Republic of Mauritius

Office of the Ombudsman

Communiqué

In accordance with Subsections (2) & (3) of Section (96) of the Constitution, His Excellency the President of the Republic has appointed Mr. Harry Ganoo, former Secretary to Cabinet and Head of the Civil Service, as Ombudsman. Mr. Ganoo commenced his four-year term of office on 26 May 2022.

2. The Ombudsman, whose office is a Constitutional one, has the mandate to investigate any action taken by any Public Sector Officer or Authority in the exercise of any administrative functions of that Officer or Authority in which a member of the public claims to have suffered from unfair or inadequate treatment or injustice consequent upon any maladministration of that Officer or Authority. Moreover, the Ombudsman can investigate any matter when he is invited to do so by any Minister or other Member of the National Assembly. He can also initiate any enquiry on his own accord if he considers it desirable to do so. Besides, the Ombudsman is empowered, based on the nature of complaints received and the findings of his investigations, to make recommendations to the relevant authorities for the avoidance of maladministration and the improvement of public services.

3. An individual, or body of persons whether incorporated or not, may lodge a complaint to the Ombudsman by letter, email or through the Office Online Complaint Form provided that –

(a) a written representation had <u>a priori</u> been made by the complainant to the relevant department or Authority concerned and no written reply has been received within a period of five (5) working days; and

(b) the aggrieved party is not satisfied with the reply received.

4. The Ombudsman cannot consider a complaint –

(a) unless it is made by the person aggrieved himself/herself;

(b) where the complaint relates to any action in respect of which the aggrieved person has a right of appeal, reference or review to or before a tribunal constituted by or under any law in force in Mauritius; and

(c) where, the making of the complaint, has, without any reasonable cause, been delayed for more than 12 months.

5. In the discharge of his functions, the Ombudsman is not subject to the direction or control of any other person or authority. In determining whether to initiate, to continue or discontinue an investigation he acts in accordance with his own discretion for example, he may inter alia disregard a complaint which he considers as being frivolous, trivial or vexatious.

6. For more information, the public may consult this Office Frequently Asked Questions (FAQ) Forum on its Website https://ombudsman.govmu.org . The services provided by the Office of the Ombudsman is free of charge.