

C/270/2023

Anonymous complaint at the Central Electricity Board of discrimination and injustice

On 23 October 2023, this Office received a copy of an anonymous complaint from a staff member against discrimination and injustice which prevailed at the CEB contact centre, La Tour Koenig. Allegations were made that the Head of Operations gave unfair preferential treatment to a Group of Contact Centre Agents (CCA's)/ Supervisors and Contact Centre Operators (CCO's).

In view of the seriousness of the allegations, the views of the Central Electricity Board were sought and on 18 December 2023, the CEB reported that the Internal Audit Department of CEB had carried out an investigation in the matter. The CEB would take necessary actions in accordance with internal procedures in place.