



REPUBLIC OF MAURITIUS
OFFICE OF THE OMBUDSMAN

47th

Annual Report of the OMBUDSMAN

January–December 2020



REPUBLIC OF MAURITIUS
OFFICE OF THE OMBUDSMAN

47th Annual Report
of the
OMBUDSMAN

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11 June, 2021

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

Your Excellency,

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

In accordance with the above provision, I am pleased and have the honour to present to you the 47th Annual Report of the Ombudsman which concerns the discharge of my functions during the year 2020.

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

Yours respectfully,



Soleman M. HATTEEA, G.O.S.K.
Ombudsman

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1. OUR MISSION

The mission of the Ombudsman is to serve the Mauritian community by addressing issues arising from maladministration in the public sector and redressing wrongs that may be found to have been committed.

2. OUR COMMITMENT

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

3. YEAR UNDER REVIEW

This is the 47th Annual Report of the Ombudsman. It concerns the discharge of my functions during the year 2020 in the course of which we registered a total of **362 new** cases as detailed below.

4. STATISTICS FOR 2020

CASE INTAKE

Case Intake 2020	
Ministries	246
Local Authorities	94
Rodrigues Regional Assembly	22
TOTAL	362

Table 1: Case Intake in 2020

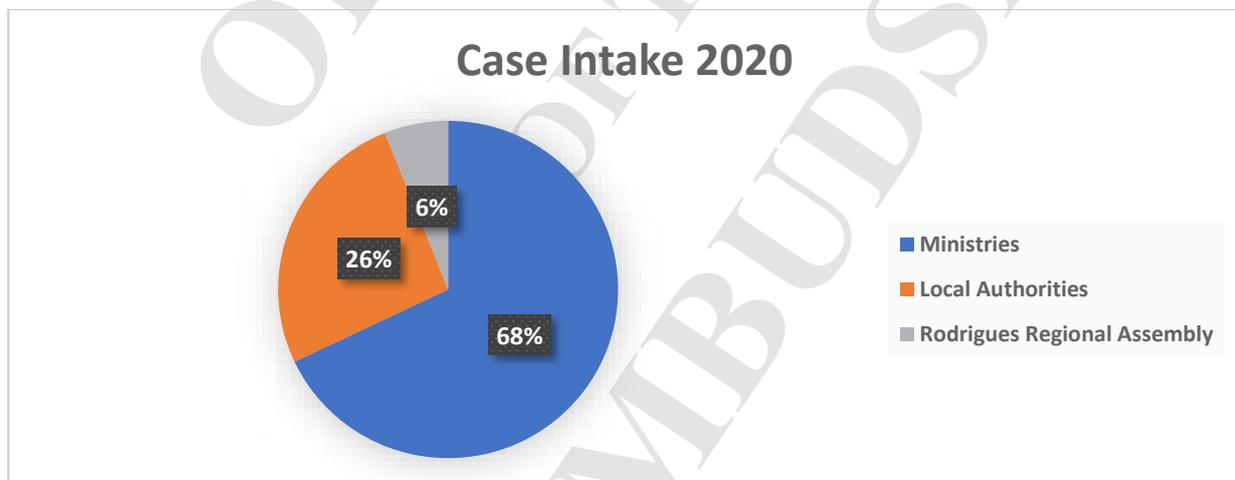


Figure 1: Case Intake in 2020

CASES DEALT WITH

Ministries/ Departments

Decision taken	Number of cases
Rectified	69
Explained	123
Discontinued	23
Not Justified	6
Not Investigated	6
Not Sustained	1
Pending	125
TOTAL	353

Table 2: Cases Dealt with Ministries/ Departments in 2020

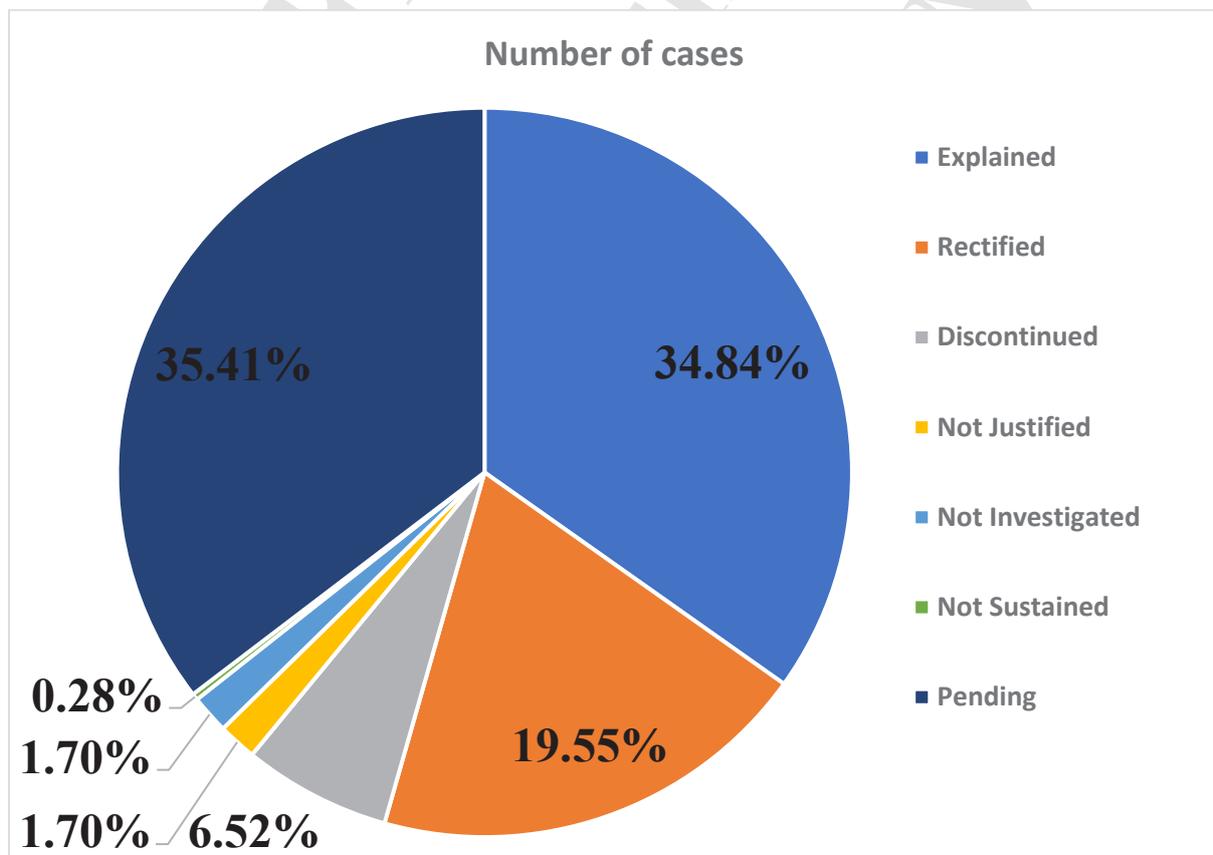


Figure 2: Cases Dealt with Ministries/ Departments in 2020

Local Authorities

Decision taken	Number of cases
Rectified	24
Explained	45
Discontinued	2
Not Investigated	2
Action taken	1
Pending	55
TOTAL	129

Table 3: Cases Dealt with Local Authorities in 2020

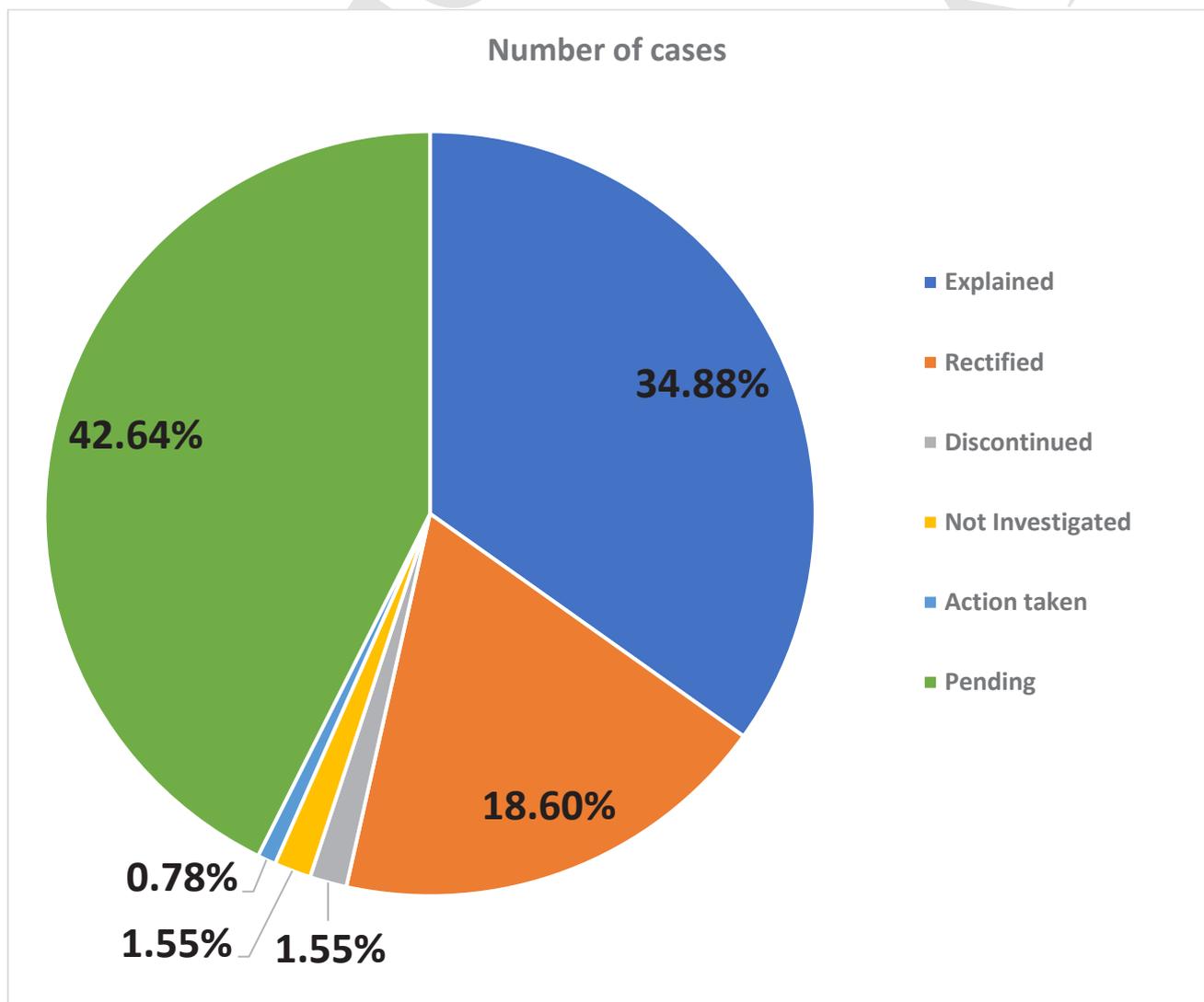


Figure 3: Cases Dealt with Local Authorities in 2020

Rodrigues Regional Assembly

Decision taken	Number of cases
Rectified	13
Explained	8
Discontinued	2
Not Investigated	1
Pending	24
TOTAL	48

Table 4: Cases Dealt with Rodrigues Regional Assembly in 2020

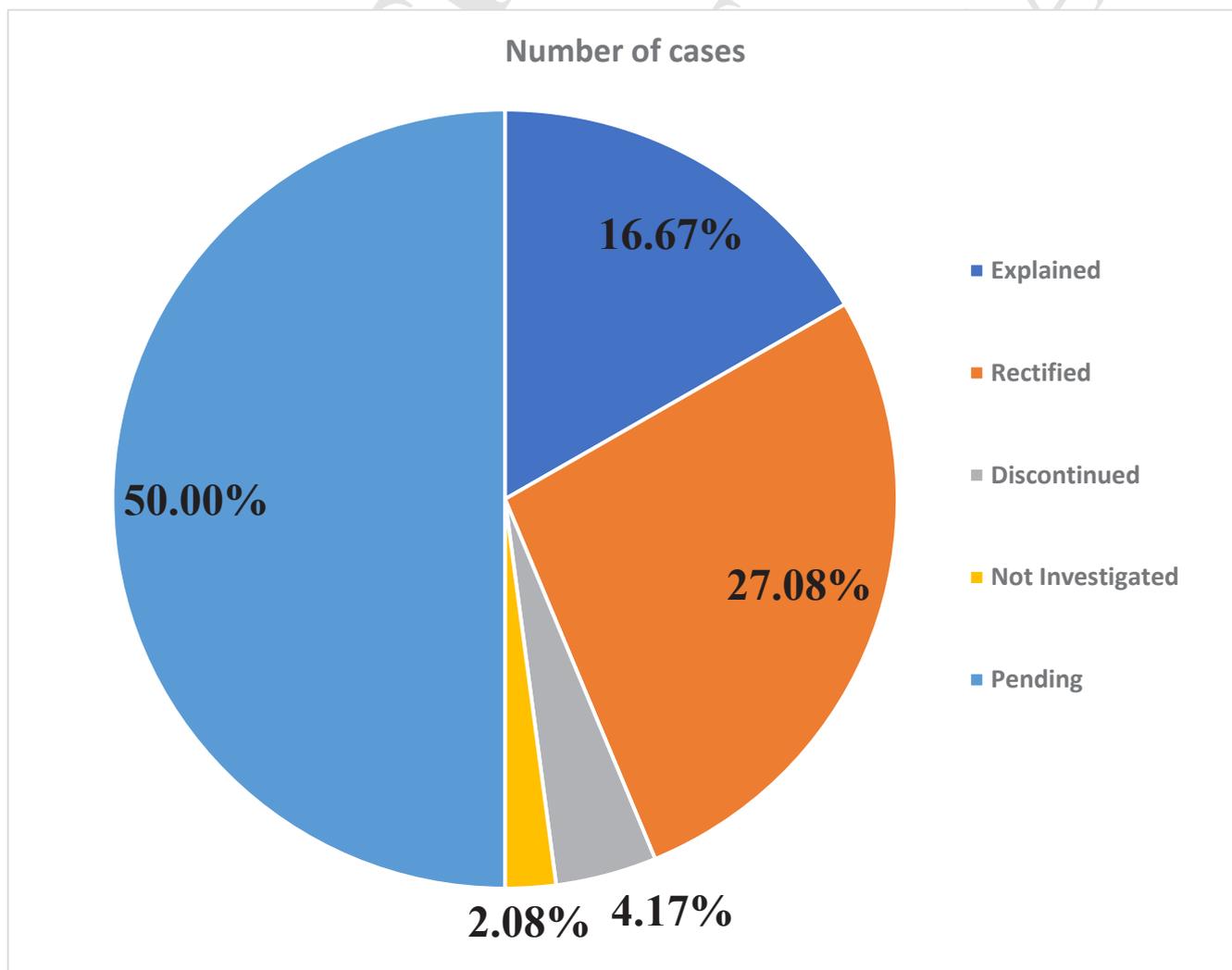


Figure 4: Cases Dealt with Rodrigues Regional Assembly in 2020

An overview of our statistics for year 2020 is as follows –

Cases pending as at 31 December 2019	168
Case intake	362
Cases dealt with	762 (including 362 new cases, 232 miscellaneous & copies of complaints and 168 cases pending as at 31.12.19)
Cases rectified	106
Cases explained	176
Cases discontinued	27
Cases not investigated	9
Cases not justified	6
Action taken	1
Not Sustained	1
Miscellaneous and copies of complaints	232
Cases pending as at 31 December 2020	204

Table 5: Statistics for the year 2020



Figure 5: Statistics for the year 2020

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

ACCOUNTING OFFICER'S REPORT

Impact of COVID-19

On 20 March 2020, the Government had imposed a lockdown throughout the island in order to prevent the rapid spread of the COVID-19 pandemic. This resulted in the closure of our Office for a period of two months and thus, except for online services, we could not entirely meet our objective of ensuring accessible service to all members of the public.

In terms of how we work, we moved quickly to establish working from home arrangements which, as the reporting year came to an end, has enabled our technical staff to be working from home in a manner that is both productive and safe. However, it is unfortunate to highlight that only complainants who have internet facilities were able to contact us for assistance and that on-going investigations could not progress due to observance of the lockdown.

During the lockdown and up to mid May 2020, we paused certain activities, such as on-site visits of places of complaints, working trip to Rodrigues Island, face to face meeting with members of the public at our Office and our awareness-raising campaign. However, we did advise and encourage the public in general to lodge their complaints through email.

In the ensuing months we have been able to bring most of our activities back to normal. While the impact on results over the year as a whole has been minimal, we have experienced the following effects as a result of the pandemic:

- a. Unable to process complaints received prior to the lockdown;
- b. Complaints received after the re-opening of the Office took slightly longer to process;

- c. Decrease in the number of cases followed up and finalized;
- d. Status-quo of on-going investigations.

It is opined that Government may, in such sanitary emergency, consider exempting restrictions on the movement and displacement of the Ombudsman and the Investigations Officer while passing Regulations so as to enable us perform our duties without any hurdles.

Strategic Objectives

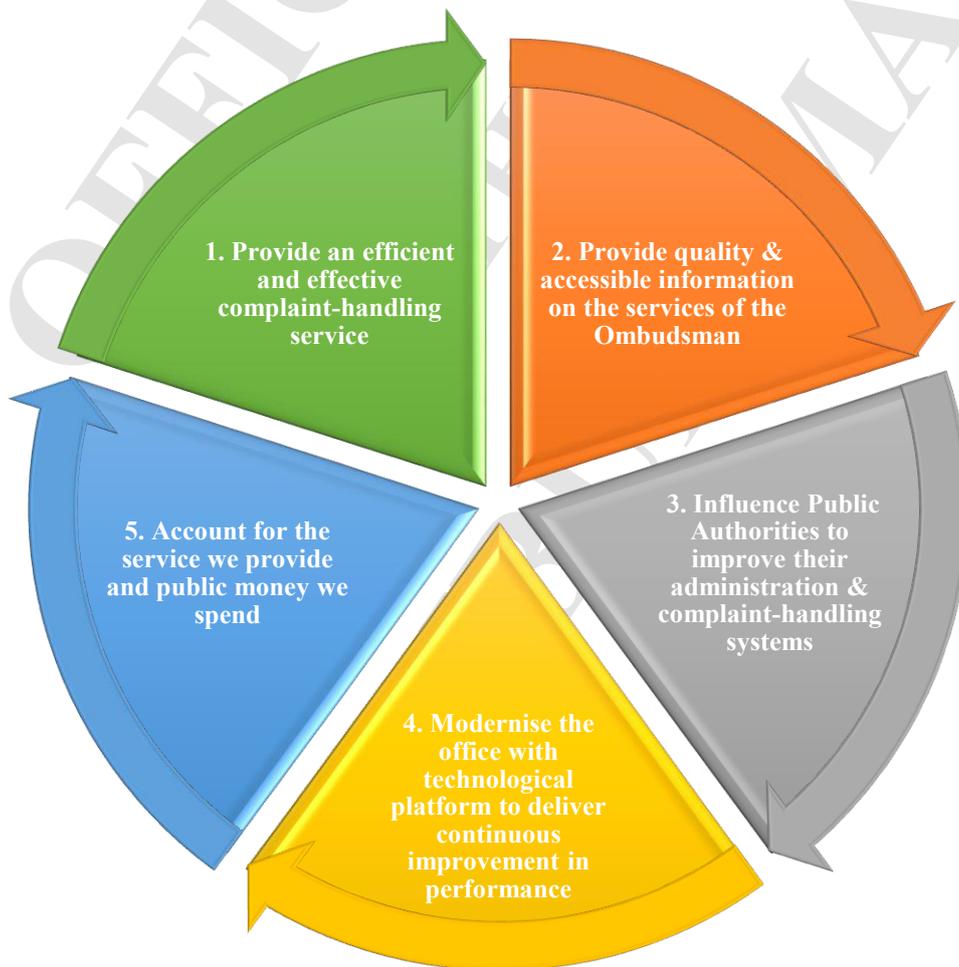


Figure 6: Our Three-year Strategic Plan 2018-2021

2020 was inevitably the most challenging year for our Office in meeting our Strategic Objectives due to the novel coronavirus COVID-19.

During that year, we dealt with **762** cases, **362** of which were complaints that fell within our jurisdiction i.e against Ministries/Departments, Local Authorities and the Rodrigues Regional Assembly, **161** were miscellaneous, i.e outside our jurisdiction, **168** were cases pending from previous years and the remainder were merely copies of letters. We recorded a decrease of 5 percent on last year due to the closure of our Office activities for about two months.

More broadly, an overall assessment against all our key performance indicators shows that we are providing an efficient, effective and accessible service to the public. A majority of the performance measures where a target was established were met. Reasons for missing the target in a minority of areas are due to the temporary closure of the office.

To conclude we can state that **704** cases were investigated in the 12 months period and in **500** cases (including 113 for pending cases as at 31 December 2019), decisions were taken, thus representing **71%** of finalized cases in 2020 and the remaining **29%** are still pending as at 31 December 2020.

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 2020

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

Cases Finalised within the Year 2020	
Cases investigated	704
Cases finalised	500
Cases pending as at December 2020	204

Table 6: Cases Finalised within the Year 2020

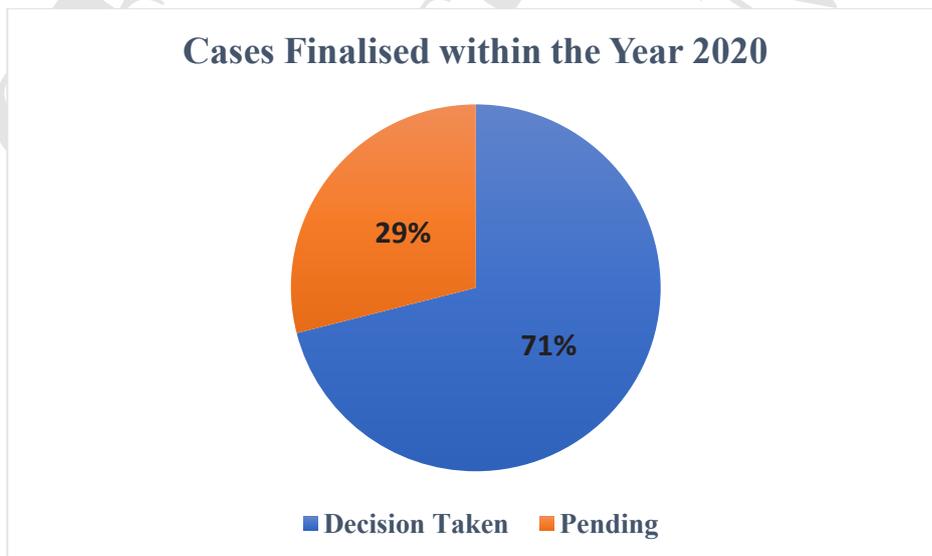


Figure 7: Cases Finalised within the Year 2020

Comparative Table- Finalised Cases Year on Year			
Target	Scores %	Scores %	Scores %
	2018	2019	2020
70%	77%	73%	71%

Table 7: Comparative Table- Finalised Cases Year on Year

KPI 2: ACKNOWLEDGEMENT OF COMPLAINTS RECEIVED FOR THE YEAR 2020

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

In 2020, of the total number of complaints received, 454 were acknowledged within the statutory timeframe, 22 were acknowledged beyond 5 working days and the remainder being anonymous and own-motion cases which require no acknowledgement. The main reason for not meeting the timeframe is attributed to the closure of the Office due to lockdown in view of COVID-19 pandemic. However, the timeliness of complaints acknowledged within 5 working days has shown a constant improvement as we have achieved our target for a second consecutive year.

Timeliness of Complaints Acknowledged for the Year 2020	Number of Cases	Score %
Complaints acknowledged within 5 days	454	95%
Complaints acknowledged beyond 5 days	22	5%

Table 8: Timeliness of Complaints Acknowledged for the Year 2020

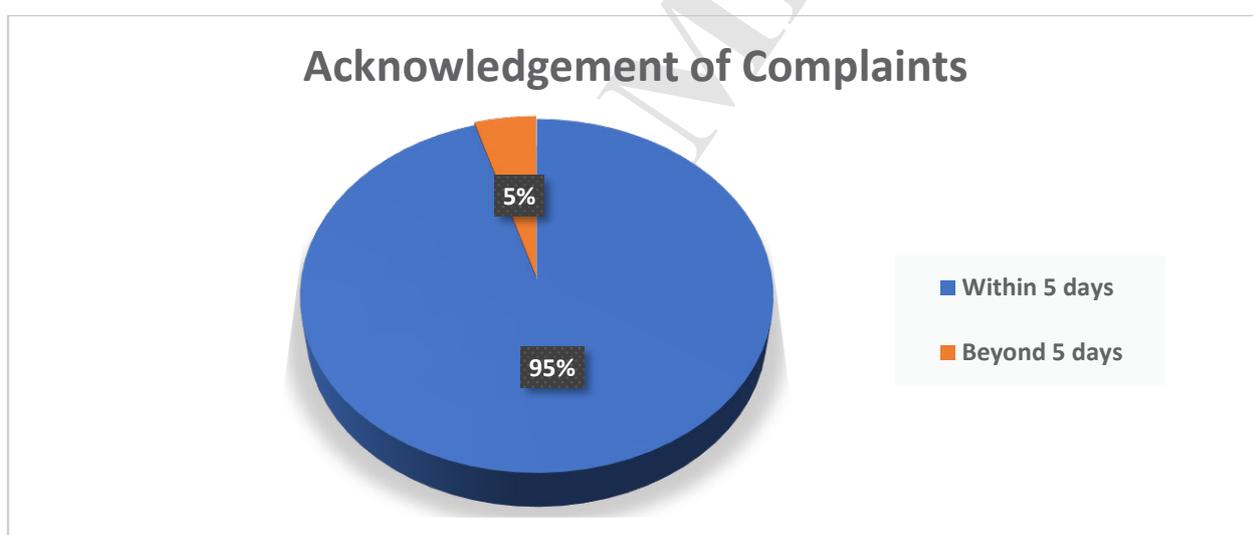


Figure 8: Acknowledgement of Complaints

Comparative Table - Acknowledgement of complaints within 5 working days						
Target	2018		2019		2020	
	No.	%	No.	%	No.	%
90%	285	79%	419	95%	454	95%

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

KPI 3: INVESTIGATION MONITORED AND FOLLOWED UP WITHIN THE YEAR 2020

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

Inevitably like many other Ministries, Departments and other private entities, the unprecedented COVID-19 pandemic had a profound impact on our capacity and ability to deliver our core functions. The closure of the Office had severely interrupted our investigations for two months and thus we could not continue monitoring and following up existing investigations with authorities concerned. The score represents an average % of our ongoing investigations.

Key Performance Indicator	Target	Score
% of investigation monitored and followed up within 12 months	100%	85%

Table 10: Key Performance Indicator

Comparative Table- Investigations monitored and followed Year on Year			
Target	Score %	Score %	Score %
	2018	2019	2020
100%	100%	100%	85%

Table 11: Comparative Table- Investigations monitored and followed Year on Year

KPI 4: COMPLAINANT SATISFACTION SURVEY

Throughout the year we ask members of public who have contacted or visited our Office for assistance to tell us about their experience regarding our service.

The survey gathers feedback on a number of areas, including:

- Overall satisfaction with our customer service;
- Overall satisfaction on service information received, and
- Overall satisfaction of visitors.

In 2020 the Office was opened to the public for a period of 10 months except during lockdown from 20 March to 15 May 2020. **245** members of the public visited our Office for assistance out of whom **227** responded positively to our Customer Feedback Survey whilst the remaining did not participate to the exercise - **11%** decrease as compared to last year.

Overall satisfaction with our Customer service

We ask the public in general 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...

The survey found that **95 %** of the public who filled in the survey form were satisfied with the customer service. However, we observed that none of those who expressed their dissatisfaction, did indicate the area which requires improvement and thus led us to believe that they are unjustified or merely irrelevant.

Overall satisfaction with service information

We also ask the public to indicate their overall satisfaction with regard to the Service Information received from us during their visits.

Of all those who filled in the survey, **98%** unanimously expressed their full satisfaction with regards to the service information obtained from us whilst the remaining **2%** stated that same was partly met or related to subject other than the service information.

Overall satisfaction of visitors

Generally, all the visitors leave our office satisfied and the majority of them are largely positive about the contact they have with our staff. However, there are very few who believe that we should provide a rapid intervention or that we fail to understand their grievances, or are not happy as they cannot meet Senior Officers or that the outcome of our investigations into their complaints was not in their favour. We noted a score of 98% of visitors who were satisfied when they left our Office.

In summary the general comments received from members of public are as follows:

- (i) Complainants are happy with the communication they have with our Office,
- (ii) Complainants say that they find our staff polite and considerate, professional and helpful.
- (iii) Some also feel that the investigations take too long to be completed.

General Observation

Overall score of % of complainants' satisfaction survey which provide an average of 'satisfied' or 'very satisfied' to our service has continued to remain steady for the majority of visitors.

There has been a slight decrease in satisfaction among those individuals i.e., 97.67%, as compared to last year's result. We have given due consideration to the suggestions/comments and some of them do not objectively reflect the intended outcome as they are irrelevant to the context of the survey.

Key Performance Indicator	Target	Score
% of complainants' satisfaction survey which provide an average of 'satisfied' or 'very satisfied' to our service	75%	97.67%

Table 12: Key Performance Indicator

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

<i>“Service / Professionalism /Impartiality and diplomatic tacts were of the meetings. If I may suggest, kindly: is a system that keeps the client /customer updated in a timely basis. I was greeted by professionals and I did appreciate all. I would rate A.”</i>
<i>“During the past 10 years I have on several occasions solicited the intervention of the office of the Ombudsman and all the cases have been resolved to my full satisfaction. I must surely commend the Ombudsman and his entire team for their fantastic job.”</i>
<i>“Good information and the Senior Investigations Officer take all the time required and be patient with me.”</i>
<i>"The personnel were very friendly and very helpful. The Senior Investigating Officer has discussed the root cause of my complaint in detail with me and what the necessary action would be to be taken. I felt confident that my complaint would be dealt with"</i>
<i>“Office of the Ombudsman is my last hope of institution which would help me”</i>
<i>“Am satisfied with the welcoming comfort and explanation but still unsatisfied that my case is not being solve”</i>
<i>“I complained about being fined twice within a few seconds on the Verdun Highway, that is two speed cameras were installed within a distance of 500 metres. Your explanation was that the situation is such, etc. I paid both fines and if I have another fine”</i>
<i>“Je suis déçu que l’Ombudsman à accepter la lettre de la Police. J’espère que le problème se resoudra au plus vite.”</i>
<i>“Satisfied with environment”</i>
<i>“I hope my complaint would be solving quickly”</i>
<i>“I am satisfied with the explanation given”</i>
<i>“Good Welcoming. Precise Information. Satisfied”</i>

Table 13: Some extracts of the comments/ feedbacks

Disaggregated Data of Complainants

In 2020, we decided to improve our data collection in order to capture disparities in relation to vulnerable groups. Therefore, we started to request public who use our service to provide us their personal basic information such as sex, age, disability and profession. The

data below represent scores for the new intake cases excluding miscellaneous, copies of letters, anonymous and own-motion (204 cases) for the year 2020.

Disaggregated Data	%
Male	80%
Female	20%
18 – 30 yrs	4%
31- 45 yrs	21%
46 – 59 yrs	16%
60 and above	20%
Disabled	4%
Not disabled	57%
Public Officers	27%
Private Entities	25%
Retirees	13%
No Available information	39%

Table 14: Disaggregated Data

A. Gender Profile

Gender Profile of Complainants for Intake Cases for the Year 2020	
Male	278
Female	68
Total	346

Table 15: Gender Profile of Complainants for Intake Cases for the Year 2020

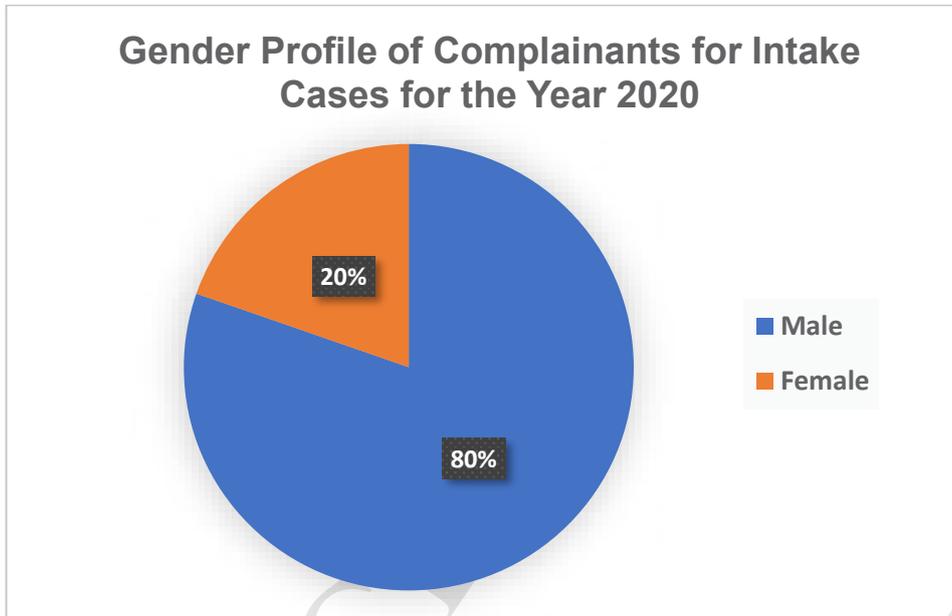


Figure 9: Gender Profile of Complainants for Intake Cases for the Year 2020

B. Age Group

Age Group of Complainants for the Year 2020	
18 – 30 yrs	15
31- 45 yrs	72
46 – 59 yrs	57
60 and above	68
No available information	134

Table 16: Age Group of Complainants for the Year 2020

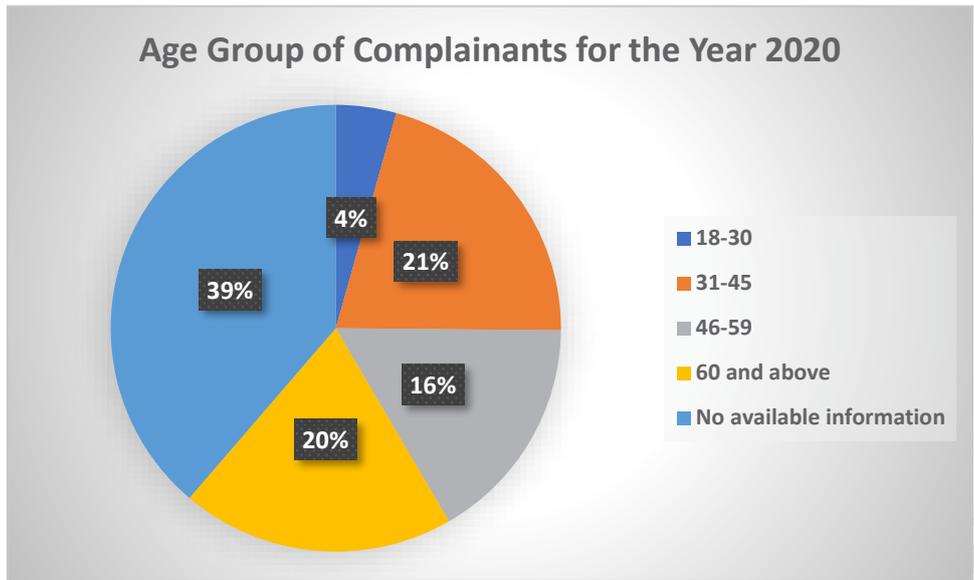


Figure 10: Age Group of Complainants for the Year 2020

C. Disability

Complainants with Disability for the Year 2020	
Disabled	13
Not disabled	199
No available information	134

Table 17: Complainants with Disability for the Year 2020

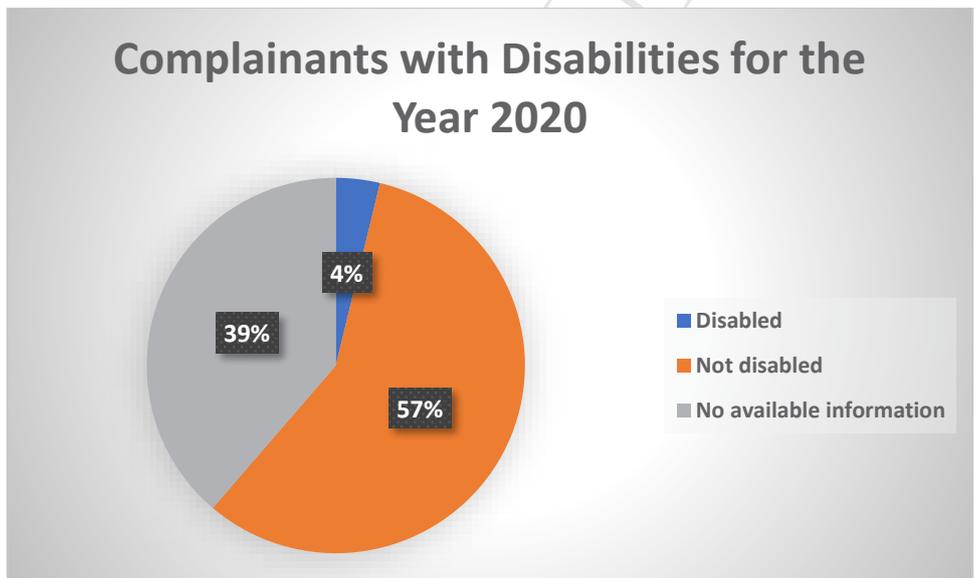


Figure 11: Complainants with Disabilities for the Year 2020

D. Profession of Complainants

Profession of Complainants for the Year 2020	
Public Officers	95
Private Entities	86
Retirees	44
No available information	121

Table 18: Profession of Complainants for the Year 2020

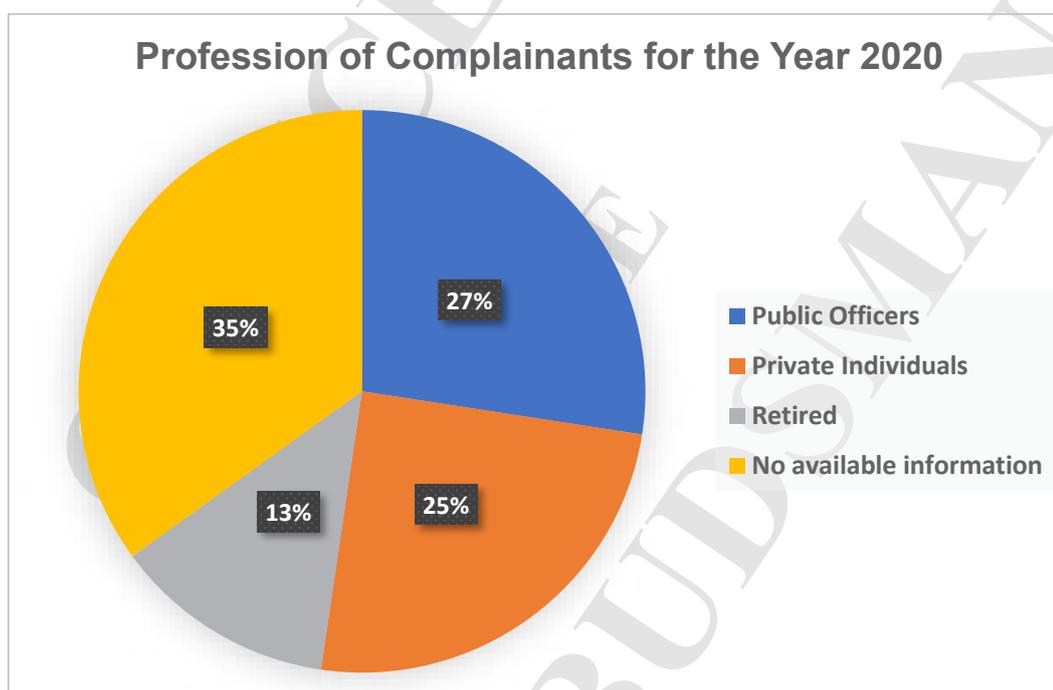


Figure 12: Profession of Complainants for the Year 2020

Demographic Profile of Complainants/ Visitors for the Year 2020		
	Visitors	Complainants
Male	195	419
Female	50	115
Total	245	534

Table 19: Demographic Profile of Complainants/ Visitors for the Year 2020

**NB. The figures for the complainants represent for the Intake cases, Miscellaneous, and copies of letters for the year 2020.*

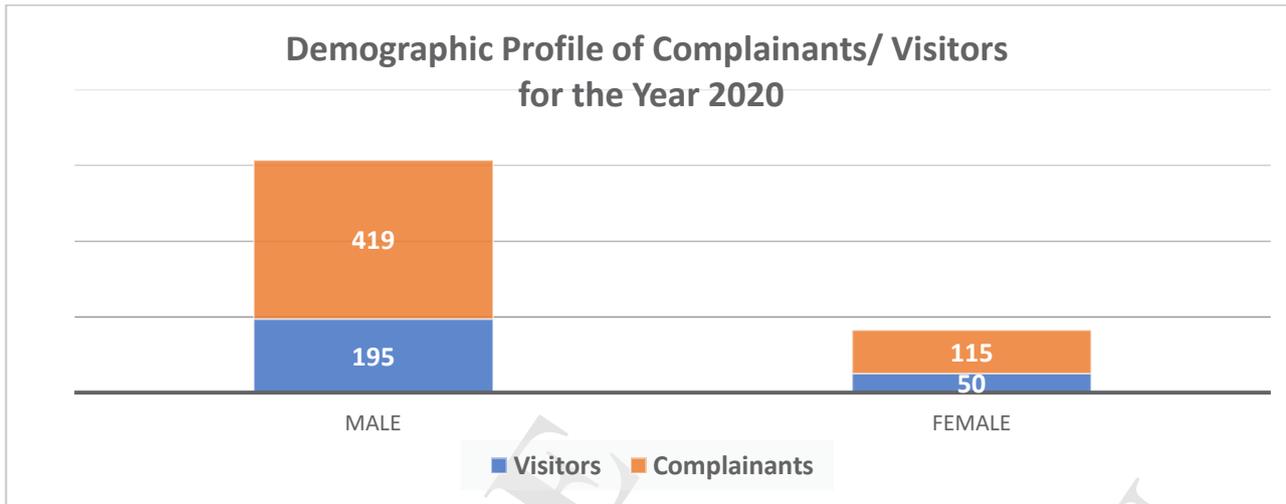


Figure 13: Demographic Profile of Complainants/ Visitors for the Year 2020

Service Information to Visitors and through Phone

Service Information to Visitors and through Phone for the Year 2020	
Visitors	245
Phone	802

Table 20: Service Information to Visitors and through Phone for the Year 2020

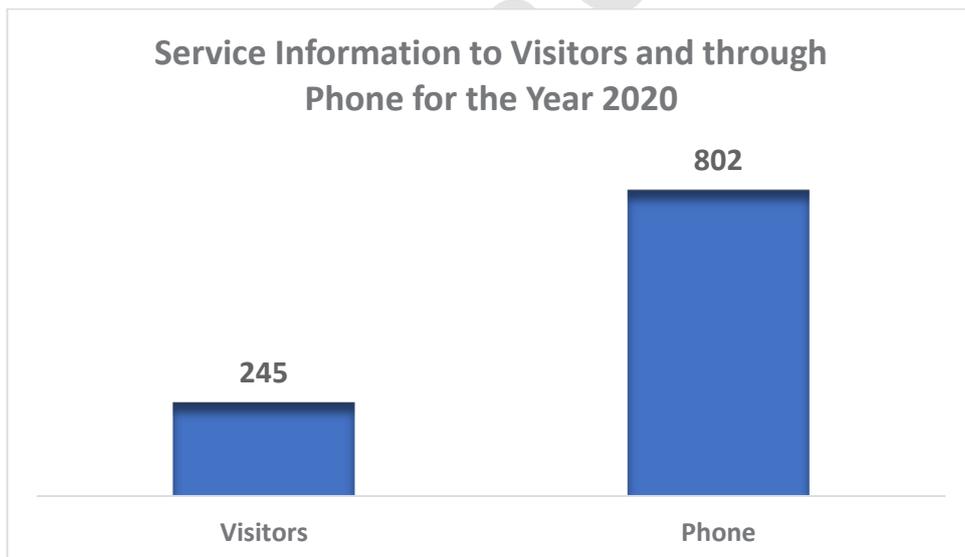


Figure 14: Service Information to Visitors and through Phone for the Year 2020

Looking Forward

In 2021 we shall aim to secure more consistent complaint-handling and drive service improvements for the benefit of all public service users in Mauritius, Rodrigues and outer islands.

Whilst uncertainty about the duration and extent of COVID-19 pandemic restriction makes planning difficult, we intend to

- (a) Conduct at least 6 outreach activities;
- (b) Ensure compliance with our statutory obligations;
- (c) Enhance our visitors' satisfaction by learning from their experience; and
- (d) Improve the scores of our KPIs.

6. About the Ombudsman

The Ombudsman is an institution established under the Constitution. What is his role? How does he operate when he receives complaints from our citizens? What are the institutions/bodies that fall under his powers of investigation? What is the solution once a complaint has been investigated?

Before answering the above questions let me emphasize that the saying “Ignorance of the law is no excuse” (Nul n’est censé ignorer la loi) is no longer “d’actualité”, having regard to the rapid evolution and development of our society and the technical progress which affects our way of life as well as the way in which we operate and communicate. However it is also true that the gap between the public administration in general and the public at large tends to increase.

Therefore the role of the Ombudsman is to act as a counterweight, although he is not a substitute for the courts nor does he have any control over judicial powers or on political or policy decisions. His mission can be described as the protector of the citizen against any error, abuse, violation of right, dysfunction or simply inaction on the part of public bodies.

The Constitution provides that every investigation shall be conducted in private and the procedure for conducting such investigation shall be such as the Ombudsman considers appropriate in the circumstances of the case and further the Ombudsman may obtain information from such persons and in such manner as he thinks fit. The Ombudsman may also determine whether any person may be represented by Counsel or Attorney or otherwise during any investigation.

Therefore, once the Ombudsman is in presence of a complaint into which he decides to open an investigation he is enjoined to afford to the Principal Officer of the administration/authority/department concerned, including the Police Force, the Prison Service and the Rodrigues Regional Assembly or to any person who is the author of the action complained about, an opportunity to comment on any allegation made by the person complaining. The Ombudsman is also empowered to request the production of relevant documents or Notes of any Meeting where necessary.

The power of the Ombudsman does not however apply in the case of the following persons/authorities –

- (i) the President or his personal staff;
- (ii) the Chief Justice;
- (iii) any Commission established by the Constitution or its staff;
- (iv) the Director of Public Prosecutions or any person acting in accordance with his instructions; and
- (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.

It is appropriate to highlight that in the event the Ombudsman reaches the conclusion that –

- (i) a complaint is merely frivolous, i.e not having any serious purpose or value, or vexatious, i.e purely to cause annoyance;
- (ii) the subject-matter of the complaint is trivial. i.e. of little importance;
- (iii) that the complainant has no sufficient interest in the subject-matter of the complaint; or

- (iv) that the making of the complaint has been delayed for more than twelve months, i.e. the complaint is time-barred,

he shall not conduct an investigation.

The power of the Ombudsman after investigation is to propose by making a recommendation and not impose, and this is done in a simple and flexible manner in order to facilitate any authority concerned to take corrective measures in respect of any unjust decision taken or any absence of action resulting in prejudice or injustice to any complainant. In doing so the Ombudsman is totally impartial. However, when no fault can be ascribed on the part of any institution under enquiry an appropriate reply is made to the person complaining, who, generally speaking, makes no further representation. In such a case the Ombudsman acts as a shield for the administration. However, Public Officers must remember that they have an obligation to provide timely and quality service to the public at large and must act with fairness, courtesy and respect at all times.

It is useful to mention that a complaint to the Ombudsman must be made in writing although our service can be accessed online and it is free of charge.

The Ombudsman is also empowered to open an investigation “proprio motu” i.e. of his own motion and in accordance with his own discretion whenever he becomes aware of any alleged maladministration. This power is frequently used by our Office whenever we come across any press article – or sometimes through an anonymous letter – which highlights the facts of a particular case or situation which causes or may cause prejudice or injustice towards any person or group of persons. In such cases the Ombudsman becomes the voice of the voiceless, i.e. those who are left discontented, discriminated against and subject to injustice.

In my last Annual Report I did comment on the difficulties encountered by our Office in obtaining replies to our queries from certain reticent government departments/bodies/institutions and even declared that I would name and shame any of them in my future Report, should the situation not improve. I am now pleased to say that my message has been well received and the situation has improved. We certainly hope that in future we will be able to rely on their cooperation in the course of our investigations so as to resolve/determine them in the least possible delays.

I would like to conclude by saying that the Ombudsman does not have a magic wand. No Ombudsman in the world has. Consequently it does sometimes happen that I am unable to obtain from an administration a reply favourable to a complainant, even on humanitarian grounds. Nor is it my intention to ask any administration to do anything contrary to the provisions of the law or to go against established practices, although I feel that there are cases where the administration may show some flexibility. All efforts are not lost though, as these are opportunities for us to learn and draw lessons in order to improve our approach and performance.

Our Office will therefore continue to be an independent and impartial advocate for administrative fairness. Its success and effectiveness depends on Government's continued commitment to uphold the independence of the institution and to give it the support it needs in fulfilling its mandate and mission, whilst we should, on our part, reinvent ourselves in the wake of the "New Normal".

7. Own Motion Cases

As is the case each and every year our Office has intervened on our own initiative (proprio motu) in quite a number of situations where we considered it necessary to do so in the interest of our citizens at large which is our main concern.

Once again we wish to highlight that thanks to the written press our attention is now and then drawn to certain undesirable situations which have caught our attention and prompted our Office to take action vis-à-vis the Authorities concerned in order to have remedial action taken for the satisfaction of one and all.

In the course of the year under review therefore our Office has opened ten such cases and we have seized the various Authorities concerned and invited them to look into the situation with a view to taking corrective action.

Hereunder are some examples of such cases in a tabular form which establishes the identity of the Authority concerned and the problem it is called upon by our Office to look into and take necessary/adequate action.

CASE NO.	NATURE OF PROBLEM	AUTHORITY SEIZED	ACTION TAKEN
C/52/2020	Kiosk found on public beach has lost its roof since a long time.	Ministry of Tourism (Beach Authority)	Appropriate action taken for repairs and photo submitted in support.
C/103/2020	Leakage of water giving rise to nuisances.	Ministry of Energy and Public Utilities (Central Water Authority)	Leak detection carried out and leakage located and repairs carried out by the Central Water Authority.
C/105/2020	Leakage of water on a big scale causing great nuisance.	Ministry of Energy and Public Utilities (Central Water Authority)	Needful done by the Central Water Authority.
LA/C/17/2020	All types of wastes dumped at the foot of a mountain.	District Council of Moka	Carting away of all the wastes immediately attended to by the Council. Photo submitted.
LA/C/22/2020	All types of wastes dumped on public beach.	District Council of Black River	Wastes carted away by Council on the same day the matter was referred to the Chief Executive.
LA/C/24/2020	Wastes deposited near market is a source of odour nuisance.	District Council of Flacq	Wastes disposed to La Laura Transfer Station by Council's cleaning Contractor and nuisance abated.
LA/C/32/2020	Abandoned bus by roadside – a blot on the landscape.	District Council of Pamplemousses (with a request that the bus be removed by its owner without any delay.)	Site visit carried out by Council and it was noted that it was a burnt bus that had in the meantime been removed, probably by its owner.

8. Rodrigues Regional Assembly

Exceptionally it has not been possible for our Office to travel to Rodrigues island during the year under review on account of the prevailing situation due to the outbreak and prevalence of the COVID-19 pandemic.

All the same we did receive a total of twenty-two new complaints from the inhabitants of that island against different Commissions. As illustrated in Appendix E of this Report three cases stand as “rectified”, three others as “explained”, whilst one case was “discontinued” after examination and a single one was “not investigated”. Fourteen of the cases stood as “pending” at the end of the year under review.

9. AWARENESS-RAISING CAMPAIGN

During the first quarter of the year 2020, we unwantedly suspended our scheduled awareness-raising campaign at seven strategic locations around the island due to the lockdown imposed by Government in order to contain the spread of the COVID-19 pandemic.

In order to reach a maximum number of people at other strategic areas of the island, we planned to pursue our awareness raising campaign during the last quarter of the year under review in collaboration with the Prime Minister's Office and the Citizen's Advice Bureau (CAB). The campaign aims at facilitating access to the services of our Office to persons belonging to the most vulnerable social groups who are often unaware of their rights.

A total of six (6) sessions have been conducted at different strategic geographical areas of the island which allowed us to capture an audience of 375 persons (comprising of the general public as well as representatives of associations, regrouping inhabitants in the region) as tabulated below.

Sn	Date	Venue	Number of Participants	Number of Pamphlets distributed
1	Thursday, 24 September 2020	Social Centre, Plaine Magnien	150	200
2	Monday, 28 September 2020	CAB Office, Saint Pierre	40	100
3	Monday, 26 October 2020	Dr James Burty David Municipal Complex, Cite Vallijee	65	80
4	Thursday, 29 October 2020	Social Welfare Centre, Pamplemousses	65	80
5	Thursday, 26 November 2020	CAB Office, Rivière du Rempart	20	70
6	Friday, 04 December 2020	CAB Office, Goodlands	35	100

Launching of the Awareness raising campaign at Plaine Magnien Social Centre on 24th September 2020



Introductory speech by Mr S.M. Hatteea, Ombudsman on the role and powers of the Office of the Ombudsman during the launching of the 1st session of the Awareness-Raising Campaign.



Presentation of pamphlet by the Ombudsman to Hon. R. Doolub, Member of Parliament and address to all participants, inviting them to avail themselves of the services offered by the Office.



Participants seeking for additional clarifications. Distribution of pamphlets and refreshments to participants

Awareness raising campaign at CAB Office Saint Pierre on 28th September 2020



Presentation by Mr A. Ramtahul, Senior Investigations Officer on the role and powers of the Office



Group photo of Officers of the Office of the Ombudsman and CAB Office Saint Pierre as well as participants, who were mainly representatives of associations on 28th September 2020

Awareness raising campaign at, Cité Vallijee on 26th October 2020



Address by Hon. Dr. M.C.D.Chukowry, Parliamentary Private Secretary to participants of the campaign.



Presentation of the pamphlet of the Office by the Mr A. Ramtahul, Senior Investigations Officer to Hon. Dr. M.C.D.Chukowry, Parliamentary Private Secretary.



Presentation by Mrs G.D.Kisson-Sungsam, Investigations Officer on the procedures to be followed to lodge a complaint at the Office.



Distribution of pamphlets to participants at Cité Vallijee



Questions and Answers session



Group photo - Hon. Dr. M.C.D. Chukowry, PPS, Officers of the Office of the Ombudsman and CAB Office on 26th October 2020 at Dr James Burty David Complex, Cité Vallijee.

Awareness raising campaign at, Pamplemousses Social Welfare Centre on 29th October 2020



Welcome Address by Mrs V. Veerahoo, Office Management Executive to participants



Participants listening attentively to the spokesperson and staff distributing pamphlets and refreshments to participants.

Awareness raising campaign at CAB Office, Rivière du Rempart on 26th November 2020



Mr A. Ramtahul, Senior Investigations Officer highlighting on the role and powers of the Office



Mrs G.D.Kisson-Sungsam, Investigations Officer enumerating the steps to be followed to lodge a complaint at the Office.



Group photo with participants at CAB Rivière du Rempart

Awareness raising campaign at CAB Office, Goodlands on 4th December 2020



Welcome speech by CAB Cordinator at Goodlands.



Group Photo

10. Meetings with Authorities in connection with investigations

Chapter IX of the Constitution confers on the Ombudsman the sole discretion to determine how to resolve a dispute of alleged maladministration as well as the format and procedure to be followed in conducting an investigation with due regard to the circumstances of each case. Therefore, whenever the need arises and the Ombudsman considers it appropriate to do so, he convenes the Authority concerned or complainant(s) for more clarification and enlightenment or he delegates his Investigations Officers to conduct site visits.

During the year 2020, two such meetings were conducted with public officials of Ministries/ Departments, namely the Ministry of Health and Wellness and the Dental Council of Mauritius at the seat of our Office in connection with cases under investigation.

These meetings proved to be beneficial for the pursuance of our investigations as they enabled us to make a better assessment of the source of the alleged maladministration and also recommend remedial actions in view of resolving the problems complained about.

Moreover, site visits were also conducted in other cases as and when required with different Local Authorities so as to take stock of the prevailing situation(s) in order to guide the course of our investigation.

Altogether, this Office wishes to highlight that these meetings ensured an in-depth analysis of the alleged complaints, when same was not possible based on mere averments of both parties (i.e. the complainant and the concerned Authority) and facilitated an objective decision-making process in our resolution process.

11. Working session with Federation of NGOs in Mauritius - Voice of Disabled People International

On 30 September 2020, we received the visit of a three-member delegation of ‘The Voice of Disabled People International’, a Federation regrouping Non-Governmental Organisations (NGOs) working in the disability sector in Mauritius. The delegation was headed by Mr Jean-Francois Favory and composed of Ms Nalini Ramsamy, Secretary and Ms Marie-Ange de Cazanove, member of the Federation.

The discussions were focussed on themes such as the rights of the disabled in Mauritius, the governing legislative frameworks and the ongoing work undertaken by the Federation in the disability sector. Members of the delegation were also given an overview of the role, functions, jurisdiction and limitations of the Office of the Ombudsman as well as procedures to follow in order to lodge a complaint.

At the end of the working session the delegation expressed its appreciation for the warm welcome and was very impressed by our approach in customer service delivery.



Address by the Ombudsman



Presentation of our pamphlet to the delegation



Group photo with the Voice of the Disabled People International and staff of the Office of the Ombudsman



The Ombudsman, the Senior Investigations Officer and all staff aligned in the corridor of the main entrance to welcome the delegation.

12. Acknowledgements

First and foremost our appreciation and thanks to all of our Officers who, notwithstanding a difficult situation that obtained during the year under review, once again clearly demonstrated their commitment and dedication to our vision and for their unhesitant and unflinching support all along and particularly in the preparation of this Annual Report.

Our thanks to our colleagues the world over who make it a point to make their own Annual Reports available to our Office, and finally to the International Ombudsman Institute (I.O.I.) for keeping us informed about its own activities throughout the year. The global Ombudsman network is made up of 198 voting members in more than 100 countries who debate on human rights issues whilst sharing information and best practices from which we all learn according to each other's experience.

13. APPENDICES

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

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

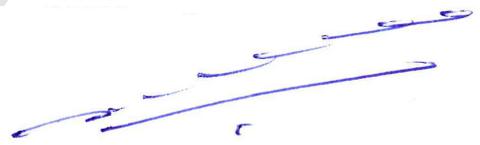
Appendix C contains summaries of a number of selected complaints against an array of ministries/government departments, local authorities and the Rodrigues Regional Assembly.

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

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

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

11 June , 2021



S.M. HATTEEA, G.O.S.K.
Ombudsman

CHAPTER IX OF THE CONSTITUTION - THE OMBUDSMAN

96. Office of Ombudsman

(1) There shall be an Ombudsman, whose office shall be a public office.

(2) The Ombudsman shall be appointed by the President, acting after consultation with the Prime Minister, the Leader of the Opposition and such other persons, if any, as appear to the President, acting in his own deliberate judgment, to be leaders of parties in the Assembly.

(3) No person shall be qualified for appointment as Ombudsman if he is a member of, or a candidate for election to, the Assembly or any local authority or is a local government officer, and no person holding the office of Ombudsman shall perform the functions of any other public office.

(4) The offices of the staff of the Ombudsman shall be public offices and shall consist of that of a Senior Investigations Officer and such other offices as may be prescribed by the President, acting after consultation with the Prime Minister.

97. Investigations by Ombudsman

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

- (a) a complaint under this section is made;
- (b) he is invited to do so by any Minister or other member of the Assembly; or
- (c) he considers it desirable to do so of his own motion.

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

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

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

- (i) the President or his personal staff;
- (ii) the Chief Justice;
- (iii) any Commission established by this Constitution or its staff;
- (iv) the Director of Public Prosecutions or any person acting in accordance with his instructions;
- (v) any person exercising powers delegated to him by the Public Service Commission or the Disciplined Forces Service Commission, being powers the exercise of which is subject to review or confirmation by the Commission by which they were delegated.

(3) A complaint under this section may be made by an individual, or by anybody of persons whether incorporated or not, not being -

- (a) an authority of the government or a local authority or other authority or body constituted for purposes of the public service or local government; or
- (b) any other authority or body whose members are appointed by the President or by a Minister or whose revenues consist wholly or mainly of money provided from public funds.

(4) Where any person by whom a complaint might have been made under subsection (3) has died or is for any reason unable to act for himself, the complaint may be made by his personal representative or by a member of his family or other individual suitable to represent him; but except as specified in this subsection, a complaint shall not be entertained unless made by the person aggrieved himself.

(5) The Ombudsman shall not conduct an investigation in respect of any complaint under this section unless the person aggrieved is resident in Mauritius (or, if he is dead, was so resident at the time of his death) or the complaint relates to action taken in relation to him while he was present in Mauritius or in relation to rights or obligations that accrued or arose in Mauritius.

(6) The Ombudsman shall not conduct an investigation under this section in respect of any complaint under this section in so far as it relates to –

- (a) any action in respect of which the person aggrieved has or had a right of appeal, reference or review to or before a tribunal constituted by or under any law in force in Mauritius; or
- (b) any action in respect of which the person aggrieved has or had a remedy by way of proceedings in any court of law:

Provided that –

- (i) the Ombudsman may conduct such an investigation notwithstanding that the person aggrieved has or had such a right or remedy if satisfied

that in the particular circumstances it is not reasonable to expect him to avail himself or to have availed himself of that right or remedy; and

- (ii) nothing in this subsection shall preclude the Ombudsman from conducting any investigation as to whether any of the provisions of Chapter II has been contravened.

(7) The Ombudsman shall not conduct an investigation in respect of any complaint made under this section in respect of any action if he is given notice in writing by the Prime Minister that the action was taken by a Minister in person in the exercise of his own deliberate judgment.

(8) The Ombudsman shall not conduct an investigation in respect of any complaint made under this section where it appears to him -

- (a) that the complaint is merely frivolous or vexatious;
- (b) that the subject-matter of the complaint is trivial;
- (c) that the person aggrieved has no sufficient interest in the subject-matter of the complaint; or
- (d) that the making of the complaint has, without reasonable cause, been delayed for more than 12 months.

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

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

98. Procedure in respect of investigations

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

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

99. Disclosure of information

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

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

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

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

(5) The Attorney-General may give notice to the Ombudsman, with respect to any document or information specified in the notice, or any class of documents or information so specified, that in his opinion the disclosure of that document or information, or of documents or information of that class, would be contrary to the public interest in relation to defence, external relations or internal security; and where such a notice is given nothing in this section shall be construed as authorising or requiring the Ombudsman or any member of his staff to communicate to any person for any purpose any document or information specified in the notice, or any document or information of a class so specified.

(6) Subject to subsection (3), no person shall be compelled for the purposes of an investigation under section 97 to give any evidence or produce any document which he could not be compelled to give or produce in proceedings before the Supreme Court.

100. Proceedings after investigation

(1) This section shall apply in every case where, after making an investigation, the Ombudsman is of the opinion that the action that was the subject-matter of investigation was –

- (a) contrary to law;
- (b) based wholly or partly on a mistake of law or fact;
- (c) unreasonably delayed; or
- (d) otherwise unjust or manifestly unreasonable.

(2) Where in any case to which this section applies the Ombudsman is of the opinion –

- (a) that the matter should be given further consideration;
- (b) that an omission should be rectified;
- (c) that a decision should be cancelled, reversed or varied;
- (d) that any practice on which the act, omission, decision or recommendation was based should be altered;

- (e) that any law on which the act, omission, decision or recommendation was based should be reconsidered;
- (f) that reasons should have been given for the decision; or
- (g) that any other steps should be taken,

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

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

101. Discharge of functions of Ombudsman

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

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

(3) The Ombudsman shall make an annual report to the President concerning the discharge of his functions, which shall be laid before the Assembly.

102. Supplementary and ancillary provision

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

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

THE OMBUDSMAN ACT

1. Short title

This Act may be cited as the Ombudsman Act.

2. Oaths of office

(1) Before performing the duties of their respective offices, the Ombudsman and the Senior Investigations Officer shall take an oath before a Judge that they will faithfully and impartially perform the duties of their offices and that they will not, except in accordance with Chapter IX of the Constitution and this Act, divulge any information received by them in the exercise of their duties.

(2) The other members of the staff of the Ombudsman shall maintain secrecy in respect of all matters that come to their knowledge in the exercise of their duties.

(3) Every person mentioned in subsection (2) shall, before entering upon the exercise of his duties, take an oath to be administered by the Ombudsman, that he will not, except in accordance with Chapter IX of the Constitution and this Act, divulge any information received by him in the exercise of his duties.

3. Procedure

(1) Every complaint made to the Ombudsman shall be in writing.

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

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

- (ii) where the department or authority has failed to comply with subsection (4), order the department or authority concerned to make, not later than 7 working days from the date of the order, a substantive reply to the complainant.
- (b) The department or authority shall –
 - (i) comply with an order under paragraph (a)(ii); and
 - (ii) at the same time, forward a copy of its reply to the Ombudsman.
- (6) In the discharge of his functions relating to an investigation, the Ombudsman may order a department or authority to submit comments and to provide such information and documents relating to the investigation, within such time as may be specified in the order, and the department or authority shall comply with the order.
- (7) Where a department or authority fails to comply with subsection (4) or an order under subsection (5)(a)(ii) or (6), the Ombudsman shall request the principal officer of that department or authority to take such action as he considers appropriate.
- (8) In the discharge of his functions relating to the report of his opinion and reasons pursuant to his investigation, the Ombudsman shall endeavour, within 45 days of the date of receipt of a copy of the written reply under subsection (5), to forward the report to the principal officer of the department or authority concerned.

4. Action by department not affected by investigation

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

5. Privilege of communication

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

5A. Annual Report

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

6. Offences

- (1) Any person who, otherwise than in the course of his duty, directly or indirectly, by himself or by any other person, in any manner influences or attempts to influence the decision of the Ombudsman with regard to any complaint made to him or to any investigation made by him, shall commit an offence.
- (2) Subject to Chapter IX of the Constitution, any person who is requested by the Ombudsman or by any member of his staff, acting in the exercise of his duties, to furnish any information or to produce any document and who wilfully fails to furnish the information or to produce the document, shall commit an offence.
- (3) Any person who, in connection with any matter which lies within the province of the Ombudsman, wilfully gives him any information which is false or misleading in a material particular, shall commit an offence.

- (4) Any person who commits an offence under this section shall be liable, on conviction, to a fine not exceeding 1,000 rupees and to imprisonment for a term not exceeding 12 months.

7. Expenses and allowances

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

8. Administrative expenses

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

9. Regulations

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

SELECTED COMPLAINTS

MINISTRIES/DEPARTMENTS

AGRO-INDUSTRY & FOOD SECURITY

C/114/2020

Application for Land Conversion Permit approved

Ever since September 2019 one S.U. had applied for a Land Conversion Permit but as at the time of writing to our Office, i.e. on 18 July 2020, he had not received any reply from the Ministry regarding his application, notwithstanding several attempts to know the status of his application.

In his said complaint S.U. complained about the *“the opacity in the system”* and made reference to *“a high perception of malpractices/even corrupt practices at this particular department/unit”*. He therefore concluded that it was a delaying tactic as a message for a *“request for bribe”*. He averred having informed the Prime Minister’s Office of this issue on 28 February 2020 but received no reply.

S.U. therefore requested for our intervention in his case and averred that *“I consider your Office as my last hope for my application.”*

The version of the Ministry was that an acknowledgement letter dated 10 October 2019 was indeed sent by registered post to S.U. and others in which they were informed that the Land Conversion Committee would be considering the case and that they would be informed of the outcome in due course.

The Ministry further explained that, as per set procedures, the written views of all the members of the Land Conversion Committee were sought on the application on the same day.

However, owing to the curfew imposed as a result of Covid 19, views were received with much delay. On receipt of all views, the application was rescheduled for examination by the Land Conversion Committee held in July 2020, which did not recommend the conversion in view of policies A1 and SD4 of the Moka Flacq Outline Scheme as the site lies outside settlement boundary whereby there is a general presumption against development.

Finally the Ministry denied any delaying tactic and averred that from October 2019 to July 2020 the complainant and his relatives called in person at the Unit on four occasions and they have each time been informed of the progress of their application.

After further discussion we were informed by the Ministry that a letter dated 19 August 2020 was received from the Moka District Council informing that it had now no objection to the conversion subject to certain conditions. The Ministry further added that the complainant would be informed accordingly once the approval of Cabinet, which had already been sought, is obtained.

Subsequently, by letter dated 25 September 2020, S.U. and others were accordingly informed by the Ministry.

However, S.U. raised certain issues pertaining to the Permit but we decided not to pursue the matter any further inasmuch as S.U., whilst averring that he was very satisfied with the intervention of our Office, indicated that he would initiate legal action against the Ministry.

C/7/2020

Immediate action taken to post complainant back to the school where he was posted

By letter dated 10 January 2020 Mr. A.R., Primary Educator, averred “*discrimination in my workplace*”. Indeed he averred that he was posted in Zone 2 at Aimé Césaire Government School at Camp Levieux and on 10 January 2020 when he reached the school he was informed by the Headmaster of that school that he had been transferred to Brisée Verdière Government School. He informed our Office that he was not informed beforehand about this change in posting either by phone or through an official letter.

He further averred that he had been working at Aimé Césaire Government School since four years and had not asked of any transfer. Thus his inability to understand why he had been so transferred “*before my six years.*”

A.R. additionally averred that he was shocked to learn that a newly transferred Educator would be taking charge of the Grade I Class which he was supposed to do.

To conclude he informed us that all this had affected him morally and that he felt very insecure and concluded that he had been *blatantly discriminated against.*

We immediately took up his case with the Senior Chief Executive of the Ministry and fortunately the matter was immediately settled with the repositing of A.R. at Aimé Césaire Government School.

Computer Educator's problem solved

Mrs. B.S.S.M, a Computer Educator working in a State Secondary School, was chosen to act as Panel Member for the Mauritius Institute of Education (MIE) to write books for "ICT Grade 9 Plus Extended". To that end an email was sent by the Ministry to the Rector of her College for her release on Tuesdays to work at the MIE. Unfortunately the Rector refused to release her as requested by the Ministry, whilst, according to her, the Rector granted such a release to a colleague of hers.

When we took up this case with the Senior Chief Executive of the Ministry we were informed that according to the Rector it was difficult to release the lady on Tuesdays being given that another Educator in the same department was being released to attend at the MIE on the same day. We were however informed that, all the same, the needful would be done to enable Mrs. B.S.S.M to attend the MIE on Tuesdays.

A few months later we learned from the lady herself that her problem had been solved as she had been transferred to another State Secondary School where she has been granted release on Tuesdays to attend at the MIE to carry out her duty as Panel Member.

All is well that ends well.

Complainant immediately transferred following the Ombudsman's intervention

In a complaint dated 11 February 2020 addressed to our Office, one Mr. D.K, an English Language Educator, residing in Curepipe, averred that on no less than five occasions he has been requesting a transfer from the school where he was posted, to wit: Ebene State Secondary School (Boys) to a school nearer his residence on medical grounds, but same has always been ignored. His last letter to the Ministry is dated 23 January 2020.

Indeed he averred that he had to undergo two spinal surgeries in India and he was currently on treatment for Deep Vein Thrombosis (DVT). He produced a few medical certificates in support, which, in our view, required the intervention of our Office.

Indeed within one week of our letter dated 18 February 2020 addressed to the Ministry for a favourable consideration of D.K's request, we received a reply from the Acting Senior Chief Executive to the effect that the matter has indeed been favourably considered and the complainant posted to Floreal State Secondary School which is closer to his residence.

Complainant restored in her position as Head of Department

One Mrs. U.L. has been an Educator (French) ever since January 1998. After ten years teaching French and being Head of Department (French) at a State College she was transferred to another State College in January 2018.

In September 2018 she suffered a stroke and availed herself of six months leave from January to July 2019.

Upon resumption in July 2019 instead of being posted back to the College where she was posted it was decided to post her to another State College as Educator (French) and was told it would be temporary. However, at that College there was already a Head of Department. She therefore claimed that she had been denied of her Headship.

During the transfer exercise of Educators in January 2020 another Educator was posted to her present College as Head of Department (French) and thus Mrs. U.L was again denied of her Headship.

Mrs. U.L claimed that the situation was highly prejudicial to her inasmuch as her seniority was not being respected and, as a consequence, she was deprived of her monthly headship allowance ever since July 2019, notwithstanding the fact that she had continuously been Head of Department (French) ever since January 2003.

She therefore claimed for justice and requested to be posted back as Head of Department to the College where she was teaching in January 2018, adding that this would be of great help to her specially following her stroke.

One week after taking up the case of Mrs. U.L with the Ministry we were informed that the matter was being looked into. However it was only some three weeks later that the Ministry informed our Office that she had been restored in her position as Head of Department and posted to a college even nearer her residence.

Educator's request for transfer from one School to another School acceded to by the Ministry

In a desperate letter dated 3 March 2020 Mr. M.A.M., an Educator in Secondary schools, posted in a State Secondary School in Port Louis, claimed that he has been encountering professional difficulties at work on account of the Rector's attitude towards him which led to his being diagnosed with hypertension. He averred that he had submitted a letter of request for transfer to the Directorate of the Zone where he was working and, upon request, he also submitted a medical certificate to prove his persistent health problems. He concluded by saying that he decided to write to our Office ***“despite risks of retaliation from my Rector”***. He therefore sought our intervention as he was still awaiting a reply to his request.

We took up the matter with the Ministry and, on account of the lockdown due to the COVID-19 pandemic, we received a reply dated 19 May 2020 from the Senior Chief Executive to the effect that necessary action was being envisaged for Mr. M.A.M's transfer which would take effect on the first day of resumption of duties.

Thereafter we received another letter dated 9 July 2020 from the Ministry in which we were informed that Mr. M.A.M. had indeed been transferred to another School in Port Louis.

On the next day Mr. M.A.M. wrote back to our Office to express his gratitude for ***“everything you did when I was in a very desperate situation.”***

Salary of complainant, an Educator (Secondary) (Prevocational) adjusted

Mr. M.T., an Educator, explained in an email dated 26 May 2020 that he is due to retire by March/April 2021 but had not yet been paid one increment due to him since 2015, notwithstanding a claim made directly to the Ministry more than two years ago. He therefore sought our intervention averring that the increment in question would impact on his lump sum and pension upon his retirement. He even filed a copy of his letter to the same effect dated 25 January 2018 addressed to the Senior Chief Executive of the Ministry but to no avail.

On 28 May 2020 we took up his case with the Ministry and less than three weeks later we received an explanatory reply from the Ministry to the effect that Mr. M.T. ***“was appointed Educator (Secondary) (Prevocational) with effect from 07 January 2008. Upon obtention of MA in Education, the officer was allowed to cross QB and was granted one additional increment on 23 March 2015, that is the official date he obtained the MA Qualification. With the coming up of PRB 2016, he was granted two increments with effect from 01 January 2016 as per Para 22.102 of PRB Report 2016. However, he was also eligible for his annual increment with effect from 01 January 2016 which was omitted inadvertently.”*** The Ministry further informed our Office that necessary arrangement would be made to adjust his salary.

Indeed on 16 July 2020 Mr. M.T. informed our Office that he had been informed by the Finance Section of his Ministry that his salary would be adjusted as from January 2016 and payable in August 2020.

He concluded by expressing his sincere gratitude to our Officers ***“for relieving me from the stress and having helped to render what has been due to me in a short lapse of time.”***

Complainant immediately transferred from one State College to another

Mrs. R.B.D, a School Superintendent in a State College addressed a letter dated 09 June 2020 to the Senior Chief Executive of her Ministry requesting for a transfer on the ground that she has been subject to harassment, bullying, moral and psychological torture by the Rector of the school where she has been working ever since she resumed her duties in December 2019 after undergoing major surgery in November 2019 which she supported by a medical certificate.

Indeed in that letter of hers she gave several examples in support of her averment in which we need not go into. All the same she averred that she was no longer able “to endure such a stressful, uncondusive and unsound working environment”.

In an email addressed to our Office she stated that she relied on our cooperation and understanding in the matter.

We indeed took up her case with the Senior Chief Executive of the Ministry and on the same day Mrs. R.B.D informed our Office that her request had been acceded to and that she had been transferred to another State College and thanked our Office for our intervention in her favour.

Payment of certain benefits effected following the intervention of the Ombudsman

Mr. K.G., Lecturer at the Université des Mascareignes (UDM) complained to our Office that the latter refused to pay him some of his benefits payable to a Public Officer upon his permanent transfer from the Ministry of National Infrastructure and Community Development to the said University, an “approved service”.

He also averred that around mid-June 2020, he was informed by a representative of the said University that a letter would be issued to his previous Responsible Officer for needful to be done but no such action was taken by the University as at 08 August 2020.

Our Office started an investigation into the matter around mid-August 2020 and after continuous follow-up with the University, we were apprised on 12 November 2020 that needful had already been done with the Ministry concerned for the payment of benefits to Mr. K.G.

Subsequently, we informed Mr. K.G. about the action taken by UDM.

On 02 December 2020, we requested Mr. K.G. to inform our Office of development in his case and, on the following day, he replied that **“needful has been done”** and he thanked us for our assistance.

ENERGY & PUBLIC UTILITIES

(Central Electricity Board)

C/75/2020

Application for release of a new electric supply attended to

In an email dated 20 May 2020 addressed to our Office one Mr. Y.S. complained that the Central Electricity Board (CEB) had not yet reconnected his electric supply as per a request he made ever since 11 January 2020. He therefore asked our Office to do the needful for “*urgent reconnection*”.

On 25 May 2020 we requested the General Manager of the CEB to look into the matter and after further correspondence exchanged with him we were informed that the complainant had been informed to settle his Security Deposit and the new connection fee for the release of his new supply.

We wrote back to Mr. Y.S. and asked him to do the needful but we did not hear from him again.

It is therefore assumed that he obtained satisfaction.

(Central Water Authority)

C/11/2020

Water supply restored

By email dated 15 January 2020 one Mr. O.B. averred that he had been facing a serious water shortage since 8 January 2020 i.e. since one week and this “persistant and distressful problem” was causing him many inconveniences.

He averred that he had contacted the Central Water Authority (CWA) on its hotline several times with no positive result, which led him to phone the CWA Headquarters in Phoenix and speak to a lady who recorded his complaint and promised that the matter would be referred to the Inspector in charge but still no action was taken. He therefore solicited our intervention “*as urgently as possible.*”

The complaint was taken up with the General Manager of the CWA who replied that they intended “*to lay a new dedicated pipeline of diameter 110/90mm, as a remedial action to resolve the said water supply problem along the road where the complainant lived, including shifting of household connections.*” However, he averred that the CWA was “*still awaiting wayleave from the Municipal Council of Beau-Bassin/Rose Hill so that they can proceed with the proposed pipelaying works*”. To that effect he even produced a copy of their letter addressed to the Municipal Council of Beau-Bassin/Rose Hill regarding acquisition of wayleave.

In March 2020 the General Manager informed our Office that his Office had received the wayleave conditions from the Municipal Council amongst which the need for a bank guarantee. There followed between the Central Water Authority and the Municipal Council of Beau-Bassin/Rose Hill a series of correspondence regarding a detailed breakdown of the bank guarantee, etc. which we need not go into.

All the same, by email dated 30 June 2020 O.B. informed our Office that an adequate water supply was being recorded at his place as well as at the residences in the surrounding area.

Action taken by the Central Water Authority following the Ombudsman's intervention

I made an application for NEW WATER SUPPLY on 15th November 2019 (ref: 11179209) and till now I am still waiting for same! This is how one Mrs. R.B. addressed her complaint to our Office on 29 June 2020.

Moreover, she affirmed having submitted all necessary documents to the Office of the Central Water Authority of Rose Hill and same were verified and checked by the Officers there and found correct, after which she was asked to make the necessary payment. She was thereafter informed that she would receive a phone call "*in due course*", which she never received. After having waited in vain she took it upon herself to call at the sub-office of the Authority in Pamplemousses and was told that her application had been rejected because certain documents were missing!

She all the same submitted the required documents at the said sub-office although, as averred by her, she had submitted all necessary documents at the Rose Hill Office. Unfortunately she did not hear from either Office and, when she took it upon herself to phone them the only reply she received was that the person concerned would call her back. Nothing happened.

Her question to our Office was as follows: "*Can I expect to have that new water supply for which I have paid?*"

After taking up the matter with the General Manager of the Authority in question we were informed, by letter dated 19 August 2020, that they were currently processing the application and that the matter would be sent to the Authority's approving committee as per its normal procedure and that once a decision was taken a letter would be addressed to the complainant for action to be initiated at her end. So we informed Mrs. R.B. of the situation and informed her to revert to our Office in the event of any further problem.

Indeed another issue regarding the amount payable cropped up but through our discussion with the Authority the problem was cleared and finally Mrs. R.B. was provided with a new water supply on 16 October 2020.

“I thank you for all the necessary actions you took and for your help” was the last we heard from the complainant.

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Water supply provided to complainant upon the Ombudsman's intervention

The complainant in this case averred that her husband had applied for a new water supply since more than two months and had effected all necessary payments but nothing had been done yet notwithstanding several phone calls to the Central Water Authority's Office. The lady therefore requested for our assistance in the matter.

We immediately referred the case to the General Manager of the said Authority and requested that the matter be attended to **without any further delay**.

Before we even received any reply from the General Manager, the complainant informed our Office that the Contractor of the Central Water Authority had done the needful.

Our thanks to the Central Water Authority for prompt action taken in this case.

Leaks on pipeline repaired following the Ombudsman's intervention

One Mr. S.R. informed our Office on 27 October 2020 that there was a gross water leakage from a broken pipe in the vicinity of his residence but unfortunately notwithstanding complaints made for necessary repairs to the Central Water Authority (CWA) on 17, 23 and 29 September and on 2 and 6 October 2020 no action had been taken. He even averred having addressed a registered letter to the Honourable Minister on 6 October 2020 but his complaint had not been attended to at the time of writing. He produced a copy of that letter.

One week after taking up the matter with the General Manager of the said Authority we were informed that the leaks on their pipeline had been repaired on 9 November 2020, which was subsequently confirmed by the complainant.

Payment due to complainant since March 2020 effected in December 2020

In an email dated 15 November 2020 a complainant informed our Office on the issue of non-payment for services rendered to the Central Water Authority (CWA).

He averred that he is self-employed and badly needed such payment which had not been effected notwithstanding his ***“phoning them and email them and meeting them”***, and was therefore in a desperate situation the more so as he was subject to a query from the Mauritius Revenue Authority (MRA) regarding his income. He also submitted a copy of pending invoices he had submitted to the CWA involving a total amount of Rs 206,414/-.

Complainant’s case was taken up with the General Manager of the CWA on 17 November 2020 and a month later our Office was informed that all payments due to the complainant had been settled on 9 and 17 December 2020 and that the delay was due to non-submission of required documents and amendments made thereto for payment.

Indeed the complainant confirmed having been paid all his dues and was satisfied with our intervention.

(Wastewater Management Authority)

C/71/2020

Wastewater problem solved

By letter dated 16 March 2020 one Mr. I. complained about the inaction of the Wastewater Management Authority (WMA) regarding overflowing manhole in the street where he was residing and in respect of which he had addressed several complaints to the said Authority which, according to him, “*turned a deaf ear to my legitimate complaint*”.

Mr. I. averred that the waste water was entering directly into his house thus causing great inconvenience to him and his family besides representing a serious threat to their health by rendering them vulnerable to infectious diseases. He concluded that the Authority had failed in its duty and wondered what was the use of making a complaint when it is not attended to. He therefore made an urgent appeal to our Office as a last resort to do the needful because for the last three weeks before writing to our Office he has had to stockpile bags of sand in order to prevent the waste water from penetrating into his house and further averred that the smell was intolerable.

We immediately referred the matter to the General Manager of the Authority in question with a request that the problem be looked into without any further delay and necessary action taken.

It was one month later that we received a reply from the Authority to the effect that remedial action had been taken and the problem solved. They explained that the delay for their intervention was due to the lockdown on account of the Covid-19 pandemic.

All the same Mr. I wrote back to our Office to confirm that the problem has been solved to his entire satisfaction and for which he was deeply thankful.

Sewerage problem promptly attended to

This was a complaint dated 30 November 2020 of non-attendance to a case of clogged sewerage system some ten days after the problem had been reported to the Wastewater Management Authority and numerous calls made by him for action to be taken.

We immediately requested the General Manager of the said Authority to look into the matter and to report to our Office without any further delay. Indeed some days later we were informed that the problem had been attended to on 5 December 2020 after a previous visit that had been effected on 18 November 2020 for a Technical Report on the matter.

Complainant concluded that he was fully satisfied with prompt action taken by our Office. We also wish to thank the Authority for action taken in this matter.

FINANCE, ECONOMIC PLANNING AND DEVELOPMENT

C/64/2020

Official reply finally made by the Financial Secretary to the complainant regarding her claim for payment of a per-diem allowance

The grievance of the lady complainant, a Human Resource Executive at the Police Executive Services Department, was to the effect that she had addressed a self-explanatory letter to the Financial Secretary on 12 July 2019 in which she requested approval of a per-diem allowance to be paid to her following her nomination to attend a Seminar in China at the Chinese Academy of Governance in Beijing from 8 to 19 June 2017.

As at 10 February 2020 she had neither received any response from the Financial Secretary nor had she been granted the said per-diem allowance to which, according to her, she was entitled according to Circular No. 7 of 2014 of the Ministry of Finance and Economic Development. She furthermore averred that she is being discriminated against inasmuch as her colleagues of HR cadre who proceeded to China in 2016 and 2018 have been paid such allowance to the tune of Rs. 45,000/- in 2019 whereas participants of the administrative cadre have been paid their per-diem allowance in 2017.

Indeed her grievance was to the effect that she had not been provided with any explanation for non-payment in her case and she therefore sought our intervention for a “*clarification*” in the matter.

The lady’s case was discussed with the Financial Secretary and, after receiving his explanation for non-payment, we requested him to cause an appropriate reply to be addressed to the complainant which indeed was what the lady was expecting. The Financial Secretary’s reply was to the effect that prior to 14 September 2017, officers of the level of Deputy Permanent Secretary and above, proceeding on training abroad, were eligible for an out-of-pocket allowance, equivalent to 1/3 of 70% of UN rate, provided the duration of the training did not exceed two months and as the lady proceeded on training to China in June 2017 and in compliance with the prevailing policy at that point in time, (i.e prior to 14 September 2017) and not being at the level of a Deputy Permanent Secretary, she was not eligible for the out-of-pocket allowance.

The Financial Secretary further explained that the Office of the Commissioner of Police was verbally informed by the Ministry that the lady was not eligible to the allowance claimed by her.

At least the lady received an official explanatory reply in her case and must have been satisfied as she did not revert to our Office.

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HEALTH AND WELLNESS

C/6/2020

Complainant compensated for calls made

On 06 January 2020 one Mrs. S.B.D., a Principal Dental Assistant, wrote to our Office averring that her claim for payment of an appropriate allowance to do office work on Saturdays had received no attention on the part of the authorities concerned nor had she received any reply either from the Director Dental Services or from the Manager Human Resource or still from the Ministry.

We took up her case with the Senior Chief Executive of the Ministry who replied that her request was not acceded to as one of the duties of the Principal Dental Assistant was to ensure proper coverage of Dental Clinics by Senior Dental Assistants/Dental Assistants including on Saturday morning. To that effect the Senior Chief Executive filed a copy of the Scheme of Service of the Principal Dental Assistant as well as a copy of a letter dated 18 December 2019 addressed by the Director Dental Services to the Manager, Human Resource wherein it is stipulated that ***“one of the duties of the Principal Dental Assistant is to ensure the proper coverage of dental clinics by Senior Dental Assistants and Dental Assistants and this implies any day where clinics are operational including Saturday morning.”***

After internal proposals/discussions the Ministry agreed to provide to Mrs. S.B.D. with prepaid cards to enable her to make working arrangements instead of an official mobile. A prepaid card worth Rs. 200/- per month was thus approved whereas for the previous months during which she worked she was compensated in the form of payment based on statement of calls.

Problem of remuneration for service after normal working hours solved

This was a complaint by a group of Medical Imaging Technologists (MIT) in which they complained about the “*unfair treatment*” by the Finance Section at the hospital where they were working.

In order to support their case they referred to the PRB Report 2016 which recommended that after normal working hours should be compensated at the normal rate of the salary point reached in their respective salary scales. However, they averred that, unlike other regional hospitals, the Finance Section of the hospital where they were working was not in line with the said recommendation, whilst adding that all MIT Cadre over the island are employed by the same Ministry and have the same scheme of duty. The end result, as averred by them, was that there was an average negative impact of between Rs 1500/- to Rs 2000/- monthly, which causes “*frustration and psychological stress which impact on our work output*”.

After taking up the matter with the Senior Chief Executive of the Ministry we were informed that following information received from Flacq Hospital, it is observed that –

- (i) the payment of hourly rate to Officers of the Medical Imaging Technologist Cadre has been verified and is in accordance with the recommendation of PRB Report 2016. However, the difference in payment of hourly rate among the Regional Hospitals is due to difference in the number of hours of lunch and dinner deducted while computing the payment of hourly rate; and
- (ii) the Officers are refunded only 22 days as travelling by bus in accordance with the roster plan where Medical Imaging Technologists work on alternate Saturdays in a month of 4 weeks, that is, they attend normal duty on 2 Saturdays and the other 2 Saturdays being off. However, whenever they attend duty for coverage, in addition to the 22 days’ during the month, they are refunded travelling allowance for the additional days.

However, the Ministry assured our Office that they were reviewing the issue regarding the number of hours granted for lunch and dinner to the Officers of the Medical Imaging Technologist Cadre in the five Regional Hospitals in order to ensure consistency in all the

Regional Hospitals and after further following up the matter with the said Ministry we were informed by the Senior Chief Executive that with a view to ensuring consistency in lunch and dinner time granted to Officers of the Medical Imaging Technologist Cadre, the Regional Health Directors of the five Regional Hospitals have, on 09 October 2020, been requested to apply with immediate effect the standard hours of lunch and dinner of half hour each respectively in their hospital.

The complainants wrote back to express their appreciation for “*your support in relation to staff welfare*” and the fact that the matter has been satisfactorily resolved.

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C/169/2020

Appropriate action taken by Mauritius Post Ltd

One T.J. sought our intervention in a matter concerning the collection of undelivered letters at the Delivery Office of the Central Post Office which, according to him, was unreasonably far and badly situated as far as inhabitants of Tranquebar were concerned, including himself.

Indeed he averred that, apart from being a distance of around three kilometres away, the said Delivery Office did not have a known “dedicated” parking facility nor was there any direct bus service from Tranquebar to that Office. And this, according to T.J. put persons with disabilities as well as Senior citizens at a “*disadvantage*”.

Upon enquiry he was made to understand that inasmuch as the post office in Tranquebar (Monneron Hill Post Office) was manned by a sole Officer, the facility of collection of undelivered letters at that Office could not be provided. He concluded by saying that this was an anomaly which was causing annoyance and distress to many inhabitants of Tranquebar and therefore requested our intervention “*to remedy this unfairness*” and added that otherwise there would be no other option than to resort to public protest in front of the office of the CEO of Mauritius Post Ltd (MPL).

We immediately addressed a letter to the Permanent Secretary of the Ministry of Information Technology, Communication and Innovation and requested that the matter be looked into with a view to taking any possible appropriate action.

Thereafter we received a reply from the said Permanent Secretary informing our Office that the MPL had informed the Ministry that henceforth “*all undelivered letters will be handed over to the Postmaster of Monneron Hill for delivery whereby customers may collect on presentation of the notification card*”.

LABOUR, HUMAN RESOURCE DEVELOPMENT AND TRAINING

C/180/2020

Sum of Rs 1,381,400 paid to company under the Government Wage Assistance Scheme (GWAS) following the Ombudsman's intervention

The Director of a private company lodged a complaint at our Office on 5 October 2020 to the effect that, with the advent of the Covid-19 pandemic, it could no more meet its monthly running costs and had been receiving wage assistance from Government under the Government Wage Assistance Scheme (GWAS) to pay its workers.

However, for the months of July and August 2020 the Mauritius Revenue Authority (MRA) had not disbursed a total amount of Rs 552,180/- through the GWAS for the reason that the Ministry of Labour, Human Resource Development and Training had wrongly advised the MRA through an erroneous interpretation of the law that the said company had terminated the agreements of six of its workers, whereas in fact there was a negotiated settlement that had been reached with those workers by way of "**Transaction**" whereby all the six workers had agreed a compensation each in full and final satisfaction of their claims against the company. Copies of these "**Transactions**" were indeed filed by the company along with its complaint.

After taking up this matter with both the Ministry of Labour, Human Resource Development and Training and the Ministry of Finance, Economic Planning and Development we finally received a reply dated 14 December 2020 from the Financial Secretary to the effect that his Ministry had been informed by the MRA that the Ministry of Labour etc. had reviewed its stance in relation to the reported cases of termination of employment and that the MRA would proceed with payment under the GWAS to the complainant company for the months for which the company's applications had previously been turned down.

Upon being so informed, the company replied –

- (i) ***by email dated 22 December 2020 that it had received from the MRA an amount of Rs 284,640 representing payment for the month of July 2020, and***

- (ii) *by email dated 24 December 2020 another amount of Rs 1,096,760 for the months of August to November 2020.*

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LAND TRANSPORT AND LIGHT RAIL

(National Land Transport Authority)

C/41/2020

Van importer allowed to pay the Motor Vehicle Licence in respect of the vehicle

One Mr. B.R.A. had imported a van from the United Kingdom which was registered under the name of his son and which, for some reason he did not disclose, was under an attachment order. As a result he could not pay for his Motor Vehicle Licence (MVL) nor could he insure the said van. He averred that he needed the van for his own business and therefore solicited our intervention.

The matter was taken up with the Road Transport Commissioner, National Land Transport Authority and, after several reminders over a period of more than four and a half months, we received a reply from the said Authority to the effect that the complainant could now come and pay his MVL at the Head Office.

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

POLICE

C/121/2020

Abandoned plot of land cleaned

On the same day that one A.R. lodged a complaint at the Police de L'Environnement at Flacq regarding an abandoned plot of land situated next to his residence which was full of tall and deep bushes and which constituted "*not only an eyesore but also a danger to the vicinity*", he also wrote to our Office requesting a monitoring of the situation with a request that the matter be kept anonymous "*for fear of any retaliation and harm*", having disclosed the name of the owner of the plot of land.

We queried the Commissioner of Police about this case and he confirmed that A.R. had indeed registered a complaint as averred and that the owner had been issued with an Eyesore Abatement Notice on 15 August 2020 giving him a delay of 30 days to trim the overgrowth so as to render the environment healthy, failing which he would be liable to a penalty not exceeding Rs10,000/-.

One month later the Commissioner of Police informed our Office that personnel of the Police de L'Environnement visited the site in question and found the place clean, meaning that the Eyesore Abatement Notice had been complied with. The Commissioner of Police further added that the complainant's father was met with and the latter stated that he was satisfied with action initiated by the Police.

We informed A.R. accordingly but did not hear from him again.

Complainant receives a reply from the Commissioner after nearly one and a half years

An Attorney at Law wrote to our Office on 24 August 2020 complaining about being ignored by the Commissioner of Police in respect of a request made by him for an update regarding a case in respect of which his client gave a statement on 11 August 2018 at Pope Hennessy Police Station. His first letter addressed to the Commissioner of Police was on 15 August 2019 and the second one on 25 November 2019. He was completely ignored.

The Attorney's letter of complaint reached our Office on 18 September 2020 and we queried the Commissioner of Police on 22 September 2020. As no reply was received from the Commissioner a reminder was sent to him on 13 October 2020, followed by another reminder on 9 November 2020. Still no reply.

We therefore, by letter dated 20 November 2020, made it known to the Commissioner that we viewed the situation with **very serious concern** and requested for a reply by 27 November 2020 at latest, failing which we would take action as provided in the Constitution and further report the matter to the Authorities concerned.

By letter wrongly dated 27 **October** 2020 the Commissioner informed our Office that a reply dated 23 **November** 2020 had been made to the Attorney and filed a copy of that reply at our Office. A perusal of that reply disclosed that the case in question had been classified ever since 23 March 2018 i.e nearly one and a half years before the Attorney had addressed his first letter to the Commissioner.

It is further to be deplored that it took our Office **four** letters in order to obtain a simple reply from the Commissioner of Police.

PRIME MINISTER'S OFFICE

(Rodrigues, Outer Islands and Territorial Integrity Division)

C/79/2020

Offer of appointment made to and accepted by complainant

One Mr. R.L. lodged a complaint at our Office regarding “*promotion problems*” he was facing as Station Officer in the Rodrigues Fire and Rescue Service.

We took up his case with the Permanent Secretary of the Rodrigues, Outer Islands and Territorial Integrity Division of the Prime Minister's Office and he first informed us that information in this matter was being sought from the Island Chief Executive, Rodrigues Regional Assembly.

Thereafter the Permanent Secretary informed our Office that, according to the Island Chief Executive, on 23 August 2019 a recommendation was made to the Disciplined Forces Service Commission (DFSC) for the promotion of Firefighters, including R.L. who ranked 28th as Station Officer. The approval of the DFSC was conveyed on 12 November 2019 and reached the Office of the Island Chief Executive on 18 November 2019.

However, upon advice verbally sought by the Island Chief Executive from the DFSC on 9 December 2019 he was “*verbally advised not to issue the said offers of appointment but instead to submit a fresh recommendation to the Commission for consideration*”, which the Island Chief Executive did on 5 February 2020 for four qualified Firefighters, including R.L.

However, in the wake of the COVID-19 pandemic the four funded vacancies as Station Officer were reduced to two in the 2020/2021 Budget.

Finally, on 13 October 2020 the DFSC maintained the promotion of R.L. as Station Officer and an offer of promotion was made to him on 21 October 2020, to his entire satisfaction.

C/22/2020

Payment of monthly allowance of Rs. 25000/- to complainant approved

Mr. V.R. had been working as Engineer/Senior Engineer at the Ministry of National Infrastructure and Community Development ever since January 2001. On 8 July 2019 he was seconded to work as Project Manager at the Ministry of Foreign Affairs, Regional Integration and International Trade (MFA).

His work at the MFA consisted mainly of:

- (a) Carrying out surveys for local and international projects;
- (b) Preparing cost estimates for the projects;
- (c) Preparing scope of works and specifications for the projects;
- (d) Preparing bidding documents for the procurement of Consultants and Contractors;
- (e) Evaluation of bidding documents;
- (f) Management and Supervision of works locally and internationally;
- (g) Chairing meetings and attending meetings in relation with the projects both locally and internationally;
- (h) Preparing progress reports fortnightly;
- (i) Preparing minutes of site visits and meetings for the different projects under his responsibility;
- (j) Liaising with the different consultants and contractors both locally and internationally;
- (k) Liaising with the different Embassies for the implementation of projects;
- (l) Preparing payment certificates;
- (m) Issuing Practical Completion Certificates and Final Completion certificates after carrying out joint site visits for the projects;
- (n) Working jointly with Consultants for the allocation of extension of time to Contractors;
- (o) Other duties related to Project Management.

When V.R. was so seconded to the MFA to replace the previous Project Manager he was informed by his “***Director that he would be getting a monthly allowance of Rs 25,000/- as it was the case with all the previous Project Managers***”. He therefore had “***a legitimate expectation that he would receive the allowance as he was seconded on the same basis as the previous Project Managers and was executing the same nature of works as the previous Project Managers.***”

However, on 22 January 2020, the very date of his complaint to our Office, he was formally informed “*by the Human Resource Section of the MFA that the Secretary for Public Service has declined the request of the Ministry dated 09 December 2019 regarding payment of the monthly allowance of Rs 25000 to him on the ground that he had not put in an average of 20 additional hours weekly,*” which he categorically denied and gave several reasons for such denial as per hereunder, verbatim –

- a. I usually leave office after 4 p.m;
- b. I prepare bidding documents for the different international projects from home after office hours;
- c. Due to time difference I liaise with the different Embassies from my residence;
- d. When on mission I travel during night time and I often have to use connecting flights from different countries before reaching my final destination; I often spend at least 4 hours at the airport at night. This has often been the case while travelling through Dubai airport. The flight to Mauritius leaves at 2.30 a.m. These factors should also have been taken into account as it is in the course of my duty.
- e. At this Ministry I am working on my own. I have no technical officers to help me in my duties. I have to carry out my own surveys and prepare the Activity Schedules.
- f. I have to certify payments which are normally carried out by Quantity Surveyors at the Ministry of Public Infrastructure.

which according to him had not been taken into account by the Secretary for Public Service.

V.R. further elaborated on several very important projects in different parts of the world on which he was working simultaneously at the time of writing but in which we need not go into. He also had to prepare bidding documents for all such projects and averred that it was evident that he could not carry out all the works he was supposed to do “*without having to put extra hours from his place both during weekdays and weekends.*” He thus averred that he was working for more than the twenty hours he had been requested to do weekly.

He concluded by saying that the Secretary for Public Service had failed to consider such relevant factors prior to denying payment of the monthly allowance to him, which said allowance was allocated to all previous Project Managers.

Our Office took up this case with the Secretary for Public Service who informed us that “*the views and comments of the Ministry of Foreign Affairs, Regional Integration and International Trade have been sought on the matter*” and later came up with the explanation that “*based on information provided by that Ministry it was noted that V.R.*

did not put in the minimum required hours” which was the reason for not acceding to V.R.’s request for the payment of the allowance.

Upon being so informed V.R. stated that he did not agree with the findings of the Secretary for Public Service and submitted numerous reasons for his stand.

We therefore decided to seek the views of the Secretary for Foreign Affairs at the Ministry of Foreign Affairs, Regional Integration and International Trade. In the meantime the Secretary for Public Service had already sought the views of the said Secretary for Foreign Affairs and informed our Office that his Ministry had, in a letter dated 15 July 2020, *“informed the Ministry of Foreign Affairs, Regional Integration and International Trade that to the extent it is fully satisfied that V.R., Engineer/Senior Engineer (Civil) is effectively working from home and is putting in an average of 20 additional hours weekly beyond his normal working hours, his Ministry would raise no objection to payment of a monthly allowance of Rs 25,000 to him, for performing the duties of Project Manager at that Ministry.”*

Finally, a reply dated 22 July 2020 was addressed to V.R. by the Secretary for Foreign Affairs in which he was informed that his request for the payment of a monthly allowance had been approved on the basis that he was *“effectively working from home and is putting an average of 20 additional hours weekly beyond his normal working hours.”*

V.R. finally informed our Office that he was fully satisfied with the proposal and thanked our Office for our cooperation.

SOCIAL INTEGRATION, SOCIAL SECURITY & NATIONAL SOLIDARITY

(SOCIAL SECURITY AND NATIONAL SOLIDARITY DIVISION)

C/18/2020

Short payment of lump sum – quick action taken to rectify

R.L. a former Manager Human Resource, retired from the government service on 02 April 2019. He averred that *“in a letter dated 07 February 2019, he was advised by the Secretary for Public Service to register his application at the Social Security Office nearest to his residence for a lump sum refundable by the then Ministry of Social Security, National Solidarity and Environment and Sustainable Development under the National Savings Fund Act.”* He therefore complied as requested at the Pointe aux Sables Social Security Office in February 2019 and submitted all necessary documents.

At the end of April 2019, he received a Notification of Award that he had been awarded a lump sum of Rs 155,703.35 made up of contributions up to the month of August 2018 and not April 2019, date he retired from the service.

Upon receipt of the said Notification he enquired from the said Ministry and also at the Pointe aux Sables Security Office about the short payment in his lump sum of some 7 months and he was told that necessary would be done to refund him the amount due.

However, after nine months no refund had been made and therefore he asked for our assistance in the matter so that the refund be made at the earliest.

Within a month of our intervention the Ministry informed our Office that the missing contribution for period September 2018 to April 2019 amounting to Rs. 3,261.67 would be credited to the bank account of R.L. within a month.

We asked R.L. to check his bank account and to inform our Office whether the needful had indeed be done and he replied in the following way –

“May I put on records that had it not been your positive intervention in this matter, the National Savings Fund would not have responded so promptly.”

*I thank you and your staff for the invaluable contribution on this issue.
Long live the Office of the Ombudsman.”*

Our thanks to the Ministry for its rapid intervention in this matter.

OFFICE
OF THE
OMBUDSMAN

C/94/2020

Grant of Rs 15000/- paid to complainant, a dialysis patient

Mr. R.A.C., a dialysis patient, averred in his letter dated 24 June 2020 that ever since 12 September 2019 he has been undergoing dialysis sessions at Victoria Hospital in Candos every Monday, Wednesday and Friday.

Upon being informed by the Charge Nurse about the grant that Government allocates to dialysis patients through the National Solidarity Fund (NSF), he duly applied in October 2019 for such grant amounting then to Rs 15000/- and averred in his complaint that, ever since, he has neither been contacted by the NSF nor has he received any payment.

Within a week of our taking up the matter with the Ministry we were informed by the Permanent Secretary that financial assistance to the tune of Rs 15000/- had been recommended by the NSF in favour of the complainant and same had been credited to his bank account.

Although we requested the complainant to inform our Office whether he had received same he chose not to make any reply.

His complaint is considered to have been attended to positively.

Carer's allowance recommended for two years in favour of claimant

This was a complaint dated 21 June 2020 to the effect that the carer's allowance of one Mrs. S.R. had been disallowed. It is to be highlighted that the claim was made by another person on her behalf as she is an illiterate citizen.

Our Office immediately took up her case with the Ministry concerned and we were initially informed that, according to records available, Mrs. S.R. *“applied for Carer's Allowance on the 21 November 2019. A Domiciliary Visit Medical Examination was scheduled for 16 January 2020 and she was duly informed through a letter.”* On that day she *“was contacted by phone but she was unreachable. The Medical Officer called her anew on 22 January 2020 and again it was reported that she was not reachable.”*

“Subsequently, on 04 March 2020, the Social Security Office of her locality was requested to enquire on her whereabouts and a house plan was sketched accordingly to facilitate the visit. However, due to the confinement/curfew period the Domiciliary Visit Medical Examination had to be postponed and same was scheduled for 24 July 2020.”

After a month we followed up her case with the Ministry in order to be informed about any development in her case and a few days later we were informed that indeed she had been *“medically examined on 24 July 2020 and had been recommended Carer's Allowance for a period of two years. Consequently payment including arrears amounting to Rs 38,000 have been credited into her bank account to be cashable on Tuesday 01 September 2020.”*

Mrs. S.R. was informed of the decision taken but we received no reply on her behalf.

LA/C/42/2020

Damages consequential to utility works attended to

In a copy of a letter dated 04 August 2020 which the complainant, one Mr. I.Y.A., addressed to the Mayor, Municipal Council of Beau Bassin-Rose Hill and received at our Office, he referred to certain damages consequential to utility works carried out by certain contractors employed by the Central Water Authority and the Central Electricity Board.

Indeed he averred that –

- (i) the walls of the roadside drain aligning his property were broken and the stone components were initially dumped in the drain and instead of using the stones to restore the damaged walls, the contractor in question carted away the materials and did not repair the misaligned walls. Subsequently, the road structure slid towards the drain because of the lack of lateral support;
- (ii) the masonry block reinforcing the sewer manhole, located within the road reserves in front of his property, was damaged and hauled away without any reinstatement;
- (iii) the concrete ramp, cast above the masonry drain to provide vehicular access to his property, was significantly damaged along all the edges, compromising the structural integrity of the slab.

He supported his averments by submitting relevant photos.

According to the complainant he was informed that the Municipal Council of Beau Bassin-Rose Hill would employ a contractor to reinstate the roads, which have been extensively damaged during the works and caused hardships to residents, pedestrians, and road users during several months.

Our Office requested the Chief Executive of the Council to cause this complaint to be looked into and report his findings regarding such matters that fell under the Council's responsibility, whilst we also requested the Permanent Secretary, Ministry of Energy and Public Utilities to attend to the other matters.

Finally we were informed by the Chief Executive that indeed the Council would attend to such matters as fell under its responsibility whereas it was finally the Wastewater Management Authority that attended to a request made by the complainant for an individual sewer connection.

When asked to confirm whether he was satisfied with the works undertaken the complainant made no reply.

OFFICE
OF THE
OMBUDSMAN

MUNICIPAL CITY COUNCIL OF PORT LOUIS

LA/C/11/2020

Road repaired following the Ombudsman's intervention

On 29 August 2019 Mr. S.R. wrote to the Chief Executive of the City Council drawing his attention to the bad state of a particular road in Port Louis whereby drivers were experiencing problems and risks of accident were very much present especially on rainy days due to the accumulation of water and mud. His request fell on deaf ears. So he wrote again on 12 January 2020 but no action was taken. He therefore resorted to our Office on 10 February 2020 for our intervention in the matter and we immediately took up the matter with the said Chief Executive.

By letter dated 26 February 2020 S.R. wrote back to our Office to inform us that a team of workers of the Highways Section of the Council had carried out the necessary repairs on 18 February 2020 as requested and we also received a reply dated 03 March 2020 from the Chief Executive confirming that necessary patching works had been executed as required.

Works carried out after the Ombudsman's intervention

Mr. A.K.R. made a written request on 14 December 2019 to the Office of the Chief Executive of the Municipal City Council of Port Louis to consider the fixation of some concrete slabs in front of his gate for free access and movement over the drainage canal in front of his residence.

As no action was taken he wrote a further letter on 4 June 2020 and followed up his request with the Responsible Officer of the Highway Section on three occasions and he kept on receiving the same classic reply to the effect that ***“works will be carried out very soon.”***

As at 17 September 2020 his request had not been attended to. So he solicited our intervention to contact the concerned Department to do the needful and which we did.

On 4 December 2020 Mr. A.K.R. wrote back to our Office to inform us that the fixation of concrete slabs had been done to his satisfaction on 2 December 2020 and thanked our Office for our intervention in the matter.

RODRIGUES

ROD/C/11/2020

Averment of delay regarding payment of passage benefits successfully attended to

This is a complaint dated 10 August 2020 from J.P.M., a Police Constable serving in the Rodrigues Police Division, who made an application for passage benefit which had been forwarded to the Police Headquarters in Mauritius and processed there and subsequently returned to the Central Administration of the Rodrigues Regional Assembly (RRA) after it had been approved in Mauritius. However, according to him, the file was “*frozen*” in Rodrigues and, notwithstanding his frequent queries at the Central Administration he received no useful information about his said application and he had the impression that nobody knew about his case but subsequently he was informed that they were waiting for clearance from the Accountant General.

We immediately queried the Island Chief Executive about the case and, by letter dated 26 August 2020, he explained that *“the Police Department in Rodrigues does not fall under the establishment of the Rodrigues Regional Assembly and that with regard to application for passage benefit, a Police Officer applies in his department and same is submitted to the Police Department (Human Resource Division) in Mauritius by the Police Headquarters in Rodrigues and after computation same is submitted to the Rodrigues Regional Assembly for payment. The funds for payment are received from the Accountant-General and the payment is effected subject to availability of funds. An officer applying for passage benefits is requested to sign a memo which is enclosed to his application to the effect that he has been made aware that the payment will be made provided that funds are available.”*

The Island Chief Executive further added that *“prior to 30 June 2020, officers were eligible to apply for 90% of the amount of passage benefit. However, with the advent of Covid-19, as from 1st July 2020 this measure is no more applied and officers should either travel or stay at an inland hotel to be eligible for use of their passage benefit entitlement. This new measure had thus created a rush by officers applying for passage benefits prior to 30th June 2020.”*

As regards the case of the Police Constable the Island Chief Executive explained that he made an application for use of 90% of his passage benefit entitlement on 18 May 2020 and his ***“application was computed on 23 June 2020 by the Human Resource Department of the Mauritius Police Force and the application was received at his Office on 02 July 2020.”***

However, due to the change of the financial year, all accounts were closed on 30 June 2020 and unfortunately the Chief Commissioner’s Office ***“has not been able to process all the bills received for passage benefits in favour of RRA and Police officers prior to the closing of accounts due to non-availability of funds.”***

A correspondence was thus sent to the ***“Ministry of Civil Service to advise on the way forward as the financial year has been changed and his office had an outstanding amount of Rs 2,676,360.95 concerning RRA and Police officers who applied for 90% passage benefits prior to 30 June 2020 and a reply was still awaited.”***

Our Office immediately explained the situation to the Police Constable and pursued the matter with the Island Chief Executive who finally informed us that the Ministry of Finance, Economic Planning and Development had ***“exceptionally approved the payment of passage benefits at the rate of 90% in favour of Police officers working in Rodrigues and RRA officers who applied for same prior to 30 June 2020.”***

After informing the Police Constable of the decision finally taken he was twice requested to inform our Office once he received payment but unfortunately he remained quiet. We could only assume that he was satisfied.

Action taken by the Island Chief Executive following the Ombudsman's intervention

In a letter dated 07 August 2020, one Mr B.L., a Senior Probation Officer, informed our Office that he had been assigned duties at the level of Head, Probation Service since 11 November 2014 against payment of an allowance. However, the assignment of duties was discontinued in July 2019 despite the fact that he was still shouldering the duties of the higher post for the reason that the Island Chief Executive is not authorised to approve an acting allowance exceeding six months.

He further averred that according to the Scheme of Service for the post of Head, Probation Service, he was qualified for promotion to the post since 30 July 2016. Nonetheless, no promotion exercise had been carried out by the Central Administration since the creation of the post.

Our Office took up his case with the Island Chief Executive who indeed confirmed that the post was not filled and informed us that funds were only provided in this respect not earlier than 01 July 2018, that is, in the 2018/19 Budget. In 2018, the post could not be filled due to the unavailability of qualified personnel in the Human Resource Department and thereafter due to financial constraints whereby funds were not provided in subsequent budgets.

We were further informed by the said Island Chief Executive that once funds would be provided in any future budget, a recommendation would be made to the Public Service Commission for the filling of the post in due course.

The complainant was accordingly informed and soon after he wrote to us to the effect that he has received the approval for the acting allowance on 17 November 2020 and added that **“it was due to your invaluable intervention that the Chief Commissioner's Office of the Rodrigues Regional Assembly has expedited matters”**.

Police Constable transferred on humanitarian ground

The plight of Mrs. R.C., a Nursing Officer posted in Rodrigues on a tour of duty for a period of six months, was that she was alone there with her two very young sons aged 3 and 2 years whom she had to take along with her, whilst her husband, a Rodriguan Police Constable posted in Mauritius had applied for a tour of duty in Rodrigues for a period of six months in order to be with his wife and children but had received no reply as at 21 October 2020, date of the wife's complaint to our Office.

According to Mrs. R.C. her husband had been informed by certain Officers that there were several applications by Police Officers to work in Rodrigues still pending as there was an "overstrength" of Police Officers posted there.

She concluded by saying that the kids were suffering and crying all day requesting to see their father and had even lost their appetite. On top of that she had to do both day and night shifts.

She therefore appealed to our Office for our intervention in her case, which we immediately did with a recommendation to the Commissioner of Police that this case be considered on humanitarian grounds and the husband be transferred to Rodrigues.

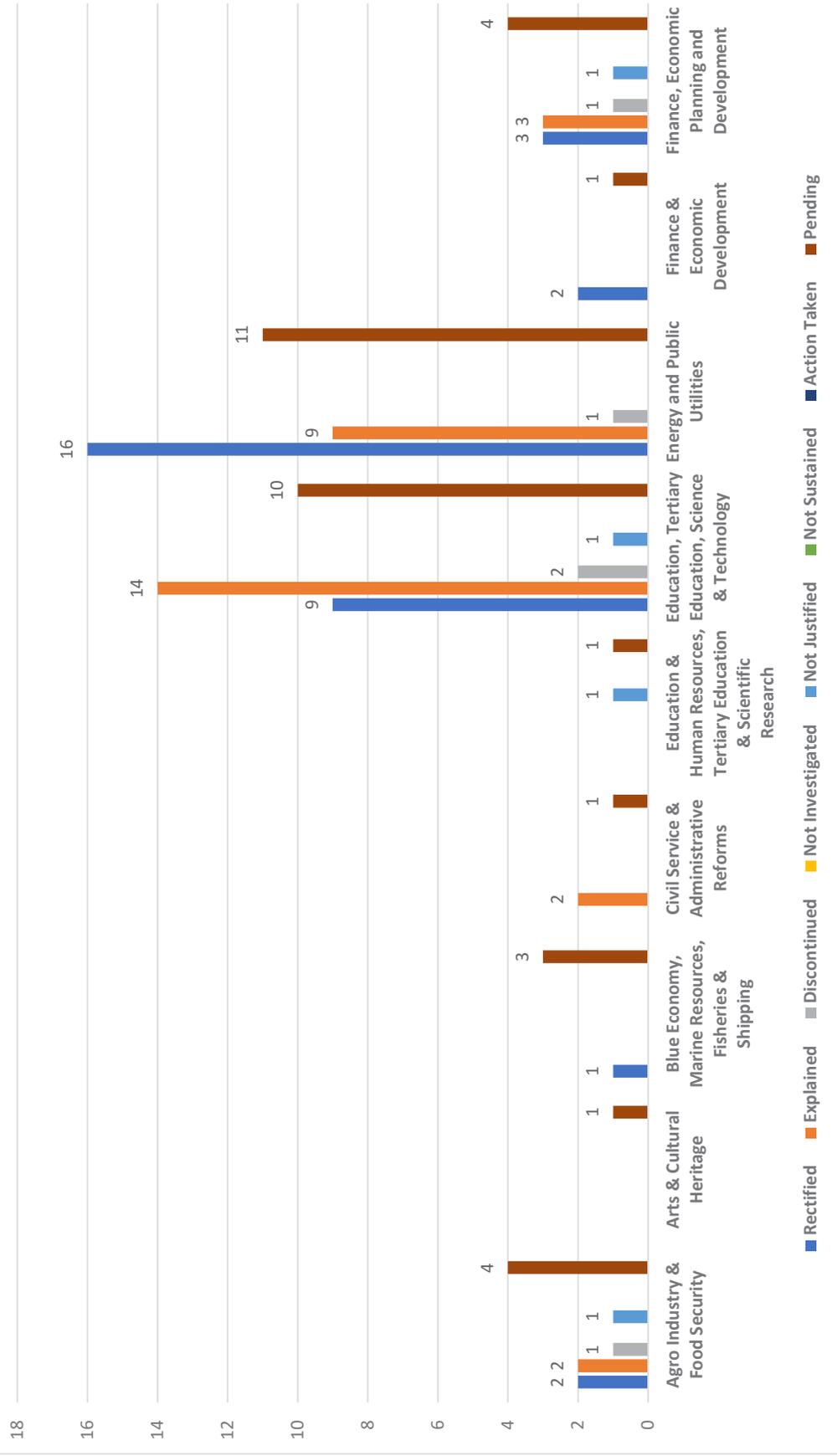
A week later we were informed by the Commissioner that the husband had indeed been transferred to Rodrigues for a period of six months.

Our appreciation for the Commissioner's sense of compassion and humanity.

STATISTICAL SUMMARY OF COMPLAINTS

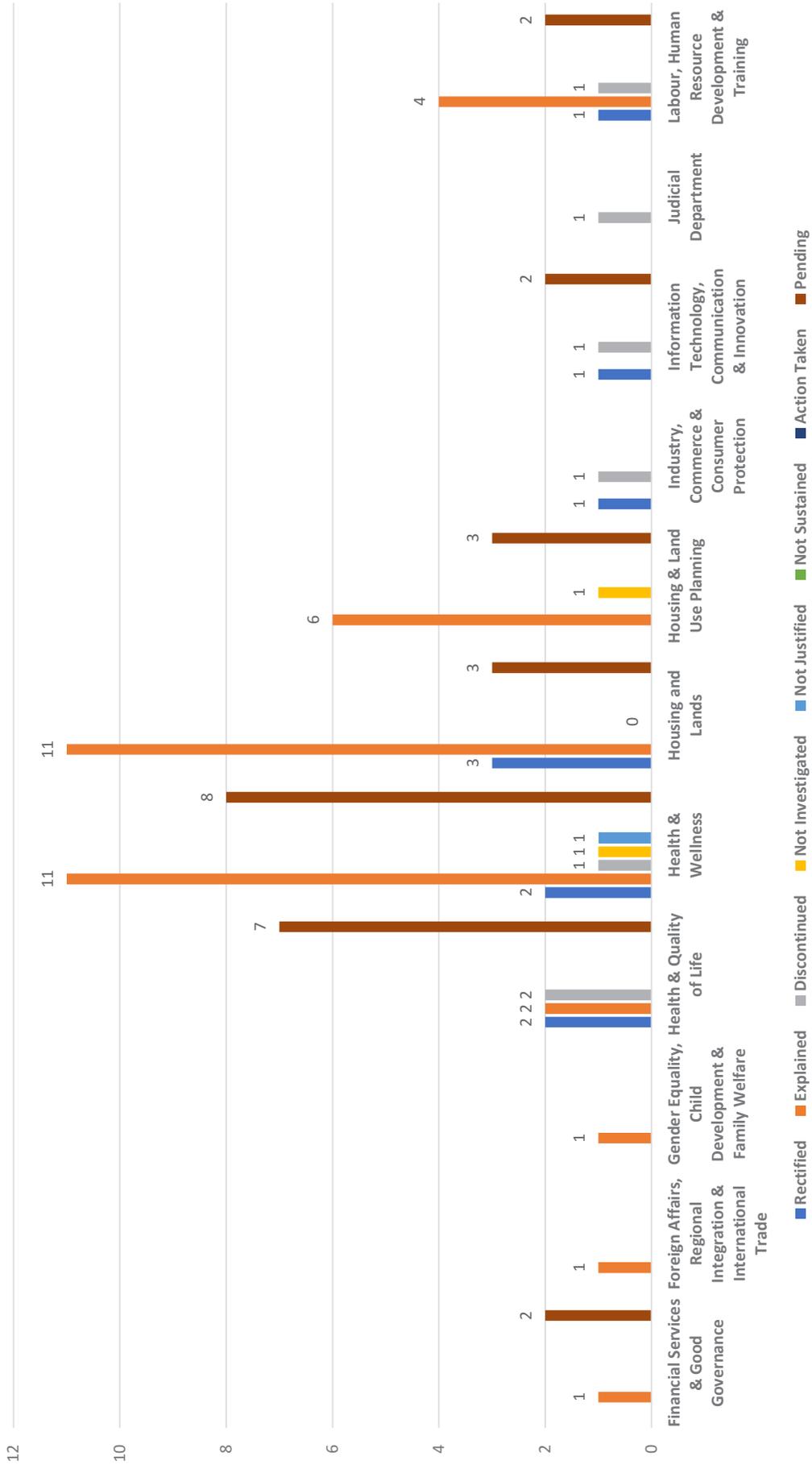
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Not Sustained	Action Taken	Pending	Total No. of Complaints
Agro Industry & Food Security	2	2	1	-	1	-	-	4	10
Arts & Cultural Heritage	-	-	-	-	-	-	-	1	1
Blue Economy, Marine Resources, Fisheries & Shipping	1	-	-	-	-	-	-	3	4
Civil Service & Administrative Reforms	-	2	-	-	-	-	-	1	3
Education & Human Resources, Tertiary Education & Scientific Research	-	-	-	-	1	-	-	1	2
Education, Tertiary Education, Science & Technology	9	14	2	-	1	-	-	10	36
Energy and Public Utilities	16	9	1	-	-	-	-	11	37
Finance & Economic Development	2	-	-	-	-	-	-	1	3
Finance, Economic Planning and Development	3	3	1	-	1	-	-	4	12
Carried forward	33	30	5	-	4	-	-	36	108

STATISTICAL SUMMARY OF COMPLAINTS



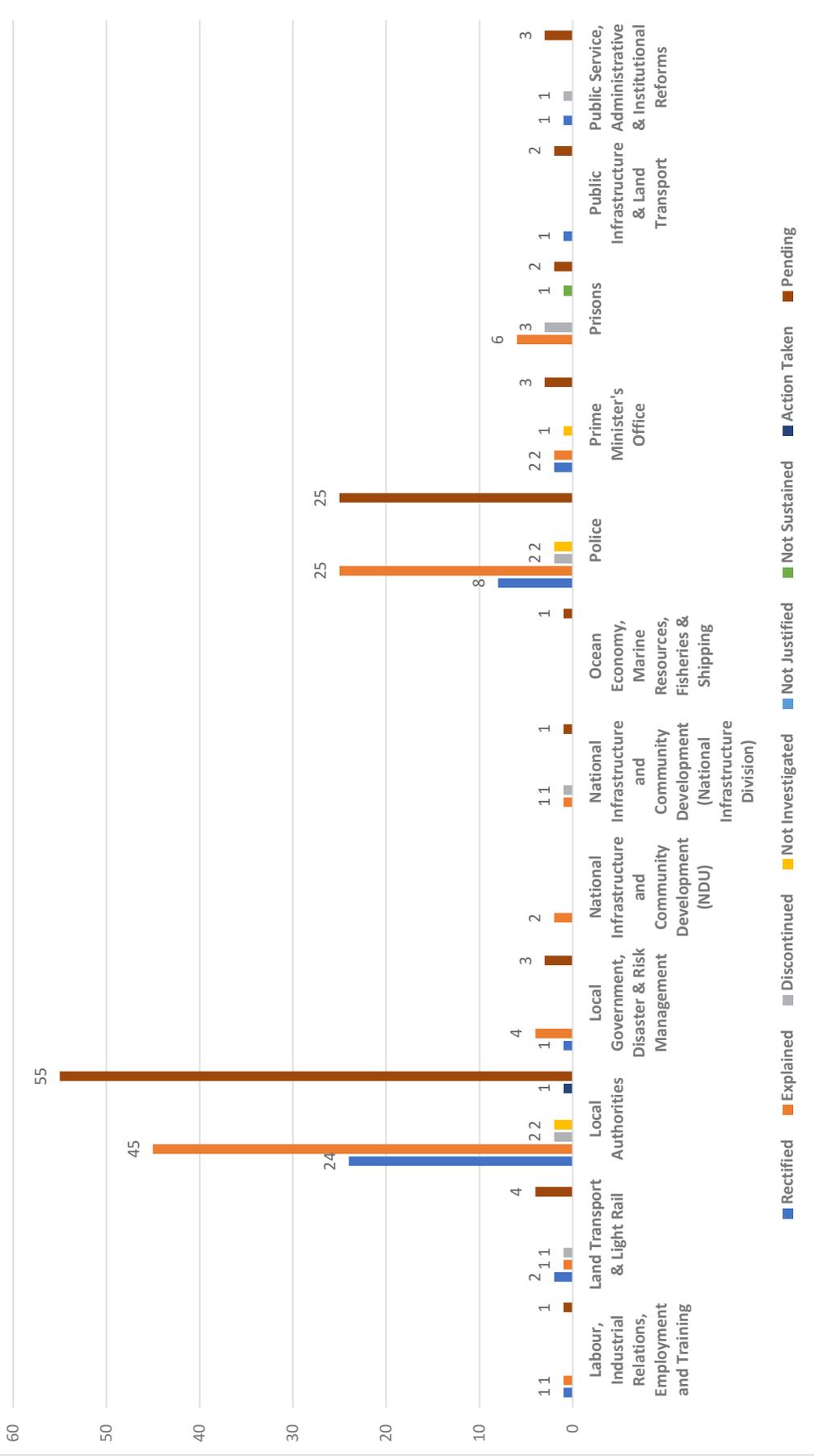
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Not Sustained	Action Taken	Pending	Total No. of Complaints
Brought forward	33	30	5	-	4	-	-	36	108
Financial Services & Good Governance	-	1	-	-	-	-	-	2	3
Foreign Affairs, Regional Integration & International Trade	-	1	-	-	-	-	-	-	1
Gender Equality, Child Development & Family Welfare	-	1	-	-	-	-	-	-	1
Health & Quality of Life	2	2	2	-	-	-	-	7	13
Health & Wellness	2	11	1	1	1	-	-	8	24
Housing and Lands	3	11	-	-	-	-	-	3	17
Housing & Land Use Planning	-	6	-	1	-	-	-	3	10
Industry, Commerce & Consumer Protection	1	-	1	-	-	-	-	-	2
Information Technology, Communication & Innovation	1	-	1	-	-	-	-	2	4
Judicial Department	-	-	1	-	-	-	-	-	1
Labour, Human Resource Development & Training	1	4	1	-	-	-	-	2	8
Carried forward	43	67	12	2	5	-	-	63	192

STATISTICAL SUMMARY OF COMPLAINTS



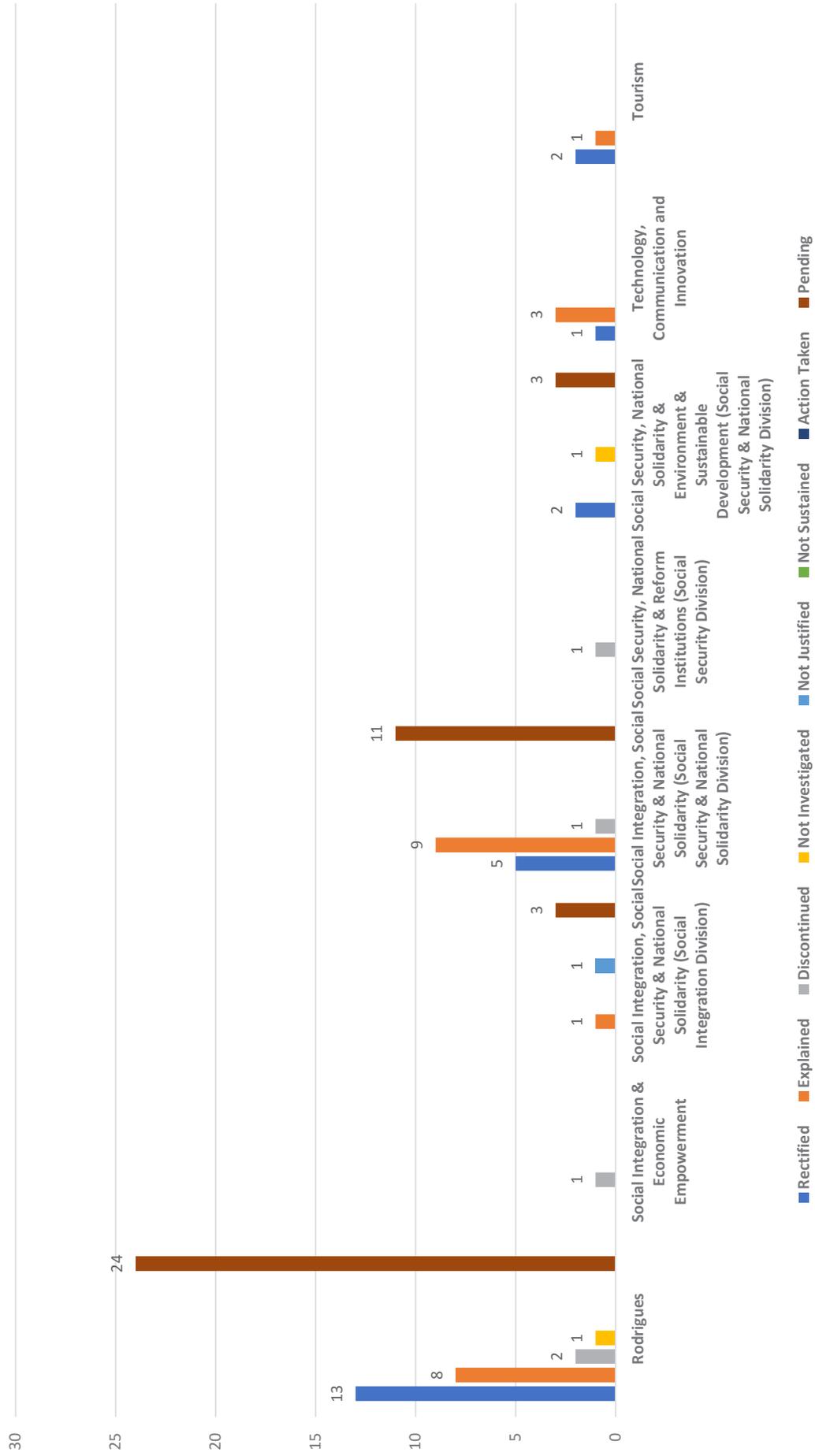
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Not Sustained	Action Taken	Pending	Total No. of Complaints
Brought forward	43	67	12	2	5	-	-	63	192
Labour, Industrial Relations, Employment and Training	1	1	-	-	-	-	-	1	3
Land Transport & Light Rail	2	1	1	-	-	-	-	4	8
Local Authorities	24	45	2	2	-	-	1	55	129
Local Government, Disaster & Risk Management	1	4	-	-	-	-	-	3	8
National Infrastructure and Community Development (NDU)	-	2	-	-	-	-	-	-	2
National Infrastructure and Community Development (National Infrastructure Division)	-	1	1	-	-	-	-	1	3
Ocean Economy, Marine Resources, Fisheries & Shipping	-	-	-	-	-	-	-	1	1
Police	8	25	2	2	-	-	-	25	62
Prime Minister's Office	2	2	-	1	-	-	-	3	8
Prisons	-	6	3	-	-	1	-	2	12
Public Infrastructure & Land Transport	1	-	-	-	-	-	-	2	3
Public Service, Administrative & Institutional Reforms	1	-	1	-	-	-	-	3	5
Carried forward	83	154	22	7	5	1	1	163	436

STATISTICAL SUMMARY OF COMPLAINTS



Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Not Sustained	Action Taken	Pending	Total No. of Complaints
Brought forward	83	154	22	7	5	1	1	163	436
Rodrigues	13	8	2	1	-	-	-	24	48
Social Integration & Economic Empowerment	-	-	1	-	-	-	-	-	1
Social Integration, Social Security & National Solidarity (Social Integration Division)	-	1	-	-	1	-	-	3	5
Social Integration, Social Security & National Solidarity (Social Security & National Solidarity Division)	5	9	1	-	-	-	-	11	26
Social Security, National Solidarity & Reform Institutions (Social Security Division)	-	-	1	-	-	-	-	-	1
Social Security, National Solidarity & Environment & Sustainable Development (Social Security & National Solidarity Division)	2	-	-	1	-	-	-	3	6
Technology, Communication and Innovation	1	3	-	-	-	-	-	-	4
Tourism	2	1	-	-	-	-	-	-	3
TOTAL	106	176	27	9	6	1	1	204	530

STATISTICAL SUMMARY OF COMPLAINTS



No.	Subject of Complaint	Result
<u>Agro Industry & Food Security</u>		
C/29/2019	No reply to letter addressed to Ministry.	Pending
C/64/2019	Unfair salary.	Rectified
C/197/2019	Complainant avers that he has not received any increment to which he was entitled, etc.	Discontinued
C/205/2019	Odour and other nuisances caused by excessive number of cats in building occupied by complainant. Matter reported to concerned authorities but no action has been taken.	Pending
C/5/2020	Forestry Surveyor acting unprofessionally.	Pending
C/111/2020	Illegal trade of fertilizers & herbicides by co-operative society reported to authority concerned. No action taken so far.	Explained
C/114/2020	No reply to complainant's application for a Land Conversion Permit made more than nine months ago.	Rectified
C/117/2020	Reason for rejecting complainant's application to import a sample of True Potato Seeds not clear.	Explained
C/144/2020	Lease agreement in respect of a plot of land cancelled by Ministry.	Not Justified
C/171/2020	Complainant, a Senior Laboratory Auxiliary avers that his transfer within a span of 24 hours not justified and unfair.	Pending
<u>Arts & Cultural Heritage</u>		
C/91/2020	Non-payment of responsibility allowance for assigned duties.	Pending
<u>Blue Economy, Marine Resources, Fisheries and Shipping</u>		
C/206/2019	Acting allowances due since a year not yet paid.	Rectified
C/161/2020	Compensation due to complainant on account of injury sustained by him whilst on duty still	Pending

	not paid after his retirement more than eleven months ago.	
C/237/2020	Excessive delay for job confirmation.	Pending
C/239/2020	Complainant avers he is the victim of a change in posting.	Pending
<u>Civil Service and Administrative Reforms</u>		
C/99/2017	Objection to change Scheme of Service.	Pending
C/194/2018	Complainant avers that the Ministry of Education, etc. has provided the Public Service Commission with erroneous information regarding her.	Explained
C/182/2019	Claim for payment of bonus to all employees of the Civil Service and certain other employees not entertained since nearly a year.	Explained
<u>Education and Human Resources, Tertiary Education & Scientific Research</u>		
C/109/2016	No reply to complainant's request for vital information about his pensionable service and other related issues.	Pending
C/162/2019	Averment by complainant, a Director at the Ministry, that her transfer may have been based on false and malicious allegations.	Not Justified
<u>Education, Tertiary Education, Science and Technology</u>		
C/212/2019	Complainant avers wrong decision on her personal file and not confirmed in her job.	Pending
C/216/2019	Request by Educator for a transfer to a school near his residence as he feels insecure where he is working following an incident with a pupil in his class.	Pending
C/7/2020	Complainant, an Educator, considers that his sudden transfer from one school to another is discriminatory.	Rectified
C/8/2020	Vacation leave applied for by the complainant not recommended unjustly.	Explained
C/9/2020	Abrupt and unfair transfer of Rector contested by Parents/Teachers Association.	Explained
C/10/2020	Request by complainants for the transfer of their son from one school to another awaiting reply.	Explained
C/14/2020	Complainant avers 'unfair transfer victimisation'.	Rectified

C/16/2020	Continuous harassment at work due to frequent transfers of complainant, an Educator, from one school to another.	Explained
C/17/2020	Unpaid salary.	Not Justified
C/20/2020	Request for recorection of Art Paper.	Explained
C/28/2020	Discrepancies in the extract of detailed record of complainant's attendance.	Pending
C/29/2020	Discrepancies in the extract of detailed record of complainant's attendance.	Explained
C/30/2020	Discrepancies in the extract of detailed record of attendance.	Explained
C/35/2020	Non-payment of pending retirement benefits.	Explained
C/44/2020	Discrimination and injustice averred against pupils of a certain school where some languages are not being taught.	Explained
C/45/2020	Computer Educator not being released to attend the Mauritius Institute of Education as Panel Member for duty.	Rectified
C/47/2020	Request for transfer by complainant on medical grounds. No reply received yet.	Rectified
C/48/2020	Harassment at workplace averred by complainant.	Explained
C/49/2020	Complainant, an Educator, avers that she has been denied her Headship and requests reconsideration of her request for transfer from one school to another.	Rectified
C/62/2020	Request for transfer by Educator on account of professional problems encountered at his workplace. Reply still awaited.	Rectified
C/69/2020	Complainant avers discrimination against A-Level private candidates for admission to undergraduate courses at the University of Mauritius.	Discontinued
C/77/2020	Non-payment of increment due to complainant.	Rectified
C/87/2020	Request for transfer by School Superintendent on account of bullying, harassment, etc. by the Acting Rector.	Rectified
C/112/2020	School in a deplorable state.	Pending
C/127/2020	No reply from Ministry to complainant's request to reckon his appointment as from an earlier date.	Explained
C/128/2020	Non-payment of certain benefits following complainant's transfer from Ministry to Université des Mascareignes.	Rectified

C/141/2020	Request by complainant, an Educator, for a transfer to a school near her residence not considered.	Explained
C/142/2020	Complainant, a Primary School Inspector, avers that his transfer from one school to another without any justification has caused him much harm to his mental and physical health.	Explained
C/157/2020	Complainant, a Physical Education Teacher, who alleges that a false report has been made against him, asked to step down and denied access to school where he teaches.	Discontinued
C/160/2020	Non-payment of Headship allowance to complainant, an Educator in a State Secondary School.	Pending
C/186/2020	Anomalies in respect of selection of School Inspectors/Senior Inspectors.	Explained
C/189/2020	Complainant avers rising indiscipline at the school where she works. Fears for her health and safety. No action taken by the Ministry	Pending
C/206/2020	Request for transfer in view of long-distance travelling by complainant and family problems.	Pending
C/207/2020	Non-payment of incremental credits.	Pending
C/230/2020	No reply to request for payment of pension due to complainant.	Pending
C/231/2020	Gross irregularities averred regarding the posting of a Deputy Rector to a State College.	Pending
<u>Energy and Public Utilities</u>		
C/88/2018	Burst pipe since six months. No action taken to repair same.	Explained
C/124/2019	Application for new electricity supply not acceded to.	Rectified
C/180/2019	Damage caused to complainant's plantation washed away by action taken by the Central Water Authority. Claim for compensation not entertained.	Pending
C/195/2019	Complainant still with no water supply notwithstanding action taken by the Central Water Authority.	Rectified
C/209/2019	Request for disconnection of electricity supply made since more than two months not yet attended to.	Rectified

C/3/2020	Application to the Central Water Authority for a new connection. No reply received.	Explained
C/11/2020	Serious water shortage problem faced by complainant.	Rectified
C/57/2020	Laying of replacement plastic pipes not undertaken since more than two years.	Explained
C/71/2020	Overflowing of waste water which is entering complainant's property and causing health problems. No action taken by Authority concerned.	Rectified
C/72/2020	Request by complainant to repay loan owed to the C.W.A. over a period of one year not entertained. Complainant facing a number of problems.	Explained
C/75/2020	Electricity supply not reconnected in spite of request made by complainant some four months ago.	Rectified
C/96/2020	Application for a new water supply made by complainant more than 6 months ago. No reply received.	Rectified
C/99/2020	Complainant avers excessive bill from the Central Electricity Board.	Explained
C/103/2020	Leakage of water giving rise to nuisances.	Rectified
C/105/2020	Leakage of water on a big scale causing great nuisance.	Rectified
C/115/2020	Request for the restoration of water supply made by the complainant.	Explained
C/138/2020	No water supply at complainant's place notwithstanding several complaints made.	Explained
C/147/2020	Application for water supply connection made nearly three months ago not materialised yet.	Pending
C/150/2020	No water tank grant for NHDC apartment.	Pending
C/153/2020	Application for water supply made more than two months ago not yet attended to.	Rectified
C/159/2020	Wastewater leakage poses serious health hazard.	Explained
C/167/2020	Averment by complainant that the C.E.B. keeps on increasing his electricity bill every month.	Explained
C/168/2020	Excessive bills from the Central Water Authority.	Rectified
C/173/2020	Complainant facing an acute lack of water supply since three months. Matter reported to Authority concerned to no avail.	Pending
C/175/2020	"Penurie d'eau à Case Noyale".	Pending

C/176/2020	Request for action in respect of water leakage not attended to.	Rectified
C/179/2020	Failure to supply water and to respond to complaints.	Pending
C/190/2020	Complaint against the administration of the Central Water Authority.	Discontinued
C/195/2020	Leakage of water in the middle of a road. No action taken by Authority concerned to which the matter has been reported several times.	Pending
C/197/2020	Application for a water supply made more than a year ago by complainant not yet attended to.	Pending
C/200/2020	Low pressure issue averred by complainant who states that he has not received any water for three consecutive days.	Pending
C/201/2020	Complaint of gross water leakage made on five occasions but no action has been taken.	Rectified
C/215/2020	Exorbitant water bills received by complainant who contests same.	Pending
C/216/2020	Non-payment for services rendered to the Authority by the complainant.	Rectified
C/228/2020	Non-attendance to a case of clogged sewerage system.	Rectified
C/232/2020	Complainant's tank situated on the roof of his house at ground level not being filled on account of low pressure at his place. No action taken by the C.W.A.	Pending
C/234/2020	Accumulation of waste water behind complainant's boundary wall seeping through and causing great inconvenience.	Rectified
<u>Finance and Economic Development</u>		
C/180/2018	Complainant disputes the determination of the bonded amount in respect of his study leave with pay.	Pending
C/114/2019	Public Officer not reinstated although provisional charge of larceny has been struck out by the Court.	Rectified
C/129/2019	Non-payment of pension to complainant's 83 year – old mother.	Rectified
<u>Finance, Economic Planning and Development</u>		
C/222/2019	Request for waiving of penalty imposed upon registration of motor vehicle.	Discontinued

C/34/2020	Liquor and alcoholic products (off) licence twice refused by the Mauritius Revenue Authority.	Explained
C/40/2020	Request by Government Valuer's Cadre for an allowance for performing extra duty.	Not Justified
C/55/2020	Complainant avers discriminatory acts against her at the Ministry.	Pending
C/64/2020	No reply to complainant's request for approval of per diem allowance due to her.	Rectified
C/108/2020	Request by complainant for certain documents which he produced before the Truth and Justice Commission.	Rectified
C/124/2020	Payment for Self-Employed Assistance not received by complainant.	Rectified
C/133/2020	No further response received by complainant in respect of pension payable to complainant, surviving spouse of a retired Officer now deceased.	Explained
C/165/2020	No reply to letter addressed to the Financial Secretary by complainant some three months ago.	Explained
C/217/2020	No reply by the Public Procurement Office to letter addressed to it by the complainant.	Pending
C/233/2020	Unfair practice at the Ministry depriving complainant of a promotion due since a long time.	Pending
C/246/2020	Complainant, Director of a private company, contests the decision of the Registrar of Companies to remove the said company from the Register of companies.	Pending
<u>Financial Services and Good Governance</u>		
C/177/2018	Claim for refund of investment still not attended to since more than nine months.	Pending
C/12/2020	No substantive reply received by complainant following his intervention in a case of fraud and corruption.	Pending
C/125/2020	No salary received by complainant after having resumed duty since more than two months.	Explained

Foreign Affairs, Regional Integration and International Trade

C/110/2020	No reply received by complainant to several correspondence addressed by him to our High Commission in London.	Explained
<u>Gender Equality and Family Welfare</u>		
C/83/2020	Complaint made to the Citizen Support Unit since several months not attended to nor any reply received by complainant.	Explained
<u>Health and Quality of Life</u>		
C/193/2017	Rejection of complainant's application for registration as Specialist in Obstetrics and Gynaecology.	Pending
C/164/2018	Averment of medical negligence with regard to complainant's husband who eventually passed away.	Discontinued
C/202/2018	No increment on promotion received by Public Officer.	Explained
C/204/2018	No reply from Opticians Registration Board to complainant's application for registration made since more than two years.	Pending
C/207/2018	Refusal by Ministry to give access to complainant to a Report released more than sixteen years ago.	Explained
C/111/2019	Unpaid overtime allowance.	Discontinued
C/134/2019	Numerous nuisances caused by complainant's neighbour who operates a panel beating business. No action taken by authorities concerned.	Pending
C/141/2019	Noise pollution caused by several eateries to the detriment of neighbouring inhabitants.	Pending
C/154/2019	Discrepancies in payment for additional hours of work performed.	Rectified
C/157/2019	Several nuisances caused by rearing of livestock to nearby residents.	Pending
C/166/2019	Complainant's wife who is suffering from breast cancer awaiting CT Scan since two months due to breakdown of machine. Requests for her transfer to another hospital.	Rectified

C/179/2019	Request to clarify several issues regarding an incident that took place in a hotel during an official event, etc.	Pending
C/185/2019	Recommendation by Ministry for complainant, who is to proceed abroad on a scholarship, to opt for leave without pay contested by complainant.	Pending
<u>Health and Wellness</u>		
C/196/2019	Complainant avers harassment by her Superior.	Explained
C/207/2019	Complainant's company disbarred from providing Continuing Professional Development by Dental Council.	Pending
C/6/2020	Claim for allowance/compensation for performing duties on Saturdays not entertained.	Rectified
C/21/2020	Complainant, a Health Care Assistant, contests her transfer from one hospital to another.	Explained
C/25/2020	Contention over the mode of payment for extended hours of work.	Pending
C/38/2020	Averment of breach of confidentiality by hospital staff.	Not Investigated
C/46/2020	Complaint against complainant's neighbours regarding flooding of his premises addressed to authorities concerned not attended to since one year.	Explained
C/50/2020	Complainant avers that the Notice served on him is unjustified as he is himself the complainant about cesspit leakage from his neighbour's property.	Explained
C/54/2020	Overtime not yet paid since more than a year.	Pending
C/65/2020	Request by Occupational Therapy Assistant to be posted to a hospital nearer to her residence on account of difficulties faced by her (child care & long distance travelling).	Not Justified
C/66/2020	Unfair treatment by finance section at Flacq Hospital alleged by Medical Imaging Technologist Cadre of the said Hospital.	Rectified
C/67/2020	Alleged inhumane treatment at quarantine centre.	Explained

C/76/2020	Complaint regarding quality of food served to detainees.	Explained
C/78/2020	Complainant not satisfied with the medical treatment received by his deaf brother at the hospital where the latter was admitted.	Pending
C/86/2020	Averment of medical negligence re stillbirth baby.	Discontinued
C/97/2020	Request for transfer made more than a year ago by complainant who is a Medical Imaging Technologist not yet considered.	Explained
C/101/2020	Request to reconsider change in posting made by complainant on humanitarian grounds not entertained.	Explained
C/134/2020	Complainant, an acting Charge Nurse, avers discrimination and victimisation at work.	Explained
C/162/2020	Overtime bill still unpaid.	Pending
C/163/2020	Irrationality averred by complainant, an Attendant, regarding his transfer from one hospital to another.	Explained
C/166/2020	Complainant avers that his change in posting has been done on the basis of racial discrimination.	Explained
C/172/2020	Discrimination and unjustified change in Roster.	Pending
C/178/2020	Nursing Officer claims he has been transferred without justification – claims he has a health condition which requires him to do light duty.	Pending
C/245/2020	Complainant, an Occupational Therapy Assistant, avers that she has always been posted to hospital far from her residence, etc. Requests a change in posting.	Pending
<u>Housing and Lands</u>		
C/134/2017	Application for registration as Land Surveyor not attended to since more than two years.	Explained
C/259/2017	Lands offered to complainants too small. Proposal by Ministry to allocate alternative sites. No further development.	Explained

C/281/2017	Building site lease refused to complainant after approval for same had been given.	Explained
C/282/2017	Lease of State land denied to complainant.	Explained
C/283/2017	No further action taken following signature of lease agreement.	Explained
C/95/2018	Refusal by Ministry to sell plot of land to complainant notwithstanding deed of purchase signed and payment effected by her late uncle.	Explained
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/67/2019	Application for State land lease. Awaiting reply from Ministry.	Explained
C/93/2019	Claim by complainant for amount due to him by Government for constructing a road on his plot of land not settled since more than eight years.	Rectified
C/97/2019	No reply to request for regularization of ex-CHA property formulated by complainant.	Explained
C/144/2019	No reply received from the Ministry in relation to a case of land acquisition.	Rectified
C/148/2019	No reply from Ministry to complainants' claim for compensation in respect of property compulsorily acquired by Government.	Explained
C/165/2019	Complainant awaiting her deed of sale of State land since 30 years.	Rectified
C/176/2019	Application for State land lease made since more than a year still not entertained.	Explained
C/189/2019	Deed of sale of house occupied by complainant not yet signed since some seven years.	Pending
C/191/2019	Unjustified request by Ministry for clearances from the C.W.A. and the C.E.B. in connection with the subdivision of a portion of land.	Explained

<u>Housing and Land Use Planning</u>		
C/208/2019	Request by complainant, a Cartographer/Senior Cartographer, to work as part-time Land Surveyor not yet acceded to since more than one month.	Explained
C/24/2020	Complainant, a newcomer in the Public Service, avers harassment against her person. Requests for a transfer to another Ministry.	Explained
C/26/2020	Request by complainant made some six months ago to sanction a Sworn Land Surveyor – no action taken so far.	Explained
C/39/2020	Administrative problems in the allocation of houses to families.	Explained
C/98/2020	Complainant's application for a PIN Number for his plot of land made more than a year ago not yet dealt with.	Explained
C/104/2020	Car garage operating on State land is the source of nuisance to inhabitants of the neighbourhood.	Pending
C/145/2020	Claim for compensation for acquisition of land by Government for construction of a Memorial.	Pending
C/170/2020	Request for grant of lease over a plot of State land not acceded to.	Pending
C/212/2020	No reply to request for information regarding NHDC complex where complainant owns an apartment.	Explained
C/224/2020	Application for State land rejected by the Ministry.	Not Investigated
<u>Industry, Commerce and Consumer Protection</u>		
C/174/2017	No response to complainant's query regarding recruitment for the post of Director at the Mauritius Standards Bureau.	Discontinued
C/151/2019	Discrepancy in complainant's salary.	Rectified
<u>Information Technology, Communication & Innovation</u>		
C/132/2020	No reply received by complainant to a letter he addressed to the Mauritius Post Ltd. since more than six weeks.	Discontinued

C/169/2020	Difficulty for collection of undelivered letters invoked by complainant.	Rectified
C/181/2020	No action taken following report by complainant regarding violation of his privacy by neighbour's camera.	Pending
C/241/2020	No reply to correspondence addressed to the Chief Executive.	Pending
<u>Judicial Department</u>		
C/147/2019	Copy of judgement requested by complainant not received after case against him has been struck out.	Discontinued
<u>Labour, Human Resource Development and Training</u>		
C/23/2020	Complainant, a Public Officer, awaiting her confirmation letter after having acted in a temporary capacity since more than a year.	Explained
C/33/2020	Bullying and harassment by School Management. Workers' rights not respected.	Explained
C/73/2020	Complainant avers having been unfairly expelled from a private association. No reply received by him to letters he wrote to the Registrar.	Explained
C/92/2020	Application for vacation leave in view of impending exams turned down.	Explained
C/106/2020	Complaint against unjust manner in which the Registrar of Associations conducted his inquiry and the unjust decisions taken.	Pending
C/180/2020	Averment by complainant, a private company, that it is being prejudiced in respect of its right to receive financial assistance from the Mauritius Revenue Authority.	Rectified
C/205/2020	Complaint made at the Ministry regarding complainant's contribution to his pension scheme not properly adjusted by his private employer.	Discontinued
C/209/2020	Complaint lodged by complainant at Ministry following the termination of his employment. Requests our assistance in the matter for payments due to him.	Pending

<u>Labour, Industrial Relations, Employment and Training</u>		
C/101/2019	Claim by complainant that the Ministry is occupying his premises without informing him and without his consent.	Explained
C/181/2019	No reply to letter addressed to the Ministry by complainant regarding his termination of employment.	Rectified
C/184/2019	Non-payment of additional remuneration to certain Carers and no job security.	Pending
<u>Land Transport and Light Rail</u>		
C/198/2019	Complainant avers that an Officer at the then National Transport Authority has established a “certificat de gage” without his knowledge or authorisation.	Pending
C/211/2019	No reply received by complainant to his protest in respect of a fine imposed by the then National Transport Authority.	Rectified
C/41/2020	Complainant avers he cannot renew the Motor Vehicle Licence and the insurance in respect of a van imported by him registered under a different name as the vehicle is under an attachment order.	Rectified
C/53/2020	Different approaches by Officers of the National Land Transport Authority while dealing with contraventions.	Pending
C/61/2020	Application by complainant for a taxi licence made a year ago not yet considered.	Pending
C/113/2020	“Harassment and mistreatment at work” averred by complainant who is a YEP Trainee.	Discontinued
C/158/2020	Anomaly on complainant’s National Identity Card.	Pending
C/184/2020	No reply to complaint made at the National Land Transport Authority.	Explained
<u>Local Authorities</u>		
LA/C/21/2017	Encroachment on common lane by complainant’s neighbour. Matter reported to Council but no action has been taken.	Rectified

LA/C/99/2017	Obstruction of shop by cake seller. Matter reported to Council several times. No action taken yet.	Explained
LA/C/32/2018	Refusal by Council to record complaint.	Rectified
LA/C/42/2018	Obstruction along street by complainant's neighbours thus impeding access by complainant.	Explained
LA/C/51/2018	Lack of proper drainage system causes yard of temple to be completely flooded.	Rectified
LA/C/63/2018	No action taken in respect of a report of damaged road made some six months ago.	Pending
LA/C/92/2018	Free passage of rain water blocked by a small wall thus causing stagnation. No action taken by Council.	Pending
LA/C/98/2018	Report of poor sanitation and security hazard, etc. made since more than two years. No action taken.	Pending
LA/C/5/2019	Upgrading of road leading to public beach required.	Explained
LA/C/6/2019	Illegal construction of hall near complainant's house. Boundaries not respected.	Action taken
LA/C/24/2019	Health and odour nuisances caused by pig-breeding by complainant's neighbour.	Pending
LA/C/45/2019	Illegal activities by Guest House. No action taken by authority concerned.	Pending
LA/C/71/2019	Road obstruction – problem not solved since several months.	Pending
LA/C/75/2019	Complaint regarding illegal construction not yet attended to.	Pending
LA/C/76/2019	Illegal construction being put up by complainant's neighbour. Matter reported to the Council but no action is being taken.	Explained
LA/C/81/2019	Rainwater from illegal structure put up by complainant's neighbour discharged onto complainant's property.	Explained
LA/C/85/2019	E-waste (refrigerator, washing machine) abandoned by roadside.	Rectified

LA/C/98/2019	Cooking of “briyani” on a large scale for commercial purposes by complainant’s neighbour causes a series of inconvenience, etc.	Explained
LA/C/103/2019	Bus wrecks and parts abandoned by roadside.	Rectified
LA/C/105/2019	Illegal rearing of cattle in a residential area. Matter reported to various authorities but no action taken.	Explained
LA/C/108/2019	Business company operating in a residential area is a source of distress and discomfort to inhabitants of locality. Report made to Council but no action taken yet.	Rectified
LA/C/111/2019	Illegal activities carried out by complainant’s neighbour causing inconvenience. Matter reported to various authorities but no action has been taken.	Explained
LA/C/112/2019	Noise problem caused by aluminium workshop. No proper action taken by Authority concerned.	Rectified
LA/C/114/2019	No action taken by Council in respect of a report made by complainant about pollution caused by a neighbouring mechanical workshop.	Explained
LA/C/116/2019	Illegal construction by complainant’s neighbour. Matter reported to the Council but no proper action taken.	Explained
LA/C/118/2019	Stone crushing activities near complainant’s residence are a source of noise nuisance. No action taken by authorities concerned.	Pending
LA/C/119/2019	State of road near Chest Clinic almost unusable on account of numerous potholes.	Discontinued
LA/C/120/2019	Request to change street name plate as it causes confusion. No action taken by Council after nearly three months.	Rectified
LA/C/121/2019	“Debris” thrown on bareland behind a housing estate.	Rectified
LA/C/122/2019	Application for street lighting not entertained.	Explained
LA/C/123/2019	Bareland adjacent to complainant’s house infested with insects and great inconvenience caused to nearby inhabitants. Council informed.	Rectified

LA/C/124/2019	Complainant, who holds a valid licence avers that another person operating opposite her shop is using the trade licence of another person to sell alcoholic drinks.	Explained
LA/C/125/2019	Main road in a deplorable state – numerous potholes.	Rectified
LA/C/126/2019	Complainant avers that the rejection by the Council of his application for a building permit is unjustified.	Explained
LA/C/127/2019	Obstruction of drains along street where complainant lives. No action taken by Council in spite of several reports made.	Rectified
LA/C/1/2020	No reply to request for reimbursement of Mileage made some nine months ago by an Officer of the Council.	Pending
LA/C/2/2020	Water from the roof of complainant's neighbour enters in his premises etc.	Explained
LA/C/3/2020	“Nid-de-poule” on public road.	Rectified
LA/C/4/2020	Illegal construction put up by complainant's neighbour. No action taken so far.	Pending
LA/C/5/2020	Additional increments due to complainant as from January 2016 not yet paid.	Explained
LA/C/6/2020	Complaint against an “illegal” Request Notice and Notice of Intended Prosecution.	Explained
LA/C/7/2020	No action taken by complainant's neighbour in spite of a Court judgment to pull down a building and no action taken by Council where the matter has been reported.	Explained
LA/C/8/2020	No proper action taken following a report by complainant regarding excavation works close to his boundary wall by his neighbour.	Explained
LA/C/9/2020	Illegal works reported to Council since 6 months. No action taken so far.	Explained
LA/C/10/2020	Request for erection of a fence at Bigarade cemetery. No reply received after six months.	Explained
LA/C/11/2020	Report made about risky state of road some five months ago not attended to.	Rectified

LA/C/12/2020	Application for conversion of part of an existing building to be used as a multi-purpose hall objected to by certain inhabitants.	Explained
LA/C/13/2020	Environment polluted by noise caused by an aluminium opening manufacturer.	Explained
LA/C/14/2020	No further action taken following complaint made to the authorities concerned – discharging of rain water causing accumulation on road.	Explained
LA/C/15/2020	Stop order issued by Council regarding an illegal construction next to complainant's house not respected.	Pending
LA/C/16/2020	Illegal construction reported to Council a year ago by complainant. No action taken so far.	Explained
LA/C/17/2020	All types of wastes dumped at the foot of a mountain.	Rectified
LA/C/18/2020	Complainant avers that the Council has unlawfully tarred his private property.	Explained
LA/C/19/2020	Illegal construction reported to Council. No action taken.	Explained
LA/C/20/2020	Illegal construction of garage by complainant's neighbour. Matter referred to Council a year ago but no action taken so far.	Rectified
LA/C/21/2020	No consideration given to complaint regarding an illegal construction on boundary wall by complainant's neighbour.	Pending
LA/C/22/2020	All types of waste dumped on public beach.	Rectified
LA/C/23/2020	Complaint against illegal construction by complainant's neighbour.	Pending
LA/C/24/2020	Wastes deposited near market is a source of odour nuisance.	Rectified
LA/C/25/2020	Complaint against an illegal dormitory made to the concerned authority more than a year ago. No action taken so far.	Pending
LA/C/26/2020	Illegal activities within a purely residential area.	Explained
LA/C/27/2020	Complainant, a high-ranking Officer at the Council avers (i) harassment by the Chief	Pending

	Executive and (ii) unjustified deduction from his salary.	
LA/C/28/2020	Operation of illegal mobile victualler is the source of various problems.	Explained
LA/C/29/2020	Public roads being used as markets, thus causing inconvenience. No action taken by authorities concerned.	Explained
LA/C/30/2020	No action taken regarding obstruction of natural water course reported to Council.	Pending
LA/C/31/2020	Issuing of licence without due diligence by the District Council resulting in immense prejudice to complainant.	Explained
LA/C/32/2020	Abandoned bus by roadside – a blot on the landscape.	Rectified
LA/C/33/2020	Presence of a large number of gas cylinders by the side of complainant's building is a source of numerous nuisances. Matter reported to Council but no action taken after one year.	Explained
LA/C/34/2020	Averment that the Council has illegally proclaimed a private road as a public road, etc.	Pending
LA/C/35/2020	Owner of snack, bakery and pastry shop operating illegally.	Explained
LA/C/36/2020	Report of illegal construction put up by complainant's neighbour. No action taken by authority concerned.	Explained
LA/C/37/2020	No reply to a complaint against the erection of a boundary wall.	Explained
LA/C/38/2020	Century-old Banyan tree situated on State Land poses immense threat to surrounding residential houses.	Rectified
LA/C/39/2020	Objection to the opening of a victualler shop not considered by the Council. Numerous nuisances averred.	Explained
LA/C/40/2020	No reply received in respect of a complaint against a commercial property not respecting conditions imposed by Council.	Pending
LA/C/41/2020	Illegal extension of boundary wall. Matter reported to Council. No action taken since nearly a year.	Rectified

LA/C/42/2020	Damages consequential to utility works alongside complainant's property not yet attended to.	Rectified
LA/C/43/2020	Alleged illegal use of complainant's private wall by her neighbour. No action taken by authority concerned.	Discontinued
LA/C/44/2020	Case of noise and air pollution, etc. reported to certain authorities. No action taken so far.	Explained
LA/C/45/2020	Illegal rearing of cattle reported by complainant. No action taken by authority concerned.	Explained
LA/C/46/2020	Illegal constructions leading to poor ventilation and high risk of flooding. No action taken by the Council.	Pending
LA/C/47/2020	Complainant avers that he is being prosecuted a second time for the same offence for which he was prosecuted before and which case was dismissed. Avers harassment by Council.	Explained
LA/C/48/2020	Letter addressed to the Chief Executive of the Council nearly two months ago has remained unanswered.	Pending
LA/C/49/2020	Noise pollution, etc. caused by complainant's neighbour's activities. No action taken by authorities concerned.	Explained
LA/C/50/2020	Illegal operation of cremation ground giving rise to unhygienic condition and nuisance caused to surrounding residents. No action taken by authorities concerned.	Explained
LA/C/51/2020	Noise pollution and other activities are a source of great nuisance to complainants and family. No action taken by authorities concerned.	Pending
LA/C/52/2020	No action taken following report by complainant of dumping of trees and bushes.	Pending
LA/C/53/2020	Illegal building being put up by complainants' neighbour. No action taken by Council where the matter was reported.	Rectified
LA/C/54/2020	Application for "No Parking" road marking.	Not Investigated
LA/C/55/2020	Illegal constructions reported to Council but no action taken.	Pending

LA/C/56/2020	Request by complainant for the fixing of concrete slabs in front of her house for the sake of free access and movement not yet attended to.	Rectified
LA/C/57/2020	Prejudice caused to complainant by the Council which has constructed a drain diverting directly on his plot of land.	Pending
LA/C/58/2020	Complainant avers that he has been left out during the national clean up campaign of bulky waste – his garbage has not been collected.	Explained
LA/C/59/2020	Illegal erection of wall reported to authority concerned but no reply received.	Pending
LA/C/60/2020	Continuous harassment, threats and property damage alleged by complainant.	Explained
LA/C/61/2020	Application for a Building and Land Use Permit (BLUP) treated in an unfair manner.	Pending
LA/C/62/2020	Complainant contests the Notice served on him by the Council.	Pending
LA/C/63/2020	No reply received by complainant who reported a case of illegal construction on a public road.	Pending
LA/C/64/2020	Application by complainant for the transfer of a stall at Goodlands Market initially in the name of his late father to his name not yet considered since nearly three years.	Pending
LA/C/65/2020	Objection against dormitory project. No reply from Council so far.	Pending
LA/C/66/2020	Workshop is a source of various nuisances.	Pending
LA/C/67/2020	Conversion of existing building into a multi-purpose hall next to complainant's house. Fear about noise pollution.	Explained
LA/C/68/2020	No action taken by Council to remove or demolish an illegal construction.	Pending
LA/C/69/2020	Averment that an illegal construction and its development is a source of nuisance to neighbourhood. No proper action taken by Authority concerned so far.	Explained
LA/C/70/2020	Complaint in relation to a source of nuisance reported to Council. No action taken.	Pending

LA/C/71/2020	Workshop is a source of various nuisances.	Pending
LA/C/72/2020	No action taken in respect of an objection to the issue of a Building and Land Use Permit.	Pending
LA/C/73/2020	Illegal construction works reported to Council but no action taken so far.	Pending
LA/C/74/2020	Trespassing caused by complainant's neighbour's commercial activities. No action taken by authorities concerned.	Not Investigated
LA/C/75/2020	Noise nuisance caused by workshop.	Explained
LA/C/76/2020	Prejudice and disturbance caused to complainants by the erection of a barber's shop next to their residence operating in an illegal way. No action taken by authorities.	Pending
LA/C/77/2020	No action taken following objection to the construction of a garage next to complainants' residence.	Pending
LA/C/78/2020	Malpractices at the Council.	Pending
LA/C/79/2020	Complainant avers he wants to ensure a fair and transparent Building and Land Use Permit (BLUP) to a private company.	Pending
LA/C/80/2020	Delivery by workshop on the road causes circulation problems.	Pending
LA/C/81/2020	Construction on common road continues notwithstanding revocation of the Building and Land Use Permit (BLUP) by the Council. No further action taken by Council.	Pending
LA/C/82/2020	Objection to the issue of a Licence of Dealer in liquor and alcoholic products.	Pending
LA/C/83/2020	Building and Land Use Permit in respect of a gate in front of complainant's house granted after it had been initially refused.	Pending
LA/C/84/2020	Construction of garage in a residential zone. No fixing of Notice Board. No action taken by Council.	Pending
LA/C/85/2020	No reply to request for payment of "Long Service Increment" as per PRB Report 2016.	Pending

LA/C/86/2020	Several nuisances caused by 13-storey commercial building next to complainant's house.	Pending
LA/C/87/2020	Illegal building put up next to complainant's house. Matter reported to the Council but no action has been taken.	Pending
LA/C/88/2020	Request for fixing of some concrete slabs in front of complainant's residence for safety reasons not attended to since more than three months.	Pending
LA/C/89/2020	Illegal vehicle depot and noise nuisance reported to the Police and to the Council. No action taken so far.	Pending
LA/C/90/2020	Request made by complainant for the fixing of concrete slabs over a drainage canal in order to allow a safe passage to an adjoining grotto not yet considered after more than three months.	Pending
LA/C/91/2020	Activities at a commercial building cause traffic problem.	Pending
LA/C/92/2020	Dangerous condition of block wall near set of traffic lights reported to Council. No action taken.	Pending
LA/C/93/2020	Street lighting bulbs needing replacement.	Pending
LA/C/94/2020	Report made by complainant into the construction of a neighbouring residential building consisting of three floors using inappropriate materials – solidity of construction feared.	Pending
<u>Local Government, and Disaster Risk Management</u>		
C/201/2019	Complainant avers discrimination against him by Police Officers.	Explained
C/79/2020	Complaint regarding promotion problems.	Rectified
C/80/2020	Complainant, a high-ranking Officer at a District Council avers harassment by its Chief Executive and deduction from his salary without jurisdiction.	Pending
C/118/2020	No fire exit on first and second floors of building occupied by complainant. Matter	Pending

	reported to authority concerned. No action taken yet.	
C/135/2020	Complainant, a Station Officer of the Mauritius Fire and Rescue Service alleges victimization and discrimination.	Pending
C/139/2020	Complainant, a Station Officer at the Mauritius Fire and Rescue Service, avers harassment and unfair treatment as he has been transferred ten times during a period of three years.	Explained
C/191/2020	Long distance travelling averred by Officers of Local Authorities, thus resulting in various problems.	Explained
C/198/2020	Letters addressed to the Ministry regarding measures taken to make public buildings accessible for persons with disabilities have remained without any reply.	Explained
<u>National Infrastructure and Community Development (National Development Unit)</u>		
C/1/2020	Complainant, a shop-owner avers that damage has been caused to items in his shop due to structural work on the road by the NDU's Contractor.	Explained
C/37/2020	Request for the placement of humps made more than a year ago ignored.	Explained
<u>National Infrastructure and Community Development (National Infrastructure Division)</u>		
C/70/2020	Several problems encountered by complainant who is a Rodriguan working at the Road Development Authority.	Discontinued
C/100/2020	No action taken regarding complaint about bad condition of road, etc.	Explained
C/208/2020	Tree near a football ground constitutes a danger for the public. No action taken by authority concerned.	Pending
<u>Ocean Economy, Marine Resources, Fisheries and Shipping</u>		
C/69/2019	Unfair Transfer of certain Officers.	Pending

Police

C/45/2018	Untried detainee awaiting her trial. Arrested since more than two years.	Explained
C/48/2018	Complainant, a detainee since nearly four months, claims his innocence in a case of importation of drugs.	Explained
C/161/2018	No reply to letter addressed by the complainant to the Commissioner of Police.	Pending
C/217/2018	Complainant contests decision of the Police regarding an alleged case of embezzlement.	Explained
C/222/2018	Refusal by Police to favour complainant with a report in respect of a road accident involving her vehicle.	Pending
C/53/2019	Interdicted Police Constable not drawing any salary although the case against him has been struck out by the Court.	Pending
C/85/2019	Complainant, a detainee, requests that his personal belongings be transferred from the Supreme Court to his place of detention.	Pending
C/135/2019	Application by foreign national to enter Mauritius not yet considered after more than four months.	Pending
C/140/2019	Complainant's salary not adjusted following his reinstatement after having been interdicted.	Rectified
C/172/2019	Averment by complainant that no enquiry has been made by the Police into a case of road accident in which she was victim.	Explained
C/183/2019	Nuisances caused by complainant's neighbour's dogs. No action taken by authorities concerned.	Explained
C/215/2019	Complaint made to various authorities in respect of nuisances caused by butchery not attended to.	Explained
C/217/2019	Concrete and iron waste dumped on abandoned land near a sugar cane plantation. Matter reported to Police but no action taken.	Rectified

C/218/2019	Refusal by Police Enquiring Officer to record a statement from complainant's wife in relation to a road traffic accident.	Explained
C/221/2019	Complainant's neighbour throwing waste in front of his house. Matter reported to Police de L'Environnement, among others, but no action has been taken.	Explained
C/2/2020	Refusal by Police Sergeant to record certain facts in complainant's statement concerning a road accident.	Explained
C/15/2020	Complainant avers having been bitten by a dog and matter reported to the Police, inter alia. No action taken so far.	Not Investigated
C/19/2020	Complainant not informed about the fate of the complaint made by him to the Police some seven months ago.	Explained
C/27/2020	Request by complainant for copies of certain documents made since more than a week not acceded to.	Explained
C/31/2020	Nuisances caused to the neighbourhood by complainants' neighbours (husband and wife).	Explained
C/36/2020	Complainant not made aware of the outcome of a report made by him some 10 months ago.	Explained
C/51/2020	Invasion of privacy and moral harassment averred by complainant against her neighbours.	Explained
C/56/2020	Case of assault against complainant reported to the Police since nearly three years. No reply received by complainant so far.	Explained
C/58/2020	No action taken in respect of a matter reported to the Police since almost one year.	Discontinued
C/60/2020	Lump sum and other benefits due to retired Public Officer not yet paid after more than two months.	Pending
C/74/2020	Averment of punitive transfer by Police Sergeant.	Explained
C/81/2020	Request for the outcome of a criminal case reported to the Police.	Explained

C/82/2020	Concern expressed by complainant regarding a “blind spot” which may be the cause of an accident not considered by the Police.	Rectified
C/84/2020	No reply to complainant’s request for copies of his declaration and of his statements to the Police.	Explained
C/85/2020	No reply received by complainant to a letter he wrote to the Commissioner of Police more than three months ago.	Rectified
C/88/2020	Protest against the Police of Quatre Bornes for not taking action regarding a dangerous dog on the road.	Discontinued
C/89/2020	No reply received by complainant to a letter he wrote to the Commissioner of Police nearly four months before.	Rectified
C/90/2020	Request for outcome of case reported by complainant to the Police since nearly two years.	Explained
C/107/2020	Report of forgery case to the Police since nearly seven months. No response from the Police Station as yet.	Pending
C/121/2020	Abandoned plot of land constitutes an eyesore and represents a danger to the vicinity thereof. Matter reported to Police de l’Environnement.	Rectified
C/122/2020	Request for information regarding an accident.	Pending
C/123/2020	No reply to letter addressed by complainant to the Commissioner of Police.	Pending
C/126/2020	Harassment caused to complainant and her husband by their neighbour reported to Police on several occasions but no action has been taken so far.	Explained
C/131/2020	No reply received by complainant to letters addressed to the Police.	Rectified
C/136/2020	Faulty alarm system keeps ringing several times and causes great inconvenience to neighbour and his family.	Explained
C/140/2020	Detainee reports a case of larceny and destruction of his private property. Requests Police enquiry into the case.	Pending

C/143/2020	No action taken by Police in respect of a case reported by complainant more than two years ago.	Explained
C/149/2020	Police Officers acting in a reckless manner.	Pending
C/155/2020	Illegal parking on pavement. No action taken by the Police.	Explained
C/164/2020	No reply to letter addressed by complainant to the Commissioner of Police.	Rectified
C/174/2020	No action taken by the Police following a complaint made in respect of a shop selling alcoholic drink without permit next to complainant's house.	Pending
C/177/2020	Noise nuisance caused by complainant's neighbours. No action taken by authority concerned.	Explained
C/188/2020	Overhead "passerelle" meant for pedestrians being used by motorcyclists. Complainant requests for police presence.	Explained
C/192/2020	Case of attempt at murder reported by the complainant. Avers that the Police has not treated her case "professionally"	Pending
C/196/2020	Letter addressed to the Police following a declaration made at a Police Station has remained unanswered.	Pending
C/203/2020	Complainant avers that a certain sum of money which belongs to her and was produced as exhibit before the trial court has not been returned to her.	Pending
C/204/2020	Trespassing caused by complainant's neighbour's commercial activities. No action taken by authorities concerned.	Pending
C/219/2020	Complainant detained in custody since nearly four years. No charge against him yet.	Pending
C/220/2020	Request by foreign detainee in a case of importation of drugs for his case to be heard the soonest possible.	Pending
C/221/2020	Foreign national arrested since more than a year in a drug-related case requests that the case against him be lodged before the Court.	Pending

C/222/2020	No action taken by authorities concerned following several complaints made regarding an illegal alcohol seller.	Pending
C/223/2020	Complainant claims the restitution of certain articles secured from him following his arrest by the Police and conviction by the Court.	Pending
C/227/2020	Complainant avers having been assaulted and tortured by the Police at the Police Station.	Not Investigated
C/229/2020	Police Constable under the Rodrigues Establishment and now posted in Mauritius requests for his transfer to Rodrigues where his child aged 8 years is traumatised on account of his absence.	Pending
C/238/2020	Noise and other nuisances caused by a “bar” where alcohol is being served next to complainant’s house. No action taken by the Police.	Pending
C/242/2020	Averment by complainant that the Police is ignoring her request for a reply regarding an entry made at the C.I.D. of Eau Coulée Police Station.	Pending
C/243/2020	Report of theft made by complainant. No action taken by the Police.	Pending
<u>Prime Minister’s Office</u>		
C/57/2019	Request for construction of drains and canals in complainant’s locality made some six months ago not attended to.	Rectified
C/202/2019	TV licence unduly claimed from complainant who does not possess a TV set.	Rectified
C/210/2019	Constant disturbances during news broadcast by Mauritius Broadcasting Corporation.	Explained
C/32/2020	Correspondence addressed to the Mauritius Broadcasting Corporation contesting certain charges in respect of TV licence fee ignored.	Pending
C/59/2020	No reason given for rejecting application for permission to attend a meeting.	Explained
C/109/2020	Complainant avers that details presented by the Manager, Procurement and Supply in a matter reported to the latter are fallacious.	Not Investigated

C/152/2020	Several issues faced by the staff of the Government Information Service.	Pending
C/240/2020	Mistake by the Office of the Registrar of Civil Status on complainant's father's death certificate.	Pending
<u>Prisons</u>		
C/128/2017	Detainee's personal belongings missing upon his transfer from one prison to another.	Explained
C/36/2019	Claim for overdue ad hoc allowance, etc.	Explained
C/213/2019	Unwarranted punitive measures taken against detainee.	Explained
C/219/2019	Detainee, an HIV patient, not receiving proper medication whilst in prison.	Explained
C/4/2020	Averment that the kitchen at Central Prison is in a deplorable state.	Explained
C/116/2020	Detainee avers that he has been tricked into signing a letter.	Discontinued
C/120/2020	Averment by detainee's nephew that letters from the former have never been posted by Prison Authority.	Discontinued
C/146/2020	Detainee avers that he has been denied "extra-remission" earned.	Discontinued
C/154/2020	Detainee avers he has not been called to collect clothing confiscated from his cell.	Pending
C/156/2020	Request for information regarding Prison Rules.	Explained
C/193/2020	Detainee avers he has not been returned his portable phone ever since his release from jail.	Not Sustained
C/218/2020	Detainee avers he is the victim of moral harassment and persecution.	Pending
<u>Public Infrastructure & Land Transport</u>		
C/115/2019	Rain water entering complainant's premises and causes damage thereto. Several attempts to contact the authority concerned but no response obtained.	Pending
C/119/2019	Responsibility allowance denied to complainant.	Pending

C/177/2019	Complainant, a Public Officer, removed from payroll without being informed.	Rectified
<u>Public Service, Administrative and Institutional Reforms</u>		
C/203/2019	Complainant avers wrong determination of seniority placing.	Pending
C/22/2020	Non-payment of allowance for the post of Project Manager.	Rectified
C/183/2020	Claim for certain allowances due to complainant.	Pending
C/185/2020	Complainant avers that her change in posting is causing her mental unrest and disturbance.	Pending
C/236/2020	Ill-treatment and harassment at work averred by complainant.	Discontinued
<u>Rodrigues</u>		
ROD/C/2/2018	Application for a change of the plot of land leased to complainant not considered since two years.	Pending
ROD/C/10/2018	No reply to application made since August 2017 for a plot of State land for commercial purpose (cold storage).	Pending
ROD/C/13/2018	Non-payment of meal allowance to Senior Pharmacy Technicians/Pharmacy Technicians.	Rectified
ROD/C/14/2018	No compensation paid for “loss” of private land.	Pending
ROD/C/22/2018	Application for residential lease still not considered after more than four years.	Pending
ROD/C/23/2018	Scheme of service not yet approved.	Pending
ROD/C/2/2019	Request made since almost five years for a transfer of State land lease not yet considered.	Pending
ROD/C/8/2019	Complainant avers he has paid for lease of State land but no lease agreement has been signed yet.	Pending
ROD/C/11/2019	Discrepancies in salary.	Rectified
ROD/C/13/2019	Ambiguity in complainant’s Scheme of work.	Rectified
ROD/C/17/2019	Non-payment of overtime to complainants.	Pending
ROD/C/26/2019	Non-payment of retiring benefits.	Explained

ROD/C/28/2019	Complainant avers he has not been paid any compensation in respect of his boat which was completely destroyed during cyclone Gelena.	Explained
ROD/C/30/2019	Claim for incremental credits which should have been awarded months ago.	Rectified
ROD/C/31/2019	Non-payment of increments due to complainant notwithstanding claims made more than a year ago.	Rectified
ROD/C/32/2019	No reply to request for payment of ad hoc allowance following adjustment of Scheme of Duties.	Rectified
ROD/C/33/2019	Non-payment of additional increment as per PRB Report 2016.	Rectified
ROD/C/34/2019	Non-payment of additional increment as per PRB Report 2016.	Rectified
ROD/C/35/2019	Application for lease of State land made since more than 20 years not yet approved.	Explained
ROD/C/37/2019	Complainant, redeployed as Temporary Fire Fighter at the Rodrigues Fire and Rescue Service, has not yet received his letter of confirmation.	Pending
ROD/C/38/2019	Non-payment of compensation for performing higher duties.	Pending
ROD/C/40/2019	No refund yet to complainant who lost his fishing boat during cyclone Gelena some seven months ago.	Rectified
ROD/C/42/2019	Non-payment of car allowance in lieu of duty remission.	Explained
ROD/C/43/2019	Delay in approving complainant's application for study leave with pay.	Discontinued
ROD/C/45/2019	Unpaid overtime.	Rectified
ROD/C/46/2019	"Key Allowance" not paid to complainants.	Explained
ROD/C/1/2020	Complainant avers discrimination against his person which causes him prejudice regarding his future promotion.	Pending
ROD/C/2/2020	No action taken by Labour Office following complaint made thereat.	Explained

ROD/C/3/2020	Application for a track road which gives access to the main road made years ago denied to complainant.	Discontinued
ROD/C/4/2020	Claim for allowance for shouldering additional responsibilities not attended to since more than three years.	Pending
ROD/C/5/2020	Claim for refund of sick leave by seven Officers who have been reinstated and resumed duty after more than three years after interdiction.	Explained
ROD/C/6/2020	Mistaken use of complainant's name in a Police case has caused him prejudice in securing a job in the Public Service.	Explained
ROD/C/7/2020	Application for State land lease still pending since nine months.	Pending
ROD/C/8/2020	Malicious and illegal termination of employment of complainants.	Pending
ROD/C/9/2020	Acting appointment not taken into consideration for payment of retirement benefit.	Pending
ROD/C/10/2020	Request for an additional room to a house already allocated to complainant.	Not Investigated
ROD/C/11/2020	Payment of passage benefits delayed.	Rectified
ROD/C/12/2020	Slackness in the processing of acting appointment and filling of vacant post.	Rectified
ROD/C/13/2020	Anomaly on complainant's pay slip.	Pending
ROD/C/14/2020	Application for State land lease made more than six years ago still not attended to.	Pending
ROD/C/15/2020	Complainant not provided with Certificate of Employment.	Pending
ROD/C/16/2020	Complainant avers that he is not provided with facial mask whilst on duty, nor has been provided with evening meal.	Pending
ROD/C/17/2020	Request by Nursing Officer presently posted in Rodrigues that her husband, a Police Officer, be transferred there on account of her situation and that of her two children aged 2 and 3 years.	Rectified

ROD/C/18/2020	Driver not given the opportunity to perform overtime duties since several months whereas other drivers are allowed to do so.	Pending
ROD/C/19/2020	Complainant's Farmer's Card not renewed since more than two years.	Pending
ROD/C/20/2020	Lady complainant requests the posting of her partner, a Rodriguan born Police Officer back to Rodrigues in view of her various family problems.	Pending
ROD/C/21/2020	Complainant not paid for having worked on public holidays on three occasions.	Pending
ROD/C/22/2020	Application for a residential lease made more than five years ago still not attended to.	Pending
<u>Social Integration and Economic Empowerment</u>		
C/190/2019	Case of a woman who sleeps on the pavement every day.	Discontinued
<u>Social Integration, Social Security & National Solidarity (Social Integration Division)</u>		
C/13/2020	Unfair dismissal and non-renewal of contract.	Pending
C/148/2020	Non-payment of passage benefit.	Not Justified
C/187/2020	Complainant avers that her house has been completely destroyed by fire since two years. No assistance received from National Empowerment Foundation.	Explained
C/211/2020	Complainant's handicapped daughter deprived of school materials from which she was benefitting.	Pending
<u>Social Integration, Social Security & National Solidarity (Social Security and National Solidarity Division)</u>		
C/199/2019	Non-receipt of widow and orphan pensions	Pending
C/200/2019	Disallowance of child allowance to orphans of muslim widows.	Pending
C/214/2019	Pension and bonus not yet paid.	Rectified
C/220/2019	No action taken in respect of an allegation of illtreatment, malpractice and irregularities at a Home.	Pending

C/18/2020	Short-payment of lump sum due to complainant.	Rectified
C/42/2020	Application for 12 days' vacation leave not approved. Complainant avers it is an infringement of his rights.	Explained
C/43/2020	Application for financial assistance made since a year not yet attended to.	Explained
C/68/2020	Complainant's Basic Invalid Pension discontinued.	Discontinued
C/93/2020	Claim for payment of overtime performed during cyclone turned down.	Explained
C/94/2020	Application for financial grant by complainant who is a dialysis patient made some eight months ago not yet considered.	Rectified
C/95/2020	Claim for Invalidity Carer's Allowance by severely handicapped complainant.	Rectified
C/102/2020	Complainant not paid his full lump sum.	Explained
C/119/2020	Complainant's Social Aid to enable her children to attend school suppressed since several months without notice.	Explained
C/130/2020	Non-payment of pension.	Explained
C/137/2020	No payment of overtime effected.	Pending
C/151/2020	Complainant, a lady of 94 years, disputes the cancellation of her carer's allowance.	Explained
C/182/2020	Complainant who has registered herself on the Social Register of Mauritius (SRM) has received no reply nor has been contacted for any kind of help.	Pending
C/194/2020	Non-payment of arrears of contributory pension.	Explained
C/199/2020	No reply to letter addressed by complainant to the Ministry.	Pending
C/202/2020	Retired public Officer not appropriately remunerated.	Explained
C/210/2020	No social aid received by complainant for her six-months-old daughter.	Pending

C/213/2020	Complainant avers that his change in posting may be hazardous for his health.	Rectified
C/214/2020	Issues relating to the safety of guests for the International Day of Persons with disabilities raised by complainant.	Pending
C/225/2020	Basic Invalidity Pension refused to complainant.	Pending
C/226/2020	Complainant's pension unjustly suppressed.	Pending
C/235/2020	Old age pension not credited to complainant's bank account since more than a year.	Pending
C/244/2020	Request by complainant, a Public Officer, to know the balance of his vacation leave, not attended to.	Pending
<u>Social Security, National Solidarity & Reform Institutions (Social Security Division)</u>		
C/231/2018	No reply to application for financial assistance made since more than 18 months.	Discontinued
<u>Social Security, National Solidarity & Environment & Sustainable Development (Social Security & National Solidarity Division)</u>		
C/61/2019	Refusal to fill complainant's Performance Appraisal Form by his Superior.	Rectified
C/66/2019	Complainants' increments disallowed since January 2018 without any valid reason.	Pending
C/90/2019	Officers of Technical Cadre allegedly humiliated and denigrated by Permanent Secretary.	Not Investigated
C/110/2019	Disallowance of Basic Widow's Pension (BWP) to Muslim widows.	Pending
C/161/2019	Complainant's basic invalidity pension (BIP) discontinued since three months.	Rectified
C/192/2019	Basic Retirement Pension not paid since 5 years.	Pending
<u>Technology, Communication and Innovation</u>		
C/198/2018	Case of indiscipline and abusive behaviour at work. No action taken so far.	Rectified
C/1/2019	Non-implementation of PRB recommendation regarding early and late arrivals for duty.	Explained

C/168/2019	Abuse of authority re exigencies of the service.	Explained
C/174/2019	Complainant avers maladministration and mismanagement at the Registry of the Ministry where she is employed.	Explained
<u>Tourism</u>		
C/52/2020	Kiosk found on public beach has lost its roof since a long time.	Rectified
C/63/2020	No reply to application for variation of trade name.	Rectified
C/129/2020	No reply to request by complainant for a change of embarkation point in respect of his pleasure craft.	Explained

STAFFING STRUCTURE

Sn	DESIGNATION	In Post as at December 2020	Gender		
			Male	Female	
Senior Officials					
1	Ombudsman	1	1	-	<i>Establishment</i>
2	Senior Investigations Officer	1	1	-	<i>Establishment</i>
Technical Staff					
1	Investigations Officer	1	-	1	<i>Establishment</i>
Finance & Procurement Cadres					
1	Principal Financial Operations Officer	1	-	1	<i>Establishment</i>
2	Principal Procurement Supply Officer	1	1	-	<i>Ah-Doc</i>
3	Assistant Procurement & Supply Officer	1	1	-	<i>Ah-Doc</i>
General Services					
1	Office Management Executive	1	-	1	<i>Establishment</i>
2	Human Resource Executive	1	-	1	<i>Ah-Doc</i>
3	Safety & Health Officer	1	-	1	<i>Ah-Doc</i>
4	Office Management Assistant	1	-	1	<i>Establishment</i>
5	Confidential Secretary	1		1	<i>Establishment</i>
6	Management Support Officer	6	2	4	<i>Establishment</i>
7	Word Processing Operator	2	-	2	<i>Establishment</i>
8	Receptionist/Telephone Operator	1	-	1	<i>Establishment</i>
Workmen's Group					
1	Office Auxiliary/ Senior Office Auxiliary	3	1	2	<i>Establishment</i>
	Total	23	7	16	

ORGANISATIONAL STRUCTURE

