

THE OMBUDSMAN

The Ombudsman is an oversight body that protects the rights of citizens against the Public Administration. The Ombudsman acts promptly to the administration to hold accountable for its actions, with reference to the claim by a town, helping to improve the relationship between citizens and institutions. His role, in fact, is to protect the citizen in relation to deficiencies, malfunctions, delays or abuse of public office or service managers

The Ombudsman:

- It is an Italian citizen, elected by the regional council, as required by LR No. 50 of 1981 and its amendments.
- Expert in legal matters, autonomous and independent in its functions, is not subject to any control.
- is appointed by the Regional Council every 3 years and may be reappointed only once.
- Submit an annual report to the Regional Council and the Parliament with proposals to improve the functioning of the institutions.

What can be done: the main areas where action can

The Ombudsman intervenes in the following subjects:

- Health, Hospitals, Care and Disability;
- Pensions, Disability Civil Incapacity for work;
- Transportation and Traffic;
- Work (eg, contests, start-up procedures to work)
- School - Utilities - Use of public services - (eg water, gas, telephone, internet)
- Planning, construction and subsidized private-ATC;
- pollution (eg waste, noise, electromagnetic fields, smoke, etc..)
- Local taxation (eg road tax, the taxpayer's status)
- Participation in the procedure (eg access to documents)

What it can do

- Take a technical defense, as a lawyer, before a court (Courts and other courts)
- Take action against bodies that come under the Ministry of Defence (Army), Justice (Ministry of Justice and Courts) public safety (police prefecture).
- To intervene in any capacity, in relationships and disputes between private individuals and private law (civil and commercial disputes such as evictions and condominium issues)

Contact the Ombudsman, who can ask for his intervention?

Ombudsman may apply to any citizen considers has been infringed his right, by a subject of public administration. Entities to which the Ombudsman can intervene are:

Region♣

Provinces♣

Municipalities♣

Public Services such as Local Health, Acer, Hospitals, Associations of sanitation, public transport, INPS, Right to Education, Schools, Universities, Inpdap, Chambers of Commerce, Enel, Anas, Post Office, Inail Italgas, Eni, ACI, etc.♣ ..

With the exception of certain areas identified by law: justice, labor and safety. In all these cases the Ombudsman has no power to change behavior of Public Administration, but has a right of access to documents and ability to suggest alternative routes, with a view to conciliation and mediation.

Powers of the Ombudsman

The Ombudsman has an investigative function and a proposal to improve the functioning of Public Administration, as well as a supportive role in all initiatives of citizenship education that can be thought of in relation to the population as a whole, with particular regard for children and boys.

CASES RESOLVED BY THE OMBUDSMAN

1. REIMBURSEMENT OF EXPENSES PAID FOR THE BUILDING CONDONES

A citizen had unsuccessfully demanded the return of sums paid in surplus, by way of sacrifice, on the occasion of the presentation of an application for building amnesty. The Ombudsman, where the case, verify the legitimacy of the request, spoke at the service and received amnesty for the city to repay the sums advanced by more than 10 years.

2. SPECIAL GRANTS

A citizen, in particularly difficult economic and social conditions, has requested a grant to the Joint Economic extraordinary "multiproblem families." After three months without success, the citizen requested the intervention of the Ombudsman, who urged the competent service of the City to request an urgent response. The solicitation made by the Ombudsman has led to a rapid resolution of the case.

3. SEWER REPAIR

A citizen who reported the problem to a manhole in the middle of a public street from which, during rain, occurred the escape of liquids, even for several days. The Ombudsman has asked the relevant Sewage Service resolves the case and obtained a technical intervention aimed at solving the problem.