

**Press release**  
**March 22, 2010**

## **Contributing to improvement of administrations, making the institution better known and creating a network of rights, goals of the Síndic de Greuges (Catalan Ombudsman) for his new term**

---

Catalan Ombudsman Rafael Ribó appeared in the Parliament of Catalonia to present the main lines of action for his new term. The challenges of excellence and quality are proposed for this new term, with three key objectives:

- making the Catalan Ombudsman institution better known, accessible and useful;
- creating a network of rights;
- contributing to the improvement of administrations.

The Ombudsman began with an introduction that underscored items taken from the balance of his prior term, and those that define the new situation. He then proposed lines of activity and goals for a new term meant to achieve service marked by excellence and equality.

- Excellence, by making the most of the experience and learning exchanges and processes.
- Equality, by working further in the will to essentially focus on the work at hand, to ensure the rights of persons and groups that complain the least despite being those with the greatest needs for protection.

That is why it is important for the Catalan Ombudsman institution to study and get the most out of the new legal framework derived from the Statute of Autonomy of 2006, with special influence on the realm of rights, and also from the recent Law 24/2009, of December 22, on the Catalan Ombudsman, emphasizing its innovations as well as the commitments made by governments, Parliament and administrations.

In the area of rights, of special note is the high priority placed on groups with potential to be the most marginalized. Continuing within rights, the Catalan Ombudsman seeks to be the voice of those who do not have one, such as children, the elderly or immigrants.

Administrations must be the most essential instruments of equality, as taken up in Article 9 of the Constitution and the above-mentioned Statute, when they charge public authorities with the task of removing obstacles and promoting measures that make equality among all persons in this country more genuine and real. The maturity of Catalonia's self-government will arrive with the consolidation of rights and administrations' modernization and democratisation.

The Catalan Ombudsman also aims to strengthen collaboration with all social actors involved in different forms of participation and education to promote rights and educate in duties.

### **First objective: a Catalan Ombudsman of excellence at the service of the people**

Working to improve an institution that must be useful for people and rights, and education in duties. An attempt will be made to improve knowledge and access to the

institution, with the priority placed on quality. To make this possible, new technologies and instruments are to be used as much as possible.

The Catalan Ombudsman also announced an intensification of relations with universities and research centres to drive advancement in projects related with the defence of rights. In the same vein, several social participation councils will be consolidated.

Last in this category, the Ombudsman has expressed a will to intensify relations with all other Ombudsman institutions at all levels, either from the presidency of the International Ombudsman Institute (IOI) in Europe or from the Catalan Ombudsman's office.

**Second objective: Creation of a network of rights in Catalonia**

A network of rights is to be created in Catalonia. It will connect the institutions and network of associations, equipped with resources of maximum functionality, working under the Catalan Ombudsman's coordination.

The network established will contribute to the democratic development of the country, as it can give rise to new synergies in the realm of rights and the improvement of administrations. This network must ultimately culminate in an observatory of rights stemming from the Catalan Ombudsman.

**Third objective: the Catalan Ombudsman as a collaborator in relations with administrations**

The goal would be for the Catalan Ombudsman's contribution to the improvement of the administrations, through the dissemination and follow-up on the Code of Best Administrative practices as an initial and essential tool, and also through evaluation, beyond mere supervision, for the sake of accountability. The Catalan Ombudsman would like to revise pressure mechanisms in order to increase the positive results of persons and for the improvement of administrative processes.

As for the method for follow-up of these proposals, the Catalan Ombudsman has offered to quantify, to the degree possible, all general objectives and by areas, regularly develop a balance once every three years, with an appearance in Parliament to report on the fulfilment of the goals designed, outside the presentation of the annual report as established by law.

The Catalan Ombudsman has nominated, for approval by the Committee and later appointment by the Catalan Ombudsman, **Jordi Sànchez i Picanyol** for the post of **Deputy General Ombudsman**, and **Maria Jesús Larios Paterna** for the post of **Deputy Ombudswoman for the Rights of Children and Adolescents**.

These two appointments form part of the process of creation and reorganization of the new executive council. The new proposal will make possible significant budgetary reduction, with economic savings of 25% over the previous staff.

**MEDIA CONTACT**

**Ton Clapés**

**T: 93 553 84 53 – 675 78 03 34**

**premsa@sindic.cat**

**www.sindic.cat**