

Commemoration of Ombudsman Day Working Session with Public Officers

The Office of the Ombudsman celebrated the Ombuds Day on 10th October 2024 centered around the theme “Ombuds: Here to Hear You”, which underscores the commitment of public Ombudsman Offices worldwide to actively listen and address concerns.

This year, the Office focused on the collaboration between the Ombudsman and Local Authorities. A half-day working session was organised with 23 Public Officers from the Planning/Inspectorate cadre from the Local Authorities.

The session aimed at providing a better understanding of all the responsibilities of the Ombudsman in the promotion of good governance, human rights and accountability in local administration.

The session was followed by an interactive one whereby the participants were given the opportunity to discuss recurrent problems faced by them and share best practices.



Welcome Address by the Senior Investigations Officer



Address by the Ombudsman



Presentation by the Investigations Officer



Registration of Participants



Group Photo



Interactive Session

Feedback from participants

- 1. How effective was the campaign in increasing your awareness of the services provided by the Office of the Ombudsman?*

A significant majority (82.6%) rated their awareness at either 4 or 5 on a scale of 1 to 5. This indicates that the campaign was effective in enhancing awareness among participants. The lower ratings (1, 2, and 3) combined represent only 17.4%, suggesting that very few found the campaign ineffective.

- 2. How likely are you to share the information you learned from this campaign with others?*

69.6% of respondents indicated a high likelihood (4 or 5) of sharing the information which reflects positively on the campaign's impact.

- 3. Has this session been beneficial to you to improve the quality of service delivery during the performance of your duties?*

A majority (82.6%) rated the session positively (4 or 5), indicating that most felt the session contributed to improving the quality of service delivery.

A high percentage of positive responses across all three questions indicate that the campaign was well-received and effective.