

## OFFICE OF THE OMBUDSMAN

- I. Estimate of the amount required in the year ending 31 December 2022 for the salaries and expenses of the Office of the Ombudsman, the Office of the Commission for Public Service Appointments, the Standards in Public Office Commission, the Office of the Information Commissioner and the Office of the Commissioner for Environmental Information.

**Twelve million, two hundred and eighty-eight thousand euro  
(€12,288,000)**

- II. Programmes under which the Subheads for this Vote will be accounted for by the Office of the Ombudsman.

|  | 2021 Estimate       |        | 2022 Estimate |        | Change<br>2022<br>over<br>2021 |
|--|---------------------|--------|---------------|--------|--------------------------------|
|  | Current             | Total  | Current       | Total  |                                |
| <b>PROGRAMME EXPENDITURE</b>   | €000                | €000   | €000          | €000   | %                              |
| A - OMBUDSMAN FUNCTION / OFFICE OF THE COMMISSION FOR PUBLIC SERVICE APPOINTMENTS ....                     | 7,164               | 7,164  | 7,435         | 7,435  | 4%                             |
| B - STANDARDS IN PUBLIC OFFICE COMMISSION ....   | 1,964               | 1,964  | 1,992         | 1,992  | 1%                             |
| C - OFFICE OF THE INFORMATION COMMISSIONER / OFFICE OF THE COMMISSIONER FOR ENVIRONMENTAL INFORMATION .... | 3,516               | 3,516  | 3,366         | 3,366  | -4%                            |
| Gross Total :-   | 12,644              | 12,644 | 12,793        | 12,793 | 1%                             |
| Deduct :-  |                     |        |               |        |                                |
| D - APPROPRIATIONS IN AID ....   | 505                 | 505    | 505           | 505    | -                              |
| Net Total :-   | 12,139              | 12,139 | 12,288        | 12,288 | 1%                             |
|  | Net Increase (€000) |        |               |        | 149                            |
|  |                     | 8,889  |               | 9,823  | 11%                            |
|  |                     | 144    |               | 149    | 3%                             |

Exchequer pay included in above net total ....  
Associated Public Service employees ....

|  | 2021 Estimate |        | 2022 Estimate |        | Change<br>2022<br>over<br>2021 |
|--|---------------|--------|---------------|--------|--------------------------------|
|  | Current       | Total  | Current       | Total  |                                |
| <b>ADMINISTRATION *</b>                                | €000          | €000   | €000          | €000   | %                              |
| (I) SALARIES, WAGES, PENSIONS AND ALLOWANCES ....      | 9,299         | 9,299  | 10,233        | 10,233 | 10%                            |
| (II) TRAVEL AND SUBSISTENCE ....                       | 76            | 76     | 62            | 62     | -18%                           |
| (III) TRAINING AND DEVELOPMENT ....                    | 410           | 410    | 300           | 300    | -27%                           |
| (IV) PROFESSIONAL, CONSULTANCY AND OTHER SERVICES .... | 44            | 44     | 44            | 44     | -                              |
| (V) OPERATING EXPENSES ....                            | 1,619         | 1,619  | 1,319         | 1,319  | -19%                           |
| (VI) ASSET AND EQUIPMENT EXPENSES ....                 | 184           | 184    | 109           | 109    | -41%                           |
| (VII) COMMUNICATION AND MARKETING EXPENSES ....        | 22            | 22     | 36            | 36     | 64%                            |
| (VIII) LEGAL FEES ....                                 | 980           | 980    | 680           | 680    | -31%                           |
| (IX) REFERENDUM COMMISSIONS ....                       | 10            | 10     | 10            | 10     | -                              |
| Gross Total :-   | 12,644        | 12,644 | 12,793        | 12,793 | 1%                             |

\* The changes to the administration subheads is to facilitate the new single cross Government chart of accounts for all Votes. Nine Votes, including this Vote, are moving to the new chart of accounts in 2022.

**III. Details of Programmes - Objectives, Outputs and Financial & Human Resources**  
PROGRAMME EXPENDITURE

**A - OMBUDSMAN FUNCTION / OFFICE OF THE COMMISSION FOR PUBLIC SERVICE APPOINTMENTS**

**High Level Goals:**

Ombudsman - Through examining complaints the Office will improve standards in public administration and promote the principles of openness, fairness, accountability and effectiveness.

Commission for Public Service Appointments – The Office of the CPSA endeavours to safeguard the integrity of the recruitment, selection and appointment of people to publicly funded positions and, by continually improving standards, to engender widespread confidence in the ability of those appointed to contribute to the delivery of public services.

**Financial & Human Resource Inputs**

| Numbers |      |
|---------|------|
| 2021    | 2022 |
| 94      | 95   |

|     |                              |
|-----|------------------------------|
| A.1 | ADMINISTRATION - PAY ...     |
| A.2 | ADMINISTRATION - NON PAY ... |

**Programme Total:-**  
of which pay:-

|    |    |
|----|----|
| 94 | 95 |
|----|----|

| 2021 Estimate |         |              | 2022 Estimate |         |              |
|---------------|---------|--------------|---------------|---------|--------------|
| Current       | Capital | Total        | Current       | Capital | Total        |
| €000          | €000    | €000         | €000          | €000    | €000         |
| 5,768         | -       | 5,768        | 6,368         | -       | 6,368        |
| 1,396         | -       | 1,396        | 1,067         | -       | 1,067        |
| <b>7,164</b>  | -       | <b>7,164</b> | <b>7,435</b>  | -       | <b>7,435</b> |
| <b>5,768</b>  |         | <b>5,768</b> | <b>6,368</b>  |         | <b>6,368</b> |

**Key Outputs and Public Service Activities***Key High Level Metrics*

|           |  |       |     |     |
|-----------|--|-------|-----|-----|
| Ombudsman | No. of enquiries handled   | 3,717 | N/A | N/A |
| Ombudsman | Number of cases in which decisions issued  | 3,511 | N/A | N/A |
| Ombudsman | Number of investigations/systemic reports completed  | 1     | N/A | N/A |
| Ombudsman | Reviews processed  | 175   | N/A | N/A |
| CPSA      | Total no. of audits/reviews reports issued under section 13 of the Public Service Management (Recruitment and Appointments) Act 2004 | 0     | N/A | N/A |
| CPSA      | Total no. of complaint reports issued under section 8 of the Code of Practice  | 25    | N/A | N/A |

1. Demand driven so targets not appropriate

| 2020 Output Outturn<br>(2020 Output Target) <sup>1</sup> | 2021 Output Target <sup>1</sup> | 2022 Output Target <sup>1</sup> |
|--|---------------------------------|---------------------------------|
|  |                                 |                                 |
|  |                                 |                                 |
|  |                                 |                                 |
|  |                                 |                                 |
|  |                                 |                                 |
|  |                                 |                                 |

*Publish Documents*

| 2020 Output Outturn  | 2021 Output Target   | 2022 Output Target  |
|--|--|---|
| - 1 Annual Report<br>- 1 Commentary on Direct Provision<br>- 2 Ombudsman Casebooks | - 1 Annual Report & Summary<br>- 1 CPSA Irish Language Scheme<br>- 1 Systematic Investigation Report<br>- 1 Direct Provision Commentary<br>- 4 Casebooks | - 1 Annual Report & Summary<br>- 1 Direct Provision Commentary<br>- 3 Casebooks |

**Context and Impact indicators**

|    |   |   |   |   |
|----|---|---|---|---|
| 1- | Ombudsman - Number of complaints received   | 3,364                                   | 3,664                                   | 3,418   |
| 2- | Ombudsman - Number of invalid complaints received   | 1,124                                   | 883                                     | 965   |
| 3- | Ombudsman - Number of complaints on hand at end of year   | 714                                     | 813                                     | 709   |
| 4- | Ombudsman: Beneficial outcome for complainant   | 861                                     | 903                                     | 885   |
| 5- | Ombudsman - No. of outreach events held (including Rural/Regional events, Citizen Information Centre clinics, over 50's exhibitions, Direct Provision visits, etc.) | 39<br>(plus 26 Direct Provision visits) | 38<br>(plus 26 Direct Provision visits) | 10 (plus 1 Direct Provision visit) <sup>1</sup> |
| 6- | CPSA - Maximum time for complaint to remain with CPSA   | 11 months                               | 17 months                               | 29 months                                       |
| 7- | CPSA – No. of complaints outstanding at year end  | 3                                       | 23                                      | 27  |
| 8- | CPSA – Total no. of Excluding Orders issued   | 71                                      | 60                                      | 72  |
| 9- | CPSA – Improved procedures for future competitions  | N/A                                     | 20                                      | 33  |

1. Direct Provision outreach visits curtailed due to Covid restrictions

| 2018 | 2019 | 2020 |
|------|------|------|
|      |      |      |
|      |      |      |
|      |      |      |
|      |      |      |
|      |      |      |
|      |      |      |
|      |      |      |
|      |      |      |
|      |      |      |

**III. Details of Programmes - Objectives, Outputs and Financial & Human Resources**  
**PROGRAMME EXPENDITURE**

**B - STANDARDS IN PUBLIC OFFICE COMMISSION**

**High Level Goals:** An ethical public administration, representation based on public interest, and a Secretariat with appropriate skills, resources and processes to deliver on the Commission's priorities.

**Financial & Human Resource Inputs**

| Numbers |    | 2021 Estimate   |                 |               | 2022 Estimate   |                 |               |
|---------|----|-----------------|-----------------|---------------|-----------------|-----------------|---------------|
|         |    | Current<br>€000 | Capital<br>€000 | Total<br>€000 | Current<br>€000 | Capital<br>€000 | Total<br>€000 |
| 23      | 25 | 1,208           | -               | 1,208         | 1,372           | -               | 1,372         |
|         |    | 756             | -               | 756           | 620             | -               | 620           |
|         |    | <b>1,964</b>    | -               | <b>1,964</b>  | <b>1,992</b>    | -               | <b>1,992</b>  |
| 23      | 25 | <b>1,208</b>    |                 | <b>1,208</b>  | <b>1,372</b>    |                 | <b>1,372</b>  |

B.1 ADMINISTRATION - PAY ...  
B.2 ADMINISTRATION - NON PAY ...

**Programme Total:-**  
*of which pay:-*

**Key Outputs and Public Service Activities**

| Key High Level Metrics |  | 2020 Output Outturn<br>(2020 Output Target) | 2021 Output Target | 2022 Output Target |
|------------------------|--|---|--------------------|--------------------|
| SIPO                   | No. of annual donation statement returns processed, examined and reported on from Members of the Oireachtas & MEPs and from political parties                    | 237<br>(252)                                | 278                | 233                |
| SIPO                   | No. of annual returns processed and examined from the Parliamentary Activities Allowance formerly Party Leader's Allowance                                       | 42<br>(42)                                  | 53                 | 37                 |
| SIPO                   | Total no. of candidate returns processed and examined for Dáil/Seanad general elections/bye-elections/Presidential elections and European elections <sup>1</sup> | 193<br>(46)                                 | N/A                | 40                 |
| SIPO                   | No. of annual returns processed and examined from political parties, third parties, Political Party Accounting Units and corporate donors <sup>2</sup>           | 270<br>(239)                                | 212                | 260                |
| SIPO                   | Number of Tax Clearance Certificates processed <sup>2</sup>  | 362<br>(100)                                | 100                | 120                |
| SIPO                   | Number of new lobbying registrants processed <sup>2</sup>  | 183<br>(150)                                | 150                | 180                |
| SIPO                   | Number of new lobbying returns processed <sup>2</sup>  | 10,642<br>(10,000)                          | 10,500             | 11,000             |
| SIPO                   | No. of investigations completed <sup>2</sup>   | 7<br>(15)                                   | 15                 | 6                  |
| SIPO                   | No. of cases prosecuted under the Regulation of Lobbying Act <sup>2</sup>  | 4<br>(1)                                    | 5                  | 5                  |
| SIPO                   | No. of fixed payment penalties levied under Regulation of Lobbying Act <sup>2</sup>  | 379<br>(250)                                | 225                | 300                |

1. Presidential and European Elections not scheduled until 2025 and 2024, respectively. Dáil/Seanad elections adhoc; uncertain whether elections will be held in 2021. Processing from 2020 general election and bye-elections reflected in 2021 output targets; expected to fall in 2022 if no election.

2. These figures are estimates of what is anticipated, however these services are demand driven.

**Legislation**

| 2020 Outturn   | 2021 Output Target   | 2022 Output Target   |
|--|--|--|
| - Statutory Report: Expenditure of Parliamentary Activities Allowance 2019 | - Submission to the review of ethics legislation arising from 2020 Programme for Government. | - Statutory Report: Expenditure of Parliamentary Activities Allowance 2021 |

Publish Documents

| 2020 Outturn  | 2021 Output Target   | 2022 Output Target  |
|---|--|---|
| - 1 Investigation Report<br>- Statutory Report: Expenditure of Parliamentary Activities Allowance 2019<br>- Report on European Election 2019<br>- Report on Dáil Bye-elections 2019<br>- Statutory Report: Political Parties Statements of Accounts 2019<br>- Statutory Report: Donations to political parties 2019<br>- Statutory Report: Expenditure of Exchequer Funding by political parties 2019 | - 3 Investigation Reports<br>- Statutory Report: Expenditure of Parliamentary Activities Allowance 2020<br>- Reports on Dáil and Seanad General Election 2020<br>- Statutory Report: Political Parties Statements of Accounts 2020 – to be published in 2022<br>- Statutory Report: Donations to TDs, Senators and MEPs 2019 and 2020<br>- Statutory Report: Donations to political parties 2020<br>- Statutory Report: Expenditure of Exchequer Funding by political parties 2020 | - 6 Investigation Reports<br>- Statutory Report: Expenditure of Parliamentary Activities Allowance 2021<br>- Reports on Dublin Bay South Bye-Election 2021 and Seanad (Trinity) Bye-Election 2022<br>- Statutory Reports: Political Parties Statements of Accounts 2020 and 2021<br>- Statutory Report: Donations to TDs, Senators and MEPs 2021<br>- Statutory Report: Donations to political parties 2021<br>- Statutory Report: Expenditure of Exchequer Funding by political parties 2021 |

*\*Not included in original targets published last year*

**Context and Impact indicators**

|  | 2018 | 2019 | 2020 |
|--|------|------|------|
| 1- No. of investigations ongoing at year end                             | 10   | 10   | 1    |
| 2- No. of complaints received under Ethics legislation                   | 33   | 54   | 91   |
| 3- No. of investigations ongoing at year end (Lobbying Act)              | 13   | 7    | 1    |
| 4- Percentage of Oireachtas members' annual returns received by deadline | 95%  | 79%  | 91%  |

**III. Details of Programmes - Objectives, Outputs and Financial & Human Resources**  
PROGRAMME EXPENDITURE

**C - OFFICE OF THE INFORMATION COMMISSIONER / OFFICE OF THE COMMISSIONER FOR ENVIRONMENTAL INFORMATION**

**High Level Goals:** To make fair decisions in line with the legislation applicable to Freedom on Information and Environmental Information

**Financial & Human Resource Inputs**

| Numbers |    | 2021 Estimate   |                 |               | 2022 Estimate   |                 |               |
|---------|----|-----------------|-----------------|---------------|-----------------|-----------------|---------------|
|         |    | Current<br>€000 | Capital<br>€000 | Total<br>€000 | Current<br>€000 | Capital<br>€000 | Total<br>€000 |
| 27      | 29 | 2,323           | -               | 2,323         | 2,493           | -               | 2,493         |
|         |    | 1,193           | -               | 1,193         | 873             | -               | 873           |
|         |    | <b>3,516</b>    | -               | <b>3,516</b>  | <b>3,366</b>    | -               | <b>3,366</b>  |
| 27      | 29 | 2,323           | -               | 2,323         | 2,493           | -               | 2,493         |

C.1 ADMINISTRATION - PAY ...  
C.2 ADMINISTRATION - NON PAY ...

**Programme Total:-**  
*of which pay:-*

**Key Outputs and Public Service Activities**

**Key High Level Metrics**

|  | 2020 Output Outturn<br>(2020 Output Target) | 2021 Output Target | 2022 Output Target |
|--|---|--------------------|--------------------|
| OIC % of cases closed within four months | 57%<br>(65%)                                | 65%                | 65%                |
| OIC Number of reviews processed          | 414<br>(450)                                | 450                | 450                |
| OCEI Number of appeals completed         | 37<br>(45)                                  | 45                 | 100                |

**Context and Impact indicators**

|   | 2018 | 2019 | 2020 |
|---|------|------|------|
| 1- OIC - Applications for review received                           | 543  | 613  | 584  |
| 2- OIC - Number of applications for review on hand at end of year   | 115  | 141  | 172  |
| 3- OIC - Number of applications accepted for review                 | 431  | 458  | 434  |
| 4- OIC - Number of review decisions appealed to the Superior Courts | 7    | 5    | 3    |
| 5- OIC - Number of Superior Court Cases completed                   | 5    | 8    | 7    |
| 6- OCEI - Number of appeals received                                | 49   | 64   | 45   |
| 7- OCEI - Number of appeals accepted                                | 44   | 55   | 46   |
| 8- OCEI - Number of appeals on hand at end of year                  | 28   | 38   | 48   |
| 9- OCEI - Number of decisions appealed to the Superior Courts       | 6    | 8    | 4    |

**III.**

**Details of Appropriations-in-Aid**

|     |  | 2021 Estimate   |                 |               | 2022 Estimate   |                 |               |
|-----|--|-----------------|-----------------|---------------|-----------------|-----------------|---------------|
|     |  | Current<br>€000 | Capital<br>€000 | Total<br>€000 | Current<br>€000 | Capital<br>€000 | Total<br>€000 |
| D - | APPROPRIATIONS IN AID -  |                 |                 |               |                 |                 |               |
|     | 1. APPROPRIATIONS IN AID ...   | 21              | -               | 21            | 35              | -               | 35            |
|     | 2. FIXED PAYMENT FINES UNDER SECTION 21 OF THE<br>REGULATION OF LOBBYING ACT ... | 74              | -               | 74            | 60              | -               | 60            |
|     | 3. RECEIPTS FROM PENSION RELATED DEDUCTION ON<br>REMUNERATION ...                | 410             | -               | 410           | 410             | -               | 410           |
|     | <b>Total :-</b>  | <b>505</b>      | <b>-</b>        | <b>505</b>    | <b>505</b>      | <b>-</b>        | <b>505</b>    |