

## **INTERNATIONAL OMBUDSMAN INSTITUTE (IOI)**

### **DECLARATION OF AOSTA**

RECALLING the international documents concerning the National Institutions for the Promotion and Protection of Human Rights and the Ombudsman, adopted by the United Nations, the Council of Europe and other regional organizations, and more particularly, the Paris Principles, including Resolution 48/134 of the United Nations General Assembly, Resolution 327/2011, Recommendation 309/2011 of the Congress of Local and Regional Authorities of the Council of Europe, and Resolution 2013 / 1959 of the Parliamentary Assembly of the Council of Europe; and the Venice Principles, approved by the Venice Commission at its meeting of 15-16 March 2019;

EMPHASISING that the above-mentioned documents recommend the Ombudsman institution to be provided with a general mandate for all matters concerning relations between citizens and public institutions and public service operators at a central level, ensuring autonomy and independence not only formally, but concretely, with the provision of structures, of competent staff and adequate material resources that enable the institution to fully exercise its functions;

RECALLING the principle of good administration, recognized as the right of every citizen by the Charter of Fundamental Rights of the European Union;

EMPHASISING the fact that Italy is the only founding State of the European Union and the European Council with no Ombudsman at a national level;

CONSIDERING that due to the absence of the Ombudsman at the national level citizens are deprived of any protection with regard to relations with public institutions and public service operators;

CONSIDERING that the network of regional Ombudsman can be strengthened through collaboration with the national Ombudsman, by sharing experiences, while respecting the conditions of autonomy and the respective fields of competence;

EMPHASISING that the Ombudsman institution is currently considered as an eligibility criterion by the Council of Europe and the European Union, as a guarantee of a democratic state;

#### **R e c o m m e n d s**

the Italian Parliament to comply with the above-mentioned international documents, by the Ombudsman institution at a national level, in order to ensure to all citizens the protection of their rights with respect to relations with public institutions and public service operators at a central level and to create adequate collaboration with the network of regional Ombudsman, while respecting the conditions of autonomy and the respective fields of competence.