

# CHANGE IN PUBLIC ADMINISTRATION AND OMBUDSMAN: FUNCTIONALITY OF OMBUDSMAN IN TURKEY

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## Abstract

*Developments occurring in the field of public administration, makes the current institutions keep pace with this change create new institutions. The preference of citizen-oriented administration in terms of governance approach, which has emerged with the expanding duty area of the state, has caused an institution of 19<sup>th</sup> century, spread rapidly again. Ombudsman had emerged in Sweden for the first time. The institution, beginning actions for the complaints of the citizens in order to assist other types of supervisions, had gained important responsibilities in establishing citizen-state relationships, through the advisory jurisdictions as a result of investigations.*

*Ombudsman, which has a proven success in more than a hundred countries across the world and particularly European countries, has had a legal status in 2006 with the Law on the Ombudsman. However, due to its unconstitutionality, that law was annulled by the Constitutional Court. In this context, on September 12, 2010 referendum, Ombudsman gained a constitutional basis and then with the Law No.6328, which was published in the Official Gazette with the date June 29, 2012 and the number 28338, was established as an institution under TBMM (Grand National Assembly of Turkey).*

*In this study, considering the examples of ombudsman in the world; it will be examined that, to what extent ombudsman can be implemented, in the light of quantitative data.*

**Keywords:** Ombudsman, Supervision of Public Administration, Reconstruction.