

## 15. OFFICE OF THE OMBUDSPERSON FOR CHILDREN

- 15.1 Established under Act No. 41 of 2003, the Office of the Ombudsperson for Children (OOC) ensures that the rights, needs and interests of children are given full consideration by public bodies, private authorities, individuals and associations of individuals and are upheld in accordance with national laws and international conventions. It also promotes the rights and interests of children as well as compliance with the Convention on the Rights of the Child.
- 15.2 While the overall accountability of the Office rests with the Ombudsperson for Children, the responsibility for its day-to-day administration befalls the Secretary, Ombudsperson for Children's Office. The core function of the OOC is carried out by Investigators whereas support services are provided by officers of the General Services grades.
- 15.3 Management submitted that the scheme of service of the grade of Secretary, Ombudsperson for Children's Office as well as its appellation, be reviewed; and the qualification requirement of the grade of Investigator be amended coupled with an upgraded salary. On the other hand, the Investigators have advocated for their grade to be restyled, whereas both Management and Union have requested for a supervisory level. After examining the requests, we are providing for a supervisory level for the Investigators and reviewing the mode of appointment of the grades of Secretary, Ombudsperson for Children's Office and Investigator.

### Senior Investigator (New Grade)

- 15.4 According to Management, the emergence of new issues and new legislations has given rise to a substantial increase in the number of cases lodged at the OOC. As a result, both the staff side and Management consider that a supervisory level is required to oversee investigations. We have examined the request and are making appropriate provisions in that respect.

### Recommendation 1

- 15.5 **We recommend the creation of a grade of Senior Investigator. Appointment thereto should be made by promotion, on the basis of experience and merit, of officers in the grade of Investigator, who reckon at least four years' service in a substantive capacity in the grade.**
- 15.6 Incumbent would be responsible to coordinate all investigations and ensure that activities relating to investigations are carried out in line with established standards and within legal parameters; and would be required, among others, to: plan, organise and supervise the work and assignments allocated to Investigators at the OOC; and examine and investigate complaints presented to the OOC within jurisdiction, as outlined in the Ombudsperson for Children Act 2003.

## Secretary, Ombudsperson for Children's Office

- 15.7 At present, the grade of Secretary, Ombudsperson for Children's Office is filled from among serving officers possessing the qualifications prescribed for the grade. In view of the level of duties and responsibilities devolving on the grade, we consider that there is need to bring a change thereto in line with what is required for comparable grades in the Civil Service. We are, therefore, recommending in that direction.

### Recommendation 2

- 15.8 We recommend that, henceforth, appointment to the grade of Secretary, Ombudsperson for Children's Office should be made by selection from among serving officers holding a substantive appointment and possessing a Degree in Public Administration and Management or Business Administration or an equivalent qualification and reckoning at least five years' post-qualification experience in administrative duties.

### Investigator

- 15.9 The grade of Investigator is presently filled from among candidates possessing a Degree qualification. We consider that there is need to harmonise the qualifications requirement of the grade with what obtains for comparable positions in the Civil Service. We are recommending accordingly.

### Recommendation 3

- 15.10 We recommend that, henceforth, appointment to the grade of Investigator should be made by selection from among candidates possessing a Degree in Social Science with specialisation in Sociology or Psychology or a Degree, the major part of which should be Sociology or Psychology or an equivalent qualification and reckoning at least three years' experience in investigation duties.

## OFFICE OF THE OMBUDSPERSON FOR CHILDREN

### SALARY SCHEDULE

Salary Code	Salary Scale and Grade
02 069 096	<b>Rs 45930 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750 x 2500 - 91750</b> Secretary, Ombudsperson for Children's Office

Salary Code	Salary Scale and Grade
02 075 094	<b>Rs 52300 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 86750</b> Senior Investigator (New Grade)
02 060 090	<b>Rs 37290 x 925 - 39140 x 970 - 46900 x 1050 - 49000 x 1100 - 54500 x 1450 - 58850 x 1750 - 62350 x 1850 - 67900 x 1900 - 75500 x 2250 - 77750</b> Investigator
24 027 060	<b>Rs 24245 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290</b> Driver

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