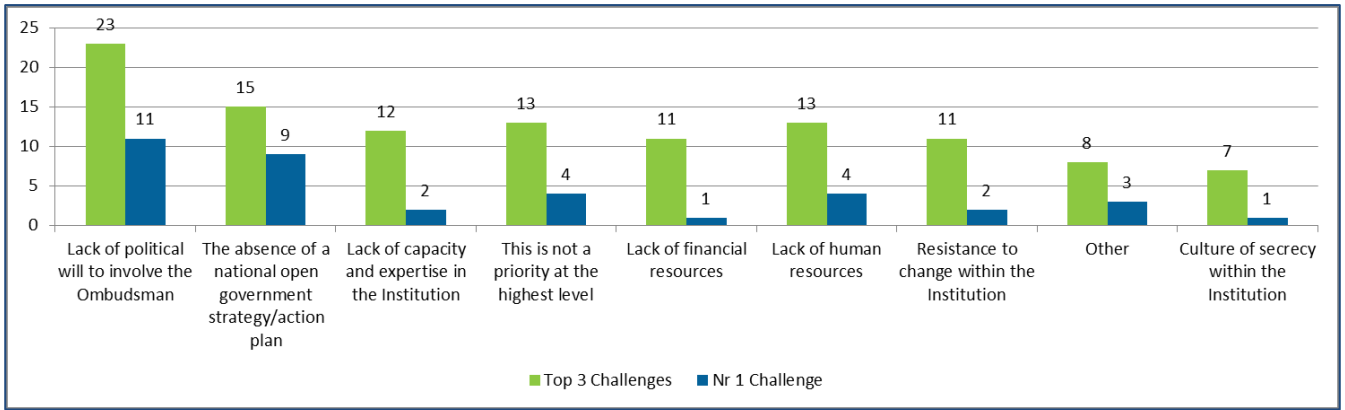
Notes: n=18, as 18 OIs are not the official access to information institution. The reply of the Ombudsman of the Republic of Bulgaria is unclear.

## Receiving complaints on citizen participation in the policy cycle



Notes: n=49, Ombudsman of France did not reply.

## Challenges for ombudsman institutions to engage in open government reforms



Notes: n=43, as The Ombudsman of France, The Committee on Petitions and Complaints of the Bavarian State Parliament, Petitions Committee State Parliament North Rhine-Westphalia and the Portuguese Ombudsman did not reply; the Parliamentary Ombudsman of Norway and the UK Parliamentary and Health Service Ombudsman consider that none apply; Petitions Committee State Parliament Baden-Württemberg, Office of the Ombudsman State Parliament Rhineland-Palatinate and the Ombudsman for the State Police and the Danish Parliamentary Ombudsman consider it to be outside of their mandate.

## ENO Institutions that replied to the Survey

Countries and Territories	Institutions - Original Title	Institutions – English Title
<b>Albania</b>	Avokat i Popullit	People's Advocate of Albania
<b>Austria</b>	Volksanwaltschaft	Austrian Ombudsman Board
<b>Belgium</b>	Le Médiateur fédéral	Belgian Federal Ombudsman
	Bureau du Médiateur de la Wallonie et de la Fédération Wallonie-Bruxelles	Ombudsman of Wallonia and of the Wallonia-Brussels Federation
<b>Bulgaria</b>	Омбудсман на Република България	Ombudsman of the Republic of Bulgaria
<b>Czech Republic</b>	Kancelár veřejného ochránce práv	Ombudsman of the Czech Republic
<b>Denmark</b>	Folketingets Ombudsmand	Danish Parliamentary Ombudsman
<b>Estonia</b>	Eesti Vabariigi Õiguskantsler	Estonian Chancellor of Justice
<b>Finland</b>	Eduskunnan oikeusasiamiehen kanslia	Finish Parliamentary Ombudsman
	Valtioneuvoston oikeuskansleri	Finish Office of the Chancellor of Justice
<b>France</b>	Défenseur des Droits	Ombudsman of France
<b>Germany</b>	Petitionsausschuss Deutscher Bundestag	Petitions Committee German Parliament
	Petitionsausschuss Baden-Württemberg	Petitions Committee State Parliament Baden-Württemberg
	Ausschuss für Eingaben und Beschwerden des Bayerischen Landtags	Committee on Petitions and Complaints of the Bavarian State Parliament
	Petitionsausschuss des Landtages Brandenburg	Petitions Committee State Parliament Brandenburg
	Petitionsausschuss des Landtages Mecklenburg-Vorpommern	Petitions Committee Parliament Mecklenburg-Vorpommern
	Petitionsausschuss des Landtages Nordrhein-Westphalen	Petitions Committee State Parliament North Rhine-Westphalia
	Büro des Bürgerbeauftragten des Landes Rheinland-Pfalz und Beauftragter für die Landespolizei	Office of the Ombudsman State Parliament Rhineland-Palatinate and the Ombudsman for the State Police
	Geschäftsstelle des Ausschusses für Petitionen Sachsen-Anhalt	Office of the Petition Committee of Saxony-Anhalt
	Petitionsausschuss des Landtages Schleswig-Holstein	Petitions Committee State Parliament Schleswig-Holstein
<b>Greece</b>	Συνήγορος του Πολίτη	Greek Ombudsman
<b>Hungary</b>	Alapvető Jogok Biztosának Hivatala	Office of the Commissioner for Fundamental Rights of Hungary
<b>Iceland</b>	Umbodsmadur Althingis	Parliamentary Ombudsman of Iceland
<b>Ireland</b>	Office of the Ombudsman	Irish Ombudsman
<b>Italy</b>	Ufficio del Difensore Civico della Regione Abruzzo	Ombudsman of the Region of Abruzzo
	Ufficio del Difensore Civico della Regione Valle d'Aosta	Ombudsman of the Region of Aosta Valley
	Ufficio del Difensore Civico della Regione Marche	Ombudsman of the Region of Marche
	Ufficio del Difensore Civico della Regione Piemonte	Ombudsman of the Region of Piemonte
	Ufficio del Difensore Civico della Provincia Autonoma di Trento	Ombudsman of the Autonomous Province of Trento
<b>Lithuania</b>	Seimo kontrolierių įstaiga	Seimas Ombudsmen's Office of the Republic of Lithuania

<b>Latvia</b>	Tiesībsargs	Ombudsman of the Republic of Latvia
<b>Norway</b>	Sivilombodsmannen	Parliamentary Ombudsman of Norway
<b>Poland</b>	Rzecznik Praw Obywatelskich	Office of the Commissioner for Human Rights of Poland
<b>Portugal</b>	Provedor de Justiça	Portuguese Ombudsman
<b>Romania</b>	Institutia Avocatul Poporului	People's Advocate of Romania
<b>Serbia</b>	Protector of Citizens	Ombudsman of Serbia
<b>Slovak Republic</b>	Kancelária verejného ochrancu práv	Public Defender of Rights of the Slovak Republic
<b>Slovenia</b>	Human Rights Ombudsman of the Republic of Slovenia	Human Rights Ombudsman of the Republic of Slovenia
<b>Spain</b>	Oficina del Ararteko	Basque Ombudsman
	Oficina del Síndic de Greuges de Catalunya	Catalan Ombudsman
	Defensor Del Pueblo	Ombudsman of Spain
	Oficina del Diputado del Común de Canarias	Canary Islands Ombudsman
	Oficina del Defensor del Pueblo de Navarra	Ombudsman of Navarra
<b>Sweden</b>	Riksdagens ombudsmän	Parliamentary Ombudsman of Sweden
<b>Switzerland</b>	Bureau Cantonal de Médiation Administrative	Office of Administrative Mediation of the Canton de Vaud
<b>Turkey</b>	Kamu Denetçiligi Kurumu	Turkish Ombudsman
<b>United Kingdom</b>	Parliamentary and Health Service Ombudsman	United Kingdom Parliamentary and Health Service Ombudsman
	Public Services Ombudsman for Wales	Public Services Ombudsman for Wales
	Scottish Public Services Ombudsman	Scottish Public Services Ombudsman
<b>European Union</b>	European Ombudsman	European Ombudsman