



The Ombudsman's 100-Day Action Plan

"Enacting the POWER of Enforcement: EMPOWER the Ombudsman to DELIVER Administrative Justice & Safeguard Human Rights"

What follows is the new Ombudsman's 100-Day Action Plan to empower his office to deliver administrative justice and safeguard human rights in Sierra Leone. It is the outcome of a nationwide consultation and institutional assessment conducted by the Ombudsman in Freetown and the regional offices: Bo, Makeni & Kenema. The Plan focuses on enhancing public confidence, accountability, fairness and a new direction.

The Ombudsman will immediately pursue the following actions:

POWER PROJECT: Three measures to give enforcement POWERS to the Ombudsman to be able to demand administrative justice & safeguard human rights:

- ⇒ FIRST, consult with a group of legal experts and stakeholders to review the Ombudsman Act 1997.
- ⇒ SECOND, propose an amendment to the Ombudsman Act 1997, with a view to enact enforcement powers for the Office of the Ombudsman.
- ⇒ THIRD, develop a 5-year Strategic Plan designed to enhance public confidence, accountability, fairness and a new direction.

EMPOWER PROJECT: Three actions to EMPOWER the Office of the Ombudsman to deliver its mandate:

- ⇒ FIRST, relocate the Head Office of the Ombudsman to a more conducive environment fit for purpose, and provide support to regional offices.
- ⇒ SECOND, design a new organogram for the Office and terms of reference for units and staff in order to develop the institution.

- ⇒ THIRD, improve website design, commence quarterly newsletter, and develop other relevant information and communication technology to enhance the work of the Ombudsman.

DELIVER PROJECT: Three actions to DELIVER H.E. Dr. Ernest Bai Koroma's instruction to the Ombudsman to "deal with cases speedily, with the highest level of professionalism and integrity".

- ⇒ FIRST, immediately recruit additional staff including programme, mediation and legal experts to deal with cases speedily, with the highest level of professionalism and integrity.
- ⇒ SECOND, support MDAs to create an effective internal grievance mechanisms, with a view to reducing the number of reported complaints to Ombudsman.
- ⇒ THIRD, develop and sign Memoranda of Understanding (MOU) with line institutions such as Legal Aid Board, Anti-Corruption Commission, Ministry of Labour, Human Rights Commission, the Judiciary etc., to ensure an effective case management and referral system.

Signed _____

Melron Nicol-Wilson ESQ

The Ombudsman, Republic of Sierra Leone, May 2017