

OFFICE OF THE OMBUDSMAN TONGA

NOVEMBER 2017



mbudsman
T O N G A

OUTLINE

1. Office establishment
2. Office development/ Achievement
3. Case management
4. Outreach
5. Office Challenges

OFFICE ESTABLISHMENT

- ❑ Office established as Commissioner for Public Relations Office in 2001 under *the Commissioner for Public Relations Act, 2001*
- ❑ From 2001 to 2014, there were ongoing challenges which the Office faced as there were lack of support from Government.
- ❑ During the period 2006 to 2013, Government did not appoint a Commissioner to head the Office.

YESTERDAY

- **Commissioner for Public Relations Office(2001)**



OFFICE DEVELOPMENT/ ACHIEVEMENT

- ❑ In November 2014, Government appointed Mr 'Aisea H. Taumoepeau SC as the Commissioner for Public Relations.
- ❑ In April 2015, the staff moved to a modern office after being in a small office for over 15 years.
- ❑ 2nd Dec 2016, Amendments to Commissioner for Public Relations Act 2001
 - Office no longer called Commissioner for Public relations but **Office of the Ombudsman**
 - Ombudsman office staffs are no longer under Public Service Commissions but are employed under the Ombudsman.
 - Appointment of the Ombudsman is no longer appointed by Cabinet but now by the Speaker with the consent of the Legislative Assembly.

OFFICE DEVELOPMENT/ ACHIEVEMENT CON'T

- ❑ Dec 2016, staff increased from 5 to 21.
- ❑ Dec 2016, Office of the Ombudsman Handbook on Administrative Investigations was implemented
- ❑ 15th March 2017, Ombudsman hosted an event to launch the new name and logo of the Office. The new office website was officially activated : www.ombudsman.to
- ❑ 27th May 2017, Ombudsman hosted an inaugural outreach program “Fanguna ‘a e ‘Omipatimeni breakfast”.
- ❑ May 2017, Ombudsman Staff Policy Manual was implemented.
- ❑ Vigorous out reach programs to Government ministries, public enterprises and to the public at large.

TODAY



CASE MANAGEMENT

- Comparison of total cases and closed cases 2014, 2015,2016,2017

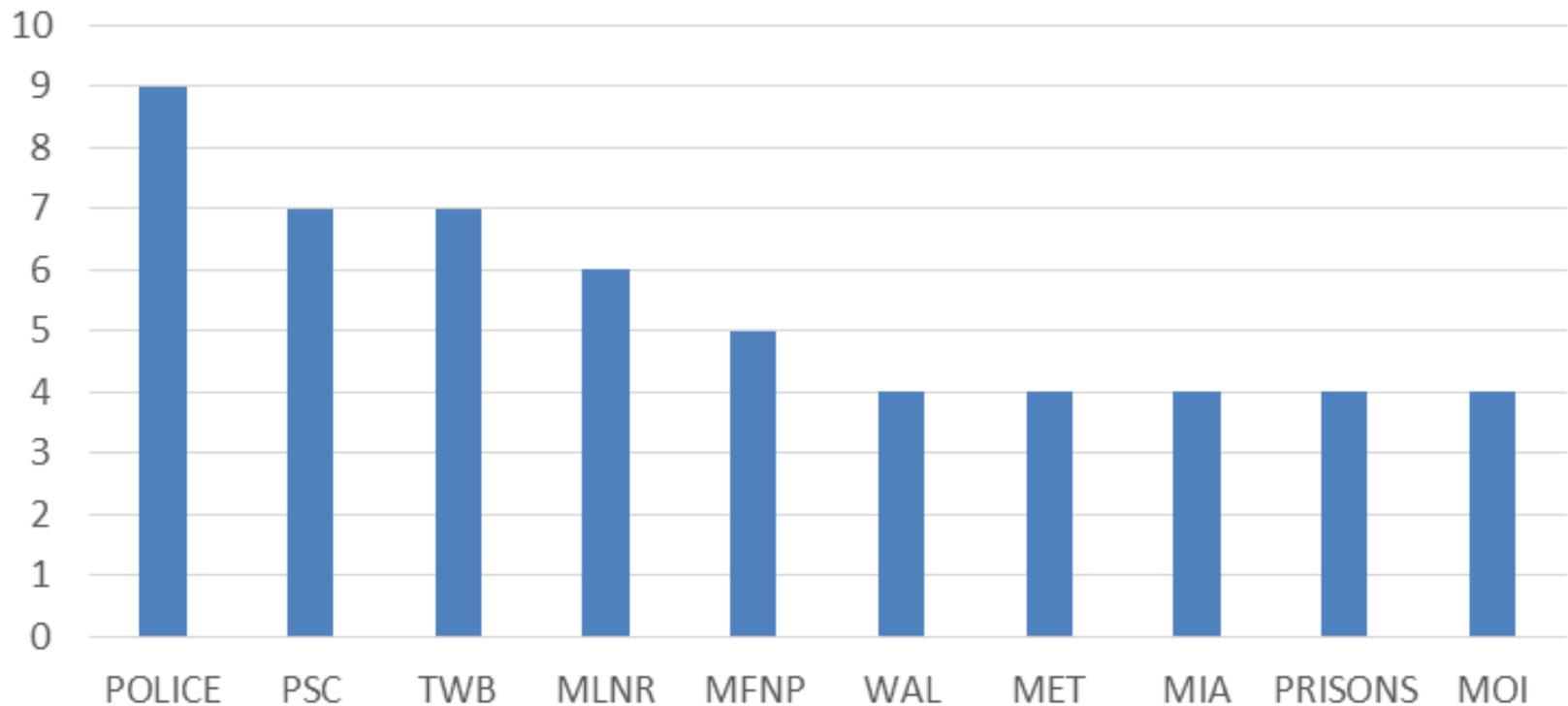
Year	Total Cases	Cases Closed	Pending Cases
2014	14	14	0
2015	76	76	0
2016	100	98	2
2017 (as at 17/11)	242	104	138

- Time taken to complete investigations

Year	Shortest time	Longest time
2015	10 days	24 months
2016	5 days	11 months
2017 (Jan to June)	10 days	5.5 months

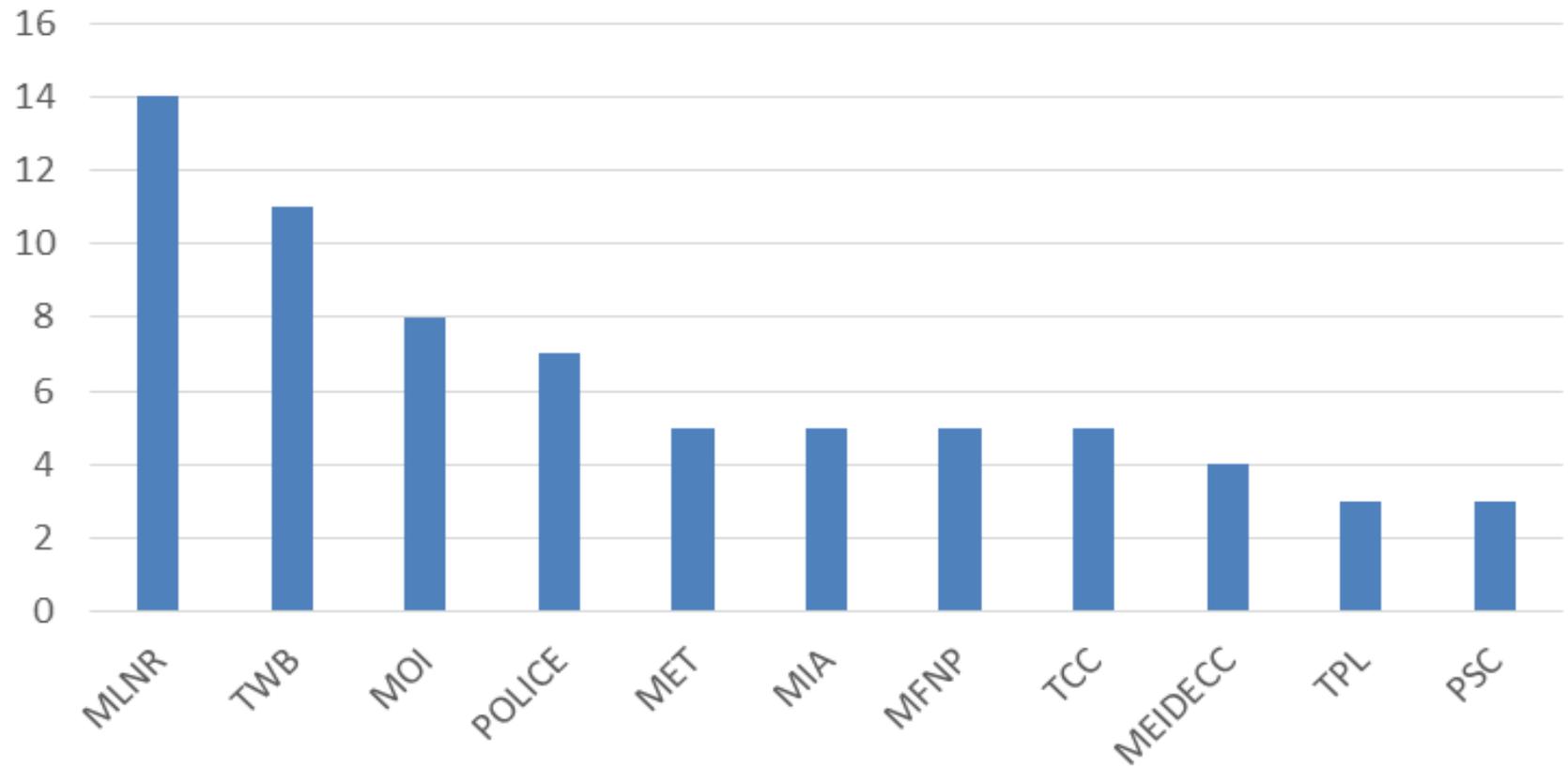
WHO KEPT US BUSY

10 Most complained about MDA's 2015



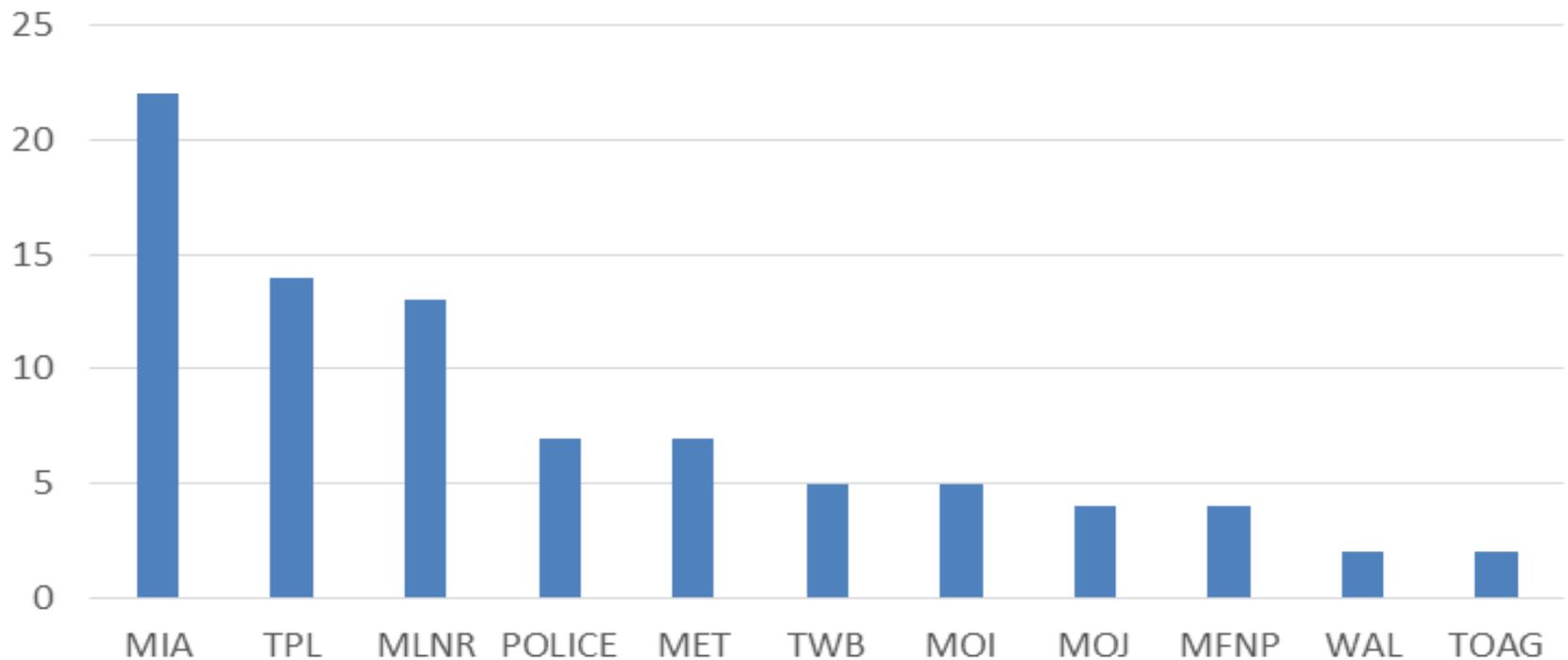
WHO KEPT US BUSY

10 Most complained about MDA's 2016



WHO KEPT US BUSY

10 Most complained about MDA's 2017 (Jan to June)



OUTREACH ACTIVITIES

➤ Outreach to villages and outer islands

Year	Island	Number of Villages	Number of MDA's
2016	Tongatapu	19	26
	'Eua	2	1
	Ha'apai	1	1
	Vava'u	0	3
	Niuatoputapu	3	12
2017	Tongatapu	68	45
	'Eua	3	14
	Ha'apai	23	16
	Vava'u	26	28

CURRENT OUTREACH ACTIVITIES

- Good Governance outreach programs to Ministries and Public Enterprises and villages
- Clinics to main areas in town.
- Brochures
- Social media (Facebook, Twitter)
- Pens
- T-shirts
- Banners
- Water bottles
- Bags
- Talk-back radio
- Monthly newsletter
- Newspaper articles
- Television advertisement
- Free call number

OUTREACH PHOTOS



CHALLENGES

- Pacific Ombudsman Alliances (POA) ending in 2016.
- Working on Legislative amendments to enable Ombudsman to hold constitutional status.
- Ensuring the services offered are timely in the face of increasing numbers of complaints.
- Close scrutiny of recommendations to be implemented.
- Is it time to expand our jurisdiction from that of a classic Ombudsman's Office.