

## **The Jordanian Ombudsman Bureau Launches its 2011 Annual Report**

The Jordanian Ombudsman Bureau has launched its official '2011 Annual Report' in the Arabic language. The Jordanian Ombudsman Bureau received a total of 2,262 complaints. Despite the different challenges faced including non-cooperative sides and it being understaffed as an institution, the Jordanian Ombudsman Bureau was successful in resolving 75% of the complaints that revealed public administrative errors.

The Jordanian Ombudsman Bureau remains diligent in its efforts in spreading more public awareness- and reaching out to all citizens on its role, mission and mandate.

Its timely work-flow process, effective investigative mechanisms in resolving complaints have all contributed to the institution's positive image, reputation and development in the last three years- and in turn enhancing the relationship between the citizen and governmental and public institutions of the Hashemite Kingdom of Jordan.

**As the '2011 Annual Report' is currently be translated into the English Language, it will be distributed and sent to those upon their request.**