
OMBUDSMAN'S OFFICE

http:// omb.gov.mu

PART A: PROGRAMME BASED BUDGET (PBB) STATEMENT

MISSION

Serve the Mauritian and Rodriguan community by addressing issues arising out of maladministration in the public sector (including local authorities).

Provide quality service that upholds the rights of citizens, more especially equitable treatment, fairness and justice, in accordance with principles of good administration.

STRATEGY

The strategy is to bring out a culture of public administration with a human face through:

- (i) Redressing any wrong that may have been committed and which has been reported to the Office;
- (ii) Helping the administration in not repeating the same mistakes that may have been committed; and
- (iii) Acting as a shield for the administration against unfounded allegations/averments.

PRIORITY OBJECTIVES, OUTPUTS AND PERFORMANCE INDICATORS

Programme 061: Ombudsman's Services		
Outcome: Ensure that administrative action by government agencies is fair and accountable		
Specific Objectives	Outputs	Performance Indicators
SO1: Develop a public service culture characterised by fairness, dedication, commitment, openness, good governance and accountability.	O1: Redressing injustice sustained in consequence of any alleged maladministration in the public sector.	P1: Acknowledgements of complaints within 7 days
		P2: At least 75 % of complaints investigated / finalised for previous year.
		P3: 75% of cases rectified / explained relative to complaints received for previous year.
SO2: Uphold the rights of citizens to an equitable treatment in accordance with principles of good administration.	O2: Recommending changes in mindset of public officers and in work practices, procedures and administrative arrangements.	P1: Almost 75% of recommendations and remedial measures contained in the Annual Ombudsman Report implemented in 2008-09.

Ombudsman's Office - continued

PART B: FINANCIAL RESOURCES

SUMMARY BY PROGRAMMES/SUB-PROGRAMMES

Code	Programmes and Sub-Programmes	Rs	Rs	Rs	Rs
		2007/08 Estimates	2008/09 Estimates	Jul-Dec 2009 Planned	2010 Planned
061	Ombudsman's Services	4,500,000	5,000,000	2,800,000	5,400,000
	Total	4,500,000	5,000,000	2,800,000	5,400,000

SUMMARY BY ECONOMIC CATEGORIES

Code	Economic Categories	Rs	Rs	Rs	Rs
		2007/08 Estimates	2008/09 Estimates	Jul-Dec 2009 Planned	2010 Planned
21	Compensation of Employees	3,582,000	3,737,000	2,109,000	3,971,000
22	Goods and Services	868,000	1,213,000	661,000	1,364,000
24	Interest	-	-	-	-
25	Subsidies	-	-	-	-
26	Grants	50,000	50,000	30,000	65,000
27	Social Benefits	-	-	-	-
28	Other Expense	-	-	-	-
31	Acquisition of Non-Financial Assets	-	-	-	-
32	Acquisition of Financial Assets	-	-	-	-
	Total	4,500,000	5,000,000	2,800,000	5,400,000

SUMMARY FOR FINANCIAL YEAR 2008/09

Code	Programmes	Rs	Rs	Rs	Rs
		Compensation of Employees [code 21]	Goods and Services [code 22]	Subsidies/ grants [codes 25-28]	Acquisition of Assets [codes 31- 32]
061	Ombudsman's Services	3,737,000	1,213,000	50,000	-
	Total	3,737,000	1,213,000	50,000	-

Ombudsman's Office - continued

Programme 061: Ombudsman's Services

Item No.	Details	Rs	Rs	Rs	Rs
		2007/08 Estimates	2008/09 Estimates	Jul-Dec 2009 Planned	2010 Planned
21	Compensation of Employees	3,582,000	3,737,000	2,109,000	3,971,000
21110	Personal Emoluments	3,222,000	3,353,000	1,870,000	3,584,000
21111	Other staff costs	360,000	384,000	239,000	387,000
	<i>of which</i>				
21111002	<i>Travelling and Transport</i>	<i>340,000</i>	<i>364,000</i>	<i>182,000</i>	<i>367,000</i>
22	Goods and Services	868,000	1,213,000	661,000	1,364,000
22010	Cost of Utilities	195,000	255,000	135,000	282,500
22030	Rent	233,000	331,000	199,000	423,500
22040	Office Equipment and Furniture	60,000	100,000	30,000	60,000
22050	Office Expenses	70,000	85,000	55,000	115,000
22060	Maintenance	160,000	200,000	110,000	218,000
	<i>of which</i>				
22060004	<i>Maintenance of Vehicles</i>	<i>100,000</i>	<i>150,000</i>	<i>85,000</i>	<i>168,000</i>
22070	Cleaning Services	10,000	15,000	8,000	15,000
22100	Publications & Stationery	60,000	82,000	48,000	95,000
22110	Overseas Travel	55,000	80,000	41,000	90,000
22120	Fees	15,000	55,000	25,000	55,000
22900	Other Goods and Services	10,000	10,000	10,000	10,000
26	Grants	50,000	50,000	30,000	65,000
26210	International Organisations	50,000	50,000	30,000	65,000
	Total	4,500,000	5,000,000	2,800,000	5,400,000

Ombudsman's Office - continued

PART C: HUMAN RESOURCES

SUMMARY OF FUNDED POSITIONS

Code	Programmes	Up to Rs 18,800		Rs 19,400-42,500		Above Rs 45,000		Funded Positions	
		2007/08	2008/09	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
061	Ombudsman's Services	9	10	3	3	1	1	13	14
	Total Funded Positions	9	10	3	3	1	1	13	14

DETAILS OF FUNDED POSITIONS BY PROGRAMMES AND SUB-PROGRAMMES

Salary Code	Position Titles	Funded Positions	
		2007/08	2008/09
Programme 061: Ombudsman's Services		13	14
-	Ombudsman	1	1
08 50 64	Secretary, Ombudsman's Office	1	1
08 40 50	Higher Executive Officer	1	1
08 28 45	Executive Officer	1	1
08 36 47	Office Supervisor	1	1
08 17 41	Clerical Officer	3	4
08 33 50	Confidential Secretary	1	1
08 16 40	Word Processing Operator	1	1
24 08 25	Office Attendant	2	2
24 11 32	Driver	1	1
	Total Funded Positions	13	14