

8. OMBUDSMAN'S OFFICE

- 8.1 The Ombudsman's Office is an independent body set up under the Ombudsman's Act of 1969 to do justice and give satisfaction to aggrieved citizens, in accordance with the principles of good governance and sound administration. Its vision is to have a Mauritian society free of malpractices by developing a public service culture characterised by fairness, integrity, commitment, openness, accountability and good governance.
- 8.2 The mission of the Office is to uphold the rights of aggrieved Mauritian citizens to a fair and equitable treatment and address issues arising from maladministration in the public sector and redress any wrongs that may be found to have been committed. To this end, it carries out objective and impartial investigations upon receipt of written complaints or on its own initiative.
- 8.3 As administrative head, the Senior Investigations Officer is responsible for the day-to-day administration and management of the Office. He is assisted in his duties by officers of the General Services class.
- 8.4 In the context of this Review, representations have been made for: upgrading of salary as well as enlarging the duties of the grade of Senior Investigations Officer; and maintaining the rights of officers qualifying for 100% duty remission. In regard to the upgrading of salary, Management was informed that such requests are examined on the basis of the Bureau's Job Evaluation Schemes. As far as amending scheme of service of the grade of Senior Investigations Officer, we are bringing appropriate changes to be in line with guidelines issued by the MCSAR. On the issue of conditions of service, including duty remission facilities, Management was apprised that, except for specific ones, general conditions would be dealt with holistically after studying all representations.
- 8.5 As the present organisation structure is adequate to enable the Ombudsman's Office to meet its mandate, we are maintaining it.

Senior Investigations Officer, Ombudsman's Office

- 8.6 At present, appointment to the grade of Senior Investigations Officer is made by selection from among serving officers drawing a basic salary of not less than Rs 33275 a month in their substantive capacity and possessing a Degree in Administration or Management or Law and Management.
- 8.7 In line with the guidelines issued by the Ministry of Civil Service and Administrative Reforms on Drafting of Schemes of Service, we are, in this Report, bringing appropriate changes in the qualification requirements of the grade of Senior Investigations Officer, Ombudsman's Office with a view to harmonise with other professionals and to avoid subsequent revision of salary point after the publication of the Report.

Recommendation

8.8 We recommend that the qualification requirements in the scheme of service of the grade of Senior Investigations Officer, Ombudsman's Office be amended such that, in future, appointment thereto be made by selection from among serving officers possessing a Degree in Administration or Management or Law and Management. Candidates should also reckon at least four years' experience in investigation duties; have marked ability for office organisation and management; possess good analytical, interpersonal and communication (both oral and written) skills; and be customer focused.

Movement for Senior Investigations Officer

8.9 In line with the general recommendation regarding movement beyond top salary for certain categories of employees, we recommend that the Senior Investigations Officer, having reached the top in the revised salary scale should be allowed to move incrementally up to a maximum of two increments in the master salary scale, provided he:

- (i) has drawn the top salary for a year;
- (ii) has been efficient and effective in his performance during the preceding year; and
- (iii) is not under report.

OMBUDSMAN'S OFFICE

SALARY SCHEDULE

Salary Code	Salary Scale and Grade
02 066 085	Rs 35275 x 925 – 37125 x 1225 – 40800 x 1525 – 49950 x 1625 – 62950 Senior Investigations Officer, Ombudsman's Office
24 022 051	Rs 12750 x 260 – 14050 x 275 – 15150 x 300 – 15750 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 Driver
