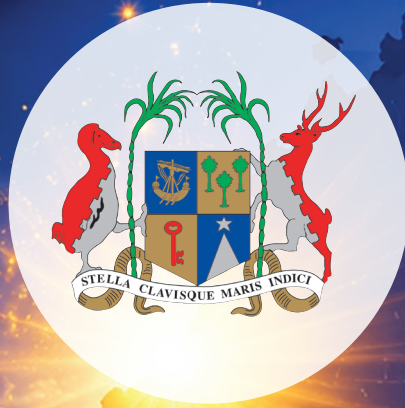




OFFICE OF THE OMBUDSMAN

52nd

Annual Report

2025

OFFICE OF THE OMBUDSMAN

OMB/ADMIN/AR/2/1

25 May, 2026

His Excellency, Mr. Dharambeer Gokhool, 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 52nd Annual Report of the Ombudsman for the year 2025.

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**

TABLE OF CONTENTS

	Page
1. Our mission	3
2. Our commitment	3
3. Year under Review	3
4. Statistics for 2025	3 - 9
5. Strategic Plan – 2024/25 - 2028/29	10
6. Own Motion cases	23
7. Rodrigues Regional Assembly	29
8. Awareness-Raising Campaign	40
9. International and Regional Co-operation	62
10. Meetings with Authorities	69
11. A Note from the Ombudsman	71
12. Appendices	83

APPENDICES

Page

Appendix A

Chapter IX of the Constitution – The Ombudsman	...	...	...	84
--	-----	-----	-----	----

Appendix B

The Ombudsman Act	...	...	...	...	...	...	...	...	92
-------------------	-----	-----	-----	-----	-----	-----	-----	-----	----

Appendix C

Summaries of Selected Complaints	...	...	...	...	...	...	97
----------------------------------	-----	-----	-----	-----	-----	-----	----

Ministries/Departments

Agro Industry and Food Security (2)	...	...	...	...	...	...	97
Commerce & Consumer Protection (1)	...	...	...	...	...	...	101
Education & Human Resource (6)	...	...	...	...	...	...	103
Finance (1)	...	...	...	...	...	...	117
Foreign Affairs, Regional Integration & International Trade (1)	...	...	...	...	...	...	119
Gender Equality and Family Welfare (1)	...	...	...	...	...	...	122
Health and Wellness (3)	...	...	...	...	...	...	124
Housing and Lands (1)	...	...	...	...	...	...	130
Labour and Industrial Relations (1)	...	...	...	...	...	...	132
Land Transport & Light Rail (1)	...	...	...	...	...	...	134
Land Transport (2)	...	...	...	...	...	...	136

Local Government (3)	...	...	...	...	...	...	...	139
National Infrastructure (1)	...	...	...	...	...	...	...	145
Police (1)	...	...	...	...	...	...	...	147
Prime Minister's Office (2)	...	...	...	...	...	...	...	149
Social Integration, Social Security & National Solidarity								
(Social Security and National Solidarity Division) (4)	...	...	...	...	...	...	...	153
Tertiary Education, Science & Research (2)	...	...	...	...	...	...	...	163

Local Authorities

Local Authorities (3)	...	...	...	...	...	...	...	169
District Council of Black River (1)	...	...	...	...	...	...	...	177
District Council of Flacq (2)	...	...	...	...	...	...	...	178
District Council of Riviere du Rempart (1)	...	...	...	...	...	...	...	183
Municipal Council of Curepipe (1)	...	...	...	...	...	...	...	185
Municipal City Council of Port Louis (2)	...	...	...	...	...	...	...	187
Municipal Council of Quatre Bornes (1)	...	...	...	...	...	...	...	192
Municipal Council of Vacoas-Phoenix (1)	...	...	...	...	...	...	...	195

<u>Rodrigues Regional Assembly</u> (1)	...	...	...	...	...	...	...	199
--	-----	-----	-----	-----	-----	-----	-----	-----

Appendix D

Statistical summary of complaints	...	...	...	...	...	...	...	201
-----------------------------------	-----	-----	-----	-----	-----	-----	-----	-----

Appendix E

Subject of complaints	...	...	...	...	...	...	...	...	211
-----------------------	-----	-----	-----	-----	-----	-----	-----	-----	-----

Appendix F

Appreciations from Complainants	...	...	...	...	...	...	299
---------------------------------	-----	-----	-----	-----	-----	-----	-----

Appendix G

Organisational Structure...	...	...	...	...	...	...	...	302
-----------------------------	-----	-----	-----	-----	-----	-----	-----	-----

OFFICE
OF THE
OMBUDSMAN

LIST OF TABLES

Table 1 Complaints Received during the Year 2025	3
Table 2 Comparative Table of Complaints Received Year on Year	4
Table 3 Cases Dealt with for the Year 2025.....	5
Table 4 Cases Investigated during the Year 2025.....	5
Table 5 Cases Investigated Year on Year.....	6
Table 6 Ministries/Departments	7
Table 7 Local Authorities.....	8
Table 8 Rodrigues Regional Assembly	8
Table 9 Overview of statistics for Year 2025.....	9
Table 10 Cases Finalised during the Year 2025.....	13
Table 11 Comparative Table- Finalised Cases Year on Year	14
Table 12 Timeliness of Complaints Acknowledged for the Year 2025.....	15
Table 13 Comparative Table - Acknowledgement of complaints within 5 working days.....	15
Table 14 Percentage of investigation monitored and followed up within 12 months.....	16
Table 15 Comparative Table- Investigations monitored and followed Year on Year	16
Table 16 Percentage of complainants' satisfaction.....	17
Table 17 Disaggregated Data	19
Table 18 Age Range	20
Table 19 Profession of Complainants	20
Table 20 Complainants with Disability.....	21
Table 21 Own Motion Cases	28

LIST OF FIGURES

Figure 1 Complaints Received during the Year 2025	4
Figure 2 Complaints Received Year on Year	4
Figure 3 Cases Investigated during the Year 2025	6
Figure 4 Cases Investigated Year on Year	7
Figure 5 Cases Finalised during the Year 2025	14
Figure 6 Timeliness of Complaints Acknowledged for the Year 2025	15
Figure 7 Age Range	20
Figure 8 Profession of Complainants for the Year 2025	21
Figure 9 Complainants with Disability	21

ACRONYM

AOMA	African Ombudsman and Mediators Association
AMFO	Assistant Manager Financial Operations
AOMF	Association des Ombudsman et Médiateurs de la Francophonie
AGO	Attorney General's Office
BLUP	Building and Land Use Permit
CWA	Central Water Authority
CSU	Citizen Support Unit
CAB	Citizens Advice Bureau
CSD	Civil Status Division
CSG	Contribution Sociale Généralisée
CIS	Corrugated Iron Sheet
CPA	Cumulative Point Average
DICL	Drains Infrastructure Construction Ltd
EXCO	Executive Committee
FCC	Financial Crimes Commission
GIS	Government Information Service
HEP	Holistic Education Programme
HR	Human Resource
ICAC	Independent Commission Against Corruption
ICO	Internal Control Officer
IOI	International Ombudsman Institute
KPI	Key Performance Indicator
LDA	Land Drainage Authority
MACOSS	Mauritius Council of Social Service
MQA	Mauritius Qualifications Authority
MOU	Memorandum of Understanding
MCCPL	Municipal City Council of Port Louis
NAO	National Audit Office
NDU	National Development Unit
NIC	National Identity Card
NLTA	National Land Transport Authority

NTC	National Transport Corporation
PIO	Passport and Immigration Office
PAYE	Pay As You Earn
PRB	Pay Research Bureau
PBMC	Permits and Business Monitoring Committee
PMO	Prime Minister's Office
QAA	Quality Assurance Authority
SOS	Scheme of Service
SSDT	School of Sustainable Development and Tourism
SME	Small and Medium Enterprise
TMRSU	Traffic Management and Road Safety Unit
UTM	University of Technology, Mauritius
VAT	Value Added Tax
WMA	Wastewater Management Authority
WRU	Water Resource Unit

HIGHLIGHTS OF 2025

1027

Complaint Dealt with



Received by:





1. OUR MISSION

The mission of the Ombudsman is to improve public service by investigating and reporting alleged maladministration by public authorities and by raising public awareness.

2. OUR COMMITMENT

The Office of the Ombudsman is committed to be an effective Constitutional Office that addresses administrative injustices and promotes principles of good administration.

3. YEAR UNDER REVIEW

This is the 52nd Annual Report of the Ombudsman. It concerns the discharge of the functions of this Office during the year 2025 in the course of which a total of **780** new complaints were received and a total of **474** new cases opened.

4. STATISTICS FOR 2025

Complaints Received

Complaints Received during the Year 2025	
Cases Opened	474
Cases Outside Jurisdiction or Premature	306
TOTAL	780

Table 1 Complaints Received during the Year 2025

Complaints Received during the Year 2025

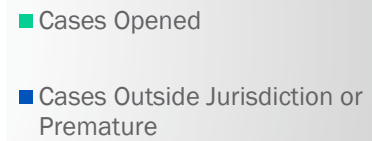
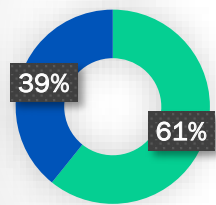


Figure 1 Complaints Received during the Year 2025

Comparative Table of Complaints Received Year on Year			
	2023	2024	2025
Complaints Received	639	628	780

Table 2 Comparative Table of Complaints Received Year on Year

Complaints Received Year on Year

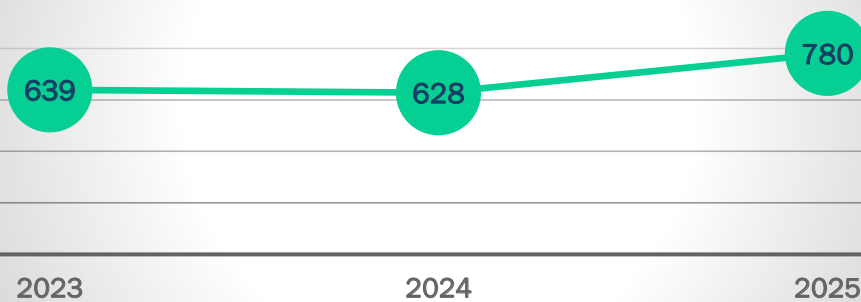


Figure 2 Complaints Received Year on Year

Cases Dealt with and Investigated

Cases Dealt with for the Year 2025	
Ministries/Departments	350
Local Authorities	111
Rodrigues Regional Assembly	13
Pending Cases as at 31 December 2024	247
Cases Outside jurisdiction (Miscellaneous/Copies)	306
Total	1,027

Table 3 Cases Dealt with for the Year 2025

Cases Investigated for the Year 2025

Cases Investigated during the Year 2025	
Ministries/ Departments	350
Local Authorities	111
Rodrigues Regional Assembly	13
Pending cases as at 31 December 2024	247
Total	721

Table 4 Cases Investigated during the Year 2025

Cases Investigated during the Year 2025

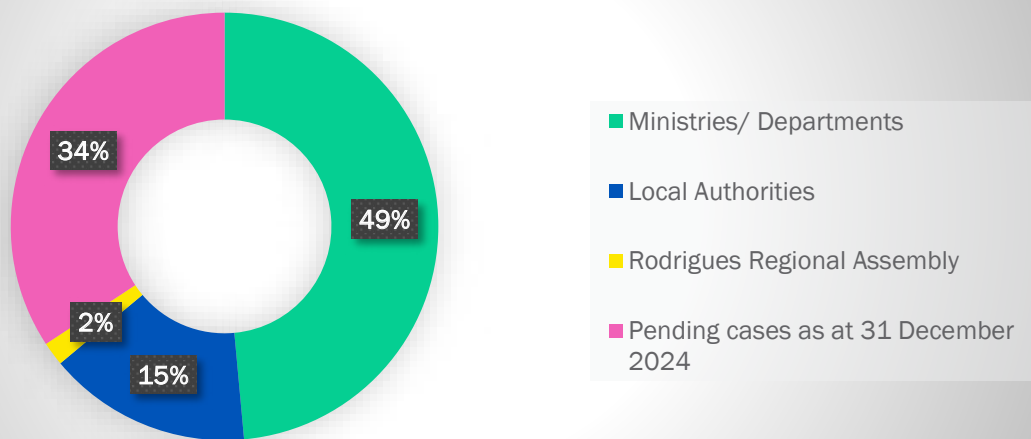


Figure 3 Cases Investigated during the Year 2025

Cases Investigated Year on Year

Cases Investigated Year on Year			
	2023	2024	2025
Ministries/Departments	311	313	350
Local Authorities	97	90	111
Rodrigues Regional Assembly	28	34	13
Pending Cases as at 31 December	225	258	247
Total	661	695	721

Table 5 Cases Investigated Year on Year

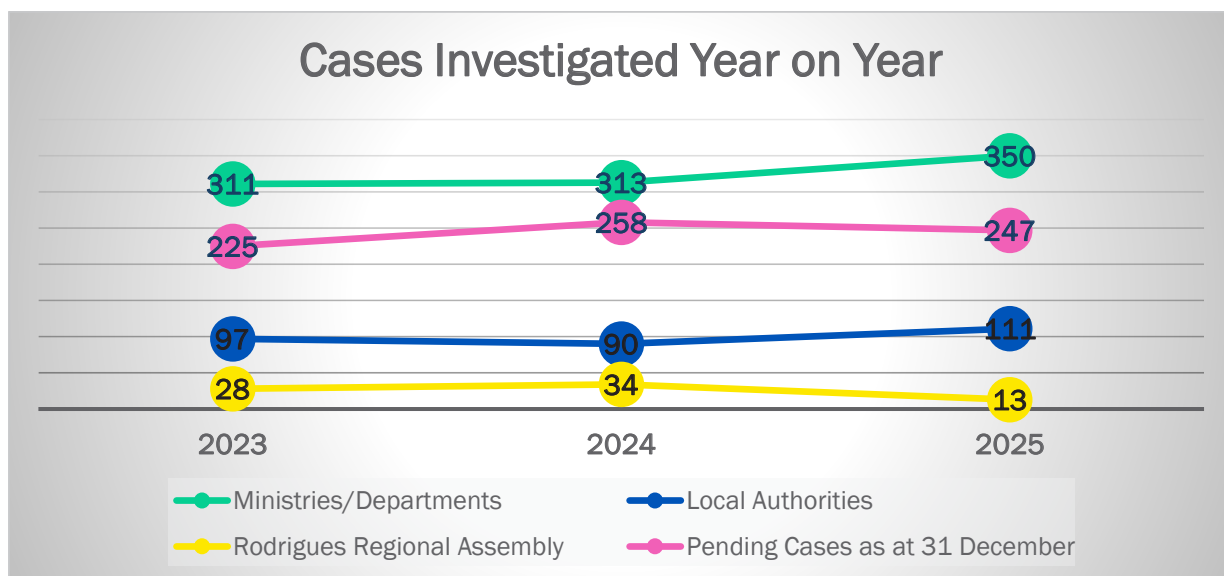


Figure 4 Cases Investigated Year on Year

Ministries/Departments

Decision taken	Number of Cases
Rectified	159
Explained	130
Discontinued	57
Not Investigated	1
Not Sustained	20
Not Justified	4
No maladministration disclosed	16
Pending	130
Total	517

Table 6 Ministries/Departments

Local Authorities

Decision taken	Number of Cases
Rectified	50
Explained	37
Discontinued	12
Not Sustained	6
No maladministration disclosed	1
Pending	63
Total	169

Table 7 Local Authorities

Rodrigues Regional Assembly

Decision taken	Number of Cases
Rectified	8
Explained	17
Discontinued	1
Pending	9
Total	35

Table 8 Rodrigues Regional Assembly

An overview of statistics for Year 2025 is as follows –

Cases pending as at 31 December 2024	247
Case intake/investigated	474
Cases dealt with	1,027 (includes 474 new cases, 306 miscellaneous & copies of complaints and 247 cases pending as at 31.12.2024)
Cases rectified	217
Cases explained	184
Cases discontinued	70
Cases not investigated	1
Cases not sustained	26
Cases not justified	4
Cases no maladministration disclosed	17
Miscellaneous and copies of complaints	306
Cases pending as at 31 December 2025	202

Table 9 Overview of statistics for Year 2025

5. STRATEGIC PLAN – 2024/25 TO 2028/29

During the year under review, the Office of the Ombudsman continued to implement its strategic objectives in line with the internationally recognised Paris Principles and Venice Principles, with a sustained focus on enhancing accessibility, strengthening institutional capacity, improving service delivery, and promoting administrative justice.

A key strategic priority remained public outreach and awareness. In collaboration with national stakeholders, including the University of Mauritius, National Women's Council, Citizens Support Unit, Prisons Department, and civil society organisations such as DIS-MOI and MACOSS, the Office conducted **29 awareness-raising sessions** across Mauritius and Rodrigues. These sessions reached 825 participants, with **1,138 pamphlets** distributed, thereby expanding public understanding of human and civil rights, the mandate of the Ombudsman, and available complaint mechanisms. The Office further reinforced accessibility through direct engagement, attending to **871 phone calls** from members of the public seeking assistance and updates on their cases.

Awareness initiatives also placed emphasis on whistleblower protection frameworks, including provisions under the Financial Crimes Commission Act and the National Agency for Drug Control Act, while informing participants on their rights and obligations under the Ombudsman Act 1969. The principle of the Ombudsman as an institution of last resort was consistently highlighted.

In line with its commitment to capacity building, staff benefited from continuous professional development through participation in **8 international webinars** organised by bodies such as the IOI, AOMA and AOMF, and **10 training programmes** delivered by national institutions, including the Atal Bihari Vajpayee Institute of Public Service and Innovation. These initiatives contributed to enhancing technical expertise and institutional effectiveness.

To improve efficiency in complaint handling, the Office convened **10** follow-up meetings with public authorities to address bottlenecks and expedite investigations. This proactive engagement contributed to notable performance outcomes. In 2025, the Office registered **780 new complaints**, representing a **24%** increase compared to 2024. A total of 1,027 cases were dealt with,

reflecting a **16%** increase, while an **8%** rise was recorded in cases opened and investigated.

Despite increased workload, the Office achieved all key performance indicators (KPIs). Notably, **80%** of cases were **finalised within 12 months**, and **99%** of complaints were acknowledged within the **statutory 5 working days**. The number of pending cases was significantly reduced to **167** cases at the time of reporting, reflecting enhanced operational efficiency and the dedication of staff, including extended efforts beyond normal working hours and under flexible work arrangements.

The Office also maintained a strong focus on service quality, with a customer satisfaction survey indicating **100% satisfaction** among respondents regarding service information provided. Concurrently, strict adherence to the Data Protection Act was ensured in handling personal data.

At the international and regional levels, continued engagement with partner organisations strengthened institutional capacity, facilitated knowledge exchange, and supported initiatives such as the development of a public awareness video.

The Office further demonstrated its commitment to global standards of good governance through the commemoration of Ombuds Day on 9 October 2025, in line with recent United Nations General Assembly resolutions. This included a working session with public officers aimed at fostering inter-institutional collaboration and reinforcing mechanisms for addressing maladministration.

Overall, the strategic actions undertaken in 2025 have reinforced the Office's role as a key institution in promoting transparency, accountability, and fairness in public administration, while responding effectively to the evolving needs of the public.

Performance Analysis - Year 2025

The year 2025 was marked by a significant increase in workload and sustained improvements in operational efficiency within the Office of the Ombudsman.

A total of **780 new complaints** were received in **2025**, representing a **24%** increase compared to **628 complaints** in **2024**. Of these, **306** complaints were assessed as outside the Office's jurisdiction, premature, frivolous, or treated as miscellaneous/copies of correspondence, thereby reflecting the continued

need for public sensitisation on the scope and admissibility criteria of complaints.

Overall, the Office dealt with **1,027** cases in 2025, compared to **886** cases in 2024, indicating a **16%** increase in caseload. The cases handled comprised:

- **474** new cases opened and investigated against Ministries/Departments, the Rodrigues Regional Assembly, and Local Authorities;
- **306** complaints categorised as outside jurisdiction, premature, frivolous or miscellaneous; and
- **247** cases carried forward from the previous year.

In terms of investigative workload, a **4%** increase was recorded in the number of cases investigated, with **721** cases in 2025 compared to **695** cases in 2024.

Notwithstanding the increased caseload, the Office achieved notable improvements in case finalisation. A total of **825** cases/complaints were finalised within 12 months, representing **80%** of cases dealt with, compared to 72% in 2024. This demonstrates enhanced efficiency in complaint resolution and adherence to performance targets.

At the end of December 2025, **202** cases remained under investigation. Through continued efforts, this number was further reduced to 167 pending cases at the time of preparation of this Report. The reduction in backlog reflects the Office's commitment to timely case management and effective service delivery.

The improved performance outcomes were largely attributable to a combination of strategic and operational measures, including:

the implementation of a work-from-home scheme for Senior Officers, enabling greater flexibility and productivity; regular follow-up with public authorities to ensure timely responses; the organisation of meetings with stakeholders to address bottlenecks in investigations; ongoing capacity-building initiatives to enhance staff competencies; and the recruitment of additional Investigations Officers to strengthen operational capacity.

However, it is to be noted that certain factors continue to contribute to delays in the resolution of some cases. These include:

situations where legislative amendments are required before corrective action can be taken; the lengthy process of obtaining legal advice from relevant authorities; cases requiring policy decisions at Government level; and resource constraints within public authorities, which may hinder the timely implementation of remedial measures.

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 2025

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

The Office has a three-stage decision process namely:

- (a) Complaints that are assessed to be out of jurisdiction, time barred, frivolous, trivial, no sufficient interest or premature.
- (b) Complaints that are finalised after having been provided with the requested information.
- (c) Complaints where decisions are made after detailed investigations.

The data below represents the cases finalised in respect of the three-stage process.

Cases Finalised during the Year 2025	
Cases Dealt With	1027
Cases finalised	825
Cases pending as at December 2025	202

Table 10 Cases Finalised during the Year 2025

Cases Finalised during the Year 2025

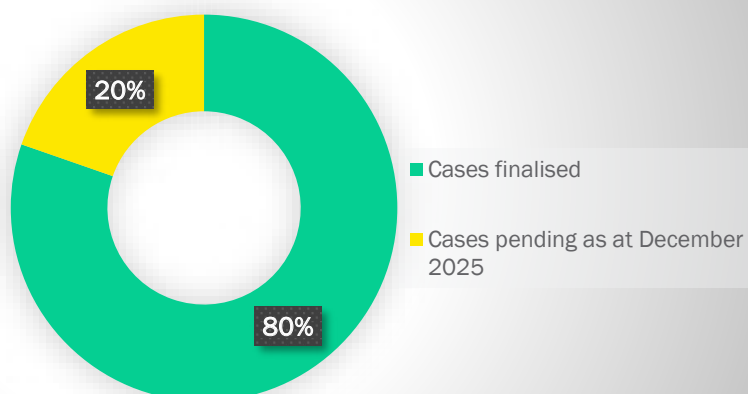


Figure 5 Cases Finalised during the Year 2025

Comparative Table- Finalised Cases Year on Year

Target	Scores %	Scores %	Scores %
	2023	2024	2025
70%	70%	72%	80%

Table 11 Comparative Table- Finalised Cases Year on Year

KPI 2: ACKNOWLEDGEMENT OF COMPLAINTS RECEIVED FOR THE YEAR 2025

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

In 2025, of the total number of complaints received (780), 654 were acknowledged within the statutory timeframe, 9 were acknowledged beyond 5 working days and the remaining 117, being anonymous and own-motion cases, did not require any acknowledgement. The timeliness of complaints acknowledged within 5 working days has shown a constant improvement as we have achieved our target for the fourth consecutive year.

Timeliness of Complaints Acknowledged for the Year 2025	Number of Cases	Score %
Complaints acknowledged within 5 days	99	%
Complaints acknowledged beyond 5 days	1	%

Table 12 Timeliness of Complaints Acknowledged for the Year 2025

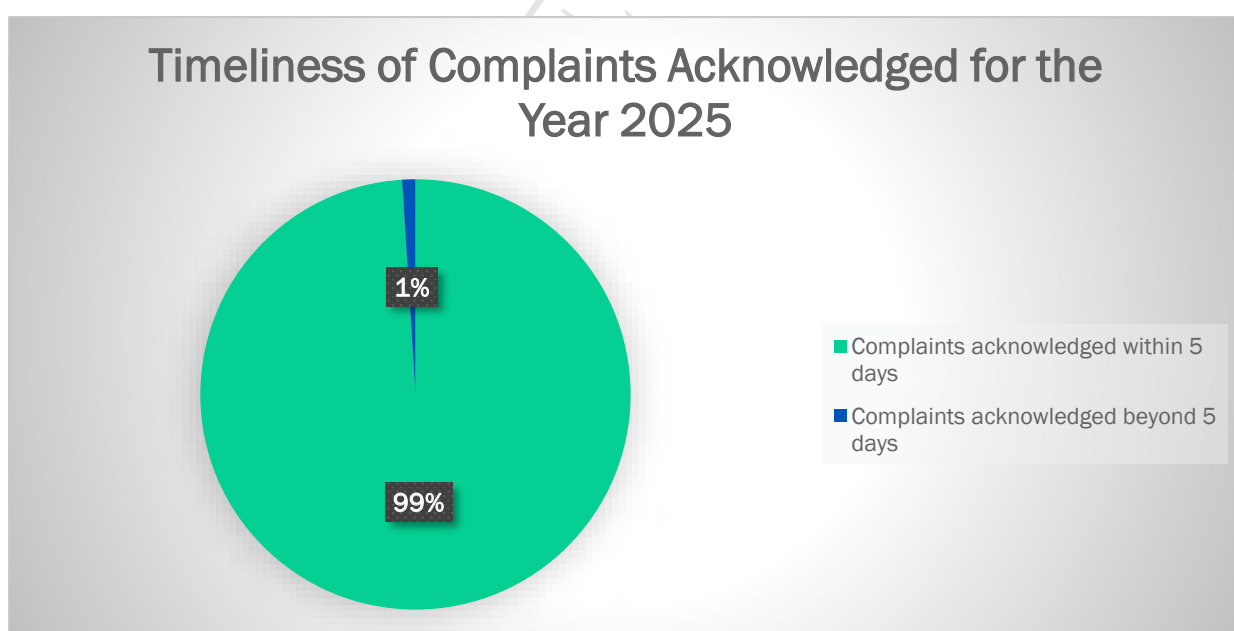


Figure 6 Timeliness of Complaints Acknowledged for the Year 2025

Comparative Table - Acknowledgement of complaints within 5 working days						
Target	2023		2024		2025	
	No.	%	No.	%	No.	%
90%	528	97%	534	97%	654	99%

Table 13 Comparative Table - Acknowledgement of complaints within 5 working days

KPI 3: INVESTIGATIONS MONITORED AND FOLLOWED UP WITHIN THE YEAR 2025

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

Despite its extensive operation, the Office has throughout the year continually monitored and followed up the ongoing investigations with authorities concerned. The target was therefore achieved as per our KPI.

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

Table 14 Percentage of investigation monitored and followed up within 12 months

Comparative Table- Investigations monitored and followed Year on Year			
Target	Score %	Score %	Score %
	2023	2024	2025
100%	100%	100%	100%

Table 15 Comparative Table- Investigations monitored and followed Year on Year

KPI 4: COMPLAINANT SATISFACTION SURVEY

At the Office of the Ombudsman, we remain steadfast in our commitment to delivering high-quality services that not only meet but strive to exceed our customer service standards. The feedback we receive from service users is invaluable, providing us with crucial insights into areas where we can improve and helping guide our staff to enhance their performance. Throughout the year, we actively encourage members of the public who contact or visit our office for assistance to share their experiences with us. This feedback allows us to continuously evaluate our services, ensure that we are meeting the needs of those we serve, and make informed decisions about how we can further enhance the customer experience.

In 2025, 143 members of the public visited our Office for assistance out of whom **68** responded positively to our Customer Feedback Survey whilst the remaining did not participate in the exercise as they were on their second or third visit.

Are you satisfied with your reception and the facilities offered for your comfort?

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. All customers (100%) expressed complete satisfaction with the reception and the facilities offered for their comfort.

Are you satisfied with the information received from the frontline officers in connection with our services?

Of all those who filled in the survey, **100 %** unanimously expressed their full satisfaction with regards to the service information obtained from us.

Overall satisfaction of visitors

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 results from the 2025 customer feedback form show exceptional performance in both reception facilities and the quality of information provided by frontline officers, with a 100% satisfaction rate. These outstanding results are indicative of effective customer service strategies, well-trained employees, and a focus on creating a positive customer experience.

Generally, all the visitors leave our office satisfied and the majority of them are largely positive about the contact they have with our staff.

Key Performance Indicator	Target	Score
% of complainants' satisfaction survey which provide an average of 'satisfied' or 'very satisfied' to our service	85%	100%

Table 16 Percentage of complainants' satisfaction

Disaggregated Data

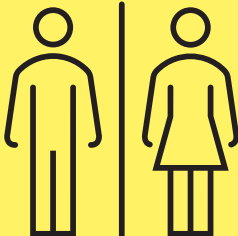
A. Demographic Profile

In 2019, the Office embarked into a programme to improve its data collection in line with the Sustainable Development Goals (SDG). 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 Office acknowledges that it is a very complex task that requires both a dedicated and competent analyst as well as the collaboration of the public. The data below except for gender (i.e. computed on a total of 780 complaints received), represents scores for the new intake cases (i.e. 474) excluding miscellaneous, copies of letters, anonymous and own-motion for the year 2025.

Disaggregated Data	%
Male	69%
Female	31%
18 – 30 yrs	5.27%
31- 45 yrs	12.45%
46 – 59 yrs	6.33%
60 and above	4.22%
Not specified	71.73%
Disabled	0.42%
Not disabled	17.72%
Not specified	81.86%
Public Officers	10.97%
Private Entities/Individuals	6.54%
Retirees	2.11%
Not specified	80.38%

Table 17 Disaggregated Data

	TOTAL	667
	Male	451
	Female	216

B. Age Range

Age Range	%
18 – 30 yrs	5.27%
31- 45 yrs	12.45%
46 – 59 yrs	6.33%
60 and above	4.22%
Not specified	71.73%

Table 18 Age Range

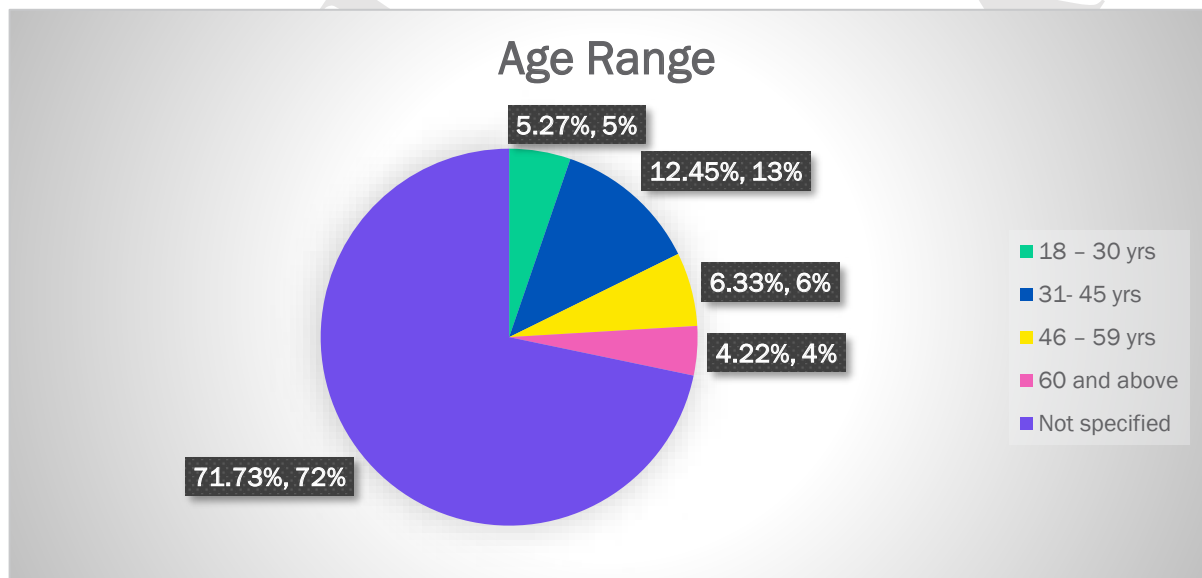


Figure 7 Age Range

C. Profession of Complainants

Profession of Complainants for the Year 2025	
Public Officers	10.97 %
Private Entities	6.54 %
Retirees	2.11 %
Not specified	80.38 %

Table 19 Profession of Complainants

Profession of Complainants for the Year 2025

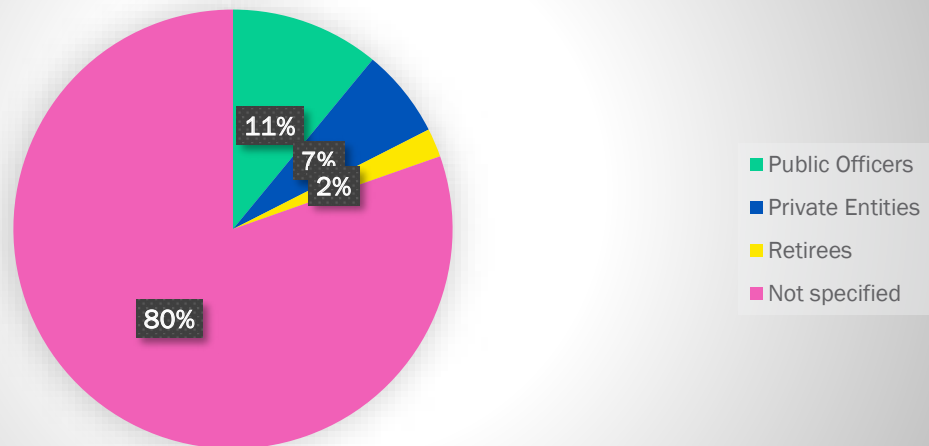


Figure 8 Profession of Complainants for the Year 2025

D. Complainants with Disability

Complainants with Disability for the Year 2025	
Disabled	17.72 %
Not disabled	0.42 %
No available information	81.86 %

Table 20 Complainants with Disability

Complainants with Disability

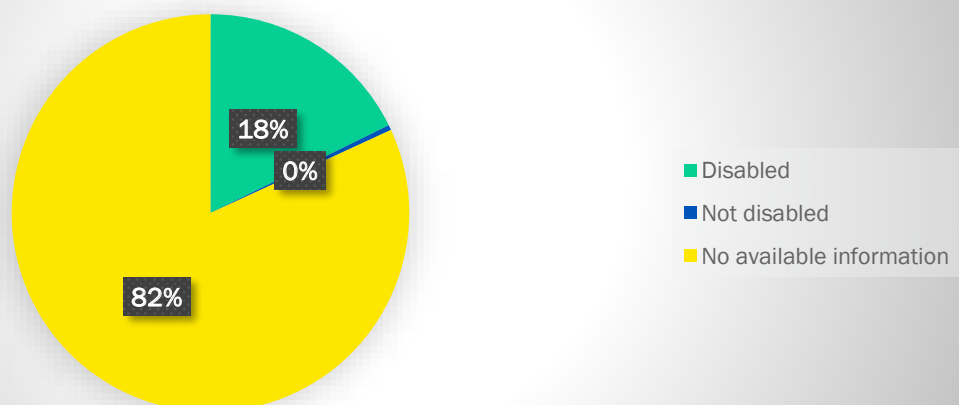


Figure 9 Complainants with Disability

Service Information to Visitors



Visitors

143



Phone

871



Awareness Raising Campaign

825

OFFICE OF THE
OMBUDSMAN

6. OWN MOTION CASES

The Principles on the Protection and Promotion of the Ombudsman Institution (*the Venice Principles, 2019*) clearly affirm that an Ombudsman shall have the authority to conduct investigations *ex officio*, particularly in matters of public interest or systemic concern. This discretion is viewed as an integral part of the independence and credibility of oversight of Ombudsmen and Mediators.

Access to administrative justice should not only be confined to those who are best placed to assert their rights, but to all the segments of society. Our Constitution, has, under Section 97(1)(c), empowered the Ombudsman to initiate investigations on his own motion. This allows us to move beyond a complaint-driven approach to a more active role in overseeing the quality of our public service. With this Constitutional power, our Office is not limited to reacting to grievances as they arise. We are able to initiate enquiries on our own to identify and address situations where maladministration may exist but has not been formally reported.

These investigations may be prompted from information already available within the public domain, including the media, Parliamentary debates, audit reports, or other documented sources, pointing towards possible administrative shortcomings. They may also be from anonymous letters, which often highlight matters warranting closer scrutiny. Own motion enquiries serve an important corrective, as well as, preventive function, and it is particularly relevant in circumstances where those affected may be unwilling or unable to come forward, whether due to fear of reprisal, limited awareness of available remedies, or the level of importance attributed to the nature of the harm caused.

Such enquiries are not limited to resolving individual situations, but also to improve administrative processes and reinforce the standards of fairness, transparency and accountability across public service delivery. Initiating own motion investigations enable us to detect departure of public bodies from their assigned mandates and identify systemic weaknesses that may not be apparent when cases are viewed in isolation.

The exercise of this power though, is guided by the principles of independence, impartiality and proportionality. The Ombudsman must determine whether particular conditions necessitate the initiation of an enquiry, taking into account factors such as the seriousness of the alleged maladministration, its potential impact, and the extent to which the matter raise issues of general importance. Once an own motion investigation is initiated, the authorities concerned are invited to provide information, documentary evidence and explanations. Throughout the process, attention is given to procedural fairness and to ascertaining that conclusions are based on objective assessment and supported by verifiable solid arguments. The aim is to determine whether maladministration has occurred, and, where appropriate, to formulate recommendations that may assist in preventing recurrence.

During the year 2025, we have initiated 73 own motion investigations out of which 58 were with respect to Ministries/Departments and 15 concerned the Local Authorities. These interventions reflect our continued commitment to ensuring that issues affecting public interest are not disregarded, and that the administration is responsive, accountable and aligned with the principles of good governance.

Table 21 shows some cases opened and investigated through own motion and the actions taken by the concerned authorities to address the issues following our intervention.

CASE NO.	NATURE OF PROBLEM	AUTHORITY CONCERNED	ACTIONS TAKEN
C/18/2025	Illegal occupancy of public beach at Cap Malheureux near Notre Dame Auxiliatrice church by food operating businesses thereby denying access to the public.	Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Blue Economy and Fisheries Division)	The concerned site is vested in the Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Blue Economy and Fisheries Division) and is designated for a fish landing station. Legal Notices were served upon two food sellers instructing them to vacate the land and remove all structures, belongings and other encroachments by 02 October 2025. Nevertheless, the food sellers are still operating. The advice of the Attorney General's Office is awaited for eviction order.
C/60/2025	Favouritism, discrimination, racism, verbal abuse and unfair treatment at work by a Manager Human Resources posted at the Mauritius Prisons Service.	Ministry of Public Service and Administrative Reforms	The officer's explanations were sought over the allegations. She was advised to act fairly, improve, her behaviour and was cautioned on her attendance. She was transferred to another Ministry where her performance was monitored for four months.

C/64/2025	Allegations of insubordination, vulgar behaviour, absenteeism, undertaking private jobs outside office hours, misuse of Government vehicles and office equipment by two staff at the Land Drainage Authority.	Ministry of National Infrastructure (National Development Unit)	Explanations were sought from the officers concerned and the matter was subsequently referred to the Financial Crimes Commission for investigation.
C/115/2025	Roadside parking near a commercial building at Boundary Road, Rose Hill, leading to poor road visibility and serious threat of road accidents.	Municipal Council of Beau Bassin-Rose Hill and the Ministry of Land Transport	A site visit was conducted at the commercial building, after which the Council issued an Enforcement Notice. Legal action followed due to non-compliance. A survey would be carried by the TMRSU to implement appropriate parking restrictions in the area.
C/151/2025	Unused/abandoned Government buildings and residential quarters leading to unlawful occupation, hotbeds for illegal activities, health and safety hazards, including fire and diseases.	All Ministries/ Departments concerned with such buildings	The Ministry of National Infrastructure (National Infrastructure Division) was tasked by the Ministry of Finance (MoF) to conduct a survey of underutilised and abandoned Government buildings. Reports of the state and level of occupancy of some 165 buildings were submitted to the MoF for consideration, and

			development of any strategy regarding the future use of the buildings.
C/176/2024	Obstruction of yellow boxes by vehicles causing significant traffic disruptions, increased congestion and accident risk.	Ministry of Land Transport	The Ministry of Land Transport is considering the implementation of the Intelligent Transport System through the Safe City surveillance system in collaboration with other stakeholders, to prevent and detect road traffic offences.
C/177/2024	Traffic congestion at crossroads along St Jean Road, Quatre Bornes especially at tramway intersections which causes vehicles to get stuck on Metro tracks thus disrupting traffic flow and increasing accident risks.	Ministry of Land Transport	To improve traffic management and road safety, a proposal was made to the Ministry of Land Transport to consider the possibility of implementing traffic light countdown timers at the crossroads. The Ministry has informed that traffic light countdown timers are not recommended at this location. Efforts are underway to improve traffic management through an Intelligent Transport System and enhanced enforcement.
LA/C/71/2025	Illegal construction of corrugated iron sheet on boundary wall	District Council of Moka	A Compliance Notice was issued for a C.I.S structure built without proper setbacks. Due to non-compliance, a Pulling

			Down Notice is envisaged by Council.
LA/C/74/2025	Construction of a poultry pen in a residential area	Municipal Council of Quatre Bornes	The offender was prosecuted for carrying out the activity of a poultry pen without a Building and Land Use Permit. The court fined the accused and ordered the demolition of the poultry pen within 30 days.

Table 21 Own Motion Cases

7. RODRIGUES REGIONAL ASSEMBLY

WORKING TRIP TO RODRIGUES

08 to 11 April 2025

The Ombudsman, Mr Harry Ganoo, G.O.S.K, accompanied by Mr Amarnath Ramtahul, Senior Investigations Officer and Mrs Geetika Devi Kissoon-Sungsam, Investigations Officer undertook a working visit to Rodrigues from 08 to 11 April 2025. The mission aimed to:

- monitor the progress of ongoing investigations; and
- strengthen collaboration with the Rodrigues Administration to enhance public service delivery.

➤ Courtesy Meeting with the Island Chief Executive

On 11 April 2025, the Ombudsman met Mr Jean Claude Pierre Louis, O.S.K., Island Chief Executive. Discussions focused on ongoing investigations, complaints trends and the need to further reinforce institutional collaboration.

The Island Chief Executive reiterated the Administration's commitment to ensuring quality public service delivery.



Photo: Courtesy meeting of Mr H. Ganoo, G.O.S.K, Ombudsman and Mr Jean Claude Pierre Louis, O.S.K, Island Chief Executive

During the meeting, the Ombudsman highlighted several systemic issues observed during the visit:

- (i) **Weak enforcement and inspection mechanisms** following the issuance of Building Permits, leading to cases of illegal development and encroachments. The shortage of staff was cited as a key contributing factor.
- (ii) **Prolonged assignment of higher duties** without the timely filling of vacancy.
- (iii) **Need for adherence to statutory procedures**, particularly the acknowledgement of letters from members of the public in line with the Ombudsman Act 1969.
- (iv) **Delays in infrastructure projects**, notably the Stadium at Roche Bon Dieu, attributed to operational challenges. It was, however, indicated that the football ground would be made operational for public use.
- (v) **Administrative delays** in the processing of State Land Leases and demarcation of road reserves.

➤ **Engagement with Departmental Heads**

Prior to the visit, **25 cases** were pending before the Office. Departmental Heads from various Commissions were convened to provide clarifications and updates on these cases.



Photo: Mr H. Ganoo, G.O.S.K, Ombudsman and Mr A. Ramtahul, Senior Investigations Officer, meeting Departmental Head

The constructive engagement of Departmental representatives facilitated progress in several investigations and contributed to improved responsiveness in handling complaints.

➤ **Interaction with Members of the public and complainants**

A Communiqué dated 27 March 2025 informed the public of the Ombudsman's visit and available consultation slots.

Between 09 to 11 April 2025:

- 20 members of the public met the delegation;
- several new complaints were registered on-site; and
- guidance was provided to complainants regarding statutory procedures for lodging complaints.



Photo: Mr H. Ganoo, G.O.S.K, Ombudsman and Mrs G.D. Kissoon-Sungsam, Investigations Officer, meeting visitor

➤ **Working Session with Public Officers**

A working session held on 11 April 2025 brought together **17 Senior Officers** from various Commissions.

Participants were briefed on:

- the mandate, powers and functions of the Ombudsman under **Chapter IX of the Constitution and the Ombudsman Act 1969**;
- the importance of timely responses to public correspondence; and
- the need to adopt Customer Service Charters to enhance transparency, accountability and service delivery.

Officers were encouraged to:

- foster a culture of responsiveness and professionalism;
- treat members of the public with empathy and respect; and
- engage in continuous improvement of administrative practices.



The session was well received, with participants expressing appreciation for the guidance provided.



*Group photo of the delegation with the participants
Mission of 16 to 19 September 2025*

The Ombudsman, Mr. Harry Ganoo, G.O.S.K, accompanied by Mr A. Ramtahul, Senior Investigations Officer and Mr H. Tacoorsing, Investigations Officer, undertook a second official visit to Rodrigues from **16 to 19 September 2025**.

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 of the mandate and services of the Office of the Ombudsman.

Courtesy Meeting with the Acting Island Chief Executive

On 17 September 2025, the Ombudsman met Mr. Jean Thomas GENAVE, Acting Island Chief Executive.

Discussions addressed:

- complaints relating to delays in substantive appointments; and
- non-payment of allowances for officers performing higher and additional duties.

The Acting Island Chief Executive acknowledged these concerns and committed to ensuring appropriate follow-up. A copy of the Annual Report 2024 was formally handed over during the meeting.



Photo: Mr H. Ganoo, G.O.S.K, Ombudsman and Mr J. T Genave, Ag. Island Chief Executive

Meetings with Departmental Heads and the Public

Following a communiqué issued on 08 September 2025:

- **34 individuals** met the Ombudsman on **17 and 19 September**;
- key issues raised included State lands leases, track roads construction, promotion and allowances, and delays in replies from public authorities;
- **two new cases** were opened for investigation.

Departmental Heads were convened to:

- a. review ongoing cases;
- b. clarify outstanding issues; and
- c. assess the implementation of previous recommendations.

The Ombudsman emphasized that ineffective communication with the public undermines trust and contributes to dissatisfaction.

These interactions yielded valuable insights for identifying sustainable solutions, preventing recurrence of administrative shortcomings, and promoting a culture of **accountability, responsiveness** and **good governance** within departments.



Photo: Mr H. Ganoo, G.O.S.K, Ombudsman and Mr H. Tacoorsing, Investigations Officer, meeting visitors

Training Session for Public Officers

A training session was conducted on 16 September 2025 with **21 public officers**.

The session covered:

- the constitutional and statutory mandate of the Ombudsman;
- ethical standards and professionalism in public service; and
- complaint-handling procedures and confidentiality safeguards.



Photo: Mr H. Ganoo, G.O.S.K, Ombudsman, interaction with public officers

The Senior Investigations Officer highlighted that the Office's interventions are aimed at constructive resolution and rely on the cooperation of public officers.



Photo: Mr A. Ramtahul, Senior Investigations Officer, addressing public officers

Awareness Raising Activities

On 18 September 2025, two awareness sessions were held at:

- i. ‘Rodrigues Centre Régional des Femmes’ (Malabar), in collaboration with the National Women’s Council; and
- ii. Senior Citizen Centre, (Mont Lubin), organized jointly with *Dis Moi*, *Rodrigues*, a local NGO.

A total of **37 participants** attended. The sessions addressed:

- the role of the Ombudsman in protecting citizens’ rights;
- access to administrative justice; and
- the importance of whistleblower protection.



Photo : Rodrigues Centre Régional des Femmes, Malabar

The Ombudsman underlined the importance of protecting the rights of women and senior citizens, acknowledging their particular challenges in accessing public services. He assured participants that all complaints are tackled impartially, confidentially and independently, and encouraged them to share information about the Office’s services with others in their communities.

Referring to Article 19 of the Universal Declaration of Human Rights (UDHR) and Article 33 of the United Nations Convention Against Corruption (UNCAC),

the Senior Investigations Officer elaborated on the right to information and the protection of whistleblowers against retaliation as they play a critical role in exposing maladministration, corruption and unfair practices.

Reference was also made to the Financial Crime Commission Act and the Association des Ombudsmen et Médiateurs de la Francophonie (AOMF) Declaration on the Protection of Whistleblowers, (October 2024), underscoring the need to protect individuals who report wrongdoing in good faith.



Photo: Senior Citizens Centre, Mont Lubin

Participants raised concerns ranging from administrative delays and access to basic services, and expressed satisfaction with the direct engagement and enhanced understanding of the Office's services.

Engagement with the Private Sector (Rodrigues Chamber of Commerce and Industry)

The Ombudsman also met Mr. Justus Walther, Secretary General of the Rodrigues Chamber of Commerce and Industry (RCCI), on 18 September 2025 at the Chamber's new office in Port Mathurin.

The meeting explored opportunities for collaboration in raising awareness among business operators on administrative grievance mechanisms.



Photo: Representatives of the Rodrigues Chamber of Commerce and Industry

Outcome of the Missions

The visit yielded positive outcomes by:

- reinforcing collaboration with the Rodrigues Administration;
- advancing the resolution of pending complaints;
- strengthened cooperation with key stakeholders;
- enhancing public awareness of the Ombudsman's services; and
- reinforced the role of the Ombudsman in promoting accountability and good governance.

Additionally, **333 pamphlets** were distributed, contributing to outreach and public engagement efforts.

Feedback from participants

- *How effective was the campaign in increasing your awareness of the services provided by the Office of the Ombudsman?*

A significant majority (70.6%) rated their awareness at Indicator 5. This shows that the campaign was effective in enhancing awareness among participants.

- *How likely are you to share the information you learned from this campaign with others?*

94.1% of respondents indicated a high likelihood (4 or 5) of sharing the information they learned, which reflects positively on the campaign's impact.

- *Has this session been beneficial to you to improve the quality of service delivery during the performance of your duties?*

All participants rated the session positively (4 or 5), indicating that most felt the session contributed to improving the quality of service delivery.

A high percentage of positive responses across all three questions indicates that the campaign was well-received and effective.

Specific feedbacks

- *To touch all public officials not only heads of section if possible.*
- *The sessions concerning law in connection with your Office should be done more frequently*
- *Reaching a larger number of public officers*
- *Explaining certain terms such as notification of appointment in layman's terms. Using examples/cases/scenarios to explain procedures & the course of investigation*
- *To be more regular*
- *To be implemented at Commission level*
- *It was very interesting & informative. More campaigns should be done in Rodrigues*
- *Frequent sessions. A sub-office to be contemplated in Rodrigues for wider exposure.*
- *Sessions with all staff. Not only with Head of Sections.*
- *Open an Office in Rodrigues*
- *How to tackle problems from the public. To offer effective service to the public*
- *The training was fruitful. But the level of attendance is too low.*
- *More regular sensitisation campaign at lower grades officer.*

8. AWARENESS-RAISING CAMPAIGNS

In line with the principles of accessibility, transparency and accountability enshrined in the Paris Principles and the Venice Principles, the Office of the Ombudsman continued to intensify its awareness-raising and outreach activities during the year 2025. These initiatives aimed at promoting a better understanding of human rights, strengthening administrative justice and informing members of the public and public officials about the mandate and services of the Office.

Particular emphasis was placed on **sensitising the younger generation**, especially students and young adults, on the importance of human rights, civic responsibility and good governance. Through collaboration with the University of Mauritius and other partners, the Office sought to instil among young people a greater awareness of their rights and responsibilities as citizens and to encourage a culture of integrity, accountability and respect for the rule of law from an early stage.

During the reporting year, the Office collaborated with several institutions and civil society partners including the National Women's Council, the Citizens Support Unit, the Mauritius Prison Service, as well as non-governmental organisations such as DIS-MOI and the Mauritius Council of Social Service (MACOSS). Through these partnerships, sensitisation sessions were organised for a wide range of participants including **university students, public officers, prison officers, members of non-governmental organisations, senior citizens, individuals and elderly persons**.

The sessions focused on raising awareness of human rights and the role of the Office of the Ombudsman in safeguarding administrative justice. Participants were apprised of the different avenues available to them in cases of alleged breaches of their rights and were informed of the services offered by the Office. Particular emphasis was also placed on the protection of whistleblowers and the legislative framework in force to safeguard individuals who report wrongdoing, notably under the Financial Crimes Commission Act and the National Agency for Drug Control Act.

Members of the public were also informed of their rights under the Ombudsman Act 1969, including their right to expect a response from a public authority within a reasonable timeframe. Guidance was provided on

the procedures and statutory requirements for lodging complaints with the Office. Participants were further advised that the Ombudsman operates as an **office of last resort**, and that complainants are expected to exhaust all available administrative remedies before seeking the intervention of the Office.

Special emphasis was also placed on engagement with prison personnel. In 2025, the Office conducted **six sensitisation sessions with Prison Officers**, focusing on their duties and responsibilities in accordance with the United Nations Standard Minimum Rules for the Treatment of Prisoners (Nelson Mandela Rules) together with the provisions of the Ombudsman Act 1969. Each session was followed by an interactive discussion during which participants shared experiences and discussed recurrent issues encountered in the discharge of their duties. The Office also emphasised the importance of whistleblowing as a mechanism for promoting good governance, transparency and accountability within public institutions.

Overall, a total of **29 awareness-raising sessions** were conducted across Mauritius and Rodrigues Island during the reporting period. These activities reached **825 participants**, and **1,138 informational pamphlets** were distributed to facilitate wider dissemination of information on the role and functions of the Office.

These outreach initiatives have contributed significantly to strengthening public awareness of the Office and its mandate. The positive impact of these campaigns is reflected in the **steady increase in the number of complaints received since 2020**, indicating that members of the public are increasingly aware of their rights and of the avenues available to seek redress in cases of maladministration.

The sessions were held at the following venues:

Sn	Venue
1	Neutra Gold Senior Citizen's Association - Municipal Council of Vacoas- Phoenix
2	Mare D'Albert Social Welfare Centre <i>(In collaboration with National Women's Council)</i>
3	Q. Militaire <i>(In collaboration with National Women's Council)</i>
4	Prisons Department
5	Rodrigues - Senior Officers
6	Prisons Department
7	Trou D'Eau Douce Community Centre <i>(In collaboration with National Women's Council)</i>
8	Riviere des Anguilles Community Centre <i>(In collaboration with National Women's Council)</i>
9	Curepipe Municipal Council <i>(In collaboration with National Women's Council)</i>
10	Prisons Department
11	Paillotte <i>(In collaboration with National Women's Council)</i>
12	Pont Blanc Community Centre
13	St Julien D'Hotman <i>(In collaboration with National Women's Council)</i>
14	Prisons Department
15	Pointe aux Sables CAB <i>(In collaboration with Citizens Support Unit)</i>
16	CAB Officers
17	Rodrigues - Senior Officers
18	Malabar Centre Regional des Femme
19	Dis-Moi Rodrigues
20	University of Mauritius
21	Tranquebar Community Centre <i>(In collaboration with Citizens Support Unit)</i>
22	MACOSS
23	Ombuds Day (Public and Local Government Officers)
24	Triolet <i>(In collaboration with Citizens Support Unit)</i>
25	Riviere du Rempart <i>(In collaboration with Citizens Support Unit)</i>
26	Route Nicolay, Port Louis <i>(In collaboration with Citizens Support Unit)</i>
27	Prisons Department
28	St Pierre <i>(In collaboration with Citizens Support Unit)</i>
29	Prisons Department

❖ Senior Citizens Association



Presentation by Investigations Officer

1. National Women's Council - Session held at Quartier Militaire District Council



Interactive Session with Senior Investigations Officer

2. Session held at Trou d'Eau Douce Community Centre



Presentation by Investigations Officers



Participants viewing Promotional Video

3. Session held at Riviere des Anguilles Community Centre



Presentation by Investigations Officers

4. Session held at Curepipe Municipal Council



Presentation by Investigations Officers

5. Session held at Paillote Women's Centre



Presentation by Investigations Officer

Citizens Support Unit (Citizen's Advice Bureau)

Session held at Social Welfare Centre, Triolet



Registration of Participants



Presentation by Investigations Officers



Interactive Session with the Senior Investigations Officer

Session held at Social Welfare Centre, Riviere Du Rempart



Presentation and Interactive Session by Investigations Officers

Session held at CAB Nicolay



Presentation by Investigations Officers

Session held at CAB St Pierre



Welcome Speech by CAB Officer, Mrs. Barthi Saraye



Participants viewing promotional video

Mauritius Prisons Training School



Presentation by Investigations Officer



Interactive Session

University of Mauritius



Opening Address by Dr Ambareen Beebeejaun, Senior Lecturer, Faculty of Law and Management



Participants viewing promotional video

MACOSS



Presentation by Investigations Officer



Interactive Session with Senior Investigations Officer

Commemoration of Ombudsman Day

Working Session with Public Officers

On **9 October 2025**, the Office of the Ombudsman commemorated Ombuds Day, an occasion observed globally to recognise the important role played by Ombudsman institutions in strengthening good governance, promoting fairness and protecting the rights of citizens. The event provided an opportunity for the Office to reaffirm its commitment to promoting administrative justice, transparency and accountability in public administration.

The commemoration was aligned with the spirit of the United Nations General Assembly Resolutions recognising the important role of Ombudsman and Mediator Institutions in strengthening good governance, fairness and the protection of human and civil rights, most recently adopted on **17 December 2024**. These resolutions encourage Member States to promote cooperation between independent institutions and public authorities and to facilitate the sharing of best practices and experiences.

In this context, the Office of the Ombudsman took the opportunity to **bring together several national human rights and oversight institutions on a common platform** with a view to fostering dialogue and sharing insights on their respective mandates and services offered to members of the public. The initiative aimed at strengthening collaboration among institutions entrusted with the promotion and protection of human rights and ensuring a better understanding of the complementary roles played by these bodies in addressing complaints and concerns raised by citizens.

To mark the occasion, the Office organised a **full-day working session with Public Officers**, bringing together **19 officers from various Ministries and Departments**, particularly those involved in public service delivery and complaint-handling mechanisms. The objective of the session was to enhance cooperation between public authorities and oversight institutions and to promote greater awareness of mechanisms available to address grievances arising from maladministration.

The opening ceremony was chaired by Mr. Satyajit Boolell, SC, Chairperson of the National Human Rights Commission of Mauritius. The event also gathered representatives of several national institutions including officials from the Ministry of Foreign Affairs, Regional Integration and International Trade (Human Rights Division), the Ombudsperson for Children, the Equal Opportunities Commission and the

Ombudsperson for Financial Services. The session was held in the Conference Room of the Office of the Ombudsman and was attended by several representatives of the media.

During the working session, each participating institution delivered presentations outlining the **mandate, powers and services provided by their respective offices**. This exchange enabled participants to gain a deeper understanding of the different avenues available to members of the public to seek assistance and redress in matters relating to human rights, discrimination, financial disputes and maladministration. The discussions also highlighted the importance of cooperation among institutions in ensuring that citizens are effectively guided to the appropriate mechanisms for the resolution of their grievances.

The programme also included an **interactive segment**, during which participants discussed recurrent issues encountered in the delivery of public services and shared experiences and best practices aimed at improving administrative responsiveness and fairness.

As part of the wider commemoration activities, the Office also organised an **awareness-raising session on 7 October 2025 at the Tranquebar Community Centre** in collaboration with the Citizens Advice Bureau (Mauritius). A total of **44 participants attended the session**, during which **50 informational pamphlets** were distributed. The pamphlets, available in **English, French and Creole**, contained general information on the role and powers of the Ombudsman and explained the procedures to be followed when lodging a complaint concerning alleged maladministration.

The session was followed by an interactive discussion where participants were given the opportunity to raise concerns relating to recurrent administrative issues and obtain clarification on the avenues available for redress.

The Office also received **formal expressions of congratulations from its international collaborators namely the African Ombudsman and Mediators Association** in recognition of the successful organisation of the event despite financial constraints encountered during the year (Annex ...). The commemoration of Ombuds Day 2025 therefore served not only as a moment of reflection on the role of the Ombudsman, but also as an opportunity to strengthen cooperation among national institutions and reaffirm the collective commitment to promoting good governance and protecting the rights of citizens.

The distinguished Ombudsperson, Members and Senior Officials of the following National Human Rights Institutions graced the event –

- 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 Gunneswar Shibchurn, Member, Equal Opportunities Commission
- Mr Gheeanduth 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



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



Address by Mr Satyajit Boolell SC, Chairperson, National Human Rights Commission



Presentation by the Investigations Officers, Office of the Ombudsman



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

9. INTERNATIONAL AND REGIONAL COOPERATION

During the year under review, the Office actively pursued international and regional cooperation with Ombudsman and Mediator institutions, with a view to strengthening institutional capacity, promoting good governance, and contributing to regional and international dialogue on accountability, transparency and the rule of law.

African Ombudsman and Mediators Association (AOMA)

In 2025, the Office maintained sustained engagement with the African Ombudsman and Mediators Association (AOMA) through extensive exchanges of correspondence, participation in meetings and contribution to regional initiatives. The Office attended to matters relating to, *inter alia*:

- proposed **Amendments to the AOMA Constitution**, including the submission of twenty (20) proposals on 26 March 2025;
- the **Draft African Union Commission Resolution** on strengthening Ombudsman and Mediator institutions in promoting human rights, good governance and the rule of law;
- a **Memorandum of Understanding between AOMA and the University of KwaZulu-Natal, South Africa** in regard to institutional roles and strengthening governance arrangement;
- **AOMA Regional Reports**;
- messages to commemorate **International Whistleblowers Day** and **Ombuds Day**;
- the message from the **President of AOMA** on the occasion of **Africa Day – 25 May 2025**;
- letters of congratulations to newly appointed members and condolences to families and institutions of members who passed away; and
- the **Declaration and resolutions adopted at the 8th AOMA General Assembly**.

AOMA Executive Committee

The Office participated in the following meetings of the Executive Committee and Special Executive Committee of AOMA:

- 24 January 2025 (Virtual);
- 24 April 2025 (Luanda, Angola); and
- 18 June 2025 (Virtual).



Holding of AOMA EXCO Meeting in Angola

AOMA Constitution Review Technical Committee

By resolution adopted on 24 April 2025, the Executive Committee established a Constitution Review Technical Committee composed of representatives from Angola, Uganda, South Africa, Republic of Mauritius, Central Africa, Malawi, Nigeria, Gabon and Botswana.

The Office was represented by the Senior Investigations Officer, who attended fourteen (14) virtual meetings of the Committee. The Officer's active participation contributed significantly to advancing key proposals submitted by the Office, providing substantive legal and governance-based inputs aimed at enhancing the legality, applicability and enforceability of the AOMA Constitution, in line with the principles of the rule of law, accountability and inclusivity.

Official Mission to Luanda, Angola

During his official mission to **Luanda, Angola**, in April 2025, the **Senior Investigations Officer** attended, in addition to the Executive Committee meeting, the **official commemorative events** marking the 50th anniversary of Angolan independence and the 20th anniversary of the appointment of the first Ombudsman of Angola, organised by the **Ombudsman of Angola**.

The celebrations underscored two decades of the Ombudsman's contribution to Angola's democratic and legal landscape. Historical achievements, institutional development and public service delivery were recognised, with particular emphasis on the protection of human rights and the promotion of administrative justice.

The programme included high-level **roundtables on the constitutional role of the Ombudsman, effectiveness of recommendations and jurisdictional protection, as well as an international conference addressing prisoners' rights, conflict resolution, transparency in public administration, protection of vulnerable groups and comparative cooperation model.**

The exchanges provided valuable insights and best practices, notably in relation to oversight mechanisms in places of detention, open governance, conflict mediation in pluralistic societies, and the duty of Ombudsman institutions to safeguard the rights of vulnerable groups. These engagements further enriched the Office's institutional perspective and informed its continued efforts to align practices with regional and international standards.

8th AOMA General Assembly (3–5 December 2025)

The Office was unable to attend the 8th General Assembly held in Luanda, Angola. The **Luanda Declaration** reaffirmed commitments to strengthening Ombudsman and Mediator institutions, improving dispute resolution mechanism and enhancing cooperation with civil society in the promotion of good governance and the rule of law.

Workshop on “The History of AOMA – Challenges and Perspectives”

On 24 April 2025, a workshop entitled ***“The History of AOMA: Challenges and Perspectives”*** was held in Angola by Prof. Victor Ayeni prior to the Executive Committee meeting and was attended by the Senior Investigations Officer. The workshop reviewed the historical development, milestones and contributions of AOMA to administrative justice across the African continent and highlighted the importance of preserving institutional memory.

Discussions also focused on funding strategies for AOMA, including partnerships with international donors and the organisation of webinars, while reaffirming AOMA's status as a non-profit organisation. The workshop concluded with a call for enhanced collaboration and innovation in securing sustainable funding sources consistent with AOMA's mandate and legal framework.

International Ombudsman Institute (IOI)

The Office remained actively engaged with the International Ombudsman Institute (IOI) through exchanges of correspondence on governance, elections, conferences, training and outreach initiatives.

In 2025, the Office secured a subsidy of **EUR 4,000** for the development of a **graphical promotional video** aimed at enhancing public awareness of the mandate and services of the Office. The video is scheduled for launch in November 2026.

This initiative aligns with the **United Nations General Assembly Resolution of 16 December 2020**, encouraging outreach activities to promote the role of Ombudsman institutions.

Association des Ombudsman et Médiateurs de la Francophonie (AOMF)

The Office also pursued active cooperation with the Association des Ombudsman et Médiateurs de la Francophonie (AOMF) through participation in its activities and exchanges of correspondence relating to governance, training and thematic initiatives.

The Office reiterated its position on strengthening whistleblower protection frameworks, including extending protection to matters affecting public health, safety, environment, and broader legislative breaches, while expressing concern regarding reward-based mechanisms under the Financial Crimes Commission Act 2023.

Capacity Building and International Training

During the year under review, the Office processed communications from IOI, AOMF, AOMA and other international bodies relating to conferences and specialised training programmes, including:

- Africa Financial Inclusion Summit and ESG/Impact Finance events in South Africa;
- Training programmes by the Commonwealth Institute of Management and Technology, in Rwanda, Ghana and South Africa;
- Activities of the International Ombudsman Association;
- Training by Commonwealth Training and Consulting Africa in Tanzania;

- AOMF training sessions in Paris, Tirana and Rabat, including capacity-building on discrimination, whistleblower protection and the Universal Periodic Review.

IOI Media Training Course

The IOI organized an online training course entitled ‘*Formation aux Compétences Médiatiques*’ in collaboration with the **Media First**, from 20 to 22 October 2025.

Mr H. Tacoorsing, Investigations Officer, attended the training, which focused on media engagement skills, communication under pressure and handling sensitive information.

The course included practical simulation using AI-powered interview tools, enabling participants to apply theoretical knowledge in realistic scenario.

This training contributed to strengthening the Office’s communication capacity and its ability to effectively engage with the public and media.

Courtesy Visit and Institutional Exchange

On 22 December 2025, Mrs Draupadi Nowrotha, Senior Investigator of the Office of the Ombudsman, Botswana, paid a courtesy visit to the Office and was received by the Ombudsman.

During the visit, discussions were held on the respective mandates, functions and operational frameworks of Ombudsman institutions. The Office provided an overview of its complaint-handling procedures, including the modalities for lodging complaints, admissibility criteria and investigation processes.

The visiting Officer was presented with a copy of the Office’s Annual Report.

The visit provided a valuable opportunity for knowledge-sharing and strengthening bilateral cooperation between Ombudsman institutions, while fostering mutual understanding of best practices in complaint handling service delivery.



Overall Assessment

The Office's active engagement at regional and international levels during 2025 contributed to strengthening institutional capacity, enhancing visibility and reinforcing its commitment to promoting good governance, transparency, accountability and human rights in Mauritius, Rodrigues and the Outer Islands.

Presentation of the 51st Annual Report to the Press

Following the submission of the **51st Annual Report for the year 2024** to his Excellency the President of the Republic of Mauritius and its laying before the National Assembly, the Ombudsman proceeded with a formal presentation of the Report to the press on 10th July 2025.

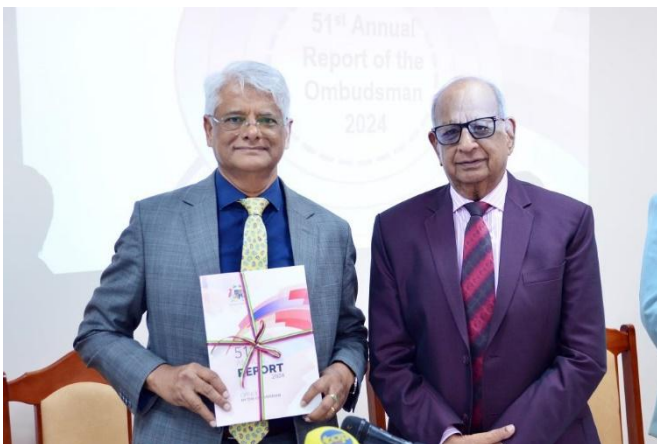
The press briefing was held at the Conference Room of the Office of the Ombudsman and was attended by representatives of various local media. In his address, the Ombudsman provided an overview of the report, highlighting its key findings, recommendations, and the institutional challenges encountered during the year under review. Emphasis was laid on the importance of transparency, accountability and good governance in public administration, as well as the Office's continued commitment to safeguarding the rights of citizens.

A copy of the report was submitted to the Permanent Secretary of the Ministry of Foreign Affairs, Regional Integration and International Trade (Human Rights Division),

while a soft copy was handed over to representatives of the press for dissemination purposes.

The session also featured an interactive question-and-answer segment, during which the Ombudsman, together with the Permanent Secretary of the Ministry of Foreign Affairs, Regional Integration and International Trade (Human Rights Division) and the Senior Investigations Officer, addressed queries from members of the press. This exchange contributed to enhancing public understanding of the mandate and work of the Office.

Logistical and technical support for the event was provided by the Ministry of Arts and Culture, and the Central Information Systems Division, ensuring its smooth conduct. It is to be noted that the organisation of the event did not entail any expenditure relating to hospitality from public funds.



10. Meetings with Authorities

Chapter IX of the Constitution confers on the Ombudsman the sole discretion in determining the appropriate approach to resolving disputes related to alleged maladministration. This includes deciding on the format and procedure for investigations, taking into account the specific circumstances of each case. Accordingly, whenever necessary and deemed appropriate, the Ombudsman summons the relevant Authority or complainant(s) for further clarification or assign Investigation Officers to conduct site visits.

In 2025, ten meetings were held in which public officials of the following Ministries/ Departments concerning ongoing investigations were convened –

- Prime Minister's Office (Home Affairs Division)
- Commissioner of Police
- Ministry of Finance
- Ministry of Housing and Lands
- Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Agro-Industry and Food Security Division)
- Ministry of National Infrastructure (National Development Unit)
- Ministry of Health and Wellness
- Ministry of Tourism (Tourism Authority)
- Ministry of Social Integration, Social Security and National Solidarity
- Attorney-General's Office
- Ministry of Energy and Public Utilities
- Ministry of Labour and Industrial Relations
- Ministry of Land Transport (National Land Transport Authority)
- Ministry of Gender Equality and Family Welfare
- Ministry of Education and Human Resource
- Ministry of Public Service and Administrative Reforms
- Ministry of Local Government
- Municipal City Council of Port Louis
- Municipal Council of Beau Bassin Rose Hill
- District Council of Savanne

These meetings provided valuable opportunities to strengthen collaboration, leading to the early resolution of numerous complaints. We express our appreciation to these Authorities for their constructive engagement and responsiveness, which have significantly contributed to improving public service delivery.



Meeting held with representatives of the Municipal City Council of Port Louis, Traffic Management and Road Safety Unit, Police Department and Landscape Mauritius regarding illegal vehicular use of a shortcut at Pointe aux Sables



Meeting held with representatives of the National Development Unit, District Council of Savanne and Land Drainage Authority regarding flooding at Baie du Cap

11. A NOTE FROM THE OMBUDSMAN

“These efforts bespeak eloquently of your personal and determined commitment to upholding, unreservedly, the laudable mission of your high office and, thereby, elevating trust in its institutional credibility, serviceability and usefulness as an independent agency for delivering fairness and justice.

At a time when one may tend to lose hope and to fear non-closure, given the frustratingly lengthy bureaucracy involved, one cannot be but impressed and heartened by your inspirational dedication to resolving this longstanding issue no matter how intractable is it proving to be.

Thank you again for your efforts, pursued with resilience, which I commend to everyone, including the public administration community, as this demonstrates admirable institutional leadership which I believe has as much to look forward to as be deservedly proud to.”

(Words of Appreciation from a Mauritian Ambassador)

This Annual Report for the year 2025 provides a comprehensive overview of the achievements and challenges encountered by the Office of the Ombudsman in the discharge of its mandate. Over the reporting period, the Office has continued to respond to complaints from members of the public concerning maladministration, delays, and perceived injustices in dealings with government departments and public bodies. Through investigations, recommendations, and constructive engagement with authorities, the Ombudsman has sought to promote administrative decency and fairness and strengthen public confidence in state institutions. The year under review has also been marked by ongoing efforts to enhance accessibility, improve efficiency in complaint handling, and raise public awareness of the Office’s role. Emphasis has been placed on timely resolution of cases, the adoption of improved internal processes, and fostering a culture of accountability within public services. The report outlines key statistics, highlights notable cases, and reflects on systemic issues identified during investigations. The Ombudsman remains committed to ensuring that every complaint is treated with diligence, fairness, and integrity, and to supporting the continuous improvement of public administration.

During the course of our investigations, we have identified several recurring issues that highlight the need for legislative and procedural reforms to enhance transparency, accountability and the efficient delivery of services. Recommendations have therefore been made to various Authorities, including Local Authorities, for appropriate remedial action to be taken.

The purposes of a Local Authority are, amongst others, to improve the overall quality of life of people in the local community. Local Authorities deal with a wide range of issues such as planning, maintenance of infrastructure, waste collection, and law enforcement. Over the years, my Office has handled several complaints against Local Authorities, and through our investigations, we have identified a series of systemic gaps and inconsistencies.

On 27 January 2025, the Government agreed to the setting up of a Ministerial Committee under the Chair of the Ministry of Local Government with a view to addressing the entire Local Government System through a thorough reform aiming at decentralization of power and ensuring proper resources for the new Local Government System. The proposed new Local Government Act will address the current challenges and will also enable Local Authorities to respond effectively to the needs of the local community. With our experience in the dealing of complaints lodged against Local Authorities we considered the initiative of the Government was the opportune time to submit a set of consolidated recommendations to address key areas where the Local Government System could benefit from clearer guidelines, stronger enforcement mechanisms and improved complaint handling processes.

A total of twenty-two (22) proposals were submitted to the Secretary of the Ministerial Committee on Local Government Reform. These proposals are highlighted below –

I. Complaint handling procedures

Good Complaint Handling increases confidence in public administration. On the other hand, mishandled complaints can carry a high potential cost – both financial and reputational. All too often, complaints are seen as a nuisance or provoke an unhelpful response. It can be challenging for Local Authorities to remain accessible and responsive to their communities. However, there is a legitimate community expectation that Local Authorities deal with complaints quickly and effectively.

The Local Government Act (2011) currently lacks clear statutory guidelines for complaint handling, leading to significant delays and inconsistencies. Delays create practical challenges for Enforcement Officers, particularly in cases involving illegal constructions, where the structure may be completed before any inspection takes place and the date of construction cannot be determined.

For timely and effective enforcement, it is crucial to revise the law to establish statutory deadlines and procedures for addressing complaints. This would promote accountability and enhance efficiency in complaint resolution.

II. Protection of complainants and whistleblowers

Complainants often allege that their identities have been disclosed to the parties they have reported, exposing them to threats and compromising their safety. In line with the Financial Crimes Commission Act (Protection of Informers and Witnesses) Act 2023, we are of the view that it would be desirable to make provisions in the LGA, allowing Local Authorities to investigate anonymous complaints and to protect complainants' identities. Disclosure of identity should only occur if permitted by law or for court proceedings.

III. Permit and Business Monitoring Committee (PBMC)

To ensure transparent and accountable decision-making, we have recommended that the LGA render the PBMC accountable for its decision, which shall, in all aspects, be subject to the provisions made in the following legislation:

- (a) the Building Control Act;
- (b) the Town and Country Planning Act;
- (c) the Planning and Development Act;
- (d) the Roads Act;
- (e) the Forests and Reserves Act;
- (f) the Morcellement Act;
- (g) the Rivers and Canals Act;
- (h) relevant Articles of the Code Civil Mauricien.

Furthermore, when approving Building and Land Use Permits (BLUPs) for activities regulated by other public authorities, representatives of those authorities should invariably form part of the PBMC. There have been cases where BLUPs were granted without prior consultations with the concerned Authority, such that the latter was unaware of the approved activity.

IV. Determination of BLUP Application

An active and ongoing commitment to transparency is critical to good governance, strengthening the Local Authorities' relationships with their communities and enhancing trust.

It is in this spirit that a proposal has been made to introduce an adequate mechanism in the LGA for the determination of BLUP applications in public or open meetings, affording affected third parties an opportunity to be heard.

V. Processing and issuance of BLUP pending the decision of the Court

During an investigation, a notable gap in the LGA was revealed. A BLUP was approved for a development already subject to prosecution for illegal construction, resulting in a fine of Rs 4,000 by the Court. The Council reported that it was legally empowered to approve the BLUP even after legal proceedings were initiated, since there is no express provision either in the LGA or any Regulation prohibiting the processing and issuance of a permit after a Notice of Intended Prosecution has been served upon the accused. This practice appears to undermine the judiciary's authority and contradicts the spirit of the LGA, which criminalises illegal developments.

We have proposed that the LGA should explicitly prohibit the processing and issuance of BLUPs where legal proceedings are already underway for the development.

VI. Undue delay in lodging cases before the Court and issuing Compliance Notice

In many cases investigated, we have observed serious delays of Local Authorities in bringing matters to the Courts or serving Notices concerning illegal constructions. These delays compromise the effectiveness of regulatory oversight and enforcement mechanisms. Moreover, this can lead to irreversible changes to the built

environment, whereby once the construction reaches an advanced stage, reversal to the original state of affairs becomes increasingly difficult and costly.

In this respect, we have suggested that the LGA should provide for timely and proactive enforcement actions through clearly established procedures and timeframes to prevent these outcomes.

VII. Central database of BLUPs

There have been cases where Local Authorities requested complainants to provide a copy of the BLUP issued by the Local Authorities themselves due to poor record-keeping.

To improve record keeping, we have recommended that a central database be established in each Local Authority for the BLUPs issued, which could also be accessible to all relevant enforcement bodies, for faster and coordinated actions.

VIII. Road reserves

Some Local Authorities have granted development permits on road reserves in contravention of Section 50 of the LGA and Section 66 of the Roads Act. This practice is reducing the availability of road reserves, which are critical for drainage and public utilities, besides increasing vulnerability to flooding. We had issued a series of recommendations on the proper use of road reserves and urged concerned Authorities to take action to address these pressing issues.

Pursuant to our recommendations, the State Law Office has *inter alia* advised that a Local Authority, being statutorily responsible for the removal of physical obstructions on road reserves, cannot lawfully purport to authorise works that would amount to encroachment or obstruction within the meaning of Section 66 of the Roads Act.

Furthermore, the Town and Country Planning Board has informed that Local Authorities had been apprised that reserves fronting a public road or a private access, as approved by a permit authority, should be kept free from development.

IX. Right to privacy

Local Authorities currently have no power under the LGA to address privacy breaches due to windows or openings that technically comply with statutory distances but violate Article 678 of the Code Civil Mauricien.

Following an Intermediate Court ruling affirming the right to privacy in such cases, we have drawn the attention on the need to empower Local Authorities to identify and address privacy breaches at the BLUP application stage, thus avoiding the need for citizens to engage in costly civil litigation due to developments that were approved by the Local Authority itself.

X. Enforcement of conditions attached to a Building and Land Use Permit

BLUPs are issued with conditions attached for compliance. However, in the course of an investigation, we were apprised that some of those conditions are routinely treated as unenforceable general disclaimers. Sections 120A and 120B of the LGA already impose obligations on permit holders to comply with the conditions attached to the BLUPs and upon Councils, to inspect developments for compliance. Similarly, conditions such as on-site parking and access are not complied with in many cases.

We have recommended to amend the law, clarifying and enhancing the enforcement of conditions attached to BLUPs.

XI. Ex-post control

Section 120B of the LGA stipulates that regular inspections should be carried out during the period where the development works are being undertaken *“to ascertain whether the conditions of the Building and Land Use Permit are being complied with”*. Nevertheless, non-compliance with approved BLUP plans and conditions often goes undetected because Local Authorities only act in response to complaints.

A straightforward improvement that we have suggested is the need for officers to conduct mandatory site visits at defined intervals after a permit is issued, verifying whether development has started and if it is in accordance with the permit granted; and where no development has commenced within the validity period, the BLUP could be revoked.

XII. Illegal construction on ‘private’ roads

This Office has time and again been informed that Local Authorities cannot take action against developments on private roads. This position is inconsistent with a Supreme Court ruling in *L.R v The State (2014 SCJ 222)*, which confirmed that any obstruction on a road – whether public or private – constitutes an offence under the Roads Act.

Accordingly, it is considered that the LGA should be amended to harmonise with the provisions of the Roads Act and extend Local Authorities' enforcement powers to both public and private roads.

XIII. Boundary walls not higher than 1.8m

Boundary walls not exceeding 1.8 metres in height and not bordering a road is not defined as development works and do not require a BLUP. However, frequent complaints have been received regarding encroachment on properties by neighbours. Local Authorities often direct citizens to seek redress through a civil lawsuit or to hire sworn surveyors, despite the fact that many of these disputes are resolvable simply by examining the title deeds.

We consider that appropriate legislative provisions should be introduced in the LGA to allow Local Authorities to address such matters more directly and efficiently rather than burdening the average citizen.

XIV. Validity of BLUPs issued years ago

BLUPs granted a long time ago - sometimes under outdated laws or planning frameworks - are still considered valid, despite evolving environmental, social, and infrastructural realities. This allows developers to continue with previously approved projects even if planning policies and environmental conditions have changed since the permit was issued. The law provides no mechanism for reviewing whether long-standing permits remain appropriate given different circumstances.

In this respect, we have suggested that periodic review of older BLUPs should be considered to ensure their compatibility with contemporary standards and to maintain sustainable development.

XV. Right of appeal against the decisions of Local Authorities

Decisions taken by Local Authorities may have wide-reaching implications for the community. However, Section 117(14) of the LGA only grants the right of appeal before the Environment and Land Use Appeal Tribunal against the decisions of the Local Authority only to the applicant who is directly involved in the matter.

In light of the Privy Council's ruling (2024 UKPC 19) on the principle of *locus standi*, it is essential to establish a comprehensive appeal mechanism that allows third parties with legitimate concerns to challenge the decisions of the Local Authority.

This would foster greater transparency, public participation, and accountability in decision-making processes while ensuring that the interests of the broader community are adequately protected.

XVI. Permits for bus depot

In a complaint regarding nuisance arising from a bus depot, it was observed that while one of the conditions of the Road Service Licence issued by the National Land Transport Authority was that *“a licensee shall keep his bus in a proper garage approved both by the local authority and the National Land Transport Authority...in case his garage is situated in a residential area, he shall produce written evidence from his immediate neighbours to the effect that they have no objection thereto”*, no BLUP was required for a bus depot.

We have emphasised the need to align these provisions with the LGA to establish clear regulations and facilitate enforcement actions.

XVII. Fixing of amenities in residential buildings and commercial buildings in residential areas

Installations such as water tanks attached to residential buildings and air conditioning units positioned close to neighbouring properties can cause a significant nuisance. Because these installations do not require a BLUP, Local Authorities have no power to act, and affected residents must seek resolution through court proceedings.

Therefore, we have submitted that Local Authorities must be empowered to regulate such installations, sparing people from unnecessary and costly legal processes.

XVIII. Undue delay in obtaining legal advice

Local Authorities regularly seek legal advice before initiating enforcement action, which is a sound practice. However, there are many reported cases where Local Authorities reported delays in receiving advice from their Legal Advisors, which hinder the timely resolution of complaints.

We have proposed that this practice should be reviewed to expedite the process, and we also suggested exploring the possibility of considering the State Law Office as a cost-effective alternative.

XIX. Dangerous trees in private properties/abandoned barelands

Section 50(2)(c) of the LGA limits Local Authorities to cutting trees within 2 metres of a public road, even where trees on private land pose a direct hazard to road users besides, causing physical and health risks, for example, where branches interface with high-voltage electric cables.

We have flagged the public safety and health risks posed by trees and overgrown vegetation on private property or abandoned barelands.

XX. Planning Policy Guidance (PPG)

The Planning Policy Guidance, which dates back to 2004, has not been updated to reflect the increasing impacts of climate change, including frequent flooding, rising sea levels, and intensified rainfall. New construction requirements, large-scale infrastructure projects and urban expansion demand updated standards.

A comprehensive review and update of the PPG is required to ensure that development remains sustainable, adaptive, and protective of communities and ecosystems.

XXI. Renting of Villas/Flats

There is currently no requirement for landlords to obtain permits for short-term rentals of properties to local tenants. This leaves Local Authorities without the legal tools to address noise nuisance complaints emanating from those properties.

In April 2025, I held a meeting with representatives of the Ministry of Local Government, Ministry of Health and Wellness, Police de L'Environnement, and the Tourism Authority. I took note of the enforcement difficulties they encounter in regulating noise nuisance from local tenants renting villas on a short-term basis. To date, no provisions have been made for the involvement of Local Authorities in enforcement measures.

A recommendation has therefore been made to consider developing an appropriate legal framework, with stronger enforcement mechanisms and clear guidelines.

XXII. Dangerous and Ruinous Buildings

The Building Control Act 2012 was repealed and replaced by the Construction Industry Authority Act 2023. According to a Council's Legal Advisor, Section 51 of the Construction Industry Authority Act 2023 provides for savings and transitional provisions allowing the Minister concerned to make such regulations as may be necessary for such savings or transition.

Consequently, we had urged the MLG to act in accordance with the advice tendered, but we were informed that the provisions of Section 51 do not concern the procedures of Local Authorities and they were compelled to restart their processes entirely under the new Act.

We have underscored the risk to public safety that these structures pose, which will escalate over time if, not promptly addressed.

The above proposals are grounded in cases we have investigated and the gaps we have identified. Some would require little more than a few additional clauses in the LGA, while others might need more in-depth consideration. Nevertheless, they are all worth pursuing to bring the LGA closer to contemporary environmental, economic, and social realities. We are therefore eagerly looking forward to seeing them in the forthcoming amendment, to the legislation.

To conclude, let me once again underscore that the work of the Office ultimately contributes to reinforcing good governance, the rule of law and upholding the rights of all individuals in the State of Mauritius. Let me also express my sincere gratitude to the staff of the Office of the Ombudsman. Without their professionalism, unwavering support and commitment to excellence what was accomplished during the year under review would not have been feasible.

OFFICE
OF THE
OMBUDSMAN



Staff of the Ombudsman

12. 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 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.

Appendix F demonstrates some notes of appreciation received from Complainants.

Appendix G indicates the Organisational Structure of the Office of the Ombudsman.

It should be underscored that at times a particular Ministry falls under different appellations, e.g., formerly Ministry of Agro-Industry and Food Security and now Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries. This is mainly due to the fact that changes are made in the attribution of responsibilities of certain Ministries. For the purpose of this Report, however, the appellation of Ministries at the time of opening of files has been maintained.

25 May, 2026



**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 officers and shall consist of that of a Senior Investigations Officer and such other officers 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.

OFFICE
OF THE
OMBUDSMAN

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.

OFFICE
OF THE
OMBUDSMAN

SELECTED COMPLAINTS

MINISTRIES/DEPARTMENTS

AGRO-INDUSTRY, FOOD SECURITY, BLUE ECONOMY & FISHERIES

(AGRO-INDUSTRY AND FOOD SECURITY DIVISION)

C/110/2022

The Irrigation Authority has made an appointment to a less qualified and experienced Officer to the Post of Workshop and Plant Supervisor

An investigation initiated in July 2022 into allegations of maladministration concerning the appointment to the post of **Workshop and Plant Supervisor** at the **Irrigation Authority** found that the successful appointee did not fully meet the experience requirements set out in the vacancy advertisement and the applicable Scheme of Service. The complaint, lodged on 14 April 2022 by Mr T.D, alleged that the appointment process failed to comply with the merit principle and the relevant legal framework, including the Equal Opportunities Act 2008, the Workers' Rights Act 2019, the Irrigation Authority Act 1978 and the PRB Report. Following a detailed assessment of qualifications, experience and the conduct of the selection exercise, the Ombudsman concluded that the appointment made in October 2021 was contrary to law and constituted maladministration under section 100 of the Constitution. Accordingly, on 27 September 2023, recommendations were issued to the General Manager and the Parent Ministry to remedy the irregular appointment, strengthen recruitment practices, and review the Scheme of Service to ensure promotions were based on merit, fairness and transparency.

Subsequent follow-up revealed significant delays in the implementation of these recommendations. While the Irrigation Authority indicated that the matter would be considered by its Board and Staff Committee, progress remained inconclusive over an extended period, compounded by retirements of key officers, the late constitution of a new Board, and the pendency of proceedings before the **Equal Opportunities Commission**, which ultimately set aside the related complaint in March 2025. Despite repeated requests for updates and ministerial intervention in May 2025, the Ombudsman had, by the end of the reporting period, not received confirmation that the recommendations had been substantively considered or implemented by the newly constituted Board.

In view of the prolonged delays in the implementation of the recommendations, the retirement of the complainant and other officers concerned, and the subsequent supervening events which would render any corrective administrative action impracticable, the Ombudsman had no other option than to recommend the discontinuance of the investigation and close the case accordingly.

This prolonged inaction underscores concerns regarding accountability and the effective enforcement of merit-based human resource management within public bodies.

Recommendation made for a stronger Firearm Licensing Framework

A complaint was received from Company X on 25th March 2025 concerning the Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries' decision not to renew a Shooting and Fishing Lease over 75 hectares of State Land.

During the enquiry, it emerged that a fresh due diligence exercise had been undertaken by the Forestry Service, including a police clearance check. However, police clearance was not obtained due to ongoing criminal and civil cases involving the directors of Company X, preventing the Forestry Service from submitting its recommendations. The Ministry was also informed by the Financial Crime Commission (FCC) that it was investigating an allegation made by one of the directors against the Conservator of Forests for soliciting a bribe in relation to the lease renewal. Furthermore, the Ministry sought updates from the Police on two domestic violence cases involving one Director and on firearm permits issued to the Chassée.

Given these developments, this Office examined the policy framework governing the issuance, suspension, and safekeeping of firearm permits, particularly in situations involving domestic violence or where a hunting lease is not renewed. The Police confirmed that firearm licensing is regulated by the Firearms Act 2006. This Office also noted that according to a Police Communiqué of 15th May 2025, a valid hunting lease is required for the issue of firearm licences.

This Office further observed that, pursuant to the provisions of the Firearms Act 2006, the suspension or cancellation of a firearm licence is generally contingent upon a conviction under the Protection from Domestic Violence Act. Acknowledging the fundamental principle of the presumption of innocence, this Office highlighted the potential risks involved in permitting individuals facing serious allegations, as enumerated under the Act, to retain firearm licences. In this connection, we queried the Police Department whether it contemplated the development of a policy or

guidelines to address such cases, to enhance risk mitigation and safeguard public safety.

Finally, on 04th August 2025, the Police informed this Office that amendments to the Firearms Act 2006 were being considered and that the proposals raised by this Office would be taken into account during the review.

This Office welcomes the Police Department's ongoing review of the Firearms Act 2006 and trusts that the proposed amendments will strengthen the regulatory framework, mitigate risks, and better protect public safety.

OFFICE
OF THE
OMBUDSMAN

COMMERCE AND CONSUMER PROTECTION

C/103/2024

Complainant a Senior Supplies and Sales Officer in Rodrigues avers that one Officer-in-Charge has been appointed in Rodrigues, thus bypassing the hierarchy

A complaint was lodged on **16 April 2024** under the Ombudsman Act 1969 by a Senior Supplies and Sales Officer of the Rodrigues Division of the State Trading Corporation (STC), alleging improper human resource practices relating to the creation and filling of the position of Officer-in-Charge (OIC) Rodrigues and the assignment of higher duties to vacant posts of Principal Supplies and Sales Officer (PSSO).

The complainant alleged that the OIC position was not recommended by the PRB Report 2021 and that, despite possessing the requisite qualifications and relevant experience, he was not selected. He further contended that the selection process lacked transparency and fairness and that higher duties were assigned to a junior officer instead of him, thereby denying him the opportunity to assume higher responsibilities and the attendant remuneration.

In the course of the investigation, the Ombudsman sought the comments of the STC on **6 May 2024**, which were received on **24 May 2024**. Further queries were addressed to the STC on **27 June 2024**, following which the Corporation informed the Office on **4 July 2024** that it was seeking legal advice from the State Law Office. The STC subsequently furnished its reply to the additional queries on **13 December 2024**.

Upon further examination of the facts, documents, and applicable legal and administrative frameworks, the Ombudsman issued recommendations on **22 May 2025**. It was observed that while the assignment of OIC duties fell within the

administrative discretion of the STC, the absence of clearly documented and communicated selection criteria could give rise to perceptions of unfairness. With regard to the assignment of higher duties, the supersession of a senior officer without cogent and documented justification was found to be inconsistent with the principles of meritocracy, seniority, procedural fairness, and the statutory obligations under the Equal Opportunities Act.

The Ombudsman recommended that the STC enhance transparency and fairness in its human resource practices by establishing clear written guidelines for the assignment of higher duties, documenting and communicating decisions affecting officers, and ensuring adherence to the principles of merit, fairness, and equal opportunity.

On follow-up, the STC informed the Office that it had given due consideration to the recommendations and taken corrective action. An internal advertisement was issued for the assignment of OIC Rodrigues, following which the complainant was selected after interview and Board approval and assigned the duties and responsibilities of OIC Rodrigues for a period of six months as from

28 March 2025. The Corporation further reported that strengthened monitoring mechanisms had been put in place, including regular visits by senior management and internal audit, to enhance oversight of operations in the Rodrigues Division.

EDUCATION AND HUMAN RESOURCE

C/172/2023

Rethinking Gender Quotas in Education: When parity undermines merit

An investigation conducted by this Office into the reservation of seats for boys and girls in secondary Academies has revealed that the rigid application of gender quotas may, in certain cases, be detrimental to academically stronger candidates. Although Academies are co-educational, seats are equally divided between boys and girls. This practice has resulted in situations where girls with superior academic performance are denied admission, while boys with lower aggregates secure seats solely because of gender-based allocation.

In a particular case, a girl who had obtained an aggregate of 10 at the National Certificate of Education (NCE) 2022 had applied for a transfer to an Academy. However, she was deemed ineligible, as all the seats allocated to girls had already been filled by candidates with better results. A similar approach is applied to State of Mauritius Scholarships, which are reserved equally for boys and girls under the Education Act and the Education Regulations 1957.

While this measure appears to be a well-intentioned effort to ensure gender parity and to guarantee that both genders have equal access to educational opportunities, it also raises a legitimate concern regarding its impact on the principle of meritocracy. That is, academic recognition and rewards should ideally be based on individual performance and ability, rather than on gender - an immutable characteristic over which students have no control.

Other scholarship schemes funded by the Government as well as those offered by donor countries, including those targeting students from vulnerable families, learners with disabilities and the State of Mauritius Postgraduate Scholarships, are based on merit.

In the light of the national reforms under *Les Assises de l'Éducation 2025* and guided by this Office's constitutional duty under Section 100(2) to draw attention to matters warranting remedial action, the Ombudsman wrote to the Honourable Minister of Education and Human Resources on 20th June 2025, inviting a review of the current policy framework on gender-based seat allocation and scholarships, highlighting the following points:

- Gender-based allocation exists only at the secondary level, while at the primary school level, admission is based on the catchment area (i.e. the nearest school of residence) and at the tertiary level, students are allocated seats in the selected course according to their academic results, irrespective of their gender.
- The strict application of gender quotas raises potential issues under Sections 3 and 16 of the Constitution of Mauritius. Section 3 guarantees fundamental rights and freedoms without sex-based discrimination, while Section 16 prohibits differential treatment based solely on sex by any law or public authority. Although limited constitutional exceptions exist - for example, in the context of electoral representation - no such exception applies to education or State scholarships.
- The SDG 5 (Gender Equality) aims at achieving gender equality and empowering all women and girls through the elimination of discrimination, not by instituting 'positive' discrimination.
- Gender quotas may once have been necessary to promote gender equality in the education sector in Mauritius, particularly at a time when female access to academic opportunities may have been limited. However, current statistics clearly indicate that the educational landscape has evolved significantly. Girls now consistently outperform boys across key national examinations. For instance, in the 2024 Cambridge School Certificate, the overall pass rate for girls in the Republic of Mauritius stood at 74.57%, compared to 70.29% for boys.
- Bridging these gaps requires transformative policies, bold reforms and deep-rooted commitments to gender mainstreaming. It is therefore critical that gender equality efforts are strategically targeted at areas where underrepresentation is still prevalent rather than relying on rigid quotas in the

education sector, where girls are already demonstrating stronger academic performance.

It is our earnest hope that the existing gender-based quotas will be re-examined to ensure that they remain appropriate, fair, and fully aligned with national priorities that uphold merit, equity, and educational excellence.

OFFICE
OF THE
OMBUDSMAN

Approval for Vacation Leave Applied for by Educator in relation to funeral rites of spouse not granted

The Office investigated a complaint lodged by an Educator (French) at Piton State College concerning the refusal of vacation leave in 2022 on compassionate grounds following the death of her spouse. The complainant sought leave to accompany her daughter to complete funeral rites abroad.

The investigation revealed that although the complainant had initially availed herself of compassionate leave immediately after the bereavement, her subsequent applications for vacation leave during term time were refused on the grounds of exigencies of the service. The refusals were communicated with delay and without adequate consideration of the exceptional personal circumstances involved. It was further established that other educators in the same institution had been granted vacation leave during term time under comparable conditions, with internal arrangements made to cover classes. The complainant later suffered from depression and was placed on extended sick leave, but her request to convert sick leave into vacation leave was also declined.

The Office found shortcomings in the handling of the matter, including a lack of compassion and empathy, inconsistent and potentially biased decision-making, procedural delays, and rigid application of administrative rules without due regard to humanitarian considerations. The process was found to lack transparency and fairness, with insufficient assessment of the human impact of the decisions taken.

In accordance with section 100 of the Constitution, the Office recommended, *inter alia*, a review of procedures for processing vacation leave applications, the formal recognition of compassionate grounds for granting vacation leave during term time, enhanced training for senior staff on compassionate decision-making, and a review of Pay Research Bureau (PRB) provisions to better accommodate exceptional human circumstances such as bereavement.

A follow-up meeting was subsequently held with the Ministry concerned. The Office was informed that consultations had taken place with the Ministry of Public Service and Administrative Reforms. **As a result of these consultations and the intervention of the Office, corrective action has since been taken, and the PRB Report 2026 now provides for the granting of vacation leave exceeding 19 days during the third term on compassionate grounds in respect of immediate family members.**

This case highlights the systemic impact of Ombudsman interventions and underscores the importance of embedding empathy, fairness, and good governance within administrative decision-making in the education sector.

**Anonymous complaint regarding recruitment practices at the Mauritius
Qualifications Authority**

On 15 January 2025, an anonymous complaint was received alleging possible malpractices and political interference in the recruitment exercise for the post of Manager at the Mauritius Qualifications Authority (MQA). The complainant raised the following concerns:

- a) Cancellation of the 'Notice of Vacancies' dated 22 September 2023 and re-advertisement on 01 March 2024.
- b) Changes made to the Scheme of Service (SoS) which the complainant believed were a deliberate attempt to fit the profile of a predetermined candidate.
- c) The timing of the interview, which was held close to the dissolution of the National Assembly, thus could be a politically motivated process.
- d) The duration of the interview, where he claimed to have been tirelessly questioned for 45 minutes, allegedly longer, compared to other candidates.

Upon being queried, the Ministry of Education and Human Resource informed that the MQA reported the following:

- i. the grade of Manager is polyvalent and the incumbent is liable to be posted to any other Division of the Authority. The SoS specifies the duties of all the four Divisions. There were queries from applicants regarding the SoS as to whether the incumbent would be responsible for all the four Divisions;
- ii. the post was advertised on 22 September 2023 and applications were submitted via the Authority's online portal;
- iii. the recruitment exercise was cancelled in December 2023, due to technical problems being encountered with the online portal. The post of Manager was re-advertised with an amended SoS in March 2024;

- iv. after a screening exercise, candidates were called for interview from 05 September to 12 September 2024;
- v. the recommendations of the Human Resource Committee were submitted to the Board on 18 September 2024, following which, the candidate who ranked first in the list was offered employment in a temporary capacity;

After assessing the reply received, this Office sought further clarifications from the Ministry, and it was revealed that the online application process was cancelled due to a critical technical limitation with the HR Recruitment Portal, on the Oracle Database Express Edition (XE) – a free and significantly limited version of Oracle DBMS with a storage capacity limit. The storage capacity was exceeded due to the volume of applications made on the portal and documents uploaded. In addition, the system lacked adequate error-handling mechanisms, resulting in false notifications of successful submission of applications while documents uploads had failed. The issue was identified as an architectural flaw not detected during user testing. Consequently, the recruitment exercise was cancelled and re-advertised in March 2024 with a paper-based application process.

Furthermore, the revised advertisement dated 01 March 2024 introduced an “either/or” clause to reflect the polyvalent nature of the post and to address queries raised by applicants.

This Office also observed that, although the interviews were held after the dissolution of the National Assembly, there is no evidence to substantiate claims of political interference or fast-tracking of the process for any predetermined candidate. As such, the concern remains perceptual. Moreover, the duration of the interview cannot be taken as indicative of preferential treatment.

Accordingly, no hint of any maladministration by the MQA in the recruitment process for the post of Manager has been found following the re-advertisement dated 01 March 2024.

Complaint from Holistic Educators (HEP) of Zone 3 & 4

On 02nd May 2025, this Office received an anonymous complaint regarding constant harassment by Mr. X, HEP Coordinator and Physical Training Instructor.

Upon enquiry, the Ministry of Education and Human Resource has reported that the complaint was unsubstantiated and baseless. No evidence was found to support the claims of harassment at work, sexual advances to female educators or degrading behaviour towards Primary School Educators Non-Core (Holistic Education Programme). Both verbal feedback and direct observations confirmed that the Headmaster and the PSE Non- Core have a positive opinion and view on the coordinator. All the Educators were of the opinion that Mr. X was professional in his approach.

However, upon discussion with the Primary Directorate, the Officer has been posted to Zones 1 and 2.

Registration granted to operate a private primary school without a Building and Land Use Permit (BLUP)

On 14 May 2025, we received a complaint, forwarded by the Office of the Ombudsperson for Children, in which residents of Morcellement Balmick, St Remy, Central Flacq alleged that since 2019 they had constantly objected to the grant of a Building and Land Use Permit (BLUP) for the operation of a primary school within their locality. Notwithstanding these objections, the primary school was operational.

While examining this complaint, we observed that the developer was holder of a BLUP issued by the District Council of Flacq, for running a pre-primary school on the ground floor of the premises. Consequently, pursuant to Section 3(6) of the Ombudsman Act 1969, the comments of the Ministry of Education and Human Resource and that of the Council were sought.

In its reply, the District Council of Flacq indicated that the developer had applied for a BLUP for the conversion of an existing building at first-floor to be used as a primary school. Following objections received, a hearing was held at the Council in the presence of both the objectors and the developer. After deliberation, the Permits and Building Monitoring Committee, at its sitting held on 21 October 2022, did not recommend the application on the grounds that the proposed development of adding a primary school to the same premises, would intensify activities in the surrounding, thereby causing nuisance to immediate neighbours.

The developer subsequently made an appeal before the Environment and Land Use Appeal Tribunal against the decision, which was dismissed. Thereafter, the Council issued a Provisional Closing Order on 30 January 2023 and the developer applied for an interim injunction before the Supreme Court to restrain the Council from enforcing the said Order; however, the application was declined by the Honourable Judge in Chambers and the matter was set aside.

Furthermore, the residents lodged a separate application before the Supreme Court seeking an interim order against the developer. Meanwhile, the developer submitted a fresh application for a BLUP, which was again subject to objections from the residents.

The Ministry of Education and Human Resource (MEHR), informed that:

- the matter has been lodged before the Supreme Court, in which they are co-respondent;
- the registration of the primary school was valid up to September 2025; and
- the school had been advised that a BLUP from the relevant local authority is required for renewal of registration.

Consequently, additional clarifications were sought on the circumstances under which registration was granted to the developer given that the District Council of Flacq had not issued a BLUP for the operations of a primary school. After our multiple reminders, the MEHR reported as follows:

- (i) The application to operate a primary school was submitted on 22 August 2019. Registration was granted for the period October 2019 to September 2021 and subsequently renewed until August 2023. At that time, a BLUP was not considered as a requirement for registration as was common practice in Zone 2. The applicant had submitted a BLUP which was for its pre-primary school. As from 2023, procedures were standardised across all four zones, and the BLUP was made a mandatory requirement for registration. Subsequent applications by the developer for a BLUP were not approved by the local authority.
- (ii) The school has been operating without a BLUP and the Attorney General's Office has been apprised that, should a Court Order for closure of the primary school be issued, the Ministry would, in the best interests of the pupils, arrange for their redeployment to public schools, subject to parental consent and in accordance with established procedures.
- (iii) The Supreme Court declined to grant an interim injunction to restrain or prohibit the operation of the school.

We have noted that, in its ruling on an Order (Interlocutory) in the nature of an injunction sought by the residents, the Honourable Judge in Chambers, highlighted that a main case (for a permanent and perpetual writ of injunction) was recently entered before the Supreme Court and therefore no prejudice would arise from awaiting the determination of the main case for a decision on the grievances of the applicants.

Given that the shortcomings in the application process for registration of a private school were identified and addressed by the MEHR and in view of the fact that the matter stands before the Supreme Court, this complaint was set aside. Nevertheless, we are maintaining follow-up on the case.

Anonymous Complaint from Whistle Blower

On 20th June 2025, we received a letter from a whistle blower making the following allegations against the Ministry of Education and Human Resource: -

- a) A lack of transparency in the selection of officers to form part of a monitoring squad to check the effectiveness of private security services hired by the Ministry. The squad operated outside normal working hours against the payment of overtime.
- b) Officers were being removed from the squad and replaced without reason.
- c) Misuse of power by an officer to admit his children in a school in Lower Plaines Wilhems while residing in the south.

Upon query, the Ministry reported that: -

- (i) In November 2017, it was decided to effect sporadic visits at Government primary and secondary schools to check whether security services were being provided as per the provisions of the relevant contract. The squad then comprised Mr. P.S, Office Management Assistant and Mr. A, Liaison Officer, along with a driver.
- (ii) The visits were from 16 30hrs to 23 00hrs on weekdays and from 09 00hrs to 16 00hrs on Saturdays against payment of overtime allowance. Whenever, the need arose, visits were effected on Sundays as well.
- (iii) In August 2019, the school checks were discontinued for the following reasons: -
 - (a) in spite of the night check, there were still cases of absenteeism and it was not acting as a deterrent;
 - (b) it was not worthwhile paying Rs 1,119,277 for 18 months as overtime without reaping the expected result. An average of Rs 62,180 was being paid monthly;
 - (c) it was a contractual obligation for the company to supervise its watchman; and

(d) in May 2019, an overtime of Rs 42,872.85 and a deduction of only Rs 5,698.27 from one security provider had been made.

- (iv) The Director of Audit in its report for Financial Year 2018-2019 recommended that the Ministry should reinforce security measures and devise a proper mechanism to ensure that the Service Providers fulfil their contractual obligations, thereby safeguarding school assets from thefts and acts of vandalism by intruders. The Audit Committee recommended the setting up of a Monitoring Squad to carry out night checks in schools as the Ministry could not rely solely on electronic devices such as cameras which could be tampered with by intruders wearing masks.
- (v) Four monitoring teams as follows were set up in January 2021 comprising of male Office Management Assistants and Management Support Officers in view of the nature of the work and timing: -

Days	Frequency	Time
Weekdays	Two visits weekly	18 00hrs to 23 00hrs
Saturdays	One visit monthly	13 00hrs to 19 00hrs
Sundays	One visit monthly	13 00hrs to 19 00hrs

- (vi) It was noted that in spite of the monitoring of security guards in schools by the monitoring squad, there was no major improvement in terms of presence of security guards on site. The services of the monitoring squad were, therefore, stopped in October 2022.
- (vii) In July 2023, the Monitoring Squad was relaunched as the four Zonal Directorates had reported the absences of security guards and that they did not wear uniforms or their badges.
- (viii) The Monitoring Squad has had positive impact which had almost doubled the attendance rate from 42.48% in June 2022 to 80% in December 2024. In order to ensure 100% presence of watchmen providing night security services, it was proposed in February 2025, that checks be carried out 13

times on a monthly basis that is 11 during weekdays, 1 Saturday and 1 Sunday and the arrangements would be as set out hereunder: -

Days	Time
Weekdays	18 00hrs to 23 00hrs
Saturdays	09 00hrs to 15 00hrs or 16 00hrs to 22 00hrs
Sundays	09 00hrs to 15 00hrs or 16 00hrs to 22 00hrs
Any day	00 00hrs to 05 00hrs

- (ix) The new team comprised of a liaison officer; one Office Management Executive, two Office Management Assistants, an Office Supervisor and three Management Support officers. Additionally, one Office Management Assistant and a Management Support Officer were kept as spares.
- (x) Following observation from the Finance Section regarding the costs of overtime, it was agreed that only Officers of the grades of Office Management Assistants and Management Support Officers be involved in this exercise and a new team was formed as from June 2025.
- (xi) With respect to the allegation against the officer whose children were admitted to a school in the Lower Plaine Wilhems, the latter has informed that since 2023 his wife and children reside in the catchment area of the school.

On 15 July 2025, another letter was received alleging maladministration, mismanagement of funds, and fraud at the Ministry. Given the nature of the complaint, it was referred to the Financial Crime Commission and the Director of Audit for appropriate action.

FINANCE

C/112/2024

Incorrect Tax Claimed from Complainant Rectified Following Ombudsman Intervention

On 21st April 2024, Mrs D.L. lodged a complaint with this Office, alleging that her former employer, Company A, had erroneously declared a payment of Rs 22,000 for the period July to September 2022, despite the fact that she was no longer employed there. This incorrect declaration resulted in an additional tax liability being imposed on her by the Mauritius Revenue Authority (MRA). The complainant approached the Ministry of Labour, Industrial Relations, Employment and Training, which indicated that the matter did not fall within its purview, as no labour dispute had been formally raised.

Given that the complaint concerned an allegedly incorrect tax return, this Office sought the views of the MRA. The MRA reported that a field audit had been carried out on 28th May 2024 at the company's premises. During the audit, the Director of Company A stated that wages were paid in cash and that no books or records were maintained. According to the MRA's records, the employer had declared Rs 22,000 as wages paid to Mrs D.L. and had remitted the corresponding CSG contributions.

Subsequently, Mrs D.L. submitted a copy of an email addressed to the MRA stating that:

"The owner recently contacted me, acknowledging his mistake, and indicated that he needs to amend the employees' returns on his end. He has asked me to proceed with the payment of the income tax return and promised to reimburse me upon receipt of a payment confirmation."

The matter was thereafter referred to the Ministry of Finance, which confirmed that the MRA had followed due process, conducted the audit and raised assessments on

the employer. The Ministry further noted that any issue relating to unpaid salary was a private matter between the employer and employee.

This Office also drew the attention of the Ministry of Labour to possible breaches of Sections 27 and 117 of the Workers' Rights Act, as Mrs D.L. had not been issued any payslips and no wage records were kept. The Ministry of Labour later reported that CSG contributions had indeed been mistakenly paid on the complainant's behalf after her departure on 1 April 2022. It further informed that the Director of Company A had agreed to settle any income tax amount claimed from the complainant due to the erroneous declaration.

The matter was again taken up with the Ministry of Finance, which confirmed that:

- the complainant, whose monthly emoluments were below Rs 30,000, was not subject to PAYE;
- the MRA had reminded the company of its statutory obligations regarding record-keeping under the Income Tax Act and would conduct a follow-up visit to ensure compliance;
- the MRA would proceed to adjust the complainant's tax return and notify her accordingly;
- assessments, penalties and interest had been imposed on Company A following the audit, in accordance with the Income Tax and VAT Acts.

Mrs D.L. was informed of the outcome of the investigation on 27th May 2025. No further correspondence was received from her.

FOREIGN AFFAIRS, REGIONAL INTEGRATION AND
INTERNATIONAL TRADE

C/7/2023

Recommendation made to redress an unfair decision

On 13th January 2023, we received a complaint from an Ambassador regarding the denial of a monthly car allowance and driver's allowance during his posting in Brussels.

An enquiry with the Ministry of Foreign Affairs, Regional Integration and International Trade revealed the following:

- During the first year of his posting, the complainant received only a monthly travelling allowance of €55.50, reflecting the cost of a standard bus/tram ticket. For the remaining period, the Ministry contended that he made use of the Embassy service car “mostly on a daily basis,” and therefore was not entitled to a car allowance. However, an examination of the service car log book from September 2016 to September 2018 showed inconsistent usage, with several months recording zero days of use and no evidence of personal use, contradicting the claim of routine daily usage.
- Following clarifications from the Ministry of Public Service, Administrative and Institutional Reforms regarding the payment of Driver's Allowance on the condition that the Officer owns a car, it was noted that the complainant was not eligible as he did not own a vehicle during his posting.
- Regarding the monthly car allowance, it was noted that according to the PRB Reports 2013 and 2016, Officers in his category are entitled to either an official government car or a monthly car allowance in lieu of a car. The complainant was thus eligible for the car allowance regardless of car ownership.
- It was also reported that the complainant did not submit a written option for payment of the car allowance or the standard travelling allowance. Although he communicated his claim to the Finance Section, no coordination occurred with the Human Resources Section, reflecting lapses in internal communication and

accountability within the Ministry. Both the Finance and Human Resources Sections bore responsibility for guiding the Officer and ensuring timely processing of the request.

- The amount of the car allowance exceeded the nominal monthly travelling allowance he had received for only one year, meaning he suffered a significant financial deficit over the duration of his posting. The Ministry's practice of reimbursing only standard bus/train tickets was therefore inconsistent with the provisions of the PRB Reports, amounting to an incorrect application of the rules.

The Ombudsman therefore wrote to the Ministry on 26th April 2024, highlighting that “providing a travelling allowance to employees posted abroad is not only a matter of fairness and equity but also aligns with international conventions and standards promoting the rights and well-being of employees in diverse geographical contexts. It reflects a commitment to supporting employees during international assignments and upholding principles of fairness, non-discrimination, and equal treatment in the workplace”. He therefore recommended, under Section 100(2) of the Constitution, that the Ministry review its decision as the justifications provided were flawed with irregularities and lacked merit.

On 27th August 2024, the Ministry reported that the advice of the Attorney General had been sought in this matter. Following the legal advice obtained, the matter was referred to the Ministry of Public Service and Administrative Reforms and the Pay Research Bureau.

Finally, on 04th June 2025, the Ministry informed us that it was satisfied that the Service Car of the Embassy was not put to the complainant's exclusive use, as it was generally employed to service the Diplomatic Mission and was concurrently used by the former Ambassador. Therefore, as per the advice of the Attorney General, this did not meet the criteria of a government official car within the prescribed value, in accordance with the recommendation of the PRB Reports. The complainant therefore qualified for the monthly car allowance in lieu of official car as provided in the PRB Reports 2013 and 2016.

The complainant was paid his dues and expressed his appreciation, stating that “These efforts bespeak eloquently of your personal and determined commitment to upholding, unreservedly, the laudable mission of your high office and, thereby, elevating trust in its institutional credibility, serviceability and usefulness as an independent agency for delivering fairness and justice.

At a time when one may tend to lose hope and to fear non-closure, given the frustratingly lengthy bureaucracy involved, one cannot be but impressed and heartened by your inspirational dedication to resolving this longstanding issue no matter how intractable is it proving to be.

Thank you again for your efforts, pursued with resilience, which I commend to everyone, including the public administration community, as this demonstrates admirable institutional leadership which I believe has as much to look forward to as be deservingly proud of.”

GENDER EQUALITY AND FAMILY WELFARE

C/220/2025

Complaint from Citizen of Bramsthan

On 24th July 2025, this Office received an anonymous complaint regarding mismanagement of the Bramsthan Social Welfare Centre (SWC) including unhygienic conditions, smoking and consumption of alcohol and closure of toilets.

Upon enquiry, the Ministry of Gender Equality and Family Welfare reported as follows:-

- (i) The Bramsthan SWC, which is an outstation of the Social Welfare Division, operates from 08 00hrs to 22 00hrs during weekdays and from 08 00hrs to noon and 15 00hrs to 22 45hrs on Saturdays. The centre remained closed on Sundays and Public Holidays.
- (ii) The management of the SWC is overseen by a team of officers comprising of a Principal Social Welfare Officer (PSWO), a Senior Social Welfare Officer (SSWO) and a Social Welfare Officer (SWO). The day-to-day running of the SWC is supported by a Community Support Assistant (CSA), a General Worker and a Warden/Community Activities Assistant. The CSA is on duty from 08 45hrs to 16 00hrs on weekdays and acts as the 'responsible officer' of the centre in the absence of the management staff. The General Worker's working hours are 08 00hrs to 16 00hrs on weekdays and from 08 00hrs to noon on Saturdays, while the Warden/Community Activities Assistant is present from 16 00hrs to 22 00hrs on weekdays and 15 00hrs to 22 45hrs on Saturdays.
- (iii) Following the anonymous complaint, a staff meeting was held on 04th August 2025 under the chairpersonship of the Acting PSWO in the presence of the SSWO, the SWO and the Support Staff at the Centre. The findings and recommendations were as follows:-

(a) Toilet Facilities

Two toilet blocks were available. One inside for use by Customers/Service Users and staff during daytime activities and the other one for use during afternoon activities. These facilities remained accessible whenever the SWC was operational.

(b) Customer Care

Support Staff were instructed to refer any request for use of Centre to the management team for consideration. Emphasis should be laid on improving customer service and public relations at the SWC.

(c) Upkeep and Maintenance

The yard of the centre was cleaned daily, while the green spaces were maintained as and when required.

(d) Smoking, alcohol consumption and illegal activities

Such practices were strictly prohibited at all SWCs. Notices to this effect were displayed and staff have been reminded of their responsibility to ensure compliance. Any cases of non-compliance would be reported to the Police Station of the locality.

(e) Misconduct and Threats

Staff have reported no such incidents. They have, however, been instructed to immediately report any such occurrences to the Police.

2. The management team at the centre was directed to ensure close monitoring and follow up action on the above-mentioned issues.

HEALTH AND WELLNESS

C/141/2019

Noise Pollution caused by several eateries to the detriment of neighbouring inhabitants

Following an investigation conducted under the Ombudsman Act 1969 into a complaint lodged by Mr. T.J., the Office examined the handling of a recurrent noise pollution issue by the **Municipal Council of Vacoas-Phoenix**. The complaint, raised since 2019, concerned the operation of an extractor installed on the rooftop of a commercial building in breach of a permit condition requiring cessation of operation at 21:00 hrs. Despite repeated complaints, including in 2024, no effective enforcement action was taken.

The investigation revealed delayed responses, ineffective enforcement despite acknowledged breaches, lack of supervision and accountability, a restrictive interpretation of the Local Government Act, weaknesses in the functioning of the Permits and Business Monitoring Committee (PBMC), and the absence of standard operating procedures or a Service Charter for complaint handling.

Accordingly, on 16 May 2025 the Office recommended that the Ministry of Local Government issue directives to establish clear complaint-handling procedures and Service Charters, strengthen legal training for relevant officials, seek advice from the State Law Office on enforcement options, enhance the role of the PBMC, develop monitoring and reporting mechanisms for permit compliance, and explore the use of technology to improve transparency and follow-up.

On 5 June 2025, the Ministry informed the Office that steps would be initiated, including the preparation of guidelines and a procedure manual, provision of legal training, consultation of the State Law Office, consideration of legislative amendments under a forthcoming Local Government Bill, and the development of

systematic post-control mechanisms. A subsequent update dated 26 September 2025 indicated that a technical committee had been set up by the Ministry. However, a further request for an update on the implementation of the recommendations remained unanswered as at **December 2025**.

The prolonged implementation process and lack of timely follow-up undermine the principles of **efficiency, effectiveness, and accountability** expected of public authorities. Prompt execution of corrective measures is essential to address recurring public grievances and to maintain public confidence in local government administration.

OFFICE
OF THE
OMBUDSMAN

Implementation of Patient Safety Measures and Documentation Protocols for Healthcare Provider Identification

Following an investigation in a case of alleged medical misconduct and negligence towards a female patient who was forced to be examined by a male doctor, this Office was informed that both the Medical Council and the Nursing Council have investigated the complaint but found no conclusive evidence of professional misconduct or negligence due to the inability to identify the staff present with the patient on the day on the incident.

Whilst the Ombudsman cannot review the decisions of the Medical Council or the Nursing Council on issues related to alleged medical negligence or professional misconduct within the medical field, the Ministry of Health and Wellness was requested on 07th November 2024 to consider the possibility of establishing an effective record-keeping system. This system would ensure that, in cases of alleged fault, individual responsibilities could be accurately traced and maintained.

On 22nd January 2025, the Ministry submitted to us a copy of a correspondence dated 06th January 2025 entitled “Patient Safety Measures and Documentation Protocols for Healthcare Provider Identification” addressed to all Regional Health Directors. The correspondence listed the following eight measures to be implemented and adhered to by hospital staff concerned with immediate effect:

- (i) Wearing of Identification Badges by all hospital staff while on duty within the hospital premises.
- (ii) The Master Register in each ward and the Notice Board in the wards must clearly display the names of the Specialist and Medical Health Officer (MHO) responsible for the admitted patients.
- (iii) Ward Managers/Charge Nurses and Unit Heads must ensure that daily job allocations for Nursing Officers, Hospital Attendants and other technical staff are properly documented.

- (iv) Occurrence and Movement Books should be maintained and updated in a timely manner. The movement of all health personnel should be recorded in the movement book.
- (v) Records of all staff consulting/examining in-patients, outpatients (OPD), units and patients in the Accident & Emergency Departments must be maintained. This is critical for identifying staff in case of any future need.
- (vi) The treating doctor of the patient must document examination and treatment provided, in the patient folder and casualty card in a timely manner. The documentation must include the names and signatures of the doctor/s present. Pharmacy prescription should be written clearly and in legible manner. Major operating notes should be written and verified by the operating surgeon.
- (vii) Nursing Officers and Healthcare Assistants involved in patient care and medication administration must record these activities in the respective record books promptly, with signature, date and time.
- (viii) Visiting rules and times must be strictly enforced.

As per the Protocol, adherence to the above instructions was mandatory, with regular audits conducted to ensure compliance. Furthermore, failure to comply could lead to disciplinary action.

This Office is satisfied with the steps taken and trusts that these measures will be properly implemented and monitored.

Complaint from Staff at Finance Section

On 08 August 2024, this Office received a complaint from staff of the Finance Section at the Ministry of Health and Wellness Headquarters, raising serious concerns regarding the conduct and management style of the then Manager Financial Operations (MFO). The complaint outlined the following issues:

1. **Staff Mismanagement:** It was alleged that the MFO created a toxic work environment through disrespectful communication, frequent rule changes, and threats of transfer or negative performance appraisals for those who did not comply.
2. **Work Disruptions:** Staff claimed that task allocations were altered every three months, which disrupted workflows, caused duplication of work, and negatively affected team cohesion.
3. **Financial Mismanagement:** Concerns were raised about inappropriate use of capital funds for recurrent expenditures and delays in processing payments, which reportedly led to around MUR 30 million being left unutilized.
4. **Mental and Moral Harassment:** The working environment was described as demoralizing, with staff reporting undue stress, humiliation, and a decline in motivation and mental well-being.

In light of the complaint, the views of the Ministry of Health and Wellness were sought which were obtained on 15th June 2025. The Internal Control Unit of the Ministry conducted an investigation into the anonymous allegations and made the following recommendations:

- (i) For the effective functioning of the Finance Department, officers should have maintained proper coordination to support the MFO in her duties. These included advising the Accounting Officer on various financial matters such as budget formulation, expenditure monitoring, and project financial management.
- (ii) As the Finance Section was staffed with approximately 21 Finance Officers and 24 General Cadre Officers, it was recommended that additional Finance Officers be posted from the Finance Cadre.

(iii) Officers were reminded of the provisions of Financial Instruction No. 5 of 2013, paragraph 2, regarding timely payment to suppliers:

- (a) Within 7 working days for invoices related to goods/services delivered by SMEs.
- (b) Within 30 days for invoices from other suppliers, provided they were in order and certified.

(iv) Once payment files were processed, they were to be updated accordingly before being dispatched to the Registry of the Ministry.

Following its inquiry, the Internal Control Unit concluded that the allegations were unfounded. No staff members confirmed the allegations, and two officers specifically denied any inappropriate conduct by the MFO.

Regarding delays in supplier payments, the report emphasized that the AMFO should have ensured payments were made within the prescribed timeframes, and any causes of delay should have been communicated to the MFO.

While the Internal Control Unit could not investigate allegations related to moral and mental harassment—as these matters fell outside its scope—the Ministry conducted a discreet inquiry. It was determined that officers had no complaints and were operating in a safe and conducive work environment.

The Ministry reaffirmed its commitment to promoting a workplace culture that encourages open communication, collaboration, and staff well-being.

Lastly, the Ministry confirmed that the MFO retired from the public service on 24 March 2025.

HOUSING AND LANDS

C/204/2025

Principal Surveyor's request for part refund of passage benefits not effected

On 07 August 2025, this Office received a complaint from a Principal Surveyor, Mr X, who alleged that his application for the refund of passage benefit, submitted on the prescribed form on 29 April 2025, had been declined. He stated that his application was supported by an original receipt dated 24 April 2025.

Mr X averred that on 26 June 2025, he was informed that his application had been declined on the grounds that the invoice did not indicate the year of payment and that his name was not correctly written. He further indicated that, following this, he contacted the hotel by email to request an invoice, which was subsequently forwarded to the Finance Section. According to Mr. X, the application was again rejected on the basis that the invoice did not bear an official seal.

The views of the Ministry of Housing and Lands which were sought reported as follows:

- (i) Mr X submitted an application for refund of passage benefit on 29th April 2025.
- (ii) The application was processed and forwarded to the Accountant General on 24th June 2025 for payment.
- (iii) The bill was referred back to the Ministry with the following remarks on 26th June 2025:
 - a. The first names of the applicant did not appear on the receipt;
 - b. The year of payment was not specified on the receipt; and

- c. The name written on the receipt did not correspond to that of Mr X, and it could therefore not be ascertained that both referred to one and the same person.
- (iv) Mr X was apprised of the remarks made by the Accountant General. On 27 June 2025, he submitted an invoice from a resort which did not bear a seal.
- (v) The Finance Section reported that the requirements of the Accountant General had not been met. Consequently, the file was returned to the Human Resource Section, and Mr X was requested to produce evidence confirming that payment had been made to the resort. No such evidence was subsequently produced.

Mr X was informed accordingly. No further communication was received from him thereafter. The investigation was therefore discontinued.

LABOUR AND INDUSTRIAL RELATIONS

C/300/2024

Non-Payment of Provident Fund benefits after Retirement from Service

This Office received a complaint from a former Principal Social Security Officer who retired on 02 October 2024 and had not received his Provident Fund maturity payment, despite regular contributions through salary deductions. He alleged a lack of transparency and absence of a clear procedure for claiming benefits under the Social Security Staff Provident Fund. His attempts to obtain information from the Ministry and fund representatives were unsuccessful. He further reported that other retired officers were facing similar difficulties, while deductions continued for serving members. The matter was referred to the Registrar of Associations, but no reply was received.

This Office intervened with the Registrar of Associations, who indicated that they had been unable to respond earlier due to lack of access to the CSU portal. Following intervention, the complainant was informed that no claim had been received from him or other retired members, and that claims should be submitted on the prescribed form in accordance with the Rules of the Association. The complainant subsequently obtained and submitted the prescribed form.

Enquiries revealed that, although the complainant's claim had been received, the Association was unable to process payments due to the absence of a duly constituted Managing Committee, following the retirement and resignation of several office bearers. No retirement benefits had been paid since July 2023.

Further investigation disclosed that the association was facing significant financial constraints, with liabilities exceeding available funds. The Association proposed that reduced payments be made to members, subject to approval at a Special General Meeting.

A Special General Meeting was subsequently held, during which the proposed distribution of available funds and the closure of the Association were approved. Payment was thereafter effected to the beneficiaries.

OFFICE
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LAND TRANSPORT AND LIGHT RAIL

C/260/2024

Issue of bus tickets to beneficiaries of the Free Travel Scheme

In accordance with Section 97(1)(c) of the Constitution, the Ombudsman initiated an enquiry following reports received from elderly persons during awareness-raising campaigns, to the effect that certain bus operators in the regions of Flacq and Îlot continue to refrain from issuing bus tickets to them. This situation persisted despite the Press Communiqué issued by the National Land Transport Authority (NLTA), directing bus operators to ensure that tickets are issued to all passengers, including senior citizens, persons with disabilities and students.

In fact, in 2023, the Ombudsman had recommended that due consideration be given to issuing a ticket or other documentary proof of travel to all beneficiaries of the Free Travel Scheme. The absence of such proof placed passengers at a serious disadvantage, particularly when they are required to substantiate a claim for insurance in the event of an accident or to initiate civil proceedings against a bus company.

Following the Ombudsman's intervention, the Ministry of Land Transport and Light Rail informed this Office on 30 September 2024 that amendments would be initiated to Regulation 3(2) of the Road Traffic (Bus Fares) Regulations 2016 to make the issuance of a ticket compulsory for all passengers, whether fare-paying or not. The Ministry also indicated that the NLTA had reiterated instructions to the Flacq Bus Owner's Cooperative Society to issue tickets to all free-travel beneficiaries, and that the Attorney-General's Office (AGO) was being approached to vet the proposed amendments. Concurrently, the NLTA was working on revising the existing Memorandum of Understanding (MoU) on Free Travel to expressly impose an obligation on bus operators to issue tickets to free travellers.

In October 2024, this Office further drew the Ministry's attention to the fact that similar complaints had been raised during a mission to Rodrigues, where free-travel beneficiaries reported that they were neither receiving bus tickets nor aware of any official requirement in that regard. The Ombudsman accordingly recommended that a public communiqué be issued to ensure beneficiaries were properly informed of their entitlements.

The Ministry subsequently confirmed that work on the regulatory amendments and the revision of the MoU was underway and that a public communiqué would be issued once the amendments were gazetted.

In February 2025, the Ministry informed this Office that it was still awaiting the final vetted draft amendments from the AGO and that consultations with stakeholders were being arranged in respect of the revised MoU prior to submission for vetting.

In November 2025, the Ministry reported that the draft amendments to the Road Traffic (Bus Fares) Regulations received from the AGO were under consideration. It further stated that finalisation of the revised MoUs/Agreements under the Free Travel Scheme would follow the implementation of two major reforms announced in the 2025–2026 Budget: the Fleet Management System and the Bus Service Bill.

The Fleet Management System, expected to be operational by mid-2026, will allow for real-time tracking of buses, improve route planning, monitor driver behaviour, ensure timely maintenance of buses, reduce operational costs, enhance passenger satisfaction and support more accurate subsidy management, including free-travel compensation. The Bus Service Bill, currently at drafting stage, will establish the legal framework to ensure the smooth implementation of the Fleet Management System while catering for defined services levels and standards for a safe, reliable, responsive and sustainable public bus transport system for the benefit of commuters.

After high level discussions, the Ministry has decided that draft amendments to the Road Traffic (Bus Fares) Regulations would be made in the wake of the proposed Cashless Ticketing System project.

LAND TRANSPORT

C/115/2025

Complaint regarding parking issues

On 24th April 2025, this Office received an anonymous complaint regarding parking issues at 15, Boundary Road, Rose Hill.

Upon enquiry, the Ministry of Land Transport reported that following a site visit effected by the Traffic Management and Road Safety Unit, the following observations were made:-

- (i) Boundary Road is a classified road, bearing classification number B75, with a width varying between 5.5 and 6 metres. It serves as a connecting route between Berthaud Avenue and Rose Hill.
- (ii) Robert Edward Hart Avenue is classified as a UR road and connects Boundary Road to the regions of Camp Levieux and Stanley.
- (iii) It was observed that hazardous parking regularly occurs along both Boundary Road and Robert Edward Hart Avenue.
- (iv) In accordance with existing legal provisions, the parking of vehicles is strictly prohibited within a radius of 6 metres from any road junction.

2. The comments of the Municipal Council of Beau Bassin -Rose Hill which were also sought reported as follows: -

- (a) A Building and Land Use Permit (BLUP) was issued on 06th March 2019 for the construction of a two-storey building to be used for the economic activity for renting of tents at the ground floor and residential use at first floor at 15 Boundary Avenue, Rose Hill with specific conditions, interalia, that *“all parking and loading/unloading of vehicles must be confined within the site and not allowed on the street, and vehicular parking on the main road (B75) fronting the development and reverse vehicular manoeuvres onto the main road (B75) are not allowed”*.
- (b) A site visit was effected on 05th May 2025 and the employees refused to grant access to inspectors to survey the building without the consent of the Director who was absent. Therefore, the inspection could not be carried out on that day.

(c) On 16th May 2025, a complete inspection was thereafter carried out on the said premises in the presence of the Director of the company, where it was found that the development works were being carried out in breach of the BLUP conditions.

(d) Thus, an Enforcement Notice was served upon the Director of the company on 20th May 2025 in accordance with Section 127B of the Local Government Act 2018 as amended.

(e) On 30th May 2025, another inspection was carried out and it was observed that the said company had not yet complied with the requirements of the Enforcement Notice served.

(f) On 14th July 2025, a follow up site visit was effected and the following were observed: -

- (i) The shipping containers that were initially found on the parking areas had been removed.
- (ii) No road obstruction was observed at the time of visit.
- (iii) The building at first and second floors were still being used as a store.
- (iv) The toilet block that had been illegally constructed was still there.

3. (i) The Director of the company made a request on 20th June 2025 asking the Council to grant him a delay of two months to comply with the requirement of the Notice served upon him.

(ii) The request was granted, and a correspondence was issued to him on 26th June 2025, granting him up to 20th August 2025 to comply accordingly.

(iii) A close monitoring was being done by the Council to ensure that the requirements of the Notice served upon the owner were being complied with, failing which legal action would be initiated against him.

**Complaints from CNT Employees against Mr X, Traffic Supervisor at CNT
Rivière du Rempart Depot**

On 11st June 2025, this Office received an anonymous complaint against Mr. X, a Traffic Supervisor at Rivière du Rempart regarding his objectionable conduct which was compromising the proper functioning of the CNT Depot.

Upon enquiry, the Ministry of Land Transport has reported as follows:-

- (i) An internal inquiry was conducted by the Corporation and the formal statement of Mr. X was recorded on 31st July 2025.
- (ii) The inquiry revealed that efforts to regularise and rationalise crew schedules may have disrupted certain long-standing informal arrangements which have created a perception of unfair treatment among some employees who were previously more accustomed to flexible or favourable schedules.
- (iii) Mr. X has been performing his duties in accordance with his Scheme of Service, which includes, among other responsibilities, the preparation of weekly rosters for bus crews (drivers and conductors) effective from June 2025, carrying out administrative tasks linked to his role, conducting traffic operation surveys and providing operational advice to the Regional Manager and the Traffic Planner.
- (iv) Since his assumption of duty at Rivière du Rempart Depot and his assignment by the Regional Manager to manage crew rosters, it has been observed that there has been a noticeable decrease in overtime claims, double shift allocations and deployment of employees on their rest days. The scheduling introduced by Mr. X has been conducted on a merit-based and impartial basis, adhering strictly to the prescribed work schedules and operational requirements.
- (v) Mr. X is currently not under any adverse report and has demonstrated a proactive attitude in fulfilling his responsibilities in the interest of the National Transport Corporation.

2. The complaint is therefore considered as not being sustained.

LOCAL GOVERNMENT

C/300/2022

Alleged irregularities at the District Council of Rivière du Rempart.

On 05 December 2022, we received an anonymous complaint from a whistleblower alleging that applications for Building and Land Use Permit (BLUP) were being purposely rejected at the District Council of Rivière du Rempart for monetary gains and that the statutory penalty fee of Rs 50,000 was waived in some cases.

In view of the seriousness of the allegations, this Office requested the Ministry of Local Government to investigate the matter and to report thereon. Consequently, the Ministry set up an Investigation Team and prompted the Council to submit a list of Compliance Notices issued and the outcomes, as well other documentation, including Minutes of the Permits and Business Monitoring Committee (PBMC).

A list of 198 Compliance and Pulling Down Notices issued by the Council from July 2021 to December 2022 was submitted to this Office for review and the following were observed:

- in over 20 cases, penalty fee under Section 127A (5) of the Local Government Act were unpaid;
- the penalty fee was waived by the PBMC, despite no legal provision allowing such action; and
- there were instances where the Chief Executive declined to sign the Compliance Notice without any justification.

Upon further query, the Ministry of Local Government confirmed that there is no provision under the Local Government Act for waiving of the penalty fee and that where development works have started without a BLUP, developers are given the opportunity to regularise the development against payment of the penalty fee. They

also reported that a meeting was held with officers of the Council wherein the *modus operandi* for approval of a BLUP, application of penalty fee and inconsistencies noted in the Compliance Notices issued by the Council were discussed.

As the matter was under review of the Investigation Team, we continued to follow-up on the developments. Finally, on 15 May 2025 we were informed by the Ministry of Local Government that following the internal enquiry and verification of documents submitted by the District Council, it was found that:

- the justifications provided by the Council for waiving of penalty fees were unsatisfactory;
- some decisions of the PBMC were contrary to the law;
- the PBMC is not empowered to waive penalty fees or revoke Compliance Notices; and
- some recommendations by the Head of Land Use Planning Department were unreasonable.

In light of the above, the Ministry referred the matter to the Financial Crime Commission for investigation and necessary action.

**Own Motion - Anonymous complaint against a senior officer of the
District Council of Back River**

On 13 August 2024, our Office received an anonymous complaint on alleged wrongdoings of a senior officer of the Black River District Council and the oppression faced by the employees of the Council.

The Internal Control Unit (ICU) of the Ministry of Local Government carried out an enquiry and its findings and recommendations are as follows: -

- i). regarding the allegation that Council's vehicle was being used by the senior officer for her personal errands, it has been proposed that the signatures of both the officer effecting the travelling and the Controlling Officer be inserted in the vehicle log book;
- ii). a blood pressure apparatus purchased for the Welfare Department was not available for verification on 10 December 2024 and was produced for verification on 13 December 2024. It was recommended that Government assets should be readily available for verification to any inspection teams;
- iii). accusations of bribery, modification and tampering of official records, leakage of information and any alleged collusion between the senior officer and other personnel of the Council, the ICU recommended that the matter be referred to the relevant competent authority for further investigations;
- iv). administrative and HR matters have to be looked into by the Ministry;
- v). a digital camera make Nikon Z50 was purchased for the Chief Executive's Department; and
- vi). the remaining allegations could not be verified due to inadequate information.

In the circumstance, the Ministry of Local Government would request the Chief Executive of the Council to implement the recommendations of the ICU. The other

allegations were reported to be vague and unfounded by the Ministry but would be looked into for appropriate remedial actions as appropriate.

We sincerely hope that the sender of the anonymous letter visits our website, and take cognizance of the information provided.

OFFICE
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**Anonymous Complaint against a Senior Health Inspector of the District Council
of Pamplémousses**

On 20 November 2024, this Office received an anonymous complaint alleging that a Senior Health Inspector, posted at the District Council of Pamplémousses was repeatedly assigned the duties of Assistant Chief Executive with the connivance of senior officers of the Council. It was further alleged that the officer was promoted despite being under investigation by the ICAC (*now FCC*), and mistreating junior staff and acting unethically in the exercise of his duties.

Based on the clarifications and supporting documents provided by the Council, this Office observed the following:

- i). The Senior Health inspector, appointed in a temporary capacity, was assigned the duties of Assistant Chief Executive at the Council, *vice* a permanent vacancy in that grade for multiple periods. Prior to each assignment, the Council sought the expression of interest from officers within its own establishment, as well as from other District and Municipal Councils.
- ii). In all instances, no officers were willing to take up the assignment, or the respective Councils did not have the staff available for secondment.
- iii). On one occasion, a Management Support Officer (MSO) of the Council expressed her willingness to take up the role. However, she was junior in grade to the Senior Health Inspector (Temporary Capacity) and therefore was not selected for the assignment.
- iv). On another occasion, a Senior Welfare Officer from the Municipal Council of Curepipe was assigned to act as Assistant Chief Executive at the District Council of Pamplémousses following an expression of interest. However, her assignment was not renewed as she was subsequently required to assume the duties of Principal Welfare Officer at the Municipal Council of Curepipe.

This Office concluded that the repeated assignment of duties of the Senior Health Inspector (Temporary Capacity) to the duties of Assistant Chief Executive was due to the lack of available and willing officers to assume the role and responsibilities. Furthermore, the assignments did not exceed a continuous period of six months.

The District Council also informed that the vacancies in the grade of Assistant Chief Executive were reported to the Local Government Services Commission on 02 September 2024. This post was advertised on 09 May 2025.

As regards the investigation mentioned in the anonymous letter, it was reported that same was completed and the Director of Prosecutions had advised no further actions. Furthermore, with respect to the other issues raised, i.e., mistreatment of colleagues and subordinates, disrespect towards staff and unethical behaviour — no formal complaints were registered against the officer.

NATIONAL INFRASTRUCTURE

C/151/2025

Unused/abandoned Government buildings and residential quarters

This Office had previously received a complaint regarding abandoned Government residential quarters that had been the subject of illegal squatting and health hazards which was partly addressed. Although the number of such complaints is not frequent, the nature of the issue, present both physical and social challenges. The longer these buildings remain abandoned, the more likely they are to become hotbeds for illegal activities. The lack of oversight can also lead to the emergence of health and safety hazards, including fires, the spread of diseases, and other public health risks associated with unsupervised, derelict buildings.

Nevertheless, these buildings may, with proper planning and intervention, represent valuable public assets. They could be rehabilitated to serve the public interest – such as providing community facilities, decentralised public service or even as economic and entrepreneurial hubs. Yet, they currently stand as underutilised assets contributing to urban blight and creating the perception of poor management of public infrastructure. Therefore, it is essential to take swift and decisive action for the development of long-term strategies for repurposing or securing these properties for the benefit of the public.

It is with this objective that the Ombudsman has requested the Ministry of National Infrastructure, to undertake a survey of all unused/abandoned Government Quarters/Buildings around the island, as well as in Rodrigues, in order to facilitate it to take appropriate actions in good time for the better use of these buildings. In August 2025, the MNI submitted reports of surveyed underutilised and abandoned Government buildings to the Ministry of Finance for consideration and development of strategies regarding the future use of buildings.

While this commendable initiative reflects an effort on the part of public authorities to take stock of dormant Government assets and explore avenues for their economic valorisation, this Office is particularly concerned with the social impact of these unutilised/abandoned Government buildings on the daily lives of our citizens. Beyond issues of asset management, these buildings have an impact on the safety, health, security and quality of life of nearby residents. Consequently, it is important that appropriate remedial actions be taken in a timely manner to protect the public and prevent further deterioration of Government properties.

It is clear that this task is quite complex and single agency cannot tackle the problem alone. It requires the collaboration of multiple ministries and departments, for a comprehensive understanding of the scope of unused Government properties and to determine ownership and responsibilities of all parties concerned. We encourage continued inter-ministerial collaboration to ensure that the issue of unutilised/abandoned Government buildings is addressed effectively and in the broader public interest.

POLICE

C/312/2024

Complaint from Residents of Residence Bassin Quatre Bornes

On 13th December 2024, residents of Residence Bassin, Quatre Bornes, submitted a formal letter to the newly appointed Commissioner of Police and copied to this Office, urging immediate and decisive action against ongoing drug trafficking activities in their locality. Despite having written several letters to the former Commissioner, the Prime Minister's Office (PMO), and other relevant authorities, no significant action was taken to address the worsening situation.

The residents highlighted that drugs were being openly sold at approximately four locations within the area, the most prominent being the junction of Apolonia Lane and Mere Theresa Avenue. Drug dealers frequently occupied the intersection, were obstructing traffic, and often concealed illicit substances in nearby vacant lots, under vehicles, within wall crevices, or even inside homes. The adjacent football ground was reportedly being used as a site for both the sale and consumption of drugs, particularly for hard drug use. In addition, there was a primary school in the vicinity, thus placing young children at direct risk.

The letter further emphasized a deteriorating sense of safety in the community. Residents had begun receiving threats from drug users and dealers, and there had been instances of school children being harassed or bullied while walking home. Due to fear of retaliation, most inhabitants were reluctant to report these incidents to law enforcement authorities.

Additionally, the recent emergence of gang-related activity in nearby Jackson Avenue had further heightened fears and contributed to an overall climate of insecurity.

The residents expressed their trust in the new Commissioner's integrity and leadership and respectfully requested urgent measures to restore safety and public order in the area.

This Office inquired with the Police Department regarding the situation and was subsequently informed as follows:

- (i) In December 2024, search and crackdown operations were conducted, resulting in the arrest of two individuals for drug dealing at Santa Apolonia Street and Mere Theresa Avenue, Residence Bassin, Quatre Bornes.
- (ii) On 05 February 2025, a search was carried out at a residence located on Dina Robin Street, Residence Bassin, Quatre Bornes; however, no drugs were found.
- (iii) On 20 February 2025, another individual was arrested in connection with a case of drug dealing.
- (iv) Furthermore, regular police patrols are being maintained throughout Residence Bassin, Quatre Bornes, in relation to ongoing drug-related activities.

PRIME MINISTER'S OFFICE

C/58/2025

Divorced lady complains that former husband, a foreign national resort to illegal activities to marrying Mauritians in order to obtain occupational/ residence permits and citizenship

A complaint was received from a member of the public raising concerns regarding alleged malpractices involving marriages between foreign nationals and Mauritian women, purportedly with a view to obtaining residence or Mauritian citizenship. The complainant further alleged that her identity as a complainant may have been disclosed, thereby raising an issue of confidentiality in the handling of her representations.

The matter was taken up with the Passport and Immigration Office and the Economic Development Board, which provided explanations on the administrative and legal basis governing the entry, stay and issuance of permits to the non-citizen concerned. While the replies addressed compliance with the applicable legislative framework, the issue relating to the handling of personal data and confidentiality was identified as requiring further examination.

The complainant was advised that any allegation of bribery or corrupt practices by public officers falls within the remit of the **Financial Crime Commission**.

In addition, the matter was referred to the **Ministry of Gender Equality and Family Welfare** for any action deemed necessary in relation to the formulation and implementation of **gender-sensitive policies and strategies**, with a view to deterring practices whereby foreign nationals may enter into marriages with Mauritian women seemingly with the primary objective of acquiring Mauritian citizenship. The Ministry subsequently informed this Office that it had referred the matter to the Civil Status Division, which reported that section 24A of the Civil Status Act relates to marriages

of non-citizens and was not applicable to the present case. The Ombudsman further referred the matter to the Secretary for Home Affairs for such action as may be deemed appropriate, including consideration of policy measures and preventive strategies in respect of the issues raised.

OFFICE
OF THE
OMBUDSMAN

Anonymous Complaint from Officers of the Probation Cadre

On 06 May 2025, we received an anonymous complaint from officers of the Probation Cadre alleging that: -

- (i) Probation Officers were being harassed, intimidated and unequally treated by management.
- (ii) Works were unfairly assigned among Probation Officers where some were favoured.
- (iii) There were malpractices, unethical conduct and mismanagement within the Probation and Aftercare Service by certain senior officers in the cadre.
- (iv) There was a general decline in service delivery in the Probation and Aftercare Service, which needs urgent reform.
- (v) Two senior Probation Officers had been assigned the duties of Principal Probation Officers and relatively two Probation Officers were assigned the tasks of Senior Probation Officers regardless of their constant poor level of performance.

Following our query to the Prime Minister's Office, under the aegis of which the Probation and Aftercare Service operates, it was reported that the Commissioner of Probation denied all the allegations in the anonymous letter stating that they were baseless, of malicious intent and highly vexatious. He also averred that it was no coincidence to Management that such a letter had emerged shortly after the transfer of a few officers who were recently called to order for serious incidents and shortcomings. Furthermore, the Commissioner of Probation asserted that previous Commissioners of Probation and Aftercare had been the target of unfounded allegations, which had not even a thread of evidence to support them. Lastly, he affirmed that management has consistently performed its duties diligently, effectively and efficiently and emphasised that persons occupying managerial positions today

have never in the past been adversely reported by their supervisors, but have, on the contrary, been consistently well rated in the Performance Management System.

The Prime Minister's Office concurred with the comments of the Commissioner of Probation and Aftercare and further highlighted that: -

- (i) all promotions/assignment of higher duties have been made in accordance with established procedures and guidelines governing the delegation of responsibilities within the Public Service; and
- (ii) as per records available, under the Performance Management System, the officers highlighted in the complaint who have been assigned higher duties have not been unfavourably rated by their immediate supervisor. All the work assigned has been carried out without any issue.

In addition, the Prime Minister's Office assured that any complaint received through appropriate channels and supported by relevant details, would be given due and objective consideration. However, in this case, given the anonymous nature of the complaint and the lack of specific facts or supporting documentation, the allegations could not be acted upon and were considered baseless.

In the absence of supporting evidence, this Office is not in a position to verify the allegations and, therefore, this matter is being set aside, but investigations may resume in case substantiated information/documentation is received.

**SOCIAL INTEGRATION, SOCIAL SECURITY &
NATIONAL SOLIDARITY**

(SOCIAL SECURITY AND NATIONAL SOLIDARITY DIVISION)

C/85/2023

Disallowance of Basic Retirement Pension

This Office received a complaint on 17 April 2023 in which the complainant alleged that she had been subjected to discriminatory treatment on the basis of gender by the Ministry of Social Integration, Social Security and National Solidarity during the processing of her application for the Basic Retirement Pension (BRP).

She explained that she turned 60 years old in December 2022 and accordingly initiated procedures to benefit from the pension. In November 2022, she attended the Vacoas Social Security Office and submitted all the required documents as listed on the Ministry's official website, including proof of identity, proof of eligibility, and her bank account details for the payment of the pension.

Despite complying with all requirements, her application was not registered when she first attempted to submit it on 16 November 2022. The officer handling her case refused to process the application on the grounds that the bank account provided was not a joint account, which the complainant maintains was factually incorrect. In response, she lodged a complaint with the Citizen Support Unit (CSU).

On 25 November 2022, she returned to the office with documentary evidence confirming that the account was indeed a joint account held with her husband, and she again submitted all the required documents. At that stage, however, she was informed by the officer that it was mandatory for her to produce the National Identity Card (NID) of her husband in order for her application to be processed, given that the account was held jointly.

The complainant found this additional requirement questionable and unnecessary.

She therefore lodged a second complaint with the CSU, raising several concerns regarding the legality, justification, and relevance of requesting her husband's identification. In particular, she questioned why her husband's NID was required to determine her personal eligibility for the BRP, whether it is legally permissible to request identification documents of another individual, and whether such a requirement had been validated by the Office of the Attorney General prior to being implemented. She also queried what specific information relating to her eligibility could be derived from her husband's identity card.

The complainant further highlighted that she was later contacted by an officer from the Ministry, to whom she reiterated her concerns and sought clarification on the above issues. She maintained that the requirement to produce her husband's NID is not only irrelevant to her own entitlement but also reflects a broader administrative practice that may disproportionately affect women applicants.

This Office sought the views of the Ministry and was informed that, according to their records, the complainant was requested to submit the National Identity Card (NIC) of her husband, who is the joint account holder at the Mauritius Commercial Bank, in order to effect payment of the BRP. The production of the said document was considered essential, as a joint account was involved. Furthermore, on 21 December 2022, the complainant was contacted not only with a view to obtaining the NIC but also to advise her of the option of receiving payment by Post Office if she did not hold a personal bank account. However, she categorically refused to produce her husband's NIC.

Upon review, this Office observed that although the complainant was eligible for the BRP, payment could not be made into the joint account she holds with her husband solely because she did not provide a copy of his ID card. This Office was therefore of the view that the letter dated 24 March 2023, titled "Disallowance of Claim", was not sufficiently clear. It should have explicitly set out the conditions required for payment into a joint bank account, as well as the other options available to the complainant, given that the non-production of this document cannot determine her eligibility for the BRP.

Subsequently, the Ministry informed that the complainant appealed against the disallowance of her claim to the National Pensions Appeal Tribunal. On 23 August 2023, her appeal was heard and the decision was overturned. She was awarded her BRP with arrears dating back to December 2022, and her BRP is now credited regularly into the same bank account.

Following this outcome, this Office asked the Ministry whether the Tribunal's award is being treated as an exceptional case, or whether the procedures have been amended to remove the requirement of producing a spouse's ID card when crediting a pension into a joint account.

In response, the Ministry explained that the purpose of requesting a copy of the NIC at the time of application is to ensure that, in the event of fraudulent encashment of benefits, the Ministry is aware of the identity of the bank account holder(s), particularly as banks routinely refuse to disclose such information due to bank secrecy. Additionally, the NIC procedure is necessary in cases where there is an overpayment of pension and recoupment needs to be made.

With regard to joint bank accounts, applicants are still requested to produce the NIC of the other account holder at the time of application for the BRP. However, in light of the ruling made by the Appeal Tribunal, even if the applicant fails to produce the co-account holder's NIC, the application will still be processed.

The Ministry is now engaged in a comprehensive reform process aimed at amending the National Pensions Act accordingly.

Misuse of parking coupons issued to disabled persons

On 12th June 2023, this Office received a complaint from Mr X, a disabled person, who alleged that his repeated applications for parking coupons had been rejected by the concerned Ministry. He also averred that he had severe mobility problems and that he relied on a walking frame.

Upon investigation, the Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division) reported as follows:

- i. The eligibility criteria to obtain yellow parking coupon were as hereunder:
 - a. The person should suffer from a permanent orthopaedic impairment of 60% (severe mobility issues); or
 - b. The person should suffer from complete blindness.
- ii. During the medical assessment by the Medical Board on 23 May 2023, Mr X was found to be ambulant and independent and therefore not eligible for the coupon.

The complainant was informed of the above to which he responded by alleging that a traffic warden, who in his view did not have mobility issues, had been issued a parking coupon.

Consequently, both the National Land Transport Authority (NLTA) and the Ministry were queried. The NLTA reported as follows:

- i. Traffic wardens carry out enforcement duties on Paid Parking Zones and any illegal parking throughout the islands.
- ii. The NLTA did not possess any records of the names of the persons holding a Disabled Parking Permit nor which vehicle they were supposed to use.
- iii. If most of the time the vehicles were unattended whilst parked in a Disabled Parking Bay and once there was no Disabled Parking Permit affixed, the

vehicles were contravened for Parking in a Disabled Parking Bay without displaying Disabled Parking Permit.

- iv. There was no control mechanism as such to ensure misuse of Disabled Parking Permit and it was difficult to control the number of hours these vehicles were parked on a Disabled Parking Bay.
- v. The NLTA did not keep a list of adaptive vehicles for people with special needs.

The Ministry of Social Integration, Social Security and National Solidarity (Social Security and National Solidarity Division) further clarified:

- i. The assessment of the traffic warden was done based on his medical conditions in the year 2018 and as the latter was found to meet the criteria, he was issued with a yellow parking coupon on a permanent basis.
- ii. The Ministry carries out parking crackdown operations on a regular basis, in collaboration with the NLTA and Police Department, to prevent persons from misusing parking bays and coupons allocated to persons with disabilities. The Ministry was also working on an appropriate mechanism to put in place to ensure proper use of parking coupons.
- iii. The Protection and Promotion of the Rights of Persons with Disabilities Act 2024 which was yet to be proclaimed would cater for a Compliance, Enforcement and Auditing Unit under the National Empowerment Authority.

The Office is maintaining follow up on the setting up of the said unit.

Recommendation made to streamline the Life Certificate requirement for pension purposes

A complaint was lodged on 15th July 2024 by a retiree, now residing in Canada, averring that the submission of an **original** Life Certificate to the Ministry of Social Integration, Social Security and National Solidarity **every three months** in order to benefit from the **Contributory Retirement Pension** is burdensome and fraught with difficulties. She also stated that another public department - the Treasury - accepted digital Life Certificates.

This Office observed that different Ministries/ Departments adopt different policies. For instance, in another complaint, a retired Officer of the Black River District Council had stated that he was required to submit a Life Certificate every year to be paid his pension while retired Officers of other Local Authorities do not have to do so.

While verifying the status of pension recipients to prevent fraudulent claims is understood, the current requirement of submitting an original life certificate every three months imposes significant hardships on retirees residing outside the country. This frequent submission can be logistically challenging, costly, and stressful for many, particularly those who are elderly or have limited access to postal services.

Considering the above, the Ombudsman wrote to the Secretary to Cabinet and Head of the Civil Service on 26th July 2024, soliciting his intervention so that a policy decision could be taken by considering the following recommendations to streamline this process:

- (a) **Establish a Standard Submission Period:** Implement a consistent and uniform timeframe for the submission of Life Certificates to ensure that retirees understand the deadlines and can plan accordingly to meet the requirements without undue stress or confusion.

- (b) **Digital Verification:** Implement a system that accepts digital or scanned copies of Life Certificates to facilitate easier submission for retirees and enhance the efficiency of processing these documents.
- (c) **Alternative Verification Methods:** Explore the feasibility of other verification methods, such as certification by local Embassies or the use of digital systems for visual and audio communication – as is the case for the payment of wages to Public Officers on overseas leave in accordance with Financial Instructions No 1 of 2021- which can provide reliable and convenient alternatives to the current practice.

The Secretary to Cabinet and Head of the Civil Service subsequently requested the Ministry of Social Integration, Social Security, and National Solidarity to initiate necessary action. On 22nd January 2025, the Ministry informed us that a Technical Committee was looking into the issue.

Finally, on 14th October 2025, the Ministry reported that following consultations, a digital form for Life Certificate for the payment of Contributory Retirement Pension for beneficiaries residing abroad is being devised. Once approved, the form will be uploaded on the Ministry's website to ensure easy access for beneficiaries.

This Office trust that this measure will reduce unnecessary hardships for retirees living abroad, ensure greater consistency across Government departments, and uphold the dignity and wellbeing of our retired citizens.

Overpayment of basic retirement pension to beneficiaries who passed away

The National Audit Office (NAO) had, in its successive reports, highlighted cases of overpayment of the Basic Retirement Pension to deceased individuals, underscoring a recurring administrative shortfall. In its 2022/2023 Report, the NAO highlighted that, pension payments amounting to approximately Rs 2.4 million had not been discontinued following the death of 141 beneficiaries during the financial year, thereby exposing the State to avoidable financial loss.

In view of the recurring nature of this issue, the Ombudsman, acting under Section 97(1)(c) of the Constitution of the Republic of Mauritius, initiated an own-motion investigation to examine how information is shared between the Civil Status Division (CSD) and the Ministry of Social Integration, Social Security and National Solidarity (the Ministry).

The CSD was requested to deliberate on the mechanism in place to systematically inform the Ministry of registered deaths. They reported that since 2017, death data is transmitted electronically to the Ministry through the Info-Highway platform every 30 minutes and that prior to that year, such information was shared with the Ministry on a daily basis. Nonetheless, the CSD recognised that discrepancies between its database and that of the Ministry is a long-standing concern. Indeed, several meetings were held in an attempt to consolidate both databases in order to curtail overpayment of Basic Retirement Pension.

Taking into consideration the observations made by the NAO and the comments obtained from the CSD, the Ministry was requested to clarify on the circumstances leading to the discrepancies in the database, report on progress made to address them, and indicate actions taken to implement the recommendations made in the Audit Report.

In its reply, the Ministry outlined a range of measures aimed at curbing overpayment of pensions, including collaboration with multiple stakeholders such as the CSD, the

Passport and Immigration Office (PIO), the Mauritius Post Ltd and other agencies. They also acknowledged that unreported/unrecorded deaths remain one of the principal causes of overpayment, despite daily electronic data sharing with the CSD since 2014.

The Ministry explained that certain deaths remain undetected due to non-reporting by relatives, late registration and non-registration of deaths occurring abroad. Therefore, according to the records of the CSD, these persons are still alive and do not appear in the daily lists transmitted through the Info-Highway platform. There are also cases of death of foreigners whose NIDs at the Ministry and the CSD are not similar. Furthermore, deaths occurring near end of month are not captured during the finalisation of paysheets, which are processed on the first working day of the month, thus resulting in overpayments.

We were also apprised of the actions taken by the Ministry to recover the overpaid amounts through: -

- i). the issuance of recovery forms via banks;
- ii). contact with beneficiaries or proxies to urge for refund;
- iii). monthly monitoring reports of overpayment vetted by the Principal Social Security Officers and submitted to the Finance Section (Benefits Unit);
- iv). follow-up on recoup of overpayment; and
- v). home visits carried by officers to convince heirs of deceased for reimbursement.

Moreover, they elaborated on their ongoing efforts for data consistency and the implementation of an e-Social Security (eSS) project, which will replace the existing pension system by a fully integrated information system with enhanced data capture and validation checks concepts.

However, no comments were provided regarding the implementation of the recommendations made by the NAO in its Report, which *inter-alia* comprised of:

- i). updating beneficiary databases to identify all ineligible cases;

- ii). considering the introduction of life certificates for all pensioners in future;
- iii). rescheduling bank pension payment dates;
- iv). adding new categories of beneficiaries (Basic Invalidity Pension and Basic Widows Pension) reported by the PIO on departures exceeding six months;
- v). strengthening the legal framework for recovery of illegally cashed pensions by deceased's kins; and
- vi). improving the filing and record-keeping systems.

In a further correspondence, the Ministry was requested to indicate, within the statutory timeframe prescribed under the Ombudsman Act 1969, whether consideration was being given to implementing these recommendations, and if not, the reasons thereof. Despite our repeated reminders, we did not receive any reply from them.

This Office takes note, with concern, of the absence of a response on the implementation of those recommendations, particularly in light of the continued financial implications arising from overpayment of pensions to deceased persons.

TERTIARY EDUCATION, SCIENCE AND RESEARCH

C/296/2024

Complaint regarding discrimination by a Faculty member at University of Technology, Mauritius

On 03rd December 2024, this Office received an anonymous complaint from a group of students from the School of Sustainable Development and Tourism (SSDT) of the University of Technology, Mauritius (UTM) against a Faculty member. It was alleged that the Faculty member adopted a discriminatory approach in grading students and was unfit to hold the position.

Upon enquiry, the Ministry of Tertiary Education, Science and Research reported as follows:

- (i) The UTM has a well-established procedure for appeals where students who feel that their marks do not reflect their performances may wish to proceed with an appeal, which is an independent process.
- (ii) An online anonymous process is also circulated among all students during the semester to allow them to provide their feedback on teaching, learning methods and classroom management skills of their respective lecturers, among others.
- (iii) No appeal related to the case has been received by the SSDT. However, only one student had raised an issue in the anonymous feedback form and the matter was discussed at the level of the School for required action to be taken.
- (iv) The School had received an anonymous letter a few semesters back regarding one lecturer. The name was however, not disclosed. An email was thereafter sent to all cohorts of the School, inviting any aggrieved students to come forward to express their grievances to the School. The School, however, did not receive any response following the call.

Additionally, the Ministry of Tertiary Education stated that the UTM had been advised to have a meeting with students of the SSDT and request them to bring any issue that

they may face to the attention of the Registrar of the University and/or their Elected Student Representative. The Director General of the UTM had also been requested to meet the academic staff of the SSDT to discuss ways to improve academic standards during lectures.

OFFICE
OF THE
OMBUDSMAN

Recalculation of Cumulative Average Point (CPA) allegedly done by Open University of Mauritius unfairly and in violation of proper academic and administrative procedure

Complaint

Mr A, a student enrolled in the LLB (Hons) programme at the Open University of Mauritius (OUM), lodged a complaint with the Office of the Ombudsman alleging that the calculation of his **Cumulative Point Average (CPA)** had been carried out unfairly and in breach of proper academic and administrative procedures.

The complainant averred that one of the modules forming part of the programme, namely **Law Clinic**, had been recorded without marks although he had earned the corresponding credits. According to him, had marks been allocated for that module, his CPA would have been higher and could potentially have resulted in a better classification of his degree.

He further stated that the **Quality Assurance Authority (QAA)** had initially initiated an inquiry into his complaint but that the investigation was unexpectedly discontinued following the referral of the matter by the University to the **Ministry of Tertiary Education, Science and Research**.

Investigation

The matter was taken up with the Ministry of Tertiary Education, Science and Research, which informed this Office that an **Ad-hoc Inquiry Committee** had been set up to examine the complaint and review the procedures applied by the university.

The Committee reported, inter alia, that the complainant had submitted his academic appeal **after the prescribed deadline of 15 days**, and the matter was therefore considered at Management level without being referred to the Appeal Committee.

It was also explained that the **Law Clinic module consists of a placement component** aimed at providing students with practical experience under the supervision of a

professional of their choice. While students are required to submit a report following the placement and may earn credits for the module, the University indicated that **marks were not allocated as the placement itself is not directly supervised by the institution.**

Findings

Following an examination of the documents and explanations provided, the Office of the Ombudsman made the following observations:

- The **LLB (Hons) programme structure** indicates that modules are generally assessed through a combination of **marks and credits**.
- The **Law Clinic module** involves the submission of a report and a testimonial relating to the experience acquired during the placement.
- Credits were allocated for the module but **no marks were recorded**, which could potentially affect the calculation of the **CPA**.
- The documentation reviewed did not clearly explain the **formula used for calculating the CPA**, and the complainant was not provided with a detailed explanation of the methodology initially.
- It appeared that the complainant was **not the only student affected by the absence of marks for the Law Clinic module**.
- Delays between the approval of the award and the issuance of transcripts could make it difficult for students to **exercise their right to appeal within the prescribed timeframe**.

Recommendations

In view of the above, the Ombudsman recommended that:

1. The University reviews its academic procedures to ensure that **modules carrying credits are assessed consistently with the programme structure**, including the allocation of marks where appropriate.
2. The **methodology used to calculate the CPA** be clearly explained and communicated to students.

3. **Transcripts be issued without undue delay**, preferably together with the publication of results, so that students may lodge appeals within the prescribed period.
4. Academic policies and procedures relating to **assessment and appeals be clearly communicated to learners**.

Outcome

The University subsequently informed this Office that the **LLB programme structure has been reviewed** and that the **Law Clinic module will henceforth be assessed on both credits and marks**. The revised programme structure has been approved by the **University Academic Council and the Higher Education Commission** and will apply to new intakes from August 2025.

The University further indicated that the methodology used to calculate the CPA is set out in **Chapter 16 of the University Rules and Regulations**, which are accessible to learners. Following the recommendations of the Ombudsman, the **Examinations Unit transmitted the detailed methodology for the calculation of CPA to the complainant on 7 July 2025**.

The University also indicated that its **Rules and Regulations are available on the Blackboard platform and on its website**, and that it is in the process of finalising an **academic calendar** to enhance communication and transparency between the institution and students.

Subsequent Developments

Notwithstanding the explanations provided by the University, the complainant remained dissatisfied with the calculation of his CPA and subsequently lodged an **application for judicial review before the Supreme Court of Mauritius** challenging the decision and decision-making process of the University.

The Ombudsman was cited as a **co-respondent** in the proceedings.

During the hearing held on **15 September 2025**, the Senior Investigations Officer representing the Ombudsman raised an objection based on the constitutional provisions governing the independence and functioning of the Office of the Ombudsman, namely **sections 98(2) and 101(1) of the Constitution** and **section 2 of the Ombudsman Act 1969**.

Following legal advice obtained from the **State Law Office**, the Ombudsman did not file an affidavit in reply and informed the Court that he would **abide by the decision of the Court and assist the Court if required**. The State Law Office represented the Ombudsman before the Court on **27 October 2025**.

At the time of publication of this report, **the matter remains pending before the Supreme Court**.

LOCAL AUTHORITIES

LA/C/11/2023

Own Motion Investigation - Maintenance of Drains

Over the last two decades, Mauritius has experienced a significant increase in the frequency of extreme weather conditions, particularly intense rainfall over a short span of time, leading to flash floods. These incidents have caused enormous disruption to socio-economic activities, damage to infrastructure such as roads and houses, and, in some cases, loss of life. Recurrent accumulation of water has often been attributed to improper maintenance of drains and uncontrolled construction of residences on or near natural waterways. The 2023 flooding across the island entailed considerable costs for the reinstatement of damaged infrastructure and cleaning of blocked drains and water flows.

Pursuant to section 97(1)(c) of the Constitution of the Republic of Mauritius, the Ombudsman decided to initiate an investigation into the maintenance of drains and he wrote to all local authorities querying on:

- (i) their responsibility and that of others involved, regarding the cleaning and maintenance of drains around the island;
- (ii) the number and types of drains under their direct purview and the length;
- (iii) the frequency and work plan for the maintenance, cleaning and rehabilitation of the existing drainage infrastructure; and
- (iv) the cleaning and management of rivers and streams and regularity of works carried out.

From the replies received, we have observed the commendable efforts made by local authorities in the cleaning and maintenance of drains within their jurisdictions. It was confirmed that drainage management is not the sole responsibility of local authorities but is shared among several other public bodies, namely the Land Drainage Authority, the Road Development Authority, the National Development Unit, the Water

Resources Unit, and the Forestry Services. This multiplicity of actors reflects not only the complexity of drains maintenance and management but also points towards potential gaps in coordination, accountability, and information sharing.

Maintenance of drains is resource-intensive and requires continuous availability of financial means, human resources, equipment and appropriate tools. In the context of current economic constraints, it may place additional pressure on local authorities. Taking this into consideration, the Ombudsman invited the relevant Ministries and Departments to contemplate the setting up of a Task Force, under the lead of the Ministry of Local Government, to address the subject matter. It could be tasked with developing coordinated strategies, which may include awareness campaigns targeting the public, students, public officials, tourists and other stakeholders. An effective flood mitigation cannot only rely on institutional action. Public awareness on the consequences of illegal dumping in watercourses, unauthorised obstruction or construction along waterways, or unlawfully diverting rivers, canals and streams from main water bodies, is crucial to achieving the expected outcomes.

Ultimately, collective actions may enhance our resilience to climate change and reduce the impact of flooding while safeguarding the well-being, livelihoods, and properties of the citizens.

Installation and use of electric fences

On 23rd June 2023, following the intervention of one Mrs C on a radio channel regarding a complaint against the installation of an electric fence protruding from the boundary wall of a villa bordering the beach, the Ombudsman initiated an own motion investigation. Since the matter concerned the District Council of Pamplémousses, clarifications were sought from them as to whether the installation of an electric fence required a permit. In its reply, Council informed that no formal complaint had been received on this matter and that there is no such regulation or legislation governing the installation of electric fencing. They further stated the installation of electric fence is not covered by the Local Government Act or the Building Control Act.

In the light of the growing popularity of electric fences for security purposes and the obvious associated risks, this Office considers the matter to be of significant importance and it is imperative to establish comprehensive regulations and guidelines governing these installations. Electric fences, while effective, can pose significant safety risks if not installed correctly or maintained properly. Consequently, in March 2024, the Ombudsman wrote to the Ministry of Local Government and Disaster Risk Management (*now the Ministry of Local Government*), with copy to the Ministry of Energy and Public Utilities, recommending under Section 100(2) of the Constitution, that both Ministries collaborate to devise a policy that addresses the associated technical requirements and safety considerations. He highlighted the urgent necessity for a comprehensive regulation which, *inter alia*, covers:

- technical specifications such as voltage levels and wiring spacing;
- grounding requirements and insulation standards;
- safety and installation guidelines;
- protection of humans, wildlife and domestic animals from unintended harm; and

- warning signage and visibility markers to alert individuals.

In May 2024, the Ministry of Energy and Public Utilities indicated that they were collaborating with the Central Electricity Board through a Technical Committee established under the aegis of the Ministry of Local Government. In the absence of an update from the latter Ministry, we issued two reminders in July 2024 and a response was eventually received in August 2024, more than four months after the Ombudsman's recommendation, informing that a Technical Committee had been set up at their level comprising of representatives of the:

- Ministry of Energy and Public Utilities;
- Central Electricity Board;
- Mauritius Standards Bureau;
- Construction Industry Authority;
- Association of Urban Authorities;
- Association of District Councils; and
- Mechanical and Engineering Contractors Association.

The first effective meeting was held in August 2024, during which it was proposed that representatives of the Ministry of Labour, Industrial Relations, Employment and Training (*now Ministry of Labour and Industrial Relations*) be roped in at the next meeting of the Technical Committee, with respect to the post - installation and commissioning of the electric fence. It was also suggested that the Ministry of Commerce and Consumer Protection could consider including the item 'Electric Fence' in the Consumer Protection (Safety Requirements) Regulation 2019. It was later reported that the importation, commercialisation and installation of electric fences do not fall under the mandate of the Ministry of Commerce and Consumer Protection and that they have no expertise in that area.

A second Technical Committee meeting took place in December 2024. Despite public safety implications inherent in the issue, progress thereafter remained notably slow. We were compelled to issue repeated reminders in March, April, May and June 2025,

before finally receiving a response on 23 June 2025 from the Ministry of Local Government that during the third Technical Committee meeting on 03 April 2025:

- the Mauritius Standards Bureau was requested to prepare a brief on standards applicable to electric fences and to come up with recommendations for improvements of same;
- the Attorney-General's Office had been consulted on whether a Building and Land Use Permit is required for such installations; and
- the Ministry of Labour and Industrial Relations had been informed to prepare a brief based on international regulations related electric fences.

Since then, no new developments have been communicated to this Office.

This matter reveals a concerning regulatory vacuum in relation to the installation and operation of electric fences in Mauritius, notwithstanding the increasing prevalence of such systems across residential, commercial and coastal properties.

Electric fences, by their very nature, involve the transmission of electrical current and may pose serious risks to public safety, particularly where installations are improperly designed, protrude onto public spaces, or are accessible to unsuspecting members of the public, including children. The absence of a clear legal framework creates uncertainty not only for property owners and installers, but also for enforcement authorities and members of the public who may be exposed to potential harm.

Although three Technical Committee meetings have reportedly been held, the exercise appears to have remained largely consultative and procedural in nature. More than two years after the Ombudsman's recommendation, no concrete regulatory framework, draft legislation, policy proposal, technical guideline or enforcement mechanism has yet emerged.

Own-Motion Investigation: Structural Conditions and Maintenance of Public Bridges in Mauritius

On April 21st, the collapse of a reportedly over 70 years old bridge, at Guillaume Giquel Street, in Tranquebar, under the weight of a heavily loaded truck, raised serious concerns regarding the structural conditions of public bridges around the island. While it was fortunate there were no casualties, the Ombudsman, acting under the powers conferred upon him by the Constitution of the Republic Mauritius, decided to initiate an own-motion investigation to assess practices related to the maintenance, inspection, and management of public bridges to determine whether they adequately ensure public safety, and if not, to make appropriate recommendations to the relevant authorities for policy or legislative reforms.

In this context, Municipal Councils and District Councils were requested to provide comprehensive data on bridges under their jurisdiction. The following areas of concern were addressed: -

1. The number of bridges and their expected lifespan.
2. Details of inspections, including frequency and results thereof.
3. Load restrictions and signage.
4. Maintenance schedules and funding.
5. The regulation of traffic and permits related to commercial activities in the areas accessible through the bridges.

Based on the information gathered, it is noted that, some bridges have undergone minor repairs or reinforcements by Councils, as and when required, but they have remained without sufficient evaluation of their lifespan. Councils have also indicated that there are no specific funds allocated in their annual budget to cater for repairs and maintenance of bridges and that such costs are met from their recurrent budget. Regretfully, the Municipal Council of Curepipe has not fully responded to all our queries. Nevertheless, they informed that an amount of Rs 3 Million was earmarked in the financial year 2025/2026 to undertake repair works but due to budgetary

constraint, the amount was not allocated to the Council and it intends to resubmit a request for funds to the Ministry of Finance.

Furthermore, it has been observed that the frequency of inspections varies between jurisdictions. Some Councils have stated that regular periodic inspections are conducted, others verify the bridges on an *ad hoc* basis, whereas a few have deplored a lack of technical competence and manpower for such tasks. Additionally, Councils reported the absence of weight restrictions and access limitation signboards for heavy vehicles crossing the bridges.

We have also been apprised that permits have been issued for the operation of warehouses/stores accessed via bridges without any prior assessment of the types of heavy vehicles that would regularly cross these bridges and their impact on the structures.

Consequently, given the statutory oversight exercised by the Ministry of Local Government over Local Authorities, the Ombudsman, at the time of the preparation of this Report, wrote to the Ministry recommending the setting up of a dedicated committee chaired by a Senior Officer of the Ministry, tasked with:

- i). establishing a comprehensive inventory and condition assessment of all bridges under the Local Authorities;
- ii). developing and standardising inspection protocols and maintenance frameworks;
- iii). assessing budgetary requirements and resource allocations, for the timely repair and rehabilitation of bridges;
- iv). strengthening the technical capacity within Councils through the training and/or recruitment of qualified technical staff;
- v). ensuring proper coordination, where necessary, with the Ministry of National Infrastructure, the Road Development Authority, the Traffic Management Road Safety Unit, and other relevant stakeholders, regarding their shared responsibilities; and
- vi). considering, prior to the issuance of permits for warehouses or other commercial activities, the nature and frequency of heavy vehicles that may be

required to access bridges located on lateral or secondary roads, with a view to preventing undue stress on existing bridge structures.

The collapse of the bridge at Guillaume Giquel Street serves as a stark reminder of the likely risks associated with aging infrastructure coupled with inadequate inspections, repairs or maintenance, which, if left unaddressed, could lead to further safety concerns.

This Office is pleased to note the Ministry's response informing that the above proposals are being favourably considered.

OFFICE
OF THE
OMBUDSMAN

DISTRICT COUNCIL OF BLACK RIVER

LA/C/90/2024

Complaint from Whistleblower regarding illegal construction at Sweden Lane, Petite Rivière

This Office received a complaint from a whistleblower, disclosing illegal construction works without a Building and Land Use Permit (BLUP). The Complainant expressed his insecurity from being exposed but nevertheless stressed on the repercussions of the construction works such as: potential risk of theft due to closeness of buildings; issues of air circulation and blocked sun light; blocked openings and blocked passage of water during rainfall between two properties; violation of owners' privacy; and limited scope for renovation and cleaning, to name a few.

This Office requested the intervention of the District Council of Black River which effected a site visit at the locus of the developer whereby the whistleblower's claim was confirmed to be true. Enquiries revealed that the offender had undertaken development works - "Extension to a building at Ground Floor" at a distance of 0.90 mt - less than the statutory distance - from the right hand side property boundary without a BLUP.

A Compliance Notice was served upon the offender to halt all development works and to apply for a BLUP, which he did. During the process, clearance was also sought from the Land Drainage Authority as the site is located within a flood prone area. Still, the new application was set aside as he failed to comply with the amendments requested by the Council following delay of 6 weeks granted. Eventually, a Pulling Down Notice was served upon him and a new application was submitted to the Council whereby same is still under process.

DISTRICT COUNCIL OF FLACQ

LA/C/43/2017

Flooding at Avenue des Echassiers, Mont Ida

In July 2017, we received a complaint from the inhabitants of Avenue des Echassiers, Mont Ida, regarding frequent flooding in the area during rainfall, thus causing serious concerns on the safety and well being of residents. The complainants affirmed that they had approached the District Council of Flacq as well as other public authorities requesting the construction of an effective drainage system to evacuate rainwater.

This case illustrates the technical, legal, environmental and financial constraints that needs coordinated involvement of various stakeholders. Below is a brief of major developments in this matter.

2017-2018

Our investigation revealed that the District Council of Flacq attempted to address the issue through the construction of an absorption pit. However, this measure proved to be ineffective during rainy days. The Council also informed that some inhabitants had directed water from the roof of their houses onto the road which contributed to flooding. Furthermore, the topography of the land in the region is sloppy towards the centre which causes water accumulation in the absence of a proper drainage system. Given the implication of technical experts in the domain, the Council referred the matter to the National Development Unit (NDU).

Following joint site visits effected by technical officers of the Council and NDU, it was observed that during heavy rainfall, the La Nicolière feeder canal overflows thus directing water to Avenue des Echassiers which is located at a lower elevation of approximately 1.5 km away from the canal, resulting in flooding of around 25 houses in the locality. In view of the scale and complexity of the matter, the NDU decided to appoint a private consultant for a thorough investigation and to propose long-term mitigating measures to tackle the problem.

2019-2022

The consultant submitted its Preliminary Decision Report as well as a Detailed Design Report to the NDU proposing the construction of drains for the evacuation of water. The implementation of the proposal requires the compulsory acquisition of lands from private land owners along with the obtention of wayleaves and clearances from other public authorities. While expediting the process, a water diversion of a tributary of River Seche (*downstream of the Camp de Masque Approach Road*) to an affluent of River Coignard through cane fields was identified. The legality of this diversion, in accordance with the Rivers and Canals Act, was to be determined. This required an inter-agency coordination involving the Water Resources Unit (WRU), the Central Water Authority (CWA) and the private company concerned with the diversion for the restoration of the watercourse to its original path.

2023-2024

The NDU requested the Ministry of Housing and Lands (*formerly the Ministry of Housing and Land Use Planning*) to carry out searches for the extent of land required for the project. They spotted 44 plots to be acquired for the implementation of the project. Subsequently, the Valuation Department proceeded with the assessment of the market value of the plots and offers were made by the NDU to the land owners. Eventually their responses were transmitted to the Ministry of Housing and Lands for needful. The NDU further stated that the diversion of the watercourse effected by the private company would most likely not have a major impact on the works to be carried out. Nevertheless, upon our query, the WRU informed that actions have to be initiated by the CWA and/or the Land Drainage Authority (LDA) under the Rivers and Canals Act and/or the Land Drainage Authority Act for the reinstatement of the river to its natural flow path.

2025

The NDU reported that the construction of new houses in the locality necessitated a review of the proposed drain alignment thus further increasing the scope of land acquisition and the need to appoint a new consultant to review and finalise the design. Acting under the advice of the Ministry of Finance, the NDU followed the established procedures for the project appraisal and financing.

2026

The project remains contingent upon the allocation of funds by the Ministry of Finance to the NDU in the next financial year.

We are maintaining close follow up on this matter.

OFFICE
OF THE
OMBUDSMAN

Illegal Construction of boundary wall by Neighbour at Rivière Sèche

A complaint was lodged with the Office of the Ombudsman on **16 January 2025** by an inhabitant of Caroline, Bel Air Rivière Sèche concerning a boundary wall constructed by her neighbour using corrugated iron sheets along their common boundary. The complainant alleged that the wall exceeded the permissible height and posed health, security and safety risks, while also adversely affecting ventilation, natural light, and overall well-being.

Following the registration of the complaint, the Ombudsman **sought the comments of the District Council of Flacq on 22 January 2025**, to which the Council **replied on 24 January 2025**, stating that the structure was a long-standing one probably erected between 2015 and 2017. On that basis, the Council advised the complainant to seek civil redress, contending that the matter fell outside the scope of enforcement action following amendments to the Local Government Act in 2018.

The Ombudsman thereafter **referred to the Council, on 20 February 2025, the advice tendered by the Director of Public Prosecutions to the District Council of Moka in November 2022**, indicating that development works undertaken prior to 2018 Amendment to the Local Government Act would still be subject to prosecution under section 158(e) of the incumbent law. The Council subsequently reported that it had sought legal advice from its legal advisor to determine the appropriate enforcement procedure.

In view of delays in obtaining such advice, the Ombudsman escalated the matter to the Ministry of Local Government in August 2025. In a reply dated 23 February 2026, the Ministry conveyed advice obtained from the State Law Office to the effect that, prior to 2018 amendment to the Local Government Act, there was no legal requirement to obtain a Building and Land Use Permit (BLUP) for boundary walls exceeding 1.8 metres. It was further advised that any prosecution under section 158(e) of the Act for works carried out before 2018 would contravene the principle

of legality enshrined under section 10(4) of the Constitution, and consequently, the vetting of a legal notice would not arise. This position was reiterated to the Council in a subsequent letter dated 06 March 2026.

At the close of the reporting period, the Office of the Ombudsman was apprised of the above legal advice. This case highlighted the complexities arising from changes in the legal framework governing development control, as well as concerns relating to enforcement and administrative responsiveness at local authority level.

OFFICE
OF THE
OMBUDSMAN

DISTRICT COUNCIL OF RIVIERE DU REMPART

LA/C/20/2020

Illegal construction of garage by complainant's neighbour

On 6th March 2020, this Office received a complaint from Mr B.Y alleging that his neighbour, Mr M.S, had constructed a garage which did not comply with the Planning Policy Guidance. He further stated that he wrote to the District Council of Riviere du Rempart, but no action was taken.

The complaint was taken up with the District Council of Riviere du Rempart which reported as follows:

- i. Mr M.S held a valid Building and Land Use Permit for construction of a reinforced concrete building at ground floor with floor area of 136 square metres.
- ii. A carport was under construction which did not form part of the Building and Land Use Permit.
- iii. A compliance notice was served upon Mr M.S by the Council.

On 30th July 2025, Mr B.Y wrote again informing the Office that the carport had not been pulled down.

The views of the District Council which were sought reported that Mr M.S was being prosecuted before the District Court of Riviere du Rempart for construction without permit and that the matter had been fixed for hearing on 06th November 2020.

Upon continuous follow up, we were informed that Mr M.S was no longer the legal owner of the site where the illegal development had been carried out.

On 8th October 2025, the Council informed this Office that Mr M.S had been fined by the District Court of Riviere du Rempart and had been requested to pay a fine of Rs 15, 000.

OFFICE
OF THE
OMBUDSMAN

MUNICIPAL COUNCIL OF CUREPIPE

LA/C/77/2023

Overflow of wastewater from manholes into open drains at Lebreton Lane, Abbe de la Caille Street, Curepipe

A complaint was lodged on **11 September 2023** by a resident of Curepipe reporting a **long-standing and recurrent discharge of sewage into an open municipal drain** bordering her property, causing severe odour nuisances and raising serious **public health and environmental concerns**. The complainant indicated that the problem had persisted **for over fifteen (15) years**, with only temporary relief following periodic deblocking interventions by the authorities.

Upon referral by the Office of the Ombudsman, investigations by the Municipal Council of Curepipe and the Wastewater Management Authority (WMA) confirmed that the nuisance resulted from a **combination of factors**, including broken and obsolete sewer pipes, illegal discharges from adjoining premises (both connected and non-connected to the sewer network), animal waste disposal, and damaged sewer servitudes passing through private properties.

Although remedial actions were initiated as early as **November 2023**, the resolution of the problem was **significantly delayed** due to:

- repeated objections by private landowners to grant access or wayleaves for sewer replacement and diversion works;
- the need for extensive public relations (PR) and consultation exercises;
- technical constraints linked to ageing sewer infrastructure; and
- recourse to legal advice and enforcement measures to secure access to private premises.

Despite continuous follow-up by the Office, the matter remained unresolved for a prolonged period, including after the passage of **Tropical Cyclone Belal in early 2024**, which exacerbated the situation. Interim mitigation measures, such as tanker pumping and odour control works, were implemented but did not provide a lasting solution.

Ultimately, following legal intervention and the granting of access by a private owner, **rehabilitation works were completed in December 2025**, more than **two years after the complaint was lodged**, bringing the recurrent wastewater nuisance to an end. The complainant subsequently confirmed relief, while expressing continued concern regarding future heavy rainfall events.

This case highlights the **considerable length of time taken by multiple authorities to resolve a recurrent environmental and public health problem**, largely due to coordination challenges, resistance from private stakeholders, and infrastructural limitations, notwithstanding sustained oversight and follow-up by the Office of the Ombudsman.

MUNICIPAL CITY COUNCIL OF PORT LOUIS

LA/C/21/2024 & LA/C/39/2024

Complaints relating to flooding and soil erosion at River Lataniers, Vallée des Prêtres

On 09 February 2024 a petition was received from residents of Vallée des Prêtres regarding the narrowing of River Lataniers, alleged obstruction by a weir, resulting in flooding and property damage, with requests to remove the barrier, clear and widen the river, and construct a protective wall. Following our investigation, the Municipal City Council of Port Louis (MCCPL) reported progressive desilting works, referrals to the Land Drainage Authority (LDA) regarding the dam/weir, ongoing procurement for further desilting subject to financial clearance, and the relocation of pipes by the Wastewater Management Authority (WMA).

On the other hand, the Forestry Department confirmed that the flooding was mainly linked to a long-standing concrete dam built across the river but noted that the riverbed falls under the Water Resources Unit (WRU). Subsequent to a site visit in May 2025, the Ministry of Energy and Public Utilities, clarified that the structure is a standard hydrological weir - present for over 50 years and unlikely to cause flooding - and advised further investigation by the LDA into upstream causes.

A second complaint was received on 02nd May 2024 from Mr N.G regarding erosion of his land adjacent to River Lataniers, allegedly due to an altered river course. The MCCPL reported that desilting works were carried out along the existing alignment and attributed the erosion to increased rainfall intensity and natural changes in river curvature, recommending that the complainant obtain a survey and consult the Forestry Service to confirm the river's alignment. The Forestry Service confirmed that the riverbed has been enlarged and that the original alignment cannot be traced, while the LDA observed that both rainfall and past desilting operations contributed to the altered course and significant loss of the complainant's river reserve,

recommending that the MCCPL rectify issues arising during maintenance. A land surveyor's report similarly confirmed that the riverbed has been altered.

Given the involvement and responsibilities of several authorities, the Ombudsman acted in accordance with Section 98 and 99 of the Constitution of the Republic of Mauritius and convened a meeting in September 2025 with the relevant stakeholders.

Ensuing the meeting, updates were received from the WMA which reported that a site visit was effected in October 2025 and the structure referred to a baffle wall was designed to dissipate water pressure and was not related to their infrastructure. Additionally, the Drains Infrastructure Construction Ltd (DICL) informed this Office that it would proceed with the project "*Construction of Floodwall along the Eastern boundary of River Lataniers over a stretch of approximately 240 m (starting from Bernardin de St Pierre Street)*" as Phase 1. The draft bidding document for the said project was under preparation and request for funding had already been made to the Ministry of Finance through the National Development Unit (NDU). Regarding the land acquisition procedures, right of entry for the concerned plots had already been secured by the DICL.

The Forestry Department further reported that, although the Audit of Rivers and Watercourses Report 2022 had been received, it is not legally binding when compared to the official 1:25,000 topographic maps, and that river systems remain dynamic in nature.

Our investigations revealed systemic challenges, and the absence of an integrated and coordinated framework has limited the overall effectiveness of interventions. River Lataniers has been classified as a high-risk flood-prone zone under the Land Drainage Masterplan.

Considering that the measures implemented in both cases remain insufficient to prevent further flooding, this Office is particularly concerned about the imminent risk of flash floods that could threaten human life and property.

Accordingly, pursuant to Section 100 of the Constitution the Ombudsman strongly recommended that a Steering Committee be established at the level of the Ministry of National Infrastructure to coordinate inter-departmental efforts, ensure timely implementation of mitigation measures, and address any structural or environmental factors that may exacerbate flooding in the area.

Consequently, in January 2026, we were informed that a Committee was set up under the chairpersonship of the LDA, comprising representatives of the NDU, DICL and the MCCPL amongst others.

OFFICE
OF THE
OMBUDSMAN

**Obstruction Caused by Disorderly On-Street Parking in Vallée des Prêtres:
Investigation into Residents' Concerns**

On 05 February 2025, the Office of the Ombudsman initiated an investigation following an anonymous complaint regarding disorderly on-street parking along Joseph Dauphin Street, Vallée des Prêtres. The complaint alleged that customers visiting a commercial building were frequently parking their vehicles along the public road, obstructing access to the private properties of nearby residents. This issue reportedly persisted despite the provision of a dedicated parking area for use by clients at the rear of the building.

Upon referral to the Municipal City Council of Port Louis, this Office was informed that a similar complaint had previously been received from residents of Joseph François Daubin Street on 31 May 2024. A site inspection was carried out on 03 September 2024 by the Planning Inspectorate, during which it was confirmed that the building held a valid Building and Land Use Permit (BLUP) to operate as a Dealer in Ready-Made Goods for three commercial outlets. A follow-up visit on 07 February 2025 found no visible road obstruction at the time.

Given the concerns raised by residents, this Office formally addressed the Traffic Management and Road Safety Unit (TMRSU) on 02 April 2025 to request a site survey with a view to identifying appropriate traffic control measures. One proposed solution included the implementation of yellow lines along the street to deter on-street parking and ensure clear access to residential properties.

In its reply, the TMRSU stated that it did not act on anonymous complaints when considering traffic measures. Nonetheless, a site visit was conducted on 17 April 2025, during which it was observed that the street was approximately 5 metres wide and no significant obstruction was noted. The TMRSU further clarified that any implementation of yellow lines at locations other than a complainant's own premises must be initiated through a formal request from the Officer-in-Charge of the relevant Police Station.

In the light of the TMRSU's position, this Office addressed a letter to the Ministry of Land Transport on 29 May 2025, drawing attention to the broader value of anonymous complaints. It was emphasised that such complaints often serve as early warning signals of potential hazards and merit proper evaluation, especially when related to public safety. It was further highlighted that individuals may choose anonymity due to fear of retaliation, and that in the absence of robust whistleblower protections, dismissing anonymous reports may hinder timely interventions. A comparison was made with the Financial Crimes Commission Act 2023, which explicitly allows anonymous reporting of offences, to support the case for a more balanced and principled approach by traffic authorities.

In parallel, the matter was referred to the Police Department, which reported on 09 July 2025 that:

- The Road Safety Unit and Traffic Enforcement Squad had inspected the area on several occasions and had not found any vehicles obstructing the road;
- The owner of the commercial premises had been informed of the complaint and claimed to have already warned clients against parking along the street;
- Police patrols in the vicinity had been intensified to maintain vigilance; and
- Given the narrow width of the road, the Police had recommended that the TMRSU consider the implementation of double yellow lines at the junction of Filaos and Daubin Streets to prevent future obstruction.

This case illustrates the limitations of rigid administrative policies that disregard anonymous complaints, especially where public safety is concerned. The Office of the Ombudsman cannot but reiterate the need for flexibility and fairness in complaint-handling processes.

MUNICIPAL COUNCIL OF QUATRE BORNES

LA/C/16/2023

Construction of wall over boundary line and on Road Reserves obstructs entry to Complainant's premises

Following an investigation conducted under the Ombudsman Act 1969, pursuant to a complaint lodged on 21 February 2023 by Mr B.K, this Office examined allegations of maladministration arising from the approval and construction of boundary walls along Avenue Rotin, Quatre Bornes, allegedly encroaching on road reserves and obstructing access to the complainant's property.

The investigation revealed that the Municipal Council of Quatre Bornes had issued a Building and Land Use Permit (BLUP) for the construction of a boundary wall along a public road, relying inter alia on the interpretation that the road reserve formed part of the private property of the developer and on the existence of other long-standing boundary walls in the vicinity. The Council further adopted inconsistent positions regarding the exact location and legality of an additional wall constructed along a private access road.

An in-depth analysis of the applicable legislative framework, including the Town and Country Planning Act, the Roads Act, the Local Government Act and the Forests and Reserves Act, disclosed that the Council failed to exercise due diligence in verifying compliance with approved plans, safeguarding road reserves, and enforcing statutory prohibitions against encroachment. The Council's decision-making process lacked transparency and accountability, and its reliance on "site context" and alignment considerations was found to be inconsistent with mandatory statutory requirements.

The Ombudsman concluded that, irrespective of questions of ownership of road reserves, the Council had no lawful basis to authorise construction that obstructed or encroached upon such reserves, and that its initial failure to take timely corrective or

enforcement action constituted maladministration within the meaning of section 100 of the Constitution. The complainant was thereby denied equitable access to public services and the protection of law.

Accordingly, recommendations were addressed to the Ministry of Local Government, the Municipal Council of Quatre Bornes, the Town and Country Planning Board and the Ministry of Housing and Land Use Planning, calling not only for remedial action in the specific case but also for broader systemic reforms, including clearer legal guidance to Local Authorities, strengthened enforcement mechanisms, and improved understanding of the purpose and protection of road reserves in planning and development processes.

In the course of follow-up on the implementation of the Ombudsman's recommendations, the Council informed this Office on **7 March 2025** that it had sought legal advice from its legal adviser, who opined that, as matters stood, the road reserves fell within private property and, since the reserves were not required by any public body, the Council was not in a position to initiate legal action. It was further stated that any aggrieved party should seek redress through a civil suit.

Subsequently, on **10 July 2025**, the Council reported that, following a notice served on the developer, the portion of the boundary wall encroaching on the road reserve had been removed on **13 March 2025**.

Pursuant to the Ombudsman's recommendations, the learned advice of the State Law Office was also sought. While the State Law Office advised that land reserved for road purposes under planning legislation may remain the property of the owner, it nevertheless clarified that the issuance of a permit authorising construction on a road reserve is not in accordance with the spirit and purpose of the Local Government Act and the Roads Act. In particular, it was advised that a Local Authority, being statutorily responsible for the removal of physical obstructions on road reserves, cannot lawfully purport to authorise works that would amount to encroachment or obstruction within the meaning of section 66 of the Roads Act.

Furthermore, on **30 December 2025**, the **Town and Country Planning Board** informed this Office that Local Authorities had been apprised that reserves fronting a public road or a private access, as approved by a permit authority, are required to be kept free from development and are to be maintained by the owner or successive owners.

OFFICE
OF THE
OMBUDSMAN

MUNICIPAL COUNCIL OF VACOAS-PHOENIX

LA/C/41/2022

Maintenance of State Lands

A systemic investigation was initiated regarding the maintenance and cleanliness of state lands to ensure that same is free from waste, undergrowth or noisome vegetation. This investigation was prompted by an article which appeared in Week-End Newspaper of 11th September 2022, entitled "*Dépôts Sauvages en pleine nature à Belle-Rive, Spectacle écoeurant et révoltant*".

The then Ministry of Local Government and Disaster Risk Management (MLGDRM) initially informed this Office that the Ministry of Housing and Land Use Planning (MHLUP) bears the responsibility for maintaining all State lands throughout the country, in accordance with the State Lands Act.

In its reply, the MHLUP clarified that:

- a) for State land under lease, provision is made in the lease agreement for the lessee to maintain and clean the land.
- b) for State land vested in other Ministries/Local Authorities/Parastatal Bodies for Government Projects, the latter are responsible for maintaining and cleaning the land.
- c) for State lands under the purview of the Ministry, which have neither been leased nor vested in other Ministries, the local authority may, subject to confirmation of the status of the State land from the Ministry, proceed with necessary cleaning works under the provisions of Sections 163 (1), (2) and (3) of the Local Government Act and recover the costs of the work done from the Ministry.

In view of the reply received from the MHLUP, the MLGDRM was requested on 21st March 2023 to clarify this Office regarding the responsibility of Local Authorities for

the maintenance of State Lands. Finally, on 23rd May 2023, the MLGDRM informed this Office that *"the Ministry of Housing and Land Use Planning has been requested to make its own arrangement for the cleaning of the state lands which fall under its control as per the State Lands Act"*.

Moreover, in a memorandum dated 23rd May 2023 addressed by the MLGDRM to the MHLUP, the following was stated:

- (i) some local authorities carry out cleaning of strips of state lands found within a radius of 200 metres from inhabited areas and which represent a threat to the health of the inhabitants of those regions;
- (ii) state lands which are vested in local authorities are well maintained and kept clean; and
- (iii) the local authorities will not be in a position to ensure the maintenance and clearing of all other state lands as they are already facing serious problems of financial and manpower resources.
- (iv) the MHLUP which is responsible for the control of all state lands throughout the country as per the State Lands Act, should make its own arrangements for cleaning of the state lands.

On 31st May 2024, the MHLUP reported that:

- (i) it does not have the necessary human resources and logistics to undertake the maintenance and cleaning of State lands falling under its purview.
- (ii) However, in the event that Local Authority cannot proceed with the cleaning of a specific plot of State Land, which may represent a health hazard to the public, it may inform the Ministry and, eventually, a request may be made to its Contractor, responsible for demolition, to undertake the cleaning works.

The investigation revealed a lack of clear coordination and resource allocation between the two main authorities concerned - the MHLUP and the MLGDRM - leading to a systemic gap in the upkeep of unleased and unvested State lands. The Ombudsman therefore recommended, on 12th July 2024, that the MLGDRM together

with the MHLUP collaborate to devise a comprehensive plan for these lands, including the following elements:

- (i) a detailed inventory of state lands requiring maintenance and the Local Authority under which the land falls.
- (ii) the frequency and scope of maintenance activities needed for each site.
- (iii) clear payment arrangements and budget allocations for these maintenance tasks.

Finally, the MHLUP reported that it was pursuing the matter with other authorities, namely the Ministry of Local Government, Ministry of Environment and the Ministry of Finance, with a view to finding long-term solutions, including amendments to any legislation, so that uncommitted State lands are well maintained.

During the pre-budget consultations for the financial year 2025/2026, the MHLUP requested additional funds to strengthen its capacity to maintain State lands. However, the Ministry later informed this Office that:

- No additional budgetary allocations were made for this purpose in the 2025/2026 national budget; and
- The Ministry would continue liaising with the relevant authorities to ensure that cleaning of State lands is carried out.

This investigation underscores the need for greater inter-ministerial coordination, resource allocation, and legislative clarity to ensure the proper upkeep of unleased and uncommitted State lands. The current situation, characterised by fragmented responsibilities and inadequate funding, risks undermining environmental health, public safety, and the aesthetic quality of public spaces.

In order to enhance collaboration among authorities and to reinforce monitoring and enforcement mechanisms for the sustainable management of State lands, this Office addressed an official correspondence to the Honourable Ministers of Housing and Lands, of Environment, Solid Waste Management and Climate Change, and of Local

Government on 17th October 2025. On 24th October 2025, the Ministry of Environment informed this Office that the necessary consultations will be undertaken with the relevant authorities.

OFFICE
OF THE
OMBUDSMAN

RODRIGUES

ROD/C/24/2022

Forest Conservation and Enforcement Officers not paid Bad Road Allowance like counterparts in the island of Mauritius

On 8th September 2022, two Forest Conservation and Enforcement Officers from Rodrigues wrote to this Office alleging that their mileage allowance had been reduced from 800 km to 600 km. They further pointed out that, unlike their Mauritian counterparts, they were not being paid a Bad Road Allowance.

Upon query, the Commission for Agriculture and others reported on 6th December 2022 that the mileage allowance had been reinstated. However, it was indicated that the PRB Report 2021 made no provision for the payment of Bad Road Allowance to forestry officers in Rodrigues.

With regard to the issue of Bad Road Allowance, the matter was subsequently taken up with the Ministry of Public Service and Administrative Reforms, which informed this Office that the issue had been referred to the Pay Research Bureau (PRB) for further examination. The Secretary for Public Service further reported that additional information had been requested from the Rodrigues Regional Assembly, namely the grades of the officers concerned, the types and conditions of terrains and roads involved, the modes of transport used to access these areas, and the frequency and average mileage covered monthly on bad roads.

Upon continuous follow-up, this Office was informed that the requested information was being transmitted to the Island Chief Executive for further consideration. Subsequently, on 24 September 2025, the Island Chief Executive reported that a correspondence had been addressed to the Ministry of Public Service and Administrative Reforms on 18 September 2025, requesting that the matter be referred to the PRB.

Ultimately, the PRB Report 2026 made the following recommendation at paragraph 4.4.12:

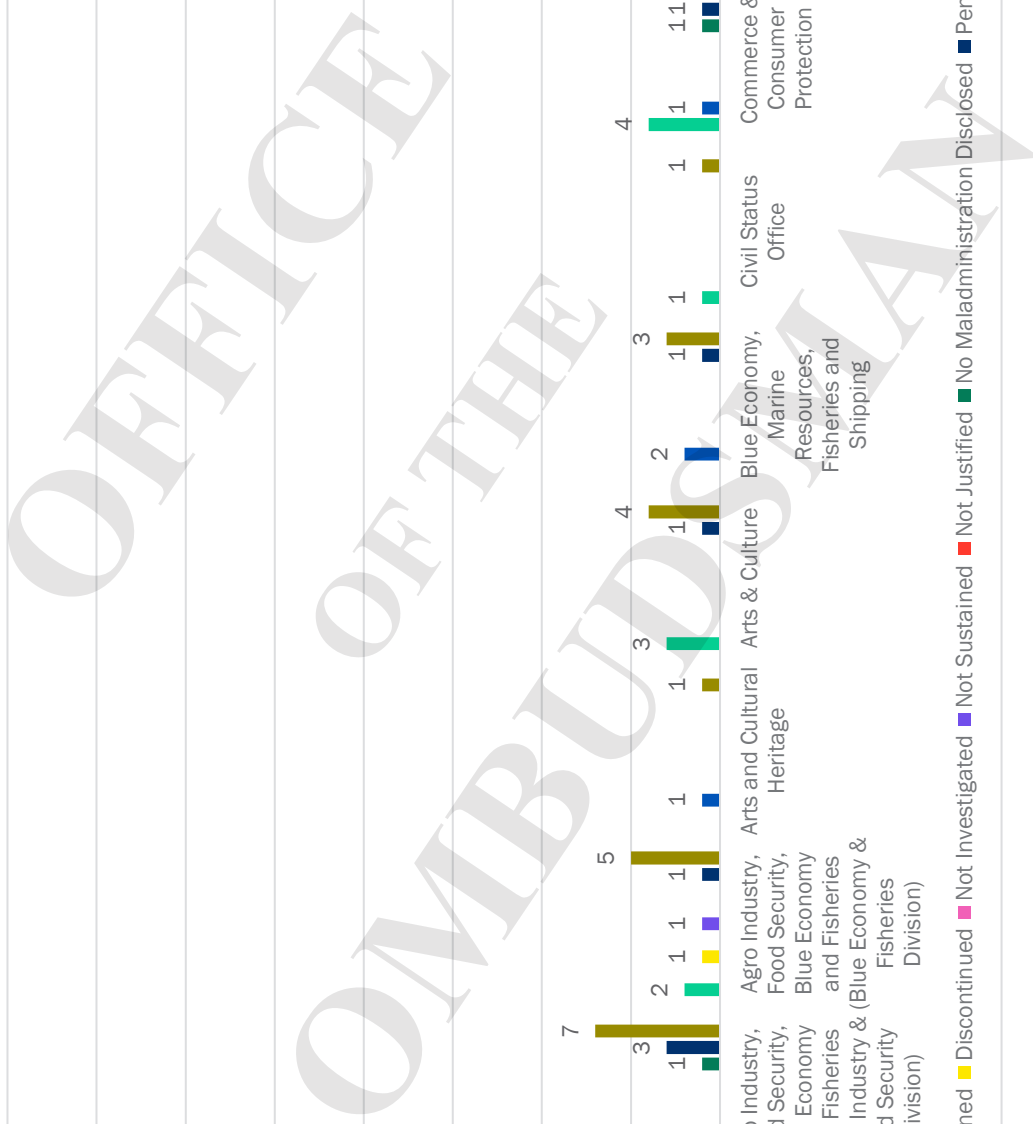
“We recommend that Forest Conservation and Enforcement Officers should be paid a Bad Road Allowance as below for regularly using their vehicle on bad roads:

- i. *Rs 970 for using their cars*
- ii. *Rs 1375 for using their double cabin pickup vehicle (2x4 and 4x4)”*

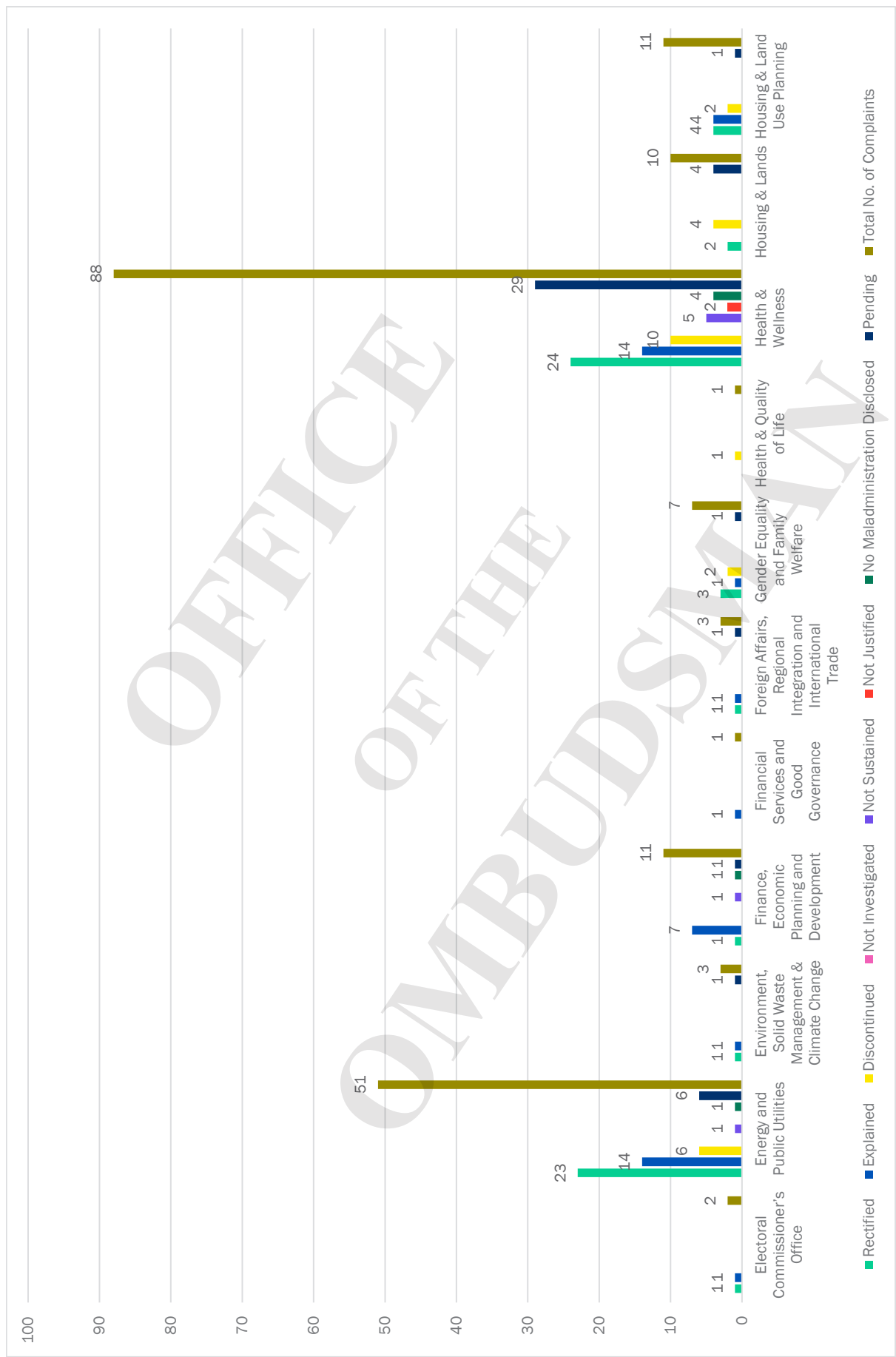
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STATISTICAL SUMMARY OF COMPLAINTS

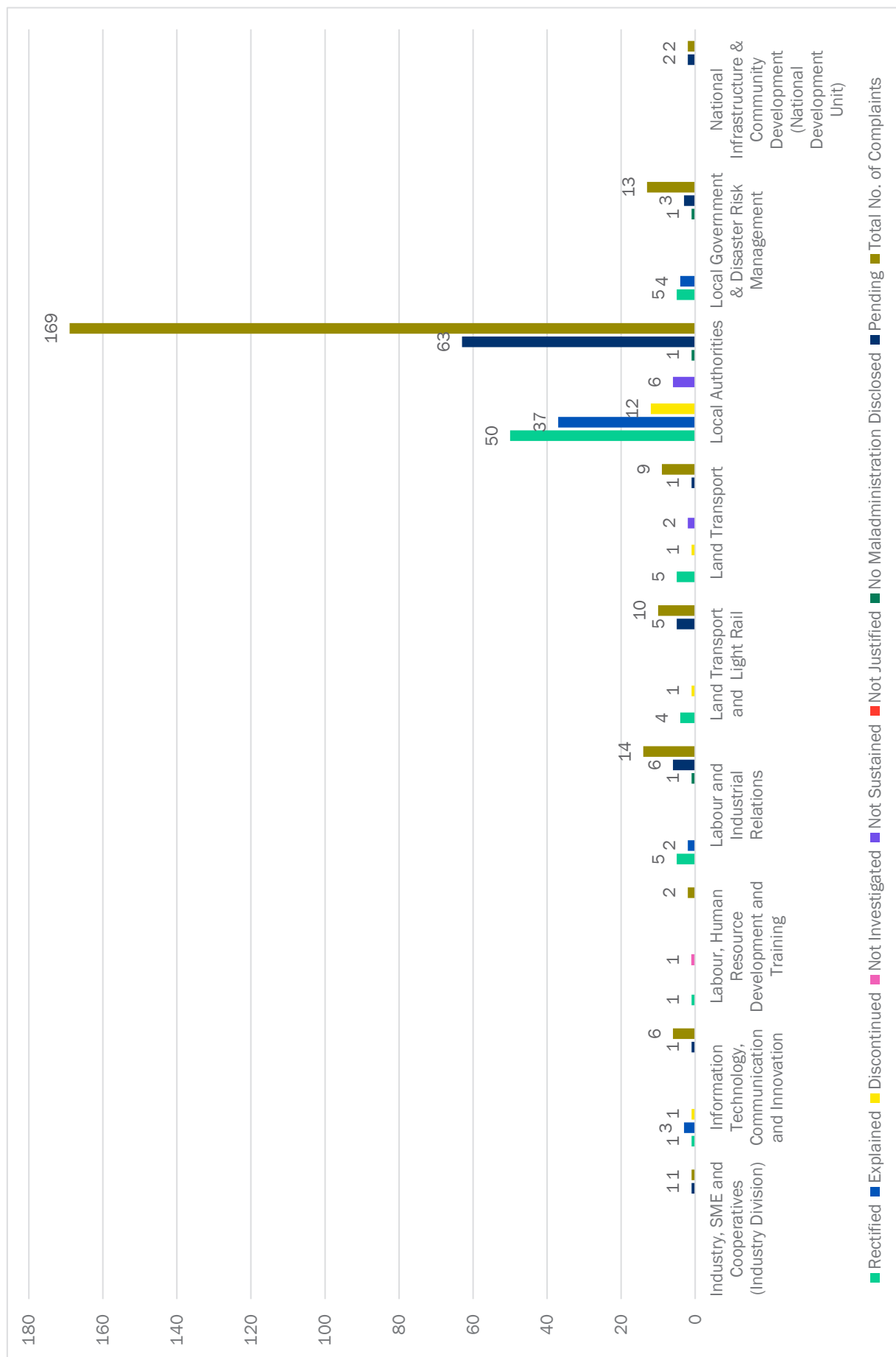
Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Sustained	Not Justified	No Maladministration Disclosed	Pending	Total No. of Complaints
Agro Industry & Food Security	4	1	1	-	-	-	-	-	6
Agro Industry, Food Security, Blue Economy and Fisheries (Agro Industry & Food Security Division)	1	2	-	-	-	-	1	3	7
Agro Industry, Food Security, Blue Economy and Fisheries (Blue Economy & Fisheries Division)	2	-	1	-	1	-	-	1	5
Arts and Cultural Heritage	-	1	-	-	-	-	-	-	1
Arts & Culture	3	-	-	-	-	-	-	1	4
Blue Economy, Marine Resources, Fisheries and Shipping	-	2	-	-	-	-	-	1	3
Civil Status Office	1	-	-	-	-	-	-	-	1
Commerce & Consumer Protection	4	1	-	-	-	-	1	1	7
Education, Tertiary Education, Science & Technology	3	5	3	-	-	-	-	3	14
Education and Human Resource	17	13	4	-	3	-	2	6	45
Carried forward	35	25	9	-	4	-	4	16	93



Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Sustained	Not Justified	No Maladministration Disclosed	Pending	Total No. of Complaints
Brought forward	35	25	9	-	4	-	4	16	93
Electoral Commissioner's Office	1	1	-	-				-	2
Energy and Public Utilities	23	14	6	-	1	-	1	6	51
Environment, Solid Waste Management & Climate Change	1	1	-	-	-	-	-	1	3
Finance, Economic Planning and Development	1	7	-	-	1	-	1	1	11
Financial Services and Good Governance	-	1	-	-	-	-	-	-	1
Foreign Affairs, Regional Integration and International Trade	1	1	-	-	-			1	3
Gender Equality and Family Welfare	3	1	2	-	-			1	7
Health & Quality of Life	-	-	1	-	-	-	-	-	1
Health & Wellness	24	14	10	-	5	2	4	29	88
Housing & Lands	2	-	4	-	-			4	10
Housing & Land Use Planning	4	4	2	-	-	-	-	1	11
Carried forward	95	69	34	-	11	2	10	60	281

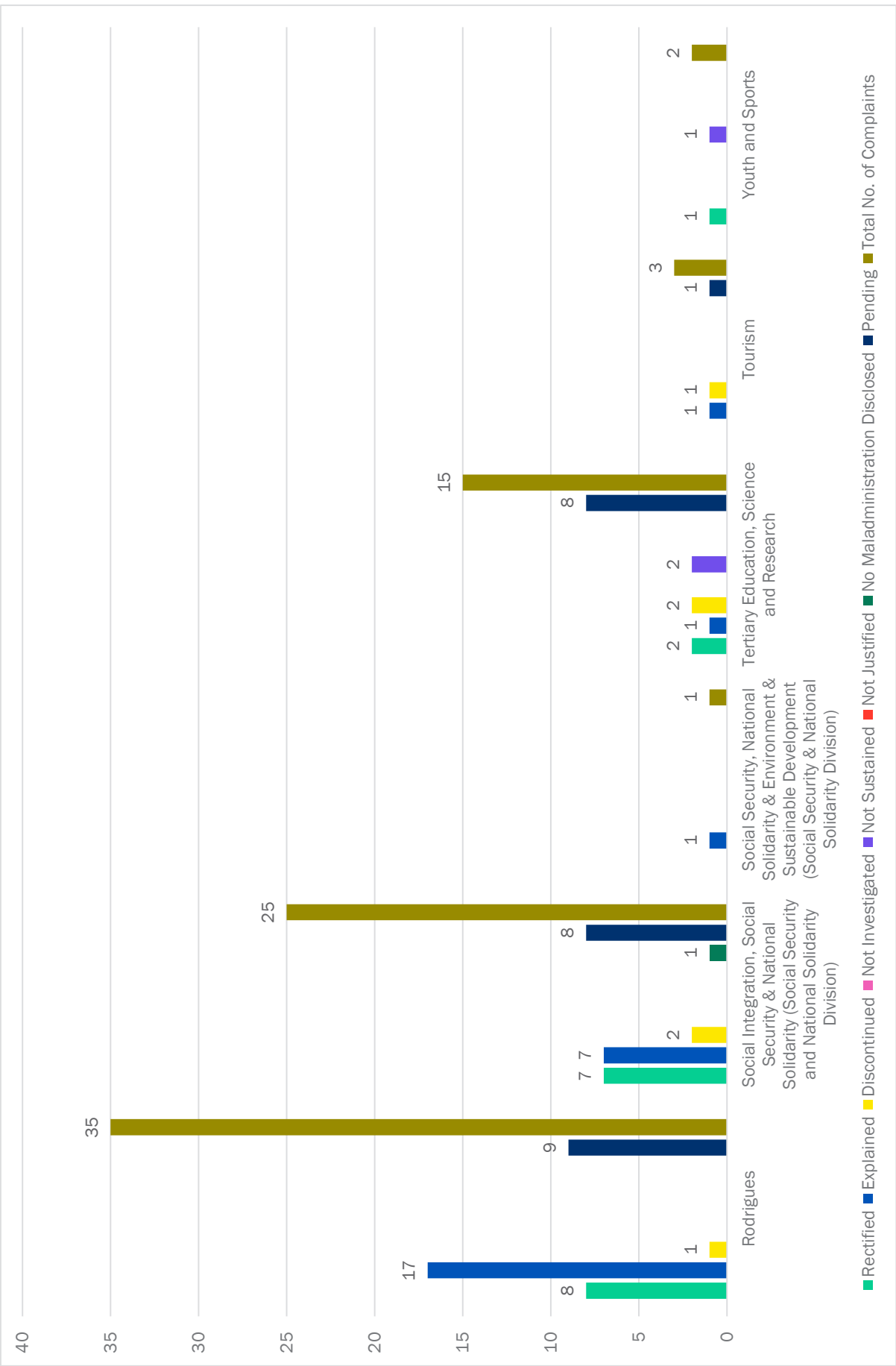


Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Sustained	Not Justified	No Maladministration Disclosed	Pending	Total No. of Complaints
Brought forward	95	69	34	-	11	2	10	60	281
Industry, SME and Cooperatives (Industry Division)	-	-	-	-	-	-	-	1	1
Information Technology, Communication and Innovation	1	3	1	-	-	-	-	1	6
Labour, Human Resource Development and Training	1	-	-	1	-	-	-	-	2
Labour and Industrial Relations	5	2	-	-	-	-	1	6	14
Land Transport and Light Rail	4	-	1	-	-	-	-	5	10
Land Transport	5	-	1	-	2	-	-	1	9
Local Authorities	50	37	12	-	6	-	1	63	169
Local Government & Disaster Risk Management	5	4	-	-	-	-	1	3	13
National Infrastructure & Community Development (National Development Unit)	-	-	-	-	-	-	-	2	2
Carried forward	166	115	49	1	19	2	13	142	507



Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Sustained	Not Justified	No Maladministration Disclosed	Pending	Total No. of Complaints
Brought forward	166	115	49	1	19	2	13	142	507
National Infrastructure & Community Development (National Infrastructure Division)	-	2	-	-	-	-	-	-	2
National Infrastructure	-	2	1	-	-	-	1	2	6
National Infrastructure (National Development Unit)	1	-	-	-	-	-	1	1	3
Police	20	7	10	-	-	-	-	22	59
Prime Minister's Office	2	6	1	-	1	-	-	4	14
Prisons	5	22	3	-	3	1	-	4	38
Public Service, Administrative & Institutional Reforms	4	3	-	-	-	1	1	1	10
Registrar General's Department	1	-	-	-	-	-	-	-	1
Carried forward	199	157	64	1	23	4	16	176	640

Authority concerned	Rectified	Explained	Discontinued	Not Investigated	Not Sustained	Not Justified	No Maladministration Disclosed	Pending	Total No. of Complaints
Brought forward	199	157	64	1	23	4	16	176	640
Rodrigues	8	17	1	-	-	-	-	9	35
Social Integration, Social Security & National Solidarity (Social Security and National Solidarity Division)	7	7	2	-	-	-	1	8	25
Social Security, National Solidarity & Environment & Sustainable Development (Social Security & National Solidarity Division)	-	1	-	-	-	-	-	-	1
Tertiary Education, Science and Research	2	1	2	-	2	-	-	8	15
Tourism	-	1	1	-	-	-	-	1	3
Youth and Sports	1	-	-	-	1	-	-	-	2
TOTAL	217	184	70	1	26	4	17	202	721



No.	Subject of Complaint	Result
<u>Agro Industry & Food Security</u>		
C/5/2020	Forestry Surveyor acting unprofessionally.	Explained
C/110/2022	The Irrigation Authority has made an appointment to a less qualified and experienced officer to the post of Workshop & Plant Supervisor.	Discontinued
C/275/2023	Transfer of Forest Conservation and Enforcement Officer to Mahebourg Sub-Office causing several problems as he resides at Bel Air Rivière Seche, including deductions from salary etc.	Rectified
C/160/2024	Alleged Repetitive and Punitive transfer of Senior Forest Conservation and Enforcement Officer.	Rectified
C/228/2024	Land Conversion Application rejected on ground that property situated in a flood-prone area.	Rectified
C/311/2024	Inaction on request to attend to stray dogs at Morcellement Swan, Baie du Tombeau.	Rectified

<u>Agro Industry, Food Security, Blue Economy and Fisheries (Agro Industry and Food Security Division)</u>		
C/5/2025	Excessive delay in processing application for leave without pay for Emigration purposes.	Rectified
C/15/2025	Laboratory Technologist of the Ministry claiming that they have no career advancement opportunities and also no responsibility allowances when Senior Laboratory Technologist are on leave.	Explained
C/19/2025	Request for Meeting to enquire about alleged malpractices at MCIA.	Pending
C/110/2025	Non-Renewal of Shooting and Fishing Lease.	No Maladministration Disclosed
C/242/2025	Complainant awaiting land conversion certificate since March 2022.	Pending
C/261/2025	Health Odour and Noise Pollution/Nuisances caused by a Resident of St. Francois Xavier Street, Port Louis for keeping more than 20 dogs.	Pending
C/307/2025	Discriminatory practice, including Delay in Appointment, to a senior position, in the Forestry Division.	Explained

<u>Agro Industry, Food Security, Blue Economy and Fisheries (Blue Economy and Fisheries Division)</u>		
C/51/2025	Fisheries Protection Officer request for a transfer nearer to place of residence not yet considered.	Rectified
C/78/2025	Alleged unauthorized use of a government vehicle to attend regional meeting of a Political Party (Case referred to Financial Crimes Commission).	Pending
C/128/2025	Harassment and victimization by Acting Head of Department.	Rectified
C/161/2025	Harassment and Mistreatment of female officers by Senior Chief Executive at Fisheries Division.	Not Sustained
C/180/2025	Abuse of power together with harassment and humiliation of staff by a Senior Officer.	Discontinued
<u>Arts & Cultural Heritage</u>		
C/220/2023	Violence at work on ground of race.	Explained
<u>Arts & Culture</u>		
C/97/2025	Early closure of CLAC Library at Chemin Grenier causing hardship particularly to school-going children.	Rectified
C/165/2025	Harassment and abuse of Authority at Aapravasi Ghat Trust Fund.	Rectified

C/342/2025	Action not taken to prevent to continued degradation of Chateau Benares, designated as a National Heritage Building since 2022.	Pending
<u>Blue Economy, Marine Resources, Fisheries and Shipping</u>		
C/187/2021	Allegation of arbitrary decisions taken by the Top Management of the Ministry causing much anguish and frustration to Officers.	Explained
C/148/2023	Harassment at work place and persecution by newly appointed Chairman upon an Officer with 14 years work experience.	Explained
C/198/2023	Irregularities in recruitment exercise for the post of Associate Research Scientist.	Pending
<u>Civil Status Office</u>		
C/150/2024	Request of Complainant for obtention of certain civil status documents for genealogical research for production in Court taking too long.	Rectified
<u>Commerce and Consumer Protection</u>		
C/103/2024	Complainant a Senior Sales and Supplies Officer in Rodrigues avers that	Rectified

	an Officer in Charge has been appointed in Rodrigues, thus bypassing the hierarchy.	
C/44/2025	Sale of Defective Products (water tap) and refusal to issue a Vat Certificate.	Explained
C/157/2025	Request for replacement/repairs of a faulty mobile phone by supplier not yet effected.	Rectified
C/189/2025	Discrimination and Harassment including reduced sick leave entitlement, leave without pay, unauthorised leave.	No Maladministration Disclosed
C/245/2025	Price Labels not tagged on products meant for sale at a commercial enterprise at Notre Dame reported to Ministry.	Rectified
C/297/2025	No timely response from the Consumer Protection Unit regarding complaint made against a Supplier of UPS Batteries.	Rectified
C/298/2025	Malpractices in the selling of “Tikkas” at a Snack at Vallée Pitot, Port Louis.	Pending
<u>Education, Tertiary Education, Science and Technology</u>		
C/179/2021	Alleged irregularities at their workplace by non-teaching staff.	Explained
C/101/2023	Shortpayment of retirement benefits.	Explained

C/243/2023	Threats of unwarranted disciplinary action against Teaching Staff from Manager of a Private Secondary School.	Discontinued
C/247/2023	Approval for Vacation Leave applied for by Educator in relation to funeral rites of spouse not granted.	Rectified
C/17/2024	Delay in initiating investigation following a workplace accident in a Secondary School.	Discontinued
C/31/2024	Non-implementation of PRB recommendation 2021 for the alignment of Scheme of Service of Internal Auditor (MGI) with provisions of Section 51 of the Financial Reporting Act.	Pending
C/40/2024	Continued presence of a retired rector in the office and premises of a Private Secondary School disturbing the proper running of the school.	Rectified
C/74/2024	Holder of a Bachelor's Degree (4 years duration) in Nutritional Science (with specialization in Dietetics) not called for interview as Educator although candidates hold up a three-year degree in Nutritional Science had been called for interview.	Explained
C/75/2024	Inaction on the part of management after a female educator reported a student who used his mobile phone to	Rectified

	morph her picture into indecent materials and circulating these in the school.	
C/128/2024	Application of Complainant to teach Business Studies rejected by PSEA although she met all criteria to teach the subject set in Education Act.	Discontinued
C/197/2024	Change of Scheme of Service without appropriate consultation and without referral to Ministry of Public Service etc. and Pay Research Bureau.	Explained
C/224/2024	Tardy approval of vacation leave during school holidays to enable Educator to attend graduation ceremony of her daughter abroad.	Pending
C/259/2024	Adjustment of salary and retirement benefits not yet effected by Ministry.	Pending
C/279/2024	Deduction in salary of complainant although she submitted her application for vacation leave well in time.	Explained
<u>Education and Human Resource</u>		
C/1/2025	Association operating as a School at Rose Belle not registered with Ministry and SENA and employing unqualified staff.	Explained
C/6/2025	Request for transfer to a school nearer place of abode by breastfeeding Educator not approved.	Rectified

C/7/2025	Request from Educator to be transferred to a school nearer to her residence not approved.	Rectified
C/8/2025	Primary School Tamil Educator's request for transfer to a Primary School nearer place of residence not acceded to although another Educator in that school had remained posted there and although she was promoted as Deputy Head Teacher.	Explained
C/9/2025	Unfair Harassment and transfer of Educator resulting in Health Problems.	Rectified
C/16/2025	Flawed governance and recruitment procedure at Mauritius Qualifications Authority.	No Maladministration Disclosed
C/29/2025	Harassment of staff by Senior Official in Zone 4 Offices.	Discontinued
C/31/2025	Alleged unfair transfer of Educator without taking into account the needs and welfare of ESP Children (Early Support Program).	Explained
C/33/2025	Vaccination Card not returned to student after collection by a State Secondary School for vaccination purposes.	Rectified
C/35/2025	Non-payment of duty allowance for shouldering responsibilities as Head of Department.	Explained

C/40/2025	Depriving Children's rights at school and unfair punishment.	Explained
C/41/2025	Delay in issuance of Certificate by National Social Inclusion Foundation (NSIF).	Rectified
C/48/2025	Request from Primary Educator (SEN) for reconsideration of transfer not approved.	Explained
C/49/2025	Request for reconsideration of transfer of a Primary School Educator (SEN) not approved.	Explained
C/61/2025	Repeated reassignment of Deputy Head Teacher to replace Primary School Educator is unfair towards her.	Rectified
C/63/2025	Request for change in posting from a Primary School Educator on ground of physical aggression not considered but instead long vacation leave proposed.	Explained
C/66/2025	Harassment from HR and Public Humiliation reported by Primary School Educator (hep/non-core).	Rectified
C/68/2025	Request for transfer made by an Educator (Secondary) on health grounds not yet acceded to.	Rectified
C/73/2025	Maladministration, including corporal punishment, on the part of a Headmaster of a Government School.	Not Sustained

C/91/2025	Recorrection results of HSC Exams Papers not yet communicated to complainant.	Rectified
C/99/2025	Toxic Work Environment at a State Secondary School in Port Louis.	Not Sustained
C/104/2025	Harassment and Bullying of student by an Educator causing emotional distress and reluctance to attend school.	Pending
C/107/2025	Difficulties faced by School Clerk working in two different schools.	Explained
C/119/2025	Private Secondary Education Authority unable to effect payment of salary to Educators as Mauritius Institute of Education has not issued, in good time, the Certificate of B.Ed in Design and Technology.	Rectified
C/123/2025	Student complains of unfair treatment as he was denied promotion to third year.	Explained
C/124/2025	Moral and Mental harassment of Holistic Educators of Zone 3 & 4 by Coordinator.	Rectified
C/138/2025	Serious misconduct of General Worker at Ernest Florent Government School including verbal abuse, intimidation and threatening behaviour.	Rectified
C/143/2025	Primary school in Flacq operating without the necessary permits.	Pending

C/144/2025	Alleged Malpractices, including manipulation of time-table by Management of a College at Riviere du Rempart.	Pending
C/155/2025	Persistent unhygienic conditions, strong foul odours and presence of flies, etc. in and around school yard of Mare d'Albert Government School.	Rectified
C/185/2025	Mismanagement at Willoughby Government School.	Discontinued
C/190/2025	Maladministration, Mismanagement of funds, Fraud and Misuse of Power at the Ministry also involving the Monitoring Squad responsible to check the effectiveness of private security services.	Discontinued
C/194/2025	Request of Trainee Primary School Educator for reversal to his initial Post of Management Support Officer conditional upon the full re-imbursment of his training bond.	Rectified
C/218/2025	Medco Educator alleges that his transfer from a MEDCO Secondary School to a State College was not in order and discriminatory.	No Maladministration Disclosed
C/233/2025	Educator at a Girl's Secondary School transferred, following allegations by a student of harassment resulting in discomfort and distress, claims that enquiry was biased.	Discontinued

C/235/2025	Allegations of maladministration, Abuse of authority, False Reporting, Targeted victimisation and Punitive Transfer of Primary Educator.	Explained
C/240/2025	Fees paid to a training institution by a foreign student not refunded to him upon his non-starting the Course.	Rectified
C/266/2025	Corporal abuse by a Primary School Educator resulting in injuries in the right leg of a pupil.	Rectified
C/278/2025	Maladministration at a secondary school, involving a self-declared manager, anonymous letter against one particular staff member and allegation of participation in sexual harassment.	Explained
C/289/2025	Refusal of Headmistress of a Pre-Primary school to admit a 3 year old child although initially she had agreed to do so.	Rectified
C/294/2025	Allegations of Breach of Confidentiality and Misconduct.	Explained
C/308/2025	Exclusion of Secondary Educators (Physical Education) from eligibility to assume leadership positions, contrary to their counterparts teaching such subjects as Music, Home Economics, Technological Studies etc.	Pending
C/313/2025	Mismanagement, unfair work distribution and preferential treatment in parking allocation at Zone 1 of the	Not Sustained

	Ministry by Liaison/Senior Liaison Officer and Acting Director.	
C/317/2025	Questionable Administrative Practices and professional conduct at the Early Childhood Care and Education Authority (ECCEA).	Pending
C/321/2025	Unfair selection of Member for Visiting Vetting Panel for School Requisite 2026 in Zone 4.	Pending
<u>Electoral Commissioner's Office</u>		
C/21/2025	Request for special leave for working past midnight for the counting exercise during general election not approved.	Explained
C/213/2025	Car of Senior Presiding Officer and his MacBook Pro damaged by aggressive crowd on Polling Day of 2024 General Elections. Claims not yet effected.	Rectified
<u>Energy and Public Utilities</u>		
C/177/2023	Complaint against Council's decision to grant authority for the use of a private road by the Wastewater Management Authority.	Discontinued
C/23/2024	Staff of the Customer Service Experience of Central Water Authority complain about toxic work environment.	Discontinued

C/90/2024	Complainant, an Assistant Inspector of CWA contests the promotion exercise for the post of Inspector and resigned subsequently stating that allowance not paid.	Rectified
C/100/2024	CWA valves and pipes not yet removed from Lot No. 8 which complainant purchased from Alteo.	Rectified
C/219/2024	Request for reopening of tapping made in December 2022 not yet entertained by CWA.	Rectified
C/246/2024	Excessive water charges in respect of an uninhabited house.	Explained
C/284/2024	Application for electrical connection following issue of Building and Land Use Permit not yet entertained although this is urgently required for house construction.	Explained
C/287/2024	Unfair business practices at Central Water Authority and Irrigation Authority.	Explained
C/10/2025	Mosquitoes and other nuisance in the compound of the CWA Reservoir at Camp Caval, Curepipe impacting on resident's health.	Rectified
C/22/2025	No action taken by CEB following transformer explosion which caused damage to complainant's electrical equipment.	Rectified

C/24/2025	Unfair and Discriminatory frequent transfers of Principal Engineer.	Explained
C/26/2025	Application for new electricity supply at Poste de Flacq made in October 2023 not yet considered.	Rectified
C/46/2025	Changes in scope and contents of work following posting in newly created Water Tanker Unit.	Explained
C/56/2025	Payment fee in respect of contract for Inspection Works not yet effected although works done since 09 December 2024.	Rectified
C/57/2025	Disruptions in water supply to Poultry Farm affecting business activities.	Pending
C/62/2025	Favouritism and Injustice during a selection exercise for post of Office Assistant.	Discontinued
C/69/2025	Exaggerated claim for supply of electricity to a new residence, involving the placing of electricity poles.	Rectified
C/80/2025	Harassment and violence at work.	Discontinued
C/94/2025	Harassment, use of foul language and Intimidation by Senior Officer impacting on work performance of complainant.	Discontinued
C/96/2025	Mismanagement at Central Water Authority resulting in unfair practices towards employees.	Explained

C/106/2025	Refusal of CEB to provide electricity supply (including installation of poles) at discounted rates.	Explained
C/111/2025	Persistent and unresolved issues of water supply at Roshni Road, Fond du Sac.	Rectified
C/112/2025	Broken pipes at Tranquebar causing waste of water and low water pressure in the neighbourhood.	Rectified
C/131/2025	Application for solar panels made in January 2025 not yet approved.	Rectified
C/156/2025	Complaints of Mismanagement and favouritism.	Not Sustained
C/168/2025	Although solar panels already installed, the commissioning of the system not yet done.	Explained
C/170/2025	Administrative shortcomings reported by Trainee Meter Readers at the Customer Experience Department.	Pending
C/174/2025	Tardy response to request for displacement of service line.	Rectified
C/196/2025	Delay in processing application for supply of electricity.	Pending
C/197/2025	Mismanagement and Misconduct at Customer Experience Department of Central Water Authority.	Discontinued
C/231/2025	Claim for provision of utilities exaggerated consequent upon the	Pending

	questionable approval of the morcellement permit.	
C/238/2025	Irregular water supply at Grande Retraite.	Rectified
C/241/2025	Electricity supply requested since 2021 in connection with construction of new house not yet attended to.	Rectified
C/252/2025	Alleged irregular practices by some CEB Officers while disconnecting supply to customers failing to pay their bills in due course.	No Maladministration Disclosed
C/253/2025	Damage to Electrical Appliance following high voltage supply not adequately compensated.	Rectified
C/264/2025	Application for water supply made on 15 October 2024 not yet approved although construction of complainant's house nearly completed.	Rectified
C/277/2025	Frequent transfer of Principal Engineer (Civil) adversely reflecting on his competence and causing reputational harm.	Explained
C/279/2025	Application for water supply made in January 2025 not yet attended to.	Rectified
C/282/2025	Significant increase in Electricity bills for one month unexplained.	Explained
C/287/2025	Issues with the supply of electricity on two occasions resulting in interruptions of virtual meetings of Complainant.	Rectified

C/290/2025	Water leakage through CWA pipe at Avenue Antelme, Quatre Bornes not yet attended to despite numerous requests.	Rectified
C/292/2025	Non-Provision of water connection resulting in inadequate supply of water to residence of complainant at Sahara Villa, Grand Bay.	Explained
C/300/2025	Water supply problems at a specific road at Morcellement Mon Choisy.	Explained
C/302/2025	Application for water supply for construction purposes not approved after ten (10) months.	Rectified
C/303/2025	Recurrent water supply problems at Bogun Lane, Triolet allegedly caused by a recently put up a hydroponic greenhouse.	Rectified
C/318/2025	Failure of Central Water Authority to provide continuous water supply at Edina Lane, Grand Gaube.	Pending
C/323/2025	Water leakage at Rue Princesse de Guinee at Black River not attended to although reported since more than two months.	Rectified
C/332/2025	Application for new supply of water not yet approved.	Pending
C/335/2025	No sufficient water supply for 14 apartments at Flic-en-Flac.	Explained

C/340/2025	Sewerage connection works not completed at Koobarawa Lane, Bambous.	Explained
C/346/2025	No supply of running water for period of 12 days at Lower Vale.	Rectified
<u>Environment, Solid Waste Management & Climate Change</u>		
C/304/2024	Harassment and Mismanagement at Solid Waste Management Division.	Rectified
C/18/2025	Food truck operating illegally on Cap Malheureux Beach.	Pending
C/232/2025	Frequent changes in postings causing physical and mental stress to female worker.	Explained
<u>Finance, Economic Planning and Development</u>		
C/66/2023	Underpayment of retiring benefits.	No Maladministration Disclosed
C/36/2024	Loss of seniority placing resulting in tardy promotion.	Rectified
C/112/2024	Erroneous entry in Employee's Tan Return that Complainant has been paid after her retirement resulting in MRA charging a retired employee additional taxes.	Explained
C/276/2024	Abuse of Authority by M.R.A. in respect of importation of goods.	Explained

C/92/2025	Principal Financial Operations Officer of Ministry of Education transferred to Ministry of Health to enable a Financial Operations Officer/Senior Financial Operations Officer to remain at Ministry of Education and perform duties of Principal Financial Operations Officer.	Explained
C/173/2025	Poor handling of work-related injury claim at the Ministry of Finance.	Explained
C/186/2025	No reply to application to serve as Technical Expert and Evaluator at Central Procurement Board following an advertisement.	Explained
C/212/2025	Amendments to Scheme of Service of Assistant Financial Operations Officers to include Office Management Assistants for promotion to Financial Operations Officer/Senior Financial Operations Officer detrimental to them.	Explained
C/257/2025	Conduct and Behaviour of Team Leader creating a distressing and demoralizing work environment.	Not Sustained
C/293/2025	Non-payment of end-of-year bonus for assignment of duties at level of Financial/ Senior Financial Operations Officer.	Pending
C/296/2025	Delay in Refund of Tax Payment.	Explained

<u>Financial Services and Economic Planning</u>		
C/338/2025	Allegations of usurpation of functions, Retention of Official Communications, administrative failures, etc. by Secretary.	Explained
<u>Foreign Affairs, Regional Integration and International Trade</u>		
C/7/2023	Non-payment of car, petrol and driver's allowances during Complainant's posting in Brussels.	Rectified
C/211/2024	Request for revision of Foreign Service Allowance and Payment of Hardship Allowance following an increase in inflation rate of 30.5% in country of posting not entertained.	Explained
C/312/2025	No response to application for visa made by Austrian National on 26 August 2025 to travel to Mauritius on 29 September 2025 as a result of which he had to cancel his visit and incur additional expenditure.	Pending
<u>Gender Equality and Family Welfare</u>		
C/70/2025	Smoking at Trefles Community Centre is a health hazard particular to toddlers and children attending the Centre in the afternoon.	Rectified
C/83/2025	Responsibility allowance for overseeing management of shelter not fully paid	Explained

	responsibilities among officers concerned.	
C/113/2025	Harassment by spouse including stealth of car.	Discontinued
C/142/2025	Delay in processing application for foster care although fully compliant with regulations and procedures.	Rectified
C/152/2025	Report of domestic violence not registered by Police. Partner also uses vehicle registered in Complainant's name for drug trafficking.	Discontinued
C/220/2025	Alleged Mismanagement of Bramsthan Social Welfare Centre.	Rectified
C/325/2025	Permission not granted to foster parents for child under their care to accompany them abroad.	Pending
<u>Health and Quality of Life</u>		
C/193/2017	Registration as Specialist not accepted by Medical Council.	Discontinued
<u>Health and Wellness</u>		
C/20/2021	Continuous disturbing noise caused by complainant's neighbour's two air-conditioners. No action taken by authorities concerned.	Rectified
C/126/2021	Project for the manufacture of insecticide aerosols wrongly disapproved by the Dangerous	Explained

	Chemicals Control Board according to complainant.	
C/252/2022	Request for payment of allowance in respect of the Covid-19 Laboratory Information Management System not yet approved.	Explained
C/45/2023	Wrong medical decision resulting in complainant incurring heavy expenses.	Explained
C/182/2023	Harassment, Ill-treatment and oppressive conduct at Occupational Health Department of Dr. Bruno Cheong Hospital.	Rectified
C/248/2023	Request to be seen and examined by Specialist refused.	Rectified
C/250/2023	Payment of additional hours of work not effected – Delay in confirmation of employees – Non-implementation of PRB recommendation relating to change in appellation of post.	Rectified
C/4/2024	Mismanagement and Abuse of Authority at Brown Sequard Hospital.	Not Sustained
C/19/2024	Discriminative Practices against Complainant by Allied Health Professional Council (AHPC) for non-registration as a Psychologist.	Pending
C/76/2024	Request for posting of Senior Public Health and Food Safety Officer nearer to his residence not yet entertained in spite of his health problems.	Pending

C/93/2024	Initial recognition given to Complainants Company for providing continuous Professional Development to Dentists cancelled by Dental Council.	Explained
C/107/2024	Public Health and Food Safety Officer denied vacation leave on two occasions to take care of her mother who had undergone a pituitary tumour surgery although the Principal Health and Food Safety Officer has raised no objection thereto.	Explained
C/179/2024	Mismanagement and Discriminatory Treatment of Nursing Officer at the Nursing Department of Jawaharlall Nehru Hospital.	Pending
C/180/2024	Noise pollution on a continuous basis at Flic-en-Flac.	Pending
C/185/2024	Harassment of staff, Mismanagement of funds and Toxic work environment at the Finance Section of the Ministry of Health & Wellness.	Explained
C/201/2024	An Attendant (Hospital Services – on shift) complaining that her health conditions prevents her to work on shift.	Discontinued
C/208/2024	Issues relating to staffing and recruitment on sessional basis and work load of physiotherapist.	Explained

C/210/2024	Poor administration and service at Long Mountain Hospital from Nursing Staff.	Not Justified
C/250/2024	Alleged favouritism in transfer of Principal Pharmacy Technician.	No Maladministration Disclosed
C/274/2024	Request of Health Records Clerk for study leave without pay not yet considered.	Discontinued
C/283/2024	Delayed payment of appropriate allowances to Nursing Staff of Moka Eye Hospital.	Rectified
C/289/2024	Malpractices and Favouritism by Administration of J. Nehru Hospital.	Pending
C/291/2024	Annual Registration fees not refunded in full by Employer.	Explained
C/294/2024	Nuisances caused by neighbour's dogs.	Explained
C/297/2024	Unhealthy work environment and harassment at the Physiotherapy Department of Jawaharlall Nehru Hospital.	Discontinued
C/299/2024	Complainant avers that his wife who is staying with their 6-month-old child at ENT has not been provided with resting facility during the night.	Not Justified
C/301/2024	Religious institution in neighbourhood of Complainant emitting amplified sound causing noise pollution and health hazards.	Rectified

C/307/2024	Questionable practices, favouritism and harassment at NEO NATAL UNIT of a public hospital.	Discontinued
C/313/2024	Payment of salary of Nursing Officer not effected in December 2024.	Rectified
C/2/2025	Surgical operation of Complainant's mother not being carried out as treating doctor is on vacation leave.	Rectified
C/14/2025	Nursing Officer allegedly faked medical examination results of complainant.	Explained
C/23/2025	Alleged malversation by staff of Airport Health Office.	Pending
C/28/2025	Non-payment of overtime allowance to SAMU doctors.	Pending
C/30/2025	Non-respect of rules, regulations and Instructions at Secretariat Tendering Unit.	Pending
C/38/2025	Body shaming and use of insulting language towards female nursing officer by male counterparts.	Not Sustained
C/50/2025	Complaint against Staff of Dialysis Units of Jawaharlal Nehru Hospital and Souillac Hospital.	Discontinued
C/53/2025	Overtime allowance not paid to Medical Records Officer since June 2024.	Rectified
C/54/2025	Complaint of harassment and bullying at work by Nursing Officer.	Rectified

C/65/2025	Request for separation of Blood Transfusion Service and Haematology to cover emergency services not acceded to.	Pending
C/67/2025	Harassment and Arbitrary Behaviour of Manager, Human Resources.	Pending
C/71/2025	Unprofessional conduct of Surgery Specialist at Dr. Jeetoo Hospital.	Explained
C/77/2025	Nursing Officer contests her transfer to Dr. Jeetoo Hospital.	No Maladministration Disclosed
C/79/2025	Payment of overtime to Medical Health Records Staff not effected for nearly 15 months.	Rectified
C/84/2025	Request for a medical report of a patient made to the National Cancer Centre in connection of refund of expenses not yet acceded to.	Discontinued
C/86/2025	Excessive loud noise from loud speakers of Castel Mosque.	Rectified
C/89/2025	Arbitrary decision to cancel the registration of a private company as a supplier of optical goods without any reason given.	Pending
C/98/2025	Poor treatment of a patient in a public hospital.	Discontinued
C/102/2025	Discrepancies in grant of increment to Officers appointed on the same date.	Pending

C/105/2025	Alleged unfair transfer of Public Health and Food Safety Inspector.	Explained
C/108/2025	Inhuman Treatment and Medical Negligence at Cancer Ward, Victoria Hospital.	Explained
C/109/2025	Removal of Office Attendant's name from Payroll.	No Maladministration Disclosed
C/125/2025	Harassment at work and verbal abuse of Human Resource Executive resulting in psychological and emotional stress.	Not Sustained
C/129/2025	Request from Acting Principal Medical Laboratory Technologist to be posted at ground level instead of first floor because of knee problems not yet entertained.	Rectified
C/135/2025	Application for authorisation of importation of food supplements in May 2024 not yet granted after more than one year.	Rectified
C/148/2025	Unjust cancellation of an already approved transfer.	Pending
C/153/2025	Non-Payment of full retirement benefit and refund of leave not taken on retirement on marriage grounds.	No Maladministration Disclosed
C/154/2025	Claim for contractual work performed since October 2024 not yet settled.	Rectified

C/164/2025	PRB recommended allowance not paid to Registered Specialist during period 2021 to 2023.	Pending
C/167/2025	Delay in processing application for Education Verification in connection with Registration.	Rectified
C/184/2025	Arrangements not made for Health Surveillance Officer to return to Mauritius Island after his tour of service in Rodrigues.	Rectified
C/187/2025	Charge Nurse transferred after resumption of work after short vacation leave.	Rectified
C/199/2025	Non-payment of overtime to Procurement and Supply Officer posted at Ministry of Health and Wellness for Board of Survey.	Rectified
C/205/2025	Tardy Processing of file of Retired Nursing Officer in relation to payment of retiring benefits.	Pending
C/210/2025	Persistent verbal harassment and intimidation of Charge Nurse at Victoria Hospital.	Pending
C/217/2025	Request for transfer from Charge Nurse from SSRN Hospital to Poudre d'Or Hospital not yet entertained.	Rectified
C/223/2025	Alleged gross negligence in Medical care and Handling of an elderly patient	Discontinued

	suffering from chest infection and heart attack at SSRN Hospital.	
C/230/2025	Travelling allowance of Nursing Officer for Bank Sessions for period January 2021 to July 2023 not yet effected.	Rectified
C/237/2025	Full retirement and allied benefits not paid to a Health Surveillance Officer upon his retirement.	Pending
C/239/2025	Unfair and Irregular Transfer in the Pharmacy Cadre.	Pending
C/244/2025	Dog faeces left in the open and not removed by neighbour causing nuisances to neighbour and other persons residing in the vicinity.	Rectified
C/251/2025	Alleged Mismanagement and Harassment by Blood Donor Coordinator.	Pending
C/258/2025	Complainant, a Nursing Officer avers that his request for temporary transfer to Rodrigues Regional Assembly, although approved, was brought with administrative complication, resulting in stoppage of salary and other allowances.	Pending
C/260/2025	Refund of Registration fee payable to Allied Health Professional Council for mandatory registration of Medical Laboratory Technologists not yet effected.	Pending

C/262/2025	Alleged unfair and discriminatory change in posting.	Pending
C/267/2025	Alleged serious and sustained irregularities in recruitment practices at Central School of Nursing.	Not Sustained
C/271/2025	Medical Negligence by a Private Health Care and Request for Regulatory Intervention.	Pending
C/274/2025	Threats and Injustices at workplace Ebene Non-Communicable Disease Unit, including professional misconduct.	Not Sustained
C/276/2025	Increment not paid to Nursing Officer (Psychiatric) in accordance with PRB Report 2021.	Explained
C/286/2025	Ongoing noise pollution caused by reverse alarms of heavy vehicles of Phoenix Beverages from early morning and during the day.	Rectified
C/299/2025	Allegations of fraud, malpractice and harassment against whistleblowers denouncing mismanagement and malpractices in the health sector.	Pending
C/301/2025	Persistent and grave breaches of professional conduct by Health Care Assistant Supervisor of Jeetoo Hospital.	Discontinued
C/304/2025	No reply to bidder in relation to clarification about regulatory compliance.	Rectified

C/319/2025	Unfair and unjustified re-deployment of Nursing Officer at Moka Eye Hospital and malpractices and abuse of position by some staff.	Pending
C/326/2025	Application made for registration to Optician Registration Board in 2021 not yet approved.	Pending
C/327/2025	Application made for Registration to Optician Registration Board in 2021 not yet approved.	Pending
C/328/2025	Harassment and Discrimination towards Nursing Officer at Poudre d'Or Chest Hospital.	Discontinued
C/345/2025	Poor medical care and arrogant and demeaning attitude of treating doctor at ENT Hospital.	Pending
C/350/2025	Alleged harassment and unfair and unreasonable refusal of vacation leave.	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.	Discontinued
C/63/2019	1 ^o Lease agreement of complainant's father never finalized.	Pending
	2 ^o Squatting reported by complainant not attended to.	
C/308/2024	Non-payment of compensation following Compulsory Land Acquisition.	Rectified

C/12/2025	Compensation for land acquired compulsorily since 2018 including loss of value not yet effected.	Discontinued
C/120/2025	Non-Proclamation of certain sections of the Professional Land Surveyors' Council Act 2014.	Pending
C/203/2025	Access issues between neighbours.	Discontinued
C/204/2025	Principal Surveyor's request for part refund of passage benefits not effected.	Discontinued
C/246/2025	Use of bareland as private parking by a Mechanical Workshop at Tranquebar, Port Louis.	Pending
C/284/2025	Delay in receiving compensation following compulsory acquisition of land.	Rectified
C/316/2025	Public Officer considers that her transfer to another Ministry is a case of pure injustice, the more so as she claims to suffer from a fragile health condition.	Pending
<u>Housing and Land Use Planning</u>		
C/114/2021	No reply to application for the purchase of State land made more than two years ago.	Rectified
C/150/2021	No compensation paid yet for land compulsorily acquired ever since May 2009.	Rectified

C/164/2022	Illegal construction on State land (green space) causing prejudice to inhabitants of Black River Road, Richelieu.	Pending
C/166/2022	Complainant contests the extent of land being compulsorily acquired and the quantum of the compensation.	Explained
C/186/2022	The Ministry has withdrawn a letter of intent addressed to complainant in respect of a lease for an industrial site without reasonable justification.	Discontinued
C/244/2022	Illegal occupation of State land by squatter causing nuisances to residents in the vicinity.	Rectified
C/75/2023	No reply to application for the purchase of State land made more than two years ago.	Rectified
C/77/2023	Allocation of NHDC Housing Units to Divorced persons.	Explained
C/180/2023	Action not taken by Ministry to indicate delimitation of plot of land leased to complainant.	Explained
C/181/2023	Alleged Illegal Commercial Activities at NHDC Housing Estate at Nouvelle France.	Explained
C/61/2024	Request for renewal of lease for residential and commercial purpose not yet renewed.	Discontinued

<u>Industry, SME and Cooperatives (Industry Division)</u>		
C/11/2025	Harassment at workplace of junior officers of the Industry Division of the Ministry.	Pending
<u>Information Technology, Communication and Innovation</u>		
C/281/2024	No action taken regarding complaint made against neighbour for wrongly placing of a CCTV camera.	Pending
C/288/2024	Unfair and Derogatory treatment of Pensioner of Mauritius Post Ltd.	Explained
C/32/2025	Online harassment of female staff of Mauritius Film Development Corporation.	Explained
C/34/2025	No response from Data Protection Office regarding alleged mismanagement from a Freight/Courier provider.	Explained
C/100/2025	Clearance for importation of electronic equipment not given by ICT Authority.	Rectified
C/270/2025	Faulty connections not attended to.	Discontinued
<u>Labour, Human Resource Development and Training</u>		
C/261/2022	Complaints of malpractices by Management regarding Union matters.	Not Investigated
C/149/2024	Labour Office of Quatre Bornes did not record statement of complainant after	Rectified

	his alleged illegal/unfair dismissal from employment.	
<u>Labour and Industrial Relations</u>		
C/298/2024	Complainant avers that she has not been paid her salary and end-of-year bonus after her employment was terminated although the matter was reported to Ministry of Labour and Industrial Relations.	Rectified
C/134/2025	Cancellation of Registration of a Senior Citizens Association will result in non-payment of benefits to its members.	Explained
C/195/2025	Allegation by Employer that one of his dismissed employees has been favoured by the Ministry.	No Maladministration Disclosed
C/221/2025	Non-Payment of Special Allowance 2024 to Regional Commercial Director referred to Ministry of Labour & Industrial Relations and no response received and payment not effected as well.	Rectified
C/222/2025	Non payment of full dues upon retirement.	Rectified
C/224/2025	Difficulties faced by Inspectors of Associations are experiencing in relation to inspection proceeding and interpretation of inspection criteria.	Rectified

C/273/2025	Verbal abuse made by Driver against HR Manager of a Private Company not registered by Ministry.	Pending
C/280/2025	Complainant not admitted to the Workfare Programme after dismissal by her employer.	Rectified
C/283/2025	Inspection of autoclaves of certain Health Centres being undertaken by a non-registered boiler inspector.	Explained
C/305/2025	Following averred unjustified dismissal, request for joining Welfare Programme not yet approved.	Pending
C/309/2025	Web Agency based in Mauritius not honoring its commitment towards a foreign company.	Pending
C/324/2025	Averment of unjustified dismissal and poor treatment by Labour Office of Port Louis.	Pending
C/334/2025	Foreign Ship Captain complains about conditions of work of the crew on a Mauritian Fishing Vessel.	Pending
C/347/2025	Alleged unfair dismissal by Employer and tardy response to application for Workfare Programme.	Pending
<u>Land Transport and Light Rail</u>		
C/92/2022	Alternative Arrangements and agreement reached in year 2021,	Rectified

	following a 2016 Court Order, not yet implemented.	
C/268/2022	Request for cancellation of “gage sans déplacement” already issued in respect of a total-loss vehicle, which was subsequently repaired, not entertained by the NLTA.	Rectified
C/88/2024	Complaint for disruption of Public Transport Services at Petit Raffray, Goodlands not attended to by Authority.	Rectified
C/92/2024	Non-Renewal of licences by National Land Transport Authority.	Pending
C/125/2024	Complaint for disruption of Public Transport Service (Routes 26 and 53) at Ste Claire, Goodlands, not attended to by Authority.	Rectified
C/136/2024	Emails addressed to NLTA have remained unanswered.	Pending
C/176/2024	Obstruction of yellow boxes on main roads.	Pending
C/177/2024	Proposal for installation of Traffic Light Countdown Timer at St. Jean Road, Quatre Bornes.	Discontinued
C/260/2024	Beneficiaries of free travel scheme not provided with bus tickets and do not therefore have any proof of travel in case of insurance claims, etc.	Pending
C/262/2024	Reply not received by Complainant to his query regarding the non-	Pending

	applicability of decision taken by NLTA on 30 August 2024 to apply sanctions against non-compliant bus operators.	
<u>Land Transport</u>		
C/302/2024	Claim for certification of seven machines not yet settled by NTC.	Rectified
C/115/2025	Parking issues with serious risks of accidents and nuisances at Boundary Road, Rose Hill.	Rectified
C/132/2025	Poor Bus Services by National Transport Corporation along Route 197 (Riviere des Galets to Port Louis via Souillac).	Rectified
C/137/2025	Mismanagement and Harassment by Traffic Superintendent resulting in deterioration of working relations.	Discontinued
C/139/2025	Irregular Bus Service on Route No. 21 (Goodlands/Port Louis)	Pending
C/145/2025	No reply received to complainant's query regarding refund of Road Tax.	Rectified
C/158/2025	Motorcycles using pedestrian footbridge (Passerelles) at Camp Chapelon.	Rectified
C/175/2025	Alleged objectionable conduct of National Transport Corporation Traffic Supervisor towards employees.	Not Sustained

C/176/2025	Misconduct, Rudeness and wrongdoing on the part of an employee of the National Transport Corporation.	Not Sustained
<u>Local Authorities</u>		
LA/C/58/2021	Flooding along street in Port Louis. Matter reported to Council but no action taken.	Rectified
LA/C/77/2021	Inaction regarding illegal construction averred by complainant.	Rectified
LA/C/22/2022	Alleged illegal construction of Boundary wall on Road Reserve.	Explained
LA/C/28/2022	Complainant alerted Council about an illegal construction without permit but no legal action was taken against the Developer.	Explained
LA/C/29/2022	Action not taken by District Council regarding damaged property following works carried out by neighbour.	Explained
LA/C/40/2022	Complainant avers that a Building and Land Use Permit issued in 1994, in respect of a building at Avenue Berthaud, Quatre Bornes cannot be considered as valid for the operation of a new snack in 2022 long after closure of first commercial activity.	Explained
LA/C/41/2022	Illegal Dumping in a Residential Area reported in the Press.	Rectified

LA/C/2/2023	Issue of Enforcement Notice by Council without prior verification and confirmation of alleged breach of the legislation.	Discontinued
LA/C/4/2023	Issue of BLUP for opening of pre-primary school in Residential Apartment Complex at Vacoas.	Explained
LA/C/11/2023	Investigation into Maintenance of Drains by Local Authorities.	Discontinued
LA/C/14/2023	Health hazards from old abandoned building at Flacq.	Pending
LA/C/16/2023	Construction of wall over boundary line and road reserve obstructs entry to complainant's premises.	Rectified
LA/C/35/2023	Bus Depot causing pollution and other health hazards at Bon Accueil.	Explained
LA/C/40/2023	Discharge of rain water from roofs onto road, in central area of Port Louis. (Leoville L'homme and Corderie Streets).	Rectified
LA/C/48/2023	Accumulation of water at La Mairée Road, Eau Coulée causing hardship to inhabitants during the last ten years.	Pending
LA/C/53/2023	Complainant avers that she is being constantly bullied; harassed and falsely accused by her senior officers in the Library Department.	Pending
LA/C/57/2023	Installation of an electric fence protruding from the boundary wall of a	Pending

	villa bordering a public beach is a potential threat to life.	
LA/C/58/2023	Unauthorised erection of structure on State land at Verdun.	Pending
LA/C/70/2023	Action not taken by District Council regarding an alleged illegal construction at Chowtee Road, L'Agrement, St. Pierre reported to the Council.	Pending
LA/C/76/2023	Public access road blocked at Morcellement Maroma, Quatre Bornes.	Explained
LA/C/77/2023	Overflow of waste water from manholes into open drains at Abbé de la Caille Street, Curepipe.	Rectified
LA/C/93/2023	Noise pollution from Supermarket's Extractors at Phoenix.	Rectified
LA/C/2/2024	Construction of first floor of existing building by neighbour without respecting prescribed distance.	Rectified
LA/C/5/2024	Alleged Illegal Construction of Boundary wall at Petit Verger, St. Pierre.	Rectified
LA/C/12/2024	Complaint against a Beauty Salon offering skin and nail treatment together with a Café service within the same premises and without trained personnel.	Rectified
LA/C/14/2024	Flooding of premises during heavy rainfall due to lack of appropriate drainage system.	Pending

LA/C/21/2024	Obstruction of Lataniers River is a threat to life to inhabitants of Vallée des Prêtres during rainy season.	Pending
LA/C/24/2024	Illegal construction of buildings near complainant's residence at Lower Vale.	Rectified
LA/C/25/2024	Construction of ramp and staircase causing nuisances at Crimea Lane, Port Louis	Explained
LA/C/26/2024	Non-Compliance with BLUP at Huitième Mille, Triolet resulting in several nuisances including noise pollution.	Pending
LA/C/27/2024	Alleged illegal construction by Neighbour on boundary wall.	Explained
LA/C/39/2024	River Course of Lataniers River at Vallée des Prêtres altered after works carried out by Municipal Council has eroded Complainant's property and River Reserves.	Pending
LA/C/42/2024	Alleged illegal activities at Gilbert Road, Plaine Magnien.	Explained
LA/C/44/2024	Road at Camp Chapelon in very bad state – accumulation of water, pot holes etc and drainage system needs to be looked into.	Pending
LA/C/46/2024	Bad state of Robert Stein Road and drainage at Camp Chapelon.	Rectified
LA/C/47/2024	Alleged construction works being carried out by neighbour without BLUP at Residence Lavande, Dagotière.	Rectified

LA/C/48/2024	Complainant, the Director of an educational institution at Pailles, alleges that construction works being carried out on the boundary of the school's premises by neighbours causing nuisances and health problems to students and staff.	Rectified
LA/C/59/2024	Complainant, the Director of an educational institution at Pailles, alleges that construction works being carried out on the boundary of the school's premises by neighbours causing nuisances and health problems to students and staff.	Rectified
LA/C/67/2024	Application for demolition of existing building not approved by Council one year after request.	Rectified
LA/C/68/2024	Objection to issue of BLUP for construction of Sports Complex in a residential area not entertained.	Explained
LAC/69/2024	Illegal construction on complainant's property.	Discontinued
LA/C/70/2024	Recurrent and Unjustified Issue of Notice to cease works.	No Maladministration Disclosed
LA/C/71/2024	Alleged illegal breeding of chicken on a large scale in a residential area at Kalimaye Road, Grand Gaube.	Explained

LA/C/72/2024	Action not taken by District Council against operator of an alleged Illegal Workshop and farming activities.	Rectified
LA/C/73/2024	Non-respect of statutory requirements for construction works.	Rectified
LA/C/74/2024	Alleged illegal construction by neighbour on a 74 year old widow's property.	Discontinued
LA/C/75/2024	Objection to grant a BLUP for Car Wash and the use of high-powered electric machines in a highly residential area at Royal Road, Roche Terre.	Explained
LA/C/76/2024	Encroachments and obstructions on Adventist Road, Riviere des Anguilles through activities of a Commercial Enterprise causing public hazards.	Pending
LA/C/77/2024	Seepage of water after rainfall causing inconveniences including mental stress.	Pending
LA/C/78/2024	Drain found in neighbour's yard overflow into Complainant's Property causing many inconveniences.	Pending
LA/C/80/2024	Foul odours and unsightly waste on neighbour's property causing nuisances and are a cause of concern for public health and safety.	Rectified
LA/C/81/2024	Continuous trespassing and illegal construction by neighbour on	Discontinued

	complainant's property despite several verbal objections.	
LA/C/82/2024	Rearing of Livestock in residential area causing nuisances.	Rectified
LA/C/83/2024	Unsanitary conditions of neighbour's yard causing nuisances to residents.	Rectified
LA/C/84/2024	Illegal construction of house at Cité Bissoondoyal.	Pending
LA/C/86/2024	Repairs not yet effected to Tagore Road, Calebasses after works carried out by Central Water Authority.	Rectified
LA/C/88/2024	Expansion and conversion of neighbour's existing building for use as a clinic will be a cause of nuisance in a peaceful residential area.	Discontinued
LA/C/90/2024	Alleged illegal construction and extension works at Sweden Lane, Petite Rivière.	Pending
LA/C/1/2025	Car Mechanic at la Tour Koenig repairs vehicles on public roads causing obstruction to other vehicles and nuisances to road users and residents.	Explained
LA/C/2/2025	Illegal Construction, Invasion of Privacy and harassment by neighbour of complainant.	Pending
LA/C/3/2025	Illegal construction of fence wall by neighbour at Riviere Sèche.	Rectified
LA/C/4/2025	Request for replacement of street lamp made more than two months ago, and	Rectified

	in spite of several follow-up phone calls, not yet entertained.	
LA/C/5/2025	Illegal construction by neighbour at Nicolay Road, Port Louis reported to CSU and no feedback received.	Explained
LA/C/6/2025	Claims for Certification not yet honoured.	Rectified
LA/C/7/2025	Action not taken by Council to clear obstruction on a public road at Chemin Grenier.	Rectified
LA/C/8/2025	Request for transfer of market stall at Goodlands market not yet acceded to.	Discontinued
LA/C/9/2025	On-Street disorderly parking in front of a Commercial Building at Joseph Francois Daubin Street, Vallée des Prêtres causing inconveniences to residents.	Rectified
LA/C/10/2025	BLUP not issued by Council although all appropriate fees have been paid.	Explained
LA/C/11/2025	Wild tree and overgrowth on bare land causing inconveniences to residents of Gopal Lane, Quatre Bornes besides being a security risk.	Rectified
LA/C/12/2025	Conversion of premises situated in a residential zone into a place of worship without permit.	Rectified
LA/C/13/2025	Operation of a private primary school at Central Flacq without approval of	Pending

	conversion of building from residential to school.	
LA/C/14/2025	Illegal operation of a Mechanical Workshop within a residential area.	Rectified
LA/C/15/2025	Request for clarifications from District Council before Performance Review Committee of Contractor not acceded to.	Pending
LA/C/16/2025	Alleged illegal construction on neighbour's border.	Not Sustained
LA/C/17/2025	Construction of a Building for Religious purposes in a residential area being done without a Building and Land Use Permit.	Explained
LA/C/18/2025	Illegal construction of wall at Goodlands.	Rectified
LA/C/19/2025	Accumulation of water and flooding at Gopaul Lane, Solferino not attended to by Municipal Council.	Pending
LA/C/20/2025	Public Safety, Neglect and Mismanagement at the Municipal Council of Beau Bassin/Rose Hill in respect of waste management	Explained
LA/C/21/2025	Illegal closure of road by neighbour affecting the neighbouring residents at 16 ^{eme} Mille, Forest Side.	Explained
LA/C/22/2025	Alleged illegal construction at Camp Chapelon which could endanger public safety.	Rectified

LA/C/23/2025	Operation of a hardware shop in region of Riviere des Creoles allegedly without the appropriate permits causing nuisance to residents.	Pending
LA/C/24/2025	Complaints sent to Municipal City Council of Port Louis unanswered.	Discontinued
LA/C/25/2025	Illegal and haphazard parking at Camp Caval, Curepipe causing obstruction and nuisances.	Rectified
LA/C/26/2025	Noise pollution from Industrial Compressors and Bus Depot causing nuisances and harassing residents of La Grotte Street, Rivière du Poste.	Pending
LA/C/27/2025	Squatting and restriction of access at Railway Road, Rivière du Rempart.	Pending
LA/C/28/2025	Noise pollution and other disturbances caused by an Auto-Repair Service within a residential area at Nouvelle France which does not respect BLUP conditions.	Not Sustained
LA/C/29/2025	Nuisances caused by Storm Water Drainage System at Beaugeard Street, Port Louis.	Rectified
LA/C/30/2025	Works carried out by District Council in the vicinity of a Table d'Hôte at La Gaulette causing nuisances which hamper business operations.	Rectified

LA/C/31/2025	Construction without appropriate permit at Swami Sivananda Street, Providence.	Rectified
LA/C/32/2025	Construction of commercial enterprise on state land and river reserves without authorisation at Old Market Road, Riviere du Rempart.	Pending
LA/C/33/2025	Construction of underground parking and first floor on an existing building causing nuisances to neighbours and blocking access to side road.	Rectified
LA/C/34/2025	Refusal by Authority to approve excision of land.	Rectified
LA/C/35/2025	Construction of illegal structure and garage on boundary wall in disregard of statutory distance requirements.	Not Sustained
LA/C/36/2025	Survey of all bridges under responsibility of all Local Authorities, following collapse of a bridge at Tranquebar, deemed necessary to ensure public safety.	Pending
LA/C/37/2025	Neighbour allegedly constructing a boundary wall on exist road leading to complainant's property.	Pending
LA/C/38/2025	Use of unoccupied strip of land belonging to Landscape Mauritius, by vehicles as a short cut at Pointe aux Sables causing accidents and nuisances.	Pending

LA/C/39/2025	Pulling Down Notice wrongly served on Complainant following representations made by him against neighbour for illegal construction at Riviere des Anguilles.	Explained
LA/C/40/2025	Alleged illegal seizures of goods from hawkers at Rivière des Creoles.	Not Sustained
LA/C/41/2025	No action taken on several cases of illegal construction undertaken at Roches Noires reported to District Council.	Pending
LA/C/42/2025	Sexual harassment at place of work.	Not Sustained
LA/C/43/2025	Application for BLUP for extension to first floor of an existing building granted although existing first floor was subject to a previous BLUP.	Explained
LA/C/44/2025	Objections raised to the grant of a BLUP for a construction project not taken into account by Council.	Pending
LA/C/45/2025	No action taken by District Council on water accumulation within complainant's premises consequent upon water evacuation from neighbour's yard.	Explained
LA/C/46/2025	Carrying out activity of Poultry farming without BLUP.	Pending
LA/C/47/2025	Objection to granting permit for poultry farming at Petite Victoria by residents.	Explained

LA/C/48/2025	Operation of a school at Murphy Avenue, Quatre Bornes without licence/permit causing nuisances in the region from Municipal Council.	Discontinued
LA/C/49/2025	Nuisances caused by an abandoned plot of land at Baie du Tombeau.	Rectified
LA/C/50/2025	Objection of Resident of Morcellement Baschet, Curepipe to construction of a high rise building not taken on board by Council.	Pending
LA/C/51/2025	Violation of Reserve Conditions and Illegal Construction at Deux Bras, New Grove.	Pending
LA/C/52/2025	Request for displacement of bus stop, currently fronting complainant's residence to provide for adequate entry into his premises not approved by Council despite agreement of RDA and NLTA.	Pending
LA/C/53/2025	Harassment, Abuse of Authority and victimisation by Assistant Chief Executive.	Not Sustained
LA/C/54/2025	Private land rented for parking of heavy vehicles without permits causing nuisances and hardships to residents.	Discontinued
LA/C/55/2025	Double yellow lines newly put up near Business Commercial site of Complainant causing nuisances and affecting her activities.	Explained

LA/C/56/2025	Complainant avers that the Municipal City Council has registered her activities under Trade Code 74141 (Professional Service) instead of 72901 (Computer/ICT related Activities).	Explained
LA/C/57/2025	Disturbance, Insecurity and Nuisances caused by a Restaurant at St. Denis Street, Port Louis.	Rectified
LA/C/58/2025	Reply not received from Council to objection made for issue of BLUP for construction of a Residential Care Home in a Residential area at Surinam.	Pending
LA/C/59/2025	Manipulation of Electronic Weighing Scales at Goodlands Market by Vegetable Seller.	Explained
LA/C/60/2025	Illegal construction of boundary wall and fixing of metallic poles on a public road at Congomah.	Pending
LA/C/61/2025	Application for BLUP not entertained by Council.	Explained
LA/C/62/2025	Construction by Neighbour on boundary wall and encroachment on complainant property.	Explained
LA/C/63/2025	Construction at Fond du Sac not compliant with Regulations and encroaching on a common road.	Explained
LA/C/64/2025	Construction of Church by a religious organization in a residential area at	Discontinued

	Cassis without appropriate permit causing disturbance to residents.	
LA/C/65/2025	Overgrown tree in neighbour's land protruding on Complainant Residence at Roche Brunes and represent a damage and nuisances to complainant.	Explained
LA/C/66/2025	Illegal construction of Building with encroachment on public road at Chemin Grenier.	Pending
LA/C/67/2025	Putting up of a permanent metallic structure on common boundary lane by neighbour without permit causing nuisances.	Rectified
LA/C/68/2025	Operations of Wedding Hall at Laventure operating beyond authorised hours and causing excessive noise pollution.	Explained
LA/C/69/2025	Failure to follow complaints procedure and issue enforcement notice in connection with a breach of planning requirements at Verdun.	Discontinued
LA/C/70/2025	Vehicular use of private road at Bambous by non-authorised persons causing nuisances to resident owners.	Pending
LA/C/71/2025	Construction of corrugated roofing sheet (Profilage) on boundary wall by neighbour at Cemetery Road, Saint Pierre.	Rectified

LA/C/72/2025	Construction of concrete structure for use as a garage without respecting conditions of BLUP.	Pending
LA/C/73/2025	Construction of house by Neighbour without observing the statutory distance from Complainant's residence causing diverse forms of nuisances to the latter.	Explained
LA/C/74/2025	Carrying out activity of Poultry Rearing without BLUP in a residential area.	Rectified
LA/C/75/2025	Illegal construction of Building for Restaurant at St. Joseph Street, Terre Rouge – construction area exceeding approved area by more than twice.	Pending
LA/C/76/2025	Failure to follow complaint procedure and issue enforcement notice in connection with breach of planning requirements at Verdun.	Rectified
LA/C/77/2025	Failure of District Council to take remedial action following complaints related to obstruction of a public road at Cité Mapou and related threats.	Rectified
LA/C/78/2025	Persistent flooding issues and water accumulation not addressed by Council.	Pending
LA/C/79/2025	Construction of Boundary wall higher than 1.8 metres and extension to existing building without BLUP.	Rectified

LA/C/80/2025	Residential Development in a flood-prone area at Flic-en-Flac will be a direct threat to neighbours safety property and quality of life.	Explained
LA/C/81/2025	Non-Collection of Household Refuse at Coastal Road, Trou aux Biches.	Rectified
LA/C/82/2025	Flooding of Mouettes Road, Petit Verger, Pointe aux Sables causing nuisances to residents.	Rectified
LA/C/83/2025	Severe Noise Pollution in Residential Area at Temple Road, Riviere du Rempart.	Pending
LA/C/84/2025	Alleged illegal construction on Irrigation Land at New Market Road, Triolet (without BLUP and Land Conversion Permit).	Pending
LA/C/85/2025	Request to retire on marriage grounds not approved.	Explained
LA/C/86/2025	Dumping of waste along a sewer line passage and Noise Pollution at Cité La Cure.	Pending
LA/C/87/2025	Request for construction of drains to prevent flooding at Bassin, Quatre Bornes made in January 2024 not yet considered by Council.	Pending
LA/C/88/2025	Court Order delivered by District Court/Port Louis South Division for pulling down illegal construction not complied with since 2018 and Council	Pending

	failed to execute Court Order through a Notice.	
LA/C/89/2025	Illegal construction not respecting road reserve, boundary wall etc at Cinq Arpents Road, Phoenix.	Explained
LA/C/90/2025	No reply from Council regarding Objection to Conversion of an existing building for use as workshop for vulcanisation, retreading and repair of tyres in a residential area.	Rectified
LA/C/91/2025	Alleged unauthorized construction/extension at Latapie, Brisée Verdière by some heirs of a property not yet subdivided.	Pending
LA/C/92/2025	Illegal construction of Building for use as Restaurant at St. Joseph Street, Terre Rouge – construction area exceeding approved area by more than twice.	Pending
LA/C/93/2025	Application for BLUP not entertained by Council on ground that LDA had requested a Storm Drainage Report although LDA had not reportedly requested such a report.	Pending
LA/C/94/2025	Crumbling of Boundary Wall in vicinity of La Paix Complex, Impasse La Paix, Port Louis.	Pending
LA/C/95/2025	Encroachment on public road by two enterprises at Allée Brillant, Vacoas.	Pending

LA/C/96/2025	Football field fencing needs to be heightened to prevent nuisances, including physical damages to windows and doors, to Complainant.	Explained
LA/C/97/2025	Illegal construction by neighbour on boundary wall of complainant.	Pending
LA/C/98/2025	Operation of an enterprise for production of spices causing nuisances to neighbours.	Pending
LA/C/99/2025	Requests from Residents of PHEASANT LANE (also THEAFANT LANE) at Allée Brillant, Vacoas that the lane has been declared public not acceded to by Council.	Pending
LA/C/100/2025	Continuous erosion of land damaging retaining/boundary wall of Complainant at Soreze.	Pending
LA/C/101/2025	Construction and operation of a Commercial enterprise in close proximity to burial/ cremation ground raising health and public safety concerns.	Explained
LA/C/102/2025	Noise pollution until late at night by metal/paint workshop and extension of heavy metal structure to an existing building to house machinery at Highlands.	Pending
LA/C/103/2025	Requests from Residents of PHEASANT LANE (also THEAFANT LANE) at Allée Brillant, Vacoas that the lane has been	Pending

	declared public not acceded to by Council.	
LA/C/104/2025	Construction of building contrary to approved plans at Solitude.	Rectified
LA/C/105/2025	Gas station in Residential Area, Roche Terre causing healthy and noise nuisances.	Pending
LA/C/106/2025	Plot of land adjacent to Genius Kids Pre-Primary School, Lallmatie, rest in an abandoned state causing nuisances and health hazards, particularly to the young children.	Pending
LA/C/107/2025	Neighbour's rainwater and mud during heavy rains accumulate in front of Complainant's home causing nuisances.	Pending
LA/C/108/2025	Illegal construction and non-respect of set-back from public road at Providence.	Pending
LA/C/109/2025	Persistent Public Nuisances and Health Hazards caused by Abandoned House at Forest Side.	Pending
LA/C/110/2025	Safety hazard and public health risks consequent upon continuous water flow, stagnation and inadequate drainage at Glen Park, Vacoas.	Pending
LA/C/111/2025	Mauritian, settled in the UK, enquired from Council to obtain a copy of the BLUP issued to her for the construction of a house in Mare Tabac to no avail.	Pending

Local Government, and Disaster Risk Management

C/55/2022	Potential hazards from undergrowth vegetation and coconut trees in an abandoned land where owner could not be traced – next to complainants residence not removed.	Rectified
C/300/2022	Alleged corruption and malpractices against Chairman of a District Council.	Rectified
C/34/2023	Decision to transfer complainant is discriminatory as it was purposely designed to enable a junior officer to be assigned duties of Deputy Chief Executive.	Explained
C/306/2023	Unlike other Local Authorities, the Black River District Council requires all its pensioners to submit Life Certificate for the payment of retirement pension.	Pending
C/101/2024	Delayed payment of salary of a Firefighter after removal from payroll on ground of poor attendance.	No Maladministration Disclosed
C/215/2024	Toxic working environment arising out of alleged erratic behaviour and way of doing things, including ill-treatment of subordinate by Management.	Rectified
C/235/2024	Proposed amendments to Scheme of Service of Firefighters will debar them from promotion to the post of Station Fire Officer.	Explained

C/305/2024	Abuse of authority by Senior Health Inspector of a District Council who was nonetheless repeatedly assigned duties of Assistant Chief Executive.	Explained
C/43/2025	Harassment and persecution of Firefighter in regard to absence on sick leave on two days, internal transfer and assignment of higher duties.	Rectified
C/45/2025	Mismanagement and unbecoming behaviour by a Deputy Chief Executive of a Local Authority.	Explained
C/95/2025	Perjury and Conspiracy to Pervert the Course of Justice.	Pending
C/202/2025	Head Public Infrastructure Departments of Local Authorities plead for setting up of Project Management Teams on account of excessive workload, insufficient technical support, poor response to Customers and lack of concern by relevant Authorities.	Pending
C/263/2025	Implementation of a judgment of the Supreme Court in respect of determination made by the Public Bodies Appeal Tribunal not yet implemented.	Rectified
<u>National Infrastructure and Community Development (National Development Unit)</u>		
C/264/2023	Complainant avers that drainworks carried out by NDU along an existing	Pending

	natural watercourse has resulted in flooding of the neighbourhood.	
C/27/2024	Natural Water Canal blocked by bricks and debris causing nuisances to inhabitants of Choisy, Baie du Cap.	Pending
<u>National Infrastructure and Community Development (National Infrastructure Division)</u>		
C/116/2024	Remedial work not completed following compulsory acquisition of part of land belonging to complainant and other heirs.	Explained
C/263/2024	Closing of lateral road leading to Bypass at Goodlands through a gate causing hardship to users of that road.	Explained
<u>National Infrastructure</u>		
C/20/2025	Quantity Surveyor/Senior Quantity Surveyor contests his transfer from Ministry to National Development Unit.	Discontinued
C/151/2025	Following a complaint regarding misuse by squatter of former Railway Quarters at Rose Belle, action was initiated for a survey of unused/abandoned Government Buildings to prevent illegal use and make better use thereof.	Pending
C/191/2025	Bus Shelter at Wooton Roundabout removed and not replaced following the redesign and modifications of the Junction.	Explained

C/193/2025	Malpractices and Mismanagement at the Mechanical Engineering Section of Ministry of National Infrastructure including abuse of position for personal and financial benefits.	Pending
C/216/2025	Harassment and Tardy confirmation of complainant on account of his religious belief and belonging.	No Maladministration Disclosed
C/291/2025	Private engagement of Public Engineers of the Ministry with other public bodies such as Local Authorities and Parastatals against remuneration.	Explained
<u>National Infrastructure (National Development Unit)</u>		
C/64/2025	Toxic work environment consequent upon the behaviour, repeated absences and performance of private work during office hours by two employees of LDA.	Rectified
C/201/2025	Workplace harassment and unfair treatment of Temporary Clerk/Word Processing Operator.	No Maladministration Disclosed
C/254/2025	Accumulation of stagnant water mixed with waste water in open drain in front of complainant's parents residence causing all types of nuisances.	Pending

<u>Police</u>		
C/219/2020	Complainant detained in custody since nearly four years. No charge against him yet.	Rectified
C/87/2022	Personal Belongings of Detainee not returned after his conviction by Court.	Pending
C/123/2022	Request for an update of police enquiry into a case of road accident not entertained by Police Department.	Rectified
C/187/2022	Driving Instructor's Licence and Driving School Permit not yet issued although complainants passed the Qualifying Tests since 2019.	Rectified
C/204/2022	Request for the intervention of Police into a complaint of "rogue and vagabond" against a resident of Camp Thorel.	Rectified
C/214/2022	Detainee complains that Police has not yet returned his personal belongings after the pronouncement of his sentence.	Pending
C/257/2022	Requests regarding the status of police enquiry into cases of theft at Gustave Bestel Street, Curepipe reported to the Police not yet entertained.	Discontinued
C/8/2023	Complaint against inappropriate behaviour and conduct of a CID Police Sergeant at Curepipe Police Station.	Pending

	remand without any formal charges being levelled against him.	
C/249/2023	Several cases of Swindling and Embezzlement reported to the Police against a named person but no action yet taken.	Rectified
C/298/2023	Action not taken since 2011 following a report of fire/arson on property.	Pending
C/67/2024	Unruly Parking at Marie Jeannie, Rose Belle causing problems to pedestrians, school children vehicular traffic, etc.	Rectified
C/105/2024	Foreign Detainee on remand since 2023 for a case of swindling would wish his case to be judged as early as possible.	Rectified
C/134/2024	Request for copies of statements made at Terre Rouge Police Station not yet entertained.	Pending
C/199/2024	Inaction on the part of the Police Department following a statement of false and malicious denunciation made by complainant at Goodlands Police Station.	Explained
C/202/2024	Installation of a CCTV camera by neighbour invading privacy of complainant.	Discontinued
C/207/2024	Noise disturbances at night by Restaurant Zoulou at Quatre Bornes causing inconveniences to residents.	Rectified

C/218/2024	Drug Trafficking, Noise Nuisances and other illicit activities at Rue des Rose and Rue Loiseau at Roche Bois.	Pending
C/247/2024	No action taken against neighbour, a commercial enterprise, for installing CCTV Cameras directly opposite a residential property.	Explained
C/249/2024	Detainee appeared in District Court of Flacq with his feet chained reported in a daily newspaper.	Discontinued
C/252/2024	Consideration not given in recent promotion exercise to experienced Police Sergeant reckoning more than 37 years service in the force.	Discontinued
C/265/2024	Documents related to Street Accident which occurred on 20 September 2019 not yet submitted to Attorney in spite of several requests made.	Rectified
C/278/2024	Neighbour obstructing Complainant's gate for long hours through parking on yellow lines.	Discontinued
C/280/2024	Delay in investigation relating to complainant's arrest.	Discontinued
C/303/2024	No response to complaint following statements made to the Police Department in mid-2024.	Pending
C/309/2024	Harassment by Neighbour following placing of CCTV Camera not dealt with by Police.	Discontinued

C/312/2024	Threats from drug dealers of Residence Bassin, Quatre Bornes upon residents, including children, of the locality.	Pending
C/4/2025	Wrongful and Illegal Actions of Non-Citizen residing in Mauritius not taken into account by Authorities concerned.	Explained
C/36/2025	Refusal of Vallée Pitot Police Station to register a complaint related to cyber crime.	Rectified
C/37/2025	National Coast Guard Officer wrongly accused of soliciting gratification following offence under the Temporary Restrictions of Movement Order.	Discontinued
C/59/2025	Case of assault on complainant's son, reportedly to be mentally retarded, not handled appropriately by the Police.	Pending
C/90/2025	Foreign Detainee avers that his personal possessions not returned to him after trial.	Rectified
C/93/2025	Surveillance Camera installed by neighbour (brother) directed towards complainant's residence.	Explained
C/101/2025	Statement made by Village Councillor to Police Department relating to abuse/accusations on social media not yet been investigated.	Pending
C/103/2025	Request for Passage Benefits of a Police Sergeant posted in Rodrigues made in February 2025 for travel to	Rectified

	Mauritius in 26/03/2025 not approved by 11/04/2025.	
C/136/2025	Refusal of Terre Rouge Police Station to record statement regarding the stealth of a car and personal belonging to divorced spouse by the former husband.	Discontinued
C/149/2025	Actions not taken by the Police Department on an alleged case of fraud in relation to a Bank Transfer.	Pending
C/169/2025	Domestic violence reported to Police not attended to.	Rectified
C/171/2025	No action taken to have a former physics teacher suffering from mental health conditions admitted to a Mental Health Care Institution.	Rectified
C/192/2025	Complainant not informed of the outcome of the various statements he made to the Police.	Pending
C/215/2025	No action taken by Police Department on complaints made to them regarding threats of physical violence.	Pending
C/226/2025	Continued and Persistent harassment by a Police Officer of his separated wife, daughter and wife's family reported to Police without any action being taken by the latter.	Rectified
C/228/2025	Persistent Illegal parking of neighbour's vehicle.	Rectified

C/243/2025	Person under legal guardianship on account of mental condition arrested, detained and prosecuted by Police.	Explained
C/247/2025	Disturbances caused to inhabitants of Midlands by continuous honking of vehicles by Village Councillor, early in the morning and late at night.	Rectified
C/249/2025	Statement made to the Police about violent behaviour of tenant have not been attended to.	Discontinued
C/256/2025	Foreign detainee complains that the police enquiry into his case has still not been completed.	Pending
C/259/2025	Obstruction caused by abandoned vehicle at Mon Desir, Vacoas.	Rectified
C/265/2025	Claim for mileage allowance from Road Transport Inspector in Rodrigues not approved for period 21 June 2025 to 19 July 2025.	Pending
C/275/2025	Personal belongings not returned to foreign detainee after his trial.	Explained
C/281/2025	No action taken on several cases of assault reported to the Police since 2019.	Pending
C/288/2025	Following complaint to District Council concerning alleged illegal construction by neighbour, complainant continuously being verbally abused.	Rectified

C/295/2025	Police Clearance not yet obtained for the transfer of a Ugandan Detainee to serve the remaining 2/3 of his prison sentence in his country of origin.	Pending
C/311/2025	Light Rail Vehicle Driver not yet informed of the status of the Police enquiry in a case of involuntary homicide which occurred in 2020.	Pending
C/314/2025	Statements made to the Rose Belle Police Station in relation to damaging property and thefts by Complainant not entertained.	Pending
C/315/2025	Pyrolysis Activities in between areas of Plaine des Roches and Roches Noires causing nuisances to residents.	Pending
C/329/2025	Personal Items secured from detainee not returned after trial.	Pending
C/333/2025	Return of personal belongings not effected to, after trial, to foreign detainee.	Explained
C/343/2025	Discriminatory treatment of cooks in the Police Catering Service in regard to the allocation of overtime work.	Pending
<u>Prime Minister's Office</u>		
C/235/2022	Complainant claims that payment of TV Licence fee during period he was stranded abroad is because of Covid-19 is unfair and unreasonable.	Discontinued

C/272/2023	Application for Residence Permit from foreign national married to Mauritian Citizen not yet considered.	Pending
C/306/2024	Retention of passage benefits of an Investigation Officer at the end of her contractual employment.	Explained
C/13/2025	Application for school admission made in respect of a girl whose mother, an expatriate, works in Mauritius, still in process although request made more than one year ago.	Rectified
C/58/2025	Divorced lady complains that former husband a foreign national resort to illegal activities to marry Mauritians in order to obtain occupational/residence permit and citizenship.	Explained
C/81/2025	Tardy release of wedding visa to a foreign national.	Explained
C/114/2025	Residence Payment for Occupational Permit Guarantee not yet cancelled although foreign citizen left Mauritius in July 2022.	Rectified
C/130/2025	Application for a foreign citizen married to a Mauritian, more than seven years now, for Mauritian citizenship not yet acceded to.	Pending
C/133/2025	Malpractices, unethical conduct, harassment and mismanagement at the Probation and Aftercare Service.	Not Sustained

C/147/2025	Request for a Mauritian female citizen to marry a foreign citizen not yet considered	Explained
C/172/2025	Application submitted in July 2022 for registration of foreign minor children as citizens of Mauritius not yet approved.	Explained
C/198/2025	Delay on approval of estate acquisition by foreign national.	Pending
C/211/2025	Tardy release of wedding visa for Mauritian to marry a foreign national.	Explained
C/214/2025	Mismanagement and Harassment of staff by a Senior Officer of the Citizens Support Unit.	Pending
<u>Prisons</u>		
C/108/2023	Complainant, a detainee, denied access to his private cash to pay for service of a barrister of his choice.	Pending
C/71/2024	Request from foreign detainee to undergo sentence in his country of origin not yet considered.	Explained
C/163/2024	Requests of Detainee since 2023 for Police Department to record a statement from him not considered.	Rectified
C/223/2024	Foreign Detainee applying to serve her sentence in her country of origin.	Explained
C/253/2024	Request for transfer of foreign prisoner to serve sentence in her country of residence not yet entertained.	Explained

C/3/2025	Tardy referral of Inmate for surgical operation although certified urgent by Specialist at Jawaharlall Nehru Hospital.	Explained
C/17/2025	Complaint about manner in which food is cooked – too much boiled food instead of fried ones.	Not Sustained
C/25/2025	Alleged use of physical violence on prison detainee.	Explained
C/55/2025	Request for detainee, on remand, from high security prison to another one not entertained and also ill-treatment by Prison Officers.	Explained
C/72/2025	Prisoner reported – (i) Non-return of personal belongings (Mobile and clothes) after trial. (ii) Restriction on hour of visitors.	Rectified
C/74/2025	Foreign Detainee complain about poor medical treatment, transfer to Special Protection Unit for safety reasons, etc. not attended to by Authority.	Explained
C/75/2025	Detainees provided with washing and bathing soaps on irregular basis.	Rectified
C/76/2025	Complaints from a high profile detainee, including conditions of detention, poor medical treatment, improper diet, rights and privileges of detainees, etc. not taken on board by Authority.	Not Sustained

C/87/2025	Inhuman and degrading treatment of Detainee including torture.	Discontinued
C/88/2025	Detainee not accepted in rehabilitation programme.	Rectified
C/117/2025	Detainee complains about Prisons Authority to allow him to grow a beard.	Explained
C/118/2025	Detainee serving a life sentence complained about a fellow detainee causing disturbance at night.	Rectified
C/150/2025	Unfair price of Prisons Canteen Goods.	Explained
C/162/2025	Tasteless and boiled food served to Detainee.	Explained
C/163/2025	Detainee complains about diverse sets of treatment – including inadequate food, presence of rodents, insecurity, lack of mirrors for shaving, etc.	Explained
C/188/2025	Complaints of Detainee related to – · Non-return of personal belongings after trial. · Inadequate medical treatment. · Representative of Detainee's Embassy not effected visit to him.	Explained
C/208/2025	Foreign National's request to undergo remaining term of imprisonment in country of origin not acceded to.	Explained
C/209/2025	Personal Belongings of foreign detainee not returned to him after trial.	Explained
C/219/2025	Inadequate nutrition resulting in medical problems.	Explained

C/225/2025	Request for Hearing Aids from foreign detainee not entertained.	Discontinued
C/227/2025	No medical treatment given to foreign detainee.	Not Sustained
C/229/2025	Inhuman and Degrading Treatment, including torture of a detainee, involving Prisons Officers, Correctional Emergency Response Team, Special Mobile Force and Groupement D'Intervention Police Mauricienne.	Discontinued
C/234/2025	Time spent in remand not taken into account when sentence was pronounced.	Explained
C/250/2025	Foreign Detainee allege that no appropriate medical treatment given to him for breathing problems.	Not Justified
C/268/2025	Detainee complains that time spent in remand not deducted from his sentence.	Explained
C/269/2025	Detainee of Alamanda Unit, Eastern High Security Prisons complained of brutality by Prisons Officers.	Explained
C/272/2025	Action not taken by Authority on complaint made by detainee for loss of personal belongings in his cell.	Explained
C/285/2025	Insufficient medical treatment to Detainee, including reduced supply of medication prescribed.	Explained

C/322/2025	Detainee deprived of daily medication following surgical intervention.	Explained
C/330/2025	Medical Problem of detainee not attended to by the Prisons Authorities.	Pending
C/337/2025	Detainee complain about his transfer from Melrose High Security Prison to Phoenix Prison (Bastille), including deprivation of privilege and rights, non-provision of praying facilities, lack of medical facilities and visit.	Explained
C/339/2025	Medical Treatment not appropriately provided to detainee.	Pending
C/341/2025	Application of foreign detainee to spend remaining sentence in country of origin not yet approved.	Pending
<u>Public Service, Administrative and Institutional Reforms</u>		
C/206/2022	Incorrect adjustment of salary on new appointment.	No maladministration disclosed
C/264/2022	Human Resource Executives appointed between 2010 and 2012 allege salary disparity and anomalies following the appointment of Junior Officers after publication of PRB/EOAC Report of 2013.	Explained
C/231/2023	Non-payment of two increments to Confidential Secretaries after	Explained

C/231/2023	Non-payment of two increments to Confidential Secretaries after completion of Advanced Secretarial Course.	Explained
C/240/2024	Disparity in recruitment criteria for Post of Prisons Welfare Officer in the Island of Mauritius and Rodrigues.	Pending
C/60/2025	Favouritism and Discrimination by a Senior Human Resource Officer in a Government Department.	Rectified
C/85/2025	General Worker performing duties of Office Auxiliary not paid allowances from 2018 to 2025 although the allowance was paid from 2005 to 2018.	Explained
C/122/2025	Technical Officer avers that she has not been granted leave without pay for emigration purposes in accordance with prevailing rules and regulations.	Not Justified
C/140/2025	Non allocation of appropriate office and working in different offices and replacing officers on leave.	Rectified
C/141/2025	Inappropriate conduct and behaviour of Human Resource Executive towards junior officers of Retirement Section of Police Department.	Rectified
C/248/2025	Appointment made in March 2023 not yet regularized.	Rectified

<u>Registrar General's Department</u>		
C/166/2025	Unjustified inscription of a privilege on properties of Complainant and refusal to provide written response to complaint.	Rectified
<u>Rodrigues</u>		
ROD/C/5/2023	Poor working conditions of Medical Laboratory/Senior Medical Laboratory Technologists and non-provision of facilities to complete Top-up BSc, Biomedical Sciences.	Explained
ROD/C/8/2023	Transfer of lease in name of Complainant not yet effected although she has already constructed her house.	Discontinued
ROD/C/1/2024	Candidate not eligible in terms of number of years of experience at date of advertisement appointed to post of Deputy Rector.	Explained
ROD/C/3/2024	Application made in 2021 for Agricultural Land Lease/Permit at Baladirou not yet entertained.	Pending
ROD/C/6/2024	Employer refusing to pay travelling allowances to employees who have reached age 60.	Explained
ROD/C/10/2024	Allowance being paid to complainant for rainfall collection data discontinued by Rodrigues Administration in spite of	Pending

ROD/C/14/2024	Complainant avers that he was not appointed to the post of Prisons Welfare Officer as he was previously debarred from an assignment of duties to the post.	Explained
ROD/C/16/2024	Payment of retiring benefits made in complete disregard of actingship performed for long periods by Officer following recommendation of PRB.	Explained
ROD/C/17/2024	No reply received to letters concerning eligibility for travel grant.	Rectified
ROD/C/18/2024	Request for pumping waste water from a pit made more than eight months ago not acceded to although payment already effected.	Rectified
ROD/C/19/2024	As only about one-third of construction of Track Road at Mon Bebe leading to Montagne Persil were completed in 2021, the remaining works need to be completed.	Explained
ROD/C/20/2024	Single mother's request for lease of part of her father's leased agricultural land for construction purposes not yet entertained.	Pending
ROD/C/23/2024	Lease of residential land not renewed at expiry on 30 th June 2020 although lessee still paying for rental of the lease on a regular basis.	Pending

ROD/C/24/2024	Non-Payment of Risk Allowance to General Worker performing duties of Boatman.	Explained
ROD/C/25/2024	Land on lease by Complainant being used by Rodrigues Public Utilities Corporation.	Explained
ROD/C/26/2024	Request for water tank not yet acceded to after one year.	Explained
ROD/C/27/2024	Request for payment of mileage allowance to Assistant Systems Analyst not yet considered.	Rectified
ROD/C/28/2024	Application for construction of workshop rejected but no reason given for the decision.	Pending
ROD/C/29/2024	Discontinuation of Basic Invalidity Pension.	Rectified
ROD/C/31/2024	Non-payment of Special Duty Allowance to Rodriguan Fire Fighter posted to specialized units.	Explained
ROD/C/33/2024	Unfair treatment in payment of scholarship stipend between beneficiaries at Rodrigues and Mauritius.	Explained
ROD/C/34/2024	Job Registered Contractor's application for site on lease to keep equipment and tools not yet approved although request made more than two years ago.	Rectified
ROD/C/1/2025	Delay in payment to Complainant, a Job Contractor, for works done in 2022.	Pending

ROD/C/2/2025	Request for repairs to house, following damages by cyclone not yet approved.	Explained
ROD/C/3/2025	Settlement of claim in connection with New Social Housing Unit not effected.	Explained
ROD/C/4/2025	Allowances for performing additional and higher duties not paid to complainant.	Pending
ROD/C/5/2025	Salary adjustment not effected when a Forest Conservation and Enforcement Officer was appointed as Technical Officer (Environment).	Explained
ROD/C/6/2025	Tradesman Assistant appointed Painter in a temporary capacity in April 2021 not yet confirmed in a substantive capacity.	Rectified
ROD/C/7/2025	Request from Finance cadre for payment of allowance for performance of higher and additional duties not yet approved.	Rectified
ROD/C/8/2025	Payment for services related to assessment of Crown of Thorns Starfish in South East Marine Protected Area in Rodrigues not effected according to terms of Contract.	Rectified
ROD/C/9/2025	(i)Request for Award of Higher Qualification Incentive for a Master's degree not approved. (ii)Payment of per diem allowance for mission in Reunion not effected according to prevailing rate.	Explained

ROD/C/10/2025	Former employee of Small & Medium Enterprises Development Authority not yet appointed in SME Mauritius Ltd unlike other employees in her situation.	Explained
ROD/C/11/2025	Attempts by complainant to have access to a title deed of a plot of land allocated to his great grandmother at Soupirs not acceded to.	Pending
ROD/C/12/2025	Short payment of Retiring Benefits.	Explained
ROD/C/13/2025	Harassment by Prison Officer on detainee.	Pending
<u>Social Integration, Social Security & National Solidarity (Social Security and National Solidarity Division)</u>		
C/85/2023	Disallowance of Basic Retirement Pension of Complainant on grounds that she did not produce husband's ID in order to credit payment on a joint account.	Rectified
C/153/2023	Misuse of parking coupons issued to disabled persons.	Explained
C/86/2024	Verbal abuse, insulting and humiliating an employee at site of work.	Discontinued
C/102/2024	Complainant, a single mother, Acting Higher Social Security Officer, and living at La Flora has in vain requested for a transfer from Port Louis to any Office in the South to be able to save on travel time and thus look after her young son.	Explained

C/186/2024	Complainant avers that she cannot redeem her shares in the Employees' Real Estate Investment Trust.	Pending
C/195/2024	Retirees residing abroad complain about the need to submit an original Life Certificate every three months to be paid the Contributory Retirement Pension.	Explained
C/212/2024	Non Payment of contribution to NSF/CSG after retirement.	Explained
C/227/2024	Delay in payment of NSF and Gratuity.	Rectified
C/255/2024	Request from a father to enquire on Invalidity Pension being paid to his son, a mentally retarded patient SSRN Hospital.	Rectified
C/261/2024	Payment of Contributory Retirement Pension not being effected to Mauritian staying in Australia.	Pending
C/293/2024	Appeal of complainant before Medical Tribunal set aside although he was already in receipt of Invalidity Pension since 2019.	Explained
C/310/2024	Visiting Social Security doctor did not examine an 85 year-old pensioner and instead remained in his car to enquire about her and to have her husband signed visiting card.	Rectified

C/27/2025	Overpayment of Pensions to deceased beneficiaries entailing considerable loss to government.	Discontinued
C/39/2025	Complainant would wish to know on what basis his claim for Severely Handicapped Allowance was rejected by Medical Appeal Tribunal.	Explained
C/82/2025	Deregistration of two supplier of optical instruments by Optical Council done in contravention of existing legislation.	Explained
C/160/2025	Payment of Basic and Contributory Retirement Pension not effected since March 2025.	Rectified
C/177/2025	Discontinuation of Child's Allowance.	Pending
C/181/2025	Request for posting in same Ministry to an Office closer to Complainant's residence not acceded to.	No Maladministration Disclosed
C/200/2025	Abuse and Threats towards a staff member of Social Security Office of Curepipe by a recipient of Social Aid.	Rectified
C/206/2025	Non Payment of Portable Retirement Gratuity more than one year after retirement.	Pending
C/207/2025	Allegations of publicly downgrading of Ministry's technical staff by Consultant.	Rectified
C/310/2025	Payment of Special Allowance to University Student, son of a Basic Retirement Pensioner not yet effected.	Pending

C/320/2025	Underpayment of Contributory Retirement Pension.	Pending
C/344/2025	Complaint to Ministry left unattended.	Pending
C/349/2025	Complainant, a 72 year old single whose BRP has been stopped following two visits abroad for medical treatment appeals for relief through social aid.	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.	Explained
<u>Tertiary Education, Science and Research</u>		
C/296/2024	Discrimination against some students of the school of Sustainable Development of the University of Technology by a Faculty Member.	Not Sustained
C/42/2025	Alleged unfair denial of Class Topper Award despite meritorious academic performance.	Pending
C/47/2025	Recalculation of Cumulative Point Average (CPA) allegedly done by Open University unfairly and in violation of proper academic and administrative procedures.	Explained
C/116/2025	All courses at the University of Mauritius currently being conducted on-line with little in-person engagement.	Not Sustained

C/121/2025	Maladministration at Université des Mascareignes.	Discontinued
C/126/2025	No response to student following a report of unfair treatment towards him.	Pending
C/127/2025	Delay in processing request for official transcript of Master's Degree awarded by Open University of Mauritius.	Rectified
C/146/2025	Students detained and not allowed to sit for medical examination on vague and flimsy reasons.	Discontinued
C/159/2025	Student enrolled in Medical Course at University of Mauritius was not afforded reasonable opportunity to appeal against examination results for Year one Semester 2.	Rectified
C/178/2025	BA (Hons) Graduates in Counselling from University of Technology, Mauritius (UTM) not considered eligible for Master's in Counselling at same University and denied registration as Counsellor by Allied Health Professionals Council (AHPC).	Pending
C/183/2025	Failure to settle payment in connection with Project Network and Electric Cabling which was completed in October 2023.	Pending
C/236/2025	The BSc (Hons) Applied Computing (2022) awarded by University of Mauritius not being recognized as equivalent to BSc Computer Science	Pending

	awarded by same University. Complainant avers that he feels discriminated when applying for job in the computer field.	
C/306/2025	Equivalence of Academic Qualifications awarded by a South African University not granted.	Pending
C/336/2025	Improved results at re-sit MBA Examinations not taken into account for computation of Cumulative Point Average (CPA).	Pending
C/348/2025	Gratuity payable by Quality Assurance Authority not yet effected by end of year 2025 on account of non-reconstitution of Board of QAA.	Pending
<u>Tourism</u>		
C/52/2025	Harassment, psychological persecution and mismanagement by very Senior Officer at Head Office.	Discontinued
C/255/2025	Office Superintendent alleges that she is being harassed and victimized by Management.	Explained
C/331/2025	Application for variation of licences made in December 2024 and January 2025 not yet considered.	Pending

<u>Youth and Sports</u>		
C/292/2024	Delay in payment for works related to synthetic flooring and associated tasks.	Rectified
C/179/2025	Harassment and verbal abuse of a female general worker.	Not Sustained

OFFICE
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Appreciations from Complainants

- Thanks a lot yes mayah got the resident permit I thank you a lot for your help and support many thanks for your wishes..
- I thank you and your Office for your prompt intervention in this matter.
- I am truly grateful for your response – none of this would have been possible without your valuable input, and it is deeply appreciated.
- Thanks for your help. I wish to inform you that, at last, the Pharmacy Board has contacted us and has issued us with our long awaited registrations. It would seem that things are now back to normal. We thank you for your involvement
- Thank you ever so much for your reply, Yes I can confirm that the electricity was released to the property on the 27 of October. Once again thank you so much for getting involved,
- Thanks for your prompt intervention on behalf of the Local Authorities Employees Union
- We acknowledge receipt of your email and wish to express our sincere thanks to your Office for the follow-up and assistance provided in this matter.
- Dear Ombudsman Office Team Thank you for your email regarding our query. Your intervention in this matter is much appreciated.
- I wish to extend my heartfelt thanks to you and your dedicated team for your time, professionalism, and thoughtful attention in handling the matter brought to your office. Your impartial approach and commitment to fairness have been truly commendable. It is reassuring to know that such an institution exists to safeguard the rights of citizens and ensure that public bodies are held accountable.

- Je vous remercie pour votre aide sur ce dossier. La transaction a bien été effectuée.
- I appreciate the time and consideration given to my concerns, and I am relieved to now be in a position that allows me to continue serving with dedication while also managing my personal responsibilities.
- Thanks a lot for your prompt intervention in resolving this issue. I truly appreciate all your efforts and help. Keep on the good job.
- I am writing to you to show my gratitude and appreciation with regards to the commendable work your team has done. I am indeed grateful to you and your team for helping me sort out this issue i was having with the man who kept his work vehicle in front of my door and was aggressive, when approached. I thank you and your team for the efforts you've put in and helped me when i was totally stuck in that situation. This helps me regain trust in our institutions and makes me and my family feel safe as a citizen of this beautiful island. I sincerely thank you and all of your team that worked towards helping me and my family get out from that situation and away from that aggressive man. Thank you. Thank you so much.
- I thank your Office for your prompt intervention on this matter and I can confirm that the reservoir have been cleaned by the employees of the CWA. I also thank the employees of the CWA for their great job.
- For the moment, I thank you wholeheartedly for the sincere support and professional intervention as a sign of moderate justice still thriving to survive in our country.
- I would like to inform your office that our matter has been resolved and payment made and received. Please accept my thanks and appreciation in all the help and support you extended in inquiring about the matter. Thank you again.
- I wish to thank you for investigating into the matter. I appreciate it and I hope this matter will be sorted out quick. I wish you a great day ahead.
- Last but not least, I would like to thank the Ombudsman and his staff for having enquired on my grievances, having investigated the matter and having provided me with regular feedback.

- We thank you for your initial intervention. Following your office's communication, our household received water deliveries for a period of two weeks, for which we were grateful.
- Thank you for your email and for the time taken by your Office to investigate my complaint with the Central Water Authority. I appreciate the update provided.
- Thank you for informing me. This shows your professionalism.
- I am truly grateful for your response – none of this would have been possible without your valuable input, and it is deeply appreciated. All the necessary work required at the property has now been completed, and we have already contacted the CEB department to request an inspection.

OFFICE
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Organisational Structure

