

**Press release**  
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## **The Catalan Ombudsman presents a Code of Best Practices for Public Administration**

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**The Code's aim is that people is informed of their rights when addressing to the Administration**

Catalan Ombudsman Rafael Ribó presented to the President of Parliament Ernest Benach and to the Generalitat the Code of Best Practices for Public Administration earlier today.

This code is a proposal to public administrations from the Catalan Ombudsman, as an institution to which the Statute of Autonomy confers the defence of rights, in order to protect and defend the right to good administration, taken up in Article 30 of the Statute.

For the Catalan Ombudsman, a good public administration is one that informs, listens and responds. It is one that acts transparently, one that promotes citizens' participation, administers according to strict criteria and one that fully assumes its responsibilities.

This code can promote the publication of charters of service by all public administrations. Thus, everyone would know their rights and obligations. Citizens receive more information and quality of public service, while public administrations improve their services.

Principles enclosed in the Code are addressed to the Administration in order to ensure the effectiveness of the right to good administration. The European Ombudsman's Code of European Code of Good Administrative Behaviour has been taken into account in the elaboration of this Code. Also have the decisions handed down by the Catalan Ombudsman to counter practices incompatible with good administration.

The code takes up 17 principles, which are:

- equality and non-discrimination
- proportionality
- absence of abuse of power
- impartiality, independence and objectivity
- clarity, advising and legitimate expectations
- courtesy and fair treatment
- the duty to respond expressly
- linguistic rights
- confirmation of reception and referral to the competent administration
- the right to be heard
- reasonable time frames
- the duty to express grounds (of a decision)
- notification of decisions and indication of the possibility to appeal
- protection of personal data

- access to information, publication and transparency
- the right to participation
- the right to compensation

For each of the principles, there are suggestions on best practices.

In addition to delivering the document to the Presidents of Parliament and the Generalitat, the code will be sent in the coming days to all local councils, county councils and the four provincial governments of Catalonia.

## **CONTACT**

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