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13 March 2008

**CIRCULAR MEMORANDUM**

To: Permanent Secretaries

Subject: **Addressing of Complaints Forwarded by the Ombudsman's Office**

The Public Service Commission has been informed of the delay by Ministries/ Departments in addressing complaints raised by the Office of the Ombudsman. Delays in responding to complaints have created a backlog in the Departments efforts to dispose of complaints in a timely and efficient manner.

Addressees are hereby advised that all complaints forwarded to respective Ministries/ Departments are to be acknowledged within seven (7) days if the Ministry/ Department is unable to provide a substantive reply and that within 21 days a substantive response is to be issued to the Ombudsman's Office. The Ombudsman through her Quarterly Briefings to the Constitutional Offices Commission provides updates on complaints received by the Department together with those that are referred to Ministries/ Departments to address. Addressees are reminded that the referral of complaints forwarded by the Ombudsman's Office will be included in the Permanent Secretaries Generic Business Plan.

Any clarification required may be obtained from Mr. Vincent Rajalingam, Acting Director Human Resources Management on telephone 3314588 ext 417 or email [vrajalingam@psc.gov.fj](mailto:vrajalingam@psc.gov.fj).

[Taina Tagicakibau]

**Permanent Secretary for the Public Service.**