

Functions of THE PUBLIC PROTECTOR?

1. Investigate an action or decision taken or omitted to be taken by a State Institution in the performance of an administrative function.
2. Bring an action before a Court.
3. Hear an appeal by a person relating to an action or decision taken or omitted to be taken in respect of that person.
4. Make a decision on an action to be taken against a Public Officer or Constitutional Office holder, which decision shall be implemented by an appropriate authority.
5. Consider the administrative actions, practices and procedures of State institutions and make recommendations to the State institutions
6. Prevent and take necessary and effective measures for the prevention of maladministration in State institutions.
7. Initiate, receive and investigate complaints of alleged or suspected maladministration;
8. Investigate any complaint of human rights arising from maladministration or any conduct which the Public Protector has reasonable grounds to believe may be connected with, or conducive to, maladministration
9. Be the lead agency in matters of combating maladministration.
10. Adopt and strengthen mechanisms for educating the public to respect the public good and public interest
11. Provide information or assistance to State institutions for the improvement of administrative practices and procedures;
12. Monitor and evaluate administrative activities and standards in State institutions and issue reports on matters of public interest;
13. Promote public awareness of policies and administrative procedures on matters relating to administrative justice;
14. Advise Government on good administrative practices; and
15. Perform any other functions as necessary or incidental to the performance of its functions under this Act or as may be prescribed under any written law.

OFFICE OF THE PUBLIC PROTECTOR



Visit our Offices at Stand No 4623 Mwaimwena Road,
Rhodes Park Lusaka, P.O Box 50494
You can also call us on +260 211 228330/1
Email us at ombudsmanzambia@cfi.gov.zm
Or Visit our Facebook page at
www.facebook.com/officeofthePublicProtector-Zambia

**DO YOU HAVE ANY COMPLAINT
ABOUT THE SERVICES OFFERED
BY A PUBLIC INSTITUTION OR
ANY PUBLIC OFFICIAL?**

**The Public Protector may be able to
help you!**



Who is THE PUBLIC PROTECTOR?

Following the enactment of the Constitution of Zambia (Amendment) Act No.2 of 2016, the Office of the Public Protector was established to replace the Office of the Investigator General. This is by virtue of Article 243 of the amended Constitution.

The Public Protector is the OMBUDSMAN INSTITUTION of Zambia entrusted with the mandate to promote and safeguard the interests and the rights of an individual in his or her quest to receive a “public service” that is just and fair. The institution also serves to promote practices of good governance within public institutions in the delivery of public services to the general public.



How does THE OFFICE PUBLIC PROTECTOR WORK?

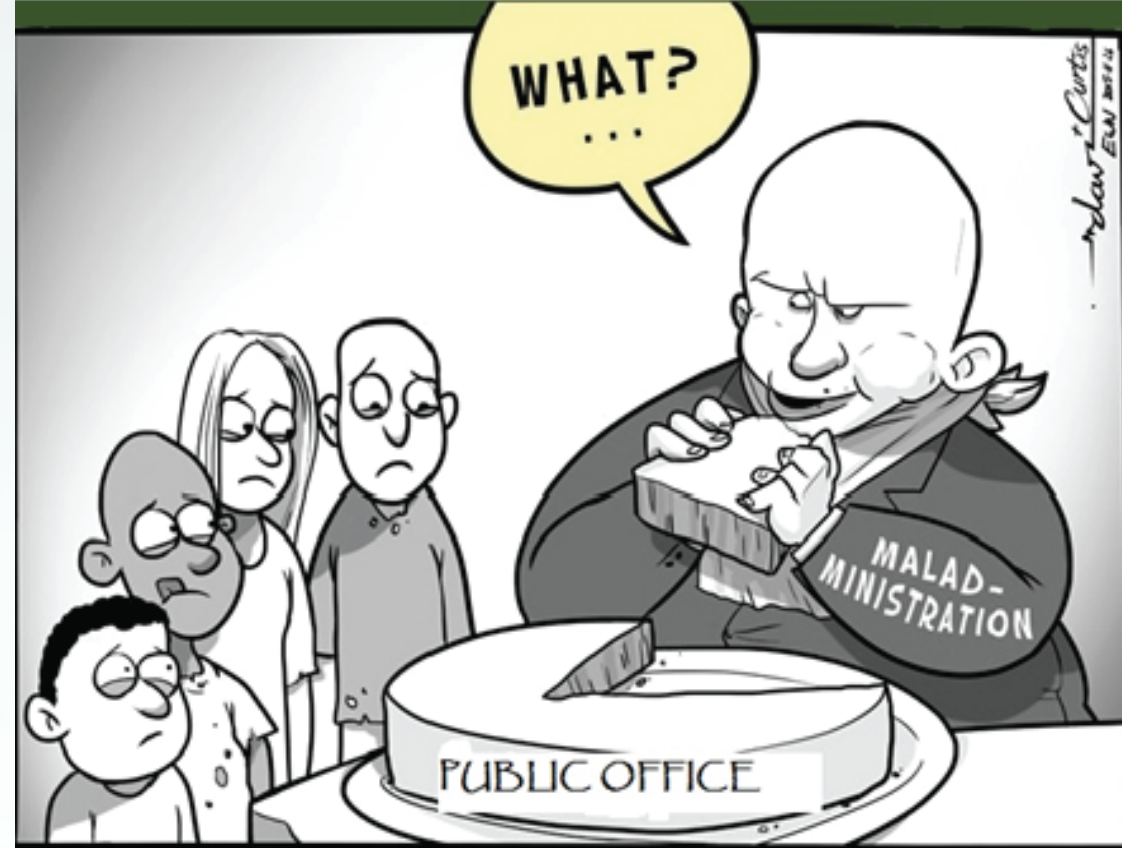
The Public Protector is an independent constitutional office that receives, considers, investigates and resolves any complaint that may arise out of an action or decision that is taken or omitted by a public institution or public official in the performance or execution of an administrative function. This also includes the service delivery process of a statutory function that is directly or indirectly vested in a public authority or official.

Such acts of maladministration or administrative injustice in the public sector may result in the abuse of office or authority, unfairness, error, negligence, discrimination, delay and/or procedural unfairness. This list is however not exhaustive.

The Public Protector can also report on any matter investigated on its own cognizance, or any other matter that is brought before it and take the necessary remedial action.

How can one COMPLAIN?

Any member of the public can lodge a complaint before the Public Protector.



Is there an ADMINISTRATIVE FEE CHARGED BY OUR OFFICE?

There is NO fee that is charged to a member of the general public when he or she approaches the Office of the Public Protector to lodge a complaint. All services offered are FREE and open to any member of the public.

Who can be investigated by THE PUBLIC PROTECTOR?

- 1) Any person in the public service (i.e. Ministries, Government Departments as well as Commissions);
- 2) Any person in the service of a local authority;
- 3) Any person in the service of an institution or organisation whether it is established by an Act of Parliament or otherwise in which Government holds a majority of shares or exercises financial or administrative control (i.e. Statutory Bodies and Parastatals)
- 4) Any other official engaged in the public sector as envisaged under the Article 244 of the Constitution of Zambia (Amendment) Act No. 2 of 2016