



REPUBLIC OF MAURITIUS **OFFICE OF THE OMBUDSMAN**

OUR SERVICE CHARTER

In Mauritius, the institution of the Ombudsman is enshrined in the 1968 Constitution. The Office of the Ombudsman as such was set up on 02 March 1970 to investigate administrative action of government officials/departments and other public bodies, and it is known as the watchdog against maladministration which causes harm, prejudice, injustice or loss to aggrieved citizens. Its jurisdiction was later on extended to include all Local Authorities including the Rodrigues Regional Assembly.

The Ombudsman is appointed by the President of the Republic after consultation with the Prime Minister, the Leader of the Opposition and such other persons who, in the opinion of the President in his own deliberate judgment, appear to be leaders of parties in the National Assembly.

The office of Ombudsman is a public office and no person holding such office is authorized to perform the functions of any other public office.



➤ **Complaint**

- A Complaint is when you say you are not happy with a decision or absence of decision. For example, if you think you received poor service or no service at all from a government department or a local authority or other public body concerned.
- You must first address your complaint to the authority concerned before you come to us.
- We are empowered to look into your complaint if you are not happy with the answer you have received from the authority concerned.

- **Our Mission** - To serve the Mauritian community by addressing issues arising from maladministration in the public sector and redressing wrongs that may be found to have been committed.

- **Our Vision** - To provide all citizens a quality service that upholds their rights to a just and equitable treatment in accordance with principles of good administration.

▪ **Our Values:**

- (a) Independence and impartiality;
- (b) Fairness
- (c) Effectiveness;
- (d) Transparency and Accountability;
- (e) Confidentiality

➤ **Complaints to the Ombudsman**



All complaints should be made in writing. However, we do accept complaints through email. If you write to the Ombudsman about the action of a public body, we will endeavour to:

- ❖ acknowledge your letter within 5 days of receipt;
- ❖ keep you informed of progress on your case;
- ❖ inform you as promptly and as clearly as possible of the outcome of our investigation;
- ❖ keep all information received as confidential.



If you telephone us:

- We will do our best to answer your calls within three rings. Our staff will be courteous and identify themselves by name/section.
- We will make sure that we understand your complaint.
- We will ensure that we provide you with correct information.



If You have an appointment with us :

- + You will be treated courteously.
- + We will make sure our service is easy for you to understand & give you necessary support.
- + We will tell you what we can and what we cannot do about your complaint.
- + Otherwise we will try to refer you to another body who can help.

Monitoring and Evaluation

1. We will measure and evaluate our performance against our Vision.
2. We will report on our performance in our **ANNUAL REPORT** which will be available on our website.

➤ **Help us to Help you**



- Please state your complaint as clearly and as concisely as you can.
- Please ensure that you send us copies of key supporting documents when submitting your complaint.
- Treat our staff courteously as you would wish to be treated yourself.
- Make comments or suggestions about the service you receive.



➤ **Consultation and Feed Back**

We welcome your comments and suggestions on how we can improve our service in future.

You may do so by writing to the Senior Investigations Officer, Office of The Ombudsman, fax or e-mail us.



➤ **Where to get more information**

This Charter is available in electronic format on our website <http://ombudsman.gov.mu> where details regarding our other services, policies and contact information are also available.

Where to find us:

- ❖ Our address is: Office of the Ombudsman
2nd Floor, City Centre Building
Cnr Corderie No. 31 & Leoville L'Homme No. 11 Streets,
Port Louis

- ❖ Office hours: 8.45 hrs to 16.00 hrs on Monday to Friday

- ❖ Telephone: No 260 0111

- ❖ Website: <http://ombudsman.govmu.org>

- ❖ Email address: omb@govmu.org & ombinvestigation@govmu.org

- ❖ Fax No.: 211 3125