

Office of the Ombudsman- Republic of Mauritius

Commemoration of Ombuds Day 2025- Working Session with Public Officers

This year, on the 09th October, the Office of the Ombudsman celebrated Ombuds Day which is observed globally as an opportunity to reflect on the important role of the Ombudsman in strengthening good governance, promoting fairness and protecting the rights of citizens.

This commemoration was aligned with the United Nations General Assembly Resolutions, most recently that of 17th December 2024, which recognise the essential role of Ombudsman and Mediator institutions in strengthening good governance, fairness, and the protection of human rights, and call upon Member States to foster collaboration between independent institutions and public authorities for the sharing of best practices and experiences.

To mark the occasion, the Office organised a full day working session with 19 Public Officers to commemorate the event. The session brought together Public Officers from different Ministries/Departments, particularly those involved in public service delivery or complaint-handling, to foster dialogue and strengthen collaboration.

The opening ceremony was graced by distinguished representatives from National Human Rights Institutions, including:

- **Mr Ravi Shankar Sonea, Permanent Secretary, Ministry of Foreign Affairs, Regional Integration and International Trade (Human Rights Division)**
- **Mrs Aneeta Ghoorah, Ombudsperson for Children**
- **Mr Satyajit Boolell SC, Chairperson, National Human Rights Commission**
- **Mr Gunneswar Shibchurn, Member, Equal Opportunities Commission**
- **Mr Gheenduth Seechurn, Member, Equal Opportunities Commission**
- **Ms Shalini Buldawoo, Secretary, Equal Opportunities Commission**
- **Mrs Lata Jhugroo, Secretary, Ombudsperson for Children**
- **Mr Fayyaz Renghony, Secretary, Ombudsperson for Financial Services**

The event was held in the Conference Room of the Office of the Ombudsman and was also attended by several media representatives.

Each Human Right Institution was invited to make a presentation on the role and services provided by their respective Office, hence, allowing participants to gain a deeper understanding of how their Office contribute to protecting and promoting the rights of citizen in Mauritius. The exchange aimed at providing a platform to ensure quality, fairness and efficiency in the delivery of services to the public.

The session was followed by an interactive session whereby the participants were given the opportunity to discuss recurrent problems faced by them and share best practices.



Registration of participants



Welcome Address by the Senior Investigations Officer



*Address by Mr Ravi Shankar Sonea, Permanent Secretary, Ministry of Foreign Affairs,
Regional Integration and International Trade (Human Rights Division)*



Address by Mrs Aneeta Ghoorah, Ombudsperson for Children



Address by the Ombudsman, Mr Harry Ganoo, G.O.S.K



Address by Mr Gunneswar Shibchurn, Member, Equal Opportunities Commission



Presentation by Investigator, Equal Opportunities Commission



Presentation by Senior Investigator, Independent Police Complaints Commission



Presentation by Secretary, Ombudsperson for Financial Services



Group Photo



Interactive Session

In addition to the working session, the Office also held different awareness sessions with other stakeholders as follows:

1) Awareness Raising Campaign in collaboration with University of Mauritius on 06th October 2025

Ahead of Ombuds Day, the Office conducted an awareness campaign at the University of Mauritius (UoM) aimed at engaging students and academic staff. The initiative sought to enhance understanding of the Ombudsman's mandate and the mechanisms available for redress of administrative grievances.

About 100 participants attended the session and 100 pamphlets were distributed to enable them better understand how the Office could assist them.



Opening Address by Dr Beebeejaun



Participants viewing promotional video



Interaction Session with Senior Investigations Officer

2) Awareness Raising Campaign in collaboration with Citizen Advice Bureau

Another awareness raising session was held at Tranquebar Community Centre on 07th October 2025 in collaboration with the Citizen Advice Bureau. A total of 44 participants attended the session and 50 pamphlets were distributed to them. The pamphlet contains general information (in three languages i.e English, French & Creole) on the role and powers of the Ombudsman, including the procedures to be followed to lodge a complaint of alleged maladministration.

The session was followed by an interactive one whereby the participants were given the opportunity to discuss recurrent problems faced by them.



Presentation by Investigations Officers



Interactive Session with Senior Investigations Officer

3) Awareness Raising Campaign in collaboration with MACOSS

The Office also conducted an awareness Raising Campaign in collaboration with The Mauritius Council of Social Service (MACOSS), a non-governmental organisation (NGO) on 8th October 2025. Recognizing the pivotal role that NGOs play in promoting the human rights of our citizens, the Office decided to strengthen collaboration with them. Around 20 members of MACOSS participated in the session.



Participants viewing promotional video



Presentation by Investigations Officer



Interactive Session with Senior Investigations Officer

4) Sessions in Rodrigues

The Ombudsman visited Rodrigues, an outer island, from 16th to 19th September 2025. As part of the Office's outreach and capacity-building strategy, this visit was essential to strengthen regional presence and guarantee that the residents have access to administrative justice. The objectives of the mission were to:

- i. reinforce institutional co-operation with the Central Administration of the Rodrigues Regional Assembly;
- ii. interact directly with complainants; and
- iii. raise awareness about the mandate and services of the Office of the Ombudsman.

During the visit, the Ombudsman met the Acting Island Chief Executive, Departmental Heads of various Commissions of the Rodrigues Regional Assembly, members of the public, and other stakeholders to discuss administrative concerns that were reported to him. A training session was conducted with 21 public officers working in different institutions. The Ombudsman shared practical insights and advices with these officers while emphasising on their obligation to maintain professionalism, ethical behaviour, and provide a fair service to all citizens.



Address by Senior Investigations Officer

Two awareness-raising sessions were also held on the island with the collaboration of local NGOs. In total, 37 people attended the sessions. The topics included citizens' rights, the 'Association des Ombudsman et Médiateurs de la Francophonie' (AOMF) Declaration on the Protection of Whistleblowers, (October 2024), Article 19 of the Universal Declaration of Human Rights (UDHR) and Article 33 of the United Nations Convention Against Corruption (UNCAC).



Rodrigues Centre Régional des Femmes, Malabar



Senior Citizens Centre, Mont Lubin

The Secretary General of the Rodrigues Chamber of Commerce and Industry had a meeting with the Ombudsman where he requested awareness sessions with business operators on the island as they often face administrative bottlenecks that hinder their economic progress. The Ombudsman welcomed the proposal and expressed his readiness to collaborate in sensitising

the Chamber members and encouraging the Secretary to report the matters requiring attention. This visit was instrumental in ensuring equitable access to justice for all citizens and maintaining effective oversight on regional authorities in the outer islands.

The commemoration of Ombuds Day 2025 and the accompanying outreach initiatives underscored the Office's unwavering commitment to promoting transparency, accountability, and fairness in public administration. Through meaningful engagement with public officers, students, community members, and civil society actors, the Office strengthened awareness of its mandate and reinforced collaboration with key partners in the governance and human rights ecosystem. These activities not only enhanced public understanding of citizens' rights and avenues for redress but also contributed to building a more responsive and people-centred public service.