



Republic of Mauritius

37th Annual Report
of the
OMBUDSMAN

January - December 2010

No. 12 of 2011

37th
Annual Report
of the
Ombudsman



January – December 2010

OFFICE OF THE OMBUDSMAN

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11 August 2011

The Right Honourable Sir Anerood Jugnauth, G.C.S.K., K.C.M.G., Q.C.,
President of the Republic of Mauritius,
State House,
Le Réduit

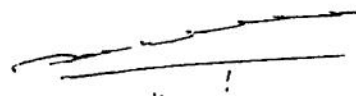
Your Excellency,

The provisions of section 101(3) of the Constitution of Mauritius require the Ombudsman to make an annual report to the President of the Republic of Mauritius concerning the discharge of his functions.

In accordance with such provisions therefore, I have the honour, pleasure and privilege to present to you the 37th Annual Report of the Ombudsman. It concerns the discharge of my functions during the year 2010.

This Report is also to be laid before the National Assembly.

Yours respectfully,



(Soleman M. HATTEEA)
Ombudsman

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ANNUAL REPORT OF THE OMBUDSMAN

JANUARY – DECEMBER 2010

Year under review

This is the 37th Annual Report of the Ombudsman. It concerns the discharge of my functions during the year 2010 in the course of which we registered a total of 366 new cases as detailed below.

Statistics for 2010

Case intake

Ministries/departments	274
Local authorities	45
Rodrigues Regional Assembly	47
Total	366

Cases dealt with

Ministries/Departments

Rectified	109
Not Justified	28
Explained	121
Discontinued	15
Not Investigated	3
Not Entertained	5
Pending	101
Total	382

Local Authorities

Rectified	29
Not Justified	1
Explained	19
Discontinued	4
Not Investigated	1
Pending	28
Total	82

Rodrigues Regional Assembly

Rectified	11
Partly Rectified	1
Not Justified	12
Explained	10
Not Investigated	1
Pending	31
Total	<u>66</u>

On the whole therefore our statistics for 2010 are as follows -

Cases pending as at 31 December 2009...	164
Case intake in 2010	366
Cases dealt with in 2010	530
Cases rectified	149
Cases partly rectified	1
Cases not justified	41
Cases explained	150
Cases discontinued	19
Cases not investigated	5
Cases not entertained	5
Cases pending as at 31 December 2010	160

We also received 209 complaints which fell outside our jurisdiction but all the same we tried to help the writers by referring their cases to the appropriate bodies or advised them to the best of our ability.

Otherwise we received 116 copies of complaints against other institutions and 34 complaints against parastatal bodies and again we tried to assist the complainants by following up their cases with the authorities concerned with a view to finding solutions to problems evoked.

Rodrigues

We undertook two working trips to Rodrigues in 2010: 22-25 February and 21-24 September.

During those two trips the total number of people who called on us amounted to 69. These comprised new complainants, complainants who had already written to us and either called on us voluntarily for a follow up of their cases or had been summoned specifically by us and yet others who came to solicit our assistance one way or the other.

We also summoned Departmental Heads of various Commissions for discussions regarding ongoing cases with a view to finalizing them.

Altogether 12 new files were opened during our presence in Rodrigues whilst the total number of complaints recorded during the year under review was 47.

Own motion cases

Hereunder are a few examples of cases which we opened proprio motu, more especially after taking cognizance of certain problems reported in the Press.

These problems concerned mainly local authorities and were solved in a fairly short time either by the local authorities themselves or by the National Development Unit.

Ref.	Authority concerned	Nature of problem	Action taken
LA/C/28/2008	Moka-Flacq District Council	Footbridge across Rivière Céré in Central Flacq damaged during torrential rains and required pulling down	Council approves pulling down of footbridge. New footbridge constructed using metal sections.
LA/C/30/2008	Black River District Council	1° Bareland at Bambous is a source of nuisance as it is frequented by undesirable characters 2° No pedestrian crossing in front of government school. 3° No name plate	Bareland cleared within two months. Hump constructed by Traffic Management and Road Safety Unit. Street name plate installed.

Ref.	Authority concerned	Nature of problem	Action taken
LA/C/43/2008	Pamplemousses-Rivière du Rempart District Council	Road constantly flooded at Hospital Road, Solitude. Road forms part of ex-sugar estate	Road declared public and drain constructed by National Development Unit
LA/C/35/2009	Moka-Flacq District Council	Absence of adequate infrastructure causes flooding at Réduit	Construction of absorption drain as well as reinstatement works carried out by National Development Unit
LA/C/43/2009	Municipal Council of Port Louis	Abandoned building in dangerous state. Danger to road users.	Building pulled down and site cleared by Council after more than a year. Delay due to court case between new owner and tenants.
LA/C/47/2009	Pamplemousses-Rivière du Rempart District Council	1° Road in Riche Terre in very bad state 2° Absence of scavenging 3° Absence of lights	1° Patching works done 2° Regular scavenging service provided in the region. 3° Repair works carried out to the lighting network.

Ref.	Authority concerned	Nature of problem	Action taken
LA/C/56/2009	Municipal Council of Beau Bassin-Rose Hill	Road collapsing at Coromandel. Real danger to users.	Rehabilitation works carried out by Road Development Authority. New bridge and resurfacing of road as well as drainage structure done.
LA/C/4/2010	Municipal Council of Curepipe	Hole in access bridge at Curepipe Botanical Garden	Appropriate measures taken to avoid risks to users and cautionary hazard sign displayed within a week.
LA/C/23/2010	Municipal Council of Port Louis	Road in a very deplorable state at Immigration Bus Terminal, a highly frequented road	Works Department of Council attends to broken slabs, potholes, etc. in less than two months.
LA/C/24/2010	Moka-Flacq District Council	Polluted river caused by illegal dumping of refuse represents health hazard to inhabitants	River cleared within 15 days by District Council and Warning Notices served on neighbouring inhabitants to stop dumping refuse into the river.
LA/C/35/2010	Pamplemousses-Rivière du Rempart District Council	Road in deplorable state at Grand Gaube. Great inconvenience caused to inhabitants living along that road	Road reinstated in less than two months. Delay due to shortage of asphaltic concrete.

Ref.	Authority concerned	Nature of problem	Action taken
ROD/C/22/2010	Rodrigues Regional Assembly	Potholes on road in front of school at Roche Bon Dieu – source of great inconvenience especially to children attending that school	Drain cleared and road reasphalted by Commission for Public Infrastructure etc. within 40 days.

General remarks

We are to-day living in a society where relations between the various administrations and the citizens are becoming more and more difficult. Our service-providers should therefore acknowledge the fact that our citizens have the right to complain whenever they are not satisfied with the services provided to them. This has the advantage of helping to identify faults and other causes of poor service-delivery which in the end can only improve the efficiency of the services. This in turn tends to promote a culture of good governance which plays a key role in the development of the country and upholding democracy and peace.

It is true that not all complaints received are justified but at least people have the right to complain and ask for explanation. It is however also true that sometimes too much rigidity is displayed by our administrators when taking a decision and this may lead to even more incomprehension by those who already feel prejudiced.

Therefore it is important for the confidence of the general public that public officers should, in their dealings with citizens, behave in such a manner as to inspire trust and respect and avoid behaviour that can undermine public confidence.

Our Ombudsman institution offers a fast, free and flexible means of addressing citizens' problems with the administration, both central and local. The Ombudsman endeavours to throw the light of scrutiny on cases where there are allegations of maladministration.

Investigations carried out by our Office are not necessarily high-profile cases that would attract a lot of press coverage. Our work consists of carrying out investigations in private (section 98(2) of the Constitution), discussing with Supervising Officers of government departments and Chief Executives of local authorities in order to address problems referred to us and find solutions thereto.

I therefore would impress upon those whose decisions I oversee to move out of their comfort zone and to adopt values such as fairness, objectivity and impartiality.

As regards our Office, our commitment to serve the citizens of this country in a fair and equitable manner and to fight against maladministration remains constant.

Acknowledgements

Once again hundreds of our citizens have shown their trust and confidence in our Office by soliciting our intervention into their problems with various administrations. We have been able to have corrective measures taken in 30% of the cases we have dealt with during the year under review. We sincerely hope that this confidence continues to grow and we can assure the population at large of our accessibility, independence and impartiality when dealing with their complaints, no matter the authority against which such complaints are directed.

My thanks to the various Supervising Officers/Chief Executives/ Departmental Heads of the Rodrigues Regional Assembly for their understanding of our mission and continued support in our investigations.

Lastly, I would like to again place on record the unflinching assistance of my staff in my daily work, without forgetting their contribution to preparation of this present Report. I also commend their high sense of duty and dedication as regards the mission of our Office.

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 ministries/government departments, local authorities and the Rodrigues Regional Assembly.

Appendix D is a statistical summary of the complaints received according to the ministry/department or local authority concerned as well as the Rodrigues Regional Assembly.

Appendix E gives a quick idea of the nature of the complaint, the authority concerned and the result of the case.

Attention is drawn to the fact that sometimes a particular ministry falls under different appellations e.g. Ministry of Finance and Economic Empowerment and Ministry of Finance and Economic Development. This is due to the fact that, in its wisdom, the government of the day decides to make changes in the attribution of responsibilities falling under certain ministries. For the purposes of this report however, the appellation at the time of opening of files has been maintained.

11 August 2011



(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) the Rodrigues Regional Assembly or any officer of the said Assembly;

- (f) any local authority or any officer of such local authority;
- (g) 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 Disciplined Forces 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 the 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 the 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 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.

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 Investigations 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 who 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.

SELECTED COMPLAINTS**ACCOUNTANT GENERAL**

C/92/2010

Confusion created by codified information

In a letter dated 28 April 2010 one J.M., a retired Headteacher, complained that his end-of-year bonus for 2007 had been wrongly computed and therefore he had been short-paid by the amount of Rs 12,961.74, according to figures submitted by him.

He did write to the Accountant General about this anomaly one month before but had received no reply. So he solicited my help.

According to the initial explanation of the Accountant General J.M. retired on 31 July 2007 and therefore was paid end-of-year bonus on a pro rata basis. Still J.M. was not happy with such simplistic explanation and I had to take up the matter further with the Accountant General. The latter referred J.M. to his last employer i.e. the Ministry of Education and Human Resources where J.M. discovered that an amount of Rs 13,102.23 had in fact been credited to his bank account on 21 December 2007 by the Ministry, without any explanation or notice to him. The problem arose because the information communicated to J.M. originally was in codified form, which he could not understand. He finally reckoned that nothing was owed to him.

In the circumstances I requested the Accountant General to suggest to all the finance sections of all ministries and para-statal bodies to improve their communication system so as to avoid any further misunderstanding.

CIVIL SERVICE AND ADMINISTRATIVE REFORMS

C/253/2009

Complainant's salary reviewed

In a letter dated 20 November 2009 addressed to me, Miss N.R. complained that nearly one and half years after having appealed to the Ministry to review the salary of her post of Aeronautical Information Officer, she had not received any reply.

Indeed she submitted copies of her letters dated 30 July 2008 and 28 November 2008 which she had addressed, inter alia, to the Permanent Secretary of that Ministry and in which she had been asking for a review of salary, for reasons we need not go into for the purposes of this report.

I took up the lady's case with the Supervising Officer, Ministry of Civil Service and Administrative Reforms and, as expected, I was informed that he had referred the matter to the Director of Civil Aviation. On 4 December 2009 the latter sought legal advice in the matter from the State Law Office and finally, on 25 March 2010, in the light of legal advice obtained, the Senior Chief Executive of the Ministry issued an authority to the Director of Civil Aviation for Miss N.R. to draw salary in the scale applicable to the post of Aeronautical Information Officer as advertised before the PRB Report 2008 became effective, which was not the case before meaning that she was drawing Rs 7000 less monthly compared to her fellow colleagues.

As we did not hear from Miss N.R. again it is assumed that she was satisfied with our intervention, although I must add that had her complaint been attended to by the Ministry within a reasonable time she would not have had to wait such a long time, to wit almost 20 months!

It is hoped that this case be brought to the attention of all public officers concerned for corrective measures to be taken throughout the public service.

EDUCATION, CULTURE AND HUMAN REOURCES

C/214/2009

Special allowance in favour of complainant restored

S.C., a Health and Physical Education Instructor, was called upon to provide his services to the School for the Deaf and the School for the Blind. After a few months the special allowance that was paid to him was stopped and, upon inquiry, he was informed that he was not entitled to the special allowance. S.C. informed me that it would appear that there was a wrong interpretation of his post.

Subsequently, the PRB Report 2008 recommended that all Health and Physical Education Instructors posted in ZEP Schools would be entitled to a special allowance of Rs 2600 monthly but unfortunately S.C. was not paid the said allowance. In spite of his taking up the matter with the Ministry there was no response.

After I had taken up the matter with the Ministry I received information dated 19 November 2009 that S.C.'s case was being reconsidered.

Finally it was S.C. himself who informed us that our intervention was successful and indeed in January 2010 we were informed by the Ministry that payment of the special allowance would be effected to S.C. as from January 2010.

C/281/2009

Supply Teachers receive their end-of-year bonus after being re-employed

By the end of the year 2009 Mrs.S.V.N. had not been paid her bonus for that year and averred that nobody at the Ministry could explain why. She claimed that she was facing financial problems and requested me to treat her complaint as urgently as possible.

We immediately queried the Ministry and were informed that following the re-employment of Supply Teachers, Mrs.S.V.N. and others had been offered employment as Supply Teacher for the teaching of Hindi as and when required for the academic year 2010 and had been requested to report for duty on 25 January 2010 at different primary schools.

Arrangement was being made for payment of end-of-year bonus for the year 2009 following their assumption of duty.

Some time later, Mrs. S.V. N. informed us that all the 29 Supply Teachers concerned had resumed duty on 25 January 2010 and all of them had received their bonus. She did not fail to thank our office for our intervention which benefitted the others.

C/9/2010

Grant of Rs 150000/- finally paid to complainant

I received a complaint dated 19 January 2010 from a lady to the effect that she was experiencing a lot of difficulty in obtaining payment of a grant that had already been approved by the Ministry in respect of a final report submitted by her on 30 November 2009.

The grant was to be paid under the International Development Grants Scheme funded by the Human Resources, Knowledge and Arts Development Fund.

The version of the Ministry was that the bond submitted by the lady to avail herself of the grant did not appear to be in order as it did not bear the lady's own handwriting nor that of her surety.

Both of them were called at the Ministry to sign the bond again but refused to do so in the first place. Finally both of them attended the Ministry on 25 February 2010 and signed the bond in presence of the Supervising Officer's representative.

The next day the lady was paid the amount to which she was entitled, to wit: one hundred and fifty thousand rupees (Rs 150000/-).

C/53/2010

Request for information regarding salary attended to

J.M.'s complaint was to the effect that his request for clarification in respect of salary credited into his bank account had not been attended to by the Ministry.

His qualm was that there might have been overpayment or underpayment due to a change in government policy as compared to the amount that was paid to him the previous year. As there was a doubt lingering in his mind he wanted to dispel that doubt before making his income tax return.

The matter was taken up with the Ministry and within three weeks J.M. himself wrote to say that he had received the required information and requested us to consider the case as closed. We did just that.

FINANCE AND ECONOMIC DEVELOPMENT

C/147/2010

Application for 100% duty-remission for purchase of car granted

This is a complaint lodged by the President of the Primary School Inspectors' Union on behalf of a Senior School Inspector, one Mr. M.K., who had applied for a 100% duty-free car on 1 June 2010.

M.K.'s application was recommended to the Customs Department by his Ministry on 17 June 2010. Unfortunately the application was verbally rejected in the first instance and M.K. was requested to obtain a letter from the Ministry of Civil Service and Administrative Reforms to confirm his eligibility for such remission. However, the Ministry of Civil Service and Administrative Reforms again verbally requested that the Customs Department should have addressed a formal letter of rejection to M.K.

The President of the Union pretended that M.K. was eligible to a 100% duty-free car under paragraph 18.2.26 (iii) of the PRB Report 2008 whereas the Customs Department was of the view that it was paragraph 18.2.26(iv) that was applicable in M.K.'s case.

He further averred that M.K. had already deposited a substantial amount of money to reserve his car and was thus being penalized by the Customs Department which was not interpreting the PRB recommendations correctly.

It would be apt here to quote the appropriate Recommendation 5 of the PRB Report 2008 as follows –

Paragraph 18.2.26 (iii): “officers in the categories referred to at sub-paragraphs (i) and (ii) above would benefit from 70% duty remission only once during their career. Such beneficiaries may take advantage of duty remission again, if they qualify for 100% duty remission on reaching salary point Rs 41250. However, officers who would reach salary point Rs 41250 by virtue of the provisions at paragraphs 10.52 and 10.53 at Chapter 10 of this Volume or similar provisions in the respective chapters of Ministries/Departments/Parastatal Bodies would be allowed to take advantage from duty remission on a car again after seven years have elapsed as from the date of purchase of their last duty remitted car. Such officers would be eligible for the appropriate monthly travelling allowance in lieu of travel grant.”

Paragraph 18.2.26 (iv): “officers whose grades are listed at Annex II of this Volume and who subsequently are promoted to grades carrying salary in the range of Rs 30000-Rs 45000 would be allowed to renew the 70% duty remitted car or opt for the monthly car allowance in lieu of the duty remission according to provisions 18.2.19 (No.4) only after seven years have elapsed as from the date the officers last purchased their duty remitted car.”

M.K.’s case was discussed with the Director General of the Mauritius Revenue Authority, under whose aegis the Customs Department falls. This revealed that M.K. had benefitted from 70% duty-remission on a car on 19 August 2005 as School Inspector. However, although M.K. had been promoted Senior School Inspector but because of the fact that both grades were listed in the same Annex of the PRB Report, it was thought that renewal was allowable after 7 years from the date that person last benefitted from duty-remission as is the case for a School Inspector.

Finally after the case was submitted to the Supervising Officer, Ministry of Civil Service and Administrative Reforms the decision of the Mauritius Revenue Authority was reviewed and M.K.’s application was approved and a 100% duty-free certificate issued to him on 14 July 2010.

The President of the Union acknowledged that this was indeed the case and thanked our Office for our intervention in settling the matter to the satisfaction of M.K. and the Union.

HEALTH AND QUALITY OF LIFE

C/200/2008

Revision of salaries of retired Consultants re-employed on contract basis

A group of retired Consultants re-employed on contract in their respective speciality by the Ministry felt that their new salary did not do justice to them. They therefore wrote to the Senior Chief Executive about it but also enlisted my support to redress the situation.

It must be remembered that the said retired Consultants are highly qualified specialists in their respective fields and were at the head of their respective units at hospital level where they were full-time employees of government.

Now as contract employees they not only function in their respective specialities but are also called upon at any time to advise and help full-time Specialists and even Consultants-in-Charge in certain cases.

They therefore felt that the salary they were earning was too low as compared to that of Consultants-in-Charge and should draw a salary close to their salary.

The matter was discussed with the Senior Chief Executive of the Ministry whose version was that the salary of the said Consultants had been determined by the Pay Research Bureau Report 2008. However, the Ministry decided to refer their case to the Pay Research Bureau in the context of its Errors and Omissions Report.

The matter was further discussed with the Ministry of Civil Service and Administrative Reforms for an adjustment in the salaries of the complainants in the light of the PRB Errors, Omissions and Clarifications Report 2008 and finally action was taken to adjust the salaries of the complainants.

C/166/2009

**Temporary Health Records Clerks receive their
appointment and confirmation letters**

Fourteen Temporary Health Records Clerks complained in a joint letter dated 10 July 2009 about their delayed appointment and confirmation letters.

It would appear that their Union raised the issue several times with the Ministry but no action was taken. They themselves wrote to the Ministry three times but received no reply.

Inquiry revealed that 143 Temporary Health Records Clerks had joined the Ministry during the period 14 August 2007 to 15 January 2008. They were due for appointment after completing one year's service. Ad-hoc reports were sought on these Officers from the various hospitals/divisions where they were posted. Upon receipt of same recommendations were made to the Public Service Commission (P.S.C.) on 5 February 2009 for their appointment as Health Records Clerks in a substantive capacity. And on 14 July 2009 the P.S.C. conveyed its approval.

Offers of appointment were made to 141 Officers as to two of them had already left the grade. As regards their confirmation ad-hoc reports in respect of each of them were sought from their respective Heads of Units and I was told that action would be taken accordingly.

The matter was followed through and through until I was informed on 24 February 2010 that out of the 141 Temporary Health Records Clerks who were offered appointment as Health Records Clerks, the position was as follows –

- (i) 124 had already been confirmed,
- (ii) 13 had been offered appointment in a substantive capacity as they were already confirmed in the Service, and
- (iii) The Medical Reports of the remaining 4 had just been received and action was being initiated for their confirmation.

After further follow-up with the Ministry I was informed that the 4 remaining Officers had also been confirmed.

The complainants thanked us as follows: “We, Health Records Clerks of Flacq Hospital, are very grateful to you that you intervene in our embarrassing situation concerning our delayed appointment and confirmation letter, which we believe wouldn’t be possible without your kind intervention. We are really very satisfied with your intervention into this delicate matter, as we are now eligible to enjoy all privileges, as Civil Servants, in the Public Service.”

I personally wish to place on record my thanks and appreciation to the Senior Chief Executive/Supervising Officer of the Ministry for taking prompt action following my intervention.

C/34/2010

Ministry settles account for goods sold and delivered

The Director of a private company complained about non-payment for goods supplied to the Ministry since more than three months upon a Store Form. Therefore the Director sought my intervention to have the account settled the soonest possible.

The version of the Ministry was to the effect that the said Store Form had indeed been issued for the above purchase but had remained unsettled due to the fact that it had not been sent to the appropriate Section of the Ministry for processing payment. In the meantime the said Store Form got lost.

A new Store Form was therefore drawn up by the Ministry and duly processed. Payment was effected on 18 March 2010 i.e. less than a month after the complaint was lodged.

C/96/2010

Surgery on detainee's foot done after Ombudsman's intervention

Detainee H.R.E. complained that surgery (arthrodesis) on his left foot was being unduly delayed because of the sheer fact that he was a prisoner and was therefore told at the hospital that he would have to wait for his discharge from prison, which was due in about sixteen months. He averred that he had to walk quite a distance to collect his food twice daily and this was causing him a lot of pain and might even aggravate his problem.

Soon after I had taken up his case with the Supervising Officer, Ministry of Health and Quality of Life, I was told that the surgery was a routine non-emergency one but all the same arrangements were being made to have the detainee operated "within a month" i.e. end of June.

Finally, after following up the matter further, the operation was scheduled on 31 August 2010 and was performed as planned.

No further complaint was received from H.R.E.

C/104/2010

**Application to open pharmacy approved by Pharmacy Board
after complaint lodged by applicant**

On 9 December 2009 R.P. submitted an application before the Pharmacy Board for the opening of a retail pharmacy in Quatre Bornes. As at 24 May 2010 R.P. had received no reply whatsoever. Therefore he lodged a complaint against the Board, which falls under the aegis of the Ministry of Health and Quality of Life.

In his complaint R.P. averred that he had been paying a monthly rent of Rs 18000/- since October 2009 plus an initial deposit of Rs 36000/-, thus making a total of Rs 180000/- which he had already spent in respect of the pharmacy he intended to open. He felt frustrated by the inaction of the Pharmacy Board.

I sought the explanation of the Supervising Officer of the Ministry who informed me that the Pharmacy Board had since some time been in the process of reviewing the guidelines for the opening of pharmacies in order to address the increasing number of such applications received. This explained the delay in processing all applications.

However, as at the time of his reply, the Supervising Officer informed me that such processing had started and the application of R.P. was under consideration. That was on 17 June 2010 i.e. some three weeks after I had queried him. An inspection of the site where R.P. proposed to open his pharmacy had been planned for the following week. R.P. was accordingly explained the situation and was assured that henceforth we would follow up the matter closely with the Ministry.

Three days after the Supervising Officer's reply the inspection was carried out and an inspection report was to be examined by the Trade and Therapeutics Committee for eventual submission to the Pharmacy Board.

Finally the Pharmacy Board met on 1 September 2010 and approved R.P.'s application. A letter to commission the premises was issued to R.P. on 13 September 2010.

It is assumed that R.P. obtained satisfaction as we did not hear from him again.

C/119/2010

Detainee operated eleven days after complaining to the Ombudsman

On 21 June 2010 I received a complaint from a detainee to the effect that he was the victim of discrimination by the administration of the Jawaharlal Nehru hospital. He averred that since four months the hospital keeps postponing his operation for haemorrhoids.

On the same day the Senior Chief Executive of the Ministry of Health and Quality of Life was queried about the detainee's case and he averred that the detainee had been following treatment at that hospital since 24 February 2010 "for a surgical problem related to haemorrhoids", and that his surgery had been fixed to 1 July 2010 after the detainee had been seen by a Surgical Specialist.

I kept following up the case and finally I was informed that the detainee was operated on 2 July 2010 and discharged five days later.

C/140/2010

Illegal operation of workshop stopped

Certain inhabitants of Quinze Cantons, Vacoas, complained about the inaction of the authorities to put a stop to the activities of one N.M. which resulted in loud and persistent noise in the locality of the complainants, a residential zone. Such activities consisted in welding, grinding and cutting pipe works.

The complaint was received on 1 July 2010 and the matter was immediately taken up with the Ministry of Health and Quality of Life. Its Vacoas Health Office effected a site visit on 13 July 2010 and, although the workshop of the offender was not in operation, yet there was indication of the operation of a metal workshop in view of the presence of several drilling and welding machines as well as finished metal structures.

The brother of N.M. was met with and admitted that they were operating a metal workshop on the premises without any sort of permit but averred that an application had been made to the Municipal Council of Vacoas/Phoenix for necessary permits. They were thus clearly not entitled to run that workshop in the meantime.

The Ministry referred the matter to the said Council where I followed the matter with its Chief Executive. Indeed it was found that an application had been received at the Council on 8 July 2010 but at the same time objections had been lodged by the immediate neighbours.

All the same the matter was referred to the Permits and Business Monitoring Committee which conducted a hearing on 29 July 2010 after which it decided to reject the application.

After following up the matter further with the Chief Executive and further site visits, the last one being on 16 August 2010, no activity was found to be carried out on the premises.

I am thankful to both the Ministry of Health and Quality of Life and the Municipal Council Vacoas-Phoenix for prompt action taken to put an end to such illegal activities.

HOUSING AND LANDS

C/117/2009

Complainant's application for a portion of State land not finalized - new building site lease offered to and accepted by him

The complainant, R.V., is the lessee of a portion of State land of an extent of 166 square metres at St. Pierre. His complaint received on 15 May 2009 was to the effect that he was unable to occupy and develop the land inasmuch as its boundary limits had not yet been finalised and shown to him by the Ministry.

In the meantime R.V. was unable to construct his house on the land and was living in a rented house whose owner has on several occasions requested him to vacate. As he was unable to do so the owner was threatening to take legal action against him.

R.V. therefore solicited my help to have his situation regularized as soon as possible.

For the simple reason that the National Development Unit had at a certain point and without consulting the Ministry constructed an access road which unfortunately encroached over the land leased to R.V., the matter was delayed.

R.V. was informed of the situation and in August 2009 he applied for an alternative site also situated at St. Pierre. The Ministry informed me that they would give due consideration to the application and would inform R.V.

Some four months later a letter was addressed to R.V. by the Ministry proposing an alternative site of an extent of 230 square metres at Dubreuil. R.V. rejected the offer and requested for a plot at St. Pierre itself.

Finally the original lease of R.V. was cancelled and a new site of an extent of 221 square metres at St. Pierre was offered to him.

R.V. was pleased to inform me that he had accepted the offer and conveyed his "deepest thanks for your kind help."

All is well that ends well.

C/176/2009

Part of State land released for construction of a public access road

On 17 June 2008 an application was made to the Permanent Secretary, Ministry of Housing and Lands by a number of joint owners of a plot of land at Nouvelle France adjoining the premises of the Nouvelle France Government School for a lease over part of the State land within the school compound, which part was of no use to the schoolchildren. The reason for such an application was that access to the premises of the applicants was through a six-foot road partly obstructed by two electric poles, a piping system, concrete structures and a blocked drain. They had to leave their car on the main road as access was quasi-impossible. They therefore wanted Government to consider the leasing of that part of State land in order that they may have vehicular access to their premises.

On 22 October 2008 one of the applicants even wrote to the Supervising Officer, Ministry of Education and Human Resources about the matter.

As there was no response from those Ministries, one of the applicants, N.M., wrote to me on 4 August 2009 for assistance as they were indeed facing many problems. He even stated that they were prepared to bear the costs of any works that had to be undertaken.

I took up the matter with the Permanent Secretary, Ministry of Housing and Lands who informed me on 25 August 2009 that the State land applied for had been vested in the Ministry of Education, Culture and Human Resources for the construction of the Nouvelle France Government School and indeed the land was encumbered by concrete structures and electric poles. However, the Permanent Secretary promised to look into the request and to revert to me in due course.

I drew the attention of the Permanent Secretary, Ministry of Housing and Lands that it had been more than a year since the application had been made and indeed it was their prolonged silence that prompted the complainants to write to me.

Less than a month later I was informed by the Permanent Secretary, Ministry of Housing and Lands that the views of the Ministry of Education, Culture and Human Resources had been sought on the release of that strip of land.

I was also informed that there were six other families concerned and that in the event the Ministry of Education, Culture and Human Resources agreed to release the strip of land and the Ministry of Housing and Lands agreed to grant a lease over it, there was a need to ascertain whether those six families would agree to take a joint lease and pay rental over that strip of land. However, the Ministry of Housing and Lands would also look into the possibility of vesting the strip of land in the Ministry of Local Government, Rodrigues and Outer Islands for the eventual construction of a road for the concerned inhabitants.

A site visit was effected in the presence of N.M. and representatives of the Ministry of Education and Human Resources. It was observed that the proposed strip was too close to the concrete toilet and the septic tank and therefore an amended layout was worked out.

Finally the new strip was vested in the Ministry of Local Government and Outer Islands for the construction of a public access by the Grand Port-Savanne District Council and N.M. informed accordingly.

Asked whether he was satisfied, N.M. made no reply.

C/244/2009

Transfer of lease effected some six months after Ombudsman's intervention

Miss D.J. averred in her complaint dated 6 November 2009 that ever since 18 January 2008 she had applied to the Ministry for the transfer of leasehold rights over an NHDC housing unit from her mother's name onto her name but she was constantly told that it would take more time. She therefore requested me to do the needful so that her request be "immediately" approved.

The Ministry's version was that it was the mother who had applied for the said transfer which could only be entertained after the lease agreement would have been signed in her own name. It was in May 2009 that the lease was signed and registered with the Conservator of Mortgages in July 2009. Consequently the request for transfer of the lease on to the name of her daughter, Miss D.J., was processed and on 8 February 2010 the mother was requested to submit within a month her agreement to the conditions attached to the transfer. As at 18 March 2010 the mother had not yet signified her agreement.

Finally, after I had informed Miss D.J. about the situation, her mother confirmed her agreement to the conditions attached to the transfer on 2 April 2010. They were both requested to call at the Ministry to sign the lease agreement witnessing the transfer. This was done soon after and on 25 May 2010 a copy of the lease agreement was officially forwarded to Miss D.J. by registered post.

C/279/2009

Morcellement permit finally issued

D.V. complained on 23 December 2009 that since six months his brother had made an application to the Ministry for the excision of a portion of land belonging to the brother in his (D.V.'s) favour.

D.V. averred that he has been living on that plot since 1980 and had constructed his own house thereon. Water and electricity were supplied since he started living there and he has full access to his place by a road more than ten feet wide.

All necessary documents had been submitted by him to the Ministry but the latter kept postponing the issue of a letter of intent invoking all sorts of excuses.

The Ministry admitted having received an application from D.V.'s brother in September 2009 for the excision of a plot of land of 712 square metres from a larger plot belonging to him. The Morcellement Board considered the application on 4 November 2009 and agreed to recommend to the Minister the issue of a Letter of Intent to the applicant stipulating therein all the terms and conditions imposed by all the authorities concerned.

The Letter of Intent was processed in mid-December whereby, inter alia, the applicant would have had to submit a memorandum of survey to show actual plot dimensions, but as the documents submitted already contained the necessary information required the District Council was requested to accept a copy of the title deed in lieu of the memorandum of survey, which would have involved significant costs to the applicant.

Finally, on 14 January 2010, a Letter of Intent was issued to the applicant and, after the required conditions were fulfilled by him, a Morcellement Permit was issued to him on 8 February 2010 i.e. some six weeks after the complaint was lodged.

C/47/2010

Complainant's lease of State land renewed

Mrs. S.R. who was the lessee of a plot of State land at Chebel had applied to the Ministry for the renewal of the lease since June 2009 but as at March 2010 her request had not yet been entertained.

Mrs. S.R. averred in her letter that she intended to sell the house standing thereon as well as her rights in the lease to another person.

Inquiry revealed that Mrs. S.R. had been written to by the Ministry since 2007 in order to know what her intention was concerning the lease. Apparently she was abroad.

The Ministry therefore informed me that her request would now be considered and a reply made to her soon.

As the lease was due to expire on 30 June 2010 and as the practice was to renew leases on expiry and not before, a letter of renewal was forwarded to Mrs. S.R. at the end of May 2010.

She was satisfied.

C/56/2010

Ministry provides information requested by religious body

A religious body (E.P.L.) complained about "the unacceptable manner in which the Ministry is dealing with the issue of compensation for a plot of land (right of way) compulsorily acquired by Government"

The facts as averred by E.P.L. are as follows –

- (i) on 28 December 2007 the Ministry wrote to inform E.P.L. of the compulsory acquisition. E.P.L. claimed Rs 1.2 million as compensation;
- (ii) on 17 February 2009 the Ministry offered a sum of Rs 164,430/- as compensation. This was immediately refused by E.P.L.;
- (iii) the Ministry pointed out that it was only a right of way that had been acquired;
- (iv) E.P.L. requested to be informed as to how the sum of Rs 164430/- had been arrived at;

- (v) The Ministry persistently declined to give the required information but invited E.P.L. on 23 February 2010 to yet another meeting, which E.P.L. qualified as a “dialogue de sourds” and which, according to E.P.L., could not be allowed to go on.

E.P.L. therefore sought my intervention in the matter.

The version of the Ministry was that it has never been its practice to provide information regarding the basis of a valuation which is prepared by the Valuation Department which operates under the aegis of the Ministry of Finance and Economic Development.

When the Ministry was further questioned by me it replied that the request for information by E.P.L. had not been ignored and that in a letter dated 23 February 2010 it had convened E.P.L. to a meeting with the Valuation Department in which it informed E.P.L. that the purpose of the meeting was in response to its request for information.

E.P.L. insisted on the information it originally requested and finally, following further intervention by us, the Ministry communicated the basis of the assessment of the compensation it had originally proposed, to wit: Rs 164,430/-

E.P.L. felt it had, thanks to our intervention, achieved its objective.

As the parties did not reach an agreement on the amount of compensation to be paid the matter was referred to a Board of Assessment.

E.P.L. wrote to us as follows: “We take this opportunity to thank you for your precious help. I wonder how much longer we would have had to wait if it were not for your valuable intervention.”

JUDICIAL

C/72/2010

Complainant refunded deposits made by him in connection with case against him

Mr. R.K.B. claimed the refund of deposits amounting to Rs 8000/- and Rs 10000/- in respect of a case against him before the Souillac District Court and thence to the Intermediate Court respectively as his appeal to the Supreme Court was allowed but his money not returned to him notwithstanding the fact that he had contacted the officer concerned at the Intermediate Court. He therefore sought my intervention.

After querying the Master and Registrar of the Supreme Court I was informed that the Finance Section had processed the claim and that the Accountant General would issue payable orders to the depositors.

Although we requested the complainant to inform us once he received his money he remained silent. It is therefore assumed that he has been refunded.

POLICE

C/204/2009

Foreigner prosecuted after one year for simple offences

Ms. N.V. averred in her complaint that she had been assaulted by a foreigner and had also complained to the Police about the barking of a dog belonging to the foreigner but the Police was not doing anything about it.

According to the Police, Ms. N.V. did indeed report a case of assault against one Mrs. I.A.D. on 23 June 2009 and the matter was still under enquiry. The Police also informed me that they were also enquiring into a case of barking of dog reported by the same Ms. N.V.

Finally Mrs. I.A.D. was prosecuted for both cases and I informed Ms. N.V. accordingly whilst stating that I could not intervene any more as the matter was in the hands of the court.

As I did not hear from Ms. N.V. again it is assumed that she was satisfied, although it took the Police one year to lodge the cases against the foreigner.

C/213/2009

Articles secured from convicted detainee returned to him

In his complaint dated 23 September 2009 convicted detainee F.J.C. in a case of manslaughter informed me that he had been arrested by the Police in July 2004 and several articles were secured from him. Whilst these articles had been produced during the Preliminary Inquiry at the Black River District Court into the case of manslaughter, same were not produced before the Supreme Court where he was tried in October 2008. He averred that on two occasions after judgment he wrote to the Supreme Court in order to recover his belongings but to no avail.

According to the official version of the Police, among the exhibits produced before the Supreme Court only the mobile phone belonged to the detainee whereas his other belongings were kept at the Black River District Court. In its judgment the Supreme Court made no order regarding the belongings which were still lying at the Black River District Court.

I queried the Master and Registrar of the Supreme Court who informed me that indeed those articles were still at the Black River District Court and that upon confirmation by the Director of Public Prosecutions that the case was over and those articles no longer needed, the said articles could be returned to their owner.

The Police thereupon sought the advice of the Director of Public prosecutions and finally, upon advice received, the Police returned to the detainee these articles on 1 September 2010.

The detainee confirmed in a written statement that he had indeed received all his belongings except the mobile phone for which he intended to write directly to the Supreme Court.

C225/2009

Dangerous trees felled by the Special Mobile Force

Mr. H.R.R. submitted to our Office copies of letters he and others had addressed to (i) the Ministry of Environment and National Development Unit, (ii) the Commissioner of Police, (iii) the Municipal Council of Beau Bassin/Rose Hill and (iv) the Special Mobile Force.

The purpose of these letters was to draw attention to the presence of several very tall palm trees situated by the roadside on the premises belonging to one Mr. X, which according to them represented a public danger and might cause damage to person and property. That road was moreover frequented by students and children. They requested that the trees be cut down.

Two months before writing to me H.R.R. had been interviewed by the Police about this request and soon after an Officer of the Forest Department effected a site visit and even recorded a written statement from him. Unfortunately nothing had been done two months on.

As I found the request to be a reasonable one I requested the Commissioner of Police to look into ways and means of felling those trees, after consultation with the owner of the land where the trees were found.

I am pleased to report that it was the Special Mobile Force which undertook the task after resorting to the Fire Services for a telescopic ladder in view of the height of the trees. I am thankful to the Commissioner of Police for action taken by him.

C/32/2010

Payment effected for goods sold and delivered after Ombudsman's intervention

The Director of a private company wrote to me to inform me that he had received no payment for goods supplied (tyres etc.) and delivered to the Ministry of Public Infrastructure, Land Transport and Shipping five months earlier. The letter was also copied to the Permanent Secretary of that Ministry. He averred that this was causing a lot of frustration and would appreciate my intervention for the settlement of the debt.

When asked for his explanation, the Permanent Secretary averred that according to the Mechanical Workshop of his Ministry the goods were intended for vehicles attached to the Transport Guard Room car pool for which approval by the Mechanical Workshop had already been conveyed. The delay in payment rested with the Police Department. The Permanent Secretary however informed me that he had already drawn the attention of the Police Department to the matter.

I took up the matter with the Commissioner of Police and requested him to effect payment without further delay. Immediately afterwards the claims were settled and same was confirmed, with thanks, by the company's director.

C/217/2010

Foreigner released from jail after having been given immunity in a drug-related case

This is a complaint by a South African national detained at the Central Prison in a drug-related case who averred in his letter dated 4 October 2010 that he had been given written immunity from prosecution by the Office of the Director of Public Prosecutions provided he testified for the prosecution in the said case.

On 17 August 2010 a statement was recorded from him by the Police and he was to be released from prison a few days later. But as at the time he wrote to me, i.e. some 50 days later, he was still detained in prison. The police never came back to him after that. Hence his complaint to me.

I queried the Commissioner of Police who informed me that the complainant had been arrested with several other accused parties and a provisional charge lodged against him. However, on 27 October 2010 the charge against him was struck out by the Director of Public Prosecutions and upon the latter's advice he was released from jail.

As the complainant had no fixed place of abode in Mauritius he was accommodated at the Police Quarters and necessary arrangements were made for food, amenities and other expenses.

It is assumed that he was satisfied with his situation as he did not come back to me.

PRISONS

C/63/2010

Detainee gets his money back

A foreign national who was detained at the Central Prison on a eight-year sentence for a drug-related offence complained that he purchased several items at the Prison Canteen for a certain amount of money but he was charged more by the Canteen Officer. The detainee drew the latter's attention to that irregularity and the Officer promised to refund the amount overcharged but never did so after two months in spite of the detainee's repeated requests. The detainee therefore requested me to look into the matter as according to him the Officer had stolen his money.

An enquiry was therefore carried out and it revealed that the detainee's complaint was justified inasmuch as the Officer had charged him twice for cigarettes purchased.

Eleven days later the detainee confirmed that the Canteen Officer had refunded him and the necessary adjustment had been made in his prison account.

All is well that ends well.

C/210/2010

Cardiac detainee not given recommended food. Remedial action taken

This is a complaint made by a 48-year old detainee who was a cardiac and hypertensive patient.

His complaint was twofold –

- 1° His request for low fat food instead of salted fish had been turned down.
- 2° Whenever he was attended to by a doctor at the Prison Medical Centre he could not express himself properly as there was a screen between him and the doctor.

The official version was that the detainee had requested egg in lieu of salted fish and secondly the screen was meant for the safety of medical officers, following complaints made by certain visiting doctors regarding their personal security.

All the same I was informed by the Commissioner of Prisons that the advice of the dietician was being sought in respect of the detainee's request, whereas as regards medical consultation a secure place had already been identified for that purpose.

Finally it was reported by the Commissioner of Prisons that the Nutritionist had made certain recommendations in respect of the food to be served to the detainee and, in a written statement, the detainee expressed his entire satisfaction.

C/234/2010

New wheel-chair provided to handicapped detainee

A detainee at the Central Prison had already spent six years in jail, out of 12 years, when suddenly, on 29 May 2009, he was the victim of a stroke which left him completely handicapped and bed-ridden. He could only move in a wheelchair with the help of another person and was admitted permanently at the prison hospital.

However, after some time, the wheelchair allocated to him went out of order and in spite of several requests made by him to be provided with another wheelchair no action was taken by the Prison Administration.

He requested my intervention for a new wheelchair as he was unable to move around especially for his urgent needs. He stated that he would be discharged in 2015.

This complaint was immediately taken up with the Commissioner of Prisons and two weeks after the detainee had written to me he was provided with a new wheelchair. He confirmed this in a written statement in which he further stated that he was now satisfied.

PUBLIC INFRASTRUCTURE, LAND TRANSPORT AND SHIPPING

C/29/2009

Construction of footpath completed

It was reported in one of our dailies that an inhabitant of Haute Rive, Rivière du Rempart, whose house abuts the main road, was complaining about the absence of a footpath right in front of his house, thus exposing him and other pedestrians to danger in view of the heavy traffic comprising of trucks and buses using that road. According to him he had approached various authorities to undertake such construction but to no avail.

An inquiry with the Ministry of Public Infrastructure, Land Transport and Shipping revealed that the Road Development Authority (R.D.A.) had constructed a footpath along that road except at places where there were poles installed by the Mauritius Telecom (MT) and the Central Electricity Board (CEB). Indeed that part of the road in question was left without any footpath. Those two bodies were therefore requested to displace their poles so as to enable the R.D.A. to complete the works.

Some time later both the MT and the CEB relocated their respective poles. And finally R.D.A. completed the construction of the footpath, much to the relief of the inhabitants.

**SOCIAL SECURITY, NATIONAL SOLIDARITY AND
REFORM INSTITUTIONS**

C/76/2009

Allowance paid to complainant – others reap the benefit of his complaint

R.N., a Senior Social Security Officer, averred that at the request of the Assistant Commissioner, Social Security, he attended special Medical Appeal Tribunal sessions in the capacity of National Pensions Officer outside normal office hours starting as from 4 p.m. since 8 May 2008. He was told that he would be paid an allowance for same.

As at the time he wrote to me on 1 April 2009, R.N. had already attended sixteen such sessions. His request to be paid his allowance was not entertained. Therefore he sought my intervention.

In the beginning the Ministry refused to consider such a claim but stated that the officer would be granted time-off for the extra working hours he put up. When queried about the promise made to R.N. that he would be paid an allowance once he started attending the special sessions outside normal office hours, the Ministry replied that there was no indication of such a promise. Even the Assistant Commissioner denied having made any promise to R.N.

Whilst the matter was being discussed further with the Ministry, R.N. himself informed me that he had been informed by the Human Resource Officer of his Ministry that the matter had been referred to the Ministry of Civil Service and Administrative Reforms. When asked whether this was so the Permanent Secretary admitted that approval had been exceptionally sought and obtained from the Ministry of Civil Service and Administrative Reforms for the payment of an allowance of Rs 200 for National Pension Officers for each session of the Medical Appeal Tribunal they attended during the period 22 February 2008 to 12 June 2009.

Finally payment was effected to R.N. in January 2010 and furthermore action was being taken for payment to other officers concerned.

Through R.N.'s action other officers in a similar situation had benefitted.

C/67/2010

Carer's Allowance restored

In a letter dated 1 April 2010 Mr. A.M.H. wrote on behalf of his severely handicapped and bed-ridden sister to inform me that the latter who was in receipt of a Carer's Allowance to the tune of Rs 1700/- monthly until December 2009 had all of a sudden stopped receiving same. He sought my intervention to have the Carer's Allowance restored.

The version of the Ministry was that the lady who was 72 years old was already in receipt of a Basic Retirement Pension of Rs 3048 per month and that a claim for Additional Basic Retirement Pension (severely handicapped pension) had been registered on her name on 14 May 2010. In the meantime arrangements were made for a monthly domiciliary visit by a Medical Officer.

In August 2010 I was further informed by the Ministry that the lady was medically examined by the Medical Board on 8 July 2010 and her Basic Retirement Pension confirmed for two years, whilst arrears of the severely handicapped pension for the period May to July 2010 were ready for payment. The Officers of the Ministry even did the needful to have her new card delivered to her and pension for the future would be credited into her bank account.

A.M.H. gratified us with a "Thank you" card for assistance provided to his sister.

TOURISM, LEISURE AND EXTERNAL COMMUNICATIONS

C/208/2009

Letter of intent finally issued

C.A. has since 1967 been the lessee of a plot of State land on which stood a restaurant. He started by paying a very low rental which increased yearly to reach the sum of Rs 1500/- per annum.

The restaurant was subsequently converted into a boarding house/restaurant and as from 1998 the Ministry of Housing started claiming Rs 35000/- yearly. Although C.A. protested against the claim he never received any reply nor an acknowledgement letter. Ten years later that sum went up to Rs 54000/-, which amount C.A. said he was unable to pay but all the same started paying in order to preserve the job of his employees.

In the year 2003/2004 the Tourism Authority had informed C.A. that his boarding house/restaurant licence would not be renewed because that licence was in the name of his ex-spouse.

Without saying what happened in the meantime, C.A. informed me that the Tourism Authority was now claiming the sum of Rs 1000/- for a Letter of Intent although he had already paid for same. As he received no Letter of Intent he asked for my intervention.

The matter was raised with the Ministry of Tourism, Leisure and External Communications. I was informed by that Ministry that according to the Tourism Authority it had initially issued a Letter of Intent in the name of C.A. instead of the joint

names of C.A. and his ex-spouse, as should have been the case. C.A. was explained about the mistake and informed that the Letter of Intent would be issued in the joint names as above. He was requested to say whether he agreed or not. As at the date he wrote to me, C.A. had still not yet replied.

Following my intervention and upon C.A. informing that he did not mind on whose name the Letter of Intent be issued the Tourism Authority decided to process the issuing of the Letter of Intent.

I was finally informed that a Letter of Intent for Restaurant (including liquor and alcoholic beverages) without entertainment was issued on the joint names of C.A. and his ex-spouse.

C.A. did not seem to object and he was quite happy with the licence he had obtained.

LOCAL AUTHORITIES

BLACK RIVER DISTRICT COUNCIL

LA/C/39/2009

Obstruction causing overflow of water removed

A lady living at Flic en Flac wrote to inform me that notwithstanding numerous complaints made to several authorities regarding a metallic grid built under a nearby bridge by a foreigner and which caused the accumulation and overflow of water which entered her yard and the basement of her house, nothing had been done to remedy the situation.

I took up the matter with the Chief Executive of the Black River District Council who informed that, although the matter did not fall under the responsibility of the Council, yet a visit was carried out by its Officers in company of Officers of the Water Resources Unit who undertook to look into the matter.

However it was found that the road in question was not a classified one and thus fell squarely under the responsibility of the Black River District Council itself. This was confirmed during a meeting with officers of the Black River District Council.

A few weeks later the Council removed the grid and the complainant confirmed that there was no longer any obstruction under the bridge, for which she thanked us profusely.

MOKA-FLACO DISTRICT COUNCIL

LA/C/27/2010

Nuisances abated

Mr. S.L. complained about the pollution of his environment caused by his neighbour's tobacco-curing activities which gave rise to smoke, smell and noise nuisances. He averred that this was ruining his everyday life and that of his family and could not bear it any more. He reported the matter to the Sanitary Office of his locality, the Police, the District Council and the Ministry of Health and Quality of Life but no action was taken.

When I took up the matter with the Chief Executive of the Moka-Flacq District Council a Notice was served on the neighbour requesting him to stop his activities and to apply for a proper permit in respect of his business.

Some time later Mr. S.L. wrote to confirm that his neighbour had put an end to his activities and he and his family could now "breathe fresh air like all people." He further added: "I congratulate your organization for the justice that you have done. I thank all the staff who has work on this – God bless you, your work and your families."

MUNICIPAL COUNCIL OF CUREPIPE

LA/C/60/2009

Agreement reached on allocation of football ground to two different clubs

This is a complaint filed by the President of a Youth Club (S.Y.C.) in Curepipe who averred that his club had been officially authorized by the Municipal Council to use the Sir Winston Churchill football ground from 6.00p.m. to 9.00p.m. every Saturday ever since the installation of floodlight there, but problems started with the new groundsman in charge who, according to the said President, -

- (i) very often did not switch on the lights during their allocated time-slot,
- (ii) very often compelled them to leave the ground well before 9.00 p.m. by switching off the lights, and
- (iii) on several occasions locked them out by not turning out for work.

After soliciting the help of the Chief Welfare Officer of the Council things went back to normal.

However, some time later, another team invaded the pitch whilst the S.Y.C. was playing and pretended that half of it had been allocated to them by another officer of the Council during the same time-slot. A fight almost started between members of the two teams but was quickly nipped in the bud by officials of the S.Y.C.

To cut a long story short, the complainant sought my intervention in order that the right of the S.Y.C. to use the whole pitch during their time-slot be restored.

I called upon the Chief Executive of the Council to look into the matter immediately as this situation was giving rise to tension and might lead to serious trouble.

I was given to understand that whilst the S.Y.C. had been authorized to play football there since 2005, the other team, the C.S.S.F.C., had also been authorized to use the pitch as from November 2009 between 6.00p.m. and 7.00p.m. One can clearly see that this was a wrong decision as it encroached on the time allocated to S.Y.C. since four years. The reason given by the Chief Executive was that the C.S.S.F.C. was affiliated to the Mauritius Football Association, a body recognized by the Ministry of Youth and Sports, implying that the S.Y.C. was not so affiliated. I must say that I was not convinced at all by the reason put forward.

All the same the Welfare Officer of the Council met representatives of both clubs separately in order to reach a "terrain d'entente" but this failed to give satisfaction to the complainant club.

Finally, during a meeting with the President of the Sports Committee of the Council both parties came to a consensus for the sake of promoting sports and football in particular, whereby the pitch would be allocated on Saturdays as follows –

From 4.30 p.m. to 6.45 p.m. to the C.S.S.F.C.

From 7.00p.m. to 9.00 p.m. to the S.Y.C.

There was no more trouble after that.

MUNICIPAL COUNCIL OF PORT LOUIS

LA/C/20/2009

Action taken against complainant's neighbour for illegal construction

Mrs. C.G. complained about the inaction of the Council in connection with an illegal construction being put up by her neighbour, another lady.

She averred that her husband called personally at the Customer Care Section of the Council to report the case where he was told by a female clerk that an Inspector would effect a site visit within a week. As nobody came she phoned up the Section in order to know the reason therefor and, to her surprise, she was told that the Inspector responsible for the sector had been transferred to another sector and that for the time being no Inspector was available for her sector. This carried on for some time until she was told that the matter would be considered once new staff was recruited. In the meantime the

neighbour was calmly finishing the construction. She was completely discouraged and resorted to our services "as my last resort".

Following my intervention a site visit was effected six days later but neither the lady nor the neighbour was present at the time of the visit. The lady was therefore contacted by phone and another site visit was effected a week later. It was indeed observed that the neighbour was constructing a shed without appropriate permit and a Notice was served upon her on the same day.

Some time later I learned that the complainant and the offender had come to some sort of agreement but all the same the offender was requested to apply for a Building and Land Use Permit taking into account all the conditions laid down in the agreement. The offender subsequently submitted the required application which had to be processed by the Planning Development.

However, it would appear that the offender did not respect certain conditions and eventually the Council issued a fresh Notice on the offender inviting her to restore the site within two weeks, failing which legal action would be taken against her.

As the offender had not complied with the conditions set down, her application for the Building and Land Use Permit was rejected and she was prosecuted for illegal construction.

Before the case was heard, Mrs. C.G. wrote to us to inform us of her satisfaction with our intervention and only hoped that the court would rule in her favour. We did not hear from her again.

LA/C/18/2010

Works done upon the intervention of the Ombudsman

Mr. N.M.C. had written three letters to the Municipal Council over the last two years requesting that the lane which separate residential blocks where he lives be cleaned and tarred on account of the unsanitary conditions of that lane. No action was taken by the Council nor did he receive any reply to his letters. He therefore requested my intervention in a letter dated 30 March 2010.

When I took up the matter with the Chief Executive of the Council he informed me that the Council would follow up the matter and that remedial works had been programmed for the end of April 2010.

By 4 June 2010 the works, which consisted of cleaning the lane, spreading of crusher run and tarring, were completed and this was confirmed during a site visit effected in company of the complainant who expressed his satisfaction.

MUNICIPAL COUNCIL OF QUATRE BORNES

LA/C/33/2010

Complainant receives retiring benefits five weeks after lodging his complaint

After 39 years of dedicated service as Clerical Officer/Higher Clerical Officer in the Health Department of the Municipal Council, P.A. retired on ground of age limit on 12 March 2010.

Six months later he had not yet been paid his retiring benefits except for payment of cash in lieu of sick leave which was effected on 16 April 2010. He therefore solicited my help to know where matters stood in respect of his right to other benefits to which he was entitled.

My enquiry revealed that since 28 April 2010 payment of retiring benefits to P.A. had been approved on the basis of his date of appointment being 1 July 1987 and the latter was accordingly informed by letter dated 3 May 2010. However P.A. made representations on 7 May 2010 to the effect that he had joined the service of the Municipal Council of Curepipe on 28 July 1971 and therefore this should have been taken into account and his retiring benefits computed on that basis.

Indeed the Municipal Council of Curepipe confirmed that the date of P.A.'s first appointment was 11 September 1971 (not 28.07.1971 as averred by P.A.) and not 01.07.1987.

In the light of this information the retiring benefits of P.A. were reviewed and forwarded to the Local Government Service Commission for approval.

Five weeks after P.A. had written to me he confirmed having received the totality of his retiring benefits including passage benefits.

RODRIGUES REGIONAL ASSEMBLY

CHIEF COMMISSIONER'S OFFICE

ROD/C/5/2010

Overtime performed by complainant paid after Ombudsman's intervention

Mr. J.B.C. who was an Assistant Tradesman had also been acting as Driver at the Water Unit during the year 2007 but was never paid any overtime performed during period February to April of that year. He made representations to the Departmental Head as well as to the Island Chief Executive but in vain. He therefore requested my intervention on 24 February 2010.

After inquiry it was found that indeed J.B.C. had not been paid overtime performed and necessary action was therefore taken for payment of same.

On 3 May 2010 an amount of Rs 5879/- was paid to him, much to his satisfaction.

ROD/C/16/2010

Outstanding acting allowance paid

Mr. J.W.A., a General Worker, was called upon to act as Boatman with effect from 26 March 2006. He stated that from that date until 2007 he received an allowance of Rs 575 over and above his normal salary. However from then on until March 2010 he received no allowance whatsoever. He therefore sought my intervention to remedy the situation.

The matter was taken up with his Departmental Head and a few weeks later I received a letter from the Acting Island Chief Executive whose version was that J.W.A. had been assigned the duties of Boatman since 1 July 2006. He was paid an allowance for period 1 July 2006 to 28 February 2007 and from 1 January to 30 June 2009.

Authority was therefore conveyed for the continued payment of a responsibility allowance for period 1 July 2009 to 31 December 2010, whereas necessary arrangements were made for payment of same for period 1 March 2007 to 31 December 2008.

J.W.A. confirmed having received his dues and declared that he was fully satisfied with our intervention. "May God always help you to help others" he added.

It is interesting to highlight that apart from J.W.A. eighteen other persons reaped the benefits of our intervention as they too were in the same situation as J.W.A.

**COMMISSION FOR COMMUNITY DEVELOPMENT, CO-OPERATIVES,
FIRE SERVICES, HEALTH AND PRISON AND REFORM INSTITUTIONS**

ROD/C/13/2010

Arrears of Public Holiday and Night Shift Allowances paid to complainant

One B.A., a Watchman, informed me that he had been attending duty on several specified public holidays but no allowance was paid to him. Similarly he had not been paid Night Shift Allowance from November 2009 to March 2010. He therefore sought my help to obtain his dues.

The matter was taken up with his Departmental Head and within a few days i.e. along with his March 2010 salary, all arrears of Public Holiday and Night Shift Allowances amounting to Rs 7700/- were paid to B.A.

I am particularly thankful to the Departmental Head for taking such prompt action.

**COMMISSION FOR SOCIAL SECURITY, WOMEN'S AFFAIRS, CHILD
DEVELOPMENT AND FAMILY WELFARE**

ROD/C/2/2010

**Eighty-four year old lady's birth tardily declared, becomes entitled to a pension
and receives arrears to the tune of eighty-eight thousand rupees**

This is the story of an 84-year old lady who petitioned me in January 2010 because her birth had never been declared. She pleaded that the needful be done as "time is running out for me".

Indeed Mrs. O.P.'s husband, an ex-public officer, passed away in 2008. As she had never been declared by her parents she had no legal existence and as such was not entitled to any benefit whatsoever. According to her an affidavit had been sworn (she did not know when or by whom) but still no action had been taken by the authorities concerned for a tardy declaration of her birth.

According to a document emanating from the Acting Chief Court Officer/Court Manager of the Court of Rodrigues an application for tardy declaration of birth had been put in by Mrs. O.P. on 03 July 2009 and on the same day the matter was referred to the Ministère Public for conclusions but same were never forwarded to his office for further action.

During the period of my investigation the Commission for Social Security, Women's Affairs, Child Development and Family Welfare in Rodrigues was requested to look into this case with a view to providing possible assistance to the old lady.

In September 2010 our Office received a copy of Mrs. O.P.'s birth certificate from the Office of the Departmental Head of the above-mentioned Commission.

The matter was followed up during a trip to Rodrigues in September 2010 and there and then it was confirmed by the Acting Island Chief Executive that Mrs. O.P.'s birth had been officially declared a couple of weeks before.

Mrs. O.P. was convened before us whilst we were still in Rodrigues. She did not turn up but was represented by another lady who informed us that following the tardy declaration of her birth, Mrs. O.P. started to receive a pension from the Civil Service Family Protection Scheme and arrears to the tune of Rs 88,538.50 were even paid to her.

Tardy conclusions for a tardy declaration of birth!

APPENDIX D

STATISTICAL SUMMARY OF COMPLAINTS

Authority concerned	Rectified	Partly Rectified	Not Justified	Explained	Discontinued	Not Entertained	Not Investigated	Pending	Total No. of Complaints
Accountant General	1	-	-	1	-	-	-	-	2
Agro-Industry and Fisheries	-	-	-	1	-	-	-	-	1
Agro-Industry, Food Production and Security	1	-	1	1	-	-	-	2	5
Arts and Culture	-	-	-	-	-	-	-	1	1
Business, Enterprise, Cooperatives and Consumer Protection	-	-	-	-	-	-	-	4	4
Civil Service and Administrative Reforms	2	-	-	3	-	-	-	2	7
Education, Culture and Human Resources	6	-	6	7	1	-	-	4	24
Education and Human Resources	-	-	1	2	-	-	-	3	6
Environment and National Development Unit	-	-	-	1	1	-	-	5	7
Finance and Economic Development	2	-	1	1	-	-	-	1	5
Finance and Economic Empowerment	-	-	-	6	-	-	-	4	10
Carried forward	12	-	9	23	2	-	-	26	72

STATISTICAL SUMMARY OF COMPLAINTS — continued

Authority concerned	Rectified	Partly Rectified	Not Justified	Explained	Discontinued	Not Entertained	Not Investigated	Pending	Total No. of Complaints
Brought forward	12	—	9	23	2	—	—	26	72
Health and Quality of Life	14	—	—	11	—	1	1	8	35
Housing and Lands	12	—	3	7	3	—	2	15	42
Judicial	4	—	—	—	—	1	—	—	5
Labour, Industrial Relations and Employment	—	—	—	4	1	—	—	2	7
Local Authorities	29	—	1	19	4	—	1	28	82
Local Government and Outer Islands	—	—	—	—	—	—	—	1	1
Police	31	—	1	24	4	—	—	22	82
Prisons	23	—	12	42	3	2	—	7	89
Public Infrastructure, Land Transport and Shipping	3	—	—	1	—	—	—	6	10
Carried Forward	128	—	26	131	17	4	4	115	425

STATISTICAL SUMMARY OF COMPLAINTS — continued

Authority concerned	Rectified	Partly Rectified	Not Justified	Explained	Discontinued	Not Entertained	Not Investigated	Pending	Total No. of Complaints
Brought forward	128	—	26	131	17	4	4	115	425
Public Infrastructure, National Development Unit, Land Transport and Shipping	2	—	—	—	—	—	—	4	6
Renewable Energy and Public Utilities	—	—	1	—	—	—	—	—	1
Rodrigues	11	1	12	10	—	—	1	31	66
Social Security, National Solidarity and Senior Citizen Welfare and Reform Institutions	7	—	2	9	2	1	—	9	30
Tourism and Leisure	1	—	—	—	—	—	—	1	2
TOTAL	149	1	41	150	19	5	5	160	530

APPENDIX E

No.	Subject of Complaint	Result
Accountant General		
C/66/2010	Anomaly in pension.	Explained
C/92/2010	End of year bonus wrongly computed.	Rectified.
Agro Industry and Fisheries		
C/16/2007	Financial assistance not yet paid to surviving spouse of professional fisherman who drowned at sea some fifteen months ago.	Explained
Agro Industry, Food Production and Security		
C/65/2009	Non-payment for expenses incurred by complainant on behalf of Ministry.	Rectified
C/239/2009	Allowance for performing higher duties etc. denied to complainant.	Explained
C/133/2010	Application for Land Conversion permit wrongly rejected.	Not justified
C/182/2010	Letter addressed to Ministry remains without reply or any acknowledgement of receipt.	Pending
C/226/2010	No action taken in respect of complaint of odour nuisance caused by poultry.	Pending

No.	Subject of Complaint	Result
Arts and Culture		
C/47/2006	Complainant recruited on temporary basis. Not yet appointed in substantive capacity after 15 months.	Pending
Business, Enterprise, Cooperatives and Consumer Protection		
C/202/2010	No action taken by Ministry to monitor activities and accounts of cooperative society thus penalizing 68 small planters.	Pending
C/208/2010	Complainant unaware of action taken following a report by him against a trader.	Pending
C/232/2010	No reply received by Secretary of Cooperative Society to his letter addressed to Registrar of Cooperatives.	Pending
C/241/2010	No action taken in the case of a report made by complainant at the Consumer Protection Unit.	Pending
Civil Service and Administrative Reforms		
C/207/2008	Refund of accrued benefits to officers on transfer to the M.R.A. delayed.	Rectified
C/249/2008	No reply from Ministry to complainant's letter requesting a review of his pension.	Explained
C/184/2009	No reply to letter of complaint addressed to Ministry.	Explained
C/211/2009	Request for transfer on medical grounds not yet considered.	Explained

No.	Subject of Complaint	Result
Civil Service and Administrative Reforms – continued		
C/253/2009	No reply to letters addressed to Ministry regarding review of complainant's salary.	Rectified
C/24/2010	Complainant's qualifications not recognized for promotion purposes etc.	Pending
C/103/2010	Car allowance not paid to complainant.	Pending
Education, Culture and Human Resources		
C/231/2008	Non-payment of incremental credit for experience acquired prior to joining the public service.	Pending
C/152/2009	Benefits due to complainant not paid.	Pending
C/159/2009	Incremental credit for higher qualification denied to complainant.	Not justified
C/165/2009	Complainant denied the right to work as Usher during examinations period.	Explained
C/200/2009	Complainant, a retired teacher, deprived of additional benefits he ought to have been entitled to.	Explained
C/214/2009	Special allowance denied to complainant.	Rectified
C/246/2009	No reply to letter addressed by complainant, Educator (Secondary), requesting clarification in respect of an official Circular of the Ministry after four months.	Rectified
C/281/2009	End-of-year bonus not paid.	Rectified

No.	Subject of Complaint	Result
Education, Culture and Human Resources – continued		
C/9/2010	Payment of approved grant still not effected after two months.	Rectified
C/10/2010	Deputy Head Master claims she has been unjustly transferred from one school to another.	Not justified
C/13/2010	Complainant, a teacher, avers he does not know the reasons for his transfer from one school to another.	Not justified
C/35/2010	Request for transfer by Primary School Educator from Rodrigues to Mauritius not favourably considered.	Explained
C/53/2010	Request for information regarding emoluments paid to complainant not considered.	Rectified
C/80/2010	Request for transfer from one Section to another in the Ministry in order to enrich career prospects not approved.	Discontinued
C/83/2010	Complainant, an Educator, avers that she has been denied the right to act as Head of Department at the school where she is posted.	Explained
C/93/2010	Complainant, a Deputy Head Teacher's request for a transfer to a school nearer his residence on medical grounds rejected.	Not justified
C/131/2010	Anomaly in salary.	Not justified
C/135/2010	Application for incremental credit based on qualifications unjustly turned down.	Not justified

No.	Subject of Complaint	Result
Education, Culture and Human Resources – continued		
C/141/2010	Complainant's son not allocated college he opted for in spite of obtaining very good results at S.C. Exams.	Explained
C/164/2010	Complainant's travelling allowance not adjusted as recommended by the P.R.B. Report.	Explained
C/179/2010	Payment of complainant's unutilized sick leave not effected.	Rectified
C/180/2010	Complainant contests the amount refunded to him in relation to air ticket.	Pending
C/187/2010	Request for increase of allowance not entertained.	Pending
C/193/2010	School Clerk transferred from one school to another without his knowing the reason therefor.	Explained

Education and Human Resources

C/198/2010	Increments awarded to complainant not in line with PRB Reports.	Pending
C/220/2010	Supply teachers' employment not regularized.	Explained
C/237/2010	Complainant's tour of service in Agalega not renewed.	Explained
C/239/2010	Complainant's request for transfer of her son from one school to another on account of long-distance travelling not entertained.	Pending

No.	Subject of Complaint	Result
Education and Human Resources – continued		
C/246/2010	Complainant, an Educator, avers she has been punitively transferred from one school to another.	Not justified
C/264/2010	Complainant's daughter who obtained high grading admitted to non-star college.	Pending
Environment and National Development Unit		
C/169/2006	Numerous problems encountered by inhabitants of Congomah due to flooding of bridge when it rains.	Pending
C/168/2007	Risk of landslide represents danger to inhabitants.	Pending
C/199/2009	Flooding problems caused to inhabitants of housing estate each time it rains. No action by authorities concerned.	Pending
C/219/2009	Bridge in dangerous state. Can collapse at any time.	Pending
C/238/2009	Narrow road used by loaded lorries frequently. Danger to users. No action by authorities concerned.	Explained
C/252/2009	Tree standing on private land next to complainant's house represents a danger to him and his family. No authority wants to take action.	Discontinued

No.	Subject of Complaint	Result
Environment and National Development Unit – continued		
C/49/2010	Application for resurfacing of badly-damaged road not entertained after more than a year.	Pending
Finance and Economic Development		
C/189/2006	Anomalies in salary, back pay etc.	Rectified
C/112/2010	Complainant avers that an integral part of his verbal contract with the Ministry has not been respected.	Not justified
C/117/2010	Extra hours put in by complainant not adequately compensated.	Pending
C/147/2010	Application by Senior School Inspector for 100% duty remission on purchase of car turned down.	Rectified
C/228/2010	Duty remission refused to complainant.	Explained
Finance and Economic Empowerment		
C/63/2009	Anomalies in salary, back pay, etc.	Pending
C/150/2009	No reply to various representations made by complainant regarding accrued dues and benefits owed to him after his reinstatement following interdiction.	Pending
C/21/2010	No reply or explanation to representation made by complainant to the Mauritius Revenue Authority regarding tax overpaid by him.	Explained
C/39/2010	Anomaly in respect of pensions of retired officers.	Explained

No.	Subject of Complaint	Result
Finance and Economic Empowerment – continued		
C/45/2010	Request for exemption from additional income tax claimed disregarded.	Explained
C/50/2010	No reply from Financial Services Commission regarding complainant's claim in respect of an accident in which his car was involved.	Pending
C/51/2010	Complainant requests a fair and just treatment in respect of his proposed transfer to Rodrigues.	Explained
C/52/2010	No response by National Corporate Social Responsibility Committee to all of complainant's queries.	Explained
C/100/2010	Application for exemption of duty on purchase of car wrongly turned down.	Pending
C/151/2010	No reply to letter addressed to the Financial Services Commission.	Explained
Health and Quality of Life		
C/200/2008	Complainants not satisfied with their new salary in the wake of the Pay Research Bureau Report 2008.	Rectified
C/72/2009	No action taken following reports of sanitary nuisances to authorities concerned.	Explained
C/131/2009	Building used as metal workshop by complainant's neighbour is a source of innumerable nuisances. No action taken by authorities concerned since seven years.	Rectified
C/148/2009	No reply to complainant's representations concerning his salary.	Pending

No.	Subject of Complaint	Result
<i>Health and Quality of Life – continued</i>		
C/166/2009	Delayed appointment and confirmation letters in respect of Temporary Health Records Clerks.	Rectified
C/171/2009	Retiring benefits of complainant not properly computed.	Pending
C/197/2009	Overflowing of wastewater causing great inconvenience to the neighbourhood. No action taken by authorities concerned.	Explained
C/260/2009	Application for monthly car allowance in lieu of duty-free car not entertained, etc.	Rectified
C/261/2009	Complainant contests her ranking in seniority list of specialists.	Explained
C/268/2009	Complainant avers he is victimized by Ministry in respect of awards for overseas training.	Explained
C/275/2009	Complainant's neighbour breeding poultry without licence. Odour nuisance.	Rectified
C/2/2010	Restriction imposed by Health Office on sale of food considered unjust and illegal by complainant.	Explained
C/34/2010	Payment not effected for goods supplied four months before.	Rectified
C/81/2010	Smell nuisance reported at Health Office. No action taken.	Explained

No.	Subject of Complaint	Result
Health and Quality of Life – continued		
C/84/2010	Copy of medical report in respect of his client seriously injured in road accident not communicated to Counsel.	Rectified
C/90/2010	Pollution in residential area. No action taken in respect of conditions imposed but not respected.	Explained
C/94/2010	Persistent nuisance caused by stone-crusher. Complaints not attended to.	Explained
C/96/2010	Surgery on complainant's foot delayed for no apparent reason.	Rectified
C/101/2010	Pungent and foul smell caused by pig-rearing in vicinity of residential area. Matter reported to authorities concerned. No action taken.	Rectified
C/104/2010	Application for opening a pharmacy unduly delayed.	Rectified
C/119/2010	Detainee's operation keeps being postponed since four months.	Rectified
C/126/2010	Noise pollution caused by supermarket.	Pending
C/136/2010	Noise caused by casino. No action taken notwithstanding report to authorities concerned.	Explained
C/139/2010	Complainant not satisfied with care and treatment meted out to his father in hospital.	Explained

No.	Subject of Complaint	Result
<i>Health and Quality of Life – continued</i>		
C/140/2010	Noise pollution caused by illegal activity relating to welding, grinding and cutting pipe works.	Rectified
C/149/2010	Request for transfer not entertained.	Rectified
C/156/2010	Noise pollution caused by mechanical workshop	Not investigated
C/158/2010	Noise pollution caused by biscuit factory. No action taken by authorities concerned.	Pending
C/183/2010	Nuisance caused by cabinet-making workshop. Action taken by Health Office disregarded by offender.	Rectified
C/192/2010	Complainant who was advised to undergo eye surgery abroad treated locally.	Pending
C/195/2010	Anomaly in Seniority List of Health Surveillance Officers.	Explained
C/199/2010	Medical negligence in respect of stillborn child.	Not entertained
C/213/2010	Payment for undertaking dialysis sessions on behalf of Ministry not effected for last seven months.	Pending
C/227/2010	No action taken following reports of nuisance caused by wastewater made by complainant.	Pending
C/240/2010	Odour nuisance reported a year ago. No action taken.	Pending

No.	Subject of Complaint	Result
Housing and Lands		
C/105/2006	Request for regularisation of occupation of plots of State land on which complainant has been living since last 34 years not yet acceded to.	Pending
C/148/2007	Encroachment/squatting on State land leased to complainant who now claims compensation from Ministry.	Pending
C/59/2008	Some thirty families living in extreme poverty.	Pending
C/117/2009	Complainant who is a lessee of a plot of State land unable to occupy and develop it because its boundary limits are not yet finalized.	Rectified
C/138/2009	Complainant's land compulsorily acquired ten years back. No compensation paid yet.	Pending
C/176/2009	Application for lease of State land for vehicular access to private land not yet considered after more than a year.	Rectified
C/198/2009	Application to sell house standing on State land not yet entertained.	Rectified
C/244/2009	Application for transfer of leasehold rights in respect of a housing unit from the name of complainant's mother on to her name not dealt with after nearly two years.	Rectified
C/270/2009	No reply to letter addressed to Ministry four months back.	Rectified
C/273/2009	Application for renewal of lease of Pas Geometriques not yet considered after an unduly long time.	Discontinued

No.	Subject of Complaint	Result
Housing and Lands – continued		
C/279/2009	Application for excision of a plot of land from a larger portion unduly delayed.	Rectified
C/8/2010	Complainant who occupies plot of State land since 1999 not provided with formal lease agreement.	Explained
C/23/2010	Application for transfer of lease from complainant's parents' name onto his own name made nearly three years back. No reply yet.	Rectified
C/25/2010	Compensation not yet paid to complainant whose land was compulsorily acquired by government since three years.	Pending
C/47/2010	Application for renewal of lease of State land since eight months not yet entertained.	Rectified
C/55/2010	Rental unjustly claimed for occupation of land by complainant.	Not justified
C/56/2010	Case of land compulsorily acquired: request for information not acceded to.	Rectified
C/64/2010	Report of encroachment made by complainant against his neighbour not heeded by Ministry.	Explained
C/68/2010	Access road approved by Ministry for complainant's land blocked. Matter reported to Ministry but no action taken.	Explained
C/74/2010	Lease of land not renewed.	Discontinued

No.	Subject of Complaint	Result
Housing and Lands – continued		
C/85/2010	No reply to application for lease of a plot of State land for cultivation purposes since nearly four years.	Not justified
C/109/2010	No reply received by complainant in respect of a letter he wrote to the Ministry regarding illegal construction that will cause him prejudice.	Explained
C/113/2010	No reply to application to sell house found on State land made some fifteen days before.	Explained
C/116/2010	Request by complainant for lease of State land on which she has put up a house where she now lives not entertained.	Discontinued
C/142/2010	Complainant not agreeable to the compensation offered by Government for compulsory acquisition of his plot of land more than ten years ago.	Pending
C/144/2010	Complainant avers he is not granted lease of State land on communal grounds.	Pending
C/145/2010	Housing loan wrongly claimed from complainant's husband.	Not investigated
C/155/2010	Request for transfer of lease of State land delayed.	Explained
C/157/2010	No reply to application for lease of State land.	Pending
C/165/2010	Building permit denied to complainant.	Not justified

No.	Subject of Complaint	Result
Housing and Lands – continued		
C/166/2010	Lease of State land expired since five years. Not renewed yet. Complainant avers discrimination.	Rectified
C/171/2010	Lease of land not renewed.	Not investigated
C/177/2010	No reply to application for lease of State land made since about nine months.	Explained
C/181/2010	No reply to Senior Counsel's letter in connection with an offer of compensation for compulsory acquisition of land by Government.	Rectified
C/185/2010	Delay in processing complainant's request for transfer of lease.	Pending
C/207/2010	Delay in renewing and transferring lease of State land from complainant's father's name onto his own name.	Pending
C/222/2010	Delay in finalizing lease agreement of State land.	Rectified
C/229/2010	Application for a Land Surveyor's Commission in order to operate as Land Surveyor not attended to since more than four months.	Pending
C/247/2010	Delay in signing deed of sale of "C.H.A." land causing prejudice to complainant.	Pending
C/250/2010	Delay in signing deed of sale in respect of State land.	Pending
C/255/2010	Interdicted public officer whose case has been dismissed not yet re-instated.	Pending

No.	Subject of Complaint	Result
Housing and Lands – continued		
C/263/2010	Agreed amount of compensation for compulsory acquisition of land not yet paid to its owners.	Pending
Judicial		
C/257/2009	Bail money deposited by complainant not returned to him after dismissal of case against him.	Rectified
C/264/2009	Detainee unable to obtain copy of judgment in spite of letter addressed to the court.	Rectified
C/72/2010	Deposits effected by complainant not returned to him well after determination of case against him.	Rectified
C/108/2010	Suitor's money deposited in court not returned after determination of case.	Rectified
C/160/2010	Money deposited as surety not returned.	Not entertained
Labour, Industrial Relations and Employment		
C/158/2009	Application to be registered as Boiler Inspector not yet considered after nearly one and a half years.	Explained
C/245/2009	Delay by Ministry to take action against complainant's former employer for non-payment of salary and end of year bonus.	Pending
C/30/2010	Complainant unable to obtain a job although she has been registering herself for the last 28 years.	Explained

No.	Subject of Complaint	Result
Labour, Industrial Relations and Employment – continued		
C/54/2010	Complainant has registered for a job in the public service since seventeen years. Still not selected.	Explained
C/105/2010	Complainant avers that his employment has been unjustly terminated. Has not received any monthly assistance under the Workfare Programme.	Discontinued
C/174/2010	Complainant has registered himself for employment since more than thirty years unsuccessfully although he has been called for interview more than 15 times.	Explained
C/254/2010	Dues still unpaid to complainant after his reinstatement following dismissal of charge against him.	Pending
Local Authorities		
LA/C/15/2006	Abandoned building is the source of various problems & nuisances.	Explained
LA/C/38/2007	Village hall in a state of disrepair.	Explained
LA/C/51/2007	Only access road to the houses of some 25 families occupying land leased to them by Government in a bad state.	Pending
LA/C/54/2007	Natural course of rain water blocked by wall put up by new inhabitants in locality.	Explained
LA/C/22/2008	No action taken by Council following report by complainant about dangerous state of building.	Rectified
LA/C/28/2008	Damaged footbridge represents a danger, especially for children and elderly people.	Rectified

No.	Subject of Complaint	Result
Local Authorities – continued		
LA/C/30/2008	Bareland in Bambous source of nuisance.	Rectified
LA/C/33/2008	Unlawful raising of wall by complainant's neighbour.	Explained
LA/C/43/2008	Road constantly flooded after slightest rain.	Rectified
LA/C/47/2008	Obstruction on the road. No action taken by authority concerned.	Pending
LA/C/51/2008	Stagnant water may give rise to disease.	Rectified
LA/C/56/2008	Abandoned bare land represents a danger to neighbourhood as it has become a meeting place for criminals.	Explained
LA/C/57/2008	Cabinet-maker operating without permit. Noise nuisance.	Explained
LA/C/58/2008	Foul smell from canal affecting health of complainant and his family.	Pending
LA/C/59/2008	No action taken by Council in respect of report of nuisance caused by illegal cabinet workshop in residential area.	Explained
LA/C/3/2009	Road in a deplorable and dangerous state.	Pending
LA/C/10/2009	Defective drains. No action taken by authority concerned for years.	Rectified
LA/C/15/2009	Complainant's neighbour not leaving statutory distance from boundary line. No action taken yet by Council.	Pending

No.	Subject of Complaint	Result
<i>Local Authorities – continued</i>		
LA/C/20/2009	Report made to Council regarding illegal construction by complainant's neighbour not considered to her satisfaction.	Rectified
LA/C/27/2009	Damage caused to complainant's property by Council's agent. Attempts by complainant for appointment to discuss the matter in vain.	Rectified
LA/C/30/2009	Exit road from complainant's land only half asphalted by the municipal authority contrary to complainant's request to asphalt the whole road.	Pending
LA/C/35/2009	Absence of adequate infrastructures causes flooding.	Rectified
LA/C/39/2009	Flow of water in river obstructed by waste. Complainant's neighbour prevents access for cleaning up. No action by authorities concerned.	Rectified
LA/C/42/2009	Illegal construction put up next to complainant's house. No action taken by authority concerned.	Pending
LA/C/43/2009	Abandoned building in dangerous state. Danger to road users.	Rectified
LA/C/44/2009	Illegal conversion of residential building into a place of worship. No action taken by the authorities concerned.	Explained
LA/C/45/2009	Complainant avers he is victimized as he is the only one among others being asked to shift his mobile business to another place.	Explained

No.	Subject of Complaint	Result
Local Authorities – continued		
LA/C/47/2009	1 ^o Road in very bad state, 2 ^o absence of scavenging, 3 ^o absence of lighting.	Rectified
LA/C/49/2009	Delay by municipal authority to entertain complainant's application in respect of a development project.	Discontinued
LA/C/51/2009	Offending building put up by complainant's neighbour. No action taken by authority concerned.	Rectified
LA/C/55/2009	Illegal construction put up by complainant's neighbour, converted from residential to commercial purpose. Nuisance caused to complainant and family.	Explained
LA/C/56/2009	Road caving in. Real danger to users.	Rectified
LA/C/58/2009	Complainant's property get flooded whenever it rains due to absence of drain. No action taken notwithstanding application to various authorities.	Pending
LA/C/59/2009	Deplorable state of road is the source of various nuisances caused to neighbourhood.	Pending
LA/C/60/2009	Time slot allotted by Council to youth club to use football pitch not respected by Council itself.	Rectified
LA/C/61/2009	Construction of covered drain stops just before complainant's shop. Water stagnates in front of the shop. No action by authority concerned.	Rectified

No.	Subject of Complaint	Result
<i>Local Authorities – continued</i>		
LA/C/62/2009	No reply to application for beach hawker's licence.	Explained
LA/C/1/2010	Complainant contests decision to refuse her a residential permit.	Discontinued
LA/C/2/2010	Illegal operation of garage next to complainant's residence. No action taken by authorities concerned.	Explained
LA/C/3/2010	Illegal operation of panel-beating behind complainant's house. No action yet taken by authority concerned.	Rectified
LA/C/4/2010	Hole in bridge at botanical garden. No warning sign. Danger to users.	Rectified
LA/C/5/2010	Complainant's neighbour putting up illegal construction next to complainant's house. No action taken by Authority concerned.	Explained
LA/C/6/2010	Complainant's stall in market forfeited by Council.	Not justified
LA/C/7/2010	Complainant avers that he has been claimed a surcharge unnecessarily in respect of payment of general rate.	Explained
LA/C/8/2010	Accumulation of waste along road.	Discontinued
LA/C/9/2010	Old abandoned building which used to house a police station is now a source of nuisance to the neighbourhood as it is frequented by drunkards and drug addicts.	Discontinued

No.	Subject of Complaint	Result
Local Authorities – continued		
LA/C/10/2010	Illegal construction being put up. No action taken by authority concerned in spite of protests.	Rectified
LA/C/11/2010	Complaint regarding a stream which often gets flooded and thus represents a health hazard not heeded.	Pending
LA/C/12/2010	Road in deplorable state at Camp Carol Village.	Pending
LA/C/13/2010	Road heavily damaged. Danger to users.	Rectified
LA/C/14/2010	Illegal construction put up by complainant's neighbour. No action taken by the Council.	Explained
LA/C/15/2010	Complainant avers that she has been unjustly prosecuted for operating a restaurant illegally.	Explained
LA/C/16/2010	Decrepit state of wooden building reported to the Council as it represents a danger to one and all. No action taken.	Rectified
LA/C/17/2010	Request for construction of drain made since more than five years not entertained. Complainant encounters problems of filthy water in his yard.	Pending
LA/C/18/2010	Request for lane to be cleaned and tarred ignored for two years.	Rectified
LA/C/19/2010	Objection by complainants to the issue of a licence to sell alcohol etc. not heeded.	Explained
LA/C/20/2010	Illegal construction put up by complainant's neighbour. No action taken by authorities.	Explained

No.	Subject of Complaint	Result
<i>Local Authorities – continued</i>		
LA/C/21/2010	Complainant not notified by District Council about poultry farm project near his property. Objects to issue of permit.	Not investigated
LA/C/22/2010	Protest against illegal shifting of pastry shop onto parking spaces not heeded by authority concerned.	Rectified
LA/C/23/2010	Road in very deplorable condition.	Rectified
LA/C/24/2010	River in Bel-Air full of refuse constitutes health hazard to neighbouring inhabitants.	Rectified
LA/C/25/2010	Illegal building put up by complainant's neighbour. Court judgment in favour of complainant. Building not yet pulled down more than a year after judgment. No action taken by Council.	Pending
LA/C/26/2010	No action taken in respect of report by complainant regarding an illegal construction next to his property.	Pending
LA/C/27/2010	Tobacco curing activity causes noise, smell and other nuisances. No action taken by authorities concerned.	Rectified
LA/C/28/2010	Application for subdivision of land delayed at Council's level.	Pending
LA/C/29/2010	No reply to request for information made by complainant in respect of neighbouring construction.	Rectified
LA/C/30/2010	Noise and dust pollution caused by workshop. No action taken by authorities concerned.	Pending

No.	Subject of Complaint	Result
Local Authorities – continued		
LA/C/31/2010	Illegal construction of boundary wall. No action taken by Council.	Pending
LA/C/32/2010	Encroachment by complainant's neighbour reported to Council. Concrete action awaited.	Pending
LA/C/33/2010	Retiring benefits not yet paid to complainant six months after his retirement.	Rectified
LA/C/34/2010	No action taken by Council in respect of report made regarding illegal construction of wall.	Explained
LA/C/35/2010	Road in deplorable state. Great inconvenience caused to inhabitants living along that road.	Rectified
LA/C/36/2010	Complaints and protests in respect of illegal operation of place of worship not attended to.	Pending
LA/C/37/2010	Complaints and protests against illegal operation of place of worship not attended to.	Pending
LA/C/38/2010	Canal in insalubrious condition left unattended for several years. Inhabitants getting impatient.	Pending
LA/C/39/2010	Complaints against complainant's neighbour not entertained by Council.	Pending
LA/C/40/2010	Burial structure in village in poor conditions. No action taken by Council.	Pending
LA/C/41/2010	Potentially hazardous conditions within building where complainants live reported to Council. No action taken yet.	Pending

No.	Subject of Complaint	Result
Local Authorities – continued		
LA/C/42/2010	Report of illegal construction not attended to by Council.	Pending
LA/C/43/2010	Report of illegal construction not attended to.	Pending
LA/C/44/2010	No reply to complaint made nearly a year ago to District Council.	Pending
LA/C/45/2010	Delay in replying to complainant’s letter causes prejudice to him and his family.	Pending
Local Government and Outer Islands		
C/238/2010	Anomalous practice resorted to for promotion exercise.	Pending
Police		
C/221/2006	Complainant avers he has been denied certain benefits following his retirement on medical grounds.	Rectified
C/53/2009	Length of service not properly computed.	Pending
C/89/2009	Report of theft by complainant to the Police who hesitate to take action against culprit(s).	Pending
C/91/2009	Lack of assistance in connection with case reported to the Police.	Discontinued
C/119/2009	Ad hoc allowance payable to complainant (and others) frozen since four months.	Rectified
C/149/2009	Request for information from Police not received after three weeks.	Rectified

No.	Subject of Complaint	Result
<i>Police – continued</i>		
C/186/2009	Noise nuisance caused by complainant's neighbour. No action by authorities concerned.	Explained
C/194/2009	Complainant not made aware by Police about outcome of case reported by him some four months before.	Rectified
C/204/2009	No action taken by Police following declaration made by complainant of aggression against her by foreign national.	Rectified
C/213/2009	Complainant's personal belongings secured upon his arrest not returned to him after trial over.	Rectified
C/222/2009	Serious assault against complainant reported to Police. No further action being taken.	Discontinued
C/225/2009	Tall trees by the roadside represent real danger to one and all. Request to Special Mobile Force to cut them down not yet considered.	Rectified
C/236/2009	Police Sergeant not informed of date of promotional examination whilst away from the country. Deprived of right to compete.	Explained
C/243/2009	Complainant victim of theft by hackers. Case reported to the Police but complainant not yet contacted by Police after more than two months.	Pending

No.	Subject of Complaint	Result
Police – continued		
C/249/2009	Snack is a source of nuisance and harassment to nearby inhabitants.	Explained
C/254/2009	Complainants victims of assault and threats by neighbour. No action taken by Police.	Explained
C/258/2009	Detainee held since 9 months without trial.	Explained
C/262/2009	Complainant, a Police Constable, avers that he was not made aware of his retirement from the Force in time.	Not justified
C/265/2009	Complainant avers that he is being detained since more than three and a half years without trial.	Explained
C/267/2009	Article seized by Police during search not returned to complainant after trial of his case.	Pending
C/269/2009	Police Officers decline to assist complainant in the teeth of a court order in respect of minor child of divorced couple.	Discontinued
C/271/2009	Complainant, victim of a serious assault, who has made a declaration to the Police, fears a cover up, as he has not been called upon to attend identification parade which he claimed.	Rectified
C/15/2010	No action taken following declaration made by complainant against a Police Officer.	Explained

No.	Subject of Complaint	Result
<i>Police – continued</i>		
C/26/2010	Error in identity card of another person, now deceased, who bore a name more or less similar to that of complainant who is now officially considered as dead whereas he is still alive.	Explained
C/29/2010	No reply to complainant's application for details in respect of road accident.	Rectified
C/32/2010	Non-payment for goods supplied by complainant.	Rectified
C/36/2010	No action taken by the Police following declaration made.	Explained
C/40/2010	No action taken following declaration made by complainant.	Explained
C/46/2010	No action taken in respect of declarations of assault made by complainant to the Police.	Rectified
C/58/2010	Information and documents applied for by Senior Counsel in respect of road accident not supplied.	Rectified
C/59/2010	Complainant on remand since almost two years without being put on trial.	Explained
C/65/2010	Complainant's neighbour operating illegal store which represents a nuisance.	Pending
C/70/2010	Complainant detained since more than six months without trial.	Rectified

No.	Subject of Complaint	Result
<i>Police – continued</i>		
C/73/2010	Money secured from complainant upon her arrest, whose case has already been heard and determined, not returned to her.	Pending
C/78/2010	Complainant detained since six months without trial.	Rectified
C/82/2010	Complainant who is a detainee not satisfied with the way his statement has been recorded by the Police in a criminal case although he accepts his guilt.	Explained
C/97/2010	Information and documents required by Senior Counsel in connection with road accident not supplied.	Rectified
C/98/2010	No reply to request for information made by Senior Counsel in respect of road accident.	Rectified
C/99/2010	Report in respect of road accident not made available to complainant's insurer.	Rectified
C/114/2010	No action taken by Police following declarations made by complainant.	Explained
C/128/2010	Detainee on remand since nearly four years. Still awaiting trial on charge of murder.	Explained
C/134/2010	Request for information and documents made since one month by Senior Counsel in respect of road accident not complied with.	Rectified
C/137/2010	Complainant detained since nine months without trial.	Rectified

No.	Subject of Complaint	Result
<i>Police – continued</i>		
C/138/2010	Complainants detained since more than two years without trial.	Pending
C/143/2010	Detainee not satisfied with the way he has been identified whilst in prison.	Explained
C/146/2010	No action taken by Police following declarations made since nearly four years.	Discontinued
C/153/2010	Documents and information in respect of road accident not supplied to Senior Counsel after nearly one month.	Rectified
C/154/2010	Documents and other information concerning road accident not supplied to Senior Counsel.	Rectified
C/159/2010	Complainant on remand since 18 months without trial.	Rectified
C/161/2010	Sum of money secured from complainant not returned to him.	Rectified
C/167/2010	Request for particulars regarding road accident not yet acceded to after one month.	Rectified
C/168/2010	No action taken by Police following several declarations made.	Pending
C/169/2010	Complainants aver improper conduct by Police Officer. Request that action be taken against him.	Pending
C/170/2010	No action taken by the Police following two declarations made at Brisee Verdiere Police Station.	Pending

No.	Subject of Complaint	Result
<i>Police – continued</i>		
C/172/2010	No action taken following report of nuisance to the Police.	Explained
C/173/2010	No action taken to bring peace and harmony in complainant's neighbourhood.	Explained
C/184/2010	No action taken following report of assault etc. by complainant.	Rectified
C/186/2010	Complainant detained since eight months without trial.	Explained
C/189/2010	Application by Senior Counsel for documents and information regarding road accident not entertained after more than three weeks.	Pending
C/190/2010	No reply to Senior Counsel's request for document in respect of road accident in which his client was the victim.	Rectified
C/197/2010	Personal property seized from detainee at time of arrest not returned to him as per his request.	Rectified
C/201/2010	No action taken following report by complainant against his neighbour.	Explained
C/214/2010	Non-approval of application made by Police Constable for urgent local leave. He alleges persecution by higher officers.	Pending
C/215/2010	Senior Counsel not supplied with information required since one month.	Rectified

No.	Subject of Complaint	Result
Police – continued		
C/216/2010	No reply to Senior Counsel’s letter requesting information about road accident.	Rectified
C/217/2010	Complainant still detained in prison although granted immunity.	Rectified
C/218/2010	Complainant being held on remand on four charges of larceny without trial.	Explained
C/224/2010	No action taken following reports made by complainant.	Pending
C/230/2010	Complainant not satisfied with response of Emergency Response Service unit of the Police.	Explained
C/231/2010	Detainee on remand since 22 months without trial.	Explained
C/235/2010	Complainant, whose car was reported lost and later found by the Police, claims to have his vehicle back.	Pending
C/242/2010	Complainant detained since more than seven months without trial. Bail denied.	Explained
C/243/2010	Foreigner still detained by Police although case of conspiracy against her has been struck out.	Pending*
C/245/2010	Detainee on remand since six weeks without trial.	Rectified
C/251/2010	Complainant wishes to know the outcome of a formal declaration he made to the Police.	Pending

No.	Subject of Complaint	Result
Police – con.		
C/256/2010	No action taken following report of theft at his place by complainant.	Explained
C/260/2010	Senior Counsel receives no reply to his application for particulars and documents regarding accident in which his client was involved.	Pending
C/261/2010	Senior Counsel receives no reply to his application for particulars and documents regarding accident in which his client was involved.	Pending
C/262/2010	Particulars and documents applied for by Senior Counsel not furnished since one month.	Pending
C/271/2010	No action taken following report to police in a case of dispute between families who are also neighbours.	Pending
C/272/2010	Complainant detained since nine months without trial. Bail refused by Court.	Pending
C/273/2010	Complainant on remand since nearly three years without trial.	Pending
Prisons		
C/181/2007	Detainee waiting for months in respect of his eyes problem.	Rectified
C/189/2009	Unpaid salary.	Rectified
C/227/2009	Suitor's monies deposited by complainant's wife not yet refunded after more than two years.	Explained

No.	Subject of Complaint	Result
Prisons – continued		
C/241/2009	Detainee not receiving prescribed treatment.	Explained
C/242/2009	Detainee not getting appropriate treatment for his illness.	Explained
C/247/2009	Detainee denied visits by wife and children since his transfer from one prison to another.	Rectified
C/255/2009	Detainee's belongings not remitted to him upon his transfer from one prison to another.	Explained
C/259/2009	Detainee admitted in hospital . Not provided with proper night clothing.	Explained
C/263/2009	Detainee claims that he is being served bread of not good quality, etc.	Not justified
C/266/2009	Detainee claims his money account is short.	Explained
C/272/2009	Detainee has problems with other detainees in his section.	Rectified
C/274/2009	Detainee awaiting to undergo eye operation since one year, etc.	Explained
C/276/2009	Detainee has skin problem. Promise by administration to have him seen by specialist not kept.	Rectified
C/277/2009	Detainee claims that his account is short of Rs 420/-.	Not justified
C/278/2009	Detainee misses his hospital appointments/ taken late for his appointments on account of transport problem at the prison.	Not justified

No.	Subject of Complaint	Result
<i>Prisons – continued</i>		
C/280/2009	Complainant assaulted by co-detainee in prison. Statement recorded from him by the Police but not from his assailant.	Explained
C/7/2010	Detainee not satisfied with medical treatment received.	Discontinued
C/11/2010	Detainee not receiving appropriate treatment following injuries sustained by him.	Rectified
C/14/2010	Detainee contests his transfer from one prison to another.	Explained
C/16/2010	Complainant avers that a parcel containing books which she addressed to her son who is a detainee has not been remitted to the latter.	Rectified
C/19/2010	Visits by members of detainee’s family denied by Prisons Administration.	Not entertained
C/22/2010	Non-delivery of three parcels sent by complainant to his cousin who is undergoing sentence in jail.	Explained
C/27/2010	Discrepancy in detainee’s account at the prison.	Explained
C/28/2010	Body search effected on detainee in a humiliating manner.	Not justified
C/33/2010	Detainee avers he cannot eat canned fish. Request for eggs instead of canned fish not entertained whilst that of other detainees acceded to.	Explained
C/37/2010	1°. New mattress denied to detainee. 2°. Not allowed cigarette-lighter in his cell. 3°. Not receiving appropriate medical treatment.	Rectified

No.	Subject of Complaint	Result
<i>Prisons – continued</i>		
C/38/2010	Visitors calling on detainee ill-treated by Prison Officers etc.	Not justified
C/41/2010	Detainee not provided with appropriate food in view of his medical problem.	Rectified
C/42/2010	Request by detainee to have the glasses of his spectacles changed. Nothing done since six months.	Explained
C/43/2010	Shortage in detainee's property upon his transfer from one prison to another.	Explained
C/44/2010	Detainee not receiving prescribed vitamin pills.	Rectified
C/60/2010	Detainee complains about his transfer from one block to another.	Not justified
C/61/2010	Right of visit denied to complainant's wife who is also a detainee.	Rectified
C/62/2010	Request by detainee to be transferred to another institution not entertained.	Rectified
C/63/2010	Anomaly in detainee's account. Request for refund not acceded to.	Rectified
C/69/2010	Detainee not getting proper medical attention.	Not justified
C/75/2010	Detainee at Central Prison transferred to Phoenix high-security prison without obvious reason.	Explained
C/77/2010	Detainee kept in punishment cell for unknown reason.	Explained

No.	Subject of Complaint	Result
<i>Prisons – continued</i>		
C/86/2010	Detainee who is diabetic unable to purchase certain fruits from the canteen as they are not available. Not getting diet food as prescribed by doctor.	Explained
C/87/2010	Detainee denied purchase of items as per canteen list. Seasonal fruits not available in prison where he is detained.	Explained
C/88/2010	Detainee’s cell left in total mess after search effected by Prison Officers.	Explained
C/89/2010	Detainee not getting appropriate medical attention.	Not justified
C/91/2010	Prison administration not helping complainant in her endeavour to lodge an appeal before the Supreme Court.	Not entertained
C/95/2010	Payment of fine in lieu of term of imprisonment not accepted by Prison Administration.	Discontinued
C/102/2010	Foreign national denied visit to her son who is detained at Central Prison.	Explained
C/106/2010	Retired Prison Officer’s letter addressed to Commissioner of Prisons regarding his retiring benefits remains without reply.	Pending
C/107/2010	Detainee fears for his security if he is transferred to another Block in prison. Requests that he be left where he is.	Rectified
C/110/2010	Detainee not receiving adequate medical attention, etc.	Not justified

No.	Subject of Complaint	Result
<i>Prisons – continued</i>		
C/115/2010	Complainant detained in high security prison since three months. Requests to be transferred to another prison where he can benefit from privileges.	Not justified
C/120/2010	Detainee avers he is not receiving appropriate medical treatment etc.	Rectified
C/122/2010	Detainee not satisfied with the number of visits granted to his wife, who is also a detainee, to visit him.	Explained
C/123/2010	Detainee not satisfied with food served.	Not justified
C/124/2010	Certain items missing from parcel received on behalf of detainee through post.	Explained
C/125/2010	Request to be transferred from one prison to another ignored, etc.	Explained
C/127/2010	Medication prescribed for detainee not available in prison. Detainee avers he is unable to buy same privately and requests assistance to do so.	Rectified
C/129/2010	Detainee alleges he has been the victim of theft. No action taken.	Not justified
C/132/2010	Detainee complains of “lack of basic medical treatment and proper hygiene”.	Rectified
C/148/2010	Detainee avers he has been beaten up and placed in security cell, etc.	Explained

No.	Subject of Complaint	Result
<i>Prisons – continued</i>		
C/152/2010	Complainant avers that time spent on remand should have been taken into consideration when sentence was inflicted upon her for a case of importation of drug before the Supreme Court.	Explained
C/162/2010	Detainee forced to share his cell with two other detainees. Damages his health etc.	Explained
C/163/2010	Detainee sent to “punishment yard” without any reason given to him.	Rectified
C/175/2010	Detainee transferred to New Wing where he enjoys less privileges, for no apparent reason.	Rectified
C/176/2010	Detainee complains of over-crowding of his cell.	Explained
C/178/2010	Detainee who is a foreign national not satisfied with medical treatment received.	Explained
C/191/2010	Detainee avers that he is being made to spend more time in jail than what ordered by the Supreme Court.	Explained
C/196/2010	Detainee who avers he is a cardiac patient denied appropriate diet.	Explained
C/200/2010	Detainee not allowed to change his catheter by himself.	Explained
C/203/2010	Detainee requests for a transfer from prison in Mauritius to the prison in Rodrigues Island.	Explained

No.	Subject of Complaint	Result
<i>Prisons – continued</i>		
C/204/2010	Detainee not satisfied with food served to him.	Rectified
C/205/2010	Special diet served to detainee suddenly stopped.	Explained
C/210/2010	Detainee who is a cardiac patient not being given proper food as advised by the doctor.	Rectified
C/211/2010	Detainee not satisfied with food served to him etc.	Explained
C/212/2010	Failure by Prison Administration to take detainee to hospital.	Discontinued
C/219/2010	Detainee claims refund of money deposited by him on behalf of another person whose case has been heard and determined.	Pending
C/221/2010	Detainee not satisfied with mattress on which he is sleeping, not issued with cough mixture, etc.	Explained
C/225/2010	Detainee transferred from Central Prison to Phoenix Prison (La Bastille) without any reason.	Explained
C/234/2010	Bed-ridden detainee's request for wheelchair to attend certain needs not entertained favourably.	Rectified
C/244/2010	1 ^o Items purchased by detainee not remitted to him. 2 ^o Not receiving proper medical attention.	Pending
C/248/2010	Detainee's application to marry civilly the mother of his child not entertained.	Explained

No.	Subject of Complaint	Result
<i>Prisons – continued</i>		
C/252/2010	Detainee's clothes not remitted to him and not seen by doctor for his medical problem.	Rectified
C/257/2010	Detainee avers he is not receiving appropriate medical attention etc.	Explained
C/258/2010	Several requests made by detainee to do extra-remission work turned down.	Explained
C/259/2010	Detainee not getting appropriate medical attention and denied diet food.	Explained
C/265/2010	Detainee transferred from one section of the prison to another without any obvious reason.	Explained
C/266/2010	Convicted detainee's letter of application for legal aid in order to appeal against his conviction not transmitted by Prison Administration.	Pending
C/267/2010	No action taken by Prison Welfare Officer in respect of convicted detainee's request to appeal against his conviction.	Explained
C/268/2010	Detainee's weekly earnings cancelled upon his transfer to high-security prison.	Pending
C/269/2010	Detainee not allowed to be visited by a particular friend.	Pending

No.	Subject of Complaint	Result
Prisons – continued		
C/270/2010	No action taken in respect of female detainee’s application for visits by male detainee whom she plans to marry in future.	Pending
Public Infrastructure, Land Transport and Shipping		
C/143/2004	Bus stop constitutes traffic hazard.	Pending
C/106/2007	Absence of drains causes great inconvenience to complainant.	Pending
C/185/2007	Bus stop dangerously situated.	Pending
C/29/2009	Absence of pavement represents danger for road-users. No action taken by authorities concerned.	Rectified
C/130/2009	Bus stop located in a dangerous place.	Pending
C/221/2009	Deplorable state of bridge at Bel Air-Rivière Sèche represents danger to the public at large.	Pending
C/256/2009	Dangerous road bend, absence of lighting, etc. causing frequent accidents.	Pending
C/48/2010	Delay in processing complainant’s application to use a trailer with a new lorry.	Rectified
C/71/2010	Request for placement of bus stop made since more than 14 months. No action taken yet.	Explained
C/76/2010	Complainant not yet reinstated to his post after criminal case against him dismissed since more than two months.	Rectified

No.

Subject of Complaint

Result

Public Infrastructure, National Development Unit, Land Transport and Shipping

C/111/2010 No action taken in respect of request to put up speed-breakers on road. Rectified

C/118/2010 Non-payment for goods supplied. Rectified

C/188/2010 Problem of stagnant water – apathy of authorities frustrates inhabitants. Pending

C/223/2010 Water accumulation poses dangerous risks to the lives of inhabitants. Pending

C/249/2010 Problems arising after construction of drain. Complainant awaiting for action. Pending

C/253/2010 Application for transfer of bus stop which poses serious problems and risks of accident. Pending

Renewable Energy and Public Utilities

C/205/2009 Request for transfer not approved. Explained

Rodrigues

C/162/2005 No reply to application for renewal of lease of State land (agricultural) since more than a year. Explained

ROD/C/6/2006 No reply to claim of compensation for damages caused to complainant's private land. Pending

ROD/C/26/2007 Offer of State land proposed to complainant for residential purposes unjustly withdrawn. Rectified

ROD/C/41/2007 Length of service not properly computed. Not justified

No.	Subject of Complaint	Result
<i>Rodrigues – continued</i>		
ROD/C/20/2008	Complainant, unemployed and with a handicapped husband and three very young children, needs a house for her family. No action taken yet by authorities and bodies contacted.	Rectified
ROD/C/3/2009	No allowance paid to complainant for his actingship.	Rectified
ROD/C/14/2009	Commercial lease not yet finalized although complainant has been paying rental since nearly two years.	Pending
ROD/C/18/2009	Claim for financial assistance disallowed.	Not justified
ROD/C/20/2009	Night duty allowance not paid.	Not justified
ROD/C/21/2009	No consideration given to complainant's request for materials to put up a decent living place.	Pending
ROD/C/22/2009	Request for building materials to put up a decent living place.	Pending
ROD/C/24/2009	Complainant requests for practicable access road to her house.	Explained
ROD/C/26/2009	Request for housing assistance by very poor family.	Rectified
ROD/C/29/2009	Non-payment of allowance for performing higher duties.	Rectified
ROD/C/31/2009	No reply to application for a house under the Trust Fund for the Social Integration of Vulnerable Groups.	Pending
ROD/C/32/2009	Non-payment of allowance for performing higher duties.	Rectified

No.	Subject of Complaint	Result
<i>Rodrigues – continued</i>		
ROD/C/33/2009	Application for one year leave without pay refused.	Explained
ROD/C/34/2009	Application for State land for commercial and residential purposes not attended to since more than five years.	Explained
ROD/C/35/2009	Pension cancelled without justification.	Explained
ROD/C/1/2010	Complainant and her daughter living in dire conditions. Request for social assistance not acceded to.	Pending
ROD/C/2/2010	Complainant, an 84-year old lady whose birth has never been declared, claims that no action has been taken regarding her tardy declaration of birth.	Rectified
ROD/C/3/2010	No re-styling of post done after PRB Report 2008.	Pending
ROD/C/4/2010	Anomaly in salary.	Pending
ROD/C/5/2010	Complainant not remunerated for overtime performed.	Rectified
ROD/C/6/2010	Carer's allowance in favour of complainant's son discontinued.	Explained
ROD/C/7/2010	Anomaly in salary.	Pending
ROD/C/8/2010	Overtime performed by complainant not paid.	Pending

No.	Subject of Complaint	Result
<i>Rodrigues – continued</i>		
ROD/C/9/2010	Public holiday and other allowances not paid, etc.	Partly rectified
ROD/C/10/2010	Anomaly in refund of social security.	Pending
ROD/C/11/2010	Request for a house made since two years still unattended to.	Pending
ROD/C/12/2010	Complainant, widow of deceased public officer, not satisfied with amount of retiring benefits paid to the heirs.	Not justified
ROD/C/13/2010	Public holiday and night shift allowances not paid to complainant.	Rectified
ROD/C/14/2010	Complainant living in a one-room house with her husband. Both unemployed. No place to accommodate their own daughter. Seeking financial aid.	Not investigated
ROD/C/15/2010	Request for materials to put a house not heeded.	Pending
ROD/C/16/2010	Responsibility allowance paid to complainant discontinued for reason unknown.	Rectified
ROD/C/17/2010	Assistance sought since nine years by complainants for materials to put up a house of their own not yet considered.	Pending
ROD/C/18/2010	Responsibility allowance for performing extra duties not paid.	Pending
ROD/C/19/2010	Complainant contests the amount received as gratuity after his retirement from office.	Not justified

No.	Subject of Complaint	Result
<i>Rodrigues – continued</i>		
ROD/C/20/2010	Request by complainant for housing unit as she is living in dire conditions with her handicapped 5 year-old son in one room at her parents' place.	Pending
ROD/C/21/2010	Lump sum shortpaid after retirement from the public service.	Not justified
ROD/C/22/2010	Pot holes on road in front of school is a source of great inconvenience, especially to pupils of that school.	Rectified
ROD/C/23/2010	Complainant not assigned higher duties.	Explained
ROD/C/24/2010	Request for assistance to put up a house.	Pending
ROD/C/25/2010	Disturbance allowance not paid to complainant.	Not justified
ROD/C/26/2010	Length of service not correctly computed.	Not justified
ROD/C/27/2010	Social aid denied to complainant.	Explained
ROD/C/28/2010	Request for social aid by destitute mother of two very young children.	Pending
ROD/C/29/2010	Arrears of salary not paid to complainant.	Pending
ROD/C/30/2010	No reply to letter regarding length of service.	Pending
ROD/C/31/2010	No reply to application for State land for residential purposes since four years.	Explained

No.	Subject of Complaint	Result
<i>Rodrigues – continued</i>		
ROD/C/32/2010	Ambulance drivers and attendants aver that they do not benefit from time off for their meals nor resting time when they perform night duty.	Not justified
ROD/C/33/2010	Complainant who was on pre-retirement leave has had to postpone his retirement date as he is awaiting a promotion which is still not forthcoming.	Pending
ROD/C/34/2010	Non-payment of responsibility allowance.	Pending
ROD/C/35/2010	Anomaly in salary.	Explained
ROD/C/36/2010	Complainant not satisfied with lump sum paid to him upon his retirement as public officer.	Not justified
ROD/C/37/2010	Working conditions on small island not appropriate.	Pending
ROD/C/38/2010	No allowance paid to public officer who performed additional duties before his retirement.	Pending
ROD/C/39/2010	Retired public officer not satisfied with retiring benefits paid to him.	Not justified
ROD/C/40/2010	Application for housing and social aid by complainant who is mother of two very young children who have been temporarily accommodated by another family.	Pending
ROD/C/41/2010	Complainant, an unmarried mother of a young child, lives in dire conditions at mother's place. Request for social aid.	Pending

No.	Subject of Complaint	Result
Rodrigues – continued		
ROD/C/42/2010	Lump sum paid to public officer (now deceased) at his retirement not properly computed according to his widow.	Not justified
ROD/C/43/2010	Allowance for performing additional duties unpaid.	Pending
ROD/C/44/2010	Social aid paid to complainant on behalf of child attending school suddenly stopped.	Pending
ROD/C/45/2010	Application for refund of expenses incurred by family for funeral of family member not yet considered.	Pending
ROD/C/46/2010	Complainant avers that his lump sum paid on retirement has been wrongly computed.	Pending
ROD/C/47/2010	Widow of deceased public officer not paid last salary etc. of late husband.	Pending

Social Security, National Solidarity & Senior Citizen Welfare and Reform Institutions

C/129/2006	Pension denied to complainant.	Discontinued
C/155/2008	Invalidity pension of handicapped person stopped.	Pending
C/251/2008	Complainant denied basic invalidity pension.	Pending
C/76/2009	Non-payment of allowance.	Rectified
C/95/2009	Application to Trust Fund etc. for building materials not considered.	Rectified

No.	Subject of Complaint	Result
Social Security, National Solidarity & Senior Citizen Welfare and Reform Institutions – continued		
C/96/2009	Social aid refused to complainant.	Not justified
C/155/2009	No reply from Ministry regarding letter of complaint in respect of non-affiliation of complainant as an N.G.O.	Discontinued
C/223/2009	Complainant avers she is victim of harassment at work since one year. No action by Ministry in spite of report made.	Explained
C/229/2009	Complainant, a 17-year old girl with one child aged 2 years and again pregnant refused social aid. Father of child in prison.	Rectified
C/1/2010	Application for carer's allowance disallowed.	Explained
C/3/2010	Complainant, who has emigrated to Australia, claims she has been refused her contributions made to the National Pensions Fund on the ground that she has not yet attained 60.	Explained
C/4/2010	Invalidity pension of complainant's son wrongly computed and denied income support benefit.	Pending
C/5/2010	Basic retirement pension unjustly stopped.	Explained
C/6/2010	Social aid for handicapped child stopped since four months.	Explained
C/12/2010	Funeral grant denied to widow.	Rectified
C/17/2010	Application for social aid not considered.	Rectified

No.	Subject of Complaint	Result
Social Security, National Solidarity & Senior Citizen Welfare and Reform Institutions – continued		
C/18/2010	Complainant's widow's pension stopped without notice.	Pending
C/20/2010	Application for basic invalidity pension turned down.	Explained
C/31/2010	Basic invalidity pension paid to complainant suddenly stopped for unknown reason.	Explained
C/57/2010	Anomaly in basic retirement pension.	Not justified
C/67/2010	Carer's allowance normally paid to complainant's severely handicapped sister stopped since five months.	Rectified
C/121/2010	Social aid denied to detainee's wife.	Rectified
C/130/2010	75-year old lady who is bed-ridden still awaiting doctor's visit and financial assistance.	Pending
C/150/2010	Old age pension not paid to complainant for a period of five months.	Pending
C/194/2010	Old age pension refused to complainant.	Not entertained
C/206/2010	Application for Basic Retirement Pension wrongly refused.	Pending
C/209/2010	Complainant denied financial assistance in subsidizing cost of his 2 daughters' examination fees.	Explained
C/233/2010	Request for additional social aid on behalf of severely disabled child turned down.	Explained
C/236/2010	Social aid reduced.	Pending

No.	Subject of Complaint	Result
Social Security, National Solidarity & Senior Citizen Welfare and Reform Institutions – <i>continued</i>		
C/274/2010	Payment of social aid to complainant suddenly stopped.	Pending
Tourism and Leisure		
C/208/2009	Delay in issuing letter of intent in respect of lease of State land notwithstanding payment of rental by complainant.	Rectified
C/79/2010	Application for Tourist Enterprise Licence not entertained.	Pending

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