

How does a One-Headed Person Wear Two Hats at the Same Time?

Introductory Lecture

III EUROSAI-ASOSAI Joint Conference,
Emerging Issues & Emergency Situations - Israel, March 2019

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One Person – Two Functions



State Comptroller



Ombudsman



Joseph Haim Shapira,
Judge (Ret.)





**The Director of the
Ombudsman Office:
Dr. Esther Ben-Haim,
Ph.D., Adv.**

Personnel



85 Lawyers



3 Social Workers



21 Administrative Staff



28

Men



81

Women



Israel's
diverse
society



Languages



Hebrew



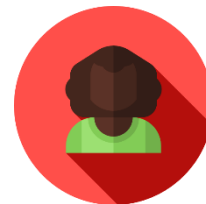
Arabic



English



Russian

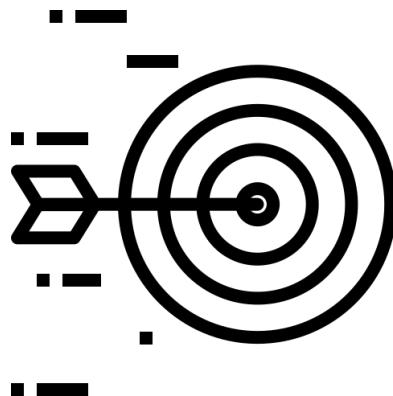


Amharic

Who can submit a complaint ?



Any person



Directly injured



Public body

Ways of submitting a complaint



Internet form



Post



Fax



Special mailboxes
in regional offices



E-Mail



Verbal complaints
in regional offices



The Branch Offices



Beer -Sheva



Lod



Nazereth



Haifa



Kiryat Shmona

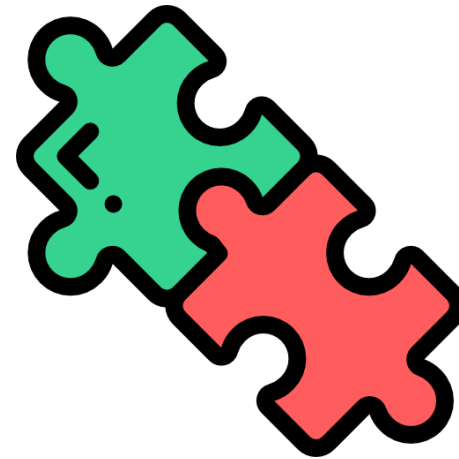


Implication of submitting a complaint

Methods of investigation



Mediation





Complaints that may not be investigated



Complaints that will only be investigated for a special reason



Justified complaints

- remedy of personal grievances
- rectification of general defects

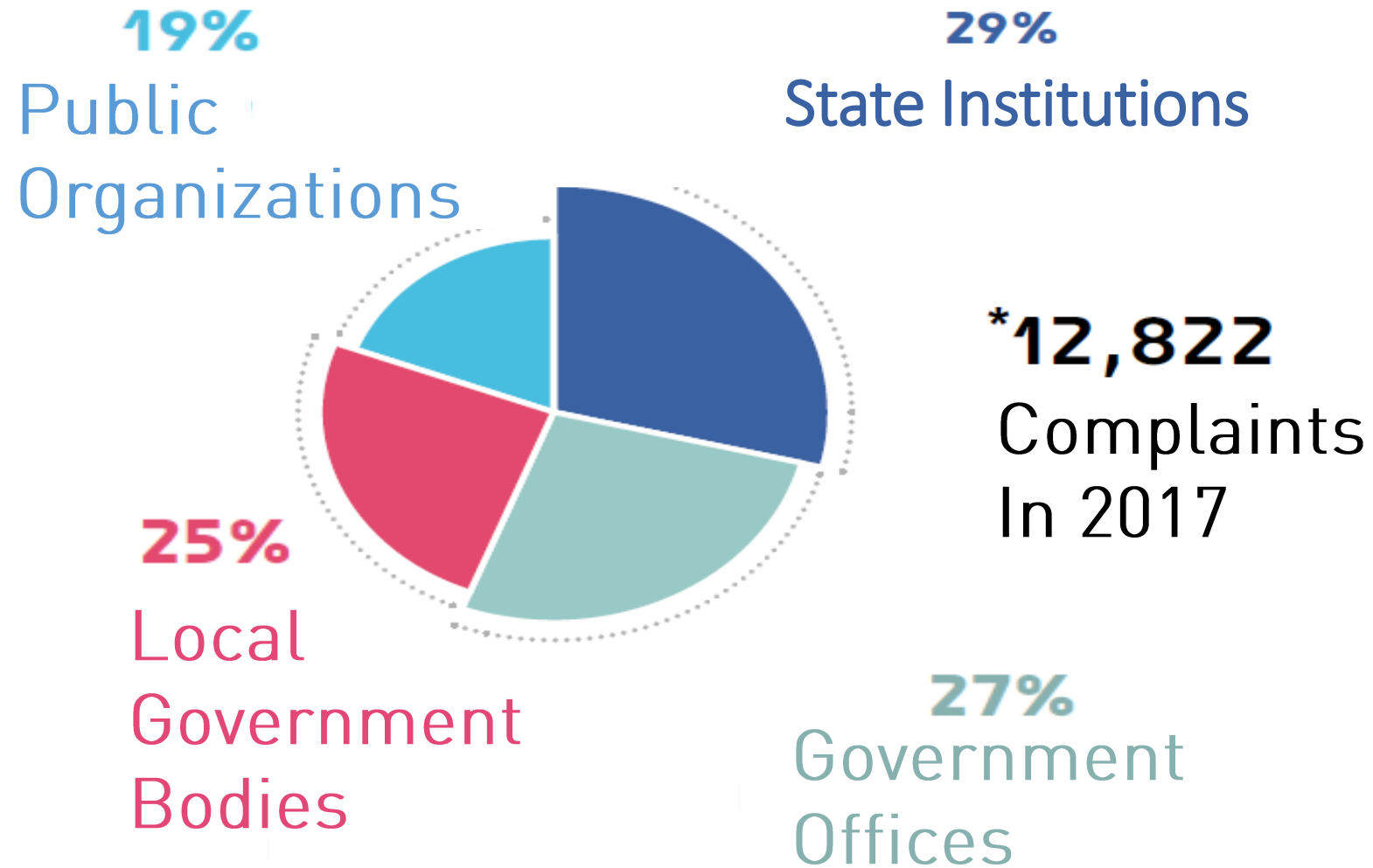


Whistleblower Protection

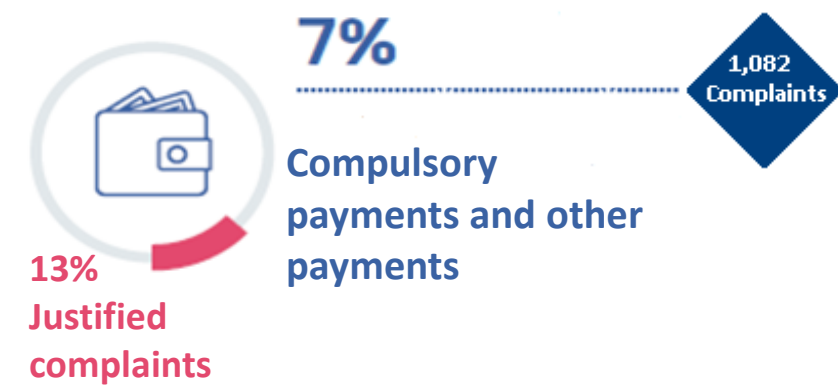
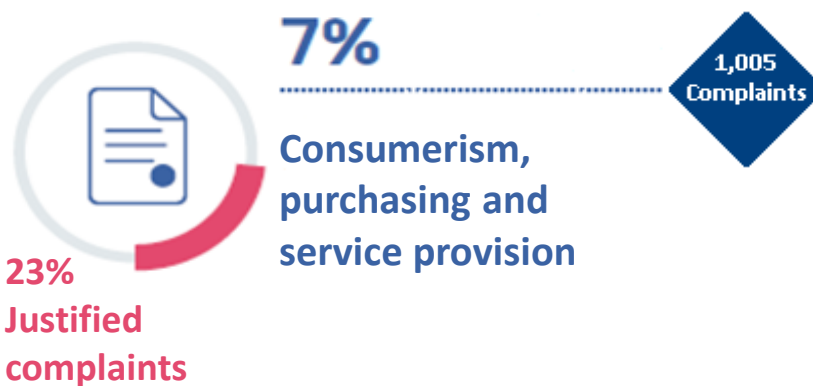
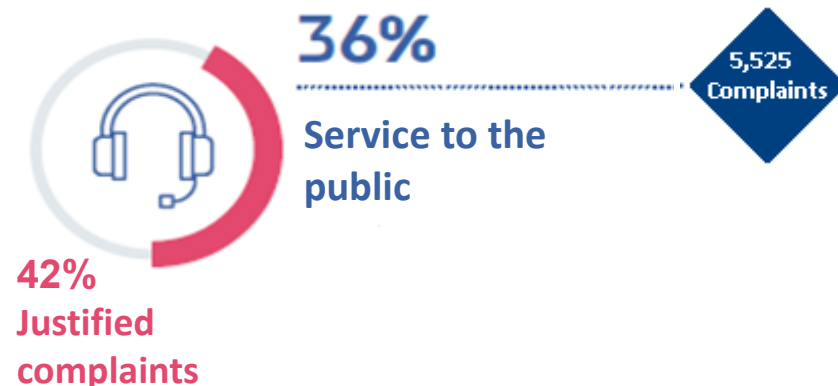
Workers revealing corruption
or
serious breach of a legal norm or rule
of proper administration



Breakdown of Complaints Received by Body Types

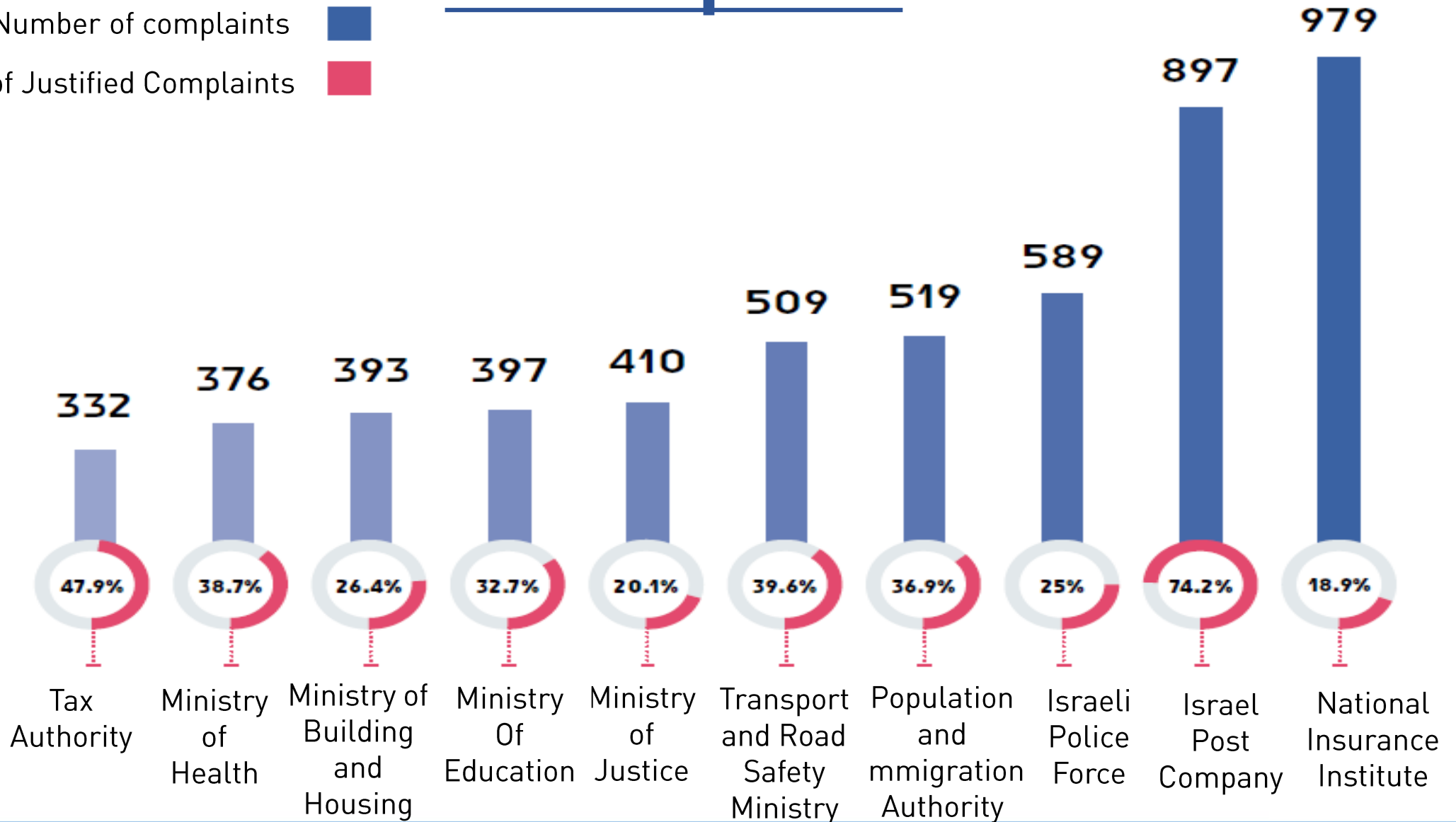


Breakdown of Complaints by Subject



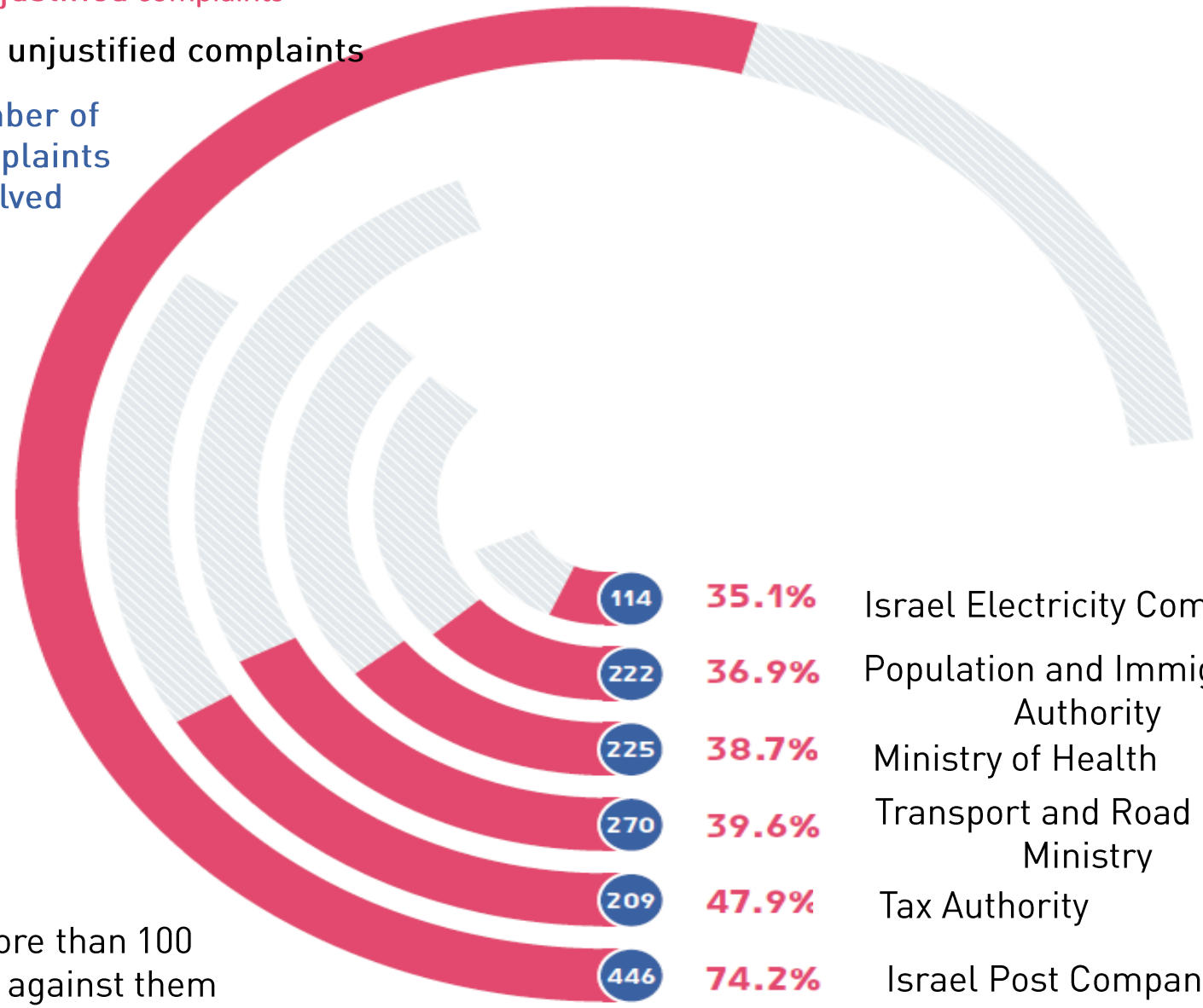
The Top Ten

Number of complaints ■
% of Justified Complaints ■



Bodies with More Justified Complaints than the National Average (32.2%)

■ % of justified complaints
 ▨ % of unjustified complaints
 ● Number of Complaints resolved



Bodies having more than 100 complaints lodged against them

43.8%

of the subjects of complaints were found justified
or were resolved to the satisfaction of the
complainant



Summary



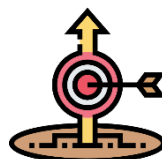
Defends whistleblowers



Efficient



Promotes Social Rights



Solution Orientated



Defends Human Rights



Free, Easy, Accessible



Gives Voice



Professional



Communicative



Impartial & Objective



**Thank You
for Your
Attention!**

