

**SELECT COMMITTEE TO OVERSEE  
PERFORMANCE OF THE  
OFFICE OF THE OMBUDSMAN**  
*4<sup>th</sup> Quarter Report 2021*

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# Financial Report

## ACTUAL EXPENDITURES

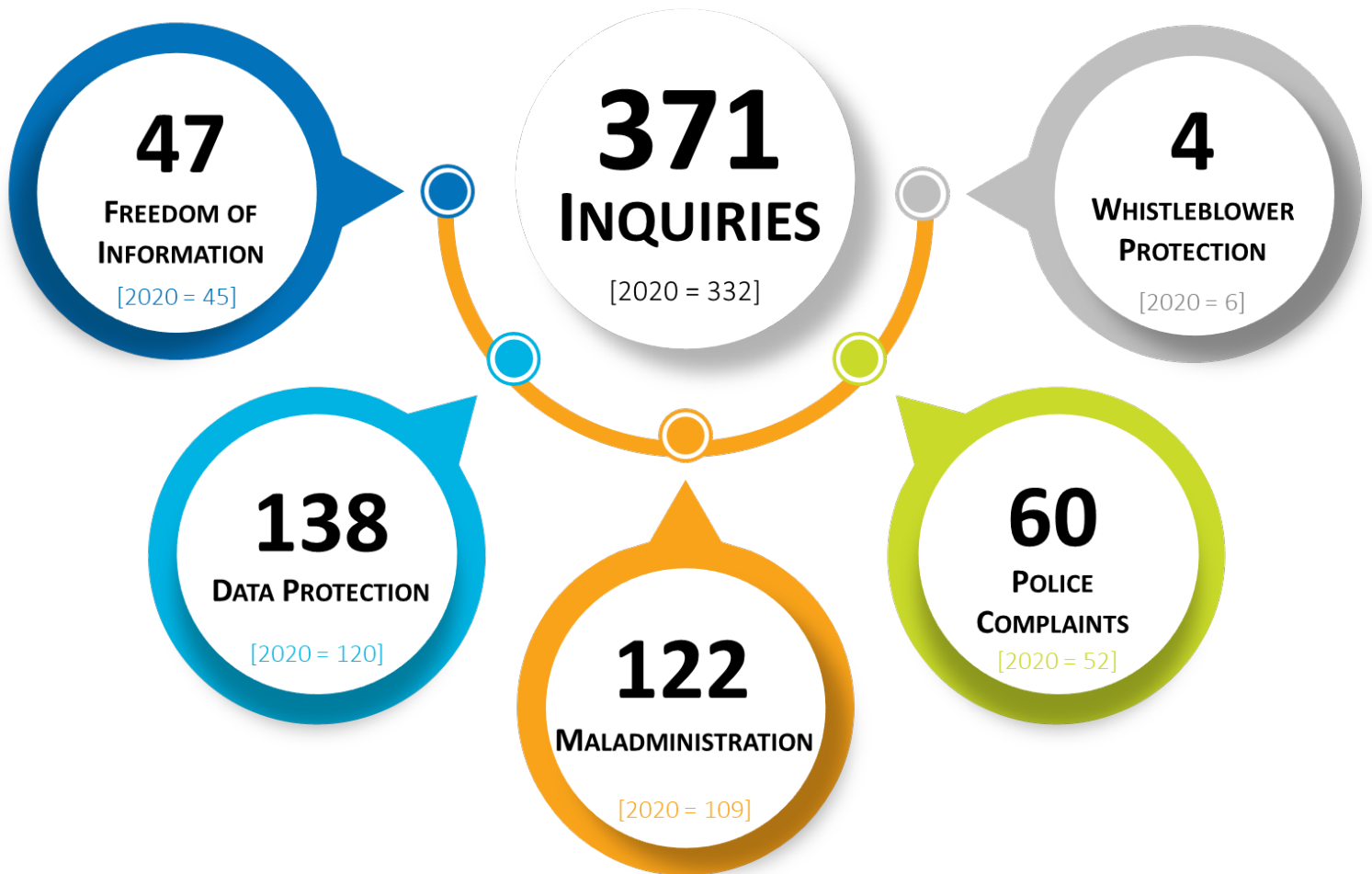
Description	2021 Full Year Budget	Actuals from January to December 2021	Budget Remaining
Personnel Costs	1,630,522	1,682,798	(52,276)
Supplies & Consumables	417,499	258,414	159,085
Leases	112,260	107,940	4,320
Depreciation	118,706	120,511	(1,805)
<b>Total</b>	<b>2,278,987</b>	<b>2,169,663</b>	<b>109,324</b>

## FORECAST EXPENDITURES

Description	2022 Full Year Budget	January	February	March	Total Forecasted Expenditures January to March 2022	Budget Remaining	Comments
Personnel Costs	1,835,273	122,233	114,056	114,056	228,113	1,484,927	Reduced in Feb & March as new Ombudsman post not filled
Supplies & Consumables	413,839	25,572	20,635	18,821	39,456	348,811	Legal fees higher in Jan mainly due fees incurred for settlement matter
Leases	107,940	8,995	8,995	8,995	17,990	80,955	
Depreciation	126,684	10,189	10,189	10,189	20,378	96,117	
<b>Total</b>	<b>2,483,736</b>	<b>166,989</b>	<b>153,875</b>	<b>152,061</b>	<b>305,937</b>	<b>2,010,810</b>	

## Statistics

OVERVIEW OF INQUIRIES – YEAR TO DATE (01 JANUARY – 31 DECEMBER 2021)



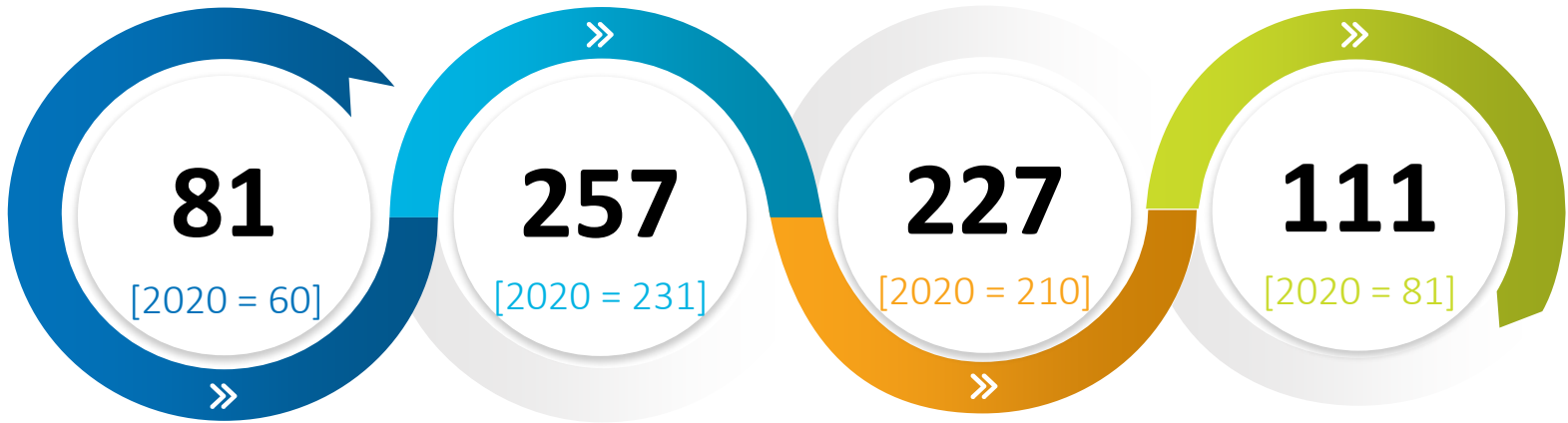
## OVERVIEW OF CASES – YEAR TO DATE (01 JANUARY – 31 DECEMBER 2021)

CASES RECEIVED AS AT 31  
DECEMBER 2021

FREEDOM OF INFORMATION	31
DATA PROTECTION	131
MALADMINISTRATION	65
POLICE COMPLAINTS	28
WHISTLEBLOWER PROTECTION	2

OPEN CASES AS AT 31 DECEMBER  
2021

FREEDOM OF INFORMATION	15
DATA PROTECTION	54
MALADMINISTRATION	23
POLICE COMPLAINTS	16
WHISTLEBLOWER PROTECTION	3



## CASES CARRIED FORWARD

FREEDOM OF INFORMATION	17
DATA PROTECTION	36
MALADMINISTRATION	11
POLICE COMPLAINTS	15
WHISTLEBLOWER PROTECTION	2

CASES CLOSED AS AT 31 DECEMBER  
2021

FREEDOM OF INFORMATION	33
DATA PROTECTION	113
MALADMINISTRATION	53
POLICE COMPLAINTS	27
WHISTLEBLOWER PROTECTION	1

STATISTICS BY DIVISION – 4<sup>TH</sup> QUARTER

## INFORMATION RIGHTS DIVISION

FREEDOM OF INFORMATION				
	1 <sup>ST</sup> QTR	2 <sup>ND</sup> QTR	3 <sup>RD</sup> QTR	4 <sup>TH</sup> QTR
<b>Inquiries Answered</b>	<b>6</b>	<b>12</b>	<b>17</b>	<b>12</b>
<b>Presentations</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>
<b>Cases Carried Forward from Previous Quarter</b>	<b>17</b>	<b>14</b>	<b>14</b>	<b>16</b>
<b>Appeals Received</b>	<b>10</b>	<b>8</b>	<b>8</b>	<b>5</b>
<b>Cases Resolved</b>	<b>13</b>	<b>8</b>	<b>6</b>	<b>6</b>
<b><i>Assessment/Disposition</i></b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
Non-Jurisdictional	0	1	0	0
<b><i>Informal Resolution</i></b>	<b>11</b>	<b>6</b>	<b>3</b>	<b>6</b>
Partial Disclosure	3	2	1	1
Non-disclosure	2	0	0	0
Full Disclosure	4	4	1	3
Other	2	0	1	2
<b><i>Decisions</i></b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>
Appeal Dismissed	1	0	2	0
Appeal Partially Upheld	0	0	1	0
Appeal Upheld	1	1	0	0
Other	0	0	0	0
<b>Open Cases</b>	<b>14</b>	<b>14</b>	<b>16</b>	<b>15</b>

<b>DATA PROTECTION</b>				
	<b>1<sup>ST</sup> QTR</b>	<b>2<sup>ND</sup> QTR</b>	<b>3<sup>RD</sup> QTR</b>	<b>4<sup>TH</sup> QTR</b>
<b>Inquiries Answered</b>	<b>38</b>	<b>35</b>	<b>34</b>	<b>31</b>
<b>Presentations</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>4</b>

<b>Data Protection – Complaints</b>				
<b>Cases Carried Forward from Previous Quarter</b>	<b>7</b>	<b>8</b>	<b>11</b>	<b>12</b>
<b>Cases Received</b>	<b>4</b>	<b>11</b>	<b>5</b>	<b>10</b>
<b>Cases Resolved</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>2</b>
<b>Assessment/Disposition</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
Non-Jurisdictional	0	0	0	1
Complaint Refused (s. 43(4))	1	1	0	1
Complaint Abandoned	0	0	0	0
Complaint Withdrawn	0	0	0	0
Referred to another DP Authority	0	0	0	0
Other	0	0	0	0
<b>Informal Resolution</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>0</b>
Supported	0	5	2	0
Not Supported	1	2	0	0
Complaint Abandoned	0	0	0	0
Complaint Withdrawn	0	0	0	0
<b>Order</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>
Enforcement Order Issued	1	0	2	0
Monetary Order Issued	0	0	0	0
Enforcement and Monetary Order Issued	0	0	0	0
<b>Open Cases</b>	<b>8</b>	<b>11</b>	<b>12</b>	<b>20</b>

<b>Data Protection – Breach Notification</b>				
<b>Cases Carried Forward from Previous Quarter</b>	<b>29</b>	<b>36</b>	<b>38</b>	<b>30</b>
<b>Cases Received</b>	<b>34</b>	<b>29</b>	<b>17</b>	<b>21</b>
<b>Cases Resolved</b>	<b>27</b>	<b>27</b>	<b>25</b>	<b>17</b>
<b>Assessment/Disposition</b>	<b>25</b>	<b>26</b>	<b>21</b>	<b>13</b>
Non-Jurisdictional	0	3	0	3
Appropriate Actions Taken	25	23	21	9
Other	0	0	0	1
<b>Informal Resolution</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>
Resolved Informally	1	1	4	3
<b>Order</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
Enforcement Order Issued	1	0	0	0
Monetary Order Issued	0	0	0	0
Enforcement and Monetary Order Issued	0	0	0	0
Other	0	0	0	1
<b>Open Cases</b>	<b>36</b>	<b>38</b>	<b>30</b>	<b>34</b>

## COMPLAINTS DIVISION

<b>MALADMINISTRATION</b>				
	<b>1<sup>ST</sup> QTR</b>	<b>2<sup>ND</sup> QTR</b>	<b>3<sup>RD</sup> QTR</b>	<b>4<sup>TH</sup> QTR</b>
<b>Inquiries Answered</b>	<b>30</b>	<b>25</b>	<b>42</b>	<b>26</b>
<b>Cases Carried Forward from Previous Quarter</b>	<b>11</b>	<b>18</b>	<b>24</b>	<b>23</b>
<b>Complaints Received</b>	<b>17</b>	<b>14</b>	<b>20</b>	<b>14</b>
<b>Cases Resolved</b>	<b>10</b>	<b>8</b>	<b>21</b>	<b>14</b>
<b><i>Assessment/Disposition</i></b>	<b>6</b>	<b>2</b>	<b>13</b>	<b>7</b>
Non-Jurisdictional <sup>†</sup>	6	2	13	7
Complaint Refused	0	0	0	0
Complaint Withdrawn	0	0	0	0
<b><i>Early Resolution</i></b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>5</b>
Successfully Resolved	3	6	7	5
Complaint Withdrawn	0	0	0	0
<b><i>Investigation</i></b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>
Supported	0	0	1	0
Not Supported	0	0	0	0
Successfully Resolved	0	0	0	0
Complaint Withdrawn	1	0	0	2
<b>Open Cases</b>	<b>18</b>	<b>24</b>	<b>23</b>	<b>23</b>

<sup>†</sup>This includes complaints which are time barred, appeals have not been exhausted, cases referred to another agency, the issue/entity is not subject to investigation or a Schedule 2 restriction exists



<b>POLICE COMPLAINTS</b>				
	<b>1<sup>ST</sup> QTR</b>	<b>2<sup>ND</sup> QTR</b>	<b>3<sup>RD</sup> QTR</b>	<b>4<sup>TH</sup> QTR</b>
<b>Inquiries Answered</b>	<b>12</b>	<b>15</b>	<b>15</b>	<b>18</b>
<b>Cases Carried Forward from Previous Quarter</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>16</b>
<b>Complaints Received</b>	<b>9</b>	<b>4</b>	<b>9</b>	<b>6</b>
<b>Cases Resolved</b>	<b>8</b>	<b>5</b>	<b>8</b>	<b>6</b>
<b><i>Assessment/Disposition</i></b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>5</b>
Non-Jurisdictional	1	0	0	1
Investigation Time Barred	0	0	0	1
Investigation Refused (s. 3(2)(g))	0	0	0	0
Complaint Withdrawn	1	1	0	2
Complaint Abandoned	1	1	1	1
Other	0	0	1	0
<b><i>Informal Resolution</i></b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>1</b>
Successfully Resolved	4	2	3	1
Other	0	0	1	0
<b><i>Investigation</i></b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>
Supported	1	0	0	0
Not Supported	0	0	1	0
Complaint Withdrawn	0	0	0	0
Complaint Abandoned	0	0	1	0
Other	0	1	0	0
<b>Outstanding Referrals to RCIPS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Open OMB Files</b>	<b>16</b>	<b>15</b>	<b>16</b>	<b>16</b>
<b>Open Cases</b>	<b>16</b>	<b>15</b>	<b>16</b>	<b>16</b>

<b>WHISTLEBLOWER PROTECTION</b>				
	<b>1<sup>ST</sup> QTR</b>	<b>2<sup>ND</sup> QTR</b>	<b>3<sup>RD</sup> QTR</b>	<b>4<sup>TH</sup> QTR</b>
<b>Inquiries Answered</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>
<b>Cases Carried Forward from Previous Quarter</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>Complaints Received</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>Cases Resolved</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b><i>Assessment/Disposition</i></b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
Non-Jurisdictional	0	0	1	0
Referred to Another Agency	0	0	0	0
<b><i>Investigation</i></b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Supported	0	0	0	0
Not Supported	0	0	0	0
<b>Open Cases</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>

# Office Overview

## FINANCIAL MATTERS

No unexpected expenditures to report.

## OPERATIONAL MATTERS

We are pleased that our budget has been approved and will be proceeding to staff the vacant position on our data protection team.

## ADMINISTRATIVE/STAFFING MATTERS

I have submitted my resignation – effective 31 January 2022.

Staffing continues for the vacant positions on the maladministration team.