



## **Delegation of Duties and Decision-Making Authority**

Under Section 7 (2) of the Public Services Ombudsman Act 1998.....the Ombudsman may –

- (a) authorise any officer appointed under subsection (1) to carry out any function conferred by this Act on the Ombudsman;
- (b) designate that particular officers appointed under subsection (1) solely carry out functions under this act relating to the investigation of actions against the Gibraltar Health Authority.

The following officers are currently appointed by the Ombudsman under section 7 (1) of the Public Services Ombudsman Act 1998:

**Deputy Ombudsman**

*Nicholas Caetano*

**Executive Officers**

*Executive Assistant to the Ombudsman and Public Relations Manager  
Nadine Pardo-Zammit*

*Executive Senior Investigating Officer and Finance Manager  
Karen Calamaro*

*Executive Investigating Officer  
Sarah de Jesus*

*Executive Officer - Information Systems and Human Resources Manager  
Steffan Sanchez*

In accordance with section 7 (2) of the Public Services Ombudsman Act 1998, I, Dilip Dayaram Tirathdas, Public Services Ombudsman of Gibraltar, hereby delegate to the under-mentioned officers, to the authority to exercise the following duties:

**Authorised Officers**

|                                                                                                                                                                                                            | <i>Any one of the following:</i>                                                                                                   |
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| <b><u>Absence Provision</u></b>                                                                                                                                                                            |                                                                                                                                    |
| Where a member of staff is not contactable or unavailable due to sick leave, annual leave or other absence, for a period beyond which a decision cannot be delayed, the authority is delegated as follows: | <ul style="list-style-type: none"> <li>• Deputy Ombudsman</li> <li>• Finance Manager</li> <li>• Human Resources Manager</li> </ul> |
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| <b><u>Imprest/ Petty Cash Account</u></b>                                                                                                                                                                  |                                                                                                                                    |
| Purchases from Office Imprest - up to £50                                                                                                                                                                  | <ul style="list-style-type: none"> <li>• Finance Manager</li> </ul>                                                                |
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| <b><u>Overtime</u></b>                                                                                                                                                                                     |                                                                                                                                    |
| Approval of Staff Overtime                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• Deputy Ombudsman</li> </ul>                                                               |
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| <b><u>Gibraltar Health Authority</u></b>                                                                                                                                                                   |                                                                                                                                    |
| Investigation of actions against the Gibraltar Health Authority                                                                                                                                            | <ul style="list-style-type: none"> <li>• Deputy Ombudsman</li> <li>• Executive Investigating Officer</li> </ul>                    |
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| <b><u>Time Off in Lieu</u></b>                                                                                                                                                                             |                                                                                                                                    |
| Approval of Time Off in lieu, up to 3 days                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• Deputy Ombudsman</li> <li>• Human Resources Manager</li> </ul>                            |
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| <b><u>Approval of Annual Leave or Other leave</u></b>                                                                                                                                                      |                                                                                                                                    |
| Up to five consecutive days                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• Deputy Ombudsman</li> <li>• Human Resources Manager</li> </ul>                            |
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| <b><u>Media and Public Relations</u></b>                                                                                                                                            |                                                                                                                                    |
| Contacts with the media and Public Relations, including arranging and organising public events to raise awareness of the Office of the Ombudsman                                    | <ul style="list-style-type: none"> <li>• <i>Public Relations Manager</i></li> </ul>                                                |
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| <b><u>Finance</u></b>                                                                                                                                                               |                                                                                                                                    |
|                                                                                                                                                                                     | <i>Two signatories required, as follows :</i>                                                                                      |
|                                                                                                                                                                                     |                                                                                                                                    |
| Submission of Payment Vouchers to the Treasury                                                                                                                                      | <ul style="list-style-type: none"> <li>• Deputy Ombudsman</li> <li>• Finance Manager</li> </ul>                                    |
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| Requests for goods and services over £500                                                                                                                                           | <ul style="list-style-type: none"> <li>• Deputy Ombudsman</li> <li>• Finance Manager</li> </ul>                                    |
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|                                                                                                                                                                                     | <i>Any one of the following:</i>                                                                                                   |
|                                                                                                                                                                                     |                                                                                                                                    |
| Requests for goods and services up to £500                                                                                                                                          | <ul style="list-style-type: none"> <li>• Deputy Ombudsman</li> <li>• Finance Manager</li> <li>• Human Resources Manager</li> </ul> |
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| <b><u>Complaint Handling</u></b>                                                                                                                                                    |                                                                                                                                    |
| In the absence of the Ombudsman, deputising for the Ombudsman in all matters, including the approval of reports and recommendations resulting from the investigation of complaints. | <ul style="list-style-type: none"> <li>• Deputy Ombudsman</li> </ul>                                                               |



Dilip Dayaram Tirathdas  
Public Services Ombudsman