



The City of Athens Ombudsman

MUNICIPALITY OF ATHENS

Law Nr. 3852/2010, “*New Architecture of Local Government and Decentralized Administration – The Kallikratis Plan*”, *Official Gazette A'*, Issue 87, 7.6.2010.

Article 77

Supporter of the Citizen and the Enterprise

1. In municipalities of more than 20,000 inhabitants, with a decision of the City Council taken after a declaration published on the municipality web-site, a distinguished person of experience shall be appointed as the Supporter of the Citizen and Enterprise. Candidates may apply at the City Council Secretariat at the beginning of the relevant procedure. As a Supporter of the Citizen and Enterprise may not be appointed an elected representative of the municipality or the region or a member of Parliament. The Supporter has to meet the provisions on disqualifications and incompatibilities provided for in Article 14. The Supporter's term follows the term of the municipal authorities.
2. The procedure on the election of the Supporter shall be scheduled within two months after the appointment of the municipal authorities. The Supporter of the Citizen and the Enterprise shall be elected by secret ballot with the majority of the two thirds (2/3) of the total number of the City Council members. In case the vote has no result, the procedure shall be resumed at the same or following meeting, with the same enhanced majority. With a reasoned decision, taken under the same enhanced majority, the City Council may dismiss the Supporter for improper performance of his tasks.
3. The municipality agencies provide for administrative services to the Supporter. The Supporter examines complaints of directly affected citizens and enterprises for maladministration of the agencies, the legal persons and the companies of the relevant municipality and mediates for the resolution of the relevant disputes, while is obliged to reply to the citizens, in writing or electronically, within 30 days.
4. A complaint or report submitted before the Supporter does not prevent the relevant competence of the Greek Ombudsman as an independent authority or the competences of other control agencies

as the Controller of Legality.

5. The Supporter of the Citizen and the Enterprise issues an annual report. The annual report is presented by him in a special City Council meeting under Article 217 of the Code of Municipalities in 30 days after its submission. The Supporter of the Citizen and the Enterprise may issue proposals for the improvement of the municipal administration and its relations with the public, in the course of the annual report as well as on occasion of important cases of maladministration discovered by him. In the latter case, the Supporter's special proposals shall be submitted to the Mayor and notified with the Secretary General and the City Council. Both the annual report and the special proposals shall be published mandatory on the municipality web page, with the assistance of the municipality agencies.

6. The Supporter's salary is equal to the one received by the President of the City Council. The Supporter's statutory position as regards his responsibility is governed by the provisions concerning the City Councilors.