

**REPUBLIC OF MAURITIUS**  
**OFFICE OF THE OMBUDSMAN**  
**CITIZEN'S CHARTER**

In Mauritius, the institution of the Ombudsman is enshrined in the Constitution.

The Ombudsman is appointed by the President of the Republic after consultation with the Prime Minister, the Leader of the Opposition and other persons who, in the opinion of the President, are leaders of parties in the National Assembly.

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

### **Our mission**

The mission of the Ombudsman is 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 Commitment**

■ We are committed to providing to all citizens a quality service that upholds their rights to an equitable treatment in accordance with principles of good administration

## **Complaints to the Ombudsman**

All complaints should be made in writing. If you write to the Ombudsman about the action of a public body we will -

- ✕ acknowledge your letter within 7 days of receipt;
- ✕ keep you informed of progress on your case;
- ✕ inform you as promptly and as clearly as possible of the outcome of the complaint.

## **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 ensure that we provide you with correct information.

## **If You have an appointment with us**

- We will answer your queries on the spot, but, if we cannot, we will let you know why and when to expect a reply.

■ We will ensure that the appropriate officer sees you within 15 minutes.

## Monitoring and Evaluation

**We will measure and evaluate our performance against the commitments in our Charter.**

**We will report on our performance in our ANNUAL REPORT which will be available on our website.**

## Help us to Help you

- **You can help us as we try to provide you high quality service.**
- **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 Secretary, Ombudsman's Office, 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  
4<sup>th</sup> Floor,  
Bank of Baroda Building,  
Sir William Newton Street,  
Port Louis

Office hours : 8.45hrs to 16.00hrs

Telephone	Nos.:	208	4131
	208 4256		
	208		4132

Website : <http://ombudsman.gov.mu>

Email address : [omb@mail.gov.mu](mailto:omb@mail.gov.mu)

Fax No. : 211 3125