



Republic of Mauritius

Annual Report of the **OMBUDSMAN**

January - December 2019

46th



OFFICE OF THE OMBUDSMAN

OMB 13/04 VOL. XLVI

10 August, 2020

His Excellency, Mr. Prithvirajsing Roopun, G.C.S.K.

President of the Republic of Mauritius

State House

Le Réduit

Your Excellency,

By virtue of section 101(3) of the Constitution of Mauritius the Ombudsman is required to make an Annual Report to the President concerning the discharge of his functions.

In accordance with the above provision, I am pleased and have the honour to present to you the 46th Annual Report of the Ombudsman which concerns the discharge of my functions during the year 2019.

A copy of this Report is to be laid before the National Assembly.

Yours respectfully,



(Soleman M. HATTEEA)

Ombudsman

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1. 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.

2. OUR COMMITMENT

The Office of the Ombudsman is committed to providing to all citizens a quality service that upholds their rights to a just and equitable treatment in accordance with principles of good administration.

3. YEAR UNDER REVIEW

This is the 46th Annual Report of the Ombudsman. It concerns the discharge of my functions during the year 2019 in the course of which we registered a total of **395** new cases as detailed below.

4. STATISTICS FOR 2019

CASE INTAKE

CASE INTAKE AND INVESTIGATED IN 2019	
Ministries/Departments	222
Local Authorities	127
Rodrigues Regional Assembly	46
TOTAL	395

Table 1: Case Intake and Investigated in 2019

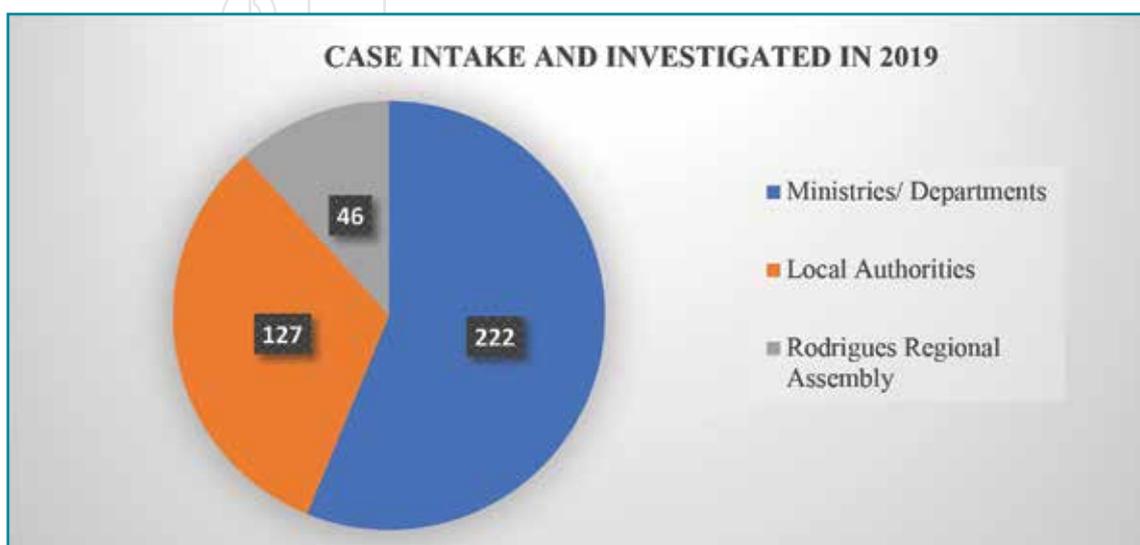


Figure 1: Case Intake and Investigated in 2019

CASES DEALT WITH

Ministries/Departments

Decision taken	Number of cases
Rectified	60
Explained	110
Discontinued	22
Not investigated	9
Not Justified	3
Pending	107
Total	311

Table 2: Cases Dealt with Ministries/ Departments in 2019

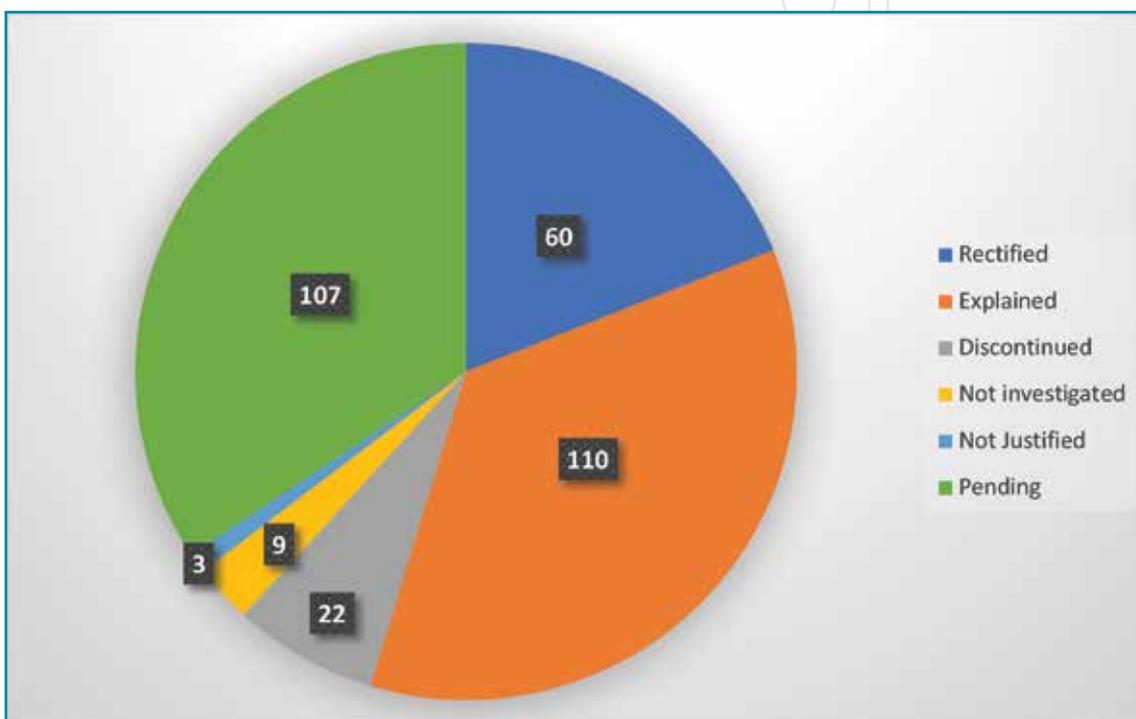


Figure 2: Cases Dealt with Ministries/ Departments in 2019

Local Authorities

Decision taken	Number of cases
Rectified	62
Explained	46
Discontinued	9
Not investigated	1
Pending	35
Total	153

Table 3: Cases Dealt with Local Authorities in 2019

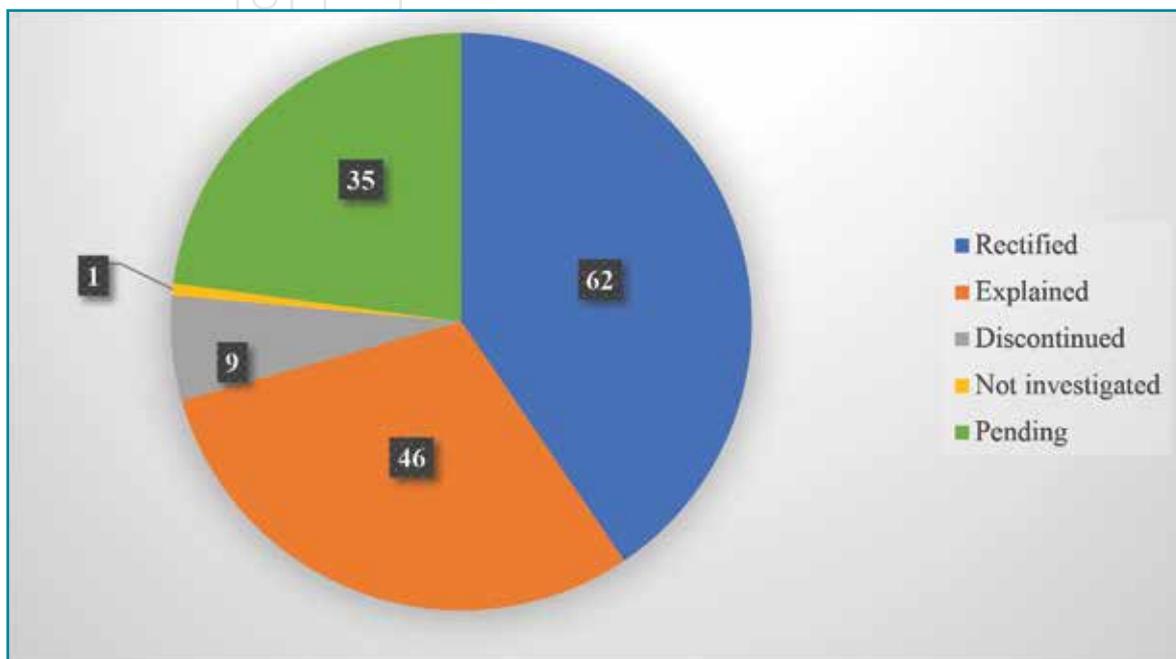


Figure 3: Cases Dealt with Local Authorities in 2019

Rodrigues Regional Assembly

Decision taken	Number of cases
Rectified	12
Explained	22
Discontinued	2
Not Justified	1
Pending	26
Total	63

Table 4: Cases Dealt with Rodrigues Regional Assembly in 2019

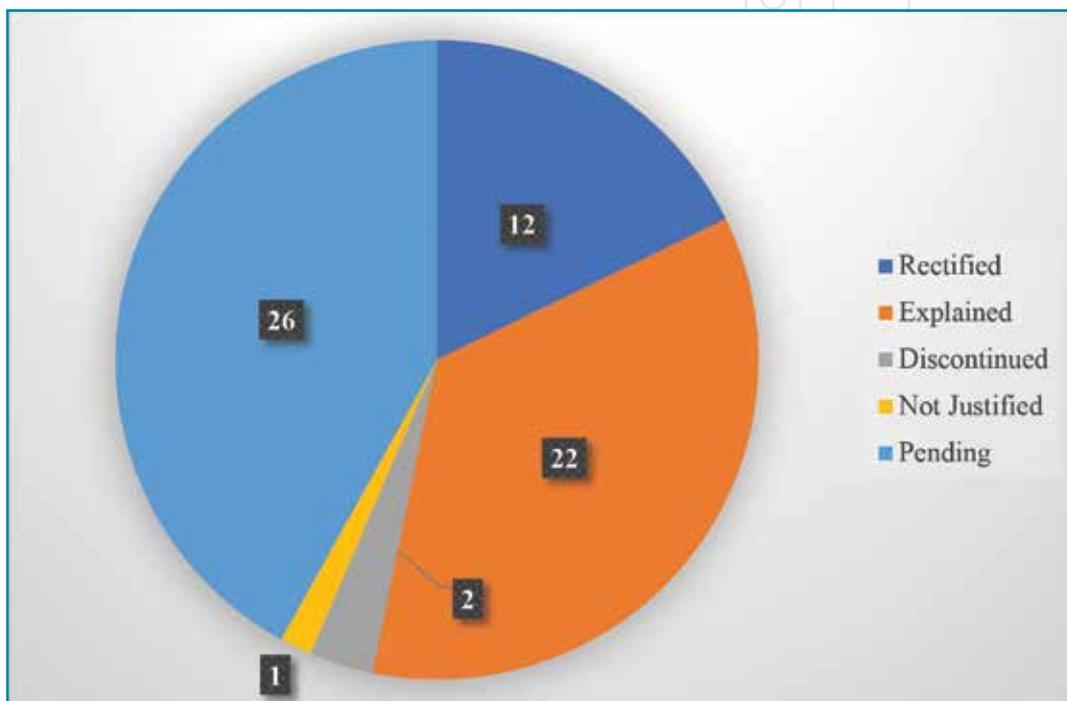


Figure 4: Cases Dealt with Rodrigues Regional Assembly in 2019

An overview of our statistics for year 2019 is as follows –

Cases pending as at 31 December 2018	132
Case intake	395
Cases dealt with	805 (includes 395 new cases, 278 miscellaneous & copies of complaints and 132 cases pending as at 31.12.2018)
Cases rectified	134
Cases explained	178
Cases discontinued	33
Cases not investigated	10
Cases not justified	4
Miscellaneous and copies of complaints	278
Cases pending as at 31 December 2019	168

Table 5: Statistics for the year 2019

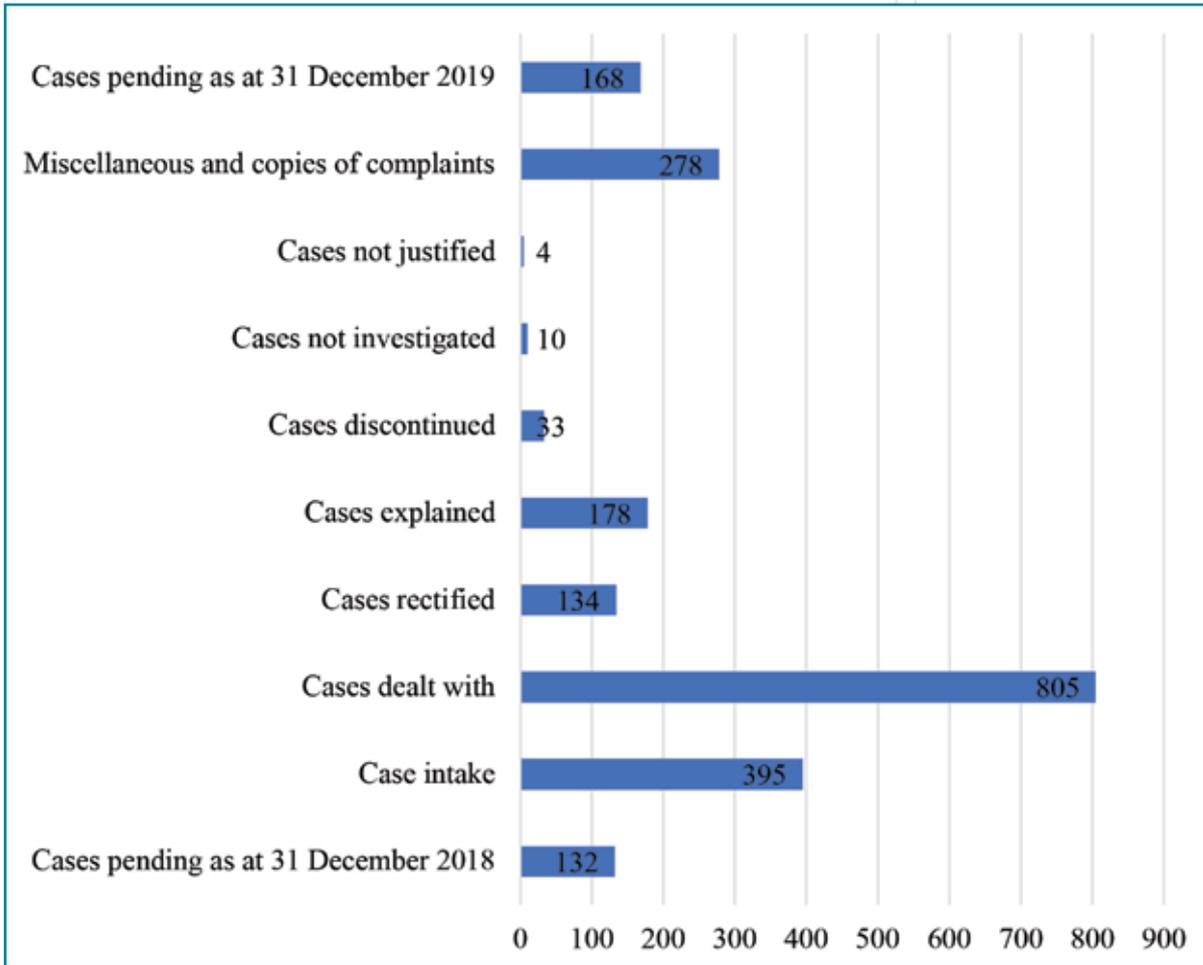


Figure 5: Statistics for the year 2019

5. STRATEGIC PLAN – 2018/19 TO 2020/21

Looking back, 2019 marked the continuity of our three-year strategic plan which was launched in 2018. The strategic plan sets out our vision in delivering value-based public service through the following strategic aims:

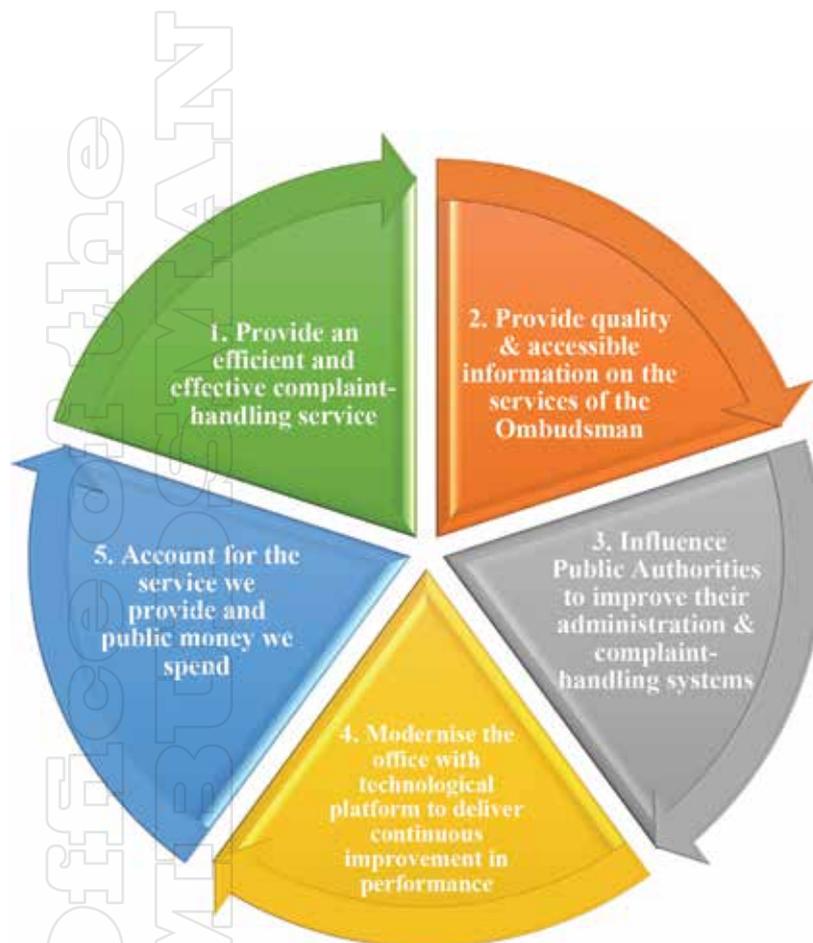


Figure 6: Our Three-year Strategic Plan 2018-2021

We faced and overcame several challenges in meeting our strategic aims with keen determination and a strong sense of purpose. The outcome clearly shows a tremendous achievement for the Office as our performance has improved significantly from last year.

Our key performance indicators (KPI) and targets identified for the years 2018/19 to 2020/21 are as follows:

KPIs	Target	Target	Target
	2018-2019	2019-2020	2020-2021
% of cases finalised within a period of 12 months.	70%	70%	75%
% of complaint letters addressed to the Ombudsman acknowledged within five working days.	90%	90%	90%
% of investigation monitored and followed up within 12 months.	100 %	100 %	100 %
% of complainants' satisfaction survey who provide an average of 'satisfied' or 'very satisfied' to our service.	75%	75%	75%

Table 6: Strategic objectives 2018-2021

In 2019 our focus was not only on achieving our strategic objectives but also on improving the quality of our service to all citizens. Keeping these objectives in mind, a transformative journey to review and embed new processes for our core operations has started. With this in view, an Investigations Section was set up at the beginning of the year 2019 with a dedicated team to focus more on our complaint-handling services. This new operating model has been useful in reducing the backlog of complaints and has had a positive impact on our overall performance.

In 2019 we dealt with 805 cases, 395 of which were against Ministries/Departments, Local Authorities and the Rodrigues Regional Assembly, 98 were miscellaneous i.e. outside our jurisdiction, 132 were pending cases from previous years and the remainder were copies of letters. We recorded an increase of 8.6% in the number of cases dealt in the one-year period.

As regards investigations in the 12 months period, 625 cases were investigated into and 457 decisions (including 91 for pending cases as at 31 December 2018) were taken. Thus, representing 74% of finalized cases in 2019 and the remaining 26% are still pending as at 31 December 2019.

KPI 1: CASES FINALISED WITHIN THE YEAR 2019

A. DECISION TAKEN

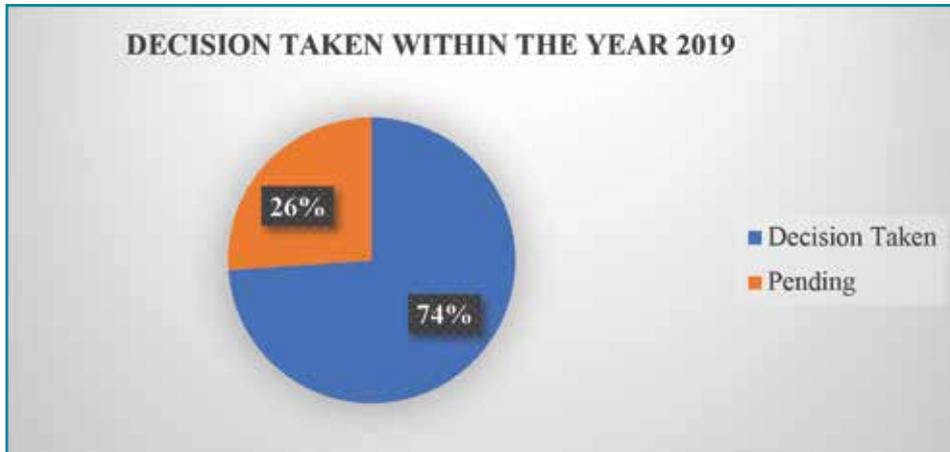


Figure 7: Decision taken within the year 2019

B. DEMOGRAPHIC PROFILE OF COMPLAINANTS/ VISITORS FOR THE YEAR 2019

DEMOGRAPHIC PROFILE OF COMPLAINANTS/ VISITORS FOR THE YEAR 2019		
	Visitors	Complainants
Male	197	416
Female	75	155
TOTAL	272	571

Table 7: Demographic Profile of Complainants/Visitors for the year 2019

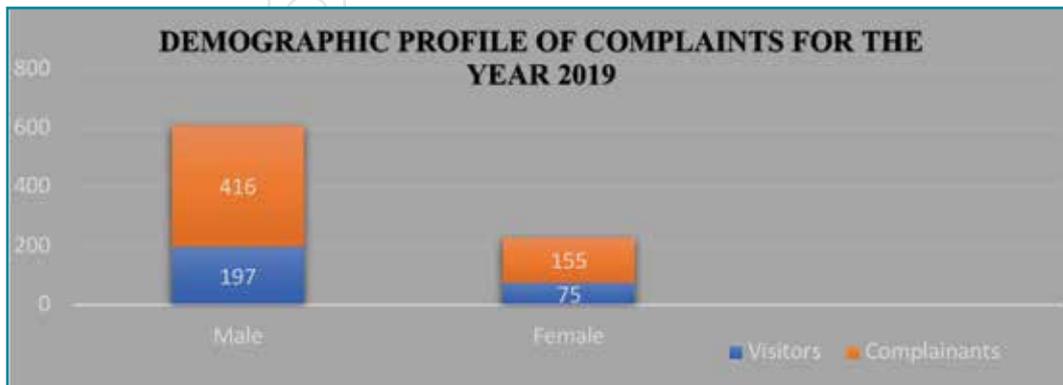


Figure 8: Demographic Profile of Complainants/Visitors for the year 2019

KPI 2: ACKNOWLEDGEMENT OF COMPLAINTS RECEIVED FOR THE YEAR 2019

Timeliness of complaints acknowledged for the year 2019

Complaints acknowledged within 5 days	419
Complaints acknowledged beyond 5 days	23

Table 8: Acknowledgement of complaints received for the year 2019



Figure 9: Acknowledgement of complaints received for the year 2019

Comparative Table - Acknowledgement of complaints within 5 working days				
Target	2018		2019	
	No.	%	No.	%
90%	285	79	419	95

Table 9: Comparative Table – Acknowledgement of complaints within 5 working days

In 2019 the timeliness of complaints acknowledged within 5 working days has improved considerably by 16% and we have achieved our target. Only 23 complaints received were acknowledged beyond 5 working days and we endeavour to further reduce this number in the coming year.

KPI 3: INVESTIGATION MONITORED AND FOLLOWED UP WITHIN THE YEAR 2019

As far as this KPI is concerned, we have ensured that monitoring and follow up on 100% of cases under investigation is done in a timely and effective manner within the year 2019. This Office has implemented an electronic complaint record system in this respect, which enables us to store, retrieve, analyse and compile data/information related to investigations more easily and in a digital format. It thus facilitates a better monitoring of the progress of investigations and ensures no one is left behind.

KPI 4: COMPLAINT SATISFACTION SURVEY

In 2019, we launched our Customer Feedback survey and same is accessible on our website also. The survey covers three aspects:

- a) Are you satisfied with your reception and the facilities offered for your comfort?
- b) Are you satisfied with the information received in connection with our services?
- c) Did you leave our office satisfied?

The Customer Feedback survey is an essential tool in assessing the quality of the service offered by this Office. A total of 224 visitors responded to the survey and the findings are shown below:

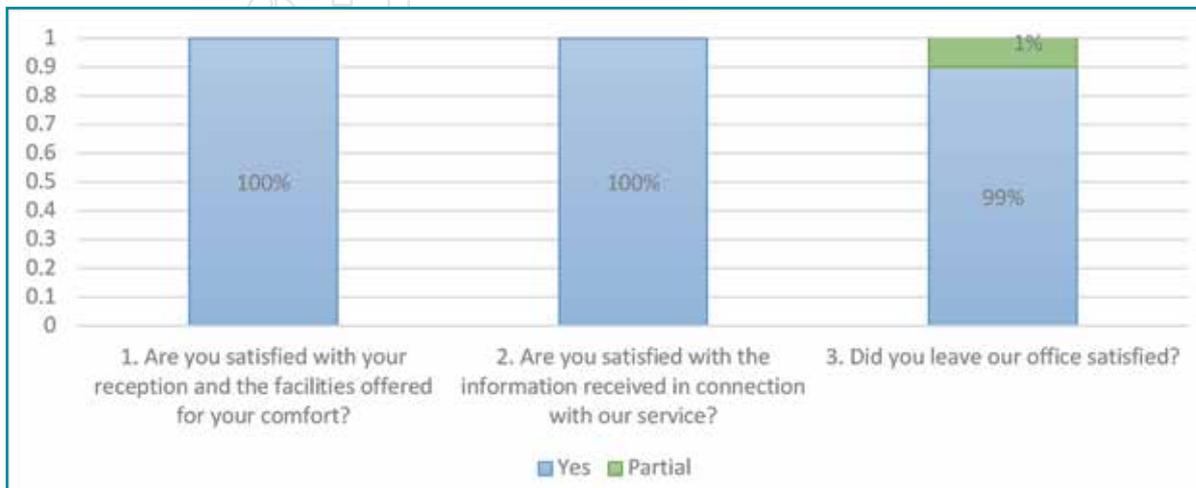


Figure 10: Customer Feedback Survey for the year 2019

All complainants who responded to the survey were satisfied with the comfort received at the reception and the information given to them. Concerning the Office services, 99% of the respondents left the office satisfied whilst two visitors were only partly satisfied during the year.

We succeeded in achieving an average Complainants' Satisfaction rate of 99.67%, thanks to our staff who have passionately worked towards achieving these aims with the highest level of dedication and reliability.

The pace of change is set to continue over the coming years, with a focus on excellent customer service and even more transparent methods of working. We also expect to implement our online Complaint Form in the coming year.

Apart from the Customer Feedback Survey, we also received comments/ feedbacks from complainants whose cases have been resolved. Some extracts are produced verbatim below:

➤ “We seize the opportunity to thank you and your admirable staffs for the quick intervention in the matter.”
➤ “I wish to express to you and your staff my deep and heartfelt gratitude & appreciation for all your laudable efforts in finding solutions to alleviate the sufferings/problems of your fellow citizens”.
➤ “...the works have been done to my satisfaction.”
➤ “I wish to extend my gratitude to you and the Office of the Ombudsman for your prompt response and help. Without which, I fear this would have remained unsolved.”
➤ “Kindly accept my heartfelt gratitude and thanks for your prompt intervention which has enabled me to obtain my Basic Invalid Pension again and which will be of great help to my family.”
➤ “Indeed the way your Office is operated to establish justice is recognised and is highly saluted.”
➤ “Each time I knocked your door, my qualms were fully satisfied.”
➤ “I wish to place on record my gratitude to you, Sir, and also to the dedicated staff of the Ombudsman’s office for their relentless efforts in making it a success.”
➤ “Thank you heartfully for the amazing support obtained from the Office of the Ombudsman.”
➤ “I am fully satisfied with the care and attention provided by your officers and heartily thank you.”

Table 10: Comments/ Feedbacks received from complainants whose cases have been resolved

6. General Remarks

Whereas the Office of the Ombudsman has been established to investigate into any action or inaction of any public officer or authority which results into prejudice or injustice to a member of the public it must also be remembered that it is also an opportunity for the administration to identify any systemic failing of its own and thus enable it to remedy any flaw in its system and improve its service-delivery in general. However, it is also an opportunity for our Office to learn and draw lessons in order to improve our approach and performance as an advocate for administrative fairness.

Just like in the medical field where people can be kept healthier by preventing disease or illness rather than wait to deal with it after it sets in, in the same way by our action we can keep the administration healthier by preventing injustices rather than wait for an injustice to occur and then deal with the situation.

And with a healthier administration we are bound to have a healthier society where fair treatment and social justice will become the orders of the day.

It goes without saying that not every complaint lodged before our Office necessarily implies that an administration has faulted. Often a complainant is faced with a decision emanating from a public department or authority with which he disagrees or fails to grasp, thus prompting him/her to have recourse to our Office. Indeed in such a case the law empowers the Ombudsman to, inter alia, request the concerned department or authority to give reasons for its decision or to give further consideration to the matter in question or else to take any other step.

It can therefore be said that the Ombudsman plays an important role in the resolution of conflicts and this is due to the specific attributes of the institution, the main one being in its independence from the interference of any authority or person. Indeed section 101(1) of the Constitution provides as follows:-

- (1) In the discharge of his functions, the Ombudsman shall not be subject to the direction or control of any other person or authority and no proceedings of the Ombudsman shall be called in question in any court of law.

Furthermore Section 101(2) provides that –

- (2) In determining whether to initiate, to continue or discontinue an investigation under section 97, the Ombudsman shall act in accordance with his own discretion, and any question whether a complaint is duly made for the purposes of that section shall be determined by the Ombudsman.

Let me however add that the Ombudsman would not conduct an investigation in respect of any complaint to his Office whenever it appears to him that –

- (i) the complaint is merely frivolous or vexatious;
- (ii) the subject-matter of the complaint is trivial;
- (iii) the person aggrieved has no sufficient interest in the subject-matter of the complaint; or
- (iv) the making of the complaint has, without reasonable cause, been delayed for more than 12 months.

Finally, whenever the Ombudsman is given notice by the Prime Minister that –

- (a) an investigation in a particular matter would not be in the interests of the security of our country,
or
- (b) the action in respect of which a complaint is made was taken by a Minister in person in the exercise of his own deliberate judgment,

the Ombudsman would not conduct such investigation.

7. Own Motion Cases

This year again we have made extensive use of our power under the Constitution to carry out own-initiative investigations in matters mainly affecting our environment for the well-being of our citizens at large, which is our main concern. Indeed we realise that we cannot expect all of our citizens to write to our Office regarding certain undesired situations prevailing and persisting in their locality or indeed all over the place. It is for the relevant authorities to take action whenever such situations arise. We therefore make it a point to draw their attention to such cases and, I hasten to add, we obtain positive results.

The majority of such cases in which we investigate proprio motu find their origin in the written press whereby attention is drawn to a state of affairs, mostly supported by photos, which need to be looked into by the authorities concerned. In some cases however our Office receives anonymous letters concerning other situations which require our intervention and ultimately action by the said authorities.

Out of 63 own-motion cases opened by our Office during the year under review hereunder are some examples in a tabular form which shows the nature of the problem, the authority seized by our Office and the action taken in each case.

For the benefit of our readers we are quoting hereunder the relevant empowering section of our Constitution that enables our Office to be pro-active –

Section 97 (1) (c) –

(1) Subject to this section, the Ombudsman may investigate any action taken by any officer or authority to which this section applies in the exercise of administrative functions of that officer or authority, in any case in which a member of the public claims, or appears to the Ombudsman, to have sustained injustice in consequence of maladministration in connection with the action so taken and in which –

- (a)
- (b)
- (c) he considers it desirable to do so of his own motion.

And Section 97 (10) specifies that “action” includes a failure to act.

CASE NO.	NATURE OF PROBLEM	AUTHORITY SEIZED	ACTION TAKEN
C/45/2019	Waste materials dumped at “débarcadère”.	Ministry of Social Security, National Solidarity and Environment and Sustainable Development Division (Environment & Sustainable Development Division)	Collected and carted away by private contractor of the Municipal City Council of Port Louis.
C/113/2019	Kiosk on beach in a deplorable state. May cause injury to persons.	Ministry of Social Security, National Solidarity and Environment & Sustainable Development (Beach Authority)	Kiosk repaired by Beach Authority. Photo submitted in support of action taken.
LA/C/8/2019	Goods exposed for sale on pavement in village. Great inconvenience caused to pedestrians.	District Council of Flacq	Pavement cleared by Council’s Health Inspectorate and site kept in view to avoid such nuisance in future.
LA/C/20/2019	Big hole at the end of a pavement represents a danger to users thereof.	District Council of Pamplemousses	Metal grill fixed over the hole by Council.
LA/C/28/2019	TV set illegally dumped in sugarcane field.	District Council of Grand Port	TV set carted away within three days.
LA/C/29/2019	Abandoned structure along public road represents a danger to road users.	District Council of Grand Port	Structure is an old rusted cane basket partly on private land and partly on road reserve. Latter part cut and removed by Road Development Authority.
LA/C/36/2019	Dumping of wastes at a place called “Beau Jardin”.	District Council of Grand Port	Wastes collected within four days.
LA/C/40/2019	Bareland covered by all types of waste giving rise to accumulation of water and mosquitoes, etc.	Municipal City Council of Port Louis	Notice served on owner of bareland to cart away all wastes and keep same clean at all times. Bareland found cleaned after expiry of delay.

CASE NO.	NATURE OF PROBLEM	AUTHORITY SEIZED	ACTION TAKEN
LA/C/44/2019	All types of waste jettisoned near round about give rise to odour nuisance.	District Council of Pamplémousses	Cleaning and carting away of refuse carried out over two days and site kept under close supervision.
LA/C/50/2019	Old refrigerator dumped by roadside.	District Council of Black River	Object carted away by Council's scavenging contractor.
LA/C/54/2019	No action taken in respect of an old rusted manhole cover which represents a danger to the public.	Municipal City Council of Port Louis	Manhole cover removed and the chamber backfilled with crusher run and reinstated with concrete. Works done by Central Water Authority.
LA/C/60/2019	Old vehicle abandoned near NHDC Residence. Represents a source of nuisance.	District Council of Savanne	Vehicle removed by owner following intervention by the Council and the Police de L'Environnement.
LA/C/62/2019	Old sofa abandoned by roadside.	District Council of Rivière du Rempart	Sofa as well as other wastes on site collected by Council during a bulky waste collection campaign.
LA/C/63/2019	Stench emanating from an overflowed sewerage manhole.	District Council of Rivière du Rempart	Needful done by the Wastewater Management Authority. Problem of odour etc. solved.
LA/C/64/2019	Small air conditioner attached to tree by person unknown represents a danger to passers by.	District Council of Rivière du Rempart.	Air conditioner removed by Council's scavenging team.
LA/C/65/2019	Unfenced abandoned plot of land is a source of great nuisance to nearby residents.	Municipal Council of Beau Bassin-Rose Hill	Notice served on owner complied with, leaving the plot of land in a clean state.
LA/C/69/2019	Car abandoned in a field constitutes an eyesore.	District Council of Rivière du Rempart	Owner traced out and vehicle removed from site.

CASE NO.	NATURE OF PROBLEM	AUTHORITY SEIZED	ACTION TAKEN
LA/C/79/2019	Car in decrepit state abandoned by roadside.	District Council of Grand Port	Owner of vehicle not identified. Action taken by Police de L'Environnement.
LA/C/83/2019	Pothole along main road may be the cause of an accident.	Municipal City Council of Port Louis	Patching works carried out by the Central Water Authority.
LA/C/89/2019	Vehicle wreck abandoned near Police Quarters.	Municipal Council of Beau Bassin-Rose Hill	Site visit effected by Municipal Inspector. Vehicle found dismantled but not carted away. Matter followed up and finally dismantled parts removed by the Police.
LA/C/93/2019	Dangerous potholes on road opposite a government building.	District Council of Pamplemousses	Repair works carried out by Road Development Authority.
LA/C/97/2019	All types of wastes dumped in front of church.	District Council of Flacq	Eyesore Abatement Notices served on three different land owners. Notices complied with and premises cleaned to Council's satisfaction.
LA/C/107/2019	Public toilet in a deplorable state of cleanliness.	District Council of Rivière du Rempart	Due to irregular water supply in the region the services of a private company solicited by Council to clean the toilets. Monitoring done every morning and existing water network reviewed.

8. RODRIGUES REGIONAL ASSEMBLY

We proceeded to Rodrigues on two occasions during the course of the year under review and each time we had a three-day working session, the first time from 3 to 5 April and the second time from 7 to 9 August.

As usual, our trips there are always advertised by means of a Communiqué a few weeks before our arrival for the benefit of the public at large, whilst the Departmental Heads of the various Commissions as well as the Island Chief Executive are informed well in advance with a view to finalizing pending cases.

Indeed for cases still pending before our Office the complainants were convened to appear before us for further discussion/explanation, as well as the Departmental Heads whose Commissions were dealing with those cases. Such meetings proved very fruitful and helped to reach decisions more quickly.

Altogether the number of persons who appeared before us amounted to 101, including new complainants. The number of new cases which we opened there and then amounted to 14 whilst we had to effect one site visit in connection with an ongoing case. Some 32 persons stated that they would submit their respective written complaints to our Office once they were made aware there and then of our powers under the Constitution and of the procedure to be followed to lodge a complaint.

By the end of the year under review our Office had received 46 new complaints.

During our August trip we seized the opportunity to have (i) a brief impromptu working session with Officers of certain Commissions who were made aware of our expectations whenever their respective Commissions were under our scrutiny and (ii) an awareness-raising session with members of the public.

WORKING SESSION IN RODRIGUES

Site visit carried out at Malartic, Rodrigues, in connection with an alleged complaint of encroachment by a third party on complainant's agricultural plot, in presence of officers from the Commission for Agriculture, Environment, Forestry, Fisheries and Marine Park.



Working session with Officers from Rodrigues Regional Assembly



OFFICE OF THE OMBUDSMAN



Working session with public and complainants



9. AWARENESS-RAISING CAMPAIGN

In our endeavour to ensure compliance with the Paris Principles adopted in Resolution 48/134 by the General Assembly of the United Nations concerning national institutions for the protection and promotion of human rights, we have embarked upon an awareness-raising campaign throughout Mauritius including Rodrigues island, with a view to promoting human rights and educating members of the public in general on our role, powers and services.

The campaign was headed by and under the overall supervision of our Senior Investigations Officer and it was divided into two phases to be completed within the financial period of 2019/2020. However, the citizens of Rodrigues were privileged to witness the launching of the campaign personally by the Ombudsman during his working trip in August 2019.

In order to facilitate the flow of communication, we have designed a pamphlet which contains general information (in three languages i.e English, French & Creole) on the role and powers of the Ombudsman including the procedures to be followed to lodge a complaint of alleged maladministration. Copy of the pamphlet is available in our website: <http://ombudsman.govmu.org>

OFFICE OF THE OMBUDSMAN

Launching of the Awareness Raising Campaign in Rodrigues



In Mauritius, the first phase of the campaign covered five strategic geographical areas and were conducted on Saturdays, as follows:

Venue	Date
Podium of Bazaar Saint Pierre	24 August 2019
Hall of Village Council of Rose Belle	14 September 2019
Village Hall of Goodlands	28 September 2019
Alex Vellin, Municipal Centre	05 October 2019
Royal Road, Beau Bassin	
Municipal Reception Hall	19 October 2019
Quatre Bornes	

Table 11: First phase of Awareness-Raising Campaign in the year 2019

Outcome of the Awareness-Raising Campaign

The campaign has enabled our Office to forge close ties with the most vulnerable and disadvantaged group of persons, who, due to their personal constraints, cannot access our services. It has also enabled us to engage meaningfully with the different communities and educate them on basic human rights as well as the obligation of all Government Officials and authorities to acknowledge receipt of letters received from any member of the public.

The campaign has also provided us with a better insight of the public perception about our Office. It has provided us with the opportunity to approach 9, 500 citizens, but only 20% of them had averred that they were aware of the existence of the Office. The rest were totally unaware of our service or did not realise that our service is free of charge.

In keeping with our commitment to providing a free service which is accessible to citizens around the island, including Rodrigues, we consider this initiative as a proactive approach to improving social inclusion between National Human Rights Institutions and the community at large. In other words, enabling the voiceless to find their voice.

In this spirit, we intend to pursue the second phase of the campaign in the year 2020 and envisage to reach a maximum of persons at other strategic areas of the island.

Comments/Feedbacks received from members of the public during our Awareness-Raising Campaign

➤ “The contents of the pamphlet were informative.”
➤ “Ene bon sensibilisation pou ban dimoune coner ki sa buro la protez droits ban citoyens”.
➤ “Mone gagne solution pou mo problème”
➤ “Mone conner ki démarche mo bizin faire avan pass par buro Ombudsman”
➤ “Mone content sa campagne la, li bien organizer pour ban citoyens”
➤ “Mo ban attentes fine repond avec gentillesse”
➤ “The contents of the pamphlet were informative.”
➤ “Renseignement Bon !”
➤ “Très Très Bien”
➤ “Excellent Awareness Campaign”
➤ “Plus de publicité dans l’avenir »
➤ “Mo objectif fine bien atteindre”
➤ “Li ene bon fason pou edik citoyens mauricien de ban services ki buro la donner”
➤ “Aster nou conner ki la porte pou taper”
➤ “Très pédagogique”
➤ “Nous fine découvert ene pond azordi ki pou capave facilite nou travail et aide nou ban vulnérable/ handicapé gagne nous ban droits”
➤ “Zot pe faire ene bon travail”
➤ “Eski ene buro gouvernement ?”
➤ “Ki parti politik zot eter? »

Table 12: Comments/Feedbacks received from members of the public during Awareness-Raising Campaign

Snapshots of our Awareness-Raising Campaign

(Meeting members of the public and distribution of pamphlets)





Our awareness-raising campaign team in the forefront

10.

VISITORS FROM ABROAD

On 29 January 2019, the Ombudsman received Mrs Ingrid Olga Isaacks, Children's Advocate at the Office of the Ombudsman, Namibia, for a courtesy call. She was accompanied by the Ombudsperson for Children, Mrs Rita Venkatasawmy and other staff of the Ombudsperson for Children's Office.

The visit was accentuated on the role, functions and powers of the Ombudsman in Mauritius. Moreover, a copy of our annual report was handed over to Mrs Isaacks.



Mrs I.O. ISAACKS, Children's Advocate, Office of the Ombudsman, Namibia, Mr S.M. HATTEEA, Ombudsman, & Mrs R. VENKATASAWMY, Ombudsperson for Children

Presentation of Annual Report



Working Session with visitors



On 02 October 2019, we also received Mrs Hibo Ahmed Aden, Head of Department, Social and Culture at the Office of the Ombudsman, Republic of Djibouti, who was on an official visit to Mauritius for a study tour. The aim of this study tour was to allow Mrs Hibo to have an insight on the best practices regarding protection of children's rights with focus on children in street situation in Mauritius. Mrs Hibo was accompanied by Mrs Jugroo, Secretary of the Office of the Ombudsperson for Children and Mr. I.A. Bawamia, Investigator, Ombudsperson for Children's Office.

Group Photo



Working session with delegate



11. Acknowledgements

- (i) We are pleased to announce the recruitment of Miss Geetika Devi Kissoon, B.A. (Hons) Law and Management (UOM) and M.B.A. Specialisation in Financial Services (UOM) who has joined our Office as Investigations Officer. We have no doubt that she will prove to be an important asset for our Office and we therefore wish her a fruitful career in our midst.
- (ii) We are thankful to those Officers who volunteered to assist in our awareness- raising campaign under the leadership of our Senior Investigations Officer. So far the following places have been covered –
 - (a) St. Pierre
 - (b) Rose Belle
 - (c) Goodlands
 - (d) Beau Bassin
 - (e) Quatre Bornes

and we plan to reach out to more people at the following places during this current year –

- (a) Rivière du Rempart
 - (b) Flacq
 - (c) Vacoas
 - (d) Bambous
 - (e) Mahebourg
 - (f) Rivière des Anguilles
 - (g) Curepipe
- (iii) We appreciate the trust and confidence of those complainants who have addressed their problems to our Office for purposes of investigation and resolution. It goes without saying that we have not been able to solve the problem of each and everyone of them but we have at least inquired into their complaints and whenever we had reached the conclusion that the administration put into cause could not be faulted we have informed such complainants of our findings.

- (iv) Overall we had fairly good working relationships with most of the Responsible Officers/Chief Executives of Ministries as well as Officers in charge of other Authorities/Bodies as well as the Departmental Heads of various Commissions in Rodrigues and the Island Chief Executive in the discharge of our investigative functions. They have left the convincing impression that they are willing to co-operate with our Office in helping to resolve complaints. As for some others I regret to say that it has been a struggle to obtain replies on time to our queries with the result that we have had to pile reminder upon reminder in order to wake them up whilst threatening them with further action as provided in the Constitution and/or the Ombudsman Act. I shall refrain from naming and shaming them this time but in case they do not show any sign of improvement I shall not hesitate to do so in future. Therefore our appeal to them would be to ensure that members of the public are treated with respect and dedication at all times.
- (v) A special word of thanks to the then Acting Director of Public Prosecutions who invited me to address State Law Officers on the Ombudsman institution, his functions and the manner of its operation. They were quite receptive and a session of questions and answers followed and the Officers were satisfied.
- (vi) We continue to receive copies of the Annual Reports of certain colleagues from different parts of the world and it can be said with near-certainty that we all have a mission to do justice to our fellow citizens.
- (vii) Many thanks to the International Ombudsman Institute for keeping us informed, through its Newsletters, about its various activities and also about certain landmark decisions of colleagues from all over the world. It also provides opportunities for training for officers from member-countries and it organizes a World Conference once every four years in different parts of the globe. It brings together Ombudsmen from member countries who debate on human rights issues, exchange information and share best practices from which we all learn according to each other's experience.
- (viii) Our appreciation to one and all at the Office for their commitment and dedication to our vision and for their unflinching support in the preparation and finalization of this Annual Report.



Group Photo of Staff

12. Appendices

Appendix A reproduces Chapter IX of the Constitution which relates to the establishment, appointment, jurisdiction and powers of the Ombudsman.

Appendix B reproduces the Ombudsman Act which provides for the oath to be taken by the Ombudsman and his staff upon assumption of office, the procedure for lodging a complaint and other ancillary matters. The Act also makes it an offence for any person who influences or attempts to influence the decision of the Ombudsman with regard to a complaint made to or an investigation carried out by the Ombudsman, and similarly for any person who wilfully gives false or misleading information to the Ombudsman.

Appendix C contains summaries of a number of selected complaints against an array of ministries/ government departments, local authorities and the Rodrigues Regional Assembly.

Appendix D is a statistical summary of the complaints received according to the ministry/department or local authority concerned as well as the Rodrigues Regional Assembly.

Appendix E gives a quick idea of the nature of the complaint, the authority concerned and the result of the case.

Attention is drawn to the fact that sometimes a particular ministry falls under different appellations e.g. formerly Ministry of Public Infrastructure and Land Transport and now Ministry of Land Transport and Light Rail. This is due to the fact that, in its wisdom, the government of the day decides to make changes in the attribution of responsibilities falling under certain ministries. For the purposes of this Report however, the appellation at the time of opening of files has been maintained.

10 August, 2020



(S.M. HATTEEA)

Ombudsman

CHAPTER IX OF THE CONSTITUTION - THE OMBUDSMAN

96. Office of Ombudsman

- (1) There shall be an Ombudsman, whose office shall be a public office.
- (2) The Ombudsman shall be appointed by the President, acting after consultation with the Prime Minister, the Leader of the Opposition and such other persons, if any, as appear to the President, acting in his own deliberate judgment, to be leaders of parties in the Assembly.
- (3) No person shall be qualified for appointment as Ombudsman if he is a member of, or a candidate for election to, the Assembly or any local authority or is a local government officer, and no person holding the office of Ombudsman shall perform the functions of any other public office.
- (4) The offices of the staff of the Ombudsman shall be public offices and shall consist of that of a Senior Investigations Officer and such other offices as may be prescribed by the President, acting after consultation with the Prime Minister.

97. Investigations by Ombudsman

- (1) Subject to this section, the Ombudsman may investigate any action taken by any officer or authority to which this section applies in the exercise of administrative functions of that officer or authority, in any case in which a member of the public claims, or appears to the Ombudsman, to have sustained injustice in consequence of maladministration in connection with the action so taken and in which –
 - (a) a complaint under this section is made;
 - (b) he is invited to do so by any Minister or other member of the Assembly; or
 - (c) he considers it desirable to do so of his own motion.

(2) This section applies to the following officers and authorities -

- (a) any department of the Government;
- (b) the Police Force or any member thereof;
- (c) the Mauritius Prison Service or any other service maintained and controlled by the government or any officer or authority of any such service;
- (d) any authority empowered to determine the person with whom any contract or class of contracts is to be entered into by or on behalf of the Government or any such officer or authority;
- (e) the Rodrigues Regional Assembly or any officer of the said Assembly;
- (f) any local authority or any officer of such local authority;
- (g) such other officers or authorities as may be prescribed by Parliament:

Provided that it shall not apply in relation to any of the following officers and authorities –

- (i) the President or his personal staff;
 - (ii) the Chief Justice;
 - (iii) any Commission established by this Constitution or its staff;
 - (iv) the Director of Public Prosecutions or any person acting in accordance with his instructions;
 - (v) any person exercising powers delegated to him by the Public Service Commission or the Disciplined Forces Service Commission, being powers the exercise of which is subject to review or confirmation by the Commission by which they were delegated.
- (3) A complaint under this section may be made by an individual, or by anybody of persons whether incorporated or not, not being -
- (a) an authority of the government or a local authority or other authority or body constituted for purposes of the public service or local government; or
 - (b) any other authority or body whose members are appointed by the President or by a Minister or whose revenues consist wholly or mainly of money provided from public funds.

- (4) Where any person by whom a complaint might have been made under subsection (3) has died or is for any reason unable to act for himself, the complaint may be made by his personal representative or by a member of his family or other individual suitable to represent him; but except as specified in this subsection, a complaint shall not be entertained unless made by the person aggrieved himself.
- (5) The Ombudsman shall not conduct an investigation in respect of any complaint under this section unless the person aggrieved is resident in Mauritius (or, if he is dead, was so resident at the time of his death) or the complaint relates to action taken in relation to him while he was present in Mauritius or in relation to rights or obligations that accrued or arose in Mauritius.
- (6) The Ombudsman shall not conduct an investigation under this section in respect of any complaint under this section in so far as it relates to –
- (a) any action in respect of which the person aggrieved has or had a right of appeal, reference or review to or before a tribunal constituted by or under any law in force in Mauritius; or
 - (b) any action in respect of which the person aggrieved has or had a remedy by way of proceedings in any court of law:

Provided that –

- (i) the Ombudsman may conduct such an investigation notwithstanding that the person aggrieved has or had such a right or remedy if satisfied that in the particular circumstances it is not reasonable to expect him to avail himself or to have availed himself of that right or remedy; and
 - (ii) nothing in this subsection shall preclude the Ombudsman from conducting any investigation as to whether any of the provisions of Chapter II has been contravened.
- (7) The Ombudsman shall not conduct an investigation in respect of any complaint made under this section in respect of any action if he is given notice in writing by the Prime Minister that the action was taken by a Minister in person in the exercise of his own deliberate judgment.
- (8) The Ombudsman shall not conduct an investigation in respect of any complaint made under this section where it appears to him -
- (a) that the complaint is merely frivolous or vexatious;
 - (b) that the subject-matter of the complaint is trivial;
 - (c) that the person aggrieved has no sufficient interest in the subject-matter of the complaint; or
 - (d) that the making of the complaint has, without reasonable cause, been delayed for more than 12 months.

(9) The Ombudsman shall not conduct an investigation under this section in respect of any matter where he is given notice by the Prime Minister that the investigation of that matter would not be in the interests of the security of Mauritius.

(10) In this section, “action” includes failure to act.

98. Procedure in respect of investigations

(1) Where the Ombudsman proposes to conduct an investigation under section 97, he shall afford to the principal officer of any department or authority concerned, and to any other person who is alleged to have taken or authorised the action in question, an opportunity to comment on any allegations made to the Ombudsman in respect of it.

(2) Every such investigation shall be conducted in private but, except as provided in this Constitution or as prescribed under section 102, the procedure for conducting an investigation shall be such as the Ombudsman considers appropriate in the circumstances of the case; and without prejudice to subsection (1), the Ombudsman may obtain information from such persons and in such manner, and make such enquiries, as he thinks fit, and may determine whether any person may be represented, by counsel or attorney or otherwise, in the investigation.

99. Disclosure of information

(1) For the purposes of an investigation under section 97, the Ombudsman may require any Minister, officer or member of any department or authority concerned or any other person who in his opinion is able to furnish information or produce documents relevant to the investigation to furnish any such information or produce any such document.

(2) For the purposes of any such investigation, the Ombudsman shall have the same powers as the Supreme Court in respect of the attendance and examination of witnesses (including the administration of oaths and the examination of witnesses abroad) and in respect of the production of documents.

(3) No obligation to maintain secrecy or other restriction upon the disclosure of information obtained by or furnished to persons in the public service imposed by any law in force in Mauritius or any rule of law shall apply to the disclosure of information for the purposes of any such investigation, and the State shall not be entitled in relation to any such investigation to any such privilege in respect of the production of documents or the giving of evidence as is allowed by law in legal proceedings.

(4) No person shall be required or authorised by virtue of this section to furnish any information or answer any question or produce any document relating to proceedings of the Cabinet or any committee of Cabinet, and for the purposes of this subsection, a certificate issued by the Secretary to the Cabinet with the approval of the Prime Minister and certifying that any information, question or document so relates shall be conclusive.

- (5) The Attorney-General may give notice to the Ombudsman, with respect to any document or information specified in the notice, or any class of documents or information so specified, that in his opinion the disclosure of that document or information, or of documents or information of that class, would be contrary to the public interest in relation to defence, external relations or internal security; and where such a notice is given nothing in this section shall be construed as authorising or requiring the Ombudsman or any member of his staff to communicate to any person for any purpose any document or information specified in the notice, or any document or information of a class so specified.
- (6) Subject to subsection (3), no person shall be compelled for the purposes of an investigation under section 97 to give any evidence or produce any document which he could not be compelled to give or produce in proceedings before the Supreme Court.

100. Proceedings after investigation

- (1) This section shall apply in every case where, after making an investigation, the Ombudsman is of the opinion that the action that was the subject-matter of investigation was –
- (a) contrary to law;
 - (b) based wholly or partly on a mistake of law or fact;
 - (c) unreasonably delayed; or
 - (d) otherwise unjust or manifestly unreasonable.
- (2) Where in any case to which this section applies the Ombudsman is of the opinion –
- (a) that the matter should be given further consideration;
 - (b) that an omission should be rectified;
 - (c) that a decision should be cancelled, reversed or varied;
 - (d) that any practice on which the act, omission, decision or recommendation was based should be altered;
 - (e) that any law on which the act, omission, decision or recommendation was based should be reconsidered;
 - (f) that reasons should have been given for the decision; or
 - (g) that any other steps should be taken,

the Ombudsman shall report his opinion, and his reasons, to the principal officer of any department or authority concerned, and may make such recommendations as he thinks fit; he may request that officer to notify him, within a specified time, of any steps that it is proposed to take to give effect to his recommendations; and he shall also send a copy of his report and recommendations to the Prime Minister and to any Minister concerned.

- (3) Where within a reasonable time after the report is made no action is taken which seems to the Ombudsman to be adequate and appropriate, the Ombudsman, if he thinks fit, after considering any comments made by or on behalf of any department, authority, body or person affected, may send a copy of the report and recommendations to the Prime Minister and to any Minister concerned, and may thereafter make such further report to the Assembly on the matter as he thinks fit.

101. Discharge of functions of Ombudsman

- (1) In the discharge of his functions, the Ombudsman shall not be subject to the direction or control of any other person or authority and no proceedings of the Ombudsman shall be called in question in any court of law.
- (2) In determining whether to initiate, to continue or discontinue an investigation under section 97, the Ombudsman shall act in accordance with his own discretion, and any question whether a complaint is duly made for the purposes of that section shall be determined by the Ombudsman.
- (3) The Ombudsman shall make an annual report to the President concerning the discharge of his functions, which shall be laid before the Assembly.

102. Supplementary and ancillary provision

There shall be such provision as may be prescribed for such supplementary and ancillary matters as may appear necessary or expedient in consequence of any of the provisions of this Chapter, including (without prejudice to the generality of the foregoing power) provision –

- (a) for the procedure to be observed by the Ombudsman in performing his functions;
- (b) for the manner in which complaints under section 97 may be made (including a requirement that such complaints should be transmitted to the Ombudsman through the intermediary of a member of the Assembly);
- (c) for the payment of fees in respect of any complaint or investigation;
- (d) for the powers, protection and privileges of the Ombudsman and his staff or of other persons or authorities with respect to any investigation or report by the Ombudsman, including the privilege of communications to and from the Ombudsman and his staff; and
- (e) the definition and trial of offences connected with the functions of the Ombudsman and his staff and the imposition of penalties for such offences.

THE OMBUDSMAN ACT

1. Short title

This Act may be cited as the Ombudsman Act.

2. Oaths of office

- (1) Before performing the duties of their respective offices, the Ombudsman and the Senior Investigations Officer shall take an oath before a Judge that they will faithfully and impartially perform the duties of their offices and that they will not, except in accordance with Chapter IX of the Constitution and this Act, divulge any information received by them in the exercise of their duties.
- (2) The other members of the staff of the Ombudsman shall maintain secrecy in respect of all matters that come to their knowledge in the exercise of their duties.
- (3) Every person mentioned in subsection (2) shall, before entering upon the exercise of his duties, take an oath to be administered by the Ombudsman, that he will not, except in accordance with Chapter IX of the Constitution and this Act, divulge any information received by him in the exercise of his duties.

3. Procedure

- (1) Every complaint made to the Ombudsman shall be in writing.
- (2) Notwithstanding any other enactment, where a letter is written to the Ombudsman by a person who is in legal custody or who is an inmate of a mental hospital or other similar institution, the person in charge of the place where the writer of the letter is detained or is an inmate shall immediately forward the letter, unopened, by registered post to the Ombudsman.

- (3) No complaint shall be entertained by the Ombudsman unless the complainant –
- (a) has, before making the complaint, made a written representation to the relevant department or authority and not received within 5 working days –
 - (i) a written substantive reply; or
 - (ii) a written reply in which the department or authority states the action it is initiating and the date by which a substantive reply shall be made, such date being not more than 45 days of the date of receipt of the written representation by the department or authority;
 - (b) is dissatisfied with any reply given to him by the department or authority;
 - (c) has sufficient interest in the subject matter of the complaint;
 - (d) specifies the nature of the complaint, the reasons for his grievance and the redress being sought; and
 - (e) encloses every document or other information which is relevant to the complaint.
- (4) Where a department or authority receives a written representation under subsection (3), it shall make a written reply or written substantive reply, as the case may be, within the time limit specified in that subsection.
- (5) (a) On receipt of a complaint under this section, the Ombudsman shall, within 5 working days of the date of receipt –
- (i) make a written reply to the complainant, stating the action the Ombudsman is taking; and
 - (ii) where the department or authority has failed to comply with subsection (4), order the department or authority concerned to make, not later than 7 working days from the date of the order, a substantive reply to the complainant.
- (b) The department or authority shall –
- (i) comply with an order under paragraph (a)(ii); and
 - (ii) at the same time, forward a copy of its reply to the Ombudsman.

- (6) In the discharge of his functions relating to an investigation, the Ombudsman may order a department or authority to submit comments and to provide such information and documents relating to the investigation, within such time as may be specified in the order, and the department or authority shall comply with the order.
- (7) Where a department or authority fails to comply with subsection (4) or an order under subsection (5)(a)(ii) or (6), the Ombudsman shall request the principal officer of that department or authority to take such action as he considers appropriate.
- (8) In the discharge of his functions relating to the report of his opinion and reasons pursuant to his investigation, the Ombudsman shall endeavour, within 45 days of the date of receipt of a copy of the written reply under subsection (5), to forward the report to the principal officer of the department or authority concerned.

4. Action by department not affected by investigation

The conduct of an investigation by the Ombudsman shall not affect any action taken by the department or authority concerned, or any power or duty of that department or authority to take further action with respect to any matter which is the subject of the investigation.

5. Privilege of communication

For the purposes of any enactment relating to defamation, the publication, by the Ombudsman or by any member of his staff, of any report or communication and the publication to the Ombudsman or to any member of his staff of any complaint or other matter shall, if made in accordance with Chapter IX of the Constitution and this Act, be absolutely privileged.

5A. Annual Report

In the discharge of his functions relating to his annual report, the Ombudsman shall, not later than 30 June in each year, make the report in respect of the preceding year to the President.

6. Offences

- (1) Any person who, otherwise than in the course of his duty, directly or indirectly, by himself or by any other person, in any manner influences or attempts to influence the decision of the Ombudsman with regard to any complaint made to him or to any investigation made by him, shall commit an offence.
- (2) Subject to Chapter IX of the Constitution, any person who is requested by the Ombudsman or by any member of his staff, acting in the exercise of his duties, to furnish any information or to produce any document and who wilfully fails to furnish the information or to produce the document, shall commit an offence.
- (3) Any person who, in connection with any matter which lies within the province of the Ombudsman, wilfully gives him any information which is false or misleading in a material particular, shall commit an offence.
- (4) Any person who commits an offence under this section shall be liable, on conviction, to a fine not exceeding 1,000 rupees and to imprisonment for a term not exceeding 12 months.

7. Expenses and allowances

The Ombudsman may, where he thinks fit, pay to any person by whom a complaint has been made or to any person who attends, or furnishes information for the purposes of, an investigation, sums in respect of expenses properly incurred or by way of allowance or compensation for loss of time, in accordance with such scales and subject to such conditions as may be prescribed.

8. Administrative expenses

The administrative expenses of the office of the Ombudsman together with such other expenses as may be authorised under this Act shall, with the approval of Parliament, be charged on the Consolidated Fund.

9. Regulations

- (1) The Cabinet may make such regulations as it thinks fit for the purposes of this Act.
- (2) Notwithstanding the generality of subsection (1), such regulations may provide for the scale according to which any sum may be paid to complainants or to persons attending, or furnishing information for the purposes of, an investigation.

SELECTED COMPLAINTS

MINISTRIES/DEPARTMENTS

EDUCATION AND HUMAN RESOURCES, TERTIARY EDUCATION AND SCIENTIFIC RESEARCH

C/14/2019

Complainant's frequent transfers made on good grounds

Mrs. G.S.S., a Computer Laboratory Auxiliary, submitted a complaint at our Office on 22 January 2019, to the effect that she has been victim of frequent transfers during the last few years and wanted to know the reasons thereof.

According to the Assistant Manager, Human Resources at the Ministry, there were valid reasons for those transfers – exigencies of the service, ground of administrative convenience and even upon the personal request of the complainant on a couple of occasions. It was thus submitted that the complainant had never been victimized.

All the same, as Mrs. G.S.S. had made yet another request for a change in posting she was eventually posted to a school near her residence.

No maladministration was however disclosed.

C/23/2019

Problem of shortage of teachers solved

Mr. J.H., father of a child attending a government school in Pailles, addressed a letter dated 31 January 2019 to the Senior Chief Executive of the Ministry complaining about the lack of teachers/educators to teach a variety of subjects ever since the beginning of academic year 2019. He therefore requested the Ministry to initiate action in order to remedy the situation, and copied his letter to our Office.

Indeed we queried the Ministry about the situation and requested that necessary measures be taken to address this problem.

Within two weeks we were informed by the Senior Chief Executive of the Ministry that measures had been taken to post certain Educators as per the school's request. However there was a shortage of a part time Teacher in Design and Communication which was then a scarcity area.

Finally we were informed by the Senior Chief Executive that Mr. J.H. and his spouse had a conversation with the Rector of the school concerned and they were satisfied that the problem had been solved. The Rector even agreed to discuss any other issues with the couple directly in future as he averred that he believed in communication and favoured an open door policy to discuss with parents as well as students whenever his help was ever needed.

C/72/2019

Immediate action taken by Ministry to transfer lady school teacher

In a letter dated 30 April 2019 addressed to our Office one Mrs. D.B.R., a teacher, complained about having been assaulted in her classroom on 12 April 2019 by five students of the school where she was teaching.

She averred that she made a declaration to the Curepipe Police Station and also wrote to her Ministry about what she called a violent incident and also submitted her medical certificate and attendance slips from the hospital where she followed treatment. In her letter to the Ministry she made a request for transfer the soonest possible as she feared for her life and averred that she could not continue working at the school in question.

We took up the lady's case with the Ministry and, without any further ado, she was immediately posted to another school with effect from 06 May 2019.

We wish to place on record our appreciation for the prompt action taken by the Ministry.

C/74/2019

Senior Officer granted vacation leave after the Ombudsman's intervention

After thirty-nine years of loyal service in the education sector one A.R.P. applied for vacation leave on 25 January 2019 but same was refused and that too on the eve of the date he was expecting to go on leave.

A.R.P. thus averred that he could not believe that his first ever request for vacation leave had been turned down, whereas Educators with lesser length of service had been granted vacation leave without any problem. He averred discrimination against his person.

We had hardly tackled this problem with the Ministry when A.R.P. himself informed our Office that the Ministry had reconsidered his case and that he had been granted his vacation leave he applied for. He further added the following: ***"I am grateful to the Office of the Ombudsman and thank you for your consideration."***

ENERGY AND PUBLIC UTILITIES

C/9/2019

Decision to transfer complainant revised

The complainant, a Confidential Secretary of a body corporate, averred in her complaint that once she informed the Human Resource Manager of the said body that she was pregnant she started being constantly morally harassed by the latter and threatened with a transfer on account of the fact that she would be taking maternity leave soon.

Soon after she resumed work from leave she was, all of a sudden, informed about her change in posting from her usual place of work in Ebene to Vacoas which she considered as an injustice for reasons which we can briefly describe as problems of breastfeeding of her baby, being further away from home and an alleged violation of internal policy in which we need not go and finally the economic aspect of her new posting in terms of travelling and expenses. All this was having negative consequences on her.

Our Office took up her case with the Permanent Secretary of the parent Ministry who, after explaining the reasons adduced by the said body for the complainant's transfer, informed us that she would be transferred to their Rose Hill Department which is found nearer to the complainant's place of residence.

Upon being informed of the decision taken, the complainant immediately informed our Office that thanks to our intervention the initial decision had been revised and that she was "**happy about it**" and requested no further action.

C/10/2019

Water supply to some thirty houses re-established upon the Ombudsman's intervention

In a press article entitled "L'Escalier – Manifestation contre mauvaise fourniture d'eau à Bhajan Road" it was averred that the inhabitants of that particular road had been having serious problems of water supply since more than one month and were threatening to organise a protest march if nothing was done rapidly. According to the said article there were about thirty houses along that road which were severely affected.

On our own initiative we took up the matter directly with the General Manager of the Central Water Authority and we asked him to inform our Office what action he proposed to take in the light of that article.

Two months later we were informed that, with regard to our query, the said Authority had carried out pipe-laying works at Bhajan Road over a period of four days and henceforth some thirty households had been connected to the new pipeline and that the actual water pressure was adequate.

Our appreciation to the Authority for its rapid intervention in this matter.

C/48/2019

Repair works carried out by the Central Water Authority following the Ombudsman's intervention

In an email dated 11 March 2019 one Mr. M.S. requested our intervention in respect of a problem he had been having with the Central Water Authority since more than a month with regard to a leaking pipe alongside his boundary wall in Pereybere.

Indeed, in spite of a complaint lodged on the hotline of the said Authority and several calls on a daily basis nothing was done and M.S. added that the problem was getting worse day by day with the result that the running water was flooding his garden thus rendering it unusable. He even added that "it is more importantly a shameful loss of precious resources."

It is deplorable to say that it took the Central Water Authority three months to cause a reply to be made to our Office, wherein it was stated that repair works had been carried out and reinstatement works would follow.

The Authority also reported that another leak had been identified at another spot and it had been repaired.

Mr. M.S. wrote back to express his gratitude to our Office for our assistance in the matter, adding that "***without which I fear this would have remained unsolved.***"

C/65/2019

Proper reinstatement works carried out along road

An article in a daily newspaper on 19 March 2019 caught our attention: it was to the effect that the Central Water Authority had carried out extensive digging works along a particular road in Bon Accueil but had, after laying new pipes along the said road, failed to reinstate the said road to its original state with the result that road-users had enormous difficulties in using that road. The said article was accompanied by a photo of the site which clearly showed the problem.

Our Office immediately requested the Central Water Authority to attend to the problem and take necessary measures following which we were informed that within a week remedial action had been taken by the private contractor who undertook the initial works. The Central Water Authority submitted, in support, photos of the site once the remedial works had been completed and we were satisfied that proper action had been taken by the Authority.

C/160/2019

Water Supply restored

In a street in Grand Bay where the complainant and her family live, theirs is the only house not receiving any water despite the fact that they pay their bills regularly.

Several reminders have been sent to the Central Water Authority but no action has been taken. She therefore solicited our intervention as, according to her, they have no water for drinking and cooking.

We requested the Authority to look into the matter without any delay and take necessary action, and on the same day the complaint was attended to and water supply restored, which the complainant confirmed.

HEALTH AND QUALITY OF LIFE

C/50/2019

Complainant satisfied, having received Ministry's report after nearly eight months

By letter dated 08 March 2019 complainant M.A.Z. informed our Office that his nephew, 44 years of age and a Senior Engineer passed away on 22 April 2018 at Dr. Jeetoo Hospital following a cardiac arrest and had left behind a widow and two under- aged children. Prior to his death the nephew had contracted a small loan from a bank in Rose Hill where the loan was being repaid by monthly instalments. According to the conditions of the loan the nephew was requested to take a life insurance as a guarantee in case of death and the formalities for same were carried out by the bank itself.

Following the death of the nephew, although the latter was covered by a life insurance, the bank had continued to deduct the monthly deductions. The bank was therefore contacted for clarification whereby the complainant was informed by the loan officer of the bank that the insurance company was unable to process the application for life insurance due to lack of document.

It would appear that the insurance company had addressed several letters to the Superintendent of the said hospital in the form of a questionnaire but no reply had been received after ten months. The complainant himself contacted the Ministry several times but in vain. He therefore concluded his letter of complaint by saying ***"we are desperate and we don't know which door to knock as all doors are closed except that the gate of your office is open to members of the public."***

We at once took up the matter with the Senior Chief Executive of the Ministry and after he had explained the reason for the delay immediately dispatched the required report to the complainant who acknowledged receipt of same.

C/55/2019

Complainant's request for transfer from one hospital to another approved

Mrs. A.N-C's complaint dated 19 March 2019 was to the effect that her written request for a transfer from SSRN Hospital to Dr. A.G. Jeetoo Hospital made ever since 24 December 2018, followed by two reminders dated 17 January 2019 and 04 February 2019 had remained without any reply.

In her letter, the lady, who is holder of a degree in Physiotherapy and holds the post of Physiotherapy Assistant, explained that in spite of the fact that SSRN Hospital is far from her residence she had no problem travelling long distances notwithstanding the fact that she was pregnant, having the best interest of the service in mind. Even after the birth of her son in November 2017 she continued to work at SSRN Hospital with great commitment.

However, when her son was about fourteen months old he was admitted to a nursery which opened at 7.30 a.m. and closed at 4.00 p.m. It then became practically impossible for her to reach and leave her place of work in time to drop and collect her son.

She therefore solicited our Office to initiate appropriate action "***so that this injustice does not persist and a positive reply can be obtained so that I can continue to deliver my services to the public in the best possible manner***".

We took up the lady's case with the Senior Chief Executive of the Ministry and we were informed that many officers in the grade of Physiotherapy Assistant were involved with the Indian Ocean Games 2019 and it would be difficult to transfer Mrs. A.N-C in the circumstances.

However, in the light of our plea in the lady's favour and, in order not to penalise her any more, a temporary change in posting from SSRN Hospital to Dr. A. G. Jeetoo Hospital was made in her favour to take effect as from 01 April 2019.

On 03 April 2019 Mrs. A.N-C confirmed that her request for transfer had been approved by the Ministry and added the following: "***I appreciate the time and effort the Ombudsman's Office put in to make this transfer possible.***"

Steps taken to adjust complainant's salary, bonus and travelling allowance

Mrs. B.B. joined the Ministry as Student Nurse on 14 July 2014 and thereafter, on 03 September 2018, was appointed as Medical Laboratory Technologist/Senior Medical Laboratory Technologist. Since then she had been paid her initial basic salary and an old travelling allowance as Nursing Officer, which she found unjust and unfair.

Notwithstanding several requests made to the concerned officers of the Establishment Section of the Ministry for the adjustment of her new basic salary and travelling allowance as Medical Laboratory Technologist/Senior Medical Laboratory Technologist nothing has been done to remediate what she called a problem of maladministration and injustice.

She even averred that all officers who joined the Laboratory Services on the same date as her and even afterwards had their basic salaries and travelling allowances adjusted.

She therefore sought our intervention to redress the injustice in her case.

Once we had taken up the case of Mrs. B.B. with the Senior Chief Executive of the Ministry he informed our Office that her personal files and salary cards had been requested from the hospital where she was working and had been forwarded to the Finance Section of the Ministry for adjustment of salary and travelling.

We continued to follow up the matter with the Senior Chief Executive and within a few days we were informed that Mrs. B.B.'s salary and bonus had been adjusted in the July 2019 payroll whereas her travelling allowance had also been adjusted in the August 2019 payroll.

Finally Mrs. B.B. confirmed that her basic salary, bonus and travelling allowance had all been adjusted and added that ***"this would not have been possible without your interference as I was still waiting for the adjustment since I joined the Laboratory Sector."***

LABOUR, INDUSTRIAL RELATIONS, EMPLOYMENT AND TRAINING

C/43/2019

Action taken by Registrar following the Ombudsman's intervention

The complaint of Mr. V.B. was to the effect that more than three months before complaining to our Office he had written to the Registrar of Associations concerning the termination of his membership of a particular Association, contrary to its Rules and Regulations and to the Registrar of Associations Act but had not received any reply. In his said letter he had requested the Registrar to declare the said decision null and void.

We took up the complaint with the Registrar and in his reply he informed our Office that soon after receiving Mr. V.B.'s letter a first inspection of the books of the Association was fixed by his Office to look into the complaint but the Secretary of the Association did not turn up. However some time afterwards a second inspection was fixed and completed by his Office and we were informed that a reply would be made to the complainant, with copy to our Office.

Indeed the Registrar informed Mr. V.B. of his findings soon afterwards and told him that the Association had been requested to re-instate him as member.

As no action had been taken by the Association the Registrar threatened to cancel the registration of the Association as empowered by the Registration of Associations Act.

Finally the Registrar informed our Office that Mr. V.B. had been reinstated as member of the Association.

Mr. V.B. was informed accordingly and we did not hear from him again.

Complainant's working environment adjusted

Mrs. B.N.K. an Occupational Safety and Health Engineer (Chemical) informed our Office on 23 August 2019 that as Chemical Engineer she had to carry out inspections and accident investigations in workplaces in relation to use, handling and storage of hazardous chemical substances and where asbestos removal is being carried out.

However, being 24 weeks pregnant and given the nature of her work, in particular on-site work she averred ***“that continuing with site inspections and accident investigations will cause serious harm to my health and safety and that of my unborn child”*** and to that effect she gave several reasons which we need not go into but which we found to be plausible.

On 25 July 2019 she had made a request to the Permanent Secretary of her Ministry to review her work condition, which request was supported by a Memorandum from her Gynaecologist who stated that necessary adjustment should be made in view of her condition. However she was verbally informed by her direct Supervisor that the doctor should specify the type of adjustment. Following such a request she submitted two other medical certificates, one from her Gynaecologist and another one from the Occupational Health Clinic whereby both doctors indicated that she should not be exposed to dangerous chemicals in the course of her work.

Unfortunately the Ministry kept dragging the matter with all sorts of excuses and therefore Mrs. B.N.K. still had to attend on-site duties without any adjustment.

We concluded that Mrs. B.N.K. was being subjected to unfair treatment and we thereupon requested the Ministry to review her work conditions.

On 12 September 2019 the Permanent Secretary wrote back and informed our Office that ***“this Ministry has, with a view to providing a safe working environment, conducive to the health and safety of pregnant officers performing inspection duties, decided that henceforth all female Occupational Safety and Health Engineers/Senior Occupational Safety and Health Engineer and officers of the Occupational Safety and Health Officers cadre performing inspection duties, particularly those leading to exposure to hazardous chemicals and involving strenuous activities, be exempted from performing inspection duties as from their sixth month of pregnancy”*** and that the immediate Supervisor of Mrs. B.N.K. had been informed accordingly.

Soon after Mrs. B.N.K. informed our Office that the needful had been done and necessary adjustment made.

C/150/2019

Immediate action taken following complaint made to the Ombudsman's Office

In a complaint dated 12 September 2019 one Mr. M.S.B. averred that he had addressed several letters to and made verbal complaint at the Registry of Associations ever since 2016 about certain irregularities committed by an association to which he belonged but never received any reply from the Registrar.

Within days of our query about this unacceptable state of affairs a meeting was held between the Office of the Registrar and the complainant and on the same day an official reply made to him.

Office of the OMBUDSMAN



POLICE

C/21/2019

Action taken to provide documents required

In a letter addressed to our Office, Mr. K.B., an Attorney at Law, informed us that he had written a letter some three months before to the Divisional Commander, Central Division, Mauritius Police Force, in which he had requested certain documents pertaining to a road accident between a client of his and another vehicle but had received no reply at all.

We informed the Commissioner of Police about the matter and requested a reply **without any further delay**. Unfortunately it took us two reminders to obtain a reply from the Commissioner more than three months later. In that reply we were informed that the Attorney at Law had been written to on two occasions, at one month interval, requesting him to have the required documents collected against payment but he had not done so.

Upon being informed about the version of the Commissioner of Police and whether, by then, he had done the needful to have the documents collected the Attorney at Law remained silent.

All the same it is assumed that he received the documents he requested.

C/27/2019

Request by legal practitioner for certain documents complied with following the Ombudsman's intervention

The complainant, an Attorney-at-Law, made a request to the Police on 22 December 2017 to obtain certain documents pertaining to a road accident which occurred on 02 January 2013 on behalf of a client of hers whose brother had passed away as a result of the injuries suffered in the course of the accident.

As she received no reply the said Attorney addressed a reminder to the Police on 18 September 2018. Still no action was taken.

She therefore addressed a complaint dated 12 February 2019 to our Office to that effect.

A strong letter was addressed to the Commissioner of Police by our Office in which we informed him that this was an unacceptable situation and requested him to attend to the said complaint straight away. As we received no reply from the Commissioner after a month we had to issue a strong reminder and requested for a reply within a few days only.

We thereafter received a reply within a week informing our Office that a letter had, in the meantime, been addressed to the complainant in which she was requested to collect certain documents upon payment and informed that some other documents had already been produced in court.

The Attorney was accordingly requested to do the needful to collect the available documents and we did not hear from her again.

PRISONS

C/81/2019

Detainee's property found

In a letter dated 12 March 2019 detainee A.N. informed our Office that on numerous occasions he had made a complaint to the Prison Administration regarding the loss of his property which he duly declared upon his arrival at the Grand River North West (GRNW) Prison in the month of April 2017. At the time of writing he was serving his sentence at the Eastern High Security Prison at Melrose.

His complaint to our Office was that his various reports about the said loss have never been entertained, although at one point of time he was shown certain articles that did not belong to him.

As A.N. was due for release in September 2019 he was concerned about the fact that he would not have appropriate clothes on the day of his discharge.

According to a first reply dated 09 July 2019 from the Commissioner of Prisons we were informed that the Officer in Charge of the GRNW Prison had been detailed to effect a thorough search to find out whether A.N.'s property had been mislaid through oversight.

Thereafter the Commissioner submitted a copy of a statement dated 03 October 2019 from A.N. himself to the effect that on the same day the problem about his property had been solved by the GRNW Prison Administration and that he had no further complaint.

**SOCIAL SECURITY, NATIONAL SOLIDARITY AND
ENVIRONMENT AND SUSTAINABLE DEVELOPMENT
(SOCIAL SECURITY AND NATIONAL SOLIDARITY DIVISION)**

C/58/2019

Complainant paid her Basic Retirement Pension

Mrs. S.K.P. informed our Office on 20 March 2019 that she had received her Basic Invalidation Pension up to October 2018 and that on 18 December 2018 she reached her 60th birthday. She had submitted all relevant documents since November 2018 to the Social Security Office of her locality in order to start obtaining the Basic Retirement Pension (BRP). She was informed that she would start receiving her BRP by January 2019.

Unfortunately no BRP was credited to her bank account at the end of January 2019. When she queried about it she was informed that her case file had been sent to the Social Security Office of Rose Hill. She thus waited till the end of February 2019 but still no BRP had been credited to her account.

Thus some four months went by and still no BRP received. She averred in her complaint that she had undergone two major surgical operations and was struggling to make ends meet. She therefore sought the assistance of our Office.

We immediately queried the Ministry about this case and some ten days later we were informed that the lady had, on 14 March 2019, been awarded BRP with effect from December 2018 and an amount of Rs 36460 representing BRP for period December 2018 to April 2019 had been credited into her bank account.

The lady was requested to confirm having received the said amount but she made no reply. Her complaint is however considered as having been positively attended to.

C/70/2019

Cancer patient receives financial assistance

This is the case of Mrs. C.B., a breast cancer patient who is completely bed-ridden and who had already submitted necessary documents to the Ministry and was now awaiting a response to her application for financial assistance – at least at the time of writing, that is on 26 April 2019, she had not received any response from the Ministry.

No sooner had we taken up the matter with the Ministry than we received a reply dated 13 May 2019 from the Permanent Secretary informing our Office that according to information received from the National Solidarity Fund (NSF), the request of Mrs. C.B. had already been examined by the NSF Board on 13 March 2019 and an amount of Rs. 15000/- had been recommended to her. We were informed that payment would hopefully be effected by the end of May 2019.

Unfortunately no such payment was received by Mrs. C.B. according to a further correspondence dated 16 September 2019 from her. Upon our further query it was found that a cheque amounting to Rs. 15000/- had been posted to Mrs. C.B. on 10 July 2019 but same had been returned on 18 September 2019. The said cheque was sent anew on 18 September 2019 and the Administrative Secretary was requested to contact Mrs. C.B. and inform her that she could collect same from the Post Office nearest to her residence.

We thereafter requested Mrs. C.B. to inform our Office whether she had the cheque collected or in case of any further problem she could contact the Administrative Secretary of the NSF but she made no reply, which leaves us in no doubt that she had no further problem.

C/106/2019

Invalidity Pension restored

In a letter dated 28 June 2019 one Mr. K. claimed that his Invalidity Pension (IP) which he had been benefitting from since June 2018 on account of the amputation below his left knee had been discontinued since May 2019 and no plausible reason had been afforded by the Ministry for such an abrupt discontinuation.

He also averred that he is a heart patient as well as being diabetic and he submitted to our Office relevant certificates from the Ministry of Health for both conditions.

His appeal to our Office was to have his IP restored as he was undergoing a “distressing and painful situation” and claimed that the IP was essential for him to feed his family.

When we queried the Ministry about Mr. K’s complaint we were informed that he had applied for Invalid Basic Pension on 23 May 2016 and was entitled to same up to April 2019. Thereafter he was medically examined for the purpose of receiving the said Pension and was awarded same for a period of two years. Payment for period May to August 2019 was effected in August 2019 which he confirmed having received and added the following: ***“Indeed the way your Office is operated to establish justice is recognized and is highly saluted. Long live our beloved country which should be proud of having such an efficient institution.”*** Very encouraging words indeed.

TECHNOLOGY, COMMUNICATION AND INNOVATION

C/54/2019

Schemes of service prescribed after three years

A group of Data Protection Officers/Senior Data Protection Officers at the Data Protection Office which operates under the aegis of the Ministry of Technology, Communication and Innovation, wrote to our Office on 13 March 2019 to deplore the unreasonable delay by the parent Ministry in the prescription of the Schemes of Service for Legal Executive, Principal Data Protection Officer, Assistant Data Protection Officer and Data Protection Officer/Senior Data Protection Officer. They averred that this was causing them prejudice since no recruitment has been possible to bring relief to existing staff since 2016 thus hampering the smooth running of the Office.

They further pointed out that the PRB Report 2016 made recommendations for the creation/amendment of the above-mentioned Schemes of Service and yet after three years no prescription had been effected.

The matter was taken up immediately with the Permanent Secretary of the said Ministry who informed our Office that –

- (i) following discussions held at the Ministry and after consultation with the DPO, staff unions and Federations of Unions, the proposed Schemes of Service were submitted to the Ministry of Civil Service and Administrative Reforms for consideration on 13 June 2018. By copy of a letter dated 02 August 2018, the Ministry of Civil Service and Administrative Reforms informed the Ministry that the proposed Schemes of Service had been submitted to the Public Service Commission;
- (ii) subsequently, after several queries and observations made by the Public Service Commission which were addressed in a timely manner, the Ministry of Civil Service and Administrative Reforms was, on 07 March 2019, requested to proceed with the prescription of the Schemes of Service;
- (iii) on 14 March 2019 the Ministry of Civil Service and Administrative Reforms informed the Ministry that the proposed Schemes of Service had been resubmitted to the Public Service Commission and were still at the level of the said Commission.

We kept on following the matter with the Permanent Secretary who informed our Office on 10 May 2019 that the Ministry of Civil Service and Administrative Reforms had, on 03 May 2019, informed the Ministry of Technology, Communication and Innovation that the Schemes of Service in question had been prescribed on 30 April 2019.

The complainants were accordingly informed and we did not hear from them again.

DISTRICT COUNCIL OF FLACQ

LA/C/82/2019

Complainant satisfied with works done to install a pole with lantern

There is a small lane in Trou d'Eau Douce which had been declared public by the District Council of Flacq in or about August 2016, following which the Council had the said lane re-surfaced in 2018.

According to the complainant, one Mr. S.S. in this case, the Council installed a pole with lighting at the wrong place averring that this was done at a spot where there was already a "lampadaire". His request was that a pole with lantern should have been installed nearer his residence.

Mr. S.S. also averred in his letter of complaint that he had initially addressed his complaint to the Prime Minister's Office which referred him to the Local Authority. Nothing was done. He thereafter ventilated his grievance on a private radio whereupon the Chairman of the District Council advised him to address a letter to him personally, which he did immediately. Still no action was taken. He therefore turned to our Office.

Once we had taken up the matter with the Chief Executive of the District Council things moved fast and the complainant's request was approved by the Council on 25 July 2019. We were further informed by the said Chief Executive that works could be undertaken in the month of September 2019 and indeed the complainant himself confirmed that the works had been done to his satisfaction.

DISTRICT COUNCIL OF MOKA

LA/C/16/2019

Action taken following site visit recommended by the Ombudsman

This is a complaint by one Mr. M.A. about the deplorable state of a building next to a “Morcellement” and which was being used as a dormitory by some “sans domicile fixe” (SDF) and also frequented by some suspicious people.

According to M.A., nearby inhabitants, most particularly ladies, felt much fear while passing nearby and he even stated that “**there is immediate potential danger in this region.**” He also submitted some pictures of the said building which indeed showed that it was surrounded by some plots of bareland and a great deal of waste products.

At our instance a site visit was effected by Officers of the Council a week later and it revealed that the premises belonged to a private company whose representative was present during the visit and who undertook to clean and fence the whole area.

A follow up visit was effected by the said Officers of the Council some fifteen days later and it was observed that cleaning works had been undertaken and the whole premises had been fenced.

The Chief Executive of the Council also informed our Office that they had recommended to the company to further secure and keep the site clean at all times and to ensure that no “illicit” activities took place thereat any more.

We informed M.A. about the cleaning works that had been undertaken and other action taken and requested him to revert to our Office in case of any future problem. We did not hear from him again. Fortunately.

DISTRICT COUNCIL OF RIVIERE DU REMPART

LA/C/12/2019

Immediate action taken to clean bareland

In a letter dated 26 January 2019 addressed to the Citizens Advice Bureau and copied, inter alia, to our Office, the writer averred that he had been contacting without any measure of success several authorities about a plot of land situated just behind his house and which had become like a “mini forest” harbouring thieves, insects and rats, thus rendering the place as a threat for both the security and health of people living in the vicinity.

We immediately requested the Chief Executive of the Council of the complainant’s locality to look into the said problem and we were informed by him that necessary action had been taken one day after we wrote to him, to the satisfaction of the complainant.

Asked whether he was satisfied with action taken the complainant made no reply. It is however assumed that he was.

LAC/3/2019

Complainant furnished with an explanation regarding her application to the Council for a Trade Licence

Miss L.K.'s story was to the effect that her application for a Trade Licence to operate as a small enterprise in online catering business was taking too long (nearly three months) whereas according to guidelines this should have taken only five days inasmuch as her development was an exempt one as per Local Government Regulations 2015 to encourage the emergence of SMEs.

According to her each time she queried about the status of her application she has been made to run from pillar to post by the Trade Licence Section and the Planning Department of the Council, and this had been going on for two months prior to her lodging her complaint to our Office.

She had also complained online to the Citizen's Support Unit as well as to the Complaints Section of the Ministry of Local Government and even to the Minister of Local Government and the Chief Executive of the Council but nothing doing.

Miss. L.K. therefore turned to our Office "**as a last resort**", according to her, inasmuch as she wanted to launch her business once and for all.

In her letter of complaint she also averred that a friend of hers had applied for a similar Trade Licence to the same Council and got it in **five** days. She therefore requested our "**intervention for justice.**"

Our Office immediately queried the Chief Executive of the Council and, after having obtained his explanation regarding the delay in informing Miss L.K. about the status of her application, we requested the Chief Executive to address a letter of explanation to her which was immediately done. Our Office was satisfied with the arguments of the Chief Executive and moreover Miss L.K. had been enlightened about the status of her application, which was her main grief. She did not revert to our Office.

MUNICIPAL COUNCIL OF QUATRE BORNES

LAC/26/2019

Wasteland now properly maintained by Council

R.T.'s complaint was to the effect that a plot of wasteland adjacent to his house had become like a mini-forest infested with rats and all kinds of insects which posed a serious threat to the health of his family and other nearby residents. Furthermore, he added, the plot was being used as a dumping ground by some unscrupulous and irresponsible persons.

The complaint was received at our Office on 06 March 2019 and on the same day we requested the Chief Executive of the Council to look into the matter and take action.

On 20 March 2019 the Health Inspectorate of the Council carried out an inspection and noted that the land in question was overgrown and that it belonged to the heirs of one H.S., now deceased.

On 21 March 2019 Notices were served on the heirs requesting them to clear the said plot within a delay of 15 days. As none of the heirs took action the Council sent a team of workers to clear the plot but one Mr. T. prevented them from entering the premises and informed the Health Inspector that he would do the needful himself.

Unfortunately Mr. T. did not take action and, after a delay of one month, the Council's workers proceeded to clear the land in question.

We were also informed by the Chief Executive that three of the heirs were prosecuted. One of them pleaded guilty and was fined. The case against another one was struck out as he had passed away whereas in a third case the Council, acting on legal advice received, moved for the case to be struck out.

All the same the complainant wrote back to our Office a month later averring that the Council's workers had done the job in an amateurish way by cutting the bushes at half-stem only and not at the root, with the result that all the bushes had grown up again and he feared that matters would be back to square one after some time.

Once again we had to urge the Chief Executive to take further action, which was done fairly rapidly and the Chief Executive informed our Office that trimming of bushes would be done whenever the need arises.

The complainant later confirmed that the needful had been done to his satisfaction.

MUNICIPAL COUNCIL OF VACOAS-PHOENIX

LA/C/49/2019

Fixed penalty paid and plot of land cleaned by its owner

According to one F.A. he addressed a letter dated 28 March 2019 to the Chief Executive of the Council and drew his attention to the existence of a public nuisance (plot of land overgrown with rank and noisome vegetation) to which he and his family were exposed.

As no action was taken F.A. submitted a complaint at our Office on 23 April 2019 in which he urged us to request the Chief Executive to take prompt and necessary measures to abate the said nuisance.

The version of the Chief Executive was that upon receipt of F.A.'s letter dated 28 March 2019 an Eyesore Abatement Notice dated 04 April 2019 was served upon the owner of the plot of land and she was given a delay of 15 days to clean her land. As she failed to comply with the said Notice a Fixed Penalty Notice was served on her to pay a penalty of Rs 10000/-.

Thereafter the Council mobilised its resources to clean the plot of land but the owner prohibited the service provider of the Council to carry out the works on her property, stating that she would carry out the necessary works herself. Thereupon the Chief Executive of the Council informed our Office that in case the owner does not do the needful within a few days the Council would seek the assistance of the Police to carry out the cleaning works. However a follow up site visit effected by the Council revealed that the plot of land had been cleaned but in the meantime the penalty had been paid.

F.A. was accordingly informed and on the same day he declared that he was satisfied with the measures taken to abate the nuisance.

RODRIGUES REGIONAL ASSEMBLY

ROD/C/3/2019

Increment paid to Confidential Secretaries

By letter dated 07 March 2019 twelve Confidential Secretaries of the Rodrigues Regional Assembly averred that they had followed an Advanced Secretarial Course mounted and organised by the Civil Service College in collaboration with the Open University of Mauritius during the period 27 February to October 2017 and, that in a letter addressed to them on 05 December 2016 by the Island Chief Executive, they were informed that they would be granted one increment on successful completion of the above training course. Having completed the above course they were awarded their respective Certificates with Distinction on 05 September 2018.

In the meantime they had made a request to the Island Chief Executive on 13 August and then on 08 November 2018 for necessary action to be taken so that they be paid the said increment. And by letter dated 23 November 2018 from the Island Chief Executive they were informed that the matter had been referred to the Ministry of Civil Service and Administrative Reforms for approval.

As at the date of their complaint letter they had not received their increment but they averred that their counterparts in Mauritius had already been paid ever since 2018. They therefore sought the assistance of our Office in the matter.

The Island Chief Executive informed our Office on 28 March 2019 that the case of the complainants had been referred to the then Ministry of Civil Service & Administrative Reforms on 16 November 2018 for consideration and that he was informed that the matter had been referred to the High Powered Committee on 20 March for consideration.

After following up the matter further with the Island Chief Executive we were informed on 10 June 2019 that approval had been conveyed for payment of the long expected increment to the complainants who soon after informed our Office that they had received payment and thanked our Office for our intervention.

ROD/C/7/2019

Amicable settlement reached through the intervention of the Ombudsman

The complainant in this case, one Mr. G.D.C., averred in his letter dated 04 April 2019 addressed to our Office that he had served the State Trading Corporation as Assistant Sales & Supplies Officer and Sales & Supplies Officer on a permanent basis from 02 February 2004 to 27 December 2018 after which he resigned.

On 16 January 2019 he was informed by the State Trading Corporation that overpaid end of year bonus amounting to Rs. 22435 would be deducted from his dues, which he indeed contested.

We enlisted the assistance of the then Ministry of Industry, Commerce and Consumer Protection under whose aegis the State Trading Corporation operates and we were eventually informed that the State Trading Corporation was considering payment, on an exceptional basis, an end-of-year bonus on a pro-rata basis up to 26 December 2018, subject to a decision of its Board.

Indeed, by letter dated 17 September 2019 the General Manager of the State Trading Corporation informed the complainant that the Board had approved payment as above “**exceptionally and on humanitarian ground given that you were an exemplary employee.**”

By correspondence dated 26 September 2019 Mr. G.D.C. informed our Office that he had decided to accept the proposition made to him and added that he would like to extend his thanks “**for the amazing support obtained from the Office of the Ombudsman.**”

All is well that ends well.

ROD/C/10/2019

Complainant, beneficiary of a Housing Scheme, satisfied about repairs effected to the house allocated to her

In a letter dated 04 April 2019 addressed to our Office one Mrs. C. a beneficiary of the New Social Housing Scheme of the Commission for Social Security, Housing, etc. averred that she had ever since 04 February 2019 written to the Departmental Head of the said Commission informing the latter about several shortcomings in the “finishings” of her house but nothing had been done so far to address her complaint.

We immediately took up the matter with the Departmental Head and, by letter dated 30 April 2019, he informed our Office that a joint site visit had been organized on 12 April 2019 and it was decided and agreed between all parties that remedial works should be effected by the contractor on the house to enable the complainant to live in her house and a deadline of end of April 2019 had been fixed to complete the works.

A further joint site visit was fixed for 30 April 2019, following which the complainant informed our Office on 22 May 2019 that the works had been done to her satisfaction and that she would soon move therein.

Problems faced by Ambulance Attendants solved

A group of Ambulance Attendants made a complaint to our Office about certain difficulties faced by them in the performance of their duties, as follows, verbatim –

- “There is no nursing officer while effecting transfer of patients from one Hospital/Health care centre to another.
- Our request for wheelchairs is not adhered to when doing transfers of patients from Mont Lubin and La Ferme. The hospital care attendants refuse to collaborate by mentioning that this does not make part of their job. Complaint has been made on several occasions to their officer in charge, but same has not been considered.
- Nursing officers in male ward, female ward and GOS ward ask us to search for wheelchairs instead of making it available for a good health service.
- We are presently being asked to hand over patients to nursing officers while effecting transfers.
- We are also being asked to dispatch letters and store forms.”

They indeed aver that all the above points do not fall under their duties and requested our Office to intervene in the situation inasmuch as their request to their Departmental Head has not been taken into account.

We took up the matter with the Departmental Head of the Commission for Health and Others who informed our Office that his Commission is aware of the complaint and that remedial actions were being initiated.

During a meeting with the Departmental Head in Rodrigues on 09 August 2019 he informed us that the complaint had been resolved and that there had been no further complaint.

The complainants were accordingly informed and they were asked to inform our Office whether they were satisfied. Unfortunately they made no reply.

It is assumed that they obtained satisfaction.

ROD/C/27/2019

Release to attend Seminar approved

In an undated letter titled “Non release to attend seminar” and received at our Office on 20 June 2019 one Miss J.F. informed us that she was due for a course of two weeks (internship in Mauritius from 18 August 2019 to 31 August 2019) and implied that she had not obtained her release although one of her colleagues had no objection to her taking leave and would collaborate for the smooth running of the department in her absence.

We immediately took up her complaint with the Departmental Head of the Commission for Health and Others and on 08 July 2019 the latter informed our Office that, following internal arrangement for the replacement of Mrs. J.F., approval had been given to the latter’s request for vacation leave. The Departmental Head even submitted a letter to that effect addressed to the complainant.

Our thanks to the Departmental Head for immediate action taken.

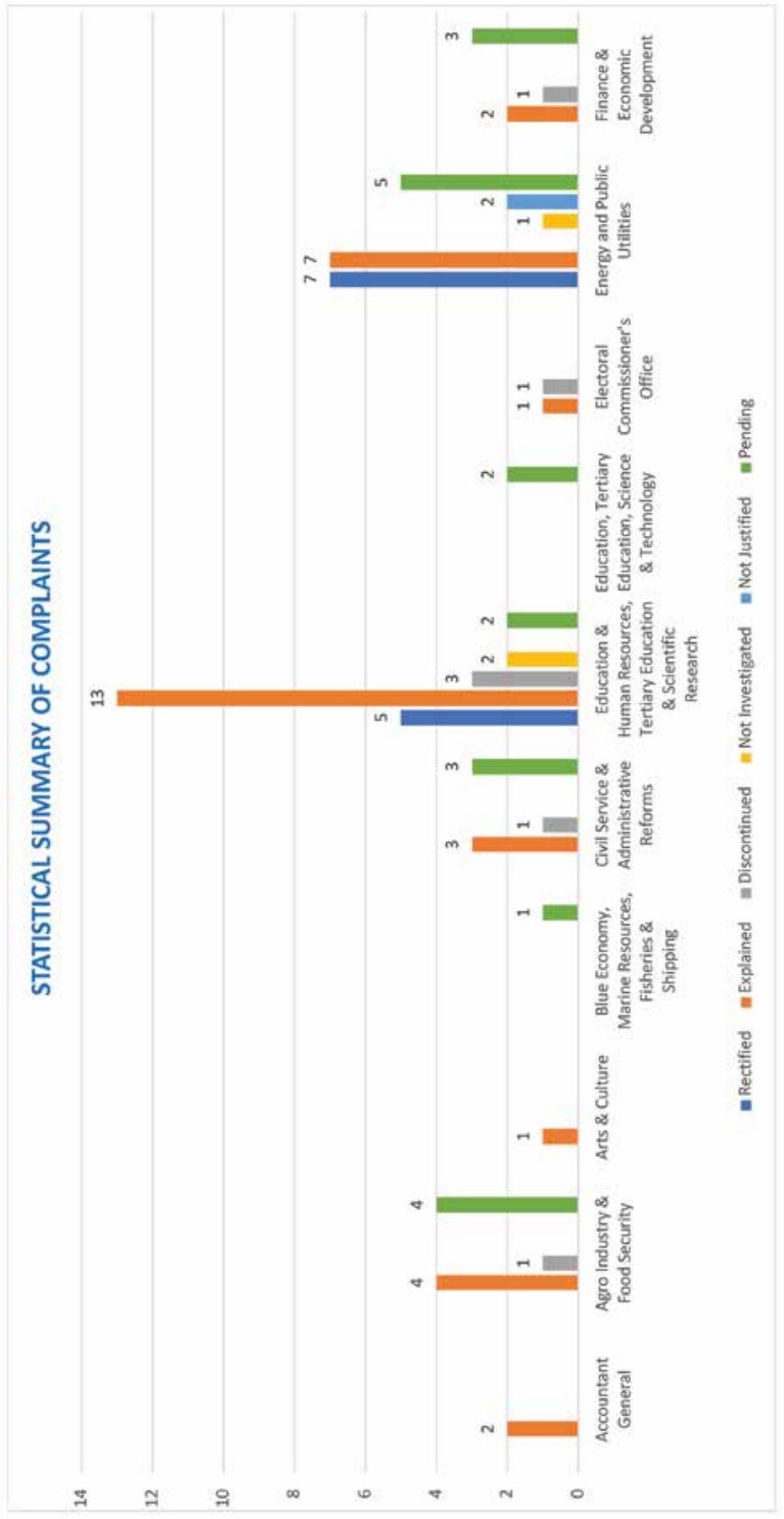
OFFICE OF THE
OMBUDSMAN



STATISTICAL SUMMARY OF COMPLAINTS

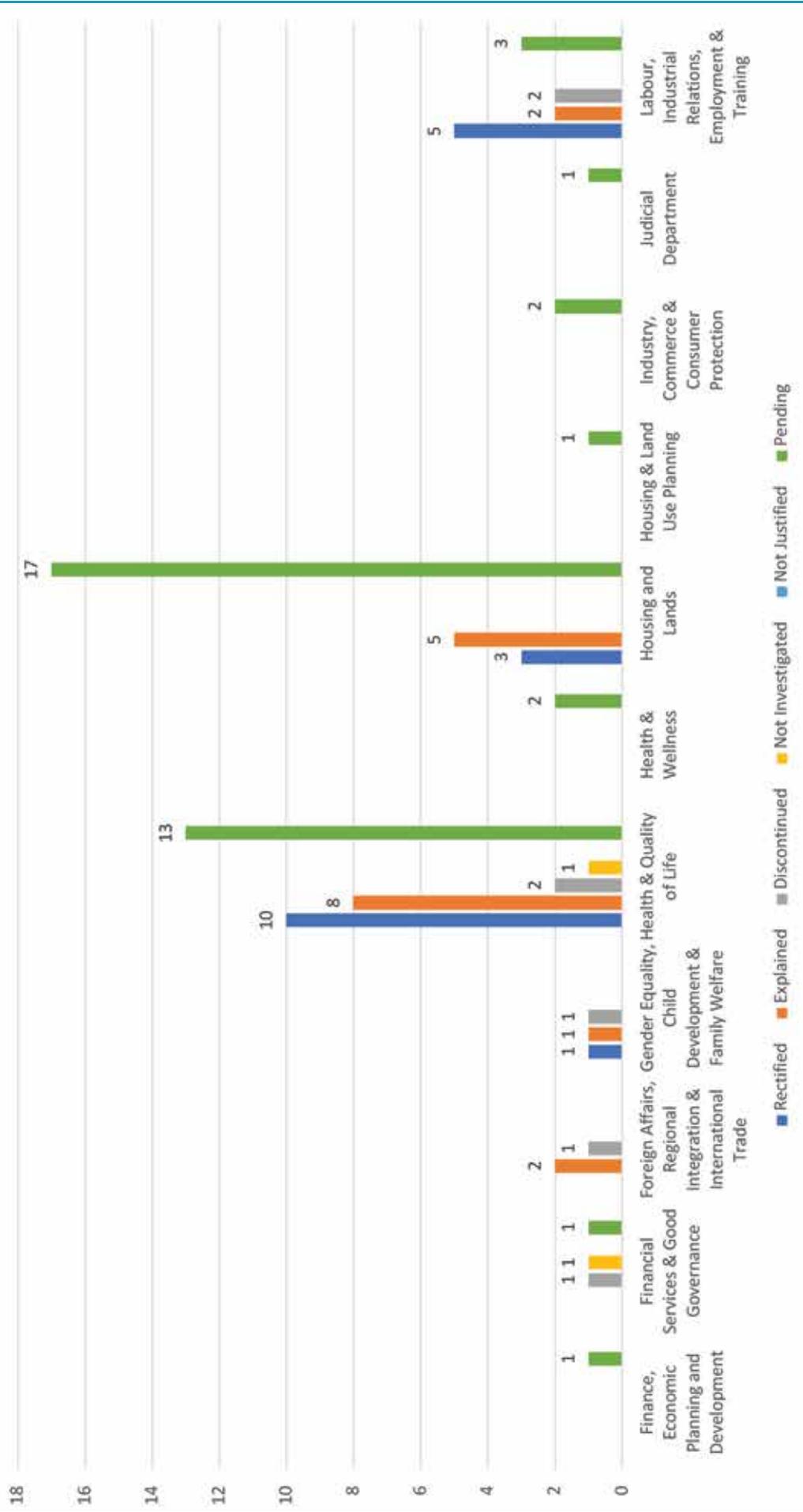
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Pending	Total No. of Complaints
Accountant General	-	2	-	-	-	-	2
Agro Industry & Food Security	-	4	1	-	-	4	9
Arts & Culture	-	1	-	-	-	-	1
Blue Economy, Marine Resources, Fisheries & Shipping	-	-	-	-	-	1	1
Civil Service & Administrative Reforms	-	3	1	-	-	3	7
Education & Human Resources, Tertiary Education & Scientific Research	5	13	3	2	-	2	25
Education, Tertiary Education, Science & Technology	-	-	-	-	-	2	2
Electoral Commissioner's Office	-	1	1	-	-	-	2
Energy and Public Utilities	7	7	-	1	2	5	22
Finance & Economic Development	-	2	1	-	-	3	6
Carried forward	12	33	7	3	2	20	77

STATISTICAL SUMMARY OF COMPLAINTS



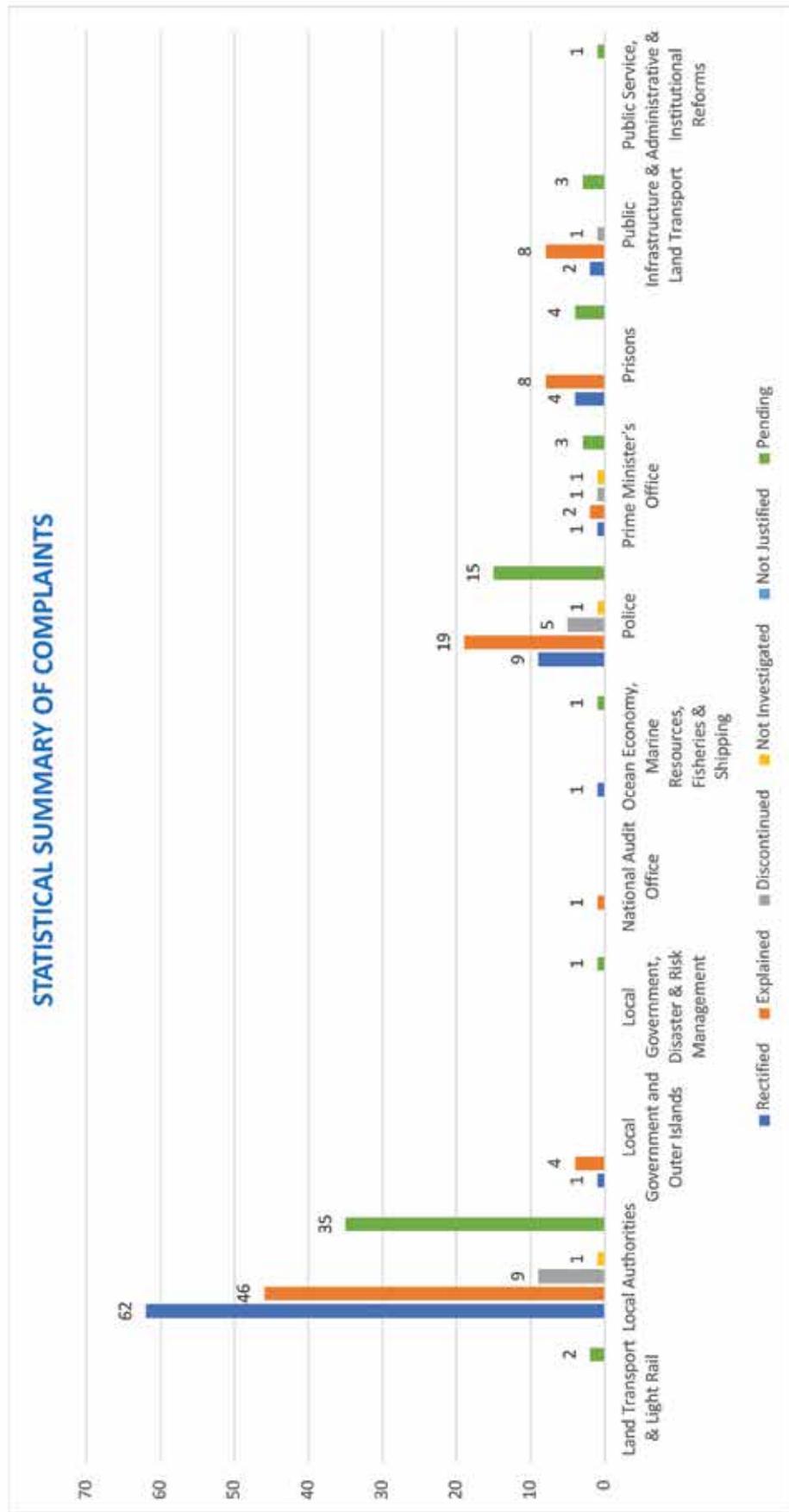
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Pending	Total No. of Complaints
Brought forward	12	33	7	3	2	20	77
Finance, Economic Planning and Development	-	-	-	-	-	1	1
Financial Services & Good Governance	-	-	1	1	-	1	3
Foreign Affairs, Regional Integration & International Trade	-	2	1	-	-	-	3
Gender Equality, Child Development & Family Welfare	1	1	1	-	-	-	3
Health & Quality of Life	10	8	2	1	-	13	34
Health & Wellness	-	-	-	-	-	2	2
Housing and Lands	3	5	-	-	-	17	25
Housing & Land Use Planning	-	-	-	-	-	1	1
Industry, Commerce & Consumer Protection	-	-	-	-	-	2	2
Judicial Department	-	-	-	-	-	1	1
Labour, Industrial Relations, Employment & Training	5	2	2	-	-	3	12
Carried forward	31	51	14	5	2	61	164

STATISTICAL SUMMARY OF COMPLAINTS



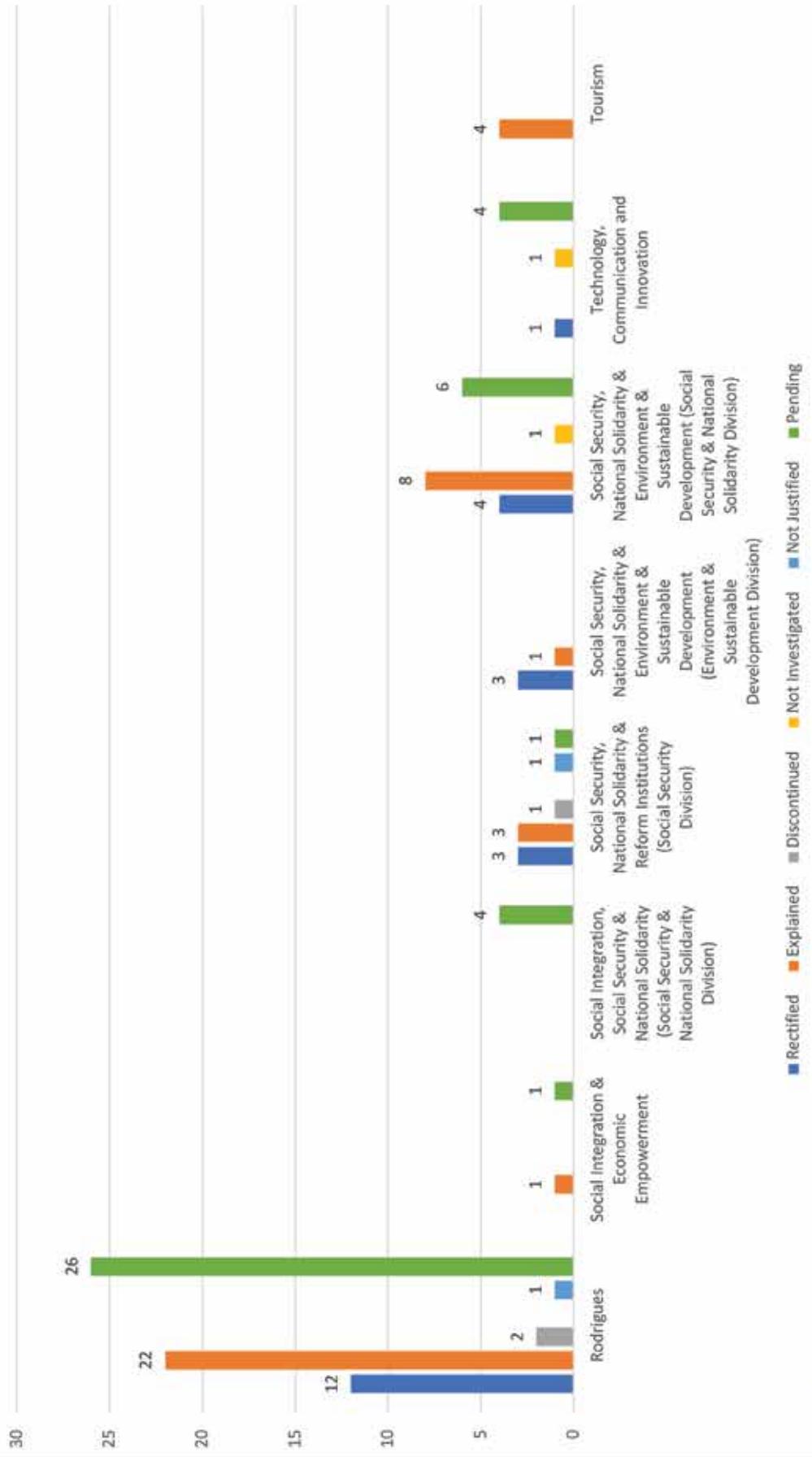
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Pending	Total No. of Complaints
Brought forward	31	51	14	5	2	61	164
Land Transport & Light Rail	-	-	-	-	-	2	2
Local Authorities	62	46	9	1	-	35	153
Local Government and Outer Islands	1	4	-	-	-	-	5
Local Government, Disaster & Risk Management	-	-	-	-	-	1	1
National Audit Office	-	1	-	-	-	-	1
Ocean Economy, Marine Resources, Fisheries & Shipping	1	-	-	-	-	1	2
Police	9	19	5	1	-	15	49
Prime Minister's Office	1	2	1	1	-	3	8
Prisons	4	8	-	-	-	4	16
Public Infrastructure & Land Transport	2	8	1	-	-	3	14
Public Service, Administrative & Institutional Reforms	-	-	-	-	-	1	1
Carried forward	111	139	30	8	2	126	416

STATISTICAL SUMMARY OF COMPLAINTS



Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Pending	Total No. of Complaints
Brought forward	111	139	30	8	2	126	416
Rodrigues	12	22	2	-	1	26	63
Social Integration & Economic Empowerment	-	1	-	-	-	1	2
Social Integration, Social Security & National Solidarity (Social Security & National Solidarity Division)	-	-	-	-	-	4	4
Social Security, National Solidarity & Reform Institutions (Social Security Division)	3	3	1	-	1	1	9
Social Security, National Solidarity & Environment & Sustainable Development (Environment & Sustainable Development Division)	3	1	-	-	-	-	4
Social Security, National Solidarity & Environment & Sustainable Development (Social Security & National Solidarity Division)	4	8	-	1	-	6	19
Technology, Communication and Innovation	1	-	-	1	-	4	6
Tourism	-	4	-	-	-	-	4
TOTAL	134	178	33	10	4	168	527

STATISTICAL SUMMARY OF COMPLAINTS



No.	Subject of Complaint	Result
Accountant General		
C/121/2019	Non-refund of complainant's contributive pension.	Explained
C/128/2019	Outstanding balance due to complainant not yet paid to her.	Explained
Agro Industry & Food Security		
C/213/2018	Unpaid overtime.	Discontinued
C/215/2018	Complainant contests deduction from his salary on account of his Union activities.	Explained
C/26/2019	No formal action taken regarding a report of destruction of river reserve and alteration of river.	Explained
C/29/2019	No reply to letter addressed to Ministry.	Pending
C/60/2019	Complainant denied full gratuity.	Explained
C/64/2019	Unfair salary.	Pending
C/109/2019	Refusal to grant release to officer for attending training.	Explained
C/197/2019	Complainant avers that he has not received any increment to which he was entitled, etc.	Pending
C/205/2019	Odour and other nuisances caused by excessive number of cats in building occupied by complainant. Matter reported to concerned authorities but no action has been taken.	Pending
Arts and Culture		
C/280/2017	No reply received by complainant in respect of her request for explanation regarding her interdiction.	Explained
Blue Economy, Marine Resources, Fisheries and Shipping		
C/206/2019	Acting allowances due since a year not yet paid.	Pending
Civil Service and Administrative Reforms		
C/99/2017	Objection to change Scheme of Service.	Pending
C/179/2018	Computation of hours of work contested.	Explained
C/192/2018	Complainant avers mishandling of his request for transfer of his pension benefit.	Discontinued
C/194/2018	Complainant avers that the Ministry of Education, etc. has provided the Public Service Commission with erroneous information regarding him.	Pending
C/234/2018	Request by complainant for information not entertained.	Explained
C/139/2019	Request for grant of one increment for having successfully completed an Advanced Course in Effective Office Management and Supervision denied.	Explained
C/182/2019	Claim for payment of bonus to all employees of the Civil Service and certain other employees not entertained since nearly a year.	Pending

Education and Human Resources, Tertiary Education & Scientific Research

C/109/2016	No reply to complainant's request for vital information about his pensionable service and other related issues.	Pending
C/96/2018	Request by Union to amend the Scheme of Service of ICT Support Officers.	Explained
C/143/2018	Complainant fears that his application for the transfer of his daughter may be "boycotted".	Not Investigated
C/153/2018	Complainant avers being victim of "irregularity and injustice" by the Université des Mascareignes.	Rectified
C/218/2018	Complainant, an Educator, alleges unfairness and injustice as regards her posting.	Explained
C/223/2018	Complainant, an Educator (Physics) not yet confirmed in his post since nearly six months.	Discontinued
C/233/2018	Complainant, an Educator, claims he is being unfairly transferred during the last sixteen years.	Discontinued
C/2/2019	Complainant, an Educator, considers that her transfer from one school to another which is far from her residence as unjust and unfair.	Explained
C/6/2019	Complainant, an Educator, complains about her new posting.	Explained
C/13/2019	Complainant, an Educator, avers being victim of class allocation.	Discontinued
C/14/2019	Complainant, a Computer Laboratory Auxiliary avers he is victim of frequent transfers.	Rectified
C/15/2019	Unfair transfer alleged by complainant, an Educator.	Explained
C/23/2019	Lack of teachers/educators at school.	Rectified
C/30/2019	Primary School Educator not receiving proper support to carry out her duties.	Explained
C/52/2019	Students forced to sign a letter against their will.	Not Investigated
C/72/2019	Urgent request for transfer by complainant, a Facilitator, due to assault on her person at the school where she is posted.	Rectified
C/73/2019	No consideration given to complainant's (an Educator) request for transfer from one school to another.	Explained
C/74/2019	Application for vacation leave rejected. Complainant avers discrimination.	Rectified
C/84/2019	Lack of teachers at SC level.	Explained
C/88/2019	Complainant's minor daughter not allowed to complete her Bharata Natyam Course dispensed by the Mahatma Gandhi Institute at Sharma Jugdambi S.S.S.	Explained
C/89/2019	Complainant is not agreeable to the reduced quantum of vacation leave.	Explained
C/102/2019	Complainant not selected to follow the BEd (Primary) Programme 2019-2020 whilst others who joined the service much later have been selected.	Explained

C/149/2019	Request by complainant to be reinstated in her job as Supply Teacher not considered.	Explained
C/162/2019	Averment by complainant, a Director at the Ministry, that her transfer may have been based on false and malicious allegations.	Pending
C/173/2019	Request for postponement of exams not considered	Explained
Education, Tertiary Education, Science and Technology		
C/212/2019	Complainant avers wrong decision on her personal file and not confirmed in her job.	Pending
C/216/2019	Request by Educator for a transfer to a school near his residence as he feels insecure where he is working following an incident with a pupil in his class.	Pending
Electoral Commissioner's Office		
C/178/2019	Complainant avers that his name and those of his wife and two sons cannot be traced out on the electoral list of their constituency.	Explained
C/187/2019	Public Officer not selected to work for the general elections.	Discontinued
Energy and Public Utilities		
C/88/2018	Burst pipe since six months. No action taken to repair same.	Pending
C/221/2018	No action taken in respect of damaged pipes resulting in waste of water reported to the Authority concerned.	Rectified
C/9/2019	Complainant, a Confidential Secretary, avers that her change in posting is unfair and inhumane.	Rectified
C/10/2019	Poor supply of water in village locality.	Rectified
C/12/2019	Complainant contests the financial contribution he is being asked by the Central Water Authority to make in respect of a subdivision of land.	Explained
C/17/2019	Electric cables over house represent a danger. No action taken in spite of complaints to the CEB.	Explained
C/40/2019	Complainants dispute claim for contribution by the Central Water Authority.	Explained
C/47/2019	Alleged negligence by the Central Water Authority (C.W.A.) causes damage to complainant's plumbing system and electric water pump. No action taken so far by the C.W.A.	Explained
C/48/2019	Complaint regarding leaking pipe lodged since more than one month not attended to. Complainant avers "shameful loss of precious resources."	Rectified
C/65/2019	Incomplete works along road which render circulation difficult.	Rectified
C/79/2019	Complainant contests the Scheme of Service used for selection and recruitment of the post of Chief Internal Auditor.	Not Investigated
C/100/2019	Noise nuisance caused by C.W.A. works during night time.	Explained

C/105/2019	Complainant contests excessive bills from the Central Water Authority.	Explained
C/120/2019	No follow up of complaint nor any site visit effected.	Explained
C/124/2019	Application for new electricity supply not acceded to.	Pending
C/142/2019	Complainant not satisfied with the amount approved as subsidy by the Central Water Authority for the purchase of a water tank.	Not Justified
C/155/2019	Request for displacing of electrical wires dangerously placed not attended to.	Rectified
C/160/2019	Cut of water supply to complainant's house notwithstanding regular payments.	Rectified
C/167/2019	Electricity supply allegedly wrongly disconnected.	Not Justified
C/180/2019	Damage caused to complainant's plantation washed away by action taken by the Central Water Authority. Claim for compensation not entertained.	Pending
C/195/2019	Complainant still with no water supply notwithstanding action taken by the Central Water Authority.	Pending
C/209/2019	Request for disconnection of electricity supply made since more than two months not yet attended to.	Pending
Finance and Economic Development		
C/180/2018	Complainant disputes the determination of the bonded amount in respect of his study leave with pay.	Pending
C/191/2018	Complainant contests the decision to levy registration duty on property purchased by him.	Discontinued
C/114/2019	Public Officer not reinstated although provisional charge of larceny has been struck out by the Court.	Pending
C/129/2019	Non-payment of pension to complainant's 83 year - old mother.	Pending
C/136/2019	Application for licence to operate amusement machines not acceded to.	Explained
C/164/2019	Complainant, a Government Valuer, avers discrimination in the allocation of parking slots.	Explained
Finance, Economic Planning and Development		
C/222/2019	Request for waiving of penalty imposed upon registration of motor vehicle.	Pending
Financial Services and Good Governance		
C/177/2018	Claim for refund of investment still not attended to since more than nine months.	Pending
C/201/2018	Refusal by all authorities concerned to assist complainant in a case of serious fraud in which he and others have been victims.	Discontinued
C/35/2019	No reply to letter addressed to the Financial Services Commission.	Not Investigated

Foreign Affairs, Regional Integration and International Trade		
C/20/2019	Harassment at Embassy.	Discontinued
C/126/2019	Abduction of complainant's child by the mother. Several Authorities written to by complainant but no single action has been taken nor any reply made to him .	Explained
Gender Equality, Child Development and Family Welfare		
C/158/2018	No reply to claim by complainant for refund of sick leave.	Rectified
C/37/2019	Telephone calls concerning a serious child issue not picked up at Ministry.	Explained
C/87/2019	Complainant avers irresponsibility and negligence of a public officer.	Discontinued
Health and Quality of Life		
C/82/2017	Non-payment of appropriate allowance.	Explained
C/150/2017	Complainant, a retired Public Officer, short-paid acting allowances etc.	Rectified
C/193/2017	Rejection of complainant's application for registration as Specialist in Obstetrics and Gynaecology.	Pending
C/253/2017	Arbitrary suspension as Pharmacist by Pharmacy Board.	Rectified
C/73/2018	Protest against opening of a new Pharmacy. No reply to complainant's letter.	Explained
C/104/2018	No action taken by Ministry following report of harassment against complainant.	Explained
C/129/2018	No reply received by complainant regarding his application for the re-opening of his pharmacy.	Rectified
C/154/2018	Complainant, a Senior Health Surveillance Officer, claims he is victim of frequent transfers.	Rectified
C/164/2018	Averment of medical negligence with regard to complainant's husband who eventually passed away.	Pending
C/184/2018	Odour nuisance caused by complainant's neighbour rearing of goats.	Explained
C/202/2018	No increment on promotion received by Public Officer.	Pending
C/204/2018	No reply from Opticians Registration Board to complainant's application for registration made since more than two years.	Pending
C/207/2018	Refusal by Ministry to give access to complainant to a Report released more than sixteen years ago.	Pending
C/219/2018	Unexplained deductions from complainant's salary.	Explained
C/18/2019	Environmental problems caused by rearing of cattle.	Explained
C/31/2019	Complainant avers he has lost nearly 210 days pre-retirement leave without any extra allowance.	Explained
C/50/2019	Report into cause of death awaited since eleven months.	Rectified
C/55/2019	No reply received from Ministry to request for transfer from one hospital to another.	Rectified

C/56/2019	Complainant, a physiotherapist, avers that his change in posting has been made in a highly discriminatory manner.	Rectified
C/78/2019	Seepage of water from one house to another – problem still the same notwithstanding visit by Officers of the Sanitary Section of the Ministry.	Explained
C/103/2019	Request for adjustment of basic salary and travelling allowance ignored.	Rectified
C/104/2019	Decision by Ministry regarding Pharmacists contested.	Discontinued
C/111/2019	Unpaid overtime allowance.	Pending
C/125/2019	Moral harassment, abuse of authority, etc.	Not Investigated
C/134/2019	Numerous nuisances caused by complainant's neighbour who operates a panel beating business. No action taken by authorities concerned.	Pending
C/141/2019	Noise pollution caused by several eateries to the detriment of neighbouring inhabitants.	Pending
C/154/2019	Discrepancies in payment for additional hours of work performed.	Pending
C/157/2019	Several nuisances caused by rearing of livestock to nearby residents.	Pending
C/166/2019	Complainant's wife who is suffering from breast cancer awaiting CT Scan since two months due to breakdown of machine. Requests for her transfer to another hospital.	Pending
C/179/2019	Request to clarify several issues regarding an incident that took place in a hotel during an official event, etc.	Pending
C/185/2019	Recommendation by Ministry for complainant, who is to proceed abroad on a scholarship, to opt for leave without pay contested by complainant.	Pending
C/186/2019	Complainant not selected as Driver (on shift). Avers discrimination.	Rectified
C/188/2019	Allowances due to complainant struck off from his pay slip.	Rectified
C/194/2019	Request by complainant for her mother to continue treatment in hospital instead of being sent home.	Discontinued
Health and Wellness		
C/196/2019	Complainant avers harassment by her Superior.	Pending
C/207/2019	Complainant's company disbarred from providing Continuing Professional Development by Dental Council.	Pending
Housing and Lands		
C/134/2017	Application for registration as Land Surveyor not attended to since more than two years.	Pending
C/146/2017	Complainant's request to regularize his occupation of State land denied.	Explained
C/259/2017	Lands offered to complainants too small. Proposal by Ministry to allocate alternative sites. No further development.	Pending

C/261/2017	Complainant not invited to sign lease agreement in his name since more than three years.	Rectified
C/281/2017	Building site lease refused to complainant after approval for same had been given.	Pending
C/282/2017	Lease of State land denied to complainant.	Pending
C/283/2017	No further action taken following signature of lease agreement.	Pending
C/78/2018	Compensation for land acquisition by the State not yet paid.	Rectified
C/95/2018	Refusal by Ministry to sell plot of land to complainant notwithstanding deed of purchase signed and payment effected by her late uncle.	Pending
C/108/2018	Delay by Ministry to provide planning clearance to complainant.	Rectified
C/8/2019	Complainant's request for an access road from her house to the main road not yet considered since fifteen years.	Pending
C/11/2019	Request by Company to consider waiving part of rental due by the said Company.	Explained
C/63/2019	1° Lease agreement of complainant's father never finalized. 2° Squatting reported by complainant not attended to.	Pending
C/67/2019	Application for State land lease. Awaiting reply from Ministry.	Pending
C/93/2019	Claim by complainant for amount due to him by Government for constructing a road on his plot of land not settled since more than eight years.	Pending
C/94/2019	Portion of State land already leased to complainant – decision frozen by Ministry.	Explained
C/97/2019	No reply to request for regularization of ex-CHA property formulated by complainant.	Pending
C/99/2019	No reply to complainant who addressed a letter to the Ministry regarding the sale of a plot of land to him as well as for financial assistance.	Explained
C/123/2019	PIN Code and authorisation to sell plot of land still being awaited by complainant.	Explained
C/144/2019	No reply received from the Ministry in relation to a case of land acquisition.	Pending
C/148/2019	No reply from Ministry to complainants' claim for compensation in respect of property compulsorily acquired by Government.	Pending
C/165/2019	Complainant awaiting her deed of sale of State land since 30 years.	Pending
C/176/2019	Application for State land lease made since more than a year still not entertained.	Pending
C/189/2019	Deed of sale of house occupied by complainant not yet signed since some seven years.	Pending
C/191/2019	Unjustified request by Ministry for clearances from the C.W.A. and the C.E.B. in connection with the subdivision of a portion of land.	Pending

Housing and Land Use Planning		
C/208/2019	Request by complainant, a Cartographer/Senior Cartographer, to work as part-time Land Surveyor not yet acceded to since more than one month.	Pending
Industry, Commerce and Consumer Protection		
C/174/2017	No response to complainant's query regarding recruitment for the post of Director at the Mauritius Standards Bureau.	Pending
C/151/2019	Discrepancy in complainant's salary.	Pending
Judicial Department		
C/147/2019	Copy of judgement requested by complainant not received after case against him has been struck out.	Pending
Labour, Industrial Relations, Employment and Training		
C/209/2018	Complainant avers that his complaint to the Labour Office may result in retaliation from his employer.	Discontinued
C/28/2019	Unfair dismissal reported at Labour Office. No follow up done on the matter.	Explained
C/43/2019	No reply to letter from the complainant since three months.	Rectified
C/51/2019	No reply to complaint made to the Registrar.	Rectified
C/91/2019	Complainant avers he is facing harassment on account of a complaint he and other colleagues made.	Discontinued
C/101/2019	Claim by complainant that the Ministry is occupying his premises without informing him and without his consent.	Pending
C/117/2019	No reply from Ministry regarding a complaint made some three weeks ago regarding his retirement on medical grounds.	Rectified
C/137/2019	Request by lady complainant for workplace adjustment during pregnancy (24 weeks) treated in an unreasonable, unfair and discriminatory manner.	Rectified
C/145/2019	Complainant not made aware of the result of two declarations he made to the Ministry.	Explained
C/150/2019	No reply to several letters addressed to the Registrar of Associations	Rectified
C/181/2019	No reply to letter addressed to the Ministry by complainant regarding his termination of employment.	Pending
C/184/2019	Non-payment of additional remuneration to certain Carers and no job security.	Pending
Land Transport and Light Rail		
C/198/2019	Complainant avers that an Officer at the then National Transport Authority has established a "certificat de gage" without his knowledge or authorisation.	Pending
C/211/2019	No reply received by complainant to his protest in respect of a fine imposed by the then National Transport Authority.	Pending

Local Authorities		
LA/C/21/2017	Encroachment on common lane by complainant's neighbour. Matter reported to Council but no action has been taken.	Pending
LA/C/43/2017	Drainage system not appropriate. Great inconvenience to inhabitants. No action taken by authorities concerned.	Explained
LA/C/48/2017	Accumulation of water on the road causes numerous problems to inhabitants and other users of the road.	Explained
LA/C/49/2017	Water accumulation on road causes great inconvenience to users thereof.	Rectified
LA/C/72/2017	Lane leading to a worship place littered with all sorts of waste.	Rectified
LA/C/99/2017	Obstruction of shop by cake seller. Matter reported to Council several times. No action taken yet.	Pending
LA/C/19/2018	Absence of facilities for the development of young people.	Rectified
LA/C/32/2018	Refusal by Council to record complaint.	Pending
LA/C/42/2018	Obstruction along street by complainant's neighbours thus impeding access by complainant.	Pending
LA/C/51/2018	Lack of proper drainage system causes yard of temple to be completely flooded.	Pending
LA/C/57/2018	Street not asphalted since some fifteen years thus causing great inconvenience, especially to school children.	Explained
LA/C/63/2018	No action taken in respect of a report of damaged road made some six months ago.	Pending
LA/C/64/2018	Flooding problem reported since three months. No action taken so far.	Explained
LA/C/65/2018	No acknowledgement received by complainant to his complaint.	Explained
LA/C/75/2018	Benches in children's playground are in a deplorable state.	Rectified
LA/C/76/2018	Request for a retaining wall on account of recurrent flooding of yard, etc. not considered.	Explained
LA/C/85/2018	Poultry rearing near residential zone. No action taken since complaint made some nine months ago.	Explained
LA/C/92/2018	Free passage of rain water blocked by a small wall thus causing stagnation. No action taken by Council.	Pending
LA/C/93/2018	Road in deplorable state and needs complete resurfacing. No action taken whilst other roads around have been maintained in good condition.	Explained
LA/C/94/2018	No action taken following complaints regarding illegal constructions put up by complainant's neighbour.	Explained
LA/C/95/2018	Obstruction of lane reported to the Council but no action has been taken.	Discontinued
LA/C/96/2018	Complaint against unfair and unjust consideration of objection in respect of Council's project.	Explained

LA/C/97/2018	Dumping of waste materials in village.	Rectified
LA/C/98/2018	Report of poor sanitation and security hazard, etc. made since more than two years. No action taken.	Pending
LA/C/99/2018	Abandoned lands and blocked drains cause great inconvenience to inhabitants.	Rectified
LA/C/100/2018	Plot of abandoned land being used as dumping ground.	Explained
LA/C/1/2019	Illegal wall put up by complainant's neighbour resulting in the former's premises to be flooded when it rains. No action taken by authority concerned.	Discontinued
LA/C/2/2019	Long-awaited reasphalting of roads.	Explained
LA/C/3/2019	Long delay by Council to process complainant's application for a Trade Licence.	Rectified
LA/C/4/2019	No action taken in spite of several complaints made to the Council to restore a public road which has been damaged by other persons.	Explained
LA/C/5/2019	Upgrading of road leading to public beach required.	Pending
LA/C/6/2019	Illegal construction of hall near complainant's house. Boundaries not respected.	Pending
LA/C/7/2019	Illegal dumping by roadside.	Rectified
LA/C/8/2019	Goods exposed for sale on pavement in village. Great inconvenience caused to pedestrians.	Rectified
LA/C/9/2019	Waste materials dumped by roadside.	Rectified
LA/C/10/2019	Irregularities committed by Council.	Discontinued
LA/C/11/2019	Dumping of plastic waste behind shop.	Rectified
LA/C/12/2019	Plot of land behind complainant's house in deplorable state gives rise to various problems concerning health and security.	Rectified
LA/C/13/2019	Complainant awaiting building permit since nearly two months.	Discontinued
LA/C/14/2019	No action taken by Council following several reports made about complainant's premises being flooded during heavy rainfall.	Explained
LA/C/15/2019	Allegation of illegal construction denied by complainant.	Explained
LA/C/16/2019	Abandoned building in deplorable state gives rise to security issues.	Rectified
LA/C/17/2019	Drains not cleaned. Flooding of same feared.	Explained
LA/C/18/2019	Lane full of potholes causing accumulation of water and becoming unusable. No action taken by authority concerned.	Explained
LA/C/19/2019	Absence of street-lighting. No action taken by authority concerned.	Explained
LA/C/20/2019	Big hole at the end of a pavement represents a danger to users thereof.	Rectified
LA/C/21/2019	Waste dumped near cemetery.	Rectified
LA/C/22/2019	Environmental nuisances and noise pollution caused by waste-carrier lorries.	Explained

LA/C/23/2019	No action taken in respect of two houses illegally built.	Explained
LA/C/24/2019	Health and odour nuisances caused by pig-breeding by complainant's neighbour.	Pending
LA/C/25/2019	Wastes dumped at public place.	Rectified
LA/C/26/2019	Waste land adjacent to complainant's house infested with rats and other insects which is a serious threat to complainant's health and that of his family.	Rectified
LA/C/27/2019	Building without permit. No action taken by Council although same was reported thereat.	Discontinued
LA/C/28/2019	TV set illegally dumped in sugarcane field.	Rectified
LA/C/29/2019	Abandoned structure along public road represents a danger to road users.	Rectified
LA/C/30/2019	Illegal construction of wall. No action taken by authority concerned.	Explained
LA/C/31/2019	Two illegal constructions put up by complainant's neighbours. No action taken by authorities concerned.	Explained
LA/C/32/2019	Road unusable on rainy days.	Explained
LA/C/33/2019	Complaint against issue of a compliance certificate whilst construction is contrary to approved drawings.	Discontinued
LA/C/34/2019	Refuse and e-waste dumped near hotel.	Rectified
LA/C/35/2019	Encroachment averred by complainant on her premises. No action taken by authority concerned.	Explained
LA/C/36/2019	Dumping of wastes at a place called "Beau Jardin".	Rectified
LA/C/37/2019	No further action taken by Council regarding an illegal workshop run by complainant's neighbour in a residential area.	Explained
LA/C/38/2019	Illegal construction by complainant's neighbour still in progress notwithstanding Notice served by Council.	Explained
LA/C/39/2019	Noise and odour nuisances reported to Council. Nothing done so far.	Explained
LA/C/40/2019	Bareland covered by all types of waste giving rise to accumulation of water and mosquitoes, etc.	Rectified
LA/C/41/2019	Court order not respected by complainant's neighbour. No action taken by Council.	Explained
LA/C/42/2019	No formal reply received by complainants to their letter objecting to the grant of a Building and Land Use Permit.	Rectified
LA/C/43/2019	Complaint against the illegal operation of a metal workshop causing noise disturbance.	Explained
LA/C/44/2019	All types of waste jettisoned near round about give rise to odour nuisance.	Rectified
LA/C/45/2019	Illegal activities by Guest House. No action taken by authority concerned.	Pending
LA/C/46/2019	Road inundated by muddy water each time it rains heavily. Great inconvenience caused to inhabitants and other road users, especially children.	Explained
LA/C/47/2019	Illegal construction being put up by complainant's neighbour. No action taken by Council.	Explained

LA/C/48/2019	Complainants dispute the decision of the Council to grant an application for a bakery/pastry, etc. shop.	Explained
LA/C/49/2019	Plot of land overgrown with rank and noisome vegetation. No action taken by Council since nearly a month.	Rectified
LA/C/50/2019	Old refrigerator dumped by roadside.	Rectified
LA/C/51/2019	Bridges in need of reconstruction as they have become unusable during heavy rain.	Explained
LA/C/52/2019	Development Permit granted by Council whereas certain requirements not fulfilled.	Not Investigated
LA/C/53/2019	Solid wastes deposited by roadside.	Rectified
LA/C/54/2019	No action taken in respect of an old rusted manhole cover which represents a danger to the public.	Rectified
LA/C/55/2019	Request for tarring of road made since more than a year still not attended to.	Explained
LA/C/56/2019	No reply to letter addressed by complainant to the Chief Executive.	Rectified
LA/C/57/2019	No action taken in respect of an illegal construction put up by complainant's neighbour.	Explained
LA/C/58/2019	Abandoned house and abandoned land near complainant's house – a source of problems e.g. mosquitoes, drug addicts, etc.	Rectified
LA/C/59/2019	Obstruction caused by the parking of vehicles in a lane. No action taken by authorities since nearly two years.	Explained
LA/C/60/2019	Old vehicle abandoned near NHDC Residence. Represents a source of nuisance.	Rectified
LA/C/61/2019	Bareland overgrown with weeds and bushes. No action taken by any authority concerned.	Rectified
LA/C/62/2019	Old sofa abandoned by roadside.	Rectified
LA/C/63/2019	Stench emanating from an overflowed sewerage manhole.	Rectified
LA/C/64/2019	Small air conditioner attached to tree by person unknown represents a danger to passers by.	Rectified
LA/C/65/2019	Unfenced abandoned plot of land is a source of great nuisance to nearby residents.	Rectified
LA/C/66/2019	Pestilential smell emanating from river.	Explained
LA/C/67/2019	Salary unpaid since two months.	Explained
LA/C/68/2019	All types of wastes deposited near housing estate.	Rectified
LA/C/69/2019	Car abandoned in a field constitutes an eyesore.	Rectified
LA/C/70/2019	Complainant contests the Compliance Notice served upon him.	Discontinued
LA/C/71/2019	Road obstruction – problem not solved since several months.	Pending
LA/C/72/2019	Wastes dumped by road-side.	Rectified
LA/C/73/2019	Odour nuisance reported to Council. No action taken.	Explained

LA/C/74/2019	Old vehicle abandoned by roadside without wheels – inconvenience caused to inhabitants and road users.	Rectified
LA/C/75/2019	Complaint regarding illegal construction not yet attended to.	Pending
LA/C/76/2019	Illegal construction being put up by complainant's neighbour. Matter reported to the Council but no action is being taken.	Pending
LA/C/77/2019	Objection against mixed farming project in a sensitive residential area.	Discontinued
LA/C/78/2019	Accumulated wastes next to Nicolière Dam.	Rectified
LA/C/79/2019	Car in decrepit state abandoned by roadside.	Rectified
LA/C/80/2019	Dumping of wastes in village.	Rectified
LA/C/81/2019	Rainwater from illegal structure put up by complainant's neighbour discharged onto complainant's property.	Pending
LA/C/82/2019	Request by complainant for fixing of a pole with lantern not acceded to.	Rectified
LA/C/83/2019	Pothole along main road may be the cause of an accident.	Rectified
LA/C/84/2019	Potholes along main road present a security hazard.	Rectified
LA/C/85/2019	E-waste (refrigerator, washing machine) abandoned by roadside.	Pending
LA/C/86/2019	Serious irregularities in the issue of a Building and Land Use Permit.	Explained
LA/C/87/2019	Dumped wastes near main road.	Rectified
LA/C/88/2019	Wastes deposited by unknown persons near village.	Rectified
LA/C/89/2019	Vehicle wreck abandoned near Police Quarters.	Rectified
LA/C/90/2019	Illegal dumping of wastes notwithstanding "No dumping" plate.	Explained
LA/C/91/2019	Normal procedure not followed for operation of car wash and another car wash built in a residential area.	Explained
LA/C/92/2019	Wastes dumped near temple by unknown persons.	Rectified
LA/C/93/2019	Dangerous potholes on road opposite a government building.	Rectified
LA/C/94/2019	All types of wastes dumped along main road.	Rectified
LA/C/95/2019	Piece of furniture abandoned on plot of land.	Discontinued
LA/C/96/2019	All types of wastes dumped by riverside.	Rectified
LA/C/97/2019	All types of wastes dumped in front of church.	Rectified
LA/C/98/2019	Cooking of "briyani" on a large scale for commercial purposes by complainant's neighbour causes a series of inconvenience, etc.	Pending
LA/C/99/2019	No reply made to complainant regarding a complaint made more than a year ago.	Explained
LA/C/100/2019	Complainant disputes Enforcement Notice served on her by the Council.	Explained

LA/C/101/2019	Refusal by Council to grant to complainant an exemption certificate without any justification in respect of his trade licence.	Explained
LA/C/102/2019	Motor-cycle spare part shop operating without licence. Inconvenience caused to inhabitants of the locality.	Explained
LA/C/103/2019	Bus wrecks and parts abandoned by roadside.	Pending
LA/C/104/2019	Illegal dumping along main road.	Rectified
LA/C/105/2019	Illegal rearing of cattle in a residential area. Matter reported to various authorities but no action taken.	Pending
LA/C/106/2019	Request to replace street light made since more than fifteen days not attended to.	Rectified
LA/C/107/2019	Public toilet in a deplorable state of cleanliness.	Rectified
LA/C/108/2019	Business company operating in a residential area is a source of distress and discomfort to inhabitants of locality. Report made to Council but no action taken yet.	Pending
LA/C/109/2019	Illegal dumping of all types of waste in village	Rectified
LA/C/110/2019	Illegal wall put up by complainant's neighbour. Matter reported to the Council but no action has been taken.	Rectified
LA/C/111/2019	Illegal activities carried out by complainant's neighbour causing inconvenience. Matter reported to various authorities but no action has been taken.	Pending
LA/C/112/2019	Noise problem caused by aluminium workshop. No proper action taken by Authority concerned.	Pending
LA/C/113/2019	Nuisance caused by wastes dumped in village.	Rectified
LA/C/114/2019	No action taken by Council in respect of a report made by complainant about pollution caused by a neighbouring mechanical workshop.	Pending
LA/C/115/2019	Plots of land littered with waste products notwithstanding presence of "No Dumping Zone" sign.	Rectified
LA/C/116/2019	Illegal construction by complainant's neighbour. Matter reported to the Council but no proper action taken.	Pending
LA/C/117/2019	Illegal dumping of refuse along roadside.	Rectified
LA/C/118/2019	Stone crushing activities near complainant's residence are a source of noise nuisance. No action taken by authorities concerned.	Pending
LA/C/119/2019	State of road near Chest Clinic almost unusable on account of numerous potholes.	Pending
LA/C/120/2019	Request to change street name plate as it causes confusion. No action taken by Council after nearly three months.	Pending
LA/C/121/2019	"Debris" thrown on bareland behind a housing estate.	Pending
LA/C/122/2019	Application for street lighting not entertained.	Pending
LA/C/123/2019	Bareland adjacent to complainant's house infested with insects and great inconvenience caused to nearby inhabitants. Council informed.	Pending

LA/C/124/2019	Complainant, who holds a valid licence avers that another person operating opposite her shop is using the trade licence of another person to sell alcoholic drinks.	Pending
LA/C/125/2019	Main road in a deplorable state – numerous potholes.	Pending
LA/C/126/2019	Complainant avers that the rejection by the Council of his application for a building permit is unjustified.	Pending
LA/C/127/2019	Obstruction of drains along street where complainant lives. No action taken by Council in spite of several reports made.	Pending
Local Government and Outer Islands		
C/188/2018	Application for car loan rejected.	Explained
C/49/2019	No reply to letter addressed to the Ministry by complainant.	Explained
C/116/2019	Request for removal of garbage from complainant's residence unattended to.	Explained
C/158/2019	No reply to letter addressed to the Permanent Secretary since two years.	Rectified
C/175/2019	Guard room at Diego Garcia Reservoir in deplorable and inhuman conditions.	Explained
Local Government, Disaster and Risk Management		
C/201/2019	Complainant avers discrimination against him by Police Officers.	Pending
National Audit Office		
C/130/2019	Allegation of mismanagement regarding acting/promotion exercise.	Explained
Ocean Economy, Marine Resources, Fisheries and Shipping		
C/5/2019	Complainant avers he has been waiting for nearly one year to obtain necessary clearances to start his crab farming project.	Rectified
C/69/2019	Unfair Transfer of certain Officers.	Pending
Police		
C/45/2018	Untried detainee awaiting her trial. Arrested since more than two years.	Pending
C/48/2018	Complainant, a detainee since nearly four months, claims his innocence in a case of importation of drugs.	Pending
C/81/2018	Forgery case reported to the Police by complainant since two and a half years. Complainant still not made aware of its outcome.	Rectified
C/103/2018	No action taken by the Police following report of a case of larceny by complainant.	Discontinued
C/105/2018	Complainant avers that he and his wife, both Police Officers, have been transferred punitively thus causing great inconvenience to them.	Explained
C/149/2018	No reply from the Police Department in respect of the renewal of the lease of premises belonging to complainant.	Discontinued

C/161/2018	No reply to letter addressed by the complainant to the Commissioner of Police.	Pending
C/168/2018	No action taken by the Police regarding a case of assault duly reported.	Rectified
C/181/2018	Female detainee, a mother of three young children, arrested since nearly eight months awaiting her trial.	Explained
C/200/2018	Woman Chief Police Inspector feels demotivated on account of absence of promotion which was promised to her.	Explained
C/205/2018	Complainant arrested since nearly one year and still awaiting trial.	Explained
C/214/2018	Illegal obstruction of road. Appropriate action is awaited.	Explained
C/217/2018	Complainant contests decision of the Police regarding an alleged case of embezzlement.	Pending
C/222/2018	Refusal by Police to favour complainant with a report in respect of a road accident involving her vehicle.	Pending
C/225/2018	No attention given to declaration of embezzlement made by complainant.	Explained
C/226/2018	Nuisances (noise, traffic congestion, etc.) caused by presence of wedding hall.	Explained
C/227/2018	Complainant, a foreign national, deplors the conditions of detention of his sister in prison.	Explained
C/232/2018	No reply to letter addressed by complainant to the Commissioner of Police claiming to know the whereabouts of firearms belonging to complainant's late father.	Explained
C/3/2019	Complainant still waiting for copies of his declaration and statement given to the Police since more than one month.	Explained
C/19/2019	Complainant, a Police Constable, avers favouritism at the station where he is posted.	Discontinued
C/21/2019	Documents requested by Attorney at Law not submitted.	Rectified
C/27/2019	No reply to letter addressed to the Police more than a year ago.	Rectified
C/33/2019	Complainant still not made aware of the outcome in his case of misconduct of jury.	Explained
C/42/2019	Application for passport not dealt with since more than a year.	Explained
C/44/2019	Failure by Police to provide complainant with information in respect of four declarations made by him at various police stations.	Rectified
C/46/2019	No action taken following several reports made to the Police.	Explained
C/53/2019	Interdicted Police Constable not drawing any salary although the case against him has been struck out by the Court.	Pending

C/59/2019	Nuisances caused to complainant and his family as well as disturbance to vehicles using the street where he lives. Matter reported to Police since more than two years. No action taken yet.	Rectified
C/71/2019	Name of village not properly written.	Explained
C/77/2019	Application for a firearm licence not attended to since nearly two years.	Explained
C/85/2019	Complainant, a detainee, requests that his personal belongings be transferred from the Supreme Court to his place of detention.	Pending
C/96/2019	Breach of ethics, intimidation and cover up.	Not Investigated
C/98/2019	Complainant requests a copy of a Mediation Statement which he and a Woman Police Constable signed be forwarded to him.	Discontinued
C/107/2019	Complainant, a Police Constable, placed out of payroll.	Rectified
C/112/2019	No action taken by Police in respect of declaration made by complainant against her ex son-in-law.	Discontinued
C/118/2019	Foreign national arrested since three years. Still awaiting trial.	Explained
C/135/2019	Application by foreign national to enter Mauritius not yet considered after more than four months.	Pending
C/140/2019	Complainant's salary not adjusted following his reinstatement after having been interdicted.	Pending
C/153/2019	Documents pertaining to a road accident requested by complainant, an Attorney at Law, not yet received since more than a year.	Rectified
C/163/2019	Complainant not made aware of the outcome of a case of larceny reported by her in August 2015.	Explained
C/170/2019	Fixed Penalty Notice (F.P.N.) wrongly dated.	Explained
C/172/2019	Averment by complainant that no enquiry has been made by the Police into a case of road accident in which she was victim.	Pending
C/183/2019	Nuisances caused by complainant's neighbour's dogs. No action taken by authorities concerned.	Pending
C/193/2019	Request by foreign national who is married to a Mauritian citizen for the rectification of her residence card not yet entertained.	Rectified
C/204/2019	Complainant photographed by two speed cameras in 36 seconds. Avers it is unfair to have to pay two fines.	Explained
C/215/2019	Complaint made to various authorities in respect of nuisances caused by butchery not attended to.	Pending
C/217/2019	Concrete and iron waste dumped on abandoned land near a sugar cane plantation. Matter reported to Police but no action taken.	Pending
C/218/2019	Refusal by Police Enquiring Officer to record a statement from complainant's wife in relation to a road traffic accident.	Pending

C/221/2019	Complainant's neighbour throwing waste in front of his house. Matter reported to Police de L'Environnement, among others, but no action has been taken.	Pending
Prime Minister's Office		
C/225/2017	Delay in dealing with application for citizenship.	Explained
C/7/2018	Payment of compensation for accessing complainant's land not effected since more than three years.	Explained
C/57/2019	Request for construction of drains and canals in complainant's locality made some six months ago not attended to.	Pending
C/62/2019	Complainant avers injustice on the part of management of the Pay Research Bureau.	Discontinued
C/76/2019	No reply made to complaint made to the Citizen Support Unit.	Rectified
C/95/2019	Cover up and violation of IPCC Act.	Not Investigated
C/202/2019	TV licence unduly claimed from complainant who does not possess a TV set.	Pending
C/210/2019	Constant disturbances during news broadcast by Mauritius Broadcasting Corporation.	Pending
Prisons		
C/139/2016	Detainee, a foreign national, requests that the case in which she is to depone as a witness be heard as soon as possible to enable her to apply for transfer to her country of origin.	Rectified
C/128/2017	Detainee's personal belongings missing upon his transfer from one prison to another.	Pending
C/118/2018	Detainee not allowed to practice the religion of his choice.	Explained
C/126/2018	Application by detainee (complainant) for financial assistance to purchase spectacles delayed.	Rectified
C/229/2018	Averment by detainee that there is no day-care centre to perform physical exercise, etc.	Explained
C/16/2019	Complainant, a convicted detainee, avers that he has been interviewed at the prison by Police Officers whilst no Prison Officer was present.	Explained
C/36/2019	Claim for overdue ad hoc allowance, etc.	Pending
C/38/2019	Detainee not satisfied with number of visits allowed to his relatives, etc.	Explained
C/81/2019	Complainant, a detainee, avers the loss of his property which he declared on arrival at G.R.N.W. Prison.	Rectified
C/86/2019	Certain documents requested by complainant, a detainee, not obtained from the Prison Administration.	Rectified
C/92/2019	Detainee considers cancellation of his reward days as unfair.	Explained
C/122/2019	Complainant, a detainee who is a diabetic patient, not being served special diet food, etc.	Explained

C/132/2019	Detainee, who avers he is a cardiac patient, complains about the refusal of the Administration to provide him with hot water for his baths.	Explained
C/146/2019	Complainant, a detainee, avers that the Prison Doctor has stopped his medication all of a sudden.	Explained
C/213/2019	Unwarranted punitive measures taken against detainee.	Pending
C/219/2019	Detainee, an HIV patient, not receiving proper medication whilst in prison.	Pending
Public Infrastructure & Land Transport		
C/277/2017	Complainant considers his transfer as unfair.	Discontinued
C/91/2018	No reply to application for a petrol station licence made since one year.	Rectified
C/165/2018	No action taken by the Inspector of the National Transport Authority concerning complaint made thereat.	Explained
C/24/2019	Complainant contests the marking of double yellow lines opposite his residence.	Explained
C/34/2019	Non-renewal of taxi permit.	Explained
C/68/2019	Complainant avers she is being too frequently transferred from one posting to another at very short intervals.	Explained
C/115/2019	Rain water entering complainant's premises and causes damage thereto. Several attempts to contact the authority concerned but no response obtained.	Pending
C/119/2019	Responsibility allowance denied to complainant.	Pending
C/133/2019	Staff having to work in difficult, unbearable and worsening conditions.	Explained
C/143/2019	No action taken in respect of a complaint regarding a deplorable state of roads.	Explained
C/152/2019	Delay in processing an application for the transfer of a Public Service Vehicle Licence.	Rectified
C/159/2019	Crossing of road insecure. Request for a pedestrian crossing.	Explained
C/171/2019	Request for a new bus shelter – old one has been pulled down.	Explained
C/177/2019	Complainant, a Public Officer, removed from payroll without being informed.	Pending
Public Service, Administrative and Institutional Reforms		
C/203/2019	Complainant avers wrong determination of seniority placing.	Pending
Rodrigues		
ROD/C/5/2017	Request by complainant for a housing unit as he lives in dire conditions.	Rectified
ROD/C/10/2017	Complainants contest the decision to reinstate them to the post of Administrative Officers whereas before their interdiction they held the post of Departmental Heads.	Explained
ROD/C/22/2017	Complainant's house in dangerous condition.	Rectified

ROD/C/23/2017	No reply to application for repairs by complainant who is the beneficiary of a Trust Fund House.	Rectified
ROD/C/28/2017	Complainants' claim for benefits upon their reinstatement not entertained.	Explained
ROD/C/2/2018	Application for a change of the plot of land leased to complainant not considered since two years.	Pending
ROD/C/6/2018	Complainants contest claim of overpayment of additional increment by Departmental Head.	Explained
ROD/C/8/2018	No access road for certain inhabitants to their houses.	Rectified
ROD/C/10/2018	No reply to application made since August 2017 for a plot of State land for commercial purpose (cold storage).	Pending
ROD/C/13/2018	Non-payment of meal allowance to Senior Pharmacy Technicians/Pharmacy Technicians.	Pending
ROD/C/14/2018	No compensation paid for "loss" of private land.	Pending
ROD/C/19/2018	General workers not aware of their conditions of service, etc.	Explained
ROD/C/22/2018	Application for residential lease still not considered after more than four years.	Pending
ROD/C/23/2018	Scheme of service not yet approved.	Pending
ROD/C/24/2018	Payment of gratuity discontinued contrary to conditions of employment.	Explained
ROD/C/25/2018	Complainant not informed of his conditions of service and not paid any gratuity.	Explained
ROD/C/26/2018	Non-payment of allowance to Officers who went on mission to Mauritius.	Rectified
ROD/C/1/2019	Application for a letter of transfer/new lease made since more than three years unfairly delayed according to complainant.	Explained
ROD/C/2/2019	Request made since almost five years for a transfer of State land lease not yet considered.	Pending
ROD/C/3/2019	Non-payment of increment.	Rectified
ROD/C/4/2019	Short payment of allocation in respect of free transport scheme.	Explained
ROD/C/5/2019	Anomaly in salary.	Explained
ROD/C/6/2019	Non-payment of ad hoc allowance.	Not Justified
ROD/C/7/2019	Complainant disputes deduction from his end-of-year bonus.	Rectified
ROD/C/8/2019	Complainant avers he has paid for lease of State land but no lease agreement has been signed yet.	Pending
ROD/C/9/2019	Complainant avers injustice and discrimination – acting allowance curtailed, etc.	Explained
ROD/C/10/2019	Complainant, a beneficiary under the Low Cost Housing Scheme, avers faults in the construction of her house. No action taken yet by Commission for Social Security and others.	Rectified
ROD/C/11/2019	Discrepancies in salary.	Pending

ROD/C/12/2019	Request by complainant for construction of a track road in order to facilitate movements of his family and vehicles like ambulance, etc.	Explained
ROD/C/13/2019	Ambiguity in complainant's Scheme of work.	Pending
ROD/C/14/2019	Financial assistance to patient (complainant) from Rodrigues to Mauritius for treatment partially denied.	Explained
ROD/C/15/2019	Unpaid allowance to complainant who acts as driver, etc.	Rectified
ROD/C/16/2019	No reply made to complainant regarding her application for a Basic Invalid's Pension.	Discontinued
ROD/C/17/2019	Non-payment of overtime to complainants.	Pending
ROD/C/18/2019	Reluctance by Cadastral Office to renew & convert complainant's lease.	Explained
ROD/C/19/2019	No reply to correspondence addressed to the Labour Office by complainant.	Explained
ROD/C/20/2019	Complainant contests the Pleasure Craft Licence issued to him in respect of the number of passengers he is authorised to carry (seating capacity).	Explained
ROD/C/21/2019	Difficulties faced by Ambulance Attendants in the performance of their duties.	Rectified
ROD/C/22/2019	Encroachment by third party on complainant's land. Awaiting decision from Commission concerned.	Explained
ROD/C/23/2019	Basic Invalidity Pension discontinued since nearly two years.	Explained
ROD/C/24/2019	No reply to an application made for a Business Licence twelve years ago.	Discontinued
ROD/C/25/2019	Request for risk allowance not entertained.	Explained
ROD/C/26/2019	Non-payment of retiring benefits.	Pending
ROD/C/27/2019	Non-release to attend Seminar.	Rectified
ROD/C/28/2019	Complainant avers he has not been paid any compensation in respect of his boat which was completely destroyed during cyclone Gelena.	Pending
ROD/C/29/2019	Request for commercial lease made some 20 years ago not acceded to.	Explained
ROD/C/30/2019	Claim for incremental credits which should have been awarded months ago.	Pending
ROD/C/31/2019	Non-payment of increments due to complainant notwithstanding claims made more than a year ago.	Pending
ROD/C/32/2019	No reply to request for payment of ad hoc allowance following adjustment of Scheme of Duties.	Pending
ROD/C/33/2019	Non-payment of additional increment as per PRB Report 2016.	Pending
ROD/C/34/2019	Non-payment of additional increment as per PRB Report 2016.	Pending
ROD/C/35/2019	Application for lease of State land made since more than 20 years not yet approved.	Pending

ROD/C/36/2019	Complainant disputes being paid ad hoc allowance instead of responsibility allowance, etc.	Explained
ROD/C/37/2019	Complainant, redeployed as Temporary Fire Fighter at the Rodrigues Fire and Rescue Service, has not yet received his letter of confirmation.	Pending
ROD/C/38/2019	Non-payment of compensation for performing higher duties.	Pending
ROD/C/39/2019	Complainant's fishing boat not returned to him after it had been seized four months ago for enquiry purposes.	Explained
ROD/C/40/2019	No refund yet to complainant who lost his fishing boat during cyclone Gelena some seven months ago.	Pending
ROD/C/41/2019	No rest room available for Nursing Staff and Health Care Attendants during their night shift.	Rectified
ROD/C/42/2019	Non-payment of car allowance in lieu of duty remission.	Pending
ROD/C/43/2019	Delay in approving complainant's application for study leave with pay.	Pending
ROD/C/44/2019	Complainant not satisfied with the amount received as compensation for the acquisition of his plot of land by Government.	Explained
ROD/C/45/2019	Unpaid overtime.	Pending
ROD/C/46/2019	"Key Allowance" not paid to complainants.	Pending
Social Integration and Economic Empowerment		
C/131/2019	House constructed by the National Empowerment Foundation in bad condition and leaks during rainy season. Request by complainant for concrete slab not attended to.	Explained
C/190/2019	Case of a woman who sleeps on the pavement every day.	Pending
Social Integration, Social Security & National Solidarity (Social Security and National Solidarity Division)		
C/199/2019	Non-receipt of widow and orphan pensions.	Pending
C/200/2019	Disallowance of child allowance to orphans of muslim widows.	Pending
C/214/2019	Pension and bonus not yet paid.	Pending
C/220/2019	No action taken in respect of an allegation of illtreatment, malpractice and irregularities at a Home.	Pending
Social Security, National Solidarity & Reform Institutions (Social Security Division)		
C/109/2018	Protest regarding the exercise of registration and payment of flood allowance.	Explained
C/152/2018	Request by complainant for financial assistance in favour of her brother who eventually passed away not considered since three years.	Explained
C/167/2018	Contributions made by complainant to the National Pensions Fund and the National Savings Fund not refunded.	Rectified
C/197/2018	Complainant denied widow's pension.	Explained

C/203/2018	Basic and Contributory Retirement pensions not paid to complainant since one year.	Rectified
C/224/2018	Request for financial assistance in respect of University fees.	Discontinued
C/228/2018	Payment of unemployment benefits to complainant discontinued.	Not Justified
C/230/2018	No reply from the Ministry regarding a report made by complainant in connection with his wife's contributions to the National Pensions Fund and the National Solidarity Fund.	Rectified
C/231/2018	No reply to application for financial assistance made since more than 18 months.	Pending
Social Security, National Solidarity & Environment & Sustainable Development (Environment & Sustainable Development Division)		
C/132/2018	Unwarranted late attendance at work averred by complainant.	Rectified
C/22/2019	Complainant, Assistant Manager Financial Operation, requests a change in posting on account of long distance travel affecting her health and family life.	Explained
C/45/2019	Waste materials dumped at "débarcadère.	Rectified
C/113/2019	Kiosk on beach in a deplorable state. May cause injury to persons.	Rectified
Social Security, National Solidarity & Environment & Sustainable Development (Social Security & National Solidarity Division)		
C/7/2019	Basic Retirement Pension discontinued.	Explained
C/25/2019	No help received by complainant from the Ministry for her daughter's studies, etc.	Not Investigated
C/32/2019	Complainant, a Principal Social Security Officer, avers "persecution" by his immediate supervisor.	Explained
C/39/2019	Request for financial assistance following extensive damage caused by cyclone not acceded to.	Explained
C/58/2019	Complainant not in receipt of her Basic Retirement Pension since four months.	Rectified
C/61/2019	Refusal to fill complainant's Performance Appraisal Form by his Superior.	Pending
C/66/2019	Complainants' increments disallowed since January 2018 without any valid reason.	Pending
C/70/2019	Assistance sought by complainant, a Cancer patient, remains without response.	Rectified
C/75/2019	Non-payment of Contributory Retirement Pension.	Explained
C/82/2019	Claim by Higher Social Security Officers that they have no posting since almost one and a half years.	Explained
C/83/2019	Request for assistance to a sick lady who is incapable to take care of herself.	Explained
C/90/2019	Officers of Technical Cadre allegedly humiliated and denigrated by Permanent Secretary.	Pending
C/106/2019	Invalidity Pension discontinued.	Rectified
C/110/2019	Disallowance of Basic Widow's Pension (BWP) to Muslim widows.	Pending

C/127/2019	Request by Officer for a transfer on account of family problems not entertained.	Rectified
C/138/2019	Additional Basic Invalid's Pension not granted.	Explained
C/161/2019	Complainant's basic invalidity pension (BIP) discontinued since three months.	Pending
C/169/2019	Complainant still awaiting his appeal to the National Pensions Appeal Tribunal to be heard since two months.	Explained
C/192/2019	Basic Retirement Pension not paid since 5 years.	Pending
Technology, Communication and Innovation		
C/198/2018	Case of indiscipline and abusive behaviour at work. No action taken so far.	Pending
C/220/2018	Lady complainant, an Assistant Postwoman, avers she has been transferred to an insecure place of work for women.	Not Investigated
C/1/2019	Non-implementation of PRB recommendation regarding early and late arrivals for duty.	Pending
C/54/2019	Unreasonable delays in the prescription of Schemes of Service.	Rectified
C/168/2019	Abuse of authority re exigencies of the service.	Pending
C/174/2019	Complainant avers maladministration and mismanagement at the Registry of the Ministry where she is employed.	Pending
Tourism		
C/4/2019	No action taken by the Tourism Authority regarding complaints made since more than five years.	Explained
C/41/2019	No action taken by the Tourism Authority in respect of a report concerning illegal hiring of apartments.	Explained
C/80/2019	Request for a change in title from Accounts Clerk to Accounts Officer not entertained.	Explained
C/156/2019	Pleasure Craft Operators authorised to embark clients during only two hours in the morning. Aver prejudice to their business.	Explained

STAFFING STRUCTURE

Sn	DESIGNATION	In Post as at 31 December 2019	Gender	
			Male	Female
Senior Management/Technical Staff				
1	Ombudsman	1	1	-
2	Senior Investigations Officer	1	1	-
General Services				
3	Office Management Executive	1	-	1
4	Principal Financial Operations Officer	1	-	1
5	Office Management Assistant	1	-	1
6	Confidential Secretary	1	-	1
7	Office Supervisor	1	1	-
8	Management Support Officer	6	2	4
9	Word Processing Operator	2	-	2
10	Receptionist/Telephone Operator	1		1
Workmen's Group - General				
11	Office Auxiliary/ Senior Office Auxiliary	3	1	2
	Total	19	6	13

Table Staffing Structure

ORGANISATIONAL STRUCTURE

