

## Work of the European Ombudsman from 1 January 2000 to 31 December 2003

**Caption:** Statistics concerning the work of the European Ombudsman from 1 January 2000 to 31 December 2003.

**Source:** Statistics concerning the work of the European Ombudsman from 01.01.2000 to 31.12.2003. [ON-LINE]. [s.l.]: European Ombudsman, [04.05.2004]. Disponible sur <http://www.euro-ombudsman.eu.int/stats/en/text.htm>.

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**URL:** [http://www.cvce.eu/obj/work\\_of\\_the\\_european\\_ombudsman\\_from\\_1\\_january\\_2000\\_to\\_31\\_december\\_2003-en-96eedd1e-568e-42ac-a016-604eff6fa50a.html](http://www.cvce.eu/obj/work_of_the_european_ombudsman_from_1_january_2000_to_31_december_2003-en-96eedd1e-568e-42ac-a016-604eff6fa50a.html)

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## Statistics concerning the work of the European Ombudsman from 1 January 2000 to 31 December 2003

Total caseload	The total caseload from 01.01.2000 to 31.12.2003 was 8549 cases (284 complaints or inquiries not closed on 31.12.1999; 8253 complaints registered, and 12 own initiatives opened from 01.01.2000).
Analysis of complaints	Between 01.01.2000 and 31.12.2003, 8419 cases have been examined. About 30% were within the mandate of the Ombudsman. An inquiry was initiated in 909 cases (of which 12 were own-initiatives inquiries by the Ombudsman). Most of these cases concerned lack or refusal of information, undue administrative delay or delayed payment, recruitment procedures including competitions, contractual disputes, citizen's rights, development cooperation, environment and the Commission's role as the Guardian of the Treaty.
Institutions subject to inquiry	The main institutions and bodies which have been the subject of inquiries are: the European Commission (699 cases); the European Parliament (82 cases), the Council of the European Union (33 cases), the European Communities Personnel Selection Office (26 cases), the European Investment Bank (8 cases), the Court of Justice of the European Communities (15 cases), the European Central Bank (9 cases), Europol (7 cases) and the European Court of Auditors (9 cases). Inquiries were also made in relation to 18 other bodies. Some inquiries have concerned more than one institution or body.
Outcome of the inquiries	The Ombudsman dealt with 1101 inquiries since 01.01.2000 (909 were initiated during this period, and 192 were brought from 1999). 917 inquiries were closed by 31.12.2003 (of which 13 own initiative inquiries). Inquiries were closed for one or more of the following reasons: <ul style="list-style-type: none"> <li>- 270 cases were settled by the institution after the Ombudsman had opened an inquiry (of which 1 own initiative inquiry);</li> <li>- in 18 cases the complainant withdrew the complaint;</li> <li>- no maladministration was found in 441 cases (of which 10 own initiative inquiries);</li> <li>- in 13 cases the Ombudsman achieved a friendly solution;</li> <li>- 121 inquiries were closed with a critical remark to the institution concerned;</li> <li>- 45 inquiries resulted in draft recommendations;</li> <li>- since 01.01.2000, the body accepted the recommendations of the European Ombudsman in 37 cases (of which 1 own initiative). 4 cases in which a draft recommendation was made were later closed with a critical remark. In 6 other cases, the Ombudsman presented a special report to the European Parliament. The European Parliament has subsequently adopted resolutions supporting the Ombudsman's conclusions and recommendations in all of these cases.</li> </ul>
Advice to complainants	In cases which were inadmissible, the Ombudsman advised the complainants to: <ul style="list-style-type: none"> <li>- complain to a national or regional ombudsman or to petition a national parliament (2139 cases);</li> <li>- petition the European Parliament (628 cases - 30 complaints have been transferred to the European Parliament directly by the Ombudsman, with the consent of the complainant);</li> <li>- address the European Commission (771 cases - this figure includes cases where a complaint against the Commission was declared inadmissible because appropriate administrative approaches had not been made);</li> <li>- address other bodies (797 cases).</li> </ul>
Queries	From 01.01.2000 to 31.12.2003 the Ombudsman also dealt with 6 queries from National

and Regional Ombudsmen. All of them had been closed by 31.12.2003.