

9. OMBUDSMAN'S OFFICE

- 9.1 Established in 1970 under Chapter IX of the Constitution, the Ombudsman's Office is responsible to provide all citizens a quality service that upholds their rights to an equitable treatment in accordance with the principles of good administration. Its main role consists in investigating into complaints made by members of the public where they have suffered hardship or injustice through the maladministration or service failure on part of any government officer or authority in the exercise of administrative functions.
- 9.2 The strategic objectives of the Office are, among others, to: provide an efficient and effective complaint handling service; influence public authorities to improve their administration and complaint handling system; modernise the Office with technological platform to deliver continuous improvement in its performance; and provide quality and accessible information on the services of the Ombudsman.
- 9.3 A Senior Investigations Officer is responsible for the day-to-day administration of the Office and assists the Ombudsman in the conduct of investigation. He is supported in his duties by officers of the General Services grades.
- 9.4 The Bureau has received no submission from staff side in the context of this review exercise. Management, on its part, requested for: a review of the salary of the grade of Senior Investigations Officer to bring it at par with or above that of a Deputy Permanent Secretary; the creation of several levels and additional posts for certain grades; and the grant of enhanced travelling benefits, among others.
- 9.5 After carefully studying the submissions of Management, we are making a few observations, some of which were already communicated during the consultative meeting namely: Management should liaise with the relevant Ministries for posting of their staff at the office; increasing the establishment size is an issue to be dealt with administratively; and general recommendations on conditions of service have been made in Volume 1 of this Report.
- 9.6 The Bureau has examined the request for an upgrading of the position of Senior Investigations Officer on the ground that incumbent shoulders higher responsibilities similar to an Accounting Officer. Upon reassessment of the position, the salary scale of the grade as well as its qualifications requirement have been reviewed.

Senior Investigations Officer, Ombudsman's Office Investigations Officer

- 9.7 Whilst examining the structure of the Office, we noted that a grade of Investigations Officer was created prior to this Report, whereby appointment is made by selection from among candidates possessing a Cambridge Higher School Certificate and a Degree in the relevant field. On the other hand, the grade of Senior Investigations Officer is filled by selection from among serving officers holding a substantive appointment, possessing a Degree in Public Administration and Management or Law

or Law and Management and reckoning at least four years' experience in investigation duties.

- 9.8 The Bureau considers that with the creation of the level of Investigations Officer as the source grade, there is need to review the mode of appointment to the position of Senior Investigations Officer and Investigations Officer with a view to providing a proper career structure at the Office. We are, therefore, recommending in that direction.

Recommendation 1

- 9.9 **We recommend that appointment to the grade of Investigations Officer, Ombudsman's Office should be made by selection from among serving officers holding a substantive appointment, possessing a Degree in Public Administration and Management or Business Administration or Law or Law and Management or an equivalent qualification and reckoning at least three years' experience in investigation duties.**
- 9.10 **We further recommend that the mode of appointment to the grade of Senior Investigations Officer, Ombudsman's Office be reviewed such that appointment thereto be made by promotion, on the basis of experience and merit, of officers in the grade of Investigations Officer, Ombudsman's Office reckoning at least four years' service in a substantive capacity in the grade.**

OMBUDSMAN'S OFFICE

SALARY SCHEDULE

Salary Code	Salary Scale and Grade
02 070 093	Rs 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 64400 x 1800 - 69800 x 2000 - 71800 Senior Investigations Officer, Ombudsman's Office
02 058 088	Rs 27400 x 825 - 35650 x 900 - 37450 x 950 - 42200 x 1300 - 46100 x 1575 - 49250 x 1650 - 54200 x 1700 - 62700 Investigations Officer, Ombudsman's Office
24 025 058	Rs 15485 x 260 - 17825 x 275 - 18925 x 300 - 19525 x 325 - 21475 x 375 - 22225 x 400 - 23425 x 525 - 26050 x 675 - 27400 Driver

