

**COMPARATIVE ANALYSIS OF LEGAL SYSTEMS FOR AFRICAN OMBUDSMAN AND MEDIATORS ASSOCIATION (AOMA)**

**SURVEY QUESTIONNAIRE**

Instructions for completing this form:

You can either print the form, fill it in using a pen and then scan and email it to [Ishara.aorc@gmail.com](mailto:Ishara.aorc@gmail.com)  or fax it to +27 (0)86 205 2964 / +27 (0) 31 260 3824 (South Africa)

OR

save the form on your hard drive, open it using Microsoft Word 2007, complete it and save changes, then email it to [Ishara.aorc@gmail.com](mailto:Ishara.aorc@gmail.com)

The security settings on your Word Processor may require that you enable the Macro & ActiveX content in this document – watch for the prompt when you first load the document and then enable this content (it will not work otherwise)

**PLEASE ENSURE THAT THIS FORM IS RETURNED BY 30 June 2013**

# ORGANISATIONAL INFORMATION

**1.1 Country:**  **1.2 Name of organisation:** 

*(ombudsman/commission/mediator etc)*

**1.3 Years in operation:** 

**1.4 Main focus of the organisation:**

 Maladministration

 Human rights violations

 Corruption

 Governance

 Police complaints

 other (please specify) : 

**1.5 Structure:**

 Central office only

 Central office with regional/satellite offices

 other (please specify) : 

**1.6 Contact details:**

Person authorised to complete form: 

Telephone:  *(include international dialling code)*

e-mail :  FaX : 

Postal address:  *(Number, Building, Street, Suburb)*

*(City, Country)*

* 1. **Preferred language of communication/ instruction:** 

# LEGAL INFORMATION

**2.1 What is the legal status of your office?**

 Governed by the Constitution

 Governed by a Statute

 other (please specify) : 

**2.2 Is the rank of the Ombudsman/ Médiateur equivalent to that of:**

 A Judge?

 A Member of the Executive?

 other (please specify) : 

**2.3 Please list the laws or sections of the constitution that deal with the establishment and mandate of the Ombudsman/ Médiateur:**  


**2.4 How is the Ombudsman/ Médiateur appointed?**

 By the State President

 By the executive

 other (please specify) : 

**2.5 How is the Ombudsman/ Médiateur removed from office?**  


**2.6 How is the Ombudsman/ Médiateur’s office structured?**

 As a board

 As a commission

 Headed by single individual

 other (please specify) : 

**2.7 If the Ombudsman/ Médiateur’s office is headed by a single individual, is there a deputy Ombudsman/ Médiateur?**

 Yes

 No

 other (please specify) : 

**2.8 Please list the powers and functions of the Ombudsman/ Médiateur/’s office:**  


**2.9 If the Ombudsman/ Médiateur’s office is headed by a single individual, what is the tenure of the Ombudsman/ Médiateur?**

 Life appointment

 Appointment for a fixed period (please specify): 

 other (please specify) : 

**2.10 If the appointment is for a fixed period, is there the possibility of reappointment for a further period?**

 No

 Yes (please specify additional period/s) : 

**2.11 Does your organisation belong to any of the following organisations:**

 International Ombudsman Association (IOI)

 Association des Ombudsmans et Médiateurs de la Francophonie (AOMF) 

African Ombudsman and Mediators Association (AOMA)

Other - specify: 

**2.12 How does the Office stand up to political interference? Please provide examples.**



# 3: OTHER DETAILS

## 3.1 Human Resource Capacity:

**3.1.1 Please supply us with a breakdown of your staff compliment:**

Total number of staff members 

Total support staff 

Total operational staff 

*of which how many are:*

- mainly involved in receiving and processing complaints 

- mainly involved in facilitation / mediation 

- mainly involved in both investigation and report writing 

- mainly involved in only investigation 

- mainly involved in only report writing 

- supervision/ management 

**3.1.2 Please share any other information you feel is relevant regarding your Human Resource capacity:**  


## 3.2 Advocacy

This section seeks to establish the extent to which good governance is currently advocated in state and private institutions through supporting the adoption of the institution of the Ombudsman and lobbying for the strengthening of the powers of the ombudsman office.

**3.2.1 is your office involved in advocating good governance in State and private institutions?**

|  |  |
| --- | --- |
| State Yes No  Private Yes No | Please provide details:  . |

**3.2.2 Are you aware of any other initiatives that support the adoption of the institution of the Ombudsman?**

|  |  |
| --- | --- |
| Yes No | Please provide details:  . |

## 3.3 Final comments and other issues you feel would be relevant

Please provide details.  
  
  
If you require assistance in completing this form, please contact Adv Ishara Bodasing

Tel : +27 31 260 3768 / +27 83 411 2875