



SYMPOSIUM

Good public administration and benefits for citizens—the role of parliamentary control bodies

CONCLUSIONS

The participants of the Symposium have intensively discussed the relevance of Supreme Audit Institutions and Ombudsman Institutions as parliamentary control bodies with regard to ensuring good public administration for the benefits for citizens.

In detail, they have elaborated on

- The interconnection of good administration, sustainable development and benefits for citizens;
- The synergies in the activities of Supreme Audit Institutions and Ombudsman Institutions in their capacity as public oversight institutions;
- The concrete contribution that both control bodies can make to improving the quality of the lives of citizens, namely
 - by ensuring good administration in general and in their capacity as transparent and accountable institutions in line with Sustainable Development Goal (SDG) 16 in particular, as well as
 - in concrete, specific areas of life represented by selected SDGs.

As a result of the discussions, the participants of the Symposium

- Highlight the interconnection between the SDGs and good administration at the international, European and national levels;
- Underline the importance of Supreme Audit Institutions and Ombudsman Institutions in their role as parliamentary control bodies for increasing the added value for citizens – especially through
 - ensuring transparency, accountability and participation via good administration in line with SDG 16 and
 - through their activities in selected areas of life represented by specific SDGs, such as the eradication of poverty (= SDG 1) or ensuring health and promoting well-being (= SDG 3);
- Recognize that the concept of sustainability, which means that governments' actions must not have a negative impact on other public goods or on future generations, can be a helpful guiding principle for the work of parliamentary control bodies;



- Emphasize that according to SDG 16, the principles of adaptation, service, balance, and continuity can provide useful guidance to both governments and Supreme Audit Institutions;
- Reaffirm that in order to enhance the benefits for citizens, Supreme Audit Institutions and Ombudsman Institutions have to understand what citizens expect from the public administration, and they have to be relevant for citizens in their work;
- Recognize that both for Supreme Audit Institutions and Ombudsman Institutions independence is a key prerequisite for their well-functioning and an effective fulfilment of their mandate for the benefit of citizens;
- Encourage parliamentary control bodies to act as enablers for modernization and renewal of public administration while assessing the possible risks for good governance and challenges in connection with digitalization;
- Emphasize that complaints to Ombudsman Institutions about maladministration have to be seen as the civil society's evaluation of the level of implementation of the 2030 Agenda and are therefore an important yardstick;
- Encourage Supreme Audit Institutions and Ombudsman Institutions to coordinate joint actions to implement the SDGs while taking into account both a top-down as well as a bottom-up approach;
- Reiterate that citizens' participation in decision making contributes to good administration, underlining that public service delivery is ultimately "about the people";
- Recommend parliamentary control bodies to use media to communicate problems as well as solutions in a timely, transparent, concise and understandable way;
- Recommend Supreme Audit Institutions and Ombudsman Institutions to further enhance their cooperation in order to generate added value for citizens in all areas of life, as enshrined in the SDGs.