



OFFICE OF THE OMBUDSMAN OF TRINIDAD AND TOBAGO
HEAD OFFICE

International Waterfront Centre, Level 12, Tower D, 1A Wrightson Road, Port of Spain
Tel: (868) 624-3121 • Email: communications@ombudsman.gov.tt • Website: www.ombudsman.gov.tt

MEDIA RELEASE

28th February, 2024

FOR IMMEDIATE RELEASE

**Ombudsman launches new digital case management system for
investigating complaints against public authorities**

The Office of the Ombudsman of Trinidad and Tobago has launched its new digital case management system, the Ombudsman Advanced Solutions Investigation System (OASIS) to enhance investigations into complaints against public authorities.

Speaking at the launch of OASIS and the Office's new website held at its Head Office on Monday, 26th February, 2024, Ombudsman Rajmanlal Joseph stated that OASIS empowers the institution to function outside the limitations of physical files and office spaces. The system is at the core of the Office of the Ombudsman's thrust for digital transformation, and its implementation is part of the organisation's strategic plan outcome of delivering outstanding customer service.

OASIS connects the institution's offices nationwide with seamless integration, provides real-time data access and paves the way for paperless operations. It features an electronic repository of all complaint files, task-related reminders, and a real-time dashboard that alerts users to developments requiring attention. To ensure robust data security and disaster recovery standards, OASIS employs a three-tier protection system.

Ombudsman Joseph noted that such advanced information systems can alleviate certain challenges faced by public authorities which become apparent during his investigations. Such challenges include problems in locating physical files and documents or tracking the most recent updates on matters- issues which impact the resolution of complaints from members of the public.

The Ombudsman also reaffirmed the institution's commitment to being an exemplary dispute resolution entity for the benefit of all who access public services in Trinidad and Tobago.



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Members of the public can now lodge their complaints to the Ombudsman via www.ombudsman.gov.tt.



L to R: Mr. Brandon Tobias, IT Infrastructure Specialist; Ms. Marcia Pile O'Brady, Executive Officer; Mr. Justice Rajmanlal Joseph (ret'd), Ombudsman of Trinidad and Tobago; Mr. Akil Wiltshire, ICT Technical Officer; Ms. Jameelia Wickham, Corporate Communications Officer.



Ombudsman Joseph delivers remarks at the launch of the Office of the Ombudsman's new website and OASIS.



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Executive Officer, Ms. Marcia Pile O'Brady, presents on the improvements OASIS brings to the administration of the Office.

For further information, please contact:

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