

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

- Department:** Office of the Ombudsman
- Post:** Senior Investigations Officer, Ombudsman's Office
- Salary:** Rs 37,450 x 950 – 42,200 x 1,300 – 46,100 x 1,575 – 49,250 x 1,650 – 54,200 x 1,700 – 64,400 x 1,800 – 69,800 x 2,000 – 71,800 (02 070 093)
- Effective Date:** 17 November 2023
- Qualifications:** By promotion, on the basis of experience and merit, of officers in the grade of Investigations Officer in the Office of the Ombudsman who reckon at least four years' service in a substantive capacity in the grade and who –
- (i) possess good leadership and organising skills;
 - (ii) possess good analytical skills;
 - (iii) have the ability to adopt a multi-disciplinary approach to problem solving;
 - (iv) are able to meet tight deadlines;
 - (v) are versatile and can adapt to different work situations and conditions;
 - (vi) have proven knowledge of Government administration processes; and
 - (vii) are customer focused.

Candidates should produce written evidence of knowledge claimed.

Role and Responsibilities: To be responsible and accountable to the Ombudsman for the administration of the Office.

- Duties:**
1. Under the supervision and instructions of the Ombudsman to be responsible for the performance of –
 - (i) investigation and related reporting duties; and
 - (ii) administrative and financial duties including budgetary control.
 2. To deal with general correspondence.
 3. To arrange for the classification and custody of office files and case records.

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CERTIFIED CORRECT

B. D. Nundloll

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

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-2-

4. To prepare notes of evidence in connection with cases under investigation.
5. To counsel and supply authorised information to complainants regarding their grievances and answer queries from members of the public.
6. To collect information, data and materials, as may be required, relating to complaints.
7. To assist the Ombudsman –
 - (i) in the supervision and training of subordinate staff;
 - (ii) in receiving complainants, stakeholders and other interested parties; and
 - (iii) by preparing draft letters for Ministries/Departments and members of the public.
8. To carry out –
 - (i) legal researches, as and when requested by the Ombudsman; and
 - (ii) site visits, as and when requested by the Ombudsman.
9. To use ICT in the performance of his duties.
10. 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 Senior Investigations Officer, Ombudsman's Office in the roles ascribed to him.



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