

OMBUDSPERSON

Terms of Reference

Introduction:

1. The Ombudsperson of Transparency International Bangladesh (TIB) is an independent, neutral and impartial person appointed by the Board of Trustees of TIB to investigate complaints or grievances lodged by a member of the TIB staff or any other person against any decision(s) or actions(s) of the TIB management which may be considered inconsistent with TIB's code of ethics and/any other organizational policies and rules.

Role and Functions:

2. The Ombudsperson is authorized by the Board of Trustees of TIB to:
- a. Receive and investigate complaints from an aggrieved member of the staff and/or any other persons against TIB management and/or any decisions or actions thereof which may be inconsistent with TIB's code of ethics and/any other organizational rules and policies;
 - b. Decide whether or not a complaint submitted to her/him deserves to be investigated and/or redressed;
 - c. Investigate eligible complaints in a process determined by the Ombudsperson;
 - d. Summon any staff member of TIB or any other person relevant to the matter of complaint for hearing or to provide information, documents and evidence;
 - e. Enter into any premises relevant to the complaint and inspect any items therein; and
 - f. Take decision(s) on the complaint and make recommendation(s) to the Board of Trustees for redress and/or remedial action, if applicable.

Mode of Operation

3. The Ombudsperson operates:
- a. As and when necessary; and
 - b. Only in such cases where before lodging the complaint in writing to the Ombudsman, the complainant has duly exhausted the relevant process in TIB including the top management.

Competence and Tenure

4. The Ombudsperson is an eminent individual of high integrity, commendable record of service in area(s) of public interest, reputed for professional excellence, impeccable

integrity and credibility, who shares the values, vision and mission of TIB. A permanent citizen of Bangladesh, s/he is politically non-partisan, agreeable to give voluntary time and effort to discharge the role of the Ombudsperson of TIB and to do so without any fear, bias or favour.

5. The Ombudsperson's tenure is three years, but may be eligible for re-appointment at the discretion of the Board for another period of three years subject to the consent of the incumbent after the expiry of the first term. The appointment may be terminated by either side at any time before the expiry of the tenure subject to one month's notice or on the basis of mutual consultation.

General Principles

6. The Ombudsperson's role and functions are governed by the following general principles:

- a. The Ombudsperson functions independently of the TIB management and Board, and is not subject to the direction of any other person or authority in the performance of her/his functions;
- b. The Ombudsperson provides neutral, independent and impartial assessment and decision and/or recommendation that facilitate fair and equitable resolution or redress of grievances and/or disputes;
- c. The Ombudsperson's decisions and/or recommendations become mandatory if approved by the Board of Trustees of TIB;
- d. The Ombudsperson functions on honorary basis, but is entitled to all logistic support including office space and secretarial services, transportation, etc., as and when needed to discharge the mandated functions;
- e. The Ombudsperson reports to the chairperson of the Board through the Executive Director of TIB who as member-secretary of the Board is the contact person for the Ombudsperson on behalf of the Board; and
- f. If the Executive Director is the defendant of a complaint, the Ombudsperson directly reports to the Chairperson of the Board.

Adoption and Amendment

7. These Terms of Reference (ToRs) of Ombudsperson of TIB was adopted by the Board of Trustees of TIB on March 13, 2019 at the 99th Board meeting of TIB, and shall be in force with immediate effect. Any part of these ToRs may be amended by the Board at any point of time.



Sultana Kamal

Chair, Board of Trustees

Transparency International Bangladesh