



Annual Activity Report of the Principal Authorising Officer by Delegation

Year 2019

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EN



Contents

Highlights of the year	3
Introduction	4
Part I: The structure and organisation of the Ombudsman's Office	5
Part II: Policy results	7
1. Implementation of AMP 2019 actions	7
2. Scoreboard 2019	13
3. Core activities	14
4. Management Processes	18
5. Supporting processes	18
PART III. Efficiency, economy and internal control measures	25
1. Efficiency and economy	25
2. Management and follow-up of controls	26
3. Overall assessment of the costs and benefits of controls	28
4. Whistleblowing and investigations by OLAF	29
Part IV: Declarations of the Authorising Officers by Delegation	30
1. Declaration of the Authorising Officers by Delegation	30
2. Declaration of the Principal Authorising Officer by Delegation	32
Annexes	34
Annex 1: Human resources and professional training charts	34
Annex 2: The Ombudsman's Operating Framework (PowerPoint Presentation)	38
Annex 3: Report on budgetary and financial management for the financial year 2019	38
Annex 4: Draft Annual Report 2019 of the European Ombudsman	38
Annex 5: <i>Putting it Right? How the institutions responded to the Ombudsman in 2018</i>	38



Highlights of the year

Main achievements in 2019:

Relevance and Impact

1. Dealt with several major strategic inquiries, including on the transparency of the Eurogroup;
2. Pursued several strategic initiatives on issues of major public concern, including the Brexit negotiations;
3. Awarded the second 'Award for Good Administration' after receiving 54 submissions;
4. Launched a new extranet for the members of the European Network of Ombudsmen;
5. Maintained a high proportion of complaints within the mandate;
6. Opened 456 new inquiries on the basis of complaints, including 42 in the public interest;
7. Closed 552 complaint-based inquiries, the highest number in the history of the office;

Visibility

8. Saw a further 16% rise in followers of the Ombudsman's Twitter account;
9. The Ombudsman's Instagram audience grew by 47% and the number of LinkedIn followers by 21%;
10. Organised the annual ENO conference which included a public session on how to strengthen the participation of citizens in the democratic process;
11. Strengthened online communications by featuring successful inquiries on the homepage of the Website;
12. Overhauled the "Network in Focus" magazine turning it into an interactive E-newsletter;

Efficiency

13. Closed 63 complaints concerning public access to documents through the Fast-Track procedure;
14. Continued to exceed ambitious internal targets for complaint-handling key performance indicators;
15. Achieved a high turnover of cases and thus carried over a record low number of inquiries to 2020;
16. Achieved a significant reduction in the appropriations carried over to 2020;
17. Succeeded in paying invoices from private providers of goods and services in less than 11 days on average;
18. Adopted guidelines for the implementation of the anti-harassment policy;
19. Reinforced Interinstitutional cooperation by delegating tasks and using corporate tools and services made available by the Paymaster Office of the European Union;
20. Launched a new Intranet for the office.



Introduction

The Annual Activity Report (AAR) of the Principal Authorising Officer by delegation of the European Ombudsman is prepared in accordance with Article 74(9) of the Financial Regulation.

The AAR 2019 reports on the implementation of the Ombudsman's Annual Management Plan (AMP) for 2019, which was the fifth AMP based on the Strategy *Towards 2019* adopted in November 2014 and reviewed in September 2017.

This AAR focuses on the organisational, administrative, budgetary and financial aspects of the Office's activities in 2019. Annex 1 contains detailed information on the breakdown and allocation of human resources available to the Ombudsman. The Operating Framework, which sets out our main processes is attached as Annex 2. The detailed report on the implementation of the budget in 2019 is attached as Annex 3.

Outcomes of inquiries and efforts to improve good administration in the EU institutions, bodies and agencies, including events and outreach activities, are recorded in the Annual Report of the Ombudsman, which the Ombudsman will submit to Parliament later in the year. For ease of reference, the draft Annual Report for 2019 is annexed to this report (Annex 4) as is the report *Putting it Right? – How the EU institutions responded to the Ombudsman in 2018* (Annex 5), which provides further information on the Ombudsman's impact on the EU administration.



Part I: The structure and organisation of the Ombudsman's Office

In 2019, the Ombudsman's organisational structure consisted of the Ombudsman's private office (Cabinet), the Secretariat-General and seven Units.

The **Cabinet (CAB)** works under the direct instruction of the Ombudsman. It advises and assists the Ombudsman to help ensure implementation of her vision, strategy and objectives. Cabinet members also liaise and represent the Ombudsman externally and draft speeches and articles on behalf of the Ombudsman. The Cabinet manages the Ombudsman's agenda, correspondence and records.

The **Secretary-General (SG)** is responsible for the overall management of the office and for ensuring co-ordination and implementation of the Ombudsman's strategy. All Heads of Unit report directly to the Secretary-General.

The **Inquiries Units (IUs)** deal with the complaints submitted to the Ombudsman. They conduct inquiries into alleged cases of maladministration, look for solutions, and draft decisions closing inquiries and special reports to the European Parliament. The IUs also propose and carry out inquiries through the Ombudsman's own-initiative power and deal with queries sent by members of the European Network of Ombudsmen (ENO). As set out below, some IUs have additional responsibilities.

Inquiries Unit 1 (IU1) also deals with the legal aspects of the Ombudsman's **cooperation with the ENO** and explores possibilities for synergies with the Council of Europe and the European Court of Human Rights in areas of common interest. The Unit also represents the Ombudsman in the Article (33)2 framework of the UN Convention on the Rights of Persons with Disabilities. IU1 furthermore oversees the **ICT Sector** which is in charge of (i) ICT equipment and support, (ii) development and maintenance of applications, (iii) technical aspects of the Website, and (iv) ICT relations with the EP and other institutions.

Inquiries Unit 2 (IU2) is also responsible for developing further the strategy and outreach of the Ombudsman on key issues like transparency and public access to documents. This includes ensuring effective implementation of the **Fast-Track procedure** for dealing with public access to documents cases.

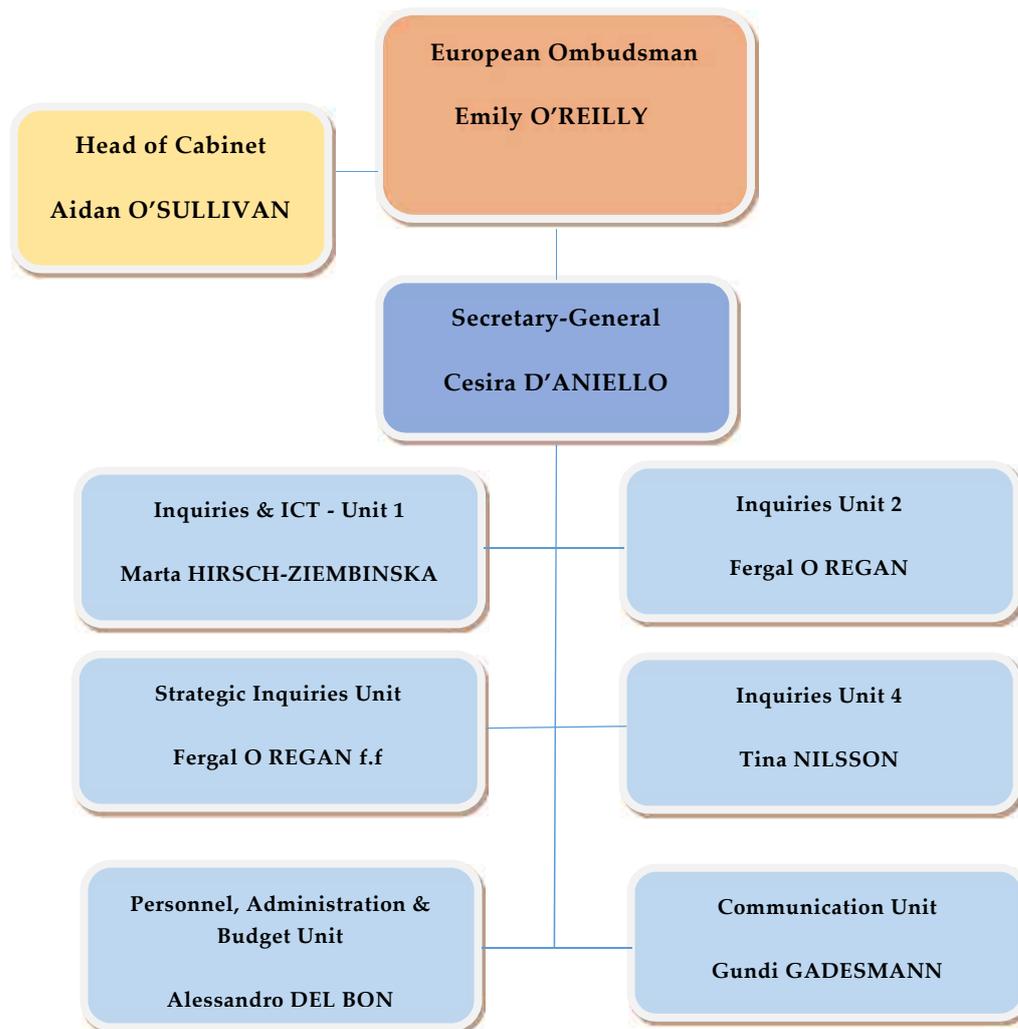
The **Strategic Inquiries Unit (SIU)** oversees and coordinates the Ombudsman's strategic inquiries and initiatives in collaboration with the other IUs. It also engages with stakeholders in order to inform itself of relevant concerns in relation to possible maladministration.

The **Communication Unit (COMM)** supports the Ombudsman's objective of increasing the visibility of the office and co-ordinates the Ombudsman's relations with the European Network of Ombudsmen. The Head of the COMM Unit is the spokesperson for the Ombudsman. The Unit is responsible for social media and media activities and for relations with other external stakeholders, for developing the Ombudsman's policy of reaching out to potential complainants and multipliers and for organising major Ombudsman events. It also designs and produces the Ombudsman's publications and promotional material and is in charge of the editorial content of the website.

The **Personnel, Administration and Budget Unit (PAB)** is responsible for all administrative matters related to the institution's human resources, budget and buildings. It is also in charge of recording data into the case management system and of overseeing



the functional management of the general records management system and archiving. It is the lead service for dealing with applications for public access to documents held by the Ombudsman. Its HR sector is in charge of the drafting of HR policies, recruitment, management of individual rights, internal communication and training. Its Budget sector coordinates the preparation of the budget estimates and ensures that available resources are used economically and efficiently and in compliance with the applicable financial rules. The Unit establishes and implements the appropriate internal control mechanisms and prepares information for the various budgetary control authorities.





Part II: Policy results

The table and the scoreboard below show the results achieved by the office in 2019 on the basis of the priorities, actions and Key Performance Indicator (KPI) targets set out in the AMP 2019.

The following sections provide an analysis of these results and further information on the activities carried out with reference to the main processes of the Operating Framework.

1. Implementation of AMP 2019 actions

The table below lists the actions under the headings used in the Strategy *Towards 2019* and the AMP 2019 and describes the state of implementation of each action.

Actions under objective 1 - "Ensure relevance"

We want to maximise our value to citizens and other stakeholders by focusing on key systemic issues that are most relevant to their interests and concerns.			
Action	State of implementation	Owner(s)	Others directly involved
1. Review and update the European Code of Good Administrative Behaviour.	The task force reviewed and updated the text. Internal consultations on the draft are ongoing.	Dedicated task force	COMM
2. Develop practical recommendations (dos and don'ts) in priority areas such as harassment and declarations of interest.	Priority was given to drafting practical recommendations on languages, on which the EO launched a public consultation. The EO submitted draft guidelines on this topic to most institutions, bodies, agencies and offices. The practical recommendations are now finalised and will be issued at the end of March 2020. The possibility of developing practical recommendations on other topical issues will be considered in 2020 after internal discussions.	SIU	COMM/ SG/CAB
3. Maintain and expand contacts with bodies at EU and national level concerning ethics, transparency and public integrity.	An initial meeting was held with the 'Haute autorité pour la transparence de la vie publique' (HATVP) in Paris in February 2019. This was followed up with a high level visit of the HATVP SG to the EO in June 2019 and the participation of the Head of IU2 in the panel for the HATVP award for research papers on conflicts of interests. The HATVP and EO envisage developing contacts further, including possible staff exchanges.	SIU	



4. Review the ENO Strategy to further increase its relevance and usefulness for citizens.	This action is ongoing. A proposal has been submitted to management.	COMM/ IU1	CAB
5. Organise the 2019 ENO conference.	The conference took place on 8/9 April 2019.	COMM	IU1
6. Organise meetings with national ombudsmen offices to identify topics for possible parallel inquiries.	A meeting was held in Lisbon in December 2019. It included the national ombudsmen's offices of Bulgaria, Cyprus, Malta, Portugal and Spain.	IU1	
7. Organise a roundtable in Brussels with academics and institutions to reflect on the involvement of the ENO in whistleblowing-related issues in light of the forthcoming (since adopted) directive.	This action is related to action 4 above. The roundtable is postponed to 2020. A working meeting with the Commission was held on 11 September 2019.	IU1	IUs
8. Complete the ENO extranet (ENONET) review project started in 2018.	The ENONET project was completed. The new site went live in December 2019.	IU1/ COMM	
9. Draw up a reflection paper on the impact and consequences of Brexit for the EO.	An overall reflection paper, focusing on the admissibility of complaints to the EO, was drawn up by the task force. ARES(2019)3318039	Dedicated task force	
10. Draw up a reflection paper on the interaction between Regulation 1049/2001 (public access) and Regulation (EU) 2018/1725 (data protection).	A reflection paper was drawn up by the task force and follow-up actions will be taken in 2020.	Dedicated task force	

Actions under objective 2 - **Achieve greater impact**

Wa want to make a real difference to the quality of the work of the EU institutions by acting as a driver of change in key areas.			
Action	State of implementation	Owner(s)	Others directly involved
11. Award for Good Administration 2019.	The Award ceremony took place on 27/6/2019. Details are available in Section 3.C.(ii) below.	COMM	
12. Produce a short video to raise awareness, especially among young people, about the importance of making use of their right to vote in the EU elections.	The video was finalised in April 2019 and made available on the EO's website and social media.	COMM	



13. Follow developments on the Eurozone reform and Banking Union	The Ombudsman completed her strategic inquiry into Eurogroup transparency in December 2019.	IU3	
14. Consolidate the Fast-Track procedure for public access cases and produce a report evaluating its implementation.	An evaluation was carried out. It indicated that the Fast-Track procedure had given rise to a three-fold decrease in the time taken to deal with access to documents cases.	IU2	IUs
15. Take stock of the efficiency and effectiveness of the Implementing Provisions by reviewing how they are applied and by seeking feedback from other institutions.	A short report was prepared. It indicated that the time taken to deal with inquiries has been reduced to 7.5 months on average since the Implementing Provisions came into effect. The number of ongoing inquiries has also been reduced from 300 to just over 100. This signals a major efficiency gain, with much quicker throughput of cases.	IU2	IUs

Actions under objective 3 - **Maintain high visibility**

We want to enhance our ability to influence. Public and institutional awareness of the Ombudsman needs to be stronger and deeper.			
Action	State of implementation	Owner(s)	Others directly involved
16. Organise a strategic event for EO stakeholders on a topical issue in autumn 2019.	The event was postponed to 2020.	COMM	
17. Organise a visit of the EO to Finland to meet her national counterparts and engage with key stakeholders.	The visit took place from 3-6 June 2019.	COMM	
18. Conduct a web audit and quality control of the Ombudsman's website to find out how well it responds to users' needs.	A report, overall results and recommendations were received in October 2019.	COMM	IU1
19. Promote the EO's profile as employer by developing and implementing a strategy to enhance the impact of the EO's LinkedIn page.	A detailed action plan with specific objectives and a timeline has been prepared. Implementation started in February 2020.	COMM	PAB



Actions under objective 4 - **Improve our efficiency**

We want to use our resources to achieve the best possible results.			
Action	State of implementation	Owner(s)	Others directly involved
20. Further develop our knowledge management capacity and tool: review and improve the way it is organised, the type of information it contains and how it should be updated.	Improvements that could be made to the search tools of the Office and training needs were identified. The SharePoint search tool was adapted accordingly and case handling staff received training on how to use this tool.	Dedicated task force	IUs
21. Combine all case-handling procedures into a new dynamic, snappy but comprehensive and user-friendly case handler handbook.	Drafting is well-advanced.	Dedicated task force	IUs/SG
22. Adopt security rules on the handling of confidential and EU classified information.	The task force drew up draft rules. Consultations are ongoing to ensure that the rules are proportionate to the EO's needs.	Dedicated task force	IUs/SG
23. Reinforce the legal representation capacity of the Office by designating staff in various units to follow relevant case law, participate in meetings on EU litigation and in training sessions on the rules of procedures of the EU Courts.	Several staff members were identified. Further training to be scheduled in 2020.	IU3	IUs/PAB
24. Further develop the interaction between the Website and the case management system: ensure automatic import of information from the website to the complaint management system (CMSEO), enable the complainant to add further correspondence to a complaint submitted online and use the online account to interact with the complainant throughout the process.	The website is now technically ready to send complaints through web services. Work to enable the import of complaints in CMSEO using these web services is ongoing. Further actions to increase the interaction between the web and CMSEO will be pursued in 2020.	IU1	SG



<p>25. Complete the intranet (SISTEO) review project started in 2018 aimed at facilitating the circulation of information, access to internal processes and tools and to interinstitutional applications and platforms.</p>	<p>The Intranet review project was completed. The new SISTEO went live in December 2019.</p>	<p>IU1</p>	<p>All</p>
<p>26. Explore new options to attract talent including the possibility of organising an EPSO competition specifically for the Ombudsman.</p>	<p>The calls for expression of interest (officials & temporary agents) were revised to make them more attractive to candidates. The new versions were used in two selection procedures published in July 2019 which attracted about 300 candidates. They were also advertised on LinkedIn and other media channels. The office participated in two EPSO days on branding and the Head of HR sector regularly participated in the EPSO working groups. After reflection and analysis, the option of organising an EPSO competition specifically for the EO was not pursued considering (i) the disproportionate investment in time and resources it would require and (ii) that the existing competitions have served the EO well. (See also action 19)</p>	<p>PAB/SG</p>	
<p>27. Complete the implementation of the 2017 Human Resources Policy Framework by adopting policies on (i) diversity (anti-discrimination and equal treatment), (ii) external activities, and (iii) learning and development.</p>	<p>Several HR policies and decisions were finalised (for ex. back to school, reimbursement of removal expenses, return to work after long sick leave) while the drafting of others, including on external activities, is well-advanced. The Office's Guidelines for the implementation of the anti-harassment policy were finalised in November 2019. As priorities and planning changed, the policies on diversity and on learning & development are transferred to 2020.</p>	<p>PAB</p>	<p>Staff Committee</p>
<p>28. Explore the possibility of long-term staff exchange programmes (secondments) with other institutions as learning and development opportunities.</p>	<p>Discussions have been initiated at SG level and a call published at the Court of Justice. Further contacts will be pursued with other institutions for possible future secondments depending on availability of posts.</p>	<p>SG/PAB</p>	



29. Assess the possibilities of implementing a corporate tool (SYSPER personal file module) for the management of the staff's personal files.	Initial contacts were made. The Office is waiting for the approval of the responsible DG.	PAB	
30. Delegate the management of individual staff entitlements to PMO.	This action was completed in November 2019.	PAB	



2. Scoreboard 2019

KPI	Strategy objective	Measurement	Owner	Targets for 2019	Results achieved in 2019	Results achieved in 2018
KPI 1	Relevance	Perception of our external stakeholders (rate of positive evaluation)	COMM	70%	78% ¹	75.6%
KPI 2	Relevance	Percentage of complaints within the mandate	SG	33%	39%	40%
KPI 3	Impact	Number of inquiries opened in public interest cases (complaints & strategic inquiries & strategic initiatives)	SG/SIU	50	45 (42+1+2)	62 (55+2+5)
KPI 4	Impact	Compliance (previous year's results - composite indicator) 4a - Overall compliance 4b- Compliance in public interest cases	SIU	90% 90%	77% 70%	81% 85%
KPI 5	Visibility	Media and social media activities (composite indicator) 5a- Number of media articles 5b - Engagement on Twitter	COMM	3 000 20 000	2 630 36 717	3 911 34 697
KPI 6	Visibility	Web activities (composite indicator) 6a- Visitors to the website 6b - Advice given through the interactive guide to contact a member of the ENO	IU1/COMM	400 000 8 000	457 400 10 184	522 023 9 452
KPI 7	Efficiency	Handling of complaints and inquiries (composite indicator) 7a- Proportion of cases in which the admissibility decision is taken in one month 7b- Proportion of inquiries closed within 6 months 7c- Proportion of inquiries closed within 18 months	SG/IUs	90% 50% 80%	91% 63% 90%	90% 57% 88%
KPI 8	Efficiency	Budget implementation (composite indicator) 8a- Rate of budget implementation 8b- Number of payments beyond 30 days	PAB	93% 0	92.3% 3	95.3% 1

1. The rate of 78% reflects the average score of the results of an annual stakeholder survey carried out between 2015 and 2018. In 2019, the Office decided not to conduct the same survey because of the repetitiveness of the exercise and the declining participation rate which produce results that are not necessarily meaningful. The Office will reflect on ways to gather meaningful feedback from stakeholders as part of its overall reflection on how best to measure performance.



3. Core activities

The Ombudsman's work and achievements in relation to the core activities, including statistical data on complaints and inquiries, are described in detail in the Annual Report to the European Parliament for the year 2019, a draft version of which is enclosed with this report as annex 4. This section therefore gives only a brief overview of key developments and achievements, an analysis of the results in terms of the KPIs and cross references to relevant sections of the draft Annual Report.

A. Proactive work

Strategic inquiries and initiatives

Strategic inquiries and initiatives are a key aspect of the Ombudsman's proactive work. They include own-initiative strategic inquiries aimed at addressing systemic issues within the EU administration. They also include strategic initiatives, whereby the Ombudsman pursues important topics, generally speaking to encourage the EU administration to be as open, accountable, ethical and responsive to citizens as possible, without necessarily launching an inquiry. Strategic initiatives can also be useful for gathering information that could form the basis for future strategic inquiries.

Information on the topics of strategic inquiries that were ongoing or closed in 2019 can be found in section 2 and section 4.1 of the Ombudsman's Draft Annual Report for 2019 (annex 4).

(i) Strategic inquiries

In 2019, one strategic inquiry was launched, namely concerning the transparency of the bodies involved in preparing Eurogroup meetings. This inquiry was closed at the end of 2019 with the Eurogroup taking further steps to enhance the transparency of its work. Three other strategic inquiries were closed during 2019. They concerned (i) pre-submission activities organised by the European Medicines Agency, (ii) the Commission's management of 'revolving doors' situations concerning EU staff, and (iii) the treatment of persons with disabilities under the EU's Joint Sickness Insurance Scheme (JSIS).

(ii) Strategic initiatives

In 2019, the Ombudsman pursued one strategic initiative to assist EU institutions in protecting the best interests of children in their staff policies. This strategic initiative was closed in 2019, along with a number of other strategic initiatives. These included initiatives covering the publication, by a range of EU institutions, bodies and agencies, of information on former staff so as to enforce the one-year lobbying and advocacy ban and the approach of the Commission and Council to transparency in negotiations on the UK withdrawal from the EU.

The European Network of Ombudsmen (ENO)

Although EU law and policies are increasingly important for the everyday life of citizens and residents of the Member States, very few European citizens have direct contact with the EU institutions. For the most part, it is the public authorities of the Member States that administer EU laws and policies. National ombudsmen and similar bodies, who are members of the ENO under the European Ombudsman's chair, may contribute to the appropriate supervision of the national public authorities in this regard.



The ENO therefore allows the European Ombudsman to be relevant for, and have a positive impact on, the ability of large numbers of European citizens to enjoy their rights under EU law, including fundamental rights under the Charter.

In practice and, where appropriate, the European Ombudsman advises complainants whose complaints are not within her mandate to contact the member of the ENO best placed to deal with them. In some cases, the Ombudsman transfers the case directly to the relevant member of the ENO.

Furthermore, the query procedure allows members of the ENO to send questions to the Ombudsman about complex EU law-related issues. The Ombudsman received three new queries in 2019.

The Ombudsman organised two ENO events in 2019, a meeting for all ombudsmen in Brussels (as described in section C below) and a meeting in Lisbon for liaison officers and legal experts from national ombudsmen offices of the Mediterranean region.

Detailed information on the ENO-related work is available in section 3.3 of the Ombudsman's draft Annual Report 2019 (annex 4).

B. Complaint-handling

Caseload and KPI results

Similarly to 2018, 2019 was a successful year in terms of the number and quality of cases received and dealt with, and also in terms of the turnover of cases generally. Especially noteworthy are the number of inquiries closed in 2019, the highest in the history of the office, and the number of cases open for more than 12 months, which was reduced considerably. Because of the high turnover of cases, the number of inquiries brought forward to the New Year also reached a record low.

In 2019, the number of complaints registered was 2171 (2160 in 2018), the number of new cases processed was 2201 (2180) and the number of cases within the Ombudsman's mandate was 871 (880 in 2018).

In 2019, the Ombudsman opened 456 new inquiries based on complaints (481 in 2018) and closed a record number of 552 complaint-based inquiries (534 in 2018). As a result of the high turnover of cases, only 117 inquiries were carried over to 2020 (the equivalent number was 222 at the end of 2018).

As regards the Key Performance Indicators, the result for KPI 2 (relevance: percentage of complaints within the mandate) has reached 39% (40% in 2018) and thus continues to be significantly above the target of 33%.

The results for all three components of KPI 7 (efficiency: composite indicator for the handling of complaints and inquiries) are all above the set targets. The proportions of inquiries closed within six months and 18 months are 63% and 90% respectively (targets: 50% and 80%). With a score of 91%, the third component, proportion of admissibility decisions taken within one month, has, for the first time, surpassed the target of 90%.

The result for KPI 3 (number of inquiries opened in public interest cases) is 45, which is slightly below the target of 50. This KPI is directly linked to the subject matter of complaints submitted during the year. The Office's impact on the result is therefore necessarily limited.



Information on the work on complaints and the outcome of inquiries is available in section 2 of the Ombudsman's draft Annual Report for 2019 (annex 4). Relevant statistical data can be found in section 4.

Impact, compliance and follow-up

As in previous years, in 2019, the Ombudsman published a comprehensive account of how EU institutions responded to the Ombudsman's proposals to improve the EU administration. These proposals take the form of solutions, recommendations, and suggestions. The compliance rate helps measure the extent to which, on an annual basis, the institutions follow-up to Ombudsman proposals. The report *Putting it Right? – How the EU institutions responded to the Ombudsman in 2018*, which is enclosed with the present report as annex 5, reveals that the EU institutions complied with the Ombudsman's proposals at a rate of 77% overall. The institutions reacted positively to 91 out of the 118 proposals that the Ombudsman made to correct or improve their behaviour in cases closed in 2018. There were a further 190 cases where the Ombudsman considered that the institutions had taken steps to improve how they work. The report provides a detailed breakdown of the compliance by institution.

The report records compliance with proposals made by the Ombudsman at a particular point in time. As a result, it does not capture change that occurs more slowly and which is often the result of wider investigations that take time for the institutions to consider. In other instances, the pressure exerted by a particular investigation focuses greater public attention on an issue and this in turn can lead to the reversal of a negative response to a recommendation at a later stage. Some examples are given in the conclusions to the report. The office is currently examining how to measure this broader impact, which would be a clearer reflection of the extent to which the EU institutions effect change as a result of Ombudsman inquiries.

C. Communication and outreach

(i) Media and social media activities

Throughout 2019, there was high media interest in the Ombudsman's inquiries, particularly related to the transparency of EU decision-making. The main inquiries in this area covered legislative transparency in the Council; access to documents related to Member State annual decisions on fishing quotas; and Member State positions on guidelines on the effects of pesticides on bees. The Ombudsman continued to explain her work to media outlets from across Europe, while individual cases, such as the inquiry into corporate sponsorship of EU presidencies or the leave rights of EU staff members who become parents through surrogacy, showed the breadth of the work undertaken by the office. Inquiries that were of general interest were featured on social media and the website.

In terms of numbers, there were fewer articles about the Ombudsman's work than had been the target. The KPI target for 2019 was based on the number of media articles in 2018, which saw the opening of an inquiry that attracted significant media interest (the case concerned how the Commission appointed its Secretary-General). However, those articles about the Ombudsman's work tended to be in high quality broadsheets, both national and regional, around the EU. In addition there were several feature articles introducing the work of the Ombudsman to readers and explaining the role of the office in monitoring the transparency and accountability of the EU institutions.

In 2019, the office reached and exceeded the target results it set for social media. In terms of engagement, it reached 36 717 mentions on Twitter (target 20 000). The number of Twitter followers went from 22 600 at the end of 2018 to 26 300 in December 2019, which represents a 16% increase. The fastest-growing channel was Instagram, where the audience grew by 47% during the year. On LinkedIn, the number of followers increased by 21%.



(ii) Outreach activities and events

The office held its annual European Network of Ombudsman (ENO) conference in April, bringing together ombudsmen from all over Europe as well as interested stakeholders and journalists in the European Parliament in Brussels. The public session of the conference looked at how to strengthen the participation of citizens in the democratic process. The conference also looked into topical issues relevant to the work of ombudsmen, such as changing demographics or the new EU rules on data protection, and the 'soft powers' available to ombudsman institutions.

In June, the office hosted the second edition of the Award for Good Administration. The award saw 54 projects nominated from the main EU institutions, as well as many agencies and other bodies. The overall Award for Good Administration went to the teams from the European Commission that worked on the EU initiative to reduce plastic pollution and raise awareness about the problem. The Ombudsman also awarded prizes to projects in six thematic categories, including communications and open administration.

(iii) Website

The office strengthened its online communications in 2019 by using the homepage of the European Ombudsman website to feature successful inquiries. The top story on the website is updated on a regular basis to present updates related to an Ombudsman inquiry. This gives the public easy-to-understand information on the Ombudsman's activities. Examples include a story on the measures taken by the European Medicines Agency to make scientific advice on medicines more transparent and independent, and a message to thank the hundreds of people who contacted the Ombudsman to express support and encouragement for her inquiry into Member State positions on guidelines on the effects of pesticides on bees.

In terms of KPI results, both the number of visitors to the website (457 400) and the number of persons who received advice through the interactive guide to contact a member of the European Network of Ombudsmen (10 184) are beyond the respective targets (400 000 and 8 000).

(iv) Publications

The Ombudsman presented the Annual Report 2018 to the President of the European Parliament in autumn 2019. The report detailed, amongst other things, the Ombudsman's key strategic inquiries, progress in ongoing cases, the Ombudsman's outreach work, and cooperation with the European Network of Ombudsmen (ENO). It was published in the 24 official EU languages.

The Communication Unit overhauled its "Network in Focus" magazine turning it into an interactive E-newsletter. The contents mostly focussed on the themes discussed during the ENO conference in April - including how to strengthen the participation of citizens in the democratic process. It was published in five languages.



4. Management Processes

On 8 January 2019, the Ombudsman issued the 2019 Annual Management Plan, the fifth AMP to be based on the Strategy *'Towards 2019'*.

Throughout 2019, the Secretariat-General monitored the implementation of the AMP actions, the case work statistics and the results in terms of the KPI targets.

The Office held an all-staff gathering in Brussels on 31 January and 1 February 2019. It provided an occasion to further develop cohesion among staff through a team building activity and was combined with a guided visit of the House of European History.

Throughout 2019, the management team continued to hold weekly management meetings to deal with all management and coordination matters.

The weekly initial assignment and coordination meeting and a meeting to discuss developments in inquiries in the public interest also continued to be held and were indispensable for providing guidance on case-related work.

The Secretariat-General coordinated the annual risk assessment exercise. The first step - input from staff - was launched in September 2019 through an online survey that invited staff to give their perception of the effectiveness of the Ombudsman's processes. A report on the results of the survey was drawn up. The Secretary-General made her final assessment in November based on the above and further feedback from managers.

The institution also intensified its dialogue with the European Parliament and other institutions hosted in Parliament's premises to strengthen cooperation and ensure business continuity in the event of an incident or crisis.

5. Supporting processes

A. Information management

Information management is a collaborative task.

The Secretariat-General gathers and coordinates information related to overall management objectives (such as for the implementation of the annual management plan and key performance indicators), audits and various reports to supervisory bodies.

Information management related to the objective of ensuring consistent and rigorous assessments in the Ombudsman's case handling is supervised by the Secretariat-General and the Ombudsman's Cabinet.

Data management and data extraction from the case management system is taken care of jointly by the ICT Sector and the Secretariat-General.

Information management relating to administration, human resources and finance is under the responsibility of the Personnel, Administration and Budget Unit.

Promoting good records management and practices within the Office is also the responsibility of the Personnel, Administration and Budget Unit.

The Ombudsman's Data Protection Officer (DPO) and the Transparency Officer report to the Secretary-General in relation to their functions.



As part of its annual inspection plan, the EDPS conducted an inspection covering the Ombudsman's complaints handling in 2019. The results of this inspection were not yet available at the time of writing this report.

At the date of this report, the EDPS is not dealing with any complaint against the Ombudsman.

B. ICT

The Office's ICT activities in 2019 included the provision of new ICT equipment such as new mobile devices, hybrid tablets and screens, the maintenance and development of internal tools such as the Case Management System and the Recruitment System and of the European Ombudsman's website.

The Office also launched the new European Network of Ombudsmen's Extranet and the new European Ombudsman's Intranet.

The Office's ICT sector collaborates closely with the European Parliament and the European Commission for the integration and maintenance of all EU corporate tools used by the European Ombudsman and for the use of Inter-institutional IT framework contracts.

C. Human resources and Administration

Ethics and good conduct

The European Ombudsman's Office is committed to the highest ethical standards. Concerning potential conflict of interest situations, the Office adopted in 2016 a *Decision on internal rules concerning the exercise of an occupational activity after leaving the service* (Article 16 of the SR) and a *Guide on Ethics and Good Conduct for the Ombudsman's Staff* in 2017. Furthermore, the Office has a *speaking engagement policy* (adopted in 2017), which seeks to ensure transparency and to minimise any risk of conflict of interest. Since 2017, the Office's two ethics correspondents support the Ombudsman's commitment to the highest ethical standards. They serve as a point of information about issues related to ethics and, in particular, harassment, whistleblowing and conflicts of interest, and assist staff members in finding solutions to potential problems that may arise, identifying the best reporting channel and the relevant procedure.

The Office is committed to a work environment where all staff members are treated with courtesy, dignity and respect. In accordance with the Ombudsman's zero-tolerance to harassment, raising staff awareness on harassment matters has become a priority for the Office. To this end, the Office organised, in 2019, a mandatory training for all staff on 'dignity and respect at work'. It also organised tailor made trainings for the office's ethics correspondents and conciliation committee members to prepare them for carrying out their functions in the context of the office's anti-harassment policy (informal procedure). Furthermore, Guidelines for implementing the EO office's anti-harassment policy were adopted in 2019 and published on the Office's intranet.

A session on ethics covering matters such as ethical conduct and behaviour, harassment, whistleblowing, conflicts of interest, and external activities has become an integral part of the Ombudsman's induction training for both new staff members and trainees. Additionally, new staff members fill in a declaration of interest form in which they are asked to declare any actual or potential conflict of interest. Relevant information is communicated to their line managers to ensure that conflict of interest situations do not arise or, where a risk exists, that the necessary mitigation measures are taken. Furthermore, staff members leaving the office are informed of their obligations under Article 16 of the SR and are asked to declare any potential conflict.



Work-life balance

The Ombudsman is committed to implementing working arrangements that, to the extent possible, ensure an optimal balance between professional and private life.

(i) Flexible working arrangements

Flexitime is the default working regime that applies to all staff (officials, temporary agents, contract agents, seconded national experts and trainees). The policy provides for a 40-hour working week with core hours, limitation of the working day to 10 hours, and recuperation for all staff except managers and members of Cabinet.

The office applies the Staff Regulations on part-time work and adopted a part-time work policy to implement them.

(ii) Teleworking

The European Ombudsman's teleworking policy provides for occasional telework and regular telework (weekly presence in the office may not be less than 50% of the standard working week). It is open to all staff members (officials, temporary agents, contract agents and seconded national experts) who have worked in the office for at least 9 months.

Recruitments

The European Ombudsman advertises vacancies to fill permanent positions with established officials from either within the Ombudsman's office (Article 29(1)(a) of the Staff Regulations - SR) or by way of transfer (Article 29(1)(a)(b) SR). In 2019, no official was recruited by way of transfer.

Depending on the needs of the Office, the Ombudsman recruits candidates who succeeded in competitions organised by the European Personnel Selection Office - EPSO - (Article 29(1)(c) SR). In 2019, three staff members were recruited from EPSO reserve lists.

The European Ombudsman also recruits temporary agents either on permanent or temporary positions.

The Ombudsman may decide to fill a permanent post with a temporary agent (Article 2(b) of the Conditions of employment of Other Servants of the European Union – CEOS) whenever the Ombudsman considers that a post should not, or could not, be filled on a permanent basis. Such situations may occur when a post is vacant only for a limited period of time due to the secondment of an official, for instance. It may also occur when the Ombudsman considers that a given task is limited in time and does not require a permanent appointment. Such appointments are preceded by selection procedures. In 2019, no appointment of this kind took place.

Temporary posts in the Ombudsman's establishment plan may be filled with temporary agents or established officials by way of secondment. No appointment of this type took place in 2019.

Other temporary positions in the Ombudsman's establishment plan are filled following either internal or external selection procedures (Article 2(a) CEOS). While one such internal selection procedure took place in 2019, the recruitment of the successful candidate occurred in January 2020.

Finally, the European Ombudsman employs contract agents selected from lists drawn up by EPSO or by other EU institutions or after carrying out its own selection procedures. In 2019,



the Ombudsman offered three contracts in accordance with article 3b CEOS to reinforce the Complaints and Inquiries Units, due to long absences of inquiries officers.

Departures

In 2019, 11 members of the EO staff left the office. Four officials were transferred to other EU institutions. One temporary agent became an official in another institution. Three contract agents left at the end of their contract while three others resigned because they were offered posts in other institutions (one as official, one as temporary agent and a third as contract agent). Out of these 11 staff members, eight continued their career within the EU institutions. This shows that the experience at the Ombudsman's office is valued by other institutions and also provides opportunities to disseminate good administrative practices.

Transfer of the management of individual entitlements to PMO

In 2019, a gap analysis was carried out regarding the provisions applied by the Ombudsman and by PMO respectively regarding the calculation of individual entitlements. Differences in practices were addressed and, as from November 2019, the calculation of individual entitlements and of salaries was delegated to PMO. The formal delegation is followed by a transition period to ensure that the transfer works smoothly for both the Ombudsman's staff and for PMO.

D. Budget and Finance

(i) Implementation of the 2019 budget

The appropriations available in the Ombudsman's budget for 2019 amounted to EUR 11 496 261 and included 66 establishment plan posts. Title 1 (Expenditure relating to persons working for the institution) amounted to EUR 9 306 264. Title 2 (Buildings, equipment and miscellaneous operating expenditure) amounted to EUR 1 724 897. Title 3 (Expenditure resulting from special functions carried out by the institution) amounted to EUR 465 100.

The detailed report on the implementation of the budget is attached to the present report as Annex 3.

The following table shows expenditure in 2019 in terms of appropriations committed and paid (in Euros).

Title	Initial budget 2019	Final budget 2019²	Committed	Paid
Title 1	9 306 264	9 184 964	8 533 873.05	8 496 161.39
Title 2	1 724 897	1 863 897	1 814 664.79	1 574 864.60
Title 3	465 100	447 400	266 217.21	218 807.70
Total	11 496 261	11 496 261	10 614 755.05	10 289 833.69

The implementation rate (including appropriations carried over from 2019 to 2020) is 92.3% (compared to 95.3% in 2018). Of the total appropriations, 89.5% were paid (compared to 91.3% in 2018).

² After transfers.



The amount of appropriations carried over from 2019 to 2020 is EUR 323 410, i.e. 2.8% of the 2019 budget (compared to EUR 433 866 carried over from 2018 to 2019, i.e. 4% of the 2018 budget).

Furthermore, 90.36% of the appropriations carried over to 2019 from 2018 were used (compared to 82.64 % in 2017).

In the following table, all totals are cumulative.

Indicators	Target 2019	Q1	Q1+Q2	Q1-Q3	2019	(2018)
F1: Percentage of budget implementation	Total : 93 %	90.3 %	96,4 %	95.0 %	92.3 %	(95.3 %)
F2: Number of operations paid over the 30-day time limit	Total : 0	0	2	2	3	(1)

The average time for payment of invoices from private providers of goods and services was 10.80 days (12.40 days in 2018).

(ii) Transfers

During 2019, two modifications of the establishment plan and five transfers between budget lines were necessary. These modifications of the initial budget are presented in detail in the annexed 'Report on budgetary and financial management for the financial year' (Annex 3). The total amount transferred was EUR 167 800 (1.46 % of the total appropriations for 2019).

(iii) Procurement

Four very low-value contracts not exceeding EUR 15 000 were awarded following procurement procedures launched in 2019.

(iv) The 2020 Estimates

Estimates for the year 2020 were sent to the Commission, Parliament and the Council on 27 March 2019.

Total appropriations for 2020 are EUR 12 348 231, which represents an increase of EUR 851 970 or 7.41 % compared to the budget for 2019. Title 1 (Expenditure relating to persons working with the institution) amounts to EUR 10 050 131. Title 2 (Buildings, equipment and miscellaneous operating expenditure) amounts to EUR 1 899 200. Title 3 (Expenditure resulting from general functions carried out by the institution) amounts to EUR 398 900.



(v) Detailed list of the missions undertaken by the Ombudsman in 2019 (as published on website)

Start date	End date	Destination	Purpose	Daily Allowance*	Accommodation	Transport	TOTAL
10/01/2019	11/01/2019	Brussels (cancelled)	Meetings and events	€0,00	€0,00	€127,00	€127,00
05/02/2019	08/02/2019	Brussels	Meetings and events	€0,00	€537,72	€475,60	€1.013,32
14/02/2019	15/02/2019	Brussels	Meetings and events	€0,00	€179,24	€432,43	€611,67
04/03/2019	08/03/2019	Brussels	Meetings and events	€0,00	€716,96	€457,60	€1.174,56
16/03/2019	03/04/2019	Brussels	Meetings and events	€0,00	€1.557,83	€468,80	€2.026,63
07/04/2019	11/04/2019	Brussels	Meetings and events	€0,00	€716,96	€328,00	€1.044,96
06/05/2019	08/05/2019	Budapest	Lecture at the Central European University	€39,20	€369,88	€509,99	€919,07
13/05/2019	16/05/2019	Brussels, Mechelen	Meetings and events	€0,00	€537,72	€272,00	€809,72
02/06/2019	06/06/2019	Helsinki	Meetings with MPs, Finnish Ombudsmen, EP office and public officials working at the Finnish Presidency of the Council of the EU	€375,73	€1.051,00	€1.580,87	€3.007,60
11/06/2019	13/06/2019	Brussels	Meetings and events	€0,00	€358,48	€443,33	€801,81
17/06/2019	20/06/2019	Brussels	Meetings and events	€0,00	€537,72	€567,89	€1.105,61
02/09/2019	05/09/2019	Brussels	Meetings and events	€0,00	€537,72	€293,50	€831,22
08/09/2019	13/09/2019	Brussels	Meetings and events	€0,00	€0,00	€379,00	€379,00
22/09/2019	26/09/2019	Brussels	Meetings and events	€0,00	€0,00	€324,00	€324,00
14/10/2019	17/10/2019	Brussels	Meetings and events	€0,00	€0,00	€261,00	€261,00
04/11/2019	07/11/2019	Brussels	Meetings and events	€0,00	€0,00	€352,50	€352,50
11/11/2019	15/11/2019	Brussels	Meetings and events	€0,00	€638,97	€495,00	€1.133,97



18/11/2019	21/11/2019	Brussels	Meetings and events	€0,00	€0,00	€292,00	€292,00
28/11/2019	29/11/2019	Brussels (cancelled)	Meetings and events	€0,00	€0,00	€84,00	€84,00
02/12/2019	04/12/2019	Brussels	Meetings and events	€0,00	€0,00	€584,00	€584,00
09/12/2019	12/12/2020	Brussels	Meetings and events	€0,00	€0,00	€180,00	€180,00
				TOTAL DAILY ALLOWANCE	TOTAL HOTEL	TOTAL TRANSPORT	TOTAL
				€414,93	€7.740,20	€8.908,51	€17.063,64

*The Ombudsman does not accept the daily allowance when on mission in Brussels or in Dublin.



PART III. Efficiency, economy and internal control measures

1. Efficiency and economy

Significant efforts were made in 2019 in order to generate, to the greatest extent possible, savings necessary to finance the various additional needs and projects identified for 2019. In 2019, compared to 2018, the Ombudsman managed to make savings amounting to EUR 102 000. Costs were cut, namely, on the appropriations for communication by 22% (from EUR 179.000 to EUR 140.000).

The 2020 budget, prepared in 2019, makes thorough reductions for an overall amount of EUR 236.078 in discretionary expenditure under Titles I, II and III of the Ombudsman's budget. In spite of the significant weight of the increase of salaries and on the Ombudsman's budget allowances (11.6% increase of the budget line 1200 compared to 2019), the overall increase is limited to 7.4% compared to 2019. Salaries and allowances increase automatically as a result of applying the Staff Regulations (automaticity of step advancements) and of the annual adjustment of salaries. The same applies to the remuneration and entitlements of the Ombudsman.

The following table shows the budget lines where reductions were made:

Title I	Budget 2019	APB 2020	+/- in €/2019	+/- in %/2019
A-1 4 0 0 Other staff	694.078	545.000	-149.078	-21.48%
A-1 6 3 1 Mobility	7.000	6.000	- 1 000	-14.29%
A- 1 6 5 0 European School	217.000	210.000	- 7.000	
Total A-1	918.078	761.000	-157.078	-17.11%

Title II	Budget 2019	APB 2020	+/- in €/2019	+/- in %/2019
A-2 1 2 0 Furniture	15.000	13.000	-2.000	-13.33%
A-2 1 6 0 Vehicles	20.000	18.000	-2.000	-10.00%
A-2 3 0 2 Telecommunications	8.000	7.000	-1.000	-12.5%
A- 2 3 0 4 Other expenditures	4.000	3.500	500	-12.5%
A-2 3 0 5 Legal costs and damages	5.000	1.000	-4.000	-80.00%
Total A-2	52.000	42.500	-9.500	-18.27%

Title III	Budget 2019	APB 2020	+/- in €/2019	+/- in %/2019
A-3 0 0 Staff mission expenses	165.000	158.000	-7.000	-4.24%
A- 30 2 Reception and representation expenses	3.000	2.500	-500	-16.67%
A- 3 0 3 Meetings in general	88.000	40.000	-48.000	-54.55%
A-3 0 4 Internal meetings	29.000	25.000	-4.000	-13.79%
A- 3 2 0 0 Documentation and library expenditure	8.000	5.000	-3.000	-37.50%
A- 3 2 0 1 Expenditure on archive resources	15.000	13.000	-2.000	-13.33%
A-3 3 0 0 Studies	15.000	10.000	-5.000	-33.33%
Total A-3	323.000	253.500	-69.500	-21.52%



2. Management and follow-up of controls

(i) Recommendations from the Internal Auditor in 2019

Internal Audit Report 18/03 - Transversal follow-up of open actions from internal audit reports

The outcome of this transversal follow-up was that Internal Audit was able to close three of the six actions covered by the validation. The actions carried over are related to Business Continuity Management and require more time. Internal Audit will re-assess these actions during the 2019 transversal follow-up.

Internal Audit Report 19/01 - The Internal Auditor's Annual Report for 2018

The Internal Auditor's annual report for 2018 concluded that, subject to closure of the remaining action from Report 16/03 on Business Continuity management, the Institution's risk management, control and governance systems are effective and efficient and provide reasonable assurance of attaining its control objectives on a consistent basis.

Internal Audit Report 19/02 - Audit of the application of the general implementing provisions concerning the criteria applicable to classification in grade and step on appointment or engagement or change in status of staff members

The overall audit objective was to ascertain compliance with applicable regulations of procedures in place and their implementation concerning the criteria applicable to classification in grade and step on appointment (officials), engagement (temporary staff) or change in status of staff members. To address areas of moderate exposure to residual risk, Internal Audit has agreed a three point action plan with management.

Internal Audit Report 19/03 - Consulting assignment on specific subjects in the personnel area

The objective of this consulting assignment was to provide independent guidance and advice on a number of issues regarding the establishment plan based on specific situations. Internal Audit made a number of recommendations which the Ombudsman will take into account.

(ii) Observations from the Court of Auditors

In the framework of the Statement of Assurance audits (SoA) 2018, the Court of Auditors indicated in its annual report that it did not identify any specific issues concerning the European Ombudsman.

(iii) Follow-up of recommendations from the Committee on Budgetary Control in the framework of the discharge procedures

2017 discharge

On 26 March 2019, the European Parliament adopted the discharge decision for the 2017 budget³. The timing of the adoption made it possible for the Ombudsman to include feedback on the recommendations in its 2018 Annual Activity Report.

Two sections have been included in Part II 5.C of this report to address in more detail some of the points raised in the 2017 discharge decision. The first section is entitled 'Ethics and good conduct'. It provides information on the Ombudsman's approach and actions to implement the Office's guide on ethics and good conduct and to foster a culture of zero tolerance towards harassment. The second section is entitled 'Work-life balance' and describes the policies

³ https://www.europarl.europa.eu/doceo/document/TA-8-2019-0252_EN.pdf



adopted and implemented by the office to promote a healthy balance between professional and private life.

2018 discharge

At the time of writing this report, the decision on the discharge procedure for the 2018 budget had not been finalised. The Ombudsman will provide its detailed feedback to Parliament in a follow-up report.

(iv) Management of the internal control systems

The AMP for 2019 identified a number of actions to reinforce the effectiveness of our internal control standards. These actions and their outcome are reflected in the table below.

Action	State of implementation	Owner(s)	Support
ICS 4 - Staff appraisal and development Identify and plan training on clear writing for case handlers, if possible, tailored to the specific needs of the EO.	A plan was prepared and discussed with all parties involved. Implementation is ongoing -2 lunch-time sessions took place; and -clear writing is now part of the induction training. Further steps may be envisaged after reassessment of needs.	PAB	SG/CAB
ICS 4 - Staff appraisal and development Map all the functions and posts of the office and, where relevant, make recommendations to seek consistency between the nature of tasks and the types of post or contract under which they are performed.	The mapping was finalised and translated into budgetary proposals in March 2019.	SG/PAB	
ICS 8 - Processes and procedures Combine all case-handling procedures into a new dynamic, snappy but comprehensive and user-friendly case handler handbook (also appears as action 21 above).	Drafting is well-advanced.	Dedicated task force	IUs/SG
ICS 11 - Document management Adopt security rules on the handling of confidential and classified information (also appears as action 22 above).	The task force drew up draft rules. Consultations are ongoing to ensure that the rules are proportionate to the EO's needs.	Dedicated task force	ICT
ICS 11 - Document management Establish cooperation with the Historical Archives of the EU.	First contacts were established. The practical aspects and financial implications will be assessed in 2020.	PAB	



3. Overall assessment of the costs and benefits of controls

The Ombudsman's Office has assessed the cost-effectiveness of the control system and reached a positive conclusion, although the benefits of controls are mostly non-financial.

Costs

Costs of controls mostly consist in staff costs. An estimated EUR 45.948 were invested in controlling financial operations of a total value of EUR 10.61 million in 2019, including payments on invoice, reimbursement of mission expenses, salaries and individual allowances. For procurement procedures, an estimated amount of EUR 1 853 was invested in controlling four procedures for contracts of a total value of EUR 22 120.

Type of controls	Full-time equivalent	Annual cost (EUR)
Ex-ante controls	0.5	42 485
Ex-post controls	2 weeks per year	3 463
Procurement procedures	0.02	1 853
TOTAL	0.85	47 801

Benefits

While it is possible to estimate the costs of the control processes, it is more difficult to quantify all the benefits of the errors prevented and detected. Financial benefits mainly consist in occasional ex-post recovery of mission expenses and in ex-ante detection of errors in financial operations.

The benefits of controls are mostly non-financial. They help ensure compliance with legal obligations (article 74(5) of the Financial Regulation), have a deterrent effect and help improve procedures. Extensive ex-ante controls ensure the respect of the "four eyes" principle and add an element of *security* to decisions taken by the authorising officer. The ex-ante verifier also monitors new developments in regulations and plays an advisory role to the financial team.

For procurement procedures, considering the complexity of these activities and the limited number of contracts awarded each year by the Ombudsman, systematic operational and financial verifications are necessary to prevent the risk of reputational damage and avoid litigation.

How to improve the cost-benefit ratio of controls

The table below shows the indicators which were put in place to monitor the efficiency of controls for financial operations: (i) average cost of controls per financial transaction⁴, (ii) number and percentage of errors prevented (ex-ante control)⁵ (iii) number of errors corrected (ex-post control) and iv) number of errors prevented for procurement procedures. The evolution of these indicators should be analysed over time.

⁴ Overall cost of controls divided by the number of authorised payments.

⁵ Number of errors prevented divided by the number of authorised payments.



Type of controls	Indicator	2017	2018	2019
<i>Ex-ante</i> and <i>ex-post</i> controls on financial operations	Cost of controls per transaction (EUR)	41	50	42
	Number of errors prevented (<i>ex-ante</i>)	123	103	85
	% of errors (<i>ex-ante</i>)	9.69%	8.85%	8%
	Number of errors corrected (<i>ex-post</i>)	0	0	0
Procurement procedures	Number of errors prevented (<i>ex-ante</i>)	n/a	0	0

Taking into account the obligations resulting from the Financial Regulation such as the “four eyes” principle, we consider that the costs and the benefits of controls performed at present are efficient and necessary. Our control model is regularly reviewed and we examine whether it would be possible to make it even more cost-effective and efficient.

Changes in the processing of mission costs which are, as from 1 January 2019, calculated by PMO, have reduced the risk on these transactions. The payments, before reaching the Ombudsman, already undergo random *ex-ante* controls. As a consequence, the depth of *ex-ante* controls performed by the Ombudsman's Office was reviewed and the time invested by Ombudsman staff on these controls reduced.

In June 2019, the Secretary-General appointed a staff member, who works as a case-handler, to perform *ex-post* controls in order to verify operations already approved following *ex-ante* controls and provide the results to be included in this report. The controls of a random sample of 2018 and 2019 operations did not reveal any errors to be corrected *ex post*.

The *ex-ante* controls in the procurement procedures carried out in 2019 did not reveal any mistakes of a substantial nature but rather clerical ones, such as typos, missing documents in the invitation letters to contractors, or lack of signature of the contractor in the order form.

4. Whistleblowing and investigations by OLAF

The Secretary-General is not aware of:

) any member of staff of the Ombudsman providing information under Article 22(a) of the Staff Regulations; or

) any OLAF investigation concerning the Ombudsman, or any person working in the Ombudsman's Office, in 2019.



Part IV: Declarations of the Authorising Officers by Delegation

1. Declaration of the Authorising Officers by Delegation

I, the undersigned,

Head of Inquiries Unit 1 and ICT,

In my capacity as Authorising Officer by Delegation hereby declare that I have reasonable assurance that:

1. The information contained in the report presents a true and fair view;
2. The resources assigned to the activities described in the report have been used for their intended purpose and in accordance with the principle of sound financial management;
3. The control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions;
4. The costs and benefits of controls are adequate.

This reasonable assurance is based on my own judgment and on the information at my disposal, such as the results of self-assessments, ex-post controls and remarks by the Internal Auditor of the Ombudsman, as well as information derived from the reports of the Court of Auditors on financial years preceding that in which this declaration is made.

I certify that I am not aware of any fact which has not been stated which could damage the interests of the institution of the Ombudsman.

Strasbourg, 26 March 2020

[signed]

Marta Hirsch-Ziembinska
Head of Inquiries Unit 1 and ICT



I, the undersigned,

Head of the Personnel, Administration and Budget Unit,

In my capacity as Authorising Officer by Delegation hereby declare that I have reasonable assurance that:

1. The information contained in the report presents a true and fair view;
2. The resources assigned to the activities described in the report have been used for their intended purpose and in accordance with the principle of sound financial management;
3. The control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions;
4. The costs and benefits of controls are adequate.

This reasonable assurance is based on my own judgment and on the information at my disposal, such as the results of self-assessments, ex-post controls and remarks by the Internal Auditor of the Ombudsman, as well as information derived from the reports of the Court of Auditors on financial years preceding that in which this declaration is made.

I certify that I am not aware of any fact which has not been stated which could damage the interests of the institution of the Ombudsman.

Strasbourg, 26 March 2020

[signed]

Alessandro Del Bon
Head of the Personnel, Administration, and Budget Unit



2. Declaration of the Principal Authorising Officer by Delegation

I, the undersigned,

Secretary-General of the Ombudsman

In my capacity as Principal Authorising Officer by Delegation hereby declare that I have reasonable assurance that:

1. The information contained in the report presents a true and fair view;
2. The resources assigned to the activities described in the report have been used for their intended purpose and in accordance with the principle of sound financial management;
3. The control procedures put in place give the necessary guarantees concerning the legality and regularity of the underlying transactions;
4. The costs and benefits of controls are adequate.

This reasonable assurance is based on my own judgment and on the information at my disposal, such as the results of self-assessments, ex-post controls and remarks by the Internal Auditor of the Ombudsman, as well as information derived from the reports of the Court of Auditors on financial years preceding that in which this declaration is made.

I certify that I am not aware of any fact which has not been stated which could damage the interests of the institution of the Ombudsman.

Brussels, 26 March 2020

[signed]

Cesira D'Aniello
Secretary-General



Annexes:

Annex 1: Human resources and professional training charts

Annex 2: The European Ombudsman's Operating Framework

Annex 3: Report on budgetary and financial management for the financial year 2019

Annex 4: The European Ombudsman's draft Annual Report for 2019

Annex 5: *Putting it Right? How the institutions responded to the Ombudsman in 2018*



Annexes

Annex 1: Human resources and professional training charts

A. Breakdown of human resources available to the Ombudsman

The European Ombudsman's job-screening exercise is carried out in accordance with Article 53 of the Financial Regulation. Taking into account the size of the office, the methodology applied is the one developed by the European Commission as applied by agencies.

The screening of jobs is a top-down and across-the board analysis of all jobs based on the organisational chart. The aim is to categorise the human resources according to the organisational role each job is serving: Administrative Support and Coordination, Operational and Neutral. The categorisation of all jobs is undertaken with a specific interest in identifying the job evolution in each of the roles with a view to increasing the proportion of jobs dedicated to operational activities.

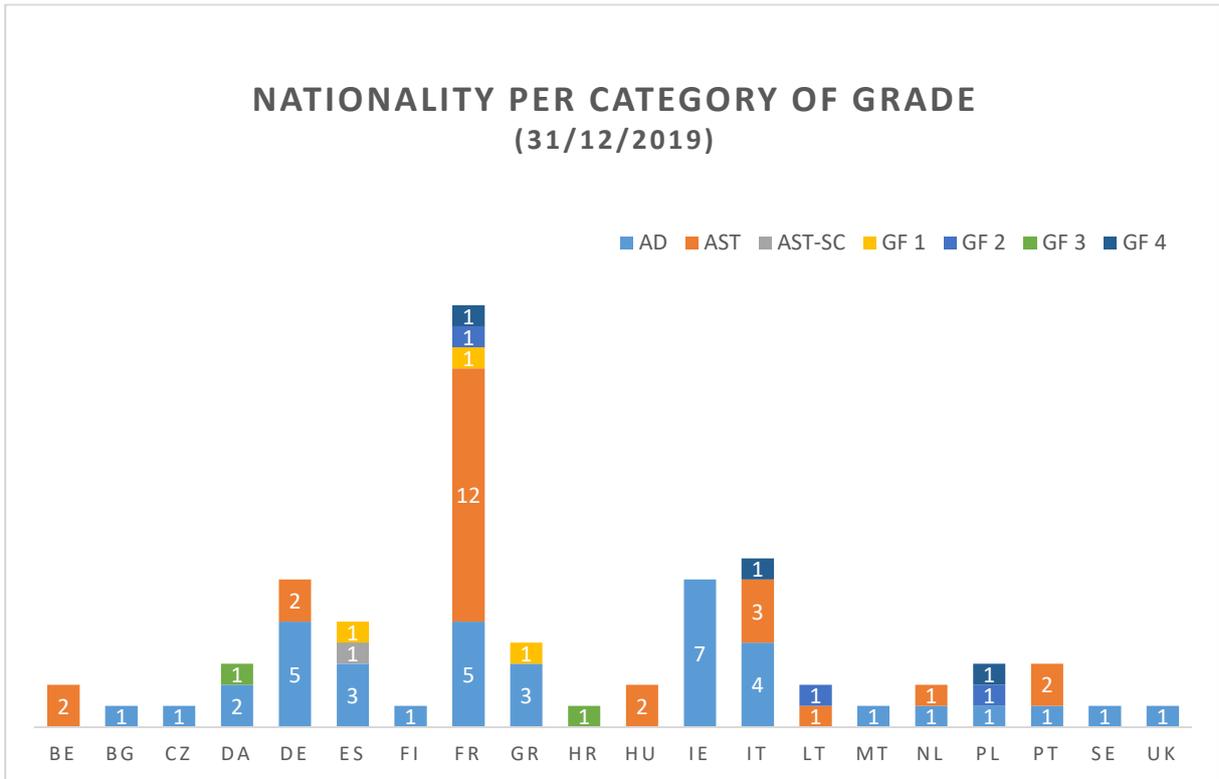
In December 2019, the categorisation of jobs in the Ombudsman's Office resulted in the following figures.

Job-Type category	Year N-1 (%)	Year N (%)
Administrative support and coordination	29.1	29.6
Operational	64.4	63.3
Neutral	6.5	7.1

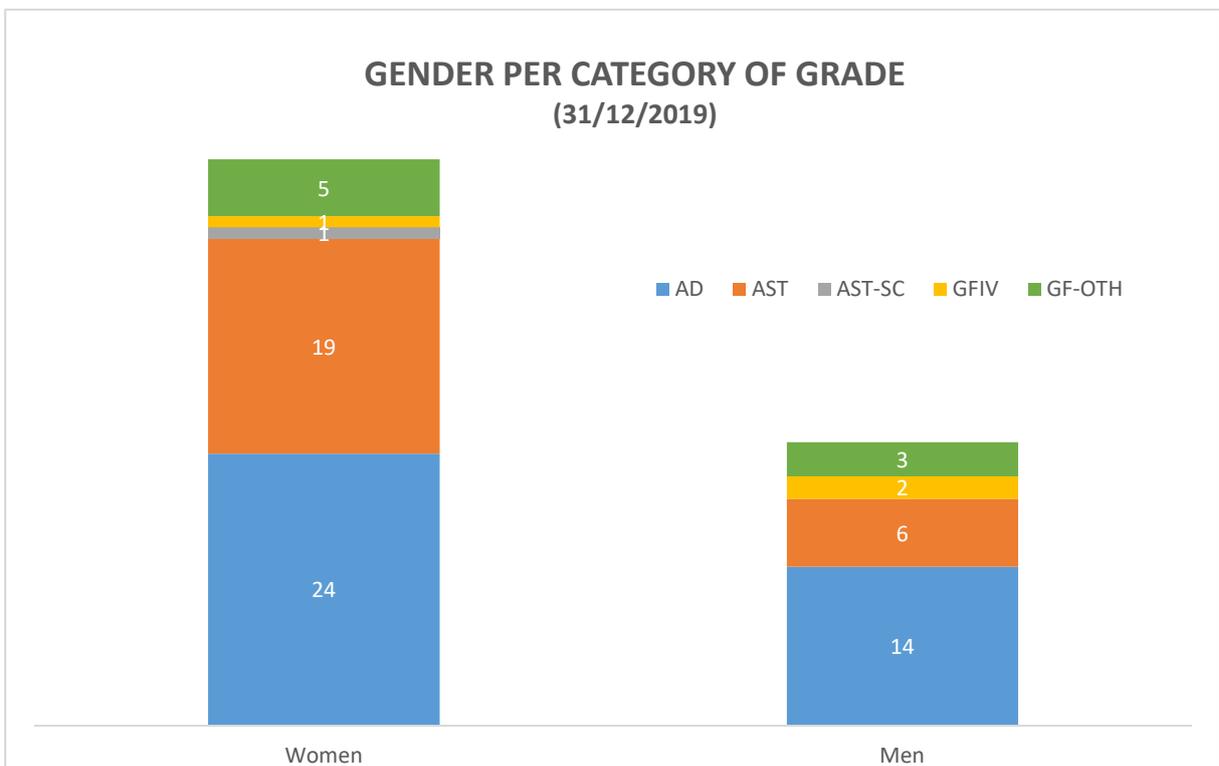
Graphs 1, 2 and 3 below show the breakdown of the various categories of staff respectively by nationality, category of grade and gender.



Graph 1 - Nationality per category of grade: snapshot on 31 December 2019

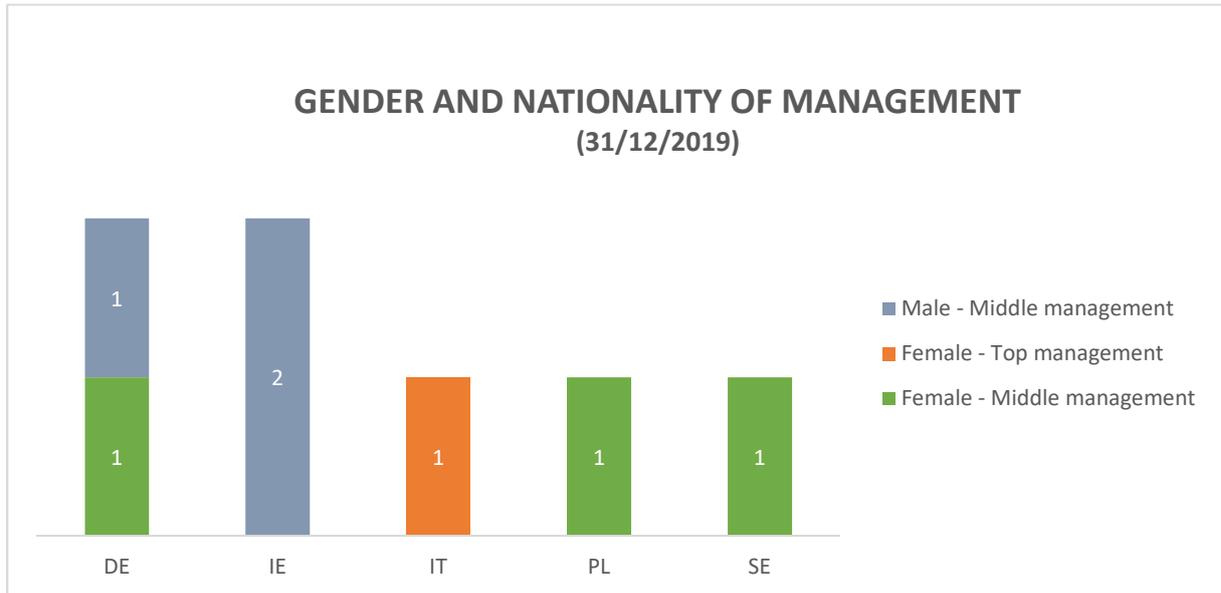


Graph 2 - Gender per category of grade: snapshot on 31 December 2019





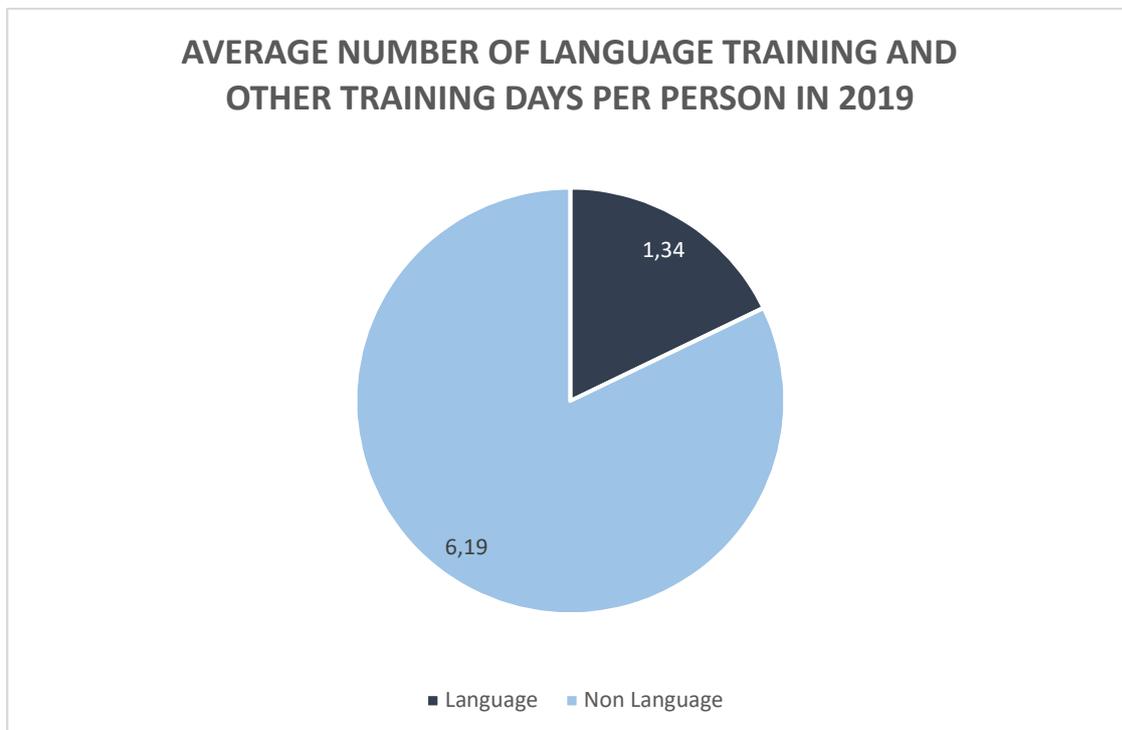
Graph 3 - Gender and nationality among managers: Snapshot on 31 December 2019



IE: out of the two Irish managers, one occupied a managerial position in the Ombudsman's office before the appointment of the present Ombudsman. The second manager is the Ombudsman's Head of Cabinet.

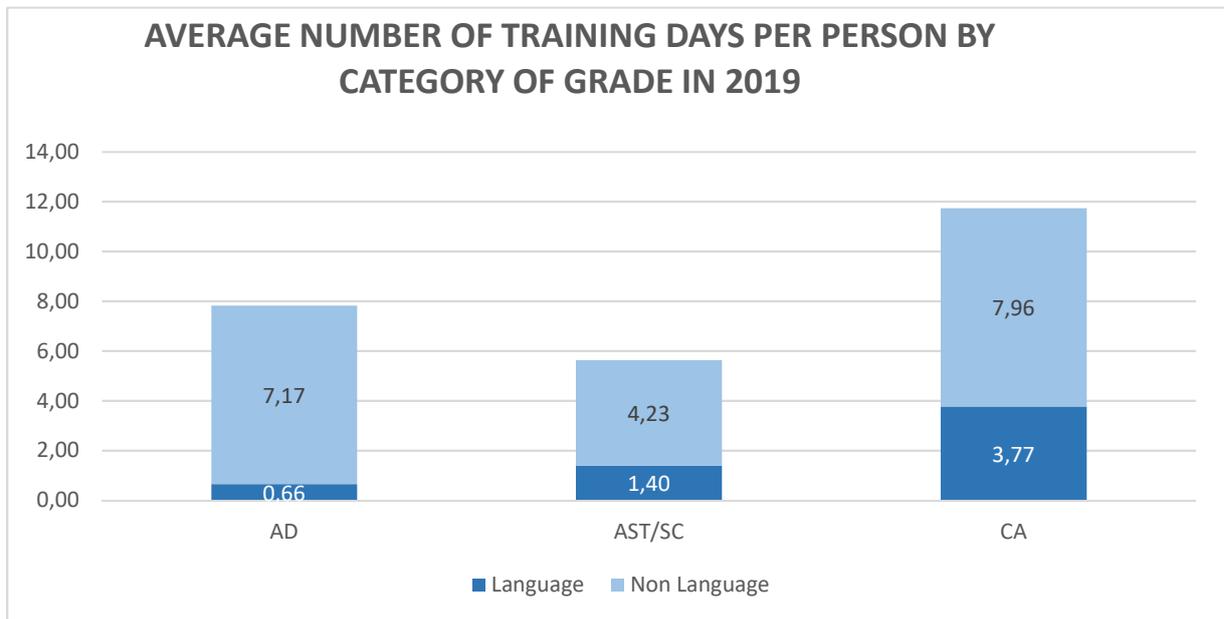
B. Number of days of professional training in 2019

Graph 4 - Training days per person

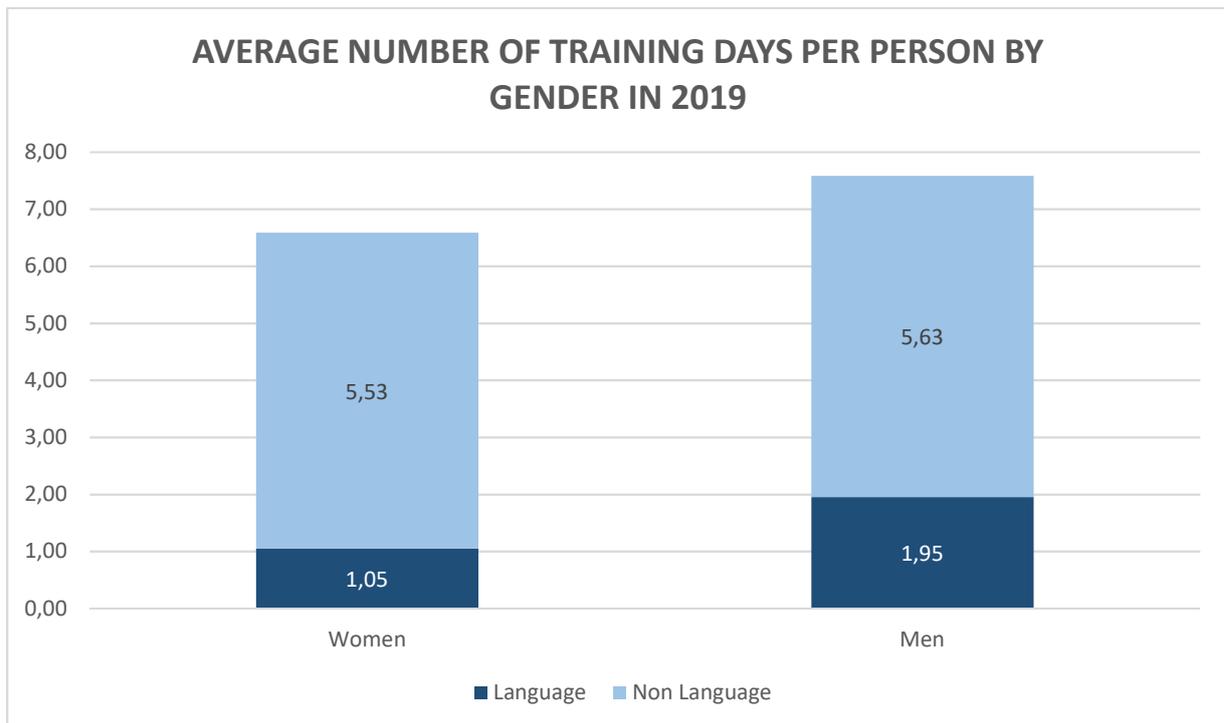




Graph 5 - Training days by category of grade



Graph 5 -Training days by gender





The following annexes are enclosed as separate documents.

Annex 2: The Ombudsman's Operating Framework (PowerPoint Presentation)

Annex 3: Report on budgetary and financial management for the financial year 2019

Annex 4: Draft Annual Report 2019 of the European Ombudsman

The Ombudsman shall submit to the European Parliament a report on the outcome of his/her inquiries every year. The Annual Report of the European Ombudsman for 2019 will be presented officially to the European Parliament later in 2020. A draft version is attached to the present report.

The report will subsequently be made available in all languages in the following section of the Ombudsman's website:

<http://www.ombudsman.europa.eu/en/activities/annualreports.faces>

Annex 5: Putting it Right? How the institutions responded to the Ombudsman in 2018

also available on line at: <https://www.ombudsman.europa.eu/en/annual/en/123473>



European Ombudsman

1 avenue du Président Robert Schuman
CS 30403
F - 67001 Strasbourg Cedex

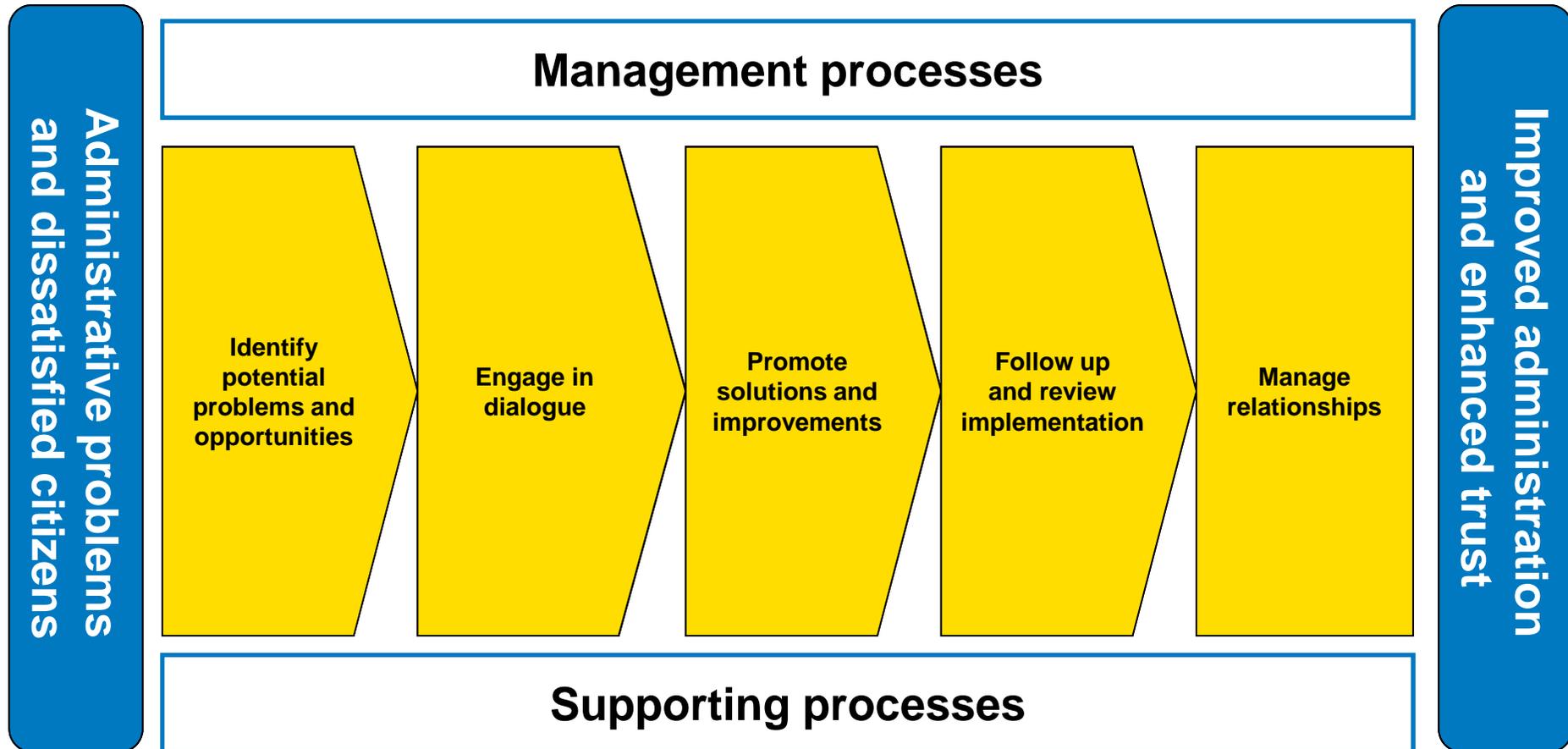
T. + 33 (0)3 88 17 23 13
F. + 33 (0)3 88 17 90 62
www.ombudsman.europa.eu
eo@ombudsman.europa.eu

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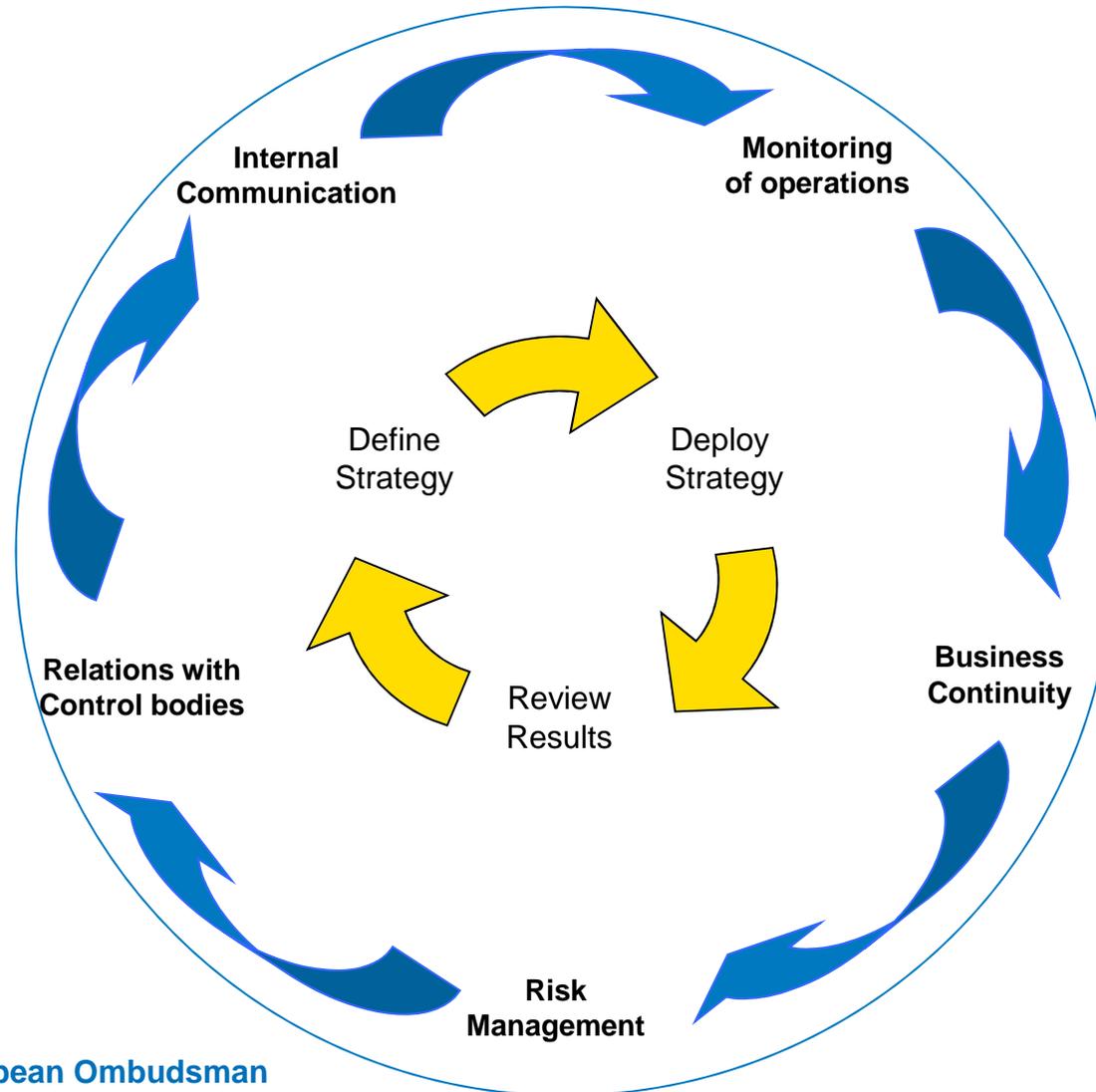
OPERATING FRAMEWORK AND KEY PROCESSES



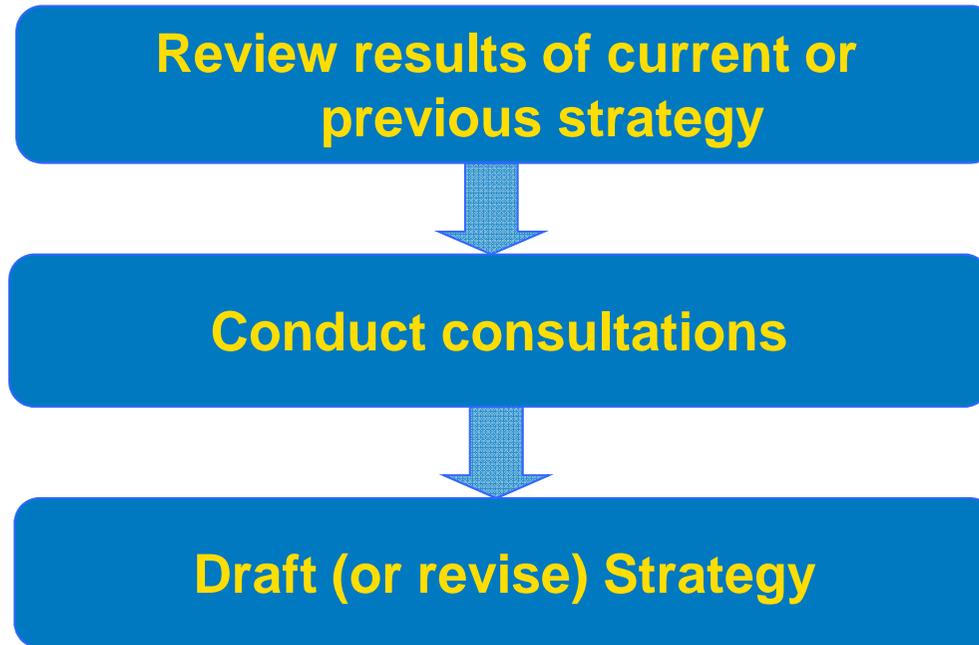
Operating Framework



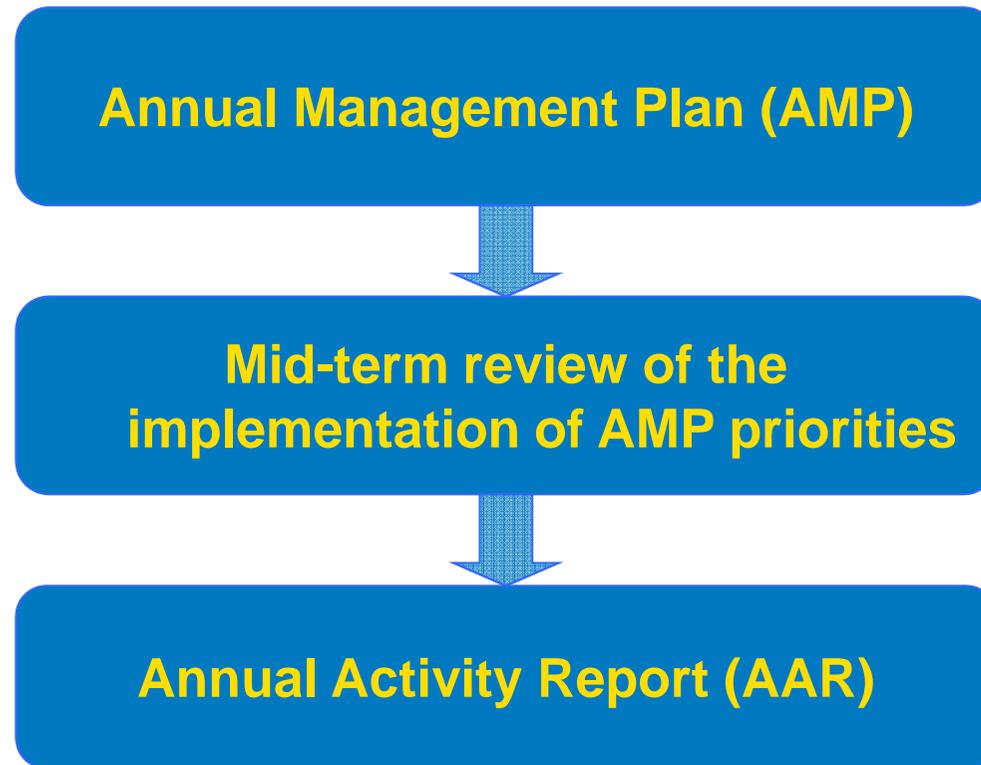
1. Management processes



1.1 Define Strategy



1.2 Deploy Strategy



2. Identify potential problems and opportunities

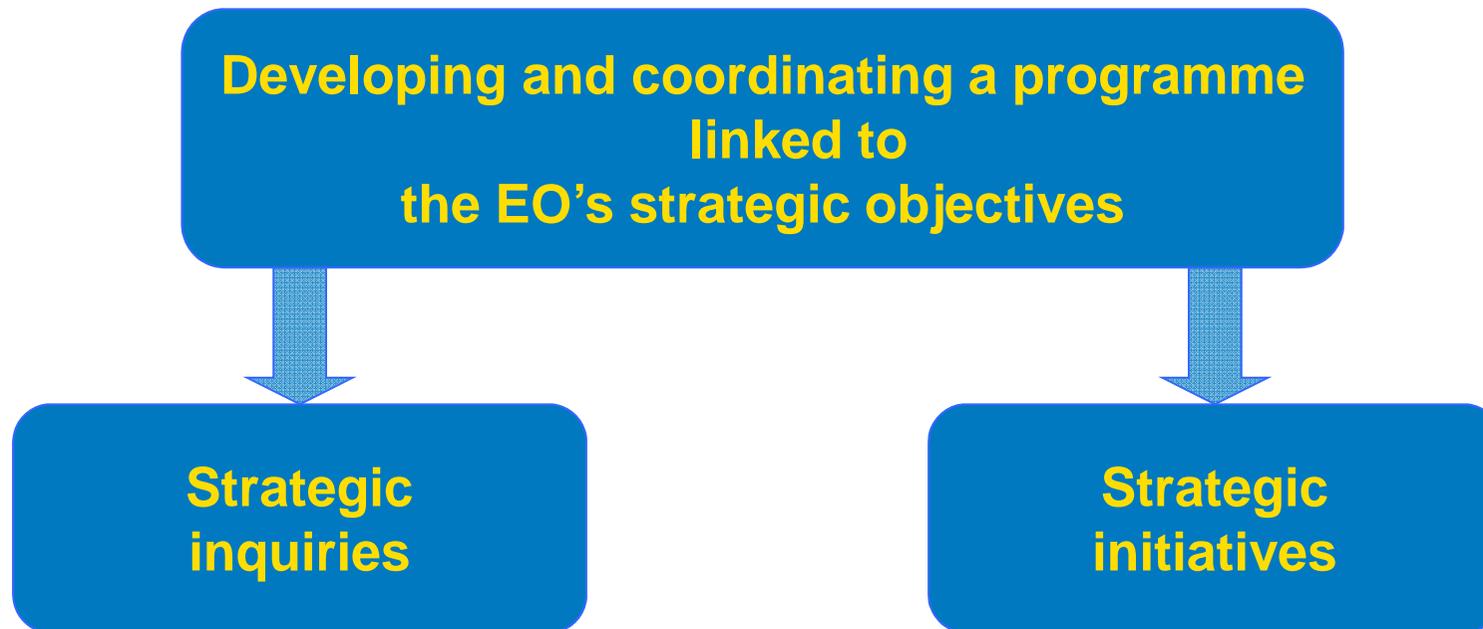
2.1 Proactive identification of systemic issues in the EO's fields of activity

2.2 Complaints

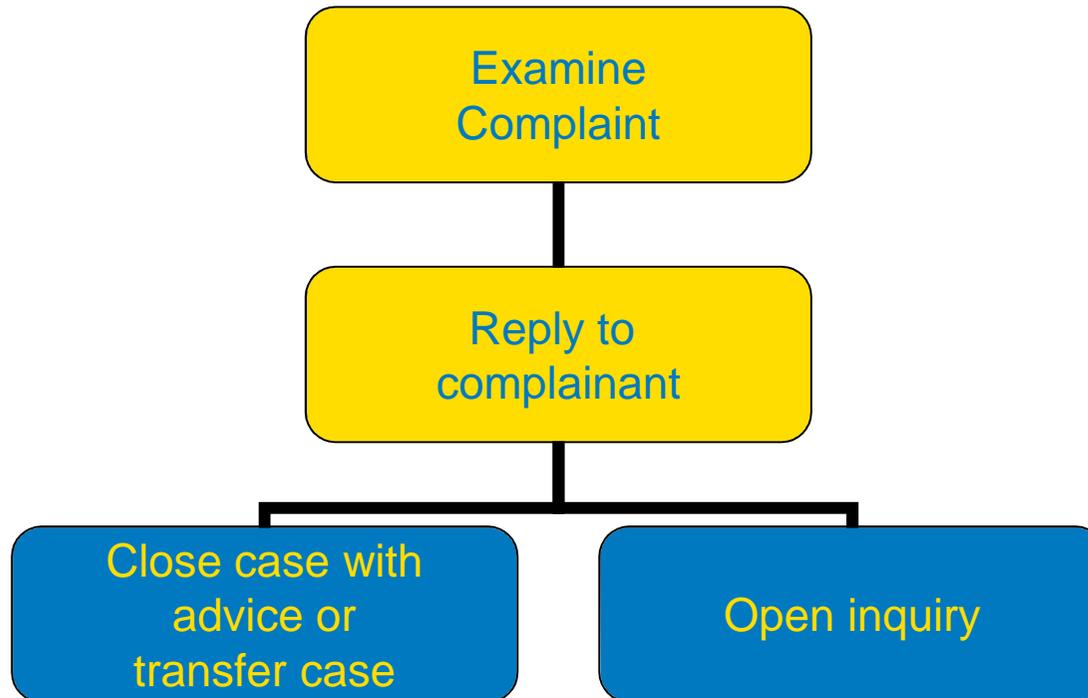
2.3 Other stakeholder input



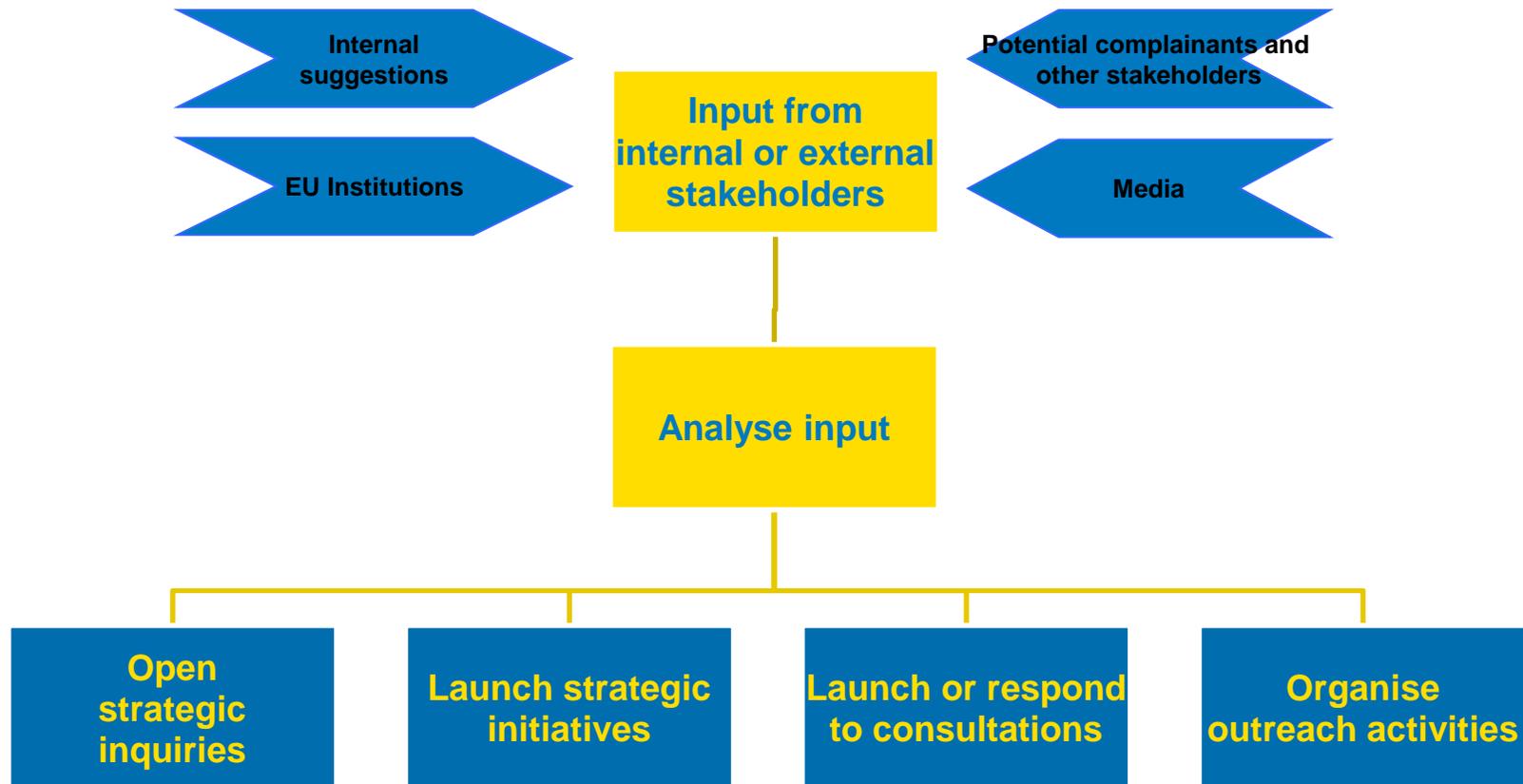
2.1 Proactive identification of systemic issues in the EO's fields of activity



2.2 Complaints



2.3 Other Stakeholder input



3. Engage in dialogue

In the context of

3.1 Inquiries

3.2 Strategic initiatives

3.3 Consultations

3.4 Outreach and other activities



3.1 Inquiries

Investigating complaints

**Fast-Track inquiries
(Regulation 1049/2001)**

**Inquiries in the
public interest**

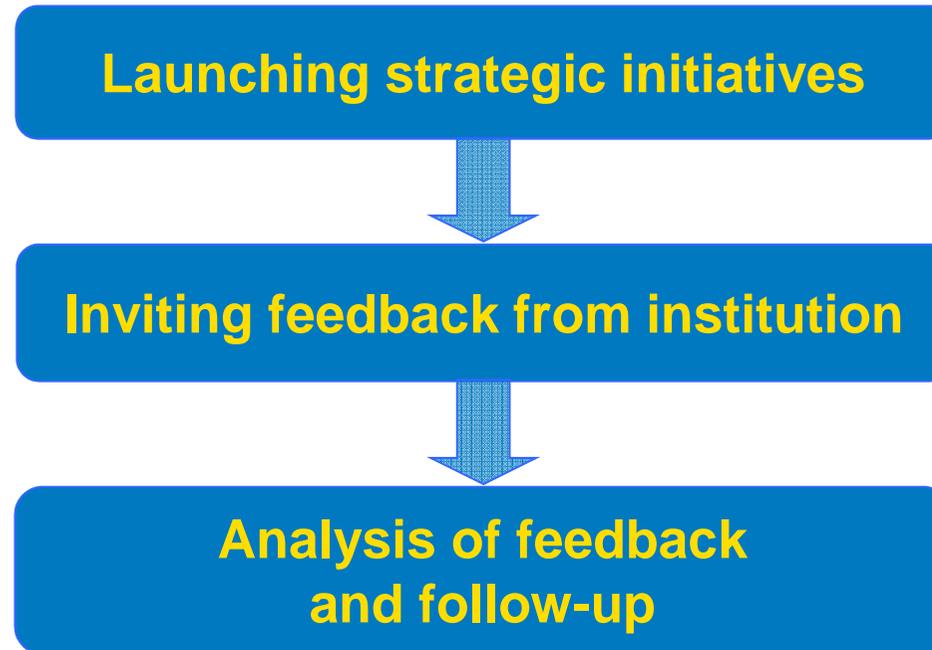
Strategic (own-initiative) inquiries

Queries from the ENO

Joint/parallel inquiries with the ENO



3.2 Strategic initiatives



3.3 Consultations

Responding to consultations

Public consultations launched by EU institutions, requests from Committees of the European Parliament or from other stakeholders, ...

Launching consultations

Public, European Network of Ombudsmen, EDPS, ...



3.4 Outreach and other activities

**Meetings and events with institutions
and other stakeholders**

Target group activities

**Proactive use of media,
including active social media engagement**



4. Promote solutions and improvements

4.1 Evaluation and recommendations in the inquiry process

4.2 Issuing general guidance

4.3 Informing and persuading



4.1 Evaluation and recommendations

Solutions

Recommendations

Suggestions

Special Reports



4.2 Issuing general guidance

Guidelines for EU civil servants

Guidelines on good administration

**Sharing and promoting
best practices**



4.3 Informing and persuading

Publishing recommendations

**Publishing thematic and
guidance papers**

Presentations to target audiences

Press releases and interviews

Organising thematic events



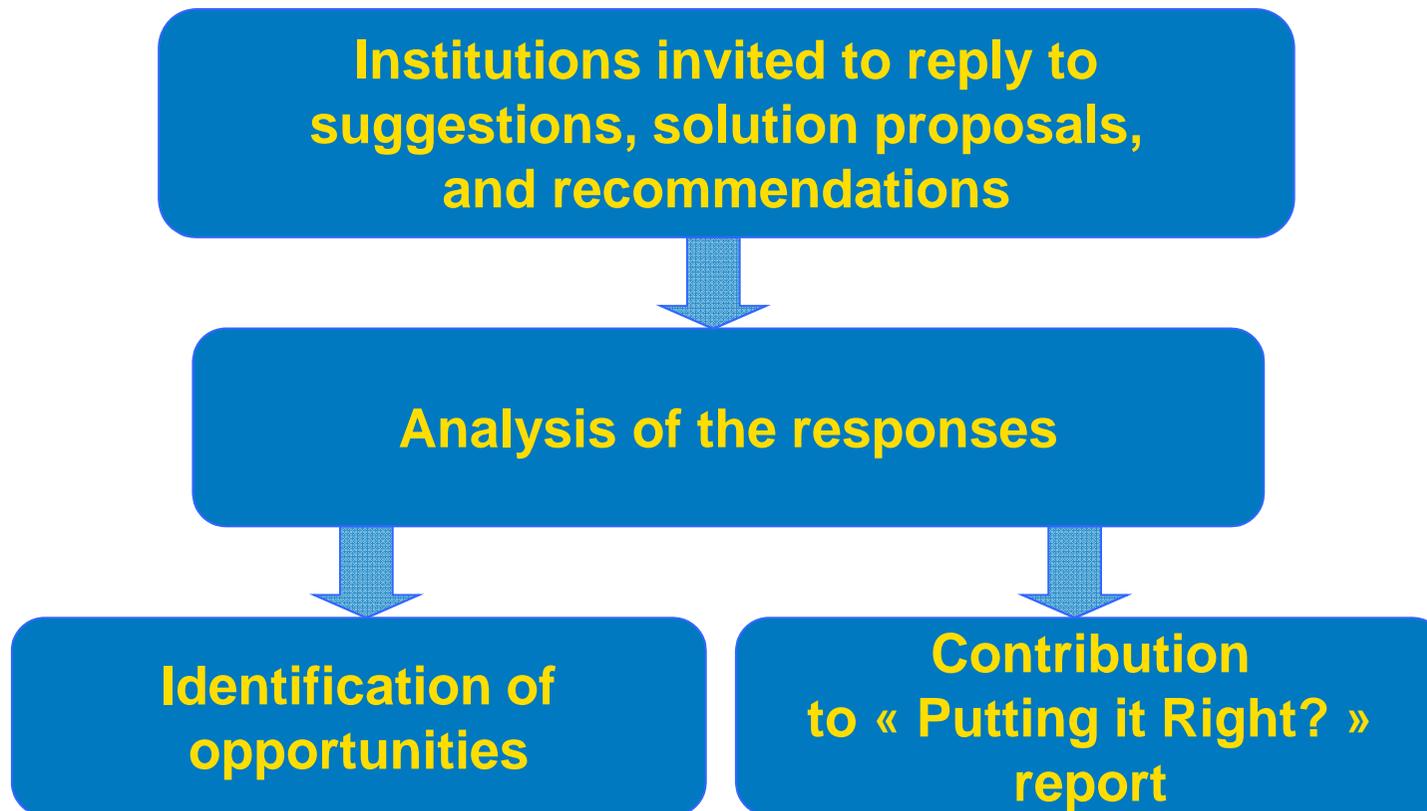
5. Follow-up and review implementation

5.1 Compliance analysis

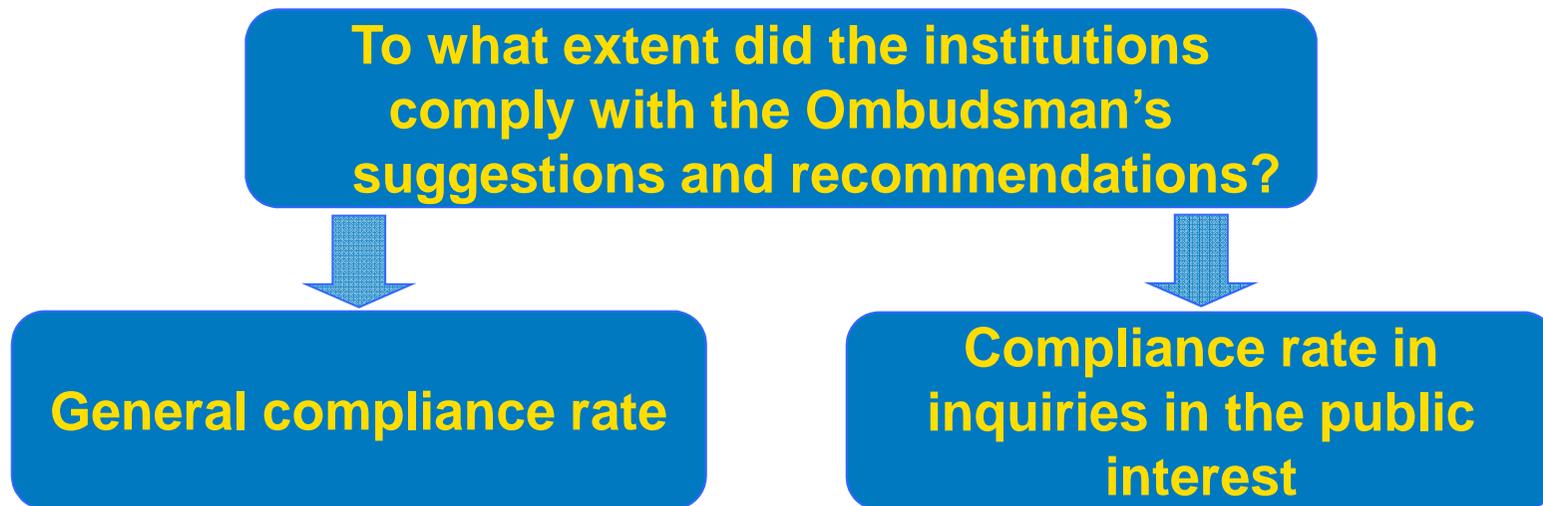
5.2 Compliance rate



5.1 Compliance analysis



5.2 Compliance rate



6. Manage relationships

6.1 Relations with complainants

6.2 Relations with the European Parliament

6.3 Relations with the European Network of Ombudsmen

6.4 Relations with other stakeholders

6.5 Recognising excellence in EU public service



6.1 Relations with complainants

Dialogue throughout the life of the complaint

Further correspondence

Requests for review

Information on institutions' follow-up



6.2 Relations with the European Parliament

Annual Reports

Special Reports

Meetings with MEPs

Appearances before Committees



6.3 Relations with the European Network of Ombudsmen

Transfer of cases

Parallel investigations

Queries

Seminars, workshops and other events

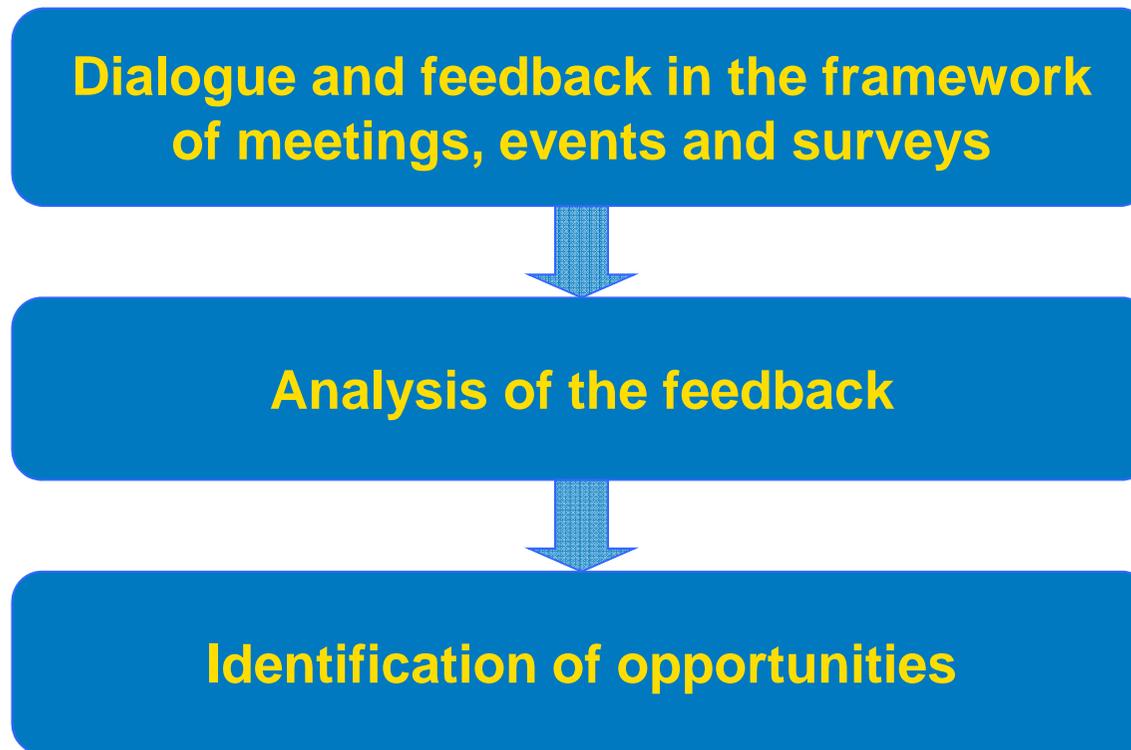
Electronic discussion forum and news service

E-Newsletter



6.4 Relations with other stakeholders

(EU institutions, media, NGOs, ...)



6.5 Recognising excellence in EU public service



7. Supporting processes

7.1 People

7.2 Finances

7.3 Information management

7.4 ICT

7.5 Administration



7.1 People

**Implementing the HR Framework
and related policies**

Ethics & good conduct

**Working environment and
conditions**

Recruitment

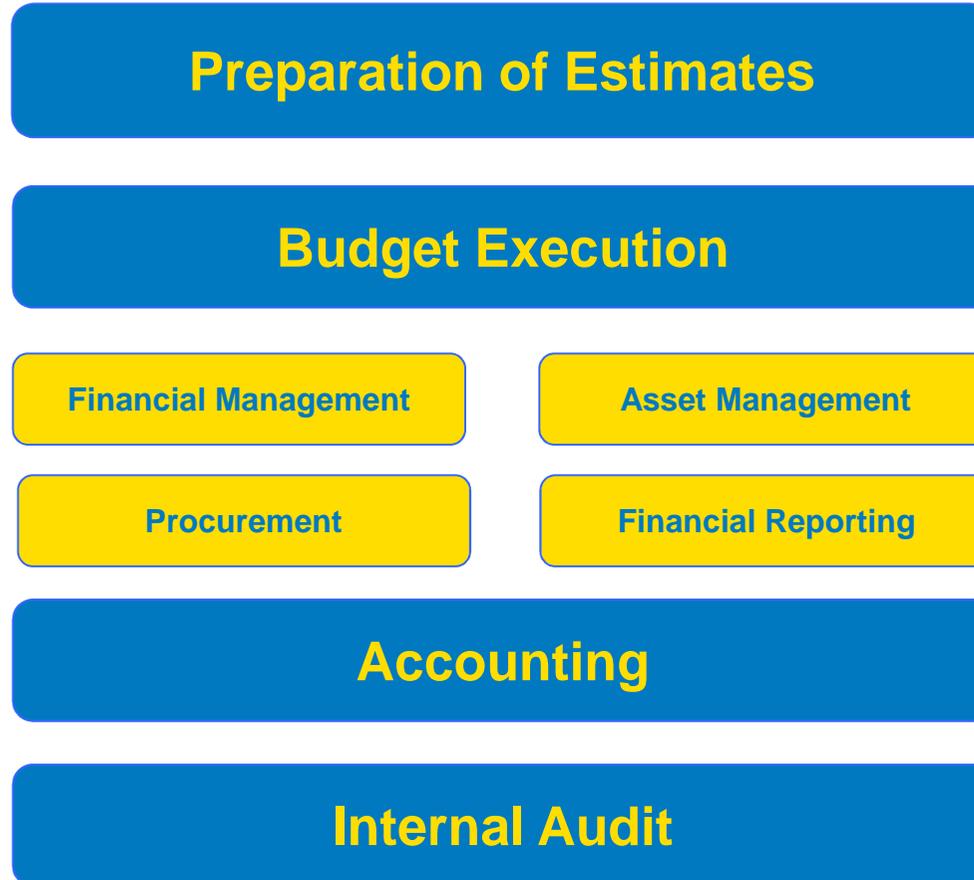
Learning & Development

People management

Internal & external communication



7.2 Finances



7.3 Information Management

Complaints management system

Register of non-complaints related documents

Historical archiving

Public Access to information and documents

Data protection



7.4 ICT

Coordination of priorities and implementation of projects

Management of external procurement

Maintenance and updating of existing systems

Management of hardware, servers and standard applications

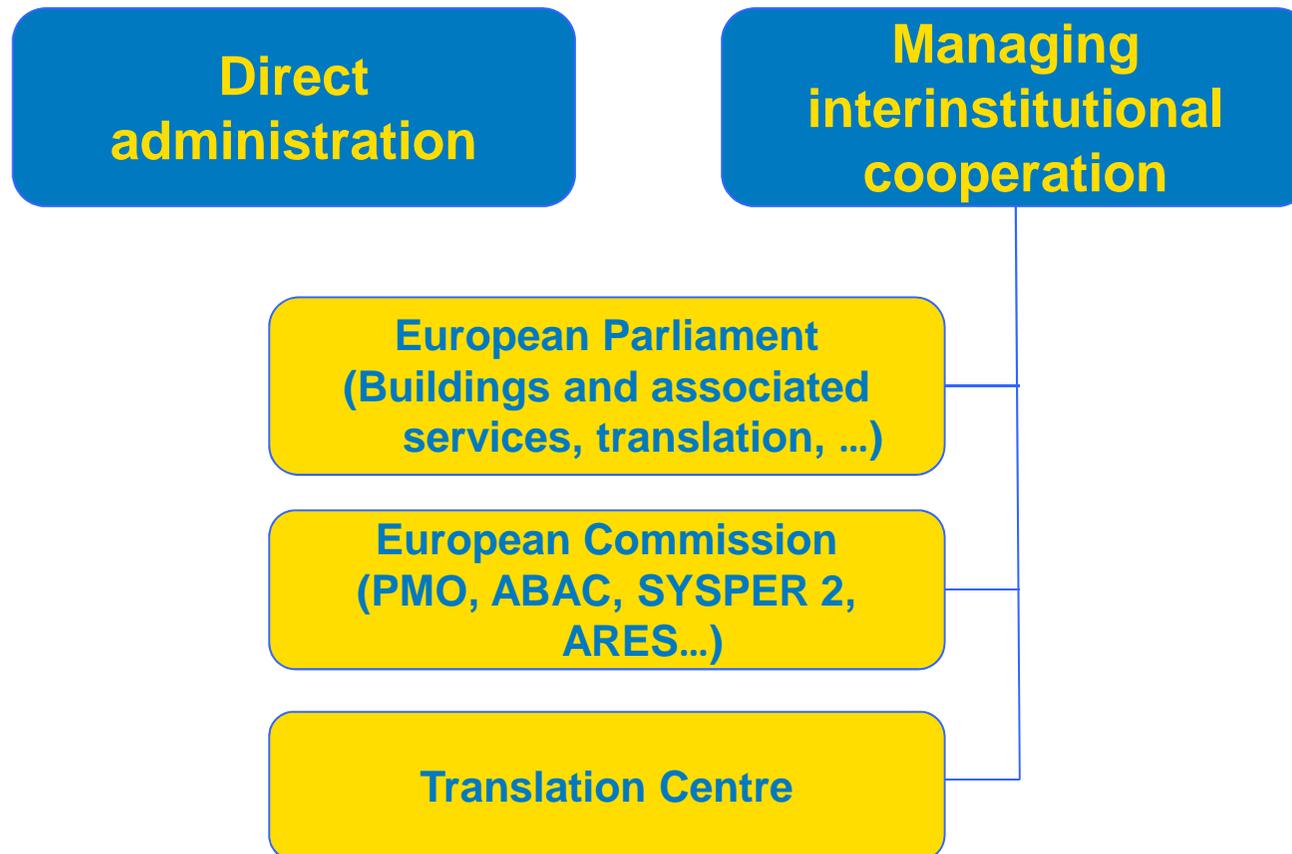
Relations with external service providers

Management of framework contracts

Preparation of budget and reporting on the implementation of priorities



7.5 Administration





Secrétariat Général
Unité personnel, administration et budget

Bilan 2019

Rapport sur la gestion budgétaire et financière

**Etats sur l'exécution du Budget
Etats financiers**

Section VIII / Médiateur

Conformément aux article 249 du Règlement Financier du
18.07.2018, ainsi que l'article 23 des Règles internes
relatives à l'exécution du budget du Médiateur européen

FR



Sommaire

Sommaire

Partie I. - Rapport sur la gestion budgétaire et financière

1 - Récapitulatif des dépenses de l'exercice 2019

2 - Exécution budgétaire 2019

2.1 Recettes

2.2 Engagements

2.3 Paiements

2.4 Virements

2.5 Crédits reportés de 2018 à 2019

2.6 Crédits reportés de 2019 à 2020

Annexe 1 : Tableau de bord - crédits courants 2019

Annexe 2 : Tableau de bord - crédits reportés 2018 vers 2019

Partie II. - États sur l'exécution du budget

1 - Situation des crédits courants de l'exercice 2019

2 - Situation des crédits reportés de l'exercice 2018 vers 2019

3 - Situation des recettes de l'exercice 2019

Partie III. - États financiers

1 - Bilan financier au 31 décembre 2019

2 - Résultat économique de l'exercice 2019

3 - Tableau de flux de trésorerie pour l'exercice 2019

4 - Etat de variation de l'actif net

5 - Rapprochement entre l'exécution budgétaire et le résultat des activités de l'exercice 2019

6 - Notes annexes aux états financiers



Partie I. - Rapport sur la gestion budgétaire et financière

1 - Récapitulatif des dépenses de l'exercice 2019

(Montants exprimés en euros)

I. Crédits disponibles

Les crédits définitifs inscrits au budget du Médiateur pour l'exercice 2019 s'élèvent à : 11 496 261,00

II. Utilisation des crédits

a) Les engagements s'élèvent à : 10 614 755,05

b) Les crédits non engagés s'élèvent à : 881 505,95

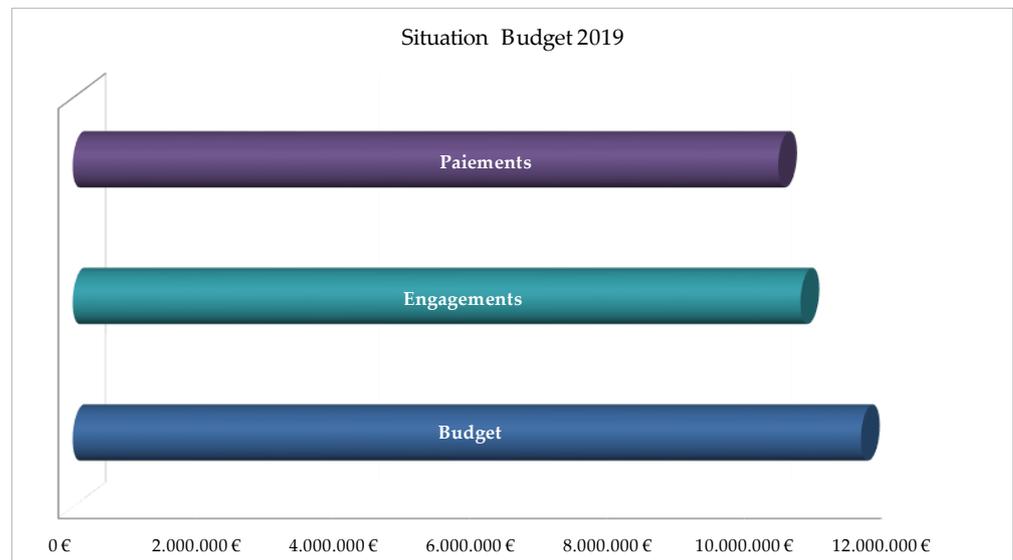
c) Les paiements réels s'élèvent à : 10 289 833,69

III. Utilisation des crédits reportés (2018 vers 2019)

Les crédits reportés de droit de l'exercice 2018 à l'exercice 2019 s'élèvent à : 433 865,72

Les paiements effectués sur la base des crédits reportés s'élèvent à : 392 032,13

Solde des crédits reportés : 41 833,59





2 - Exécution budgétaire 2019¹

2.1 Recettes

Le total des recettes pour l'exercice 2019 s'est élevé à 1 242 915 € (contre 1 157 537 € pour l'exercice 2018).

2.2 Engagements

Les engagements se sont élevés au total à 10 614 755,05 €, soit 92,33 % du budget 2019 (contre 95,33 % en 2018).

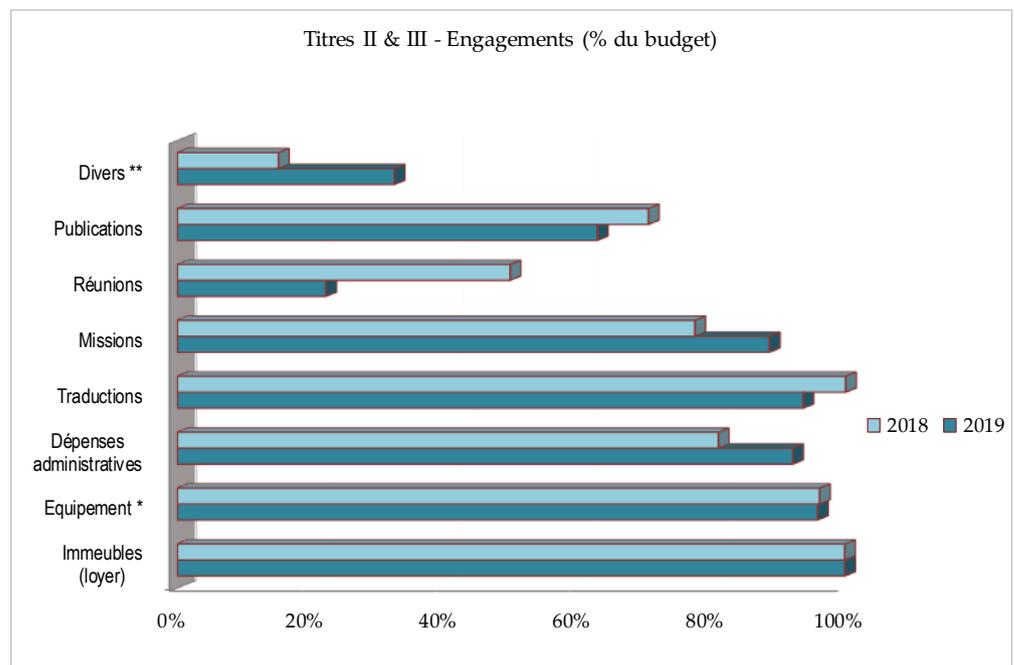
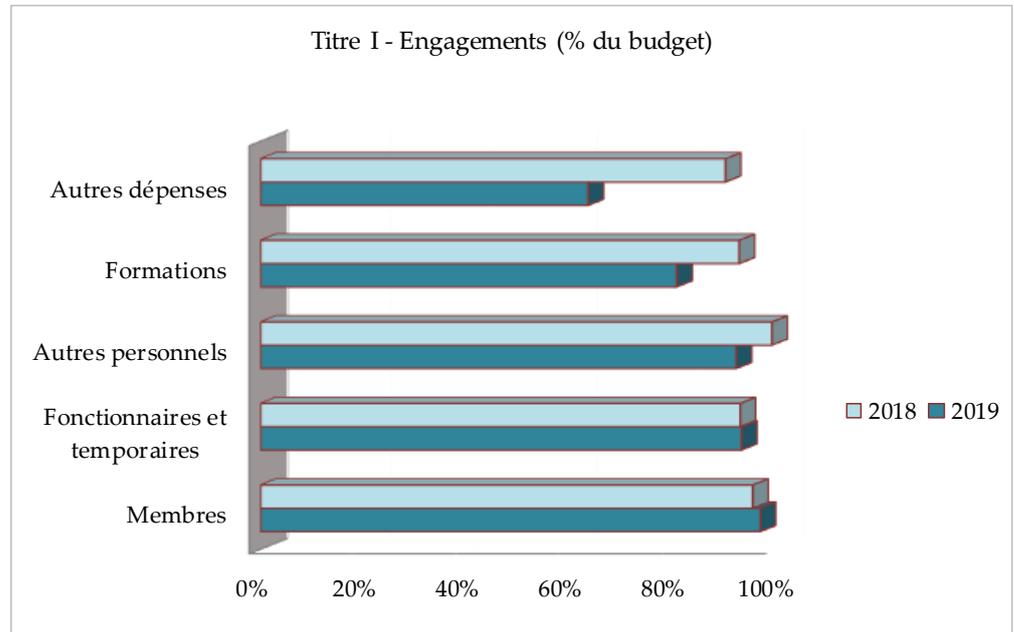
Le tableau ci-après présente, chapitre après chapitre, l'évolution des crédits engagés en 2019 par rapport à l'exercice 2018.

Chapitre	Intitulé	2019 (euros)	2018 (euros)
10	Membres de l'institution	458 348	455 769
12	Fonctionnaires et agents temporaires	6 940 365	6 620 948
14	Autres personnels et prestations externes	796 795	838 457
16	Autres dépenses concernant les personnels	338 365	341 983
	Total du Titre I	8 533 873	8 257 157
20	Immeubles et frais accessoires	1 061 431	1 041 513
21	Informatique, équipement et mobilier : achat, location et maintenance	270 172	239 803
23	Dépenses de fonctionnement administratif courant	483 062	509 990
	Total du Titre II	1 814 665	1 791 306
30	Réunions et conférences	170 893	163 771
32	Expertise et information : acquisition, archivage, production et diffusion	86 649	117 482
33	Etudes et autres subventions	6 275	0
34	Dépenses relatives aux fonctions du Médiateur	2 400	2 100
	Total du Titre III	266 217	283 353
	Total Général	10 614 755	10 331 816

¹ cf. Annexes 1 et 2 (tableaux de bord crédits courants et crédits reportés arrêtés au 31/12/2019)



Les graphiques ci-dessous illustrent schématiquement les parts des crédits engagés par titre et l'évolution de 2018 à 2019.



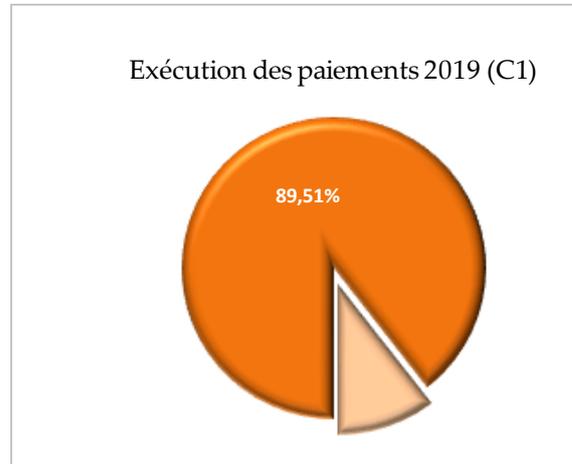
* informatique, mobilier, transport

** bibliothèque, archives, subventions, autres dépenses

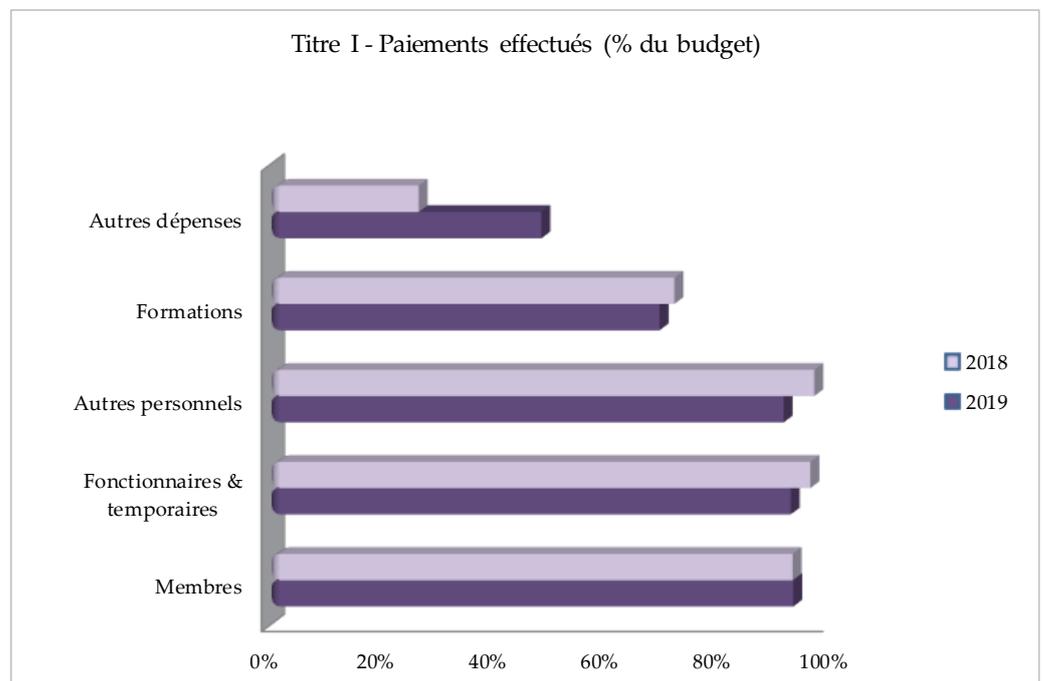


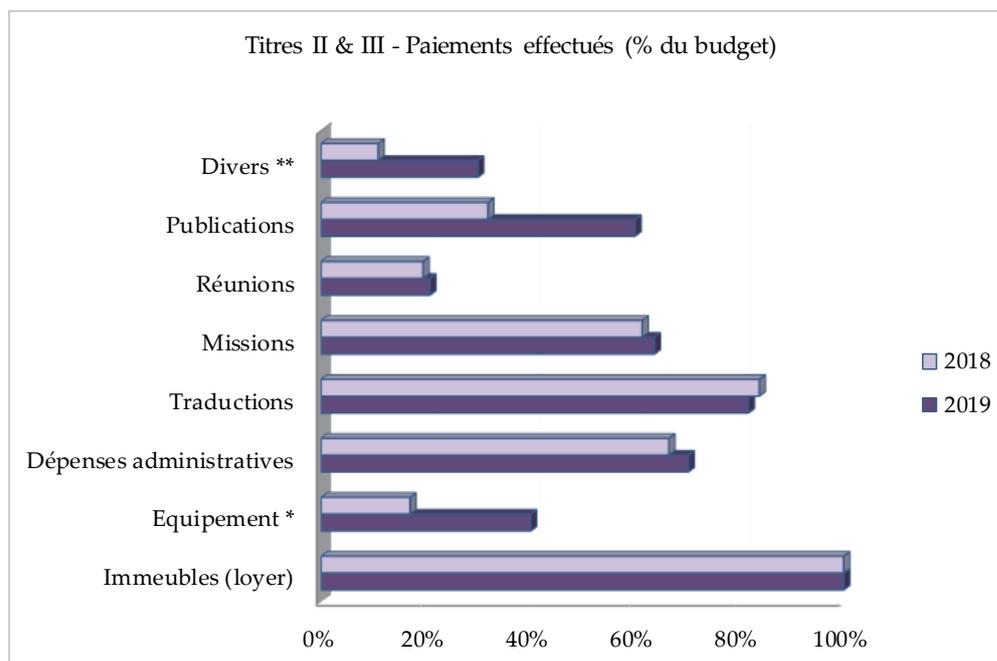
2.3 Paiements

Les paiements ont totalisé 10 289 833,69 € soit 89,51 % du budget 2019 (contre 91,33 % en 2018).



Les graphiques ci-dessous illustrent schématiquement la part des paiements par titre et l'évolution de 2018 à 2019.





* informatique, mobilier, transport

** bibliothèque, archives, subventions, autres dépenses

2.4 Virements

Modification du tableau des effectifs

Conformément à l'article 53 du Règlement Financier, deux modifications dans le tableau des effectifs ont été demandées et adoptées par l'autorité budgétaire. Il s'agit des transformations suivantes :

- Modification du tableau des effectifs 01/2019 :
 - un poste permanent AD7 en poste permanent AST7,
 - un poste permanent AST6 en poste permanent AD6,
 - un poste permanent AD6 en poste temporaire AD6
- Modification du tableau des effectifs 02/2019 :
 - un poste permanent AST4 en poste temporaire AST4

Modification de la répartition des crédits de l'exercice

Conformément au Règlement Financier, des modifications de la répartition des crédits entre les lignes ont été adoptées. Il s'agit des transformations suivantes :



- Virement 03/2019 (article 29(4) du Règlement financier)

Poste donneur / Poste receveur	Montant donné (-) / montant reçu (+)
De	
2305 "Frais juridiques et dommages"	- 500 €
À	
2304 "Autres dépenses"	+ 500 €

- Virement 04/2019 (article 29 du Règlement financier)

Poste donneur / Poste receveur	Montant donné (-) / montant reçu (+)
De	
1200 "Rémunérations et indemnités"	- 139.300 €
Total	- 139.300 €
À	
1612 "Perfectionnement professionnel"	+ 15.000 €
2000 "Loyer "	+ 22.000 €
231 "Traduction et interprétation "	+ 85.000 €
232 "Support aux activités"	+ 17.000 €
3400 "Frais divers"	+ 300 €
Total	+ 139.300 €

- Virement 05/2019 (article 29 du Règlement financier)

Poste donneur / Poste receveur	Montant donné (-) / montant reçu (+)
De	
303 "Réunions en général"	- 8.800 €
3210 "Communication et publications"	- 9.200 €
Total	- 18.000 €
À	
103 "Pensions"	+ 3.000 €
231 "Traduction et interprétation "	+ 15.000 €



Total **+ 18.000 €**

- Virement 06/2019 (article 29(4) du Règlement financier)

Poste donneur / Poste receveur	Montant donné (-) / montant reçu (+)
---	---

De

1612 "Perfectionnement professionnel"	- 5.000 €
---------------------------------------	-----------

À

1610 "Frais de recrutement"	+ 5.000 €
-----------------------------	-----------

- Virement 07/2019 (article 29(4) du Règlement financier)

Poste donneur / Poste receveur	Montant donné (-) / montant reçu (+)
---	---

De

1650 "Ecoles européennes"	- 5.000 €
---------------------------	-----------

À

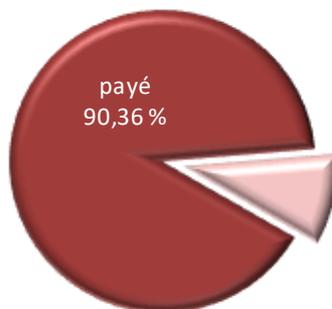
1651 "Crèches et garderies"	+ 5.000 €
-----------------------------	-----------

2.5 Crédits reportés de 2018 à 2019

Les reports de crédits à 2019 ont atteint un montant total de 433 865,72 € (soit 4% du budget 2018). Les paiements au titre de ces reports se sont établis à 392 032,13 €, soit 90,36 % (contre 82,64 % en 2018).



Exécution crédits reportés 2018 vers 2019



Pour mémoire, les paiements en crédits courants pour l'année 2018 ont atteint un total de 9 897 950,15 €.

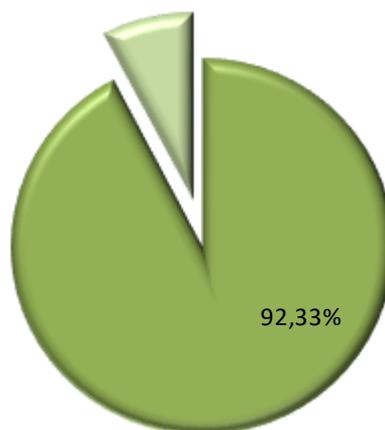
Par conséquent, le paiement des crédits 2018 (paiement en crédits courants + paiement en crédits reportés) représente 94,95 % du Budget 2018 (contre 92,57 % pour l'exécution des crédits 2017).

2.6 Crédits reportés de 2019 à 2020

Les crédits reportés de 2019 à 2020 représentent 323 410,62 €, soit 2,8 % du Budget 2020. En comparaison, la part relative des crédits reportés de 2018 s'élevait à 433 865,72 €, soit 4 % du Budget 2018.

Par conséquent, l'exécution des crédits 2019 (paiements en crédits courants + montant des crédits reportés) représente 92,3 % du Budget 2019 (contre 95,3 % du Budget 2018).

Exécution des crédits 2019 (C1 + C8)





2.7 Indicateurs

Indicateurs	Objectifs 2019	1er trim. 2019	1er+2ème trim 2019	1er-3ème trim 2019	2019	(2018)
F1: Pourcentage de l'exécution budgétaire	Total : 93%	90,3 %	96,4 %	95,0 %	92,3%	(95,3%)
F2: Nombre d'opérations payées au-delà de 30 jours	Total : 0	0	2	2	3	(1)

Le délai moyen de paiement pour l'exercice 2019 est de 10,80 jours (contre 12,40 jours en 2018).



Annexe 1 : Tableau de bord - crédits courants 2019

Exercice 2019	Budget initial	Crédits actuels	Engagements contractés	% engagé	Balance en €	Paiements effectués	% payé sur engagements	% payé sur Budget	
Titre I - Personnes liées à l'Institution									
1000	Traitements	427.937,00	427.937,00	418.677,42	97,84%	9.259,58	418.677,42	100,00%	97,84%
1020	Indemnités transitoires	0,00	0,00	0,00	0,00%	0,00	0,00	0,00%	0,00%
1030	Pension	6.000,00	9.000,00	9.000,00	0,00%	0,00	7.489,26	0,00%	0,00%
1040	Missions	35.000,00	35.000,00	30.000,00	85,71%	5.000,00	16.500,66	55,00%	47,14%
1050	Cours	2.000,00	2.000,00	670,60	33,53%	1.329,40	563,50	84,03%	28,18%
1080	Prises/Cessation fonctions	0,00	0,00	0,00	0,00%	0,00	0,00	0,00%	0,00%
Chapitre 10		470.937,00	473.937,00	458.348,02	96,71%	15.588,98	443.230,84	96,70%	93,52%
1200	Traitements	7.563.099,00	7.423.799,00	6.916.923,88	93,17%	506.875,12	6.916.923,88	100,00%	93,17%
1202	Heures supplémentaires	3.000,00	3.000,00	0,00	0,00%	3.000,00	0,00	0,00%	0,00%
1204	Prise/cessation fonction	30.000,00	30.000,00	23.440,94	78,14%	6.559,06	23.440,94	100,00%	78,14%
1220	Retrait d'emploi dans l'intérêt du service	0,00	0,00	0,00	0,00%	0,00	0,00	0,00%	0,00%
Chapitre 12		7.596.099,00	7.456.799,00	6.940.364,82	93,07%	516.434,18	6.940.364,82	100,00%	93,07%
1400	Agents contractuels	694.078,00	694.078,00	638.652,64	92,01%	55.425,36	638.652,64	100,00%	92,01%
1404	Stages	171.500,00	171.500,00	158.142,34	92,21%	13.357,66	155.939,69	98,61%	90,93%
Chapitre 14		865.578,00	865.578,00	796.794,98	92,05%	68.783,02	794.592,33	99,72%	91,80%
1610	Frais recrutements	3.000,00	8.000,00	3.412,06	42,65%	4.587,94	1.450,54	42,51%	18,13%
1612	Perfectionnement professionnel	130.000,00	140.000,00	112.777,04	80,56%	27.222,96	97.594,73	86,54%	69,71%
1630	Service social	0,00	0,00	0,00	0,00%	0,00	0,00	0,00%	0,00%
1631	Mobilité	7.000,00	7.000,00	3.875,80	55,37%	3.124,20	3.375,80	87,10%	48,23%
1632	Relations / personnel	6.650,00	6.650,00	5.874,73	88,34%	775,27	5.674,73	96,60%	85,33%
1650	Ecoles européennes	217.000,00	212.000,00	197.425,60	93,13%	14.574,40	197.425,60	100,00%	93,13%
1651	Crèches et garderie	10.000,00	15.000,00	15.000,00	100,00%	0,00	12.452,00	83,01%	83,01%
Chapitre 16		373.650,00	388.650,00	338.365,23	87,06%	50.284,77	317.973,40	93,97%	81,81%
TOTAL TITRE I		9.306.264,00	9.184.964,00	8.533.873,05	92,91%	651.090,95	8.496.161,39	99,56%	92,50%
Titre II - Immeubles, Mobilier, Equipements et dépenses diverses									
2000	Loyers	1.040.697,00	1.062.697,00	1.061.431,52	99,88%	1.265,48	1.061.431,52	100,00%	99,88%
Chapitre 20		1.040.697,00	1.062.697,00	1.061.431,52	99,88%	1.265,48	1.061.431,52	100,00%	99,88%
2100	Informatique	247.000,00	247.000,00	244.706,79	99,07%	2.293,21	105.308,53	43,03%	42,64%
2120	Mobilier	15.000,00	15.000,00	14.781,42	98,54%	218,58	7.384,05	49,95%	49,23%
2160	Transport	20.000,00	20.000,00	10.683,40	53,42%	9.316,60	218,56	2,05%	1,09%
Chapitre 21		282.000,00	282.000,00	270.171,61	95,81%	11.828,39	112.911,14	41,79%	40,04%
2300	Fournitures bureau & impressions	8.000,00	8.000,00	5.219,53	65,24%	2.780,47	4.669,53	89,46%	58,37%
2301	Affranchissement	3.000,00	3.000,00	2.750,00	91,67%	250,00	1.555,74	56,57%	51,86%
2302	Téléphone	8.000,00	8.000,00	5.385,29	67,32%	2.614,71	2.562,84	47,59%	32,04%
2303	Charges financières	700,00	700,00	295,00	42,14%	405,00	56,00	18,98%	8,00%
2304	Régie d'avance & divers	4.000,00	4.500,00	3.848,45	85,52%	651,55	3.808,45	98,96%	84,63%
2305	Frais juridiques	5.000,00	4.500,00	0,00	0,00%	4.500,00	0,00	0,00%	0,00%
2310	Traductions	215.000,00	315.000,00	295.000,00	93,65%	20.000,00	257.224,99	87,19%	81,66%
2320	Support aux activités	158.500,00	175.500,00	170.563,39	97,19%	4.936,61	130.644,39	76,60%	74,44%
Chapitre 23		402.200,00	519.200,00	483.061,66	93,04%	36.138,34	400.521,94	82,91%	77,14%
TOTAL TITRE II		1.724.897,00	1.863.897,00	1.814.664,79	97,36%	49.232,21	1.574.864,60	86,79%	84,49%
Titre III dépenses résultant de l'exercice par l'institution de ses missions									
3000	Frais de missions	165.000,00	165.000,00	146.173,19	88,59%	18.826,81	105.110,20	71,91%	63,70%
3020	Frais de réception	3.000,00	3.000,00	690,47	23,02%	2.309,53	690,47	100,00%	23,02%
3030	Réunions en général	88.000,00	79.200,00	21.254,02	26,84%	57.945,98	20.024,02	94,21%	25,28%
3040	Frais divers de réunion	29.000,00	29.000,00	2.775,71	9,57%	26.224,29	2.405,08	86,65%	8,29%
Chapitre 30		285.000,00	276.200,00	170.893,39	61,87%	105.306,61	128.229,77	75,03%	46,43%
3200	Bibliothèque	8.000,00	8.000,00	4.441,60	55,52%	3.558,40	3.421,91	77,04%	42,77%
3201	Fonds d'archives	15.000,00	15.000,00	0,00	0,00%	15.000,00	0,00	0,00%	0,00%
3210	Publications	140.000,00	130.800,00	82.207,22	62,85%	48.592,78	78.481,02	95,47%	60,00%
Chapitre 32		163.000,00	153.800,00	86.648,82	56,34%	67.151,18	81.902,93	94,52%	53,25%
3300	Etudes	15.000,00	15.000,00	6.275,00	0,00%	8.725,00	6.275,00	0,00%	0,00%
3301	Autres subventions	0,00	0,00	0,00	0,00%	0,00	0,00	0,00%	0,00%
Chapitre 33		15.000,00	15.000,00	6.275,00	41,83%	8.725,00	6.275,00	0,00%	41,83%
3400	Dépenses diverses	2.100,00	2.400,00	2.400,00	100,00%	0,00	2.400,00	100,00%	100,00%
Chapitre 34		2.100,00	2.400,00	2.400,00	100,00%	0,00	2.400,00	100,00%	100,00%
TOTAL TITRE III		465.100,00	447.400,00	266.217,21	59,50%	181.182,79	218.807,70	82,19%	48,91%
TOTAL TITRE II + III		2.189.997,00	2.311.297,00	2.080.882,00	90,03%	230.415,00	1.793.672,30	86,20%	77,60%
TOTAL GENERAL		11.496.261,00	11.496.261,00	10.614.755,05	92,33%	881.505,95	10.289.833,69	96,94%	89,51%



Annexe 2 : Tableau de bord - crédits reportés 2018 vers 2019

UTILISATION DES CREDITS REPORTEES 2018 vers 2019					
postes budget	Intitulés	Crédits reportés	Paiements effectués	% utilisation	Reste à liquider (RAL)
1040	Missions Médiatrice	8.840,60	7.358,66	83,24%	1.481,94
1404	Stages	96,00	0,00	0,00%	96,00
1610	Frais de recrutement	650,00	50,00	7,69%	600,00
1612	Perfectionnement professionnel	28.602,91	21.515,01	75,22%	7.087,90
1632	Relations sociales personnel	414,97	414,51	99,89%	0,46
Total Titre I		38.604,48	29.338,18	2,66	9.266,30
2100	Informatique	172.826,61	172.086,59	99,57%	740,02
2120	Mobilier	8.281,27	8.281,27	100,00%	0,00
2160	Matériel de transport	16.231,19	9.128,28	56,24%	7.102,91
2300	Fournitures de bureau	3.131,59	2.718,40	86,81%	413,19
2301	Affranchissement	1.093,67	1.088,28	99,51%	5,39
2302	Télécommunications	1.000,00	1.000,00	100,00%	0,00
2303	Charges financières	299,00	19,03	6,36%	279,97
2304	Regie avance	100,00	67,00	67,00%	33,00
2310	Traductions	56.051,17	54.783,79	97,74%	1.267,38
2320	Support aux activités	23.907,00	18.696,51	78,21%	5.210,49
Total Titre II		282.921,50	267.869,15	94,68%	15.052,35
3000	Missions staff	26.551,90	15.988,38	60,22%	10.563,52
3030	Réunions externes	21.603,08	20.084,30	92,97%	1.518,78
3040	Frais réunions internes	299,60	299,60	100,00%	0,00
3200	Documentation et librairie	1.681,18	1.480,95	88,09%	200,23
3210	Publications	62.203,98	56.971,57	91,59%	5.232,41
Total Titre III		112.339,74	94.824,80	84,41%	17.514,94
Total général		433.865,72	392.032,13	90,36%	41.833,59



Partie II. - États sur l'exécution du budget

1 - Situation des crédits courants de l'exercice
2019

Budgetary Execution by Budget Line and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Budget Position	Appropriation Description	Commitment					Payment		
		Credit Com Amount	Commitment Accepted Amount (Euro)	% Commit	Balance (non committed Amount)	Com L1 Open Amount (Eur)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	% Payment
A01000	SALAIRES INDEMN ET A	427,937.00	418,677.42	97.84 %	9,259.58	0.00	427,937.00	418,677.42	97.84 %
A01030	PENSIONS	9,000.00	9,000.00	100.00 %	0.00	0.00	9,000.00	7,489.26	83.21 %
A01040	FRAIS DE MISSIONS	35,000.00	30,000.00	85.71 %	5,000.00		35,000.00	16,500.66	47.14 %
A01050	COURS	2,000.00	670.60	33.53 %	1,329.40	0.00	2,000.00	563.50	28.18 %
A01200	SALAIRES ET INDEMN	7,423,799.00	6,916,923.88	93.17 %	506,875.12	0.00	7,423,799.00	6,916,923.88	93.17 %
A01202	HEURES SUPP PAYÉES	3,000.00	0.00	0.00 %	3,000.00	0.00	3,000.00		
A01204	DROITS LIÉS FONCTION	30,000.00	23,440.94	78.14 %	6,559.06	0.00	30,000.00	23,440.94	78.14 %
A01400	AGENTS CONTRACTUELS	694,078.00	638,652.64	92.01 %	55,425.36	0.00	694,078.00	638,652.64	92.01 %
A01404	STAGIAIRES	171,500.00	158,142.34	92.21 %	13,357.66	0.00	171,500.00	155,939.69	90.93 %
A01610	FRAIS DE RECRUTEMENT	8,000.00	3,412.06	42.65 %	4,587.94	0.00	8,000.00	1,450.54	18.13 %
A01612	FORMATION PROFES	140,000.00	112,777.04	80.56 %	27,222.96	0.00	140,000.00	97,594.73	69.71 %
A01631	MOBILITÉ	7,000.00	3,875.80	55.37 %	3,124.20		7,000.00	3,375.80	48.23 %
A01632	RELATIONS SOCIALES	6,650.00	5,874.73	88.34 %	775.27	0.00	6,650.00	5,674.73	85.33 %
A01650	ECOLES EUROPÉENNES	212,000.00	197,425.60	93.13 %	14,574.40		212,000.00	197,425.60	93.13 %
A01651	CRÈCHES AND CHILDCAR	15,000.00	15,000.00	100.00 %	0.00		15,000.00	12,452.00	83.01 %
A02000	LOYER	1,062,697.00	1,061,431.52	99.88 %	1,265.48		1,062,697.00	1,061,431.52	99.88 %
A02100	ACHAT INFORMATIQUE	247,000.00	244,706.79	99.07 %	2,293.21	0.00	247,000.00	105,308.53	42.64 %
A02120	MOBILIER	15,000.00	14,781.42	98.54 %	218.58	0.00	15,000.00	7,384.05	49.23 %
A02160	MATÉRIEL DE TRANSPOR	20,000.00	10,683.40	53.42 %	9,316.60	0.00	20,000.00	218.56	1.09 %

Budgetary Execution by Budget Line and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Budget Position	Appropriation Description	Credit Com Amount	Commitment				Payment		
			Commitment Accepted Amount (Euro)	% Commit	Balance (non committed Amount)	Com L1 Open Amount (Eur)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	% Payment
A02300	FOUNITURES DE BUREAU	8,000.00	5,219.53	65.24 %	2,780.47	0.00	8,000.00	4,669.53	58.37 %
A02301	AFFRANCHISSEMENT	3,000.00	2,750.00	91.67 %	250.00	0.00	3,000.00	1,555.74	51.86 %
A02302	TÉLÉCOMMUNICATIONS	8,000.00	5,385.29	67.32 %	2,614.71	0.00	8,000.00	2,562.84	32.04 %
A02303	CHARGES FINANCIÈRES	700.00	295.00	42.14 %	405.00		700.00	56.00	8.00 %
A02304	AUTRES DÉPENSES	4,500.00	3,848.45	85.52 %	651.55	0.00	4,500.00	3,808.45	84.63 %
A02305	FRAIS JURIDIQUES	4,500.00		0.00 %	4,500.00		4,500.00		
A02310	TRADUCT ET INTERPRÉT	315,000.00	295,000.00	93.65 %	20,000.00		315,000.00	257,224.99	81.66 %
A02320	SUPPORT AUX ACTIVITÉ	175,500.00	170,563.39	97.19 %	4,936.61	0.00	175,500.00	130,644.39	74.44 %
B03000	MISSIONS PERSONNEL	165,000.00	146,173.19	88.59 %	18,826.81	0.00	165,000.00	105,110.20	63.70 %
B03020	RÉCEPTIONS ET REPRÉS	3,000.00	690.47	23.02 %	2,309.53	0.00	3,000.00	690.47	23.02 %
B03030	RÉUNIONS EXTERNES	79,200.00	21,254.02	26.84 %	57,945.98	0.00	79,200.00	20,024.02	25.28 %
B03040	RÉUNIONS INTERNES	29,000.00	2,775.71	9.57 %	26,224.29	0.00	29,000.00	2,405.08	8.29 %
B03200	FRAIS DE BIBLIOTHÈQU	8,000.00	4,441.60	55.52 %	3,558.40	0.00	8,000.00	3,421.91	42.77 %
B03201	ARCHIVAGE	15,000.00	0.00	0.00 %	15,000.00	0.00	15,000.00		
B03210	PUBLICATIONS	130,800.00	82,207.22	62.85 %	48,592.78	0.00	130,800.00	78,481.02	60.00 %
B03300	ETUDES	15,000.00	6,275.00	41.83 %	8,725.00		15,000.00	6,275.00	41.83 %
B03400	FRAIS DIVERS	2,400.00	2,400.00	100.00 %	0.00	0.00	2,400.00	2,400.00	100.00 %
		11,496,261.00	10,614,755.05	92.33 %	881,505.95	0.00	11,496,261.00	10,289,833.69	89.51 %

Budgetary Execution by Budget Position and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Budget Position	Appropriation Description	Commitment			Payment		
		Credit Com Amount	Commitment Accepted Amount (Euro)	Commitment Workflow Amount (Euro)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	Pay Workflow Amount (Eur)
A01000	SALAIRES INDEMN ET A	427,937.00	418,677.42		427,937.00	418,677.42	0.00
		427,937.00	418,677.42	0.00	427,937.00	418,677.42	0.00
A01030	PENSIONS	9,000.00	9,000.00		9,000.00	7,489.26	0.00
		9,000.00	9,000.00	0.00	9,000.00	7,489.26	0.00
A01040	FRAIS DE MISSIONS	35,000.00	30,000.00		35,000.00	16,500.66	0.00
		35,000.00	30,000.00	0.00	35,000.00	16,500.66	0.00
A01050	COURS	2,000.00	670.60		2,000.00	563.50	0.00
		2,000.00	670.60	0.00	2,000.00	563.50	0.00
A01200	SALAIRES ET INDEMN	7,423,799.00	6,916,923.88		7,423,799.00	6,916,923.88	0.00
		7,423,799.00	6,916,923.88	0.00	7,423,799.00	6,916,923.88	0.00
A01202	HEURES SUPP PAYÉES	3,000.00	0.00		3,000.00		
		3,000.00	0.00	0.00	3,000.00		
A01204	DROITS LIÉS FONCTION	30,000.00	23,440.94		30,000.00	23,440.94	0.00
		30,000.00	23,440.94	0.00	30,000.00	23,440.94	0.00
A01400	AGENTS CONTRACTUELS	694,078.00	638,652.64		694,078.00	638,652.64	0.00
		694,078.00	638,652.64	0.00	694,078.00	638,652.64	0.00

Budgetary Execution by Budget Position and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Budget Position	Appropriation Description	Commitment			Payment		
		Credit Com Amount	Commitment Accepted Amount (Euro)	Commitment Workflow Amount (Euro)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	Pay Workflow Amount (Eur)
A01404	STAGIAIRES	171,500.00	158,142.34		171,500.00	155,939.69	0.00
		171,500.00	158,142.34	0.00	171,500.00	155,939.69	0.00
A01610	FRAIS DE RECRUTEMENT	8,000.00	3,412.06		8,000.00	1,450.54	0.00
		8,000.00	3,412.06	0.00	8,000.00	1,450.54	0.00
A01612	FORMATION PROFES	140,000.00	112,777.04		140,000.00	97,594.73	0.00
		140,000.00	112,777.04	0.00	140,000.00	97,594.73	0.00
A01631	MOBILITÉ	7,000.00	3,875.80		7,000.00	3,375.80	0.00
		7,000.00	3,875.80	0.00	7,000.00	3,375.80	0.00
A01632	RELATIONS SOCIALES	6,650.00	5,874.73		6,650.00	5,674.73	0.00
		6,650.00	5,874.73	0.00	6,650.00	5,674.73	0.00
A01650	ECOLES EUROPÉENNES	212,000.00	197,425.60		212,000.00	197,425.60	0.00
		212,000.00	197,425.60	0.00	212,000.00	197,425.60	0.00
A01651	CRÈCHES AND CHILDCAR	15,000.00	15,000.00		15,000.00	12,452.00	0.00
		15,000.00	15,000.00	0.00	15,000.00	12,452.00	0.00
A02000	LOYER	1,062,697.00	1,061,431.52		1,062,697.00	1,061,431.52	0.00
		1,062,697.00	1,061,431.52	0.00	1,062,697.00	1,061,431.52	0.00
A02100	ACHAT INFORMATIQUE	247,000.00	244,706.79		247,000.00	105,308.53	0.00
		247,000.00	244,706.79	0.00	247,000.00	105,308.53	0.00

Budgetary Execution by Budget Position and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Budget Position	Appropriation Description	Commitment			Payment		
		Credit Com Amount	Commitment Accepted Amount (Euro)	Commitment Workflow Amount (Euro)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	Pay Workflow Amount (Eur)
A02120	MOBILIER	15,000.00	14,781.42		15,000.00	7,384.05	0.00
		15,000.00	14,781.42	0.00	15,000.00	7,384.05	0.00
A02160	MATÉRIEL DE TRANSPOR	20,000.00	10,683.40		20,000.00	218.56	0.00
		20,000.00	10,683.40	0.00	20,000.00	218.56	0.00
A02300	FOUNITURES DE BUREAU	8,000.00	5,219.53		8,000.00	4,669.53	0.00
		8,000.00	5,219.53	0.00	8,000.00	4,669.53	0.00
A02301	AFFRANCHISSEMENT	3,000.00	2,750.00		3,000.00	1,555.74	0.00
		3,000.00	2,750.00	0.00	3,000.00	1,555.74	0.00
A02302	TÉLÉCOMMUNICATIONS	8,000.00	5,385.29		8,000.00	2,562.84	0.00
		8,000.00	5,385.29	0.00	8,000.00	2,562.84	0.00
A02303	CHARGES FINANCIÈRES	700.00	295.00		700.00	56.00	0.00
		700.00	295.00	0.00	700.00	56.00	0.00
A02304	AUTRES DÉPENSES	4,500.00	3,848.45		4,500.00	3,808.45	0.00
		4,500.00	3,848.45	0.00	4,500.00	3,808.45	0.00
A02305	FRAIS JURIDIQUES	4,500.00			4,500.00		
		4,500.00		0.00	4,500.00		
A02310	TRADUCT ET INTERPRÉT	315,000.00	295,000.00		315,000.00	257,224.99	0.00
		315,000.00	295,000.00	0.00	315,000.00	257,224.99	0.00

Budgetary Execution by Budget Position and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Budget Position	Appropriation Description	Commitment			Payment		
		Credit Com Amount	Commitment Accepted Amount (Euro)	Commitment Workflow Amount (Euro)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	Pay Workflow Amount (Eur)
A02320	SUPPORT AUX ACTIVITÉ	175,500.00	170,563.39		175,500.00	130,644.39	0.00
		175,500.00	170,563.39	0.00	175,500.00	130,644.39	0.00
B03000	MISSIONS PERSONNEL	165,000.00	146,173.19		165,000.00	105,110.20	0.00
		165,000.00	146,173.19	0.00	165,000.00	105,110.20	0.00
B03020	RÉCEPTIONS ET REPRÉS	3,000.00	690.47		3,000.00	690.47	0.00
		3,000.00	690.47	0.00	3,000.00	690.47	0.00
B03030	RÉUNIONS EXTERNES	79,200.00	21,254.02		79,200.00	20,024.02	0.00
		79,200.00	21,254.02	0.00	79,200.00	20,024.02	0.00
B03040	RÉUNIONS INTERNES	29,000.00	2,775.71		29,000.00	2,405.08	0.00
		29,000.00	2,775.71	0.00	29,000.00	2,405.08	0.00
B03200	FRAIS DE BIBLIOTHÈQU	8,000.00	4,441.60		8,000.00	3,421.91	0.00
		8,000.00	4,441.60	0.00	8,000.00	3,421.91	0.00
B03201	ARCHIVAGE	15,000.00	0.00		15,000.00		
		15,000.00	0.00	0.00	15,000.00		
B03210	PUBLICATIONS	130,800.00	82,207.22		130,800.00	78,481.02	0.00
		130,800.00	82,207.22	0.00	130,800.00	78,481.02	0.00
B03300	ETUDES	15,000.00	6,275.00		15,000.00	6,275.00	0.00
		15,000.00	6,275.00	0.00	15,000.00	6,275.00	0.00



Budgetary Execution by Budget Position and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Budget Position	Appropriation Description	Commitment			Payment		
		Credit Com Amount	Commitment Accepted Amount (Euro)	Commitment Workflow Amount (Euro)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	Pay Workflow Amount (Eur)
B03400	FRAIS DIVERS	2,400.00	2,400.00		2,400.00	2,400.00	0.00
		2,400.00	2,400.00	0.00	2,400.00	2,400.00	0.00
Total		11,496,261.00	10,614,755.05	0.00	11,496,261.00	10,289,833.69	0.00



Budgetary Execution by Budget Line - Level 1 Commitment Information

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Official Budget Sub Item	Appropriation Description	Credit Com Amount (1)	Com L1 Total Committed Amount (Eur) (2)	Consumed Indirect L2 Commitment Approp (L2 on L1) (3)	RAL on Level 1 Commitments (4)=(2)-(3)	Consumed Direct L2 Commitment Approp (5)	Total consumed on Appropriation (6)=(2)+(5)	RAL on Appropriation (7)=(1)-(6)
A-1000	SALAIRES INDEMN ET A	427,937.00	418,677.42	418,677.42	0.00	0.00	418,677.42	9,259.58
		427,937.00	418,677.42	418,677.42	0.00	0.00	418,677.42	9,259.58
A-1030	PENSIONS	9,000.00	9,000.00	9,000.00	0.00		9,000.00	0.00
		9,000.00	9,000.00	9,000.00	0.00		9,000	0.00
A-1040	FRAIS DE MISSIONS	35,000.00				30,000.00	30,000.00	5,000.00
		35,000.00				30,000.00	30,000	5,000.00
A-1050	COURS	2,000.00	670.60	670.60	0.00		670.60	1,329.40
		2,000.00	670.60	670.60	0.00		670.6	1,329.40
A-1200	SALAIRES ET INDEMN	7,423,799.00	6,916,234.88	6,916,234.88	0.00	689.00	6,916,923.88	506,875.12
		7,423,799.00	6,916,234.88	6,916,234.88	0.00	689.00	6,916,923.88	506,875.12
A-1202	HEURES SUPP PAYÉES	3,000.00	0.00		0.00		0.00	3,000.00
		3,000.00	0.00		0.00		0	3,000.00
A-1204	DROITS LIÉS FONCTION	30,000.00	0.00	0.00	0.00	23,440.94	23,440.94	6,559.06
		30,000.00	0.00	0.00	0.00	23,440.94	23,440.94	6,559.06

Budgetary Execution by Budget Line - Level 1 Commitment Information

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Official Budget Sub Item	Appropriation Description	Credit Com Amount (1)	Com L1 Total Committed Amount (Eur) (2)	Consumed Indirect L2 Commitment Approp (L2 on L1) (3)	RAL on Level 1 Commitments (4)=(2)-(3)	Consumed Direct L2 Commitment Approp (5)	Total consumed on Appropriation (6)=(2)+(5)	RAL on Appropriation (7)=(1)-(6)
A-1400	AGENTS CONTRACTUELS	694,078.00	637,739.64	637,739.64	0.00	913.00	638,652.64	55,425.36
		694,078.00	637,739.64	637,739.64	0.00	913.00	638,652.64	55,425.36
A-1404	STAGIAIRES	171,500.00	152,642.34	152,642.34	0.00	5,500.00	158,142.34	13,357.66
		171,500.00	152,642.34	152,642.34	0.00	5,500.00	158,142.34	13,357.66
A-1610	FRAIS DE RECRUTEMENT	8,000.00	3,412.06	3,412.06	0.00		3,412.06	4,587.94
		8,000.00	3,412.06	3,412.06	0.00		3,412.06	4,587.94
A-1612	FORMATION PROFES	140,000.00	58,290.96	58,290.96	0.00	54,486.08	112,777.04	27,222.96
		140,000.00	58,290.96	58,290.96	0.00	54,486.08	112,777.04	27,222.96
A-1631	MOBILITÉ	7,000.00				3,875.80	3,875.80	3,124.20
		7,000.00				3,875.80	3,875.80	3,124.20
A-1632	RELATIONS SOCIALES	6,650.00	2,154.73	2,154.73	0.00	3,720.00	5,874.73	775.27
		6,650.00	2,154.73	2,154.73	0.00	3,720.00	5,874.73	775.27
A-1650	ECOLES EUROPÉENNES	212,000.00				197,425.60	197,425.60	14,574.40
		212,000.00				197,425.60	197,425.60	14,574.40

Budgetary Execution by Budget Line - Level 1 Commitment Information

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Official Budget Sub Item	Appropriation Description	Credit Com Amount (1)	Com L1 Total Committed Amount (Eur) (2)	Consumed Indirect L2 Commitment Approp (L2 on L1) (3)	RAL on Level 1 Commitments (4)=(2)-(3)	Consumed Direct L2 Commitment Approp (5)	Total consumed on Appropriation (6)=(2)+(5)	RAL on Appropriation (7)=(1)-(6)
A-1651	CRÈCHES AND CHILDCAR	15,000.00				15,000.00	15,000.00	0.00
		15,000.00				15,000.00	15,000	0.00
A-2000	LOYER	1,062,697.00				1,061,431.52	1,061,431.52	1,265.48
		1,062,697.00				1,061,431.52	1,061,431.52	1,265.48
A-2100	ACHAT INFORMATIQUE	247,000.00	39,222.07	39,222.07	0.00	205,484.72	244,706.79	2,293.21
		247,000.00	39,222.07	39,222.07	0.00	205,484.72	244,706.79	2,293.21
A-2120	MOBILIER	15,000.00	3,540.11	3,540.11	0.00	11,241.31	14,781.42	218.58
		15,000.00	3,540.11	3,540.11	0.00	11,241.31	14,781.42	218.58
A-2160	MATÉRIEL DE TRANSPOR	20,000.00	10,683.40	10,683.40	0.00		10,683.40	9,316.60
		20,000.00	10,683.40	10,683.40	0.00		10,683.4	9,316.60
A-2300	FOUNITURES DE BUREAU	8,000.00	5,219.53	5,219.53	0.00		5,219.53	2,780.47
		8,000.00	5,219.53	5,219.53	0.00		5,219.53	2,780.47
A-2301	AFFRANCHISSEMENT	3,000.00	2,750.00	2,750.00	0.00		2,750.00	250.00
		3,000.00	2,750.00	2,750.00	0.00		2,750	250.00

Budgetary Execution by Budget Line - Level 1 Commitment Information

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Official Budget Sub Item	Appropriation Description	Credit Com Amount (1)	Com L1 Total Committed Amount (Eur) (2)	Consumed Indirect L2 Commitment Approp (L2 on L1) (3)	RAL on Level 1 Commitments (4)=(2)-(3)	Consumed Direct L2 Commitment Approp (5)	Total consumed on Appropriation (6)=(2)+(5)	RAL on Appropriation (7)=(1)-(6)
A-2302	TÉLÉCOMMUNICATIONS	8,000.00	5,385.29	5,385.29	0.00		5,385.29	2,614.71
		8,000.00	5,385.29	5,385.29	0.00		5,385.29	2,614.71
A-2303	CHARGES FINANCIÈRES	700.00				295.00	295.00	405.00
		700.00				295.00	295	405.00
A-2304	AUTRES DÉPENSES	4,500.00	3,848.45	3,848.45	0.00		3,848.45	651.55
		4,500.00	3,848.45	3,848.45	0.00		3,848.45	651.55
A-2305	FRAIS JURIDIQUES	4,500.00						4,500.00
		4,500.00						4,500.00
A-2310	TRADUCT ET INTERPRÉT	315,000.00				295,000.00	295,000.00	20,000.00
		315,000.00				295,000.00	295,000	20,000.00
A-2320	SUPPORT AUX ACTIVITÉ	175,500.00	170,563.39	170,563.39	0.00		170,563.39	4,936.61
		175,500.00	170,563.39	170,563.39	0.00		170,563.39	4,936.61
B3-000	MISSIONS PERSONNEL	165,000.00	4,700.00	4,700.00	0.00	141,473.19	146,173.19	18,826.81
		165,000.00	4,700.00	4,700.00	0.00	141,473.19	146,173.19	18,826.81

Budgetary Execution by Budget Line - Level 1 Commitment Information

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

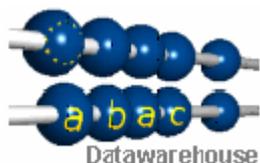
Official Budget Sub Item	Appropriation Description	Credit Com Amount (1)	Com L1 Total Committed Amount (Eur) (2)	Consumed Indirect L2 Commitment Approp (L2 on L1) (3)	RAL on Level 1 Commitments (4)=(2)-(3)	Consumed Direct L2 Commitment Approp (5)	Total consumed on Appropriation (6)=(2)+(5)	RAL on Appropriation (7)=(1)-(6)
B3-020	RÉCEPTIONS ET REPRÉS	3,000.00	690.47	690.47	0.00		690.47	2,309.53
		3,000.00	690.47	690.47	0.00		690.47	2,309.53
B3-030	RÉUNIONS EXTERNES	79,200.00	5,658.26	5,658.26	0.00	15,595.76	21,254.02	57,945.98
		79,200.00	5,658.26	5,658.26	0.00	15,595.76	21,254.02	57,945.98
B3-040	RÉUNIONS INTERNES	29,000.00	2,775.71	2,775.71	0.00		2,775.71	26,224.29
		29,000.00	2,775.71	2,775.71	0.00		2,775.71	26,224.29
B3-200	FRAIS DE BIBLIOTHÈQU	8,000.00	4,441.60	4,441.60	0.00		4,441.60	3,558.40
		8,000.00	4,441.60	4,441.60	0.00		4,441.6	3,558.40
B3-201	ARCHIVAGE	15,000.00	0.00		0.00		0.00	15,000.00
		15,000.00	0.00		0.00		0	15,000.00
B3-210	PUBLICATIONS	130,800.00	66,002.47	66,002.47	0.00	16,204.75	82,207.22	48,592.78
		130,800.00	66,002.47	66,002.47	0.00	16,204.75	82,207.22	48,592.78
B3-300	ETUDES	15,000.00				6,275.00	6,275.00	8,725.00
		15,000.00				6,275.00	6,275	8,725.00



Budgetary Execution by Budget Line - Level 1 Commitment Information

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Official Budget Sub Item	Appropriation Description	Credit Com Amount (1)	Com L1 Total Committed Amount (Eur) (2)	Consumed Indirect L2 Commitment Approp (L2 on L1) (3)	RAL on Level 1 Commitments (4)=(2)-(3)	Consumed Direct L2 Commitment Approp (5)	Total consumed on Appropriation (6)=(2)+(5)	RAL on Appropriation (7)=(1)-(6)
B3-400	FRAIS DIVERS	2,400.00	2,400.00	2,400.00	0.00		2,400.00	0.00
		2,400.00	2,400.00	2,400.00	0.00		2,400	0.00
Total		11,496,261.00	8,526,703.38	8,526,703.38	0.00	2,088,051.67	10,614,755.05	881,505.95



Budgetary_Execution_Details

Prompts (parameters) : Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C1

Category	Standard Reports/Credit
Function	<p>This list gives the level of execution for the commitment and payment appropriations of the selected budget lines.</p> <p>The first tab gives an overview by budget item and fund source.</p> <p>The percentage of consumption is computed for commitments and payments. An alerter gives a warning for a commitment appropriation lower than 95 %.</p> <p>The second tab presents the amounts by detailed budget position (especially useful for administrative credits).</p> <p>A separate sheet gives the consumption of Level 1 commitments. Please note that the 'L1 accepted amount' gives the amount not yet consumed by L2 commitments at the beginning of the financial year. In ABAC WF, the L1 accepted amount gives you the total amount of that Level 1 commitment.</p> <p>Among the prompts, budget position requires the user to enter the budget line with dots (e.g. 21.010211.00); fund sources can be selected as required or without distinction using the [All] value.</p>
Version	[1.0.6]
Name	Budgetary_Execution_Details



2 - Situation des crédits reportés de l'exercice 2018 vers 2019



Budgetary Execution by Budget Line and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C8

Budget Position	Appropriation Description	Commitment					Payment		
		Credit Com Amount	Commitment Accepted Amount (Euro)	% Commit	Balance (non committed Amount)	Com L1 Open Amount (Eur)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	% Payment
A01040	FRAIS DE MISSIONS	8,840.60	7,358.66	83.24 %	1,481.94	0.00	8,840.60	7,358.66	83.24 %
A01404	STAGIAIRES	96.00	0.00	0.00 %	96.00	0.00	96.00		
A01610	FRAIS DE RECRUTEMENT	650.00	50.00	7.69 %	600.00	0.00	650.00	50.00	7.69 %
A01612	FORMATION PROFES	28,602.91	21,515.01	75.22 %	7,087.90	0.00	28,602.91	21,515.01	75.22 %
A01632	RELATIONS SOCIALES	414.97	414.51	99.89 %	0.46	0.00	414.97	414.51	99.89 %
A02100	ACHAT INFORMATIQUE	172,826.61	172,086.59	99.57 %	740.02	0.00	172,826.61	172,086.59	99.57 %
A02120	MOBILIER	8,281.27	8,281.27	100.00 %	0.00	0.00	8,281.27	8,281.27	100.00 %
A02160	MATÉRIEL DE TRANSPOR	16,231.19	9,128.28	56.24 %	7,102.91	0.00	16,231.19	9,128.28	56.24 %
A02300	FOUNITURES DE BUREAU	3,131.59	2,718.40	86.81 %	413.19	0.00	3,131.59	2,718.40	86.81 %
A02301	AFFRANCHISSEMENT	1,093.67	1,088.28	99.51 %	5.39	0.00	1,093.67	1,088.28	99.51 %
A02302	TÉLÉCOMMUNICATIONS	1,000.00	1,000.00	100.00 %	0.00	0.00	1,000.00	1,000.00	100.00 %
A02303	CHARGES FINANCIÈRES	299.00	19.03	6.36 %	279.97		299.00	19.03	6.36 %
A02304	AUTRES DÉPENSES	100.00	67.00	67.00 %	33.00	0.00	100.00	67.00	67.00 %
A02310	TRADUCT ET INTERPRÉT	56,051.17	54,783.79	97.74 %	1,267.38		56,051.17	54,783.79	97.74 %
A02320	SUPPORT AUX ACTIVITÉ	23,907.00	18,696.51	78.21 %	5,210.49	0.00	23,907.00	18,696.51	78.21 %
B03000	MISSIONS PERSONNEL	26,551.90	15,988.38	60.22 %	10,563.52	0.00	26,551.90	15,988.38	60.22 %
B03030	RÉUNIONS EXTERNES	21,603.08	20,084.30	92.97 %	1,518.78	0.00	21,603.08	20,084.30	92.97 %
B03040	RÉUNIONS INTERNES	299.60	299.60	100.00 %	0.00	0.00	299.60	299.60	100.00 %
B03200	FRAIS DE BIBLIOTHÈQU	1,681.18	1,480.95	88.09 %	200.23	0.00	1,681.18	1,480.95	88.09 %



Budgetary Execution by Budget Line and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C8

Budget Position	Appropriation Description	Commitment					Payment		
		Credit Com Amount	Commitment Accepted Amount (Euro)	% Commit	Balance (non committed Amout)	Com L1 Open Amount (Eur)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	% Payment
B03210	PUBLICATIONS	62,203.98	56,971.57	91.59 %	5,232.41	0.00	62,203.98	56,971.57	91.59 %
		433,865.72	392,032.13	90.36 %	41,833.59	0.00	433,865.72	392,032.13	90.36 %

Budgetary Execution by Budget Position and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C8

Budget Position	Appropriation Description	Commitment			Payment		
		Credit Com Amount	Commitment Accepted Amount (Euro)	Commitment Workflow Amount (Euro)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	Pay Workflow Amount (Eur)
A01040	FRAIS DE MISSIONS	8,840.60	7,358.66		8,840.60	7,358.66	0.00
		8,840.60	7,358.66	0.00	8,840.60	7,358.66	0.00
A01404	STAGIAIRES	96.00	0.00		96.00		
		96.00	0.00	0.00	96.00		
A01610	FRAIS DE RECRUTEMENT	650.00	50.00		650.00	50.00	0.00
		650.00	50.00	0.00	650.00	50.00	0.00
A01612	FORMATION PROFES	28,602.91	21,515.01		28,602.91	21,515.01	0.00
		28,602.91	21,515.01	0.00	28,602.91	21,515.01	0.00
A01632	RELATIONS SOCIALES	414.97	414.51		414.97	414.51	0.00
		414.97	414.51	0.00	414.97	414.51	0.00
A02100	ACHAT INFORMATIQUE	172,826.61	172,086.59		172,826.61	172,086.59	0.00
		172,826.61	172,086.59	0.00	172,826.61	172,086.59	0.00
A02120	MOBILIER	8,281.27	8,281.27		8,281.27	8,281.27	0.00
		8,281.27	8,281.27	0.00	8,281.27	8,281.27	0.00
A02160	MATÉRIEL DE TRANSPOR	16,231.19	9,128.28		16,231.19	9,128.28	0.00
		16,231.19	9,128.28	0.00	16,231.19	9,128.28	0.00

Budgetary Execution by Budget Position and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C8

Budget Position	Appropriation Description	Commitment			Payment		
		Credit Com Amount	Commitment Accepted Amount (Euro)	Commitment Workflow Amount (Euro)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	Pay Workflow Amount (Eur)
A02300	FOUNITURES DE BUREAU	3,131.59	2,718.40		3,131.59	2,718.40	0.00
		3,131.59	2,718.40	0.00	3,131.59	2,718.40	0.00
A02301	AFFRANCHISSEMENT	1,093.67	1,088.28		1,093.67	1,088.28	0.00
		1,093.67	1,088.28	0.00	1,093.67	1,088.28	0.00
A02302	TÉLÉCOMMUNICATIONS	1,000.00	1,000.00		1,000.00	1,000.00	0.00
		1,000.00	1,000.00	0.00	1,000.00	1,000.00	0.00
A02303	CHARGES FINANCIÈRES	299.00	19.03		299.00	19.03	0.00
		299.00	19.03	0.00	299.00	19.03	0.00
A02304	AUTRES DÉPENSES	100.00	67.00		100.00	67.00	0.00
		100.00	67.00	0.00	100.00	67.00	0.00
A02310	TRADUCT ET INTERPRÉT	56,051.17	54,783.79		56,051.17	54,783.79	0.00
		56,051.17	54,783.79	0.00	56,051.17	54,783.79	0.00
A02320	SUPPORT AUX ACTIVITÉ	23,907.00	18,696.51		23,907.00	18,696.51	0.00
		23,907.00	18,696.51	0.00	23,907.00	18,696.51	0.00
B03000	MISSIONS PERSONNEL	26,551.90	15,988.38		26,551.90	15,988.38	0.00
		26,551.90	15,988.38	0.00	26,551.90	15,988.38	0.00
B03030	RÉUNIONS EXTERNES	21,603.08	20,084.30		21,603.08	20,084.30	0.00
		21,603.08	20,084.30	0.00	21,603.08	20,084.30	0.00



Budgetary Execution by Budget Position and Fund Source

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C8

Budget Position	Appropriation Description	Commitment			Payment		
		Credit Com Amount	Commitment Accepted Amount (Euro)	Commitment Workflow Amount (Euro)	Credit Pay Amount	Payment Request Accepted Amount (Euro)	Pay Workflow Amount (Eur)
B03040	RÉUNIONS INTERNES	299.60	299.60		299.60	299.60	0.00
		299.60	299.60	0.00	299.60	299.60	0.00
B03200	FRAIS DE BIBLIOTHÈQU	1,681.18	1,480.95		1,681.18	1,480.95	0.00
		1,681.18	1,480.95	0.00	1,681.18	1,480.95	0.00
B03210	PUBLICATIONS	62,203.98	56,971.57		62,203.98	56,971.57	0.00
		62,203.98	56,971.57	0.00	62,203.98	56,971.57	0.00
Total		433,865.72	392,032.13	0.00	433,865.72	392,032.13	0.00



Budgetary Execution by Budget Line - Level 1 Commitment Information

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C8

Official Budget Sub Item	Appropriation Description	Credit Com Amount (1)	Com L1 Total Committed Amount (Eur) (2)	Consumed Indirect L2 Commitment Approp (L2 on L1) (3)	RAL on Level 1 Commitments (4)=(2)-(3)	Consumed Direct L2 Commitment Approp (5)	Total consumed on Appropriation (6)=(2)+(5)	RAL on Appropriation (7)=(1)-(6)
A-1040	FRAIS DE MISSIONS	8,840.60	7,358.66	7,358.66	0.00		7,358.66	1,481.94
		8,840.60	7,358.66	7,358.66	0.00		7,358.66	1,481.94
A-1404	STAGIAIRES	96.00	0.00	0.00	0.00		0.00	96.00
		96.00	0.00	0.00	0.00		0	96.00
A-1610	FRAIS DE RECRUTEMENT	650.00	50.00	50.00	0.00		50.00	600.00
		650.00	50.00	50.00	0.00		50	600.00
A-1612	FORMATION PROFES	28,602.91	21,515.01	21,515.01	0.00		21,515.01	7,087.90
		28,602.91	21,515.01	21,515.01	0.00		21,515.01	7,087.90
A-1632	RELATIONS SOCIALES	414.97	414.51	414.51	0.00		414.51	0.46
		414.97	414.51	414.51	0.00		414.51	0.46
A-2100	ACHAT INFORMATIQUE	172,826.61	10,512.80	10,512.80	0.00	161,573.79	172,086.59	740.02
		172,826.61	10,512.80	10,512.80	0.00	161,573.79	172,086.59	740.02
A-2120	MOBILIER	8,281.27	474.72	474.72	0.00	7,806.55	8,281.27	0.00
		8,281.27	474.72	474.72	0.00	7,806.55	8,281.27	0.00



Budgetary Execution by Budget Line - Level 1 Commitment Information

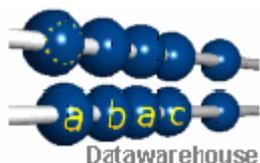
Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C8

Official Budget Sub Item	Appropriation Description	Credit Com Amount (1)	Com L1 Total Committed Amount (Eur) (2)	Consumed Indirect L2 Commitment Approp (L2 on L1) (3)	RAL on Level 1 Commitments (4)=(2)-(3)	Consumed Direct L2 Commitment Approp (5)	Total consumed on Appropriation (6)=(2)+(5)	RAL on Appropriation (7)=(1)-(6)
A-2160	MATÉRIEL DE TRANSPOR	16,231.19	9,128.28	9,128.28	0.00		9,128.28	7,102.91
		16,231.19	9,128.28	9,128.28	0.00		9,128.28	7,102.91
A-2300	FOUNITURES DE BUREAU	3,131.59	2,718.40	2,718.40	0.00		2,718.40	413.19
		3,131.59	2,718.40	2,718.40	0.00		2,718.4	413.19
A-2301	AFFRANCHISSEMENT	1,093.67	1,088.28	1,088.28	0.00		1,088.28	5.39
		1,093.67	1,088.28	1,088.28	0.00		1,088.28	5.39
A-2302	TÉLÉCOMMUNICATIONS	1,000.00	1,000.00	1,000.00	0.00		1,000.00	0.00
		1,000.00	1,000.00	1,000.00	0.00		1,000	0.00
A-2303	CHARGES FINANCIÈRES	299.00				19.03	19.03	279.97
		299.00				19.03	19.03	279.97
A-2304	AUTRES DÉPENSES	100.00	67.00	67.00	0.00		67.00	33.00
		100.00	67.00	67.00	0.00		67	33.00
A-2310	TRADUCT ET INTERPRÉT	56,051.17				54,783.79	54,783.79	1,267.38
		56,051.17				54,783.79	54,783.79	1,267.38

Budgetary Execution by Budget Line - Level 1 Commitment Information

Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C8

Official Budget Sub Item	Appropriation Description	Credit Com Amount (1)	Com L1 Total Committed Amount (Eur) (2)	Consumed Indirect L2 Commitment Approp (L2 on L1) (3)	RAL on Level 1 Commitments (4)=(2)-(3)	Consumed Direct L2 Commitment Approp (5)	Total consumed on Appropriation (6)=(2)+(5)	RAL on Appropriation (7)=(1)-(6)
A-2320	SUPPORT AUX ACTIVITÉ	23,907.00	12,020.51	12,020.51	0.00	6,676.00	18,696.51	5,210.49
		23,907.00	12,020.51	12,020.51	0.00	6,676.00	18,696.51	5,210.49
B3-000	MISSIONS PERSONNEL	26,551.90	15,887.38	15,887.38	0.00	101.00	15,988.38	10,563.52
		26,551.90	15,887.38	15,887.38	0.00	101.00	15,988.38	10,563.52
B3-030	RÉUNIONS EXTERNES	21,603.08	86.50	86.50	0.00	19,997.80	20,084.30	1,518.78
		21,603.08	86.50	86.50	0.00	19,997.80	20,084.3	1,518.78
B3-040	RÉUNIONS INTERNES	299.60	299.60	299.60	0.00		299.60	0.00
		299.60	299.60	299.60	0.00		299.6	0.00
B3-200	FRAIS DE BIBLIOTHÈQU	1,681.18	1,480.95	1,480.95	0.00		1,480.95	200.23
		1,681.18	1,480.95	1,480.95	0.00		1,480.95	200.23
B3-210	PUBLICATIONS	62,203.98	13,813.47	13,813.47	0.00	43,158.10	56,971.57	5,232.41
		62,203.98	13,813.47	13,813.47	0.00	43,158.10	56,971.57	5,232.41
Total		433,865.72	97,916.07	97,916.07	0.00	294,116.06	392,032.13	41,833.59



Budgetary_Execution_Details

Prompts (parameters) : Budget Year: 2019 / Budget Position: % / Fund Mgt Center: % / Financial Mgt Area: OMBU / Fund Source: C8

Category	Standard Reports/Credit
Function	<p>This list gives the level of execution for the commitment and payment appropriations of the selected budget lines.</p> <p>The first tab gives an overview by budget item and fund source.</p> <p>The percentage of consumption is computed for commitments and payments. An alerter gives a warning for a commitment appropriation lower than 95 %.</p> <p>The second tab presents the amounts by detailed budget position (especially useful for administrative credits).</p> <p>A separate sheet gives the consumption of Level 1 commitments. Please note that the 'L1 accepted amount' gives the amount not yet consumed by L2 commitments at the beginning of the financial year. In ABAC WF, the L1 accepted amount gives you the total amount of that Level 1 commitment.</p> <p>Among the prompts, budget position requires the user to enter the budget line with dots (e.g. 21.010211.00); fund sources can be selected as required or without distinction using the [All] value.</p>
Version	[1.0.6]
Name	Budgetary_Execution_Details



3 - Situation des recettes de l'exercice 2019



Appropriation(s) list

Local Key	Comm.Credits	Comm.Cons.	Comm.Credits Avail.	Pay.Credits	Pay.Cons.	Pay.Credits Avail.	Inc. Cons.	Description
OMBU-I2019-%-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	RECETTES OMBU 2014
OMBU-I2019-04-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	RECETTES PERSONNEL
OMBU-I2019-040-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	TAXES ET RETENUES DI
OMBU-I2019-0400-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	IMPÔTS
OMBU-I2019-04000-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	-569 855.47	IMPÔTS
OMBU-I2019-0404-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	PRÉLÈVEMENT SPÉCIAL
OMBU-I2019-04040-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	-105 693.09	PRÉLÈVEMENT SPÉCIAL
OMBU-I2019-041-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	CONTRIB PENSIONS
OMBU-I2019-0410-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	CONTRIB PENSIONS
OMBU-I2019-04100-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	-556 117.80	CONTRIB PENSIONS
OMBU-I2019-0411-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	TRANSFERTS RACHAT PE
OMBU-I2019-04110-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	TRANSFERTS RACHAT PE
OMBU-I2019-0412-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	CONTRIB AGENTS CCP P
OMBU-I2019-04120-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	CONTRIB AGENTS CCP P

Local Key	Comm.Credits	Comm.Cons.	Comm.Credits Avail.	Pay.Credits	Pay.Cons.	Pay.Credits Avail.	Inc. Cons.	Description
OMBU-I2019-06-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	CONTRIB ET RESTITUTI
OMBU-I2019-066-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	AUTRES CONTRIB ET RE
OMBU-I2019-0660-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	AUTRES CONTRIB ET RE
OMBU-I2019-06600-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	128.00	RECETTES AFFECTÉES
OMBU-I2019-09-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	RECETTES DIVERSES
OMBU-I2019-090-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	RECETTES DIVERSES
OMBU-I2019-0900-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	0.00	RECETTES DIVERSES
OMBU-I2019-09000-IC1-OMBUDSMAN	0.00	0.00	0.00	0.00	0.00	0.00	11 120.93	RECETTES DIVERSES



Partie III. - États financiers

1 - Bilan financier au 31 décembre 2019

2 - Résultat économique de l'exercice 2019

3 - Tableau de flux de trésorerie pour l'exercice 2019

4 - Etat de variation de l'actif net

5 - Rapprochement entre l'exécution budgétaire et le résultat des activités de l'exercice 2019

6 - Notes annexes aux états financiers



European Ombudsman

The Accounting officer

Provisional annual accounts European Ombudsman

Financial year 2019

EN



Contents

Contents	2
1. Legal bases and accounting principles	3
1.1 Overview	3
1.2 Legal bases	3
1.3 Accounting principles	4
1.4 Accounting rules	5
2. Financial statements	8
2.1 Balance sheet as at 31 December 2019	8
2.2 Statement of financial performance for the financial year 2019	10
2.3 Cashflow statement for the financial year 2019	11
2.4 Statement of changes in net assets	12
2.5 Reconciliation of budget outturn with economic result for the financial year 2019	13
2.6 Other significant disclosures	14
3. Notes to the financial statements	15
3.1 Notes to the balance sheet	15
3.2 Notes to the statement of financial performance	19
3.3 Notes to the cashflow statement	21



1. Legal bases and accounting principles

1.1 Overview

The European Ombudsman's accounting system is made up of budgetary accounts and general accruals-based accounts; they are kept in euros. The purpose of the budgetary accounts is to give a detailed picture of budget implementation; they are based on a modified form of cash accounting, i.e. an item of expenditure or revenue is recognised when a payment is made or income is received, with the exception of elements such as carryovers. In accruals-based accounting, expenditure and revenue are recorded, regardless of date of payment or of receipt, in the period when the related work or service is performed.

The accounts must not only comply with the rules and be accurate and comprehensive, but must also present a true and fair view of the institution's assets and liabilities, entitlements and obligations, cashflows, and budget implementation in terms of revenue and expenditure operations.

The objective of the financial statements is to provide information about the assets and liabilities, financial position, economic result, cashflows and equity movements of an entity.

The budget statements summarise the budget operations for a financial year in terms of revenue and expenditure.

1.2 Legal bases

The institution's financial statements are presented on the basis of the accounting principle of accruals-based accounting in accordance with the following:

- Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union;
- The Commission's accounting rules (based on International Public Sector Accounting Standards (IPSAS)) adopted by the Commission's Accounting Officer on 28 December 2004 and amended on 18 December 2015.



1.3 Accounting principles

The financial statements are presented in accordance with the following principles:

Principle of unit of account (Article 19 of the Financial Regulation)

The budget must be drawn up and implemented in euros and the accounts must be presented in euros.

Going-concern principle (IPSAS 1; Commission Accounting Rule 2)

The going-concern principle means that, for the purposes of preparing the financial statements, the institution is deemed to have been established for an indefinite duration.

Principle of prudence (IPSAS 1; Commission Accounting Rule 2)

The principle of prudence means that assets and income must not be overstated and liabilities and charges must not be understated. However, the principle of prudence does not allow the creation of hidden reserves or undue provisions.

Principle of consistent accounting methods (IPSAS 1; Commission Accounting Rule 2)

The principle of consistent accounting methods means that the structure of the components of the financial statements and the accounting methods and valuation rules may not be changed from one year to the next.

Principle of comparability of information (IPSAS 1; Commission Accounting Rule 2)

The principle of comparability of information means that for each item the financial statements must also show the amount of the corresponding item the previous year.

Materiality principle (IPSAS 1; Commission Accounting Rule 2)

The materiality principle means that all operations which are of significance for the information sought must be taken into account in the financial statements. Materiality must be assessed in particular by reference to the nature of the transaction or the amount.

No-netting principle (IPSAS 1; Commission Accounting Rule 2)

The no-netting principle means that receivables and debts may not be offset against each other, nor may charges and income, save where charges and income derive from the same transaction, from similar transactions or from hedging operations and provided that they are not individually material.



Principle of reality over appearance (IPSAS 1; Commission Accounting Rule 2)

The principle of reality over appearance means that accounting events recorded in the financial statements must be presented by reference to their economic nature;

Accrual-based accounting principle (IPSAS 1; Commission Accounting Rule 2)

The accrual-based accounting principle means that transactions and events must be entered in the accounts when they occur and not when amounts are actually paid or recovered. They are to be recorded in the accounts for the financial years to which they pertain.

1.4 Accounting rules

In accordance with Articles 143 and 144 of the Financial Regulation, the financial statements must comply with the 18 accounting rules adopted by the Commission's Accounting Officer in December 2004 and updated on 18 December 2015.

The main rules affecting the European Ombudsman's accounts are summarised below:

Tangible and intangible fixed assets

Tangible and intangible fixed assets are valued at their purchase price in euros (or, if necessary, at their purchase price in another currency converted into euros at the rate applicable at the time of purchase).

The book value of an intangible fixed asset is equal to its purchase or production price less accumulated depreciation and write-downs plus write-ups.

Ancillary costs are included in the fixed asset amount or separately recognised as an intangible fixed asset only if they generate a future economic benefit. Any repair or maintenance work is recognised as an expense in the year in which it is incurred.

Depreciation is calculated using the straight-line method on a monthly basis so as to allocate the cost over the estimated life of the item concerned.

Fixed assets are adjusted in value, if necessary, at the annual closure of accounts.

Intangible assets are non-monetary, identifiable assets without physical substance. To be entered as assets on the balance sheet, they must be under the institution's control and generate economic benefits for the European Union. Software which has been purchased is regarded as an intangible asset.

Since 1 January 2010, software developed in-house has had to be recorded as an intangible asset. The threshold used when drawing up the European



Ombudsman's balance sheet is EUR 50 000 (consolidation threshold: EUR 2 000 000).

Currency conversion and exchange differences

The financial statements are presented in euros.

Transactions denominated in a foreign currency will be entered in the EU's financial statements in euros at the exchange rate applicable on the transaction date.

When the accounts are closed, monetary balance sheet items must be converted at the closing rate.

Exchange differences are entered in specific sections of the statement of financial performance either as expenditure or as revenue, depending on the nature of the transactions to which they relate.

Leases

Leases that do not give rise to a substantial transfer of risks or ownership - the lessor retains a significant portion of the risks and rewards inherent to ownership - are classified as operating leases. Payments made under operating leases are charged to the statement of financial performance on a straight-line basis over the period of the lease.

Receivables

Receivables are entered at their realisable value.

There is no bad-debt provision in respect of European institutions (consolidated entities).

Allowances may be established for other types of bad debt on the basis of a review of open accounts on the date of closure if there is objective evidence that the amounts concerned are unrecoverable.

Cash and cash equivalents

These are defined as current assets. They include cash at hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

Provisions

Provisions are established and entered in the accounts by the institution where it bears a legal and valid obligation resulting from a previous transaction and resources will probably have to be drawn on in order to discharge the obligation.

It must be possible, however, to make a reasonable and reliable estimate of the amount of provisions.



Income and expenses

Transactions and events are recognised in the financial statements in the period to which they relate.

Expenses from exchange transactions arising from the purchase of goods or services are recognised when the goods or services are delivered and accepted. They are valued at original invoice cost. Expenses from non-exchange transactions are recognised as expenses in the period during which the events giving rise to the transfer occurred, provided that the type of transfer concerned is allowed by the relevant rules or a contract has been signed that authorises the transfer, any eligibility criteria have been met by the beneficiary, and the amount can be reasonably estimated. Revenue from the sale of goods or services is recognised when the significant risk and rewards of ownership of the goods are transferred to the purchaser. Revenue is recognised by reference to the stage of completion of the transaction at the reporting date.

At the end of the accounting period, accrued expenses are recognised based on an estimated amount of the transfer obligation for the period. Revenue is also accounted for in the period to which it relates. At year-end, if an invoice has not yet been issued but the service concerned has been performed or goods have been delivered, accrued income will be recognised in the financial statements. At year-end, if an invoice has not yet been issued but the service concerned has not been performed or goods have not been delivered, accrued income will be recognised in the financial statements.

Preliminary remark: The amounts given in the following financial statements are rounded to the nearest euro.



2. Financial statements

2.1 Balance sheet as at 31 December 2019

<u>ASSETS</u>		Note	31.12.2019 <u>EUR</u>	31.12.2018 <u>EUR</u>
<u>Non-current assets</u>		3.1.1		
I.	INTANGIBLE FIXED ASSETS		9.143,82	17.411,35
II.	TANGIBLE FIXED ASSETS		142.876,00	171.578,49
			152.019,82	188.989,84
<u>Current assets</u>		3.1.2		
III.	SHORT-TERM RECEIVABLES			
	Sundry debtors		8.087,51	7.965,10
	Other receivables		16.278,59	31.974,89
	Accrued interest		14,03	109,58
	Receivables from European Union bodies		- 1.554,44	-- 182,20
	Deferred charges		2.363,95	0,00
	Income to be received from consolidated entities		0,00	0,00
			25.189,64	39.867,37
IV.	CASH AND CASH EQUIVALENTS		229.177,37	687.908,29
			406.386,83	916.765,50



	Note	31.12.2019	31.12.2018
<u>LIABILITIES</u>		<u>EUR</u>	<u>EUR</u>
<u>Capital</u>			
I. OWN FUNDS	3.1.3		
Economic result for the financial year		- 463.711,46	466.409,86
Results carried over from previous years		611.014,22	144.604,36
		<hr/>	<hr/>
		147.302,76	611.014,22
		<hr/>	<hr/>
<u>Non-current</u>			
II. LONG-TERM DEBT	3.1.4		
Pensions provision		0,00	-
Provisions for charges		0,00	-
		<hr/>	<hr/>
		0,00	-
		<hr/>	<hr/>
<u>Current</u>			
III. CURRENT LIABILITIES	3.1.5		
Short-term provision		0,00	0,00
Trade accounts payable		5.727,60	20.586,32
Accounts payable with consolidated entities		2.515,95	14.066,10
Sundry creditors		- 0,07	- 41,72
Accrued charges		154.060,74	177.637,35
Accrued charges with consolidated entities		96.779,85	93.503,23
		<hr/>	<hr/>
		259.084,07	305.751,28
		<hr/>	<hr/>
		406.386,83	916.765,50
		<hr/>	<hr/>



2.2 Statement of financial performance for the financial year 2019

	Note	<u>2019</u>	<u>2018</u>
<u>OPERATING REVENUE</u>	3.2.1		
Commission's financial contribution		9.000.000,00	9.700.000,00
Staff-related revenue		1.231.666,36	1.157.253,69
Other income		366,69	0,00
Total operating revenue		10.232.033,05	10.857.253,69
<u>OPERATING EXPENSES</u>	3.2.2		
Staff-related expenditure		8.163.332,34	7.899.219,27
Property, plant and equipment related expenses		998.975,71	827.293,14
Other administrative expenditure		1.508.748,93	1.664.296,07
Total operating expenses		10.671.056,98	10.390.808,48
OPERATING RESULT		(439.023,93)	466.445,21)
<u>FINANCIAL REVENUE</u>			
Interest	3.2.3	190,47	400,68
<u>FINANCIAL CHARGES</u>			
Bank charges	3.2.4	24.878,00	436,03
RESULT OF FINANCIAL OPERATIONS		(24.687,53)	(35,35)
<u>PENSIONS PROVISION</u>			
Increase / (decrease) in pensions liability	3.2.5	0,00	0,00
MOVEMENT IN PENSIONS PROVISION		0,00	0,00
ECONOMIC RESULT FOR THE FINANCIAL YEAR		(463.711,46)	466.409,86



2.3 Cashflow statement for the financial year 2019

<u>Cashflows - operating activities</u>	2019	2018
Economic result for the financial year	(463.711)	466.410
Adjustments:		
- Amortisation charges and tangible and intangible fixed asset provisions	69.262	61.157
- Decrease (increase) in short-term receivables	14.678	9.054
- Increase (decrease) in pay adjustment provision	0	0
- Increase (decrease) in trade accounts payable and other creditors	(38.394)	(11.489)
- Increase (decrease) in receivables, European Union bodies	(8.274)	(182.688)
Cashflows - operating activities	<u>(426.439)</u>	<u>342.445</u>
 <u>Cashflows - investing activities</u>		
Acquisitions of tangible and intangible fixed assets	(33.692)	(67.325)
Disposals of tangible and intangible fixed assets	<u>1.401</u>	<u>0</u>
Cashflows - financing activities	<u>(32.292)</u>	<u>(67.325)</u>
Increase / (decrease) in provision for members' pensions liability	0,00	0,00
Increase (decrease) in cash holdings	(458.731)	275.120
Cash holdings at start of financial year	<u>687.908</u>	<u>412.788</u>
Cash holdings at end of financial year	<u><u>229.177</u></u>	<u><u>687.908</u></u>



2.4 Statement of changes in net assets

Net assets	Results carried over from previous years	Economic result for the financial year	Net assets (total)
Balance at 31.12.2018	144.604,36	466.409,86	611.014,22
Allocation of economic result for the previous year	466.409,86	- 466.409,86	-
Economic result for the financial year		- 463.711,46	- 463.711,46
Balance at 31.12.2019	611.014,22	- 463.711,46	147.302,76



2.5 Reconciliation of budget outturn with economic result for the financial year 2019

ECONOMIC RESULT FOR THE FINANCIAL YEAR	(463.711,46)
Adjustments:	
- Financial contribution received from the Commission	(9.000.000,00)
- Cut-off bookings at 31 December 2018	251.148,88
- Cut-off bookings at 31 December 2017	(267.847,33)
- Invoices received but not paid	5.808,02
- Acquisitions of fixed assets (less unpaid amounts)	(33.692,41)
- Depreciation of fixed assets	69.261,76
- Movement in provisions	0,00
- Payments of pensions against provision	0,00
- Appropriations carried over to 2019	(323.410,62)
- Payments drawing on 2017 appropriations carried over to 2018	392.032,13
- 2017 carryovers cancelled at year-end 2018	41.833,59
- Exchange rate differences	0,03
Total adjustments	(8.864.865,95)
Difference not explained	(81,98)
TOTAL	(9.328.495,43)
BUDGET OUTTURN	(9.328.495,43)



2.6 Other significant disclosures

Contingent liabilities	31/12/2019	31/12/2018
RAL - commitments against appropriations not yet used	189.531,64	250.570,90
Leasing arrangement	24.829,32	31.163,15
Total	214.360,96	281.734,05

Commitments for future funding are off-balance-sheet obligations arising from obligations contracted by the European Ombudsman in 2019 and concerning goods and services to be provided after the closure date.

The RAL figure - commitments against appropriations not yet used - is:

- a) The open budgetary commitments carried over to 2019 (EUR 323.410,62)
LESS
- b)-Accrued charges (staff expenses excluded) (EUR 130.434,91)PLUS
- c) Deferred expenses (EUR 2.363,95) LESS
- d) Invoices which were posted in expenses (class 6), but which have not yet been paid at year-end (EUR 5.808,02).

Contractual commitments (for which budget commitments have not yet been made) represent the amount resulting from contracts for leasing the European Ombudsman's photocopiers.



3. Notes to the financial statements

3.1 Notes to the balance sheet

3.1.1 Fixed assets

Fixed assets are recognised at their acquisition price, with amortisation on a straight-line basis from the month in which they are received. Only items with a purchase price greater than EUR 420 are recognised as fixed assets in accordance with the rules introduced by the Commission's Accounting Officer.

The depreciation rates applied, depending on the item concerned, and the statements of intangible and tangible fixed assets owned by the European Ombudsman are set out below.

Depreciation rate

Type of fixed asset	
<u>Intangible fixed assets</u>	
Software	25%
<u>Tangible fixed assets</u>	
Office equipment	
Office equipment	25% , 12,5%
IT equipment	
Computers, servers, accessories, data transfer equipment, printers, screens	25%
Photocopiers, scanners and digitisation equipment	25%
Movable furniture and equipment	
Furniture	10%
Office machines, printers and franking machines	25% , 12,5%
Other fixed assets	
Telecommunications and audiovisual equipment	25%
Security equipment	12,5%



The institution's fixed assets decreased in value by 19.56%: from EUR 188 990 in 2018 to EUR 152 020 in 2019 (see point 3.1.1, balance sheet assets).

Intangible fixed assets

	Software	Total
<u>Purchase price</u>		
At 31.12.2018	120.729,35	120.729,35
Acquisitions	0,00	0,00
Disposals	- 26.888,88	- 26.888,88
At 31.12.2019	93.840,47	93.840,47
<u>Depreciation</u>		
At 31.12.2018	- 103.318,00	- 103.318,00
Depreciation in the year	- 7.044,88	- 7.044,88
Disposals	25.666,23	25.666,23
At 31.12.2019	- 84.696,65	- 84.696,65
Net value at 31.12.2019	9.143,82	9.143,82

With regard to intangible assets, the institution purchased new softwares and continued to amortise existing assets.



Tangible fixed assets

	Plant, machinery and equipment	IT equipment	Fixtures, fittings and vehicles	Other tangible assets	Total
<u>Purchase price</u>					
At 31.12.2018	193.817,93	231.149,40	154.551,21	484,94	586.003,48
Acquisitions	3.305,55	21.710,44	81676,42	-	33.692,41
Disposal	- 6.950,01	- 20.227,29	-	-	-27.177,30
Other variations	- 7.980,16	-	8.465,10	- 484,94	-
At 31.12.2019	182.193,31	238.632,55	171.692,73	0,00	592.518,59
<u>Depreciation</u>					
At 31.12.2018	- 138.705,24	- 196.748,61	-78.486,62	- 484,94	-414.424,99
Depreciation	- 22.981,25	-27.028,82	-12.206,81	-	-62.216,88
Disposals	6.950,01	20.049,27	-	-	26.999,28
Other variations	7.426,37	-	-7.911,31	484,94	-
At 31.12.2019	- 147.310,11	-203.727,74	-98.604,74	0	-449.642,59
Net value at 31.12.2019	34.883,20	34.904,81	73.087,99	0	142.876,00

3.1.2 Current assets

Short-term receivables

There was an overall decrease in short-term receivables from EUR 39 867.37 in 2018 to EUR 25 189.64 in 2019:

- The institution had sundry receivables totalling EUR 1 488.30, in respect of certain Member States, in connection with unrecovered value-added tax at 31.12.2019.

- The breakdown of short-term receivables is:

- - EUR 1 554.44 in respect of other institutions; this amount payable as at 31.12.2019 represents corrections between institutions, in connection with pay calculations, which will be cleared in 2020;
- EUR 5 479.01 receivable from the other institutions; this amount receivable as at 31.12.2019 represents monies owed by the other institutions, in connection with calculations of pay, which will be cleared in 2020;
- EUR 1 120.20 receivable from a third-party; this amount receivable as at 31.12.2019 represents monies owed by a third party, in connection with calculations of pay, which will be cleared in 2020;



- EUR 16 278.59 in respect of staff members; this amount payable as at 31.12.2019 represents monies owed by staff members, in connection with calculations of pay and crèches and garderies, which will be cleared in 2020;
- The amount of EUR 25 000.00, in respect of a former member of staff; payable as at 31.12.2019 which represents monies to be recovered for legal costs incurred in connection with two court cases, has been registered as a doubtful debtor. There is indeed a high probability that we could not recover the due amount.

- As accruals, the institution has still collect bank interest, for the final quarter of 2019, accruing on its current account at the Société Générale bank; EUR 14.03 (EUR 109.58 in 2018) will be paid in to the institution's account in January 2020.

Cash and cash equivalents

The aggregate balance on the current accounts is EUR 229 177.37.

3.1.3 Own funds

The own funds amount to EUR 147 302.76 and comprise the total of the economic result of previous years for the amount of EUR 611 014.22 and the economic result of the current year, a loss for the amount of EUR 463 711.46.

3.1.4 Long-term liabilities

Pensions for members of the European Ombudsman's office have been transferred to the Commission. Accordingly, the pension liability is now entered in the Commission's accounts.

3.1.5 Short-term liabilities

Current liabilities

- Trade accounts payable:

EUR 5 727.60 as at 31.12.2019.

- Sundry liabilities:

The European Ombudsman has no liability vis-à-vis the institutions.

- Accounts payable with consolidated entities:

The European Ombudsman has accounts payable with consolidated entities which amount to EUR 2 515.95.



- Other liabilities:

The institution has recognised accrued expenses of EUR 154 060.74, part of which is accounted for by invoices not received or entered in the accounts as at 31.12.2019 (amount lower than last year). The amount also includes the provision for leave not taken by staff as at 31.12.2019.

- Suppliers' invoices not received total EUR 33 655.06.
- The 2019 provision for leave not taken totalled EUR 122 309.669. The calculation involves multiplying the average daily pay per grade, for each category of staff member (official, temporary staff and contract staff), by the number of days worked.

Invoices not received or entered in the accounts as at 31.12.2019, in respect of consolidated entities, total EUR 96 779.85 and relate to various SLAs with institutions for the provision of services. The following amounts are involved:

- EUR 57 580.85 payable to the European Parliament for translation/interpretation services, transport, postage and telecommunications services, internal audit services; printing services,
- EUR 8 602.00 for translations produced in December 2019 (Translation Centre);
- EUR 30 597.00 payable to the Commission for Publications Office publications, training courses and ICT inter institutional cooperation.

3.2 Notes to the statement of financial performance

3.2.1 Operating income

Operating income is made up of:

- EUR 9 000 000 by way of the Commission's contribution to the European Ombudsman's budget;
- EUR 1 231 666.36 in staff-related revenue, i.e. pension scheme contributions, temporary levy and income tax.
- EUR 366.69 as other income.

3.2.2 Operating expenses

Operating expenses increased by EUR 280 249 over last year.

- Personnel expenditure on members and former members of the institution, officials, temporary staff and contract staff rose by EUR 264 113 (+3.34%) over last year.



- Property, plant and equipment related expenses (which now include 'land and building expenses) totalled EUR 998 975.71 in 2019.

- Other administrative expenditure totalled EUR 1 508 749 in 2019.

3.2.3 Financial revenue

Bank interest totalled EUR 190.47 in 2019.

3.2.4 Financial charges

Financial charges which amounted EUR 24.878 are made up of:

- Bank charges (- EUR 436.03 in 2019),
- Amounts receivable written down (EUR 25 000).

3.2.5 Pension changes

Pensions for members of the European Ombudsman's office have been transferred to the Commission. A provision for those pensions is no longer needed.



3.3 Notes to the cashflow statement

The cashflow statement is prepared using the indirect method. That means that the net result for the financial year is adjusted for the effects of transactions of a non-cash nature, any deferrals or accruals of past or future operating cash receipts or payments, and items of revenue or expense associated with investing cashflows.

The cashflow statement reports cashflows during the period classified by operating and investing activities.

Operating activities are the activities of the European Ombudsman that are not investing activities. Those are the majority of the activities performed. Investing activities involve the acquisition and disposal of tangible and intangible fixed assets.

European Ombudsman Annual Report 2019

Table of contents

Introduction	4
1 2019 at a glance	5
2 Key topics	6
2.1 Accountability in EU decision making	6
2.2 Lobbying transparency	10
2.3 Access to documents	11
2.4 Fundamental rights	12
2.5 Ethical issues	13
2.6 EU agencies and other bodies	14
2.7 EU contracts and grants	16
2.8 Citizen participation in EU policy making	16
3 Communication and cooperation	18
3.1 Communication	18
3.2 Relations with EU institutions	19
3.3 European Network of Ombudsmen	23
3.4 Award for Good Administration	27
4 Cases and complaints: how we serve the public	30
4.1 Type and source of complaints	30
4.2 Against whom?	31
4.3 About what?	31
4.4 Results achieved	32
4.5 Compliance with the Ombudsman's proposals	32
5 Election of the European Ombudsman	33
6 Resources	34
6.1 Budget	34
6.2 Use of resources	34

Introduction

It is a great pleasure to present the work of the European Ombudsman's Office in 2019, which this Annual Report captures.

Dealing with complaints remains the core business of the Ombudsman's Office. In 2019, we continued to receive a high number of complaints from members of the public, civil society, businesses and media. I believe that this should not be taken as a sign that the EU administration is performing poorly but, rather, as result of ever-increasing awareness of the work my Office does and the positive outcomes we can achieve.

The effectiveness of ombudsman institutions depends on having constructive relationships with the organisations whose work they scrutinise. To this end, I welcome the continued cooperation of the EU institutions, agencies and bodies for their cooperation.

In particular, I appreciate the ongoing support and constructive relationship with the European Parliament and the Committee on Petitions. In January 2019, Parliament gave its overwhelming support to the Special Report concerning the accountability of the Council and the transparency of how it deals with legislation.

As I have stated previously, I believe this is a crucial issue for the EU's credibility. Making the law-making process more transparent can help dismantle myths that national governments or Member States are merely 'law takers' from Brussels.

While the Council has yet to implement the recommendations set out in the Special Report, there is growing support among Member State governments for greater transparency concerning the work of Council's legislative bodies.

Building on this, I also launched a number of more specific inquiries into the EU policy- and law-making process. These included: how the Eurogroup deals with documents detailing its work, and whether these are available to the public; the lack of transparency in the annual decisions on fishing quotas by Member State governments in the Council; and the failure to provide public access to the positions taken by national authorities on the risk of pesticides to bees in the EU committee responsible for this.

We have continued to make progress in improving the efficiency of how the Office deals with complaints. The average time of inquiries has fallen, and the 'Fast-Track' procedure for access to documents requests has led to good results for complainants.

In April, we hosted the annual conference of the European Network of Ombudsmen. The conference took place in the European Parliament and, ahead of the European elections, the main theme was how to strengthen the participation of citizens in the democratic process.

In June, I was delighted to present the winners of the second edition of the Award for Good Administration. The award saw 54 inspiring projects nominated from the main EU institutions, as well as many agencies and other bodies. The overall Award for Good Administration went to the teams from the European Commission that worked on the EU initiative to reduce plastic pollution and raise awareness about the problem.

Introduction

This is just a snapshot of the activities of my Office in 2019, which this report describes in further detail. It is also the final report of my first term as Ombudsman. I am honoured that the European Parliament, in December, elected me to serve a second term.

In 2020, I will be setting out the strategy for my second term as Ombudsman. However, the broad themes will remain the same: continuing to deliver for European citizens and ensuring the EU institutions operate to the highest administrative standards, while promoting transparency and ethics.



Emily O'Reilly

DRAFT

1 2019 at a glance

January

[European Parliament backs Ombudsman proposals on Council legislative transparency](#)

February

[Ombudsman praises EU record on Brexit transparency](#)

March

[Ombudsman makes proposals for how to improve EU institutions' implementation of revolving door rules](#)

April

[European Network of Ombudsmen conference in Brussels](#)

May

[Annual press conference – focus on transparency in Member State decision-making](#)

June

[Award for Good Administration given to European Commission for its strategy to reduce plastics pollution](#)

July

[Decision on how the European Medicines Agency handles meetings with pharmaceutical companies](#)

August

[European External Action Service agrees to grant increased access to information about the advisory body, the Global Tech Panel](#)

September

[Annual Report 2018 presented to the European Parliament's Committee on Petitions](#)

October

[Ombudsman asks Council for proactive transparency around documents related to the setting of annual fish quotas](#)

November

[Ombudsman speaks at conference marking the 10th anniversary of the EU Charter of Fundamental Rights](#)

December

[European Ombudsman election](#)

2 Key topics

The European Ombudsman helps members of the public as they engage with the EU institutions, bodies and agencies. Problems that arise range from lack of transparency in decision-making or refusal of access to documents to violations of fundamental rights to contractual issues.

2.1 Accountability in EU decision making

For European citizens to exercise their democratic right to participate in the EU's decision-making process, and hold those involved to account, legislative deliberations must be sufficiently transparent.

The Ombudsman made a series of [recommendations](#) to the Council of the European Union to improve the transparency of its legislative process. The European Parliament overwhelmingly backed the Ombudsman's proposals in early 2019. The inquiry and its support prompted more reflections about transparency in the Council. Ten Member States took the lead, backing an inter-institutional legislative database, and suggesting that guidelines on marking documents as restricted from public access be updated, and that the outcome of negotiations on draft laws be proactively published. The Ombudsman [welcomed](#) the informal paper noting that *"it is important to recognise the link between a lack of citizen understanding and engagement on the one hand and a corresponding lack of trust on the other hand which can fuel an anti-EU culture"*.

How national governments take decisions in Brussels was the focus of several other Ombudsman inquiries. Following a [complaint](#) by French civil society group POLLINIS, the Ombudsman asked the Commission to make available Member State positions on guidance for assessing the risk of pesticides to bees. The European Food Safety Authority drew up the guidance in 2013 but it has yet to be adopted due to disagreement among national authorities. The Ombudsman noted that granting wider access to such documents is necessary to ensure that European citizens can exercise their Treaty-based right to participate in the EU's democratic process. The Commission refused to follow the Ombudsman's suggestion, but said it would continue to reflect on how to ensure further transparency in such decisions. The Ombudsman closed the case, confirming her finding of maladministration, and stating that she would continue to closely monitor progress.

2 Key topics



T1: EO

Risk assessment of pesticides on bees – public access to Member States positions: we have received over 400 messages in support of our inquiry. We appreciate the encouragement! Following the reply from the European Commission, we are considering the next steps.

A complaint by NGO ClientEarth led the Ombudsman to [ask](#) the Council to make available to the public documents related to Member State annual decisions on fishing quotas. These decisions set the total allowable catches (TACs) of certain fish stocks in the Northeast Atlantic. In her assessment of the case, the Ombudsman wrote that to ensure accountability “*it is essential for the public to have access to the various options and positions that are being discussed*”.

In mid-2019, the Ombudsman turned her attention to the bodies that prepare the meetings of the Eurogroup, where Eurozone finance ministers meet. She asked Eurogroup President Mário Centeno to take a more ambitious approach to the transparency of the Euro Working Group. In response, Eurozone finance ministers agreed that the draft agendas of Eurogroup meetings will be published earlier in advance than previously and that the letter summarising the meetings will be more detailed.



T2: EO

Eurogroup President Mário Centeno agrees to improve transparency in his institution after our request. We welcome that he will make public: agendas well ahead of meetings; more info in summing-up notes; Europe Working Group meeting dates...

2 Key topics

They also agreed that the dates of the Euro Working Group meetings will be published and that its website will provide more information about what the working group does.

Part of an ombudsman's role is to make sure standards are maintained and that commitments by an administration to improve areas of its work are actually carried out. This can be achieved through complaint-based inquiries or the ombudsman can act on her own initiative to follow up on previous inquiries.

One such example of this in the Ombudsman's work concerned expert groups, which give specialist advice to the Commission in various policy areas. In 2017, the Ombudsman carried out a major analysis into the Commission's system of expert groups, which led to important transparency improvements. However, the Ombudsman subsequently received a complaint concerning the information made available by the Commission about the As-If Programme Committee for Defence Research, which advises the Commission on defence research. The complainant, an NGO called Vredesactie, contended that the Commission had not made available some important information about the group, such as the minutes of a meeting and comments from attendees at previous meetings. In the context of the Ombudsman's inquiry, the Commission updated the register by adding meeting agendas and minutes, and made a commitment to avoid future delays. It also agreed to assess which background documents can be published on the register.

The Ombudsman closed a two-year long **initiative** monitoring the Brexit negotiations by praising the generally high level of transparency. She urged the Commission and Council to maintain these standards in any future negotiations on the relationship between the EU and the UK. Positive steps by the Commission's Brexit Taskforce include the publication of over 100 negotiating documents, making the Chief Negotiator's calendar publicly available, and meeting only registered lobbyists. The Taskforce had a transparent working process, which was determined by the European Council.



T3: European Commission

Transparency in the Brexit negotiations is one of our priorities.

The European Ombudsman has commended our work including the publication of more than 100 negotiating documents, making Michel Barnier's calendar publicly available, and meeting only registered lobbyists.

2 Key topics

2.2 Lobbying transparency

In a major analysis of how the European Commission implements its rules on revolving doors, the Ombudsman found it fell short in some key respects. She therefore made a number of [proposals](#) to ensure a more systematic and effective approach to dealing with former staff members moving to the private sector or people moving from the private sector into the Commission. The Ombudsman's aim is to prevent situations such as the lobbying of former colleagues or inappropriate access to confidential information. The Commission pledged to put in place many of the Ombudsman's proposals. These included asking the person moving to the private sector to provide more information about the organisation they are going to, and more detail about the nature of their new job.



T4: Aidan O'Sullivan

In 2015, the European Ombudsman urged the president of the European Commission, Jean-Claude Juncker, for more transparency on assessments of new Commissioner jobs. Today it was implemented for the first time.

The Ombudsman also looked into the transparency of 'advisory bodies' that influence the development of EU policy. The [inquiry](#) concerned the Group of Personalities' which was set up by the Commission to help advise on how the EU can support research related to the Common Security and Defence Policy. An NGO, the European Network Against Arms Trade, complained to the Ombudsman about the lack of transparency around the Group of Personalities. The Ombudsman found that, given the group's purpose, it should apply the same transparency standards as typical 'expert groups', which advise the Commission on policy. The Commission responded positively, committing to publish the meeting agendas, minutes and participants' submissions for the previous group, and pledging that, for any future such groups, it would apply the same transparency standards as expert groups.

Following a complaint-based [inquiry](#) the Ombudsman asked the General Secretariat of the Council of the EU to keep a full record of any meetings held between lobbyists and the President of the European Council and/or members of his cabinet. She also said that members of the President's cabinet should only meet with, or attend events organised by, interest representatives that are registered in the Transparency Register.



T5: EO

We welcome the European Council President's publication of meetings with lobbyists; however, the next European Council President should also publish their cabinet's meetings with lobbyists.

2 Key topics

2.3 Access to documents

As has been the case for several years, the greatest proportion of inquiries concern transparency, including access to document cases. These complainants are looking for documents ranging from minutes of meetings, to legal opinions and preparatory documents. When considering these inquiries the Ombudsman takes into account whether there is an overriding public interest in favour of granting public access or whether other factors outweigh this, such as when the documents are related to an ongoing investigation by an institution.

An academic [complained](#) to the Ombudsman after the European Securities and Markets Authority (ESMA) withheld access to certain documents concerning meetings it had with industry representatives on a particular issue. The Ombudsman looked into the matter and found that ESMA held internal notes about these meetings, which it should have considered disclosing. ESMA then partially released eight documents. The Ombudsman asked that, in the future, ESMA indicate whether its online library of information for the public contains detailed records of its meetings with lobbyists.

Another case [concerned](#) documents related to meetings between the Commissioner for Justice Consumers and Gender Equality and lobbyists. After the Commission failed to answer the request for six months, the complainant turned to the Ombudsman. After the Ombudsman opened an inquiry, the Commission then granted partial access to the documents, allowing the Ombudsman to close the case.

In a series of other inquiries, the Ombudsman found that public access should be granted to the requested documents. These included the Commission's [legal opinion](#) on the establishment of a European Public Prosecutors Office; a [report](#) by the European Anti-Fraud Office (OLAF) – held by the European Investment Bank (EIB) – on how money lent to German car-maker Volkswagen was used to make devices that produced misleading results in emissions tests; and European Parliament [documents](#) related to the revision of the list of expenses that can be covered by allowances payments to MEPs.

2.4 Fundamental rights

The Ombudsman regularly receives complaints concerning fundamental rights such as equality, non-discrimination and the right to be heard.

The Ombudsman dealt with a [case](#) concerning how the European Asylum Support Office's (EASO) interpreters and interviewers conduct interviews with asylum seekers. The complainant, NGO Advocates Abroad, raised serious concerns about a specific interview with an asylum seeker, who was subsequently deported. EASO acknowledged that the interviewer had pursued an inappropriate line of questioning and that there had been problems with the interpreter.

In response, EASO said it would set up a complaints mechanism, a step welcomed by the Ombudsman who noted the mechanism should be put in place as soon as possible. To prevent similar problems in the future, the Ombudsman asked EASO to immediately and systematically inform national authorities if it discovers that significant errors have been made during interviews with asylum seekers.

2 Key topics

Another case concerned how the Commission handled a [complaint](#) about Italy's possible infringement of the Race Equality Directive and the housing conditions of Romani people. The complainant, Amnesty International, brought the issue to the Commission in 2012. The Commission subsequently opened an 'EU Pilot' procedure to investigate the matter. After nearly six years, the Commission had still not taken a decision on whether to launch formal infringement proceedings against Italy – a delay that prompted the NGO to take the issue to the Ombudsman. The Ombudsman found that the delay was not unjustified, but urged the Commission to take a position on the matter as soon as possible.

Following information received from staff members, the Ombudsman [wrote](#) to the Parliament, Council and Commission asking them to inform her about their internal policies regarding the leave rights of staff members who become parents through surrogacy. The initiative aimed to assist the EU institutions in protecting the best interests of children in their staff policies. The staff members that contacted the Ombudsman had drawn attention to inconsistencies between the different EU institutions in the area of leave rights for staff members that become parents through surrogacy.



T6: Dan Merly-Sobovitz

Thank you, European Ombudsman, for taking a moral stance on the equality of LGTB and surrogacy children. Unfortunately, this Strategic Investigation is too late for my children, but I hope it will pave the way for the future.

The Commission replied that, since 2012, its standard practice has been to grant, on an *ad hoc* basis, 20 weeks leave, the same as is granted to staff becoming parents through adoption. It stated that it intends to formalise this practice. The Council replied that it would follow the practice of the Commission, while the Parliament said it was prepared to engage in inter-institutional dialogue to find a common approach to the matter.

Another inquiry resulted in the Commission changing its practice for assessing academic qualifications. The change came after a [complaint](#) concerning the Commission's decision to reject an application for a traineeship as the person had obtained his bachelor's degree in two years instead of three. While the inquiry was ongoing, the Commission admitted the complainant to the selection procedure and now accepts applicants who have obtained a standard bachelor's degree in less than three years.

2 Key topics



T7: EO

The European Commission changed its practice for assessing the academic qualifications of applicants for a traineeship.

Do you have a three-year degree obtained in less than three years? You are now eligible to apply!

2.5 Ethical issues

The EU public administration has many rules in place to prevent conflicts of interest or other ethical breaches. The Ombudsman's role is to make sure the rules are implemented, as well as to help institutions avoid any perception that ethical slips could occur.

NGO foodwatch **complained** to the Ombudsman about the corporate sponsorship of the Romanian EU Presidency. The Ombudsman asked the Council to consider amending its guidelines for Member States holding EU presidencies to address the issue of private sponsorship.

An **inquiry** into the European Food Safety Authority's (EFSA) refusal to grant public access to the declarations of interest of its middle management staff resulted in EFSA adopting a new transparency policy. Under the revised policy, the declarations of interest of its entire operational management are made publicly available. EFSA also followed the Ombudsman's request to make public the declarations of interest of its Chief Scientist, Senior Science Coordinator and Senior Policy Adviser. The Ombudsman was pleased to note that EFSA also has in place an appropriate system for processing access to document requests.

The Ombudsman **confirmed** her finding that the process leading to the appointment of the Commission's highest civil servant was marred by four incidences of maladministration. She asked the Commission to put in place a specific procedure for appointing its Secretary-General to avoid a similar situation recurring. This should include publishing the vacancy notice and putting the appointment on the agenda of the weekly meeting of Commissioners early enough in advance that it can be properly discussed. Towards the end of 2019, the Commission did as the Ombudsman recommended, by initiating a specific appointment procedure for the post of Secretary-General, including a vacancy notice and a well-defined timeline.

2 Key topics

2.6 EU agencies and other bodies

Over the years, the Ombudsman has carried out several inquiries involving the European Medicines Agency (EMA) in a bid to improve transparency around issues concerning public health. This has led to greater transparency in areas such as clinical trials. Building on this good cooperation with EMA, the Ombudsman opened an own initiative inquiry into how EMA engages with pharmaceutical companies before they apply for authorisations to market their medicines. The inquiry, which also included a public consultation, led EMA to introduce measures to improve the independence and objectivity of the process. [EMA agreed](#) to introduce a log of the scientific advice concerning medicines in the market authorisation process. This advice will be made public once the medicine is approved for sale in Europe. EMA has also said that, to the greatest extent possible, the experts that are prominently involved in advising pharmaceutical companies in the pre-market application phase will not be those that draft EMA's evaluation report for a new medicine.



T8: The Consumer Voice

Great that the European Medicines Agency agrees to make scientific advice on medicines more transparent and independent. To truly boost consumers' trust in medicines, reports about interactions between the EMA and pharmaceutical companies must go into the details, as we have asked before.

A Spanish company [complained](#) to the Ombudsman after the European Union Agency for Network and Information Security (ENISA) failed to reply to the questions it submitted while preparing its tender for a contract to organise an event, whereas ENISA had replied to the questions from another tenderer. The Ombudsman found maladministration and recommended that ENISA compensate the complainant for the time and resources invested in preparing its tender. ENISA accepted the Ombudsman's proposal and offered the company an 'ex-gratia' payment of EUR 2 500. The complainant was satisfied with the outcome and the Ombudsman closed the case.

The European External Action Service was the subject of a [complaint](#) after it refused to grant full public access to documents concerning the Global Tech Panel, a panel bringing together leaders from the worlds of technology, civil society and diplomacy to address global challenges. An investigative journalist had asked for access to all document related to the panel. He turned to the Ombudsman as the EEAS, while granting access to four documents, had blacked-out considerable parts of the documents. In a step welcomed by the Ombudsman, the EEAS agreed to disclose more of the content of the documents.

2 Key topics



T9: EO

We welcome the European External Action Service's decision to grant an investigative journalist increased access to the Global Tech Panel documents, as a result of one of our inquiries.

2.7 EU contracts and grants

Each year the Ombudsman deals with various cases concerning how the Commission managed EU-funded projects, usually based on issues following audits. If a problem is revealed by an audit, the Commission has a duty to recover the funds. However, sometimes, due to misunderstandings or mistakes in the audit, the recovery of funds may not be justified. The Ombudsman is in a good position to help find solutions in such cases, as she has the power to inspect all the related documents.

A German company turned to the Ombudsman after the Commission recovered around EUR 100 000 from it. Between 2010 and 2014, the company participated in an EU-funded project in Namibia, which aimed to develop the capacity of Namibia's national authorities to manage EU funds and programmes. The Commission recovered the money after an audit deemed costs related to personnel were ineligible, as some employees did not have the correct qualifications and some worked on public holidays, in breach of Namibian law. The Ombudsman pointed out that although the contract had recommended that employees have such qualifications, this was not a requirement. Following the Ombudsman's intervention, the Commission paid EUR 97 461 to the complainant.

Another case concerned how the European Commission dealt with an audit of expenditure claimed in three EU-funded projects. The Commission asked the complainant to provide more evidence to substantiate the costs for personnel and other activities. It then decided to reclaim the personnel costs as it found the additional documents submitted by the complainant did not provide sufficiently reliable information. The Ombudsman found the Commission had acted disproportionately by rejecting all the personnel costs. To avoid similar incidences happening in the future, she asked the Commission to set out a clear list of documents that can serve as trusted alternative evidence, in case the time-recording system used by an organisation carrying out a project or contract is subsequently found to be unreliable by an audit.

The Ombudsman can also look into problems with procurement procedures. One case concerned the procurement procedure for an EU-funded contract, managed by the EU Delegation in Bolivia. The delegation told the complainant, a German consultancy firm, that it had been awarded the contract, but that it would not be signed until an obligatory seven-day 'standstill' period had passed. The complainant was told that, if information received during

2 Key topics

the standstill period justified a more detailed examination of the tenders, it would be immediately notified. A month later the delegation informed the complainant that it had chosen a company whose tender had originally been rejected. The Ombudsman found that there was no maladministration in how the delegation had evaluated the tender that had originally been rejected. However, she took the view that the delegation should have informed the complainant that it had received information from another tenderer during the standstill period that could have an impact on the award of the contract. At the Ombudsman's request, the delegation said it would compensate the complainant for time and resources spent, after the standstill period, on preparing supporting documents for the tender.

2.8 Citizen participation in EU policy making

The Ombudsman insists on the citizen's right to be involved in the EU's democratic process, such as by taking part in public consultations, or finding out information about policies or laws. People can do this only if they feel that the EU's public administration is also working for them. This implies that the public should be able to effectively communicate with the EU administration in the EU's 24 official languages.

To this end, the Ombudsman drew up draft guidelines on the use of languages on the websites of EU institutions, based on the 286 replies to her [public consultation](#) on the matter. The guidelines were sent to a range of EU bodies for comment, most of which replied before the end of the year. The Ombudsman aims to finalise the guidelines in the first part of 2020. They include proposals that institutions have a specific language policy, that members of the public can receive a reply in the same EU official language in which they wrote to an institution, and that institutions consider the use of machine translation where possible.



T10: EO

Our multilingual staff is ready to help you in any of the EU's 24 languages. Happy European day of languages!

The Ombudsman has also used complaint-based inquiries to promote the goal of ensuring that the EU's official languages are used by the institutions as widely as possible. A small business in France [complained](#) to the Ombudsman that the Commission's webpages on 'novel foods' – types of foods that are produced by new methods – were in English only. During the Ombudsman's inquiry, the Commission started translating into more languages the information on the procedure for authorising novel foods. The webpages were also revised to include the information that applications may be submitted in any EU language.

3 Communication and cooperation

3.1 Communication

The Ombudsman's Office strengthened its online communications in 2019 by using the homepage of the European Ombudsman website to highlight successful inquiries. The top story on the website is updated on a regular basis to present updates related to an Ombudsman inquiry. This gives the public easy-to-understand information on the Ombudsman's activities. Examples include a story on the measures taken by the [European Medicines Agency](#) in response to an Ombudsman inquiry, making scientific advice on medicines more transparent and independent, and a [message](#) to thank hundreds of people who contacted the Ombudsman to express support and encouragement for a specific inquiry.

The Ombudsman's activities on Twitter, LinkedIn and Instagram also increased. The Office uses these social media channels to provide information in a clear and engaging manner on what the office does, who it helps, and its achievements. The social media channels also drew attention to the Ombudsman's role on broader issues, such as in monitoring the application of the UN Convention on the Rights of Persons with Disabilities, and joined the other EU institutions in celebrating significant dates, such as the 10th anniversary of the EU Charter of Fundamental Rights.

In 2019, the fastest-growing channel was Instagram. The audience grew by 47% during the year. On LinkedIn, the number of followers increased by 21%, while on Twitter, where the office has the largest audience, the number of followers went from 22 600 at the end of 2018 to 26 300 in December 2019, which represents a 16% increase.



Video 1:

The European Ombudsman, Emily O'Reilly, made a video encouraging citizens to vote in the European Elections in May 2019.

The main offline communications event for the Ombudsman is the annual press conference at which the Ombudsman presents the annual report of the previous year and announces significant new inquiries. In 2019, the press conference focused on the transparency of Member State decision making in Brussels, including the decision to make a Special Report on Council Transparency to the European Parliament.

3.2 Relations with EU institutions

3.2.1 European Parliament.

The European Parliament is a strong and necessary partner to the European Ombudsman. The Parliament elects the Ombudsman, and its Committee on Petitions holds the Ombudsman to account. In 2019, the European Parliament supported the Ombudsman on her Special Report on Council Transparency with a resolution that was overwhelmingly endorsed by Parliament's plenary. The new European Parliament took office after being elected in May 2019. Since then, the Ombudsman has held meetings with Parliament President David Sassoli and new MEPs from all major political groups. During 2019, the Ombudsman addressed the Parliament's plenary session and spoke, upon invitation, before several committees during regular meetings and specialised hearings. In 2019, Parliament re-elected the incumbent Ombudsman, Emily O'Reilly, for a second mandate. The Ombudsman looks forward to continuing the fruitful relationship with the Parliament in 2020.



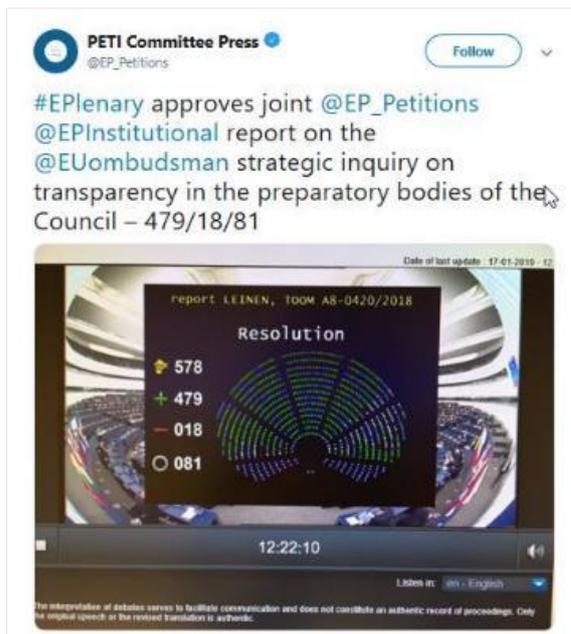
T12: EP President David Sassoli

Congratulations to Emily O'Reilly on her reappointment as European Ombudsman. I look forward to working with her to increase transparency in the European Union institutions and build citizens' trust.

3.2.2 Committee on Petitions

The Committee on Petitions and the Ombudsman continued to have a close working relationship in 2019 in order to ensure that citizens' concerns are addressed at the appropriate levels. Whereas the Ombudsman deals with complaints against EU institutions, bodies and agencies, the Committee on Petitions deals with petitions concerning the EU's areas of activity across Europe. The Ombudsman welcomed the close cooperation with the previous Committee on Petitions, and is looking forward to working with the new Members over the coming years.

3 Communication and cooperation



T13: PETI Committee Press

The European Parliament Plenary approves the joint EP Committee on Petitions and EP Committee on Constitutional Affairs report on the European Ombudsman's inquiry on transparency in the preparatory bodies of the Council – 479/18/81.

3.2.3 European Commission

As the biggest EU institution, with an enormous impact on the lives of millions of people, it is natural that a large percentage of the complaints to the Ombudsman concern the work of the Commission. The Commission is the executive arm of the EU's administrative work and, therefore, in the spotlight. The working relationship with the Commission bore fruit on several major inquiries and dialogue continues at all levels. In 2019, the new Commission College, under President Ursula von der Leyen, received its mandate from the European Parliament. The Ombudsman was pleased to see that Vice-President Věra Jourová's portfolio explicitly includes transparency and ethics, which is a new development.



Photo 2:
Emily O'Reilly met with Michel Barnier, EU Chief Negotiator of the Task Force for Brexit, in Strasbourg.

3 Communication and cooperation

3.2.4 Other institutions, agencies and organisations

The Ombudsman also upholds relationships with the other EU institutions, bodies and agencies in order to observe and support the administrative culture and inter-institutional cooperation. In 2019, the Ombudsman was in close contact with the European Data Protection Supervisor (EDPS), the European Central Bank (ECB), the European Investment Bank (EIB), the European Court of Auditors (ECA), the European Economic and Social Committee, and several agencies.



T14: ECB

As part of the Global Ethics Day, we heard from Mikhail Kozlovs from the European Court of Auditors about their special report on the ethical frameworks of the EU institutions, and Rosita Hickey from the European Ombudsman's Office, who shared the Ombudsman's views on integrity and good governance for public institutions.

3.2.5 UN Disability Rights Convention

As a member of the [EU Framework](#), the Ombudsman protects, promotes, and monitors the EU administration's implementation of the [United Nations Convention on the Rights of Persons with Disabilities](#) (UNCRPD). The Ombudsman chaired the EU Framework in 2019.

Together with the European Disability Forum, the European Parliament and the EU's Fundamental Rights Agency, the Ombudsman worked on ideas to put forward to the European Commission to adopt a more ambitious and comprehensive post-2020 European Disability Strategy. To this end, the Ombudsman's Office participated in a hearing under the auspices of the European Economic and Social Committee and in a conference on the European day of persons with disabilities calling for improvements within the EU administration.

3 Communication and cooperation



T15: EESC President Luca Jahier

The European Economic and Social Committee President Luca Jahier: Very happy to exchange views with the European Ombudsman, Emily O'Reilly about our EESC rules of procedure, code of conduct and the new report by the Section for Employment, Social Affairs and Citizenship (SOC) of the EESC on the right of persons with disability to vote in the European elections of May 2019.

The Ombudsman followed up on the suggestions for improvement made in the context of her strategic inquiry on the [accessibility of the Commission's websites](#) and online tools for persons with disabilities. Having examined the Commission's efforts to comply with her suggestions, the Ombudsman welcomed its initiative to make more information available in 'easy-to-read' format. The Commission made available an easy-to-read version of the [official website of the European Union](#), which is the gateway to the EU and a valuable source of information. She also welcomed the Commission's further commitments to meet higher international standards, its intention to adopt a web accessibility action plan and improved training for staff.

In the area of digital administration, the Ombudsman [inquired](#) into the accessibility of online tools used by the European Anti-Fraud Office (OLAF). Following a complaint from a person with a visual impairment, who was not able to report a case of fraud to OLAF, as its website required a method of verification incompatible with the screen reader, the Ombudsman requested OLAF to make its online tools more accessible. Having made immediate improvements to some of its tools, OLAF pledged to overhaul the remaining tools on its website in the following months. This illustrates how a single complaint can have wider implications and lead to an improvement in the overall policy of an institution.

The Ombudsman [dealt with a complaint](#) concerning the Commission's response to alleged human rights violations in a home for persons with disabilities in Hungary, which was co-funded by the EU. She expressed concern that the Commission's interpretation of a key provision of the UNCRPD on independent living was at odds with that of the responsible UN Committee. While accepting that the Commission did not have the legal basis to recover the EU funds given to the institution in that particular case, the Ombudsman suggested that the Commission address the legal basis issue to ensure that EU funds are spent in line with the Convention in the future. Having made a number of suggestions for improvement, the Ombudsman is pursuing this matter in a separate [complaint on how Member States are spending EU funds](#).

3 Communication and cooperation



T16: EO

Web accessibility: the European Ombudsman is satisfied the European Commission is taking steps to improve and makes six suggestions.

The Commission **informed** the Ombudsman about steps it has taken to ensure that parents of children with special educational needs, who cannot be accommodated in European Schools, are not required to contribute to the educational costs of their children. The Commission said that it would fully cover these fees and take the lead in changing the relevant guidelines for how other EU institutions deal with this issue.

3.3 European Network of Ombudsmen

Complainants advised to contact other institutions and bodies by the European Ombudsman in 2019 and complaints transferred (862 in total)

A member of the European Network of Ombudsmen	374	43%
A national or regional ombudsman or similar body	321	37%
The European Parliament's Committee on Petitions	53	6%
The European Commission	55	6%
Other EU institutions, bodies or agencies	31	4%
National administrations and other organisations	384	45%
SOLVIT	18	2%

The focal point of the year for the European Network of Ombudsmen (ENO) – which consists of 96 offices in 36 European countries and the European Parliament's Committee on Petitions – was the annual conference in April. The conference took place in the European Parliament in Brussels, and brought together members of the network with representatives from the EU institutions and Brussels-based organisations.³⁷

3 Communication and cooperation



Photo 3:
The European Ombudsman during the Conference of the European Network of Ombudsmen (ENO), held at the European Parliament in Brussels.

The public session of the conference looked at how to strengthen the participation of citizens in the democratic process. Coming just ahead of the European elections, the session examined new initiatives on public mobilisation and participation in civic life, and how existing structures and institutions need to adapt to these, including the role ombudsmen have to play. The conference also looked into topical issues relevant to the work of ombudsmen, such as changing demographics or the new EU rules on data protection, and the ‘soft powers’ available to ombudsman institutions.

Part of the motivation for organising the ENO conferences in Brussels is to capitalise on the expertise of the EU institutions that are located there. To that end, the 2019 conference included a series of joint sessions with SOLVIT, the network coordinated by the European Commission that provides support to individuals and organisations facing cross-border problems in the EU.



Photo 4:
Discussions during the joint working group ENO-SOLVIT.

3 Communication and cooperation



T17: EO

'What happens in Brussels, should not stay in Brussels. We need to use as many channels as possible to reach and communicate with citizens', says MEP Maite Pagazaurtundúa during the ENO Conference 2019.

The ENO continued to focus on parallel inquiries and initiatives among interested ombudsman offices. In July 2019, the Ombudsman closed a strategic initiative that had looked into the complaint mechanisms in EU Member States for matters concerning EU structural and investment funds. Seven national ombudsman offices worked together with the European Ombudsman on the initiative. In her closing letter, Ms O'Reilly encouraged the Commission to step up its monitoring of complaint mechanisms and to pay attention to how it directly handles complaints, as well as making full use of its powers to address problems with complaint mechanisms in the Member States.



Picture 5:
The publication *Network in Focus 2019* gathers the highlights of the 2019 ENO conference.

3 Communication and cooperation

The queries procedure, under which the European Ombudsman assists ENO members by liaising with other EU institutions to get targeted answers on matters of EU law, continued to be a valuable resource. One such query came from the Danish Parliamentary Ombudsman, and concerned how EU rules on access to environmental information should be applied in EU Member States. Another query from the Belgian Federal Ombudsmen concerned entry visas for the non-EU family members of EU citizens, and how the Citizens' Rights Directive is applied in such cases.

A regional meeting of the ENO network took place in Lisbon, Portugal, in December. The meeting brought together representatives from the ombudsman offices of Bulgaria, Cyprus, Malta, Portugal and Spain, as well as the European Ombudsman's Office. The meeting took stock of the inquiry on structural funds, and explored possible future topics for parallel inquiries.

Continuing her regular visits to the offices of her national counterparts, Ms O'Reilly travelled to Helsinki, where she met with both the Finnish Parliamentary Ombudsman and the Chancellor of Justice. The main focus of the visit, which took place in June, was on transparency, covering law-making in the Council of the EU and lobbying transparency.



T18 : European Parliament Information Office Finland

The European Parliament Information Office in Finland organized a discussion about the limits to transparency at the Europe House on 6th June from 10 am to 11:30 am with the European Ombudsman Emily O'Reilly, the Finnish Chancellor of Justice, the Parliamentary Ombudsman of Finland, MEP Heidi Hautala & Transparency International Finland chairperson Korhonen. Moderated by journalist Olli Seuri.

3.4 Award for Good Administration



In June, the Ombudsman hosted the prize-giving ceremony for the second edition of the Award for Good Administration. The award saw 54 projects nominated from the main EU institutions, as well as many agencies and other bodies. The overall Award for Good Administration went to the teams from the European Commission that worked on the EU initiative to reduce plastic pollution and raise awareness about the problem.

Photo 6 supprimée



Picture 8
The Award for Good Administration ceremony took place at the Solvay Library in Brussels.



Pictures 7
Emily O'Reilly during the ceremony.

3 Communication and cooperation



T19: EO

Award for Good Administration: And we have the overall winners: European Commission DG for Environment (ENV) and European Commission DG Internal Market, Industry, Entrepreneurship and SMEs (GROW) for their comprehensive strategy for reducing plastics pollution and awareness-raising campaign for the use of single-use plastics.

At the ceremony, which took place in Brussels, the Ombudsman also awarded prizes to projects in six thematic categories, including communications and open administration. Category winners included an innovative project by Europol, which used crowd intelligence to help locate sexually exploited children, and a project by the European Food Safety Authority to raise awareness about threats to bees. Staff from the European Parliament won a special award for their campaign, in the wake of the #MeToo movement, on zero tolerance for sexual harassment in the workplace.

The Ombudsman introduced the Award for Good Administration in 2017 to recognise excellence in EU public service and to encourage the sharing of good ideas and practice. In addition to the winners listed above, the 54 nominations also included projects on making applications for EU funding easier, presenting relatively new concepts – such as digital ethics – in innovative ways, introducing green policies internally, and proactively informing people of their EU rights.



T20: Vytenis Andriukaitis EC DG SANTE

So proud of my colleagues in European Commission's DG for Health and Food Safety (SANTE), the European Centre for Disease Prevention and Control, the European Food Safety Authority and in all the other services nominated for the Award for Good Administration! So happy to share this moment with you. Kudos to all.

An independent advisory board assessed the nominations, with the winners chosen from shortlists by the Ombudsman, Emily O'Reilly.

4 Cases and complaints: how we serve the public

The European Ombudsman's mission is to ensure the EU's administration serves the public interest, and to help those facing problems with EU institutions.

The vast majority of the Ombudsman Office's work is based on the complaints it receives. Even where the Ombudsman does not open an inquiry, the Office tries to help all those who seek assistance.

The Ombudsman also conducts wider strategic inquiries and initiatives when she considers that there are grounds to do so. The Ombudsman launches these cases on her own initiative, either where she has identified a systemic issue that is in the public interest, or where she has received one or more complaints on an issue of systemic relevance.

The Ombudsman's website, launched in 2018, has a user-friendly interface for potential complainants, but people can and do still contact our Office using offline communications channels. Further improvements are foreseen in the coming year, including to the online complaint system.

The Office's diverse team of case handlers, and the website, reflect the Ombudsman's commitment to communicate with those seeking assistance in all 24 official languages of the EU. The website has also been designed to meet high accessibility standards for persons with disabilities.

The Ombudsman further enhanced the Fast-Track procedure for dealing with complaints about public access to documents held by the EU institutions. Thanks to the Fast-Track procedure, these complaints are now being dealt with three-times faster, which is important given their often highly time-sensitive nature.

4.1 Type and source of complaints

4.1.1 Overview of complaints and strategic inquiries

The Ombudsman may open an inquiry only into complaints that are within her mandate and have fulfilled the necessary 'admissibility criteria', such as having previously tried to resolve the matter directly with the institution involved. However, the Ombudsman's Office endeavours to assist all those that submit complaints. In addition to this flexible approach to dealing with complaints, there has been an ongoing reduction in the amount of time taken to complete inquiries.

The themes of the Office's work derive from the Ombudsman's mandate and the complaints received, given these account for most cases. As with previous years, transparency remains the leading topic of complaints, and this is also reflected in the Office's strategic work.

4 Cases and complaints: how we serve the public

	Advice, complaints and inquiries in 2019
19 619	People helped by the European Ombudsman
16 045	Advice given through the Interactive Guide on the Ombudsman's website
2 201	New complaints handled
1 373	Requests for information replied to by the Ombudsman's services
458	Inquiries opened by the European Ombudsman
456	Inquiries opened on the basis of complaints
2	Own-initiative inquiries opened
560	Inquiries closed by the European Ombudsman
552	Complaint-based inquiries closed
8	Own-initiative inquiries closed

While the vast majority of the Office's work is complaint-based cases, the Ombudsman also conducts wider strategic inquiries and initiatives when she considers that there are grounds to do so. These cases are launched on the Ombudsman's own initiative, either where she has identified a systemic issue that should be looked into in the public interest, or where she has received one or more complaints on an issue of systemic relevance.

Topics of strategic work in 2019

Strategic inquiries

- Transparency of Eurogroup preparatory bodies
- 'Revolving doors' at the European Commission
- Treatment of persons with disabilities under the EU's Joint Sickness Insurance Scheme
- European Medicines Agency and 'pre-submission activities' for medicine authorisation

Strategic initiatives (requests for clarification, not formal inquiries)

- Effective complaint mechanisms in EU member states for European Structural and Investment Funds
- Brexit negotiations transparency
- Lobbying transparency and the EU Transparency Register
- EU risk assessment procedure for food – transparency and sustainability
- Transparency of European Council president's meetings with interest representatives
- Improving the European Citizens' Initiative
- 'Revolving doors' in the EU institutions, bodies and agencies
- Inclusion of children with disabilities at the European Schools
- Leave rights for EU staff members who become parents through surrogacy

4 Cases and complaints: how we serve the public

National origin of complaints registered and inquiries opened by the European Ombudsman in 2019		
Country	Number of complaints registered	Number of inquiries opened
Spain	285	47
Germany	227	61
Belgium	203	88
United kingdom	174	30
Poland	157	10
France	118	26
Italy	94	29
Portugal	72	7
Romania	65	8
Greece	58	19
Netherlands	56	15
Bulgaria	52	8
Sweden	51	19
Czech republic	44	8
Ireland	40	9
Croatia	38	7
Austria	36	9
Hungary	33	6
Finland	28	2
Slovenia	26	1
Luxembourg	22	7
Denmark	17	5
Malta	17	6
Cyprus	16	3
Lithuania	14	5
Slovakia	12	5
Latvia	10	1
Estonia	7	1
Other countries	159	11
Not known	40	3
Total	2171	456

4 Cases and complaints: how we serve the public

4.1.2 Complaints outside the Ombudsman's mandate

In 2019, the European Ombudsman processed over 1 300 complaints that did not fall within her mandate, mostly because they did not concern the work of an institution or body of the European Union. The greatest numbers of such complaints came from Spain, Poland and Germany.

These complaints primarily concerned problems that complainants encountered with national, regional or local public bodies, national or international courts (such as the European Court of Human Rights) and private entities (including airline companies, banks or online businesses and platforms). Sometimes, citizens turned to the Ombudsman based on the misconception that the institution is an appeals body with jurisdiction over the work of national or regional ombudsman institutions.

Such complaints were mainly about issues related to social security, healthcare, taxation and consumer protection. In 2019, the Ombudsman also received a large number of complaints from EU citizens living in an EU Member State other than their own. These people complained about the difficulties they encountered when they sought to register and/or vote for the 2019 European Parliament elections.

The Ombudsman also received complaints that, while being directed against an EU institution or body, fell outside of her mandate. This category of complaints concerned the political or legislative work of these institutions or the judicial activities of the Court of Justice of the European Union.

The Ombudsman replied to all people seeking help in the language of their complaint. She explained her mandate and gave advice, as far as possible, about other bodies that could help. With the complainant's agreement, the Ombudsman also transferred complaints to members of the European Network of Ombudsmen (ENO).

Complainants unhappy with specific EU legislation were usually advised to turn to the European Parliament's Committee on Petitions. Those who raised issues relating to the implementation of EU law were referred to national or regional ombudsmen or to EU networks such as SOLVIT and Your Europe Advice. Alternatively, complainants were informed about the possibility to submit an infringement complaint to the Commission.

Number of complaints 2015-2019

Complaints inside the mandate of the European Ombudsman	
2010	744
2011	698
2012	740
2013	750
2014	736
2015	707
2016	711
2017	751
2018	880

4 Cases and complaints: how we serve the public

2019	871
Complaints outside the mandate of the European Ombudsman	
2010	1 983
2011	1 846
2012	1 720
2013	1 665
2014	1 427
2015	1 239
2016	1 169
2017	1 430
2018	1 300
2019	1 330

4.2 Against whom?

Inquiries conducted by the European Ombudsman in 2019 concerned the following institutions

Own initiative inquiries	Complaint-based inquiries		
2	274	European Commission	59.7%
	44	European Personnel Selection Office	9.6%
	21	European Parliament	4.6%
	17	European External Action Service	3.7%
	9	European Anti-Fraud Office	2.0%
	7	European Investment Bank	1.5%
	33	EU agencies	7.2%
1	54	Other	11.8%

Note: Own initiative inquiry OI/1/2019/MIG has been conducted against two institutions.

4.3 About what?

Subject matter of inquiries closed by the European Ombudsman in 2019

Transparency and accountability (e.g., access to information and documents)	151	26.9%
Culture of service (e.g., citizen-friendliness, languages and timeliness)	123	22.0%
Proper use of discretion (including in infringement procedures)	111	19.8%
Respect for procedural rights (e.g., the right to be heard)	74	13.2%
Good management of personnel issues	73	13.0%
Recruitment	69	12.3%

4 Cases and complaints: how we serve the public

Respect for fundamental rights	47	8.4%
Sound financial management (e.g., concerning EU tenders, grants and contracts)	36	6.4%
Ethics	15	2.7%
Public participation in EU decision-making	12	2.1%
Other	18	3.2%

Note: In some cases, the Ombudsman closed inquiries with two or more subject matters. The above percentages therefore total more than 100%.

4.4 Results achieved

Action taken by the European Ombudsman on new complaints dealt with in 2019

862	Advice given or case transferred to another complaints body	39.2%
883	Reply sent to inform the complainant that no further advice could be given	40.1%
456	Inquiry opened	20.7%

Evolution in the number of inquiries by the European Ombudsman

Year	Inquiries opened	Inquiries closed
2010	335	326
2011	396	318
2012	465	390
2013	350	461
2014	342	400
2015	261	277
2016	245	291
2017	447	363
2018	490	545
2019	458	560

Results of inquiries closed by the European Ombudsman in 2019

No maladministration found	316	56.4%
Settled by the institution, solutions achieved, solutions partly achieved	187	33.0%
No further inquiries justified	30	5.4%
Maladministration found, recommendation agreed or partly agreed	29	5.0%
Other	5	0.9%

Note: In some cases, the Ombudsman closed inquiries on two or more grounds. The above percentages therefore total more than 100%.

4 Cases and complaints: how we serve the public

Length of inquiry of cases closed by the European Ombudsman in 2019 (less than 7 months on average)

243	43.4%	Cases closed within 3 months
208	37.1%	Cases closed within 3 to 12 months
52	9.3%	Cases closed within 12 to 18 months
57	10,2%	Cases closed after more than 18 months ¹

4.5 Compliance with the Ombudsman's proposals

In the context of inquiries, the Ombudsman can make proposals to the EU's institutions and bodies about how to address a problem or improve their administrative practices. These proposals take the form of solutions, recommendations and suggestions.

Each year, the Ombudsman carries out a comprehensive analysis of how the institutions respond to her proposals in inquiries that were closed in the previous year. This analysis, which includes compliance rates and other concrete examples to demonstrate the impact and relevance of the Ombudsman's work, is published in the annual *Putting it right?* [report](#).

In 2018, the EU institutions complied with the Ombudsman's proposals in 77% of instances, a slight decrease from the 81% in 2017. The institutions reacted positively to 90 out of the 117 proposals for improvement made by the Ombudsman. The proposals were made in 69 cases, with 52 of these cases leading to the institutions taking steps to improve how they work. Eleven institutions had a 100% compliance rate, while the European Commission – which accounts for most cases – had a compliance rate of 70.9%.

The report for 2019 will be available at the end of 2020.

¹ Some complex cases require several rounds of consultations with the complainant and the institution concerned.

5 Election of the European Ombudsman

In December 2019, Emily O'Reilly was re-elected by the European Parliament to serve another term.

The European Ombudsman is directly elected by the European Parliament at the start of each parliamentary term. Similar to Members of the European Parliament, the Ombudsman holds office for five years.

The [process for electing the Ombudsman](#) for the coming term began officially on 30 August, when the [call for nominations](#) was published in the Official Journal of the EU. Five candidates succeeded in securing the necessary 40 signatures of support from MEPs by the deadline of 30 September. The incumbent Ombudsman Emily O'Reilly, who was seeking re-election, was joined by Giuseppe Fortunato (Italy), Julia Laffranque (Estonia), Nils Muižnieks (Latvia) and Cecilia Wikström (Sweden).

As part of the process of verifying the candidates' credentials, Parliament's Committee on Petitions organised a hearing on 3 December with each of the candidates. At the hearings, candidates had the opportunity to present the priorities on which they would work if elected, and had to respond to questions from MEPs.

The election itself took place on 17-18 December, with Parliament's plenary voting on the five candidates. As no candidate received the necessary majority of votes in the first two rounds, the two candidates with the highest number of votes progressed to the third and final round. Emily O'Reilly secured 320 of 600 votes cast, and was [re-elected as Ombudsman](#).

In a [statement](#) following her re-election, Emily O'Reilly thanked MEPs for their cross-political support and pledged that she will continue to "ensure the EU maintains the highest standards in administration, transparency and ethics".



T21: EO

Emily O'Reilly has been re-elected by the European Parliament with 320 votes out of 600 votes cast. Her second mandate will last for five years.

Emily O'Reilly: "For the next five years, I will help ensure the EU maintains the highest standards in administration, transparency and ethics. Europeans expect and deserve nothing less."

6 Resources

6.1 Budget

The Ombudsman's budget is an independent section of the EU budget. It is divided into three titles. Title 1 covers salaries, allowances, and other expenditure related to staff. Title 2 covers buildings, furniture, equipment, and miscellaneous operating expenditure. Title 3 covers the expenditure resulting from general functions that the institution carries out. In 2019, budgeted appropriations amounted to EUR 11 496 261.

With a view to ensuring effective management of resources, the Ombudsman's internal auditor regularly checks the institution's internal control systems and the financial operations that the office carries out. As is the case with other EU institutions, the European Court of Auditors also audits the Ombudsman.

6.2 Use of resources

Every year, the Ombudsman adopts an [Annual Management Plan](#), which identifies concrete actions that the office expects to take to give effect to the objectives and priorities of the Ombudsman's five-year strategy [Towards 2019](#). The 2019 Annual Management Plan is the fifth to be based on this strategy.

The institution has a highly qualified multilingual staff with gender balance in management positions. This ensures that it can deal with complaints about maladministration in the 24 official EU languages and raise awareness about the Ombudsman's work throughout the EU. In 2019, there were 66 posts in the Ombudsman's establishment plan in addition to which it employed twelve contract agents and offered work experience to nine new trainees.

Detailed information on the structure of the Ombudsman's Office and the tasks of the various units is available on the [Ombudsman's website](#).

How to contact the European Ombudsman

By telephone

+33 (0)3 88 17 23 13

By e-mail

eo@ombudsman.europa.eu

Online

Website: www.ombudsman.europa.eu

Twitter: twitter.com/EUombudsman

Instagram: <https://www.instagram.com/euombudsman/>

LinkedIn: www.linkedin.com/company/272026

YouTube: www.youtube.com/eotubes

Our offices

Strasbourg

Postal address

Médiateur européen
1 avenue du Président Robert Schuman
CS 30403
F-67001 Strasbourg Cedex

Visitor address

Bâtiment Václav Havel (HAV)
Allée Spach
F-67070 Strasbourg

Brussels

Postal address

Médiateur européen
Rue Wiertz
B-1047 Bruxelles

Visitor address

Montoyer-Science (MTS)
30 rue Montoyer
B-1000 Bruxelles

How to contact the European Ombudsman

If you require a large print version of this publication, please contact the European Ombudsman's office.

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Putting it Right?

Report

How the EU institutions responded
to the Ombudsman in 2018

December 2019

EN



Table of contents

Foreword	3
Report	4
1. Introduction	4
2. The Ombudsman's powers and procedures	4
3. Outcomes in Ombudsman cases	5
a. Solutions	5
b. Recommendations	5
c. Suggestions	5
d. Cases settled	5
e. Strategic initiatives	5
4. How the institutions responded to the Ombudsman in cases closed in 2018	6
a. Solutions achieved or partly achieved	6
b. Recommendations accepted or partly accepted	8
c. Recommendation leading to a special report	10
d. Follow-up to suggestions for improvement	10
e. Compliance rate for cases closed in 2018	13
5. Conclusion	14



Foreword

I am pleased to present this year's 'Putting it Right?' report, which looks into how the EU institutions complied with proposals made in Ombudsman inquiries that were closed in 2018. As in previous years, the EU institutions have reacted positively to the vast majority – 77 per cent – of proposals made, approximately four out of every five. Specifically, they reacted positively or gave effect to 91 of the 118 proposals I made to correct or improve their administrative practices. In addition, I considered 190 cases as settled by the institutions which took steps to improve how they work.

This report records compliance with my proposals at a particular point in time. As a result, it does not capture change that occurs more slowly and which is often the result of wider investigations that take time for the institutions to consider. In other instances, the pressure exerted by a particular investigation focuses greater public attention on an issue and this in turn can lead to the reversal of a negative response to a recommendation at a later stage.

We are currently examining how to measure this broader impact, which would be a clearer reflection of the extent to which the EU institutions effect change as a result of Ombudsman inquiries. Some of the changes I have asked the institutions to make are far-reaching, involve significant efforts and may imply reforming procedures and practices that have been in place for decades. Such changes do not take place overnight.

My job as Ombudsman is to encourage the EU institutions to be their best administrative selves. I will continue to push for the highest standards of administration and transparency, conscious that this is what citizens expect of us. I am confident that, together, we are moving in the right direction.

Emily O'Reilly
December 2019



Report

1. Introduction

This report gives an account of how the EU institutions¹ responded to proposals made by the Ombudsman in cases closed in 2018. These proposals come in the form of 'solutions', 'recommendations' and 'suggestions'.

Section 3 of this report explains what solutions, recommendations and suggestions are. It also describes the outcome in other cases, where the complaint was settled by the institution or where the Ombudsman decided to launch a strategic initiative².

There are also summaries of cases warranting a 'special mention' as leading examples.

2. The Ombudsman's powers and procedures

The Ombudsman helps individuals, businesses and associations who have a problem with an EU institution³. At the same time, the Ombudsman serves the public interest by helping the institutions to improve the quality of the service they provide. In addition to investigating complaints, the Ombudsman can also open inquiries on her own initiative.

The Ombudsman can require an institution to provide information, inspect its files and take testimony from its staff members. These powers are set out in the Statute of the Ombudsman⁴. When necessary or appropriate, the Ombudsman can call on the institution to revise its position, provide redress or make general changes for the future. If the institution's reply to a finding of maladministration is unsatisfactory, the Ombudsman can draw political attention to a case by making a 'special report' to the European Parliament.

¹ For brevity, this report uses the term "*institution*" to refer to all EU institutions, bodies, offices, and agencies.

² See Section 3e below.

³ Article 228 of the Treaty on the Functioning of the European Union empowers the Ombudsman to inquire into maladministration in the activities of the Union institutions, with the exception of the Court of Justice of the European Union acting in its judicial role.

⁴ Decision 94/262 on the regulations and general conditions governing the performance of the Ombudsman's duties, as amended by the European Parliament Decision 2008/587 of 18 June 2008. A consolidated version of the Statute can be found at: <https://www.ombudsman.europa.eu/en/legal-basis/statute/en>.



3. Outcomes in Ombudsman cases

a. Solutions

If the Ombudsman considers that a complaint can be solved quickly, she can propose a solution to the institution concerned, based on Article 3(5) of the Statute⁵.

b. Recommendations

Whenever the Ombudsman finds maladministration, she may make recommendations to the institution concerned to rectify this.

If the recommendation is accepted, the Ombudsman closes the case noting this. If the institution rejects the recommendation, the Ombudsman closes the case by confirming her finding of maladministration. The Ombudsman may submit a special report to the European Parliament on any inquiry closed with a finding of maladministration, which the Ombudsman considers to be of particular importance. The Ombudsman made one special report to Parliament in 2018 (see section 4c below).

c. Suggestions

Suggestions for improvement seek to ensure systemic improvement in the EU administration. The Ombudsman makes suggestions either in the decision closing the case or at an earlier stage in the inquiry.

d. Cases settled

The Ombudsman may close an inquiry at an early stage, without proposing a solution if the institution spontaneously settles the matters at issue in the case after the Ombudsman raised them.

e. Strategic initiatives

The Ombudsman may choose to pursue strategically important topics without launching an inquiry, by opening a 'strategic initiative'⁶. The purpose of these initiatives is to share suggestions with the institutions on important topics, to draw attention to matters of public importance or to find out more about a particular issue before deciding whether it is necessary to open an inquiry. In 2018, the Ombudsman opened five strategic initiatives and closed three.

⁵ Article 3(5) of the Statute provides that *"As far as possible, the Ombudsman shall seek a solution with the institution or body concerned to eliminate the instance of maladministration and satisfy the complaint."*

⁶ For more information on the Ombudsman's strategic initiatives, you may consult the following link: <https://www.ombudsman.europa.eu/en/strategic-issues/strategic-initiatives>.



Case SI/2/2018/AMF: Dignity at work in the EU institutions

The Ombudsman contacted 26 EU institutions and agencies to find out about their policies and practices in the area of harassment. She asked them to provide her with copies of their anti-harassment policies, as well as information about the number of reported cases of harassment and the outcome of such complaints.

After analysing all the replies received, **the Ombudsman set out in a report a set of best practices with the aim of working towards an EU civil service where there is no place for sexual or psychological harassment.** The Ombudsman strongly encouraged the EU institutions to put in place these practices, which cover awareness raising, workplace risk assessment, regular policy monitoring, mandatory training, swift procedures, and rehabilitation measures. Other important measures include allowing trainees to make formal complaints about harassment, regular training for confidential counsellors, and creating a pool of independent investigators, which institutions can draw upon during formal harassment investigations.

The Ombudsman concluded that **all personnel working in EU institutions and agencies, regardless of their status, should be protected against any attempt to undermine their dignity at work, notably via harassment.** This protection should extend to acts committed by all categories of personnel.

4. How the institutions responded to the Ombudsman in cases closed in 2018

a. Solutions achieved or partly achieved

EU institutions accepted or gave effect to all 20 solutions proposed by the Ombudsman in cases closed in 2018.⁷ This 100% compliance figure is higher than last year's rate of 90%.

⁷ In order to avoid double-counting, the statistics do not include the following solution proposals: (a) In case 445/2016/PB the Commission rejected a solution proposal and a subsequent recommendation; this has been recorded only as a negative follow-up to the recommendation; (b) In case 212/2016/JN, the Commission rejected three solution proposals but subsequently accepted the three corresponding recommendations; this has thus been recorded as a positive follow-up to the recommendations.



Table 1 - Solutions achieved or partly achieved by institution

Institution	Solutions (partly) achieved
European Parliament	1
European Commission	10
Council of the EU	1
European External Action Service (EEAS)	1
Committee of the Regions of the European Union	1
European Insurance and Occupational Pensions Authority (EIOPA)	1
European Institute for Gender Equality (EIGE)	1
European Asylum Support Office (EASO)	1
European Police Office (Europol)	1
Education, Audiovisual and Culture Executive Agency (EACEA)	2
Total	20

Case 1677/2015/DR: European Commission's refusal to disclose the names and CVs of the members of an 'expert group' on radioactive health risks

This case concerned the refusal by the Commission to disclose the names and CVs of the members of an 'expert group' that provides the Commission with advice on basic standards for protecting the health of workers and the general public against the dangers of radiation. The Commission justified its decision on the basis of data protection and its transparency rules.

In the course of the inquiry, the Commission revised its position and disclosed details of the members of the current expert group. Additionally, it committed to disclose the names and CVs of the experts who were members of the group in 1998 and 2012, in compliance with data protection requirements, and to take further steps to enhance the transparency of the group.

However, the Commission had not delivered on its commitment within one year of its reply and, therefore, the Ombudsman proposed a solution in which she urged the Commission to act on its commitment. In reply, the Commission explained the steps it had taken to deliver on its commitment. In particular, it communicated to the complainant the names and CVs of the members of the group in 1998 and 2012 and adopted new rules of procedure for the group. The rules now contain provisions on transparency and measures to manage conflicts of interest.

The Ombudsman found that the Commission had accepted and implemented her solution proposal and closed the case.



Case 1956/2017/THH: The European Parliament's failure to grant the complainant access to the names of members of parliament affiliated to two European political parties

The case concerned the European Parliament's refusal to grant public access to the lists of members affiliated to two European political parties for specified financial years. The request concerned the lists of members affiliated to the Movement for a Europe of Nations and Liberties (MENL) for the financial years 2015 and 2016, and to the Alliance for Direct Democracy in Europe (ADDE) for the financial years 2015, 2016 and 2017. The documents provided by Parliament had included only the European political party, the country and the public mandate of the relevant individuals; all names of the members had been redacted.

In the course of the Ombudsman's inquiry, the complainant set out new arguments as to why the names should be disclosed. The Ombudsman found that the simplest way of achieving a solution would be for the complainant to submit a new request for access to documents, including all the arguments from the outset. The complainant agreed and submitted a new request to Parliament, which, based on the new arguments, provided him with full, unredacted versions of the relevant lists.

The Ombudsman considered that a solution had been achieved, which resulted in the full disclosure of the requested documents.

Case 803/2018/THH: The European Asylum Support Office's refusal to grant public access to the report of the study carried out by a consultancy concerning the asylum system in Greece

The complaint concerned the refusal by the European Asylum Support Office (EASO) to grant public access to a report concerning the asylum system in Greece. EASO considered that it was not possible to disclose the report without redacting a significant amount of sensitive information, which would pose an excessive administrative burden on it. The Ombudsman proposed, as a solution, that EASO disclose a redacted summary of the report, together with a list of the sections of the report. This could enable the complainant to identify specific sections of interest, and potentially make a new, more targeted request for public access.

EASO accepted the solution proposal. The Ombudsman welcomed the EASO's positive response and closed the inquiry.

b. Recommendations accepted or partly accepted

EU institutions accepted 18 out of 33 recommendations in cases closed in 2018. This is similar to last year (57% in 2017; 55% in 2018).

Ten recommendations were rejected by the Commission, one by the European Personnel Selection Office and two by the European Anti-Fraud Office. The



European Central Bank did not reply satisfactorily in one case, while the Council did not reply on time to the Ombudsman's recommendations in her strategic inquiry on Council legislative transparency.

Table 2 - Recommendations accepted or partly accepted by institution

Institution	Recommendations (partly) accepted
European Commission	9
European Investment Bank (EIB)	2
European Personnel Selection Office (EPSO)	3
European Aviation Safety Agency (EASA)	1
European Medicines Agency (EMA)	2
Community Plant Variety Office	1
Total	18

Case 1311/2016/TM: How the European Aviation Safety Agency dealt with a whistleblowing complaint from aircraft maintenance mechanics at an airport in the EU

The case concerned how the European Aviation Safety Agency (EASA) dealt with a 'safety report' submitted by an aircraft maintenance mechanic, who was working at a maintenance base at an airport in the EU. The complainant was unhappy that the EASA had failed to inform him about the follow-up to his report, even though this should have been the case under the applicable rules.

The Ombudsman found the EASA's practice, of not providing follow-up information on the reports it received, constituted maladministration. The Ombudsman recommended to the EASA that it amend the applicable rules to ensure that those who report safety concerns receive feedback to the greatest extent possible without compromising the integrity of the EASA's actions.

The EASA accepted the Ombudsman's recommendation and changed the practice of how it gives feedback to those reporting safety concerns. The Ombudsman welcomed the immediate steps taken by the EASA.

Case 2030/2015/PL: The European Medicines Agency's refusal to disclose the name of a company that made a request for public access to safety reports

The case concerned the refusal by the European Medicines Agency (EMA) to disclose the name of a company that had asked for public access to the latest 'periodic safety update report' on the drug Zyclara. The complainant was the pharmaceutical company that markets Zyclara. Since 2015, EMA's policy had been to refuse to disclose the names of companies that request access to documents, in order to protect their commercial interests.

The Ombudsman found that this amounted to maladministration and recommended that EMA review its policy of outright refusal to release the identity of organisations that request public access to documents. Instead, EMA



should consult the company that made the initial request for access, before deciding whether or not the name should be withheld.

EMA accepted the Ombudsman's recommendation and changed its policy. EMA also subsequently reconsidered the complainant's request for the identity of the company.

c. Recommendation leading to a special report

Following her strategic inquiry (OI/2/2017/TE) concerning the transparency of the Council's legislative process, the Ombudsman sent a special report to the European Parliament.

The Ombudsman considered that, for European citizens properly to exercise their democratic right to participate in the EU's decision-making process, and hold those involved to account, legislative deliberations must be sufficiently transparent. She also considered that, for citizens to be able to hold their governments to account for the decisions they make on EU laws, they need to know how their governments positioned themselves during the legislative process.

To this end, the Ombudsman made a number of recommendations and suggestions to the Council to enable the public to follow the EU legislative process more easily. She recommended that the Council systematically record the identities of Member States' positions in preparatory bodies, as well as develop clear criteria for when it classifies documents as 'LIMITE' (restricted access). She also proposed that Council develop a dedicated webpage for each legislative proposal, and that it improve the user-friendliness of its public register of documents.

The Council did not reply to the Ombudsman's recommendations and suggestions within the legally-prescribed timeline of three months. Since the Ombudsman considered that the transparency of the Council's legislative process is of great importance, she brought this issue to the attention of the European Parliament and sought its support. The Ombudsman's special report was supported by an overwhelming majority of Members of the European Parliament, when they voted on the report in January 2019.

d. Follow-up to suggestions for improvement

A total of 65 suggestions were made in 40 cases that were closed in 2018. 82% of the follow-ups to suggestions were satisfactory (84% in 2017).



Table 3 - Satisfactory replies to suggestions made in 2018 by institution

Institution	Suggestions	Satisfactory replies	% of satisfactory replies
European Parliament	5	4	80%
European Commission	33	25	76%
European Central Bank (ECB)	2	2	100%
European External Action Service (EEAS)	4	4	100%
Committee of the Regions of the European Union	1	1	100%
European Investment Bank (EIB)	7	5	71%
European Personnel Selection Office (EPSO)	3	3	100%
European Anti-Fraud Office (OLAF)	6	5	83%
European Food Safety Authority (EFSA)	1	1	100%
European Institute for Gender Equality (EIGE)	1	1	100%
Education, Audiovisual and Culture Executive Agency (EACEA)	2	2	100%
Total	65	53	82%

Case 1693/2017/MDC: The Commission's decision to terminate a contract concerning a project to assist the artisanal fishing industry in Somalia

The case concerned the Commission's decision to terminate a grant contract concerning a project to assist the artisanal fishing industry in Somalia. The complainant considered the Commission breached the applicable rules by refusing to meet with it to try to settle the dispute. The Ombudsman found that, although the applicable rules do not oblige the Commission to meet with contractors prior to deciding to terminate contracts, they oblige the Commission to reply to a request for an amicable settlement. The Ombudsman took the view that, if the Commission considers that a meeting would not be conducive to settling a dispute amicably, it should give reasons for its position. The Commission complied with this obligation in the course of the Ombudsman's inquiry and the Ombudsman thus closed her inquiry.

Nonetheless, the Ombudsman suggested that, in future, the Commission should do its utmost to settle amicably any dispute that arises between it and organisations with which it has contracts for grants on projects, including by holding meetings with them, if they so request. The Ombudsman also suggested that the Commission should reply promptly to requests for meetings made with a view to settling disputes.

In response, the Commission decided to update the internal manual that provides guidance to staff members dealing with grant contracts by following the Ombudsman's suggestions.



Case 811/2017/EA: The transparency of a group that influences the development of EU defence policy

The complaint concerned the transparency of a group that provides the European Commission with advice on defence and security research. The complainant was concerned that the Group of Personalities on defence research did not appear on the Commission's register of expert groups and other similar entities.

In her decision, the Ombudsman considered that it would be difficult for the Group of Personalities - in view of its composition - to be classified as an 'expert group', which is the more typical form of advisory body. However, the Group of Personalities provided advice in relation to the preparation of policy in the same way as an expert group. She thus concluded that a level of transparency, broadly equivalent to that applicable in the case of an expert group, would be appropriate for the Group of Personalities and suggested that the Commission provide for this, retrospectively and for future similar groups.

The Commission agreed to publish meeting agendas, minutes, as well as participants' submissions related to the work of the Group of Personalities.

For the future, the Commission agreed that the rules applying to expert groups should apply to any new version of the Group of Personalities and to other similar bodies that provide the Commission with advice in relation to EU policy.

Strategic inquiry OI/6/2017/EA: How the European Commission ensures that persons with disabilities can access its websites

This strategic inquiry was a follow-up to correspondence in 2016 between the Ombudsman and the Commission concerning web accessibility in the light of the UN Convention on the Rights of Persons with Disabilities (UNCPRD).

The Ombudsman looked into how the Commission ensures that its websites and other online tools are accessible for persons with disabilities. Based on the inquiry, the Ombudsman was satisfied that the Commission had taken steps to enhance the accessibility of its websites and online tools, and that it was committed to further improvements. However, to encourage the Commission to implement these commitments and take further steps, she made six suggestions for improvement.

In its follow-up reply, the Commission set out concrete actions, which it had already undertaken in 2018, as well as its plans for future improvements. For example, it has expanded efforts to make more information available in an easy-to-read format, committed to meet higher international standards, intends to adopt a web accessibility action plan, and will introduce mandatory training on web accessibility standards in 2020.

The Ombudsman welcomed these steps and is continuing to monitor how the Commission is delivering on its commitments.



Case 2175/2017/NF: How the European Personnel Selection Office covers accommodation costs for candidates who participate in the advanced stage of selection procedures for recruiting EU civil servants

The case concerned how the European Personnel Selection Office (EPSO) covered the accommodation costs of a candidate who participated in the advanced stage (assessment centre) of a selection procedure for recruiting EU civil servants. The complainant requested an allowance for three nights' accommodation: the night before the test started, the night between the two test days and the night after the test ended. However, EPSO granted her the accommodation allowance for one night only.

The Ombudsman inquired into the issue and found that EPSO had correctly applied the applicable rule on accommodation allowances for candidates. However, the Ombudsman suggested that EPSO clarify the applicable rule to make clear that no allowance is paid to cover the accommodation costs the night before a test starts or after a test ends.

EPSO updated the relevant section of its website in accordance with the Ombudsman's suggestion.

Case 1943/2017/NF: How the European Personnel Selection Office handled a complaint about a technical problem in a selection procedure for recruiting translators

The complainant experienced a technical problem when sitting an exam as part of a selection procedure for recruiting translators for the EU civil service. He contended that EPSO had not dealt properly with his subsequent complaint. As a consequence of EPSO's poor communication with the complainant, he had also missed the deadline for making an administrative complaint about his results.

In the course of the inquiry, EPSO agreed to deal with an administrative complaint from the complainant. The Ombudsman thus considered the case to be resolved and closed her inquiry. However, she suggested to EPSO that it revise the information manual it provides to candidates in selection procedures.

EPSO updated the relevant section of its website in accordance with the Ombudsman's suggestion.

e. Compliance rate for cases closed in 2018

The EU institutions reacted positively or gave effect to 91 out of 118 proposals that the Ombudsman made to correct or improve their administrative practices in 2018. There were a further 190 cases that the Ombudsman considered as settled by the institutions since they took steps to improve how they work. Eleven out of 18 institutions examined had a 100% compliance rate, while the



Commission which, due to its size, is the subject of most of the cases, had a compliance rate of 71%.

Table 4 - Rate of overall compliance by institution

Institution	Solutions, recommendations, suggestions	Satisfactory replies	% of satisfactory replies
European Parliament	6	5	83%
European Commission	62	44	71%
Council of the European Union	2	1	50%
European Central Bank (ECB)	3	2	67%
European External Action Service (EEAS)	5	5	100%
Committee of the Regions of the EU	2	2	100%
European Investment Bank (EIB)	9	7	78%
European Personnel Selection Office (EPSO)	7	6	86%
European Anti-Fraud Office (OLAF)	8	5	63%
European Aviation Safety Agency (EASA)	1	1	100%
European Food Safety Authority (EFSA)	1	1	100%
European Insurance and Occupational Pensions Authority (EIOPA)	1	1	100%
European Medicines Agency (EMA)	2	2	100%
European Institute for Gender Equality (EIGE)	2	2	100%
European Police Office (Europol)	1	1	100%
European Asylum Support Office (EASO)	1	1	100%
Education, Audiovisual and Culture Executive Agency (EACEA)	4	4	100%
Community Plant Variety Office	1	1	100%
Total	118	91	77%

5. Conclusion

As in previous years, in 2018, the EU institutions complied with the Ombudsman's proposals to put things right in a clear majority of instances. While the institutions have a very good level of compliance with solution proposals and suggestions, there is a need to look at how to ensure better compliance by the EU institutions with the Ombudsman's recommendations.

The Ombudsman acknowledges that, sometimes, the changes she is pursuing via recommendations simply take time. Improvements introduced by the institutions may occur too late to be captured in the Ombudsman's annual compliance figure.

Two examples stand out. One concerns the Ombudsman's inquiry into the appointment of the Commission's Secretary-General, which was closed in 2019.



The Ombudsman, in her inquiry, recommended that the next time the appointment is being filled that it be done with a specific appointment procedure, separate from other high level appointments, and with the publication of a vacancy notice. While the Commission initially rejected the recommendations in this case, the Ombudsman notes the recent decision of the Von der Leyen Commission to follow up on what the Ombudsman recommended.

A second example concerns the changes introduced by the ECB following recommendations made by the Ombudsman in a case concerning membership of the Group of 30, a private Washington-based organisation.

The Ombudsman will continue to work with the institutions to bring about change, both immediately in response to individual complaints and, more generally, over time.



European Ombudsman

1 avenue du Président Robert Schuman
CS 30403
F - 67001 Strasbourg Cedex

T. + 33 (0)3 88 17 23 13
F. + 33 (0)3 88 17 90 62
www.ombudsman.europa.eu
eo@ombudsman.europa.eu

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