



Republic of Mauritius

# **26th Annual Report**

of the

# **OMBUDSMAN**

January - December 1999  
No. 10 of 2000

**26th**  
**Annual Report**  
**of the**  
**OMBUDSMAN**

January - December 1999

**OFFICE OF THE OMBUDSMAN**

OMB. 13/04 Vol. XXVI

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4th Floor,  
Sir William Newton Street,  
Port Louis,  
Mauritius.*

*26 May 2000*

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

*Mr. President,*

*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 26th Annual Report of the Ombudsman which concerns the discharge of my functions during the period 1 January to 31 December 1999.*

*The Report is to be laid before the National Assembly.*

*Yours respectfully,*

**(Soleman M. HATTEEA)**  
*Ombudsman*

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# ANNUAL REPORT OF THE OMBUDSMAN

JANUARY - DECEMBER 1999

## Introduction

This is the 26th Annual Report of the Ombudsman. It concerns the discharge of my functions during the period 1 January to 31 December 1999. It is also my eleventh Report since I assumed office as Ombudsman.

## Statistics

During the year under review we received 441 new cases, 227 copies of complaints addressed to other bodies and 240 letters which we classify as "miscellaneous" inasmuch as they raise diverse issues which do not fall under the jurisdiction of the Ombudsman.

The following table shows the situation as at 31 December 1999 as regard cases which fell under my jurisdiction.

Cases pending as at 31 December 1998	...	...	...	396
Case intake in 1999	...	...	...	441
Cases dealt with in 1999	...	...	...	837
Cases rectified	...	...	...	159
Cases partly rectified	...	...	...	10
Cases not justified	...	...	...	57
Cases explained	...	...	...	146
Cases discontinued	...	...	...	33
Cases not entertained	...	...	...	2
Cases not investigated	...	...	...	6
Cases withdrawn	...	...	...	2
Cases pending as at 31 December 1999	...	...	...	422

## General remarks

It is worth mentioning that during my ten years in office I have had to deal with 3559 cases that fell squarely within my jurisdiction and out of which 887 cases have been rectified i.e. 25%. This means that one out of every four persons that have lodged a complaint before me had a justified complaint and remedial action was taken.

The above figures do not take into account hundreds of other letters received at my office which concern complaints addressed to other bodies or which raise issues that do not fall under the Ombudsman's jurisdiction.

In the category of complaints addressed to other bodies we endeavour to follow up with such bodies cases which we consider as deserving until their final settlement, whereas in the category of complaints which do not fall under the Ombudsman's jurisdiction we extend our help in a spirit of cooperation by directing the complaints to the bodies concerned and, again in deserving cases, follow up the matter and, where the need arises, we inform the writers of action taken by us.



I must say that in both categories of cases we have had the full cooperation of the bodies concerned and whenever we make any request it is treated with due respect and receives the attention it deserves.

I firmly believe that no letter of complaint should be left unattended for the sole reason that the issue raised by it falls outside the scope of operation of the Ombudsman. If I am of the view that I can help or intervene in a fruitful manner I do it.

Having said this and in view of the fact that we do receive a number of complaints against local authorities, which are bodies outside the Ombudsman's jurisdiction, I invite the authorities concerned to consider extending the jurisdiction of the Ombudsman so as to enable him to investigate into complaints against local authorities. Presently we have to get round the problem by seeking the intervention of the Ministry of Local Government. It would be infinitely better for the Ombudsman to be able to intervene directly with local authorities.

Hereunder are the officers and authorities over which the Ombudsman exercises jurisdiction under section 97(2) of the Constitution—

- (i) any department of the Government;
- (ii) the Police Force or any member thereof;
- (iii) the Mauritius Prison Service or any other service maintained and controlled by the government or any officer or authority of any such service;
- (iv) any authority empowered to determine the person with whom any contract or class of contract is to be entered into by or on behalf of the Government or any such officer or authority;
- (v) such other officers or authorities as may be prescribed by Parliament.

The above rule suffers from the following exceptions—

- (a) the President or his personal staff;
- (b) the Chief Justice;
- (c) any Commission established by the Constitution or its staff;
- (d) the Director of Public Prosecutions or any person acting in accordance with his instructions;
- (e) any person exercising powers delegated to him by the Public Service Commission or the Disciplined Forces Service Commission, being powers the exercise of which is subject to review or confirmation by the Commission by which they were delegated.

### **The Ombudsman in Africa in the New Millennium -Kampala Paper**

On the occasion of the Regional Ombudsman Conference for Eastern, Central and Southern Africa held in Kampala, Uganda in August 1998 I presented a paper entitled "The Ombudsman in Mauritius - Thirty years on".

I am pleased to inform readers that my paper was picked up by the Editorial Advisory Board of the International Ombudsman Yearbook which recommended its publication. This has now been done in the International Ombudsman Yearbook (Vol. 3 1999) which is published annually by the International Ombudsman Institute, of which Mauritius is a voting member, and Kluwer Law International which is a multidisciplinary publication devoted to the study of the concept of ombudsmanship and the institution of the ombudsman, either in its classic or adapted form.

Hereunder are large extracts of the Kampala paper—

*This year has marked the thirtieth anniversary of the ombudsman institution in Mauritius. Indeed, the creation of the Ombudsman dates back to 1968, the year of our independence, when a new constitution came into force. The Constitution devoted one entire chapter to the Ombudsman, making provisions for the establishment of the ombudsman institution, the manner of his appointment, the extent of his jurisdiction, the procedure to be followed when investigating and other cognate matters. Other matters include the report on the discharge of his functions, which the Ombudsman must submit to the President of the Republic annually and which is laid before Parliament.*

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*There is also the Ombudsman Act passed in 1969, which provides for the oath of office, the manner in which a complaint is lodged, the privilege of communication, the creation of offences whenever any person attempts to influence the decision of the Ombudsman and for administrative expenses, which are charged on the consolidated fund with the approval of Parliament.*

*The appointment of the Ombudsman in Mauritius is made by the President of the Republic and is for a term of four years. The President is required to consult the Prime Minister, the Leader of the Opposition and the leaders of other parties, if any, represented in the National Assembly. One can, therefore, see that the framers of our Constitution had wished that there be a real consensus, albeit among our political leaders, in respect of the person to be appointed as Ombudsman.*

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*Until a few decades ago, Mauritians would go about their business and hardly notice the existence of the state, except for Government House, the Treasury Building and maybe a few other places. But now, with the advent of modern administration, there are other signs which are visible and which cannot escape our attention. The "tentacles" of government have spilled all over, so to speak. This has brought in its wake a mass of regulatory legislation, whereby more power is given to the state and to bureaucrats. Citizens cross with the state at every corner and, sometimes, have to cross swords with that state.*

*Fortunately, the days are gone when our people used to vote at election time and entrust their leaders with the running of the country until the next election and, in the meantime, sit down cross-legged. Now, people are becoming more and more aware of their rights and, therefore, are not prepared to be mere spectators. Indeed, they require more and more transparency and accountability in their dealings with the administration. Therefore, this increase of power in the hands of the state is counterbalanced by an increase in the demands and expectations of citizens. It is a sign of healthy democracy.*

*Alongside the powers accumulated by the state, there has been a rise in its responsibilities, which has necessitated a devolution of powers to government officials and agencies. When power and discretion combine there is a great likelihood of their abuse. As a result, public servants are finding themselves under great pressure because they, too, are being "watched" by the public at large, who want better service and value for money. All the same, no government would wish to allow the system to be destabilized by disregarding citizens' grievances.*



*The growing needs of society in a fast developing world and the complexity of modern government often give rise to injustice to citizens because of bureaucratic maladministration. Some victims are tempted to let go, in the belief that they cannot fight the might of the state. Still others feel they have a good case to argue but are discouraged from seeking redress in court in view of the high cost of litigation and/or the time factor. These persons have good recourse in the person of the ombudsman. However, an ombudsman, which is a device set up by government itself to investigate its own wrongdoings, can only function in a democratic system of government and where the rule of law prevails. It may be said that since our governments have established an ombudsman or other similar institution they are prepared to play the game, recognize their errors and cause any injustice to be remedied. I am pleased to say that this is the situation that obtains in my country and I hope this is so in your country also. What would happen if this was not the case? What would happen if peoples' rights were not recognized? What would happen if wrongs were not righted? What would happen if human rights were constantly violated? As we may have witnessed all around the world, chaos creeps in and instability becomes rampant.*

*I have just said that the ombudsman institution is set up by the state itself. This does not mean that the ombudsman must be subservient to the state or cover up its excesses. The ombudsman is at the service of citizens who have suffered injustice at the hands of government officers or who have been prejudiced by such officers' action or inaction. The main concern of the ombudsman is to provide an equitable service to citizens who chose to resort to his services. The bottom line is the well-being of the people.*

*Speaking from my own experience, I have noticed that very often it is not a particular decision of the administration that hurts or frustrates the complainant but a lack of awareness as to the reason behind such decision. Where the decision is well-motivated and is made known to the complainant, he has no more cause for concern or complaint. At least he would have the satisfaction that this complaint has been looked into by an independent and impartial person whom he trusts. The question of trust is crucial. I have myself, on many occasions, intimated to public officers whose actions I investigate that they should not only be fair in their handling of cases but should also be seen to be fair. In the same way, the ombudsman must be someone who is perceived as being independent, impartial and trustworthy. Perception is even more important than reality. Otherwise, nobody would address their complaints to the ombudsman. Therefore, it is our duty to live up to the expectations of our people.*

*Similarly, every complaint does not mean that something must have necessarily gone wrong somewhere in the administration. I think we also have to be fair to the administrators. Whereas in the beginning I noticed a certain resentment from public officers, inasmuch as I was poking my nose into their files, with the passage of time and occasional remonstrances from me they have come to terms with the functions the ombudsman is called upon to fulfil. I have myself realized that it is easier to catch flies with honey than with vinegar. A low-key approach and a nonconfrontational attitude have proven to be more efficient for, after all, what is important is to give fair treatment to the complainant and to see that justice is done. Also, how better to define justice than to use the words of St. Thomas Aquinas, the great Italian theologian and philosopher, who referred to justice as "a constant and perpetual will to yield to each one his right."*

*Thus, we may describe our mission as a perpetual quest for justice. We are all endowed with the necessary powers to achieve this objective. As those powers are more or less the same in our various jurisdictions, I do not think I need to elaborate on this. What may differ, however, is the way we go about using such powers and that may itself depend on the circumstances prevailing in our respective countries. Whatever our methods, I would like to emphasize two points: first, we have to be easily accessible to one and all and, second, we must be attentive to citizens' complaints.*

*Fair treatment does not mean that at the end of the day we must rule in favour of the complainant - far from it. What is required is that a complainant should be treated with respect, dignity and without discrimination, and his complaint must be dealt with without undue delay, without taking irrelevant matters into consideration and without leaving aside relevant matters.*

*All this forms part of the democratic system and the ombudsman is an integral part of due democratic process. However, inasmuch as democracy itself is a fragile notion, we have to be constantly vigilant. Even if we have a few achievements to our credit, we cannot rest on our laurels. We have to continue to strive for improvements in the quality of public administration. We must act as a deterrent against the misuse and abuse of public power and afford the citizen the opportunity to question irregularity and unfairness in the public administration and to challenge any official misbehaviour. It is thus that we shall succeed in reinforcing public confidence in our institution.*

.....

*The question is often asked whether there is any need for an ombudsman. The answer to that is the growing number of countries that have lately set up this kind of institution. This can be seen as a growing need and demand on the part of the public for such a service. The reason, I believe, is that there are still a great number of people who suffer at the hand of the authorities and, clearly, there is a feeling that they must be afforded an avenue for redress which requires no commitment in terms of money, which is less time-consuming and which, above all, involves less strain on the individual.*

*I humbly submit that my presentation has highlighted, in one way or another, the essential characteristics of the ombudsman or other similar institutions, as contained in the final declaration of the Sixth International Conference of the I.O.I., held in October 1996 in Buenos Aires, to wit: independence, accessibility, flexibility and credibility, although not necessarily in that order.*

*In conclusion, I would say that, first and foremost, it is the machinery of the state that must be geared towards giving every citizen his or her due. In this respect, the conference is yet another opportunity for us to express our solidarity with one another in order to bring this about where it does not exist, express our support to those colleagues who operate in adverse circumstances and, finally, encourage those countries willing to establish similar institutions to do so.*

*Bearing in mind the theme of the conference: "The Ombudsman in Africa in the New Millennium", I would urge that there is, indeed, a great need for this kind of institution in this part of Africa, having regard to the high levels of illiteracy and poverty, the expanding civil service with insufficiently trained officers, etc. The office is extremely valuable to our citizens. It helps to combat exclusion, which may otherwise lead to social deterioration and disintegration. It helps to bring public service closer to the people. In the end, it gives people the freedom to criticize, with the result that democracy itself becomes richer and stronger. This, in turn, is linked to our economic development and respect for human values, which we all desire for the whole African continent.*

### **Acknowledgements**

I wish to thank all my staff for their devotion and hard work, the public for their confidence in lodging their complaints before me and officers within the administration whose actions I have had to investigate for their cooperation.

### **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 concerned and the result of the case.

**Date: 26 May 2000**

**(S.M. HATTEEA)**

*Ombudsman*

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

#### ACCOUNTANT GENERAL

C/210/98

##### **Inordinate delay in paying complainant's pension benefits**

By letter dated 22 May 1998 G.M. registered a complaint against the Accountant General for non-payment of pension benefits almost two years after his retirement from the service.

His version was to the effect that he had worked in the public service and other para-statal bodies between 1965 and 1996 but had to retire at the age of 50 on ground of health. His retirement benefits were to be paid by S.I.C.O.M. and the Accountant General. Whereas he had been paid by S.I.C.O.M. that was not the case as regard the Accountant-General.

The explanation given to him, according to himself, was that no official certification of service from one of the ministries he had served had been received at the Accountant General's Office and therefore no payment could be effected. Although he contacted the ministry concerned for the relevant certification nothing was done.

And now he was in dire need of those benefits as he had to buy medicine which was costly.

My inquiry revealed that since two years the Accountant General's Office had requested the Ministry of Education and Human Resource Development (as it was called then) to submit the relevant pension papers but that Ministry had failed to do so.

I thereupon requested for a formal explanation from the Ministry of Education and Human Resource Development. They informed me that they had initially submitted the relevant papers in July 1997 but the Accountant General called for further information in March 1998 which was then submitted in July 1998.

Pursuant to that the Accountant General informed me on 7 August 1998 that the matter had been finalised and necessary payment would be effected shortly.

The complainant was informed accordingly and was requested to inform me once he received his due. He chose to remain silent. His complaint however stands as justified.

I call on the authorities concerned to treat such cases with more celerity as I consider the time taken in finalising this case to be excessive.

C/403/98

##### **Retired officer obtains satisfaction after Ombudsman's intervention**

S.S. retired from the service on 7 November 1998 as acting Senior Inspector of Schools as he had reached the age limit after forty-one years of continuous service.

According to him all formalities for the payment of his retiring benefits had been completed before the date of his retirement and he was informed that within two weeks all sums accruing to him would be paid into his bank account.

However this was not done and, according to him, he was told at the Accountant General's Office that he would have to wait for three months.



He therefore sought my intervention, describing his plight as follows:

*"Meanwhile I have no cent so no food nothing not even a stress free death and a decent cremation within the time span. I have obligations with my bank on housing loan to meet on monthly basis."*

When queried by me on 1 December 1998 the Accountant General replied on the same day informing me that no documents in respect of the complainant's retirement had been forwarded to the Treasury by the Ministry of Education and Scientific Research. This was however done two days later and complainant's pension benefits were paid on 16 January 1999, whereas other benefits were completely settled, after verification, on 14 July 1999.

### **CIVIL STATUS OFFICE**

C/41/99

#### **Complainant's act of birth reconstituted and delivered to him**

Having decided to go and visit his son abroad, K.B. called at Rose Hill Civil Status Office for a fresh copy of his birth certificate where he was told that the books had been damaged and pages were missing. He was referred to the Head Office in Port Louis where was told the same thing. He was then referred to the Rose Hill District Court and from there to the Attorney General's Office in relation to a reconstitution of his act of birth. A statement was also recorded from him by the Police of Rose Hill.

After one year of waiting and seeing nothing coming his way he decided to submit a complaint to me.

Following my intervention at the Attorney General's Office I was informed that favourable conclusions of the Ministère Public had been transmitted to the District Magistrate of Rose Hill for appropriate action.

Finally, after nearly seven months, I was informed by the Registrar of Civil Status that the Magistrate's order for the reconstitution of the complainant's act of birth had been received.

The complainant was informed accordingly and a few days later he took delivery of his new birth certificate.

He thanked us in the following way: "I am proud about the wonderful piece of work you did and kindly wish to thank you and all your staff."

### **EDUCATION AND HUMAN RESOURCE DEVELOPMENT**

C/289/98

#### **Complainant gets refund of contribution on humanitarian grounds**

The complainant, Mrs. C.R., reported a case of arbitrary deduction of contributions from her lump sum.

Her story is that some eight months before her proposed retirement, she opted not to contribute to the Civil Service Family Protection Scheme (C.S.F.P.S.) and, according to the established procedure, she submitted her option form to the Head Teacher of the school where she was working for transmission to the Ministry of Education and Human Resource Development and ultimately to the C.S.F.P.S.

Unfortunately, during the period she was on leave prior to retirement, she was informed by the C.S.F.P.S. that as it had not received her option form her contributions to the fund up to the date of her retirement would be deducted from her lump sum.

Her complaint was that although she had written three times to the Permanent Secretary of her ministry about the matter with a request to trace out the option form she received no reply.

The explanation of the ministry was that an inquiry was under way with the Head Teacher concerned but it had not been possible to trace out the option form as no record was available at the school nor at the finance section of the ministry.

The ministry however requested the Financial Secretary to treat the case as a special one so that the lady could be exempted from payment of arrears of contributions. However as the law made no provision for such an exemption the request of the ministry could not be acceded to.

Finally it came to my knowledge that eight female officers of the Police Women Unit had made a specific claim to the Civil Service Family Protection Scheme Board for refund of contributions on the ground that no option forms were made available to them. This was acceded to by the Board exceptionally and on humanitarian grounds.

I therefore approached the Civil Service Family Protection Scheme Board inviting it to consider the case of the complainant also on humanitarian grounds. I am pleased to say that the Board agreed to do so provided the request came from the complainant - contributor herself as in the other cases.

In the end the amount of Rs 9411.09 was refunded to the complainant.

## **EDUCATION AND SCIENTIFIC RESEARCH**

*C/7/99*

### **Lady teacher posted at a school of her region after 24 years**

The complaint dated 9 January 1999 of this lady teacher was that she had been discriminated against as regard her application for a transfer to the Curepipe region.

She alleges that she resides in Curepipe and reckoned twenty-four years of service. She has always travelled long distances to attend duty. After six years of service at Grand Bois Government School she submitted an application for a transfer to the Curepipe region. Unfortunately she was posted at Midlands Government School contrary to what had been agreed at the level of the Transfer Committee where it was agreed that she would be posted at Curepipe Road Government School.

The matter was immediately raised with the ministry and, after reconsideration, the lady was posted at Curepipe Road Government School on 11 February 1999.

*C/61/99*

### **Detainee's child gets appropriate school on account of high costs of transport**

A detainee at Grand River North West Prison, whose address is 16th Mile, Forest Side, complained about the school where his daughter aged five and a half years had been admitted.

That school was found in Midlands and the costs of transport for the mother to drop the child at school in the morning and pick her up in the afternoon was too high for the family to bear. The complainant requested that the child be transferred to a school in Curepipe so as to reduce the cost of transport.

When the matter was taken up with the Ministry they conceded that, although the admission of the child at Midlands Government School had been done in line with the existing admission criteria i.e. catchment area and residential address, they were not made aware of the transport and financial problems involved until the receipt of my letter.

The case of the child was therefore reconsidered and, as there were seats still available at Cité Atlee Government School, i.e. in Curepipe, the child could be admitted there.

Indeed a letter was forwarded by the Ministry to the complainant informing him of the decision taken and requesting the responsible party to call at that school for necessary formalities. A copy of that letter was also sent to me.

Case stands as rectified.

C/238/99

#### **Vacation leave granted to Education Officer**

Y.G., Education Officer, working at John Kennedy College where he teaches Design and Technology, wrote to me on 2 July 1999 to inform me that his application dated 5 May 1999 for 103 days pre-retirement leave starting on 5 July 1999 had been refused. He considered this unfair as he was being denied the legitimate privilege of enjoying the fruit of his labour after 37 years of "devoted and loyal services". Moreover, this had affected him morally.

The version of the Ministry was to the effect that at the time of the complainant's application for vacation leave it had not been possible to find a replacement teacher in view of an acute shortage of Education Officers in Design Communication/Design Technology. In order not to penalise students the application was left pending, until a replacement teacher was found.

At the time of writing to me i.e. on 12 July 1999, the Permanent Secretary informed me that it had now been possible to find a replacement teacher. The complainant should make a proper handing over and he would then be released.

Finally the application was approved with effect from 19 July 1999 and complainant made the proper handing over before proceeding on leave.

He wrote to offer his thanks and added that "..... it is after your prompt intervention that the Ministry of Education rushed to find a replacement teacher."

Although the leave started 14 days late the matter stands as rectified.

#### **ENVIRONMENT, HUMAN RESOURCE DEVELOPMENT AND EMPLOYMENT**

C/40/99

##### **Blocked sewerage pipe repaired.**

A 63 year-old lady, who describes herself as a person with heart disease, reported to me that she had notified the authorities concerned about a blocked drain which was causing her yard to be flooded with filthy and smelly water which had also become a breeding ground for larvae, flies and mosquitoes, thus constituting a nuisance and a hazard to health.

According to her complaint dated 3 February 1999 the report was made since two months and all that the authorities had done was to pump out excess water, twice daily. She resented being the victim of "government's administrative lethargy."

Upon my intervention officers of the Ministry of Environment, Human Resource Development and Employment assessed the situation and found that the overflow of waste water in her yard was due to obstruction of a manhole found on the premises of the complainant's neighbour. The matter was referred to the Waste Water Authority, the enforcing agency in such matters.

A dye test was carried out and it revealed a defective sewer line. The following remedial measures were taken:

- leaking manhole repaired
- metres of sewer pipe replaced
- cover and frame of manhole replaced
- a gulley and a leaking sewer repaired.

Excavation works to check the state of the common house sewer and further dye tests were also carried out.

Although requested to inform me of the situation after the completion of the works the complainant failed to respond. The Ministry however informed me that the nuisance had been abated.

The matter stands as rectified.

## **HEALTH AND QUALITY OF LIFE**

*C/430/98*

### **Complainant, victim of road accident, supplied with medical report following Ombudsman's intervention**

As a result of a road accident which occurred on 22 August 1997, R.G. sustained a fracture of the right tibia and head injuries. He received treatment at Victoria Hospital from where he was discharged three days later with his injured leg plastered. After further treatment in September and November 1997 he was finally discharged on 25 November 1997.

As R.G. intended to claim damages for the prejudice sustained by him he required the Medical Report which was still not forthcoming from the hospital nearly one year later. Even a letter by his counsel to the Medical Superintendent of the hospital proved fruitless. So he wrote to me on 2 December 1998.

I took up the matter with the Ministry of Health and Quality of Life and was informed that arrangements had been made to transmit the Medical Report to the Police of Rose Hill which was responsible for the inquiry in the case.

Finally, in April 1999, a copy of the said Medical Report was made available to the complainant.

*C/90/99*

### **Unjustified complaint**

H.H. complained about the inaction of the authorities concerned in respect of several reports made by him against his neighbour who was rearing cattle near his house, thus giving rise to bad odours and the proliferation of flies.

A first visit effected by officials of the Ministry of Health and Quality of Life revealed that—

- (i) the cowshed was in concrete structure and all the openings therein were flyproof;
- (ii) there were nine heads at the time of visit;
- (iii) all waste waters from the cowshed were diverted into an improved pit;
- (iv) manure from the cowshed was carted away once weekly;
- (v) no accumulation of manure was noted; and
- (vi) no fly and smell nuisance was detected at the time of visit.

A follow-up visit three weeks later again revealed no nuisance.

The complainant informed me that he did not accept such findings and wished me to effect a personal visit.

A team comprising of the Secretary of my Office and a Senior Health Inspector effected yet another visit, notice of which was given to the complainant. Unfortunately the latter chose not to be present but delegated his brother to attend. The latter ushered the team of inspection around but once again no nuisance was detected.

I therefore informed H.H. that I had come to the conclusion that his complaint was not justified. He remained quiet.

*C/147/99*

#### **Medical report released**

A.R. was injured in a road accident on 16 February 1996 following which he attended Victoria Hospital where he received medical treatment.

Subsequently, in November 1998, through his Attorney-at-Law, he requested his medical report for insurance purposes but, as he did not receive any, he reported the matter to me on 22 April 1999, although his letter was received on 3 May 1999.

I investigated the matter with a view to finding out whether there was any particular difficulty in releasing such a report. Apparently there was none as a month later the Ministry provided the complainant with the report he needed.

*C/288/99*

#### **Widow's problem solved**

I picked up an article from "L'Express" of 23 August 1999 concerning the plight of an old widow of Port Louis. The yard to her house was flooded with waste water which represented a potential hazard to health, apart from the fact that the house itself got flooded whenever it rained.

I started the investigation immediately and it revealed that the Waste Water Authority had been informed of the situation since 27 July 1999 by the Ministry of Health and Quality of Life. A site visit was effected on 30 July 1999 by officers of the Port Louis Health Office and as the situation was the same a Statement of Nuisance was issued upon the Waste Water Authority but, in the meantime, disinfection was carried out twice weekly by the Port Louis Health Office.

On 1 September 1999, officers of the Flying Squad of the said Ministry revisited the site and were informed by the Principal and Senior Engineers of the Waste Water Authority that investigations were still being carried out to determine the exact cause of sewage overflow. On the next day the Ministry requested the Waste Water Authority to take appropriate measures urgently.

Finally it was discovered that the sewer line at the locus had been damaged during the construction of a nearby bridge by the Municipality of Port Louis. Repairs and replacement works were done and the site was revisited on 8 November 1999 and it was found that the sewer was functioning properly and no sewage stagnating on the premises of the widow.

The problem was thus solved.

## **INCOME TAX**

*C/278/99*

### **Case of mistaken identity**

K.M. of Royal Road, Grand Bois, received an assessment dated 30 June 1999 from the Income Tax Department claiming payment of a sum of Rs 58,155 to be paid not later than 28 July 1999. The year of assessment was given as 1994/95.

Nothing strange one would have thought except that, during that period, K.M. was physically incapacitated following a stroke and unable to work and confined to his bed/chair. He was even in receipt of a basic invalidity pension.

According to him he was enduring sleepless nights since he received the assessment and begged me "to relieve this torture."

After inquiry it was discovered that the assessment was in fact intended for the nephew of K.M., a businessman, who unfortunately bore more or less the same names and also lived at Royal Road, Grand Bois. It was thus a genuine mistake made by the Income Tax Department for which the Commissioner tendered his written apology to the complainant.

All is well that ends well.

## **INDUSTRY AND COMMERCE**

*C/91/99*

### **Returning resident allowed to import personal car**

By letter dated 18 March 1999 M.T. lodged a complaint before me in respect of an application made by him for an import permit to bring into Mauritius his personal car as a returning resident. According to him, after the Ministry had initially rejected his application, he protested and he was informed that his request had been referred to the National Transport Authority. After some three months, as the Ministry had failed to inform him of the fate of his application, he wrote back to them but never received any reply.

It would appear that the complainant had submitted all necessary documents and that the car had reached Mauritius on 20 June 1998. Therefore storage costs were increasing and the condition of the car itself was deteriorating.

Fortunately, one month after I had started my investigation in this case, the complainant was granted the necessary authorisation to take delivery of his car from Customs.



## LOCAL GOVERNMENT AND URBAN AND RURAL DEVELOPMENT

C/385/98

### Absence of sewerage system remedied

One J.S. wrote to me in October 1998 on behalf of certain inhabitants of Cité Casernes, Curepipe, complaining about the absence of a sewerage system in their locality resulting in a very serious odour nuisance. Their efforts to have the situation remedied had so far been in vain. They therefore sought my intervention in the matter.

My inquiry revealed that an amount of Rs 1.5 million had been made available to the Ministry of Local Government in September 1997 to finance the construction of new manholes and pipe laying and upgrading of septic tanks and dispersion trenches at Les Casernes Municipal Housing Estate, under the "Marshall Plan for the Development of Deprived Regions". The Executing Agency for the project was the Municipal Council of Curepipe.

Unfortunately the Council was unable to implement the project before June 1998 inasmuch as the design had been reviewed so as to incorporate a pumping system for carrying waste water from the Housing Estate to the newly installed sewerage system in the vicinity.

The Council had, in September 1998, sought approval for—

- (i) consultancy services for the design of the network;
- (ii) implementation of the project thereafter, and
- (iii) ad hoc repairs preceding implementation.

I requested the authorities concerned to expedite matters and more especially the *ad hoc* repairs.

Finally the contract was awarded following a tender exercise and in June 1999 I was informed that the works had been completed.

I am particularly pleased at the outcome of this case, the more as the complainants are socially vulnerable people.

## POLICE

C/272/98

### Driving school licence issued to complainant after more than three years

Since June 1995 L.M. had applied to the Police Traffic Branch Department for a driving school licence. As he never received any reply he wrote to me in July 1998.

I took up the matter immediately with the Commissioner of Police who first informed me that the application was under consideration. I had to remind the Commissioner that the application had been made more than three years ago and requested to be informed whether there was any particular difficulty in this case.

Fortunately, by mid-December the Commissioner informed me that the application for a Driving School and Instructor's Licence had been favourably entertained and on 24 December 1998 the complainant was effectively issued with the licence.

In the absence of any explanation for such a long delay I can only deduce that the department concerned had been "sleeping" on that application. The attention of the Commissioner of Police is therefore drawn to this state of affairs.

C/346/98

### **Lengthy detention without trial ended**

Detainee A.J. had been arrested on 26 April 1995 in connection with a murder case and, by 8 September 1998, date of his letter to me, had not been tried yet.

When I queried the Police about what appeared to me an unduly long detention I was told that a preliminary enquiry had already been held before the magistrate and that the complainant had been referred before the Assizes. However, in a copy of the police file that was made available to me I noted that the magistrate had found that there was insufficient evidence to charge the complainant with murder. When I drew the attention of the Police to this contradiction they told me that they had made a mistake. However the matter was still at the Office of the Director of Public Prosecutions for advice. Although the latter is excluded from my jurisdiction I was of the view that I should draw her attention to this state of affairs, which I did.

Subsequently prosecution was entered against A.J. for wounds and blows causing death without intention to kill before the Intermediate Court where he pleaded guilty on 20 August 1999 and he was accordingly sentenced.

At long last his detention without trial had come to an end.

C/428/98

### **Action taken following Ombudsman's intervention**

M.S.H., a helper in a supermarket, alleged that he was assaulted by his employer and reported the matter on the same day to the Police and even attended the hospital for treatment.

Some three months later, not seeing any further action by the Police, he registered a complaint before me.

My inquiry indeed revealed that, although the police inquiry had been completed no prosecution had yet been entered. This was subsequently done and the case fixed for trial.

I explained to the complainant that whatever the outcome of the case my role ended there. His complaint was justified.

C/110/99

### **Complainant's passport returned to him after court case**

On 9 April 1999 one M.Y.B. filed a complaint against the Police to the effect that—

- (i) his passport has been seized by the Police in connection with a case in which four cheques issued by him had been returned dishonoured by the bank;
- (ii) he has now settled the amount represented by these cheques;
- (iii) in spite of all his endeavours he is unable to recover his passport in order to be able to travel.

My investigation revealed that, notwithstanding the settlement made by the complainant, the Director of Public Prosecutions had advised prosecution against him.

Indeed the complainant was prosecuted on four charges of issuing cheque without provision and he was convicted and duly sentenced on each count.

Soon afterwards, i.e. on 1 July 1999, his passport was returned to him and the objection to his departure lifted.

The following remarks are called for—

- (i) the Director of Public Prosecutions was entitled to advise prosecution notwithstanding any refund made subsequently. It was for her to decide in the light of all the circumstances of the case; and
- (ii) the complainant could not expect to have his passport back whilst prosecution against him was pending, unless there was an order of the Supreme Court to that effect.

Although the complainant got his passport back less than three months after writing to me his real grudge was the delay in taking a decision in his case (the offences were committed in October and December 1997), the more so as he had admitted to the Police having committed the offences.

*C/191/99*

**Autocycles purchased by complainant at police auction sale finally registered on his name**

On 30 January 1999 at Line Barracks several unclaimed articles were offered for sale by auction on behalf of the Police.

M.U.S., the complainant, purchased two autocycles and subsequently obtained the necessary letter from the Superintendent of Police addressed to the National Transport Authority for purposes of transfer of ownership on his name. He, in the meantime, caused the autocycles to be repaired as they were not in a roadworthy condition.

When he went to the examination centre of the National Transport Authority and produced the necessary papers he was asked to obtain further particulars from the manufacturer's agent in Mauritius which he did and produced them to the vehicle examiner. He was then issued necessary documents which he was requested to produce at the Head Office of the N.T.A. for purposes of registration. There he was told that he should cause the deeds of sale to be duly registered. He therefore repaired to Line Barracks where the Police Officer attending to him took note of the matter and asked him to call back a few days later. After several visits at Line Barracks he was unable to obtain any reply. According to him the Police was dilly-dallying with the matter and up to the time of writing to me (20 May 1999) he had not been able to register his autocycles.

When I queried the Police about the case they liaised with the National Transport Authority and the Registrar General's Office to sort out matters and finally in October 1999 the complainant himself informed me that the two autocycles had been registered on his name and thanked us in the following way: "I am indeed very happy and words fail me to express my warmest gratitude to you for having been instrumental in finding a speedy solution to my problem."

*C/299/99*

**Report of accident sent to complainant within 6 days**

Mr. D. wrote to me on 31 August 1999 complaining about Police failure to deliver to him a copy of the report of an accident which took place on 8 September 1997 in which his motorcycle had been damaged to the tune of Rs 23000. He needed that report to produce to his insurance company and had many a time claimed that report from the Police without any success.

I queried the Police as to whether there was any problem with issuing the report. Six days later the report was forwarded to the complainant who did not fail to thank us profusely.

### **PRIME MINISTER'S OFFICE**

*C/92/98*

#### **Application for naturalisation approved**

L.K.W. came to Mauritius in October 1982 from China. He married a Mauritian lady on 6 April 1983 in Mauritius. In May 1996 he applied to the appropriate authority for naturalisation.

Nearly two years later he still had not received any reply. So he sought my assistance.

I took up the matter with the Secretary for Home Affairs at the Prime Minister's Office. At first I was informed that the application was still under consideration but shortly afterwards I received another letter informing me that the application had been approved.

All is well that ends well.

*C/135/99*

#### **Certificate of citizenship issued to complainant upon Ombudsman's intervention**

M.I.L. had applied to the Prime Minister's Office in December 1996 for Mauritian citizenship. As no reply was received by him after nearly two and half years he lodged a complaint before me.

I queried the Secretary for Home Affairs who, one week later, informed me that the application was in its final stage of processing and that a decision would be conveyed to the complainant soon.

Indeed, one and a half months later, the certificate of mauritian citizenship was issued to him.

My intervention was therefore fruitful.

### **PRISONS**

*C/58/99*

#### **Wrong computation of sentence amended**

Detainee A.A.C., complainant in this case, and his mother had been sentenced by the Intermediate Court to terms of imprisonment of two years and six months respectively for a drug offence. Judgment was delivered on 7 May 1998; they appealed on 8 May 1998 and the appeal was dismissed on 8 October 1998. They were both kept in prison pending the appeal.

The complaint is that the Prison Administration refuses to compute the sentence of the complainant as from the date of judgment of the appellate court but instead as from 12 January, 1999, date the warrant of commitment was received at the Prison.

My inquiry revealed that there was an annotation on the warrant of commitment reading as follows: "On 8.10.98 - Appeal is dismissed by the Supreme Court." I drew the attention of the Prison Administration to this and required them to explain to me why they elected to choose the date 12 January 1999 for the running of the sentence.

The Commissioner of Prisons replied that normally sentence takes effect on the day on which the warrant of commitment is received unless otherwise specified. All the same he informed me that he was seeking the Solicitor General's advice.

The Commissioner was clearly wrong and, as expected, the advice was that sentence should start running as from 8 October 1998.

A wrong has thus been put right.

## **RODRIGUES**

*C/406/98*

### **Overtime paid to ambulance drivers**

Five ambulance drivers of the Health Department informed me in November 1998 that payment of overtime due to them for performing more than 160 hours of duty monthly had been stopped since July 1998.

The matter was taken up with the Island Secretary, Rodrigues, who needed time to investigate in the matter.

Finally each and every one of the complainants was paid his due from July 1998 till June 1999.

The complaint was therefore justified.

*C/119/99*

### **Duty free certificate granted**

A Senior Fisheries Protection Officer from Rodrigues complained that since August 1998 he was the only one of a group of Fisheries Officers who had applied for remission of duty to purchase a motorcycle as per Errors, Omissions and Clarifications of the 1993 PRB Report not to have received his duty free certificate.

My inquiry revealed that his application had been submitted to the Comptroller of Customs but very shortly after my intervention his request was acceded to and the duty free certificate forwarded to the office of the Island Secretary.

I requested the complainant to liaise with that office for follow up action.

As he did not revert to me subsequently I can safely assume that he has obtained satisfaction.

# APPENDIX D

## STATISTICAL SUMMARY OF COMPLAINTS

Ministries/Departments	Rectified	Partly Rectified	Not Justified	Explained	Discontinued	Not Entertained	Not Investigated	Withdrawn	Pending	Total No. of Complaints
Accountant General	3	-	1	-	1	-	-	-	4	9
Agriculture and Natural Resources	3	-	-	-	-	-	-	-	-	3
Agriculture, Fisheries and Cooperatives	1	-	1	-	-	-	-	-	1	3
Agriculture, Food Technology and Natural Resources	2	-	-	-	1	1	-	-	3	7
Civil Service Affairs	-	1	-	-	-	-	-	-	-	1
Civil Service Affairs and Administrative Reform	-	-	1	-	-	-	-	-	1	2
Civil Status Office	1	-	-	1	-	-	-	-	-	2
Commissioner of Income Tax	-	-	-	-	-	-	-	-	1	1
Commissioner for Value Added Tax	-	-	-	-	1	-	-	-	-	1
Economic Development, Productivity and Regional Development	-	-	-	-	-	-	-	-	1	1
Education and Human Resource Development	2	-	-	-	-	-	-	-	4	6
Education and Scientific Research	4	-	4	7	2	-	1	-	4	22
Energy and Water Resources	-	-	-	-	1	-	-	-	-	1
Carried forward	16	1	7	8	6	1	1	-	19	59



Ministries/Departments	Rectified	Partly Rectified	Not Justified	Explained	Discontinued	Not Entertained	Not Investigated	Withdrawn	Pending	Total No. of Complaints
Brought Forward	43	1	11	18	9	1	1	-	61	145
Income Tax	1	-	-	-	-	-	-	-	-	1
Industry and Commerce	1	-	-	-	-	-	1	-	-	2
Labour and Industrial Relations	1	-	1	-	-	-	-	-	-	2
Land Transport, Shipping and Public Safety	-	-	-	-	-	-	-	-	1	1
Land Transport, Shipping and Port Development	1	-	-	-	-	-	-	-	2	3
Local Government	1	1	-	-	-	-	-	-	1	3
Local Government and Environment	-	-	1	-	-	-	-	-	1	2
Local Government and Urban and Rural Development	1	-	-	1	-	-	-	-	2	4
Police	23	-	2	35	7	-	1	-	27	95
Postmaster General	-	1	1	1	-	-	-	-	2	5
Prime Minister's Office	2	-	-	-	-	-	-	-	-	2
Prime Minister's Office (Civil Status Division)	-	-	-	-	-	-	-	-	1	1
Prisons	4	2	7	21	1	-	-	2	6	43
Public Infrastructure	1	-	-	-	2	-	-	-	3	6
Carried forward	79	5	23	76	19	1	3	2	107	315

Ministries/Departments	Rectified	Partly Rectified	Not Justified	Explained	Discontinued	Not Entertained	Not Investigated	Withdrawn	Pending	Total No. of complaints
Brought Forward	16	1	7	8	6	1	1	-	19	59
Environment and Quality of Life	3	-	-	-	-	-	-	-	1	4
Environment, Human Resources Development and Employment	1	-	-	-	-	-	-	-	4	5
Environment and Urban and Rural Development	-	-	-	-	-	-	-	-	1	1
External Communications	-	-	-	-	-	-	-	-	2	2
Finance	-	-	-	-	1	-	-	-	1	2
Financial Secretary	-	-	-	1	-	-	-	-	-	1
Fisheries and Cooperatives	1	-	-	-	-	-	-	-	-	1
Foreign Affairs and International Trade	-	-	-	1	-	-	-	-	-	1
Government Printing Office	-	-	1	-	-	-	-	-	1	2
Health	-	-	-	3	-	-	-	-	4	7
Health and Quality of Life	13	-	3	4	1	-	-	-	14	35
Housing, Lands and Town and Country Planning	2	-	-	-	-	-	-	-	2	4
Housing and Land Development	3	-	-	-	1	-	-	-	5	9
Housing and Lands	4	-	-	1	-	-	-	-	5	10
Human Resource Development and Reform Institutions	-	-	-	-	-	-	-	-	2	2
Carried forward	43	1	11	18	9	1	1	-	61	145

Ministries/Departments	Rectified	Partly Rectified	Not Justified	Explained	Discontinued	Not Entertained	Not Investigated	Withdrawn	Pending	Total No. of Complaints
Brought forward	79	5	23	76	19	1	3	2	107	315
Public Infrastructure and Public Safety	1	1	1	-	1	-	2	-	3	9
Public Utilities	-	-	-	-	1	-	-	-	3	4
Registrar of Associations	-	-	1	-	1	-	-	-	-	2
Registrar of Companies	-	-	-	1	-	-	-	-	-	1
Registrar of Co-operative Societies	-	-	-	1	-	-	-	-	-	1
Registrar General	-	-	-	-	1	-	-	-	1	2
Rodrigues	77	4	31	62	9	1	1	-	298	483
Social Security and National Solidarity	2	-	1	1	1	-	-	-	5	10
Social Security, National Solidarity and Senior Citizens Welfare	-	-	-	-	-	-	-	-	2	2
Tourism and Leisure	-	-	-	2	-	-	-	-	-	2
Town and Country Planning Board	-	-	-	1	-	-	-	-	1	2
Trade and Shipping	-	-	-	-	-	-	-	-	1	1
Women, Family Welfare and Child Development	-	-	-	-	-	-	-	-	1	1
Youth and Sports	-	-	-	2	-	-	-	-	-	2
<b>TOTAL</b>	<b>159</b>	<b>10</b>	<b>57</b>	<b>146</b>	<b>33</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>422</b>	<b>837</b>

## APPENDIX E

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<b>ACCOUNTANT GENERAL</b>		
C/190/97	Complainant avers he is the holder of first prize Government lottery ticket. His claim for payment has been rejected.	Pending
C/487/97	Application to use passage benefits and to cash money not attended to.	Discontinued
C/210/98	Complainant paid only part of his retirement benefits.	Rectified
C/214/98	Passage benefits not paid to complainant some 16 months after retirement.	Rectified
C/403/98	Retiring benefits not paid to retired officer after two weeks and he is told he will have to wait three months.	Rectified
C/25/99	Complainant who is a government pensioner alleges that he has received no revision of his pension.	Not justified
C/39/99	Length of service not properly computed.	Pending
C/279/99	Retired officer not paid any pension four months after retirement from the service.	Pending
C/282/99	Retired public officer not paid his retiring benefits after nearly one year.	Pending
<b>AGRICULTURE AND NATURAL RESOURCES</b>		
C/269/96	Application for land conversion permit made since three years but no reply received.	Rectified
C/376/96	No reply to application for transfer of land made more than 10 months before.	Rectified
C/58/97	No reply to application for land conversion permit made since two years.	Rectified
<b>AGRICULTURE, FISHERIES AND COOPERATIVES</b>		
C/453/97	No decision taken yet on complainant's application to breed and export monkeys made more than four years ago.	Rectified
C/274/98	Complainant avers that he is being claimed land conversion tax whereas according to him no such tax is payable in his case.	Not justified
C/305/98	Proposal by Government to retrieve land leased to complainant unduly penalises the latter.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<b>AGRICULTURE, FOOD TECHNOLOGY AND NATURAL RESOURCES</b>		
C/439/98	Threatened landslide due to crumbling retention wall. No action taken by the authorities.	Not entertained
C/79/99	Illegal construction of bridge and deposit of debris on river reserves.	Discontinued
C/152/99	Allowance for performing higher duties not paid.	Rectified
C/182/99	Retired public officer not paid passage benefits entitlement and allowance for sick leave more than four months after retirement.	Rectified
C/222/99	Nuisance caused by bees belonging to complainant's neighbour who is a beekeeper.	Pending
C/252/99	Application for land conversion permit wrongly rejected according to complainant.	Pending
C/434/99	Anomaly in salary.	Pending
<b>CIVIL SERVICE AFFAIRS</b>		
C/399/97	Complainant requests adjustment of salary upon his transfer from C.H.A. to Ministry.	Partly rectified
<b>CIVIL SERVICE AFFAIRS AND ADMINISTRATIVE REFORM</b>		
C/105/99	Application for incremental credit for additional qualifications rejected.	Not justified
C/415/99	Complainant avers that responsibility allowance paid to him is not enough.	Pending
<b>CIVIL STATUS OFFICE</b>		
C/37/99	Complainant not issued with identity card as he was born outside Mauritius.	Explained
C/41/99	Complainant unable to obtain fresh copy of his birth certificate as relevant pages in registers of births are missing.	Rectified
<b>COMMISSIONER OF INCOME TAX</b>		
C/341/99	Claim for deduction of "medical expenses" in income tax return.	Pending
<b>COMMISSIONER FOR VALUE ADDED TAX</b>		
C/144/99	Complainant avers that he has been wrongly assessed to pay value added tax.	Discontinued

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
ECONOMIC DEVELOPMENT, PRODUCTIVITY AND REGIONAL DEVELOPMENT		
C/307/99	Long delay in filling posts of Senior Economists.	Pending
EDUCATION AND HUMAN RESOURCE DEVELOPMENT		
C/48/98	No reply to application for leave to be spent abroad.	Rectified
C/135/98	Delay in dealing with application by complainant for the recognition and equivalence of his certificate in Computer Based Information Systems awarded by Mc. Gill University.	Pending
EDUCATION AND HUMAN RESOURCE DEVELOPMENT		
C/229/98	Complainant avers that he feels victimized by a parastatal body falling under the aegis of the Ministry.	Pending
C/289/98	Arbitrary deduction of contribution from complainant's lump sum.	Rectified
C/319/98	Complainant not paid allowance for extra work since six months.	Pending
C/325/98	Complainant who is a pensioner of the Private Secondary Schools Authority has not received any increase in pension for financial year 1997-1998.	Pending
EDUCATION AND SCIENTIFIC RESEARCH		
C/7/99	Application by complainant, primary school teacher, to be transferred to a school in Curepipe not granted. Complainant avers she has travelled long distances throughout her career of 24 years - claims she is victimised.	Rectified
C/30/99	Complainant's ward not admitted to school of his choice.	Explained
C/34/99	Complainant's son's admission to Grand Bay State Secondary School not to his satisfaction.	Not justified
C/35/99	Complainant's daughter not admitted to school of her choice whereas two candidates with a lower ranking at the 1998 CPE Exams. have been admitted to that school.	Rectified
C/50/99	No action taken to transfer complainant, a school care-taker, to headquarters as promised.	Discontinued
C/61/99	Request by complainant for transfer of his child to another school in Curepipe as the costs of attending school in Midlands are excessive. The family has limited means.	Rectified

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>EDUCATION AND SCIENTIFIC RESEARCH—Continued</i>		
C/138/99	Unjustified transfer from one school to another.	Explained
C/165/99	Complainant transferred to school further away from her residence whereas she had asked for a transfer nearer her residence. Alleges that her transfer is punitive.	Explained
C/181/99	No reply to letters of protest/complaint addressed to Rector of School.	Not investigated
C/218/99	Injuries sustained by complainant whilst on duty. Compensation not yet paid to him.	Pending
C/219/99	Application for extension of vacation leave not considered.	Discontinued
C/228/99	Arbitrary transfer from one school to another alleged by complainant.	Explained
C/229/99	Payment of fees by Government of three children aged between 4 and 5 years stopped since January 1999.	Not justified
C/235/99	Complainant's son rusticated from school. Seeks my intervention as he is unhappy that his conciliatory letter has not been considered favourably.	Not justified
C/238/99	Application for pre-retirement leave rejected - complainant considers it is unfair and avers that the decision has caused him prejudice.	Rectified
C/243/99	Complainant denied incremental credit he expected to get after obtaining Advanced Certificate in Physical Education.	Explained
C/247/99	Claim for payment of allowance for performing additional duties turned down.	Not justified
C/250/99	Name of complainant submitted to Ministry of Education and Scientific Research by Ministry of Employment but complainant not recruited.	Explained
C/267/99	Class allocation improperly done according to complainant who feels being penalised.	Explained
C/287/99	Request for transfer not granted in spite of medical certificate submitted.	Pending
C/367/99	Application for leave without pay not approved.	Pending
C/413/99	Unjustified transfer from one school to another.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
ENERGY AND WATER RESOURCES		
C/39/96	Sewer line passed on complainant's land without his consent.	Discontinued
ENVIRONMENT AND QUALITY OF LIFE		
C/27/95	Nuisance caused by stagnant water. No action taken by Ministry despite Minister's visit and promise.	Pending
C/129/95	Problems caused by flooding of river.	Rectified
C/222/96	Pollution caused by industrial zone.	Rectified
C/5/97	Flooding of houses at Military Road caused by absence of drain and bad state of roads.	Rectified
ENVIRONMENT, HUMAN RESOURCES DEVELOPMENT AND EMPLOYMENT		
C/27/99	Noise and dust nuisances caused by sugar factory.	Pending
C/40/99	Blocked sewerage pipe. No appropriate action taken by authorities.	Rectified
C/77/99	Defective sewerage system causing a lot of inconvenience to inhabitants of Cité Malherbes, Curepipe	Pending
C/175/99	Overflow of waste water represents health hazard.	Pending
C/298/99	Absence of effective sewerage system causing overflow. Health hazard.	Pending
ENVIRONMENT AND URBAN AND RURAL DEVELOPMENT		
C/359/99	Construction of Waste Water treatment plant very close to neighbour's property.	Pending
EXTERNAL COMMUNICATIONS		
C/13/97	Complainant alleges that decision not to fill vacant post causes him prejudice.	Pending
C/411/99	Complainant claims she is victim of a discriminatory transfer.	Pending
FINANCE		
C/430/97	Claims by ex General Manager of body corporate against latter regarding vacation leave and other benefits.	Discontinued
C/95/99	Claim for adjustment of pension benefits.	Pending



*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<b>FINANCIAL SECRETARY</b>		
C/77/98	Responsibility allowance claimed by complainant since two years. No reply received by him.	Explained
<b>FISHERIES AND COOPERATIVES</b>		
C/161/99	Complainant's request for change of posting on medical grounds (severe eye problems) turned down.	Rectified
<b>FOREIGN AFFAIRS AND INTERNATIONAL TRADE</b>		
C/4/99	Complainant claims that he has not been paid appropriate allowance for performing duties of Officer-in-Charge of mission abroad.	Explained
<b>GOVERNMENT PRINTING OFFICE</b>		
C/204/99	Application for extension of leave without pay not approved.	Not justified
C/281/99	Request for Roster System to be scrapped.	Pending
<b>HEALTH</b>		
C/184/96	Noise nuisance caused by adjoining bakery. No action by Ministry in spite of letters sent.	Pending
C/257/96	Noise and odour nuisances caused by complainant's neighbour. No action taken by the authorities.	Explained
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.	Explained
C/256/97	Odour nuisance due to poultry rearing. No action taken by authorities.	Pending
C/357/97	Filthy stagnant water poses health and other problems to inhabitants of locality.	Pending
C/419/97	Doctor refuses to examine patient (complainant).	Explained

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<b>HEALTH AND QUALITY OF LIFE</b>		
C/464/97	Noise and smoke problems caused by factory. No action taken by authorities concerned.	Rectified
C/469/97	Noise nuisance caused by adjoining factory. No action taken by authority concerned.	Rectified
C/42/98	Noise nuisance caused by complainants' neighbour who operates ice-cream- making machine without being so licensed, etc.	Rectified
C/49/98	Breeding of animals by complainant's neighbour is a source of nuisance to health.	Pending
C/111/98	No action following report of noise nuisance to various authorities.	Pending
C/133/98	Noise and air pollution caused by complainants' neighbour's garage.	Explained
C/175/98	No reply to complainant's letter reporting incident at Quartier Militaire Health Centre.	Explained
C/248/98	Odour nuisance caused by poultry-rearing. No action taken by Sanitary Office.	Pending
C/343/98	Complainant avers he is not receiving appropriate treatment at hospital.	Explained
C/351/98	Application for setting up a pullet-rearing farm rejected for reasons unknown to complainant.	Pending
C/395/98	Complainant, a radiographer, claims he has been unfairly transferred from one hospital, near his residence, to another hospital, some 50 km away.	Rectified
C/430/98	Complainant who intends to claim damages in a civil action in respect of an accident in which he was involved not favoured with copy of medical report from hospital.	Rectified
C/431/98	Air and noise pollution caused by complainant's neighbour.	Pending
C/440/98	Noise caused by complainant's neighbour's machines. No action taken by appropriate authorities.	Rectified
C/451/98	Noise pollution and other nuisances caused by illegal workshop.	Rectified
C/456/98	Noise caused by equipment in sawmill. No action taken in spite of earlier complaints to authorities.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<b>HEALTH AND QUALITY OF LIFE—Continued</b>		
C/11/99	Air pollution caused by paints and other products used in unlicensed workshop and noise nuisance as well.	Not justified
C/29/99	Pollution caused by sugar factory.	Pending
C/52/99	Pension benefits not paid to retired public officer after more than two months.	Rectified
C/57/99	Danger posed by restaurant to other occupiers of building and neighbours. Representations made to authorities concerned but no reply obtained.	Explained
C/84/99	Smell nuisance caused by pigsty.	Pending
C/85/99	Complainant has still not been paid his sick leave benefits 5 months after retirement from the Service.	Rectified
C/90/99	Odour nuisance caused by complainant's neighbour's cattle rearing. No action taken by authorities.	Not justified
C/111/99	Complainant's neighbour operating workshop without permit.	Pending
C/147/99	Complainant's request for medical report following accident in which he was involved not acceded to.	Rectified
C/153/99	Street turned into dumping place causing injury to health. No action taken by authorities concerned.	Rectified
C/170/99	Illegal operation of trade next to complainant's house. No action taken by authorities concerned.	Discontinued
C/174/99	Allegation that future opening up of appointment of Chief Radiographer will cause prejudice to complainant.	Rectified
C/221/99	Complainant avers that his company is being "boycotted" in respect of invitations for the supply of pharmaceutical products to Ministry.	Pending
C/288/99	Sewage overflow representing potential threat to public health.	Rectified
C/296/99	Request for report on death of complainant's daughter made more than three years ago. No reply yet.	Pending
C/353/99	Septic tank constructed by complainant's neighbour borders on his land and is a source of nuisance. No action taken by the authority in spite of visit effected.	Not justified
C/403/99	Complaint against service provided at hospital.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<b>HEALTH AND QUALITY OF LIFE—Continued</b>		
C/410/99	Complainant does not agree with the finding of the Injuries Committee in respect of his permanent incapacity.	Pending
C/432/99	Complainant's child admitted in hospital not attended to by specialist.	Pending
<b>HOUSING, LANDS AND TOWN AND COUNTRY PLANNING</b>		
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/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.	Rectified
C/231/96	Complainant is living on State land. Somebody else claims to be owner thereof. No action by authority concerned.	Rectified
C/197/97	Application for lease of State land approved since a year. Deed not drawn up yet.	Pending
<b>HOUSING AND LAND DEVELOPMENT</b>		
C/36/97	Three plots of land compulsorily acquired by Government from complainant. Latter has not been compensated yet.	Rectified
C/166/97	Encroachment on public road by private individual. Inconvenience caused to inhabitants. No action taken by authorities concerned.	Pending
C/213/97	Access to State land leased to complainant hindered by neighbours. Matter reported to Ministry but no action taken.	Pending
C/321/97	Application for lease of State land turned down. Complainant avers that his is a hardship case.	Pending
C/396/97	No reply to application for subdivision of land made some seven months before.	Rectified
C/446/97	Application for extension of building situated on State land not granted.	Rectified
C/488/97	Application for State land for residential purpose not yet entertained.	Discontinued

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<b>HOUSING AND LAND DEVELOPMENT—<i>Continued</i></b>		
C/313/98	Application for a plot of State land to build a house not considered.	Pending
C/363/98	Rent offered by complainant in respect of lease of State land turned down by Ministry after more than 10 years.	Pending
<b>HOUSING AND LANDS</b>		
C/398/98	No title deed given to complainant in respect of State land leased to him and which he is occupying.	Pending
C/438/98	Report of encroachment onto complainant's land by neighbour not acted upon by Ministry.	Pending
C/457/98	Association of cooperative societies fears that State land allocated to them may be reduced.	Pending
C/8/99	Complainant avers that the Ministry has declared only part of the land he has purchased as residential whereas before the purchase the whole land had been declared residential.	Rectified
C/12/99	Application for a house in staff headquarters not considered.	Explained
C/36/99	Complainant who occupies plot of State land avers that no survey has been conducted although he has already paid survey fee.	Rectified
C/51/99	Complainant who occupies plot of State land avers that no survey has been conducted although he has already paid survey fee.	Rectified
C/67/99	Delay in obtaining zoning certificate.	Rectified
C/133/99	Complainant has been waiting for six years for a lease of a portion of State land.	Pending
C/202/99	Sanitation problems at Richelieu	Pending
<b>HUMAN RESOURCE DEVELOPMENT AND REFORM INSTITUTIONS</b>		
C/170/97	Complainant has registered with Employment Office for 16 years. Never offered employment.	Pending
C/215/97	Complainant has registered for a job since 18 years but has so far not been employed.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<b>INCOME TAX</b>		
C/278/99	Complainant who is physically handicapped and unable to work receives Notice of Assessment from Income Tax Department requiring him to pay large sum of money.	Rectified
<b>INDUSTRY AND COMMERCE</b>		
C/42/99	Complainant avers he is the victim of gross injustice at the Mauritius Standards Bureau.	Not investigated
C/91/99	Complainant refused authorisation to bring into the country as a returning resident his personal car.	Rectified
<b>LABOUR AND INDUSTRIAL RELATIONS</b>		
C/262/99	Requests for leave without pay turned down.	Rectified
C/303/99	Complainant who is the most senior Office Attendant not appointed to replace Head Office Attendant when latter is on leave.	Not justified
<b>LAND TRANSPORT, SHIPPING AND PUBLIC SAFETY</b>		
C/93/98	Application for school bus permits not considered since three years.	Pending
C/209/99	Complainant avers that she is the victim of an unjustified transfer.	Rectified
<b>LAND TRANSPORT, SHIPPING AND PORT DEVELOPMENT</b>		
C/239/99	Shed used as a selling point for fruits and vegetables represents danger to road users.	Pending
C/430/99	Application for transfer of public service vehicle licence not considered by National Transport Authority.	Pending
<b>LOCAL GOVERNMENT</b>		
C/89/93	Pollution caused by blocked drain.	Partly rectified
C/448/96	Uniforms not supplied to thirty-three workers entitled to same since more than two years.	Pending
C/112/97	Road works started by Municipality abandoned. State of road is a danger to the health and security of the public at large.	Rectified

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
LOCAL GOVERNMENT AND ENVIRONMENT		
C/270/97	Road flooded and rendered impracticable. No action taken by authorities.	Pending
C/333/98	Claim for compensation for work done.	Not justified
LOCAL GOVERNMENT AND URBAN AND RURAL DEVELOPMENT		
C/371/98	Odour nuisance emanating from waste land where all sorts of rubbish are dumped. No action taken by authorities concerned.	Pending
C/385/98	Absence of sewerage system gives rise to odour nuisance.	Rectified
C/32/99	Complainant wishes to be paid the same retirement benefits as public officers who have acted in superior posts for more than three years.	Pending
C/220/99	Merger of Municipal Fire Brigade with Government Fire Services causes prejudice to complainants, ex-Municipal Firemen.	Explained
POLICE		
C/105/94	Complainant's passport seized and not returned to him.	Pending
C/156/95	No action by police following declaration made re illegal operation of workshop.	Explained
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.	Discontinued
C/22/97	Detainee claims he was assaulted by Prison Officers. No inquiry made in the matter.	Rectified
C/88/97	Complainant seeks compensation for having been deprived of a chance of promotion.	Pending
C/198/97	Licensed premises a source of nuisance to worshippers and religious school. No action by Police.	Rectified
C/217/97	Complainant was victim of burglary. Reported the matter to the Police and gave information regarding culprits. Latter still at large and have threatened him and his family.	Explained
C/6/98	Complainant avers that the police has not done its job correctly in a case of assault against her.	Explained

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>POLICE—Continued</i>		
C/7/98	Complainant's passport still detained by Police despite the fact that the case against him is over.	Rectified
C/10/98	Complainant who has been arrested by the Police avers that he is being beaten up, threatened whilst in custody etc.	Explained
C/35/98	No follow up action in respect of declaration made by complainant.	Explained
C/38/98	Complainant avers that he was beaten up by the Police.	Explained
C/59/98	Complainant's daughter victim of sexual abuse. Declaration made to police. Alleged accused states that he can stifle the case.	Rectified
C/141/98	No action by police in case of assault against complainant.	Rectified
C/159/98	Complainant avers inaction or slow action on the part of the Police in cases of assault reported by him.	Explained
C/247/98	Complainant involved in fatal road accident case. Passport held and objection to departure against him. Request to be allowed to leave the country without depositing security.	Explained
C/249/98	Unnecessary trouble caused to complainant in respect of a certificate of morality applied for by him.	Discontinued
C/272/98	Application for driving school licence made since 3 years. No reply yet.	Rectified
C/297/98	Complainant not satisfied with follow up action by Police in case reported by him.	Explained
C/312/98	No action taken by appropriate authorities in respect of operation of illegal workshop by complainant's neighbour.	Pending
C/323/98	Application for learner's driving licence for bus and trucks not considered after 6 months.	Discontinued
C/328/98	Complainant avers that no action has been taken following declaration made by him against owner of huge container installed close to complainant's wall illegally.	Pending
C/331/98	Complainant claims refund of money which belongs to him and which was produced in court upon his trial for importation of drugs.	Not justified
C/332/98	Police refuses to record statement of threatened violence against complainant.	Discontinued



*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>POLICE—Continued</i>		
C/342/98	No action taken by relevant authorities in case of illegal operation of workshop.	Not justified
C/344/98	Beaten up by police officers after being arrested. No identification parade held in order that he can point out his aggressors.	Explained
C/346/98	Detainee arrested for alleged murder since more than three years. Still being detained without trial.	Rectified
C/367/98	Complainant not satisfied with the way the Police have been handling cases reported by him.	Pending
C/383/98	Complainant claims back money secured from him and produced in court as proceedings against him have been withdrawn.	Explained
C/396/98	Application for permit to run a restaurant rejected by Police. Complainant does not know the reason thereof.	Discontinued
C/424/98	Complainant not satisfied with police inquiry in case of theft reported by him.	Explained
C/428/98	No follow up action in case of assault reported by complainant to the Police	Rectified
C/429/98	No action taken by the Police in respect of a family which terrorises the complainant and his family.	Rectified
C/432/98	No action taken in case of alleged Police brutality against complainant.	Explained
C/435/98	No inquiry made by Police into declaration made by complainant.	Explained
C/436/98	Complainant not made aware of outcome of cases in which he was involved.	Explained
C/455/98	No progress in respect of declaration of theft made to the Police by complainant.	Explained
C/1/99	Money secured from complainant upon his arrest not returned to him after trial.	Rectified
C/2/99	Complainant claims the return of his money seized from him upon his arrest, now that trial is over.	Rectified
C/9/99	No action by Police following declaration of embezzlement made by complainant.	Explained

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>POLICE—Continued</i>		
C/10/99	No follow up action by Police regarding complaint made against seller of lottery tickets.	Explained
C/13/99	No action by Police concerning declaration made by complainant in respect of the theft of his car.	Explained
C/18/99	Complainant who has reported a case of larceny is not happy with the police inquiry in the matter.	Explained
C/26/99	Declaration by complainant against owner of garment factory operating in residential area. No action taken against owner.	Pending
C/33/99	No action by Police following complaints made against Principal Customs Officer.	Pending
C/38/99	No follow up by Police regarding declaration made by complainant against her husband.	Explained
C/43/99	No action taken by Police in case of road accident which occurred more than 22 months ago and in which complainant claims to have been the victim.	Rectified
C/47/99	Complainant and son harrassed by ex-husband. Matter reported to Police. No action taken.	Rectified
C/48/99	Complainant avers that he has applied for the refund of contributions made to the Police Welfare Association and has been told he would be refunded only a third of the sum.	Rectified
C/54/99	Delay in bringing complainant, who is under detention, to trial.	Explained
C/60/99	Ill treatment of complainant by Prison Officers.	Pending
C/64/99	Detainee seeks the return of money seized from her upon her arrest.	Explained
C/68/99	Long delay by Police in dealing with case reported by complainant.	Explained
C/75/99	Complainant who is undergoing sentence claims the return of certain items secured from him by Police.	Explained
C/78/99	Complainant who is being detained on a charge of murder has already spent 27 months on remand. No trial yet.	Rectified
C/80/99	Case against complainant dragging before court.	Discontinued
C/82/99	Prolonged detention of complainant without trial.	Rectified

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>POLICE—Continued</i>		
C/100/99	Police treating lightly reported case of threat against complainant.	Explained
C/101/99	No appropriate action taken by Police regarding case of provocation and harrassment by complainant's neighbours.	Pending
C/102/99	Complainant avers he is being harrassed by postman.	Pending
C/103/99	Complainant detained in case of alleged murder since two years. Still awaiting trial before assizes.	Explained
C/107/99	Complainant not satisfied with police action taken following declarations made by him.	Pending
C/108/99	No action taken by Police following declaration made against licensee who operates his premises till late at night etc.	Pending
C/110/99	Complainant avers that his passport, which was seized by the Police in connection with a case of issuing cheques without provision, has not been returned to him in spite of the fact that he has cleared all the cheques.	Rectified
C/137/99	Noise nuisance emanating from complainant's neighbour's illegal workshop.	Pending
C/159/99	No follow up action in respect of declaration made by complainant.	Explained
C/169/99	Complainant detained on remand since more than two years.	Explained
C/191/99	Complainant unable to register on his name two autocycles purchased by him at auction sale held by Police.	Rectified
C/203/99	Complainant has made various declarations of assault against him but the situation has not changed.	Explained
C/215/99	No action in respect of declaration of inconsiderate driving made by complainant against Police Officer.	Explained
C/217/99	No reply to letter addressed to Commissioner of Police.	Not investigated
C/224/99	Complainant is detained in a case of murder since four years. Not allowed bail.	Explained
C/230/99	Complainant harrassed by another person. Matter reported to the Police. No action so far.	Explained
C/232/99	Request by detainee to have a statement made by him recorded by the Police not considered.	Rectified

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>POLICE—Continued</i>		
C/233/99	Complainant avers that he has been wrongly arrested by the Police, etc.	Rectified
C/234/99	Police Officers requested money from complainant to destroy warrant of arrest against him.	Discontinued
C/242/99	Complainant not yet put on trial more than a year after his arrest for possession of drugs.	Rectified
C/248/99	Objection to complainant's departure since three years still not waived although there is no case against complainant.	Pending
C/276/99	Complainant has reported a case of issuing cheque without provision to the police. Still in the dark as regard any follow-up in the matter.	Explained
C/286/99	Complainant detained in murder case for more than three years without trial.	Explained
C/295/99	Complainant seeks return of his car seized by the Police more than a year ago.	Pending
C/299/99	Request for Police report of road accident made nearly two years ago. No reply obtained.	Rectified
C/300/99	Complainant has reported a case of issuing cheque without provision to the Police. No action by the Police after nearly 1½ years.	Pending
C/302/99	No follow up regarding road accident case in which complainant and his family were involved due to the fault of a taxi-driver.	Rectified
C/308/99	No follow up action regarding declaration of fraud.	Pending
C/365/99	Number of complaints made regarding noise nuisance caused by guest house. No action by the Police.	Pending
C/366/99	Complainant not satisfied with action taken by the Police in a case of poisoning of cattle.	Pending
C/392/99	Complainant kept in custody for a case of alleged swindling since more than two years.	Pending
C/397/99	Not satisfied with treatment meted out to her by the Police.	Pending
C/408/99	No action taken by the Police in a case of fraud in connection with the sale of a plot of land reported more than three years ago.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>POLICE—Continued</i>		
C/416/99	No police action following report made by complainant.	Pending
C/429/99	Complainant's request to police for details concerning declaration made by him not acceded to, etc.	Pending
C/433/99	Off licence premises causing a lot of inconvenience to complainants because people are allowed to consume liquor on the premises. No action taken by the Police.	Pending
C/437/99	Complainant not satisfied with attitude of Police towards him.	Pending
C/438/99	No action taken more than nine months after declaration made.	Pending
<i>POSTMASTER GENERAL</i>		
C/86/99	Complainant avers she was prevented from effecting withdrawal of money from her joint account (with her husband).	Not justified
C/297/99	Vacation leave denied to complainant.	Partly rectified
C/309/99	Parcels sent by complainant to his daughter in London not delivered and returned to Mauritius. Complainant avers there has been negligence and mishandling.	Pending
C/360/99	Mail addressed to parents of complainant who lives in Switzerland not received by the former.	Explained
C/436/99	Mail delayed by post office causes complainant to lose his job.	Pending
<i>PRIME MINISTER'S OFFICE</i>		
C/92/98	No reply to application for naturalisation since nearly two years.	Rectified
C/135/99	No reply to application for citizenship made since 2½ years.	Rectified
<i>PRIME MINISTER'S OFFICE (CIVIL STATUS DIVISION)</i>		
C/83/99	Representations by Office Attendants who are allegedly made to perform duties not in accordance with their scheme of service.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
PRISONS		
C/212/98	Complainant and his wife are both detainees. According to complainant his wife was victim of an assault but no action has been taken in the matter.	Discontinued
C/263/98	Complainant avers that she was assaulted by another female detainee but no action has been taken in the matter.	Explained
C/299/98	Complainant's concubine prevented from writing letters; concubine and baby child locked up in "punishment cell" etc.	Explained
C/389/98	Detainee not conveyed to hospital in spite of appointment.	Explained
C/397/98	Detainee not allowed to phone his family in India.	Explained
C/452/98	Detainee complains about conditions of his detention at Central Prison.	Not justified
C/453/98	Detainee complains about conditions of his detention.	Not justified
C/3/99	Detainee avers he is not getting appropriate medical attention.	Rectified
C/5/99	Detainee avers that his health has deteriorated since his admission to prison.	Explained
C/6/99	Detainee's request for copies of proceedings against him turned down, etc.	Partly Rectified
C/16/99	Detainee avers he is not getting appropriate medical treatment.	Rectified
C/22/99	Detainee not satisfied with medication given to him for paralysis.	Rectified
C/44/99	No more butter supplied with bread served, etc.	Explained
C/58/99	Wrong calculation of sentence.	Rectified
C/81/99	Detainee who is a foreigner was regularly visiting a lady prisoner also a foreigner but of different nationality - Now he is no longer allowed to do so.	Explained
C/99/99	Complainant (detainee) avers that his letter was not sent to the addressee, etc.	Explained
C/104/99	Complainant claims the return of money secured from him upon his arrest.	Partly rectified
C/149/99	Detainee avers that time spent by him on remand has not been reduced from the sentence to be served by him.	Explained
C/166/99	Detainee claims he is too sick to work.	Not justified

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>PRISONS—Continued</i>		
C/208/99	Detainee not satisfied with the medical treatment he is receiving.	Explained
C/212/99	Detainee avers that he has been treated differently from other detainees in the same situation.	Not justified
C/213/99	Detainee avers that he has been treated differently from other detainees in the same situation.	Not justified
C/236/99	Detainee's request to pay fine, so that his stay in prison is not extended, declined.	Explained
C/263/99	Detainee does not drink tea but cannot buy powdered milk as none is available at the prison canteen, etc.	Explained
C/264/99	Complainant not selected for the post of Electrical Officer although he has the necessary qualifications and experience, whereas his junior colleagues who do not possess such qualifications have been selected.	Explained
C/268/99	Detainee expresses concern about the quantity and quality of food served.	Explained
C/271/99	Detainee's eyes problem deteriorating. Not satisfied with the treatment he was given.	Explained
C/273/99	Detainee harassed by Officer-in-Charge and denied her rights.	Explained
C/285/99	Application by detainee for transfer to another prison because of his problems with another detainee not considered.	Withdrawn
C/292/99	Complainant not getting appropriate medical treatment.	Explained
C/293/99	Detainee (complainant) made to sleep with two other detainees in his cell.	Withdrawn
C/294/99	Special diet food given to complainant stopped for no reason.	Explained
C/317/99	Confusion regarding sentence left to be served by detainee.	Pending
C/330/99	Loan to purchase motorcycle to attend duty rejected.	Pending
C/331/99	Night shift not covered by Principal Prisons Officer etc.	Explained
C/332/99	Casual leave and sick leave wrongly calculated.	Pending
C/333/99	Public holiday allowance not paid to Prison Officers.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<b>PRISONS—Continued</b>		
C/354/99	Detainee claims he has been given "expired" medicine.	Not justified
C/393/99	Detainee injured at work. Seeks financial compensation.	Pending
C/412/99	Detainee avers that disciplinary action taken against him not commensurate with the offence committed by him.	Explained
C/417/99	Detainee avers that certain rights are being denied to her and complains about other conditions of her detention.	Explained
C/418/99	Detainee avers he is not receiving appropriate medical treatment.	Not justified
C/435/99	Permission to write to Ministers refused to detainee.	Pending
<b>PUBLIC INFRASTRUCTURE</b>		
C/172/93	Construction of road by Government has rendered part of complainant's land inaccessible, etc.	Pending
C/281/96	Drains causing flooding of complainants' properties and houses. No action by concerned authorities.	Pending
C/243/97	Application for rezoning of land not yet entertained.	Discontinued
C/317/97	Complainant's neighbour has constructed a concrete structure without observing statutory distance. Matter reported to Ministry. No action taken yet.	Rectified
C/170/98	No action taken by authorities regarding illegal construction put up next to complainant's land.	Discontinued
C/180/98	No reply to complainant's letters informing the authorities that his neighbour has illegally put up a building.	Pending
<b>PUBLIC INFRASTRUCTURE AND PUBLIC SAFETY</b>		
C/454/98	Licensed premises are a source of nuisance to complainant and family as people frequenting those premises make a lot of noise, etc.	Partly rectified
C/55/99	Delay in processing application for building permit.	Discontinued
C/56/99	Complainant's neighbour's building encroaches on common lane. No action taken by authorities concerned.	Rectified
C/200/99	Application for building permit delayed by Ministry.	Not justified
C/210/99	Flooding risk.	Pending



*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
PUBLIC INFRASTRUCTURE AND PUBLIC SAFETY		
C/211/99	Building which represents danger to passers-by.	Pending
C/216/99	Access road to complainant's house blocked. No action by authorities concerned.	Pending
C/251/99	No action taken following representation made by complainant in respect of a wall illegally put up by neighbour.	Not investigated
C/373/99	Application for building permit made only six days before date of complaint. No reply yet.	Not investigated
PUBLIC UTILITIES		
C/254/97	Waste water nuisance causes a lot of inconvenience to inhabitants of a "cité".	Pending
C/299/97	Problems arising out of state of road and irregular supply of water etc. No action taken by authorities concerned.	Pending
C/347/97	Gratuity and pension not paid to complainant after his retirement from C.W.A.	Discontinued
C/404/98	Public employees undertaking private work to the detriment of complainant.	Pending
REGISTRAR OF ASSOCIATIONS		
C/97/99	No action taken by Registrar in respect of allegation of malpractice made by complainant against an association.	Not justified
C/168/99	Complainant avers that there is no progress concerning his report of malpractices about the finance of society of which he is an executive member.	Discontinued
REGISTRAR OF COMPANIES		
C/394/99	Documents submitted by company refused by Registrar.	Explained
REGISTRAR OF CO-OPERATIVE SOCIETIES		
C/48/97	Refusal by Registrar to register co-operative society.	Explained
REGISTRAR GENERAL		
C/441/98	Complainant disputes Registrar's assessment of tax payable in respect of transfer of land.	Discontinued

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>REGISTRAR GENERAL—Continued</i>		
C/65/99	Claim for reduction of registration dues upon purchase of residential "campement" wrongly refused according to complainant.	Pending
<i>RODRIGUES</i>		
C/26/95	Complainants' applications for plot of State land turned down whilst others granted.	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.	Discontinued
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/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/43/96	Application to amend lease of State land not yet considered.	Pending
C/67/96	1" Permission to displace fencing awaited since 1993. 2" Request for extension of lease awaited since 1995.	Partly rectified
C/135/96	Length of service not properly computed.	Pending
C/250/96	Length of service not properly computed.	Pending
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/330/96	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/357/96	Length of service not properly computed.	Pending
C/379/96	Length of service not properly computed.	Pending
C/384/96	Has applied for a plot of State land to carry on a business since 1991. No reply so far.	Pending
C/412/96	Length of service not properly computed.	Rectified
C/459/96	Length of service not properly computed.	Pending

APPENDIX E—continued

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/462/96	Length of service not properly computed.	Pending
C/463/96	Length of service not properly computed.	Pending
C/3/97	Length of service not properly computed.	Pending
C/6/97	Length of service not properly computed.	Pending
C/77/97	Length of service not properly computed.	Pending
C/78/97	Length of service not properly computed.	Pending
C/82/97	No compensation received after 13 years of service.	Pending
C/83/97	Length of service not properly computed.	Discontinued
C/93/97	Length of service not properly computed.	Rectified
C/97/97	Length of service not properly computed.	Pending
C/109/97	Length of service not properly computed.	Rectified
C/119/97	No reply to application for State land.	Rectified
C/128/97	Claim for higher duties allowance.	Explained
C/144/97	Length of service not properly computed.	Rectified
C/155/97	Length of service not properly computed.	Pending
C/156/97	Length of service not properly computed.	Rectified
C/158/97	Complainant, widow of ex public officer, not paid death benefits.	Explained
C/185/97	Length of service not properly computed.	Pending
C/194/97	Length of service not properly computed.	Rectified
C/208/97	Length of service not properly computed.	Rectified
C/209/97	Length of service not properly computed.	Rectified
C/223/97	Length of service not properly computed.	Rectified
C/228/97	Length of service not properly computed.	Explained
C/235/97	Length of service not properly computed.	Pending
C/240/97	Complainant claims death benefits of deceased father, ex public officer.	Pending
C/241/97	No gratuity paid to complainant, widow of ex-public officer who has passed away.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/245/97	Complainant claims pension on behalf of deceased mother, ex public officer.	Explained
C/246/97	Length of service not properly computed.	Pending
C/259/97	Complainant, the widow of ex-public officer, avers not having received any retirement benefits due to late husband.	Explained
C/263/97	No decision taken concerning application for State land by complainant.	Pending
C/279/97	Length of service not properly computed.	Discontinued
C/287/97	Length of service not properly computed.	Pending
C/290/97	Length of service not properly computed.	Pending
C/293/97	Length of service not properly computed.	Rectified
C/294/97	Complainant received no lump sum or pension upon his retirement from the public service.	Pending
C/308/97	Length of service not properly computed.	Pending
C/312/97	Length of service not properly computed.	Rectified
C/313/97	Length of service not properly computed.	Rectified
C/335/97	Length of service not properly computed.	Rectified
C/338/97	Length of service not properly computed.	Pending
C/368/97	Length of service not properly computed.	Rectified
C/374/97	Length of service not properly computed.	Pending
C/378/97	Passage benefits not yet paid to complainant who retired more than 3 years back.	Rectified
C/382/97	No reply to application for State land for residential purpose.	Rectified
C/383/97	Application for State land since 1992. No reply received yet.	Rectified
C/388/97	Length of service not properly computed.	Pending
C/393/97	Length of service not properly computed.	Rectified
C/394/97	Length of service not properly computed.	Rectified
C/401/97	Length of service not properly computed.	Pending
C/402/97	Length of service not properly computed.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/403/97	Length of service not properly computed.	Rectified
C/404/97	Length of service not properly computed.	Rectified
C/412/97	Land to be excised from leased portion of State land not yet measured.	Pending
C/417/97	Length of service not properly computed.	Explained
C/418/97	No reply to application for State land since 5 years.	Explained
C/423/97	Length of service not properly computed.	Pending
C/424/97	Delay to process application for passage benefits.	Rectified
C/434/97	Length of service not properly computed.	Rectified
C/437/97	Length of service not properly computed.	Rectified
C/438/97	Length of service not properly computed.	Pending
C/452/97	Length of service not properly computed.	Rectified
C/459/97	Length of service not properly computed.	Pending
C/462/97	Length of service not properly computed.	Rectified
C/466/97	Complainant interdicted from duty. Wants to know whether he is entitled to any gratuity.	Discontinued
C/467/97	Length of service not properly computed.	Partly rectified
C/475/97	Length of service not properly computed.	Explained
C/1/98	Length of service not properly computed.	Pending
C/2/98	Length of service not properly computed.	Rectified
C/12/98	Benefits not paid to ex public officer's widow.	Rectified
C/13/98	Length of service not properly computed.	Pending
C/14/98	No gratuity paid to widow of deceased public officer.	Rectified
C/16/98	No reply to application for loan facilities for purchase of motor-cycle.	Explained
C/22/98	Length of service not properly computed.	Pending
C/24/98	Length of service not properly computed.	Pending
C/31/98	Length of service not properly computed.	Rectified
C/32/98	Length of service not properly computed.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/46/98	Length of service not properly computed.	Rectified
C/61/98	Complainant's husband, an ex-police officer, passed away more than three years ago. No gratuity yet paid to his heirs.	Pending
C/64/98	Application for State land made since five years. Not yet considered.	Rectified
C/65/98	Passage benefits not paid to complainant.	Rectified
C/68/98	Length of service not properly computed.	Explained
C/69/98	Length of service not properly computed.	Rectified
C/71/98	Length of service not properly computed.	Pending
C/74/98	Length of service not properly computed.	Pending
C/76/98	Complainant not satisfied with the amount of lump sum received upon retirement.	Explained
C/83/98	Length of service not properly computed.	Pending
C/86/98	Length of service not properly computed.	Rectified
C/88/98	Length of service not properly computed.	Pending
C/96/98	Length of service not properly computed.	Pending
C/97/98	Length of service not properly computed.	Pending
C/103/98	Allowance discontinued.	Rectified
C/104/98	Length of service not properly computed.	Rectified
C/108/98	Length of service not properly computed.	Pending
C/109/98	Passage benefits not yet paid to deceased public officer's heirs.	Rectified
C/113/98	Length of service not properly computed.	Pending
C/115/98	Length of service not properly computed.	Pending
C/119/98	Length of service not properly computed.	Explained
C/121/98	Length of service not properly computed.	Rectified
C/122/98	Length of service not properly computed.	Rectified
C/123/98	Length of service not properly computed.	Explained

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/127/98	Length of service not properly computed.	Pending
C/138/98	Length of service not properly computed.	Pending
C/139/98	Length of service not properly computed.	Rectified
C/140/98	Length of service not properly computed.	Rectified
C/143/98	Length of service not properly computed.	Pending
C/145/98	Length of service not properly computed.	Rectified
C/148/98	Length of service not properly computed.	Rectified
C/151/98	Length of service not properly computed.	Pending
C/154/98	Length of service not properly computed.	Rectified
C/161/98	Length of service not properly computed.	Pending
C/162/98	Length of service not properly computed.	Rectified
C/165/98	Length of service not properly computed.	Rectified
C/166/98	Length of service not properly computed.	Pending
C/167/98	Length of service not properly computed.	Pending
C/174/98	Length of service not properly computed.	Pending
C/177/98	Length of service not properly computed.	Pending
C/184/98	Length of service not properly computed.	Rectified
C/186/98	Complainant alleges he is subject of frequent transfers for no valid reason etc.	Not justified
C/187/98	Length of service not properly computed.	Pending
C/188/98	Length of service not properly computed.	Rectified
C/194/98	Length of service not properly computed.	Explained
C/195/98	Length of service not properly computed.	Pending
C/196/98	Length of service not properly computed.	Explained
C/197/98	Length of service not properly computed.	Explained
C/201/98	Application for a portion of State land not considered since three years.	Pending
C/203/98	Length of service not properly computed.	Pending
C/204/98	Length of service not properly computed.	Not justified

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/205/98	Length of service not properly computed.	Explained
C/215/98	Length of service not properly computed.	Explained
C/218/98	Mileage credit not paid to retired public officer.	Pending
C/221/98	Length of service not properly computed.	Pending
C/222/98	Length of service not properly computed.	Not justified
C/223/98	Length of service not properly computed.	Rectified
C/224/98	Length of service not properly computed.	Pending
C/226/98	Application for plot of State land for residential purposes not attended to.	Pending
C/232/98	Length of service not properly computed.	Pending
C/234/98	Length of service not properly computed.	Explained
C/235/98	Length of service not properly computed.	Pending
C/243/98	Length of service not properly computed.	Rectified
C/244/98	Length of service not properly computed.	Rectified
C/245/98	Length of service not properly computed.	Rectified
C/250/98	Length of service not properly computed.	Pending
C/252/98	Length of service not properly computed.	Pending
C/253/98	Length of service not properly computed.	Pending
C/255/98	Length of service not properly computed.	Pending
C/256/98	Length of service not properly computed.	Pending
C/260/98	Length of service not properly computed.	Pending
C/265/98	Length of service not properly computed.	Pending
C/267/98	Length of service not properly computed.	Pending
C/275/98	Length of service not properly computed.	Pending
C/276/98	Claim for allowance for working extra hours.	Pending
C/277/98	Length of service not properly computed.	Pending
C/279/98	Length of service not properly computed.	Pending



APPENDIX E—continued

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
RODRIGUES—Continued		
C/280/98	Length of service not properly computed.	Rectified
C/282/98	Length of service not properly computed.	Rectified
C/285/98	Length of service not properly computed.	Partly rectified
C/286/98	Length of service not properly computed.	Pending
C/291/98	Length of service not properly computed.	Pending
C/292/98	Length of service not properly computed.	Explained
C/293/98	Length of service not properly computed.	Pending
C/294/98	Length of service not properly computed.	Rectified
C/301/98	Ex public officer not satisfied with her monthly pension.	Not justified
C/302/98	Length of service not properly computed.	Pending
C/303/98	Length of service not properly computed.	Pending
C/304/98	Length of service not properly computed.	Partly rectified
C/306/98	Length of service not properly computed.	Pending
C/307/98	Length of service not properly computed.	Rectified
C/309/98	Length of service not properly computed.	Pending
C/314/98	Length of service not properly computed.	Explained
C/315/98	Length of service not properly computed.	Pending
C/317/98	Length of service not properly computed.	Pending
C/320/98	Length of service not properly computed.	Explained
C/322/98	Length of service not properly computed.	Pending
C/326/98	Length of service not properly computed.	Pending
C/337/98	Length of service not properly computed.	Pending
C/339/98	Length of service not properly computed.	Pending
C/348/98	Length of service not properly computed.	Pending
C/349/98	Length of service not properly computed.	Pending
C/350/98	Length of service not properly computed.	Pending
C/352/98	Length of service not properly computed.	Pending
C/354/98	No pension paid to deceased public officer's widow, the complainant.	Rectified

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/355/98	Length of service not properly computed.	Pending
C/357/98	Length of service not properly computed.	Pending
C/358/98	Length of service not properly computed.	Pending
C/360/98	Length of service not properly computed.	Pending
C/361/98	Application for State land not considered.	Pending
C/362/98	Length of service not properly computed.	Pending
C/364/98	Widow of ex public officer not paid mileage credit due to her deceased husband.	Explained
C/365/98	Length of service not properly computed.	Rectified
C/369/98	Length of service not properly computed.	Pending
C/375/98	Length of service not properly computed.	Pending
C/376/98	Length of service not properly computed.	Pending
C/377/98	Length of service not properly computed.	Pending
C/378/98	Length of service not properly computed.	Pending
C/379/98	Length of service not properly computed.	Pending
C/380/98	Passage benefits not paid to retired public officer.	Rectified
C/386/98	Length of service not properly computed.	Pending
C/387/98	Length of service not properly computed.	Explained
C/392/98	Length of service not properly computed.	Pending
C/394/98	Length of service not properly computed.	Pending
C/399/98	Length of service not properly computed.	Not justified
C/400/98	Length of service not properly computed.	Not justified
C/401/98	Complainant not satisfied with the pension he is drawing.	Explained
C/402/98	Length of service not properly computed.	Rectified
C/406/98	Remuneration paid to ambulance drivers for overtime stopped since four months.	Rectified
C/407/98	Length of service not properly computed.	Not justified
C/408/98	Subsistence allowance for 12 days not paid to complainant who was sent on a tour of service to Rodrigues.	Explained

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/409/98	Fishermen not paid allowance for closed season for October and part of November of this year.	Rectified
C/410/98	Widow claims that benefits paid to her in respect of deceased husband's service are not adequate.	Pending
C/411/98	Headteacher of government school still owes sum of money to Parents-Teachers Association of that school.	Explained
C/412/98	Injured public officer unable to do driver's job but requests that he be given some other job compatible with his salary.	Pending
C/413/98	Caretaker avers that key for office for which he is responsible is handed over to another person who has no such responsibility.	Explained
C/414/98	Mileage credit and sick leave due not paid to complainant.	Explained
C/415/98	Application for lease of State land not granted.	Pending
C/416/98	Length of service not properly computed.	Explained
C/417/98	Length of service not properly computed.	Not justified
C/418/98	Anomaly in complainant's salary.	Explained
C/419/98	Length of service not properly computed.	Pending
C/420/98	Claim for refund of alimony deducted from salary but not paid over to spouse for last eight years.	Discontinued
C/421/98	Length of service not properly computed.	Discontinued
C/422/98	Length of service not properly computed.	Pending
C/423/98	Length of service not properly computed.	Pending
C/425/98	Complainant not paid allowance for performing higher duties.	Pending
C/426/98	Complainant states that his salary has not been properly calculated.	Rectified
C/427/98	Passage benefits not paid to widow of deceased public officer.	Explained
C/433/98	Length of service not properly computed.	Pending
C/434/98	Length of service not properly computed.	Pending
C/442/98	Length of service not properly computed.	Pending
C/443/98	Complainant was the victim of cyclone Bella (house completely destroyed). Has not been allotted a new house yet.	Rectified

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/444/98	No lump sum or other retiring benefits paid to retired public officer.	Pending
C/445/98	Length of service not properly computed.	Rectified
C/446/98	Length of service not properly computed.	Rectified
C/447/98	Length of service not properly computed.	Explained
C/448/98	Share of gratuity not paid to complainant's adopted child.	Explained
C/449/98	Application for duty-free facility to purchase motorcycle turned down etc.	Rectified
C/450/98	Length of service not properly computed.	Explained
C/14/99	Anomaly in complainant's salary.	Explained
C/15/99	Length of service not properly computed.	Pending
C/19/99	Payment of allowance denied to complainant.	Explained
C/20/99	Length of service not properly computed.	Explained
C/21/99	Length of service not properly computed.	Pending
C/23/99	Length of service not properly computed.	Pending
C/24/99	Compensation for surrendering his fisherman card not paid to complainant.	Pending
C/28/99	Length of service not properly computed.	Pending
C/31/99	Length of service not properly computed.	Pending
C/45/99	Length of service not properly computed.	Explained
C/46/99	Length of service not properly computed.	Pending
C/49/99	Nuisance caused by slaughterhouse to inhabitants in its vicinity.	Pending
C/59/99	Length of service not properly computed.	Explained
C/62/99	Length of service not properly computed.	Pending
C/63/99	Length of service not properly computed.	Pending
C/66/99	Length of service not properly computed.	Pending
C/69/99	Length of service not properly computed.	Pending
C/70/99	Length of service not properly computed.	Explained
C/71/99	Length of service not properly computed.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
<i>C/72/99</i>	Number of days sick leave wrongly calculated.	Rectified
<i>C/73/99</i>	Length of service not properly computed.	Not justified
<i>C/74/99</i>	Length of service not properly computed.	Pending
<i>C/76/99</i>	Length of service not properly computed.	Pending
<i>C/87/99</i>	Awaiting payment of revised retiring benefits in respect of deceased husband, ex-public officer.	Pending
<i>C/88/99</i>	Length of service not properly computed.	Pending
<i>C/89/99</i>	Length of service not properly computed.	Rectified
<i>C/92/99</i>	Length of service not properly computed.	Pending
<i>C/93/99</i>	Length of service not properly computed.	Not investigated
<i>C/94/99</i>	Length of service not properly computed.	Pending
<i>C/98/99</i>	Protest against conversion of football pitch into social centre.	Not justified
<i>C/106/99</i>	Application for lease of State land not yet finalised after ten years.	Pending
<i>C/109/99</i>	Length of service not properly computed.	Rectified
<i>C/112/99</i>	Request by complainant to be allowed to continue working in Rodrigues, although she is on the Mauritius Establishment, as her husband is working in Rodrigues.	Pending
<i>C/113/99</i>	Complainant's grand-daughter's pension stopped.	Pending
<i>C/114/99</i>	No reply to application for development permit to operate bakery since more than two months.	Pending
<i>C/115/99</i>	Complainants' professional fisherman cards not renewed.	Pending
<i>C/116/99</i>	Lease agreement in favour of complainant not yet drawn up despite the fact that he is paying rental since three years.	Pending
<i>C/117/99</i>	Length of service not properly computed.	Not justified
<i>C/118/99</i>	Promotion delayed by two years.	Explained
<i>C/119/99</i>	Certificate for purchase of duty-free motor cycle not yet received by complainant whereas others have already received theirs.	Rectified

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/120/99	Complainant claims that a sum of Rs 23517 representing overtime is still due to him.	Pending
C/121/99	No reply to application for lease of State land for residential purposes since 7 years.	Pending
C/122/99	No reply to application for lease of State land for commercial purposes since 5 years.	Pending
C/123/99	Complainant not satisfied with medical tests performed on her.	Pending
C/124/99	Length of service not properly computed.	Pending
C/125/99	Length of service not properly computed.	Pending
C/126/99	Length of service not properly computed.	Pending
C/127/99	Length of service not properly computed.	Pending
C/128/99	Performing higher duties but no allowance paid and no promotion granted.	Rectified
C/129/99	No allowance paid for performing higher duties.	Pending
C/130/99	Length of service not properly computed.	Pending
C/131/99	Length of service not properly computed.	Pending
C/132/99	Length of service not properly computed.	Pending
C/134/99	Lump sum not paid to complainant, widow of ex public officer	Discontinued
C/136/99	Responsibility allowance not paid to complainant.	Pending
C/139/99	Complainant claims that his pension has been reduced since January 1999.	Explained
C/140/99	Length of service not properly computed.	Not justified
C/141/99	Length of service not properly computed.	Not justified
C/142/99	Length of service not properly computed.	Pending
C/143/99	Length of service not properly computed.	Pending
C/145/99	Length of service not properly computed.	Explained
C/146/99	Length of service not properly computed.	Pending
C/148/99	Length of service not properly computed.	Not justified
C/150/99	Request for payment for working overtime	Explained

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/151/99	Length of service not properly computed.	Pending
C/154/99	Length of service not properly computed.	Pending
C/155/99	Length of service not properly computed.	Pending
C/156/99	Length of service not properly computed.	Discontinued
C/157/99	Responsibility allowance for driving tractors not paid to complainant.	Pending
C/158/99	No reply to application for lease of State land since 1990.	Pending
C/162/99	Length of service not properly computed.	Not justified
C/163/99	Length of service not properly computed.	Pending
C/164/99	Length of service not properly computed.	Pending
C/167/99	Complainant disputes his seniority ranking.	Not entertained
C/171/99	Length of service not properly computed.	Pending
C/172/99	Length of service not properly computed.	Pending
C/173/99	Length of service not properly computed.	Pending
C/176/99	Allowance for acting as watchman not paid to complainant.	Not justified
C/177/99	Length of service not properly computed.	Pending
C/178/99	Complainant avers that his passage benefits have been wrongly calculated.	Explained
C/179/99	Responsibility allowance for performing higher duties not paid to complainant.	Explained
C/180/99	Responsibility allowance not paid to complainant during last four years.	Pending
C/183/99	No decision taken on application for State land for residential purposes made five years ago.	Pending
C/184/99	Anomaly in salary.	Not justified
C/185/99	Length of service not properly computed.	Pending
C/186/99	Length of service not properly computed.	Pending
C/187/99	Application for lease of State land not yet finalised. Nearly six years have gone by.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/188/99	Length of service not properly computed.	Pending
C/189/99	Length of service not properly computed.	Pending
C/190/99	Length of service not properly computed	Pending
C/192/99	Length of service not properly computed.	Pending
C/193/99	Written lease not provided to lessee of State land since two years.	Pending
C/194/99	Length of service not properly computed.	Pending
C/195/99	Length of service not properly computed.	Pending
C/196/99	Length of service not properly computed.	Pending
C/197/99	Benefits paid to widow of deceased public officer not appropriate.	Explained
C/198/99	Complainant paid half salary during period of interdiction. Not refunded the other half after reinstatement.	Explained
C/199/99	Complainant who is a watchman in the Fisheries Department is frequently transferred from one fish landing station to another and is made to work 64 hours a week without extra pay.	Explained
C/201/99	Complainant avers that there is an anomaly in his salary.	Pending
C/205/99	Unpaid sick leave.	Not justified
C/206/99	Length of service not properly computed.	Pending
C/207/99	Complainant not satisfied with lump sum paid to him upon retirement.	Explained
C/214/99	Complainant has not received any widow's allowance since death of husband.	Pending
C/223/99	Length of service not properly computed.	Pending
C/225/99	Length of service not properly computed.	Pending
C/226/99	Complainant not satisfied with the mileage allowance paid to him.	Not justified
C/227/99	Length of service not properly computed.	Pending
C/231/99	Length of service not properly computed.	Pending
C/237/99	Complainant avers his salary is not adequate.	Pending



*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/240/99	Length of service not properly computed.	Pending
C/241/99	Length of service not properly computed.	Pending
C/244/99	Complainant avers that she has no chance of promotion in her grade, etc.	Explained
C/245/99	Length of service not properly computed.	Discontinued
C/246/99	Length of service not properly computed.	Pending
C/249/99	Length of service not properly computed.	Pending
C/254/99	Length of service not properly computed.	Not justified
C/255/99	Length of service not properly computed.	Pending
C/256/99	Length of service not properly computed.	Pending
C/257/99	Claim for passage benefits not paid.	Not justified.
C/258/99	Length of service not properly computed.	Pending
C/259/99	Length of service not properly computed.	Not justified
C/260/99	Length of service not properly computed.	Pending
C/261/99	Length of service not properly computed.	Pending
C/266/99	Length of service not properly computed.	Explained
C/269/99	Length of service not properly computed.	Pending
C/270/99	Length of service not properly computed.	Pending
C/275/99	Length of service not properly computed.	Pending
C/277/99	Passage benefits not paid to retired public officer	Pending
C/280/99	Complainant not paid sick leave allowance due to her since 1998.	Pending
C/283/99	No benefits paid to complainant after having completed 25 years of service.	Not justified
C/289/99	Length of service not properly computed.	Pending
C/290/99	Length of service not properly computed.	Pending
C/291/99	Length of service not properly computed.	Pending
C/301/99	Passage benefits not granted to complainant.	Explained
C/304/99	No pension paid to widow of deceased public officer.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/305/99	Length of service not properly computed.	Rectified
C/306/99	Use of passage benefits denied to complainant.	Explained
C/310/99	Length of service not properly computed.	Pending
C/311/99	Length of service not properly computed.	Explained
C/312/99	Complainant has been replacing another officer for five years. No appointment made.	Pending
C/313/99	Length of service not properly computed.	Explained
C/314/99	Request for monthly allowance to be increased etc.	Pending
C/315/99	Length of service not properly computed.	Pending
C/316/99	Length of service not properly computed.	Pending
C/318/99	Length of service not properly computed.	Pending
C/319/99	Length of service not properly computed.	Pending
C/320/99	Anomaly in pension.	Pending
C/321/99	Length of service not properly computed.	Pending
C/322/99	Length of service not properly computed.	Pending
C/323/99	Complainant not compensated for performing higher duties.	Pending
C/324/99	Arrears as per PRB Report 1998 not yet paid to complainant.	Rectified
C/325/99	Arrears as per PRB Report 1998 not yet paid to complainant.	Pending
C/326/99	No allowance paid to complainant for performing higher duties.	Pending
C/327/99	Pension stopped.	Pending
C/328/99	Anomaly in salary.	Not justified
C/329/99	No allowance paid to complainant for performing higher duties.	Pending
C/334/99	Only one increment paid to complainant instead of three.	Pending
C/335/99	Increment not paid to complainant.	Pending
C/336/99	Length of service not properly computed.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
RODRIGUES— <i>Continued</i>		
C/337/99	Length of service not properly computed.	Pending
C/338/99	Length of service not properly computed.	Not justified
C/339/99	Length of service not properly computed.	Not justified
C/340/99	No lump sum paid to widow and other heirs of ex-public officer who passed away a year ago.	Pending
C/342/99	Length of service not properly computed.	Pending
C/343/99	Application for incremental credits not yet considered.	Pending
C/344/99	Overtime not paid to complainant who performed additional duties.	Pending
C/345/99	Length of service not properly computed.	Pending
C/346/99	Anomaly in salary.	Pending
C/347/99	Length of service not properly computed.	Pending
C/348/99	Anomaly in salary.	Pending
C/349/99	Length of service not properly computed.	Pending
C/350/99	Unpaid allowance.	Pending
C/351/99	Passage benefits not paid to complainant's deceased husband.	Pending
C/352/99	Length of service not properly computed.	Pending
C/355/99	Application for plot of State land for agricultural purposes not granted.	Pending
C/356/99	Application for lease of State land for residential purposes not granted after five years.	Pending
C/357/99	Length of service not properly computed.	Explained
C/358/99	Length of service not properly computed.	Pending
C/361/99	Error in sum due to complainant towards passage benefits.	Pending
C/362/99	Length of service not properly computed.	Pending
C/363/99	Length of service not properly computed.	Pending
C/364/99	Responsibility of closing office door entrusted to another officer whose scheme of service does not so provide.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/368/99	Length of service not properly computed.	Not justified
C/369/99	Shortage of staff at Port Mathurin Fire Station.	Pending
C/370/99	Anomaly in salary.	Pending
C/371/99	Length of service not properly computed.	Pending
C/372/99	Length of service not properly computed.	Pending
C/374/99	Length of service not properly computed and no mileage allowance paid to complainant.	Not justified
C/375/99	Complainant avers that duties assigned to him have now been assigned to someone else.	Not justified
C/376/99	Length of service not properly computed.	Explained
C/377/99	Complainant has been working on Public holidays without any allowance being paid or time off granted.	Pending
C/378/99	Complainant not satisfied with amount of gratuity received.	Not justified
C/379/99	No reply to application for residential lease.	Pending
C/380/99	No lump sum or pension paid to ex-public officer who retired some 22 years ago.	Pending
C/381/99	Complainant not satisfied with the ad hoc allowance presently paid to him in view of his overall responsibility.	Pending
C/382/99	Complainant's pension reduced.	Pending
C/384/99	Complainant not satisfied with his salary	Pending
C/385/99	Length of service not properly computed.	Explained
C/386/99	Length of service not properly computed.	Pending
C/387/99	Length of service not properly computed.	Pending
C/388/99	Wrongful occupation of State land by complainant's brother-in-law.	Pending
C/389/99	Length of service not properly computed.	Pending
C/390/99	Length of service not properly computed.	Pending
C/391/99	Pension reduced.	Pending
C/395/99	Victimised as regard promotion and not paid allowance as ambulance driver.	Pending
C/396/99	Length of service not properly computed.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<i>RODRIGUES—Continued</i>		
C/398/99	Length of service not properly computed.	Explained
C/399/99	Length of service not properly computed.	Pending
C/400/99	Length of service not properly computed.	Not justified
C/401/99	No passage benefits nor sick leave allowance paid to complainant.	Pending
C/404/99	Length of service not properly computed.	Pending
C/405/99	No lump sum paid to retired public officer.	Pending
C/406/99	Retiring benefits not paid to complainant.	Pending
C/407/99	Length of service not properly computed.	Explained
C/409/99	Application for plot of State land for setting up a small industry made since nine years but no decision taken yet.	Pending
C/414/99	Length of service not properly computed.	Pending
C/419/99	Length of service not properly computed.	Pending
C/420/99	Length of service not properly computed.	Pending
C/421/99	Length of service not properly computed.	Pending
C/422/99	Length of service not properly computed.	Pending
C/423/99	Length of service not properly computed.	Pending
C/424/99	Length of service not properly computed.	Pending
C/425/99	No retiring benefits paid to complainant.	Pending
C/426/99	Length of service not properly computed.	Pending
C/427/99	No retiring benefits paid to complainant.	Pending
C/428/99	Length of service not properly computed.	Pending
C/439/99	Length of service not properly computed.	Pending
C/440/99	Length of service not properly computed.	Pending
C/441/99	Length of service not properly computed.	Pending.
<i>SOCIAL SECURITY AND NATIONAL SOLIDARITY</i>		
C/264/97	Commuted travelling not paid to complainant.	Not justified
C/432/97	Complainant avers that he is not being paid his old age pension adequately.	Discontinued

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
<b>SOCIAL SECURITY AND NATIONAL SOLIDARITY—<i>Continued</i></b>		
C/160/98	Complainant, who is a night watchman employed on a day to day basis avers that his monthly wages are systematically paid with a 10 to 15 days delay.	Rectified
C/211/98	Complainant refers to inconsistencies in two different letters of the Ministry concerning the duties to be performed by him.	Pending
C/437/98	Claim for responsibility allowance for performing higher duties not considered.	Rectified
C/53/99	Detainee's application for financial assistance to purchase denture not considered, etc.	Explained
C/253/99	<i>Per diem</i> allowance paid to complainant who attended seminar abroad not appropriate.	Pending
C/265/99	Complainant avers that he is harrassed by Ministry regarding alleged non-payment of contributions.	Pending
C/272/99	Application for refund of lump sum under the National Savings Fund Act 1995 rejected.	Pending
C/284/99	Payment of allowance for performing additional duties denied to three officers.	Pending

**SOCIAL SECURITY, NATIONAL SOLIDARITY AND SENIOR CITIZENS WELFARE**

C/402/99	Irregularities leading to officers being entrusted with responsibilities that do not form part of their schedule of duties.	Pending
C/431/99	Financial assistance refused to complainant's daughter who suffers from bronchial asthma.	Pending

**TOURISM AND LEISURE**

C/405/98	Rejection of complainant's application for a beach hawker's licence considered as arbitrary by complainant.	Explained
C/17/99	Application for beach hawker's licence not approved by Ministry.	Explained

**TOWN AND COUNTRY PLANNING BOARD**

C/318/98	Application for rezoning of land delayed.	Explained
C/96/99	No reply to application for rezoning of land made since more than two years.	Pending

*APPENDIX E—continued*

<i>No.</i>	<i>Subject of Complaint</i>	<i>Result</i>
TRADE AND SHIPPING		
C/145/95	Application to import second-hand car for a second time rejected.	Pending
WOMEN, FAMILY WELFARE AND CHILD DEVELOPMENT		
C/274/99	Application for full-time study leave without pay not approved.	Pending
YOUTH AND SPORTS		
C/160/99	Interference by adviser/coach in the affairs of a sports federation.	Explained
C/383/99	No consideration given to application to set up a sports and leisure project.	Explained



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