GOVERNMENT OF MAURITIUS

SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE
PUBLIC SERVICE COMMISSION REGULATIONS

Department: Office of the Ombudsman

Post: Investigations Officer

Salary: Rs 25,525 x 775 – 32,500 x 925 – 37,125 x 1,225 – 40,800 x 1,525 –
49,950 x 1,625 – 56,450 (02 054 081)

Effective Date: 27 December 2017

Qualifications: A. A degree in Public Administration and Management or Business
Administration or Law or Law and Management from a recognised
institution or an equivalent qualification acceptable to the Public Service
Commission.

B. Candidates should –

(i) possess good analytical, interpersonal and communication skills;

(ii) be customer focused; and

(iii) be computer literate.

Candidates should produce written evidence of knowledge claimed.

Duties: 1. To assist the Ombudsman and the Senior Investigations Officer,
Ombudsman’s Office, in –

(i) preparing notes of evidence in connection with cases under
investigation;

(ii) preparing draft letters to Ministries/Departments and members of
the public;

(iii) carrying out legal researches, as and when requested by the
Ombudsman;

(iv) collecting information, data and materials, as may be required,
relating to complaints; and

(v) counselling and supplying authorised information to complainants
regarding their grievances and answer queries from members of
the public.

CERTIFIED CORRECT

[Signature]

for Secretary for Public Service

27 December 2017

Date...
2. To perform investigation duties.
3. To arrange for the classification and custody of office files and case records.
4. To carry out site visits, as and when requested by the Ombudsman.
5. To receive members of the public calling on the Ombudsman.
6. To take note of meetings chaired by the Ombudsman relating to investigations duties and whenever the latter receives foreign delegates.
7. To use ICT in the performance of his duties.
8. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Investigations Officer in the roles ascribed to him.