

## **Strategic Note**

### **Mission Statement**

To serve Mauritian citizens by addressing issues arising from alleged maladministration in the public sector and redressing any wrongs that may be found to have been committed.

### **Strategic Direction 2016-2019**

- Ensure that administrative action by Ministries/Departments, Local Authorities and the Rodrigues Regional Assembly is fair and reasonable.
- Uphold the rights of aggrieved citizens to a fair and equitable treatment in accordance with principles of good administration.
- Act as a shield for any administration against unfounded allegations/averments.

### **Main Achievement for FY 2015/16**

- Out of 354 individual complaints received as at end June 2016, 278 cases finalized and complainants informed accordingly.

### **Key Actions for FY 2016/17**

<b>Key Action</b>	<b>Key Performance Indicator</b>	<b>Target</b>
Initiating action upon receipt of a complaint	Number of days within which action is initiated	5
Follow-up on implementation of all remedial measures recommended	Percentage of remedial measures monitored	100%

### **Human Resource Allocation**

The Office has 14 funded staff for FY 2016/17.

**VOTE 1-9: Office of Ombudsman - continued**

**SUMMARY OF EXPENDITURE**

Rs 000

Details	2015/16 Provisional Actual	2016/17 Estimates	2017/18 Planned	2018/19 Planned
<b>VOTE 1-9 TOTAL EXPENDITURE</b>	10,233	<b>12,300</b>	12,050	12,250
<i>of which</i>				
Recurrent	10,233	12,300	12,050	12,250
Capital	-	-	-	-

**VOTE 1-9: OFFICE OF OMBUDSMAN**

Rs 000

Item No.	Details	2015/16 Provisional Actual	2016/17 Estimates	2017/18 Planned	2018/19 Planned
<b>Recurrent Expenditure</b>		<b>10,233</b>	<b>12,300</b>	<b>12,050</b>	<b>12,250</b>
<b>21</b>	<b>Compensation of Employees</b>	<b>8,676</b>	<b>9,440</b>	<b>9,595</b>	<b>9,775</b>
21110	Personal Emoluments	7,878	8,582	8,807	8,987
.001	Basic Salary	6,140	6,562	6,687	6,802
	Ombudsman	2,060	2,112	2,112	2,112
	Senior Investigations Officer, Ombudsman's Office	625	670	690	710
	Financial Officer/ Senior Financial Officer	432	470	484	490
	Office Management Executive	496	540	554	575
	Office Management Assistant	355	410	420	430
	Management Support Officer	743	810	840	860
	Office Supervisor	408	440	440	440
	Confidential Secretary	408	440	453	465
	Word Processing Operator	302	320	340	350
	Office Auxiliary/Senior Office Auxiliary	311	350	354	370
	<b>Total</b>	<b>14</b>	<b>14</b>		
.002	Salary Compensation	90	-	-	-
.004	Allowances	652	775	800	825
.005	Extra Assistance	-	100	100	100
.006	Cash in lieu of Leave	502	600	650	670
.009	End-of-year Bonus	494	545	570	590
21111	Other Staff Costs	741	800	730	730
.002	Travelling and Transport	641	640	640	640
.100	Overtime	95	150	80	80
.200	Staff Welfare	5	10	10	10
21210	Social Contributions	58	58	58	58

**VOTE 1-9: Office of Ombudsman - continued**

Rs 000

Item No.	Details	2015/16 Provisional Actual	2016/17 Estimates	2017/18 Planned	2018/19 Planned
<b>22</b>	<b>Goods and Services</b>	<b>1,466</b>	<b>2,725</b>	<b>2,320</b>	<b>2,340</b>
22010	Cost of Utilities	246	260	270	270
22030	Rent	654	1,200	1,250	1,270
22040	Office Equipment and Furniture	149	575	100	100
22050	Office Expenses	98	130	135	135
22060	Maintenance	141	200	200	200
22070	Cleaning Services	30	25	25	25
22100	Publications and Stationery	69	160	165	165
22120	Fees	18	50	50	50
22170	Travelling within the Republic of Mauritius	51	110	110	110
22900	Other Goods and Services	9	15	15	15
<b>26</b>	<b>Grants</b>	<b>91</b>	<b>135</b>	<b>135</b>	<b>135</b>
26210	Contribution to International Organisations	91	135	135	135
<b>TOTAL</b>		<b>10,233</b>	<b>12,300</b>	<b>12,050</b>	<b>12,250</b>