

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

- Department:** Office of the Ombudsman
- 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:** 17 November 2023
- Qualifications:**
- A. By selection from among serving officers who hold a substantive appointment and who possess 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) reckon at least three years' experience in investigation duties;
  - (ii) possess good analytical skills;
  - (iii) have the ability to work in a team and be result-orientated;
  - (iv) able to meet tight deadlines; and
  - (v) possess good interpersonal and communication skills.
- Candidates should produce written evidence of experience claimed.
- Duties:**
- I. To be responsible to the Ombudsman through 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;

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**CERTIFIED CORRECT**

*B. D. Nundloll*

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**B. D. Nundloll (Mrs)**  
*for Secretary for Public Service*

**17 November 2023**

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- (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 answering queries from members of the public.
2. To perform investigation and related reporting 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 complainants, stakeholders and other interested parties.
  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.



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*for Secretary for Public Service*

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