

Price : Rs. 75.00



REPUBLIC OF MAURITIUS

23rd
Annual Report
of the
Ombudsman

January — December 1996

No. 9 of 1997

23rd
Annual Report
of the
Ombudsman

January — December 1996

OFFICE OF THE OMBUDSMAN

OMB. 13/04 VOL. XXIII

**Ombudsman's Office,
Bank of Baroda Building,
4th Floor,
Sir William Newton Street,
Port Louis,
Mauritius.**

7 May 1997

His Excellency Mr. Cassam Uteem, G.C.S.K.,
President of the Republic of Mauritius,
State House,
Le Reduit.

Your Excellency,

In accordance with the provisions of Section 101 (3) of the Constitution of Mauritius I have the honour, pleasure and privilege to present to you the 23rd Annual Report of the Ombudsman which concerns the discharge of my functions during the period 1 January to 31 December 1996.

The Report is to be laid before the National Assembly.

Yours respectfully,
(Soleman M. HATTEEA)
Ombudsman

Table of Contents

	<i>Page</i>
Introduction ...	2
Statistics ...	2
Rodrigues ...	2
Acknowledgements from complainants ...	2
Growing popularity and acceptance of the Ombudsman institution throughout the world ...	3
The International Ombudsman Institute ...	5
Conclusion ...	6
Appendices ...	7

APPENDICES

Appendix A

Chapter IX of the Constitution - The Ombudsman ...	7
--	---

Appendix B

The Ombudsman Act ...	10
-----------------------	----

Appendix C

Selected Complaints—

Education, Science and Technology (2) ...	11
Energy and Water Resources (4) ...	12
Environment and Quality of Life (2) ...	13
Health (4) ...	14
Housing, Lands and Town and Country Planning (3) ...	15
Local Government ...	16
Police (5) ...	16
Postmaster General ...	17
Prisons ...	18
Rodrigues (3) ...	18

Appendix D

Statistical summary of complaints ...	20
---------------------------------------	----

Appendix E

Schedule of complaints ...	21
----------------------------	----

Annual Report of the Ombudsman

January — December 1996

Introduction

This Report concerns the discharge of my functions as Ombudsman during the period 1 January to 31 December 1996.

The year under review was a record year as we registered a total number of 470 new cases.

The table below shows the number of cases registered since 1990, year in which I assumed office as Ombudsman—

Year	1990	1991	1992	1993	1994	1995	1996
No of Cases	357	323	342	238	214	225	470

Prior to 1990 the highest figure ever was 203.

Furthermore we also received 135 copies of complaints addressed to various other persons or bodies and 202 letters from persons seeking advice or help but concerning matters that fell outside the jurisdiction of the Ombudsman. In such cases we help the writers whenever we feel we are in a position to do so.

All this shows that the Ombudsman is becoming an increasingly popular and trusted institution. People have direct access to the Ombudsman as of right unlike in certain jurisdictions, including for example the United Kingdom, where the citizen has to approach the local Member of Parliament who in turn makes a case to the Ombudsman.

Finally, 14 cases were investigated by me on my own initiative i.e. in the absence of any formal written complaint but mainly as a result of press articles. Two of these cases have already been rectified whereas two others have been explained to my satisfaction. The rest are still pending.

Statistics

The following table shows the situation as at 31 December 1996—

Cases pending as at 31 December 1995	...	130
Case intake in 1996	...	470
Cases dealt with in 1996	...	600
Cases rectified	...	110
Cases partly rectified	...	4
Cases not justified	...	45
Cases explained	...	103
Cases discontinued	...	26
Cases not entertained	...	11
Cases withdrawn	...	1
Cases pending as at 31 December 1996...	...	300

The percentage of rectified cases in 1996 was thus 18% compared to 22% the year before.

Rodrigues

During the year under review we had two working sessions in Rodrigues. We interviewed altogether 142 persons who

either called on us on their own initiative or at our request. The number of files we opened there and then amounted to 54.

However, the total number of complaints registered from Rodrigues in 1996 was 249, which also constituted a record for that island. I hasten to add that, out of these, there were 165 cases of a similar nature, to wit: people complaining that their length of service in the Government had been wrongly computed with the result that they were shortpaid retiring and other benefits. The majority of these complaints turned out to be genuine after thorough searches were made and gradually these complainants have been and are still being paid their due. Unfortunately, although I ask them to inform me once they receive their money only a few do so.

Follow-up action was also taken by us with the Rodrigues Administration in a certain number of pending cases with a view to finding a solution there and then.

We also, as usual, visited the Prison at Pointe La Gueule, where we interviewed prisoners who had complaints to make concerning their conditions of detention, food served, medical care, etc. No complaint was registered at the Prison itself but subsequently a couple of prisoners wrote to us and their complaints were dealt with in accordance with the established procedure.

I would like to seize this opportunity to thank the then Acting Island Secretary for his cooperation which sometimes involved attending to cases on the spot after discussion, and for accommodation put at our disposal for receiving complainants and other facilities extended to us.

Acknowledgements from complainants.

The following are some acknowledgements we have received during the year under review from certain complainants who have obtained satisfaction as a result of our intervention—

C/148/94

"We once more offer to you our unreserved and unlimited thanks for the decisive part you played in this matter. Was it not your intervention, nothing would have been done. We wholeheartedly proclaim that you not only profess justice but you ensure that it is properly enforced. For this, you really deserve the whole nation's appraisal. Congratulations and again many, many thanks."

C/180/94

"I am very delighted to inform you that I have been paid the sum of Rs 35,169.48 on 24 November 1995 representing arrears of responsibility allowance for the period April 1991 to April 1994. I must acknowledge that without your intervention all my efforts would have remained fruitless. I have always believed in your sense of justice and fairness

and today I am convinced that I have knocked at the right door. I wish to thank you and your staff for the invaluable work that you have done and express my heartfelt satisfaction of the outcome."

C/127/95

"Your letter dated 2 July 1996 refers. In fact I have received a letter last week from the Island Secretary informing me that my request has been reconsidered and approved. I have not been paid yet, but I think that the bill is on its way.

It's really a pleasure to see that one's effort for work performed has been recognised at last. So let me convey my heartfelt thanks to you as without your prompt intervention, the file would have been set aside."

C/215/95

"Please refer to your letter C/215/95. I wish to inform you that 'B.E' at Bathfield Street, Tranquebar has ceased operation.

I seize this opportunity to thank you for your prompt action in this matter."

C/13/96

"I thank you very much for your kind co-operation into this serious matter. Please be confirmed that concrete borders over a length of about 100 metres have been constructed by the Municipality of Vacoas and Phoenix."

C/26/96

"In reply to your letter C/26/96 dated 9th May 1996, I would like to thank you for your intervention in my case.

I have been posted to Seegoolam Torul Govt School and I can say that that I am satisfied though a transfer to my locality would have suited me best as I have been travelling for 18 years now.

Anyway, thank you very much as justice has been done in my case following your kind intervention. This has made it clear that we can rely on you to have justice. Once more Sir, accept my warmest thanks."

C/41/96

"Referring to your letter dated 27th day of June 1996, I shall first of all express all my gratefulness for your prompt intervention to solve my problem as I was in a hopeless position. I sincerely send all my thanks to you through this letter as I am now in a better position to face my financial problems in the prison."

C/64/96

"Today is a great day indeed for us here since after 10 months of great hardship and numerous requests to the authorities concerned, we have finally obtained electricity at our Place.

My Sincere thanks to you for your kind help."

C/68/96

"I wish to express my deepest gratitude for having attended to my request concerning the granting of a licence to Mr... for operating a restaurant in the vicinity of my residence. Your intervention has been crowned with success since the restaurant is now closed and justice has thus been rendered. I reiterate my thanks to you and your office."

C/72/96

"Mo fine recevoir ène lettre daté 8 Mai 96 ou biro - ref C/72/96. Oui, mo confirme ou qui nuisance qui ti pé existé dans la cour cotte moi finne fini. Mo remercie ou bien pou ou intervention."

C/88/96

"With reference to your letter of the 25 ultimo on the subject of the attendance register which is now made available to officers on their arrival, this is to inform you that the Mauritius Archives Staff Union is satisfied on that issue."

C/101/96

"Thank you for your letter of 16 May 1996. I confirm that the payment mentioned therein has been made. May I thank you again for your intervention."

C/104/96

"With reference to our complaint regarding a noise pollution problem at our residence caused by of Triolet, Royal Road, we have the pleasure to state that the problem has been solved now to our entire satisfaction.

Accordingly we wish to thank the authorities concerned who have spared no pains to provide us with relief and peace and restore the situation back to normal."

C/110/96

"I am pleased to inform you that following your intervention responsibility allowance of Rs 3983.01 has been credited to my salary for May 1996.

I seize this opportunity to thank you for your intervention which has been fruitful. Without it I suppose I would never receive payment since I was always being told that payment has already been effected."

C/115/96

"Further to your letter of 10.09.96, I am pleased to confirm that the objection to departure has been waived and my passport restored to me on 08.07.96.

I would like to seize this opportunity to extend to you my deepest thanks for your intervention in the matter".

I need hardly say that such words do not leave us indifferent but are a great encouragement in our efforts to solve citizens' problems as well as a source of deeper inspiration. I may even make bold to add that satisfied people are a boon to Government.

Growing popularity and acceptance of the Ombudsman institution throughout the world

The generally accepted contemporary definition of Ombudsman is

"An Office provided for by the Constitution or by action of the Legislature or Parliament and headed by an independent, high-level public official, who is responsible to the Legislature or Parliament, who receives complaints from aggrieved persons against Government agencies, officials and employees, or who acts on his own motion, and who has the power to investigate, recommend corrective action and issue reports."

Rarely has another institution grown so rapidly in popularity around the world as that of the Ombudsman. From approximately 50 countries about a decade ago there are now some 85 countries which have such an institution albeit under different appellations such as Public Protector, Inspector General of Government, Médiateur, Protecteur du Citoyen, Defensor del Pueblo, Parliamentary Commissioner for Administration, Commissioner of Administrative Complaints, Lok Ayukta, Wafaqi Mohtasib, etc., etc.

These are all complaint-handling institutions entrusted with the task of redressing the wrongs that may have been committed by Government departments or other agencies. The underlying principle that guide such institutions is the recognised fact that everyone is entitled to be treated fairly, with dignity and respect. By their actions therefore these institutions try to inculcate in the public administration the principles of justice.

We are therefore inexorably heading for the establishment of a culture for the respect of the rights of citizens around the world.

It is perhaps apt here to recall the final Declaration adopted at the conclusion of the VIth International Conference of the International Ombudsman Institute which took place in October 1996 in Buenos Aires, Argentina, and which was attended by 121 Ombudsmen representing 86 countries from around the world and organised in six regions: Africa, Asia, Australasia and Pacific, Europe, Latin America and the Caribbean, and North America. The Declaration reads as follows—

"1. This conference reaffirms the essential characteristics of these Ombudsman institutions as:

- *Independence*
- *Accessibility*
- *Flexibility*
- *Credibility*

These institutions investigate complaints from the people about violation of human rights, injustice and other forms of maladministration by government and public services. Their role is also to monitor the administrative activities of governments and public services, to improve public administration and make their actions more transparent and accountable to the people.

As a result, there is increasing emphasis on the necessity to develop effective national institutions for the promotion and the protection of human rights and fairness in treatment by governments and public services. These institutions should place a particular emphasis on the position of women; indigenous peoples; and other groups who are disadvantaged.

2. The conference paid special attention to the impact on the Ombudsman's activities of economic programs financed by international institutions and regional development banks. For this reason, a special request was made to encourage these organizations to carry on their programs within the framework of human rights international instruments.

3. It was also considered essential that international organizations like the United Nations and Regional bodies increase their support for the initiatives undertaken by the I.O.I. to define the international status of the institute and of national Ombudsman. Similar support should be extended to the individual actions taken at the international and regional levels by Ombudsmen in the field of protecting basic human rights.

4. At the request of UNESCO, the Antigua (Guatemala) Declaration on the Culture of Peace and Human Rights, which encouraged the creation of a network of Ombudsman to support the noble purpose of the Declaration, was opened for the affiliation of I.O.I. members.

5. It is an essential feature of the Ombudsman community to support colleagues trying to establish, develop and maintain their institutions in adverse circumstances. Accordingly, special consideration was given to these problems. It is unacceptable that, in some countries, the independence of the Ombudsman is being challenged; that Ombudsmen are being threatened with retaliation in doing their work on behalf of the people. During the Conference in Buenos Aires some instances within this context in Latin America were brought to the attention of delegations including the situation of Mrs. Victoria M. Velásquez de Avilez, Procuradora para la Defensa de los Derechos Humanos from El Salvador.

Buenos Aires, October 24th., 1996"

In 1984 in Canada, Justice Dickson, delivering the unanimous decision of the Supreme Court of Canada in **British Columbia Development Corporation and another v. Friedman** [1984] 2 RCS 447, 460, 463 made the following statement concerning the nature and efficacy of the role of the Ombudsman—

"The limitations of Courts are also well known. Litigation can be costly and slow. Only the most serious cases of administrative abuse are therefore likely to find their way into the Courts. More importantly, there is simply no remedy at law available in a great many cases."

"Read as a whole, the Ombudsman Act of British Columbia provides an efficient procedure through which complaints may be investigated, bureaucratic errors and abuses brought to light and corrective action initiated. It represents the paradigm of remedial legislation. It should therefore receive a broad purposive interpretation consistent with the unique role the Ombudsman is intended to fulfil."

Earlier, in Alberta, Canada, Chief Justice Milvain said that

"... the basic purpose of an Ombudsman is provision of a 'watchdog' designed to look into the entire workings of administrative cases [he] can bring the lamp of scrutiny to otherwise dark places even over the resistance of those who would draw the blinds. If [his] scrutiny and reservation are well founded, corrective measure can be taken in due democratic process, if not no harm can be done in looking at that which is good."

The International Ombudsman Institute

The body governing Ombudsmen throughout the world is the International Ombudsman Institute (I.O.I.) which has its headquarters at the Faculty of Law, University of Alberta, Canada. It regroups the Ombudsman community worldwide and has at present a membership list which stands as follows:

Voting members ...	...	...	132
Associate members	...	...	14
Individual members	...	...	23
Honorary life members	...	...	7
Libraries...	...	...	13
Total	...	...	189

From its status of individual member, Mauritius has now been admitted as a voting member in 1996.

The I.O.I. is a non-profit-making organisation whose objects include the promotion of the concept of Ombudsman and its development and the encouragement and support of research in the Ombudsman field. It also operates programmes enabling the exchange of information and experience between Ombudsmen of different countries.

The I.O.I. held a Workshop in Pretoria, South Africa, from 26 to 29 August 1996, to assist the investigator personnel of the new South African Ombudsman, now called the Public Protector, and investigators from offices across Africa, both English-speaking and French-speaking.

The Workshop was organised by the South African Public Protector and its theme was "Strengthening the Ombudsman Office in Africa". It was attended by participants from twenty countries in Africa, including Mauritius.

Participants were graced by the presence of President Nelson Mandela who opened the Workshop. I am taking the liberty to reproduce below the speech he made on that occasion—

*"President of the International Ombudsman Institute;
Public Protectors and Ombudsmen;
Members of the Diplomatic Corps;
Ladies and Gentlemen.*

I must begin by making a confession. When I first heard of the invitation to this conference, I was quite concerned. I wondered what I had done that had not only incurred the wrath of our own Public Protector's Office but had also brought the entire international community of such offices to summon me here. You can imagine my relief, this morning, on seeing the programme of this event. It is truly a privilege to welcome such a large gathering of distinguished people from all over the world at this historic meeting. Today marks a milestone for our nation and its Office of the Public Protector. Your presence is a sign that we are moving in the right direction, confirming that we have at last taken our place among the nations of the world striving to uphold good governance and entrench democratic practices.

To reach the point of staging this workshop has required the joint cooperation of government and other organisations with the Office of the Public Protector. They have worked hand in hand with our international partners, in particular, the International Ombudsman Institute, the Commonwealth and the United Nations Development Programme.

Just over two years ago, on the inauguration of a democratic government in South Africa, we pledged that our land would never again experience oppression and domination. We knew the daunting task of building peace, prosperity, non-racialism and non-sexism required that a culture of democracy should take root in a society accustomed to violent discrimination and autocracy.

We were mindful from the very start of the importance of accountability to democracy. Our experience had made us acutely aware of the possible dangers of a government that is neither transparent nor accountable. To this end our Constitution contains several mechanisms to ensure that government will not be part of the problem; but part of the solution.

Public awareness and participation in maintaining efficiency in government within the context of human rights are vital to making a reality of democracy. Many South Africans can still recall a time when the face of the Public Service was hostile, and a complaint could lead to victimisation or harassment; when access to justice seemed an unrealistic dream. In the new South Africa the face of the Public Service is changing radically.

However, we are not yet out of the woods; much still needs to be done in terms of transformation. In this sense, therefore our Public Protector's Office is not only a critical instrument for good governance. It also occupies a central place in the transformation of the public service by, among other means, rooting out the arrogance, secrecy and corruption so rampant during the apartheid years.

One current instance of this is the decision by our Ministry of Justice to assist in rooting out the problem of disappearance of dockets and other forms of corruption in the criminal justice system, a scourge which has hampered the campaign against crime. As such, we have come to appreciate that the Public Protector may require much more resources than we had originally envisaged.

Chairperson and delegates:

We all know that, for this Office to succeed, it is the ordinary citizens who should take responsibility for enforcing good governance.

People must be encouraged to speak out against maladministration with the surety that their complaints will be taken seriously and in confidence. Every citizen needs to be familiar with their obligations and duties. They must be able to claim the right to be treated justly, promptly and courteously, and to claim their due under the law. Only then will we be able to ensure that government is dedicated to public service and a culture of efficiency and transparency.

In this regard, it is the duty of government and the institution which you represent to educate citizens about their rights and obligations; to encourage the forthrightness that will help transform the state from a colossus to be feared, into a public servant to be employed to build a better life.

In its short existence, the Office of our Public Protector has been greeted with enthusiasm; and it has established its credibility across the spectrum.

This gathering then is both a celebration of the empowerment of ordinary citizens, and an exercise in further empowering their agents for good government.

Every one of you here today is entrusted with the very important task of serving the citizens of your countries with diligence. It is thus incumbent upon you to expose every wrong you find committed in the public administration, without fear or favour. This means that the role of ombudsman is sometimes a lonely one, often the only voice of the public in the face of opposition from powerful officials.

This is why gatherings such as this are so important. They provide each of us with the opportunity to compare our situation with that of other countries, to keep in touch with the latest developments, to exchange skills and experiences and to inspire us further for the benefit of all. South Africa, so new to this field, has a great deal to learn from everyone else.

Among the common challenges that we face is ensuring equitable involvement of women in this work. It was to voice our commitment to this objective that, with the advantage of latecomers, we decided to give the office of "ombudsman" a formal designation reflecting the culture of non-sexism that its duties, by definition, imply.

I wish you well in your deliberations. I am confident that the people of South Africa and Africa as a whole will benefit from your conclusions.

To our visitors from other countries, may I say how privileged we feel to be your host. May your stay in South Africa be a pleasant one.

I thank you."

The I.O.I. also organises an International Ombudsman Conference every four years in conjunction with the Ombudsman Office of the host country.

In 1996, from 20 to 24 October the Sixth International Ombudsman Conference was held in Buenos Aires, Argentina. It was attended by 121 Ombudsmen, with over 500 participants in total, representing over 86 countries from around the world.

Representatives from international organisations such as U.N.E.S.C.O., the Organisation of American States, the United Nations High Commissioner for Refugees and the United Nations High Commissioner for Human Rights also attended the Conference. The European Union Ombudsman also was in attendance. The theme of that Conference was "The Ombudsman and the strengthening of citizen rights: The Challenge of the 21st century".

The Conference was a great success. Apart from the topics discussed there were numerous opportunities for discussions between participants from a variety of jurisdictions.

The Declaration adopted at the end of the Conference has been reproduced above.

Conclusion

Complaint-handling is not an easy or pleasant task. It must be done in an effective way in order to ensure customer satisfaction.

The Ombudsman is an important and essential element in the accountability of public officials for their administrative decisions and therefore acts as a vital cog in the system of checks and balances between the citizen and the State. The high level of demand for the services of the Ombudsman reflects a growing expectation of public sector accountability. The citizen is no longer overfearful of the might of Government. This makes him bolder in claiming his right.

The Ombudsman himself is a public official and is also accountable for ensuring that the public funding for the Office is properly utilised and that the work of the Office is performed efficiently and in accordance with the highest standard of integrity.

Civil servants have an instinctive dislike for complaints. They also mean additional work. However the role of the Ombudsman has become more and more understood and accepted. If a mistake has been committed it is infinitely better to take action as soon as it is discovered than let it grow and blow up afterwards.

Over the years the Ombudsman has provided a valuable service to Mauritians by helping to right the wrongs caused to them and at the same time in assisting the public sector maintain and improve its standard of service. The range of investigations in which the Ombudsman may become involved is as extensive as is the involvement of Government. His jurisdiction covers almost everything done by Government authorities in the implementation of Government policies; only the activities of the Legislature and the Courts are excluded.

It must however be clearly stated that the Ombudsman is not there to find culprits but solutions to citizens' problems. Otherwise his task would become very complicated and possibly one for which the institution was not designed nor tailored. Even Professor de Smith himself who recommended the setting up of an Ombudsman institution in his Report in 1964, published in Sessional Paper No. 2 of 1965, had this to say—

"An Ombudsman for Mauritius would be essentially an independent public officer charged with the duty of investigating and reporting on allegations of maladministration (including unfairly discriminatory acts) made against public authorities and their officials. He would have no power to annul or vary any act or decision, but he would be empowered to make recommendations to the competent authority for granting redress to an aggrieved complainant. He would conduct his inquiries informally and privately; he would not be entitled to single out individual public officers for condemnation in his reports; he would screen the public service from unjustified criticism, and he would acquire a body of information which would enable him to act as an impartial adviser to the administration. He would, in fact, provide a link between Government and the governed which is at present lacking in Mauritius."

I will conclude by saying that I remain committed to the concept of Ombudsmanship and I shall continue to do my best to provide an independent review into complaints of MALADMINISTRATION. In doing so I have always adopted a low-key approach and tried to avoid confrontation. One catches more flies with honey than with vinegar!

Finally my thanks to my staff for their meticulous and efficient work and support in the preparation of this Report.

Appendices

Appendix A reproduces Chapter IX of the Constitution which relates to the establishment, appointment, jurisdiction and powers of the Ombudsman.

Appendix B reproduces the Ombudsman Act which provides for the oath to be taken by the Ombudsman and his staff upon assumption of office, the procedure for lodging a complaint and other ancillary matters. The Act also makes it an offence for any person who influences or attempts to influence the decision of the Ombudsman with regard to a complaint made to or an investigation carried out by the Ombudsman, and similarly for any person who wilfully gives false or misleading information to the Ombudsman.

Appendix C contains summaries of a number of selected complaints against an array of government departments/ministries.

Appendix D is a statistical summary of the complaints received according to the department/ministry concerned.

Appendix E gives a quick idea of the nature of the complaint, the department/ministry against which made and the result of the case.

Date : 7 May 1997

(S. M. HATTEEA)
Ombudsman

APPENDIX A CHAPTER IX THE OMBUDSMAN

96. Office of Ombudsman

(1) There shall be an Ombudsman, whose office shall be a public office.

(2) The Ombudsman shall be appointed by the President, acting after consultation with the Prime Minister, the Leader of the Opposition and such other persons, if any, as appear to the President, acting in his own deliberate judgment, to be leaders of parties in the Assembly.

(3) No person shall be qualified for appointment as Ombudsman if he is a member of, or a candidate for election to, the Assembly or any local authority or is a local government officer, and no person holding the office of Ombudsman shall perform the functions of any other public office.

(4) The offices of the staff of the Ombudsman shall be public offices and shall consist of that of a Senior Investigations Officer and such other offices as may be prescribed by the President, acting after consultation with the Prime Minister.

97. Investigations by Ombudsman.

(1) Subject to this section, the Ombudsman may investigate any action taken by any officer or authority to which this section applies in the exercise of administrative functions of that officer or authority, in any case in which a member of the public claims, or appears to the Ombudsman,

to have sustained injustice in consequence of maladministration in connection with the action so taken and in which —

- (a) a complaint under this section is made;
- (b) he is invited to do so by any Minister or other member of the Assembly; or
- (c) he considers it desirable to do so of his own motion.

(2) This section applies to the following officers and authorities —

- (a) any department of the Government;
- (b) the Police Force or any member thereof;
- (c) the Mauritius Prison Service or any other service maintained and controlled by the government or any officer or authority of any such service;
- (d) any authority empowered to determine the person with whom any contract or class of contracts is to be entered into by or on behalf of the Government or any such officer or authority;
- (e) such other officers or authorities as may be prescribed by Parliament: Provided that it shall not apply in relation to any of the following officers and authorities—
 - (i) the President or his personal staff;
 - (ii) the Chief Justice;
 - (iii) any Commission established by this Constitution or its staff;
 - (iv) the Director of Public Prosecutions or any person acting in accordance with his instructions;
 - (v) any person exercising powers delegated to him by the Public Service Commission or the Police Service Commission, being powers the exercise of which is subject to review or confirmation by the Commission by which they were delegated.

(3) A complaint under this section may be made by an individual, or by any body of persons whether incorporated or not, not being—

- (a) an authority of the government or a local authority or other authority or body constituted for purposes of the public service or local government; or
- (b) any other authority or body whose members are appointed by the President or by a Minister or whose revenues consist wholly or mainly of money provided from public funds.

(4) Where any person by whom a complaint might have been made under subsection (3) has died or is for any reason unable to act for himself, the complaint may be made by his personal representative or by a member of his family or other individual suitable to represent him; but except as specified in this subsection, a complaint shall not be entertained unless made by the person aggrieved himself.

(5) The Ombudsman shall not conduct an investigation in respect of any complaint under this section unless the person aggrieved is resident in Mauritius (or, if he is dead, was so resident at the time of his death) or the complaint relates to action taken in relation to him while he was present in Mauritius or in relation to rights or obligations that accrued or arose in Mauritius.

(6) The Ombudsman shall not conduct an investigation under this section in respect of any complaint under this section in so far as it relates to—

- (a) any action in respect of which the person aggrieved has or had a right of appeal, reference or review to or before a tribunal constituted by or under any law in force in Mauritius; or
- (b) any action in respect of which the person aggrieved has or had a remedy by way of proceedings in any court of law:

Provided that

- (i) the Ombudsman may conduct such an investigation notwithstanding that the person aggrieved has or had such a right or remedy if satisfied that in the particular circumstances it is not reasonable to expect him to avail himself or to have availed himself of that right or remedy; and
- (ii) nothing in this subsection shall preclude the Ombudsman from conducting any investigation as to whether any of the provisions of Chapter II has been contravened.

(7) The Ombudsman shall not conduct an investigation in respect of any complaint made under this section in respect of any action if he is given notice in writing by the Prime Minister that the action was taken by a Minister in person in the exercise of his own deliberate judgment.

(8) The Ombudsman shall not conduct an investigation in respect of any complaint made under this section where it appears to him—

- (a) that the complaint is merely frivolous or vexatious;
- (b) that the subject-matter of the complaint is trivial;
- (c) that the person aggrieved has no sufficient interest in the subject-matter of the complaint; or
- (d) that the making of the complaint has, without reasonable cause, been delayed for more than 12 months.

(9) The Ombudsman shall not conduct an investigation under this section in respect of any matter where he is given notice by the Prime Minister that the investigation of that matter would not be in the interests of the security of Mauritius.

(10) In this section, "action" includes failure to act.

98. Procedure in respect of investigations.

(1) Where the Ombudsman proposes to conduct an investigation under section 97, he shall afford to the principal officer of any department or authority concerned, and to any other person who is alleged to have taken or authorised the action in question, an opportunity to comment on any allegations made to the Ombudsman in respect of it.

(2) Every such investigation shall be conducted in private but, except as provided in this Constitution or as prescribed under section 102, the procedure for conducting an investigation shall be such as the Ombudsman considers appropriate in the circumstances of the case; and without prejudice to subsection (1), the Ombudsman may obtain information from such persons and in such manner, and make such enquiries, as he thinks fit, and may determine whether any person may be represented, by counsel or attorney or otherwise, in the investigation.

99. Disclosure of information.

(1) For the purposes of an investigation under section 97, the Ombudsman may require any Minister, officer or member of any department or authority concerned or any other person who in his opinion is able to furnish information or produce documents relevant to the investigation to furnish any such information or produce any such document.

(2) For the purposes of any such investigation, the Ombudsman shall have the same powers as the Supreme Court in respect of the attendance and examination of witnesses (including the administration of oaths and the examination of witnesses abroad) and in respect of the production of documents.

(3) No obligation to maintain secrecy or other restriction upon the disclosure of information obtained by or furnished to persons in the public service imposed by any law in force in Mauritius or any rule of law shall apply to the disclosure of information for the purposes of any such investigation, and the State shall not be entitled in relation to any such investigation to any such privilege in respect of the production of documents or the giving of evidence as is allowed by law in legal proceedings.

(4) No person shall be required or authorised by virtue of this section to furnish any information or answer any question or produce any document relating to proceedings of the Cabinet or any committee of Cabinet, and for the purposes of this subsection, a certificate issued by the Secretary to the Cabinet with the approval of the Prime Minister and certifying that any information, question or document so relates shall be conclusive.

(5) The Attorney-General may give notice to the Ombudsman, with respect to any document or information specified in the notice, or any class of documents or information so specified, that in his opinion the disclosure of that document or information, or of documents or information of that class, would be contrary to the public interest in relation to defence, external relations or internal security; and where such a notice is given nothing in this section shall be construed as authorising or requiring the Ombudsman or any member of his staff to communicate to any person for any purpose any document or information specified in the notice, or any document or information of a class so specified.

(6) Subject to subsection (3), no person shall be compelled for the purposes of an investigation under section 97 to give any evidence or produce any document which he could not be compelled to give or produce in proceedings before the Supreme Court.

100. Proceedings after investigation.

(1) This section shall apply in every case where, after making an investigation, the Ombudsman is of opinion that the action that was the subject-matter of investigation was—

- (a) contrary to law;
- (b) based wholly or partly on a mistake of law or fact;
- (c) unreasonably delayed; or
- (d) otherwise unjust or manifestly unreasonable.

(2) Where in any case to which this section applies the Ombudsman is of opinion—

- (a) that the matter should be given further consideration;
- (b) that an omission should be rectified;
- (c) that a decision should be cancelled, reversed or varied;
- (d) that any practice on which the act, omission, decision or recommendation was based should be altered;
- (e) that any law on which the act, omission, decision or recommendation was based should be reconsidered;
- (f) that reasons should have been given for the decision; or
- (g) that any other steps should be taken,

the Ombudsman shall report his opinion, and his reasons, to the principal officer of any department or authority concerned, and may make such recommendations as he thinks fit; he may request that officer to notify him, within a specified time, of any steps that it is proposed to take to give effect to his recommendations; and he shall also send a copy of his report and recommendations to the Prime Minister and to any Minister concerned.

(3) Where within a reasonable time after the report is made no action is taken which seems to the Ombudsman to be adequate and appropriate, the Ombudsman, if he thinks fit, after considering any comments made by or on behalf of any department, authority, body or person affected, may send a copy of the report and recommendations to the Prime Minister and to any Minister concerned, and may thereafter make such further report to the Assembly on the matter as he thinks fit.

101. Discharge of functions of Ombudsman.

(1) In the discharge of his functions, the Ombudsman shall not be subject to the direction or control of any other person or authority and no proceedings of the Ombudsman, other than proceedings under section 102A, shall be called in question in any court of law.

(2) In determining whether to initiate, to continue or discontinue an investigation under section 97, the Ombudsman shall act in accordance with his own discretion, and any question whether a complaint is duly made for the purposes of that section shall be determined by the Ombudsman.

(3) The Ombudsman shall make an annual report to the President concerning the discharge of his functions, which shall be laid before the Assembly.

102. Supplementary and ancillary provision.

There shall be such provision as may be prescribed for such supplementary and ancillary matters as may appear necessary or expedient in consequence of any of the provisions of this Chapter, including (without prejudice to the generality of the foregoing power) provision—

- (a) for the procedure to be observed by the Ombudsman in performing his functions;
- (b) for the manner in which complaints under section 97 may be made (including a requirement that such complaints should be transmitted to the Ombudsman through the intermediary of a member of the Assembly);
- (c) for the payment of fees in respect of any complaint or investigation;
- (d) for the powers, protection and privileges of the Ombudsman and his staff or of other persons or authorities with respect to any investigation or report by the Ombudsman, including the privilege of communications to and from the Ombudsman and his staff; and
- (e) the definition and trial of offences connected with the functions of the Ombudsman and his staff and the imposition of penalties for such offences.

102A. Allegation of fraud or corruption.

(1) (a) Notwithstanding the other provisions of this Chapter and subject to subsection (2), the Ombudsman may investigate any allegation of fraud or corruption against a person, other than a Judge of the Supreme Court, who holds or has held an office specified in the Fourth Schedule, concerning an act or omission related to the exercise of the duties of that person.

(b) The Ombudsman may investigate any allegation of fraud or corruption under paragraph (a)—

- (i) on a complaint made to him in writing;
- (ii) of his own motion.

(c) In paragraph (a) "allegation of fraud or corruption" means an allegation that the person concerned has by an act or omission rendered himself liable to be prosecuted for an offence involving fraud or corruption which is punishable under the Criminal Code or such other enactment as may be prescribed.

(2) The Ombudsman shall not conduct an investigation in respect of an allegation made under subsection (1) where it appears to him that —

- (a) the allegation is merely frivolous or vexatious;
- (b) the subject-matter of the allegation is trivial;
- (c) the making of the allegation has, without reasonable cause, been delayed for more than twelve months.

(3) Where the Ombudsman proposes to conduct an investigation under this section, he shall afford to the person against whom the allegation is made an opportunity to comment thereon.

(4) Where after hearing the person concerned and after making such preliminary investigation as he may deem fit, the Ombudsman is of the opinion that the allegation is groundless, he shall—

- (a) put an end to the investigation;
- (b) inform the maker of the allegation as well as the person against whom the allegation was made accordingly;
- (c) make a report to the President accordingly.

(5) The Ombudsman may obtain information from such person and in such manner, and make such enquiries, as he thinks fit.

(6) Where after making a preliminary investigation, the Ombudsman is of the opinion that a full enquiry is necessary, he shall inform the maker of the allegation as well as the person against whom the allegation was made accordingly.

(7) (a) The Ombudsman shall when making a full enquiry under this section, be assisted by two assessors appointed on such terms and conditions as the President may deem fit.

(b) Any assessor appointed under this subsection shall take such oath as may be prescribed.

(8) The procedure for conducting a preliminary investigation or a full enquiry shall be such as the Ombudsman considers appropriate in the circumstances of the case.

(9) Section 99 shall apply to a full enquiry under this section.

(10) Subject to the other provisions of this section, the Ombudsman shall be bound by the law of evidence as is applicable in proceedings before the Supreme Court.

(11) Any complaint made in writing to the Ombudsman or any evidence given before the Ombudsman shall not, where made or given in good faith, give rise to any civil or criminal proceedings.

(12) On the completion of an enquiry under this section, the Ombudsman shall make a report to the President.

(13) (a) On receipt of a report under subsection(12), the President shall submit a copy thereof to the Prime Minister.

(b) The Prime Minister shall, within 3 months of the receipt of a copy of the report, lay it before the Assembly.

APPENDIX B

THE OMBUDSMAN ACT

1. Short title.

This Act may be cited as the Ombudsman Act.

2. Oaths of office.

(1) Before performing the duties of their respective offices, the Ombudsman and the Senior Investigation Officer shall take an oath before a Judge that they will faithfully and impartially perform the duties of their offices and that they

will not, except in accordance with Chapter IX of the Constitution and this Act, divulge any information received by them in the exercise of their duties.

(2) The other members of the staff of the Ombudsman shall maintain secrecy in respect of all matters that come to their knowledge in the exercise of their duties.

(3) Every person mentioned in subsection(2) shall, before entering upon the exercise of his duties, take an oath to be administered by the Ombudsman, that he will not, except in accordance with Chapter IX of the Constitution and this Act, divulge any information received by him in the exercise of his duties.

3. Procedure.

(1) Any complaint made to the Ombudsman shall be in writing and, subject to subsection(2), a copy of the complaint shall be communicated to a member of the Assembly.

(2) Notwithstanding any other enactment, where a letter is written to the Ombudsman by a person who is in legal custody or is an inmate of a mental hospital or other similar institution, the person in charge of the place where the writer of the letter is detained or is an inmate shall forward the letter unopened immediately to the Ombudsman.

4. Action by department not affected by investigation.

The conduct of an investigation by the Ombudsman shall not affect any action taken by the department or authority concerned, or any power or duty of that department or authority to take further action with respect to any matter which is the subject of the investigation.

5. Privilege of communication.

For the purposes of any enactment relating to defamation, the publication, by the Ombudsman or by any member of his staff, of any report or communication and the publication to the Ombudsman or to any member of his staff of any complaint or other matter shall, if made in accordance with Chapter IX of the Constitution and this Act, be absolutely privileged.

6. Offences.

(1) Any person who, otherwise than in the course of his duty, directly or indirectly, by himself or by any other person, in any manner influences or attempts to influence the decision of the Ombudsman with regard to any complaint made to him or to any investigation made by him, shall commit an offence.

(2) Subject to Chapter IX of the Constitution, any person who is requested by the Ombudsman or by any member of his staff, acting in the exercise of his duties, to furnish any information or to produce any document and who wilfully fails to furnish the information or to produce the document, shall commit an offence.

(3) Any person who, in connection with any matter which lies within the province of the Ombudsman, wilfully gives him any information which is false or misleading in a material particular, shall commit an offence.

(4) Any person who commits an offence under this section shall be liable, on conviction, to a fine not exceeding 1,000 rupees and to imprisonment for a term not exceeding 12 months.

7. Expenses and allowances.

The Ombudsman may, where he thinks fit, pay to any person by whom a complaint has been made or to any person who attends, or furnishes information for the purposes of, an investigation, sums in respect of expenses properly incurred or by way of allowance or compensation for loss of time, in accordance with such scales and subject to such conditions as may be prescribed.

8. Administrative expenses.

The administrative expenses of the office of the Ombudsman together with such other expenses as may be

authorised under this Act shall, with the approval of Parliament, be charged on the Consolidated Fund.

9. Regulations.

(1) The Cabinet may make such regulations as it thinks fit for the purposes of this Act.

(2) Notwithstanding the generality of subsection (1), such regulations may provide for the scale according to which any sum may be paid to complainants or to persons attending, or furnishing information for the purposes of, an investigation.

APPENDIX C

Selected Complaints

EDUCATION, SCIENCE AND TECHNOLOGY

C/180/94

Executive Officer obtains ad hoc allowance upon Ombudsman's intervention

S.P., an Executive Officer posted at the then Ministry of Education and Science, wrote to me on 12 October 1994.

In his letter he related to me that the Rector of the school where he was posted had recommended to the Ministry as far back as 8 June 1992 that he be granted a responsibility allowance for performing the duties of Higher Executive Officer with effect from April 1991. There was no reaction from the Ministry and the matter remained pending.

On the day following his departure on vacation leave (25 April 1994) and as a result of which he was replaced by a Higher Executive Officer, he wrote to the Permanent Secretary to claim his allowance and sent a reminding letter on 4 August 1994. But he realised that "the Ministry is turning a deaf ear to my request."

The version of the Permanent Secretary, dated 11 November 1994, was that responsibility allowance in favour of S.P. could not be entertained because (i) the school where he had worked had the lowest school population with the least number of H.S.C. classes and (ii) that at that period there was no vacancy in the grade of Higher Executive Officer against which S.P. could be paid responsibility allowance.

I did not agree with the reasoning of the Permanent Secretary because I found that in certain cases quoted by him responsibility allowance had been paid merely because of high school population but where the question of vacancy of post had been ignored, whilst in others responsibility allowance had been denied and I considered that non-payment to the complainant could not be justified by non-payment to others in the same situation but who might be equally deserving. So I requested the Permanent Secretary to reconsider his decision.

Eight months later, after the matter had been referred to the Ministry for Civil Service Affairs and Employment, the latter approved payment of an *ad hoc* allowance equivalent to the responsibility allowance the complainant would have drawn had he been performing the duties of Higher Executive Officer.

Finally the complainant himself informed me that he had been paid the sum of Rs 35,169.48 for period April 1991 to April 1994, adding that "I must acknowledge that without your intervention all my efforts would have remained fruitless. I have always believed in your sense of justice and fairness and today I am convinced that I have knocked at the right door."

C/26/96

Complainant satisfied that justice has been done following the Ombudsman's intervention

P.K.M., a School Clerk, protested against what he called his arbitrary and punitive transfer from one school to another.

According to him his troubles started after he had denounced the attitude of the Officer-in-Charge of the school where he previously worked towards pupils of that school and himself. He averred that no inquiry was held in the allegations he made whereas if this had been the case the truth would have come out. He felt that because he was a subordinate officer he was not only being ignored but victimised.

His transfer was causing him a lot of problems as he has had to transfer his two children, aged 5 and 6, who were attending the same school where he was working to another school situated at a distance of more than one kilometre from his place of residence and he had nobody to look after or accompany them to and from school.

According to the Ministry, an inquiry was held in the matter but no statement was recorded from P.K.M. as he was absent on the day the Inspectors went to investigate. The Inspectors concluded that the Officer-in-Charge and P.K.M. could not work together because of a clash of personality and that one of them should be transferred.

I must pause here to say that, having regard to the circumstances of the case, the inquiry was incomplete and no reasonable person could reach a conclusion in such a case without hearing the two sides. The full version of P.K.M. could easily have been obtained on another day but unfortunately this was not done.

All the same, the Ministry invoked past adverse reports against P.K.M. and decided to transfer him.

In view of the circumstances I invited the Ministry to consider posting P.K.M. to a school nearer his residence and, within a couple of weeks, I was informed that this had been done.

The poor School Clerk confirmed to say that he was satisfied with his new posting and added "..... thank you very much as justice has been done in my case following your kind intervention. This has made it clear that we can rely on you to have justice."

ENERGY AND WATER RESOURCES

C/145/94

"Problèmes d'eau depuis deux ans à Bel-Air"

The above appeared as the title of an article in the issue of "L'Express" on 5 September 1994. It was eloquent enough to catch my attention. The title spoke for itself and there is hardly any need for me to add anything here except to say that the inhabitants declared to the reporter that they had been everywhere with their problem even the Central Water Authority(!) but to no avail.

I wrote to the Permanent Secretary of the Ministry of Energy, Water Resources and Postal Services on 6 September 1994 and, through him, obtained the Central Water Authority's first explanations a few weeks later. It was reported that only certain lateral roads with old 1½ and 2 inches Galvanised Iron Mains faced a water shortage problem and that the C.W.A. was currently reviewing the old and undersized mains. I was given a list of those roads where the works had been completed and another one where works were on-going. The C.W.A. was also looking into ways and means of improving the pressure in that region.

In early 1995 it was further reported that Bel Air was being supplied with water from another pumping station, the pumping capacity of which had been increased. And in October 1995 I was informed that, with the exception of one road, all others were getting a very good supply of water. I persevered until the works in that one road as well were completed. Thus the problem of shortage of water faced by certain inhabitants of Bel Air was solved.

C/36/95

Housing estate problem of flooding by wastewater solved

Yet another press article in the "L'Express" of 2 March 1995 revealed a very serious problem: a whole housing estate at Cité St. Louis was flooded by wastewater with its attendant health, smell and other nuisances. According to a lady living at that place the problem had been there for 10 years and yet nobody has cared! Incredible! Reading that article sent a real shudder up my back.

On the same day I wrote to the Permanent Secretary of the Ministry of Energy, Water Resources and Postal Services, who, three weeks later, submitted to me the comments of the Director of the Waste Water Division, which were to the effect that due to the absence of a public sewerage network nearby to the site the houses in that estate were provided with cesspits for wastewater disposal and each cesspit was serving two houses. As the ground is quite steep in that region and the soil has a poor absorption capacity the wastewater either

overflow from the pits or seeped and found its way downwards to other premises. The problem was even more acute in rainy weather.

The Waste Water Division, it was explained, was responsible for reticulated wastewater networks but not of on-site sanitation system such as cesspits. It was however emptying such cesspits as often as possible.

I made it known that living even one day in such conditions was unacceptable and requested the Permanent Secretary to find a permanent solution to that problem and to liaise with his other colleagues if need be.

My request however did not fall on deaf ears. Indeed, one week later, he informed me that the Ministry of Housing, Lands and Town and Country Planning had been requested to include rehabilitation of sewerage networks in all the housing estates in that region (including St. Louis) as a Variation Order in the Phase I of the C.H.A. Estates Rehabilitation Project.

Fifteen days later it was reported that works had already started under the Variation Order.

I insisted to be kept informed of developments and I followed up the matter until February 1996 when I was informed that the wastewater facility to serve Cité St. Louis was completed and operational.

What a relief it must now be for those people whom I considered to be "des exclus"!

C/42/95

"No other place like ours!" was the cry of grief of the families at Morcellement Dhowtall, Bramsthan. Problem solved following Ombudsman's intervention.

The Week-End newspaper published an article on 12 March 1995 entitled "Un cruel problème d'eau depuis 15 ans au Morcellement Dhowtall à Bramsthan".

Twenty-nine families, mostly labourers, had to have recourse to an extension of a water pipe in order to obtain some water. They had to wake up at 1.00 a.m. daily in order to queue up with their pails to collect water no matter what the weather was like. And when there was no water from that extension they had to go to the river to collect water.

According to the article all their effort to obtain water normally in their homes had remained unsuccessful.

My inquiry revealed that Morcellement Dhowtall, of an extent of 2 arpents 20 perches, was sub-divided into 27 plots. In 1990, when an application was made for a permit to sub-divide the land the Ministry of Works requested the owners to make provision for the supply of water and electricity.

For reasons which I need not go into nothing was done by the owners for the supply of water, whilst it appears that the land was all the same sub-divided without any prior clearance from the said Ministry or from the Central Water Authority. Finally the matter ended up in Court.

However my concern was to alleviate the hardship of those families and to that end the Central Water Authority had, on purely humanitarian grounds, installed a temporary pipeline with two standpipes to supply water to the residents.

The matter was taken further by me and finally it was determined that the cost of pipelaying works would amount to around Rs 750,000/-. The Central Water Authority agreed to provide the necessary pipes and fittings to the tune of Rs 300,000/ whilst the National Development Unit would fund the civil works for the amount of Rs 450,000/—.

On 8 April 1996 the pipelaying works were completed and all those who had applied for a water supply had been connected to the main.

This long-standing problem was thus solved.

C/89/96

Water restored to Rivière du Rempart

This is a case raised by me proprio motu following an article which appeared in the issue of the newspaper "The Sun" on 19 March 1996 which goes as follows—

Des habitants de Riv. du Rempart privés d'eau depuis fin décembre

Des habitants de Bassin Road, Rivière du Rempart, sont privés d'eau depuis fin décembre. Ainsi, une

cinquantaine des familles se plaignent d'une interruption de la fourniture d'eau depuis bientôt trois mois.

Malgré de nombreuses plaintes auprès des autorités concernées, aucune action n'a été prise pour remédier à la situation. Au fait, ce manque d'eau se fait de plus sentir surtout en cette période de chaleur. Les habitants ont précisé qu'une visite à la rue Bassin du ministre de l'Energie, M également député de la région, eut lieu vers la mi-janvier. Celui-ci était accompagné d'une délégation d'officiels de son ministère et ceux de la CWA pour voir la situation de près. Un constat a révélé qu'un tuyau était défectueux, d'où la cause de l'interruption de la fourniture d'eau. Le ministre donna l'assurance aux habitants de l'endroit que la situation sera remédiée dans le plus bref délai. Mais ils attendent depuis deux mois.

Au fait, le "trou" que la délégation du ministre..... avait découvert dans la tuyauterie n'a pu être réparé. Et les habitants de la région se demandent jusqu'à quand ils auront à faire face à une telle situation."

I solicited the help of the Ministry of Energy and Water Resources to tackle this problem immediately and in less than two months the Central Water Authority had carried out valve operations and, in order to inject more water to the region, a connection from La Clemence System was put into place.

It was reported to me that since then the inhabitants of Rivière du Rempart and adjoining areas were receiving an adequate supply of water.

So much the better for them.

ENVIRONMENT AND QUALITY OF LIFE

C/93/94

Offending factory closes down

F.H., an inhabitant of Plaine Magnien, complained to me about the presence of a jeans factory next to her house.

According to her that factory opens at 7.00 a.m. and closes at 9.00 p.m. (sometimes 11.00 p.m.). All day long music is being played in the factory which further generates so much dust that it is impossible to open doors and windows. As a result everybody in the house was suffering and, in spite of her notifying all the authorities concerned (District Council, Ministries, Sanitary Office of her locality, etc.) no measures had been taken against the owner of the factory. She further alleged that, according to her information, the factory was not licensed.

My inquiry revealed that the Department of Environment had informed the District Council about the situation a few days before I received the letter of complaint. It was alleged that the factory had started operating since one month and employed about 125 workers and had 80 machines. The District Council was asked to issue a stop order in case the factory did not have the necessary permits.

Some time later the Ministry of Environment and Quality of Life informed me that the factory was operating without a development permit. The Police, the District Council and the

Ministry of Health were apprised of the situation and a joint inspection with these parties was effected. The main Enforcing Agency was however the District Council itself under the provisions of the Town and Country Planning Act. After about a month it reported to the Ministry of Environment and Quality of Life that the factory would be moving away in a month's time. The District Council considered this delay a fair moratorium.

Unfortunately, about six months later, the factory had still not moved away and the reason given by management was that electric supply at its new location was not available due to a dispute with the Central Electricity Board regarding payment of installation fees.

I decided that enough was enough and requested more positive action. The Commissioner of Police was also requested to take urgent action to put an end to this situation. Some six weeks later it was reported by the Ministry of Health that the factory had closed down. This was confirmed by the complainant.

Had the authorities concerned been more concerned and responsive when they were first approached by the complainant, who knows may be the latter would not have had to seek my intervention.

Let them beware!

River pollution problem solved

The issue of L'Express of 16 May 1996 contained an article entitled "Grave pollution de l'eau d'une rivière à Curepipe". It concerned a river in the region of Les Casernes, Curepipe, whose stream had become bluish on account of the discharge into that river of effluents from a nearby factory.

Needless to say that users of water from that river, more especially vegetable growers in that region, were profoundly affected by this pollution and had expressed deep concern about the situation.

Following my intervention a site visit was effected by officers of the Ministry of Environment and Quality of Life

on 21 May who reported that the problem was caused by the partial collapse of a retention tank on the factory compound. However at the time of the visit the tank had been repaired but the Administrative Manager of the factory indicated that another retention tank would be constructed.

A month later another site visit was effected but no discharge of effluents was observed. Planters around were contacted and they confirmed that the pollution had ceased. The Officers were at the same time shown two retention tanks under construction.

At my request another final visit was effected and indeed the two retention tanks were already operational. The river was also visited and no pollution was seen.

HEALTH

C/201/95

Complaint by Health Inspectors concerning unpaid overtime allowance resolved in their favour

Health Inspectors posted at the Port and Airport Unit, a branch of the Prevention Division of the Ministry of Health, forwarded to me the copy of a complaint made by them to the Permanent Secretary of that Ministry.

That unit, it must be stressed, plays a vital role in the control of communicable diseases. They are entrusted with the responsibility of giving health clearance to all incoming aircraft and marine vessels, screening of incoming passengers, deratting of ships and examination of imported foodstuffs prior to their release. They are thus called upon to work at odd hours, including Sundays and public holidays. Additional work performed is compensated by payment of overtime.

Their complaint was precisely about overtime which they claimed had not been paid to them for the last six months. That, they considered, was demotivating and most unfair. They were further frustrated by the fact that minor grades working under their supervision continued to draw overtime. They stated that the Ministry was refusing to issue the necessary authority for payment.

The Ministry was immediately queried by me about this state of affairs. It came up with the explanation that for the past few years overtime claims in respect of the Port and Airport Unit have been excessive and it was therefore decided to review the allocation of work in that Unit. The Ministry was not satisfied with overtime claims submitted for the period of May to October 1995 i.e. the period with which we are concerned. Several queries were made and detailed information had to be sought regarding the roster in force, as overtime allowance was payable for work done in excess of 40 hours in a week.

Finally the Ministry issued the necessary authority for the claims made by the complainants.

The latter however chose not to inform me whether they were satisfied. Their complaint however stands as rectified.

C/215/95

Offending workshop ceases operation

A group of inhabitants of Tranquebar complained about the presence and operation of a metal workshop which was causing a lot of noise in what they considered to be a residential area. And what is worse, the workshop was also operating outside normal working hours including Sundays and public holidays. In spite of several complaints to relevant authorities no action had been taken.

The matter was taken up with the Ministry of Health and within two months the company owning the workshop was prosecuted, convicted and fined for trading without licence.

Days later follow-up visits revealed that the workshop had stopped its activities, much to the relief of the complainants who did not fail to thank us for our prompt action.

C/19/96

Factory ceases operations and moves elsewhere

Near the complainant's house there stood an industrial building duly licensed to operate as a garment knitting factory. Some weeks before his complaint the building had been leased to another company which was carrying out different activities involving the use of highly inflammable material for the manufacture of ceramic products. This caused great inconvenience to the complainant and his family because of the noise, dust and smell emanating from that building.

He first complained to the District Council of the area and copied his letter to no less than 15 other ministries, departments and other persons. About a fortnight later he also wrote to me about this problem. As I considered that he had not given sufficient time to those bodies etc. to whom he had written I considered his complaint to me as premature. I thus requested that some reasonable time be given to them to take action before lodging a complaint before me.

Unfortunately, as it too often happens, no one had attended to his complaint and this is what he said in his letter three months later: "I have to inform you that up to now nothing has been done on the part of the authorities concerned to make (sic) an end of the nuisance caused to me and my family

I took up the matter with the Ministry of Health whose officials carried out an inspection at the site and found that the complaint was justified. The management of the company was therefore requested to cease its activities and to identify a new site for its business.

The situation was monitored and within two months of reception of the complaint the company had ceased its activities at that place and had moved to a new site, to the great relief of complainant and his family.

C/104/96

Noise nuisance abated

A group of inhabitants of Triolet invited my attention to a noise pollution problem existing in their area. It had to do with a supermarket which had installed several powerful and gigantic blowers for the ventilation of the complex.

This is what they had to say about these machines—

"When the machines are in operation, we have systematically to endure and suffer silently from the strident, shrill piercing row which tears through the still, placid atmosphere of the place rendering us nervous, restless and furious, barring us at the same time a few moment's rest and sleep after a hard day's toil in the fields or in the factories. Our children sitting for the S.C. and H.S.C. examinations cannot work out or perform their home work. The sick and convalescent cannot rest

in comfort and peace which seem to have completely deserted this formerly-quiet region. Besides doors and windows should be kept perpetually shut to prevent the forceful currents from the functioning bellows entering the kitchen and affecting the stove-fire or undoing the cooking food."

The complainants averred that they had made representations to the parties concerned but no heed was paid to their request, adding that —

"Instead they seem to glorify and triumph in the midst of our crying misery. Bodily and mental suffering here is fast prostrating our strength and that of our family, and seems to have reached saturation point."

A meeting between representatives of the supermarket, officials of the Ministry of Health and a representative of the complainants was arranged. The management of the supermarket agreed to construct a 6 to 8 feet high wall all around in order to reduce the noise to an acceptable level.

The matter was followed up and a few months later the complainants themselves wrote to me with copy to the Ministry to state that the problem had been solved to their entire satisfaction.

Sitting down and talking can and does produce positive results.

HOUSING, LANDS AND TOWN AND COUNTRY PLANNING

C/33/94

Complainant gets lease of State land after 6 years

S.H., an unemployed widow with three children, had applied for a plot of State land on which she had been squatting for a couple of years. According to her, her application was made in 1990 and surveyors of the Ministry of Housing, Lands and Town and Country Planning had even visited the site, but up to February 1994, when she wrote to me, nothing had been done.

Inquiry revealed that complainant was one of about 260 squatters in the District of Flacq and Government intended to regularise their situation after processing their applications, subject to their being found eligible for a building site lease.

In November 1994 the Ministry informed me that the case of S.H. had been approved for regularisation subject to her being found eligible. Her socio-economic status was being investigated after which a recommendation would be made.

Finally in June 1996 a letter was issued to her informing her that the deed witnessing the lease was ready for her signature and she was given up two months to call at the Ministry in order to sign it.

Unfortunately she did not write to me again but her case is considered as having been successful.

C/175/94

Lease of State land approved in favour of complainant

M is a self-employed mechanic occupying an old building in need of repairs. He has been frequently visited by burglars who took away motor-cycles entrusted to him for repairs as well as spare parts. So he applied for the lease of a plot of State land in order to put up a new garage and a letter of intent was issued to him.

However, after more than a year, no deed had yet been drawn up and, according to him, he could not obtain a loan from his bank to put up the new garage in the absence of a formal deed.

In the meantime he was losing his clients on account of his unsafe premises and that caused him a lot of prejudice.

So he decided to have recourse to me.

During my inquiry I was informed by the Permanent Secretary, Ministry of Housing, Lands and Town and Country Planning that there were several such instances where letters of intent had been issued but these cases had yet to be approved by Cabinet.

I had to keep up the pressure on the Ministry for finalisation of this case and it was only 10 months later that I was informed that this would be done.

Subsequently I was sent a copy of the letter inviting the complainant to call at the Survey Office of the Ministry to sign the necessary document.

Although the complainant did not write to me again his case stands as rectified.

C/76/95

Lease of State land granted to complainant more than two years after letter of intent

This present investigation was started at the behest of a Member of Parliament in 1995.

W., the only bread winner of his family, faced lots of difficulties to pay his rent. So in 1993 he applied to the Ministry for the lease of a portion of State land at La Briquetterie in order to build his own house.

In August of the same year he was issued with a letter from the Ministry informing him that, subject to his being found eligible, Government had no objection to grant him a building site lease over that plot of land on terms and conditions to be communicated to him subsequently.

Contrary to other persons in similar situations, he did not wish to settle on the land in question until and unless he obtained his title deed. Unfortunately more than two years later he still had not received his title deed. According to the writer of the letter he considered W. to be the victim of political victimisation.

According to the Permanent Secretary of the Ministry, W. had to prove to his satisfaction that his was a hardship case. Then only would his application be approved.

I expressed my surprise that since 1993 nothing had been done by the Ministry to find out whether this was a hardship case or not. I further impressed on the Permanent Secretary that it was up to the Ministry to make its own inquiry to determine that question, but they were of course free to call upon the applicant to furnish any information they wished to have. Nothing of the sort had been done.

Finally, after inquiry, the Ministry informed me that an offer had been made to W. who proceeded to pay the minimal rent imposed and the survey fee claimed. The Ministry would thereafter prepare the title deed.

I accordingly informed the Honourable Member of Parliament who had in the meantime become a Minister. In February 1996 he wrote to me to express his appreciation for our successful intervention.

LOCAL GOVERNMENT

C/13/96

Complaint attended to following Ombudsman's intervention

This complaint was directed against the Municipal Council of Vacoas/Phoenix, a body over which I have no direct jurisdiction in view of the state of the law. However, in view of the seriousness of the matter I enlisted the help of the Ministry of Local Government in order to obtain remedial action.

The complainant's house is situated near a drain which also passes onto his land. The drain was about 5 to 6 feet deep and, due to soil erosion caused by heavy rains, it was getting wider and wider. It had no cover nor had any concrete borders. It definitely represented danger to life.

According to the complainant he had written three times to the Council but no heed was paid to his plight. He therefore decided to write to me on 22 January 1996.

The version of the Council was that the drain did not represent such a hazard as the complainant would have them

believe. The Council further stated that they were in presence of several similar requests and for the Council it was a question of priority according to the importance of each case. The Council confessed having received complainant's letter dated 28 July 1994, following which a site visit was effected and a recommendation made for the construction of concrete borders along the drain. That recommendation was approved by the Council and ministerial approval for the release of funds was obtained in October 1994.

In its letter dated 26 March 1996 the Council informed that the necessary works had already been carried out and indeed the complainant himself wrote to thank us for our intervention into the matter and confirmed that concrete borders of about 100 metres in length had been constructed along the drain.

It is all the same a matter for regret that, having obtained the necessary green light, the Council did nothing to remedy the situation until my intervention through the parent Ministry which I wish to thank for its cooperation in the matter.

POLICE

C/29/96

Convicted detainee's belongings returned to him

K. was arrested in March 1994 at the airport for the importation of heroin. The Police secured from him for purposes of inquiry the following—

- (i) 450 U.S. dollars
- (ii) 656 Indian rupees and
- (iii) a telephone diary

On the day of his trial neither the money nor the diary was produced. He was sentenced on 18 January 1995 to undergo 15 years imprisonment. K. therefore wrote two letters to the Commissioner of Police claiming that his property be returned

to him but his request was ignored.

So on 13 February 1996 he wrote to me to complain about the attitude of the Police.

Invited by me to throw light on what happened to the property of the complainant I was first told that the advice of the Director of Public Prosecutions would be sought concerning the money, whereas his diary would be returned to him straightaway. However less than a month later (06.06.96) both the money and the diary had been returned to him.

I wonder why the Police did not act more positively right from the beginning.

C/41/96

Prisoner retrieves money belonging to him

This is yet another case of a prisoner undergoing sentence claiming the return of his property secured from him upon his arrest for the importation of dangerous drugs into Mauritius.

He was arrested on 1 August 1993 by Officers of the Anti Drug and Smuggling Unit (ADSU) and according to him the following were secured from him—

500 U.S. dollars
250 Indian rupees
1200 Mauritian rupees

According to the complainant the money was not produced in Court but from information obtained from the Office of the Honourable Master and Registrar it was produced and the exact amount was—

500 U.S. dollars
240 Indian rupees
1437 Mauritian rupees

No order was however made by the trial Court as to its disposal.

Complainant was sentenced on 18 November 1994 to undergo 10 years imprisonment. According to him he waited for about 6 months after the disposal of the case to retrieve his money but to no avail. He was under the impression that his money was lying at the ADSU Headquarters. In fact his money was at the Registry of the Supreme Court and, following my intervention, the Honourable Master and Registrar informed me that the needful would be done for the complainant to collect it from her Office.

Indeed the complainant confirmed that he was brought to the Supreme Court where he was handed back his money.

C/115/96

Objection to departure lifted and complainant's passport restituted

In the context of a criminal investigation against him, F.A., the Personnel Manager of a private company, was requested to surrender his passport on 11 December 1995. The next day he was informed by the Police that the Immigration Authorities had been asked to prevent him from leaving the country until the disposal of the case against him as there was a likelihood of his being prosecuted for swindling. He therefore could not travel on 24 December 1995 as he had planned.

Upon being informed of the withdrawal of the allegation against him, he requested the Commissioner of Police on 5 February 1996 to reconstitute his passport and to waive the objection to his departure. He received no reply. He tried again on 22 March 1996 but again no reply was forthcoming.

He submitted that such an act of omission on the part of the Police was "oppressive, harassing, manifestly unfair, gravely prejudicial and tantamount to a curtailment of my freedom of movement as guaranteed to me under Section 15 of the Constitution."

He therefore asked me to intervene so that he may not be made to suffer further prejudice.

I requested the Commissioner of Police to inform me of his stand in the matter but soon after, without further ado, the objection to departure was lifted and the passport of the complainant returned to him.

The Police must have realised that there was no stand to take in the matter.

C/151/96

Ombudsman urges police action to combat drug trafficking

Through a copy of an anonymous letter addressed to the Commissioner of Police my attention was drawn to the situation prevailing at Johanna and Sandapa Streets in the 'La Butte' area. It concerned the sale of drugs by pedlars there throughout the day.

The writer of the letter insisted that complaints have been made to the Anti Drug and Smuggling Unit (A.D.S.U.) Office through a special telephone number known as the voice messaging system and he even gave the dates of the calls, which he said could be verified. Unfortunately, he added, nothing had been done and the situation was getting worse.

I immediately requested for Police action and report.

A few weeks later I was informed that raids had been effected in the area and at least five persons had been arrested. The area was subsequently being covered daily by A.D.S.U. teams.

I hope this has brought relief to the inhabitants of the area as I did not hear from them again.

POSTMASTER GENERAL

C/110/96

Responsibility allowance paid after two years

Miss D., a Relieving Postal Officer, was entrusted the duties of a Senior Postal Executive Officer at the Post Office Savings Bank for two periods of about one month each in the year 1994. As requested, she submitted her claim for responsibility allowance but up to the time of writing (2 April 1996) she had not been paid.

She therefore requested my intervention as she believed that enough was enough. I thought so too.

The version of the Postmaster General was that an officer of the Establishment Section of the Ministry of Health where

the complainant had in the meantime been transferred had been verbally requested to but had failed to return her Salary and Personnel History Card to the Finance Division of his Office for payment of responsibility allowance to be examined and passed for payment. Hence no payment was effected.

However within a couple of weeks this was done and the complainant confirmed having received her responsibility allowance and added that without my intervention she would not have received same as she had always been told that she had already been paid.

Il n'est jamais trop tard pour bien faire.

PRISONS

C/77/96

Prisoner finally undergoes eye operation

The complainant, a detainee at Central Prison, Beau-Bassin, is a sickly person, suffering from hypertension and diabetes and who also has a cardiac problem.

In the latter half of 1995 he had been transferred from prison to hospital and from one hospital to another hospital on several occasions for treatment.

On 28 February 1996 he was admitted to the Moka Eye Hospital for a cataract operation to be performed on the next day. Unfortunately no operation could be carried out on that day as the level of his diabetes was too high. He was thus returned to jail and informed that he would be operated on 7 March 1996 in the event the level of diabetes would come down to an acceptable level. To that effect he was handed over a letter addressed to the Prison Authority for the treatment of his diabetes, which, according to him, was to take place in hospital.

Three days before his appointment at Moka Eye Hospital he lodged a complaint before me to the effect that he was not

being given any treatment whatsoever and he thus feared that his operation would again have to be postponed.

The version of the Prisons Medical Officer was to the effect that the prisoner was taking prescribed medication and his blood sugar was being constantly monitored. No operation could take place on the fixed day, but on 15 March 1996 a significant improvement in blood sugar level was noted. I was assured that he would be referred to Moka Eye Hospital as soon as his blood sugar level would drop to an acceptable level.

The case was closely monitored by me and finally, after further tests and the views of the eye surgeon sought, he was operated on 18 July 1996 and discharged five days later.

I must add however that this person did get proper medical attention since his admission to jail. It is understandable that, with a medical history such as his, he got irritated when his eye operation was postponed. But I am satisfied that those concerned acted in his own interest and did not rush into an operation just because he had made a complaint to me

RODRIGUES

C/121/95

Watchmen's problems solved

The watchmen working on the islet called Ile aux Cocos drew my attention to various problems faced by them in their work, to wit —

- (i) there was no boat at their disposal to move to and from the islet in case of illness or other serious problem;
- (ii) they had only one torch light at their disposal;
- (iii) they were not provided with any raincoat;
- (iv) their mattresses were in very poor condition and needed to be replaced.

Furthermore they claimed disturbance allowance.

Following my intervention with the Ministry for Rodrigues the following measures have been taken—

- (i) a boat which was not seaworthy was repaired and put at their disposal in case of emergency;
- (ii) three batches of watchmen were posted there on roster and three torchlights have been provided to them;
- (iii) raincoats have been provided to them and further a cash allowance has been paid to them in lieu of uniform;
- (iv) new mattresses and beds have replaced the old ones.

As for allowance I was told that as they work on roster they were not entitled to any disturbance allowance.

Too often we take such people for granted and it was upon an official visit on that islet that I realised how difficult their job was. I am pleased to say that their working conditions have now greatly improved.

C/127/95

Allowances for performing higher duties paid to complainant following Ombudsman's intervention

Complainant in this case had written to the Island Secretary to claim a responsibility allowance for performing duties higher than prescribed in his scheme of service. In his letter he listed the duties that he was performing and claimed that those were duties under the responsibility of a Higher Executive Assistant.

On a subsequent occasion he made a further claim for a similar or ad-hoc allowance for performing the duties of a Sports Coordinating Officer during a different period.

He received a reply two years later in which it was stated that neither allowance could be granted to him. No reason was given. He wrote again asking that his case be reconsidered but received no reply.

When he came to see me upon one of my trips to Rodrigues, after having listened to him I asked him to submit a complaint in writing which he did.

I then started querying the Ministry for Rodrigues and found out that although the complainant had not been formally assigned higher responsibilities yet he did perform same in a spirit of cooperation etc.

His case was reconsidered and a recommendation was made to the Ministry for Civil Service Affairs accordingly.

The latter finally approved payment of a responsibility allowance for performing the duties of a Higher Executive Assistant from May 1993 to 12 April 1994 and an ad-hoc allowance equivalent to two thirds of the allowance he would have drawn had he been assigned the duties of Sports Coordinating Officer, for the period 25 November 1994 to 15 June 1995.

He thanked us profusely for our intervention without which, he said, his file would have been set aside.

C/64/96

Residential complex finally supplied with electricity

A lady averred in her letter dated 7 March 1996 that she had applied for the supply of electricity since five months for

her new house in a new residential complex but nothing had been done. She found same to be ridiculous as her neighbour living about 50 metres away had been provided with electricity.

The matter was taken up with the Ministry of Energy and Water Resources and I was informed that works on the project of electricification of the region concerned would start shortly.

I continued to follow up this case and finally, by mid July, I was informed by the complainant herself that she had finally been supplied with electricity.

This action not only benefitted the complainant but others who had been waiting as well.

STATISTICAL SUMMARY OF COMPLAINTS

Ministries/Departments	Rectified	Partly Rectified	Not Justified	Explained	Discontinued	Not Entertained	Withdrawn	Pending	Total No. of Complaints
Accountant General ...	4	—	—	—	—	—	—	—	4
Agriculture and Natural Resources ...	1	—	1	2	1	1	—	8	14
Arts, Culture and Leisure ...	1	—	—	1	—	—	—	—	2
Attorney General's Office ...	—	—	—	—	—	—	—	1	1
Central Tender Board ...	—	—	—	1	—	—	—	—	1
Civil Service Affairs...	—	—	—	—	1	1	—	2	4
Comptroller of Customs ...	2	—	—	—	1	—	—	—	3
Education, Science and Technology ...	7	—	—	7	2	2	1	10	29
Energy and Water Resources ...	6	—	1	—	—	—	—	3	10
Environment and Quality of Life ...	3	—	1	—	—	—	—	12	16
External Affairs ...	—	—	—	1	—	—	—	—	1
Finance ...	—	—	—	1	—	—	—	2	3
Financial Secretary ...	—	—	1	—	—	—	—	—	1
Fire Services ...	—	—	—	1	—	—	—	—	1
Fisheries and Marine Resources ...	—	—	—	—	—	—	—	—	1
Health ...	7	—	2	6	1	1	—	15	32
Housing, Lands and Town and Country Planning ...	4	—	1	3	—	1	—	15	24
Judicial ...	—	—	—	—	—	—	—	1	1
Labour and Industrial Relations ...	1	—	—	—	—	—	—	—	1
Local Government ...	2	—	—	—	1	—	—	5	8
Medical Officer ...	—	—	—	—	1	—	—	—	1
National Transport Authority ...	—	—	—	1	—	—	—	—	1
Police ...	9	—	7	19	7	3	—	44	89
Postmaster General ...	2	—	1	1	—	—	—	1	5
Prime Minister's Office ...	—	—	1	—	—	—	—	2	3
Prisons ...	5	3	4	13	4	1	—	11	41
Public Infrastructure...	4	—	1	5	4	—	—	18	32
Registrar of Associations ...	1	—	—	3	—	—	—	5	9
Registrar of Civil Status ...	—	—	—	1	—	—	—	—	1
Registrar of Cooperative Societies ...	—	—	—	—	—	—	—	2	2
Rodrigues...	49	1	24	34	2	1	—	140	251
Social Security and National Solidarity ...	1	—	—	1	—	—	—	2	4
Tourism ...	1	—	—	1	—	—	—	—	2
Trade and Shipping ...	—	—	—	—	1	—	—	1	2
Total	110	4	45	103	26	11	1	300	600

APPENDIX E

No.	Subject of Complaint	Result
Accountant-General		
C/42/96	Length of service revised by Rodrigues Administration. Papers sent to Accountant General's Office for payment. Not received yet.	Rectified
C/50/96	Length of service revised by Rodrigues Administration. Papers sent to Accountant General's Office for payment. Not received his due yet.	Rectified
C/51/96	Length of service revised. Papers sent to Accountant General's Office for payment. Not received his due yet.	Rectified
C/239/96	Retiring benefits wrongly calculated.	Rectified
Agriculture and Natural Resources		
C/139/94	Complainant was "Assistant gangman" at La Chartreuse Tea Factory. Transferred to Ministry in 1991. Was given job of "labourer" instead of "assistant gangman" etc.	Rectified
C/153/95	Application for land conversion permit rejected on flimsy grounds.	Pending
C/172/95	Discrepancy in complainants' salaries.	Pending
C/91/96	Complainant who is a lessee of State land for "Taungya" cultivation avers that he has been requested to vacate the land.	Discontinued
C/92/96	Not yet appointed to higher post although acting in that capacity for more than 8 years.	Explained
C/132/96	Application by complainant to have a lease of a plot of land already leased to another person transferred to his name rejected.	Explained
C/161/96	Complainant avers that Ministry has failed to grant him State land as per its commitment letter.	Pending
C/163/96	Complainant avers that he has been victimised compared to others who have been appointed to certain posts.	Not justified
C/177/96	No action by the authorities concerned against offender who has dumped tons of rocks and soil on Government reserves thus causing prejudice to adjoining inhabitants ...	Pending
C/192/96	Deprived of privilege to do overtime.	Not entertained
C/247/96	Complainant appointed Agricultural Development Assistant but receiving salary of Labourer.	Pending
C/269/96	Application for land conversion permit made since three years but no reply received.	Pending
C/271/96	Pig rearing activities a source of nuisance to neighbouring inhabitants	Pending
C/376/96	No reply to application for transfer of land made more than 10 months before. ...	Pending
Arts, Culture and Leisure		
C/88/96	Attendance register not available for signing in to those who arrive before the person who has custody of the register, etc.	Rectified
C/287/96	Allegation of boycott of Hindi drama festival	Explained
Attorney General's Office		
C/176/96	Delay to process application for a change of name	Pending
Central Tender Board		
C/200/95	Complainant company avers that it has been unjustly penalized in the award of contract for paint for Ministry of Works.	Explained
Civil Service Affairs and Employment		
C/74/95	Registered for a job since 1976. Up to now hasn't obtained one. Enduring great financial difficulties to earn a living.	Discontinued
C/183/95	Not paid end-of-the-year bonus on pro-rata basis.	Pending
C/295/96	Request to transmit letter to Permanent Secretary of the Ministry	Not entertained
C/426/96	Denied 60% duty-free concession for purchase of car. Complainant is a Senior Internal Controller at Development Works Corporation.	Pending
Comptroller of Customs		
C/221/95	Complainant claims being persecuted by certain customs officers.	Discontinued
C/76/96	Goods of complainant seized upon his arrest. Subsequently sold by public auction. Complainant has not obtained a single cent out of the proceeds of sale.	Rectified
C/254/96	Excess duty paid because of overvaluation of second-hand car imported by complainant. Claims refund of excess.	Rectified

APPENDIX E — continued

No.	Subject of Complaint	Result
Education, Science and Technology		
C/90/94	Punitive transfer of complainant who is an Education Officer.	Pending
C/180/94	Complainant who is an Executive Officer claims responsibility allowance for performing duties similar to those of Higher Executive Officer.	Rectified
C/198/95	Special allowance and Headship allowance still unpaid to complainant for a number of years.	Pending
C/207/95	Not obtaining promotion etc.	Not entertained
C/5/96	Parent complains about allocation of college to his son who came out first in Arabic.	Explained
C/6/96	Complainant, a retired Education Officer, wants to be compensated for vacation leave denied to him	Explained
C/10/96	Child of complainants not allocated any school yet although classes have resumed ...	Discontinued
C/17/96	Complainant has requested that his daughter be transferred to Std.V A of a particular Government school. Offered Std. V B or C	Explained
C/18/96	Complainant claims that decision not to admit his daughter to school chosen by him is unjustified	Rectified
C/20/96	Complainant, a primary school teacher, avers that he is the victim of casteism and is given charge of low classes only.	Withdrawn
C/24/96	Complainant who suffers from hypertension has applied for leave but has received no reply.	Rectified
C/25/96	Complainant, a General Purpose Teacher, considers his transfer to be a case of victimisation.	Rectified
C/26/96	Avers that his transfer from one school to another is arbitrary and punitive. ...	Rectified
C/86/96	Complainant disputes allocation of class to her.	Explained
C/100/96	Complainant (a lady teacher) avers that she is having lots of problems with the pupils at the all-boys school where she works. Has applied for transfer to girls' school. No reply.	Explained
C/116/96	No reply from the National Equivalence Council to complainant's application. ...	Pending
C/117/96	Complainant not satisfied with his classification as Grade B teacher.	Discontinued
C/141/96	Complainant's young children refused admission to school where he works. Feels unsafe for the children.	Rectified
C/144/96	Lack of discipline at State Secondary School is an impediment to the progress of the school.	Pending
C/211/96	University fees paid by part-time students too high.	Explained
C/226/96	Complainant who is an Education Officer avers that he has been "placed in a disadvantageous position" since 7 years.	Not entertained
C/256/96	Application for part-time study leave refused	Explained
C/279/96	Allowance for performing higher duties suddenly stopped.	Pending
C/285/96	Complainant claims that he is the victim of a mistake made by Ministry. Avers that he is being made to teach Art instead of Social Studies.	Pending
C/325/96	Complainant, a government teacher, avers that her transfer from one school to another is a case of victimisation.	Pending
C/377/96	Claim for refund of money in respect of staff welfare not settled.	Rectified
C/398/96	Denied opportunity to compete for promotion.	Pending
C/399/96	Not paid salary during five months preceding his complaint although he has been paid travelling expenses for those months.	Pending
C/428/96	Complainant granted three years' leave without pay. Forced to retire on marriage grounds before end of that period.	Pending
Energy and Water Resources		
C/88/93	Environmental nuisance caused by overflow of sewage.	Pending
C/145/94	Serious problem of water-supply faced by inhabitants of certain locality. No action taken by the Authorities.	Rectified
C/19/95	Water leakage which poses potential health hazard.	Pending
C/36/95	Nuisance caused by waste water.	Rectified
C/42/95	Scarcity of water affecting inhabitants of "morcellement"	Rectified
C/171/95	Complainant is an ex-employee of the Central Water Authority. Claims that his retiring benefits have been wrongly calculated.	Not justified
C/39/96	Sewer line passed on complainant's land without his consent.	Pending

APPENDIX E— continued

No.	Subject of Complaint	Result
Energy and Water Resources — Continued		
C/64/96	Complainant has moved into her new house since five months. No supply of electricity yet in spite of several demands.	Rectified
C/89/96	Some 50 families in village deprived of water since about three months. No action by authorities.	Rectified
C/227/96	Complainant avers that she is being wrongly claimed a large amount of money to be provided with electricity.	Rectified
Environment and Quality of Life		
C/40/94	Noise nuisance caused by factory adjoining complainants' houses. No action taken by authorities.	Pending
C/73/94	Environmental problems posed by warehouse belonging to private company. No action taken in spite of neighbour's protests.	Rectified
C/93/94	Noise and dust problem caused by factory operating without permit.	Rectified
C/131/94	Danger to health caused by polluted water.	Pending
C/163/94	Nuisance caused by polluted water. No action by authorities concerned.	Pending
C/206/94	Nuisances posed by factory.	Pending
C/27/95	Nuisance caused by stagnant water. No action taken by Ministry despite Minister's visit and promise.	Pending
C/29/95	Nuisances caused by stone-crushing plant. Several petitions made to the authorities. Nothing has changed so far.	Pending
C/69/95	Noise nuisance caused by factory adjoining complainant's house.	Pending
C/88/95	Odour nuisance emanating from river. No action by authorities.	Pending
C/129/95	Problems caused by flooding of river.	Pending
C/193/95	Noise nuisance etc. caused by factory which is operating without permit.	Pending
C/139/96	River in Curepipe polluted by effluents from nearby factory....	Rectified
C/145/96	Flooding caused by waste water. Odour nuisance etc.	Pending
C/162/96	Request for additional information by Ministry in respect of Environment Impact Assessment (E.I.A.). Report alleged to be abusive and unnecessary by complainant.	Not justified
C/222/96	Pollution caused by industrial zone.	Pending
External Affairs		
C/214/95	Long delay in the renewal of passports etc.	Explained
Finance		
C/71/96	No reply to letter addressed by complainant to Employees Welfare Fund concerning payment of benefits or refund of contribution.	Explained
C/241/96	Claims that he should not be made to pay campement site tax as the State land leased to him is a building site and not a campement site.	Pending
C/349/96	Unjustified transfer of public officer.	Pending
Financial Secretary		
C/224/95	Complaint considers his transfer to be arbitrary and without justification.	Not justified
Fire Services		
C/37/96	Increment not obtained etc.	Explained
Fisheries and Marine Resources		
C/23/96	Drawing lesser salary than others who joined the service on the same date.... ...	Explained
Health		
C/54/93	Noise caused by bakery. No action taken by the Ministry to which the matter has been reported.	Pending
C/203/93	Health nuisance caused by drain.	Pending
C/137/94	Problem (light, air etc.) posed by high wall constructed by complainant's neighbour.	Explained
C/63/95	Noise nuisance caused by factory. Matter reported to relevant authorities. No action taken.	Explained
C/70/95	Denied promotion. Request to obtain scholarship to complete studies in statistics.	Rectified
C/79/95	Noise and air pollution caused by complainant's neighbour, a textile factory.	Not justified
C/133/95	Noise, dust and smell nuisances caused by sawmill.	Rectified
C/144/95	Complainants are employed as labourers on a temporary basis since six years. Situation at Ministry not yet regularised.	Explained

APPENDIX E— continued

No.	Subject of Complaint	Result
Health — Continued		
C/151/95	Complainant avers that he is not paid travelling at the proper rate although he uses his personal car to attend port and airport duties as and when required.	Pending
C/174/95	Complainant, a labourer, has on several occasions performed the duties of acting gangman. Has not been appointed gangman when vacancies were filled.	Not justified
C/184/95	Noise nuisance caused by factory. No action taken by authorities.	Discontinued
C/195/95	Delay in making appointments to certain vacant posts.	Explained
C/201/95	Overtime performed not paid since about six months.	Rectified
C/215/95	Noise nuisance caused by factory in residential area. Nothing done by authorities concerned.	Rectified
C/19/96	Odour and noise nuisances emanating from industrial building. No action taken by Ministry.	Rectified
C/22/96	Noise and dust nuisance caused by complainant's neighbour. No action taken by authorities.	Pending
C/72/96	Odour nuisance emanating from complainant's neighbour's yard. No action by health authorities.	Rectified
C/74/96	Waste water discharging onto complainant's land from neighbour's yard. No action by health authorities so far.	Pending
C/87/96	Extension of leave without pay not granted. Complainant retired from public service on 30 April 1972.	Not entertained
C/102/96	Illegal cabinet-making and panel-beating activities carried out behind complainant's premises. No action taken by authorities.	Pending
C/104/96	Noise caused by supermarket's machines. No action taken by authorities.	Rectified
C/138/96	Laundry is a source of noise and pollution, and therefore a nuisance to neighbours. No action by authorities concerned.	Explained
C/142/96	Noise nuisance caused by factory in residential area. No action by authorities concerned etc.	Pending
C/172/96	Noise nuisance caused by cabinet maker near complainant's house. No action by authorities concerned.	Pending
C/184/96	Noise nuisance caused by adjoining bakery. No action by Ministry in spite of letters sent.	Pending
C/189/96	Nursing Officer refuses to do injection on complainant's mother.	Pending
C/257/96	Noise and odour nuisances caused by complainant's neighbour. No action taken by the authorities.	Pending
C/277/96	Noise nuisance caused by restaurant adjoining complainant's house. No action by authorities concerned.	Explained
C/328/96	Sanitation problem caused by complainant's landlord. No action taken by authorities.	Pending
C/417/96	No reply to representations made by complainant.	Pending
C/421/96	Nuisance caused by pig-breeding. Sanitary authorities contacted. No action taken.	Pending
C/470/96	Noise nuisance caused by electrical machines in premises of complainant's neighbour. Ministry written to. No reply.	Pending
Housing, Lands and Town and Country Planning		
C/303/91	No reply to application for lease of additional Crown land.	Pending
C/18/94	Applied for plot of State land for residential purposes. Letter of intent issued to complainant by Ministry. Application not yet finalised.	Pending
C/33/94	Application for State land not considered since more than three years.	Rectified
C/53/94	In 1961 Government compulsorily acquired complainant's land. He was granted a plot of State land in exchange. Lease not yet finalised.	Pending
C/123/94	Complainant victim of cyclone Hollanda. House completely destroyed. Now living in refugee centre. Wrongly excluded from re-housing scheme.	Pending
C/162/94	Complainant's neighbours illegally constructing building on State land. No action taken by Ministry yet.	Pending
C/175/94	Lease of State land granted to complainant since a year. Annual rent paid on two occasions. No formal deed drawn up yet. Complainant faces problem in obtaining bank loan.	Rectified

APPENDIX E— continued

No.	Subject of Complaint	Result
Housing, Lands and Town and Country Planning — Continued		
C/182/94	Complainant is a victim of cyclone Hollanda - house destroyed. Denied temporary housing by Ministry.	Pending
C/191/94	Request for transfer of lease of State land from complainant to his son delayed unreasonably.	Rectified
C/76/95	No reply to application for building site lease since 2 years.	Rectified
C/186/95	No reply to application for State land.	Not justified
C/11/96	Complainant has been a squatter on State land for 20 years. Has now been required by the authorities to vacate. Claims that his case should be reconsidered on grounds of hardship.	Pending
C/12/96	Land compulsorily acquired by the State from complainant. Latter has not yet received his compensation.	Pending
C/75/96	Complainant's father was lessee of State land. He has applied for transfer of the lease to his name. Ministry has reduced the size of the land to be leased to him.	Explained
C/79/96	Request for rezoning of land ignored since more than two years.	Explained
C/126/96	Application for removal of sand not granted.	Pending
C/130/96	President of Village Council complains about encroachment by third party on State land supposedly reserved for Village Council.	Not entertained
C/134/96	Complainant feels penalised by Ministry's decision to transfer lease of State land previously held by his deceased father to a third party.	Pending
C/152/96	Complainant avers that Ministry has acted illegally by issuing a "Notice to Squatter" on him.	Pending
C/212/96	Complainant is occupying a plot of State land. Others as well. He is the only one to have received a notice to pull down his house. Will face great hardship.	Pending
C/220/96	No reply to application for State land.	Pending
C/231/96	Complainant is living on State land. Somebody else claims to be owner thereof. No action by authority concerned.	Pending
C/294/96	Complainant avers that he should have been paid more compensation for his land compulsorily acquired by Government.	Explained
C/327/96	Squatters on State land are a source of nuisance to complainant and his family.	Pending
Judicial		
C/375/96	Claim for refund of deposits made in connection with division in Kind not considered. Six months already elapsed.	Pending
Labour and Industrial Relations		
C/101/96	Complainant's contract terminated. Not paid passage benefits.	Rectified
Local Government		
C/89/93	Pollution caused by blocked drain.	Pending
C/148/94	Blocked canal causing flood etc. in the yard of adjoining residents. Works started but stopped. No action taken by authorities.	Rectified
C/54/95	Traffic problems caused by encroachment on common road committed by complainant's neighbour. Authorities written to but no action taken.	Pending
C/13/96	Danger to life posed by soil erosion. No action by Municipality.	Rectified
C/28/96	Length of service not properly computed.	Discontinued
C/242/96	Slaughter house operating close to complainant's house. No action by authorities concerned.	Pending
C/329/96	Running of illegal shop cum bar. No action by authorities.	Pending
C/448/96	Uniforms not supplied to thirty-three workers entitled to same since more than two years.	Pending
Medical Officer		
C/3/96	Complainant's son not operated upon although suffering from tonsillitis.	Discontinued
National Transport Authority		
C/196/96	Complainant refused fitness certificate in respect of his car but granted one the next day. Wants to know why he was first refused.	Explained

APPENDIX E— continued

No.	Subject of Complaint	Result
Police		
C/61/94	Illegal boarding house and hall. No action by authorities.	Pending
C/105/94	Complainant's passport seized and not returned to him.	Pending
C/119/94	No reply from Commissioner of Police to complainant's letter drawing attention to obstruction on road.	Rectified
C/140/94	No action taken by authorities in case of straying cattle in village.	Discontinued
C/185/94	Garage operating unlawfully. No action by authorities concerned.	Pending
C/200/94	No action by Police in spite of several declarations made.	Pending
C/214/94	Complainant avers he is being pestered by the Police at his motorcycle workshop. ...	Pending
C/6/95	Negligence averred by parents of deceased person who died in police cell.	Pending
C/46/95	Complainant arrested on a charge of illegal importation of drugs. Sentenced to 20 years penal servitude. Claims the return of his private belongings.	Explained
C/47/95	Police Officers refuse to register complainant's complaint.	Explained
C/75/95	Panel Beater workshop operating without licence. No action by Police in spite of declaration made.	Pending
C/77/95	Request for road marking, bus stop sign etc. to be placed.	Pending
C/91/95	Gun barrel seized at airport since 1½ years. Not yet returned to him.	Not justified
C/99/95	Complainant avers he has not heard anything about his declaration of bribe against a Police Officer some two months before.	Pending
C/102/95	Complainant alleges being victim of rape. Avers that Police does not want to arrest accused party.	Not justified
C/128/95	Following road accident case in which complainant was injured, latter avers that the Police refused to record the names of 2 witnesses he had mentioned.	Discontinued
C/154/95	Noise at club causes inconvenience to complainants.	Pending
C/156/95	No action by police following declaration made re illegal operation of workshop. ...	Pending
C/170/95	No reply to application made to Police Crime Record Office for a document concerning complainant.	Explained
C/182/95	Accident case involving complainant dragging for too long. He cannot even travel as his passport is being detained by Police.	Discontinued
C/187/95	Allegation of illegal operation of laundry business. Matter reported to Police. No action taken.	Discontinued
C/212/95	Complainant avers he is being persecuted by the Police.	Not justified
C/217/95	No action taken by Police following declaration made by complainant.	Explained
C/220/95	No follow up action by Police in respect of declaration of arson made by complainant. ...	Explained
C/7/96	No action by Police following declaration made by complainant.	Explained
C/8/96	Arrested in murder case. States that he is innocent.	Not entertained
C/14/96	Raid effected by Police at office of President of trade union considered as a violation of freedom of association. President claims the return of his megaphone seized during the raid.	Pending
C/21/96	No action in case of alleged forgery reported to Police by complainant.	Explained
C/29/96	Money and diary secured from complainant upon his arrest. Convicted by court but no order made regarding these items. Claims the return of the items.	Rectified
C/34/96	Complainant avers that he has been arrested by the police since about six months in connection with a case of forgery but up to now no statement has been recorded from him so that he may give his version of facts.	Pending
C/36/96	Traffic problems caused by waiting vehicles near school.	Pending
C/41/96	Money seized from complainant not produced in court and therefore not forfeited. Complainant convicted but money not returned to him.	Rectified
C/49/96	Undue noise caused by complainant's neighbour who runs a night club.	Explained
C/68/96	Neighbouring restaurant a source of nuisance to inhabitants of locality.	Rectified
C/73/96	No action by Police in motor accident case in which complainant was victim.	Explained
C/81/96	False accusation made against complainant. Matter reported to the Police. No action taken yet.	Discontinued
C/96/96	On remand since a year for homicide case. Wants to be released on bail.	Discontinued
C/97/96	Detainee states that the statement he gave to Police in connection with the case for which he has been arrested is not correct.	Discontinued

APPENDIX E— *continued*

No.	Subject of Complaint	Result
Police — Continued		
C/103/96	Complainant has boundary problems with his neighbours. He avers that the Police is protecting them.	Explained
C/106/96	Reception hall is a source of all sorts of nuisances to neighbourhood.	Explained
C/109/96	Failure by Police to record a statement from complainant who is a detainee.	Rectified
C/115/96	Objection to departure against complainant and passport surrendered. No action taken to lift the objection and return the passport in spite of withdrawal of case against complainant.	Rectified
C/120/96	Detainee avers having been kicked by Police Officer.... ...	Not entertained
C/123/96	No action taken in respect of declarations made by complainant.	Pending
C/124/96	On remand since 7 months. Not prosecuted yet. Avers that police is "blocking" the issue.	Not justified
C/127/96	No action taken by Police in respect of declaration made by complainant.	Rectified
C/143/96	Complainant has been the victim of a gang of persons who damaged his house since more than two years. Never made aware of the issue of the case.	Explained
C/147/96	Money and other property belonging to complainant seized upon his arrest not returned to him after his conviction.	Rectified
C/148/96	Complainant arrested for possession of drugs. Money (foreign currencies) found on him seized. Claims the return of the money.	Not justified
C/151/96	Drug trafficking in Port Louis reported several times to Police. No action taken.	Rectified
C/157/96	No action taken by Police regarding declaration of nuisance caused by private club to complainant.	Pending
C/164/96	Declaration of damage to property made by complainant a year ago. Hasn't heard about the outcome yet.	Explained
C/173/96	Property seized from complainant remitted to another person without his authorisation.	Pending
C/175/96	Death of person announced over national radio whereas that person is still alive.	Explained
C/180/96	Complainant has applied for tardy declaration of his child. Hasn't heard from the Police since its inquiry into the matter.... ...	Pending
C/185/96	Complainant claims the return of his money seized upon his arrest.	Not justified
C/186/96	Avers police bias. Requests that another officer be appointed to inquire into criminal case.	Not entertained
C/188/96	Money and photos seized from complainant at the time of his arrest not returned to him. Now undergoing sentence.	Pending
C/191/96	Complainant's money seized upon his arrest in connection with importation of heroin. Claims the return of the money.... ...	Not justified
C/193/96	Money seized from complainant upon his arrest. Now undergoing imprisonment. Claims the return of his money.	Pending
C/199/96	Property belonging to complainant seized upon his arrest. Prosecuted and convicted but no order made by trial Judge concerning the property. Claims property back.	Pending
C/200/96	Alleged prolonged detention of complainant in murder case.	Pending
C/206/96	Noise nuisance reported to Police. No action taken.	Pending
C/207/96	Complainant has made a declaration of rape to the Police. Avers that a Police Officer is trying to influence her to withdraw the case.	Pending
C/233/96	Declaration of wounds and blows made by complainant against certain police officers more than two years back. No follow up in the matter.	Explained
C/248/96	Complainant not aware of the result of case of blows in which he was the victim and made a declaration.	Explained
C/252/96	Delay of 15 months in lodging charges against complainant.... ...	Pending
C/255/96	Police report concerning road accident in which complainant's car involved not submitted to complainant's insurer after more than two years.	Pending
C/264/96	Complainant avers inaction on the part of the Police.	Pending
C/267/96	Complainants aver having been subject of police brutality.	Pending
C/270/96	Claims that an ADSU Officer has planted drug at his place but he has not been given the opportunity to identify that Officer on an Identification Parade as latter was not on the Parade.	Explained
C/278/96	No statement recorded from complainant, victim of case of wounds and blows.	Pending

APPENDIX E— continued

No.	Subject of Complaint	Result
Police — Continued		
C/286/96	Money seized from complainant upon his arrest for drug offence. Claims the return of his money.. ...	Pending
C/291/96	Police Officer refuses to take down complainant's statement. ...	Pending
C/323/96	Held by Police in murder case since a year. Preliminary Enquiry not yet held. ...	Explained
C/324/96	No follow up action in connection with declaration made to Police by complainant. ...	Pending
C/355/96	Goods and passport of complainant seized at airport in connection with smuggling case. Claims the return of his goods and passport. ...	Explained
C/360/96	Complainant claims the return of his belongings seized upon his arrest at airport on charge of importing drugs. ...	Pending
C/386/96	Misconduct of and ill treatment by Police Officer. ...	Pending
C/395/96	Complainant avers that his autocycle has deteriorated since it has been seized by Police and kept in its custody ...	Pending
C/397/96	On remand for nine months for alleged attempt upon chastity. Not yet brought to trial. ...	Pending
C/419/96	Complainant is detained by police as well as his car in drug case. Claims the return of the car to his family. ...	Pending
C/422/96	No follow-up action in respect of two declarations made by complainant. ...	Pending
C/429/96	Complainant's belongings seized upon his arrest in drug case. Claims the return of same. ...	Pending
C/435/96	Complainant's belongings seized upon his arrest for possession of drugs. Already convicted and sentenced. Claims the return of his belongings. ...	Pending
C/449/96	No follow-up action by Police in respect of declaration made by complainant. ...	Pending
C/451/96	Money seized from complainant upon his arrest not returned to him. Sentence to 15 years imprisonment by Supreme Court. ...	Pending
C/458/96	Letter addressed to Police not even acknowledged and no reply to same. ...	Pending
C/469/96	Complainant avers that he has not been operated upon due to the fault of the Police who have locked him up. ...	Pending
Postmaster General		
C/38/96	Officer claims that his transfer is a case of victimization. ...	Not justified
C/110/96	Responsibility allowance for performing higher duties not paid to complainant. ...	Rectified
C/128/96	Complainant submits late application for casual leave. Not approved. Absents himself all the same. Leave considered as unauthorised and without pay. ...	Pending
C/418/96	Travel grant not paid to complainant. ...	Rectified
C/455/96	Application for leave not granted. ...	Explained
Prime Minister's Office		
C/211/95	Complainant's post declared vacant. Not paid sick leave and travel grant. ...	Not justified
C/84/96	Complainant avers that his transfer from one Ministry to another was not made in good faith. ...	Pending
C/438/96	Application to validate acquisition of property made by non-citizen turned down. ...	Pending
Prisons		
C/143/94	Letter addressed by complainant to outside body suppressed. ...	Pending
C/126/95	Complainant undergoing imprisonment since last 6 years. Requests to be considered for parole. ...	Rectified
C/143/95	Detainee burned by hot tea falling on him. Transport vehicle to take him to hospital delayed too much. Request to pass before Injury Board still pending. ...	Pending
C/191/95	Negligence by prison dentist causing complainant physical and moral suffering. ...	Not justified
C/219/95	Detainee complains about conditions of detention and further that he has been subject of threats as he is witness in a drugs case. ...	Explained
C/222/95	Complainant avers that there is no TV, radio or newspapers in prison. ...	Rectified
C/225/95	Detainee avers that he has been assaulted by Prison Officer. ...	Explained
C/4/96	Detainee involved in punch up with another detainee. Claims he was wrongly punished. etc. ...	Not justified
C/27/96	Refused permission to study law during detention. ...	Explained
C/30/96	Not allowed to purchase cakes etc. from detainee's own funds. etc. ...	Explained
C/32/96	Pestered by Prison Officer etc. ...	Discontinued

APPENDIX E— continued

No.	Subject of Complaint	Result
Prisons — Continued		
C/33/96	Detainee avers that his shoes, forming part of his property kept at the prison, have disappeared.	Not justified
C/77/96	Detainee has an eye problem. Needs to be operated but operation postponed on account of high blood sugar level. Still not yet operated.	Rectified
C/78/96	Detainee's property has disappeared whilst under custody of Prison Authority. ...	Pending
C/80/96	Food served to detainees not sufficient, etc.	Explained
C/98/96	Request for Prison Authorities to assist him in connection with his divorce case. ...	Discontinued
C/114/96	Complains against transfer from one prison to another etc.	Explained
C/119/96	Internal problems between Prison Officers.	Not entertained
C/129/96	Detainee suffers from severe headache. Is examined each time by the Nursing Officer. Requests to be examined by the Prison Medical Officer etc.	Explained
C/156/96	Prison Administration has failed to send two letters written by complainant under registered cover.	Explained
C/165/96	Food served to detainees inadequate etc.	Partly rectified
C/166/96	Not satisfied with the food served in prison.	Rectified
C/167/96	Conditions of detention not adequate and food served not to complainant's liking. ...	Partly rectified
C/168/96	Inadequate food etc.	Explained
C/169/96	Remand detainee made to work etc.	Partly rectified
C/170/96	Not given proper equipment to do cleaning work etc.... ..	Discontinued
C/179/96	Not receiving appropriate medical treatment.	Discontinued
C/182/96	Complainant avers that his life is in danger in prison.	Rectified
C/194/96	Complainant detained at Phoenix Prison following his escape from G.R.N.W. Prison. Undergoing strict security regime. Wants same to be relaxed.	Explained
C/195/96	Complainant transferred to Phoenix Prison from Beau Bassin Prison where he was found to have thrown away a small packet containing drug. Denies having done so. ...	Explained
C/203/96	Not authorised to write letter to Honourable Prime Minister.... ..	Pending
C/224/96	Complainant is being refused reading glasses by the Administration.	Pending
C/244/96	Not getting appropriate medical treatment etc.	Explained
C/251/96	Complainant not satisfied with medical attention he is receiving at the prison. ...	Pending
C/253/96	Food not adequate etc.	Pending
C/326/96	Not getting proper medical treatment.	Explained
C/361/96	Medical treatment not adequate.	Pending
C/365/96	Food and medical facilities not adequate.	Pending
C/369/96	Complainant avers that he is being made to serve longer sentence than that inflicted upon him.	Not justified
C/388/96	Detainee not allowed to see doctor and medicine stopped.	Pending
C/406/96	Detainee not satisfied with treatment he is receiving for his skin disease.	Pending
Public Infrastructure		
C/172/93	Construction of road by Government has rendered part of complainant's land inaccessible, etc.	Pending
C/113/94	Complainant's neighbour putting up extension to building without necessary permits and in spite of warning given by Building Inspector. Requires action by Ministry. ...	Pending
C/211/94	Illegal construction by neighbour of complainant in spite of latter's objection at Ministry. ...	Pending
C/81/95	Road closed by sugar estate.	Explained
C/89/95	Building under construction next to complainant's house not according to plan. ...	Discontinued
C/101/95	No action taken by Ministry regarding complaint to the effect that complainant's neighbour is erecting a building that encroaches on complainant's land.	Rectified
C/189/95	No action taken by Ministry following declaration by complainant against neighbour for allegedly constructing without leaving statutory distance.	Explained
C/197/95	Application for transfer of base of operation of taxi car rejected.	Not justified
C/199/95	Part of complainant's land acquired by Ministry. No compensation paid yet.	Rectified
C/205/95	Complainant's neighbour constructing house without leaving statutory distance. No action by Ministry concerned.	Discontinued
C/216/95	Complainant placed on sick leave but avers that he has not been paid any salary since seven months.	Explained

APPENDIX E — continued

No.	Subject of Complaint	Result
Public Infrastructure — Continued		
C/9/96	Factory operating during prohibited hours. No action by authorities in spite of reports made to them.	Pending
C/40/96	Public Service Vehicle (Taxi) Licence of complainant revoked. Request to have it back on humanitarian grounds.	Explained
C/85/96	Encroachment by complainant's neighbour on former's land.	Pending
C/105/96	Flood water causing problems to inhabitants of locality.	Discontinued
C/108/96	Not paid overtime for work done during lunch time.	Explained
C/112/96	Lane where complainant lives being encroached and built upon by third party. ...	Discontinued
C/118/96	No action taken by authorities in respect of offending building adjacent to complainant's school.	Pending
C/154/96	No action by Ministry following objection of complainant to illegal construction by neighbour.	Rectified
C/171/96	Complainant claims that he is the victim of injustice by the National Transport Authority.	Pending
C/187/96	Complainant's neighbour putting up a construction without building permit. No action by authorities concerned.	Pending
C/198/96	Complainants' neighbour operating workshop without permit and causing hardship to them.	Pending
C/225/96	Illegal construction on public road put up by complainants' neighbour.	Rectified
C/246/96	Nuisance caused by illegal workshop. No action taken in spite of complainant's complaint.	Pending
C/281/96	Drains causing flooding of complainants' properties and houses. No action by concerned authorities.	Pending
C/292/96	Construction by neighbour who fails to observe statutory distance from boundary line.	Pending
C/387/96	Nuisances caused by cabinet workshop. No action taken by the authorities concerned.	Pending
C/400/96	Revoked taxi licence still being utilised. No reply from National Transport Authority regarding representation made by union.	Pending
C/416/96	Illegal extension of building.	Pending
C/424/96	Construction by complainant's neighbours without leaving statutory distance. No action by Ministry in spite of visit by Inspectors of Ministry.	Pending
C/430/96	Excavation works causing inconvenience. Road not resurfaced.	Pending
C/431/96	Road dug at twenty-six places badly resurfaced. Inconvenience to road users. ...	Pending
Registrar of Associations		
C/67/93	Irregularities in Constitution of an association. Registrar's attention drawn to these irregularities. No action taken by him.	Explained
C/113/96	No reply to letter addressed to Registrar.	Explained
C/137/96	Failure by Registrar to consider application to register an association.	Rectified
C/204/96	Complainant has informed the Registrar that he is not a member of a particular registered association. Registrar seems to be of a contrary view.	Explained
C/216/96	Complainant has informed the Registrar that he is not a member of a particular registered association. Registrar seems to be of a contrary view.	Pending
C/217/96	Complainant has informed the Registrar that he is not a member of a particular registered association. Registrar seems to be of a contrary view.	Pending
C/218/96	Complainant has informed the Registrar that he is not a member of a particular registered association. Registrar seems to be of a contrary view.	Pending
C/219/96	Complainant has informed the Registrar that he is not a member of a particular registered association. Registrar seems to be of a contrary view.	Pending
C/223/96	Complainant has informed the Registrar that he is not a member of a particular registered association. Registrar seems to be of a contrary view.	Pending
Registrar of Civil Status		
C/136/96	No reply to application made by complainant to be registered as an unpaid civil status officer.	Explained
Registrar of Cooperative Societies		
C/385/96	No reply from Registrar regarding report of theft made by the complainant. ...	Pending
C/433/96	No action by Registrar against defaulting members of co operative society. ...	Pending

APPENDIX E— *continued*

No.	Subject of Complaint	Result
Rodrigues		
C/322/92	Plot of land "given" to complainant taken back.	Rectified
C/70/94	Awaiting for reply to application for plot of land.	Rectified
C/26/95	Complainants' applications for plot of State land turned down whilst others granted.	Pending
C/30/95	Non-receipt of passage benefits following retirement from the Service.	Rectified
C/108/95	Application for lease of State land since five years. No reply yet.	Explained
C/109/95	Midwives claim they perform higher duties and are not paid for same.	Explained
C/111/95	Complainant avers that he has been waiting five years for a reply to his application for a transfer of lease on State land.	Rectified
C/113/95	Application for transfer of State land not considered by the administration. ...	Pending
C/114/95	Application by complainant to regularise her occupation of State land made since four years. No reply.	Pending
C/115/95	Application for residential lease of State land not formalised since 15 years. ...	Rectified
C/116/95	No reply to application for lease of State land.	Pending
C/120/95	Application for transfer of lease of State land made by complainant. No reply since more than 6 years.	Pending
C/121/95	Complainant and 2 others work as watchmen on Ile aux Cocos, Rodrigues. No boat at their disposal to move to and from the islet, etc.	Rectified
C/122/95	Complainant is a flood victim. Claims he has received nothing from the funds collected for flood victims.	Explained
C/123/95	No reply to application for State land.	Rectified
C/124/95	Complainant who is a lessee of State land is seeking a modification of one condition of the lease. No reply yet.	Pending
C/125/95	No reply since approximately three years to application for State land for residential purpose.	Explained
C/127/95	Claim for responsibility allowance turned down.	Rectified
C/135/95	Length of service not properly computed.	Rectified
C/169/95	Complainant receives no allowance for extra duties.	Partly rectified
C/208/95	Retiring benefits wrongly calculated according to complainant.	Rectified
C/213/95	Retired officer contends that his retiring benefits have been wrongly computed. ...	Rectified
C/218/95	Detainee complains about conditions of detention, lack of radio & TV. etc. ...	Discontinued
C/223/95	No reply to claim for allowance for performing higher duties.	Pending
C/1/96	Complainant avers that he has received no pension since he retired from public service after 20 years.	Rectified
C/2/96	Complainant avers that he has received no passage benefits after 28 years service. ...	Rectified
C/15/96	Complainant claims that he is entitled to passage benefit.	Pending
C/16/96	No passage benefits received in spite of 34 years of service.	Rectified
C/31/96	Not paid responsibility allowance.	Not justified
C/35/96	Complainant avers that his length of service has been wrongly computed and contests the amount of lump sum paid to him.	Rectified
C/43/96	Application to amend lease of State land not yet considered.	Pending
C/44/96	Social aid granted to complainant on behalf of her daughter suddenly stopped. ...	Explained
C/45/96	Complainant avers that he is entitled to passage benefits which have never been paid to him in spite of claims made by him.	Rectified
C/46/96	Performs higher duties without receiving any allowance.	Not justified
C/47/96	Performs higher duties without receiving any allowance.	Not justified
C/48/96	Performs higher duties without receiving any allowance.	Pending
C/52/96	Has been working as acting cook for seven years without any promotion.	Explained
C/53/96	Complainant, a labourer, works as gardener at Residency since 1987. Is now seeking a promotion.	Explained
C/54/96	No reply to application for State Land since two years	Explained
C/55/96	Length of service wrongly computed.	Rectified
C/56/96	Complainant requests that the post he occupies at the Library be upgraded in view of the qualifications held by him.	Explained
C/57/96	Complainant has worked as labourer for thirty years. No sign of promotion. ...	Not entertained
C/58/96	Complainant avers she is drawing lesser salary than colleague who joined the service on the same day.	Not justified

APPENDIX E— continued

No.	Subject of Complaint	Result
Rodrigues — Continued		
C/59/96	No reply to application for State land made some five years back.	Pending
C/60/96	Acting as Poler since 1973. Has not yet been appointed to the post.	Explained
C/61/96	Due to absence of driving school, cannot obtain driving licence, possession of which is a condition of service.	Pending
C/62/96	No reply to application for State land.	Explained
C/63/96	Performing higher duties without receiving any allowance.	Not justified
C/65/96	Followed electricity course initially intended for 4 months but reduced to 1½ months only. Failed in practical test. Had no time to prepare himself. Wishes to be re-examined.	Explained
C/66/96	Not remunerated for working on Sundays and public holidays and at other odd hours.	Pending
C/67/96	1° Permission to displace fencing awaited since 1993. 2° Request for extension of lease awaited since 1995.	Pending
C/69/96	Has registered at the Employment Office since five years but has not obtained a job yet.	Explained
C/70/96	Is registered at the Employment Office since 12 years. Desires to be employed by Government although she has a job presently.	Explained
C/82/96	Length of service not properly computed.	Rectified
C/83/96	Length of service not properly computed.	Pending
C/90/96	Request to have salary revised.	Explained
C/93/96	Complainants have been made to follow inspectorate course but have not been assessed at an examination. Vacant posts of inspectors exist but not filled.	Pending
C/94/96	Length of service not properly computed.	Rectified
C/95/96	Lease agreement in respect of State land not yet finalised.	Rectified
C/99/96	Not given opportunity to perform overtime.	Not justified
C/111/96	Length of service not properly computed.	Rectified
C/121/96	Length of service not properly computed.	Rectified
C/122/96	Discrepancy in complainant's salary.	Explained
C/125/96	Length of service not properly computed.	Rectified
C/131/96	Length of service not properly computed.	Rectified
C/133/96	Length of service not properly computed.	Rectified
C/135/96	Length of service not properly computed.	Pending
C/140/96	Building materials belonging to complainant seized by the Authorities allegedly for no reason.	Pending
C/146/96	Length of service not properly computed.	Pending
C/149/96	Length of service not properly computed.	Rectified
C/150/96	Length of service not properly computed.	Rectified
C/153/96	No reply from Administration in connection with complainant's length of service. ...	Rectified
C/155/96	Length of service not properly computed.	Rectified
C/158/96	Length of service not properly computed.	Rectified
C/159/96	Complainant claims passage benefits of deceased husband who worked for 22 years in the public service.	Not justified
C/160/96	Length of service not properly computed.	Pending
C/174/96	Vacation leave not granted to complainant.	Not justified
C/181/96	Length of service not properly computed.	Rectified
C/183/96	Length of service not properly computed.	Explained
C/190/96	Length of service not properly computed.	Pending
C/197/96	No reply to application for copy of affidavit of prescription.	Pending
C/201/96	Complainant is the widow of deceased public officer. Has received no benefits upon his death.	Pending
C/202/96	Length of service not properly computed.	Rectified
C/205/96	Request for length of service to be computed properly.	Discontinued
C/208/96	Length of service not properly computed.	Pending
C/209/96	Length of service not properly computed.	Rectified
C/210/96	Length of service not properly computed.	Rectified
C/213/96	Complainant, widow of ex-employee of Government claims pension.	Not justified
C/214/96	Length of service not properly computed.	Rectified
C/215/96	Length of service not properly computed.	Explained
C/221/96	Length of service not properly computed.	Pending

APPENDIX E— continued

No.	Subject of Complaint	Result
Rodrigues — Continued		
C/228/96	Length of service not properly computed.	Pending
C/229/96	Retiring benefits not properly calculated.	Not justified
C/230/96	Length of service not properly computed.	Explained
C/232/96	Length of service not properly computed.	Rectified
C/235/96	Length of service not properly computed.	Rectified
C/236/96	Length of service not properly computed.	Rectified
C/237/96	Length of service not properly computed.	Explained
C/238/96	Length of service not properly computed.	Pending
C/240/96	Length of service not properly computed.	Rectified
C/245/96	Complainant, widow of ex-public officer, claims that the lump sum paid to her is not appropriate.	Rectified
C/249/96	Length of service not properly computed.	Pending
C/250/96	Length of service not properly computed.	Pending
C/258/96	Length of service not properly computed.	Not justified
C/259/96	Length of service not properly computed.	Rectified
C/260/96	Length of service not properly computed.	Rectified
C/261/96	Length of service not properly computed.	Pending
C/262/96	Length of service not properly computed.	Rectified
C/263/96	Length of service not properly computed.	Pending
C/265/96	Length of service not properly computed.	Explained
C/266/96	Length of service not properly computed.	Rectified
C/268/96	Complainant avers that his salary is not correct.	Pending
C/272/96	Complainant, an ex-public officer, reckons 13 years service. Has received no lump sum nor any pension upon his retirement.	Pending
C/273/96	Length of service not properly computed.	Not justified
C/274/96	Complainant's deceased husband has been a public officer for 18 years. She has received no lump sum nor any pension upon his death.	Pending
C/275/96	Length of service not properly computed.	Pending
C/276/96	Length of service not properly computed.	Pending
C/280/96	Complainant avers that his father died during service but his heirs have obtained no benefits or other compensation.	Explained
C/282/96	Length of service not properly computed.	Pending
C/283/96	Length of service not properly computed.	Pending
C/284/96	Length of service not properly computed.	Pending
C/288/96	Length of service not properly computed.	Pending
C/289/96	Length of service not properly computed.	Pending
C/290/96	Length of service not properly computed.	Rectified
C/293/96	Length of service not properly computed.	Not justified
C/296/96	Length of service not properly computed.	Pending
C/297/96	Length of service not properly computed.	Pending
C/298/96	Not receiving any allowance for extra duties.	Pending
C/299/96	Mistake in complainant's file re local and sick leave. Further claims arrears of responsibility allowance etc.	Pending
C/300/96	Length of service not properly computed.	Not justified
C/301/96	Claims that the allowance he is receiving is not enough.	Explained
C/302/96	Claims that the allowance he is receiving is not enough.	Explained
C/303/96	Length of service not properly computed.	Pending
C/304/96	Complainant avers that his salary is not appropriate compared to his junior's.	Explained
C/305/96	Length of service not properly computed.	Pending
C/306/96	Claim for extra duty allowance not considered.	Pending
C/307/96	Length of service not properly computed.	Pending
C/308/96	Allowance for performing higher duties reduced.	Explained
C/309/96	Not provided with proper equipment to operate lawn-mower... ..	Rectified
C/310/96	Complainant has been employed as washerwoman on a temporary month-to-month basis for the last six years. Has still not yet been appointed.	Explained

APPENDIX E— continued

No.	Subject of Complaint	Result
Rodrigues — Continued		
C/311/96	Length of service not properly computed.	Pending
C/312/96	Complainant avers that his salary is not appropriate compared to others'.	Explained
C/313/96	Complainant claims overtime allowance for working on Saturdays.	Pending
C/314/96	Length of service not properly computed.	Pending
C/315/96	Complainants assigned duties of Assistant Painters since 1980. Not yet appointed.	Pending
C/316/96	Length of service not properly computed.	Pending
C/317/96	Length of service not properly computed.	Rectified
C/318/96	Length of service not properly computed.	Pending
C/319/96	Length of service not properly computed.	Pending
C/320/96	Length of service not properly computed.	Not justified
C/321/96	Length of service not properly computed.	Rectified
C/322/96	Length of service not properly computed.	Pending
C/330/96	Length of service not properly computed.	Pending
C/331/96	Length of service not properly computed.	Pending
C/332/96	Length of service not properly computed.	Pending
C/333/96	Complainant is the widow of ex public officer. Pension payable to husband stopped after latter's death.	Pending
C/334/96	Length of service not properly computed.	Pending
C/335/96	Length of service not properly computed.	Pending
C/336/96	Mileage credit not paid to retired public officer.	Pending
C/337/96	Complainant, widow of ex-public officer, has not received any pension since her husband's death.	Pending
C/338/96	Joined the service since 1959. Has not received any passage benefits.	Pending
C/339/96	No reply from Administration to complainant's letter concerning his length of service.	Pending
C/340/96	Complainant, widow of ex-public officer, has not been paid any benefit since her husband's death in 1977....	Not justified
C/341/96	No reply from Administration to complainant's letter regarding her husband's length of service.	Explained
C/342/96	Complainant, widow of ex-public officer, claims that her husband has never been paid any passage benefits in spite of having been in the service for 28 years.	Explained
C/343/96	Length of service not properly computed.	Pending
C/344/96	Length of service not properly computed.	Pending
C/345/96	Length of service not properly computed.	Pending
C/346/96	Length of service not properly computed.	Pending
C/347/96	Length of service not properly computed.	Pending
C/348/96	Length of service not properly computed.	Pending
C/350/96	Length of service not properly computed.	Pending
C/351/96	Length of service not properly computed.	Pending
C/352/96	Length of service not properly computed.	Pending
C/353/96	No gratuity paid to complainant following her husband's (ex public officer) death.	Pending
C/354/96	Complainant is the widow of ex public officer. Avers that no lump sum or other remuneration has been paid to her upon husband's death.	Pending
C/356/96	Length of service not properly computed.	Rectified
C/357/96	Length of service not properly computed.	Pending
C/358/96	Length of service not properly computed.	Pending
C/359/96	Complainant is employed as part-time female prison officer. Avers she is always available when required. Receives no allowance when she does not work.	Pending
C/362/96	Length of service not properly computed.	Pending
C/363/96	Length of service not properly computed.	Pending
C/364/96	Length of service not properly computed.	Not justified
C/366/96	Length of service not properly computed.	Explained
C/367/96	Length of service not properly computed.	Pending
C/368/96	No reply to application for lease of State land since more than two years.	Pending
C/370/96	Length of service not properly computed.	Pending
C/371/96	Length of service not properly computed.	Pending
C/372/96	Length of service not properly computed.	Pending

APPENDIX E— continued

No.	Subject of Complaint	Result
Rodrigues — Continued		
C/373/96	Length of service not properly computed.	Pending
C/374/96	Length of service not properly computed.	Pending
C/378/96	Length of service not properly computed.	Pending
C/379/96	Length of service not properly computed.	Pending
C/380/96	Length of service not properly computed.	Pending
C/381/96	Length of service not properly computed.	Not justified
C/382/96	Length of service not properly computed.	Not justified
C/383/96	Length of service not properly computed.	Not justified
C/384/96	Has applied for a plot of State land to carry on a business since 1991. No reply so far.	Pending
C/389/96	Length of service not properly computed.	Not justified
C/390/96	Length of service not properly computed.	Pending
C/391/96	Length of service not properly computed.	Pending
C/392/96	Length of service not properly computed.	Not justified
C/393/96	Length of service not properly computed.	Pending
C/394/96	Length of service not properly computed.	Explained
C/396/96	Length of service not properly computed.	Not justified
C/401/96	Length of service not properly computed.	Pending
C/402/96	Complainant, mother of deceased public officer, claims passage benefits due to the latter.	Not justified
C/403/96	Length of service not properly computed.	Pending
C/404/96	Length of service not properly computed.	Pending
C/405/96	Length of service not properly computed.	Pending
C/407/96	Length of service not properly computed.	Pending
C/408/96	Length of service not properly computed.	Explained
C/409/96	Length of service not properly computed.	Pending
C/410/96	Lump sum received by complainant not correct, nor has he been paid passage benefits.	Explained
C/411/96	Length of service not properly computed.	Pending
C/412/96	Length of service not properly computed.	Pending
C/413/96	Length of service not properly computed.	Pending
C/414/96	Length of service not properly computed.	Pending
C/415/96	Mother of ex public officer not paid retiring benefits of deceased son.	Pending
C/420/96	Length of service not properly computed.	Pending
C/423/96	Claim for allowance for performing higher duties since 1993. No reply yet.	Pending
C/425/96	Length of service not properly computed.	Pending
C/432/96	Length of service not properly computed.	Pending
C/434/96	Length of service not properly computed.	Pending
C/436/96	Length of service not properly computed.	Pending
C/437/96	Length of service not properly computed.	Pending
C/439/96	Length of service not properly computed.	Pending
C/440/96	Length of service not properly computed.	Pending
C/441/96	Length of service not properly computed.	Pending
C/442/96	Length of service not properly computed.	Pending
C/443/96	Length of service not properly computed.	Pending
C/444/96	Length of service not properly computed.	Pending
C/445/96	Complainant requests that his salary be adjusted as according to him he is receiving less than he should have received.	Pending
C/446/96	Complainant an ex public officer. Was not informed that his post had been declared vacant.	Pending
C/447/96	Not received salary for the months of September to December 1987 when he retired. Not satisfied with lump sum received.	Pending
C/450/96	Bad weather allowance not paid to complainant for the last nine months.	Pending
C/452/96	Length of service not properly computed.	Pending
C/453/96	Length of service not properly computed.	Pending
C/454/96	Length of service not properly computed.	Pending
C/456/96	Length of service not properly computed.	Pending

APPENDIX E— continued

No.	Subject of Complaint	Result
Rodrigues — Continued		
C/457/96	Length of service not properly computed.	Pending
C/459/96	Length of service not properly computed.	Pending
C/460/96	Length of service not properly computed.	Pending
C/461/96	Length of service not properly computed.	Pending
C/462/96	Length of service not properly computed.	Pending
C/463/96	Length of service not properly computed.	Pending
C/464/96	Length of service not properly computed.	Pending
C/465/96	Length of service not properly computed.	Pending
C/466/96	Length of service not properly computed.	Pending
C/467/96	Length of service not properly computed.	Pending
C/468/96	Length of service not properly computed.	Pending
Social Security and National Solidarity		
C/210/95	Application for carer's allowance disallowed. Through ignorance of the law he did not appeal against that decision.	Explained
C/107/96	Complainant avers being victim of punitive transfer.	Pending
C/178/96	Widow's pension discontinued.	Rectified
C/427/96	Social aid denied to handicapped child because father's earnings have exceeded the ceiling.	Pending
Tourism		
C/179/95	Complainant prevented from selling guide-books to tourists both inside and outside SSR Botanic Garden.	Explained
C/234/96	Security of Rs 20000 deposited along with tender. Money not yet refunded. ...	Rectified
Trade and Shipping		
C/145/95	Application to import second-hand car for a second time rejected.	Pending
C/243/96	Complainant is the holder of a Sea Training School Leaving Certificate. Is still unemployed after six years.	Discontinued

Printed by :
Gervais A. Nadal, Deputy Government Printer
La Tour Koenig , Pointe aux Sables