

## Establishment

The Office of the Ombudsman is a constitutional body established under section 120 of the constitution of the republic of Malawi and it is complemented by the Ombudsman Act no 10 of 1996.

## Mandate

To investigate any and all cases where it is alleged that the person has suffered injustice and it does not appear that there is any remedy reasonably available by way of proceedings in a court or there is no other practicable remedy. These may include it is alleged that any decision or recommendation taken or made by or made under the authority of any organ of government or any act or omission of such organ is unreasonable, unjust, or unfair, or is based on any practice which may be deemed as such.

## Vision

To be recognized as a leader in the enforcement of good administrative practices, rule of law, good governance and respect for human rights.

## Mission

To professionally, independently, impartially and fairly investigate and resolve cases of alleged injustice and provide remedies, safeguard and promote good governance, respect for rule of law and human rights

## Our work

- Administrative justice; we promote compliance with fair administrative action, including efficiency and procedural fair action.
- Misconduct and integrity issues ;we investigate oppressive and unfair conduct and abuse of power in public office.
- Maladministration; we deal with improper public administration, service failure, delay, inaction, Inefficiency, Incompetence and unresponsiveness in public office
- Public Service Delivery; We promote and monitor the accountability of the government in public service delivery.

## Jurisdiction

The Ombudsman has a wide jurisdiction. All arms of Government administration are subject to investigations by the Ombudsman, unless Otherwise.

## How to complain

The Office of the Ombudsman receives complaints in person, through any of our offices below. The complaint must be written providing these specified details; age, nature of complaint, Organ complained against, Relevant documentation, Date complaint occasioned, Internal procedures exhausted and remedy sought.

## *Upholding fairness, Good Governance and the rule of law*



### Where to find us:

Lilongwe  
**(Head Office & Regional Office Centre)**  
St Martins house,  
Private Bag 348  
Capital City  
Lilongwe 3  
Tel: (265)01774899/866  
Fax:(265) 01774958  
Mzuzu

**(Regional Office North)**  
Mpico House  
Private Bag 12  
Mzuzu  
Tel/ (265) 01 334 726

Blantyre  
**(Regional office South)**  
Kannabar House  
Private Bag 171  
Blantyre  
Tel: (265) 01 833 317

Balaka  
**(Regional Office East)**  
P O Box 150  
Balaka  
Tel: 01 884 726

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