

GOVERNMENT OF MAURITIUS


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

- Department:** Office of the Ombudsperson for Financial Services
- Post:** Investigations Officer
- Salary:** Rs 27,400 x 825 – 35,650 x 900 – 37,450 x 950 – 42,200 x 1,300 – 46,100 x 1,575 – 49,250 x 1,650 – 54,200 x 1,700 – 62,700 (02 058 088)
- Effective Date:** 14 October 2022
- Qualifications:**
- A. A degree in Law or Finance or Financial Services from a recognised institution or an equivalent qualification acceptable to the Public Service Commission.
- B. Candidates should –
- (i) have good analytical skills;
  - (ii) have good interpersonal and communication skills;
  - (iii) be proactive and have a high sense of integrity and professionalism; and
  - (iv) be computer literate.
- Candidates should produce written evidence of knowledge claimed.
- Role and Responsibilities:** To provide technical support to the Office of the Ombudsperson for Financial Services with a view to positively contributing towards the achievement of the goals and objectives of the Office of the Ombudsperson for Financial Services.
- Duties:**
1. To assist the Ombudsperson for Financial Services in –
    - (i) preparing notes of evidence in connection with cases under investigation;
    - (ii) preparing draft letters;
    - (iii) carrying out legal researches, as and when required;
    - (iv) collecting information, data and materials related to complaints, as may be required; and

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S. Nundloll  
for Secretary for Public Service

14 October 2022

Date.....

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-2-

- (v) counselling and providing authorised information to complainants regarding their grievances and answer queries from members of the public.
2. To perform investigation duties and other activities related to the Office of the Ombudsperson for Financial Services.
  3. To carry out on-site inspections, as and when required.
  4. To keep proper records of proceedings before the Ombudsperson for Financial Services.
  5. To assist in the preparation of Annual Reports, Research Papers, website materials, bulletins and other publications.
  6. To use ICT in the performance of his duties.
  7. 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.



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*S. Nundloll*  
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*for Secretary for Public Service*

**14 October 2022**

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