



Strengthening the Ombudsman Institution in Asia: Improving Accountability in Public Service Delivery through the Ombudsman

By Asian Development Bank

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Accountability is essential for good governance, and in many Asian countries the ombudsman is the key accountability institution. Originating in the West, the concept of the ombudsman arrived relatively late in Asia. Yet more and more ombudsman offices are being established in Asia, and they play a critical role in the fight against incompetence and injustice on the part of government officials. This report presents in-depth research on Asian ombudsmen, with a focus on best practices and emerging issues, especially in the context of the new public management, and includes recommendations to policy makers. It will be a valuable resource for scholars, ombudsmen, and anyone else interested in this vital institution.

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