

Statistics on Complaints Registered by National Human Rights Institutions**(1) NATIONAL HUMAN RIGHTS COMMISSION**

| National Human Rights Commission | | |
|---|---------------|-----------------------------|
| Human Rights Division (HRD) | Period | Number of Complaints |
| Complaints Received | 2013 -2017 | 534 |
| Complaints Disposed of | 2013-2017 | 435 |
| | | |
| The Police Complaints Division (PCD) | Period | Number of Complaints |
| Complaints Received | 2013-2017 | 2611 |
| Cases filed after Investigation | 2013-2017 | 2290 |
| Cases under Investigation | 2013-2017 | 175 |
| | | |
| National Preventive Mechanism Division (NPMD) | Period | Number |
| Complaints Received | 2013-2018 | 1332 |
| Visits to Prisons | 2015-2018 | 227 |
| Visits to Police Cells (incl. Rodrigues) | 2015-2018 | 138 |
| Visits to Rehabilitation & Correctional Youth Centres | 2015-2018 | 15 |
| Visits to Police Detention Centre | 2015-2018 | 20 |
| Visits to mental and Other Hospitals | 2015-2018 | 16 |

2. EQUAL OPPORTUNITIES COMMISSION

| Statistics on Complaints received at EOC (May 2012 to 30 April 2018) | |
|---|------------------|
| Complaints Received | Complaint lodged |
| Complaints Received from Mauritius | 1920 |
| Complaints Received from Rodrigues | 87 |
| Total Complaints Received | 2007 |

| Status of Complaints | |
|--|----------------------|
| Status of Complaints | Number of Complaints |
| Examined | 1637 |
| Withdrawn | 192 |
| Assessment on going (Additional Information Requested) | 101 |
| Pending Investigation | 77 |
| Total | 2007 |

| Details of Complaints examined | |
|---|-----------------|
| Status | Number of Cases |
| Conciliated/settled | 169 |
| Referred to Equal Opportunities Tribunal | 33 |
| Referred to DPP | 1 |
| Timed Barred | 97 |
| Not Under Purview | 720 |
| No evidence of discrimination | 516 |
| Referred to other Instances (NHRC, ICAC, Ministry of Social Security) | 17 |
| Complainant Deceased | 2 |
| Under Investigation | 82 |
| Total | 1637 |

3. **OFFICE OF THE OMBUDSMAN**

| Statistics from the Office of the Ombudsman for the year 2017 | |
|--|---|
| Cases pending as at 31 December 2016 | 102 |
| Case intake in Year 2017 | 417 |
| Cases dealt with | 771 (Including 252 miscellaneous & copies of complaints) |
| Cases rectified | 135 |
| Cases explained | 192 |
| Cases discontinued | 22 |
| Cases not investigated | 5 |
| Cases not entertained | 3 |
| Cases not justified | 7 |
| Cases pending as at 31 December 2017 | 155 |

4. **OMBUDSPERSON FOR CHILDREN'S OFFICE**

(a) Number of cases reported and outcomes thereof, from August 2013 to as at date (11th June 2018):

| | August 2013 – July 2014 | August 2014 – July 2015 | August 2015 – July 2016 | August 2016 – July 2017 | August 2017 – as at date |
|------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|-------------------------------------|
| Awaiting Report | 24 | 50 | 38 | 51 | 45 |
| In progress | 9 | 7 | 9 | 5 | 17 |
| Cases put away | 191 | 322 | 194 | 290 | 303 |
| Number of cases | 224 | 379 | 241 | 346 | 365 |

(b) The number of complaints received in person at the Ombudsperson for Children's Office is 460 from July 2017 to June 2018.

(c) Number of requests for intervention received by phone for the period July 2017 to June 2018 is more than 11,000.