



Republic of Mauritius

Office of the Ombudsman

48th Annual Report
of the
Ombudsman

January-December 2021

OFFICE OF THE OMBUDSMAN

OMB 13/04 VOL. XLVIII

16 August, 2022

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

Your Excellency,

In accordance with section 101(3) of the Constitution of Mauritius, the Ombudsman is required to make an Annual Report to the President concerning the discharge of his functions.

I am pleased and have the honour to present to Your Excellency the 48th Annual Report of the Ombudsman for the year 2021.

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

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



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

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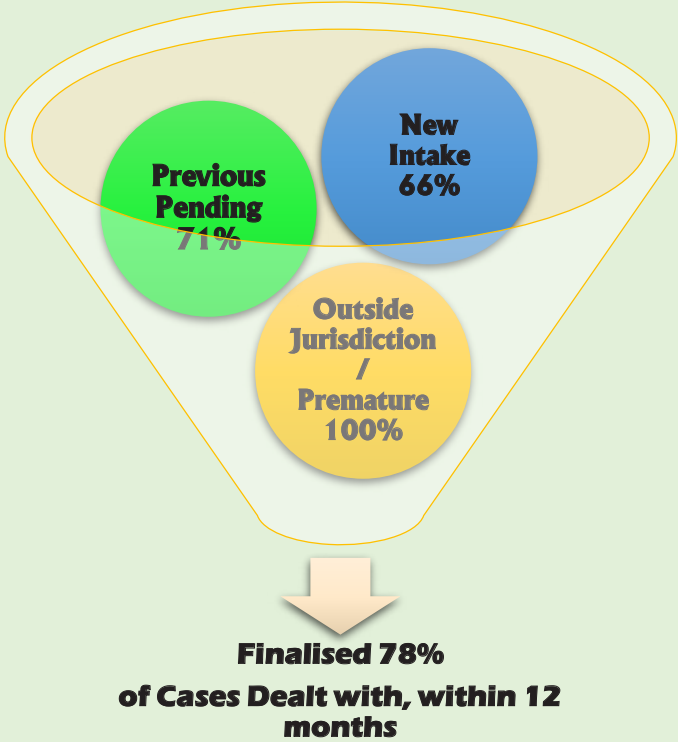
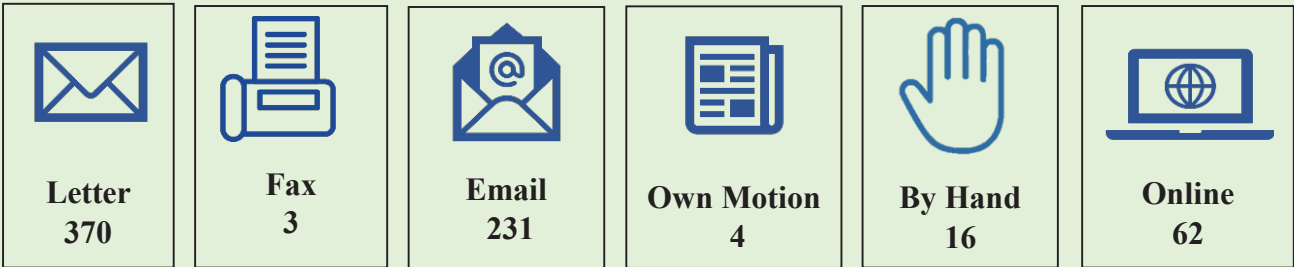
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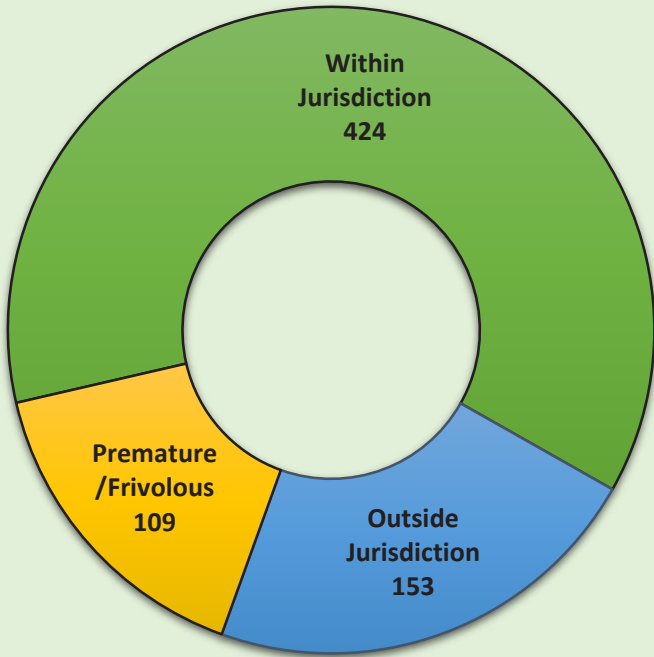
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Highlights

686
Complaints Received





462



160

Others

64

Service Information



1124



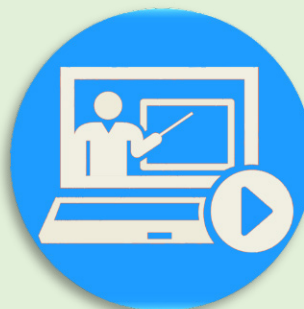
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Acknowledgement Letter

95 % ≤ 5 Days

5 % > 5 Days

Launching of e- Awareness Raising Campaign and Video Promotion



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 48th Annual Report of the Ombudsman. It concerns the discharge of my functions during the year 2021 in the course of which we registered a total of **424 new** cases as detailed below.

4. STATISTICS FOR 2021

Case Intake

Case Intake 2021	
Ministries	236
Local Authorities	80
Rodrigues Regional Assembly	108
TOTAL	424

Table 1 Case Intake and Investigated in 2021

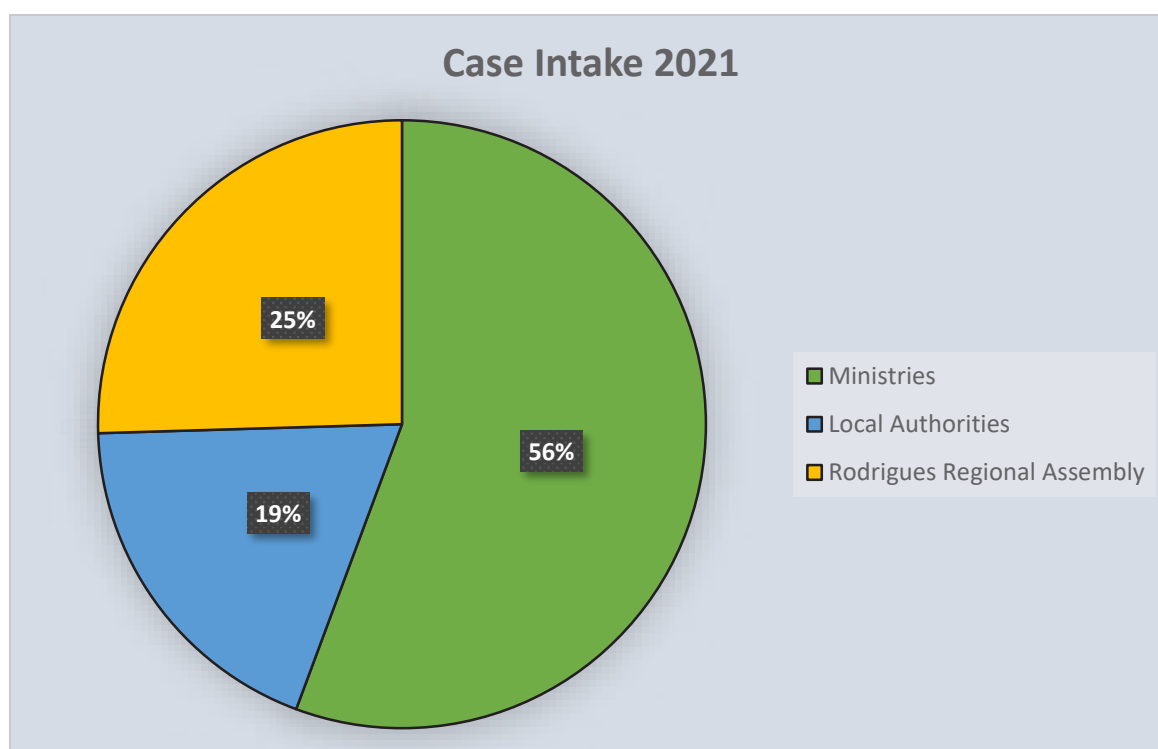


Figure 1 Case Intake and Investigated in 2021

INTAKE CASES DEALT WITH

Ministries/ Departments

Decision taken	Number of cases
Rectified	82
Explained	109
Discontinued	25
Not investigated	2
Not Justified	5
Not Sustained	2
Not Entertained	2
No Maladministration Disclosed	6
Pending	128
Total	361

Table 2 Intake Cases Dealt with Ministries/ Departments in 2021

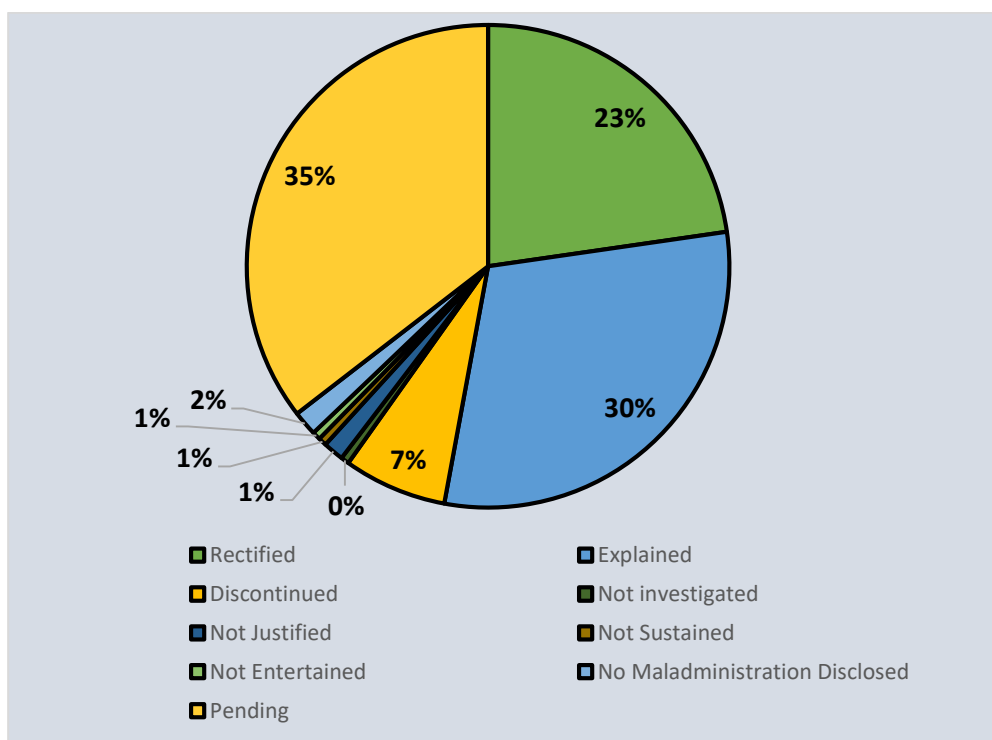


Figure 2 Intake Cases Dealt with Ministries/ Departments in 2021

Local Authorities

Decision taken	Number of cases
Rectified	25
Explained	49
Discontinued	4
Not investigated	2
No Maladministration	2
Pending	53
Total	135

Table 3 Intake Cases Dealt with Local Authorities in 2021

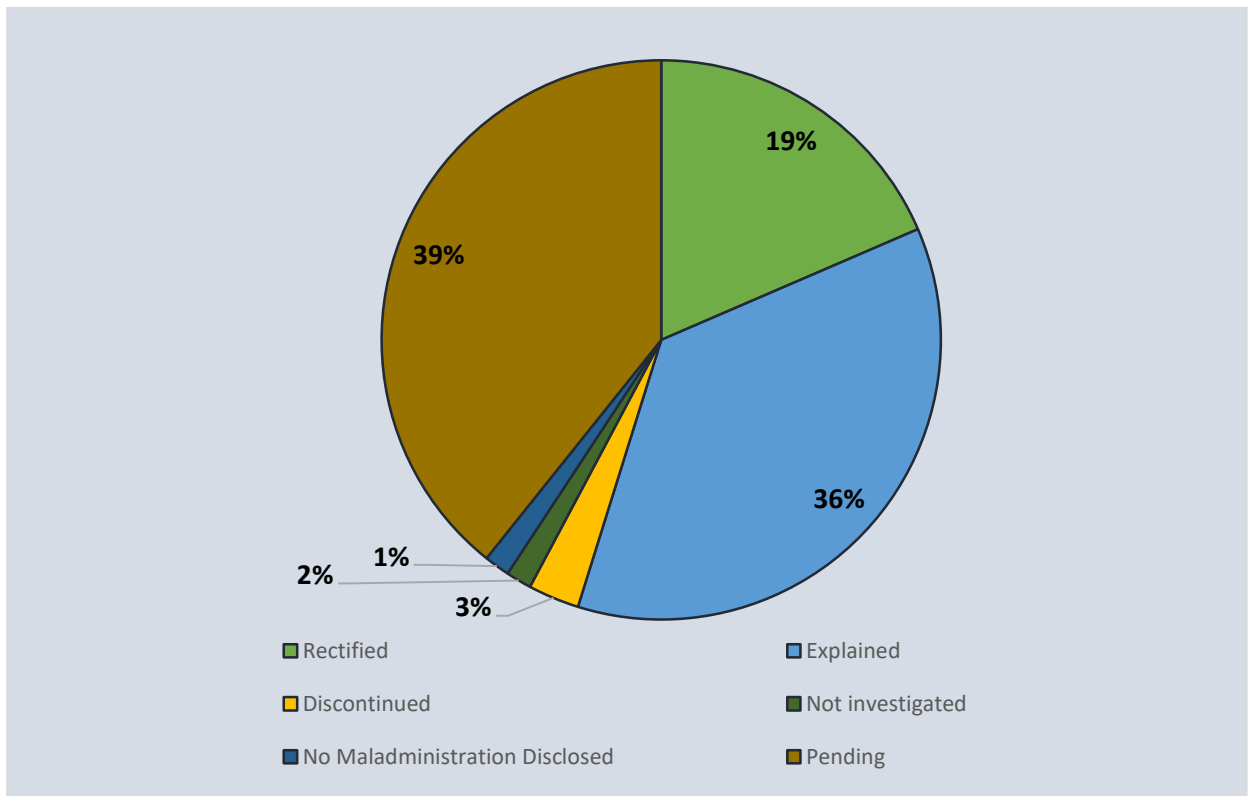


Figure 3 Intake Cases Dealt with Local Authorities in 2021

Rodrigues Regional Assembly

Decision taken	Number of cases
Rectified	84
Explained	28
Not Investigated	1
No Maladministration	1
Pending	18
Total	132

Table 4 Intake Cases Dealt with Rodrigues Regional Assembly in 2021

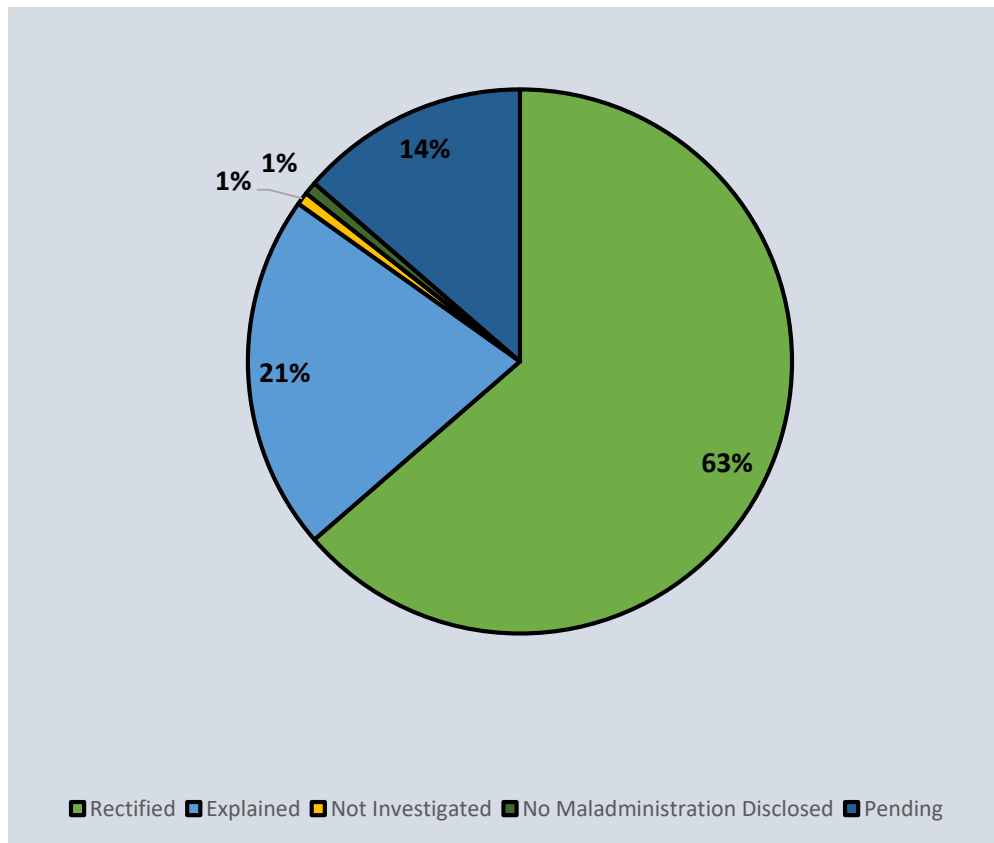


Figure 4 Intake Cases Dealt with Rodrigues Regional Assembly in 2021

An overview of our statistics for Year 2021 is as follows –

Cases pending as at 31 December 2020	204
Case intake/investigated	424
Cases dealt with	890 (includes 424 new cases, 262 miscellaneous & copies of complaints and 204 cases pending as at 31.12.2020)
Cases rectified	191
Cases explained	186
Cases discontinued	29
Cases not investigated	5
Cases not justified	5
Cases not sustained	2
Cases not entertained	2
Cases no maladministration disclosed	9
Miscellaneous and copies of complaints	262
Cases pending as at 31 December 2021	199

Table 5 Statistics for the Year 2021

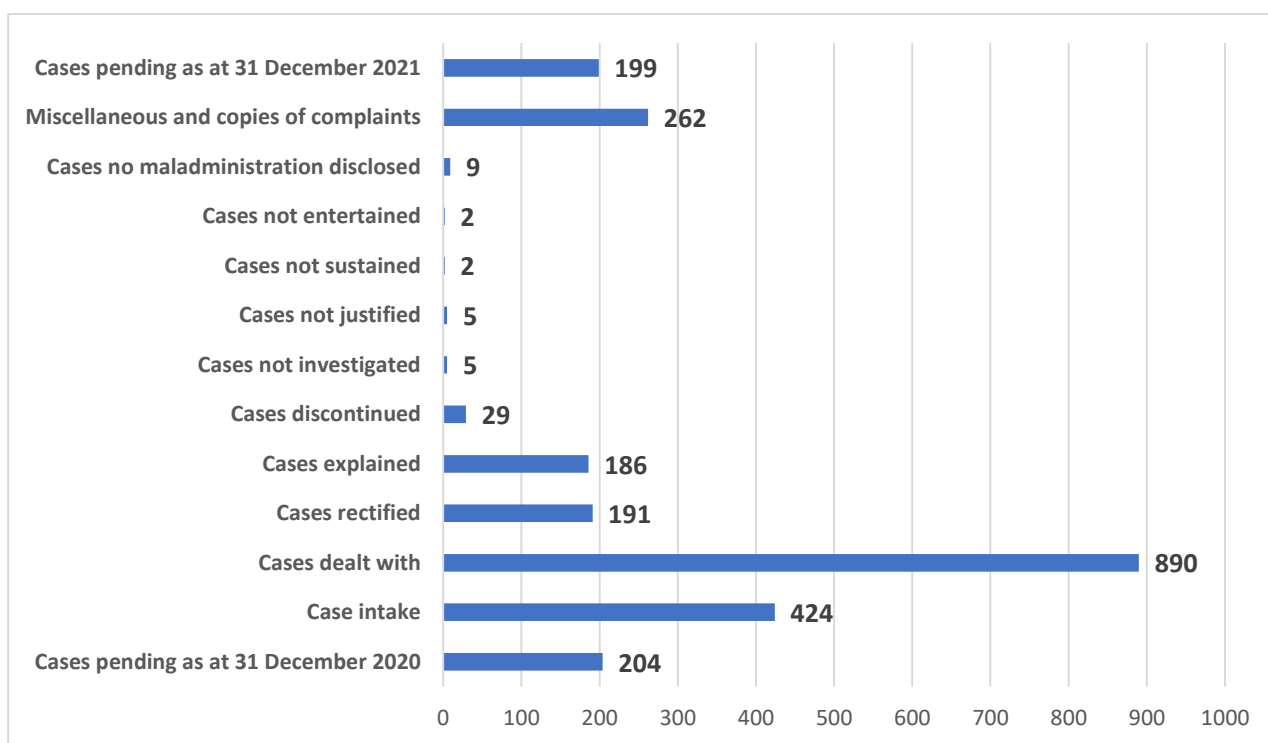


Figure 5 Statistics for the Year 2021

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

ACCOUNTING OFFICER'S REPORT

I am pleased to report that the Office met its objectives for the third consecutive year despite operating under the uncertain circumstances caused by the COVID-19 pandemic. The Office's performance improved from 71% in the previous year to 78% during the reporting period.

With regard to COVID-19, in 2021 we were able to adapt to the changed environment that the pandemic brought about. For instance, we ensured that technical staff members had the tools needed to maintain minimum service continuity during disruption resulting from the closure of Office. This included ensuring that our work force had laptops, communication and internet facilities to enable them work from home. The Office successfully processed around 200 correspondence received through email, handled more than 17 complaints and opened 6 new cases which were assessed to be within our jurisdiction.

However, we could not pursue the planned outreach activities and suspended our walk-in services due to sanitary restrictions in force around the island. The awareness serves as information sessions on the mandate and role of the Ombudsman. Such events normally target public who live in remote areas. Once it became clear that the rise in the number of virus infected patients prevented the face-to-face meetings, we promptly review our strategy and decided to launch our first ever e-campaign and video promotion in December 2021.

The Office noted a significant decline in expenditure at the closing of Financial Year 2020-2021 due to reduced spending related to travel and accommodation including visits to Rodrigues. The saving made it possible for the Office to respond to the unforeseen requirements brought about by the pandemic such as publication costs and other inter-related expenses in connection with our e-campaign.

The biggest challenge the Office experienced during the lockdown was its inability to ensure 100% monitoring and follow-up of on-going investigations due to non-availability of an e-Complaint Management System. We envisage to seek the Government support in terms of funding and technical hands, in order to materialize this project thus enabling this Office to digitalize its case management capability.

Another critical concern is the human resource challenge in terms of inadequate Investigations Officers which had a direct impact on the operational aspects such as conduct of outreach activities, inspection of complaint sites and timely resolution of complaints. The engagements with the Government through the Secretary to Cabinet and Head of Civil Service regarding funding for additional technical officers are continuing.

The audit of accounts and Corruption Risk Assessments carried out at the Office regarding the adequacy and effectiveness of the controls within the institution was confirmed. The Management is more than ever committed to continue the implementation of internal control procedures in order to sustain clean audit outcome in subsequent years.

Finally, I wish to express my sincere appreciation to the technical and all support staff of the Office for their team spirit and commitment in respond to our goals and objectives. A special mention goes to the talented support staff of the Investigations Section who were instrumental and outstanding in the mounting of the promotion video under the guidance of the Investigations Officer. My gratitude to the Director, Government Information Service and Ecole de Sourds for their technical support and assistance.

Strategic Objectives

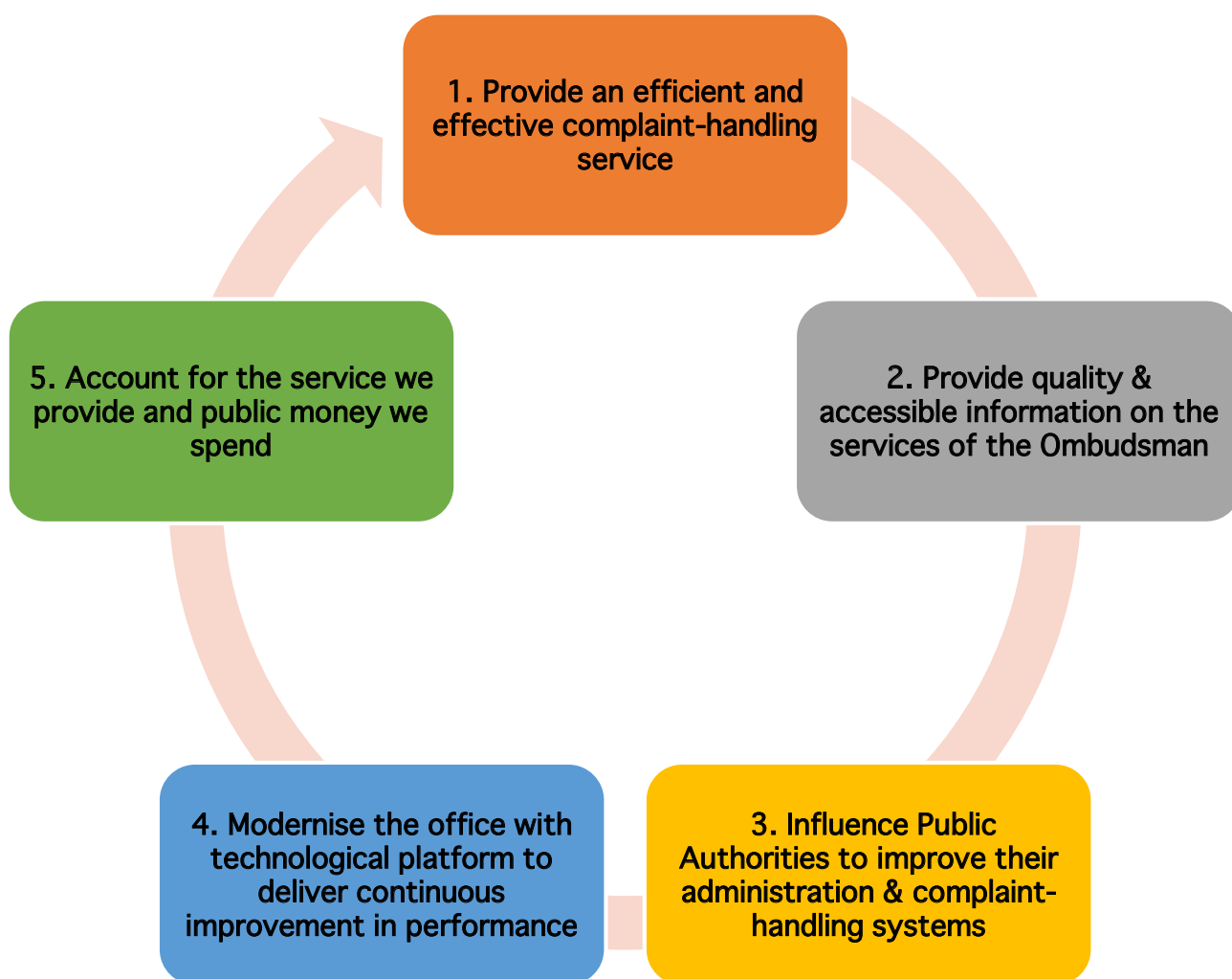


Figure 6 Our Strategic Plan 2020/21-2024/25

In line with the Constitutional mandate given to the Ombudsman, the Office received a total of **686** complaints compared to **594** received in 2020, i.e an increase of 15.5%. We finalized **691** cases during the period under review. These include new intake cases, previous year pending cases and matters that are finalized without investigating such as no jurisdiction or premature complaints.

In 2021, we dealt with **890** cases, **424** of which were complaints that fell within our jurisdiction i.e. against Ministries/Department, Local Authorities and the Rodrigues Regional Assembly, **153** cases were miscellaneous, (i.e. outside our jurisdiction/

frivolous/trifling), **204** were pending cases from the previous year and the remaining were copies of letters (i.e. **109** normally those not comply with the statutory requirements thus considered premature). We recorded an increase of 16 percent on last year probably due to the increase in pending cases.

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. The reasons for missing the target in a minority of areas are due to the temporary closure of the Office to prevent the spread of the Covid-19 pandemic.

Of the total cases (890) dealt with, the Office has finalised 691 cases (including 148 pending cases), thus representing **78%**. The remaining **22%** (i.e 199 cases) were still pending as at December 2021.

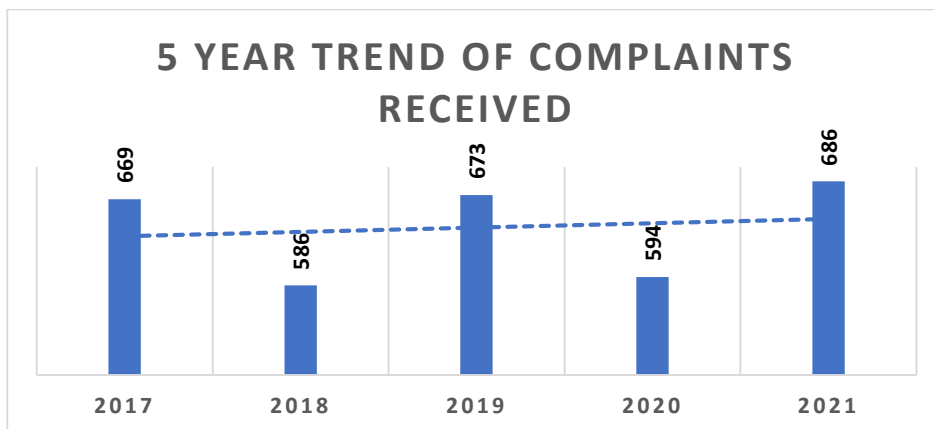


Figure 7 5 Year Trend of Complaints Received

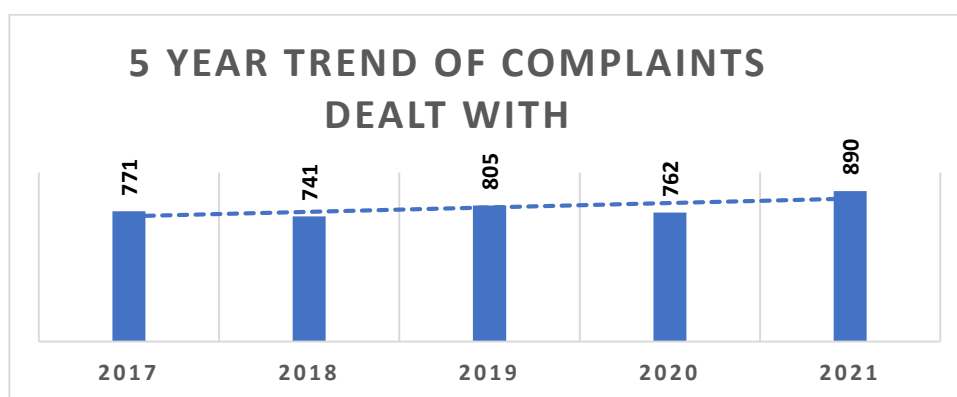


Figure 8 5 Year Trend of Complaints Dealt With

OUR KEY PERFORMANCE INDICATORS (KPIs)

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

KPI 1: CASES FINALISED WITHIN THE YEAR 2021

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

Cases Finalised within the Year 2021	
Cases investigated	890
Cases finalised	691
Cases pending as at December 2021	199

Table 6 Cases Finalised within the Year 2021

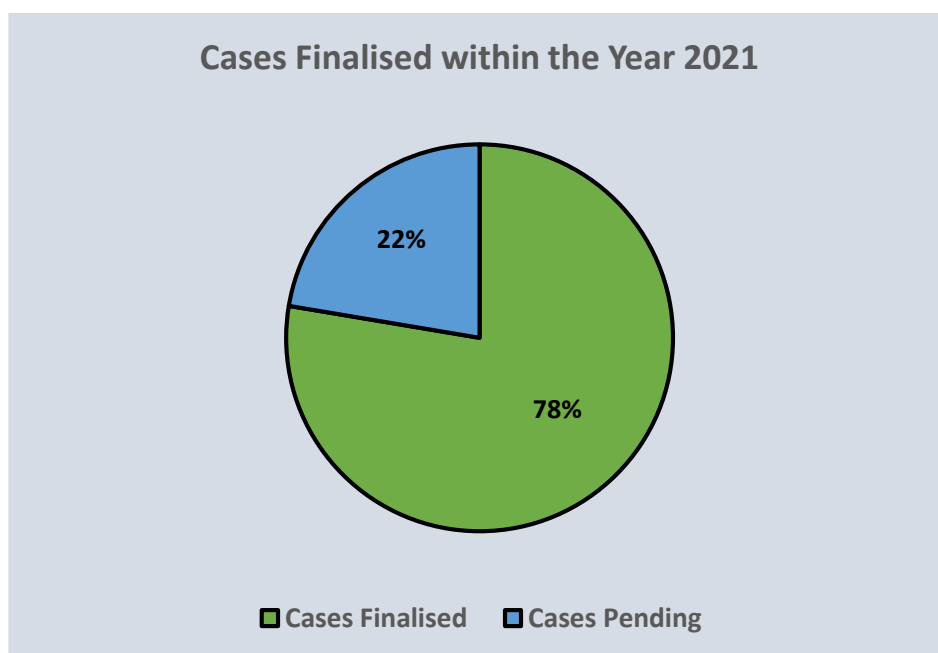


Figure 9 Cases Finalised within the Year 2021

Comparative Table- Finalised Cases Year on Year			
Target	Scores %	Scores %	Scores %
	2019	2020	2021
70%	73%	71%	78%

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 2021, of the total number of complaints received, 592 were acknowledged within the statutory timeframe, 29 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 third consecutive year.

Timeliness of Complaints Acknowledged for the Year 2020	Number of Cases	Score %
Complaints acknowledged within 5 days	592	95%
Complaints acknowledged beyond 5 days	29	5%

Table 8 Timeliness of Complaints Acknowledged for the Year 2021

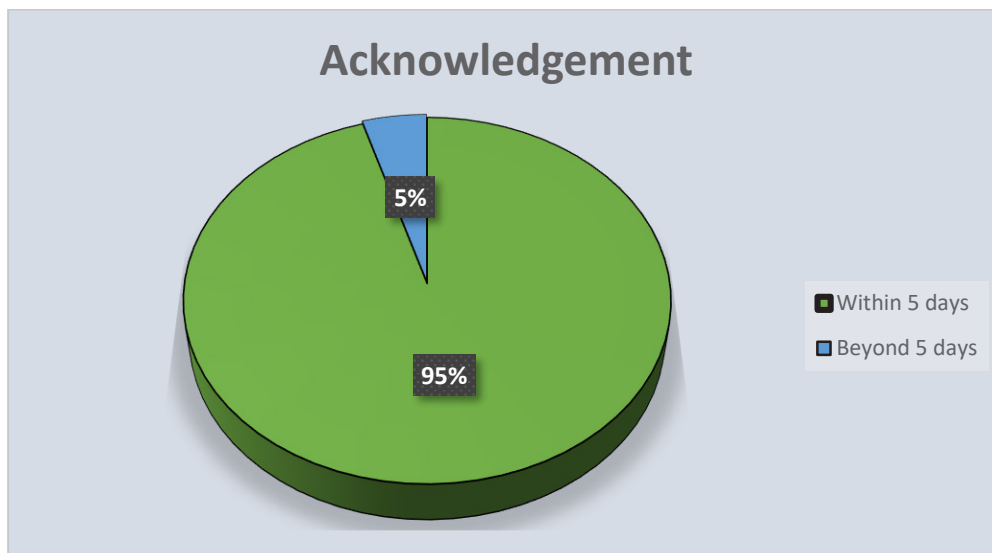


Figure 10 Acknowledgement of Complaints

Comparative Table - Acknowledgement of complaints within 5 working days						
Target	2019		2020		2021	
	No.	%	No.	%	No.	%
90%	419	95%	454	95%	592	95%

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

KPI 3: INVESTIGATION MONITORED AND FOLLOWED UP WITHIN THE YEAR 2021

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

As highlighted above in 2021, we were better prepared to maintain continuous monitoring and following up of on-going investigations with authorities concerned during the sort period of lockdown. The score represents an average % of our ongoing investigations. It is expected to address this issue with the implementation of the e-Complaint Management System.

Key Performance Indicator	Target	Score
% of investigation monitored and followed up within 12 months	100%	95%

Table 10 Key Performance Indicator

Comparative Table- Investigations monitored and followed Year on Year			
Target	Score %	Score %	Score %
	2019	2020	2021
100%	100%	85%	95%

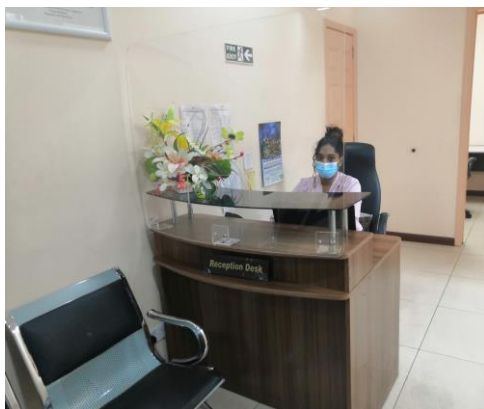
Table 11 Comparative Table- Investigations monitored and followed Year on Year

KPI 4: COMPLAINANT SATISFACTION SURVEY

The Office is committed to continuous learning. Throughout the year we ask members of the public who have contacted or visited our Office for assistance to tell us about their experience regarding our services.

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 2021 the Office was opened to the public for a period of 10 months plus except during the lockdown period from 10 March to 01 May 2021. **62** members of the public visited our Office for assistance out of whom **39** responded positively to our Customer Feedback Survey whilst the remaining did not participate in the exercise. The fall in the number of visitors was largely driven by the reluctance of members of the public to walk-in for enquiries due to the resurgence of COVID-19 cases around the island. This has led to a significant fall in the number of feedback received compared to previous year (i.e 227 Feedback in 2020)

Overall satisfaction with our Customer service

We asked the public to give us an indication of how satisfied they are with the level of customer service we provide, i.e. facilities put at their disposal for comfort, welcome, etc...

The survey found that **95.23 %** of the public who completed the survey form were satisfied with the customer service. Only two persons expressed their dissatisfaction. However, when requested to explain in detail the shortcomings found, none of them could provide a clear indication but they averred that they were disappointed with the outcome of the investigations. The Office thus considers that their response was irrelevant in that specific context of customer service.

Overall satisfaction with service information

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

Of all those who completed the survey, **81%** expressed their full satisfaction with regard to the service information obtained from us whilst the remaining **19%** rated not satisfied. It is noteworthy that they were all existing complainants calling at the Office to enquire on the progress of their investigation and thus were not new members of the public who visited for service information. However, after having scrutinized the comments, we noted that some complainants stated that we had taken too long to resolve cases, although it was

improving, and others were partly unhappy with the outcome of the investigation, or could not personally meet the Technical Officer for an update in the investigation.

The Office also measured the timeliness of resolved cases. In 2021 we finalized 266, out of 424 investigations, within a period of 6 months from receipt of the complaint to completion, compared to 191, out of 362 investigations in 2020. The Office has seen an increase in the number of complaints received in the last 3 years and our efforts are on-going to seek additional funds from the Government in order to increase the number of our technical hands. The score is expected to improve once we are provided with adequate human resources and funds in the future.

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, we noted a score of 78% of visitors who were satisfied when they left our Office. The survey intends to gather information on the level of satisfaction from new complainants after having provided with the service information. It is noteworthy that the 22% of visitors were those who were not satisfied with the outcomes or time taken to resolve their cases. They were advised to fill and submit the Survey Form C which addresses the subject-matter for our consideration.

General Observation

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

The Office noted a decrease in the level of satisfaction among those visitors i.e., 84.75%, compared to last year's result. We have examined the suggestions/comments and some of them do not objectively reflect the intended outcome as they were irrelevant to the context of the survey.

The Office has a team of dedicated Officers who are responsible to approach and gather more details from dissatisfied complainants in order to enable us to take corrective measures. The information the team gathers, helps us identify where we need to improve our service and where there may be lesson to be learnt by individual staff or the Office as a whole. The survey also reveals that there can be times when complainants are disappointed with our decision not to hold their complaint, or when we are unable to investigate thereon.

Key Performance Indicator	Target	Score
% of complainants' satisfaction survey which provide an average of 'satisfied' or 'very satisfied' to our service	75%	84.75%

Table 12 Key Performance Indicator

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

<i>“wait too long to have answers and solutions to solve my case”</i>
<i>“I’m disappointed with the time taken for making a decision. I thought that with the power of the Office my complaint and request will be quickly solved but it did not attain my expectation”</i>
<i>“I hope my request will be approved”</i>
<i>“tres bonne information”</i>
<i>“Good information and advice from Mr Bhurtun”</i>
<i>“Good”</i>
<i>“Pas satisfait du developement de mon cas”</i>

Table 13 Some extracts of the comments/ feedbacks

Disaggregated Data

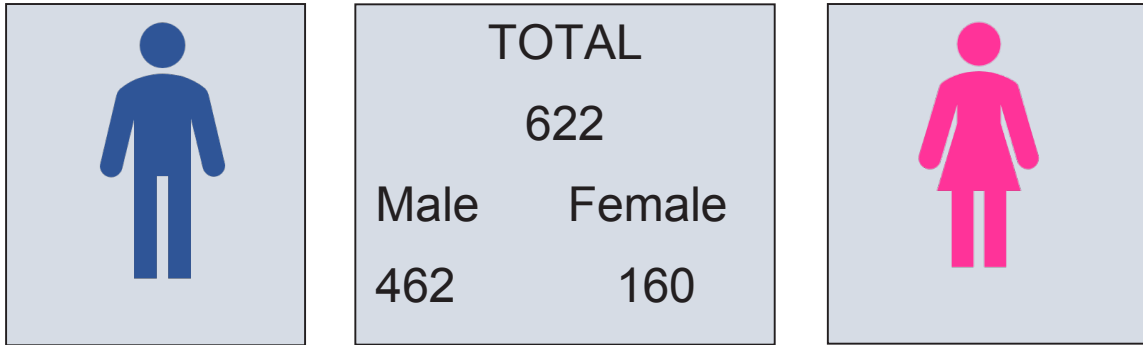
Understanding the diversity of the complainants who use the services of the Ombudsman can help us identify barriers to complaining and steps we can take to support the public particularly the vulnerable groups such as elderly persons or persons with disability. Records available indicate that the demographic profile of complainants has remained broadly similar to the previous year.

The data below except for gender (i.e computed on a total of 622 complaints received), represents scores for the new intake cases (i.e 424) excluding miscellaneous, copies of letters, anonymous and own-motion for the year 2021.

Disaggregated Data	%
Male	74%
Female	26%
18 – 30 yrs	9%
31- 45 yrs	41%
46 – 59 yrs	26%
60 and above	16%
Disabled	3%
Not disabled	89%
Public Officers	38%
Private Entities/Individuals	45%
Retirees	9%
No Available information	8%

Table 14 Disaggregated Data

A. Demographic Profile



B. Age Group

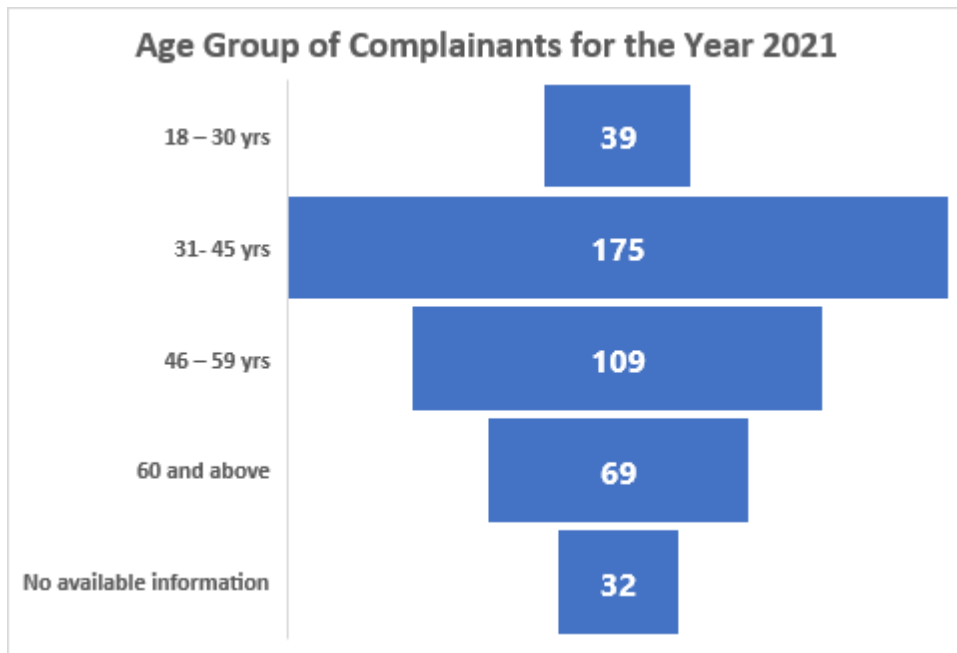


Figure 11 Age Group of Complainants for the Year 2021

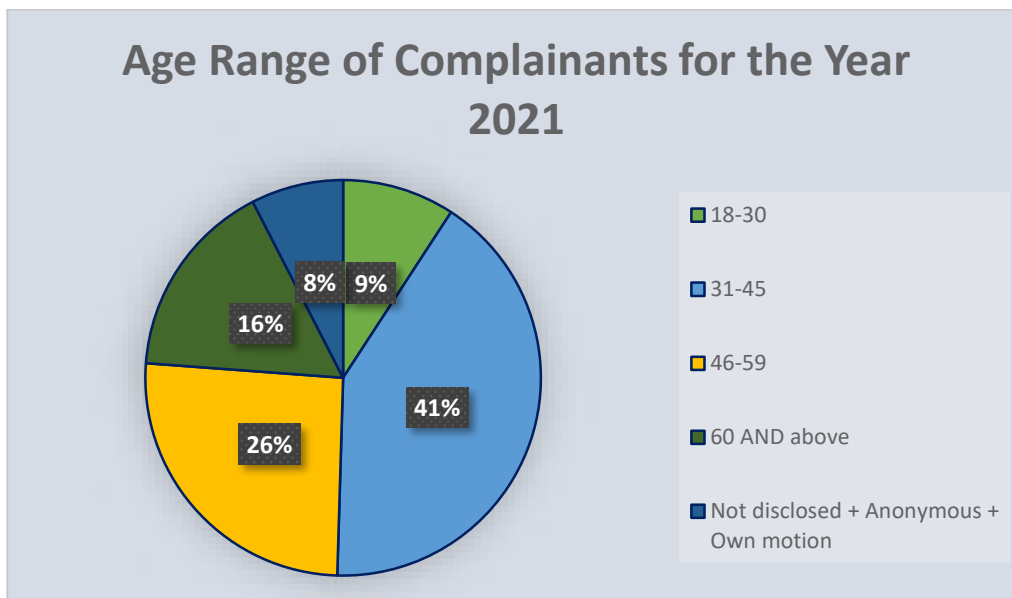


Figure 12 Age Range of Complainants for the Year 2021

C. Disability

Complainants with Disability for the Year 2021	
Disabled	14
Not disabled	378
No available information	32

Table 15 Complainants with Disability for the Year 2021

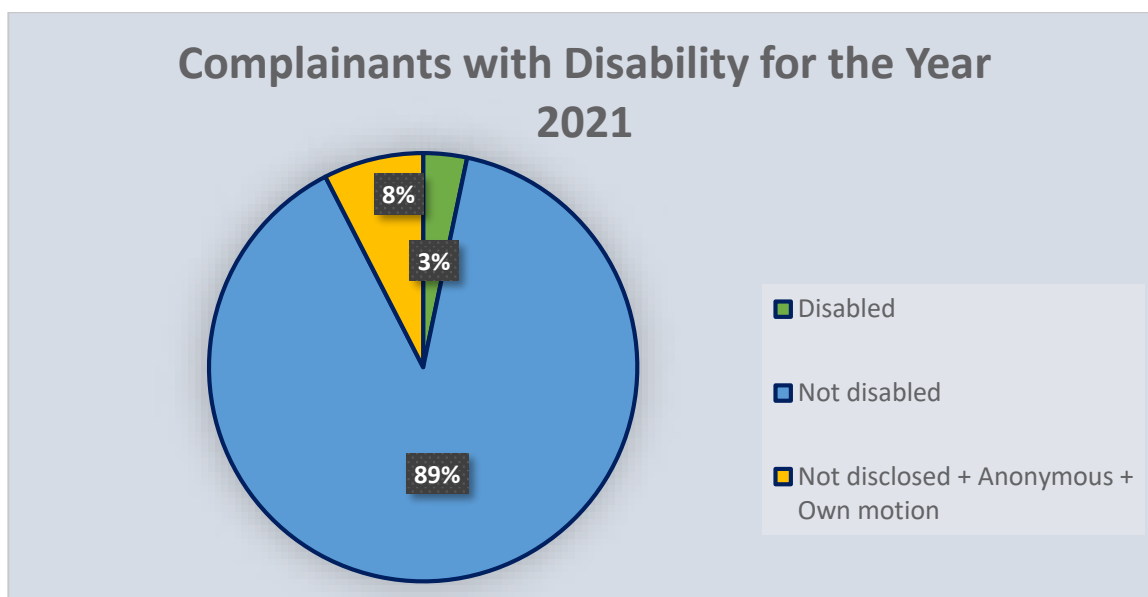


Figure 13 Complainants with Disabilities for the Year 2021

D. Profession of Complainants

Profession of Complainants for the Year 2021	
Public Officers	162
Private Entities	191
Retirees	39
No available information	32

Table 16 Profession of Complainants for the Year 2021

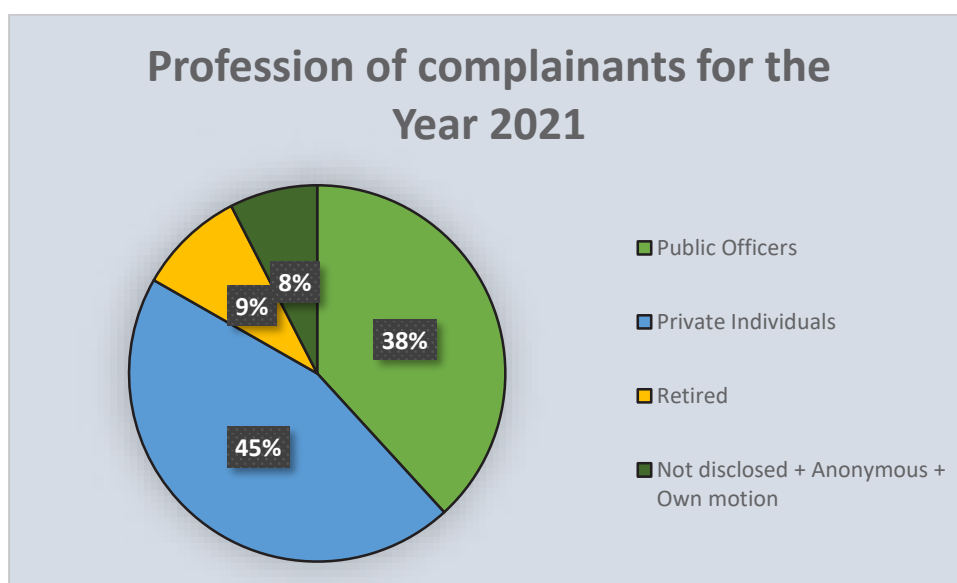


Figure 14 Profession of Complainants for the Year 2021

Demographic Profile of Complainants/ Visitors for the Year 2021		
	Visitors	Complainants
Male	49	462
Female	13	160
Total	62	622

Table 17 Demographic Profile of Complainants/ Visitors for the Year 2021

**NB. The figures for the complainants represent for the Intake cases, Miscellaneous, and copies of letters for the year 2021.*

Demographic Profile of Complainants for the Year 2021

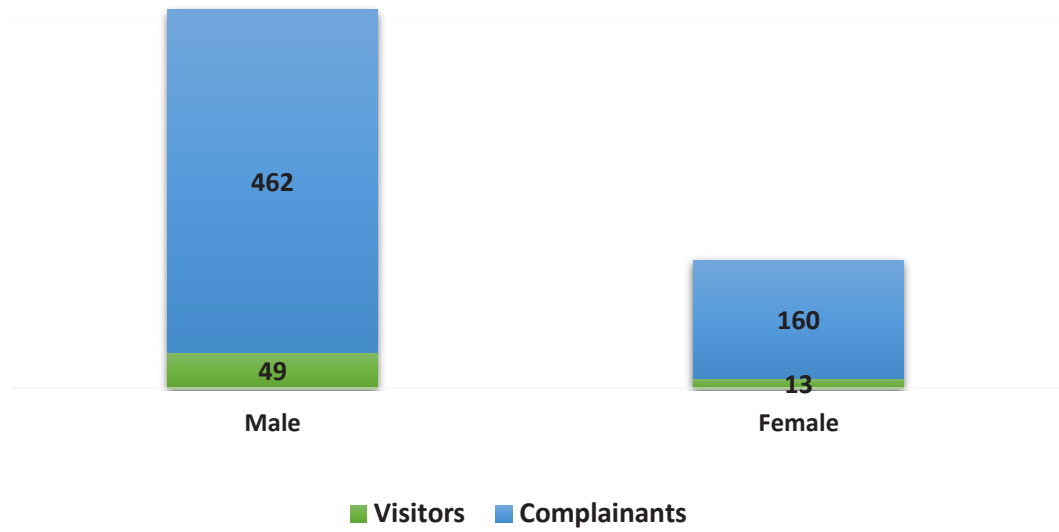


Figure 15 Demographic Profile of Complainants/ Visitors for the Year 2021

Service Information to Visitors

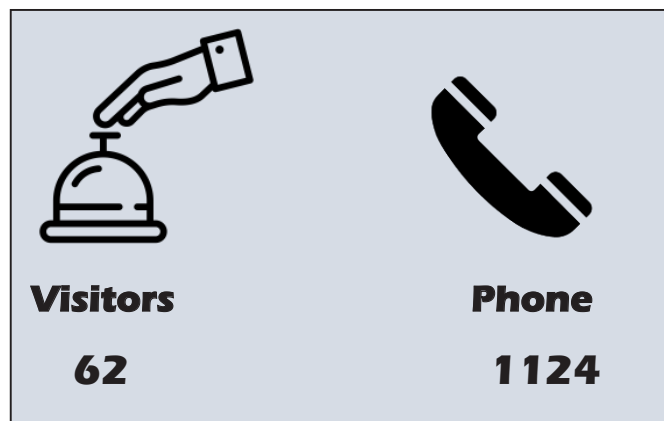


Figure 16 Service Information to Visitors

Looking Forward

In 2022 we shall maintain and strive to continually improve our existing practices in the areas of complaint-handling, intervention in systemic issues and drive service improvements for the benefit of all public service users in Mauritius, Rodrigues and outer islands.

The Office will continue to expand its proactive activities in an effective manner and endeavour to

- (a) Conduct at least 24 outreach activities;
- (b) Ensure compliance with our statutory obligations;
- (c) Enhance our visitors' satisfaction by learning from their experience;
- (d) Ensure that the public are treated fairly and equally and
- (e) 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 to 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.

The Office will therefore continue to be an independent and impartial advocate for administrative fairness. Its success and effectiveness depend 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.

7. Own Motion Cases

The Ombudsman also has the mandate to investigate issues on his own motion. Generally, that is used in a case where a systemic issue is revealed; for example, the Ombudsman can initiate an investigation when something arises in the media or is reported in anonymous letters that is of concern, or that appears to be impacting a large group of individuals. We focus on looking at the root causes of the problem and our focus is on improving processes, practices and policy.

Many people are confused about the scope of our authority. The Legislation makes it clear that we investigate administration. The Constitution describes that the Ombudsman's function is to investigate any decision or recommendation made, or any act done or omission in the course of the administration of a public sector body. This means that the Ombudsman does not investigate legislation. The Ombudsman does not investigate regulations. The Ombudsman does not investigate the policy decisions of the Government, but what we do investigate is the administration and the application of legislative decisions by Government officials.

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

In the course of the year under review, our Office has opened several such cases and we have invited the various Authorities concerned 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 was called upon by our Office to look into with a view to taking appropriate remedial action.

Case No.	Nature Of Problem	Authority Seized	Action Taken
C/1/2021	Wastes all around in village.	Ministry of Local Government and Disaster Risk Management	Arrangement made to fix a street litter bin.
C/15/2021	Person suffering from cerebral palsy (paralysie cérébrale) requested to attend Medical Board although he is bed-ridden.	Ministry of Social Integration, Social Security and National Solidarity	Arrangement made at the Benefit Section for a domiciliary Medical Examination.
LA/C/48/2021	Flooding caused by blocked drains.	District Council of Black River	Reconstruction works completed.
LA/C/58/2021	Flooding along street in Port Louis. Matter reported to Council but no action taken.	Municipal City Council of Port Louis	NDU to undertake construction of drain that is expected to be completed by February 2023.
C/115/2021	Severely handicapped lady confined to bed awaiting desperately for domiciliary visits since two years.	Ministry of Social Integration, Social Security and National Solidarity	Monthly domiciliary visit restored in her favour.

Table 18 Examples of Own Motion Cases

8. Rodrigues Regional Assembly

As the country saw a resurgence of the virus, the Office could not afford to be complacent with the prevailing situation and was urged to act in a ‘precautionary manner’. We knew that waves of Covid-19 would put additional pressure on the stretched medical staff and services. Thus, we decided to postpone our working trip to Rodrigues island during the year under review in order not to incur additional travel and lodging cost imposed on travelers.

Notwithstanding the sanitary situation around the island, the Office received a total of one hundred and eight new complaints from the inhabitants of that island against different Commissions. As illustrated in Appendix E of this Report eighty-four cases stand as “rectified”, twenty-eight others as “explained”, whilst one case was “No Maladministration disclosed” after examination and a single one was “not investigated”. Eighteen of the cases stood as “pending” at the end of the year under review.

9. LAUNCHING OF VIRTUAL AWARENESS-RAISING CAMPAIGN

In 2020, the Office had embarked on an Awareness-Raising Campaign in collaboration with the Citizen Advice Bureau and scheduled a total of 12 awareness sessions in different regions of the country. Unfortunately, only 6 face-to-face sessions were carried out and the remaining sessions for the year 2021 had to be cancelled due to the second wave of COVID – 19. In view of the sanitary restrictions and in order to pursue its outreach activities to raise awareness among the public on its role and service, the Office therefore launched its first E-Campaign in December 2021.

On the 15th December 2021, our first virtual awareness session open to the general public was officially launched. Invitations were sent to Non-Governmental Organisations as well as public and private institutions by email well in advance. A Communiqué was also uploaded on our website and the social media tool of the Government Information Service to inform the public of the E-Campaign. The session was conducted in Creole for a duration of approximately 35 minutes on the Zoom platform and opened with a welcome address by the Ombudsman.



Launching of our first Virtual Awareness Raising Campaign by the Ombudsman, Senior Investigations Officer and Investigations Officer



Welcome address and opening by the Ombudsman

The Office also took this opportunity to launch its first promotional video to familiarize the public with its services. This video was produced by members of our staff who volunteered to participate as actors in order to sensitize the public on the avenue available to them in cases where they face maladministration from any public authority. The Office also received the technical support of the Government Information Service as well as sign interpreters from **L'École des Sourds** for the shooting of the video.



Video on the role and service offered by the Office of the Ombudsman, interpreted in sign language by l'École des Sourds.

This promotional video has been disseminated on the social media page of the Human Rights Division of the Ministry of Foreign Affairs, Regional Integration and International Trade as well as on the YouTube platform so as to reach a maximum number of persons. The video is available on the following link https://youtu.be/BXDCbmbvG_g

While the Office initially planned for only one session, a second session had to be carried out on the 16th December 2021 given the high number of participants who expressed their interest to participate in the session. Overall, 143 persons registered for the virtual session out of which 83 participated.



Mrs. Geetika Devi Kissoon-Sungsam, Investigations Officer conducting the virtual awareness-raising campaign

For the smooth delivery of the virtual sessions, the Office worked in close collaboration with the Central Information Systems Division for the implementation of online Registration and Feedback forms for participants to register for the session as well as leave their feedback on any aspect they wished further clarification or improvement.

We received a total of 39 feedback from the participants after the two sessions and it was encouraging for our staff to observe a positive response from them. We also observed from the feedback received that 36% of them were unaware of our Office till date. An extract of some comments received is reproduced below:

“Keep up with the good work”

“Good Initiative from the Office of the Ombudsman and clear presentation as well.”

“Very informative and comprehensive! Excellent work and keep it up”

“The session was interesting however example of cases which have been successful may be added in future.”

“Much Appreciated even if i could not participate due to meeting at the same time and date. Thanks to communicate any other virtual interaction in the near coming days.”

We also received comments to the effect that the session was too short or not interactive but the Office was limited in time with the virtual platform and thus, advised members of the public to contact us for any further information they may wish to have.

On the whole, the launching of the E-Campaign in 2021 has been a success and has enabled us to harness the talent and capabilities of our staff and the resources available to reach out to the public in these challenging times. We wish to thank all staff members who contributed directly and indirectly to the campaign and also the Central Information Systems Division, the Government Information Service as well as L'École des Sourds for their valuable collaboration. It is in this spirit that the Office of the Ombudsman will pursue the E-Campaign in the year 2022.

10. Cooperation with L'École des Sourds



The Office endeavours to ensure that its practices and procedures for the provision of its services are consistent with the following principles:

- (a) Services should be provided in a manner that respects the dignity of persons with disabilities;
- (b) Persons with disabilities should be given an opportunity equal to that given to others to obtain, use and benefit from the service and
- (c) Communicating with a person with disability should be done in a manner that takes into account the person's disability.

In 2021, the Office of the Ombudsman has strived to give a particular attention to vulnerable members of our society.

In this vein, we have cooperated with L'École des Sourds for the interpretation of our promotional video in sign language so as not to leave anyone behind. We therefore wish to extend our thanks to the institution and look forward to similar projects in the future.



Cooperation with Government Information Service and l'École des Sourds.

11. International Co-operation

Working closely with the international Ombudsman community allows the Office to continuously improve its services by learning from each other's experience. In 2021, the Office continue to actively participating and contributing to the Ombudsman association as a long-standing member of the International Ombudsman Institute (IOI), Association des Ombudsmans et Médiateurs de la Francophonie (AOMF) and African Ombudsman and Mediators Association.

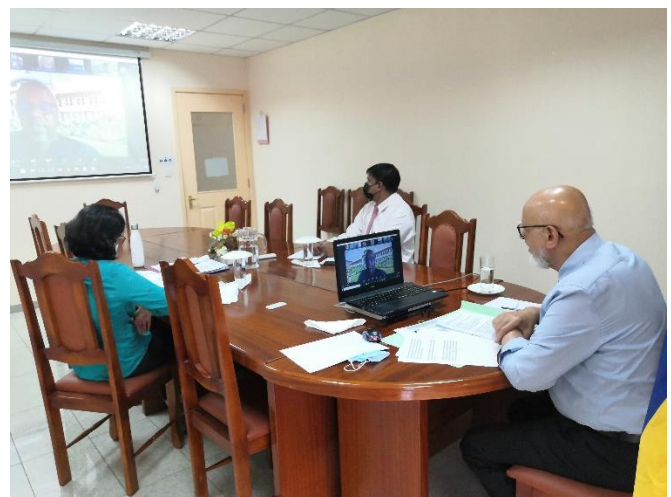
In 2021, Mr S.M. Hatteea, former Ombudsman was invited to act as facilitator in the webinar organized jointly by AOMA/AORC. The topic for discussion was 'Ethical, Transparent and Accountable Leadership' and it was an excellent opportunity to enhance the capacity of African Ombudsman throughout the continent in their tasks. We seized this opportunity to thank all the international institutes and associations for their continued support that positively contribute to the development of skilled resources within the Ombudsman institutions.

The table below shows the number of webinars attended by the Technical Officers of this Office in 2021:

Topic	Host
UN Resolution on Ombudsman and Mediator Institutions	AORC
Side event on Building Transparent , Accountable and Inclusive Institutions	UN Department of Economic and Social Affair
Systemic Investigation	AORC/IOI
Facilitated Discussion: Recalcitrant Respondents	AORC/AOMA
Quality Assurance Mechanism	AORC/AOMA
Risk Management in Africa in response to Covid 19 : Regional Webinars in Africa: Resilience and Recovery from Covid 19 through sound Policy making Confirmation	UN Department of Economic and Social Affair
Advancing the Rights of Older people in an Age of Longevity	IOI- ISRAEL
Launching of first day cover- ICAC	ICAC
Virtual Workshop on the promotion of Intergenerational Equity for Sustainable Development	United Nations- Department of Economic and Social Affairs
Webinar-Complaint Handling	AORC
Comparative Study " Digitalization of public services and the role of the Ombudsman"	IOI

Webinar-Complaint Handling	AOMF
Webinar-Leveraging the Venice Principles and UN Resolutions on the Role of Ombudsman to promote and protect Ombudsman's Organisation.	IOI
Webinar-Seeking Higher Ground- Values and Ethics of the Ombudsman	AORC
Webinar-21st Session of CEPA on " Transforming Institutions and Governance to Build Forward Better Towards 2030"	UN- Sustainable Development Goals
Webinar "Managing Evidence"	AORC
Webinar- " People centered governance in a post pandemic world "	SDG 16 CONFERENCE
Webinar-Effective Investigations Strategies- Building Blocks, Methods/Tools	AORC

Table 19 Webinars Attended



Webinars

12. 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.

In the course of the year under review, eight meetings were held with public officials of the following Ministries/ Departments in connection with cases under investigation:

- Ministry of Education, Tertiary Education, Science and Technology
- Ministry of Social Integration, Social Security and National Solidarity
- Ministry of Health and Wellness
- Ministry of Blue Economy, Marine Resources, Fisheries and Shipping (Shipping Division)
- National Development Unit
- Civil Status Division
- Central Electricity Board

Two of these meetings were held online due to the prevailing sanitary restrictions following the second wave of COVID-19.

These meetings were an opportunity to strengthen our collaboration as in most cases, we were able to achieve a speedy resolution of complaints. It also enabled us to conduct an in-depth analysis of the cases when this was not possible based solely on averments of both parties (i.e. the complainant and the Authority concerned).

We are thankful to these Authorities who responded positively to our queries for the benefit of the quality of public service.



Meeting held with Mr Y.M. Ayelou, Registrar of Civil Status on 02 September 2021



Virtual meeting with Mr A. Donat, Director of Shipping and Mrs A. Kishtoo Ramdhony, Superintendent of Shipping on 05 October 2021

In addition to meetings, site visits were also effected, as and when required, in order to carry out visual assessments of the physical conditions related to the complaint. In the year 2021, two such site visits were carried out in the regions of Dubreuil and Port Louis, in the presence of complainants as well as the representatives of the District Council of Moka and the Mauritius Fire and Rescue Service, respectively. The site visits proved beneficial to guide the future course of action as both were resolved following the observations made on site.

13. National Mechanism for Reporting and Follow-up

The Office is a member of the National Mechanism for Reporting and Follow-up set up under the aegis of the Ministry of Foreign Affairs, Regional Integration and International Trade (Human Rights Division). The Office’s services are regularly solicited to provide inputs in connection with international human rights treaties signed and ratified by the Government of Mauritius for onward reporting to the Human Rights Treaty Bodies of the United Nation. We commend the realistic and tangible efforts made by the Government to comply with the provisions of the international covenants but all the same advocate for continued training and capacity building of public officials in order to achieve fruitful outcomes against its international obligation. In 2021, the Office processed and submitted its inputs/views in respect of the International Covenants/Papers tabled below:

International Covenants
International Convention on Economic, Social and Cultural Rights
Implementation of the Recommendations on the International Convention on the Elimination of all forms of Racial Discrimination (CERD)
Implementation of the Recommendations on the Universal Periodic Review
Convention against Torture and other cruel, Inhuman or degrading treatment or punishment- Reporting Obligations
Combatting intolerance, negative stereotyping, stigmatization of, discrimination, incitement to violence against person based on religion or belief
Rights to freedom of peaceful assembly and association
Mandate of the Special Rapporteur on the promotion of truth, justice, reparation and guarantee of non-recurrence
Pushbacks practices and their impact on human rights of migrants
Mercenaries as a means of violating human rights
UCM- Study on the notion, characteristics, legal status and targets of unilateral sanctions
Summary Report on Action Plan- 2021 NGO Consultations for Southern Africa

Table 20 International Covenants

14. A Final Word

The Report that is being submitted is for the year 2021 and covers the work and activities of the Office of the Ombudsman during the period that my predecessor, Mr. Soleman Mamode Hattea, was Ombudsman. I took Office on 26 May 2022 and it therefore befell upon me to present this Report. I must pay a well-deserved tribute to Mr. Hattea for having steered the Office of the Ombudsman, during the last thirty-two years, with so much dedication and efficiency. I truly hope that, during my term of Office, I will be able to live up to the standards that he has set.

The role of the Ombudsman is primarily to protect the people through the investigation of complaints in order to rectify cases of administrative injustice, unfair decisions and abuse of power. Departments and Authorities should not perceive complaints as a nuisance and the action of the Ombudsman should not be seen as unduly impeding the business of Administration. For it must not be forgotten that the Ombudsman also acts as a shield to the Authorities when allegations of maladministration establish that these are unfounded. His functions being of a sensitive nature, the personal qualities of the Ombudsman are of vital importance to establish appropriate working relationships in order to earn the confidence of both the Governing and the Governed.

But as aptly underscored by Dame Beverley A. Waken, C.B.E., former President of the International Ombudsman Institute, this is not an easy task for Ombudsmen are not impervious to the changes taking place in the societies in which they function. Challenges to the mandate of the Ombudsman are ever on the increase. For example, the current crises - particularly COVID and the War – require austerity in public spending which directly affect service delivery the world over. The Office of the Ombudsman has also to face some recurring challenges as listed below –

- More and more demands for redress without additional resources to meet these needs;
- Maintenance of the independence of the Ombudsman in a climate of change;

- How to make Authorities become more responsive without the threat of legal reprisal;
- Raising the capacity and capability of the Ombudsman's staff;
- Need to ensure the credibility and relevance of the Ombudsman as a source of help to the public;

On the other hand, as the public service derives its meaning from its mandate to serve citizens in order to advance the public good, Administrators should constantly bear in mind that they must per force improve themselves to face the ever-increasing demands of the public's watchful eyes. All Departments should therefore have processes in place for responding to members of the public and a strong complaints procedure. In that regard, Managing the Customer Relationship Courses should incorporate a substantial element of complaints handling.

Moreover Departments themselves, at times, fail to act on concerns raised by staff. The Civil Service provides important public services. All avenues should be explored for Civil Servants to remain at all times motivated and satisfied in their jobs in order to respond promptly and positively to the aspirations of the public.

Finally, I would wish to put on record 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 activities throughout the year. The global Ombudsman network is made up of 200 voting members in more than 100 countries who debate on human rights issues whilst sharing information and best practices from which they all learn according to their own experiences.

15. 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 Civil Service and Administrative Reforms and now Ministry of Public Service, Administrative and Institutional Reforms. 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.



16 August , 2022

**Harry Ganoo, 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/66/2021

Land Conversion Permit finally issued by Ministry

The Heirs of Late A.B. represented by one R.B. submitted to our Office a copy of a letter dated 17 February 2021 addressed to the Senior Chief Executive, Ministry of Agro Industry and Food Security complaining about an application for a Land Conversion Permit which had been made some six months before and to which no reply had been received by the Heirs as at the date of writing.

That letter was received at our Office on 3 March 2021 and by the time we requested and obtained certain information from the writer thereof our country was already under confinement.

All the same we sought the explanation of the Ministry on 6 May 2021 and, on 16 July 2021, we were informed that the application was still under process. Then on 9 August 2021 the Senior Chief Executive informed our Office that the application was at its final stage and once it is finalised the outcome would be communicated to the applicants.

Finally, by letter dated 22 September 2021 we were informed that a Letter of Intent dated 21 September 2021 had been issued to the Heirs of A.B. and our Office was further informed by one of the Heirs that indeed they had received a positive response from the Ministry.

All is well that ends well.

C/13/2021

Complainant's degree finally deemed acceptable for teaching in a Private Secondary School

In a letter dated 21 January 2021, one Mr V.W., previously employed as Secondary Educator to teach Design and Technology in a private school complained about the decision of the Private Secondary School Education Authority (PSEA) to terminate his employment on the ground that he was not qualified to teach the said subject following a change in qualification requirements for the recruitment of Educators.

He is a holder of a degree in Mechanical Engineering and of a teaching licence issued by the PSEA since 2015. During the course of the investigation, he also adduced evidence to the effect that the change in requirements decided by the PSEA was applicable only to private secondary schools.

Our Office took up his case with the Permanent Secretary of the parent Ministry, who after explaining that as from 2017, the PSEA Board had decided that only holders of a degree/joint degree in subjects taught in private schools would be recruited as Educators, apprised us that a Technical Committee was set up by the Ministry to look into the harmonization of the requirements for the recruitment of Educators in public and private secondary schools. We were also informed that the complainant's case might be reconsidered by the PSEA in light of the recommendations of the said Committee.

Finally, the complainant himself informed our Office that he was in receipt of a letter from the PSEA, to the effect that following the recommendations of the Technical Committee, his degree was deemed to be an acceptable qualification for teaching Design & Technology up to Grade 13 and that the Authority had no objection to his employment as Educator in a private secondary school. He further added the following ***“Thanks a lot for your help – I couldn't have done it without Ombudsman! ...I would like to express my gratitude for the endless support from the Ombudsman ... which can neither be quantified and cannot be measured.”***

School Rector obtains a transfer to a school near her residence

Mrs. K.D.D. of Quatre Bornes, Rector at the Quatre Bornes State Secondary School since December 2018, received a letter dated 08 February 2021 from her Ministry informing her that it had been decided to post her to Royal College Port Louis with effect from 09 February 2021 i.e. the next day.

She immediately replied by email (copied, inter alia, to our Office) to the Senior Chief Executive of the Ministry that she was currently under medical and surgical treatment of both wrists and was thus unable to accept her new posting for the following reasons, as spelt out by her –

- (i) I underwent specialized surgery in South Africa at the beginning of last year and my left hand is still weak;
- (ii) My right wrist also requires surgery but due to the Covid-19 situation, I am unable to travel to South-Africa;
- (iii) My relatives are currently using my car to drop me to and pick me up from school as I am unable to drive. I would not be able to make such arrangements for Port-Louis.

She further made an appeal to the Senior Chief Executive not to be transferred “for the moment due to my health issues”.

We took up her case with the Senior Chief Executive with a request that the matter be favourably considered in view of her health conditions and proposed that she be requested to produce her medical certificates in support of her version. Indeed the Senior Chief Executive informed our Office that the Zonal Directorate had been requested to submit her medical record and that matter would be considered in the light thereof.

However some five months later we were informed that the lady herself had been requested to submit her medical certificates but had not yet done so and has informed the Ministry that she intended to visit her doctor in South Africa and therefore an updated medical report on the status of her hands would be made available. The Ministry also informed our Office that in the meantime the lady had made necessary adjustments to adapt to her new posting which she attributed to steroid injections in both palms for temporary relief as opposed to a permanent treatment.

Finally it was the lady herself who wrote back to our Office and stated as follows: ***“I wish express heartfelt thanks for helping me to be transferred to a school near my residence. Long live your Institution!”***

Complainant assigned duties as Assistant Director after complaining to our Office

Mrs. S.R., a Senior Rector with more than 11 years of experience averred in her complaint dated 22 July 2021 to our Office that she felt deeply aggrieved and prejudiced against inasmuch as Rectors/Administrators from her cohort of 2009/2010 have been assigned as Acting Assistant Directors and Acting Directors in various Zones and at Headquarters, whereas when she was asked to express her interest for her assignment as Acting Assistant Director in the year 2020 she responded in the affirmative on 19 May 2021 but as at the time of writing to our Office she had not been so assigned.

Initially, when we queried the Senior Chief Executive about the lady's case we were informed that she ***“was contacted on two occasions in February 2020 and May 2021, as to whether she would be willing to be assigned the duties of Assistant Director”***. The Ministry failed to inform our Office what was her reply to their query and so we had to go back to them in order to know what was her reply, whereupon only then did the Ministry inform our Office that Mrs. S.R. had indeed signified her intention to be so assigned.

All the same the Senior Chief Executive informed our Office on 14 September 2021 in the same breath that arrangements had been made for three Officers, including Mrs. S.R., from the combined seniority list of Administrator (Education) and Rector to be assigned the duties of Assistant Director with effect from 15 September 2021 and that the approval of the Public Service Commission was being sought accordingly.

Upon being so informed by our Office, Mrs. S.R. reported that she had indeed been assigned duties of Assistant Director at Zone 1 as from 15 September 2021 and added ***“I would like to thank you for your kind consideration and support”***.

ENERGY AND PUBLIC UTILITIES

(Central Water Authority)

C/97/2021

Road in Beau Bassin reinstated

Our Office received an email dated 23 June 2021 from one Mr. Y.S. complaining about inaction on the part of the Central Water Authority regarding a water leakage from a main pipe under the surface of a road in Beau Bassin which has been reported to the said Authority since two months.

After we had taken up the said complaint with the General Manager of the said Authority and before receiving any reply from him, we received another correspondence from the complainant informing our Office that the water leakage had been repaired but he added that the “contractor had not removed the excess amount of waste soil” and that the hole which was dug to stop the leakage had not been asphalted, whereupon we had to go back to the General Manager who informed our Office a few days later that the whole reinstatement of the road in question had been completed and same was confirmed by the complainant.

C/121/2021

Interim monthly allowance of Rs 1000/- reinstated in favour of complainant

Miss R.C. joined the Central Water Authority as Clerical Officer/Higher Clerical Officer on 03 January 2020. A monthly allowance of Rs 1000/- was being paid to her by virtue of Circular No. 12 of 2019 from the Ministry of Finance, Economic Planning and Development in connection with the PRB Report as announced in the 2019-2020 Budget Speech.

However, since June 2021 she was deprived of the said allowance by her employer “without any prior notice and reasons unknown”. She therefore solicited our intervention in the matter through a correspondence dated 09 August 2021.

A few days later, after having sought the version of the General Manager of the said Authority, we were informed that after certain clarifications obtained from its parent Ministry, it was ascertained that indeed the monthly interim allowance of Rs 1000/- was payable to all Officers.

We therefore followed up the matter further with the General Manager in order to know whether the complainant had indeed been paid what she was entitled to and we were informed that the said allowance in favour of Miss R.C. had been reinstated in the payroll of August 2021 which she confirmed having received.

C/171/2021

Complainant's water supply restored

By email dated 8 October 2021 Mr. N.R. complained that he had no water at his place for the past two weeks and, notwithstanding several requests of his for a water lorry from the Central Water Authority, no one answered or came to see the situation at his residence. He requested that an expert team be sent to *“change the existing water-pipe or to do some other alternatives to satisfy our needs”*.

Without any further ado we contacted the General Manager of the Authority on 13 October 2021 and requested that immediate action be taken and to report to our Office subsequently.

Indeed by letter dated 23 November 2021 we were informed that the water supply of the complainant had been restored and that he was contacted and expressed his satisfaction.

Complainant was requested by our Office to confirm whether he was indeed satisfied with action taken but we received no reply.

FINANCE, ECONOMIC PLANNING AND DEVELOPMENT

(Mauritius Revenue Authority)

C/43/2021

Complainant obtains “gain de cause”

One Mrs. J.P. complained about non-payment under the Self-Employed Assistance Scheme by the Mauritius Revenue Authority (MRA).

She indeed averred that the “MRA System” rejected her application several times and when she wrote to the MRA in April 2020 about the matter nobody came back to her initially.

However, in December 2020 she was requested to submit all the applications made since March 2020 which she did on 22 December 2020 but she received assistance for the months of March, April and May 2020 only.

She therefore pursued the matter for payment in respect of the months of June 2020 to February 2021 but to no avail.

After taking up her case with the said Authority we received a reply to the effect that Mrs. J.P. had now been duly paid up to the months of May 2021 and that the matter had been settled.

We twice requested the complainant to confirm whether she was satisfied but she did not come back to us.

Payment facilities granted to taxpayer

This is the story of a 72-year-old retired Police Officer who had been requested in a letter dated 08 March 2021 from the Mauritius Revenue Authority to pay the sum of Rs. 39,050 in respect of tax owed by him in respect of years of assessment 2017/2018, 2018/2019, 2019/2020 and 2020/2021.

In an email dated 07 May 2021 the old man averred that he had served the Police Force for 40 years but he was now living with several chronic diseases and that his wife who had been involved in a public transport accident some eleven years before had a 10% permanent incapacity, with the result that a huge portion of their monthly pensions goes towards medical bills.

He therefore averred that it would be hard for him to pay the sum of Rs 39,050 at one go, having regard to several monthly bills (CEB, CWA, MyT, etc.) he had to pay without forgetting groceries he had to buy.

He finally requested the waiver of penalty fees imposed by the Mauritius Revenue Authority and also for payment facilities.

No sooner had our Office taken up the matter with the Director General of the Mauritius Revenue Authority pleading in favour of the complainant than we received a reply to the effect that the taxpayer's request for payment facilities was being favourably considered and that he had been directed to the relevant unit of the Authority.

Indeed, we subsequently received an email from the complainant to the effect that he was satisfied with the payment facilities and expressed "*extreme joy and gratitude*".

HEALTH AND WELLNESS

C/39/2021

Water leakage at Cardiac Centre of Pamplémousses repaired

Our Office received an anonymous letter dated 23 February 2021 wherein the writer informed our Office that the Intensive Care Department at the Pamplémousses Cardiac Centre was leaking after a rainfall and therefore the patients, one of whom was his own father, at the said Department had to be transferred to another ward. The writer even added that his father had informed him that rainwater was falling on him and as he was connected to several electrical wires, the risk of electrocution and even death was real.

The writer even submitted certain “shocking” pictures of the ward in support of his complaint and requested our urgent attention to the matter.

Indeed we immediately referred the matter to the Senior Chief Executive, Ministry of Health and Wellness and by letter dated 09 April 2021 we received her reply informing our Office that –

- (i) on Saturday 06 February 2021, there was water leakage in the ICU of the Cardiac Centre of Pamplémousses due to heavy rainfall;
- (ii) for the safety and wellness of all patients in the ICU, they were immediately transferred to the high dependency ward where intensive medical treatment was continued according to the clinical guidelines;
- (iii) all patients were discharged without any eventful condition;
- (iv) water proofing works in the ICU have already started and were nearing completion.

After following up the matter with the Senior Chief Executive she further informed us on 02 June 2021 that no significant drawback regarding water leakage has arisen since 06 February 2021 and that the Trust Fund for Specialised Medical Care came across that unexpected situation since the contractor had removed the old waterproofing sheath and the old screed on the roof and, unfortunately, heavy rainfall was recorded on that particular day.

Finally we were informed that the repair works had been completed on 07 June 2021.

Complainant reverted to her former post of Management Support Officer

By email dated 05 April 2021 one Mrs. P. informed our Office that since 19 November 2020 she has been currently posted as a Trainee Pharmacy Technician at the Pharmacy Unit at Jeetoo Hospital and, as per Enlistment Letter, she was required to serve a satisfactory period of 15 days before signing a bond of Rs 548,145/-.

However, after her trial period, and in spite of her best efforts to adjust to her new posting, she found herself “*unable to adapt to the current working environment*”. She therefore submitted a request dated 10 December 2020 to the Senior Chief Executive of her Ministry to be reverted to her substantive post as Management Support Officer at the same hospital.

She alleged that she was told by the HR Department of the said hospital that such procedures would take time and that she would receive her reversion letter in March at latest. She went on to inform our Office that her application had already been processed by the HR Department and sent to Headquarters but, as at the time of writing to our Office, she had received no reply to her request for transfer.

We immediately took up her case with the Senior Chief Executive of the Ministry and we received a reply to the effect that a recommendation had been made to the Public Service Commission on 06 April 2021 to allow Mrs. P. to revert to her substantive post of Management Support Officer and that a reply was still awaited.

Finally, after following up the matter further, we were informed by the Senior Chief Executive that the Public Service Commission had conveyed approval for the reversion of Mrs. P. to her former post of Management Support Officer at the Ministry of Public Service, Administrative and Institutional Reforms where she assumed duty on 01 June 2021.

On being asked whether she was happy with her new posting Mrs. P. replied that she was satisfied that her reversion had been processed with no further delay and with the service provided to her by our Office.

Payment for works done effected following the Ombudsman's intervention

Complainant A.S.K., a Registered Mechanical Engineer, submitted to our Office two copies of Vat Invoices for work done by him for the benefit of the Ministry. One was for inspection and certification work of 52 units of machines at Jawaharlal Nehru Hospital in Rose Belle – total amount payable Rs 35,880/- and the other for inspection of 14 lifts at Dr. A.G. Jeetoo Hospital in Port Louis – total amount payable to Rs 6,900/-.

No payment had been effected as at 27 November 2021 in the case of J. Nehru Hospital and as at 1 December 2021 in the case of Dr. A.G. Jeetoo Hospital. Hence his separate complaints to our Office.

Both cases were taken up with the Senior Chief Executive, Ministry of Health & Wellness on 6 and 13 December 2021 respectively but well before we received his reply our Office was informed by the complainant himself that both outstanding payments had been effected.

HOUSING AND LAND USE PLANNING

C/41/2021

Morcellement Permit issued to complainant

In his email dated 1 March 2021 addressed to our Office the complainant averred that the Morcellement Board of the Ministry was delaying the issue of his Morcellement Permit in spite of having submitted all necessary documents and clearances as per below –

- 14 February 2020 : Application for a Morcellement
- 21 September 2020: Letter of Intent from Ministry of Housing was received
- 12 October 2020 : Clearance from CEB
- 28 December 2020: Clearance from CWA
- 29 December 2020: Online application was made to the Morcellement Board with reference number MHL-M-2020-494/MHL-M-2020-17

He further averred that he made numerous calls to the Morcellement Unit and was informed that a Board Meeting had been held on 27 January 2021 and that all his documents sent to the Ministry for signature. He added that he urgently needed the said Permit to start the construction of his house.

On 3 March 2021 we queried the Ministry about this complaint and requested a reply within a week. Indeed we received the Permanent Secretary's reply to the effect that a claim for payment of Morcellement fees has been issued to the complainant on 5 March 2021 and that a Permit would be issued to him after production of receipt of payment.

We thereafter followed up the matter with the complainant who confirmed having received his Permit.

Lease over part of State land renewed for a further period of ten years

Miss R.A.'s complaint dated 07 May 2021 was to the effect that there was "*the need for ONE paper for me to complete the process of buying a house i.e Renewal of Lease for Syndicat des Copropriétaires du Groupe D'Immeubles Residence Pailles*", which was stuck at the Ministry of Housing and Land Use Planning since a year.

The issue for her was that she took a loan to buy the house in question but she was still waiting for that paper i.e the renewal of lease in favour of the Syndicat.

We started to query the Ministry about this complaint ever since 11 May 2021 and we were finally informed on 07 July 2021 that approval had been obtained for the renewal of the lease in question for a further period of ten years as from 01 July 2019 to 30 June 2029.

Mrs. R.A. confirmed that with the help our Office the lease over part of State land at Pailles had been renewed. However, she did not inform our Office any further i.e. regarding the process of buying a house, but only stated that "*your intervention was fruitful*".

POLICE

C/65/2021

Car returned to owner

Mr. R.B.'s complaint dated 18 April 2021 was to the effect that he had made a request to the Police for the return of his car which was being kept at Piton Police Station following a traffic offence committed by his son who was driving the car on that day.

He declared "*in good faith*" that he was 70 years of age and had a problem to walk, having undergone a surgical operation on his right leg and had to attend hospital for treatment. As he was himself innocent he therefore claimed back his car but was told by the Police that same would be returned to him only "*after the formalities are over*". He therefore solicited our intervention in the matter and undertook to take the car for verification at any time to the Police Station.

After taking up the matter with the Commissioner of Police we were informed that the car which was indeed being driven by Mr. R.B.'s son was involved in a case of "Attempt at Murder". He however added that, having regard to the father's request, the advice of the Director of Public Prosecutions would be sought as to whether the car could be returned to Mr. R.B.

We thus followed up the matter and were finally informed after a month that the car had already been returned to Mr. R.B.

We did not hear from Mr. R.B. again.

C/2/2021

Complainant obtains the transfer she had requested

Mrs. M.B., a Confidential Secretary at the Ministry of Education, Tertiary Education, Science and Technology lodged a complaint dated 28 December 2020 wherein she averred “moral harassment” by the Director of the Zone where she was working.

She first averred in her letter of complaint that –

- (i) in 2017 she requested for a transfer to the Ministry’s Headquarters at the MITD House, Phoenix, but up to the time of writing to our Office she had received no feedback whilst averring that the reason for her request was that the said MITD House is found closer to her residence and at times she has to urgently take her husband, a cardiac patient, to the hospital. She renewed her application for transfer several times over a period of three years but no reply was forthcoming;
- (ii) she is being continuously harassed by the Director with whom she is working;
- (iii) she is now already stressed out having regard to her husband’s health; and
- (iv) she is morally disturbed and depressed to such extent that she could no more work at the Zone where she is posted.

She also informed our Office that she had applied for her balance of casual leave since two weeks and, on the eve of her expected leave, she was informed by the Director that same had not been approved.

She concluded by saying that she was prepared to cancel all her leave entitlement and work with anybody once she obtained her transfer as requested.

This matter was taken up with the Secretary for Public Service, Ministry of Public Service, Administrative & Institutional Reforms with a request that the matter be considered with due regard to the mental state of Mrs. M.B. Indeed the Secretary for Public Service informed our Office that pending an investigation by the Ministry of Education, Tertiary Education, Science & Technology, Mrs. M.B., had been transferred to the M.I.T.D. House, Phoenix.

Meantime our Office received an email dated 31 January 2021 from the lady wherein she stated the following: ***“I wish to thank you and your dedicated staff for having made my transfer a successful one.”***

All is well that ends well.

C/45/2021

Complainant's allowance finally paid following a settlement reached after the Ombudsman's intervention

In a letter dated 01 March 2021, one Mr N.G., sought our intervention with regards to an unpaid allowance for work performed in a specialised unit of the Ministry of Health and Wellness from 2016 to 2020. He explained that he has been recruited as Management Support Officer and was posted to the said unit but was entrusted higher duties other than administrative tasks. He also averred being actively involved in the drafting of reports which are of national importance in the field concerned.

We immediately took up the matter with the Secretary for Public Service who informed our Office that approval has been conveyed to the Ministry of Health and Wellness for the payment of an allowance to the Complainant for his involvement in the collection of data and compilation of the National Cancer Registry Report 2018.

The Complainant was informed accordingly but he averred not being paid for his involvement in previous reports of 2016 and 2017. We therefore took up the matter with the Senior Chief Executive of the Ministry of Health and Wellness who stated that the work performed by the Complainant was during his normal working hours and part of his schedule of work and thus, there was no ground for payment of an allowance to him. However, Mr N.G. adduced evidence to prove otherwise and also informed of his intention to sue the Ministry if this decision was not reviewed.

In the end, the Complainant himself informed our Office that a settlement was reached with his ex-employer and he has been compensated for all his efforts. He thanked us for our intervention in resolving his case and added the following: **“I note with positive appreciation and hope that the youth of this country can count on its legal institutions for justice.”**

SOCIAL INTEGRATION, SOCIAL SECURITY & NATIONAL SOLIDARITY

(SOCIAL SECURITY AND NATIONAL SOLIDARITY DIVISION)

C/4/2021

Financial assistance provided to complainant, a cancer patient

The complainant in this case who had a “by-pass” done on 09 November 2018 had been operated for “colon cancer” on 30 June 2020.

He avers in his complaint dated 06 January 2021 that he is now invalid and has a son of 14 years under his care. He thus applied to the Ministry for a “grant” to purchase medicine on 13 August 2020 but received no reply although he had submitted the relevant certificate issued by the hospital Doctor. He thus referred his case to our Office for our consideration.

After querying the Ministry about his case we were informed that the case of the complainant was examined by the National Solidarity Fund Board on 27 January 2021 and gave its approval for financial assistance to the complainant as follows –

- (i) Rs 15,000/- under the Cancer and Other Severe Medical Diseases Scheme;
and
- (ii) Rs 6,000/- under the Destitutes Scheme.

Although we immediately informed the complainant about action taken by the Ministry and requested him to confirm having received the approved amounts we did not hear from him for a month until his wife intervened on his behalf to inform our Office that her husband was very ill and she herself was under a lot of stress but confirmed having received the amounts as per above.

Domiciliary visit of patient effected upon the Ombudsman's intervention

“Atteint d'une paralysie cérébrale et alité I.M. voit sa pension d'invalidité suspendue” was the title of an article that appeared at the end of January 2021 in a weekly newspaper accompanied by a photo showing the person lying in what looked like a bed with a breathing apparatus over the nose and mouth.

According to that article I.M. received a letter dated 8 January 2021 from the Medical Unit of the Ministry in which he was requested to attend a Medical Board at Vacoas on the 27th of the same month for an evaluation of his case in order to determine whether he would be eligible for an Invalidity Pension as well as for a Carer's Allowance.

We immediately wrote to the Senior Chief Executive of the said Ministry and expressed our considered view that a person in such a state would not be able to attend the said meeting and requested that the matter be dealt with otherwise.

Indeed three days later we received a correspondence from the Senior Chief Executive to the effect that necessary arrangements had been made at the Benefit Section to have a domiciliary medical examination scheduled on 05 February 2021.

We followed up the matter all the way with the Ministry until we were informed a few more days later that I.M. had been medically boarded and found to be suffering from a disability of 60% or more and therefore necessary action for payment of relevant benefits would be taken.

I.M. was thus paid an amount of Rs 13,102 for the month of March 2021, and the payment of his Basic Invalidity Pension and Carer's Allowance would continue until June 2021.

Complainant's request for transfer granted

The complaint of Mrs. L.P., a Social Security Officer, residing at Camp Fouquereaux, joined the Ministry in July 2014 and was posted at the Benefits Branch of Rose Hill until 1 March 2021. She was then transferred to the Contribution Branch in Port Louis.

In a complaint dated 4 March 2021 she informed our Office about the situation of her parents: father aged 89 bedridden and suffering from several health problems and mother aged 84 a cardiac patient suffering from Alzheimer and Parkinson. They are both drawing a Carer's Allowance.

Although Mrs. L.P. had employed a carer to look after them yet she had to visit them three times a week in the morning in order to give them some attention and support in order that they may not feel lonely, the more so as they have nobody else.

She therefore explained that since she got transferred to Port Louis she requested that she be posted to a place nearer her residence but received no reply at all.

We therefore referred the case of Mrs. L.P. to the Ministry with a request that a reply be submitted within a reasonable time delay and the next day we received a reply that during the last transfer exercise the criteria of 3 years continuous service at the same Office was taken into consideration and indeed Mrs. L.P. had served in Rose Hill since July 2014 i.e. more than 6 years and therefore she was transferred from Rose Hill to Port Louis. However, we were further informed that since she has made an application for transfer back to Rose Hill her request would be considered during the next transfer exercise.

A fortnight later we were informed by the Ministry that, following Mr. L.P.'s request, she had been transferred to the Rose Hill Social Security Office with effect from 28 April 2021.

Indeed Mr. L.P. confirmed that she had been transferred back to Rose Hill and added ***"thank you heartily for the action taken by your institution"***.

Hot Line allowance paid to retired public officer

In a complaint dated 05 May 2021 former public officer S.K. averred that he retired from the service in April 2019 as Principal Social Security Officer (PSSO).

In that capacity he was called upon to attend Hot Line Services after working hours on week-days as well as week-ends against an allowance as prescribed in the PRB Report.

Prior to his retirement he submitted his claim for Hot Line Allowance in April 2019 for period December 2018 to April 2019, which claim was duly certified correct by the Assistant Commissioner and Deputy Commissioner and recorded by the Registry Section for onward transmission to the relevant department for payment. He also added that such payment prior to December 2018 was made **while he was still in service.**

Unfortunately, as at the time of writing, no payment has been effected in spite of his several requests. He even addressed a letter in September 2020 to the Permanent Secretary of the Ministry but nothing doing. He therefore requested the intervention of our Office for the release of payment which we did almost immediately not without expressing our disbelief of such a situation and therefore called upon the Senior Chief Executive for a reply within a week.

A fortnight later we were informed by the Senior Chief Executive that, after receiving necessary approval, arrangements have been made for payment of the claims submitted by the Officer who subsequently confirmed that payment had been credited to his bank account on 18 June 2021.

Invalid Basic Pension paid to complainant

Mr. V.N.'s complaint was to the effect that, being a disabled person due to the loss of his leg, he applied for a Basic Invalid Pension and was expecting to be visited by a Medical Officer in order to assess and determine his degree of disablement in January 2021 but four months later no such visit was effected. He produced a copy of a letter dated 13 January 2021 from the Ministry informing him that a home visit would be effected on **30 January 2021** between 0930 hours to 1600 hours.

According to the Ministry's first reply the claimant was scheduled for a Domiciliary Visit and Medical Assessment on **31 January 2021** but the Medical Officer reported that he called the claimant on two occasions for the visit but no one responded. We had to remind the Ministry that according to its own letter the visit was due to take place on **30 January 2021** and therefore asked why no such visit was made on that day.

We simply received another reply dated 7 September 2021 that according to records available at the Ministry no domiciliary visit could be effected on 30 January but no reason was provided in that letter.

All the same we were informed in that letter that Mr. V.N. was medically examined on 23 July 2021 and had been recommended Invalid Basic Pension for one year – for period December 2020 to November 2021 and has been paid all arrears from December 2020 and that he would be medically re-boarded in due course.

C/115/2021

Domiciliary visit in favour of a bed-ridden handicapped lady restored following the Ombudsman's intervention

Our attention was drawn by a press article entitled "*Handicapée et clouée au lit*" which appeared by the end of July 2021.

According to the gist of the said article the close family of the person in question had been doing everything possible for her to benefit from a domiciliary visit by a doctor of the Ministry since the last two years.

We immediately took up the matter with the Ministry and a few days later we received a reply from the Permanent Secretary to the effect that according to records available at the Ministry the lady was in receipt of a Carer's Allowance and therefore qualified for domiciliary visit and indeed necessary action was taken and a monthly domiciliary visit was restored in her favour.

DISTRICT COUNCIL OF GRAND PORT

LA/C/2/2021

Positive action taken following the Ombudsman's intervention

This is a complainant about the alleged inaction of the Council concerning an illegal construction at second floor and window openings in a building adjacent to complainant's residence. The complainant even produced copies of correspondences received from the Council to the effect that the developer was in possession of a Building and Land Use Permit for the first floor of the building *in lite* and that he should enter a civil case regarding the openings.

After taking up the matter with the Chief Executive of the Council, he informed that after a site visit was effected at the locus, the construction of the second floor was seen and a Compliance Notice was therefore served to the developer. A delay of 30 days was granted to the latter to submit an application for the development.

The complainant was informed and he wrote back to us conveying his sincere thanks for our intervention in this matter. He also stated that the window openings have been closed and added the following "since the issue is now resolved, I would request the closure of the ticket which was lodged with the Office of the Ombudsman".

LA/C/3/2021

Street lightning repaired to complainant's satisfaction

On 03 December 2020, Mr P.B. solicited our intervention averring that he had reported an issue regarding street lightning to the Council since more than thirty days but so far there has been “no response from the Local Authority either by phone, e-mail or letter”.

We enquired from the Chief Executive of the Council whether any action was taken in this matter and if not, the reasons thereof.

The Chief Executive finally replied on 24 February 2021 informing us that the street lightning at the complainant residence has already been repaired. He also highlighted that repairs are being effected to address the defective street lightning in the region in a phased manner due to financial constraints.

Mr P.B. informed our Office subsequently that the problem had been resolved to his satisfaction and expressed his thanks for our assistance.

DISTRICT COUNCIL OF PAMPLEMOUSSES

LA/C/28/2021

Legal action initiated against illegal meat processing activities

Mr E.L. wrote to our Office on 24 May 2021 regarding an illegal meat processing activity being carried out next to his residence. He averred having reported the matter to the Council as well as the Ministry of Environment, Solid Waste Management and Climate Change (Environment Department) as the operator did not hold any relevant permit and such activities were not permitted in a highly residential zone as it was likely to cause environmental hazards and impact on the well being of inhabitants living nearby.

Upon taking up the matter with the Ministry concerned, we were informed that the said activity did not require a Preliminary Environmental Report and therefore, the matter was referred to the Council for necessary action at its end.

The Chief Executive on his part informed us that the operator had a valid Trade Licence as seller of poultry. Meat. Fish and allied products and was paying the Trade Fee. No odour nuisance was observed during site visits effected.

When asked whether such activities are permissible within a residential zone, we were informed that a Compliance Notice was served upon the operator for operating a food processing activity without a Building and Land Use Permit on 27 August 2021. Since the operator failed to comply with the Notice, a Pulling Down Notice was subsequently issued. Eventually, we were informed that a notice of Intended Prosecution dated 05 November 2021 was issued.

As the case was before the Court, Mr E.L. was informed that this Office would not be able to intervene further in this matter.

DISTRICT COUNCIL OF RIVIERE DU REMPART

LA/C/52/2021

Complainant confirms having received a reply from the Chief Executive of the District Council

In an email dated 15 October 2021 Mr. V.B. informed our Office that he had written a letter “*to the Village Council of Goodlands*” but had not received any reply. He therefore addressed a letter to the “*Chairperson of the District Council*” but again did not receive a reply.

Inasmuch as Mr. V.B. made no mention of the contents of his letters we had to request him to submit copies thereof to our Office for determination as to whether the contents thereof disclosed any maladministration so as to allow our Office to intervene in the matter.

Indeed he did submit a copy of his letter dated 16 August 2021 addressed to the “*President and members of the Village Council of Goodlands*” and a copy of another letter dated 10 September 2021 addressed to “*The Chairperson, District Council of Riviere du Rempart*”.

In both letters Mr. V.B. was questioning about the distribution of bins in his village which they had not received whilst averring at the same time that several villages in the North have been receiving their bins.

Our Office therefore questioned the Chief Executive about this complaint and, in a reply made directly to Mr. V.B., he averred that distribution of bins had already been completed in two phases covering 15 villages out of 19 big villages, whereas the third phase for the year 2021-2022 would cover the four remaining villages, including Goodlands. The estimated number of bins required was 22,000 and approval of budget from the Ministry of Local Government and Disaster Risk Management was being awaited.

Mr. V.B. thereafter confirmed having received the said reply from the Chief Executive, adding “*all thanks to your intervention*”.

LA/C/56/2021

Action taken in respect of an illegal guesthouse

In an online complaint dated 25 October 2021, the complainant averred that an objection was lodged at the Council in respect of an application made for the conversion of a residential building into a tourist residence but no reply was received from the Council. He further informed our Office that a similar application was made for the same development back in 2015/2016 but was declined by the Council due to protests from inhabitants. He therefore solicited our intervention.

By letter dated 27 October 2021, we raised this matter with the Chief Executive and he informed us that an application has indeed been received in this respect and that same will be determined taking into consideration the complaint received.

We followed up the matter with the Chief Executive and a month later he informed us that the application has been rejected by the Permits and Business Monitoring Committee and the complainant had been informed accordingly.

DISTRICT COUNCIL OF SAVANNE

LA/C/10/2021

Complainant's request for installation of street bulb finally attended to

Complainant's case is such that since the year 2020, he requested the Council to install a street bulb in front of his residence as he had been victim of robbery twice already and adequate lightning thereat will act as a deterrent. He also averred that he had visited the Council in person several times but no action was taken so far.

We immediately apprised the Chief Executive of the problem and requested that this matter be attended to without any further delay.

Soon after, the Chief Executive informed us that necessary action had been taken within days of receipt of our letter and same was confirmed by the complainant.

LA/C/39/2021

Necessary action taken to the satisfaction of complainant

Mrs. A.B.A., a resident of Port Louis, registered a complaint at our Office against her neighbour who was running a food shop next to her own drinks shop in the same street.

In her complaint she alleged that the neighbour had installed a smoke extractor outside his shop which operates from 8.30 a.m. to 4.30 p.m., Monday to Saturday, and this had been causing a nuisance for years. She also averred that oil from the said machine was falling on passers-by. She averred that she had spoken to the neighbour about the problem and he had promised to do the needful but in vain.

She also averred that an Officer from the Ministry of Health and Wellness had visited the locus and found that the neighbour had no permit for the engine, meaning the smoke extractor. According to her the matter was referred to the Municipal Council and an Officer from there came for a site visit but the shop was closed. Therefore she called at the Planning Section of the Council and was told that a Notice would be sent to the neighbour requesting him to apply for a Permit. When she followed up the matter further she was told that according to the Council's Legal Adviser no such Notice should be served.

We first took up the lady's complaint with the Chief Executive of the Council who informed our Office that, according to legal advice obtained, no special authorisation is required from the Council by a Developer to install and operate an extractor other than in a hazardous building or operating a business whereby a chimney is required.

We therefore took up the complaint with both the Ministry of Health and Wellness and the Ministry of Environment, Solid Waste Management and Climate Change.

We received a reply from the Permanent Secretary of the latter Ministry to the effect that a site visit was carried out and it was observed that the complaint relates to noise disturbances and the intermittent release of grease droplets from an extractor installed by the neighbour close to the shop of the complainant. He therefore informed our Office that

in accordance with the prevailing Regulations the matter had been referred to the Ministry of Health and Wellness.

After following up the matter with the latter Ministry it was reported that, during a site visit at the premises in question it was observed that the neighbour had installed an extracting fan inside a new ducting chamber extended to the roof top of the said food premises as per food regulations to remove heat and smoke and no release of grease droplets were observed.

The complainant was contacted and she was satisfied with the measures taken.

MUNICIPAL COUNCIL OF VACOAS-PHOENIX

LA/C/31/2021

Complainant posted to a school nearer her place of residence

Mrs. E.J., an Infant School Teacher employed by the Municipal Council of Vacoas-Phoenix, residing at Royal Road, Bananes, averred being subjected to unfairness and discrimination at work being given that all other Teachers have been given the opportunity to work closer to their residential places whereas she was the only teacher posted to the farthest school. She averred that this was the doing of the Chief Welfare Officer who has a hostile behaviour towards her for an unknown reason and who persecutes her whenever she was late for work.

She further averred that there are four schools nearer to her locality where she could be posted to either of them, but the Chief Welfare Officer is making it difficult for her in order to harass her mentally *“to satisfy her ego”*.

Mrs. E.J. even filed a copy of a letter which she had addressed to the Chief Executive of the Municipal Council to that effect in which she further averred back pain due to long distance travelling and feeling distressed with *“this type of treatment at work”*.

We requested the Chief Executive to cause an enquiry to be made in Mrs. E.J.’s case whilst recommending a humanitarian approach into her case.

Hardly one week later Mrs. E.J. informed our Office that due to our intervention her problem had been solved and added the following *“I am feeling very eager and enthusiasm to cater for the need and holistic development of the little kids. Again many many thanks.”*

Finally we also received information from the Chief Executive that the needful had been done to have the lady posted nearer her place of residence.

Blocked drain reopened by Council

One Mr. J.T. wrote to our Office on 20 July 2021 “*on behalf of residents of La Caverne No.2, Vacoas*” to complain about the inaction of the concerned authorities in respect of their grievance regarding an existing drain that had been blocked by certain land owners through whose land the said drain passes.

Three days later we took up the matter with the Chief Executive of the concerned Municipal Council and we were first informed that information regarding the complaint was being compiled and indeed two days later the said Chief Executive reported that a site visit had been effected on 16 July 2021 by Officers of the Council in the presence of different stakeholders, to wit: “*the Ministry of Environment, Solid Waste Management & Climate Change, Water Resources Unit, Forest Service, Land Drainage Authority, National Development Unit and Police de L’Environnement*”.

After following up the matter with the Chief Executive we were informed that, following legal advice received, a “*Mise-en-Demeure*” had been served on two different persons with a view to reinstate the said natural drain to its original state and condition.

Unfortunately, one of the above persons passed away in the meantime and the matter was therefore to be considered by the Council Meeting for a decision on the possibility of re-opening the obstructed drain by the Council itself. Eventually the Council agreed to do so and works were undertaken and completed by end of October 2021.

The complainant was therefore informed of action taken by the Council and he confirmed that the drain had been reopened to the satisfaction of the inhabitants.

RODRIGUES

ROD/C/5/2021 & Others

Certificate of Employment finally issued to complainants after nine years

From February to July 2021, our Office received a total of 74 complaints from persons who were employed as General Worker on a month-to-month basis by the Rodrigues Regional Assembly for the period 01 July 2010 to 31 December 2012. They all averred that no Certificate of Employment was issued to them at the end of their employment.

We considered each complaint separately and requested the Departmental Head of the Chief Commissioner's Office to look into the matter. We were subsequently informed that necessary action has been taken and a Certificate of Employment was issued to each complainant.

The complainants were informed individually but we did not hear from them again.

It is therefore presumed that they were satisfied with our intervention.

Basic Invalidity Pension recommended for three years

This is the case of one Mr F.C., who had to proceed to Mauritius on 26 February 2021 for further treatment and/or investigation at government expense.

In a letter dated 12 July 2021 addressed to our Office by his daughter, she explained that her father has been in receipt of his Basic Invalidity Pension for the last three years. Whilst Mr F.C. was still in Mauritius, a letter was sent to him to appear before a Medical Board in Rodrigues. Since he could not appear before the Board, his pension was stopped.

In view of the above and of Mr F.C.'s health impairment, we asked the Senior Chief Executive of the Ministry of Social Integration, Social Security and National Solidarity whether a special board could be arranged for Mr F.C. in Mauritius or otherwise, on humanitarian grounds.

We received a positive reply from the Ministry within days and one month later of our taking up the matter, we were informed that Mr F.C. was assessed by a Medical Practitioner on 10 September 2021 and he was recommended for Basic Invalidity Pension for three years.

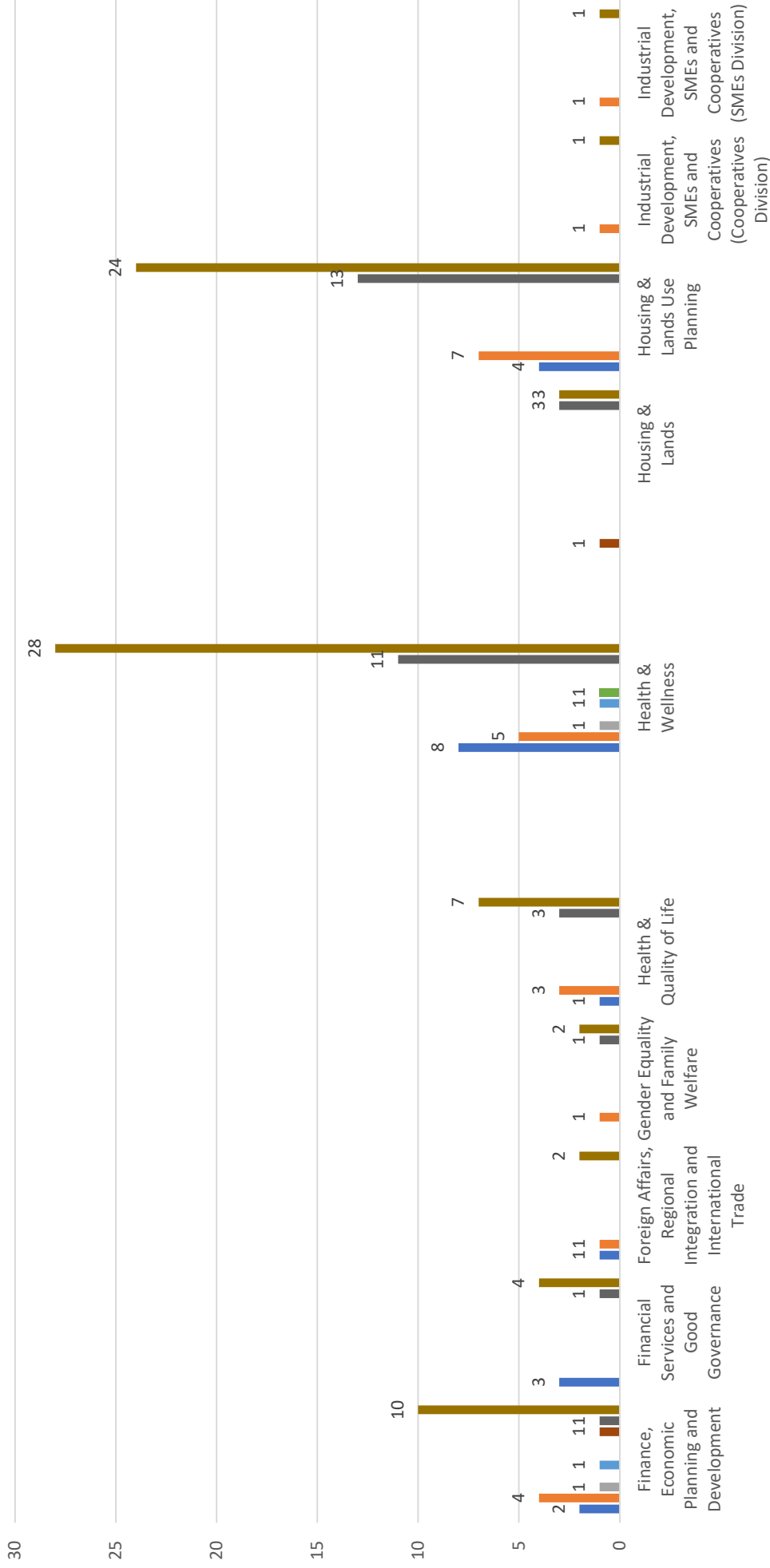
His daughter was informed of the decision taken but no reply was received from her.

STATISTICAL SUMMARY OF COMPLAINTS

Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Not Sustained	Not Entertained	No Maladministration Disclosed	Pending	Total No. of Complaints
Agro Industry & Food Security	1	5	-	-	-	-	-	-	7	13
Arts & Cultural Heritage	1	-	-	1	-	-	-	-	-	2
Attorney General's Office	-	-	-	-	-	-	-	-	1	1
Blue Economy, Marine Resources, Fisheries & Shipping	3	2	1	-	-	-	-	-	4	10
Civil Service & Administrative Reforms	-	-	-	-	-	-	-	-	1	1
Commerce & Consumer Protection	-	2	-	-	1	-	-	-	3	6
Education & Human Resources, Tertiary Education & Scientific Research	-	-	1	-	-	-	-	-	-	1
Education, Tertiary Education, Science & Technology	9	6	5	-	-	-	-	1	14	35
Energy and Public Utilities	13	12	-	-	-	-	-	1	7	33
Environment, Solid Waste Management and Climate Change	-	1	-	-	-	-	-	-	-	1
Finance & Economic Development	-	1	-	-	-	-	-	-	-	1
Carried forward	27	29	7	1	1	-	-	2	37	104

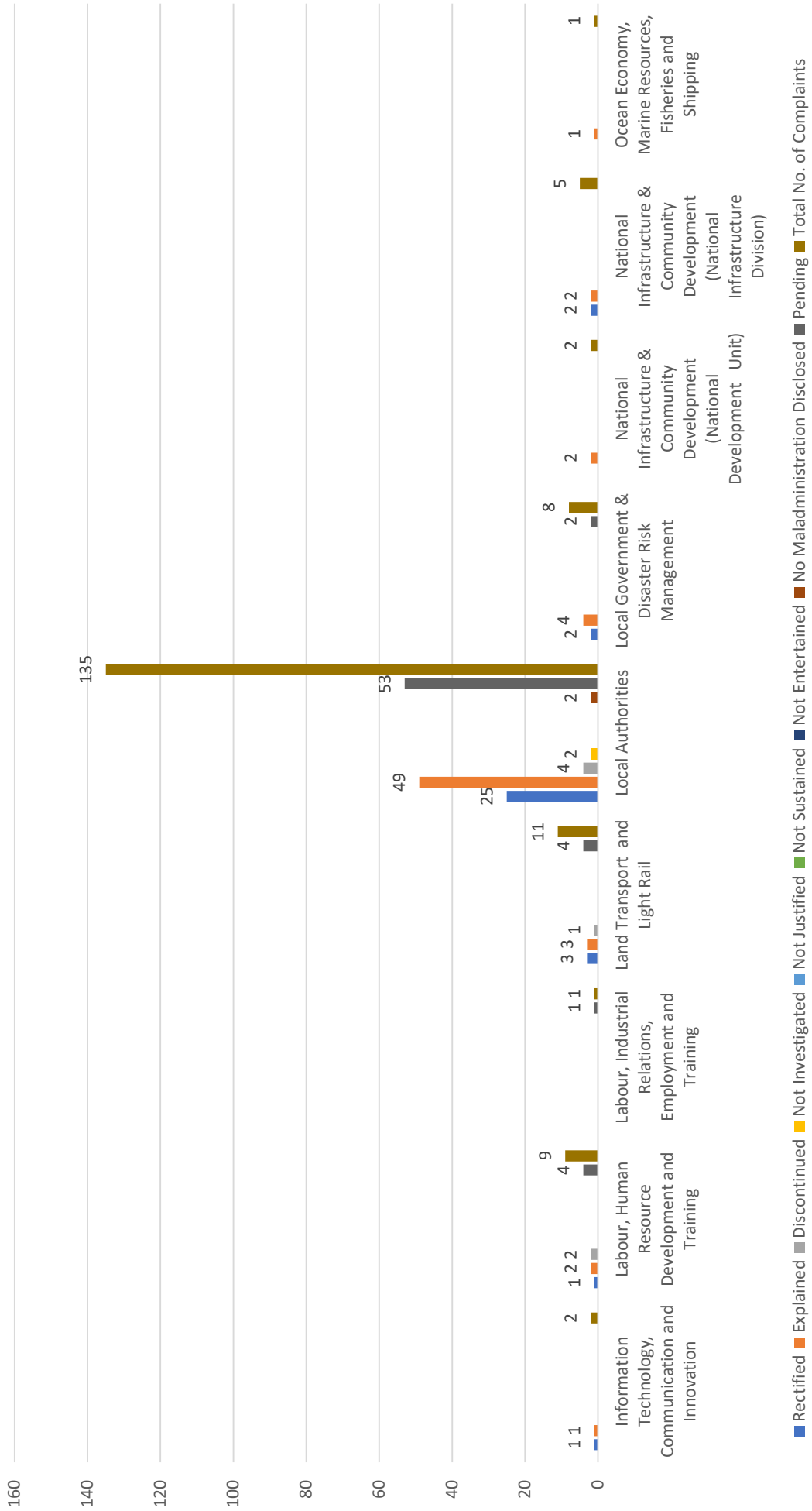
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Not Sustained	Not Entertained	No Maladministration Disclosed	Pending	Total No. of Complaints
Brought forward	27	29	7	1	1			2	37	104
Finance, Economic Planning and Development	2	4	1	-	1			1	1	10
Financial Services and Good Governance	3	-	-	-	-	-			1	4
Foreign Affairs, Regional Integration and International Trade	1	1	-	-	-	-			-	2
Gender Equality and Family Welfare	-	1	-	-	-	-			1	2
Health & Quality of Life	1	3	-	-	-	-			3	7
Health & Wellness	8	5	1	-	1	1		1	11	28
Housing & Lands	-	-	-	-	-	-			3	3
Housing & Lands Use Planning	4	7	-	-	-	-			13	24
Industrial Development, SMEs and Cooperatives (Cooperatives Division)	-	1	-	-	-	-			-	1
Industrial Development, SMEs and Cooperatives (SMEs Division)	-	1	-	-	-	-			-	1
Carried forward	46	52	9	1	3	1		4	70	186

STATISTICAL SUMMARY OF COMPLAINTS



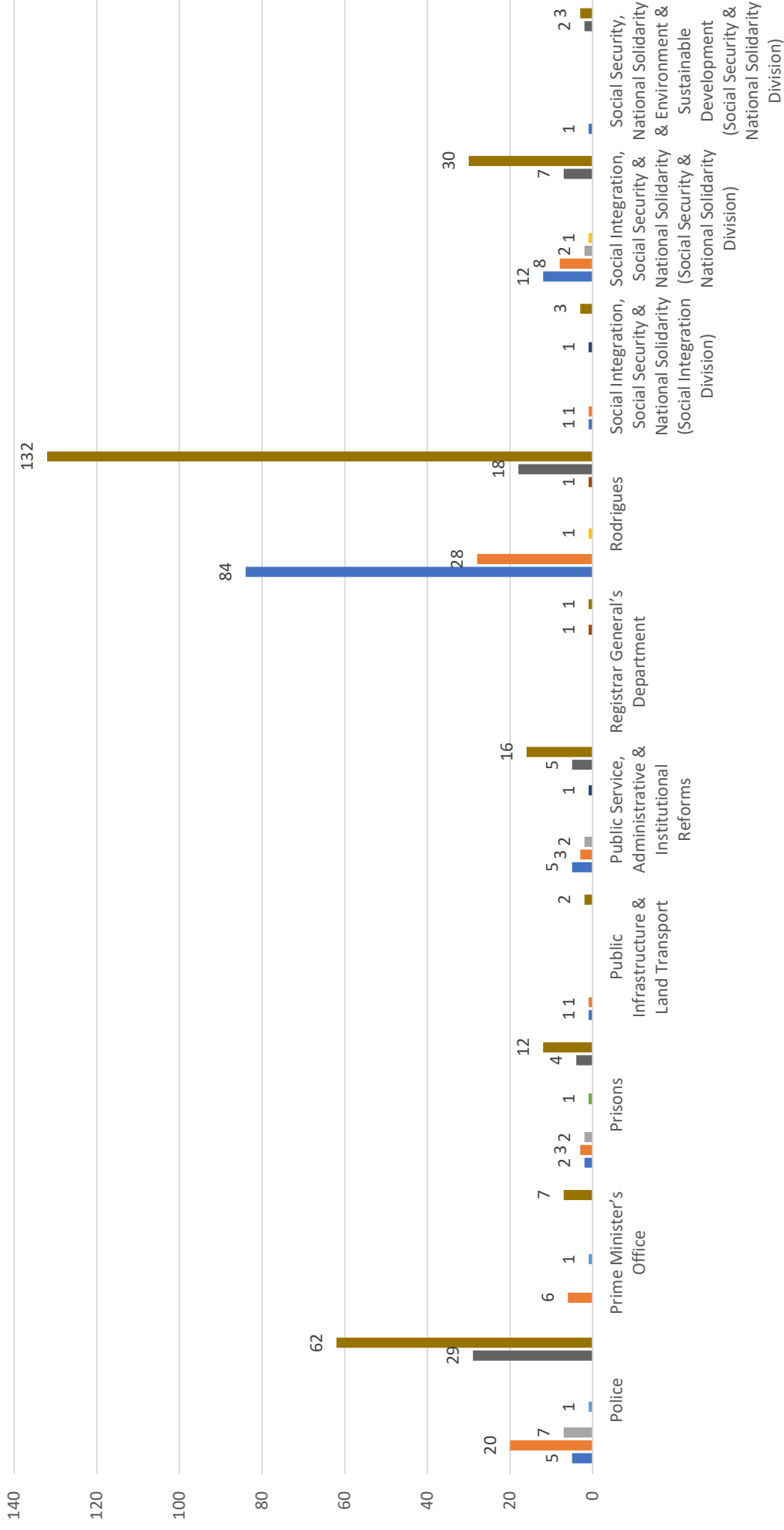
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Not Sustained	Not Entertained	No Maladministration Disclosed	Pending	Total No. of Complaints
Brought forward	46	52	9	1	3	1	-	4	70	186
Information Technology, Communication and Innovation	1	1	-	-	-	-	-	-	-	2
Labour, Human Resource Development and Training	1	2	2	-	-	-	-	-	4	9
Labour, Industrial Relations, Employment and Training	-	-	-	-	-	-	-	-	1	1
Land Transport and Light Rail	3	3	1	-	-	-	-	-	4	11
Local Authorities	25	49	4	2	-	-	-	2	53	135
Local Government & Disaster Risk Management	2	4	-	-	-	-	-	-	2	8
National Infrastructure & Community Development (National Development Unit)	-	2	-	-	-	-	-	-	-	2
National Infrastructure & Community Development (National Infrastructure Division)	2	2	-	-	-	-	-	1	-	5
Ocean Economy, Marine Resources, Fisheries and Shipping	-	1	-	-	-	-	-	-	-	1
Carried forward	80	116	16	3	3	1	-	7	134	360

STATISTICAL SUMMARY OF COMPLAINTS



Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Justified	Not Sustained	Not Entertained	No Maladministration Disclosed	Pending	Total No. of Complaints
Brought forward	80	116	16	3	3	1	-	7	134	360
Police	5	20	7	-	1	-	-	-	29	62
Prime Minister's Office	-	6	-	-	1	-	-	-	-	7
Prisons	2	3	2	-	-	1	-	-	4	12
Public Infrastructure & Land Transport	1	1	-	-	-	-	-	-	-	2
Public Service, Administrative & Institutional Reforms	5	3	2	-	-	-	1	-	5	16
Registrar General's Department	-	-	-	-	-	-	-	1	-	1
Rodrigues	84	28	-	1	-	-	-	1	18	132
Social Integration, Social Security & National Solidarity (Social Integration Division)	1	1	-	-	-	-	1	-	-	3
Social Integration, Social Security & National Solidarity (Social Security & National Solidarity Division)	12	8	2	1	-	-	-	-	7	30
Social Security, National Solidarity & Environment & Sustainable Development (Social Security & National Solidarity Division)	1	-	-	-	-	-	-	-	2	3
TOTAL	191	186	29	5	5	2	2	9	199	628

STATISTICAL SUMMARY OF COMPLAINTS



■ Rectified
 ■ Explained
 ■ Discontinued
 ■ Not Investigated
 ■ Not Sustained
 ■ Not Justified
 ■ Not Entertained
 ■ No Maladministration Disclosed
 ■ Pending
 ■ Total No. 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/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.	Explained
C/5/2020	Forestry Surveyor acting unprofessionally.	Pending
C/171/2020	Complainant, a Senior Laboratory Auxiliary avers that his transfer within a span of 24 hours not justifiable and unfair.	Pending
C/7/2021	Application for a Land Conversion Permit made since one year. No reply received.	Explained
C/21/2021	Complainant, a Principal Scientific Officer, avers that there is an issue regarding a sliding door and also about parking facilities.	Explained
C/66/2021	No reply to application for a Land Conversion Permit made more than six months ago.	Rectified
C/105/2021	Numerous vacant posts of Senior Scientific Officer not being filled to complainant's disadvantage.	Explained
C/106/2021	No decision taken regarding a request for adjustment of salary made by complainant since nearly two years.	Pending
C/112/2021	Allegation that the Ministry has allocated a portion of land initially occupied by complainant to another person on account of unpaid rent. Avers she is prepared to settle the amount due.	Explained
C/170/2021	Complainant contests the rejection of his application for a Land Conversion Permit.	Pending
C/205/2021	Application made for a Land Conversion Permit made a year ago not yet attended to.	Pending
C/222/2021	Non-adjustment of Scientific Officer's salary.	Pending

<u>Arts & Cultural Heritage</u>		
C/91/2020	Non-payment of responsibility allowance for assigned duties.	Rectified
C/46/2021	Complainant avers he has been denied promotion.	Not Investigated
<u>Attorney General's Office</u>		
C/218/2021	No reply to letter addressed to the Attorney General's Office.	Pending
<u>Blue Economy, Marine Resources, Fisheries and Shipping</u>		
C/161/2020	Compensation due to complainant on account of injury sustained by him whilst on duty still not paid after his retirement more than eleven months ago.	Pending
C/237/2020	Excessive delay for job confirmation	Rectified
C/239/2020	Complainant avers he is the victim of a change in posting.	Explained
C/16/2021	Complainant's Fishmonger's licence not renewed since almost one year.	Explained
C/54/2021	Complaint regarding the rescission of an Office of Employment made to complainant.	Discontinued
C/102/2021	Application for renewal of lease of a "barachois" not yet considered after more than six months.	Rectified
C/104/2021	No reply to request for transfer by Fisheries Protection Officer made since one month	Rectified
C/130/2021	Complainant's several appeals for the release of his Fisherman Card not attended to.	Pending
C/187/2021	Allegation of arbitrary decisions taken by the Top Management of the Ministry causing much anguish and frustration to Officers.	Pending
C/215/2021	Complainant avers retaliation following a complaint made to our Office about his unfair transfer.	Pending
<u>Civil Service and Administrative Reforms</u>		
C/99/2017	Objection to change Scheme of Service.	Pending

<u>Commerce and Consumer Protection</u>		
C/17/2021	Failure by Ministry to enforce the law in respect of a defective freezer purchased by complainant.	Pending
C/53/2021	No appropriate action taken by Consumer Affairs Unit of the Ministry in respect of a report made by complainant concerning his newly-bought car.	Not Justified
C/81/2021	Complainant avers that the handling of a complaint made by him at the Consumer Affairs Unit “seems to be dubious and tainted”.	Explained
C/143/2021	No reply to letter addressed to the Consumer Affairs Unit of the Ministry.	Pending
C/175/2021	Alleged inaction of the Ministry following a complaint made regarding after-sale service by a private concern.	Pending
C/206/2021	Averment by complainant that his products (milk powder and oil) are not being subsidised although they fall in the category of subsidised goods.	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.	Discontinued
<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.	Discontinued
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.	Explained
C/28/2020	Discrepancies in the extract of detailed record of complainant’s attendance.	Pending
C/112/2020	School in a deplorable state.	Rectified
C/160/2020	Non-payment of Headship allowance to complainant, an Educator in a State Secondary School.	Rectified
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	Explained

C/206/2020	Request for transfer in view of long-distance travelling by complainant and family problems.	Rectified
C/207/2020	Non-payment of incremental credits.	Pending
C/230/2020	No reply to request for payment of pension due to complainant.	Rectified
C/231/2020	Gross irregularities averred regarding the posting of a Deputy Rector to a State College.	Pending
C/13/2021	Non-acceptance of Teaching Licence issued by the Private Secondary Education Authority, etc.	Rectified
C/18/2021	Complainant, an Educator, avers being harassed by the headmistress at the school where she is working.	Discontinued
C/27/2021	School Rector unable to accept new posting in view of her health problems.	Rectified
C/28/2021	Request for letter re injury sustained at school not attended to.	Pending
C/30/2021	Request by complainant, an Educator, for a transfer nearby her residence in view of her difficult situation – ailing husband & three children taking part in examinations.	Discontinued
C/49/2021	Retired Officer has not received all his dues.	Discontinued
C/80/2021	Allegation of illicit practices causing harm to staff and students at school.	Pending
C/83/2021	Complainant, a Pre-Voc Teacher avers she is waiting in vain for the alignment of her salary.	Explained
C/94/2021	Complainant, a Primary School Teacher, avers her punitive transfer from one school to another after only one year.	Rectified
C/100/2021	Complainant, an Educator, avers he has been transferred from the school where he is posted to another school without any valid reason.	No Maladministration disclosed
C/107/2021	Complainant, a Deputy Head Master avers he feels insecure at the school where he works due to harassment by the Headmistress.	Explained
C/116/2021	Complainant, a School Rector, avers discrimination as she has not been assigned duties as Acting Assistant Director.	Rectified
C/124/2021	Complainant, a Secondary Educator (Business Studies) avers that her request for transfer has been rejected.	Explained

C/127/2021	Complainant, an Educator, avers he has been compelled to carry out a task beyond his qualifications.	Pending
C/129/2021	Request by complainant, an ICT Support Officer to be posted to a specific school not entertained.	Explained
C/131/2021	Complainant, an Educator of the Ministry, avers her unfair and arbitrary transfer.	Pending
C/138/2021	Complainant avers “continuous harassment, humiliation, victimization and psychological stress” by the Rector of the school where she is presently working.	Pending
C/141/2021	Complainant, an Art and Design Educator, avers that according to the Private Secondary Education Authority, her Bachelor of Arts degree is not related to the subject she teaches.	Pending
C/164/2021	Complainant, an Educator, avers constant delays regarding payment of her salary.	Pending
C/165/2021	Complainant, an Educator who contributes to a Group Pension Scheme administered by SICOM, claims not having received any reply regarding his new salary deductions.	Pending
C/169/2021	Complainant, an Educator, avers she has been unfairly transferred from one school to another right in the middle of an academic year.	Discontinued
C/179/2021	Alleged irregularities at their workplace by non-teaching staff.	Pending
C/181/2021	Complainant, an Educator in a State College avers she is being “jeopardized” at her workplace and feels deprived of her rights.	Pending
C/188/2021	Complainant, a Senior Educator, avers that the Headmistress of the school where they work has failed to complete his final appraisal of performance (PMS).	Pending
C/189/2021	Complainant, an Educator (Primary), avers that the Headmistress of the school where she works has failed to complete her final appraisal of performance (PMS).	Rectified
<u>Energy and Public Utilities</u>		
C/180/2019	Damage caused to complainant’s plantation washed away by action taken by the Central Water Authority. Claim for compensation not entertained.	Explained

C/147/2020	Application for water supply connection made nearly three months ago not materialised yet.	Explained
C/150/2020	No water tank grant for NHDC apartment.	Explained
C/173/2020	Complainant facing an acute lack of water supply since three months. Matter reported to Authority concerned to no avail.	Explained
C/175/2020	“Penurie d’eau à Case Noyale”.	Rectified
C/179/2020	Failure to supply water and to respond to complaints.	Rectified
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.	Rectified
C/197/2020	Application for a water supply made more than a year ago by complainant not yet attended to.	Rectified
C/200/2020	Low pressure issue averred by complainant who states that he has not received any water for three consecutive days.	Rectified
C/215/2020	Exorbitant water bills received by complainant who contests same.	Explained
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.	Rectified
C/12/2021	Averment by complainant that his washing machine broke down due to a problem on the CEB line which is denied by the CEB.	Explained
C/35/2021	No reply to complainant’s request for information concerning the social tariff charged.	Explained
C/42/2021	Complainant contests the monthly charge he has to pay for electricity consumption inasmuch as he resides abroad.	Explained
C/60/2021	Complainant avers being deeply aggrieved by the Ministry’s refusal to allow her to work from home during the confinement.	No Maladministration disclosed
C/64/2021	Failure by the Authority to confirm there has been delay on its part in confirming new supply of water to complainant thus causing cancellation of his lease of State Land.	Explained
C/74/2021	Payment of extra duty allowance still awaited by complainant.	Pending
C/92/2021	Water leakage reported to the Central Water Authority since two months but no action taken so far.	Rectified

C/97/2021	Leakage in main water pipe reported to the Authority since two months. No action taken so far.	Rectified
C/101/2021	Complainant, an Assistant Inspector, claims he is eligible for promotion as Inspector and avers he is entitled to salary arrears ever since August 2020.	Explained
C/119/2021	No water supply to complainant following application made since more than one and a half years.	Explained
C/121/2021	Complainant deprived of an allowance she was receiving before, without any reason or prior notice.	Rectified
C/140/2021	Request for house sewer connection made since more than three years still not attended to.	Explained
C/151/2021	Application for a building permit pending since more than six months.	Rectified
C/171/2021	Complainant without any water at his house since two weeks.	Rectified
C/174/2021	Request for disconnected street lantern to be reconnected not attended to.	Rectified
C/194/2021	Excessive water bills.	Rectified
C/198/2021	C.E.B. Facilities Co. Ltd., a fully owned subsidiary of the Central Electricity Board, has failed to comply with an Order of the Redundancy Board.	Pending
C/216/2021	Non-payment of increment – anomaly in salary.	Pending
C/225/2021	Incorrect readings by the Central Water Authority since five years.	Pending
C/229/2021	Complainant avers she has been without tap water since almost one month. No action taken to remedy the problem.	Pending
C/230/2021	Report of persistent water leakage made some five months ago not attended to yet.	Pending
C/231/2021	Excessive bills from the Central Water Authority. No action taken in respect of complaint addressed to the said Authority.	Pending
<u>Environment, Solid Waste Management & Climate Change</u>		
C/182/2021	No reply to request made by complainant for placing of some equipment on the shoreline to his barachois area.	Explained

<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.	Explained
<u>Finance, Economic Planning and Development</u>		
C/55/2020	Complainant avers discriminatory acts against her at the Ministry.	No Maladministration disclosed
C/217/2020	No reply by the Public Procurement Office to letter addressed to it by the complainant.	Explained
C/233/2020	Unfair practice at the Ministry depriving complainant of a promotion due since a long time.	Explained
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
C/31/2021	No reply to request by complainant for certain documents made since three weeks.	Explained
C/43/2021	Non-Payment under the Self-Employed Assistance Scheme (SEAS)	Rectified
C/50/2021	Complainant avers illegal disposal of a car imported by her.	Not Justified
C/84/2021	Hard up retired Police Officer living with chronic diseases requests review of income tax assessment and facilities for payment.	Rectified
C/122/2021	Complainant disputes claim by the Mauritius Revenue Authority that she is indebted (outstanding debts).	Discontinued
C/172/2021	Application for refund on construction of first residential building wrongly rejected.	Explained
<u>Financial Services and Good Governance</u>		
C/177/2018	Claim for refund of investment still not attended to since more than nine months.	Rectified
C/12/2020	No substantive reply received by complainant following his intervention in a case of fraud and corruption.	Rectified

C/95/2021	No reply received by complainant to a correspondence addressed to the Ministry.	Rectified
C/219/2021	No reply received to request for a meeting from the Asset Recovery Unit.	Pending
<u>Foreign Affairs, Regional Integration and International Trade</u>		
C/62/2021	Non-payment of fees due to complainant, a member of the Bid Evaluation Committee.	Rectified
C/103/2021	Several issues raised by complainant, Second Secretary at the Ministry, but no action taken so far.	Explained
<u>Gender Equality and Family Welfare</u>		
C/59/2021	Complainant contests the way in which an Officer of the Ministry proceeded in facilitating the issue of an Interim Protection Order.	Explained
C/152/2021	Complainant avers that her children have been victims of abuse but no action has been taken notwithstanding complaints lodged at the Child Development Unit and the Police.	Pending
<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/204/2018	No reply from Opticians Registration Board to complainant's application for registration made since more than two years.	Rectified
C/134/2019	Numerous nuisances caused by complainant's neighbour who operates a panel beating business. No action taken by authorities concerned.	Explained
C/141/2019	Noise pollution caused by several eateries to the detriment of neighbouring inhabitants.	Explained
C/157/2019	Several nuisances caused by rearing of livestock to nearby residents.	Pending
C/179/2019	Request to clarify several issues regarding an incident that took place in a hotel during an official event, etc.	Explained

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/207/2019	Complainant's company disbarred from providing Continuing Professional Development by Dental Council.	Rectified
C/25/2020	Contention over the mode of payment for extended hours of work.	Explained
C/54/2020	Overtime not yet paid since more than a year.	Rectified
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/162/2020	Overtime bill still unpaid.	Rectified
C/172/2020	Discrimination and unjustified change in Roster.	Not Justified
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.	Explained
C/20/2021	Continuous disturbing noise caused by complainant's neighbour's two air-conditioners. No action taken by authorities concerned.	Pending
C/22/2021	Complainant contests his transfer from one hospital to another with immediate effect.	No Maladministration disclosed
C/39/2021	Averment of water leakage in the Intensive Care Unit (ICU) of Cardiac Centre at Pamplémousses.	Rectified
C/44/2021	Salary, transport allowance, risk allowance and bank session not yet paid to complainant.	Pending

C/55/2021	Request by Public Officer for reversion to her substantive post not yet dealt with after nearly four months.	Rectified
C/57/2021	Complainant contests the way in which she had to apply for vacation leave following the Ministry's silence to her request for a roster basis work schedule during the COVID-19 pandemic.	Explained
C/67/2021	Complainant avers he has suffered retaliation, victimization and intimidation at the hospital where he went for his regular blood check.	Explained
C/68/2021	Complainant, a physiotherapist, avers prejudice caused to him regarding absence of rotation.	Explained
C/88/2021	Noise pollution caused by carpenter's workshop opposite complainant's residence. No action taken by authorities concerned.	Pending
C/111/2021	Allegation of Nursing Officer distributing false vaccination cards and also selling them to many people. Request for investigation in the matter.	Not Sustained
C/126/2021	Project for the manufacture of insecticide aerosols wrongly disapproved by the Dangerous Chemicals Control Board according to complainant.	Pending
C/132/2021	Complainant, a Lift Inspector, avers mismanagement regarding certification of 14 lifts at Jeetoo Hospital – no bid was requested from him.	Discontinued
C/159/2021	Noise pollution caused by workshop close to complainant's residence. No action taken by Authorities concerned.	Rectified
C/161/2021	Noise nuisance reported to the "Police de L'Environnement". No action taken so far.	Pending
C/184/2021	Complaint by Nursing Officer of harassment and victimization at her workplace.	Pending
C/210/2021	Noise and air pollution caused by aluminium workshop.	Pending

C/213/2021	Physiotherapists/Senior Physiotherapists express serious concerns about ENT-COVID coverage and its serious implications.	Pending
C/217/2021	Non-payment for work done at the Rose Belle Hospital by complainant.	Rectified
C/221/2021	Payment for works done at Jeetoo Hospital still awaited by complainant.	Rectified
C/226/2021	Complainant avers unfair deduction from his vacation leave in respect of a period during which he was on official mission.	Pending
<u>Housing and Lands</u>		
C/8/2019	Complainant's request for an access road from her house to the main road not yet considered since fifteen years.	Pending
C/63/2019	1° Lease agreement of complainant's father never finalized. 2° Squatting reported by complainant not attended to.	Pending
C/189/2019	Deed of sale of house occupied by complainant not yet signed since some seven years.	Pending
<u>Housing and Land Use Planning</u>		
C/104/2020	Car garage operating on State Land is the source of nuisance to inhabitants of the neighbourhood.	Rectified
C/145/2020	Claim for compensation for acquisition of land by Government for construction of a Memorial.	Explained
C/170/2020	Request for grant of lease over a plot of State Land not acceded to	Explained
C/41/2021	Delay in issuing morcellement permit.	Rectified
C/70/2021	Request for renewal of lease made by complainant not attended to since more than seven months.	Rectified
C/75/2021	Nuisances caused by residents of an apartment belonging to the Mauritius Housing Company Limited.	Explained

C/89/2021	Application for lease of State Land made since two years has remained without any reply.	Pending
C/91/2021	Delay by Government Valuer in advising the Registrar General on the value of complainant's property.	Explained
C/96/2021	Averment of long delays in issuing PIN codes.	Explained
C/108/2021	Recurrent delaying tactics concerning an application for a PIN code of a portion of land.	Rectified
C/114/2021	No reply to application for the purchase of State Land made more than two years ago.	Pending
C/139/2021	Request by complainant for renewal of his lease of a portion of State Land which was originally leased to him but which the Ministry has retrieved for failure to develop same.	Pending
C/144/2021	Complainant awaiting for payment of compensation in respect of land acquired from him by the Ministry since more than three months.	Pending
C/145/2021	No reply by Ministry to a letter sent by complainant since one year.	Explained
C/150/2021	No compensation paid yet for land compulsorily acquired ever since May 2009.	Pending
C/154/2021	No reply made by Ministry to complainant's application to purchase a certain plot of land.	Pending
C/157/2021	Averment that the Land Research and Mediation Unit has not replied to a request for assistance in the case of a victim of dispossession of land.	Explained
C/163/2021	Survey Technicians and Senior Survey Technicians aver being compelled to do some tasks outside their Scheme of Service.	Pending
C/190/2021	Request for Valuation Report made more than three months ago not yet attended to.	Pending
C/204/2021	Application for PIN code not processed by Ministry.	Pending
C/209/2021	Application for PIN code not processed by Ministry.	Pending

C/214/2021	Reply to application for a transfer of lease made some 9 months ago still awaited.	Pending
C/228/2021	No reply to request for reinstatement of a damaged fencing near complainant's business premises.	Pending
C/232/2021	Complainant avers he has been waiting since 16 years for his final contract in respect of his "deed lease grant" from the Ministry.	Pending
<u>Industrial Development, SMEs and Cooperatives (Cooperatives Division)</u>		
C/109/2021	No reply received by complainant following several letters he addressed to the Ministry.	Explained
<u>Industrial Development, SMEs and Cooperatives (SMEs Division)</u>		
C/166/2021	Awaiting correspondence from Ministry in respect of provision for aid and support to complainant's enterprise.	Explained
<u>Information Technology, Communication & Innovation</u>		
C/181/2020	No action taken following report by complainant regarding violation of his privacy by neighbour's camera.	Explained
C/241/2020	No reply to correspondence addressed to the Chief Executive.	Rectified
<u>Labour, Human Resource Development and Training</u>		
C/106/2020	Complaint against unjust manner in which the Registrar of Associations conducted his inquiry and the unjust decisions taken.	Explained
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.	Discontinued
C/5/2021	No reply to complaint made to the Ministry.	Explained
C/9/2021	No reply to letter addressed to the Registrar of Associations.	Rectified
C/33/2021	Complaint lodged at Ministry but no response is forthcoming.	Pending
C/93/2021	No action taken by Ministry following complaints made.	Discontinued

C/155/2021	Complaints made at Labour Office regarding discrimination at work since more than six months not attended to.	Pending
C/168/2021	Complainant avers no appropriate action taken following her complaint to the Ministry alleging unjustified termination of employment.	Pending
C/233/2021	Non-payment of responsibility allowance.	Pending
<u>Labour, Industrial Relations, Employment and Training</u>		
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/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.	Explained
C/158/2020	Anomaly on complainant’s National Identity Card.	Rectified
C/6/2021	No reply to request for information addressed to the National Land Transport Authority	Rectified
C/29/2021	Complainant wishes to be advised on the potential outcome in respect of an application he intends to lodge at the Motor Vehicle Insurance Arbitration Committee (MVIAC).	Discontinued
C/48/2021	Complainant avers that he has been prohibited from performing his duties as Traffic Warden against medical advice.	Explained
C/63/2021	Non-payment of monthly allocation for free transport scheme.	Rectified
C/125/2021	Report of assault made by complainant, an Assistant Procurement & Supply Officer, against another Officer made nearly one year	Explained

	ago not attended to by the Human Resource Department.	
C/162/2021	Unauthorised garage construction on the road.	Pending
C/183/2021	Complainant avers an abuse of the number of convocations in connection with the operation of his bus.	Pending
<u>Local Authorities</u>		
LA/C/63/2018	No action taken in respect of a report of damaged road made some six months ago.	Explained
LA/C/92/2018	Free passage of rain water blocked by a small wall thus causing stagnation. No action taken by Council.	Explained
LA/C/98/2018	Report of poor sanitation and security hazard, etc. made since more than two years. No action taken.	Pending
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.	Explained
LA/C/71/2019	Road obstruction – problem not solved since several months.	Explained
LA/C/75/2019	Complaint regarding illegal construction not yet attended to.	Discontinued
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/1/2020	No reply to request for reimbursement of Mileage made some nine months ago by an Officer of the Council.	Rectified
LA/C/4/2020	Illegal construction put up by complainant's neighbour. No action taken so far.	Pending
LA/C/15/2020	Stop order issued by Council regarding an illegal construction next to complainant's house not respected.	Explained
LA/C/21/2020	No consideration given to complaint regarding an illegal construction on boundary wall by complainant's neighbour.	Explained

LA/C/23/2020	Complaint against illegal construction by complainant's neighbour.	Explained
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/27/2020	Complainant, a high-ranking Officer at the Council avers (i) harassment by the Chief Executive and (ii) unjustified deduction from his salary.	Explained
LA/C/30/2020	No action taken regarding obstruction of natural water course reported to Council.	Pending
LA/C/34/2020	Averment that the Council has illegally proclaimed a private road as a public road, etc.	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/46/2020	Illegal constructions leading to poor ventilation and high risk of flooding. No action taken by the Council.	Explained
LA/C/48/2020	Letter addressed to the Chief Executive of the Council nearly two months ago has remained unanswered.	Rectified
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.	Explained
LA/C/52/2020	No action taken following report by complainant of dumping of trees and bushes.	Rectified
LA/C/55/2020	Illegal constructions reported to Council but no action taken.	Pending
LA/C/57/2020	Prejudice caused to complainant by the Council which has constructed a drain diverting directly on his plot of land.	Explained
LA/C/59/2020	Illegal erection of wall reported to authority concerned but no reply received.	Pending
LA/C/61/2020	Application for a Building and Land Use Permit (BLUP) treated in an unfair manner.	Discontinued
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.	Explained
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.	Rectified
LA/C/65/2020	Objection against dormitory project. No reply from Council so far.	Explained
LA/C/66/2020	Workshop is a source of various nuisances.	Explained
LA/C/68/2020	No action taken by Council to remove or demolish an illegal construction.	Pending
LA/C/70/2020	Complaint in relation to a source of nuisance reported to Council. No action taken.	Explained
LA/C/71/2020	Workshop is a source of various nuisances.	Explained
LA/C/72/2020	No action taken in respect of an objection to the issue of a Building and Land Use Permit.	Rectified
LA/C/73/2020	Illegal construction works reported to Council but no action taken so far.	Discontinued
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.	No Maladministration disclosed
LA/C/78/2020	Malpractices at the Council.	Explained
LA/C/79/2020	Complainant avers he wants to ensure a fair and transparent Building and Land Use Permit (BLUP) to a private company.	Explained
LA/C/80/2020	Delivery by workshop on the road causes circulation problems.	Not Investigated
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.	Explained
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.	Explained
LA/C/84/2020	Construction of garage in a residential zone. No fixing of Notice Board. No action taken by Council.	No Maladministration disclosed
LA/C/85/2020	No reply to request for payment of "Long Service Increment" as per PRB Report 2016.	Rectified
LA/C/86/2020	Several nuisances caused by 13-storey commercial building next to complainant's house.	Rectified
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.	Rectified
LA/C/89/2020	Illegal vehicle depot and noise nuisance reported to the Police and to the Council. No action taken so far.	Explained
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.	Rectified
LA/C/91/2020	Activities at a commercial building cause traffic problem.	Explained
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.	Rectified
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.	Rectified
LA/C/1/2021	Request by complainant for the identity of the owner of a hall next to his house and which is	Explained

	causing great noise nuisance not attended by the Council.	
LA/C/2/2021	Construction put up by complainant's neighbour on boundary line. No action taken by Council.	Rectified
LA/C/3/2021	Complaint regarding defective street lighting. No action taken by Council.	Rectified
LA/C/4/2021	Several complaints regarding the presence of a hand rail made to various authorities. No action taken.	Explained
LA/C/5/2021	Objection to declaration of a private access as a public road.	Not Investigated
LA/C/6/2021	Rainwater from complainant's neighbour's roof discharging into her premises. No action taken by Council so far.	Explained
LA/C/7/2021	Illegal construction reported to relevant authorities. No action taken.	Explained
LA/C/8/2021	Problem of noisy slab on road where complainant lives. No action taken by Council.	Pending
LA/C/9/2021	No reply to complainant's request to know the reason for the rejection of his application for a Building and Land Use Permit (BLUP).	Explained
LA/C/10/2021	Request for installation of street bulb in front of complainant's newly built house not attended to.	Rectified
LA/C/11/2021	Food snack operating on the pavement – a source of nuisance to neighbourhood because of heavy smoke.	Pending
LA/C/12/2021	Old chair left on road reserve. Delay by Council to collect same.	Rectified
LA/C/13/2021	Expanding bamboo hedge along road poses a high risk of accident. No action taken by Council since more than one and a half years.	Rectified
LA/C/14/2021	Illegal construction re-started. Matter reported to Council. No action taken.	Pending
LA/C/15/2021	Several requests made by complainant to repair a defective street light not attended to by Council.	Rectified

LA/C/16/2021	Request for the removal of two mattresses dumped against complainant's wall not yet attended to.	Rectified
LA/C/17/2021	Odour nuisance caused by complainant's neighbour. Matter reported to various authorities but no action is being taken.	Explained
LA/C/18/2021	Objection by nearby residents against the installation of a technical area, comprising of transformer room, generator room, pump room, wastewater treatment plant, ICT room and water tanks in relation to a project – several nuisances averred.	Pending
LA/C/19/2021	Drain water falling on complainant's property. No action by authorities concerned.	Explained
LA/C/20/2021	Conversion of building into flats without authorisation. Various sanitary and other problems caused by occupants. No action taken by authorities.	Pending
LA/C/21/2021	Illegal activities causing all types of nuisances averred. No action taken by the Council.	Discontinued
LA/C/22/2021	Objection to an application for the conversion of an existing building to a storage of flour.	Pending
LA/C/23/2021	Objection to the conversion of a residential property into a day-care and pre-primary school made to the Council. No response received.	Explained
LA/C/24/2021	Complaint against construction of a drain.	Explained
LA/C/25/2021	Request to cover open drains and repair damaged road fence – proliferation of mosquitoes averred.	Explained
LA/C/26/2021	Waste water accumulating in front of complainant's house is a source of health nuisance. Matter reported to several authorities. No action taken so far.	Explained
LA/C/27/2021	Averment of illegal construction in front of complainant's house. No action taken by authorities so far.	Explained

LA/C/28/2021	Complainant avers illegal meat processing activities by a private company. No action taken by Council.	Rectified
LA/C/29/2021	Complainant avers that some people are illegally undertaking building works on his property/temple and putting boundary walls.	Explained
LA/C/30/2021	Illegal building being put up by complainant's neighbour – no statutory distance left. No action taken so far by Council.	Explained
LA/C/31/2021	Complainant, an Infant School Teacher, avers being victim of discrimination and mental harassment by being posted far from her residence	Rectified
LA/C/32/2021	Report of an extension to an existing building without observing planning guidelines and statutory setback.	Explained
LA/C/33/2021	Nuisance caused by users of mini soccer pitch situated a few metres from complainant's residence.	Explained
LA/C/34/2021	Illegal building and other nuisances reported by complainant to the Council since three months. No action taken so far.	Pending
LA/C/35/2021	No further action taken following Notice served on offender for operating a food place without the required Building and Land Use Permit (BLUP).	Pending
LA/C/36/2021	Objection to the issue of a Building and Land Use Permit (BLUP) – complaint registered with Police and Council.	Rectified
LA/C/37/2021	Drainage system blocked by land owners. Inaction of authorities concerned averred.	Rectified
LA/C/38/2021	Several complaints addressed to the Council but no action taken yet.	Explained
LA/C/39/2021	Noise nuisance caused by smoke extractor of a food seller. No action taken by authorities so far.	Rectified
LA/C/40/2021	Illegal operation of car wash – matter reported to Council but no action taken so far.	Pending

LA/C/41/2021	No action taken by the Council with respect to a concrete wall in a public lane following site visit by its Inspector.	Explained
LA/C/42/2021	Constant noise emanating from illegal sawmill. Matter reported to “concerned authorities” since more than two years. No action taken so far.	Pending
LA/C/43/2021	Objection against a proposed new mechanical workshop and car wash in a residential zone.	Pending
LA/C/44/2021	Harassment at workplace averred by complainant, an Infant School Supervisor employed by the Council.	Pending
LA/C/45/2021	Running of motor vehicle garage and paint shop without permit. No action taken by Council.	Explained
LA/C/46/2021	High risks of future flooding feared by complainant. Matter referred to Council but no action has been taken.	Pending
LA/C/47/2021	Cement dust emanating from cement store next to complainant’s residence. Matter reported to authorities concerned since two years. No concrete action taken so far.	Explained
LA/C/48/2021	Flooding caused by blocked drains.	Pending
LA/C/49/2021	Damage caused to public road by an illegal developer.	Explained
LA/C/50/2021	Objection to the opening of a shop to sell fish, meat, etc. next to complainant’s residence hardly ten feet away.	Explained
LA/C/51/2021	No action taken following complaint of illegal construction.	Pending
LA/C/52/2021	No reply to request for litter bin and waste collection.	Rectified
LA/C/53/2021	Allegation by complainant of a construction next to her property without observing statutory distance. No action taken by authorities concerned.	Pending
LA/C/54/2021	Noise and massive traffic congestion caused by lorries and construction of building without respecting statutory distance.	Pending

LA/C/55/2021	No concrete action taken by Council following several reports made regarding construction of several buildings and illegal operations of poultry farming etc.	Explained
LA/C/56/2021	Objection to application for the conversion of a residential building into a tourist residence. Complainant not contacted by the authority concerned.	Rectified
LA/C/57/2021	Emission of toxic and dangerous fumes from workshop.	Pending
LA/C/58/2021	Flooding along street in Port Louis. Matter reported to Council but no action taken.	Pending
LA/C/59/2021	Overgrown vegetation next to complainant's house causing much inconvenience to his family and neighbours.	Pending
LA/C/60/2021	Objection to the conversion of a residential property into a dormitory in a quiet neighbourhood – awaiting reply from the Council.	Pending
LA/C/61/2021	Request by complainant, a retired Principal Finance Officer, for certain unpaid dues.	Pending
LA/C/62/2021	Averment of unnecessary delay by Council to enable the complainant, a private company, to obtain a Morcellement Permit.	Pending
LA/C/63/2021	Several modifications brought to a small watercourse on complainant's property by the Council without his authorisation.	Pending
LA/C/64/2021	Allegation of corruption concerning the issue of a Building Permit.	Explained
LA/C/65/2021	Averment of discrimination and racism by complainant, an employee of the Council.	Explained
LA/C/66/2021	Complainant contests claim for payment issued by the Council.	Pending
LA/C/67/2021	Objection to application by a third party for the construction of a dormitory in a residential area.	Pending
LA/C/68/2021	Environmental nuisance caused by acres of abandoned land.	Explained

LA/C/69/2021	Failure by Council to repaint yellow lines as requested by complainant.	Pending
LA/C/70/2021	Noise disturbance and other nuisances caused by stone-grinding activities next to complainant's house.	Pending
LA/C/71/2021	Complaint concerning a septic tank in front of complainant's entrance door not attended to since more than a year.	Pending
LA/C/72/2021	Illegal extension of commercial premises leased by complainant etc. No action taken by Council.	Pending
LA/C/73/2021	Objection to the construction of an Islamic Centre as it is feared that it will operate as a mosque.	Pending
LA/C/74/2021	Complaint concerning a commercial building as an extension to an existing building opposite complainant's residence poses a number of problems.	Pending
LA/C/75/2021	Illegal construction reported to Council. Complainant not yet informed of outcome of visit effected by Officers of the Council.	Pending
LA/C/76/2021	Illegal construction of wall reported to Council. No concrete action taken so far.	Pending
LA/C/77/2021	Inaction regarding illegal construction averred by complainant.	Pending
LA/C/78/2021	Construction permit granted in spite of objection by complainant.	Pending
LA/C/79/2021	No action taken in respect of several complaints regarding an illegal cattle farm operating without permit close to a residential area thus causing great inconvenience to nearby families.	Pending
LA/C/80/2021	Complaint regarding the height of a wall being constructed by complainant's neighbour. Matter reported at the Council since a year. No action taken so far.	Pending
<u>Local Government, and Disaster Risk Management</u>		
C/80/2020	Complainant, a high-ranking Officer at a District Council avers harassment by its Chief	Explained

	Executive and deduction from his salary without jurisdiction.	
C/118/2020	No fire exit on first and second floors of building occupied by complainant. Matter reported to authority concerned. No action taken yet.	Rectified
C/135/2020	Complainant, a Station Officer of the Mauritius Fire and Rescue Service alleges victimization and discrimination.	Rectified
C/1/2021	Wastes all around in village.	Explained
C/110/2021	Report of construction of illegal toilet made to District Council since nine months – no pulling down action taken by the Council.	Explained
C/135/2021	Complainant, an Internal Control Officer/Senior Internal Control Officer, avers that managerial ethics have not been respected in her case thus causing her prejudice in her career prospect.	Pending
C/137/2021	Building and Land Use Permit application unlawfully rejected.	Explained
C/193/2021	Objection to a proposed development in a residential area – negative impact averred by complainant.	Pending
<u>National Infrastructure and Community Development (National Development Unit)</u>		
C/77/2021	Damage to complainant's garage and car. No refund by the N.D.U. in spite of several letters addressed to that Unit.	Explained
C/78/2021	Complainant avers that she had not been refunded by the N.D.U. for damage to her car in spite of several letters and phone calls addressed to the N.D.U.	Explained
<u>National Infrastructure and Community Development (National Infrastructure Division)</u>		
C/208/2020	Tree near a football ground constitutes a danger for the public. No action taken by authority concerned.	Rectified
C/123/2021	No reply to complainant's request for reconversion of his application for leave	Explained

	without pay for private purposes to one of study leave without pay.	
C/142/2021	Complainant, a Quantity Surveyor/Senior Quantity Surveyor, contests the new Scheme of Service.	Explained
C/147/2021	Complainant avers that he has not been made aware of the Ministry's decision about the review of his case concerning the total loss of his car which was involved in an accident and which was purchased on a duty-free basis.	Rectified
C/185/2021	Complainant avers he is facing a "veto" by the Ministry in respect of his request to have his vehicle examined by a Certified Mechanical Engineer to ascertain its roadworthiness.	No Maladministration disclosed
<u>Ocean Economy, Marine Resources, Fisheries and Shipping</u>		
C/69/2019	Unfair Transfer of certain Officers.	Explained
<u>Police</u>		
C/161/2018	No reply to letter addressed by the complainant to the Commissioner of Police.	Pending
C/222/2018	Refusal by Police to favour complainant with a report in respect of a road accident involving her vehicle.	Explained
C/53/2019	Interdicted Police Constable not drawing any salary although the case against him has been struck out by the Court.	Pending
C/85/2019	Complainant, a detainee, requests that his personal belongings be transferred from the Supreme Court to his place of detention.	Explained
C/135/2019	Application by foreign national to enter Mauritius not yet considered after more than four months.	Pending
C/60/2020	Lump sum and other benefits due to retired Public Officer not yet paid after more than two months.	Explained
C/107/2020	Report of forgery case to the Police since nearly seven months. No response from the Police Station as yet.	Explained
C/122/2020	Request for information regarding an accident.	Explained

C/123/2020	No reply to letter addressed by complainant to the Commissioner of Police.	Explained
C/140/2020	Detainee reports a case of larceny and destruction of his private property. Requests Police enquiry into the case.	Discontinued
C/149/2020	Police Officers acting in a reckless manner.	Not Justified
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.	Explained
C/192/2020	Case of attempt at murder reported by the complainant. Avers that the Police has not treated her case "professionally".	Explained
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.	Explained
C/204/2020	Trespassing caused by complainant's neighbour's commercial activities. No action taken by authorities concerned.	Explained
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.	Explained
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.	Rectified
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/229/2020	Police Constable under the Rodrigues Establishment and now posted in Mauritius	Rectified

	requests for his transfer to Rodrigues where his child aged 8 years is traumatised on account of his absence.	
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.	Explained
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.	Discontinued
C/243/2020	Report of theft made by complainant. No action taken by the Police.	Discontinued
C/3/2021	Request by inhabitants to remove double yellow lines on the street where they live as same are causing lots of inconvenience and prejudice to them.	Explained
C/11/2021	Complainant avers that a report made by him to the Central C.I.D. is “stagnating”.	Explained
C/14/2021	Police Constable avers he is being subject to “some kind of oppressive and tyrannical conduct” towards his person.	Discontinued
C/34/2021	Request by complainant who was implicated in a serious road accident for information from the Police ignored.	Rectified
C/36/2021	No reply to several letters addressed by complainant to the Commissioner of Police regarding a drug dealing case in which he was arrested.	Discontinued
C/38/2021	Remand detainee claims the return of his property seized by the Police upon his arrest.	Explained
C/40/2021	Complainant’s vehicle seized by the anti-drug trafficking unit in connexion with a drug trafficking case since nearly a year and still not returned to her.	Pending
C/56/2021	Application for a special Work Access Permit (WAP) during the confinement period not attended to.	Discontinued

C/58/2021	Unreasonable delay in taking action thus causing prejudice to complainant.	Explained
C/61/2021	Bad practices by bus drivers at bus stop causing obstruction. Same reported to the Police but no action taken.	Explained
C/65/2021	Complainant claims for the return of his own car involved in an incident whilst being driven by his son.	Rectified
C/69/2021	Complainants aver that they have been suffering chronic and severe verbal abuse by their neighbours residing in the same building. Police action has not proved successful.	Explained
C/72/2021	Complainant avers an act of misconduct by a Police Officer.	Discontinued
C/73/2021	No reply to letter addressed to the Commissioner of Police by complainant regarding his request for Police escort when he attends court.	Rectified
C/87/2021	Application by a Rodriguan Police Officer posted in Mauritius to be transferred to Rodrigues made since two years has remained without any reply.	Pending
C/99/2021	Noise pollution caused by motor-cycle rallies. Police action required.	Explained
C/128/2021	Foreign national avers he is being unnecessarily detained in prison since one year and ten months in relation to a so-called drug case.	Explained
C/134/2021	Request by complainant for certain documents following a fatal road accident resulting on the death of her husband. No reply from the Police.	Pending
C/146/2021	Acute noise caused by complainant's neighbour whilst doing maintenance works on his vehicles affects the whole family.	Pending
C/148/2021	Complainant avers he is still awaiting the examination of a spot where an incident took place so that he may open his premises.	Pending
C/153/2021	Trees along roadside in a dangerous state and may fall down any time causing damage/injury	Pending

	to persons. No action taken so far by authorities concerned.	
C/156/2021	No update received by complainant regarding a complaint made by her since three weeks.	Pending
C/167/2021	Neighbourhood disputes reported to the Police. No improvement in the situation due to Police inaction.	Pending
C/173/2021	Request by Police Officer on the Rodrigues Establishment now serving in Mauritius to be transferred to Rodrigues not yet attended to.	Pending
C/176/2021	Heavy noise pollution caused by picnickers on public beach every week-end.	Pending
C/177/2021	Construction started by complainant's neighbour without leaving statutory distance reported to authorities concerned. No action taken.	Pending
C/178/2021	No consideration given to complainant's husband, a Police Constable, for a transfer from Mauritius to Rodrigues on account of family problems.	Pending
C/180/2021	Complainant avers that he has still not been contacted by the Police in respect of a plaint he registered at the Curepipe Police Station since five months.	Pending
C/186/2021	Enquiry not completed in respect of a suicide case since more than three years. Complainant avers maladministration by the Police.	Pending
C/192/2021	Risk of accidents at corner of two streets in Port Louis. No action taken by the Police so far.	Pending
C/195/2021	Complainant, a Police Constable, avers that he is victim of a punitive transfer.	Pending
C/199/2021	Murder case reported to the Police since more than eight years. Enquiry still ongoing.	Pending
C/201/2021	Complainant avers that she is being deprived of her constitutional right to marry a foreign national.	Pending
C/207/2021	Complainant avers cover up in the handling of his case reported to the Police.	Pending

C/211/2021	Complainant who is undergoing imprisonment for seven years claims the return of his cell phone retained by the Police upon his arrest.	Pending
C/220/2021	No action taken in respect of a report by complainant concerning the constant presence of a vehicle parked on the road which according to complainant represents a potential danger.	Pending
C/224/2021	Complainant, an untried detainee, avers delaying tactics by the Police (ADSU) in completing its enquiry in connection with a drug offence.	Pending
<u>Prime Minister's Office</u>		
C/32/2020	Correspondence addressed to the Mauritius Broadcasting Corporation contesting certain charges in respect of TV licence fee ignored.	Explained
C/152/2020	Several issues faced by the staff of the Government Information Service.	Not Justified
C/240/2020	Mistake by the Office of the Registrar of Civil Status on complainant's father's death certificate.	Explained
C/24/2021	Report made by complainant to the Prime Minister's Office and the Passport and Immigration Office regarding her husband using delaying tactics to obtain residence permit. No reply received by her so far.	Explained
C/26/2021	Religious association has, through its President, applied for VAT refund but no reply received after two months.	Explained
C/79/2021	No action taken by the M.B.C. regarding a request by the complainant to cancel his TV licence fee.	Explained
C/113/2021	Application by complainant, a Technician at the Department of Civil Aviation, for higher qualification incentive awaiting a reply since more than one and a half years.	Explained

<u>Prisons</u>		
C/154/2020	Detainee avers he has not been called to collect clothing confiscated from his cell.	Rectified
C/218/2020	Detainee avers he is the victim of moral harassment and persecution.	Explained
C/10/2021	No action taken regarding detainee's request to ensure his security in prison as he fears being seriously assaulted by his "enemies".	Discontinued
C/85/2021	Poor conditions (health, food, etc.) prevailing at Melrose Prison and denial of human rights and right to fair hearing in court, etc.	Explained
C/90/2021	Averment that conditions prevailing at Melrose Prison are "terrible". No food, no medical treatment, etc.	Discontinued
C/118/2021	Detainee not receiving appropriate treatment regarding his health condition.	Explained
C/120/2021	Averment by detainee that his personal belongings are missing upon his transfer from one prison to another.	Rectified
C/133/2021	Complainant, a long-term detainee, avers encountering many problems with the prison administration.	Not Sustained
C/223/2021	Untried detainee since three years avers that the Police is delaying the pre-trial process.	Pending
C/227/2021	No response to detainee's request for the return of certain court documents addressed to the Judicial Committee of the Privy Council, London.	Pending
C/235/2021	Request by detainee to give a statement to the Police not entertained by the Officer in Charge.	Pending
C/236/2021	Request by detainee to give a statement to the Police not entertained by the Officer in Charge.	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.	Explained

C/119/2019	Responsibility allowance denied to complainant.	Rectified
<u>Public Service, Administrative and Institutional Reforms</u>		
C/203/2019	Complainant avers wrong determination of seniority placing.	Pending
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.	Rectified
C/2/2021	Harassment at work averred by complainant, a Confidential Secretary.	Rectified
C/32/2021	Complainant requests that her transfer from one department to another at the Ministry be reviewed for health reasons.	Rectified
C/37/2021	No reply to complainant's application for a temporary transfer from Rodrigues to Mauritius.	Explained
C/45/2021	Unpaid allowance since more than six months.	Rectified
C/47/2021	Complainant, a Deputy Permanent Secretary, avers that he has been "shortchanged monetary value equivalent to 3 increments for the past 20 years."	Explained
C/52/2021	Complainant avers that non-payment of his salary for one whole month on account of an overpayment made to him before is unreasonable.	Explained
C/76/2021	Attendance Certificate not issued to complainant who attended a full day Workshop organised by the Ministry.	Rectified
C/98/2021	Complainant, a Minister Counsellor at the Ministry of Foreign Affairs, Regional Integration and International Trade declines any overseas posting to any Embassy abroad on account of COVID-19 Pandemic and refuses to appear before a Medical Board. Avers discrimination.	Discontinued
C/149/2021	No reply received to a request by complainant for incremental credit based on experience.	Pending

C/196/2021	Request by complainant, an Office Auxiliary/Senior Office Auxiliary, to revert to her substantive post from her present appointment in a temporary capacity as Machine Minder/Senior Machine Minder not yet considered after nearly 3 months.	Discontinued
C/208/2021	No reply to application for an “apostille” of a marriage certificate.	Not Entertained
C/212/2021	Complainant, an Assistant Superintendent of Prisons, avers that he has been denied his right to increments.	Pending
C/234/2021	Complainant avers she is not satisfied with the decision of the Ministry requesting her to apply for leave for the days she was incapable to perform her duties from home during confinement.	Pending
<u>Registrar General’s Department</u>		
C/160/2021	Complainant avers wrong assessment by the Registrar General.	No Maladministration disclosed
<u>Rodrigues</u>		
ROD/C/2/2018	Application for a change of the plot of land leased to complainant not considered since two years.	Explained
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/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.	Explained
ROD/C/8/2019	Complainant avers he has paid for lease of State Land but no lease agreement has been signed yet.	Explained
ROD/C/17/2019	Non-payment of overtime to complainants.	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.	Rectified
ROD/C/38/2019	Non-payment of compensation for performing higher duties.	Rectified
ROD/C/1/2020	Complainant avers discrimination against his person which causes him prejudice regarding his future promotion.	Explained
ROD/C/4/2020	Claim for allowance for shouldering additional responsibilities not attended to since more than three years.	Pending
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.	Explained
ROD/C/9/2020	Acting appointment not taken into consideration for payment of retirement benefit.	Rectified
ROD/C/13/2020	Anomaly on complainant's pay slip.	Explained
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.	Rectified
ROD/C/16/2020	Complainant avers that he is not provided with facial mask whilst on duty, nor has been provided with evening meal.	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.	Rectified
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.	Rectified
ROD/C/21/2020	Complainant not paid for having worked on public holidays on three occasions.	Rectified

ROD/C/22/2020	Application for a residential lease made more than five years ago still not attended to.	Rectified
ROD/C/1/2021	Complainant's invalidity pension suspended since nearly four years.	Explained
ROD/C/2/2021	Application for a State Land lease made by complainant more than five years ago still not attended to.	Pending
ROD/C/3/2021	Request by complainant for a small house as he is staying at his mother's place which is itself too small.	Not Investigated
ROD/C/4/2021	Non-payment of unutilised sick leave to complainant.	Explained
ROD/C/5/2021	Request by complainant to be issued with a certificate of employment not attended to.	Rectified
ROD/C/6/2021	Non-payment of sick leave averred by complainant.	Explained
ROD/C/7/2021	Non-issuance of certificate of employment to complainant who worked as "Temporary General Worker".	Rectified
ROD/C/8/2021	Non-issuance of certificate of employment to complainant who worked as "Temporary General Worker".	Rectified
ROD/C/9/2021	Non-payment for unutilised sick leave to complainant who worked as "Temporary General Worker".	Explained
ROD/C/10/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/11/2021	Non-issue of certificate of employment.	Rectified
ROD/C/12/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/13/2021	Non-issue of certificate of employment.	Rectified
ROD/C/14/2021	Non-issue of certificate of employment.	Rectified
ROD/C/15/2021	Non-issue of certificate of employment.	Rectified
ROD/C/16/2021	Non-issue of certificate of employment.	Rectified
ROD/C/17/2021	Non-issue of certificate of employment.	Rectified
ROD/C/18/2021	Non-issue of certificate of employment.	Rectified
ROD/C/19/2021	Non-issue of certificate of employment.	Rectified
ROD/C/20/2021	Non-issue of certificate of employment.	Rectified

ROD/C/21/2021	Non-issue of certificate of employment.	Rectified
ROD/C/22/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/23/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/24/2021	Non-issue of certificate of employment.	Rectified
ROD/C/25/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/26/2021	Non-issue of certificate of employment.	Rectified
ROD/C/27/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/28/2021	Non-issue of certificate of employment.	Rectified
ROD/C/29/2021	Non-issue of certificate of employment.	Rectified
ROD/C/30/2021	Non-issue of certificate of employment.	Rectified
ROD/C/31/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/32/2021	Non-issue of certificate of employment.	Rectified
ROD/C/33/2021	Complainant not issued his Professional Fisherman Card.	Pending
ROD/C/34/2021	Non-issue of certificate of employment.	Rectified
ROD/C/35/2021	Non-issue of certificate of employment.	Rectified
ROD/C/36/2021	Non-issue of certificate of employment.	Rectified
ROD/C/37/2021	Non-issue of certificate of employment.	Rectified
ROD/C/38/2021	Non-issue of certificate of employment.	Rectified
ROD/C/39/2021	Non-issue of certificate of employment.	Rectified
ROD/C/40/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/41/2021	Non-issue of certificate of employment.	Rectified
ROD/C/42/2021	Non-issue of certificate of employment.	Rectified
ROD/C/43/2021	Non-issue of certificate of employment.	Rectified
ROD/C/44/2021	Non-issue of certificate of employment.	Rectified
ROD/C/45/2021	Non-issue of certificate of employment	Rectified
ROD/C/46/2021	Complainant avers having been victimized by decision of Labour & Industrial Relations Officer.	No Maladministration disclosed
ROD/C/47/2021	Non-payment of Unutilised sick leave.	Explained
ROD/C/48/2021	Non-issue of certificate of employment.	Rectified
ROD/C/49/2021	Non-issue of employment certificate.	Rectified

ROD/C/50/2021	Non-issue of employment certificate.	Rectified
ROD/C/51/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/52/2021	Injury sustained by complainant on her site of work. Redress sought by her since two years. No reply received so far.	Pending
ROD/C/53/2021	Non-issue of certificate of employment.	Rectified
ROD/C/54/2021	Non-issue of certificate of employment.	Rectified
ROD/C/55/2021	Non-issue of certificate of employment.	Rectified
ROD/C/56/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/57/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/58/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/59/2021	Non-issuance of certificate of employment.	Rectified
ROD/C/60/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/61/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/62/2021	Non-payment of unutilised sick leave.	Explained
ROD/C/63/2021	Non-issue of certificate of employment.	Rectified
ROD/C/64/2021	Non-issue of certificate of employment.	Rectified
ROD/C/65/2021	Non-issue of certificate of employment.	Rectified
ROD/C/66/2021	Non-issue of certificate of employment.	Rectified
ROD/C/67/2021	Non-issue of certificate of employment.	Rectified
ROD/C/68/2021	Non-issue of certificate of employment.	Rectified
ROD/C/69/2021	Non-issue of certificate of employment.	Rectified
ROD/C/70/2021	Non-issue of certificate of employment.	Rectified
ROD/C/71/2021	Non-issue of employment certificate.	Rectified
ROD/C/72/2021	Non-issue of certificate of employment.	Rectified
ROD/C/73/2021	Non-issue of certificate of employment.	Rectified
ROD/C/74/2021	Non-issue of employment certificate.	Rectified
ROD/C/75/2021	Non-issue of certificate of employment.	Rectified
ROD/C/76/2021	Non-issue of employment certificate.	Rectified
ROD/C/77/2021	Non-issue of certificate of employment.	Rectified
ROD/C/78/2021	Non-issue of certificate of employment.	Rectified
ROD/C/79/2021	Non-issue of certificate of employment.	Rectified

ROD/C/80/2021	Non-issue of certificate of employment.	Rectified
ROD/C/81/2021	Non-issue of certificate of employment.	Rectified
ROD/C/82/2021	Non-issue of certificate of employment.	Rectified
ROD/C/83/2021	Non-issue of certificate of employment.	Rectified
ROD/C/84/2021	Non-issue of certificate of employment.	Rectified
ROD/C/85/2021	Non-issue of certificate of employment.	Rectified
ROD/C/86/2021	Non-issue of certificate of employment.	Rectified
ROD/C/87/2021	Non-issue of certificate of employment.	Rectified
ROD/C/88/2021	Non-issue of certificate of employment.	Rectified
ROD/C/89/2021	Non-issue of certificate of employment.	Rectified
ROD/C/90/2021	Non-issue of certificate of employment.	Rectified
ROD/C/91/2021	Non-issue of certificate of employment.	Rectified
ROD/C/92/2021	Non-issue of certificate of employment.	Rectified
ROD/C/93/2021	Non-issue of certificate of employment.	Rectified
ROD/C/94/2021	Non-issue of certificate of employment.	Rectified
ROD/C/95/2021	Non-issue of certificate of employment.	Rectified
ROD/C/96/2021	Non-issue of certificate of employment.	Rectified
ROD/C/97/2021	Non-issue of certificate of employment.	Rectified
ROD/C/98/2021	Request by Prison Officer for a transfer from Mauritius to Rodrigues not attended to since more than six months.	Pending
ROD/C/99/2021	Non-issue of certificate of employment.	Rectified
ROD/C/100/2021	Application by complainant for the survey of a portion of State Land leased to him made more than seven months ago. No action taken.	Pending
ROD/C/101/2021	Non-issue of certificate of employment.	Rectified
ROD/C/102/2021	Complainant's father, a resident of Rodrigues, is in Mauritius for treatment. His pension has been discontinued.	Rectified
ROD/C/103/2021	Request by complainant, a Primary Educator, for a transfer to Mauritius where her husband works as a Prison Officer still not considered.	Explained
ROD/C/104/2021	Complainant who has been assigned duties as Principal Forest Conservation and	Pending

	Enforcement Officer since eleven years not yet promoted to that post.	
ROD/C/105/2021	Complainant who has been acting as Senior Forest Conservation and Enforcement Officer for the last eleven years still waiting appointment to the said post.	Pending
ROD/C/106/2021	Claim for compensation in respect of loss incurred by complainant due to a drain project by the N.D.U. Nothing done by Authorities concerned.	Pending
ROD/C/107/2021	Promise of financial assistance to farmers on account of embargo on animal shipment to Mauritius not being respected.	Pending
ROD/C/108/2021	Complainant, Management Support Officer (M.S.O.) avers he has not been paid responsibility allowance whereas his counterparts have been paid same allowance for performing similar duties.	Pending
<u>Social Integration, Social Security & National Solidarity (Social Integration Division)</u>		
C/13/2020	Unfair dismissal and non-renewal of contract.	Rectified
C/211/2020	Complainant's handicapped daughter deprived of school materials from which she was benefitting.	Explained
C/202/2021	Complainant avers he has been overlooked for a promotion as Finance Officer at the National Empowerment Foundation.	Not Entertained
<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/220/2019	No action taken in respect of an allegation of illtreatment, malpractice and irregularities at a Home.	Explained
C/137/2020	No payment of overtime effected.	Rectified

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.	Rectified
C/199/2020	No reply to letter addressed by complainant to the Ministry.	Rectified
C/210/2020	No social aid received by complainant for her six-months-old daughter.	Rectified
C/214/2020	Issues relating to the safety of guests for the International Day of Persons with disabilities raised by complainant.	Discontinued
C/225/2020	Basic Invalidity Pension refused to complainant.	Rectified
C/226/2020	Complainant's pension unjustly suppressed.	Explained
C/235/2020	Old age pension not credited to complainant's bank account since more than a year.	Explained
C/244/2020	Request by complainant, a Public Officer, to know the balance of his vacation leave, not attended to.	Explained
C/4/2021	Application for grant by cancer patient to purchase medicine made since more than four months not yet considered.	Rectified
C/8/2021	Complaint made through the Citizen Support Portal delayed.	Discontinued
C/15/2021	Person suffering from "paralysie cérébrale" requested to attend Medical Board although he is bed-ridden.	Rectified
C/19/2021	Non-payment of contributory retirement pension.	Explained
C/23/2021	Complainant not remunerated for performing the duties of Assistant Commissioner since more than one and a half years.	Pending
C/25/2021	Non-payment of contributory retirement pension.	Explained
C/51/2021	No reply received by complainant to her request for a change in posting in view of the state of health of her old parents.	Rectified
C/71/2021	Non-payment of "hot-line allowance".	Rectified

C/82/2021	Complainant's medical prescription for medicine retained by Pharmacist posted at Medi Clinic and not returned to her.	Rectified
C/86/2021	Complainant avers he has been deprived of a Basic Invalidity Pension (BIP) unjustly.	Rectified
C/115/2021	Severely handicapped lady confined to bed awaiting desperately for domiciliary visits since two years.	Rectified
C/117/2021	Complainants aver they have been disseminated against: no increment to be awarded.	Not Investigated
C/136/2021	Request by complainant to know the exact name of the Officer who has initialled his retirement letter.	Explained
C/158/2021	Basic retirement pension for a period of four months not paid to complainant who was away from the country during that period.	Explained
C/191/2021	Complainant avers that his basic retirement pension is no longer being paid.	Pending
C/197/2021	Disallowance of lump sum from the National Savings Fund and the National Pension Fund.	Pending
C/200/2021	Application by complainant for duty-free facilities for the purchase of a motor car for disabled person not attended to since more than six months.	Pending
C/203/2021	Lack of sanitary measures at the Rose-Hill Benefit Branch.	Pending
<u>Social Security, National Solidarity & Environment & Sustainable Development (Social Security & National Solidarity Division)</u>		
C/66/2019	Complainants' increments disallowed since January 2018 without any valid reason.	Pending
C/110/2019	Disallowance of Basic Widow's Pension (BWP) to Muslim widows.	Pending
C/192/2019	Basic Retirement Pension not paid since 5 years.	Rectified

STAFFING STRUCTURE

Sn	DESIGNATION	In Post as at December 2021	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	7	3	4	<i>Establishment</i>
7	Word Processing Operator	1	-	1	<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	8	15	

Table 21 Staffing Structure

ORGANISATIONAL STRUCTURE

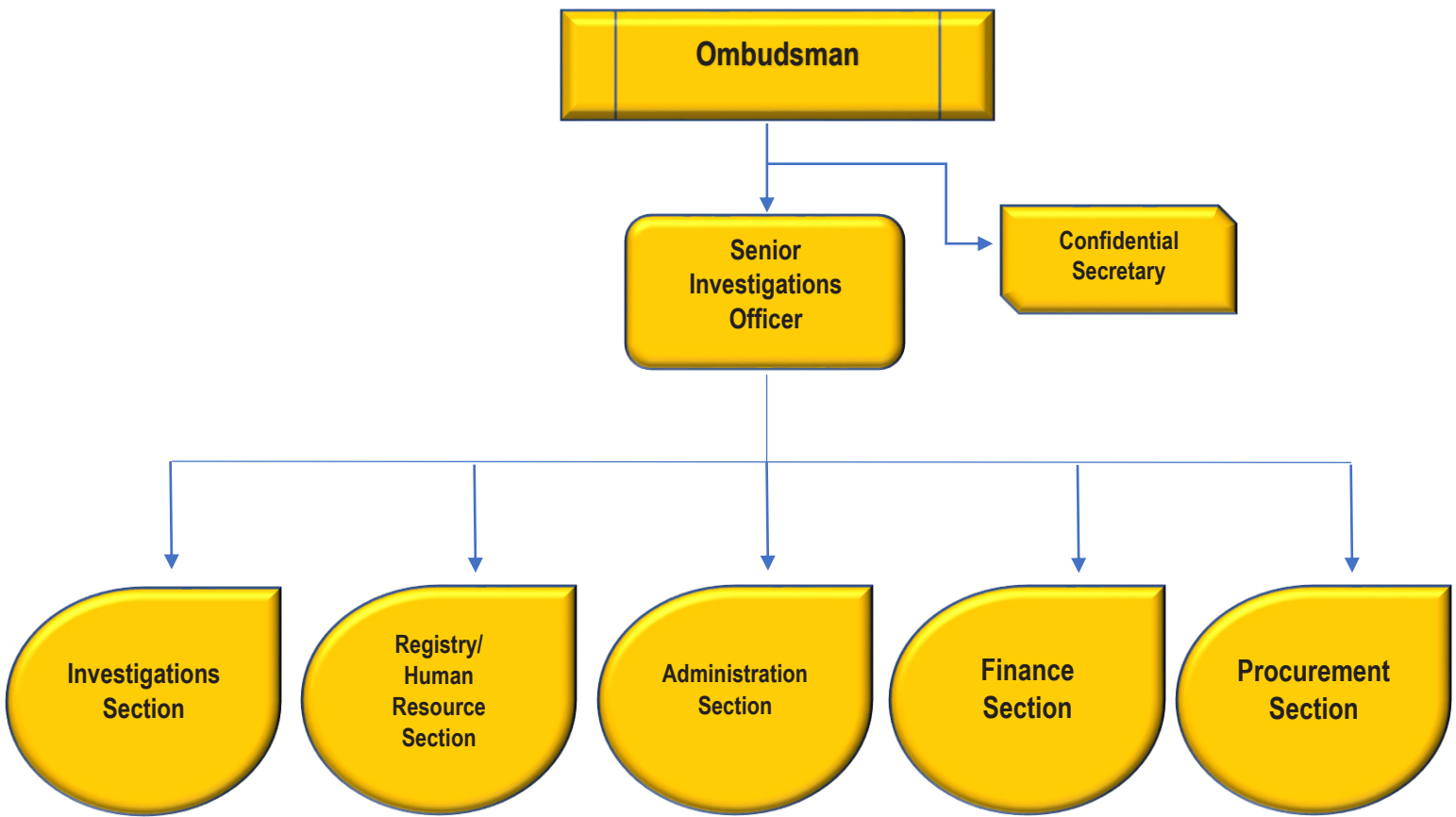


Figure 17 Organisational Structure

