



REPUBLIC OF MAURITIUS

51st ANNUAL **REPORT** 2024

OFFICE
OF THE OMBUDSMAN

51st
ANNUAL
REPORT
2024

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OF THE OMBUDSMAN

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OMB/ADMIN/AR/2/1

16 June, 2025

His Excellency, Mr. Dharambeer Gokhool, G.C.S.K.
President of the Republic of Mauritius
State House
Le Réduit

Your Excellency,

In accordance with 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.

I am pleased and have the honour to present to Your Excellency the 51st Annual Report of the Ombudsman for the year 2024.

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

**I have the honour to be,
Your Excellency's obedient Servant,**



**Harry Ganoo, G.O.S.K.
Ombudsman**

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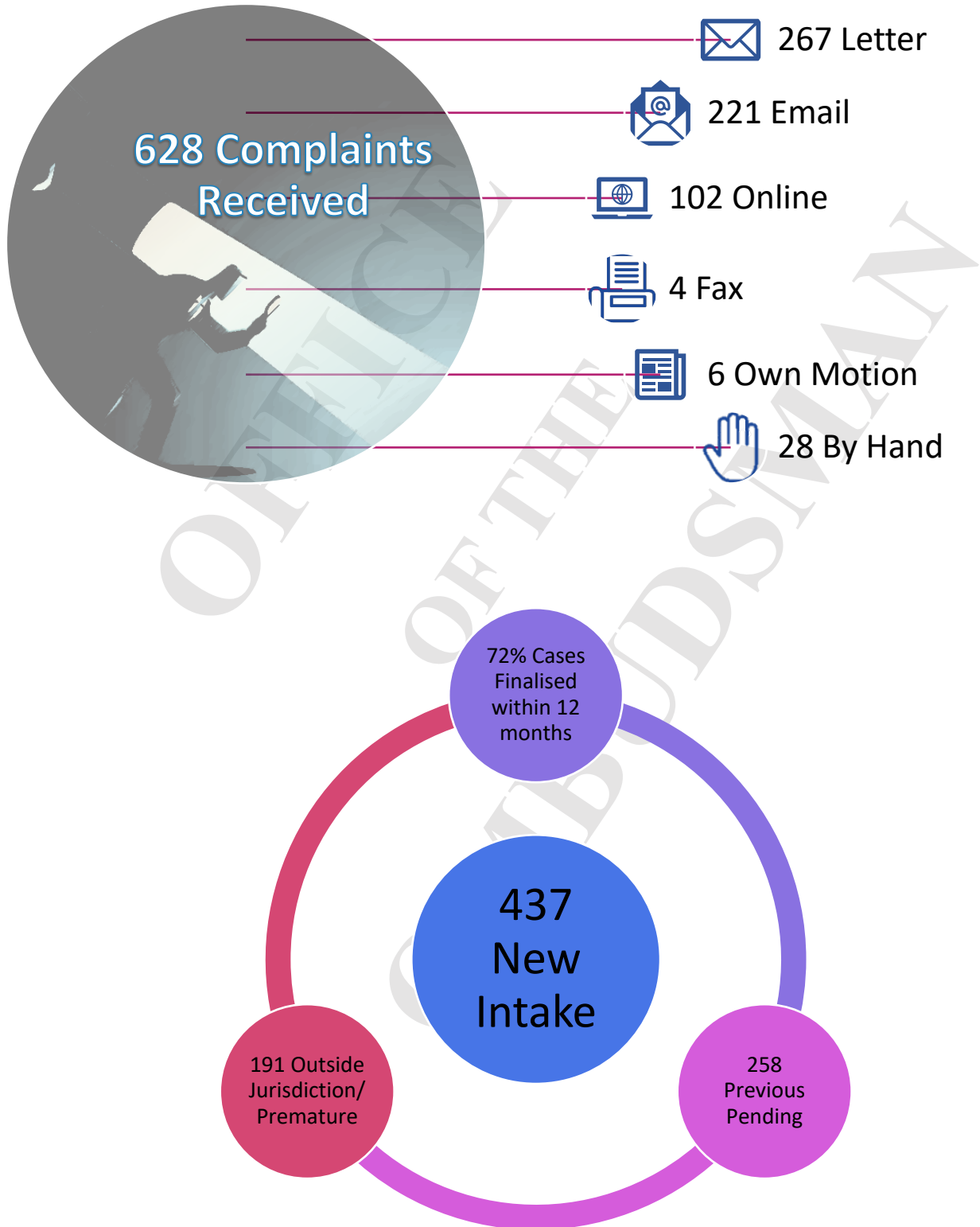
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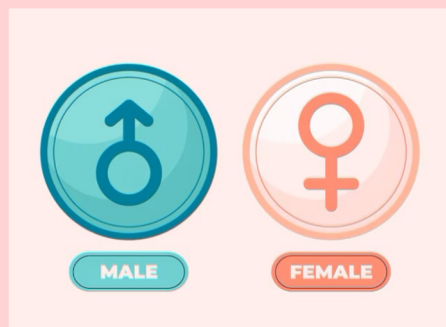
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HIGHLIGHTS



Demographic Profile of Complainants



381

153

No Information

94

Service Information



Acknowledgement Letter

97 % ≤ 5 Days

3 % > 5 Days

- **100% - more Own-Motion Cases initiated**
- **100% - visitors satisfied with our Service information**

1. OUR MISSION

The mission of the Ombudsman is to improve public service by investigating and reporting alleged maladministration by public authorities and by raising public awareness.

2. OUR COMMITMENT

The Office of the Ombudsman is committed to be an effective Constitutional Office that addresses administrative injustices and promotes principles of good administration.

3. YEAR UNDER REVIEW

This is the 51st Annual Report of the Ombudsman. It concerns the discharge of the functions of this Office during the year 2024 in the course of which a total of **628** new complaints were received and a total of **437** new cases opened.

4. STATISTICS FOR 2024

Complaints Received

Complaints Received for The Year 2024	
Cases Opened	437
Cases Outside Jurisdiction or Premature	191
Total	628

Table 1 Complaints Received for the Year 2024

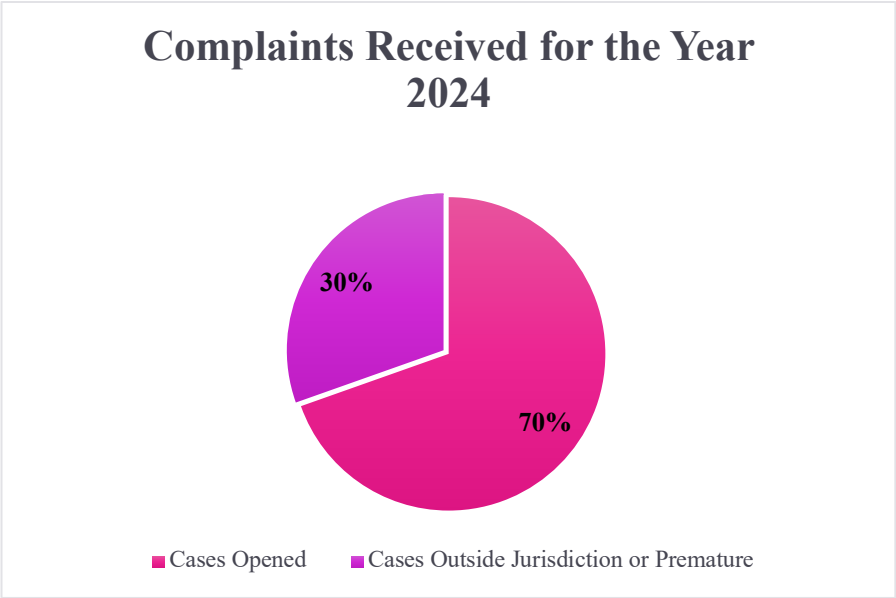


Figure 1 Complaints Received for the Year 2024

Comparative Table of Complaints Received Year on Year			
	2022	2023	2024
Complaints Received	645	639	628

Table 2 Comparative Table of Complaints Received Year on Year

Cases Dealt with and Investigated

Cases Dealt with for the Year 2024	
Ministries/Departments	313
Local Authorities	90
Rodrigues Regional Assembly	34
Pending Cases as at 31 December 2023	258
Cases Outside jurisdiction (Miscellaneous/Copies)	191
Total	886

Table 3 Cases Dealt with for the Year 2024

Cases Investigated for the Year 2024

Cases Investigated for the Year 2024	
Ministries/Departments	313
Local Authorities	90
Rodrigues Regional Assembly	34
Pending Cases as at 31 December 2023	258
Total	695

Table 4 Cases Investigated for the Year 2024

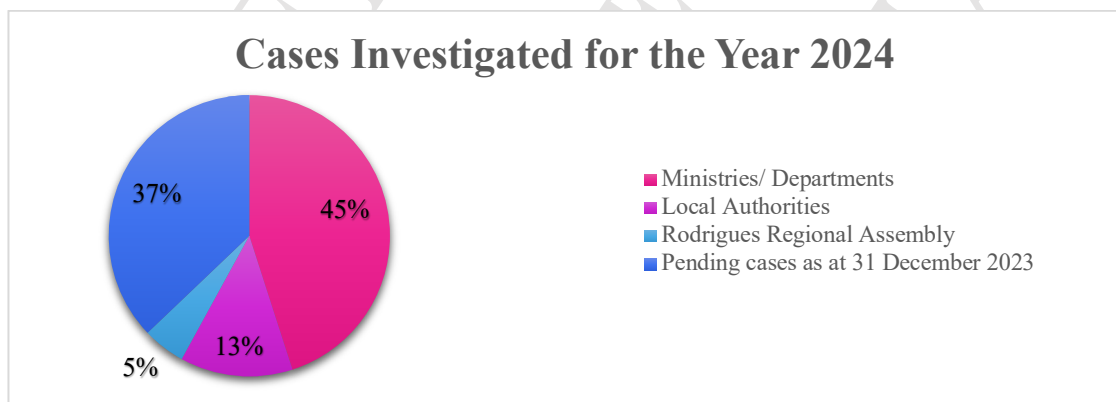


Figure 2 Cases Investigated for the Year 2024

Cases Investigated Year on Year

Cases Investigated Year on Year			
	2022	2023	2024
Ministries/Departments	300	311	313
Local Authorities	65	97	90
Rodrigues Regional Assembly	39	28	34
Pending Cases as at 31 December	199	225	258
Total	603	661	695

Table 5 Cases Investigated Year on Year

Ministries/Departments

Decision taken	Number of Cases
Rectified	138
Explained	105
Discontinued	48
Not Investigated	1
Not Entertained	1
Not Sustained	4
Not Justified	3
No maladministration disclosed	19
Pending	167
Total	486

Table 6 Cases Investigated - Ministries/ Departments for the Year 2024

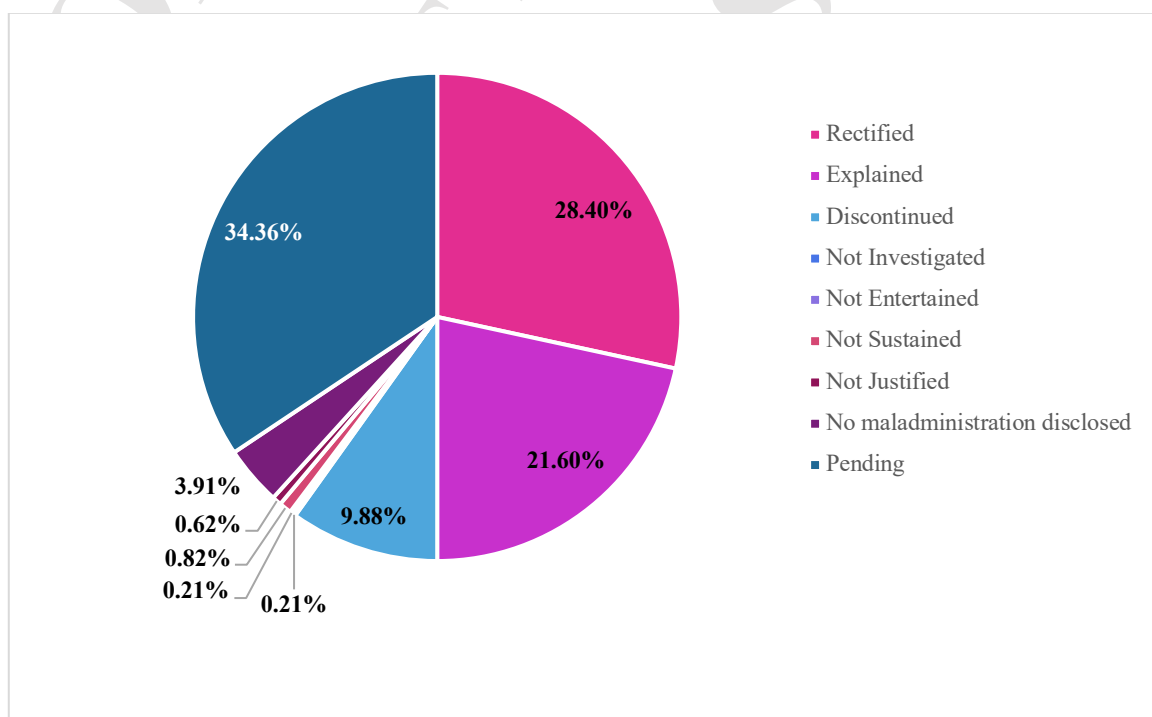


Figure 3 Cases Investigated - Ministries/ Departments for the Year 2024

Local Authorities

Decision taken	Number of Cases
Rectified	27
Explained	45
Discontinued	13
Not Entertained	1
Not Sustained	5
Not Justified	2
No maladministration disclosed	5
Pending	58
Total	156

Table 7 Cases Investigated - Local Authorities for the Year 2024

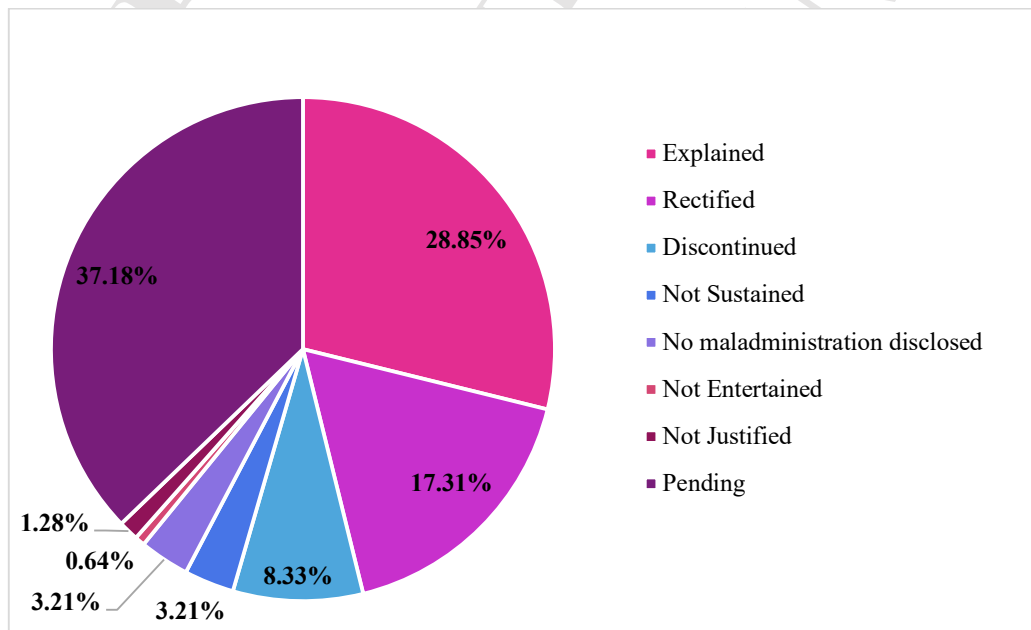


Figure 4 Cases Investigated - Local Authorities for the Year 2024

Rodrigues Regional Assembly

Decision taken	Number of Cases
Rectified	12
Explained	17
Discontinued	2
Pending	22
Total	53

Table 8 Cases Investigated - Rodrigues Regional Assembly for the Year 2024

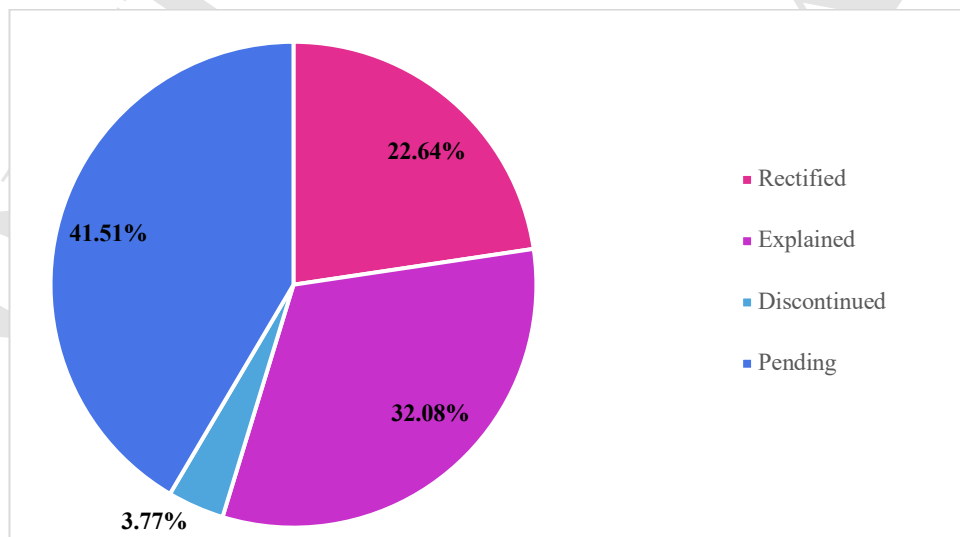


Figure 5 Cases Investigated - Rodrigues Regional Assembly for the Year 2024

An overview of statistics for Year 2024 is as follows –

Cases pending as at 31 December 2023	258
Case intake/investigated	437
Cases dealt with	886 (includes 437 new cases, 191 miscellaneous & copies of complaints and 258 cases pending as at 31.12.2023)
Cases rectified	177
Cases explained	167
Cases discontinued	63
Cases not investigated	1
Cases not entertained	2
Cases not sustained	9
Cases not justified	5
Cases no maladministration disclosed	24
Miscellaneous and copies of complaints	191
Cases pending as at 31 December 2024	247

Table 9 Statistics for the Year 2024

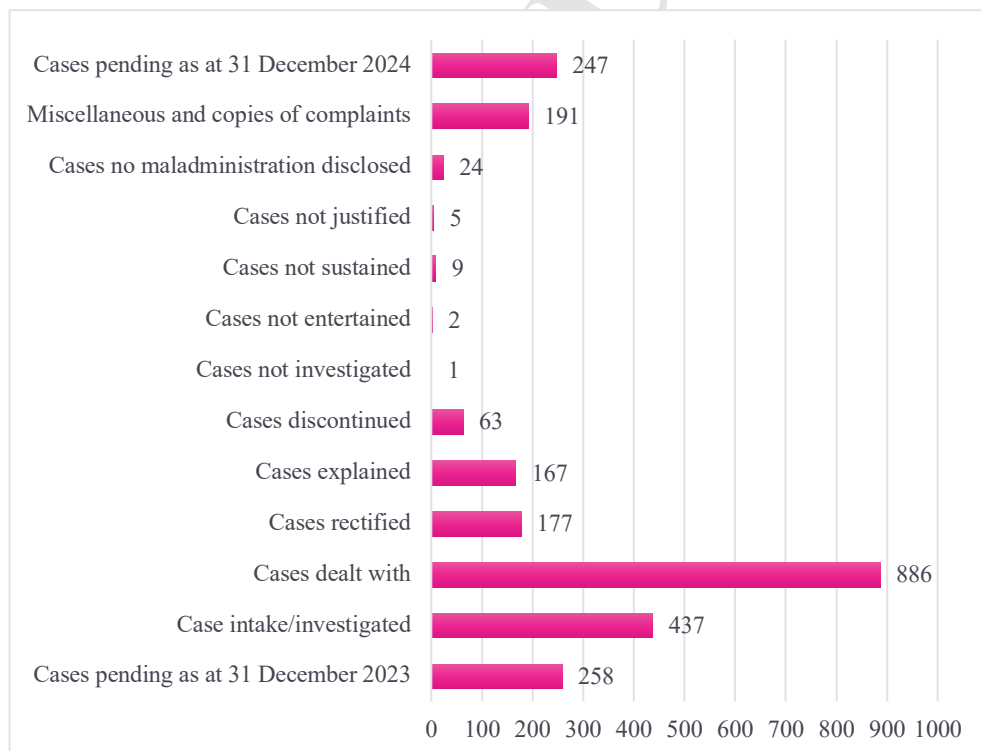


Figure 6 Statistics for the Year 2024

5. STRATEGIC PLAN – 2020/21 TO 2024/25

One of the main challenges of the year 2024 continues to be the increasing number of complaints. Compared to last year, the Office saw **2.5% more cases dealt with**, and within that, a **5.1% increase** in the number of complaints investigated overall. We also finalized **5.4%** more complaints during the year under review. More complaints mean more opportunities for the Office to provide justice to the public and promote systemic improvement of public services.

Despite the rising number of complaints and operational requirements and impediments, the Office met its objectives of finalizing **72%** of complaints. This is a significant achievement by our staff, but with the rising caseload coupled with other extensive functions of the Office we expect that it will not be easy to maintain this performance. The increasing caseload year on year is likely to impact on our ability to meet our time target in the next year.

We continue to provide the necessary support to our staff, who are handling with year-on-year increases in caseloads, by providing them continuous capacity building through collaboration with the Ministry of Public Service, Administrative and Institutional Reforms, the Civil Service College as well as the International Ombudsman Institute and the African Ombudsman and Mediators Association. In 2024, our staff attended **17** training courses and **7** seminars/webinars in order to enable them develop the skills and knowledge they need to offer an efficient and professional service. During the year we have enhanced our infrastructure capability to provide staff a conducive workplace that is compliant with the Occupational Safety and Health Act 2005.

In line with the Paris Principles and the Venice Principles, the Office continued to conduct awareness-raising activities on its roles and functions in collaboration with all relevant stakeholders. The Office conducted **10** outreach activities jointly and in collaboration with the Mauritius Prisons Training School, National Women's Council, Citizens' Advice Bureau (CAB) in the island of Mauritius and Rodrigues. Recognizing the pivotal role that other human rights entities, namely Non-Governmental Organisations and Civil Societies, play in the promotion and protection of human rights, the Office of the Ombudsman continued its collaboration with DIS-MOI Rodrigues and extended it to the African Leadership University. **363** individual participants attended and around **700** pamphlets were distributed.

Recognizing that Public Officials are essential partners in the improvement of public service delivery, the Ombudsman held a half-day working session with twenty-three (23) Officers of the Local Authorities to commemorate the '**International Ombudsman's Day**'. The session was an opportunity for the Officers to discuss recurrent issues/obstacles faced in dealing with complaints from inhabitants of their respective jurisdiction. It also facilitated the Office to share some good public administration practices in order to enable them to handle complaints effectively and efficiently.

At the international and regional fronts, the Office proved to be very active in terms of engagement and co-operation with its counterparts in line with UN General Assembly Resolution 'on the importance of Ombudsman and Mediator institutions in the promotion and protection of human rights, good governance and the rule of law.' The different activities and participations of the Office is highlighted in detail under "International Cooperation." These were critical for the continued enhancement of skills, knowledge, information and best practices in the field of public administration. However, the Office acknowledges that this

would not have been possible without the support of the Government as it requires both human resources and funding.

Noting the importance of whistleblowers, the Ombudsman laid high emphasis on investigating anonymous complaints which serve as early warning signs of potential issues within the public administration. In the spirit of transparency and accountability, the Office published on its website summaries of “own-motion” investigations, including selected anonymous ones, carried out (<https://ombudsman.govmu.org/Pages/Index.aspx>).

Strategic Objectives

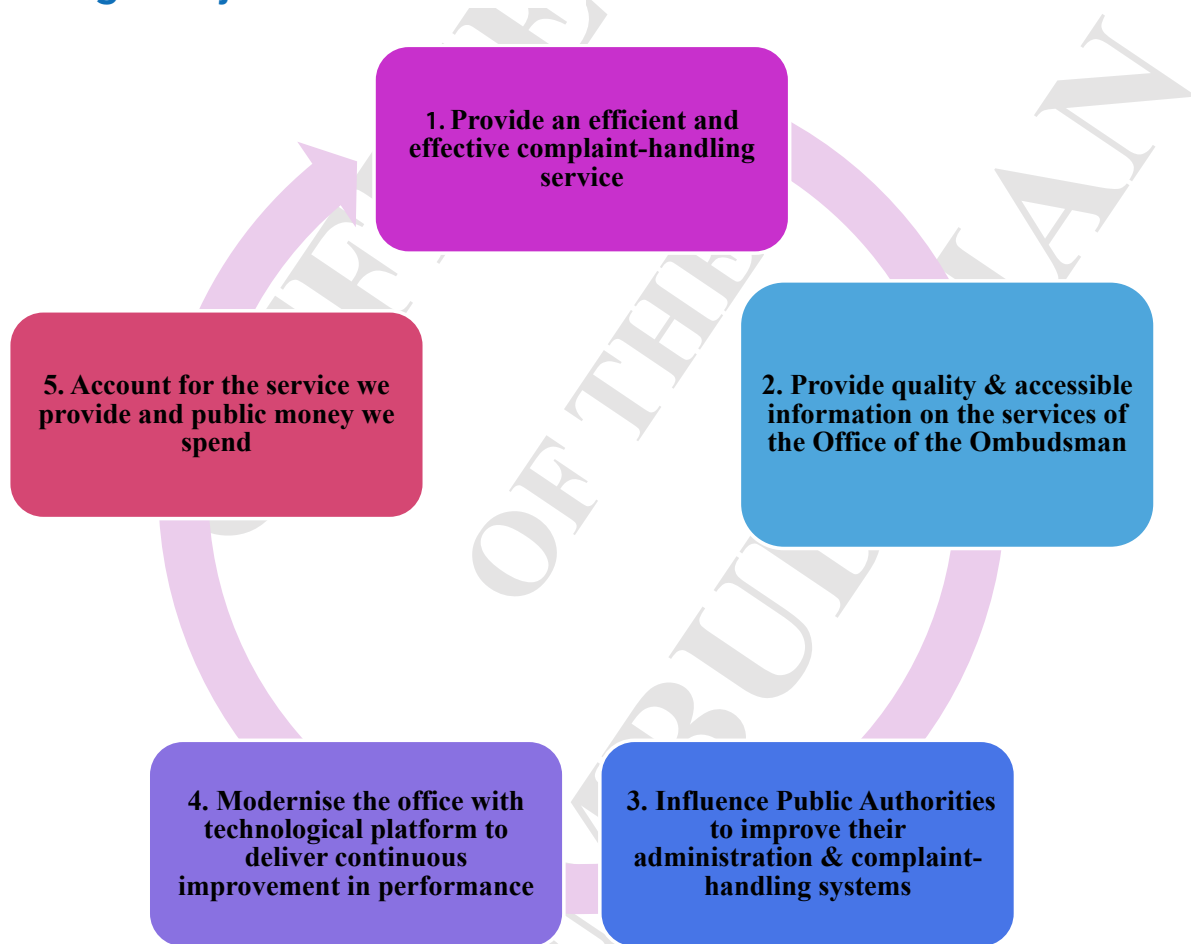


Figure 7 Our Strategic Plan 2020/21-2024/25

Performance Analysis

This year the Office received a total of **628** new complaints and dealt with **886** cases overall. This was **2.5% more than last year**, (i.e 864 cases in 2023) and means that our caseload continues to rise year on year. **437** of these cases were complaints against Ministries/Departments, Local Authorities and the Rodrigues Regional Assembly, **191** cases were miscellaneous and copies of letters, (i.e. complaints outside our jurisdiction/frivolous/trifling as well as those considered premature), and **258** were pending cases carried forward from the previous year.

We investigated **695** complaints comprising of **437** new cases and **258** cases carried forward from previous year. This was **5.1% more than last year**, (i.e 661 cases in 2023).

We finalized **639** cases during the period under review, representing **5.4%** more than last year (i.e 606 cases in 2023). These included new intake cases, pending cases carried forward from the previous year and matters that were finalized without investigating such as no jurisdiction or premature complaints. This represents **72%** of the finalised cases and the remaining **28%** (i.e 247 cases) was carried forward to 2025 and was still under investigation at the time of the preparation of this Report.

The Office noted an increase in the number of complaints carried forward year on year, (i.e, **204 cases in 2021, 225 cases in 2022 and 258 cases in 2023**). The number of complaints which was still pending at the end of 2024 decreased slightly to **247**, i.e., a decrease of **4%**. The reasons for the unresolved complaints can be attributed to complex cases requiring specialized resources not readily available in-house, Government Policy decision, expansion of our operational requirements, and lengthy period of time in responding to our queries by some public authorities as well as a limited number of Investigations Officers.

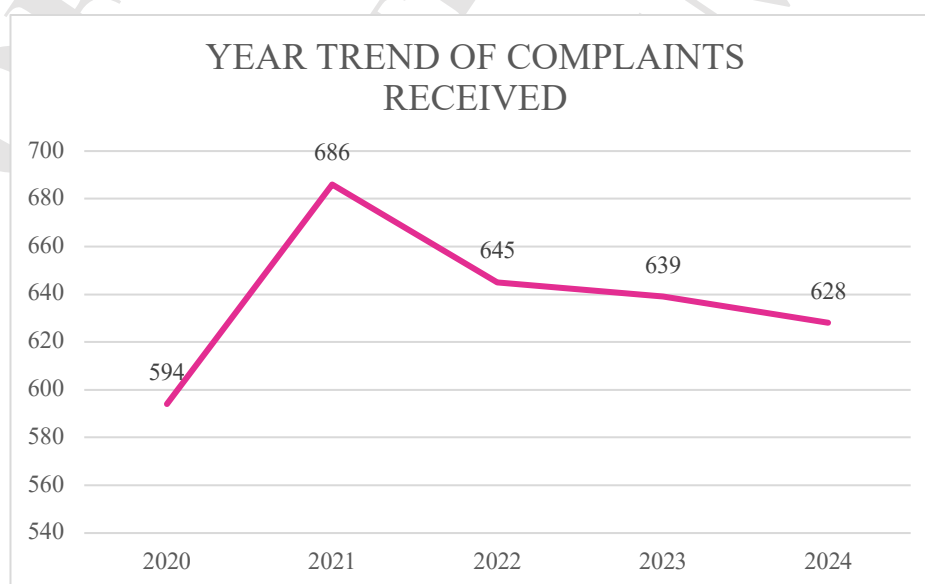


Figure 8 5 Year Trend of Complaints Received

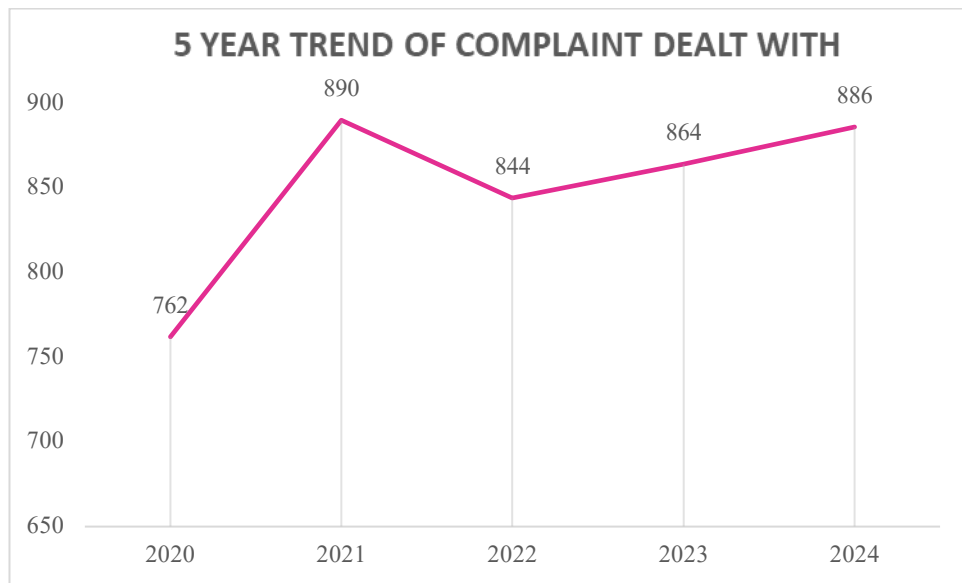


Figure 9 5 Year Trend of Complaints Dealt With

OUR KEY PERFORMANCE INDICATORS (KPIs)

We measure our performance against a set of key performance indicators (KPIs) and the scores for the year.

KPI 1: CASES FINALISED WITHIN THE YEAR 2024

A. % of cases finalised within a period of 12 months

The Office has a three-stage decision process namely:

- (a) Complaints that are assessed to be out of jurisdiction, time barred, frivolous, trivial, no sufficient interest or premature.
- (b) Complaints that are finalised after having been provided with the requested information.
- (c) Complaints where decisions are made after detailed investigations.

The data below represents the cases finalised in respect of the three-stage process.

Cases Finalised during the Year 2024	
Cases Dealt With	886
Cases finalised	639
Cases pending as at December 2024	247

Table 10 Cases Finalised during the Year 2024

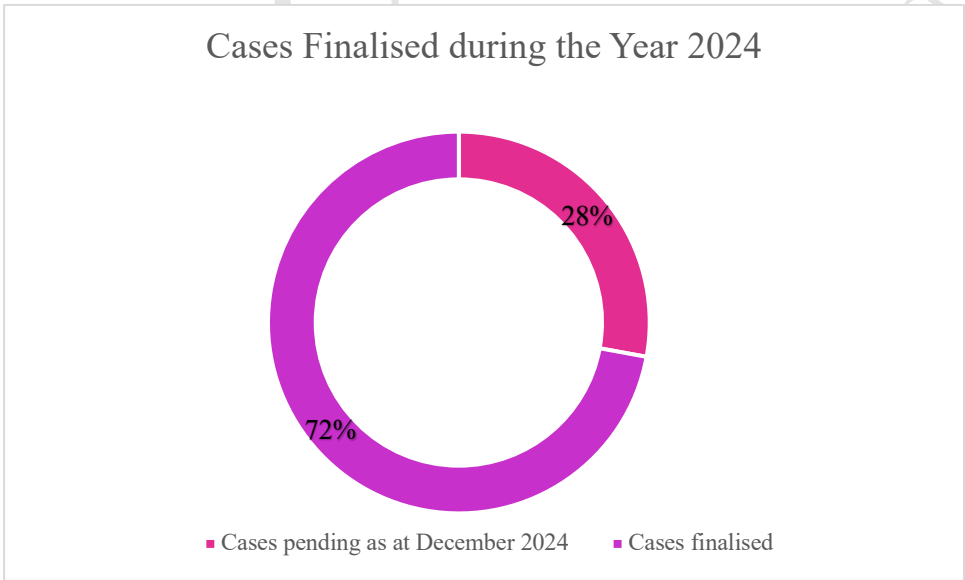


Figure 10 Cases Finalised during the Year 2024

Comparative Table- Finalised Cases Year on Year			
Target	Scores %	Scores %	Scores %
	2022	2023	2024
70%	73%	70%	72%

Table 11 Comparative Table- Finalised Cases Year on Year

KPI 2: ACKNOWLEDGEMENT OF COMPLAINTS RECEIVED FOR THE YEAR 2024

B. % of complaint letters addressed to the Ombudsman acknowledged within five working days

In 2024, of the total number of complaints received (628), 520 were acknowledged within the statutory timeframe, 14 were acknowledged beyond 5 working days and the remaining 94, being anonymous and own-motion cases, did not require any acknowledgement. The timeliness of complaints acknowledged within 5 working days has shown a constant improvement as we have achieved our target for the fourth consecutive year.

Timeliness of Complaints Acknowledged for the Year 2024	Number of Cases	Score %
Complaints acknowledged within 5 days	520	97%
Complaints acknowledged beyond 5 days	14	3%

Table 12 Timeliness of Complaints Acknowledged for the Year 2024

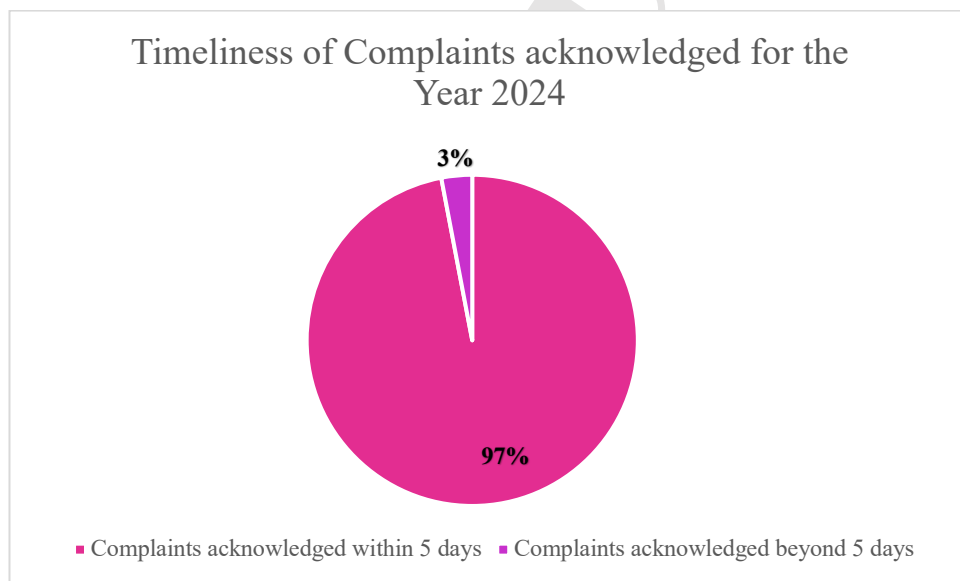


Figure 11 Acknowledgement of Complaints

Comparative Table - Acknowledgement of complaints within 5 working days						
Target	2022		2023		2024	
	No.	%	No.	%	No.	%
90%	565	99%	528	97%	520	97%

Table 13 Comparative Table - Acknowledgement of complaints within 5 working days

KPI 3: INVESTIGATIONS MONITORED AND FOLLOWED UP WITHIN THE YEAR 2024

C. % of investigations monitored and followed up within 12 months

Despite its extensive operation, the Office has throughout the year continually monitored and followed up the on-going investigations with authorities concerned. The target was therefore achieved as per our KPI.

Key Performance Indicator	Target	Score
% of investigation monitored and followed up within 12 months	100%	100%

Table 14 Investigations Monitored and Followed-Up within 12 months

Comparative Table- Investigations monitored and followed Year on Year			
Target	Score %	Score %	Score %
	2022	2023	2024
100%	100%	100%	100%

Table 15 Comparative Table- Investigations monitored and followed Year on Year

KPI 4: COMPLAINANT SATISFACTION SURVEY

At the Office of the Ombudsman, we remain steadfast in our commitment to delivering high-quality services that not only meet but strive to exceed our customer service standards. The feedback we receive from service users is invaluable, providing us with crucial insights into areas where we can improve and help guide our staff to enhance their performance. Throughout the year, we actively encourage members of the public who have contacted or visited our office for assistance to share their experiences with us. This feedback allows us to continuously evaluate our services, ensure we are meeting the needs of those we serve, and make informed decisions about how we can further enhance the customer experience.

In 2024, **111** members of the public visited our Office for assistance out of whom **91** responded positively to our Customer Feedback Survey whilst the remaining did not participate in the exercise as they were on their second or third visit.

Are you satisfied with your reception and the facilities offered for your comfort?

We asked the public to give us an indication of how satisfied they are with the level of customer service we provide, i.e facilities put at their disposal for comfort, welcome, etc. All customers (100%) expressed complete satisfaction with the reception and the facilities offered for their comfort.

Are you satisfied with the information received from the frontline officers in connection with our services?

Of all those who filled in the survey, **98.9%** unanimously expressed their full satisfaction with regards to the service information obtained from us. The remaining 1.1% represent a sole visitor who was not satisfied when the latter was informed that the Office has no jurisdiction to intervene into private matters and against private entities. Despite the positive indicators, some areas require attention, particularly regarding the public's understanding of the Office's mandate and purpose. While the Constitution clearly states that the Ombudsman oversees the action of public sector, a common misconception persists about the office's non-involvement in the private sector.

Overall satisfaction of visitors

The overall score of percentage of complainants' satisfaction survey, which provide an average of 'satisfied' or 'very satisfied' for our service, has continued to remain steady in respect of the majority of visitors.

The results from the 2024 customer feedback survey show exceptional performance in both reception facilities and the quality of information provided by frontline officers, with a 99.5% satisfaction rate. These outstanding results are indicative of effective customer service strategies, well-trained employees, and a focus on creating a positive customer experience.

Generally, all the visitors leave our office satisfied and the majority of them are largely positive about the contact they have with our staff.

Key Performance Indicator	Target	Score
% of complainants' satisfaction survey which provide an average of 'satisfied' or 'very satisfied' to our service	75%	99.5%

Table 16 Key Performance Indicator

Some extracts of the comments/ feedback from complainants are produced below verbatim:

“when facing problems in life always help citizen because this is the final door and step for us please. Thanks”

“very satisfied”

“first time coming to ombudsperson office. Looking forward for a positive and fruitful impact and results. Thank you.”

“All was good”

“I am very satisfied with the Ombudsman’s Office. May god bless you all for your outstanding service”

Disaggregated Data

In 2019, the Office embarked into a programme to improve its data collection in line with the Sustainable Development Goals (SDG). Understanding the diversity of the complainants who use the services of the Ombudsman can help us identify barriers to complaining and steps we can take to support the public particularly the vulnerable groups such as elderly persons or persons with disability. Records available indicate that the demographic profile of complainants has remained broadly similar to the previous year.

The Office acknowledges that it is a very complex task that requires both a dedicated and competent analyst as well as the collaboration of the public. The data below except for gender (i.e. computed on a total of 628 complaints received), represents scores for the new intake cases (i.e. 437) excluding miscellaneous, copies of letters, anonymous and own-motion for the year 2024.

Disaggregated Data	%
Male	61%
Female	24%
Not specified	15%
18 – 30 yrs	4.30%
31- 45 yrs	15.60%
46 – 59 yrs	12.00%
60 and above	6.90%
Not specified	61.20%
Disabled	0.90%
Not disabled	83.30%
Not specified	15.8%
Public Officers	16.4%
Private Entities/Individuals	4.6%
Retirees	3.00%
Not specified	76.00%

Table 17 Disaggregated Data

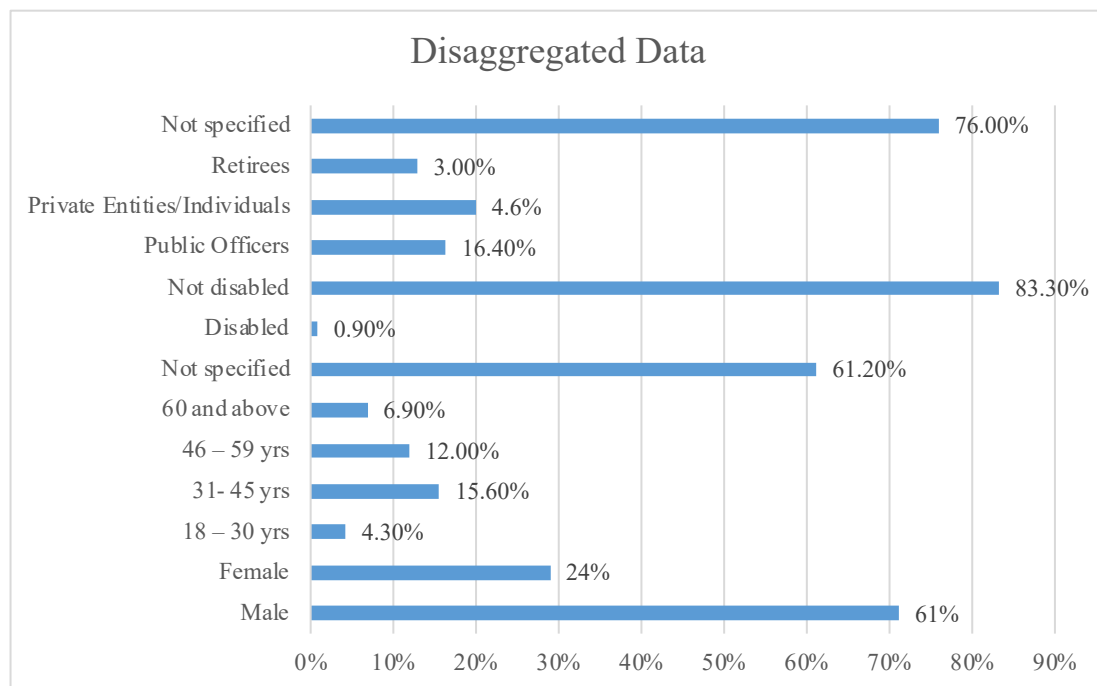
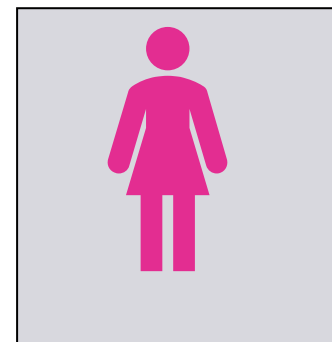


Figure 12 Disaggregated Data

A. Demographic Profile



TOTAL	628
Male	381
Female	153
No Information	94



B. Age Range

Age Range	%
18 – 30 yrs	4.30%
31- 45 yrs	15.60%
46 – 59 yrs	12.00%
60 and above	6.90%
Not specified	61.20%

Table 18 Age Range of Complainants

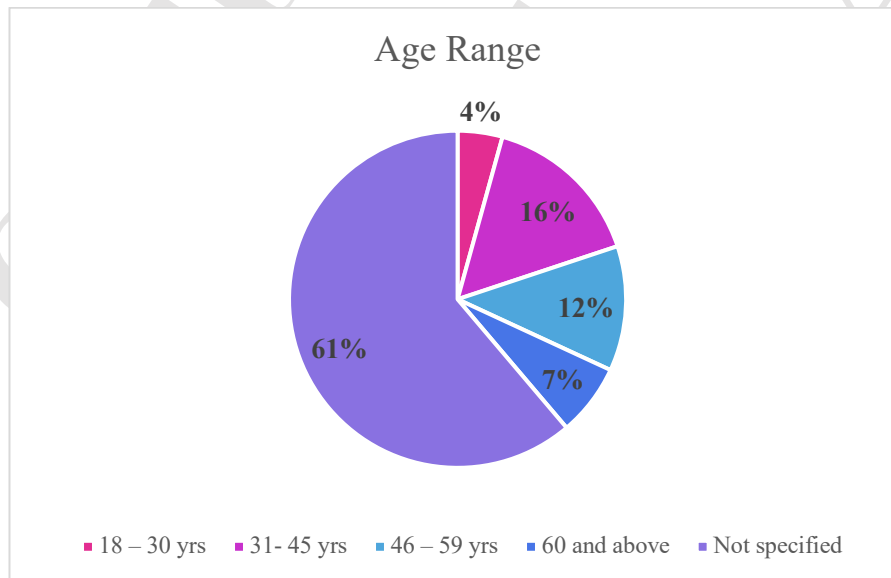


Figure 13 Age Range of Complainants for the Year 2024

C. Disability

Complainants with Disability for the Year 2024	
Disabled	4
Not disabled	364
No available information	69

Table 19 Complainants with Disability for the Year 2024

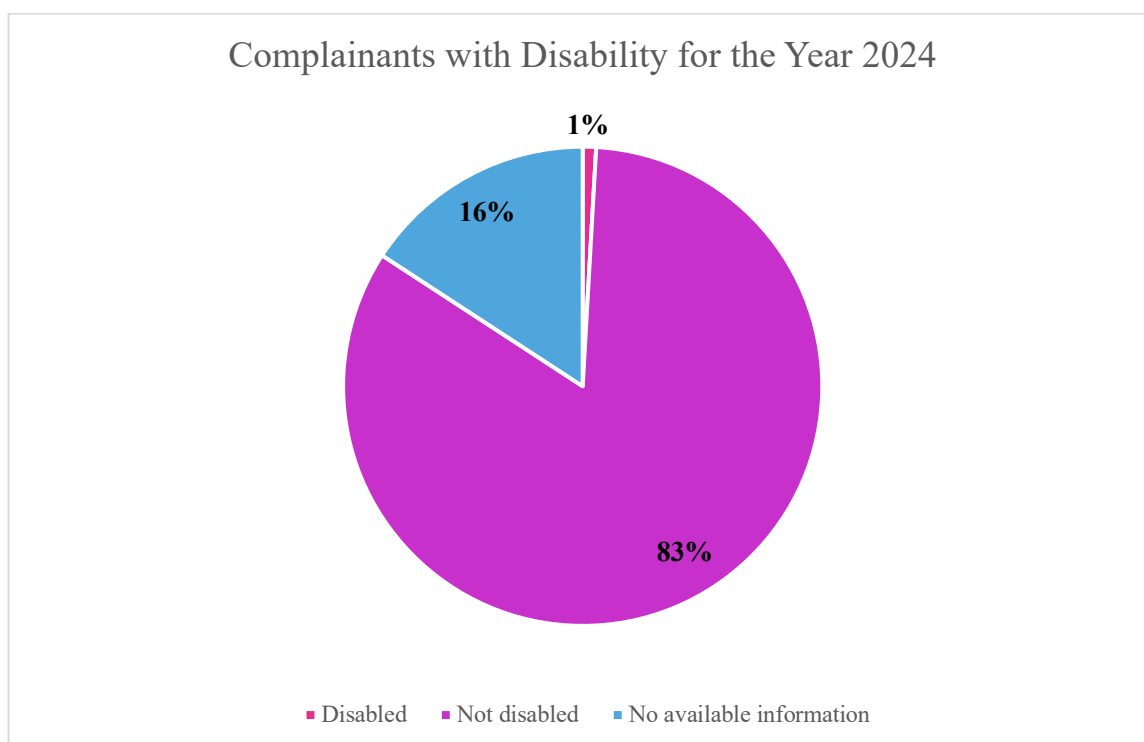


Figure 14 Complainants with Disability for the Year 2024

D. Profession of Complainants

Profession of Complainants for the Year 2024	
Public Officers	72
Private Entities	20
Retirees	13
Not specified	332

Table 20 Profession of Complainants for the Year 2024

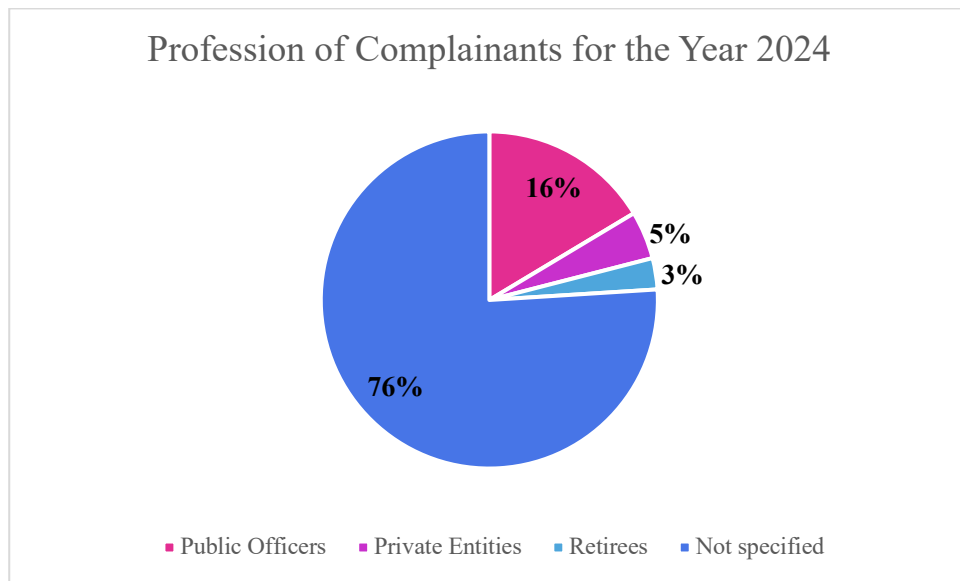


Figure 15 Profession of Complainants for the Year 2024

Demographic Profile of Complainants/ Visitors for the Year 2024		
	Visitors	Complainants
Male	89	381
Female	22	154
Total	111	535

Table 21 Demographic Profile of Complainants/ Visitors for the Year 2024

***NB. The figures for the complainants represent the number of complaints received excluding own-motion and anonymous for the year 2024.**

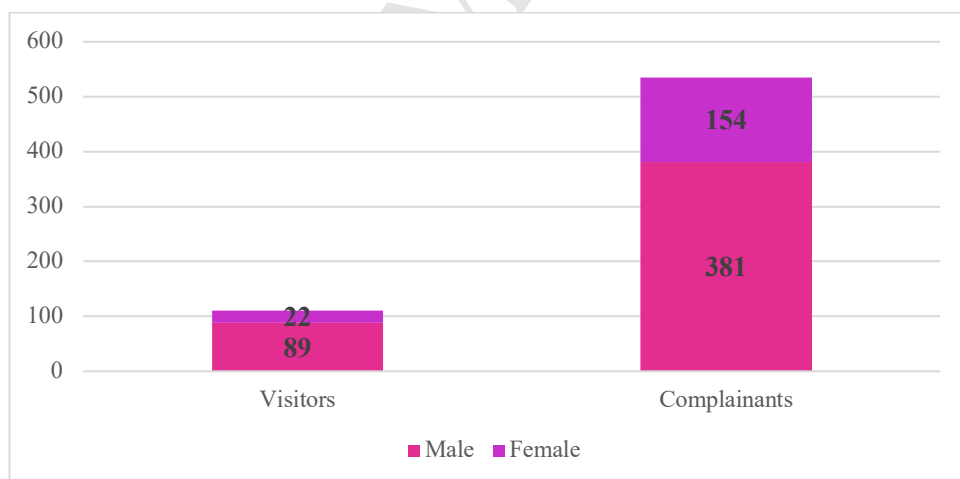


Figure 16 Demographic Profile of Complainants/ Visitors for the Year 2024

Service Information to Visitors



Figure 17 Service Information to Visitors

Looking Forward

In 2025, the Office will continue to focus on the following key areas:

- (a) Reviewing existing legislation in order to improve our efficiency and ensure an effective enforcement of recommendations;
- (b) Promoting accessibility, equity and inclusion in the delivery of public services;
- (c) Implement an e-Complaint Management System and explore the use of technology to raise awareness of services offered;
- (d) Enhancing our visitors' satisfaction by learning from their experience;
- (e) Enhancing its data protection and cyber security in line with its values of accountability and confidentiality, and
- (f) Improving the scores of our KPIs as well as timeliness of our investigations.

6. Own Motion Cases

The power to act *suo motu* – on own motion – is embodied under Section 97(1)(c) of the Constitution. The Ombudsman may investigate in any case of alleged maladministration whenever “he considers it desirable to do so of his own motion”, that is, even if no formal complaint has been lodged. These are often based on media reports or issues of public concern in which the Ombudsman deems it appropriate to initiate an enquiry to prevent or correct systemic issues particularly where it is difficult for the citizens to bring the complaints due to fear or lack of knowledge.

This power is also exercised by the Ombudsman when he receives anonymous letters that highlights the facts of a particular case/situation with possible service failure that causes or may cause prejudice or injustice towards any person or group of persons, including authorities. Although according to existing policy in the public sector, anonymous representations are not, as a normal rule, considered, the Ombudsman acknowledges that these types of complaints often serve as early warning signs of potential issues within public administration and investigating them allows proactive measures to be taken to address underlying problems before it escalates into more significant issues.

The exercise of this discretion comes with great responsibility, which the Ombudsman exerts with independence, fairness and neutrality. Investigations are evidenced-based, impartial and conducted with highest ethical standards ensuring that even the voiceless are heard and that justice is not denied due to silence.

This year, the Ombudsman initiated 59 own motion investigations against Ministries, Local Authorities and the Rodrigues Regional Assembly. The table below highlights some of those cases which prompted the public entities for corrective actions.

CASE NO.	NATURE OF PROBLEM	AUTHORITY SEIZED	ACTIONS TAKEN
C/41/2024	Unethical behaviour of an Acting Charge Nurse of Dr A. G. Jeetoo Hospital.	Ministry of Health and Wellness	Arrangements were made for the officer's posting to another Ward/Unit, and necessary steps taken to monitor and supervise his work and conduct.
C/64/2024	Payment of Subsistence Allowance awarded to an ineligible person registered under the Social Register of Mauritius.	Ministry of Social Integration, Social Security and National Solidarity	Payment of the Subsistence Allowance was stopped.
C/80/2024	Basic salary of four Trainee Pharmacy Technicians in Rodrigues not adjusted in line with the PRB Report 2021 following their appointment, contrary to their counterparts in Mauritius.	Ministry of Public Service, Administrative and Institutional Reforms	Their salaries were adjusted accordingly.
C/82/2024	Distribution of payslips to workers of the Mauritius Meat Authority (MMA) done without appropriate safeguards of the confidential information on the payslips.	Ministry of Agro-Industry and Food Security	Action was taken to ensure that certain confidential information does not appear on the payslips and the responsibility for distributing the payslips was allocated to the Human Resource Section of the MMA.
C/127/2024	Demeaning behaviour, abuse of authority and misuse of Government vehicles by an Assistant Permanent Secretary.	Prime Minister's Office	The officer was cautioned and advised to subscribe fully to the Code of Ethics of Public Officers particularly pertaining to Personal and Professional behaviour.
C/153/2024	Noise Pollution affecting the neighbourhood.	Ministry of Health and Wellness	Remedial action was taken to ensure compliance with the Environment Protection (Control of Noise) Regulations 2022.

Table 22 Examples of Own Motion Cases

7. Rodrigues Regional Assembly

Two working trips were undertaken to Rodrigues from 02 to 06 April 2024 and 01 to 05 October 2024. The primary objectives of these visits were to assess the progress of ongoing investigations and to increase public awareness among Rodriguans of the services provided by the Office.

• Courtesy visit on 05 April 2024

The Ombudsman paid a courtesy call on the Chief Commissioner, Mr. Franceau Aubret Grandcourt, G.O.S.K. Discussions focussed on encouraging fair public administration, delivering value-based public services and ongoing investigations.



• Meetings with the Island Chief Executive

On 5 April 2024, the Ombudsman met the Island Chief Executive, Mr. Jean Claude Pierre Louis, O.S.K. The discussions focussed on ongoing investigations and strengthening communications between our Office and the different Heads of Departments. Mr. Pierre Louis, O.S.K. reaffirmed the Administration's commitment to delivering quality public services to the community.



Additionally, on 03 October 2024, a copy of our Annual Report for the year 2023 was submitted to the Island Chief Executive during the second visit to Rodrigues.



• Working sessions with members of the public and complainants

The public was notified of both visits through a Communiqué aired on the radio and posted on our website. During the April 2024 visit, the delegation attended to 27 members of the public regarding new or ongoing complaints, and the same number of persons were received during the October 2024 visit. Among them, 12 new cases were registered on-site, while those with valid complaints were advised to follow statutory procedures and submit their concerns to us in writing at the earliest convenience.

• A few snapshots from the interaction with the members of the public



• Meetings with Departmental Heads

During the visits, the delegation met with Departmental Heads from various Commissions, along with their staff, to seek further clarifications on cases under investigation. The importance of improving communication between the Administration and service users to more effectively address complaints was highlighted.

These meetings played a key role in making substantial progress, leading to the successful resolution of some cases, while others are still being actively processed.



• Awareness Raising Sessions

The delegation undertook a total of four awareness-raising sessions to sensitize the public on the services provided by the Office of the Ombudsman and also on the promotion of Human Rights. Details of the sessions conducted are as follows:

Sn	Date	Venue	Target group	Number of participants	In collaboration with
1	03.04.2024	Mon Plaisir	Women Associations	35	CAB Rodrigues
2	05.04.2024	Mon Plaisir	Youth Clubs	35	
3	03.10.2024	Mon Plaisir	Retired Public Officers	35	
4	04.10.2024	La Ferme	Members of Edycs Rodrigues	30	DIS-MOI Rodrigues & Edycs

Table 23 Awareness Raising Sessions

During the sessions, the participants were given the opportunity to raise their concerns and were explained in which circumstances to lodge a complaint to the Ombudsman.

• Session with Women Associations



- Session with Youth Clubs



- Session with Retired Public Officers



- **Session with Edycs Rodrigues**

The session was a follow-up session from last year, whereby both representatives of DIS-MOI Rodrigues and Edycs were requested to gather the complaints of the members and submit to the Ombudsman for consideration. We also seized the opportunity to distribute a light refreshment to students of the Edycs SEN school.



• **Site visit at Riviere Coco on 05 April 2024**

A follow-up visit was made following a recommendation made by the Ombudsman regarding the revamping of a track road to enable proper access to old and vulnerable people. Officers of the Deputy Chief Commissioner's Office were met on site and it was observed that all deposit muds had been removed from the track road and the edges had been reprofiled to prevent future stagnation of muddy water during rainy events.



8. 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, the Office of the Ombudsman has actively pursued awareness-raising campaigns across Mauritius and Rodrigues. This initiative aims to promote human rights, educate the public on our mandate, and enhance access to our services.

In 2024, the Office conducted a total of 10 awareness-raising campaigns in collaboration with various stakeholders. The sessions were held at the following venues:

Sn	Date	Venue
1	03/04/2024	Rodrigues (<i>in collaboration with CAB</i>)
2	05/04/2024	Rodrigues (<i>in collaboration with CAB</i>)
3	18/06/2024	African Leadership College
4	08/08/2024	Flacq Women Centre (<i>in collaboration with National Women's Council</i>)
5	12/08/2024	Ilot Community Centre (<i>in collaboration with National Women's Council</i>)
6	03/10/2024	Rodrigues (<i>in collaboration with CAB</i>)
7	04/10/2024	Edycs Rodrigues (<i>in collaboration with DIS-MOI Rodrigues</i>)
8	10/10/2024	In-house
9	03/12/2024	Cité Martial (<i>in collaboration with National Women's Council</i>)
10	05/12/2024	Prisons Department

Table 24 Awareness Raising Campaign

• Outcome of the Awareness-Raising Campaign

The awareness campaign significantly enhanced the Office's engagement with vulnerable and disadvantaged groups who often face barriers in accessing its services. Through these sessions:

- 363 persons were directly reached.
- Approximately 700 pamphlets were distributed.

- Greater awareness was raised on human rights and the duty of public officials to acknowledge receipt of correspondence from the public.
- The campaign provided valuable insights into public perceptions of the Ombudsman's role and functions.

• Awareness Raising Campaign at African Leadership University

On 18th June 2024, the Office engaged with students and staff, mostly foreigners, at the African Leadership University. The primary goal of the Office's presence at the University was to increase awareness of its role within the academic community.



Presentation by Investigations Officer

Some feedback received from the participants:

- Very interesting and interactive
- It was very informative on how the processes work and the limitations of the Office
- It was short and to the point. The officers delivered the presentation succinctly and responded to questions appropriately

Awareness Raising Campaigns held in collaboration with the National Women's Council

With a view to promoting human rights and educating a maximum of women, this Office conducted three awareness raising campaigns in collaboration with the National Women's Council in different regions of the island. These sessions enabled us to brief around 100 persons about the role and services offered by the Office of the Ombudsman, which included women's associations, retired persons and representatives of Associations.

Session held on 08 August 2024 at Flacq Women Empowerment Centre



Participants viewing Promotional Video



Interactive Session with Senior Investigations Officer

Session held on 12 August 2024 at Ilot Community Centre



Welcome Address by Representative, National Women's Council



Presentation by Investigations Officer



Interactive Session with Senior Investigations Officer

Session held on 03 December 2024 at Cité Martial



Interactive Session with Senior Investigations Officer

Commemoration of Ombudsman Day Working Session with Public Officers

The Office of the Ombudsman celebrated the Ombuds Day on 10th October 2024 centered around the theme “Here to hear you”.

The Office focused on the collaboration between the Ombudsman and Local Authorities. A half-day working session was organised with 23 Public Officers from the Planning/Inspectorate cadre from the Local Authorities.

The session aimed at providing a better understanding of all the responsibilities of the Ombudsman in the promotion of good governance, human rights and accountability in the public sector. The session was followed by an interactive session whereby the participants were given the opportunity to discuss recurrent problems faced by them and share best practices.



Address by the Ombudsman



Presentation by the Investigations Officer



Group Photo



Interactive Session

Some comments/feedbacks received from participants:

- Conduct these kinds of campaigns at each level of the local authority with all the different levels of the organisation for these officers to get a good grasp of the laws, constitutional power of Ombudsman.
- To perform an awareness campaign through radio and television to enable the citizens of Mauritius know more on the Office of the Ombudsman.
- The officers of the Ombudsman's Office are not fully aware of the procedures of the local authorities, e.g blup, setbacks among others
- Who investigates on officers of the Ombudsman if they make mistakes?

Awareness Raising Campaign at Mauritius Prisons Training School

With a view to commemorating the Human Rights Day 2024, the Office of the Ombudsman conducted an awareness raising campaign on 05th December 2024 at the Mauritius Prisons Training School. With an engaged audience of 65 participants, the session aimed to sensitize Prison Officers and newly recruited Officers on the role and services provided by the Office.

The session focused on highlighting the responsibilities and duties of Prison Officers in line with the following standard and legislations:

- (a) The United Nations Standard Minimum Rules for the Treatment of Prisoners (The Nelson Mandela Rules);
- (b) The Ombudsman Act;
- (c) The Reform Institutions Act; and
- (d) The Prisons Regulations and Standing Orders.

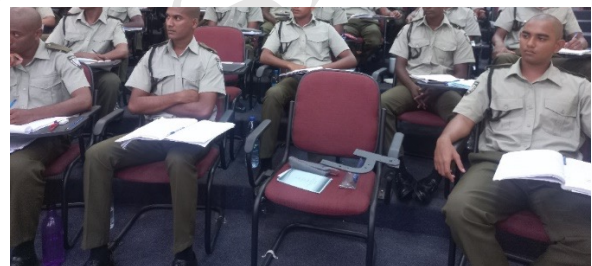
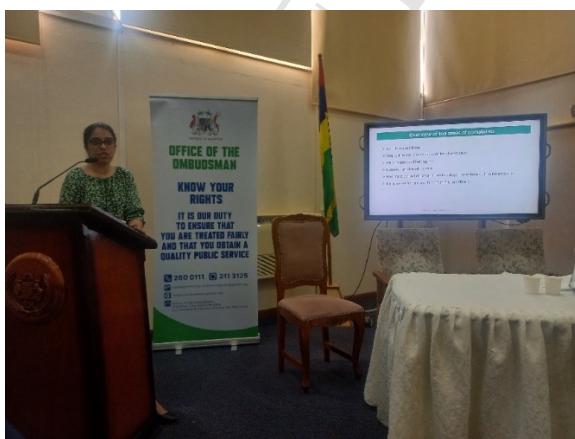
Prisons Officers were lectured on the importance of processing and handling detainees' correspondence in compliance with the Ombudsman Act, i.e., all letters addressed to the Ombudsman should be forwarded unopened and immediately by registered post. Emphasis was also laid on the basic principles of treating detainees with the respect due to their inherent dignity and value as human beings in line with the Nelson Mandela Rules.

The Officers were also briefed on the State's obligations to ensure effective implementation of the International Covenants related to the rights of Prisoners and were encouraged to adopt a human rights approach when dealing with Prisoners on their day-to-day duties.

The session concluded with an interactive segment, allowing participants to discuss recurring challenges they encounter and exchange best practices. Among the issues raised was the delay in sending detainees' letters to the Ombudsman, as they often had to wait for family members to provide postage stamps during visits.



Welcome Address by Lead Prison Officer



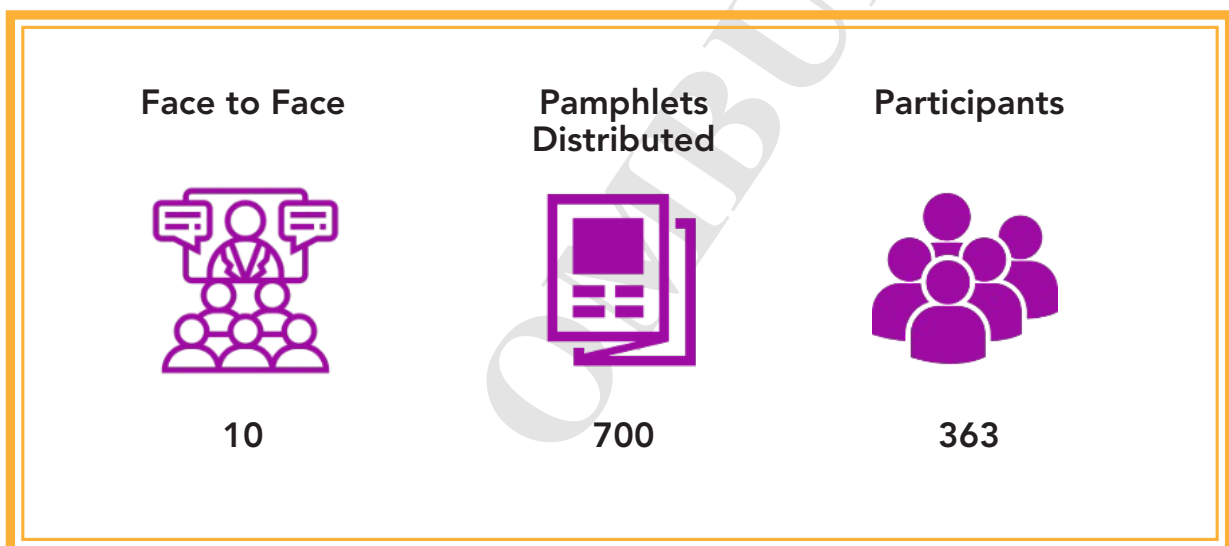
Interactive session with the Senior Investigations Officer

Some comments/feedback received from participants:

- Improve the life of detainees
- These types of campaigns need to be done more frequently
- The Mandela Rule is getting outdated
- Help detainees to improve and prepare them for a useful life
- More connection within the institutions regarding these aspect
- First and foremost, to ensure the reintegration and the rehabilitation of detainees in the society
- For me personally, it was really beneficial as I got the chance to know about Ombudsman
- I think everything is ok, clear and precise about the answers of the investigator to our questions. It was a pleasure for me.

Conclusion

The awareness-raising campaign in 2024 has been instrumental in strengthening public engagement, educating diverse communities, and reinforcing the Ombudsman's role in upholding good governance and human rights. Future initiatives will continue to build on these successes to expand outreach efforts and address key challenges faced by the public.



9. International and Regional Co-operation

The Office of the Ombudsman is a long-standing voting member of the African Ombudsmans and Mediators Association (AOMA), the International Ombudsman Institute (IOI), and the Association des Ombudsmans et Médiateurs de la Francophonie (AOMF).

A. African Ombudsman and Mediators Association (AOMA)

I. The Ombudsman, being the Coordinator of the African Ombudsman and Mediators Association (AOMA) for the Indian Ocean Region, is a member of the AOMA Executive Committee (EXCO). The Office participated in and attended the following EXCO meetings in 2024:

- (a) 27 and 28 February 2024 – EXCO Meeting (Durban, South Africa)
- (b) 30 May 2024 – Extraordinary EXCO (Virtual)
- (c) 29 July 2024 – EXCO Meeting (Botswana)
- (d) 22 October 2024 – Special EXCO Meeting (Virtual)
- (e) 22 November 2024 – EXCO Meeting (Virtual)

II. The Ombudsman held regular regional meetings with the following esteemed AOMA members of the Indian Ocean Region in connection with matters related to the Association:

- a. Honourable Lala RATSIRAHONANA, Mediator of the Republic of Madagascar;
- b. Honourable George Emmanuel ROBERT, Ombudsman of the Republic of Seychelles; and
- c. Honourable Aneeta GHOOORAH, Ombudsperson for Children, Republic of Mauritius.

The following virtual regional meetings were convened in 2024:

- a. 13 February 2024;
- b. 12 June 2024; and
- c. 18 December 2024.



AOMA Regional Meetings held by the Ombudsman

III. Second International OMBUD Expo, Gaborone, Botswana

The Office attended the Second International OMBUD Expo from 30th July to 02nd August 2024 in Gaborone, Botswana. The theme of the event was: Trusted Institutions: Righting injustices, Bolstering Quality Governance and brought together Ombudsman offices, human rights bodies, governance handlers, integrity organisations and related oversight and governance bodies from across the globe.

The event focused on sharing best practices, discussing challenges, and exploring innovative solutions to enhance the effectiveness of ombuds services. The Expo also provided a platform for networking and fostering collaborations among ombuds offices from various jurisdictions.



Group photo of the participants

The Expo was attended by more than 200 participants from 80 countries which culminated in the celebration of the pioneers in the field. This provided an excellent opportunity to our Investigations Officer, Mrs G.D Kissoon-Sungsam to deliver a speech on the theme **'Using the handling of complaints and grievances to promote governance and performance in public administration'** on 31st July 2024.



Speech by the Investigations Officer

B. Association des Ombudsmans et Médiateurs de la Francophonie (AOMF)

The Office is a member of the AOMF 'Comité sur l'intégrité publique' and of the 'Comité des Communications' of the AOMF. It is represented by the Senior Investigations Officer and the Investigations Officer respectively. At its XII Conference held from 15 to 18 October 2024 in Québec, Canada, the AOMF approved the "Déclaration sur la protection des lanceurs d'alerte".

The Financial Crime Commission Act 2023 provides for the protection of the identity of informers who disclose information in confidence concerning an offence under the FCC Act or the Declaration of Assets Act. The legislation also prohibits an act of victimization against informers.

The Office joined its international collaborators namely the AOMF and the African Ombudsman and Mediators Association (AOMA) to acknowledge the role of whistleblowers by issuing a message to commemorate the 'World Whistleblower Day' on 23rd June 2024.

Noting that the existing policy of the Public Sector does not, as a normal rule, consider '**anonymous representations**', the Ombudsman highlighted his concerns in a letter addressed to the Secretary to Cabinet and Head of Civil Service. Emphasis was laid on the importance of investigating anonymous complaints which serve as early warning signs of potential issues within the public administration and also allow for proactive measures to be taken to address underlying problems before they escalate into more significant issues.

Recognizing the importance of whistleblowers, the Ombudsman recommended that the Human Resource Management Manual be amended to render it consistent and in line with Sections 54 and 55 of the Financial Crimes Commission Act 2023.

In 2024 several investigations were initiated in respect of anonymous complaints related to Building and Land Use Permits issued within an irrigation area, shortcomings in current procedures that should be addressed to deter fraudulent practices, and the use of smartwatches during examinations in a tertiary institution which prompted a policy to regulate the use of smart devices in Assessment Halls in Educational Institutions of Mauritius.

The active participations of the Office as well as cooperation with its counterpart institutions demonstrates its ongoing efforts to make it more visible at the Regional and International fronts. These engagements facilitate the Office to honour its international obligations as set forth in the Resolutions of the UN General Assembly '**on the importance of Ombudsman and Mediator institutions in the promotion and protection of human rights, good governance and the rule of law**'.

Additionally, they provide a platform for the Office to share its experiences and reflect on best practices and challenges in the field of public administration and governance.

The Office recognizes and appreciates the efforts and commitments of the Government in ensuring adequate financial support to the Ombudsman institution.

C. International Ombudsman Institute (IOI)

In 2024, the Office also collaborated with the International Ombudsman Institute (IOI) on matters concerning the affairs of the institute namely election of IOI Executive Committee members, inputs for IOI Annual Report and Newsletter, participation in survey for IOI services and IOI subsidy to members in pursuit of the role and services of Ombudsman institution.

In order to address the financial constraints faced by the Office, the Ombudsman focused on boosting international collaboration to enhance the operational effectiveness and build up the capacity of Investigations Officers.

This effort bore its fruits as the Office benefitted from a two-day training seminar on 'AI and decision-making processes, compliance with the rights of individuals' offered by IOI free of cost. The Senior Investigations Officer attended the training seminar at the Office of the Chancellor of Justice of Estonia from 15 to 16 October 2024. The following topics were covered:

- (a) Fundamentals of Artificial Intelligence (AI);
- (b) Experts presentations and interactive discussion;
- (c) legal and ethical dimension of AI; and
- (d) European Union (EU) Regulations.

Moreover, the Office held two virtual meetings with the Regional President of IOI, Honourable Advocate Ms. Kholeka Gcaleka, Public Protector of South Africa to support our IOI subsidy application for our awareness program project. The increased engagement yielded a positive outcome as the Office's initiative was welcomed and supported by the IOI Regional President.



Virtual Meeting held with the IOI Regional President

Webinars/Seminars

The Office continued long-standing membership and cooperation with the International Ombudsman Institute (IOI), the African Ombudsman and Mediators Association (AOMA) and the Association des Ombudsmans et Médiateurs de la Francophonie (AOMF), has provided a significant opportunity for its staff to benefit from a series of webinars and training courses. They proved to be very fruitful as the courses have enhanced our Officers' skills and knowledge of the crucial role of Ombudsman's institution in the improvement of public services.

In an era where efficiency is of paramount importance, capacity building was also extended to the basic understanding of how digital tools (namely Artificial Intelligence AI, ChatGPT) can elevate productivity and the quality of reports, while addressing the essence of safeguarding confidentiality when using these tools.

The table below shows the number of webinars and training courses attended by the staff in 2024:

A. WEBINAR

S/N	Topic	Host
1	Mastering customer service skills	AOMA/AORC
2	Promoting Human Rights: The role of the Ombudsman	IOI
3	Training Session for New Office Bearers	AOMA/AORC
4	Transparency, Accountability and Ethics in the Public Service	UNDESA
5	Promoting Gender Equity - The role of the Ombudsman	AOMA/AORC
6	2 nd Annual JOBURG Ombudsman Webinar-Promoting Good Governance in the City of Johannesburg	AOMA/AORC
7	The Challenge of African and Mediators Association	AOMA/AORC

Table 25 Webinars attended

B. TRAINING

S/N	Training Programme	<u>HOST</u>
1	2-day AI Training Seminar in Tallinn Estonia	IOI
2	Training on the Management of Public Finances and International Organizations, in Durban	AOMA/University of KwaZulu Natal
3	Foundation Course for Newly Recruited Management Support Officers	Civil Service College Mauritius
4	Induction Course for Office Auxiliary/Senior Office Auxiliary	Civil Service College Mauritius
5	Induction Course for Office Management Assistant	Civil Service College Mauritius
6	Mastering Telephone Skills for Receptionist	Civil Service College Mauritius
7	Operation & Process Management Training Programme for Support Officer	Civil Service College Mauritius
8	Public Services Training Programme	Civil Service College Mauritius
9	Safety & Health at the workplace	Ministry of Public Service
10	Training Course for AI Essentials for Enhancing Public Service Efficiency	Civil Service College Mauritius
11	Training Course on Advanced Microsoft Excel	Civil Service College Mauritius
12	Training Course on Basic Legal Writing	Civil Service College Mauritius
13	Training Course on Bid Preparation and Evaluation	Civil Service College Mauritius
14	Training Course on Mastering Telephone Skills for Receptionists	Civil Service College Mauritius
15	Training Course on Risk Management	Civil Service College Mauritius
16	Training Course on Writing Effective Minutes of Meetings	Civil Service College Mauritius
17	2 nd International Ombud Expo in Gaborone, Botswana- Understanding Human Rights Principles and Obligations	AOMA

Table 26 List of Training attended by Staff

10. Meetings with Authorities in connection with Investigations

Chapter IX of the Constitution confers on the Ombudsman the sole discretion in determining the appropriate approach to resolving disputes related to alleged maladministration. This includes deciding on the format and procedure for investigations, taking into account the specific circumstances of each case. Accordingly, whenever necessary and deemed appropriate, the Ombudsman may summon the relevant Authority or complainant(s) for further clarification or assign Investigation Officers to conduct site visits.

In 2024, eleven meetings were held with public officials of the following Ministries/ Departments concerning ongoing investigations:

- Ministry of Health and Wellness
- Ministry of Housing
- Ministry of Public Infrastructure
- Ministry of Land Transport
- Mauritius Prison Service
- Road Development Authority
- Traffic Management and Road Safety Unit
- National Land Transport Authority
- District Council of Moka
- Farmers Service Agency
- State Trading Corporation
- Central Water Authority

These meetings provided valuable opportunities to strengthen collaboration, leading to the early resolution of numerous complaints. We express our appreciation to these Authorities for their constructive engagement and responsiveness, which have significantly contributed to improving public service delivery.



Meeting held with representatives of the Ministry of Land Transport & NLTA regarding the approval of Road Service Licences



Meeting with the Commissioner of Prisons to discuss the right of detainees to address letters to the Ombudsman and the booklet 'kone ou droit'



Meeting held with representatives of the RDA & CWA in connection with wayleave to be granted by the RDA to enable the re-connection of a complainant's water supply



Meeting held with the representative of the District Council of Moka regarding the issue of encroachment on road reserves

Investigation in collaboration with the Ombudsperson for Children

On 27 November 2024, a meeting was held with the Ombudsperson for Children regarding a complaint received at both Offices in respect of the implementation of the 2023/24 budgetary measures aimed at supporting diabetes patients, particularly children. The Ministry of Health and Wellness (MHW) had applied for funds for the acquisition of Glucose Monitoring Machines and Insulin Pumps without appropriate consultation on the feasibility of the project. This had created an expectation for patients awaiting during two years to receive these facilities.

The discussion focused on assessing the extent to which these measures have been effectively rolled out and identifying any challenges in their execution.

The meeting served as a valuable forum for exchanging insights, and both Offices committed themselves to the monitoring of progress made while strengthening their collaboration.



A subsequent joint meeting was held on 24th January 2025 with the Ombudsperson for Children, the Senior Chief Executive and the Ag. Director General Health Services of the MHW and representatives of the Ministry of Finance, during which it was agreed that the MHW would re-consider implementing the budgetary measures after addressing all the obstacles identified.



Meeting with private entity

On 16th August 2024, the Ombudsman welcomed Mr. Veda Sunassee, Chief Executive Officer of the African Leadership University, Mauritius Campus. The visit focused on the role, functions, and powers of the Ombudsman in Mauritius, as well as the various avenues available to foreign students for their administrative procedures.



Courtesy Visit

On 16 July 2024, the former Ombudsman, Mr. Soleman Mamode Hatteea, G.O.S.K. paid a courtesy visit to the current Ombudsman and was presented with a copy of our Annual Report.



Presentation of the Ombudsman 50th Annual Report to the Press

On 24th July 2024, the Ombudsman presented his 50th annual report for the year 2023 to the press for the first time at Indian Summer Restaurant, Ebene. He invited several media representatives and provided an overview of the key components of his report, highlighting his findings and recommendations. The session also included a Q&A segment, during which the Ombudsman addressed questions from journalists, fostering greater transparency and public awareness of his Office's work. Public funds were not resorted to for the organisation of this event.



11. A Note from the Ombudsman

The foundation of sound public administration rests on certain fundamental principles such as Transparency, Accountability, Integrity, Fairness and Responsiveness.

- Transparency promotes open-decision making and access to information.
- Accountability demands that public officials answer for their actions through compliance to legal institutional and procedural processes.
- Integrity represents ethical conduct. Public trust and confidence in the administration depend on the integrity of public servants.
- Fairness refers to the concept that all citizens should be treated equitably. The basis of this requirement is that public officials have power over the lives of individual citizens.
- Responsiveness refers to the duty as well as the willingness and capacity of public officials to respond to the demands of citizens.

These principles foster public trust and enhance institutional credibility besides ensuring that the administration operates openly and responsibly.

Where these principles fall short, maladministration arises. According to the classic Crossman definition:

'A positive definition of maladministration is far more difficult to achieve... It would be a wonderful exercise – bias, neglect, inattention, delay, incompetence, ineptitude, perversity, turpitude, arbitrariness, and so on. It would be a long and interesting list.'

Whilst the list is open-ended, it is for the Ombudsman, on examining the facts of each case, to determine whether maladministration has occurred and to hold public bodies accountable, thereby upholding the very principles that underpin sound administration.

In a constantly changing society, the Ombudsman serves as both a guardian of citizens' rights as well as an active advocate of the process of good governance, ensuring that these fundamental principles are embedded in public administration. The word Ombudsman itself is derived from the Swedish word '*ombud*', which in the Swedish language commonly denotes a person who acts as a spokesman or representative of another person or persons; a public officer entrusted with the power to investigate public grievances – in other words maladministration.

As new challenges emerge, the Ombudsman's role and scope of his mandate must adapt to meet the changing needs of the people. Recognising this necessity, the Government Programme 2025-2029 has affirmed its commitment to strengthening the Ombudsman's Office. An extract is reproduced hereunder:

"Government acknowledges the importance of accountability and transparency in the administration and delivery of public services and is committed to reinforce the independent Constitutional Office of the Ombudsman as an institution where members of the public can confidentially bring their complaints and concerns for address and redress.

Government will broaden the scope of the functions of the Ombudsman with a view to enhancing its contribution to the quality of service in the public sector as a whole."

Against this backdrop, the 2024 Report reflects on the progress made in strengthening administrative justice, the key challenges encountered and the emerging responsibilities that demand our collective attention.

Key Themes & Challenges in 2024

I. Upholding legal obligations: Accountability in Public Administration

Far too often, Public Authorities fail to comply with their legal obligation under Section 3(3) of the Ombudsman Act - a duty that is neither optional nor discretionary. The law explicitly requires that any Public Authority must provide a written substantive reply within five (5) working days to any person who has submitted a written representation. If immediate resolution is not possible, the Authority must issue a formal response stating the action it is initiating and the specific date - within a maximum of 45 days - by which a substantive reply will be provided.

This obligation is not a mere formality; it is a fundamental duty of Public Authorities to uphold transparency, accountability, and good governance. Ignoring this requirement not only breaches the law but also erodes public trust and weakens institutional credibility. Compliance with the Ombudsman Act is not optional - it is a responsibility that must be taken seriously to ensure that every citizen's concerns are addressed promptly and fairly.

II. Implementation of recommendations made by the Ombudsman

The power of the Ombudsman, after an investigation, under Section 100 of the Constitution, is to recommend corrective measures to Public Authorities when maladministration is uncovered. Where a recommendation is not implemented within a reasonable timeframe, the Ombudsman may escalate the matter and send a copy of his report and recommendation to the Prime Minister and to any Minister concerned and may thereafter make such further report to the National Assembly as he deems fit.

To date, the Office of the Ombudsman has not exercised this escalation power but it is crucial to emphasise that the law does not exempt public authorities from complying with the Ombudsman's recommendations. While Authorities may present justifications for non-implementation, the burden rests on them to provide valid reasons after which the Ombudsman may reconsider the decision if warranted.

Despite the legal framework, delayed or refusal to implement recommendations remains a persistent issue. Three specific cases illustrate this situation:

Firstly, an investigation into a flawed recruitment exercise by the Irrigation Authority exposed serious irregularities, prompting key recommendations to be made. The parent Ministry was urged to introduce clear Circulars or Guidelines on appointments and promotions to ensure a transparent and merit-based selection process in line with the law. Additionally, it was advised to train senior officials on principles of fairness, integrity, and accountability while strengthening its oversight role.

The Board of the Authority as well as the Ministry were required to take immediate corrective actions and revamp the recruitment processes to uphold transparency and meritocracy. While the Board approved that the matter be considered at the level of its Staff Committee in the

first instance, we were later informed that there was an ongoing investigation by the Equal Opportunities Commission and no decision could be taken in the absence of the report from the latter.

After continuous follow-ups, the Irrigation Authority finally stated that the Equal Opportunities Commission had set aside the case and therefore, no action was taken. We are pursuing this matter.

Secondly, in another case regarding the appointment of Assistant Instructor/ Instructors of the Training and Employment of Disabled Persons Board, it was revealed that one Senior Instructor had been drawing the same salary as the Officer junior to her and inferior to another junior Officer. The views of the Ministry of Public Service and Administrative Reforms made mention that “the established parameters for the payment of salaries and grant of increments have not been observed” and a recommendation was made to the Ministry of Social Integration, Social Security and National Solidarity on 27th December 2022, to inter alia initiate action to:

- (i) redress the salary/allowances of the senior most Instructor/ Assistant Instructor, who has suffered prejudice during eight years; and,
- (ii) recover the repayment of salary from public funds in line with the governing Financial Instructions.

Despite persistent follow-up, escalation to the *Secretary to Cabinet and Head of the Civil Service*, and even parliamentary intervention—when the issue was raised in the Legislative Assembly in October 2023 by the *Honourable Second Member for Port Louis South & Port Louis Central (now Minister of Labour and Industrial Relations)* - the recommendation remains unimplemented to date.

This prolonged inaction compounds the injustice suffered by the complainant, further eroding public trust in administrative redress mechanisms.

Thirdly, an enquiry was carried out into a complaint from a detainee alleging that as per the Mauritius Prisons Service (MPS) protocol, detainees are required to seek permission before writing to the Ombudsman or other institutions. It was found that MPS procedures potentially violated the Constitution and the Ombudsman Act 1969 by granting excessive discretionary power to prison authorities, thus risking arbitrary treatment of detainees’ complaints and communications.

It was therefore recommended, amongst others, on 01 December 2023, the setting up of a Committee to review and amend the Prison Regulations 1989 and MPS Standing Order No. 47, ensuring they align with the Constitution, the Ombudsman Act 1969, and relevant international treaties, based on consultation with the State Law Office and other relevant authorities/stakeholders. Additionally, the MPS was advised to issue clear written instructions to Prison Officers on handling detainee correspondence, provide training on communication protocols, and ensure detainees receive comprehensive information about their rights and relevant laws upon admission. A brief of the case can be found at pages 128 -129 of our Annual Report for the year 2023.

Although we appreciate that some of the recommendations have been implemented, the review of the Prison Regulations is still to be implemented and follow-up with the MPS is maintained.

If compliance with the Ombudsman's recommendations were treated as optional, few, if any, wrongdoers would ever be held accountable. And if these recommendations were never intended to carry weight, then how could the Ombudsman effectively serve as a guardian of administrative justice and contribute to the strengthening of our constitutional democracy?

This is precisely why we intend to pursue a legislative reform—to ensure that Ombudsman recommendations are enforceable and that Public Authorities are held fully accountable for their actions.

III. Climate Change and Institutional Preparedness

Climate change stands as one of the most urgent crises of our time - an environmental catastrophe that also exposes the shortcomings of our institutions, laws, and our responsibility to future generations. This issue is clearly reflected in numerous complaints received.

For instance, the widening of rivers and the erosion of surrounding lands, often resulting in severe flooding during heavy rainfall, is a challenge that Authorities are struggling to tackle. Even more concerning is the growing disregard for road reserves in several areas, where Local Authorities have granted permits for development on these lands, on the basis that these reserves form part of the owner's private property. This oversight is deeply troubling, as areas once considered safe from flooding are now becoming increasingly vulnerable due to climate change. In such scenarios, the lack of available road reserves jeopardises the construction of essential drainage systems.

In response, our Office has issued a series of recommendations regarding the proper use of road reserves and called on various Authorities to take action to address these critical issues.

In the same context, following a public communiqué inviting views to review and improve the Local Government System, the Office submitted twenty-two proposals to assist in the shaping of a more effective and accountable local governance system for the benefit of all citizens to the Ministry of Local Government. These proposals were based mainly on our experience in dealing with complaints lodged against Local Authorities.

I also wish to draw attention to the fact that technological advancements and the introduction of new devices have given rise to emerging issues. This Office has received complaints concerning noise nuisance from air conditioning units, but enforcement has been constrained as the recorded sound levels fall within the limits set by the Environment Protection Act. In response, we recommended a review of the existing standards in line with the World Health Organisation's Community Noise Guidelines. The Government has accepted this recommendation, allocating Rs 3.5 million in the 2024/2025 Budget to undertake a comprehensive review of current noise standards and regulations. The project is being led by the Ministry of Environment, Solid Waste and Climate Change, with this Office serving on the Technical Committee established to oversee its implementation.

IV. Justice Delayed: Prolonged detention of Foreign Nationals

A systemic investigation revealed alarming delays in police enquiries for foreign detainees - some remanded for over three years.

The Prison Service reported that 202 foreign nationals were in detention as of 13 February 2023, with each detainee costing the state Rs 800 per day—amounting to a staggering Rs 60 million annually.

In response, the Home Affairs Division of the Prime Minister's Office was urged to:

- Explore diplomatic solutions, including Bilateral Agreements and Prisoner Transfer Treaties, to allow convicted foreign detainees to serve their sentences in their home countries.
- Streamline actions of relevant Authorities to expedite completion of police enquiries, particularly for those detainees in remand for over three years and to uphold their fundamental rights as enshrined in the Constitution of Mauritius.

This Office was made aware of the progress in the negotiation of prisoner transfer agreements whilst delays in police enquiries persist, often due to the complexity of cases, reliance on mutual legal assistance from foreign jurisdictions, and delays in obtaining critical information. This issue underscores the need for systemic reforms to balance national security concerns with the principles of justice and human rights.

V. Irregular recruitment by a private college and endorsed by the PSEA

An investigation was initiated following an allegation that a candidate was appointed as Deputy Rector in a private college despite not meeting the required years of experience by the closing date of the advertisement. While private schools fall outside the Ombudsman's jurisdiction, the appointment required endorsement by the Private Secondary Education Authority (PSEA), warranting an enquiry into whether due diligence was exercised by the Authority.

The investigation confirmed the allegations. However, the PSEA stated that it does not interfere in private school recruitment processes and justified its endorsement by noting that the candidate met the experience requirement at the time of appointment.

The Ministry of Education and Human Resource was apprised of this situation and was requested to communicate whether, given the importance of maintaining fairness and transparency in recruitment practices and ensuring quality of education in both public and private institutions, such a practice was acceptable and aligned with the principles governing the education sector.

In February 2025, we were informed that the matter would be re-examined by the Board of the PSEA, once re-constituted. This case raises broader concerns about regulatory oversight and the need for clear accountability mechanisms in the private education governance.

VI. Archival Negligence and Institutional Memory

An investigation uncovered the deplorable storage conditions of the Archives of the Ministry of Health and Wellness, which resulted in the personal files of a retired Public Officer being untraceable. Consequently, the Officer was unable to receive his rightful dues due to the absence of essential records. Recognising the gravity of this issue, the Secretary to Cabinet

and Head of the Civil Service was urged that all Supervising Officers be reminded of their fundamental responsibility to preserve records and safeguard their long-term value.

This situation underscores an urgent need for a thorough review of the current archiving system to prevent similar occurrences in the future. Beyond mere compliance, there must be a shift towards a holistic and structured philosophy of record management - one that recognizes Archives not as passive storage spaces but as vital repositories of institutional memory, accountability, and governance. I was later informed that all Supervising Officers had been reminded of the importance of strict adherence to established archiving procedures and the necessity of ensuring the proper upkeep of Archives.

VII. Education-to-Employment Mismatch

A concerning gap has been identified between the courses offered by local universities and the qualifications required in Public Service. As a result, students who have successfully completed their studies find themselves ineligible for recruitment in the Public Service - effectively shutting them out of career opportunities for which they had invested years of education and effort. This glaring mismatch must be urgently addressed to prevent further disillusionment among graduates. In one such case, the Ministry of Education and Human Resource has informed this Office that it is proposing to amend the scheme of service for the post of Educator (Secondary) to rectify the issue.

Parallely, this Office has identified a concerning issue in the secondary education sector's admission policies, where rigid gender-based seat reservations may inadvertently result in higher performing female students being denied admission in an Academy after the 'girls quota' is filled, despite having better academic results than the male students who were admitted. Similarly, the same policy is applied for state scholarships.

VIII. The implementation of the PRB Report

As Mauritius advances its public sector transformation agenda, the consistent and accurate implementation of the Pay Research Bureau (PRB) Report recommendations remains a critical concern. The Ombudsman continues to receive numerous complaints from public officers highlighting administrative gaps, misinterpretations, and uneven application of PRB provisions across Ministries and Departments.

In one case, it was observed that the PRB Report 2013 explicitly recommended that, in consultation with Parastatal Bodies and their parent Ministries, a course be mounted by the Ministry of Civil Service and Administrative Reforms for Confidential Secretaries. The recommendation was clear in its intent for a collaborative approach, one that the Ministry failed to adequately spearhead and facilitate. This inaction had left the Confidential Secretaries of Parastatal Bodies at a significant financial disadvantage, having been denied access to the course earlier as it was only in 2019 that this recommendation was implemented.

IX. Public transport problems

An investigation was initiated following complaints that buses, holding a Public Service Licence from the National Land Transport Authority (NLTA), have been providing irregular service in the region of Tombeau-Bay. A meeting was convened on 31 January 2025 with the representatives of the NLTA and the Ministry of Land Transport to discuss the issue.

During the meeting, it was revealed that service disruptions were mainly due to a shortage of staff at private bus companies, which led to a temporary reduction from eight to two buses on their part, despite agreed arrangements. The company failed to adhere to the revised timetable, resulting in erratic services with individual operators only serving during peak hours. The matter was referred to the NLTA's Disciplinary Committee. Efforts to engage other operators were also constrained by their own staffing challenges. Concerns were also raised about the timeliness of enforcement actions and the effectiveness of the Free Travel Scheme.

To address the issues, several suggestions were made, including the review of the allocation of Public Bus Service Licences and amending the existing Memorandum of Understanding (MoU) under the Free Travel Scheme to enhance accountability. The need for quicker action against non-compliant operators and structural changes, such as introducing Public Officers as Station Masters for better monitoring, was also emphasised. Investigation in this matter is still ongoing.

X. Review of the Office structure and legislative framework

In line with the Government Programme for 2025-2029 and the evolving role of the Ombudsman's Office, a proposal has been made to the Pay Research Bureau to enhance the current structure in order to improve the effectiveness and efficiency of the Office. It is essential to highlight the distinctive nature of the Ombudsman's work; the dedicated staff who drive the core mandate often develop their skills solely within this environment, which can present challenges in developing effective retention strategies. With over 50 years of service, it is our earnest hope that these proposals will be adopted to strengthen the Office and ensure that it continues to serve the community effectively.

Similarly, our enabling legislation needs to be updated to reflect changing realities and effectively address the concerns of the public we serve. We are currently developing proposals for these changes and rely on the Government's support to achieve this important transformation. Some of the proposals include:

- (i) Amending Section 3 of the Ombudsman Act, specifically adjusting the timeframes from "5 working days" to "7 working days" for a Public Authority to cause a written reply to be made to a representation, in response to the evolving administrative challenges dealing with more intricate legal and policy matters. The proposed amendments aim to ensure that government institutions are responsive to citizens concerns within a reasonable timeframe promoting a citizen-centric service.
- (ii) Introducing a new clause pertaining to confidentiality so as to encourage people to report grievances without fear of retaliation or reputational harm.
- (iii) Protection of whistleblowers in line with international best practices for

safeguarding individuals and their right to confidentiality. This measure will provide informers with the assurance that they can express their concerns freely.

- (iv) Formally introducing Alternative Dispute Resolution to allow the Ombudsman to resort to collaborative solution to resolve disputes in a timely manner.
- (v) Including a legal obligation for any department or authority receiving an application or a request from any person, to furnish the reasons for its decision to the person concerned within 10 working days, in case that application is denied or rejected, without him having to request for such reasons.
- (vi) Revision of the sanctions imposed by law to act as a strong deterrent against non-compliance with orders made by the Ombudsman.

XI. Responsiveness

In my 50th Annual Report, I highlighted that while the Ombudsman's objective is not to name, blame and shame Public Authorities, it remains deeply concerning that certain Public Authorities continue to disregard their obligation to respond to our enquiries, despite repeated reminders.

In 2024, while some progress was noted, the Police Department and the Ministry of Health and Wellness have, in many investigations, failed to engage with our Office in a timely or substantive manner.

This is more than a procedural lapse; it is a failure of accountability that undermines public trust and the very foundations of administrative justice. I therefore urge these Authorities to rectify this negligence without delay and to uphold their duty to cooperate with the Ombudsman's constitutional mandate.

To ensure efficient and timely responses to the Ombudsman, it is recommended that all Public Authorities formally designate a dedicated liaison desk tasked exclusively with handling queries and correspondence from the Ombudsman's Office. This is a minimum standard of institutional accountability – in the absence of which, Public Authorities risk systemic non-compliance, undermining not only the Ombudsman's constitutional role but also the declared concept of Open Government.

XII. Improving public service delivery through performance standards

In order to strengthen accountability and enhance the quality of public service delivery, Public Authorities need to adopt clearly defined Key Performance Indicators (KPIs) aligned with their core mandates. These KPIs should be measurable, realistic, and regularly monitored to ensure that public institutions are not only functioning efficiently but are also meeting the expectations of the citizens they serve.

Equally important is the development of a Service Charter, which sets out the standards of service the public can expect and the obligations of the institution in delivering those services. Such a Charter serves as a mutual commitment between the administration and the citizen,

promoting transparency, consistency, and responsiveness. To ensure that these measures are meaningful, public bodies must also establish effective mechanisms to assess and report on their performance, identify areas for improvement, and foster a culture of continuous service enhancement. The Ombudsman encourages all public institutions to embrace these tools as part of a proactive approach to good governance and citizen-centred administration.

XIII. Relevance of the Ombudsman's Annual Report

Under Section 101(3) of the Constitution, the Ombudsman is mandated to submit an Annual Report to the President of the Republic, which is subsequently laid before the National Assembly. This provision is designed to enable the National Assembly to hold the Executive accountable for instances of administrative prejudice, impropriety, and institutional lapses highlighted in the report. It is, therefore, essential that the National Assembly takes meaningful action or facilitates compliance with the recommendations made.

Looking ahead

The challenges are enormous, imminent and unlikely to abate anytime soon. As we look ahead, it is clear that the Ombudsman will be tasked with the responsibility of achieving greater results with less. Nonetheless, we are fully committed to meeting these challenges head-on, giving a voice to the voiceless, and striving tirelessly to bring about positive change in our communities.

As a conclusive note, I wish to underline that the Ombudsman offers the public a trusted channel to question, understand, and seek redress for administrative actions that may otherwise go unchallenged. The institution – in spite of limited human and financial resources - plays a crucial role in fostering transparency, fairness, accountability, responsiveness and integrity in public administration. By investigating maladministration and giving voice to the concerns of ordinary citizens, the Ombudsman ensures that no complaint is too trivial when justice and good governance are at stake. As noted by a former Ombudsman of Mauritius:

"It may also be said that ... what appears to be small grievances to some critics are really big problems for the vast majority of people...A retiring benefit not paid in time, a complaint to a police officer or a labour officer or any officer or Ministry or Department being unreasonably delayed, a medical report not being available... may appear small matters to those who look for sensational news, but to the persons concerned such matters are of great importance as they affect them adversely... It is gratifying to note that ... the Ombudsman of Victoria, Australia, while dealing with the question of what he calls complaints of "lesser significance" quotes with approval my observations..."

(Ramawad Sewgobind, The Ombudsman Institution in Mauritius, IOI Canada Occasional Paper No. 8, 1980, p. 36)



Staff of the Office of the Ombudsman

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 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.

Appendix F demonstrates some notes of appreciation received from Complainants.

Appendix G indicates the Organisational Structure of the Office of the Ombudsman.

It should be underscored that at times a particular Ministry falls under different appellations, e.g., formerly Ministry of Housing and Land Use Planning and now Ministry of Housing and Lands. This is mainly due to the fact that changes are made in the attribution of responsibilities of certain Ministries. For the purpose of this Report, however, the appellation of Ministries at the time of opening of files has been maintained.

16 June, 2025



**Harry Ganoo, G.O.S.K.
Ombudsman**

APPENDIX A

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.

OFFICE
OF THE
OMBUDSMAN

APPENDIX B

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

AGRO INDUSTRY AND FOOD SECURITY

C/82/2024

Distribution of payslips - which include, such information as Employees Bank Account Number - being done without confidentiality and appropriate safeguards

On 14th March 2024, this Office received an anonymous complaint from “ban travailleur”, Mauritius Meat Authority (MMA) alleging that one Officer posted at the Human Resources Section brings staffs’ payslips home compromising their confidential information.

The comments of the Ministry of Agro- Industry and Food Security which were sought on 15th April 2024 reported as follows:

- (1) Following an investigation carried out at the level of the MMA, the Ministry was informed that the Officer did in fact, on one occasion, bring the payslips home which was done in good faith to ensure the timely distribution of the payslips to the staff.
- (2) The Officer was instructed that such action should not recur for the sake of confidentiality and good governance.
- (3) The Accountant of the MMA has been instructed that, henceforth, the designation of employees, the section where the employees are posted and other personal particulars of the employee should not appear on payslips.
- (4) Moreover, to ensure confidentiality of information on staff, the Human Resource Section at the MMA would be responsible for the distribution of payslips to employees instead of handing over of same to Head of Section for distribution.

C/89/2024

Road leading to Anse La Raie Public Beach invaded by wild vegetation

On 01st April 2024, Complainant, Mr V.B, a resident of Goodlands complained to the Ombudsman that he had reported a case of road obstruction due to overgrown bushes and vegetation to the Conservator of Forest on 28th February 2024 but did not hear from the said Authority. He solicited the Ombudsman's assistance in order to investigate with the authority concerned as the alleged obstruction represented a real danger for the safety and security of road users.

This Office took up the matter with the Ministry of Agro-Industry and Food Security which apprised that the subject site did not fall under its jurisdiction, neither of the Forestry Services nor of the State Land Division.

Having noted the previous interventions of the Forestry Services, the Ministry's enlightenment which was sought informed on 12th June 2024 of the following:

1. The subject site measuring an extent of land of 25 A 72p formed part of State Land Pas Geometriques Union Ribet;
2. The site was previously under the jurisdiction of the Forestry Services and cleaning and planting of exotic and indigenous plants were carried out from January to May 2023;
3. The Services had stopped the works following information received from the Economic Development Board that the subject-site was reserved for a hotel project by NG Group directed by Mr A.G;
4. Subsequently, the project was stalled due to public protests;
5. As a result the site was no longer considered to be under the jurisdiction of the Forestry Services.

Meanwhile, the matter was in parallel referred to the District Council of Riviere du Rempart for any action it would deem appropriate.

In a letter dated 03rd September 2024, the District Council informed that needful had been done for clearing of the rough undergrowth encroaching/obstructing the road leading to Anse La Raie Public Beach, while adding that regular cleaning and maintenance would be effected.

The complainant was informed accordingly on 10th September 2024 but as he did not revert to us, we assumed that he was satisfied with our intervention.

OFFICE
OF THE
OMBUDSMAN

EDUCATION, TERTIARY EDUCATION, SCIENCE AND TECHNOLOGY

C/111/2022

Reversal of decision: Study Leave with Pay granted to Educator

Mrs S. F., Secondary Educator lodged a complaint on 04th July 2022 stating that her request for study leave with pay to follow the scholarship award of a Master's course under the Australian Awards Scholarship had been denied by the Ministry of Education and Human Resource. The scholarship was granted in line with Circular Letter No. 84 of 2018 issued by the Ministry of Public Service and Administrative Reforms (MPSAR).

Upon enquiry, the Ministry of Education justified its decision to grant study leave without pay on the following grounds:

- (i) The course, namely a **major in Education Psychology** was not considered a core requirement for the cadre and was not directly related to the duties of the Educator (Secondary), as the psychological needs of students were already taken care of by Educational Psychologists of the Ministry.
- (ii) She did not meet the requirements of paragraph 7(a) of the Circular Letter No. 84 of 2018, i.e., the course was not in a priority field of study.

In a letter dated 25th October 2022, this Office provided counterarguments, emphasising the following:

- (i) The University stated that Mrs S.F. was enrolled on the **Master of Educational Studies programme, without any mention of major in Psychology**. In addition, the program of study included diverse modules ranging from Teachers as Leaders and Innovators, Educational Inquiry and Research – Evidence for policies and practices, Teaching and Learning in Inclusive Settings, Career Guidance: Counselling for Life Planning, amongst others.
- (ii) According to the scheme of service for the post held by Mrs S.F., apart from teaching the subject under her responsibility, she was also required to ensure the overall development of students – intellectual, emotional and moral, to give advice on

matters connected with educational principles and practices at all levels and promote relevant activities. The assertion that Educational Psychology was irrelevant to teaching was unfounded, as psychology is an integral component of pedagogy, shaping effective teaching strategies.

- (iii) The literature on pedagogy acknowledged the use of psychology in the classroom which has always been an essential component of education, helping teachers understand students' motivations, social and environmental context as well as strengths and weaknesses to better gauge where students are in their learning in order to deliver effective lessons.
- (iv) The Circular Letter No. 84 of 2018 had identified 'Education' as a priority field of study, as confirmed by the Australian High Commission and MPSAR. Furthermore, the conditions set in **the Human Resource Management Manual (HRMM)** and **the PRB Report 2021** were met, justifying the grant of study leave with pay.

Following the Ombudsman's recommendation for a reassessment of her case, the MPSAR initially upheld the Ministry's decision. However, after several exchanges of correspondence highlighting the intrinsic role of psychology in education and the relevance of her studies, as well as a parallel investigation by the Equal Opportunities Commission, the MPSAR conducted further consultations.

Ultimately, the Ministry of Education revised its stance, confirming that Mrs. S. F.'s period of study under the Australian Awards Scholarship would be recognized as study leave with pay.

C/54/2023

Policy Reform on Injury Leave in the Public Service to ensure justice, fairness and compliance with international standards

On 16th March 2023, this Office initiated an investigation following a complaint from an Educator who was denied injury leave despite a severe injury sustained at work. In fact, the complainant accidentally twisted her ankle while descending the staircase at her place of work, causing her right leg to get stuck in the railings and her head to hit the slab. Unable to walk, she was taken by ambulance to a private Hospital, where she received immediate treatment and underwent major surgery the same day, with her bones being readjusted using screws and rings. She was hospitalized from 16th to 18th March 2018 and remained on sick leave until 31st July 2018. Her request to convert sick leave into injury leave was denied.

The Ministry of Education informed that a Departmental Board was set up and found that the complainant's workplace accident occurred while she was on duty, without any fault on her part. However, as per the Pay Research Bureau (PRB) Report 2016, cases requiring more than 30 days of injury leave had to be referred to the Injuries Committee of the Ministry of Health and Wellness. The Committee rejected the complainant's request because her medical certificates were issued by a Private rather than a Government Medical Practitioner, as required under the PRB guidelines. The matter was then referred to the Ministry of Public Service for further review, which reaffirmed that **the complainant's sick leave could not be considered as injury leave due to the absence of a medical certificate issued by a Government Medical Practitioner**.

Findings of the investigation

- In the course of its investigation, this Office observed that the current injury leave policy for public officers as laid out at paragraph 16.4.108 of the PRB Report stated that ***"pending the findings of the Departmental Board, the officer be granted sick leave upon recommendation from a Government Medical Officer"***.
- An assessment regarding other provisions of the PRB regarding the grant of maternity leave and sick leave, in general, revealed that there was no strict requirement to produce a medical certificate solely from a public practitioner.

- Likewise, the Workers' Rights Act 2019 stipulated that the injury should be certified by a medical practitioner – regardless of whether it is a private or a public practitioner.
- International conventions and standards – such as the International Labour Organisation Occupational Conventions and the Universal Declaration of Human Rights -emphasized the importance of providing adequate protection, support, and compensation to workers who suffer from work-related injuries and illnesses and did not restrict the acceptance of medical certificates to those issued by public practitioners, highlighting the need for flexibility and inclusivity in injury leave policies.
- The Ombudsman concluded that the current requirement was unfair, not only to the complainant but to all public officers seeking medical care for work-related injuries. It unjustly assumed that private practitioners were less reliable than public ones, despite all being registered under the Medical Council of Mauritius and governed by the Medical Council Act 1999. Additionally, restricting public officers to government practitioners could lead to delays, inadequate care, and negative health outcomes, especially for those already receiving treatment at private facilities.

In the light of the above, the Ombudsman wrote to the Secretary to Cabinet and Head of the Civil Service on 24th April 2024, with the following recommendation:

“...It is understood that the existing rule aims to ensure consistency and verification of medical conditions but it presents significant challenges that may compromise the well-being and rights of public officers. The present case highlights the limitations and potential unfairness of the existing procedure. The rigid application of the procedure can be problematic as evidenced in this particular case, where the Departmental Board determined that the complainant was entitled to injury leave due to work-related injury. However, despite having sustained an injury and undergoing major surgery, she was unjustly denied leave solely because her medical certificate came from a private practitioner. It is important to recognize that all medical professionals, regardless of where they practice, are trained to provide quality care to those in need. Denying someone the support they need based on their choice of healthcare provider is unjust and goes against the principles of fairness and equality...

...I am therefore recommending the following under Section 100(2) of the Constitution:

- a. the case be referred back to the High Powered Committee for a thorough and exceptional review of the complainant's request for injury leave in the light of the compelling documentary evidence submitted and the report of the Departmental Board; and,*

b. the prevailing provisions on injury leave be reviewed to suit the needs and concerns of employees for a fairer and more supportive framework.”

Subsequently, the Secretary to Cabinet and Head of the Civil Service referred the matter to the Ministry of Public Service for examination and appropriate recommendations to be made to the High Powered Committee (HPC).

Finally, on 27th September 2024, the Ministry of Public Service informed this Office that the HPC had approved a policy change, stating that:

- (i) all cases of injury on duty, where Officers concerned produce a medical certificate certifying that their injury has been treated in registered and recognized private health institutions, should be considered for the grant of injury leave, provided they satisfy certain criteria.
- (ii) The Injuries Committee at the Ministry of Health and Wellness was requested to re-examine cases which had not been entertained at its level.
- (iii) The Ministry of Education was requested to refer the complainant’s case anew to the Injuries Committee.

We recognize the commitment of the relevant authorities in revising the existing policy, ensuring fair treatment for the complainant while also driving a systemic reform that aligns our Public Service with international best practices.

C/238/2023

Complaint from a group of Students of School of Sustainable Development and Tourism of UTM

The Office of the Ombudsman received a complaint from a group of students of the School of Sustainable Development and Tourism of UTM about certain irregularities ongoing at the University. Allegations were made that a high rate of absenteeism had been noted amongst full-time students as many of them were in employment. Allegations were also made that the working students were having advantages, with the complicity of their coordinators and lecturers, in terms of rescheduled class tests and work placement.

In view of the above, the matter was taken up with the Ministry of Education, Tertiary Education, Science and Technology, which stated, on 17 October 2023, that the Quality Assurance Authority (QAA) was requested to initiate an urgent enquiry and to submit a report thereon.

Subsequently, the following views and comments were submitted by the QAA:

- (i) A student complaint system as well as an anonymous student feedback system was available on the University's website.
- (ii) A committee was set up at the level of the UTM whereby the concerns raised in the complaint letter were discussed and the following findings were reported:
 - (a) Attendances were taken for all lectures and practical sessions. However, as per UTM's Board decision of 22 October 2020, attendance is not mandatory. The said decision was taken in consultation with the Student Union with the aim to suspending the obligation for the attendance for lectures and practicals;
 - (b) The UTM's policy did not stipulate that when a student enrolled at the university, he/she should not be in employment.
 - (c) The work placement report for full-time and part-time students were assessed in a similar way as per the UTM Work Placement Guidelines;
 - (d) With regard to the class test, the UTM stated that it was difficult to trace the specific cohort(s) given that the complaint was anonymous. However, the issue would be addressed among all full-time and part-time lecturers at the University; and
 - (e) The attendance policy would be looked into by the Academic Council of the UTM.

The QAA has also stated that after having examined the measures taken by the UTM with regard to the above complaint, the Authority considered that action taken by the University was satisfactory.

C/75/2024

Recommendation made for the implementation of a policy on the use of mobile phones in schools

On 24th March 2024, we received a complaint from a female Educator of a Secondary School regarding the inaction of the Ministry of Education in addressing a serious incident involving a student. The student had used his mobile phone to morph a picture of her into indecent materials and circulating these in the school. The Educator also requested a change in posting due to the distress caused by the incident.

Upon enquiry, the Ministry of Education apprised this Office that a series of measures had been taken, including *interalia*:

- disciplinary action initiated against the two students involved in the incident;
- implementation of a series of co-and-extracurricular activities on the theme of "Misuse of Mobile phones" to sensitize students on the issue;
- Approval of the Educator's request for change in posting.

Given the seriousness of the incident and its implications within the school environment, the Ombudsman recommended, on 20th May 2024, that a clear policy framework governing the use of mobile phones in schools be implemented. An extract is reproduced below:

"It is therefore considered that a wider approach to this matter could be adopted by devising a clear policy framework that outlines the acceptable use of mobile phones within school premises and the disciplinary measures for violation thereof. Moreover, a sensitization campaign in all schools could be considered by involving the Directorates and Rectors to establish effective strategies to monitor and address mobile phone misuse among students. This Office also holds the view that these proactive measures will help to deter significantly the occurrence of similar incidents and that a culture of responsible digital behaviour will evolve across all schools. "

Following our recommendations, a working committee was set up at the level of the E-Education Directorate to engage in wide sector consultations involving the IT Security Unit, the Computer Emergency Response Team of Mauritius, the Central Informatics

Bureau, and all relevant stakeholders to develop a policy framework that outlines the acceptable use of mobile phones within the school premises.

On 07th October 2024, this Office was informed that a draft guideline entitled "Policy framework on the use of mobile phones" in schools has been formulated at the level of the Ministry and was being revised further through stakeholder consultations.

Subsequently, on 22th January 2025, we were apprised that the matter was also being looked into at high level within Government, emphasizing the commitment to ensuring an effective and efficient policy response to mobile phone misuse in schools.

OFFICE
OF THE
OMBUDSMAN

C/98/2024**Original Certificate of Award not remitted to Complainant after successful completion of Course of Study**

Mr R.S lodged a complaint before the Ombudsman on 15th April 2024 wherein he averred that he had completed a two-year postgraduate degree course (Project Management) at the University of Mauritius (UOM) and had been conferred the Degree of Master of Science at the Graduation Ceremony held on 26th October 2023. However, his attempt to collect his Certificate of award in January 2024 was unsuccessful as the UOM considered it as 'late Collection' which entailed a penalty fee. He further added that he had written several letters to the UOM highlighting his request was made within the delay of six months from the date of graduation ceremony for collection of Certificates in line with the Guide issued by the UOM, but he did not receive any response to his concerns.

He was therefore not satisfied with the treatment accorded to him by the Examination Office of the UOM and requested the Ombudsman's assistance in the matter.

The comments of the Registrar, UOM were sought in the matter on 24th April 2024 and after issuance of a reminder, the UOM informed our Office on 11th June 2024 that the matter was referred to its Legal Affairs Department. Upon receipt of the Legal advice on 07th May 2024, Complainant was issued his Certificate of Award without any penalty fee on 08th May 2024.

Complainant was informed accordingly on 18th July 2024 but as he did not revert to us, we assumed that he was satisfied with our intervention.



C/144/2024

Request for information from the Arabic Teachers Union

The Arabic Teachers Union (ATU) had, on 14 March 2023, made a request to then Ministry of Education, Tertiary Education, Science and Technology (now Ministry of Education and Human Resource), to have the following information: -

- (1) Number of schools teaching Arabic for the year 2024
- (2) Number of Arabic students for the year 2024
- (3) Number of Arabic Educators and Deputy Head Teachers for the last 10 years
- (4) Number of Supply Teachers for the last 10 years
- (5) List of Arabic Educators for the year 2024
- (6) List of Arabic Supply Teachers for the year 2024

This information was requested by the Union to update their records and to monitor the Primary Arabic Department. In a subsequent letter dated 22 May 2024 addressed to the Senior Chief Executive of the Ministry and copied to our Office, the Secretary of the ATU indicated that they did not receive any response for their request.

The Ministry reported that, since the ATU does not operate under the aegis of the Ministry, they cannot disclose information of a confidential nature to a third party, referring to Section 42 of the Data Protection Act (DPA) 2017. However, we observed that the referred Section of the DPA 2017 addressed the disclosure of personal data, and in view of the definitions of ‘personal data’ and ‘special categories of personal data’ under Section 2 of the DPA 2017, the Ministry was requested to seek legal advice to determine whether the information sought, falls under the classification of personal data.

In a reply dated 29 October 2024, we were informed that the requested information was provided to the ATU through a letter dated 18 October 2024.

We wrote to the Secretary of the ATU to confirm receipt of the letter and on 23 November 2024 he replied in the affirmative with a note of thanks.

C/154/2024

Dispute resolution between the MQA and a private training institution regarding an application for a non-award course

In May 2024, Mr M.Y.J, representing a private training institution registered with the Mauritius Qualification Authority (MQA), submitted an application for a non-award course entitled “Fire Safety – Hot Work” to the Authority. Being a registered trainer since 2013 in Basic Fire Safety with the MQA and a registered trainer in Fire Safety since 2018, in accordance with Section 22 (2) of the Mauritius Fire and Rescue Service Act 2013, he proposed himself as the trainer of the course in the application. He had previously successfully completed a course with the Training Division of the Mauritius Fire and Rescue Service (MFRS), where he was evaluated through an examination and a presentation, prior to obtaining a registration letter as a trainer.

On 05 June 2024, Mr M.Y.J lodged a complaint with us to the effect that the MQA had not yet approved the course on the basis that all registration letters issued by the MFRS were no longer valid due to a change in the law in 2019. However, following legal advice, he was apprised that no such change had occurred in respect of Section 22 (2) of the Mauritius Fire and Rescue Service Act 2013. Despite this, he was requested by the MQA to seek an updated registration letter from the MFRS. He disagreed with this request as it would necessitate repeating the course conducted by the Training Division of the MFRS and undergoing a new assessment.

While reviewing the Mauritius Fire and Rescue Service Act 2013, we noted that amendments were brought to the Act following the Finance (Miscellaneous Provisions) Act (No. XI of 2018) and the Business Facilitation (Miscellaneous Provisions) Act (No. XVII of 2019). However, those amendments were not in respect of Section 22 (2) of the Act, which stipulates: - *“No person other than an officer shall provide training in fire safety unless he is registered as a trainer with the Service and the Mauritius Qualifications Authority in the field of fire safety and the course has been approved by that Authority.”*

To clarify the issue, we queried the MQA, which reported that the MFRS, being the competent authority in Fire Fighting/Fire Safety, was consulted, and a working committee was set up to assess the application submitted by the training institution. The said committee recommended the application for approval and on 02 July 2024 issued a statement of approval of non-award course to the training institution.

Mr M.Y.J was apprised of the outcome and we later received a note of thanks from him.

ENERGY AND PUBLIC UTILITIES

(Central Electricity Board)

C/15/2024

Application for displacement of electric service line and meter not yet considered

On 19th January 2024, Dr. I.A complained to this Office that he applied to displace the Central Electricity Board (CEB) service line and meter on his father's behalf since January 2022 and no action had been taken thereon. The complainant alleged that he had visited the CEB Customer Service Centre several times to request the CEB to complete the works.

Upon investigation, the CEB reported on 30th January 2024 that necessary action has already been taken on 24 January 2024 to displace the service line and meter

Complainant was apprised of the outcome of our investigation and he wrote back to us expressing his satisfaction with our intervention:

"I would like to confirm that the CEB has displaced the service line successfully. By copy of this email, I would like to thank you and your colleagues for your prompt intervention in this matter! Well done!"

FINANCE, ECONOMIC PLANNING AND DEVELOPMENT**C/308/2023****Investigation on NPF Contributions made by former employer**

Pensions contributions is a safety net of an employee to secure his future.

On 06 December 2023, Mr B. J. a former Security Officer of a private company, wrote to us raising concerns on his contributions to the National Pension Fund (NPF) alleging that no contributions were made by the company during his employment from 2013 to 2019. He mentioned that he had made a verbal complaint with the Mauritius Revenue Authority (MRA) on 19 August 2022 to that effect. He further informed that upon enquiring with the Social Security Office, he discovered that the company had indeed contributed a certain sum to the NPF from 2018 to 2020 but no contributions were made for the period 2013 to 2017.

Having carefully assessed his complaint, we enquired into the matter with the MRA. In their reply dated 24 January 2024, the MRA informed that necessary action was taken regarding the NPF contributions for the years 2013 to 2017.

We eventually apprised Mr B. J. of the outcome, but we did not receive any communication from him.

**FOREIGN AFFAIRS, REGIONAL INTEGRATION AND
INTERNATIONAL TRADE**

C/133/2022

Ombudsman's intervention ensures payment of allowance after four years

Mrs X, Principal Trade Policy Analyst (PTPA) lodged her complaint with this Office on 15th July 2022, alleging that – in her capacity as Trade Policy Analyst - she had performed the higher duties of PTPA from 04 May 2020 to July 2021 *vice* an Officer on leave without pay, without any compensation.

The Ministry of Foreign Affairs, Regional Integration and International Trade cited budgetary constraints due to the COVID-19 pandemic as the reason for non-payment and maintained that no formal assignment of higher duties had been made to her as Head of Sections were requested to make internal arrangements to ensure continuity of service during that period.

Whilst acknowledging that the budgetary restrictions during the COVID-19 pandemic were a necessity for the economy, this Office also observed that the alleged assignment of duties had spanned for more than one year against a funded post, i.e., funds from salary allocation were available for payment. Additionally, rather than distributing the workload amongst several Officers, the Ministry had placed the entire burden on Mrs X, without any compensation. The Ombudsman therefore concluded that Mrs X had been treated unfairly as there had been no attempt to redistribute the tasks of the higher post any sooner.

On 2nd May 2023, the Ombudsman recommended that the case of Mrs X be exceptionally reconsidered in a spirit of fairness and was thereafter informed by the Ministry of Foreign Affairs, on 15th August 2023, that a case had been submitted to the Ministry of Public Service and Administrative Reforms for the payment of an *adhoc* allowance to Mrs X.

After continuous follow-ups with both Ministries, approval was conveyed on 01st April 2024 for the payment of an *ad hoc* allowance to Mrs X, equivalent to the responsibility allowance at the level of PTPA for the period concerned.

On 07th June 2024, Mrs X confirmed receipt of the payment and expressed her gratitude for the Ombudsman's intervention in securing justice on her behalf and stated the following:

“Allow me to express my deepest thanks and gratitude to you and your entire team for the hard work put in and continuous follow-up with my Ministry to take remedial actions for the unfairness I endured.

I am grateful for your Office that allows workers to have resort to such a system to resolve issues relating to work”.

HEALTH AND WELLNESS

C/245/2022

Ombudsman's recommendation secures pension benefits after complainant's personal files were prematurely archived and untraceable

On 31st October 2022, Mr V.R., a Retired Head of Health Engineering Services of the Ministry of Health and Wellness (MOH) complained that his claim for entitlement for enhanced pension benefits following an injury sustained in the course of his duty on 25 May 1982 had not been considered by the MOH.

The MOH reported that Mr. V.R.'s personal file, which may have contained information about his injury was transferred to its Archives at Coromandel. Despite several attempts, the file could not be retrieved due to poor storage conditions. Additionally, there were no record in the Personal Examination Record Section indicating that Mr. V.R. had been examined by a Medical Board following the injury. A Medical Board examination conducted in March 2022 estimated a 10% permanent incapacity but could not conclusively link it to the 1982 injury.

In May 2023, the Ombudsman wrote to the MOH highlighting that the premature archiving of Mr V.R.'s files and deplorable storage conditions were contrary to established procedures and could only be attributed to carelessness, lack of due diligence and supervision in the archiving process. It was also underlined that the Mr V.R. had also submitted a sworn statement before the District Court of Mahebourg, detailing the accident and subsequent hospitalization.

Having considered the above, the Ombudsman stated that **“this Office holds the considered view that the complainant cannot be penalized through no fault of his for an inconsiderate act of the Ministry.”** Under Section 100(2) of the Constitution, the Ombudsman recommended that the approval of Government be sought to remedy the situation through the payment of the dues to Mr V.R.

The Secretary to Cabinet and Head of the Civil Service was simultaneously requested to draw the attention of all Supervising Officers to the importance of proper archiving practices to retain the long-term value of records.

Following the Ombudsman's recommendation, the MOH sought the advice of the State Law Office (SLO) and the latter confirmed:

“the Ombudsman is mandated under the Constitution the Ombudsman Act (see sections 96 to 102 of the Constitution and the Ombudsman Act) to deal with complaints against Government and Government departments; and

the Ministry of Health and Wellness ought to implement the recommendation of the Ombudsman ...”

However, the SLO also requested the MOH to liaise with the Ministry of Public Service, Administrative and Institutional Reforms (MPSAIR) to find out whether there were any cases which were similar to this case.

Finally, in February 2024, the matter was referred to the Secretary to Cabinet and Head of the Civil Service, stating the following:

- i. *According to the MPSAIR, there was no such precedent or similar case regarding the grant of additional pension for injury sustained. In the absence of documentary evidence that Mr V.R. had sustained an injury at work entailing hearing impairment, the MOH reported to this Office not being in a position to consider his application for enhanced pension benefits.*
- ii. *The inability to trace Mr V.R. 's personal files was a direct result of the MOH's lack of due diligence. The administrative mistake on the part of the Ministry had caused substantial prejudice to the complainant and the Office emphasized the urgent need for a solution to this issue.*
- iii. *A retired public officer injured on duty had been denied his rightful retirement benefits due to inadequate record-keeping by and laxity of the Ministry. If this case were to go to Court, the Ministry would likely be held accountable for this mistake. The compensation that may be required to be paid to the complainant could outweigh the amount due as additional retirement benefits.*
- iv. *In case, the exact amount to be paid to Mr V.R. could not be determined due to insufficient records regarding the extent of incapacity, the employer could at least engage in negotiations with him. Arriving at a one-off gratuity agreement would serve to compensate him not only for the impairment caused during the performance*

of his duty but also for any resulting prejudice caused following the absence of records.

- v. *Being given that the MOH did not initiate necessary action to redress the wrong committed and pursuant to Section 100(3) of the Constitution, the Ombudsman requested that the complaint be brought to the attention of the Honourable Prime Minister.*

On the 24th May 2024, the Secretary to Cabinet informed this Office that a meeting was convened with representatives of the MOH and the MPSAIR to look into the complaint of Mr V.R. and it was considered that, in the absence of relevant records, which were untraceable at the Archives of the MOH, Mr V.R. should be given the benefit of doubt and be compensated, as provided by law.

Finally, on 28th October 2024, Mr V.R. wrote to this Office sharing that:

“It is with great pleasure, and I feel honored to inform you that after a long battle I have been able to obtain my dues from the Accountant General, Treasury Department.

Also, I seize the opportunity to thank you and your team for having done a fantastic job and without your unflinching help and effort this achievement would have been impossible. Some of my ancient colleagues and other heads of departments were saying that I was undertaking an already lost battle...I can say it’s a victory over injustice and prejudice...”

This Office wishes to underscore the positive intervention of the Secretary to Cabinet and Head of the Civil Service in ensuring the implementation of the recommendation made by the Ombudsman, along with the action taken to remind all Supervising Officers of the importance of adhering to established archiving procedures and ensuring proper maintenance of archives.

C/246/2022

Bread Distribution: Compliance with Food Regulations

On 07th November 2022, Mr. V.B. wrote to us expressing his concern about the use of metallic boxes by bakeries for distributing bread, which he deemed unhygienic and contrary to existing legislation. In response to our enquiry, the MOH provided the following report:

- Following the complaint on 29.03.2022, four (4) contraventions were established at four different bread-selling points in Goodlands. These included the use of carton boxes for keeping of bread, the keeping of metallic containers containing bread on floor level and one food transport vehicle transporting bread found in a dirty state.
- Investigations were carried out and it was found that four bakeries, deliver bread to general retailer shops in the vicinity of Goodlands.
- The directors of the bakeries were contacted, sensitized on health practices, and warned against using used carton boxes and metallic containers for bread delivery. They were advised to ensure that food containers were clean and stored above floor level.
- Following a complaint made on 16th September 2022 regarding the use of metallic containers for bread delivery in Goodlands, inspections were conducted on the same day. Bread at retail shops in the area was found stored in clean, closed plastic containers, and Mr. V.B. was informed accordingly. However, he maintained that bakeries continued to distribute bread in uncovered metallic crates.
- The four bakeries acknowledged that distributing hot bread in uncovered metallic containers was a common practice across the island, as using plastic or closed containers could affect bread quality.
- The bakeries were instructed to clean the metallic containers daily and avoid placing them at floor level.
- A follow-up inspection on 22nd September 2022 confirmed that the bakeries were adhering to the recommended practices.

On 19th January 2024, this Office wrote to the MOH emphasising that the complainant's primary concern was not the use of the metallic boxes to store and transport breads but rather the fact that these containers were kept on the floor since there were no legs, pegs or extra level to keep them above floor level.

This Office also highlighted the legal requirements under Section 38 of the Food Regulations 1999, which stipulated:

Section 38. Cleanliness

A licensee shall ensure that –

- (i) *all parts of his food premises are clean and all facilities are in good working condition;*
- (ii) *a permanent cleaning and disinfecting schedule is drawn up to ensure that all areas and equipment of his establishment are appropriately clean and disinfected;*
- (iii) **all bags, containers, crates or boxes are kept on racks 300 mm above floor level; and**
- (iv) **no food is kept on ground or floor level.**

In the light of these legal provisions, the MOH was urged to take the necessary measures to ensure bakeries comply with Section 38 of the Regulations.

On 14th May 2024, we received a correspondence from the Public Health and Food Safety Unit stating that in line with Regulations 42 and 52(2) of the Food Regulation 1999,

- the distribution of bread in metallic containers contravened Food Act/Food Regulations as it could contain any contaminating matter as per Regulation 42 which could in turn contaminate the bread and bring in effect Regulation 52(2).
- The Public Health Inspectorate had already taken necessary action to address the issue regarding the distribution of bread in metallic containers; and
- The Principal Public Health and Food Safety Inspectors had been instructed to ensure that the distribution of bread was being done using clean and closed containers across the island and any distribution of bread in open metallic crates was to be contravened.
- Mr V.B. was requested to report any breach of the legislation to the Public Health Inspectorate of any region concerned.

Mr V.B. was informed of the outcome of our investigation on 01st July 2024, but we received no reaction from him.

C/133/2023

Concerns Regarding Delayed Diploma Course for Trainee Medical Imaging Technologists

On 29th May 2023, this Office received a complaint from Trainee Medical Imaging Technologists enlisted by the Ministry of Health and Wellness. These trainees, who joined since June 2021, were required to undergo a Diploma Course to be appointed as Medical Imaging Technologists. Despite entering a bond agreement of Rs 540,000, the course did not commence in good time and thus deprived them of potential benefits and delayed their appointment.

The trainees were informed that the Diploma course might start by June 2023, but there was a possibility that it would be conducted after office hours (16:00 to 18:00) due to the unavailability of resource persons during regular working hours. This situation caused frustration among the trainees, who felt it was both unfair and discriminatory. Currently, they were receiving practical training during office hours and have complained that the oral and technical training should follow the same schedule to avoid further delays and penalties. They have requested that the course be conducted during office hours, as was the case with previous batches, to ensure fair treatment.

The matter was taken up with the Ministry of Health and Wellness which reported as follows:

- (a) In recent years, several batches of Trainee Medical Imaging Technologists have been enlisted as follows:

Year	No. of Trainees Enlisted
2021	28
2022	22
2023	5
2024	7

- (b) In response to these concerns, the University of Mauritius (UOM) has assured us that lectures could be scheduled during both regular working hours and after, depending on

the availability of resource persons. This flexibility aimed to minimize disruption to ongoing services. Furthermore, a blended learning approach would be adopted, incorporating both online and face-to-face sessions, reducing the need for students to travel to campus for all lectures. Certain practical sessions are expected to take place in hospitals, most likely between 9:00 a.m. and 4:00 p.m.

- (c) Arrangements have been made with the UOM to conduct a two-year Diploma course in Medical Imaging Technology for 30 participants from Mauritius and 4 participants from Rodrigues. While the course was originally scheduled to begin in November 2022, it was delayed due to a lengthy clearance and accreditation process. The course eventually started in January 2024.
- (d) Currently, all Trainee Medical Imaging Technologists enlisted in 2021, along with the two most senior trainees from the 2022 batch, have begun the course. The next group of trainees would begin their course in January 2025.

This Office is of the view that the Ministry should have ensured that the course was already mounted and duly accredited before enrolling candidates as Trainee Medical Imaging Technologists. Doing so would have prevented the uncertainty and hardship faced by the trainees and ensured a smoother, more equitable transition to their professional roles.

C/149/2023

Anonymous Complaint from Female Attendants of Dr A.G. Jeetoo Hospital

On 13th June 2023, this Office received a complaint from female attendants at Jeetoo Hospital raising concerns about the behaviour of a Nursing Officer posted in the SAMU department. The key issues outlined in the complaint included:

- (1) Offensive Behaviour:** Allegations of vulgar and offensive language, intimidation, and inappropriate behaviour, including unwelcome physical contact and harassment, toward female staff.
- (2) Serious Allegations:** Claims of sexual harassment involving a female attendant during a night shift. It was further alleged that two senior staff members dismissed these complaints and supported the Nursing Officer concerned.
- (3) Hostile Work Environment:** Concerns about a culture of fear among female staff due to the Nursing Officer's actions and alleged communal and racial bias by senior staff, contributing to workplace distress.
- (4) Impact and Appeal:** A call for intervention to address moral and sexual harassment, ensure accountability, and provide a safe and respectful work environment. The attendants expressed their intent to escalate the matter if no corrective action was taken.

Investigation and Findings

In response, the Ministry of Health started an enquiry. A team of senior officials, including nursing directors, administrators, and medical staff, conducted interviews with three female attendants, a Nursing Officer, and a Medical Health Officer.

The investigation revealed the following: -

- The allegations against the Nursing Officer were determined to be false.
- There was no evidence of vulgar or abusive language, harassment, or discrimination.
- The Nursing Officer did not engage in absenteeism.
- No prior complaints were received against the Nursing Officer from staff, visitors, or patients.

The Office decided, in the circumstances, to discontinue its investigation.

C/50/2024

Adjustment of Risk Allowance not effected following promotion as Charge Nurse

On 21 February 2024, Mr Y. M., a Charge Nurse posted at the Brown Sequard Mental Hospital, wrote to our Office regarding the non-adjustment of his Risk Allowance since his promotion as Charge Nurse with effect from 14 September 2015.

As per the recommendations of the 2016 and 2021 Pay Research Bureau Reports concerning Risk Allowance, certain officers of the Ministry of Health and Wellness who work in constant and close contact with mental patients, tuberculosis patients and drug addicts are entitled to a Risk Allowance equivalent to one and a half increments at the initial of their salary scales.

Following our intervention, the Ministry of Health and Wellness made the necessary adjustment to Mr Y. M's Risk Allowance in April 2024 and in May 2024 payment of the arrears due were effected to him.

INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION

C/93/2022

Benefits payable to complainant wrongly adjusted by PRB, Ministry of Public Service, Administrative and Institutional Reforms and Ministry of Information Technology, Communication and Innovation

On 23rd June 2022, this Office received a complaint from Mr S.H, Lead Programme Manager, averring that his salary was wrongly adjusted by his parent Ministry, the Ministry of Information Technology, Communication and Innovation (MTCI). He also stated that he wrote to the Ministry of Public Service, Administrative and Institutional Reforms (MPSAIR) but did not receive any reply.

Following exchanges of correspondence with the MPSAIR, we were informed that the MPSAIR held the view that the payment of increment to Mr S.H was correctly effected by the MTCI which is in line with Recommendation 10.40 of the Pay Research Bureau Report 2016, which reads as follows:

“the first increment beyond top salary is payable to the officer provided he has drawn the top salary for a year and for the payment of the subsequent increment, the officer should have drawn the first increment for a year”

The MPSAIR also informed that the payment of increment beyond top salary for long service applies when the officer has stagnated on the top of the revised salary scale (PRB Report 2016). The top salary of a post in a previous report is not automatically converted to the new top salary in the subsequent new PRB Report. The MPSAIR as well as all other Ministries/Departments have always adopted the same principle in other cases whether officers are granted increments, beyond top salary for long service or for other reasons at the various recommendations made in the PRB Reports, unless where it is specifically recommended not to do so.

However, after having fully and diligently examined all the relevant Pay Research Bureau Reports (PRB), this Office was of the view that,

- i. the “Long Service Increments” concern the recommendation made to compensate public officers who have stayed in a single grade for at least 24 years and have reached their top salary. These Officers become eligible for a first increment after having “stagnated” at the top salary of the scale for a period of two years; and
- ii. the “Increment Beyond Top Salary” (made under Chapter 10 of PRB Report 2016) is payable to public officers in order to provide incentives to graduate professionals “stagnating” at their top salary for several years. These officers become eligible for the additional increment after having drawn the top salary during a period of one year.

This Office reiterated its considered and experienced view that the complainant’s case should be treated with fairness and equity and recommended that the case be referred to the Pay Research Bureau.

On 28th June 2024, the MPSAIR reported that based on the advice by the PRB, Mr S.H should have been granted his first increment beyond top salary on 14 May 2016, and his second increment on 14 May 2017, as he had already reached his top salary on 14 May 2015. The MTCI was also requested to adjust the complainant’s salary accordingly.

Mr S.H thereafter wrote to us expressing his satisfaction with the work carried out, stating ***“I am writing to express my deepest gratitude for the incredible support and assistance your organisation provided me during one of the most challenging times in my life. When I found myself in a desperate situation with nowhere to turn, your team stepped in and made all the difference.”***

C/132/2024

Surveillance camera installed by Neighbour pointing directly on complainant's residence

On 21st May 2024, Mr. S.L complained to the Ombudsman regarding cameras installed by his neighbour, which he claimed were directed towards his property. He stated that he had previously lodged complaints with the Data Protection Office (DPO) on 24th September 2019 and 10th October 2020. On 8th May 2024, the DPO informed him that the camera was not aimed at his premises, which contradicted his claim.

This Office took up the matter to the Data Protection Office and was apprised of the following:

- i. The DPO had replied to Mr S.L on 02nd May 2024 and Mr S.L again wrote to the Office on 12th May 2024.
- ii. The DPO issued a letter dated 7th June 2024 to the Divisional Commander, Rose Belle Police Station to record Mr. S. L's statement after repositioning the disputed camera.
- iii. The Police has been informed that in case the respondent refused to adjust the disputed camera, the file would be sent to the Director of Public Prosecution for any action deemed fit by the police.

Complainant was apprised of the outcome of our investigation on 25th June 2024 but he did not revert to us.

LABOUR, HUMAN RESOURCE DEVELOPMENT AND TRAINING

C/285/2023

Applications for Work Permits in respect of foreign persons taking too much time for finalisation

On 14th November 2023 the Office of the Ombudsman received a complaint from Mrs R.C, representative of a private Company known as ‘La Vallée des Couleurs, Nature Park,’ Chamouny, wherein she expressed her dissatisfaction against the lengthy process of the Ministry of Labour, Human Resource Development and Training in finalising applications for Permission in Principle (PIP) to recruit foreign workers. She averred that although her company recognised the efforts of the said Ministry for having approved and issued the Lodging and Accommodation Permit in good time, the delay caused in the process of determining the PIP had negative impact and consequences for the company’s smooth running.

This Office took up the matter with the Ministry of Labour, Human Resource Development and Training which apprised on 28th November 2023 of the following:

1. The application for PIP to recruit fifty (50) expatriates was received on 08th September 2023;
2. The application was found to be incomplete and after several requests made to the Company, its application was completed on 25th September 2023;
3. As per procedures, the views of the Ministry of Tourism were sought and a reply was awaited;
4. The Ministry of Tourism was finalizing a policy for the Tourism Sector in relation to recruitment of foreign workers and applicable quota/ration, and once the exercise would be completed, the application for PIP would be finalized.

The Complainant was informed of the Ministry’s response on 13th December 2023 and while the Office was following-up the matter with the Ministry of Labour, Complainant wrote and informed our Office on 03rd January 2024 that the Ministry had issued the permit.

LOCAL GOVERNMENT AND DISASTER RISK MANAGEMENT

C/55/2022

The case of the coconut trees

In its Annual Report 2023, the Office highlighted a peculiar yet pressing case: two towering coconut trees on a bare plot of land, posing a genuine threat to a complainant's family and property (*see page 116 of the Report*). The matter underscored a broader issue—the challenge of abating nuisances arising from barelands with untraceable owners. To address the issue, the Secretary to Cabinet and Head of the Civil Service had reported that an amendment to the Notaries Act, requiring Public Notaries to inform Local Authorities of any change in property ownership, had been proposed. This would have facilitated the identification of landowners and expedited solutions in some cases.

However, following the Budget 2024/2025, this Office was informed that the amendments proposed to the Notaries Act were not retained in the Finance (Miscellaneous Provisions) Act 2024.

In the meantime, the complainant had also informed us in September 2024 that the owner of the bareland had finally been identified. The Ministry of Local Government, on its part, reported the following: -

- i. The Special Mobile Force (SMF) informed that the trees could be safely removed using a loadall with a platform. However, to allow free access/passage of the loadall, an existing private boundary block wall of approximately 2 metres in height would need to be dismantled.
- ii. The house of the complainant was also at risk should the coconut trees fall in its direction.
- iii. A joint site visit was proposed with the District Council of Grand Port (DCGP) in the presence of the owner to determine the agency responsible for dismantling the wall and reinstating it.
- iv. In parallel, the Ministry had instructed the DCGP to notify the owner of the plot of land on which the two coconut trees were located that these trees posed a danger to neighbours.
- v. Consequently, the owner was required to cut down the trees.

While authorities debated logistics and responsibilities, the complainant wrote to the Office with unexpected news on 06th February 2025:

“Please be informed that the new owner of the land has already done needful to cut the trees without any need to dismantle any wall. No further action is required now.

Still many thanks to try to help after years I have been chasing.”

This case, spanning over two years, stands as a stark reminder of how bureaucratic red tape can stall even the resolution of a simple problem. Thankfully, the coconut trees stood tall without incident—until they didn’t.

OFFICE
OF THE
OMBUDSMAN

C/156/2023**Refund of overpaid travelling expenses from year 2016 to 2022**

Mr P.K., a firefighter of the Mauritius Fire and Rescue Service (MFRS), wrote to us on 22 June 2023 complaining that he was notified by his Department of an overpayment in his travelling expenses from 05 December 2016 to 31 July 2022, totalling an amount of Rs 27,984. Consequently, he was requested to reimburse the overpaid amount starting with an initial instalment of Rs 1804.00 from June 2023, followed by 17 subsequent monthly instalments of Rs 1540.00. He strongly disagreed with the conditions imposed upon him, indicating that he had been asked to repay the amount within 17 months, whereas the overpayment spanned over a period of 68 months, with a monthly excess amount of Rs 411.53. He emphasized that although he had filled the appropriate travelling refund form since his posting from day duty to shift system in December 2016, the overpayment remained undetected by the Finance Section for several years. Nevertheless, he agreed to refund the amount and made a request for a revised repayment plan, which takes into account his financial constraints. However, the MFRS contended that the repayment arrangement made was fair and reasonable, and they did not accede to his request.

In response to our query, the MFRS reported that:

- (i) There was no record either in the Human Resource Section or in the Finance Section indicating that Mr P.k. had submitted any claim for refund of travelling from the year 2016 onwards.
- (ii) The schedule for repayment has been worked out in accordance with paragraph 8 of Financial Instructions No. 1 of 2021 and the proposed repayment modality was considered fair and reasonable.
- (iii) Following the revision of bus fares with effect from 08 May 2022, Mr P.k. had submitted an application dated 25 December 2022 for the refund of travelling expenses. However, it was noted that the application form was not duly filled-in as it lacked crucial information. Consequently, he gave an amended application form dated 28 March 2023, and while processing the amended form, it was observed that Mr P.k. ought to have been paid 15 days instead of 20 days as from 05 December 2016.

- (iv) Mr P.k was informed that he had been overpaid and the schedule of reimbursement proposed was to pay a first instalment of Rs 1804 and 17 monthly instalments of Rs 1540.
- (v) There have been other similar cases of overpayment of travelling expenses made to officers. All except one officer have refunded or were in the process of refunding the amount due. All the officers had been informed in writing prior to deduction(s) being made. Each deduction and modality for recovery was calculated on a case-to-case basis, depending on the amount overpaid to each officer.

In view of the financial constraints related by Mr P.k, that is he cannot afford to repay the monthly instalment decided by the MFRS, we asked the parent Ministry whether the complainant's request for a consultative meeting/negotiation in this matter could be acceded to. We were informed by the MFRS, that there was a consultative meeting with Mr P.k. on 07 September 2023 under the Chairmanship of the Chief Fire Officer and an agreement was reached regarding the monthly deductions from the latter's salary.

On 08 December 2024 Mr P.k. emailed us expressing his appreciation by stating ***"I wish to express my sincere gratitude for your role in facilitating dialogue with the upper management of the MFRS, which has been instrumental in addressing the overpayment recovery"***.

While we acknowledge the positive resolution of the complaint, it is alarming to note that the officers entrusted with the responsibility of ensuring that funds were being used judiciously and cases of overpayment do not arise, have not been able to detect this overpayment any earlier during their regular scrutiny **over a period of six years**.

Paragraph 3 of the Financial Instructions No. 1 of 2021 stipulates: *"The OIC Finance should ensure that the personnel history record is regularly updated, through the Computerized Salary Card System (CSCS), in every Department. Accordingly, the OIC Finance should use the CSCS to keep and maintain all the details in respect of: (a) personal data such as first appointment, other appointments, promotions, allowances, leaves with pay/without pay, interdiction etc. of each officer; and (b) personal emoluments data showing the gross salary, the deductions and the net salary for each month."*

This Office is inclined to think that there has been a lack of due diligence and there may exist more similar cases of overpayment. Hence, the attention of the Director of Audit has been drawn to this issue for consideration during the next Audit exercise of the Department.

NATIONAL INFRASTRUCTURE AND COMMUNITY DEVELOPMENT**(National Infrastructure Division)****C/173/2022****Action not taken against squatters illegally occupying former Government Railway Quarters at Rose Belle**

On 5th September 2022 the Office of the Ombudsman received a complaint from Mr R.R, a resident of Railway Road, Rose Belle, wherein he expressed his concerns of the nuisances, ranging from alleged noise pollution to serious drug abuse, caused by squatters illegally occupying the former Government Railway Quarters at Rose Belle. He averred that these anti-social behaviour and conducts had severely affected the neighbourhood's daily peaceful life and environment and thus represented a real danger to the personal safety and security of all the inhabitants. Complainant also pointed out that although he had raised the alarm with several public authorities namely, the Ministry of National Infrastructure, the Police Department as well as elected Members of the National Assembly for the Constituency, no concrete action had been taken as at date he lodged his complaint.

This Office took up the matter with the Ministry of National Infrastructure and Community Development which apprised on 29th September 2022 of the following:

1. A survey conducted with respect to illegal squatting or occupants of Government Quarters revealed that out of thirty-five Government Quarters, eleven were illegally occupied at Rose Belle. The Government was apprised of the findings of the survey;
2. Concurrently, in view of the complaints of suspected dubious activities, representing a danger and nuisance to the neighbourhood, the matter was referred to the Police for appropriate action. In this context, a meeting was held on 10th January 2022 and the Police was requested to take immediate remedial actions with respect to the nuisances caused in that region;
3. Following consultation with the Attorney General's Office, the illegal occupiers were requested in a letter dated January 2022 to vacate the Government Quarters by latest 31st March 2022;

4. However, they had failed to comply with the Notice and a fresh letter was issued to the illegal occupiers to vacate the quarters by latest 15th May 2022. A survey had revealed that only one squatter had vacated the quarters.
5. Consequently, the Attorney General's Office was informed to initiate proceedings for their eviction. The Police Department was informed accordingly.

Complainant was informed of the Ministry's response on 06th October 2022 and the Office continued to follow-up the matter with the Ministry.

The Ministry informed our Office on 15th March 2023 that the Attorney General's Office had issued Notices (Mise en Demeure) to the illegal occupiers requesting them to vacate the quarters within a delay of 15 days from the date of service, i.e 05th February 2023. However, the Court Usher had reported a return of 'No service' as some of them were unknown to the inhabitants of the respective localities.

The Inspectorate Division of the Ministry effected a site visit on 02nd March 2023 and it was noted that the illegal occupiers had not vacated the quarters. Consequently, Court proceedings were initiated against them and the Judge in Chambers ordered the issue of a *writ habere facias possessionem* against them in case they failed to quit, leave and vacate the Government Quarters by the dates specified. Moreover, it was noted that another two of the illegal occupiers had vacated the quarters.

Complainant who was informed accordingly confirmed that the squatters had effectively evacuated the premises. Nonetheless he expressed further concerns that stray dogs and pests had invaded the building which posed serious health issues to neighbouring residents.

The issues were reported to the Ministry which stated that surveys were being conducted for the pulling down of the buildings in question. As regards the status of the remaining squatters, the Ministry stated that Court proceedings were on-going.

Since the matter was then within the purview of the Court, the Office decided to discontinue its investigation. However, the Ministry of National Infrastructure was advised to carry out a survey of all unused/abandoned Government Buildings/Quarters in order to enable it to take mitigating measures to prevent illegal squatting in good time and to make better use of such buildings.

POLICE

C/249/2024

Press Article « Une vision choquante »

This Office initiated an investigation following a press article published in a newspaper on 24th September 2024 entitled “Une vision choquante” by a certain Daniel. The article alleged that one detainee was leg-chained during his hospital visit, stating:

“...un détenu, emmené à l’hôpital (...) sous escorte policière néanmoins fortement entravé : menotté certes mais traînant aussi des chaînes aux pieds, devant les patients...”

Given international guidelines such as the Nelson Mandela Rules - which prohibit the use of chains or iron and recommend the use of other forms of restraints to prevent escape or injury – this Office, pursuant to Section 97(1) (c) of the Constitution, sought clarification from the Commissioner of Prisons. The latter reported that as per prison records, no detainee under prison custody attended the said hospital on the date of the incident.

Further enquiry with the Commissioner of Police revealed that on 21st September 2024, a detainee arrested for larceny was taken to the hospital for treatment. He was admitted and discharged on 23rd September 2024. However, whilst in hospital, the detainee was not footcuffed but handcuffed with a view to preventing him from escaping.

It is noteworthy that the author of the article explicitly stated: ***“Je n’ai pas pris de photo. Je ne pouvais pas”***.

In the absence of any corroborating evidence to substantiate the claim, this Office was unable to pursue the matter further. It is hoped nonetheless that Authorities concerned do not resort to such practices for the good name of the State at international level.

PRIME MINISTER'S OFFICE

C/127/2024

Demeaning behaviour, misuse of authority, humiliating junior staff and misuse of Government vehicles by a senior officer

On 08th May 2024, this Office received an anonymous complaint from Officers of the Prime Minister's Office regarding the demeaning behaviour of a senior officer. It was also alleged that the senior officer uses official cars daily even though she is not eligible and often gives directives to travel alone.

As empowered under Section 97(1)(c) of the Constitution, the Ombudsman initiated an own-motion investigation. The matter was referred to the Secretary to Cabinet and Head of Civil Service, who reported that the Officer was briefed accordingly. She was also advised to be more careful in future and to subscribe fully to the code of ethics for public officers, particularly those pertaining to Personal and Professional behaviour.

C/130/2024

Bullying, Harassment, Acts of Humiliation and Intimidation by a senior colleague against a Press Machine Operator

In an email dated 16th May 2024 addressed to the Government Printer and copied to this Office, Mr K.T, a press machine operator complained against a senior Officer. He claimed that the officer had organised a meeting with officers in higher hierarchies during office hours, where several allegations were made against him, and his personal matters were discussed in his absence.

The matter was taken up with the Government Printing Department which reported as follows:

- a) An investigation was carried out against the senior officer. His explanations were sought in a letter dated 17 May 2024 for having convened an informal meeting and made certain allegations against the complainant during working hours with the staff of the security press section (roster A) in the presence of the Production Supervisor and Assistant Production Supervisor.
- b) The Production Supervisor and Assistant Production Supervisor were convened to a meeting on 18 June 2024 to submit their explanations, views and comments on the meeting held by the Officer. They denied having given any permission to the officer to hold a meeting to talk against someone in particular. They stated that it was only an informal meeting lasting only a few minutes, and they did not recall Mr. K.T's name being mentioned at any point.
- c) The explanations of the senior officer were examined and were found to be unsatisfactory. As a result, he was issued a warning for unsatisfactory conduct in line with Regulation 42(3)(a) of the Public Service Commission 1967, as amended. He was also reminded that he was not allowed to organise any meeting during working hours so as not to disrupt the smooth running of the section and to act responsibly and strictly in accordance with the rules and regulations.
- d) The Government Printing Department acted promptly to prevent the situation from worsening. It has taken the necessary steps to ensure a healthy working environment and to immediately cease any acts of bullying, intimidation, or humiliation that could disrupt the smooth running of the Department.

PRISONS

C/11/2024

Detainee denied access to a Book due to its thickness

In a letter we received on 09 January 2024, detainee K.C., who was remanded at the Eastern High Security Prison, Melrose (EHSPM), wrote to us stating that he was denied the fourth volume of the Harry Potter book series, brought by his family during their visit. He had previously been allowed to have the first three volumes of the book. The rationale behind the denial was for security reasons associated to the thickness of the book. Mr K.C. alleged that foreign detainees were allowed to have bigger books whereas he was treated differently. He therefore sought our intervention in this matter.

We took up the case with the Commissioner of Prisons. In reply to our queries, the following points were conveyed:

- Foreign detainees only receive magazines and pictorial books from their Embassy. In the event they receive thicker books through parcels (Post Office), these books are kept in their property at the Reception Office until their release from prison.
- The books detainees receive from their relatives shall be of a reasonable thickness for security reasons as detainees have been concealing prohibited articles such as mobile phones in thick books.
- This measure was taken in a Strategic Committee chaired by a former Commissioner of Prisons and was still in force.
- Since no thick book was allowed inside the prison, no prohibited articles have been found concealed in books for the past three months.

It is to be underscored that books serve as a vital source of knowledge, offering detainees an avenue for personal growth, intellectual stimulation and skill development. Several international human rights instruments address this issue and some of the most relevant ones are the following: -

- (a) 2030 Agenda and Sustainable Development Goal (SDG) 4.
- (b) Universal Declaration of Human Rights.

(c) United Nations Standard Minimum Rules for the Treatment of Prisoners (also called the Nelson Mandela Rules).

(d) European Convention on Human Rights.

It is in this spirit that this Office holds the view that restricting access to books based on their thickness disregards the rights of detainees. Such limitations impede their ability to exercise their fundamental right to seek knowledge and engage in educational pursuits, as enshrined in international human rights instruments and principles of justice - the moreso, when detainees already have limited access to digital materials.

Regarding the admission of books of a “*reasonable thickness*”, this Office observed that the criterion of thickness as a determinant for book access is inherently arbitrary. There is no objective measure to define what qualifies a book of reasonable thickness, thus rendering it subject to individual interpretation and perception. It also fails to account for the diverse content and educational value that books of varying thickness may offer.

In the circumstance, the Ombudsman recommended, under Section 100(2) of the Constitution, the review of the existing practice, through:

- i. **Risk-Based Assessment:** by adopting a more balanced approach that evaluates the security risks associated with individual books on a case-to-case basis instead of a strict restriction based on thickness, and implementing a robust screening procedure such as scanners to mitigate potential security threats while preserving detainees’ access to a diverse range of reading materials.
- ii. **Training:** by providing prison personnel with comprehensive training on the identification and management of security risks related to books and other reading materials.

In a memorandum dated 24 September 2024, the Commissioner of Prisons reported that he met the detainee at the EHSPM on 09 August 2024 and the matter was resolved. A copy of a statement recorded from the detainee in which he confirmed that the issue was settled to his satisfaction was annexed.

It is our considered view that for prisons to fulfill their societal obligations to rehabilitate and reintegrate detainees, they must not hinder the detainees’ right to information and education. It is apposite to reflect upon the words of Nelson Mandela: “*It is said that no one truly knows a nation until one has been inside its jails. A nation should not be judged by how it treats its highest citizens, but its lowest ones.*”

C/272/2024

Request of detainee, an asthma patient, to access a sleeping cap (polo) given by his family not accepted by the Prisons Authorities

A detainee held at Eastern High Security Prison wrote to the Ombudsman on 09th September 2024 complaining that his request for a sleeping cap was not acceded to by the Commissioner of Prisons. The detainee also averred that he suffers from chronic asthma and that the cold condition of the Prisons are worsening his health.

The Office initiated an investigation with the Commissioner of Prisons who reported that taking into account the health status of the detainee, one knitted cap has been provided to him on medical grounds.

Upon being informed of the outcome of our investigation, the complainant thanked our Office for its intervention stating the following:

“Je vous remercie du fond du cœur pour les démarches que vous avait fait pour moi, c’est grâce à vous aujourd’hui que ma famille peut apporter un polo pour moi”

PUBLIC SERVICE, ADMINISTRATIVE & INSTITUTIONAL REFORMS**C/80/2024****Salary of Pharmacy Technicians in Rodrigues not adjusted contrary to their counterparts in the Island of Mauritius**

In a letter dated 25th April 2024 addressed to the Island Chief Executive and copied to this Office, four Rodriguan Pharmacy Technicians complained about the wrong adjustment of their basic salary following their appointment. They averred that they had been enlisted as Trainee Pharmacy Technician in year 2017 and were appointed as Pharmacy Technician in August 2021 with a salary point of Rs 16, 725. In line with the PRB Report 2021, their basic salary should have been adjusted to RS 20, 500 in year 2022. They also stated that the salary of their Mauritian counterparts was adjusted after they made representations to the Ministry of Public Service, Administrative and Institutional Reforms. However, their salary remained at Rs 19, 225 which is contrary to PRB Report 2021.

This Office initiated an investigation with the Secretary for Public Service on 29th May 2024. The Secretary reported that the Chief Commissioner's Office had already sought the Ministry's advice, and due to the complexity of the case, it was being examined in consultation with the Pay Research Bureau. This Office maintained regular follow-up with the Ministry, and on 27th September 2024, we were informed that the Island Chief Executive had been advised to adjust the salary of the four Pharmacy Technicians to be in alignment with the salary of the counterparts on the Mauritian Establishment.

SOCIAL INTEGRATION, SOCIAL SECURITY AND NATIONAL SOLIDARITY

(SOCIAL INTEGRATION DIVISION)

C/84/2024

Registration under the Social Register of Mauritius for the Free Exam Fees Scheme

This case highlights the importance of registration and eligibility under the Social Register of Mauritius (SRM) to benefit from the services offered by the National Empowerment Foundation (NEF).

On 01 April 2024, Mr M. E., a Rodriguan complained that his son who sat for the School Certificate (SC) examination in 2022, was excluded from the Free Exam Fees Scheme administered by the NEF.

Our enquiry revealed the following: -

- i). Registration and eligibility under the SRM are prerequisite for households to benefit from the services of the NEF. The exercise for registration and determination of eligibility under the SRM is conducted by the Social Security Division of the Ministry of Social Integration, Social Security and National Solidarity. Households eligible under the SRM benefit from the services of the Foundation, once the Marshall Plan Social Contract is signed.
- ii). Mr M. E. was initially registered and found eligible under the SRM. He had signed the Marshall Plan Social Contract on 20 July 2021.
- iii). His son sat for the SC exams in 2020 and received his results in 2021. Due to Covid-19 outbreak, no examinations were held in year 2021, and his son re-sat for the exams in 2022.
- iv). At the time of application for the Free Examination Fees Scheme for year 2022, Mr M. E. was no longer found registered under the SRM, thus could not benefit from the Scheme. He was advised to visit the Social Security Office to re-register himself under the SRM.

- v). Mr M. E. successfully re-registered and was found eligible under the SRM in October 2023. He was as at May 2024 benefitting from the services of the Foundation.

Mr M. E. was informed of the outcome of the enquiry regarding his complaint. However, we did not receive any response from him.

We hope that eligible persons ensure that they are registered with the SRM to avail of the different services of the Foundation.

OFFICE
OF THE
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SOCIAL INTEGRATION, SOCIAL SECURITY AND NATIONAL SOLIDARITY

(SOCIAL SECURITY AND NATIONAL SOLIDARITY DIVISION)

C/280/2023

Shortpayment of Basic Retirement Pension during period November 2022 to December 2023

This Office received a complaint from a retired couple, Mr and Mrs G on 14th November 2023 averring that they are both above the age of 65 and are benefitting from only Rs 11,000 instead of Rs 12,000 as Basic Retirement Pension. The complainants stated that they have contacted the relevant Ministry, but no action had been taken.

The Office initiated an investigation with the Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division) which reported as follows:

- i. Mr and Mrs G are eligible to the Social Retirement Benefit as from November 2022.
- ii. Mr and Mrs G have both been paid an amount of Rs 16,000 as arrears for the period November 2022 to December 2023, inclusive of end of year bonus.

The complainants were informed of the outcome of our investigation and they wrote to us on 01st February 2024 expressing thanks for our intervention in this matter, stating the following:

“We do confirm receiving the outstanding payment in December 2023 and the same for now January 2024. We extend to the Office of the Ombudsman our sincere thanks for inquiring into our complaint and finally getting the process to be corrected. “

TOURISM

C/91/2024

Application for a Tourism Enterprise Licence to operate as Tourist Guide not yet granted

On 10th April 2024, Complainant, Mr Y.N, complained to the Ombudsman that he had applied to the Tourism Authority for a Tourism Enterprise Licence to operate as Tourist guide and although had sat for the examination in Tour Guiding in 2022, he was still waiting for his Licence. He sought the Ombudsman's assistance in order to investigate with the authority concerned where matters stood.

Upon investigation, the Tourism Authority reported as follows:

1. Mr Y.N had applied for a Tourism Enterprise Licence to operate as Tourist Guide on 22 May 2023.
2. Mr Y.N did not submit the prerequisite documents (i.e, Safety and Security Plan, Emergency Plan, Certificate in Tour Guiding from an institution approved by the Mauritius Quality Authority).
3. In emails dated 09 June, 20 November 2023 and 14 February 2024, Mr Y.N was informed to submit the missing documents.
4. Mr Y.N had submitted the project write-up, safety/security plan and emergency plan in March 2024. However, he submitted a Certificate of Completion for having followed a non-award 'Top Up Course in Tour Guiding instead of a Certificate in Tour Guiding (non-adventure).
5. The 'Ecole Hotelier Sir Gaetan Duval' was contacted for a copy of the Syllabus of the contents of the course prior to taking a decision.

The Complainant who was informed of the reply received from the Authority, expressed the following concerns:

- a. Email address used by the Tourism Authority to send further queries of missing documents to Mr. Y.N was incorrect;
- b. The Top Up Course attended by Mr. Y.N was designed by the Tourism Authority and funded by the European Union;

- c. The need for the Tourism Authority to contact the “Ecole Hotelier Sir Gaetan Duval” when itself was involved in the design of the said course;
- d. The delay in requesting for missing documents could have been avoided if Mr Y.N would have been queried at time he effected the payment in May 2023.

The Complainant concerns were referred to the Authority on 16th August 2024 and in a letter dated 18th September 2024, the Tourism Authority responded that following additional information gathered from Mr Y.N, his application had already been processed and he would soon be informed of its decision.

In a letter dated 19th September 2024 addressed to the Complainant and copied to our Office, Mr Y.N was informed that his application had been approved by the Tourism Authority.

Upon being informed, Complainant had confirmed having received same and had appealed that his complaint be kept live until he completed the procedures to receive his licence.

On 25th October 2024, Mr Y.N informed our Office that he had completed all procedures and requested the Office to discontinue its investigation.

Complainant expressed his entire satisfaction for the fruitful intervention of the Office.

YOUTH AND SPORTS

C/286/2024

Obstruction caused by Ministry's vehicle

On 19 November 2024, Mrs T.B lodged a complaint through our online complaint form, regarding a vehicle belonging to the Ministry of Youth and Sports which was regularly parked on the road in front of her residence, thereby obstructing access to her premises. She averred that the matter was reported to the Ministry, but no improvement was seen.

Upon enquiry, the Ministry reported that the driver of the vehicle is employed on roster (Day and Night) and was required to park the vehicle at his residence after his shift ending at 22.15 hrs. However, given the circumstances leading to non-compliance with the given directives, the driver was instructed to ensure that the vehicle no longer obstruct the access of his neighbours and other road users and to park the vehicle at the nearest sports infrastructure to his residence.

Mrs T.B wrote back to us on 22 January 2025 to express her satisfaction with the outcome, stating: - ***“I thank you and your team for the efforts made in helping me when I was completely stuck in that situation. This has helped me regain trust in our institutions and make me and my family feel safe as citizens of this beautiful island”.***

We would like to commend the Ministry of Youth and Sports for the prompt action in addressing and resolving the issue, and at the same time, to condemn the impertinent attitude of these government employees who believe that “tout est permis” when they are on government payroll.

DISTRICT COUNCIL OF FLACQ

LA/C/14/2023

Complaint regarding an abandoned building at Avenue des Rosiers, St. Remy, Central Flacq

On 21 February 2023, we received a complaint regarding an old abandoned building located at Avenue des Rosiers, St. Remy, Central Flacq, near the Central Electricity Board and the Post Office. The complainant alleged that the building was abandoned for over 30 years and its structural condition constitutes a serious hazard for nearby residents. He also averred that the site was being used by drug addicts.

The matter was raised with the District Council of Flacq in March 2023, and it was reported that the Civil Engineer of the Council had conducted a survey of the building in accordance with the Building Control Act 2012 (BCA 2012). The survey revealed that the building was partly damaged, and it was recommended that core tests, carbonation tests, and rebound hammer tests be effected to assess the structural strength of the building.

The tests were done, and the report confirmed that the structural concrete of the building was weak and represented a danger. Consequently, the Council initiated legal action against the developer as per Section 22 and 32 of the BCA 2012. With the enactment of the Construction Industry Authority Act 2023 (CIAA 2023), effective from 01 April 2024, the BCA 2012 was repealed. Section 50 of the CIAA 2023 brought consequential amendments to the Local Government Act 2011 (LGA 2011), outlining the procedures for dealing with dangerous and ruinous buildings at Sections 128 to 130 A.

Consequently, on 27 January 2025, Council informed us that it had received legal advice that Section 51 of the CIAA 2023 provide for transitional provisions that would require amendment of the LGA 2011. In the absence of transitional provisions with respect to the repealed BCA 2012, Council found itself under the obligation to start a new procedure. They also reported that they had informed their parent Ministry to make the necessary regulations for the transitional provisions in the LGA 2011, to enable them to proceed with the procedures for addressing the problems relating to the derelict building.

In view of the foregoing, a recommendation was made to the Ministry of Local Government to seek legal advice on this matter, and to consult the Ministry responsible for national infrastructure for the necessary regulations in order to address the challenges related to the actions already taken under the repealed BCA 2012.

We are maintaining continuous follow-up on this case to ensure that appropriate actions are urgently taken.

OFFICE
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LA/C/85/2023

Road obstruction due to illegal structures

On 28th August 2024, Mr. T.B made a complaint on the Citizen Support Unit portal regarding corrugated iron sheets and metal structures erected on the edge of Pont Bon Dieu Road Belvedere without observing the statutory setbacks. These structures were being used for commercial activities and customers were parking their vehicles on both sides of the road, thus causing obstruction to other road users, particularly in the afternoon during peak hours.

Seeing no progress in the matter, Mr. T.B. sought our intervention on 14th October 2023. Following our query, the District Council of Flacq issued compliance notices on 07 November 2023 to the vegetable sellers operating in these structures, pursuant to Section 127A of the Local Government Act 2011 for having carried development works without holding a valid Building and Land Use Permit (BLUP) and they were requested to cease all development works on site and apply for a BLUP within a delay of thirty days.

Since Council did not receive any BLUP application within the granted timeframe, pulling down notices were served upon the developers on 09 January 2024, ordering the immediate removal of the unauthorised structures.

They eventually dismantled the structures to observe the required 6-metre setback from the edge of the classified road and they submitted fresh BLUP applications to the Council for consideration.

Mr. T.B was informed the outcome of our enquiry, but we did not receive any response from him.

DISTRICT COUNCIL OF MOKA

LA/C/47/2023

Construction of snack on boundary wall of Complainant's premises

On 19th May 2023, Mr P.N.C, resident of L'Agrement Saint Pierre complained to the Ombudsman that in 2021, he reported an alleged illegal construction of a snack on boundary wall without a Building and Land Use Permit (BLUP), to the District Council of Moka, but no concrete action was taken as at the date of his complaint. He further averred that he enquired with the Council and requested for a meeting with the Head of the Planning Department in respect of the status of his complaint but was dissatisfied with their response.

After taking up the matter with the District Council of Moka, this Office was apprised of the following on 29th May 2023:

- i. A site visit was conducted by officers of the Council on 01st December 2021 and an extension at ground floor under CIS structure was observed without a BLUP.
- ii. The alleged offender (i.e one J.M.F) who was convened at the Council on 13th December 2021 stated that the structures were existing ones and he was undertaking renovation works by replacing old CIS sheets and metal tubes.
- iii. A Compliance Notice was served on the alleged offender on 17th February 2022 as he failed to produce the relevant documents.
- iv. A Pulling Down Notice was issued on 23 May 2023 and following request from the alleged offender, a delay of 30 days was extended under Section 127D of the Local Government Act.

The Office maintained constant follow-up with the Council and on 15th July 2024, it was informed that Council's Legal Advisor has advised it to issue fresh Notices on the name of the company instead of J.M.F.

On 01st October 2024, the Council further reported that a case had been lodged before the District Court of Moka against the Company which had been scheduled for proforma on 12 December 2024. On 27th December 2024, Council informed that the accused Company had pleaded not guilty and the case had been fixed for trial on 04 August 2025.

Complainant was apprised of the outcome of our investigation on 14th January 2025 while indicating that since the matter was now before the Court, our Office could not intervene further.

LA/C/33/2024

Unauthorised dormitory for foreign workers in residential area discontinued after our intervention

In a letter dated 15 April 2024, a group of residents from Providence, Quartier Militaire, reported that Mr. R. was converting the first floor of his building into a dormitory for foreign workers. They alleged that the required conditions for this conversion—such as prior notification and adequate sanitary provisions—were not met.

Following an enquiry, the District Council of Moka informed us in May 2024 that a site visit had been conducted, leading to a Compliance Notice being served to Mr. R. for converting the building without obtaining a Building and Land Use Permit. However, as the Notice was returned undelivered and there were three landowners involved, fresh Notices were subsequently issued to each of them in July 2024.

On 18th October 2024, the Council confirmed that the unauthorized activity had ceased. The case was additionally referred to the Ministry of Environment, Solid Waste Management, and Climate Change, which further directed it to the Ministry of Labour, Human Resources Development, and Training – which did not reply to the Ministry despite two reminders.

This was not the first complaint regarding the operation of a dormitory in a residential area. A previous investigation by this Office revealed that the Occupational Safety and Health (Employees' Lodging Accommodation) Regulations 2011 do not explicitly prohibit lodging accommodations in residential zones. However, the relevant Local Authority had deemed such activities incompatible with residential areas. Consequently, on 8th September 2020, this Office recommended that the Ministry of Labour consider obtaining clearance from other authorities, such as Local Authorities, before approving Lodging Accommodation Permits (LAPs).

Despite this recommendation, the Ministry reported on 15th November 2024 that LAP applications continued to be processed in accordance with the existing regulations. This indicated that no amendments were being considered, allowing new LAP applications to

be approved even if they conflicted with planning norms or caused nuisances to neighbouring residents.

After a radio interview revealed that the Ministry of Environment, Solid Waste Management, and Climate Change was considering the environmental nuisances linked to dormitories, a letter was sent to that Ministry on 14 January 2025 to bring the current situation to its attention. In response, the Ministry agreed that LAPs should be processed in line with planning norms to prevent future environmental nuisances and reaffirmed the Ombudsman's proposals.

Finally, on 28th March 2025, the Ministry of Labour wrote to our Office stating that it is in the process of amending the Occupational Safety and Health (Employees' Lodging Accommodation) Regulations 2011 and is examining the issue of BLUP in relation to conditions required for the issue of LAPs.

DISTRICT COUNCIL OF PAMPLEMOUSSES

LA/C/94/2023

Rearing of goats and slaughtering activities in a Residential Area at Montagne Longue

On 04th December 2023, Ms D.J, a resident of Morcellement Nouvelle Industry, Montagne Longue complained to the Ombudsman that she had lodged a complaint of animals rearing and slaughtering activities within a residential area to several public authorities namely the District Council of Pamplemousses, Police de L'environnement, Health Services but did not receive any reply. The complainant further averred that these illegal activities were causing serious health and environmental nuisance to inhabitants of the locality. She therefore requested the Ombudsman's intervention to investigate on the authorities' inaction to address her concerns.

After taking up the matter with the District Council of Pamplemousses, on 15th December 2023 this Office was apprised of the following:

1. Site visit carried out at the subject-site had revealed that the gate of the premises was closed and the location could not be accessed for inspection;
2. Upon information gathered, a Compliance Notice was served on the alleged illegal operator in accordance with the provision of the Local Government Act.

The matter was continuously followed-up and on 19th February 2024, Council informed our Office that following a fresh site visit, it was observed that the alleged operator had already pulled down the shed but the activity of rearing animals was still on-going. Consequently, Council had issued a Pulling Down Notice for the rearing of animals.

The issue of animal slaughtering was also taken up with the Ministry of Agro-Industry and Food Security which reported the following:

- a. A licence is required from the National Agricultural Products Regulatory Office (NAPRO) to operate a slaughterhouse.
- b. There is only one slaughterhouse in Mauritius namely the Mauritius Meat Authority (MMA) which is licensed by NAPRO.

- c. The NAPRO Act 2013 requires that all animals had to be slaughtered in a slaughterhouse except for the occasion of religious festivals namely Akika, Baharia Puja, Eid-UI-Adha and Kali Puja.
- d. The Alleged operator had a meat shop licence since 2022 with the NAPRO and it is valid up to 2024
- e. The meat shop was found closed during a site visit and no sign of animal rearing was noted in the vicinity.

Following a further site visit in April 2024, the meat shop was still found closed and no sign of slaughtering was being carried out.

The Complainant was informed accordingly on 20th May 2024 and she did not report any recurrence of the issues to our Office.

DISTRICT COUNCIL OF RIVIERE DU REMPART

LA/C/12/2024

Regulating health-impacting treatments offered by Beauty Salons

On 29 January 2024, an anonymous complaint was received regarding the allegedly ‘invasive’ treatments being performed at a beauty salon. The complaint raised concerns that procedures such as microneedling, skin peeling, and laser treatment were being conducted by an unqualified individual, posing potential health risks to clients. Additionally, sanitation issues were highlighted.

The Ministry of Health and Wellness (MHW) was queried on the following:

- (i) whether there is any health or other regulation governing the treatments being offered by Beauty Salon;
- (ii) whether service providers have to be qualified professionals;
- (iii) in the same context, whether there is a need to regulate such practices as well as activities such as tattoo artists/ studios taking into consideration health, safety and sanitation aspects, including bloodborne pathogens.

According to a report submitted by the Department of Plastic and Reconstructive Surgery of the MHW, the following observations were made during a site visit:

- Laser skin treatment and micro needling were being advertised and being performed at the clinic.
- No sign boards were available for health hazard for the use of laser apparatus.
- No proper consent forms were available for laser and micro needling treatment.

The report therefore recommended that the above inadequacies be addressed and laser treatment and micro needling, which are regarded as a minimally invasive procedure, should only be performed by a certified professional.

Finally, on 05 March 2025, the MHW reported that the advice of the Attorney General's Office was sought, confirming that under the Private Health Institutions Act, only the "classes of hospital" set out in the Schedule are classified as "private hospitals". Therefore, the activities provided by a beauty salon are not covered by the Act.

It was also reported that the MHW is currently carrying out a review of the Private Health Institutions Act, and consideration is being given to regulate activities carried out by private operators other than hospitals/clinics/laboratories, which have an impact on health.

This review presents a timely opportunity to establish clear safeguards for the beauty and aesthetic industry, ensuring that services involving potential health risks are subject to appropriate oversight.

OFFICE
OF THE
OMBUDSMAN

MUNICIPAL CITY COUNCIL OF PORT LOUIS

LA/C/78/2023

Implementation of a sewerage project on a private road

On 18th September 2023, Mr B.R, President Conseil Syndical, La Paix Complex lodged a complaint with the Ombudsman wherein he alleged that the Municipal City Council of Port Louis had authorized the Wastewater Management Authority (WMA) to carry out excavation works along a private road without prior notification to all inhabitants of Impasse La Paix. He pointed out that the works had caused much prejudice to them and had therefore requested the Office's assistance to receive a reply from Council.

The City Council responded that the road in question had not been declared public and added that it had not issued any wayleave to Wastewater Management Authority for excavation works at Impasse La Paix.

Consequently, the matter was taken up with the WMA and the Authority confirmed that excavation works were being undertaken at Impasse La Paix. The Authority commented further as follows:

1. Prior to undertaking the works, the City Council was requested to determine the public status of the road;
2. Council replied that the road was a public/Municipal road and same was being maintained by the Council.
3. An awareness campaign was carried out at Residence La Paix.
4. Following representations made by the inhabitants to the Contractor disputing the status of the road, Council was asked for clarifications.

The comments of the WMA were referred to Council which confirmed in a reply of 07th March 2024 that Impasse La Paix was private and attributed the discrepancy was to inadvertence.

The Complainant was informed accordingly on 10th April 2024.

This Office wishes to point out that the question of 'Private Roads' appears to be a major issue in Local Government Administration. There is need therefore to review the legislation governing 'Access Roads', 'Private Roads' and 'Public Roads'.

LA/C/17/2024

Damaged pavements at la Paix Street Port Louis causing significant nuisances to students of Villiers Rene Government School and London College

On 21st February 2024, the Ombudsman initiated an investigation with the Municipal Council of Port Louis (MCPL) with regard to damaged pavements at La Paix Street following the flash flood on 15th January 2024. The situation was causing significant inconvenience for pedestrians, notably students of Villiers Rene Government School and London College.

On 19th March 2024, the MCPL reported as follows:

- i. A site visit was effected by an officer of the Council on 13th March 2024 and it was observed that there was leakage of water from a pipe on the pavement at La Paix Street.
- ii. A letter was addressed to the Central Water Authority (CWA) for remedial action.

On 10th April 2024, the MCPL wrote to us informing that the pipe has been repaired by the CWA and that the damaged pavement has been reinstated.

MUNICIPAL COUNCIL OF VACOAS-PHOENIX

LA/C/92/2023

Putting up of a structure on chemin de sortie at Royal Road Mesnil without permit

On 12th December 2023, a barrister acting on behalf of a complainant, one D.D, resident of Kalleechurn Lane, St Paul, Phoenix lodged a complaint before the Ombudsman about the delay of the Municipal Council of Vacoas-Phoenix to take legal action against an alleged offender (one M.R) who had obstructed the free passage and denied access of D.D on the chemin de sortie by putting up a caravan for selling food. He added that the alleged offender had affixed a small metal gate which closes the chemin de sortie.

Following the Ombudsman's investigations, the Municipal Council of Vacoas-Phoenix informed that:

- i. After a site visit effected on 04th January 2024, it was noted that an open iron sheet structure measuring a total floor area of 2.88 sq. metres and a red metal gate and a metal structure covered with iron sheet were installed and affixed on site without a Building and Land Use Permit (BLUP)
- ii. M.R was using the illegal structure to carry out the economic activity of victualler (i.e, selling cooked food on and off premises) without a permit.
- iii. Compliance Notice and Provisional Closing Order were served on M.R on 10th January 2024.
- iv. Since M.R failed to comply with the Compliance Notice, a Pulling Down Notice was served on 27th February 2024 requesting the pulling down of the illegal development works within a delay of 30 days.

The Office maintained constant follow-up with the Council and on 08th April 2024, it was informed that since M.R failed to comply with the Notices, Council was initiating legal action against the alleged offender before the District Court of Curepipe.

Complainant was informed of the outcome thereof through her barrister on 19th April 2024 but none of them reverted to us till date.

RODRIGUES

ROD/C/7/2022

Rivière Coco track road finally restored

On 30th June 2022, a group of villagers of Rivière Coco, some of whom were bedridden and old, wrote to our Office averring that they had made a request to the Commission for Public Infrastructure & Ors. for the construction of a track road to connect their residences to the main road. The absence of a proper path, especially during rainy days, made access nearly impossible. However, they did not obtain any reply from the Commission.

Following our investigation, the Deputy Chief Commissioner's Office, informed us on 12th September 2022 that the construction of a 110-meter trackroad had already been handed over to the contractor, with completion expected to be 24th December 2022. After continuous follow-up, this Office was informed on 13 February 2023 that excavation works had been completed and casting works were ongoing.

During the Ombudsman's official mission to Rodrigues Island, a site visit effected on 31st March 2023 at Rivière Coco revealed that a stretch of the existing track road connecting the new one to the main road was muddy due to the flow of soil and other materials during rains and owing to the topography of the land. In addition, no lateral roads had been built to connect the houses of the inhabitants to the track road.

Acknowledging the financial constraints of the Rodrigues Regional Assembly, the Ombudsman recommended prioritising the revamping of the muddy stretch, given the relatively low cost and its potential to significantly improve accessibility.

Finally, on 20th February 2024, the Deputy Chief Commissioner's Office reported that all deposits of mud had been removed from the trackroad. The edges had been reprofiled to prevent future stagnation of muddy water along the track during rain events.

During his official mission to Rodrigues Island, the Ombudsman visited the site on 05th April 2024 and observed that the works had indeed been completed. We thereafter received an email from the inhabitants stating:

“Through your intervention, you have enabled the construction of adequate access road to many vulnerable persons (bedridden, old persons, children) and thus improve their quality of life considerably, for what we are grateful.”

OFFICE
OF THE
OMBUDSMAN

ROD/C/21/2022

Investigation on an unanswered application since 2018

On 09 September 2022, we received a letter from Mr J.C, a Rodriguan, complaining that he was never updated on the status of his application regarding the lease of State Land for residential purposes.

Upon enquiry, we were informed that Mr J.C had applied for a residential lease in May 2018 and his case was recommended by the Chief Commissioner as a hardship one. During an official visit to Rodrigues in March 2023, the Ombudsman met the Departmental Head, Chief Commissioner's Office (State Land etc.) and the Principal Surveyor of the Commission to discuss the matter. It was revealed that Mr J.C was requested to submit certain documents to the Cadastral Office. In June 2023, we were informed that the application of Mr J.C was under consideration. Two months later, in August, we were apprised that a site had been identified, and the planning clearance was awaited for further processing.

On a subsequent visit to the island in October 2023, the Ombudsman convened the Departmental Head anew for an update on the case. He reported that the case was being treated on a fast track and was due for finalisation. After continuous monitoring with the Commission, we were apprised in February 2024 that the identified site was located at Gravier and once surveyed, necessary recommendations would be sent for the grant of a residential lease to Mr J.C.

Finally, in July 2024, the Chief Commissioner's Office confirmed that approval was conveyed to grant a new residential lease over a site of an extent of 438m² at Gravier to Mr J.C. A letter of intent was issued to the latter on 16 July 2024, and the lease agreement was signed on 01 October 2024. On 27 December 2024, we were notified that the lease agreement of Mr J.C was finalised.

The process of dealing with leases of State Land can be cumbersome and lengthy, especially for individual requests. Mr J.C was regularly informed of the developments regarding his complaint throughout the enquiry.

We are pleased to note that Mr J.C successfully obtained a plot of land for his residence following our intervention.

ROD/C/4/2024

Disturbance allowance for period April 2020 to August 2022 not effected to Police Officer as at April 2024 in respect of his posting to Rodrigues

During the Ombudsman's visit to Rodrigues in April 2024, Mr S.N, a Mauritian Police Corporal posted in Rodrigues complained that he was not paid disturbance allowance for the period April 2020 to August 2022 in respect of his posting to Rodrigues. He stated that he had complained to the Police Department but no action was taken thereon.

The Ombudsman initiated an investigation with the Commissioner of Police on 15th April 2024. Upon continuous follow up including - reminders, this Office was finally informed on 06th December 2024 that the payment of Disturbance Allowance for the period 01 April 2020 to 30 August 2022 had been made to Mr S.N.

Mr S.N was informed accordingly but we did not hear from him again.

ROD/C/7/2024

Payment of increment for long service as Driver not effected

On 04th April 2024, Mr J.H, a driver posted at Cadastral Office, Rodrigues complained to the Ombudsman that his request for the payment of Long Service Increment for the years 2021 and 2023 was withheld. He further stated that he has served the Cadastral Office for 29 years.

The Office initiated an investigation with the Commission for State Land on 16th April 2024 and after numerous reminders, we were informed of the following on 19th June 2024:

- i. Approval has been conveyed on 14 June 2024 for the payment of Long Service Increment to Mr J.H, Driver (on roster) in accordance with paragraph 20.28 (i) of the PRB Report 2021- Conditions of Service and that his salary would be adjusted as from the month of July 2024

Complainant was apprised of the outcome of our investigation on 03rd July 2024.

ROD/C/16/2024

Retiring benefits: Recommendation made for a fair compensation

On 09th May 2024, this Office received a complaint from Mr B., retired Senior Fisheries Protection Officer of the Rodrigues Regional Assembly concerning the calculation of his retiring benefits based on his assignment of duties to higher grades prior to his retirement.

The Chief Commissioner's Office provided the following information:

- (i) Mr B retired on 19th February 2024.
- (ii) Prior to his retirement, he was assigned higher duties in two different posts, i.e.:
Principal Fisheries Protection Officer: 20 April 2018 to 04 September 2022
Assistant Controller, Fisheries Protection Service: 05 September 2022 to 18 February 2024
- (iii) His retiring benefits were calculated on the basis of the last salary drawn of his substantive post of Senior Fisheries Protection Officer since he had not completed two years of assignment of higher duties in the grade of Assistant Controller, Fisheries Service.
- (iv) the matter was referred to the Ministry of Public Service, Administrative and Institutional Reforms (MPSAIR) for advice as to whether his retiring benefits should be adjusted.

The Ombudsman therefore wrote to the MPSAIR on 07th June 2024, citing a similar case involving Officers in the Forest cadre who had been assigned higher duties for an extended period of time as higher posts could not be filled since the 2016 PRB Report had recommended that these posts be filled by Officers possessing a Diploma in Forestry whilst Officers in the Forestry and Fisheries cadre were already sponsored to follow a combined course leading to a Diploma in Forestry and Fisheries (starting on 10 February 2016 and completed in June 2018). Furthermore, no exception clause was provided to allow Officers who had completed in this combined course to be considered for promotion to the higher grade. As a result, the filling of the higher grade positions was frozen, preventing these Officers from being promoted. When referred to the Ministry, it was reported that action

was being initiated to amend the relevant schemes of service. The same situation prevailed regarding the post of Principal Fisheries Protection Officer.

The Ombudsman highlighted that the complainant was unjustly prevented from being appointed to a higher post due to systemic delays in amending the schemes of service, following the 2016 PRB recommendations. Notably, the new scheme of service for Principal Fisheries Protection Officer was only prescribed on 29 December 2023, whereas the case had been referred to the MPSAIR on 22 September 2022—well before Mr. B.’s retirement on 19 February 2024.

In a spirit of fairness and equity, the Ombudsman recommended under Section 100(2) of the Constitution that the MPSAIR devise a way to compensate Mr B. for the higher duties performed for more than 5 years.

On 02nd August 2024, the MPSAIR stated that the retiring benefits paid to Mr B. should be adjusted based on the emoluments attached to the higher grade of Principal Fisheries Protection Officer. Since the assignment of duties to the higher post of Assistant Controller, Fisheries Protection Service were not considered, the Ombudsman wrote to the MPSAIR anew on 06th September 2024, mentioning that:

*“While we acknowledge the Ministry’s position that the retirement benefits should be calculated based on the post of PFPO due to the failure to meet the two-year continuous assignment requirement in the post of Assistant Controller, Fisheries Protection Service, we must emphasize that **this situation arose through no fault of the complainant. The Officers in the Fisheries and Forestry cadre were put at a disadvantage due to systemic delays in implementing PRB recommendations and necessary amendments to the schemes of service.** In Mr B’s case, this resulted in him retiring without the opportunity to fulfill the continuous two-year requirement for the position of Assistant Controller or even being appointed to a higher post in the cadre.*

Given the exceptional circumstances, I recommend that the Ministry revisits its decision in order not to unjustly penalize the complainant for this administrative shortfall, particularly by considering the payment of a compensatory gratuity to Mr B. in recognition of the delay in processing and implementing the necessary amendments that were beyond his control.

I trust that your Ministry will consider this recommendation with due diligence and fairness, ensuring that the complainant is not unfairly disadvantaged by procedural delays that were outside of his control but within the control of Authorities concerned.”

We are informed that in view of the financial implications and the need for a policy decision in this matter, the Accountant General’s Office and the Pay Research Bureau (PRB) were being consulted. Whilst the final stand of the Ministry is being awaited, this Office observes that PRB recommendations often fail to align with the realities of the job, leading to administrative delays and operational challenges in filling public service posts. A more holistic approach is needed to ensure that recommendations align with the operational requirements and exigencies of the service.

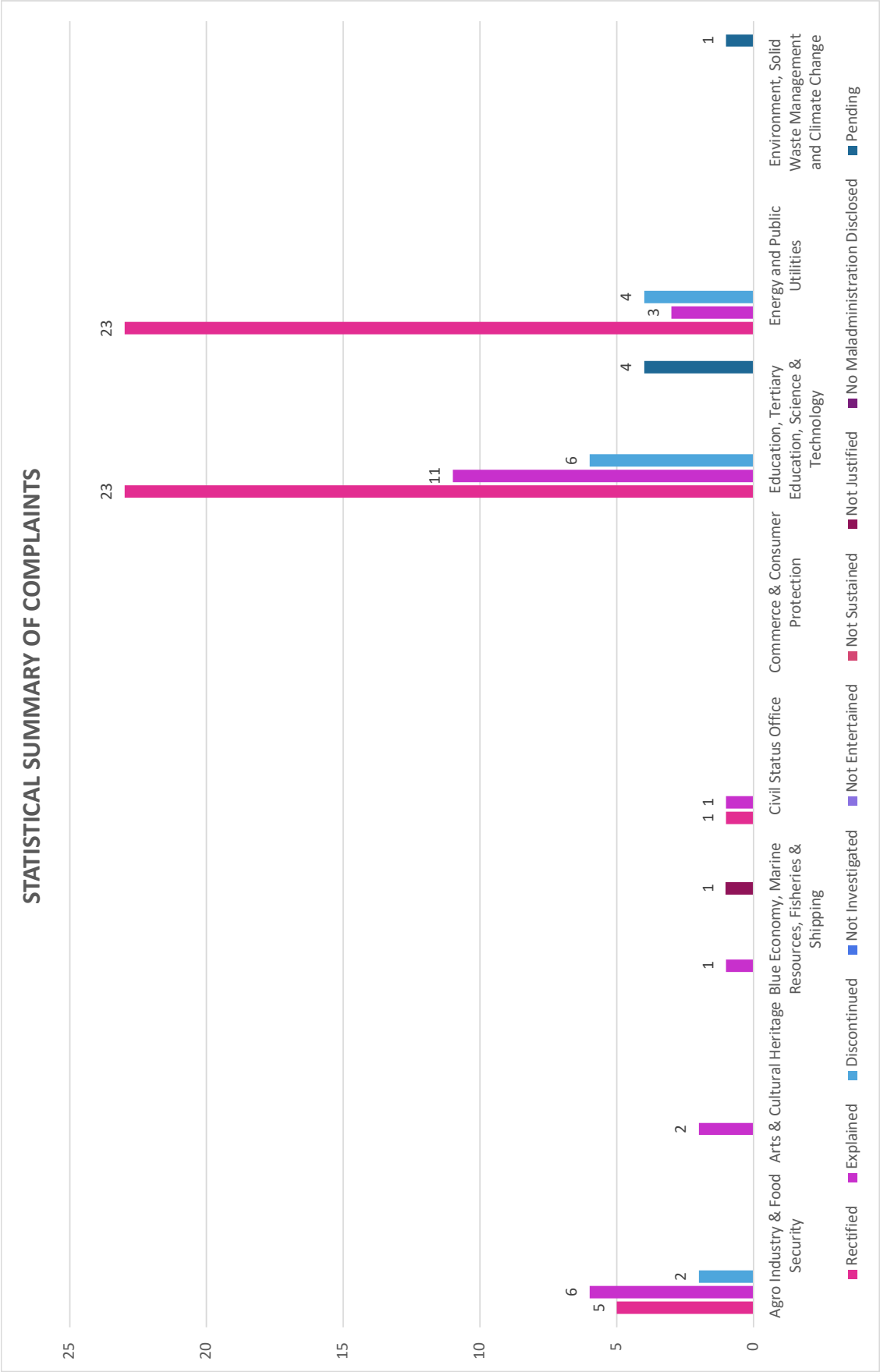
OFFICE
OF THE
OMBUDSMAN

APPENDIX D

STATISTICAL SUMMARY OF COMPLAINTS

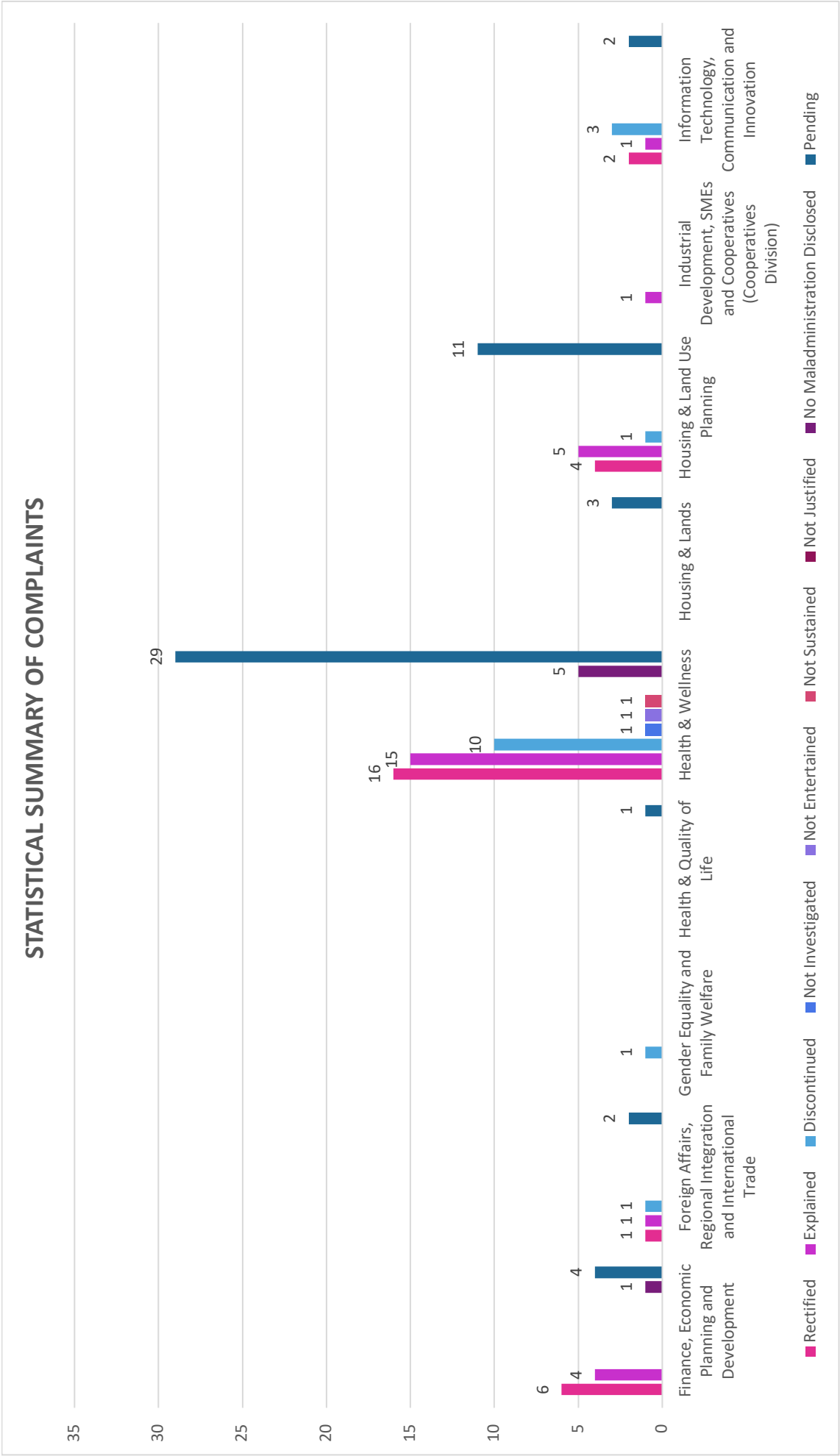
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Entertained	Not Sustained	Not Justified	No Maladministration Disclosed	Pending	Total No. of Complaints
Agro Industry & Food Security	5	6	2							6
Arts & Cultural Heritage		2								1
Blue Economy, Marine Resources, Fisheries & Shipping	1	1					1			3
Civil Status Office	1	1								1
Commerce & Consumer Protection										1
Education, Tertiary Education, Science & Technology	23	11	6						4	14
Energy and Public Utilities	23	3	4							8
Environment, Solid Waste Management and Climate Change									1	1
Carried forward	52	24	12			1		4		35

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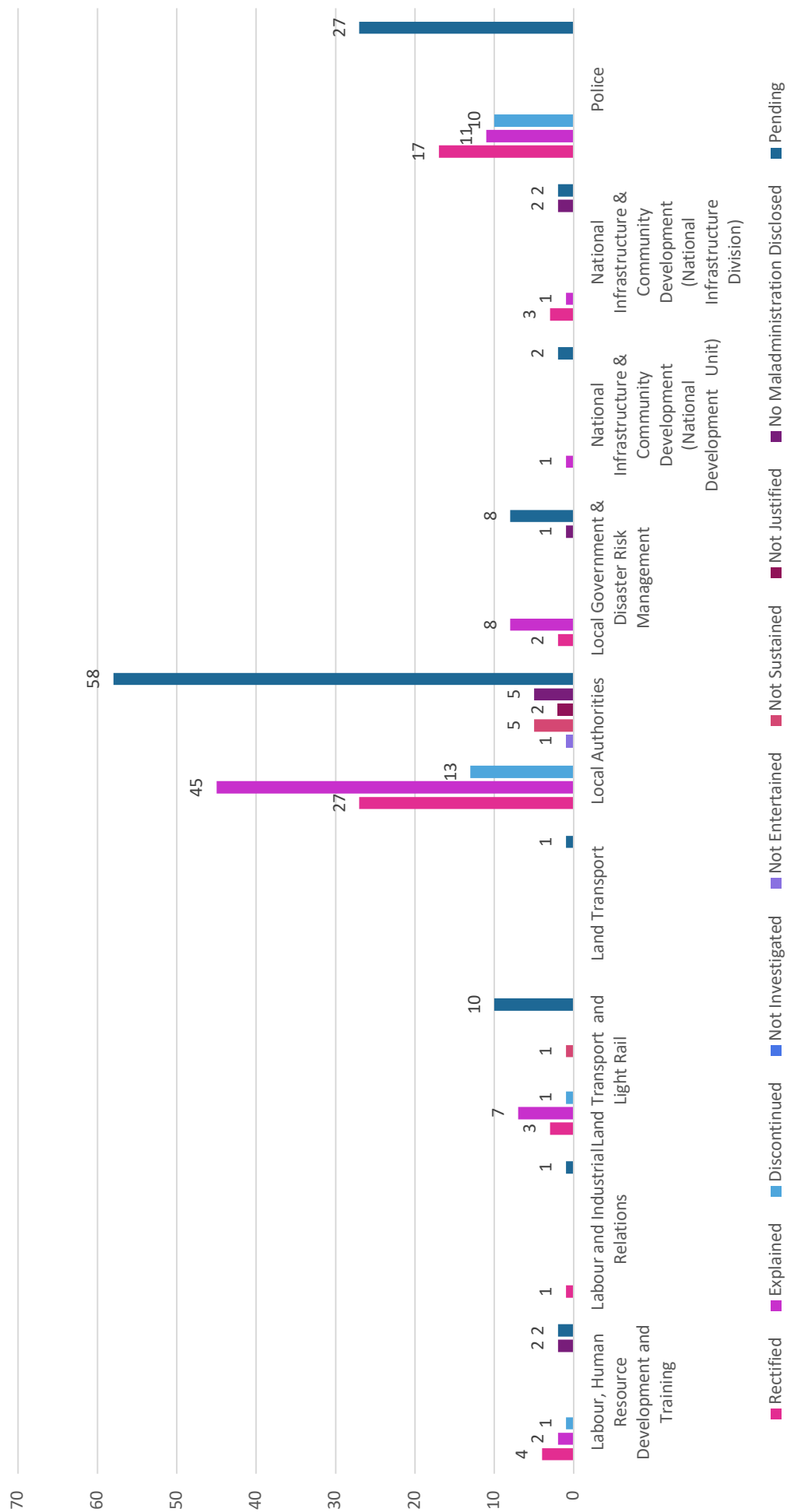
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Entertained	Not Sustained	Not Justified	No Maladministration Disclosed	Pending	Total No. of Complaints
Brought forward	52	24	12			1		4	35	128
Finance, Economic Planning and Development	6	4						1	4	15
Foreign Affairs, Regional Integration and International Trade	1	1	1						2	5
Gender Equality and Family Welfare			1							1
Health & Quality of Life									1	1
Health & Wellness	16	15	10	1	1	1		5	29	78
Housing & Lands									3	3
Housing & Land Use Planning	4	5	1						11	21
Industrial Development, SMEs and Cooperatives (Cooperatives Division)		1								1
Information Technology, Communication and Innovation	2	1	3						2	8
Carried forward	81	51	28	1	1	2		10	87	261

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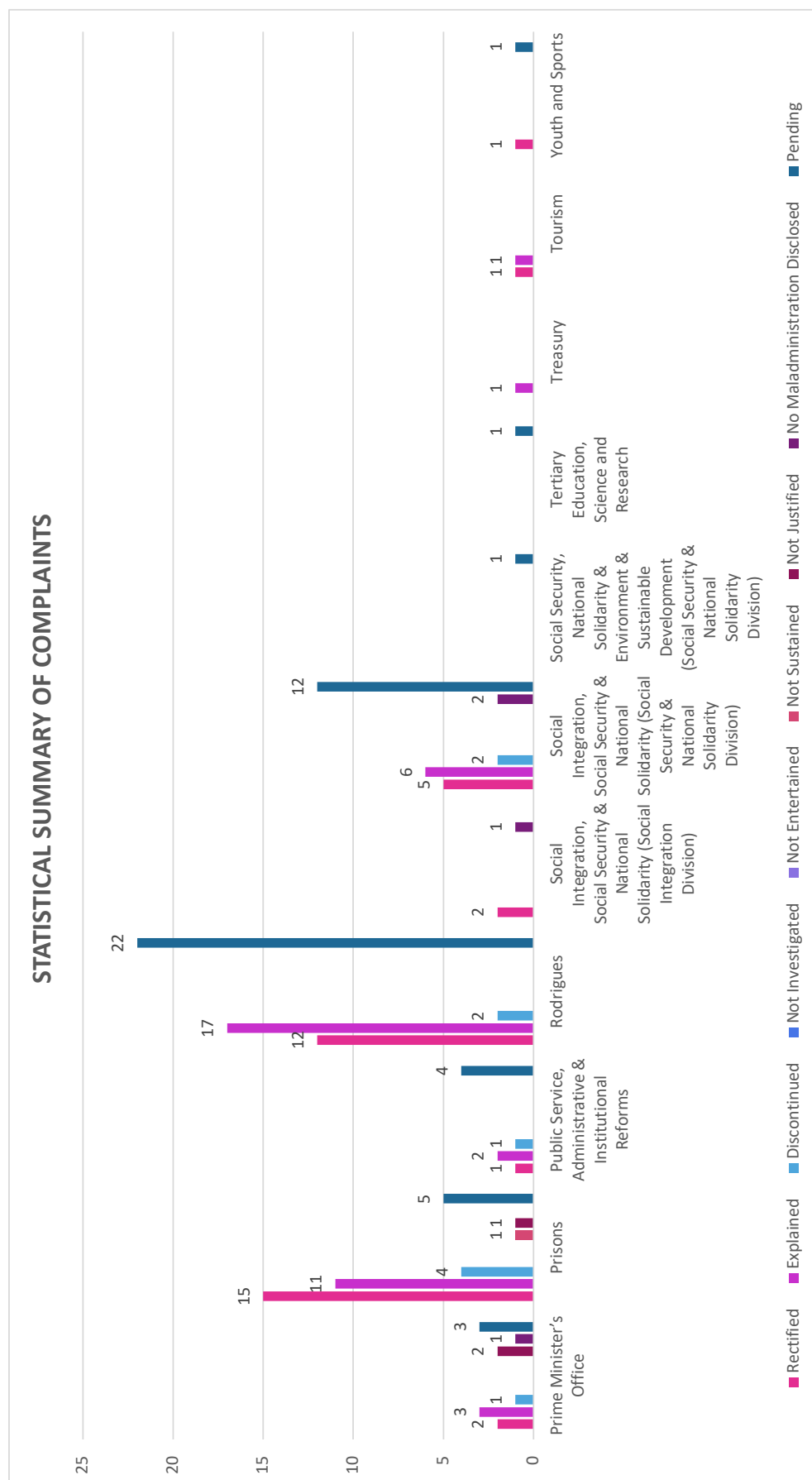
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Entertained	Not Sustained	Not Justified	No Maladministration Disclosed	Pending	Total No. of Complaints
Brought forward	81	51	28	1	1	2		10	87	261
Labour, Human Resource Development and Training	4	2	1					2	2	11
Labour and Industrial Relations	1								1	2
Land Transport and Light Rail	3	7	1			1			10	22
Land Transport									1	1
Local Authorities	27	45	13		1	5	2	5	58	156
Local Government & Disaster Risk Management	2	8						1	8	19
National Infrastructure & Community Development (National Development Unit)		1							2	3
National Infrastructure & Community Development (National Infrastructure Division)	3	1						2	2	8
Police	17	11	10						27	65
Carried forward	138	126	53	1	2	8	2	20	198	548

STATISTICAL SUMMARY OF COMPLAINTS



Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Entertained	Not Sustained	Not Justified	No Maladministration Disclosed	Pending	Total No. of Complaints
Brought forward	138	126	53	1	2	8	2	20	198	548
Prime Minister's Office	2	3	1				2	1	3	12
Prisons	15	11	4			1	1		5	37
Public Service, Administrative & Institutional Reforms	1	2	1						4	8
Rodrigues	12	17	2						22	53
Social Integration, Social Security & National Solidarity (Social Integration Division)	2							1		3
Social Integration, Social Security & National Solidarity (Social Security & National Solidarity Division)	5	6	2					2	12	27
Social Security, National Solidarity & Environment & Sustainable Development (Social Security & National Solidarity Division)									1	1
Tertiary Education, Science and Research									1	1
Treasury		1								1
Tourism	1	1								2
Youth and Sports	1								1	2
TOTAL	177	167	63	1	2	9	5	24	247	695

STATISTICAL SUMMARY OF COMPLAINTS



APPENDIX E

No.	Subject of Complaint	Result
<u>Agro Industry & Food Security</u>		
C/5/2020	Forestry Surveyor acting unprofessionally.	Pending
C/110/2022	The Irrigation Authority has made an appointment to a less qualified and experienced officer to the post of Workshop & Plant Supervisor.	Pending
C/275/2023	Transfer of Forest Conservation and Enforcement Officer to Mahebourg Sub-Office causing several problems as he resides at Bel Air Rivière Seche, including deductions from salary etc.	Pending
C/300/2023	Request for charge on a plot of land to be erased not yet entertained although full re-payment effected in November 2022.	Rectified
C/35/2024	Administrative Malpractices at the Forestry Department of the Ministry.	Explained
C/77/2024	Malpractices at the Mauritius Meat Authority.	Explained
C/82/2024	Distribution of payslip- which include, among others, such information as employees bank account number/ being done without confidentiality and appropriate safeguards.	Rectified
C/89/2024	Road leading to Anse la Raie Public Beach invaded by wild vegetation.	Rectified
C/114/2024	Non-payment of travel grant and mileage allowance.	Rectified
C/148/2024	Severe warning given to Complainant, a Veterinary Assistant, for using expired drugs.	Discontinued
C/160/2024	Alleged Repetitive and Punitive transfer of Senior Forest Conservation and Enforcement Officer.	Pending
C/167/2024	One plot of land under Belle Mare Small Scale Irrigation Project retrieved from lessee as it was left in abandoned state since 2021.	Explained
C/188/2024	Unauthorised use of Government vehicle.	Rectified

C/228/2024	Land Conversion Application rejected on ground that property situated in a flood-prone area.	Pending
C/237/2024	Blocked watercourse behind complainant's residence has only been partially cleared.	Explained
C/238/2024	Obstructions and construction of walls on reserves.	Explained
C/251/2024	Payment of Cash in Lieu of accumulated sick leaves and passage benefits not effected.	Explained
C/277/2024	Stray Dogs at Maharishi Dayanand Street and Felix de Valois Street source of danger to pedestrians.	Discontinued
C/311/2024	Inaction on request to attend to stray dogs at Morcellement Swan, Baie du Tombeau.	Pending
<u>Arts & Cultural Heritage</u>		
C/220/2023	Violence at work on ground of race.	Pending
C/309/2023	Complainant, a Management Support Officer, posted at MASA, avers that he is being instructed to perform duties outside his Scheme of Service.	Explained
C/242/2024	Request for Information not acceded to by the Department.	Explained
<u>Blue Economy, Marine Resources, Fisheries and Shipping</u>		
C/187/2021	Allegation of arbitrary decisions taken by the Top Management of the Ministry causing much anguish and frustration to Officers.	Pending
C/148/2023	Harassment at work place and persecution by newly appointed Chairman upon an Officer with 14 years work experience.	Pending
C/198/2023	Irregularities in recruitment exercise for the post of Associate Research Scientist.	Pending
C/289/2023	Unacceptable and untoward behaviour of a Senior Officer in Shipping Division affecting the morale and will output of staff.	Not Sustained
C/159/2024	Request for change in posting not approved by Ministry.	Explained

<u>Civil Status Office</u>		
C/226/2023	Request for recognition as the offspring of his biological parents not entertained.	Explained
C/150/2024	Request of Complainant for obtention of certain civil status documents for genealogical research for production in Court taking too long.	Pending
C/282/2024	No response from Civil Status Division despite numerous phone calls and e-mails relating to complainant's request for clarifications in respect of his Marriage Certificate.	Rectified
<u>Commerce and Consumer Protection</u>		
C/103/2024	Complainant a Senior Sales and Supplies Officer in Rodrigues avers that an Officer in Charge has been appointed in Rodrigues, thus by-passing the hierarchy.	Pending
<u>Education, Tertiary Education, Science and Technology</u>		
C/179/2021	Alleged irregularities at their workplace by non-teaching staff.	Pending
C/111/2022	Complainant, an Educator (Secondary) contests the Ministry's decision not to grant her study leave with pay to follow a Master's Course in Educational Studies.	Rectified
C/239/2022	Complaints relating to filling of vacancies and malpractices at HRMD.	Discontinued
C/40/2023	Student not authorized to wear "hijab" in a private secondary school.	Rectified
C/54/2023	Serious Injury at work (State Secondary School) requiring major bone surgery (13 screws and other rings) not reckoned as such and sick leave granted instead of injury leave.	Rectified
C/81/2023	Anomaly in calculation of pension of a retired Headmaster of a Primary School.	Explained
C/101/2023	Shortpayment of retirement benefits.	Pending
C/125/2023	Cases of harassment, intimidation and favouritism at a Private Secondary School.	Discontinued
C/160/2023	Transfer of Hindi Primary School Teacher not justified.	No Maladministration Disclosed

C/203/2023	Serious unethical practices by certain Educator of the Queen Elizabeth College.	Rectified
C/235/2023	Unfair Treatment and Harassment by Head of a State Secondary School.	Rectified
C/243/2023	Threats of unwarranted disciplinary action against Teaching Staff from Manager of a Private Secondary School.	Pending
C/247/2023	Approval for Vacation Leave applied for by Educator in relation to funeral rites of spouse not granted.	Pending
C/259/2023	Alleged irregularities at Polytechnics Mauritius by Staff.	No Maladministration Disclosed
C/1/2024	Bullying, discrimination, harassment and malicious accusations against a General Worker at a Private Secondary School.	Discontinued
C/8/2024	Protests against decision of Ministry to refer complainant to Medical Board to determine his fitness to discharge the duties of his post.	Discontinued
C/10/2024	Request for transfer of Secondary School Student to a school teaching Arabic not entertained.	Explained
C/13/2024	Discrimination in transfer of Primary School Teacher.	Explained
C/16/2024	Harassment of Bullying of Educator by Acting Deputy Rector.	Explained
C/17/2024	Delay in initiating investigation following a workplace accident in a Secondary School.	Pending
C/26/2024	No response to request for site of examination Centre of student living in Port Louis and taking the O level Exams in June 2023.	Rectified
C/29/2024	Unfair transfer of Arabic Primary School Educator.	Rectified
C/31/2024	Non-implementation of PRB recommendation 2021 for the alignment of Scheme of Service of Internal Auditor (MGI) with provisions of Section 51 of the Financial Reporting Act.	Pending
C/32/2024	Request for transfer of student from SSS Forest Side to MGSS Nouvelle France not yet acceded to.	Rectified
C/33/2024	Harassment from a Colleague Educator at a State Secondary School.	Rectified

C/39/2024	Favouritism and Discrimination in allocation of classes in a Government School to Educators.	Explained
C/40/2024	Continued presence of a retired rector in the office and premises of a Private Secondary School disturbing the proper running of the school.	Pending
C/57/2024	Change in posting of secondary school educator causing hardship because of health problems.	Explained
C/63/2024	Bullying at Louis Nellan Government School, Quatre Bornes.	Rectified
C/68/2024	Questionable Practices in appointment at a Private Secondary School raised by UPSEE.	Explained
C/69/2024	Mismanagement, lack of planning and unethical behaviour at a State Secondary School.	Rectified
C/74/2024	Holder of a Bachelor's Degree (4 years duration) in Nutritional Science (with specialisation in Dietetics) not called for interview as Educator although candidates holding a three-year degree in Nutritional Science had been called for interview.	Pending
C/75/2024	Inaction on the part of management after a female educator reported a student who used his mobile phone to morph her picture into indecent materials and circulating these in the school.	Pending
C/78/2024	Unfair Treatment and Harassment at workplace, at a State Secondary School.	No Maladministration Disclosed
C/79/2024	Interdiction to work on frivolous and malicious charges.	Rectified
C/85/2024	Reduced number of Economics class periods upon transfer debars Complainant of Headship allowance.	Explained
C/98/2024	Original Certificate of Award not remitted to Complainant after successful completion of Course of Study.	Rectified
C/122/2024	Shortpayment in Retirement Benefits of Deputy Head Master.	Explained
C/123/2024	Alleged reprehensible behaviour of educator towards a female 11 year old pupil in a government primary school.	Rectified

C/128/2024	Application of Complainant to teach Business Studies rejected by PSEA although she met all criteria to teach the subject set in Education Act.	Pending
C/133/2024	Strained relations between Educator and Pupils at a Government Primary School.	Rectified
C/139/2024	Disciplinary and Security Issues at a State Secondary School reported by Teaching Staff.	Rectified
C/144/2024	Request from Arabic Teacher's Union for information relating to an update on Arabic Teaching Personnel not acceded to by Ministry.	Rectified
C/154/2024	Application for approval of non-award course related to Fire Safety not approved.	Rectified
C/170/2024	Harassment of Educators through social media at a State Secondary School.	Rectified
C/172/2024	Harassment of Educator (Primary) following complaint made regarding replacement, cleanliness of school premises and abuse of authority.	Discontinued
C/184/2024	Violence, Intimidation and bullying on a school pupil.	Discontinued
C/193/2024	Harassment and Discrimination at a State Secondary School.	Rectified
C/197/2024	Change of Scheme of Service without appropriate consultation and without referral to Ministry of Public Service etc. and Pay Research Bureau.	Pending
C/214/2024	Consideration not yet given to a request from an RCA Educator who had already completed the Teacher's Diploma (Primary) to be confirmed as Primary School Teacher (General Purpose).	Rectified
C/221/2024	Information requested regarding qualifications required for registration as Psychologist not provided.	Rectified
C/224/2024	Tardy approval of vacation leave during school holidays to enable Educator to attend graduation ceremony of her daughter abroad.	Pending
C/254/2024	Request for posting nearer place of residence not entertained.	Explained
C/259/2024	Adjustment of salary and retirement benefits not yet effected by Ministry.	Pending

C/264/2024	Harassment and unfair treatment of an Educator at a Government Primary School.	Explained
C/271/2024	Request of Trainee Primary School Educator to reversion to post of Assistant Financial Operations Officer not yet considered.	Rectified
C/275/2024	Request made to Mauritius Examinations Syndicate regarding holding of examinations remained unanswered.	No Maladministration Disclosed
C/279/2024	Deduction in salary of complainant although she submitted her application for vacation leave well in time.	Pending
<u>Energy and Public Utilities</u>		
C/87/2023	Nuisances caused by damaged water pipes not yet attended to.	Rectified
C/163/2023	Allegations of use of a third party's contract and plan "for supply of electricity".	Discontinued
C/170/2023	Application for water supply made in March 2021 not yet entertained although water is urgently required for construction purposes.	Rectified
C/177/2023	Complaint against Council's decision to grant authority for the use of a private road by the Wastewater Management Authority.	Pending
C/232/2023	Redirection of water supply by neighbour from Complainant's water pipe and high water bills.	Rectified
C/239/2023	Alleged harassment of staff by Head of the Customer Service Experience Department.	Discontinued
C/268/2023	Application for new electricity connection not yet approved.	Rectified
C/270/2023	Discrimination and Injustice at CEB Contact Centre, La Tour Koenig.	Rectified
C/5/2024	Application for New Water Supply not yet entertained by CWA.	Rectified
C/15/2024	Application for displacement of electric service line and meter not yet considered.	Rectified
C/22/2024	Questionable Procedures adopted for recruitment of Head of Customer Experience.	Discontinued
C/23/2024	Staff of the Customer Service Experience of Central Water Authority complain about toxic work environment.	Pending
C/30/2024	Request for a meter change under the Gross Metering Renewable Energy Scheme not yet considered.	Rectified

C/45/2024	Low water pressure and irregular supply of water resulting in non-filling of domestic water tanks.	Rectified
C/55/2024	Short payment of retiring benefit.	Rectified
C/65/2024	Application made for water supply not yet entertained by CWA.	Rectified
C/81/2024	Harassment, Victimisation, Bullying and violence at work.	Explained
C/90/2024	Complainant, an Assistant Inspector contest the promotion exercise for the post of Inspector.	Pending
C/99/2024	Water meter not connected after supply of water through water tanker stopped.	Rectified
C/100/2024	CWA valves and pipes not yet removed from Lot No. 8 which complainant purchased from Alteo.	Pending
C/115/2024	Low Voltage at Saint François, Calodyne, causing damage to electric appliances.	Rectified
C/137/2024	Incorrect assessment of electricity consumption and bills.	Rectified
C/145/2024	Application of water supply made in 2022 not yet approved.	Rectified
C/146/2024	Application made by Complainant for a new water supply not yet considered.	Rectified
C/147/2024	No response to letter of application for water supply made more than one year ago.	Rectified
C/152/2024	Tardy response to a request for approval of installation of water pipes for house construction.	Explained
C/155/2024	Application for new water supply made in March 2023 not approved as at 05 June 2024.	Rectified
C/187/2024	Inhabitants of Hibiscus Lane, Forest Side complained to Wastewater Management Authority about waste water issues in their neighbourhood.	Explained
C/194/2024	Broken water pipes at Verger, Goodlands.	Rectified
C/198/2024	Irregular supply of water for domestic purposes.	Rectified
C/203/2024	Application for new water supply made in March 2023 not yet considered.	Rectified
C/219/2024	Request for reopening of tapping made in December 2022 not yet entertained by CWA.	Pending
C/222/2024	Water supply at Camp Marcelin not yet connected although all payments and works effected.	Rectified

C/225/2024	Unjust and Repeated Transfers of Engineer during the last two years.	Rectified
C/241/2024	CWA Officer using official vehicle and equipment for private purposes.	Discontinued
C/246/2024	Excessive water charges in respect of an uninhabited house.	Pending
C/284/2024	Application for electrical connection following issue of Building and Land Use Permit not yet entertained although this is urgently required for house construction.	Pending
C/287/2024	Unfair business practices at Central Water Authority and Irrigation Authority.	Pending
<u>Environment, Solid Waste Management & Climate Change</u>		
C/304/2024	Harassment and Mismanagement at Solid Waste Management Division.	Pending
<u>Finance, Economic Planning and Development</u>		
C/66/2023	Underpayment of retiring benefits.	Pending
C/267/2023	Request for refund of Trade Fees not yet considered.	Explained
C/269/2023	Application for travel grant not approved on account of non-payment of increment.	Rectified
C/302/2023	Understaffing resulting in non-handling over of stores at CSD, Ministry of Health & Wellness.	Rectified
C/307/2023	Selection Exercise at Customs Department not fairly done.	Explained
C/308/2023	Non-Payment of Employee's Contribution by Employer to National Pensions Fund.	Rectified
C/18/2024	Although discrepancies in Returns explained, MRA continues to ask for additional information.	No Maladministration Disclosed
C/36/2024	Loss of seniority placing resulting in tardy promotion.	Pending
C/38/2024	Non-payment of allowance for performing higher duties by an officer of the Procurement Cadre.	Explained
C/47/2024	Correspondence regarding auditing twice for same period addressed to MRA remained unanswered.	Explained

C/73/2024	Non-payment of allowance for household survey works.	Rectified
C/112/2024	Erroneous entry in Employee's Tan Return that Complainant has been paid after her retirement resulting in MRA charging a retired employee additional taxes.	Pending
C/258/2024	Consignment of Complainant detained by Customs Department for more than seven months.	Rectified
C/270/2024	Abuse of Authority in respect of importation of goods.	Rectified
C/276/2024	Abuse of Authority by M.R.A. in respect of importation of goods.	Pending
<u>Foreign Affairs, Regional Integration and International Trade</u>		
C/133/2022	Complainant not remunerated for assignment of higher duties.	Rectified
C/7/2023	Non-payment of car, petrol and driver's allowances during Complainant's posting in Brussels.	Pending
C/33/2023	Non payment of Foreign Service or Adhoc Allowance to spouse of a Foreign Service Officer who was required to work in the same Mission.	Explained
C/274/2023	Complainant avers that the Ministry of Foreign Affairs, etc. is not respecting the terms of the collective agreement signed between them.	Discontinued
C/211/2024	Request for revision of Foreign Service Allowance and Payment of Hardship Allowance following an increase in inflation rate of 30.5% in country of posting not entertained.	Pending
<u>Gender Equality and Family Welfare</u>		
C/310/2023	Request for meeting with Representatives of Ministry in connection with International Men's Day not acceded to.	Discontinued
<u>Health and Quality of Life</u>		
C/193/2017	Rejection of complainant's application for registration as Specialist in Obstetrics and Gynaecology.	Pending

<u>Health and Wellness</u>		
C/20/2021	Continuous disturbing noise caused by complainant's neighbour's two air-conditioners. No action taken by authorities concerned.	Pending
C/126/2021	Project for the manufacture of insecticide aerosols wrongly disapproved by the Dangerous Chemicals Control Board according to complainant.	Pending
C/245/2022	Enhanced pension benefits as a result of injury at work not paid to complainant on his retirement.	Rectified
C/252/2022	Request for payment of allowance in respect of the Covid-19 Laboratory Information Management System not yet approved.	Pending
C/3/2023	Presence of Health Personnel non vaccinated against Covid-19 at Rivière du Rempart Health Office contrary to legislation in force.	Discontinued
C/45/2023	Wrong medical decision resulting in complainant incurring heavy expenses.	Pending
C/48/2023	Confusion about Routine/Emergency/Essential Services at Laboratory Departments AND non-re-instatement of 6.00 am to 9.00 am slot in Post Covid-19 Roster.	Explained
C/109/2023	Tampering with Attendance Register and other malpractices by a Senior Officer.	Not Sustained
C/117/2023	Tampering with Attendance Register and other malpractices by a Senior Officer at Victoria Hospital.	Rectified
C/133/2023	Delay in mounting the Medical Imaging Diploma Course penalizing trainee technologists recruited in June 2021.	Rectified
C/138/2023	Request for information regarding surgery available in Mauritius not attended to by the Ministry.	Explained
C/149/2023	Harassment of Female Attendants by a member of the Nursing staff at Jeetoo Hospital.	Discontinued
C/162/2023	Non payment of allowances in respect of night duties and inspections.	Rectified

C/182/2023	Harassment, Ill-treatment and oppressive conduct at Occupational Health Department of Dr. Bruno Cheong Hospital.	Pending
C/192/2023	Request for overseas treatment not acceded to by Ministry of Health & Wellness.	Discontinued
C/234/2023	Inadequate and near inhuman treatment given to a patient upon admission at Brown Sequad Mental Health Care Centre.	Rectified
C/248/2023	Request to be seen and examined by Specialist refused.	Pending
C/250/2023	Payment of additional hours of work not effected – Delay in confirmation of employees – Non-implementation of PRB recommendation relating to change in appellation of post.	Pending
C/257/2023	Unfair transfer of Medical Imaging Technologist.	Explained
C/258/2023	Request of Medical Laboratory Technologists for setting up of a “standalone” out of normal hours service at Haematology Department at Dr. A.G. Jeetoo Hospital not yet considered.	Explained
C/281/2023	Complainant a Senior Attendant (Hospital Services) facing transport and other problems following her transfer.	Explained
C/287/2023	Performance of duties outside Scheme of Service not in accordance with PRB recommendations by Health Records Clerk.	Rectified
C/294/2023	Foreign National married to Mauritian Citizen requested to pay for hospital treatment at A.G. Jeetoo Hospital.	No Maladministration Disclosed
C/296/2023	Application to follow post-graduate course in “Imagerie Medicale” or “Anesthesia Reanimation” not brought to attention of complainant, a medical practitioner at the Ministry.	Explained
C/305/2023	Temporary Medical Imaging Technologist recruited in November 2022 not enrolled in Diploma Course more than one year after their recruitment.	Rectified

C/4/2024	Mismanagement and Abuse of Authority at Brown Sequard Hospital.	Pending
C/19/2024	Discriminative Practices against Complainant by Allied Health Professional Council (AHPC) for non-registration as a Psychologist.	Pending
C/24/2024	Unfair and unjustified transfer of Medical Imaging Technologist.	No Maladministration Disclosed
C/25/2024	Poor medical treatment at S. Bharati Eye Hospital.	Discontinued
C/34/2024	Mileage claims not checked by Supervisor resulting in tardy payments.	Rectified
C/41/2024	Unethical Behaviour and Conduct of Charge Nurse.	Rectified
C/43/2024	Request to resume actingship not yet considered.	Rectified
C/49/2024	Exaggerated claim from Private Clinic for medical treatment.	Not Investigated
C/50/2024	Risk allowance of Charge Nurse not adjusted following promotion.	Rectified
C/56/2024	Wrong Interpretation of a recommendation of the PRB Report 2021 concerning additional increment.	Explained
C/60/2024	Harassment and unfair treatment at Souillac Hospital by Ward Manager.	Rectified
C/76/2024	Request for posting of Senior Public Health and Food Safety Officer nearer to his residence not yet entertained in spite of his health problems.	Pending
C/83/2024	Discrimination against and unfair treatment of certain officers of the Health Inspectorate Cadre.	Discontinued
C/93/2024	Initial recognition given to Complainants Company for providing continuous Professional Development to Dentists cancelled by Dental Council.	Pending
C/97/2024	Request for change in posting of Transport Services Facilitator (on shift) not approved.	Explained
C/107/2024	Public Health and Food Safety Officer denied vacation leave on two occasions to take care of	Pending

	her mother who had undergone a pituitary tumor surgery although the Principal Health and Food Safety Officer has raised no objection thereto.	
C/113/2024	Harassment of female staff by Ward Manager.	Discontinued
C/129/2024	Health Care Assistant avers that she is subjected to harassment & intimidation by Co-ordinator.	Rectified
C/153/2024	Noise pollution at Camp Caval.	Rectified
C/174/2024	Unfair posting of Senior Public Health and Food Safety Officer.	Discontinued
C/179/2024	Mismanagement and Discriminatory Treatment of Nursing Officers at the Nursing Department of Jawaharlall Nehru Hospital.	Pending
C/180/2024	Noise pollution on a continuous basis at Flic-en-Flac.	Pending
C/181/2024	Change in posting of Charge Nurse from SSRN Hospital to Dr. A.G. Jeetoo Hospital on punitive grounds.	Explained
C/182/2024	No replacement provided for Principal Medical Laboratory Technician after one-year tour of service in Rodrigues.	Rectified
C/185/2024	Harassment of staff, Mismanagement of funds and Toxic work environment at one Finance Section of the Ministry of Health & Wellness.	Pending
C/189/2024	Tardy receipt of Appointment/Confirmation letters depriving Physiotherapy Assistants of usual benefits.	Rectified
C/190/2024	Health Care Attendant not yet confirmed in her post.	No Maladministration Disclosed
C/191/2024	Unfair change in posting of a Principal Pharmacy Technician.	Explained
C/200/2024	Abuse of Authority by Nursing Administrator.	No Maladministration Disclosed
C/201/2024	An Attendant (Hospital Services – on shift) complaining that her health conditions prevents her to work on shifts.	Pending

C/204/2024	Consultant of Ministry of Health and Wellness performing duties of Director of a Private Entity without authorisation.	Discontinued
C/205/2024	Re-organisation at the SAMU and Reanimation Unit of a Public Hospital causing hardship to the staff.	Explained
C/206/2024	Request for use of a second ambulance by an NGO not approved.	Explained
C/208/2024	Issues relating to staffing and recruitment on sessional basis and work load of physiotherapist.	Pending
C/209/2024	No reason given for non-approval of request for 90 days leave without pay from Medical Practitioner.	Discontinued
C/210/2024	Poor administration and service at Long Mountain Hospital from Nursing Staff.	Pending
C/216/2024	Transfer of Medical Imaging Technologist causing her hardships.	No Maladministration Disclosed
C/220/2024	Undue delay in implementing Budget Measure 2023/2024 for Type I Diabetic Patient.	Explained
C/239/2024	Noise nuisance from food processing activities in Neighbour's residence.	Explained
C/248/2024	Recruitment of Medical Specialist not possessing the appropriate qualifications.	Not Entertained
C/250/2024	Alleged favouritism in transfer of Principal Pharmacy Technician.	Pending
C/256/2024	Harassment and Bullying by a Specialised Health Care Assistant.	Explained
C/269/2024	Harassment and Abuse of Authority by Senior Hospital Executive Assistant.	Discontinued
C/274/2024	Request of Health Records Clerk for study leave without pay not yet considered.	Pending
C/283/2024	Delayed payment of appropriate allowances to Nursing Staff of Moka Eye Hospital.	Pending
C/289/2024	Malpractices and Favouritism by Administration of J. Nehru Hospital.	Pending

C/291/2024	Annual Registration fees not refunded in full by Employer.	Pending
C/294/2024	Nuisances caused by neighbour's dogs.	Pending
C/297/2024	Unhealthy work environment and harassment at the Physiotherapy Department of Jawaharlal Nehru Hospital.	Pending
C/299/2024	Complainant avers that his wife who is staying with their 6-month old child at ENT has not been provided with resting facilities during the night.	Pending
C/301/2024	Religious institution in neighbourhood of Complainant emitting amplified sound causing noise pollution and health hazards.	Pending
C/307/2024	Questionable practices, favouritism and harassment at NEO NATAL UNIT of a hospital.	Pending
C/313/2024	Payment of salary of Nursing Officer not effected in December 2024.	Pending
<u>Housing and Lands</u>		
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/63/2019	1° Lease agreement of complainant's father never finalized. 2° Squatting reported by complainant not attended to.	Pending
C/308/2024	Non-payment of compensation following Compulsory Land Acquisition.	Pending
<u>Housing and Land Use Planning</u>		
C/114/2021	No reply to application for the purchase of State land made more than two years ago.	Pending
C/150/2021	No compensation paid yet for land compulsorily acquired ever since May 2009.	Pending
C/164/2022	Illegal construction on State land (green space) causing prejudice to inhabitants of Black River Road, Richelieu.	Pending

C/166/2022	Complainant contests the extent of land being compulsorily acquired and the quantum of the compensation.	Pending
C/186/2022	The Ministry has withdrawn a letter of intent addressed to complainant in respect of a lease for an industrial site without reasonable justification.	Pending
C/244/2022	Illegal occupation of State land by squatter causing nuisances to residents in the vicinity.	Pending
C/283/2022	Complainant avers that he is still waiting for his morcellement permit at Engrais Cathan after an application made in 2019.	Explained
C/28/2023	Request made to NHDC Co. Ltd for repairs of roof leakage not attended to.	Explained
C/75/2023	No reply to application for the purchase of State land made more than two years ago.	Pending
C/77/2023	Allocation of NHDC Housing Units to Divorced persons.	Pending
C/180/2023	Action not taken by Ministry to indicate delimitation of plot of land leased to complainant.	Pending
C/181/2023	Alleged Illegal Commercial Activities at NHDC Housing Estate at Nouvelle France.	Pending
C/191/2023	Waiving of arrears due on a second plot of land adjacent to a plot already leased and cancellation of that second lease not entertained.	Rectified
C/206/2023	Although complainant has completed all procedures for purchase of State land following a letter of intent from the Ministry in December 2015, action has not yet been taken by Ministry to finalise the deed of sale.	Rectified
C/262/2023	Request for survey of plot of state land allocated to complainant in order to enable purchase not yet entertained by Ministry.	Explained
C/282/2023	Agreement yet to be reached on compulsory acquisition of land.	Rectified
C/293/2023	Allegations of Bribery against Ministry's Officials for approving sale of state land in	Discontinued

	some cases and not granting approval in case of complainant.	
C/61/2024	Request for renewal of lease for residential and commercial purpose not yet renewed.	Pending
C/72/2024	Application for lease of land for parking purposes not considered by Authority.	Explained
C/231/2024	Drilling of rocks on a state land in front of Complainant's property causing inconveniences and health hazards.	Rectified
C/234/2024	Applications made to Ministry for implementation of an eco-tourism project at Le Morne not yet considered.	Explained
<u>Industrial Development, SMEs and Cooperatives (Cooperatives Division)</u>		
C/301/2023	Verbal abuse, ill treatment and harassment by Director of an Institution.	Explained
<u>Information Technology, Communication and Innovation</u>		
C/93/2022	Salary of complainant was wrongly adjusted as this should have been done in accordance with PRB Report 2016.	Rectified
C/289/2022	Allegations of malpractices at the Ministry of Information Technology, Communication & Innovation.	Discontinued
C/120/2024	Administrative Support Assistant of 17 years service has had her contract of employment renewed on a month-to-month basis.	Discontinued
C/121/2024	Administrative Officer of 17 years service has had her contract of employment renewed on a month-to-month basis.	Discontinued
C/132/2024	Surveillance Camera installed by neighbour pointing directly on Complainant's residence.	Rectified
C/257/2024	Request of Systems Analyst/Senior Systems Analyst for review of Scheme of Service not yet considered.	Explained
C/281/2024	No action taken regarding complaint made against neighbour for wrongly placing of a CCTV camera.	Pending
C/288/2024	Unfair and Derogatory treatment of Pensioner of Mauritius Post Ltd.	Pending

<u>Labour, Human Resource Development and Training</u>		
C/261/2022	Complaints of malpractices by Management regarding Union matters.	Pending
C/187/2023	Complainant contests the Authority's decision to terminate her son's enrolment in the National Certificate Level 4 Course after having followed the course for three months.	Rectified
C/285/2023	Applications for work permits in respect of foreigners taking too much time for finalization.	Rectified
C/28/2024	Fake profile on Facebook with a view to raising funds.	Explained
C/53/2024	Complaint made by Employee of National Transport Corporation regarding condition of service not registered at Rivière du Rempart Labour Office.	Rectified
C/149/2024	Labour Office of Quatre Bornes did not record statement of complainant after his alleged illegal/unfair dismissal from employment.	Pending
C/178/2024	Labour and Industrial Officers not paid three increments on appointment.	No Maladministration Disclosed
C/192/2024	An officer without appropriate qualification appointed to a higher post.	No Maladministration Disclosed
C/226/2024	Delay in receiving certified copy of official document to enable complainant to apply for State Land Lease.	Rectified
C/232/2024	Unbecoming behaviour of a Labour Officer towards an employer for tardy issue of Employment Certificate.	Explained
C/268/2024	Full time staff considered as part-time - employees and not paid adequate salary and benefits.	Discontinued
<u>Labour and Industrial Relations</u>		
C/298/2024	Complainant avers that she has not been paid her salary and end-of-year bonus after her employment was terminated although the matter was reported to Ministry of Labour and Industrial Relations.	Pending

C/300/2024	Reply not received concerning Retiring Benefits not paid by Social Security Provident Fund after retirement of complainant.	Rectified
<u>Land Transport and Light Rail</u>		
C/92/2022	Alternative Arrangements and agreement reached in year 2021, following a 2016 Court Order, not yet implemented.	Pending
C/268/2022	Request for cancellation of “gage sans déplacement” already issued in respect of a total-loss vehicle, which was subsequently repaired, not entertained by the NLTA.	Pending
C/99/2023	Students smoking in School Bus.	Explained
C/104/2023	Request for transfer of PSV (Taxi) Licence in the name of husband not transferred to widow.	Rectified
C/176/2023	Understaffing at Counter of the NLTA resulting in excessive workload beyond normal working hours without any compensation save for time off given irregularly.	Discontinued
C/199/2023	Request for placing of speed breakers at Vrindavan Street, Melle Jeanne, Goodlands not yet considered.	Explained
C/7/2024	Lack of toilet facilities at Metro Stations.	Explained
C/44/2024	Construction of new hump near complainants entrance to his residence causing hardships.	Explained
C/88/2024	Complaint for disruption of Public Transport Services at Petit Raffray, Goodlands not attended to by Authority.	Pending
C/92/2024	Non-Renewal of licences by National Land Transport Authority.	Pending
C/125/2024	Complaint for disruption of Public Transport Service (Routes 26 and 53) at Ste Claire, Goodlands, not attended to by Authority.	Pending
C/126/2024	Authorisation for access to Port Area granted to additional taxi drivers operating at Cassis and Les Salines.	Explained
C/136/2024	Emails addressed to NLTA have remained unanswered.	Pending

C/141/2024	Poor management and organisational deficiencies at the National Land Transport Authority located at Emmanuel Anquetil Building, Port Louis.	Rectified
C/143/2024	Transfer of vehicle in name of Complainant, the purchaser, not approved by Authority.	Explained
C/164/2024	Harassment and Discrimination resulting in posting of Road Traffic Inspector far away from her residence.	Not Sustained
C/169/2024	Paperworks relating to sale of vehicle not finalized even after two months and several calls.	Rectified
C/176/2024	Obstruction of yellow boxes on main roads.	Pending
C/177/2024	Proposal for installation of Traffic Light Countdown Timer at St. Jean Road, Quatre Bornes.	Pending
C/243/2024	Request for transfer of taxi licence in name of widow not approved.	Explained
C/260/2024	Beneficiaries of free travel scheme not provided with bus tickets and do not therefore have any proof of travel in case of insurance claims, etc.	Pending
C/262/2024	Reply not received by Complainant to his query regarding the non-applicability of decision taken by NLTA on 30 August 2024 to apply sanctions against non-compliant bus operators.	Pending
<u>Land Transport</u>		
C/302/2024	Claim for certification of seven machines not yet settled by NTC.	Pending
<u>Local Authorities</u>		
LA/C/14/2021	Illegal construction re-started. Matter reported to Council. No action taken.	Discontinued
LA/C/58/2021	Flooding along street in Port Louis. Matter reported to Council but no action taken.	Pending
LA/C/76/2021	Illegal construction of wall reported to Council. No concrete action taken so far.	Rectified

LA/C/77/2021	Inaction regarding illegal construction averred by complainant.	Pending
LA/C/1/2022	District Council did not take any action following a complaint made for obstructing public road at Ragoo Lane, Terre Rouge.	Rectified
LA/C/8/2022	No action taken by Council to enforce removal of illegal construction of a gate on a public road which blocks public access in spite of Court Order.	Explained
LA/C/15/2022	Action not taken to abate nuisance arising from a bareland adjacent to complainant's residence.	Rectified
LA/C/22/2022	Alleged illegal construction of Boundary wall on Road Reserve.	Pending
LA/C/28/2022	Complainant alerted Council about an illegal construction without permit but no legal action was taken against the Developer.	Pending
LA/C/29/2022	Action not taken by District Council regarding damaged property following works carried out by neighbour.	Pending
LA/C/33/2022	Appropriate & Timely action not taken by the Council against an illegal development next to Complainant's Residence despite a complaint made to the Council since one year.	Explained
LA/C/39/2022	Action not taken against illegal construction carried out by complainants neighbour on the boundary wall in 2019.	Discontinued
LA/C/40/2022	Complainant avers that a Building and Land Use Permit issued in 1994, in respect of a building at Avenue Berthaud, Quatre Bornes cannot be considered as valid for the operation of a new snack in 2022 long after closure of first commercial activity.	Pending
LA/C/41/2022	Illegal Dumping in a Residential Area reported in the Press.	Pending
LA/C/50/2022	Action not taken by Council on alleged illegal construction reported more than two months since complaint made.	Rectified
LA/C/51/2022	Council did not take necessary action to stop the continuation of the construction, at	Discontinued

	Enniskillen Street, Port Louis, undertaken contrary to approved plans.	
LA/C/53/2022	Alleged illegal operation of electrical workshop on a Public Road at Curepipe.	Explained
LA/C/64/2022	No reply received from Municipal Council of Vacoas-Phoenix regarding request for tarring & lights along a common access road at clairfonds, Phoenix.	Explained
LA/C/2/2023	Issue of Enforcement Notice by Council without prior verification and confirmation of alleged breach of the legislation.	Pending
LA/C/4/2023	Issue of BLUP for opening of Pre-primary school in Residential Appartment Complex at Vacoas.	Pending
LA/C/10/2023	Overhanging of a tall branch from a huge tree found on private land at St. Louis Street representing a potential danger to inhabitants.	Rectified
LA/C/11/2023	Investigation into Maintenance of Drains by Local Authorities.	Pending
LA/C/14/2023	Health hazards from old abandoned building at Flacq.	Pending
LA/C/16/2023	Construction of boundary wall on road reserve.	Pending
LA/C/18/2023	Construction on Neighbour's Boundary Wall at Henrietta.	Explained
LA/C/19/2023	Encroachment by Neighbour on Complainant's property.	Explained
LA/C/29/2023	Construction on neighbour's boundary wall.	Explained
LA/C/30/2023	Construction on neighbour's boundary wall.	Explained
LA/C/31/2023	Non-compliance with Court Judgment regarding construction of building contrary to approved plans and prescribed distance from boundary line.	Rectified
LA/C/33/2023	Requests for attending to remedial works at Cinq Arpents Phoenix not attended to.	Rectified
LA/C/35/2023	Bus Depot causing pollution and other health hazards at Bon Accueil.	Pending
LA/C/36/2023	Erection of Boundary wall on Public Road without regard to provisions of the legislation.	Explained

LA/C/37/2023	Construction of Extension to existing building without required permits by neighbour.	Discontinued
LA/C/38/2023	Illegal fencing of public garden and fixing of door and padlocks at St. Julien.	Discontinued
LA/C/40/2023	Discharge of rain water from roofs onto road, in central area of Port Louis.	Pending
LA/C/46/2023	Illegal operation of a paid parking lot at Curepipe.	Discontinued
LA/C/47/2023	Construction of shack on boundary wall of complainant's premises.	Rectified
LA/C/48/2023	Accumulation of water at La Mairée Road, Eau Coulée causing hardship to inhabitants during the last ten years.	Pending
LA/C/52/2023	Requests to City Council for the following works at Julius Coup Street, Port Louis not entertained – Resurfacing/repairs, removal of obstructions – provision of street lighting and street name plate.	Rectified
LA/C/53/2023	Complainant avers that she is being constantly bullied; harassed and falsely accused by her senior officers in the Library Department.	Pending
LA/C/57/2023	Installation of an electric fence protruding from the boundary wall of a villa bordering a public beach is a potential threat to life.	Pending
LA/C/58/2023	Unauthorised erection of structure on State land at Verdun.	Pending
LA/C/60/2023	Construction of Toilets by neighbour on boundary wall.	Explained
LA/C/62/2023	Acts of maladministration perpetrated by the Council concerning the proceedings of a Meeting.	Discontinued
LA/C/63/2023	Operation of Grill & Tailor Shop without BLUP & Permit granted to Bakery Shop in spite of objections made.	Discontinued
LA/C/69/2023	Construction of CIS structure by neighbour for use as garage without the required permits and clearances.	Discontinued
LA/C/70/2023	Action not taken by District Council regarding an alleged illegal construction at Chowtee	Pending

	Road, L'Agrement, St. Pierre reported to the Council.	
LA/C/73/2023	Construction without notification procedures having been complied with.	Not Sustained
LA/C/75/2023	Obstruction of road in Port Louis by Owner of Mini Market and shop.	Explained
LA/C/76/2023	Public access road blocked at Morcellement Maroma, Quatre Bornes.	Pending
LA/C/77/2023	Overflow of waste water from manholes into open drains at Abbé de la Caille Street, Curepipe.	Pending
LA/C/78/2023	Implementation of a sewerage project on a private road.	Rectified
LA/C/81/2023	Alleged falsification of signature to convey consent for obtention of Building and Land Use Permit.	No Maladministration Disclosed
LA/C/82/2023	Construction on Neighbour's boundary walls without consent of complainant.	Explained
LA/C/84/2023	Noisy metal gratings at Beach Lane, Pereybère affecting the Tourist Business of Complainant.	Rectified
LA/C/85/2023	Alleged construction of CIS structure for use as a mini market at Pond Bon Dieu Road, Belvedere.	Rectified
LA/C/86/2023	Requests for tarring of Parrot Road, Chemin Grenier, placing of name plates – street lanterns and putting up bus shelter not yet entertained.	Explained
LA/C/87/2023	Objection of Complainant to the Council granting a BLUP for a Motorcycle Repair Workshop not considered.	Explained
LA/C/89/2023	Disturbances caused by illegal use of Palmerston Soccer Pitch in spite of presence of security guards.	Explained
LA/C/91/2023	Action not taken by Council to have barelands at Camp Fouquereaux cleaned causing nuisances to neighbours.	Rectified
LA/C/92/2023	Putting up of structures on a Chemin de Sortie at Royal Road, Mesnil without permits.	Rectified

LA/C/93/2023	Noise pollution from Supermarket's Extractors at Phoenix.	Pending
LA/C/94/2023	Rearing of goats and slaughtering activities in a Residential Area at Montagne Longue.	Rectified
LA/C/95/2023	Obstructing access to Crimea Road and Illegal Construction.	Explained
LA/C/96/2023	Application for Conversion of Existing Building for use as Kindergarten, Child Day-Care and other Pre-Primary Activities not approved.	Explained
LA/C/97/2023	Overflow of rain water in neighbour's premises and statutory boundary distance not respected.	Rectified
LA/C/1/2024	Operation of a mechanical workshop after 6.00 pm causing nuisances to inhabitants of Leclezio Street, Curepipe.	Discontinued
LA/C/2/2024	Construction of first floor of existing building by neighbour without respecting prescribed distance.	Pending
LA/C/3/2024	Request to declare an access at Debarcadere, Pointe aux Sables as a Public Road and to provide usual amenities there.	Explained
LA/C/4/2024	Access to private property through a "Chemin Commun et Mitoyen" blocked by neighbour.	Explained
LA/C/5/2024	Alleged Illegal Construction of Boundary wall at Petit Verger, St. Pierre.	Pending
LA/C/6/2024	Alleged Illegal Construction by a relative of an employee of the District Council at SSR Lane, Bon Accueil.	Not Justified
LA/C/7/2024	Application for Building & Land Use Permit for Construction of workshop and Erection of wall not determined within the legal time frame.	Rectified
LA/C/8/2024	Kovil Lane at Mare d'Albert not cleaned since June 2023.	Rectified
LA/C/9/2024	Complainant does not know why he was served a Compliance Notice by the District Council.	Explained
LA/C/10/2024	Obstruction of road leading to complainant's property thus preventing access.	Explained

LA/C/11/2024	Neighbour harassing an old couple at Salazie Road, Brisée Verdier.	Discontinued
LA/C/12/2024	Complaint against a Beauty Salon offering skin and nail treatment together with a Café service within the same premises and without trained personnel.	Pending
LA/C/13/2024	Construction of Boundary wall exceeding two metres in height.	Rectified
LA/C/14/2024	Flooding of premises during heavy rainfall due to lack of appropriate drainage system.	Pending
LA/C/15/2024	Alleged illegal construction of Waste Water Disposal System at Rose Belle.	Explained
LA/C/16/2024	Confusion about Enforcement Notices served in respect of stopping of development works already completed as well as pulling down orders.	No Maladministration Disclosed
LA/C/17/2024	Damaged pavements at La Paix Street, Port Louis causing significant nuisances to school children of Villiers René Government School and also London College.	Rectified
LA/C/18/2024	Revised application for BLUP to construct a Boundary wall without taking into account Road Reserve rejected by Council.	Explained
LA/C/19/2024	Two over-grown trees at Goodlands represent a potential danger to the public.	Explained
LA/C/20/2024	Request to have public road which is in a deplorable state resurfaced at Trou d'Eau Douce not entertained by Council.	Explained
LA/C/21/2024	Obstruction of Lataniers River is a threat to life to inhabitants of Vallée des Prêtres during rainy season.	Pending
LA/C/22/2024	Alleged Illegal Development works at Chemin Grenier.	Discontinued
LA/C/23/2024	Alleged unfair treatment regarding internal transfer of officers of the General Services Cadre at the Municipal City Council of Port Louis.	No Maladministration Disclosed
LA/C/24/2024	Illegal construction of buildings near complainant's residence at Lower Vale.	Pending

LA/C/25/2024	Construction of ramp and staircase causing nuisances at Crimea Lane, Port Louis	Pending
LA/C/26/2024	Non-Compliance with BLUP at Huitième Mille, Triolet resulting in several nuisances including noise pollution.	Pending
LA/C/27/2024	Alleged illegal construction by Neighbour on boundary wall.	Pending
LA/C/28/2024	Workshop and Building Construction causing inconvenience to complainant.	Not Justified
LA/C/29/2024	Noise problems at Dupuis Lane, Floreal.	Rectified
LA/C/30/2024	Application for excision of land not approved by Council on ground that the land is found in irrigation area.	Explained
LA/C/31/2024	Metal Workshop being run in a residential area without authorisation/permit.	Not Sustained
LA/C/32/2024	Waste water pipes from toilet/bathroom buried directly underground by neighbour causing nuisances.	Rectified
LA/C/33/2024	Illegal operation of dormitory for foreign workers in a residential area.	Rectified
LA/C/34/2024	Harassment following requests for leave.	Not Sustained
LA/C/35/2024	Encroachment on Complainant's property and noise pollution through tailoring workshop.	Explained
LA/C/36/2024	Illegal operation of a Car Wash at La Source, Quatre Bornes.	Explained
LA/C/37/2024	Operation of a food business in residential area causing health hazards.	Explained
LA/C/38/2024	Excavation works adjacent to Complainant's property causing water accumulation and flooding in the vicinity.	Explained
LA/C/39/2024	River Course of Lataniers River at Vallée des Prêtres altered after works carried out by Municipal Council has eroded Complainant's property and River Reserves.	Pending
LA/C/40/2024	Road at La Forge, Bassin Road need to be asphalted but action not taken by Council.	Explained
LA/C/41/2024	Objection to the placing of a street light right in front of Complainant's Residence.	Rectified

LA/C/42/2024	Alleged illegal activities at Gilbert Road, Plaine Magnien.	Pending
LA/C/43/2024	Extension works being carried out by the owner of an apartment on first floor of a residential complex without BLUP.	Explained
LA/C/44/2024	Road at Camp Chapelon in very bad state – accumulation of water, pot holes etc and drainage system needs to be looked into.	Pending
LA/C/45/2024	Road Safety measures to prevent accidents at Camp Chapelon, on motorway, need to be put in place.	Explained
LA/C/46/2024	Bad state of Robert Stein Road and drainage at Camp Chapelon.	Pending
LA/C/47/2024	Alleged construction works being carried out by neighbour without BLUP at Residence Lavande, Dagotière.	Pending
LA/C/48/2024	Complainant, the Director of an educational institution at Pailles, alleges that construction works being carried out on the boundary of the school's premises by neighbours causing nuisances and health problems to students and staff.	Pending
LA/C/49/2024	Illegal construction on boundary by neighbour.	Explained
LA/C/50/2024	Illegal construction of Commercial Building at Pointe aux Sables.	Not Sustained
LA/C/51/2024	Proposed construction of a Commercial Building in a Residential Area.	Rectified
LA/C/52/2024	Diverse complaints of maladministration made anonymously against Council.	Not Sustained
LA/C/53/2024	Request for transfer to a Local Authority nearer to her residence.	Explained
LA/C/54/2024	Fixed structure constructed in front of shop without appropriate permit causing nuisances to road users.	Rectified
LA/C/55/2024	Open drain crossing front of complainants property blocked by placing of PVC pipes by neighbour causing flooding in her yard.	Rectified
LA/C/56/2024	Overtime not paid to attendants working in Social Halls.	Not Entertained

LA/C/57/2024	Illegal construction of garage by neighbour.	Explained
LA/C/58/2024	Application for BLUP to Council by Complainant not entertained.	Explained
LA/C/59/2024	Complainant, the Director of an educational institution at Pailles, alleges that construction works being carried out on the boundary of the school's premises by neighbours causing nuisances and health problems to students and staff.	Pending
LA/C/60/2024	Discrimination in the posting of Drivers.	No Maladministration Disclosed
LA/C/61/2024	Street lighting not provided at Morcellement Greenview, Plaine Magnien although all fees/costs have been paid to Council.	Explained
LA/C/62/2024	Street lighting not provided at Morcellement Greenview, Plaine Magnien although all fees/costs have been paid to Council.	Explained
LA/C/63/2024	Street lighting not provided at Morcellement Greenview, Plaine Magnien although all fees/costs have been paid to Council.	Explained
LA/C/64/2024	Illegal construction of structures on public road by neighbour at Mahebourg.	Explained
LA/C/65/2024	Council did not attend to complaint made against a neighbour who had placed a gate on a public road thus preventing free movement of residents.	Explained
LA/C/66/2024	Street lighting not provided at a Morcellement in Plaine Magnien although all related payments effected.	Explained
LA/C/67/2024	Application for demolition of existing building not approved by Council one year after request.	Pending
LA/C/68/2024	Objection to issue of BLUP for construction of Sports Complex in a residential area not entertained.	Pending
LAC/69/2024	Illegal construction on complainant's property.	Pending
LA/C/70/2024	Recurrent and Unjustified Issue of Notice to cease works.	Pending

LA/C/71/2024	Alleged illegal breeding of chicken on a large scale in a residential area at Kalimaye Road, Grand Gaube.	Pending
LA/C/72/2024	Action not taken by District Council against operator of an alleged Metal Workshop and farming activities.	Pending
LA/C/73/2024	Non-respect of statutory requirements for construction works.	Pending
LA/C/74/2024	Alleged illegal construction by neighbour on a 74 year old widow's property.	Pending
LA/C/75/2024	Objection to grant a BLUP for Car Wash and the use of high-powered electric machines in a highly residential area at Royal Road, Roche Terre.	Pending
LA/C/76/2024	Encroachments and obstructions on Adventist Road, Riviere des Anguilles through activities of a Commercial Enterprise causing public hazards.	Pending
LA/C/77/2024	Seepage of water after rainfall causing inconveniences including mental stress.	Pending
LA/C/78/2024	Drain found in neighbour's yard overflow into Complainant's Property causing many inconveniences.	Pending
LA/C/79/2024	Modification to existing building by neighbour without appropriate permits causing inconveniences to complainant.	Explained
LA/C/80/2024	Foul odours and unsightly waste on neighbour's property causing nuisances and are a cause of concern for public health and safety.	Pending
LA/C/81/2024	Continuous trespassing and illegal construction by neighbour on complainant's property despite several verbal objections.	Pending
LA/C/82/2024	Rearing of Livestock in residential area causing nuisances.	Pending
LA/C/83/2024	Unsanitary conditions of neighbour's yard causing nuisances to residents.	Pending
LA/C/84/2024	Illegal construction of house at Cité Bissoondoyal.	Pending

LA/C/85/2024	Statutory time-frame for communication decision on a BLUP not respected by the Council.	No Maladministration Disclosed
LA/C/86/2024	Repairs not yet effected to Tagore Road, Calebasses after works carried out by Central Water Authority.	Pending
LA/C/87/2024	Discharge of foul water on public road by neighbour.	Discontinued
LA/C/88/2024	Expansion and conversion of neighbour's existing building for use as a clinic will be a cause of nuisance in a peaceful residential area.	Pending
LA/C/89/2024	Illegal construction of boundary wall by neighbour causing accumulation of water in complainant's yard.	Explained
LA/C/90/2024	Alleged illegal construction and extension works at Sweden Road, Petite Rivière.	Pending
<u>Local Government, and Disaster Risk Management</u>		
C/55/2022	Potential hazards from undergrowth vegetation and coconut trees in an abandoned land where owner could not be traced – next to complainants residence not removed.	Pending
C/300/2022	Alleged corruption and malpractices against Chairman of a District Council.	Pending
C/34/2023	Decision to transfer complainant is discriminatory as it was purposely designed to enable a junior officer to be assigned duties of Deputy Chief Executive.	Pending
C/122/2023	Proposals to amend Scheme of Service of Station Fire Officer not yet discussed with Officers concerned.	Explained
C/156/2023	Refund of overpayment of Travelling Expenses by Firefighter not warranted.	Rectified
C/306/2023	Unlike other Local Authorities, the Black River District Council requires all its pensioners to submit Life Certificate for the payment of retirement pension.	Pending
C/12/2024	Request for change in posting in Local Government Administration not acceded to.	Explained

C/46/2024	Firefighter alleges a punitive transfer although being victim of physical violence at his workplace.	Explained
C/62/2024	Abusive workplace conduct of two officers of the Municipal Council.	No Maladministration Disclosed
C/101/2024	Delayed payment of salary of a Firefighter after removal from payroll on ground of poor attendance.	Pending
C/104/2024	Illegal construction on Boundary Lane by Neighbour.	Explained
C/117/2024	Vacation Leave applied for not approved on account of impending re-shuffling exercise.	Explained
C/142/2024	Unauthorised display of Complainant's Commercial Building during Council's hearing regarding application for alteration to existing building.	Explained
C/168/2024	Request for change in posting on medical grounds not considered.	Rectified
C/215/2024	Toxic working environment arising out of alleged erratic behaviour and way of doing things, including ill-treatment of subordinate by Management.	Pending
C/229/2024	Proposed amendments to Scheme of Service of Station Fire Officer will debar currently qualified officers from promotion.	Explained
C/235/2024	Proposed amendments to Scheme of Service of Firefighters will debar them from promotion to the post of Station Fire Officer.	Pending
C/295/2024	Deduction from salary and bonus on account of alleged unauthorized absence.	Explained
C/305/2024	Abuse of authority by Senior Health Inspector.	Pending
<u>National Infrastructure and Community Development (National Development Unit)</u>		
C/264/2023	Complainant avers that drainworks carried out by NDU along an existing natural watercourse has resulted in flooding of the neighbourhood.	Pending
C/27/2024	Natural Water Canal blocked by bricks and debris causing nuisances to inhabitants of Choisy, Baie du Cap.	Pending

C/290/2024	Complainant avers that, unlike his colleagues, he has not been paid allowances for extra work during bad weather.	Explained
<u>National Infrastructure and Community Development (National Infrastructure Division)</u>		
C/173/2022	Action not yet taken against squatters illegally occupying former Government Railway Quarters at Rose Belle.	Rectified
C/49/2023	Outposting of Engineer/Senior Engineer not provided for in official Conditions of Service and Schedule of Duties.	Rectified
C/3/2024	Change in posting of complainant from Ministry of National Infrastructure and Community Development to National Development Unit (NDU) not in order.	Rectified
C/59/2024	Objection to transfer to National Development Unit as this would cause hardships to complainant's pregnant spouse.	No Maladministration Disclosed
C/70/2024	Unfair & Arbitrary Change in Posting to Ministry of Local Government.	No Maladministration Disclosed
C/116/2024	Remedial work not completed following compulsory acquisition of part of land belonging to complainant and other heirs.	Pending
C/138/2024	Complaint to Construction Industry Authority regarding refund from draughtperson not considered.	Explained
C/263/2024	Closing of lateral road leading to Bypass at Goodlands through a gate causing hardship to users of that road.	Pending
<u>Police</u>		
C/196/2020	Letter addressed to the Police following a declaration made at a Police Station has remained unanswered.	Rectified
C/219/2020	Complainant detained in custody since nearly four years. No charge against him yet.	Pending
C/156/2021	No update received by complainant regarding a complaint made by her since three weeks.	Discontinued

C/45/2022	Complainant requested the assistance of this Office to investigate the delay in completing police enquiry following statement made at Pamplémousses Police Station.	Rectified
C/63/2022	Reply not received to letter addressed to the Police Department concerning request for information in connection with his arrest and subsequent decision of DPP not to prosecute.	Discontinued
C/87/2022	Personal Belongings of Detainee not returned after his conviction by Court.	Pending
C/123/2022	Request for an update of police enquiry into a case of road accident not entertained by Police Department.	Pending
C/187/2022	Driving Instructor's Licence and Driving School Permit not yet issued although complainants passed the Qualifying Tests since 2019.	Pending
C/204/2022	Request for the intervention of Police into a complaint of "rogue and vagabond" against a resident of Camp Thorel.	Pending
C/207/2022	Inaction of Police in connection with an alleged case of insult.	Discontinued
C/214/2022	Detainee complains that Police has not yet returned his personal belongings after the pronouncement of his sentence.	Pending
C/257/2022	Requests regarding the status of police enquiry into cases of theft at Gustave Bestel Street, Curepipe reported to the Police not yet entertained.	Pending
C/269/2022	Action not taken regarding installation of surveillance cameras on a CEB pole breaching the complainant's privacy.	Discontinued
C/277/2022	Request for FSL Report following a road accident not acceded to.	Discontinued
C/296/2022	Complainant avers that she has reported several cases of assault but did not hear about the status of the Police Enquiry after a year.	Rectified

C/8/2023	Complaint against inappropriate behaviour and conduct of a CID Police Sergeant at Curepipe Police Station.	Pending
C/53/2023	Breach of ICTA provisions thro' unlawful exposing on social media and verbal threats.	Explained
C/57/2023	Request for transfer to Rodrigues of a Police Constable not yet entertained.	Explained
C/65/2023	Formal charge for provision of cannabis not yet lodged following striking out of provisional charge.	Rectified
C/82/2023	Alleged Illegal Aluminium Workshop causing noise nuisances in a residential area at St. Pierre.	Rectified
C/83/2023	Removal of Complainants gate by Neighbour reported to Police but no action taken so far.	Rectified
C/88/2023	Nuisance caused to Complainant and his elderly parents by the crowing of neighbour's roosters at Midlands.	Rectified
C/146/2023	Complaint made at Stanley Police Station for threats not considered by Police Department.	Rectified
C/157/2023	Action not taken by Police Department following report of accident which occurred in <u>2017</u> .	Rectified
C/209/2023	Foreign Prisoner avers that he has been detained for more than 4 years in remand without any formal charges being levelled against him.	Pending
C/214/2023	Non-Compliance with Court Order for right of visit and droit d'hebergement in respect of minor child of divorced parents reported to Police which did not take any action.	Explained
C/216/2023	Mobile phone not returned after trial although it was not used as evidence in Court.	Rectified
C/241/2023	Complaint regarding breach of ICTA Act through sending of unwarranted sms not considered.	Discontinued
C/249/2023	Several cases of Swindling and Embezzlement reported to the Police against a named person but no action yet taken.	Pending

C/251/2023	Refund to Detainee in respect of expenditure incurred for hotel expenses during control delivery of drugs not acceded to.	Explained
C/252/2023	Transfer of Foreign Detainee to his country of residence not yet approved.	Explained
C/277/2023	Invasion of privacy by Neighbour through the use of surveillance cameras and mobile phones.	Discontinued
C/292/2023	No action from the Police following complaints against neighbour for throwing filth and snails in complainants yard and using a drone to film latter's family.	Discontinued
C/295/2023	Action not taken by Police following report of threats against Complainant by Neighbour.	Rectified
C/298/2023	Action not taken since 2011 following a report of fire/arson on property.	Pending
C/21/2024	Approval for Sick Leave not approved in spite of production of medical certificate.	Explained
C/37/2024	Foreign Convict's request for return of personal belongings not yet acceded to.	Rectified
C/48/2024	Threats made to Complainant by a relative not recorded by Police and no action taken.	Discontinued
C/51/2024	Seized items not returned to accused although case has been disposed of.	Explained
C/54/2024	Planting of drugs by Police Officers on Complainant.	Explained
C/67/2024	Unruly Parking at Marie Jeannie, Rose Belle causing problems to pedestrians, school children vehicular traffic, etc.	Pending
C/96/2024	Action not taken following complaints made regarding threats and nuisances by Complainant's neighbours.	Discontinued
C/105/2024	Foreign Detainee on remand since 2023 for a case of swindling would wish his case to be judged as early as possible.	Pending
C/108/2024	Allowance for translation work not effected to complainant the year after submission of claim.	Rectified
C/131/2024	Although case of alleged forgery in which Complainant a public officer was involved has	Rectified

	been dismissed, he is still being debarred from his normal benefits.	
C/134/2024	Request for copies of statements made at Terre Rouge Police Station not yet entertained.	Pending
C/151/2024	Personal Belongings of foreign detainee not returned although case against him already disposed.	Explained
C/158/2024	Unoccupied plot of land near complainant's residence left unattended causing nuisances.	Rectified
C/161/2024	Operation of a commercial enterprise without required permits causing inconveniences to neighbouring residents.	Rectified
C/183/2024	Physical assault by one Educator on a fellow Educator within the School Premises.	Rectified
C/199/2024	Inaction on the part of the Police Department following a statement of false and malicious denunciation made by complainant at Goodlands Police Station.	Pending
C/202/2024	Installation of a CCTV camera by neighbour invading privacy of complainant.	Pending
C/207/2024	Noise disturbances at night by Restaurant Zoulou at Quatre Bornes causing inconveniences to residents.	Pending
C/218/2024	Drug Trafficking, Noise Nuisances and other illicit activities at Rue des Rose and Rue Loiseau at Roche Bois.	Pending
C/230/2024	Complainant, a foreign detainee, has made a request for fast-tracking enquiry into his case.	Explained
C/233/2024	Bullying, Harassment, Mental torture, etc. of a Woman Police Constable at her place of work.	Explained
C/247/2024	No action taken against neighbour, a commercial enterprise, for installing CCTV Cameras directly opposite a residential property.	Pending
C/249/2024	Detainee appeared in District Court of Flacq with his feet chained reported in a daily newspaper.	Pending
C/252/2024	Consideration not given in recent promotion exercise to experienced Police Sergeant	Pending

	reckoning more than 37 years service in the force.	
C/265/2024	Documents related to Street Accident which occurred on 20 September 2019 not yet submitted to Attorney in spite of several requests made.	Pending
C/278/2024	Neighbour obstructing Complainant's gate for long hours through parking on yellow lines.	Pending
C/280/2024	Delay in investigation relating to complainant's arrest.	Pending
C/303/2024	No response to complaint following statements made to the Police Department in mid-2024.	Pending
C/309/2024	Harassment by Neighbour following placing of CCTV Camera not dealt with by Police.	Pending
C/312/2024	Threats from drug dealers of Residence Bassin, Quatre Bornes upon residents, including children, of the locality.	Pending
<u>Prime Minister's Office</u>		
C/235/2022	Complainant claims that payment of TV Licence fee during period he was stranded abroad is because of Covid-19 is unfair and unreasonable.	Pending
C/179/2023	Complainant contests the abolition of the post of Broadcast Technologist (Shift) at MBC/TV.	No Maladministration Disclosed
C/233/2023	Malpractices at Human Resources Division of the Ministry.	Not Justified
C/271/2023	Indecent behaviour of a Senior Administrative Officer.	Not Justified
C/272/2023	Application for Residence Permit from foreign national married to Mauritian Citizen not yet considered.	Pending
C/14/2024	Reversion from post of Technical Producer to that of Production Assistant.	Explained
C/42/2024	Alleged Maladministration and Favouritism by the Senior Chief Executive of the Ministry of Local Government & Disaster Risk Management.	Discontinued

C/127/2024	Demeaning Behaviour, misuse of authority, humiliating junior staff and misuse of government vehicles by a Senior Officer.	Rectified
C/130/2024	Bullying, Harassment, Acts of Humiliation and Intimidation by a Senior Colleague against a Press Machine Operator.	Rectified
C/140/2024	Application for visa from a South African Citizen made in June 2023 not yet considered.	Explained
C/175/2024	Unfair transfer of a Probation Officer to a place of work far from residence.	Explained
C/306/2024	Retention of passage benefits of an Investigation Officer at the end of her contractual employment.	Pending
<u>Prisons</u>		
C/46/2023	A systemic investigation of grievances raised by foreign detainees who claim having spent prolonged periods of remand owing to delayed completion of police enquiries.	Discontinued
C/108/2023	Complainant, a detainee, denied access to his private cash to pay for service of a barrister of his choice.	Pending
C/186/2023	Harassment & Discrimination by Senior Officer, including frequent body scanning.	Not Justified
C/246/2023	No proper medical attention for visual problems.	Rectified
C/261/2023	Detainee's request to make a Statement to the Police in connection with a case of making a false and malicious statement in writing not acceded to.	Rectified
C/265/2023	Request for information on Complainant's obligations, rights and privileges not acceded to.	Rectified
C/283/2023	Complainant, a foreign Detainee avers that he has never been allowed to pick his family's phone numbers in order to be able to contact them.	Explained
C/284/2023	Poor Medical treatment provided to Detainee.	Explained
C/2/2024	Request by Woman Prison Officer for additional Vacation Leave after Maternity	Rectified

	Leave and Vacation Leave to breast-feed baby not approved.	
C/6/2024	Appropriate medical treatment not given to Inmate.	Rectified
C/9/2024	Request of detainee to be referred to specialist treatment at J. Nehru Hospital not acceded to.	Discontinued
C/11/2024	Detainee not allowed to receive a hard-cover book in the Harry Potter Series because of security reasons.	Rectified
C/66/2024	Personal Belongings of detainee not found at time of inspection by him.	Rectified
C/71/2024	Request from foreign detainee to undergo sentence in his country of origin not yet considered.	Pending
C/87/2024	Allegations of fraud and theft made against Complainant.	Not Sustained
C/106/2024	Inadequate medical treatment given to detainee.	Explained
C/109/2024	Neighbour, a Prisons Officer, causing harassment to Complainant, through parking of vehicle in front of the latter's residence.	Discontinued
C/111/2024	Medication prescribed by Prisons Doctor not yet given to Complainant.	Rectified
C/118/2024	Non-renewal of medication to an asthmatic detainee.	Rectified
C/119/2024	Detainee, a diabetic patient, denied prescribed diet and harassed by one particular Prisons Officer.	Rectified
C/135/2024	Access to visit complainant at Prisons denied to her brother and sister-in-law.	Rectified
C/156/2024	Diet prescribed not appropriate for Complainant's health conditions.	Explained
C/157/2024	Request for Legal Aid, Medical Assistance not provided.	Explained
C/162/2024	Detainee, a diabetic patient, alleges that the food served to him is not designed for diabetics.	Explained

C/163/2024	Requests of Detainee since 2023 for Police Department to record a statement from him not considered.	Pending
C/165/2024	(i) No reply to request regarding concurrent sentences; and (ii) Wrong medication prescribed.	Rectified
C/166/2024	Detainee complains about non-provision of writing materials, medical treatment and hygiene items.	Explained
C/173/2024	Application for restoration of remission on ground of good conduct not approved.	Explained
C/213/2024	Request for transfer of inmate from Melrose Prison to Grand River North West Remand Prison not yet entertained.	Rectified
C/217/2024	Non-payment of night allowance and inadequate compensation for work on Sundays and Public Holidays.	Explained
C/223/2024	Foreign Detainee applying to serve her sentence in her country of origin.	Pending
C/244/2024	Detainee allocated to a dormitory and requests for single cell not yet approved.	Explained
C/253/2024	Request for transfer of foreign prisoner to serve sentence in her country of residence not yet entertained.	Pending
C/266/2024	Request from detainee for access to the Police to make a statement for assault within the Prisons compound not acceded to by the Prisons Authorities.	Discontinued
C/267/2024	Request of detainee for referral to an Orthopedic Surgeon not acceded to by Authorities.	Rectified
C/272/2024	Request of detainee, an asthma patient, to access a sleeping cap (polo) given by his family not accepted by Prisons Authorities.	Rectified
C/273/2024	Detainee, with 22 years of sentence has expressed the wish to have a divorce.	Explained
<u>Public Service, Administrative and Institutional Reforms</u>		
C/206/2022	Incorrect adjustment of salary on new appointment.	Pending

C/264/2022	Human Resource Executives appointed between 2010 and 2012 allege salary disparity and anomalies following the appointment of Junior Officers after publication of PRB/EOAC Report of 2013.	Pending
C/164/2023	Favouritism and unfairness in change of posting in HR Department.	Discontinued
C/231/2023	Non-payment of two increments to Confidential Secretaries after completion of Advanced Secretarial Course.	Pending
C/311/2023	Request from Management Support Officer for change in posting to be nearer residence not yet entertained.	Explained
C/80/2024	Salary of Pharmacy Technician in Rodrigues not adjusted contrary to counterparts in the island of Mauritius.	Rectified
C/240/2024	Disparity in recruitment criteria for Post of Prisons Welfare Officer in the Island of Mauritius and Rodrigues.	Pending
C/245/2024	Non payment of appropriate allowance to Senior Systems Analyst for performing higher duties of Head ICT.	Explained
<u>Rodrigues</u>		
ROD/C/7/2022	Request for construction of a main track road to enable proper and easy access to villagers of Riviere Cocos not yet entertained.	Rectified
ROD/C/21/2022	Reply not received to an application for State land for residential purposes.	Rectified
ROD/C/37/2022	Undue delay in processing an application for agricultural lease.	Rectified
ROD/C/5/2023	Poor working conditions of Medical Laboratory/Senior Medical Laboratory Technologists and non-provision of facilities to complete Top-up BSc, Biomedical Sciences.	Pending
ROD/C/8/2023	Transfer of lease in name of Complainant not yet effected although she has already constructed her house.	Pending

ROD/C/10/2023	Non Payment of allowances to Social Security Officers working for the National Empowerment Foundation.	Rectified
ROD/C/11/2023	Transfer of State Land lease of complainant's father not yet effected to her.	Rectified
ROD/C/13/2023	Request for vacation leave, refund of vacation leave ceiling and refund of casual leave not approved in respect of Patrol Officer.	Discontinued
ROD/C/14/2023	Vacancies in the Fisheries Protection Service not being filled and only assignment of duties are being resorted to.	Explained
ROD/C/15/2023	Refund of Vacation Leave and Casual Leave over and above ceiling not properly calculated.	Explained
ROD/C/17/2023	Deduction from salary although Departmental Head had approved vacation leave of complainant.	Explained
ROD/C/18/2023	Terms of Contract between Complainant and Rodrigues Regional Assembly for the implementation of Assistance to Entrepreneurs in respect of the setting up of Agro Forestry Scheme not respected.	Rectified
ROD/C/19/2023	Anomalies concerning the recruitment of Head, Gender, Family Welfare and Child Development.	Explained
ROD/C/21/2023	Reallocation of New Land Lease & Refund of expenses in respect of house construction following flood not entertained after seven years.	Rectified
ROD/C/23/2023	A group of maintenance workers of the Commission for Education who performed painting works at the Rodrigues Educational Development Company (REDCO) not yet paid for the extra duties performed.	Rectified
ROD/C/25/2023	Payment to Contractor for works performed during COVID 19 not yet effected.	Explained
ROD/C/26/2023	Assignment of duties of Departmental Head not made according to seniority.	Explained
ROD/C/27/2023	Application for lease of state land for construction of Christian Gift Shop and for	Discontinued

	construction of Track Road at Jeantac not yet approved.	
ROD/C/28/2023	Alleged Illegal Commercial Enterprise set up near Complainant's Business not investigated.	Explained
ROD/C/1/2024	Candidate not eligible in terms of number of years of experience at date of advertisement appointed to post of Deputy Rector.	Pending
ROD/C/2/2024	Complainant not re-instated although charges levelled against her struck off by Rodrigues District Court.	Explained
ROD/C/3/2024	Application made in 2021 for Agricultural Land Lease/Permit at Baladirou not yet entertained.	Pending
ROD/C/4/2024	Disturbance allowance for period April 2020 to August 2022 not effected to Police Officer as at April 2024 in respect of his posting to Rodrigues.	Rectified
ROD/C/5/2024	Complainant, a Confidential Secretary, avers that she is being discriminated following her frequent transfers to different departments.	Explained
ROD/C/6/2024	Employer refusing to pay travelling allowances to employees who have reached age 60.	Pending
ROD/C/7/2024	Payment of increment for Long Service as Driver not effected.	Rectified
ROD/C/8/2024	Allowances wrongly computed – on basis of Driver (Roster) instead of Driver (Mechanical Unit).	Rectified
ROD/C/9/2024	Pension not revised to take into account Long Service Increment.	Explained
ROD/C/10/2024	Allowance being paid to complainant for rainfall collection data discontinued by Rodrigues Administration in spite of positive recommendation of Meteorological Services.	Pending
ROD/C/11/2024	Complainant avers that she has not been granted financial assistance to effect repairs to her house.	Explained
ROD/C/12/2024	Subsistence allowance not paid to Police Officer posted in Rodrigues to attend Intermediate Court in Mauritius Island.	Rectified

ROD/C/13/2024	Non-payment of uniform allowances to Technical Officers/Senior Technical Officers.	Explained
ROD/C/14/2024	Complainant avers that he was not appointed to the post of Prisons Welfare Officer as he was previously debarred from an assignment of duties to the post.	Pending
ROD/C/15/2024	Frequent transfer of Confidential Secretary perceived as victimization.	Explained
ROD/C/16/2024	Payment of retiring benefits made in complete disregard of actingship performed for long periods by Officer following recommendation of Pay Research Bureau.	Pending
ROD/C/17/2024	No reply received to letters concerning eligibility for travel grant.	Pending
ROD/C/18/2024	Request for pumping waste water from a pit made more than eight months ago not acceded to although payment already effected.	Pending
ROD/C/19/2024	As only about one-third of construction of Track Road at Mon Bebe leading to Montagne Persil were completed in 2021, the remaining works need to be completed.	Pending
ROD/C/20/2024	Single mother's request for lease of part of her father's leased agricultural land for construction purposes not yet entertained.	Pending
ROD/C/21/2024	Payment of overtime not effected for work on a Saturday.	Explained
ROD/C/22/2024	Payment of overtime not effected for work on a Saturday.	Explained
ROD/C/23/2024	Lease of residential land not renewed at expiry on 30 th June 2020 although lessee still paying for rental of the lease on a regular basis.	Pending
ROD/C/24/2024	Non-Payment of Risk Allowance to General Worker performing duties of Boatman.	Pending
ROD/C/25/2024	Land on lease by Complainant being used by Rodrigues Public Utilities Corporation.	Pending
ROD/C/26/2024	Request for water tank not yet acceded to after one year.	Pending
ROD/C/27/2024	Request for payment of mileage allowance to Assistant Systems Analyst not yet considered.	Pending

ROD/C/28/2024	Application for construction of workshop rejected but no reason given for the decision.	Pending
ROD/C/29/2024	Discontinuation of Basic Invalidity Pension.	Pending
ROD/C/30/2024	Detainee at Rodrigues Prison complains that he is on remand for more than three years and has been denied bail.	Explained
ROD/C/31/2024	Non-payment of Special Duty Allowance to Rodriguan Fire Fighter posted to specialized units.	Pending
ROD/C/32/2024	Although application for renewal of lease approved, payment of lease and survey fees effected, lease contract not yet granted.	Explained
ROD/C/33/2024	Unfair treatment in payment of scholarship stipend between beneficiaries at Rodrigues and Mauritius.	Pending
ROD/C/34/2024	Job Registered Contractor's application for site on lease to keep equipment and tools not yet approved although request made more than two years ago.	Pending
<u>Social Integration, Social Security & National Solidarity (Social Integration Division)</u>		
C/64/2024	Payment of subsistence allowance under Social Register of Mauritius being effected to an ineligible person.	Rectified
C/84/2024	Examinations fees not refunded to Complainant's son.	Rectified
C/236/2024	Re-deployment of staff from former National Economic & Social Council to Ministry of Social Integration, Social Security and National Solidarity on less favourable terms and conditions.	No Maladministration Disclosed
<u>Social Integration, Social Security & National Solidarity (Social Security and National Solidarity Division)</u>		
C/4/2022	Complainants Basic Retirement Pension not effected during the period she was stranded abroad consequent upon order closure due to the Covid-19 pandemic.	Explained

C/249/2022	Payment of Retirement Benefit of Rs 1000 monthly payable under the Social Contribution and Social Benefit Act not effected.	Explained
C/271/2022	Contribution not made to NPF by Employer, the National Women Council, with the result that the CSG allowance is Rs 1000 per month not paid.	Explained
C/85/2023	Disallowance of Basic Retirement Pension of Complainant on grounds that she did not produce husband's ID in order to credit payment on a joint account.	Pending
C/121/2023	Basic Retirement Pension not paid although complainant avers that she was in Mauritius during the period June to October 2023.	Explained
C/153/2023	Misuse of parking coupons issued to disabled persons.	Pending
C/280/2023	Shortpayment of Basic Retirement Pension during period November 2022 to December 2023.	Rectified
C/303/2023	Harassment and Unequal Distribution of Work at a Social Security Office.	Rectified
C/20/2024	Unfair and Discriminatory transfer of Social Security Officer.	No Maladministration Disclosed
C/52/2024	Non-renewal of payment of Basic Invalidity Pension to a mentally disabled person.	Rectified
C/58/2024	Salary not credited as Complainant's name has been removed from payroll due to 7 day's excess sick leave for medical treatment abroad.	Rectified
C/86/2024	Verbal abuse, insulting and humiliating an employee at site of work.	Pending
C/94/2024	Application for Basic Widow's Pension not entertained.	Explained
C/95/2024	Social Security Officers not promoted to Higher Social Security Officer although they completed their in-service training course since 2011.	No Maladministration Disclosed

C/102/2024	Complainant, a single mother, Acting Higher Social Security Officer, and living at La Flora has in vain requested for a transfer from Port Louis to any Office in the South to be able to save on travel time and thus look after her young son.	Pending
C/110/2024	Alleged ill-treatment of elderly person.	Discontinued
C/124/2024	Disparity in remuneration.	Discontinued
C/171/2024	Procedures for provision of assistive devices to beneficiaries of Social Aid too cumbersome.	Rectified
C/186/2024	Complainant avers that she cannot redeem her shares in the Employees' Real Estate Investment Trust.	Pending
C/195/2024	Retirees residing abroad complain about the need to submit an original Life Certificate every three months to be paid the Contributory Retirement Pension.	Pending
C/196/2024	Unfair and discriminatory transfer of Social Security Officer.	Explained
C/212/2024	Non Payment of contribution to NSF/CSG after retirement.	Pending
C/227/2024	Delay in payment of NSF and Gratuity.	Pending
C/255/2024	Request from a father to enquire on Invalidity Pension being paid to his son, a mentally retarded patient SSRN Hospital not yet attended to.	Pending
C/261/2024	Payment of Contributory Retirement Pension not being effected to Mauritian staying in Australia.	Pending
C/293/2024	Appeal of complainant before Medical Tribunal set aside although he was already in receipt of Invalidity Pension since 2019.	Pending
C/310/2024	Visiting Social Security doctor did not examine an 85 year-old pensioner and instead remained in his car to enquire about her and to have her husband signed visiting card.	Pending
<u>Social Security, National Solidarity & Environment & Sustainable Development (Social Security & National Solidarity Division)</u>		

C/66/2019	Complainants' increments disallowed since January 2018 without any valid reason.	Pending
<u>Tertiary Education, Science and Research</u>		
C/296/2024	Discrimination against some students of the school of Sustainable Development of the University of Technology by a Faculty Member.	Pending
<u>Treasury</u>		
C/285/2024	Retirement Pension not paid to former Primary School Teacher after his emigration.	Explained
<u>Tourism</u>		
C/304/2023	Benefits not paid by Tourism Employees Welfare Fund.	Explained
C/91/2024	Application for a Tourist Enterprise Licence to operate as Tourist Guide not yet considered.	Rectified
<u>Youth and Sports</u>		
C/286/2024	Driver of Government vehicle parks his van in front of neighbour's entrance causing nuisances.	Rectified
C/292/2024	Delay in payment for works related to synthetic flooring and associated tasks.	Pending

APPENDIX F

APPRECIATIONS FROM COMPLAINANTS

- *Mo pe envoye zot sa message la pou dire zot ki moine gagne Mo bail e Mo remercier zot infiniment pou tout seki zot ine faire pou moi. Bonne continuation et bon dieu pou béni zot.*
- *Bonjour Honorable Membre Ombudsman je vous remerci du fond du coeur pour les demarche que vous avait fait pour moi, c'est grace à vous aujourd'hui que ma famille peux aporté un polo pour moi.*
- *I am thankful to the officers and workers of the WMA Office and most of all to you and your Office for your support so that we receive their attention and quick help when we are affected by these unhealthy prevailing conditions.*
- *I am pleased to report that the Ministry has taken corrective measures by re-establishing my rights and dues. Thank you again for your efforts in investigating this matter. Your support has been greatly appreciated.*
- *Thank you very much for your interest in finding an acceptable solution to streamline this process.*
- *We are satisfied and thankful to your institution for their assistance and constant follow up in this matter. The situation is much better now. Once again, a huge thank you to your team.*
- *I thank you very much for your intervention such that my goods have finally been delivered to me after being abusively detained by the customs.*
- *Thank you for your response. Yes we all did received the appointment letter. Appreciate your effort. Thanking you again.*
- *I want to thank you and your office for your intervention in this matter and for ensuring that the problem got resolved. I am very grateful for this.*
- *I am writing to express my deepest gratitude for the incredible support and assistance your organisation provided me during one of the most challenging times in my life. When I found myself in a desperate situation with nowhere to turn, your team stepped in and made all the difference. Your organisation restored my hope and belief in humanity. Knowing that there were people and organisations out there willing to go above and beyond to help someone in need. I can conclude with a quote from the song Amazing Grace: "I once was lost, but now I'm found". Thank you again.*
- *I would like to confirm that the CEB has displaced the service line successfully. By copy of this email, I would like to thank you and your colleagues for your prompt intervention in this matter! Well done!*
- *We do confirm receiving the outstanding payment in December 2023 and the same for now January 2024. We extend to the Office of the Ombudsman our sincere thanks for inquiring into our complaint and finally getting the process to be corrected.*

APPENDIX G

ORGANISATIONAL STRUCTURE

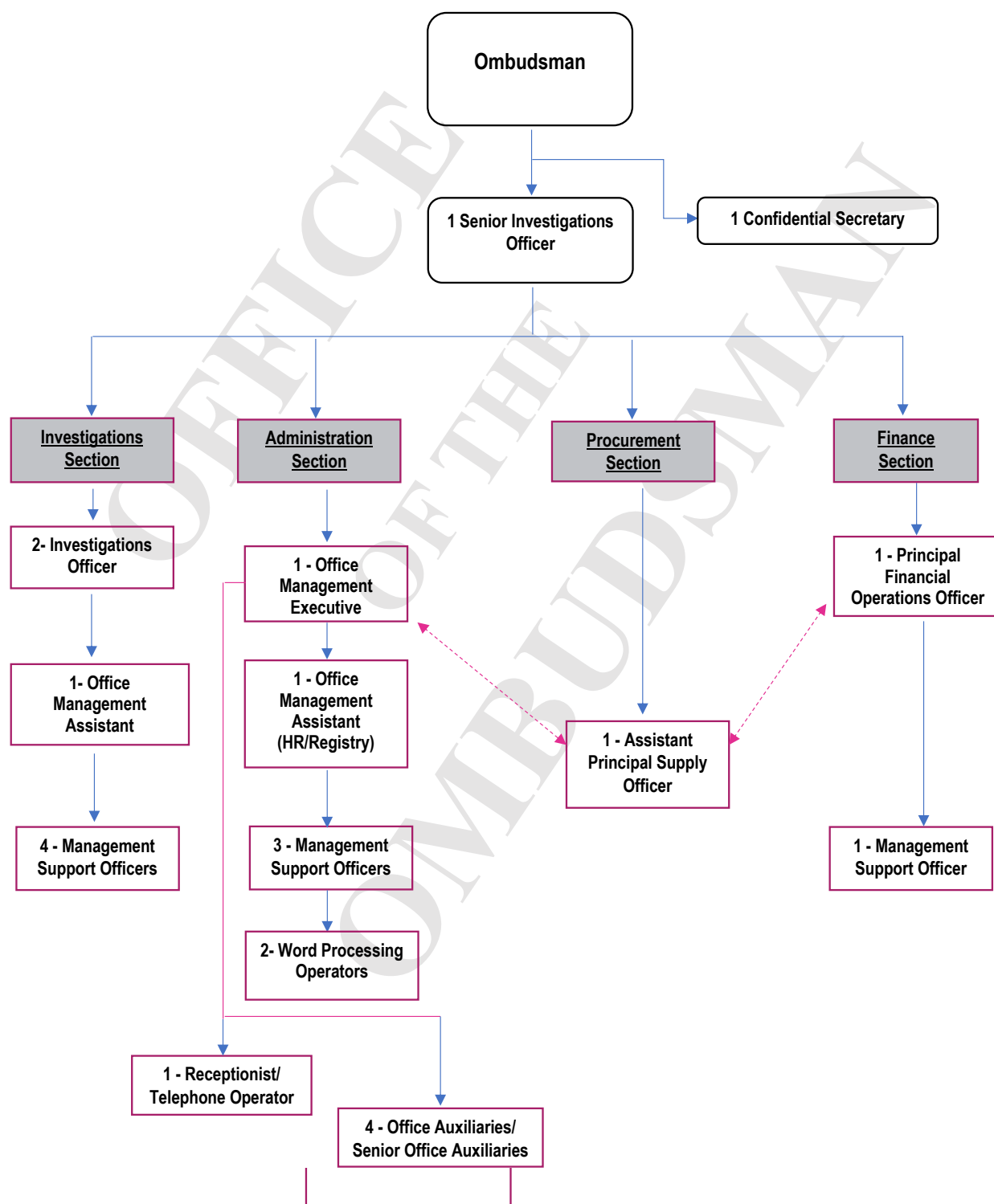


Figure 18 Organisational Structure

