

Role of Ombudsman Institution over the administration

Prof. Dr. Mirlinda Batalli
University of Pristina, Kosovo

Abstract

The purpose of this article is to review the role of Ombudsman institution in increasing the accountability, efficiency, transparency in public administration and promoting a higher level on protection of human rights. The article analysis that ombudsmen have become a crucial part of the political, social and legal actuality in different countries of the world. As a dedicated institution on protecting citizens' rights, an Ombudsman can be considered as a mechanism to promote democracy, civil rights, rule of law, reforms in public administration and combat maladministration.

This paper discusses two particular issues: the concept of Ombudsman institution in general and its role in promoting good administration and governance. By doing so, it raises a multilevel argument for more transparency, effectiveness and accountability in the work of public administration.

Keywords: *Ombudsman institution, good administration, European Ombudsman, human rights, public administration.*

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Academic Journal of Business, Administration, Law and Social Sciences ISSN 2410-3918 (print)

ISSN 2410-8693 (online)

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