

# Contents

---

<b>1. Introduction .....</b>	3
<b>2. Diverse ombudsman institutions around the world .....</b>	4
2.1. A wide range of mandates characterise the OIs .....	4
2.2. Institutional architecture and anchorage .....	7
<b>3. Open government culture of ombudsman institutions .....</b>	9
3.1. Why an open government culture in ombudsman institutions matters.....	9
3.2. Promoting an open government culture in OIs.....	9
3.3. Promoting open government principles within OIs.....	12
3.4. Stakeholder participation among OIs .....	16
<b>4. Ombudsman institutions as key actors in policy making and open government reforms.....</b>	22
4.1. The role of OIs in policy making and public governance reforms .....	22
4.2. Promoting the OIs' role in open government .....	23
<b>5. Towards principles on the role of ombudsman institutions in open government .....</b>	32
References.....	34
Methodology .....	36
Annex A. : List of ombudsman institutions that participated in the 2017 OECD Survey on the Role of Ombudsman Institutions in Open Government.....	38

## Figures

Figure 1.1. Composition of horizontal co-ordination mechanisms on open government.....	3
Figure 2.1. Ombudsman institutions areas of activity according to their mandate.....	4
Figure 2.2. Institutional anchorage of ombudsman institutions .....	7
Figure 3.1 Objectives of countries' open government strategies .....	9
Figure 3.2. Challenges to promoting an open government culture within OIs .....	10
Figure 3.3. Existence of codes of ethics/conduct among OIs.....	12
Figure 3.4. Existence of asset and/or conflict of interest declarations among OIs .....	13
Figure 3.5. Publication of the ombudsman institution's vision/mission, strategy and/or action plan.....	13
Figure 3.6. Publication of investigations among OIs .....	14
Figure 3.7. Channels used by OIs to communicate their decisions and recommendations .....	15
Figure 3.8. Social media presence of OIs .....	15
Figure 3.9. Objectives of stakeholder participation among OIs .....	18
Figure 3.10. Levels of stakeholder participation among OIs.....	18
Figure 3.11. Actors with whom OIs engage.....	20
Figure 4.1. OIs' contribution to different kinds of public governance reforms .....	22
Figure 4.2. OIs' contributions to public governance reforms .....	23
Figure 4.3. Challenges for OIs to engage in open government reforms .....	24
Figure 4.4. OIs' involvement in open government strategies and the OGP process .....	27

## Boxes

Box 2.1. The Human Rights Ombudsman of Guatemala and the right to freedom of expression .....	5
Box 3.1. Ombudsman institutions' strategies on open government principles .....	11
Box 3.2. Publication of investigations data bases in selected OIs .....	14
Box 3.3. Public perception surveys carried out by OIs.....	17
Box 3.4. Stakeholder participation initiatives among OIs .....	19
Box 3.5. Monitoring and evaluating stakeholder participation among OIs .....	21
Box 4.1. OIs' involvement in open government strategies and the OGP rocess .....	26
Box 4.2. OIs' tasks regarding access to information .....	29
Box 4.3. OIs and citizen participation .....	30
Box 4.4. The European Ombudsman's engagement on revolving doors .....	31