



Republic of Mauritius

42ND ANNUAL REPORT

OF THE

OMBUDSMAN

January - December 2015

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OMBUDSMAN

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OFFICE OF THE OMBUDSMAN

OMB 13/04 VOL. XLII

25 March, 2016

Her Excellency Mrs Ameenah Gurib-Fakim, GCSK, CSK, PhD, DSc
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 concerning the discharge of his functions.

Therefore, in accordance with the above provisions, I have the singular privilege and honour to present to you the 42nd Annual Report of the Ombudsman. It concerns the discharge of my functions during the year 2015.

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

Yours respectfully,



(Soleman M. HATTEEA)
Ombudsman

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1. OUR MISSION

The mission of the Ombudsman is to serve the Mauritian community by addressing issues arising from maladministration in the public sector and redressing wrongs that may be found to have been committed.

2. OUR COMMITMENT

The Office of the Ombudsman is committed to providing to all citizens a quality service that upholds their rights to a just and equitable treatment in accordance with principles of good administration.

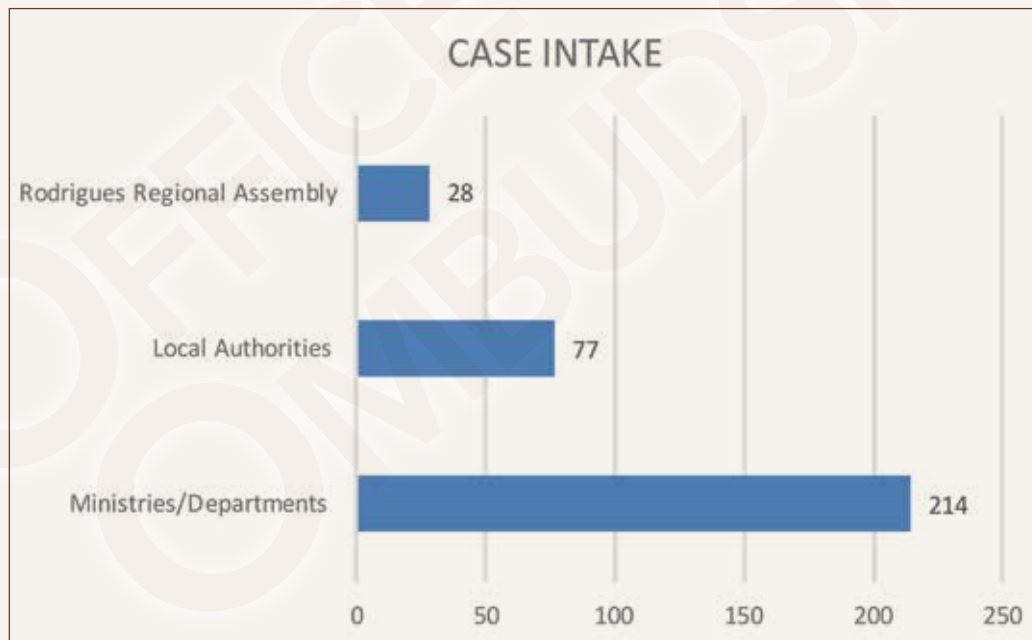
3. YEAR UNDER REVIEW

This is the 42nd Annual Report of the Ombudsman. It concerns the discharge of my functions during the year 2015 in the course of which we registered a total of 319 new cases as detailed below.

4. STATISTICS FOR 2015

CASE INTAKE

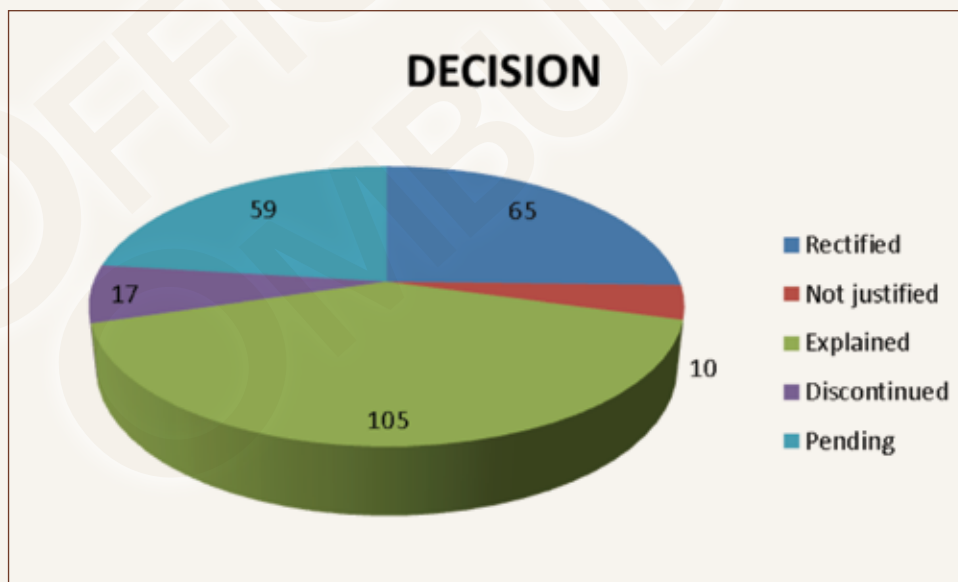
Ministries/Departments	214
Local Authorities	77
Rodrigues Regional Assembly	28
Total	319



CASES DEALT WITH

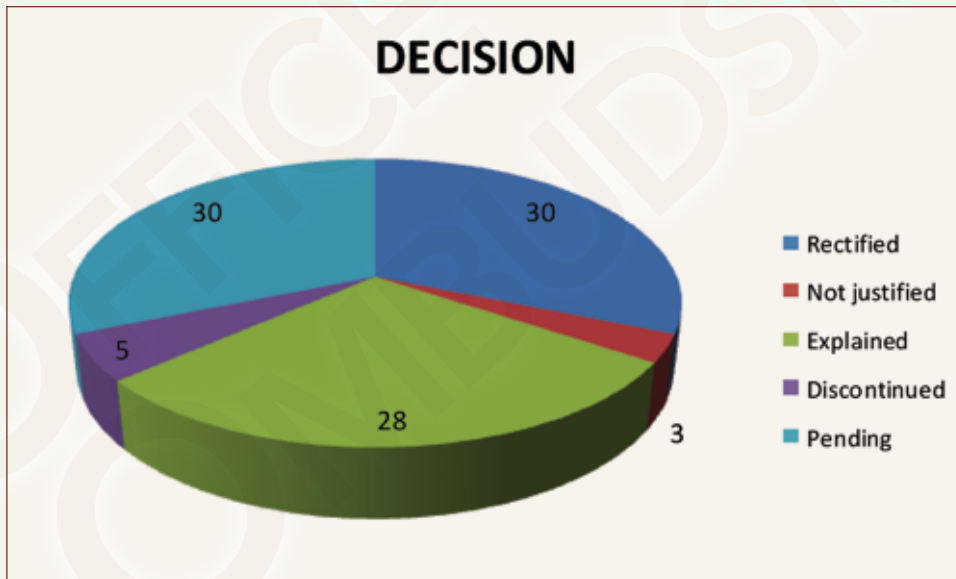
Ministries/Departments

Decision	Number
Rectified	65
Not justified	10
Explained	105
Discontinued	17
Pending	59
Total	256



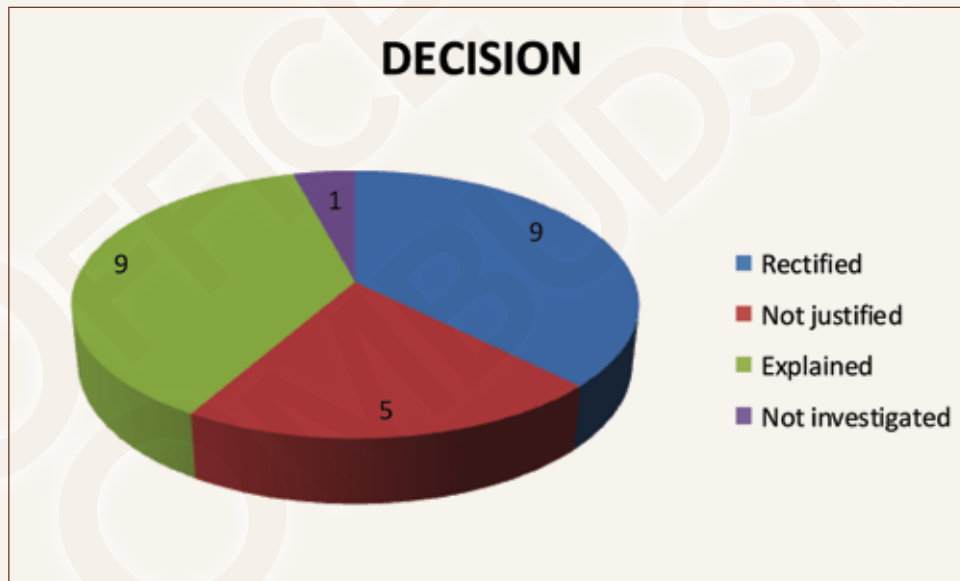
Local Authorities

Decision	Number
Rectified	30
Not justified	3
Explained	28
Discontinued	5
Pending	30
Total	96



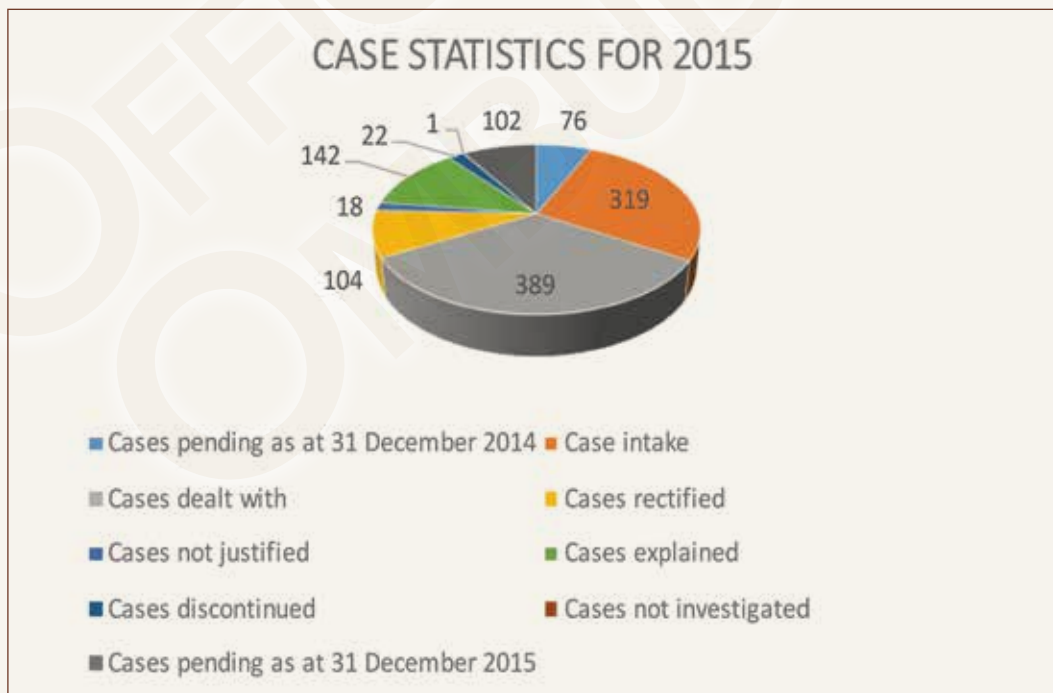
Rodrigues Regional Assembly

Decision	Number
Rectified	9
Not justified	5
Explained	9
Not investigated	1
Pending	13
Total	37



On the whole therefore our statistics for 2015 are as follows -

Cases pending as at 31 December 2014	76
Case intake	319
Cases dealt with	389
Cases rectified	104
Cases not justified	18
Cases explained	142
Cases discontinued	22
Cases not investigated	1
Cases pending as at 31 December 2015	102



To sum up, the percentage of complaints which were considered as justified and in which remedial measures were taken stood at twenty-six per cent. However the number of cases pending at the end of the year under review saw an increase by thirty-four per cent. This was due to numerous delays on the part of certain ministries/departments/other authorities in providing our Office with their replies in cases inquired into by our Office. It would therefore be appropriate here to remind all Responsible Officers that such a situation needs to be looked into in earnest with a view to improving their own efficiency and to assist our Office in resolving disputes within a reasonable time.

Our Office also received 210 complaints clearly directed against institutions that fall outside our jurisdiction. As a rule we inform the complainants of our constitutional limitation and stand in such cases. However, there are certain cases where we consider that our assistance would be beneficial to the complainants and we therefore accept to go the extra mile in order to assist them as best we can. I hasten to add, though, that complaints directed against any Commission established by the Constitution or 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, are excluded from our jurisdiction by the Constitution. Similarly our jurisdiction is ousted in relation to (i) the President or his/her personal staff, (ii) the Chief Justice and (iii) the Director of Public Prosecutions or any person acting in accordance with his instructions.

We also received numerous copies of complaints addressed to other institutions. In most of these cases the complainants solicit our assistance also in their quest for justice. This is clearly significant and indicative of the trust that citizens have in our institution. After analyzing such complaints we do oblige by following up those complaints which according to us merit our attention and try to bring about a solution to their problems.

5. RODRIGUES

During the year under review we proceeded to Rodrigues on two working trips, from 17 to 20 March and from 17 to 21 November.

Altogether we received forty-four persons and the number of files opened there and then amounted to eight whereas by the end of the year we had received a total of twenty-eight complaints from the inhabitants of Rodrigues.

Amongst the persons who were received at our Office there during those two visits were -

- (i) complainants who had already lodged their complaints before us and who had been specifically summoned for further discussion and follow up purposes;
- (ii) complainants who came to inquire about the status of their complaints and who were informed of same;
- (iii) new complainants who came to file their complaint letters;
- (iv) those who came to expose their grievances verbally and who were explained how to lodge their complaints.

Accompanied by the Senior Investigations Officer of our Office, I also paid a visit at Pointe La Gueule Prison during our second visit and we were received by the Assistant Commissioner of Prisons and the Principal Prisons Officer.

We were accompanied by these two Officers all around and were satisfied that the Prison was properly maintained and the inmates treated with respect.

We were also pleasantly surprised to find that a computer room with seven computers had been set up inside the premises. Eight detainees were following computer training offered by a non-governmental organization. Seven other detainees were following a literacy programme. None of the detainees had any complaint to formulate.

We also effected a site visit on 19 March 2015 in connection with a complaint whereby the complainant averred that ever since 2002 he has been trying

unsuccessfully to obtain an access road through a State land in order to reach a plot of land that belonged to him.

This visit was preceded by an exchange of correspondence between our Office and that of the Island Chief Executive. Indeed we were first informed that a site visit had already been effected by the Cadastral Office and the complainant had been requested to submit a copy of his title deed and a copy of a survey report, if any. The survey, we were told, would however take some time in view of the difficult topography of the site, among other reasons, e.g. bad weather conditions.

It is in the light of the above explanation that we requested and effected a site visit in presence of the complainant and other stakeholders.

Subsequently, we were informed by the Island Chief Executive that the Cadastral Office had indicated that a GPS survey was being delayed due to poor satellite signal reception across the forest cover. Furthermore the proposed access of approximately 500 metres would have to be cleared from the trees to enable the survey to be effected and this required the consent of the Commission for Environment and the Forestry Services.

The last we heard about this case was that the Forestry Services had identified the trees that need to be felled down in order to facilitate access but that even if permission were to be granted for such felling it would be impossible to construct the access road without disturbing the environment inasmuch as the site is accidental with steep slopes and large boulders. The Forestry Services have therefore recommended an environment impact assessment by the Environment Division and thereafter a decision will be taken.

6. 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 fell to be addressed mainly by local authorities but also by certain other authorities as indicated below.

Case No.	Nature of problem	Authority concerned	Action taken
LA/C/1/2015	Damaged handrails represent a danger to road users.	Road Development Authority	New handrails fixed after 15 days.
LA/C/3/2015	(i) Accumulation of water on the road due to defective water pipes.	Central Water Authority	Water pipes repaired within a few days.
	(ii) Stone bridge in a state of disrepair.	District Council of Rivière du Rempart	Upgrading works completed in two months.
LA/C/7/2015	Flooding of road during heavy rainfall.	District Council of Flacq	Construction of a 150 metre absorption drain completed in 15 days.
LA/C/21/2015	Odour nuisance caused by seepage of wastewater along sewer network.	Wastewater Management Authority	Nuisance abated within 14 days.

LA/C/31/2015	Trenches bordering house represent a danger to occupiers.	District Council of Flacq	Trenches backfilled by developer/Promoter.
LA/C/38/2015	Absence of slab covers over two manholes represent hazard to road users.	Central Water Authority	Both manholes covered with metal covers after two months.
LA/C/58/2015	Extremely polluted river.	District Council of Flacq	Cleaning works completed after one month.
LA/C/62/2015	Illegal dumping along river bank and in the river bed.	District Council of Rivière du Rempart	All waste carted away and river cleaned in less than 15 days.
LA/C/65/2015	Poorly constructed drains represent a danger for road users.	District Council of Pamplémousses.	Remedial action taken within less than a week.
C/164/2014	Squatters awaiting for assistance from the National Empowerment Foundation to obtain their housing units.	Ministry of Social Integration and Economic Empowerment	Construction of housing units completed on 18 February 2015 and keys handed over to beneficiaries two days later.

7. THE OMBUDSMAN INSTITUTION

It is appropriate to remember that one of the reasons for the coming into being of the Ombudsman institution was that there was a general awareness throughout the world that courts alone could no longer cope with peoples' demands for speedy settlements of their disputes with the administration.

Every day in the life of an Ombudsman is another day, such is the diverse nature of complaints submitted by citizens for consideration, investigation and assistance by Ombudsman offices the world over. And Mauritius is no exception to this trend.

Indeed the public is becoming more and more aware of their rights and do not hesitate to seize our Office with their complaints, making demands for higher standards in the administration of government, whether central or local. More and more issues come to surface and sometimes there is no easy solution.

In order to rectify any wrong that may have been committed, the Ombudsman in Mauritius may, whenever he is of the opinion that the action that is the subject-matter of his investigation is –

- (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

recommend that -

- (i) that the matter should be given further consideration;
- (ii) that an omission should be rectified;
- (iii) that a decision should be cancelled, reversed or varied;
- (iv) that any practice on which the act, omission, decision or recommendation was based should be altered;
- (v) that any law on which the act, omission, decision or recommendation was based should be reconsidered;
- (vi) that reasons should have been given for the decision; or
- (vii) that any other steps should be taken.

However my own experience as Ombudsman shows that an amicable resolution of disputes, wherever possible, is far more desirable. And I am fully aware of the fact that if our Office is to be considered as credible we must also show the same standards that we expect of the body whose action or inaction we scrutinize.

This brings me to what I shall call “responsible behaviour” on the part of our administration, i.e. the basic principles to which any responsible public servant should adhere: to provide service to the public in a courteous, equitable and effective manner, whilst being sensitive and responsive to changing needs and the rights of citizens, and at the same time promote excellence in the public service. To-day our citizens are demanding accountability as never before, whilst administrators are expected to do more and do it better, sometimes with less resources. It is not my intention however to ask any administration to do anything contrary to the provisions of the law or to go against established practices, although I feel that there are cases where an administration may show some flexibility.

Our Office will therefore continue to be an independent and impartial advocate for administrative fairness. Its success and effectiveness depend on Government’s continued commitment to uphold the independence of the Ombudsman institution and to give it the support it needs in order to fulfil its mandate and mission without forgetting to put at the disposal of its officials necessary and sufficient resources to assist the Ombudsman in giving the concepts of fairness and equity their real meaning in a democratic society.

8. ACKNOWLEDGEMENTS

I would like first of all to pay tribute to the entire staff of my Office for their dedication and commitment to our mission and to express my profound thanks for their invaluable contribution to the preparation of this Annual Report.

Many thanks to my colleagues from abroad who continue to forward to our Office copies of their Annual Reports which are mines of information and inspiration, whilst we also regularly receive the Ombudsman News, the official bulletin of the International Ombudsman Institute, the world body of Ombudsman to which we are deeply indebted for keeping us abreast of developments in the field of Ombudsmanship the world over.

Finally our thanks to the citizens of our country who continue to have recourse to our Office for a solution to their problems with various administrations. It is significant of the confidence and trust placed in our Office and to which we are very sensitive.

9. APPENDICES

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

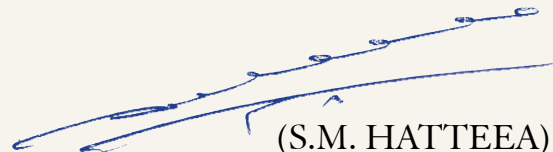
Appendix B reproduces the Ombudsman Act which provides for the oath to be taken by the Ombudsman and his staff upon assumption of office, the procedure for lodging a complaint and other ancillary matters. The Act also makes it an offence for any person who influences or attempts to influence the decision 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.

25 March, 2016

A handwritten signature in blue ink, consisting of several fluid, overlapping strokes that form the name S.M. Hatteea.

(S.M. HATTEEA)
Ombudsman

APPENDIX A**CHAPTER IX - THE OMBUDSMAN****96. Office of Ombudsman**

- (1) There shall be an Ombudsman, whose office shall be a public office.
- (2) The Ombudsman shall be appointed by the President, acting after consultation with the Prime Minister, the Leader of the Opposition and such other persons, if any, as appear to the President, acting in his own deliberate judgment, to be leaders of parties in the Assembly.
- (3) No person shall be qualified for appointment as Ombudsman if he is a member of, or a candidate for election to, the Assembly or any local authority or is a local government officer, and no person holding the office of Ombudsman shall perform the functions of any other public office.
- (4) The offices of the staff of the Ombudsman shall be public offices and shall consist of that of a Senior Investigations Officer and such other offices as may be prescribed by the President, acting after consultation with the Prime Minister.

97. Investigations by Ombudsman

- (1) Subject to this section, the Ombudsman may investigate any action taken by any officer or authority to which this section applies in the exercise of administrative functions of that officer or authority, in any case in which a member of the public claims, or appears to the Ombudsman, to have sustained injustice in consequence of maladministration in connection with the action so taken and in which –
 - (a) a complaint under this section is made;
 - (b) he is invited to do so by any Minister or other member of the Assembly;
or
 - (c) he considers it desirable to do so of his own motion.

- (2) This section applies to the following officers and authorities -
- (a) any department of the Government;
 - (b) the Police Force or any member thereof;
 - (c) the Mauritius Prison Service or any other service maintained and controlled by the government or any officer or authority of any such service;
 - (d) any authority empowered to determine the person with whom any contract or class of contracts is to be entered into by or on behalf of the Government or any such officer or authority;
 - (e) 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 anybody 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.

APPENDIX B

THE OMBUDSMAN ACT

1. Short title

This Act may be cited as the Ombudsman Act.

2. Oaths of office

- (1) Before performing the duties of their respective offices, the Ombudsman and the Senior 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) Every complaint made to the Ombudsman shall be in writing .
- (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 immediately forward the letter, unopened, by registered post to the Ombudsman.

- (3) No complaint shall be entertained by the Ombudsman unless the complainant –
 - (a) has, before making the complaint, made a written representation to the relevant department or authority and not received within 5 working days –
 - (i) a written substantive reply; or
 - (ii) a written reply in which the department or authority states the action it is initiating and the date by which a substantive reply shall be made, such date being not more than 45 days of the date of receipt of the written representation by the department or authority;
 - (b) is dissatisfied with any reply given to him by the department or authority;
 - (c) has sufficient interest in the subject matter of the complaint;
 - (d) specifies the nature of the complaint, the reasons for his grievance and the redress being sought; and
 - (e) encloses every document or other information which is relevant to the complaint.
- (4) Where a department or authority receives a written representation under subsection (3), it shall make a written reply or written substantive reply, as the case may be, within the time limit specified in that subsection.
- (5)
 - (a) On receipt of a complaint under this section, the Ombudsman shall, within 5 working days of the date of receipt –
 - (i) make a written reply to the complainant, stating the action the Ombudsman is taking; and
 - (ii) where the department or authority has failed to comply with subsection (4), order the department or authority concerned to make, not later than 7 working days from the date of the order, a substantive reply to the complainant.
 - (b) The department or authority shall –
 - (i) comply with an order under paragraph (a)(ii); and
 - (ii) at the same time, forward a copy of its reply to the Ombudsman.
- (6) In the discharge of his functions relating to an investigation, the Ombudsman may order a department or authority to submit comments and to provide such information and documents relating to the investigation,

within such time as may be specified in the order, and the department or authority shall comply with the order.

- (7) Where a department or authority fails to comply with subsection (4) or an order under subsection (5)(a)(ii) or (6), the Ombudsman shall request the principal officer of that department or authority to take such action as he considers appropriate.
- (8) In the discharge of his functions relating to the report of his opinion and reasons pursuant to his investigation, the Ombudsman shall endeavour, within 45 days of the date of receipt of a copy of the written reply under subsection (5), to forward the report to the principal officer of the department or authority concerned.

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.

5A. Annual Report

In the discharge of his functions relating to his annual report, the Ombudsman shall, not later than 30 June in each year, make the report in respect of the preceding year to the President.

6. Offences

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

- (2) Subject to Chapter IX of the Constitution, any person who is requested by the Ombudsman or by any member of his staff, acting in the exercise of his duties, to furnish any information or to produce any document and who wilfully fails to furnish the information or to produce the document, shall commit an offence.
- (3) Any person who, in connection with any matter which lies within the province of the Ombudsman, wilfully gives him any information which is false or misleading in a material particular, shall commit an offence.
- (4) Any person who commits an offence under this section shall be liable, on conviction, to a fine not exceeding 1,000 rupees and to imprisonment for a term not exceeding 12 months.

7. Expenses and allowances

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

8. Administrative expenses

The administrative expenses of the office of the Ombudsman together with such other expenses as may be authorised under this Act shall, with the approval of Parliament, be charged on the Consolidated Fund.

9. Regulations

- (1) The Cabinet may make such regulations as it thinks fit for the purposes of this Act.
- (2) Notwithstanding the generality of subsection (1), such regulations may provide for the scale according to which any sum may be paid to complainants or to persons attending, or furnishing information for the purposes of, an investigation.

APPENDIX C

SELECTED COMPLAINTS MINISTRIES/DEPARTMENTS

AGRO INDUSTRY AND FOOD SECURITY

C/197/2014

All benefits due to retired Officer paid to him

On 01 October 2014 the complainant, Dr A.A., wrote to the Permanent Secretary, Ministry of Agro Industry and Food Security, in respect of “Vacation Leave, Bank Sick Leave and Passage Benefits payable on retirement.” At the time of his retirement, Dr A.A. was posted at the National Agricultural Products Regulatory Office (NAPRO).

He had in fact informed his Ministry ever since 15 July 2014 that he would be retiring from the service with effect from 18 August 2014 and claimed all benefits that would be due to him following his retirement. He even assured the Ministry that he would not avail himself of any leave whatsoever until the date of his proposed retirement in order to facilitate the computation of all the benefits due to him upon retirement.

Unfortunately more than a month after his retirement he had not yet been paid certain benefits due to him, as follows – (i) sick leave bank as at 31 December 2013, (ii) sick leave not taken in 2014 and (iii) passage benefits and vacation leave not taken and standing to his credit at the date of retirement. He therefore requested our assistance in the matter.

Our enquiry with the Ministry disclosed that Dr A.A.’s retirement benefits up to November 2013 had already been paid, whereas for period December 2013 to August 2014 Government approval would be sought to adjust his retiring benefits on his last salary drawn.

Furthermore, an amount of Rs 456,707.97 representing unutilized and bank sick leave, accrued passage benefits and cashed vacation leave had been paid to Dr A.A. on 09 October 2014.

The issue requiring Government approval was further pursued with the Ministry and finally, in March 2015, approval of Government was obtained for payment of the topping up amount of pension benefits for period December 2013 to August 2014 and Dr A.A. was accordingly informed.

Upon being asked whether he was satisfied, Dr A.A. replied in the affirmative and conveyed his thanks for our assistance in the matter.

C/144/2015

Complainant's plot of land finally surveyed

The complainant in this case, one Mrs A.C., is an eighty years old lady whose plantation (a plot of State Land) was selected for reform under the Field Operations, Regrouping and Irrigation Project (FORIP) by the Mauritius Cane Industry Authority. However during certain works undertaken her land was encroached upon thus causing a significant decrease in her sugar cane production. In March 2013 she applied to the Authority for a fresh survey of her plantation but, as at the time of writing to our office i.e. 15 August 2015, nothing had been done.

We initially sought the comments of the Ministry of Housing and Lands in this matter and we were explained that she had taken that plot of land on lease from the Ministry of Agro Industry and Food Security (A.I. & F.S.) for sugar cane plantation, and according to her, her neighbours had encroached over her plot thus causing the loss suffered by her. The Senior Chief Executive of the Ministry of Housing and Lands however informed our office that his Ministry had no undertaking in the issue and he referred the matter to the Ministry of A.I. & F.S. for necessary action.

We therefore followed up the matter with the Ministry of A.I. & F.S. and we were informed by letter dated 21 October 2015 that the complainant's plot of land had already been surveyed and the fixing of boundary stones was scheduled for 09 November 2015. The complainant was accordingly informed by that Ministry and also by our office.

Finally the exercise of boundary fixing was indeed effectively carried out on 09 November 2015 in the presence of a representative of the complainant. The latter wrote back to our office just to say "Un grand merci et bon courage".

C/190/2015

Officer transferred from one site of work to another on health ground

Mrs G.M, an Agricultural Clerk in the Registry Section of the Ministry, made representations to the Human Resources Section of her Ministry for a transfer from her site of work, which was found next to the laboratory, on the ground that she was having health problems caused by chemicals that were in use at the laboratory. According to her she had to attend hospital for treatment and the doctor indeed diagnosed an allergy. Her request was supported by a medical certificate but unfortunately no action was taken. She therefore appealed to our office for consideration.

As soon as the matter was taken up with the Permanent Secretary, Ministry of Agro Industry and Food Security, the complaint of Mrs G.M. was looked into with a view to posting her to another division of the Ministry.

Two weeks later we were informed by the complainant herself that she had been transferred to another site and she did not fail to thank our office for our intervention.

CIVIL SERVICE AND ADMINISTRATIVE REFORMS

C/20/2014

Incremental Credit for Diploma awarded to complainant

According to Mr J.S., a Human Resource Executive, in April 2013 he submitted an application to the Ministry of Civil Service and Administrative Reforms (MCSAR) for the award of incremental credit for additional qualifications in respect of his diploma in Human Resource Management (HRM) awarded by the Association of Business Executives (ABE) and a BSc in Computing and Information Systems awarded by the University of London.

Although he did receive one increment on the basis of his BSc degree he had still, by February 2014, not yet been awarded any increment for his Diploma in HRM nor had he been officially informed of the reason thereof by the MCSAR.

J.S. quoted the case of one Human Resource Officer (restyled Human Resource Executive) who had been promoted to the grade of Senior Human Resource Officer on the basis of the same diploma in HRM awarded by ABE and that of other officers who had been awarded incremental credits for possession of diploma in HRM and in other fields awarded by ABE. He thus averred that he was being victimized by the MCSAR and appealed to our office on 03 February 2014 to put an end to what he called a case of double standard.

Upon being requested to submit his comments on that complaint the Senior Chief Executive of the MCSAR replied that Mr J.S.'s request had been referred to the Standing Committee on Incremental Credit for consideration.

On 27 May 2014 the said Senior Chief Executive informed our office that Mr J.S.'s request had not been approved inasmuch as his Diploma in Human Resource Management ABE Level 5 was pitched at Certificate level in accordance with the Mauritius Qualification Authority Framework.

As we did not concur with the opinion of the Senior Chief Executive we requested further consideration of the matter, following which the case was again referred to the above-mentioned Committee. It was then decided that the matter be examined thoroughly by a Sub-Committee comprising representatives of the Pay Research Bureau, the Tertiary Education Commission and the MCSAR. Finally, on 19

December 2014, the request for incremental credit was re-examined by the Standing Committee and, in the light of the fresh equivalence submitted by the Mauritius Qualifications Authority to the effect that the Diploma was now upgraded to Level 6 of the National Qualifications Framework, the Standing Committee approved one incremental credit in favour of Mr J.S. with effect from 15 February 2013 (date of certificate).

Mr J.S. was accordingly informed of the decision taken and expressed his full satisfaction with the intervention of our office.

C/148/2014

Duty free facilities granted to retired Deputy Head Teachers

This was a collective representation made by four retired Deputy Head Teachers on 21 July 2014. It was to the effect that on 25 February 2014 they were informed by the Establishment Section of the Ministry of Education and Human Resources, Tertiary Education and Scientific Research of their eligibility for duty-free benefits as per the PRB Report 2013 in accordance with Circular Note No. 50 of 2013 from the Ministry of Civil Service and Administrative Reforms (MCSAR) and they were required to urgently fill and sign the necessary documents as quickly as possible inasmuch as the last date to do so was on 28 February 2014. The duty-free benefits referred to by them concerned 70% Excise Duty Remission on a motor car by retired Public Officers.

Their complaint was that after nearly five months they had neither heard from the Establishment Section of the Ministry of Education & H.R, T.E & S.R., nor from the MCSAR nor from the Mauritius Revenue Authority to whom they were told the papers would be channelled.

We queried the Senior Chief Executive, MCSAR, about this complaint and were informed on 19 August 2014 that their case had been referred to the High Powered Committee (HPC) for consideration.

The matter was followed up regularly with the MCSAR and we were constantly informed that the decision of the HPC was still awaited. Finally, on 21 January 2015, we were informed that at its meeting held on 01 December 2014 the HPC had approved the request for 70% duty exemption. The Ministry of Education & H.R, T.E. & S.R. was also informed about that decision.

The complainants were requested by our office to inform us once they receive their official letters and indeed on 09 March 2015 they informed us that they had received their documents the week before and added *“being very satisfied with the task accomplished by your office, we once again thank you”*.

C/86/2015

Complainant paid monthly car allowance in lieu of duty-remission

N.P., a Senior Probation Officer of the Probation and Aftercare Service, wrote to our office on 12 May 2015 informing us that he was entitled to 70% remission of duty on official car and that since January 2015 he was due to receive a duty-free certificate. As he intended to purchase a new car in April 2015 he applied to his parent Ministry (Social Security, National Solidarity and Reform Institutions) for the approval of the duty-free certificate by his Supervising Officer. When he followed up the matter with the Assistant Human Resource Manager of his Ministry he was informed that the approval of the Ministry of Civil Service and Administrative Reforms (MCSAR) has been sought as regards his entitlement inasmuch as he had in the past been interdicted for a period of four years, although N.P. did not mention the reason thereof. However he had been reintegrated in the public service and was even later promoted and paid all benefits he was entitled to, including all dues during the months of his interdiction.

We queried the Senior Chief Executive of the MCSAR about the matter and he informed us that legal advice had been sought from the Solicitor-General and thereafter the issue was forwarded to the Pay Research Bureau for a decision.

By letter dated 25 September 2015, the Senior Chief Executive of the MCSAR informed our office that a reply had been made on the same day to the Permanent Secretary, Ministry of Social Security, National Solidarity and Reform Institutions to the effect that inasmuch as the criminal case against the complainant had been dismissed ever since March 2013 no further disciplinary action had been taken against him and therefore there was no legal basis for denying the complainant whatever duty concession he was entitled to.

N.P. was accordingly informed by his Supervising Officer himself and on 07 October 2015 he opted for the payment of a monthly car allowance of Rs 2000/- in lieu of duty-remission.

Consequently action was taken by his Ministry for the payment to N.P. of the monthly car allowance as from the date of application.

C/128/2015

Eligibility for 100% duty-remission: problem solved

Mr C.J., an Examinations Officer at the Mauritius Examinations Syndicate, solicited our intervention on a matter which he said “has yet to be resolved at the level of the Ministry of Civil Service and Administrative Reforms (MCSAR)”. He averred that his request for 100% duty-remission for the purchase of a car had not been entertained.

Hereunder is what he argued –

“PRB Report 2013 has at Paragraph 18.2.74 (2) provided for the payment of a travelling allowance to Officers having reached salary cut-off point of Rs50,100. However, the cut-off point for travelling allowance has been fixed at Rs54,275 in the ensuing Errors, Omissions & Anomalies Commission (EOAC) Report 2013.

Subsequently, the Committee set up to look into representations arising out of EOAC Report 2013 recommended that the following benefits for which officers were eligible under the PRB 2013 Report and which have been deferred with the EOAC 2013 Report due to movement of the eligibility cut points on the salary scale, be restored, on a personal basis, with effect from 01 January 2013 and/or January 2014, as appropriate:

- (i) a monthly travelling allowance of Rs10,200 along with duty exemption for purchase of a car of up to 1500 cc and loan facilities be extended to Officers **who would have drawn a salary of Rs50,100 or more on 01 January 2013 and 01 January 2014, with the PRB 2013 Report;** and
- (ii) a monthly travel grant of Rs6,600 along with loan facilities to purchase a car, to officers **who would have drawn a monthly salary of Rs 35,400 or more, on 01 January 2013 and 01 January 2014, with the PRB Report 2013.**

According to Circular Note No. 4 of 2015 dated 29 January 2015 from MCSAR, the High Powered Committee (HPC) has, at its meeting of 01 December 2014 approved **a monthly travel grant of Rs6,600 along with loan facilities for the purchase of a car to eligible Officers who would have drawn a salary of Rs35,400 or more on 01 January 2015 with the PRB 2013 Report.”**

He therefore submitted that taking into consideration that Officers who would have drawn Rs35,400 or more on 01 January 2015 with the PRB Report 2013 are

eligible for travel grant, he observed that no provision has been made in the Circular regarding Officers who would have drawn Rs50,100 or more on 01 January 2015 with PRB 2013 Report and would be eligible for 100% duty exemption on a car of up to 1500cc together with a monthly travelling allowance of Rs10,200 and loan facilities to purchase a car and therefore considered that this was an omission as the case of Officers eligible for 100% duty remitted car and car allowance have not been taken into consideration while looking at cases of Officers eligible for travel grant.

He consequently sought our intervention to restore this grant to eligible Officers on a personal basis for the year 2015.

The matter was taken up with the Senior Chief Executive, MCSAR who informed our office on 11 August 2015 that the issue raised by Mr C.J. as well as other related issues had been referred to the High-Powered Committee.

Less than a month later i.e. on 02 September 2015, we were informed that the High Powered Committee had, at its meeting held on 03 August 2015, approved that those officers who would have been eligible for 100% duty exemption on **01 January 2015 with the 2013 PRB Report** be allowed to benefit from same along with other related benefits on a **personal basis**. The Senior Chief Executive also added that Supervising Officers in Charge of Ministries/Departments had been requested to bring the contents of a fresh Circular Note (No. 17 of 2015), issued by the Ministry on 01 September 2015, to the attention of eligible officers serving in their Ministry/ Department and of Parastatal and other Statutory Bodies falling under the aegis of their respective Ministry.

On 21 September 2015 Mr C.J. wrote back to express *“my deep gratitude and satisfaction for your prompt and timely intervention towards a positive settlement of the issue at hand.”*

We are pleased to note that this issue has been addressed and solved in less than a month after our intervention. Furthermore other eligible Officers will benefit following such intervention. Our appreciation goes to the MCSAR for prompt action taken in the matter.

EDUCATION AND HUMAN RESOURCES, TERTIARY EDUCATION AND SCIENTIFIC RESEARCH

C/193/2014

Vacation Leave granted in lieu of sick leave

The Early Childhood Care and Education Authority is an Authority established as a body corporate and falling under the aegis of the Ministry of Education and Human Resources (MEHR), now the Ministry of Education and Human Resources, Tertiary Education and Scientific Research.

Mrs M.K. is a full time employee of that Authority. She lodged a complaint at our office on 30 September 2014 and her story is as follows: she underwent an urgent and serious operation in April 2014 and her doctor recommended a period of six weeks rest given the debilitating effect of such an operation. On 05 May 2014 she accordingly applied for vacation leave, supported by a medical certificate, with a request that the leave be for convalescence purposes in line with paragraph 18.4.20 of the PRB Report 2013. Her request was turned down.

We raised the issue with the then MEHR on 02 October 2014 and we were informed that the Authority had based itself on Circular 15 of 2010 issued by the MEHR itself after consultation with the Ministry of Civil Service and Administrative Reforms (MCSAR) on the issue of grant of vacation leave in lieu of sick leave. We were however further informed that the MEHR would be consulting the MCSAR anew on the issue in view of the recommendation of the PRB Report 2013.

After pursuing the matter further with the MEHR we were finally informed that the MCSAR had advised that each application for vacation leave supported by medical certificates should be dealt with on a case to case basis, according to its own merits.

In the end the Authority indicated that it will stand as advised by the MCSAR and would reconsider the case of Mrs M.K. favourably. Indeed by letter wrongly dated 09 January 2014 (should be 2015) Mrs M.K. was informed by the Authority that she is being granted vacation leave as from 05 May 2014 in lieu of sick leave.

C/62/2015

Application for vacation leave granted

Mr R, a Health and Physical Education Instructor at the Ministry is posted in a cluster of five primary schools around which he rotates throughout the year.

On 27 February 2015 he applied for 28 days vacation leave from 06 April to 17 May 2015 in order to proceed to Chennai to meet his wife who had delivered their second child there. As he received no reply as at 31 March 2015 he phoned the Establishment Section on that day but learned that no one had even worked on his application. Later on he received a phone call from the Establishment Section asking him to refill five new application forms and have them signed by the five Headmasters of the five schools where he was posted. He refused to do it, arguing that he did not have to go through such tribulations in 2012 when he had applied for vacation leave and the application was quickly approved without further ado.

Mr R therefore requested our Office to look into the matter as his departure date was fast approaching. His letter was received on 01 April 2015 and on the same day we queried the Supervising Officer of the Ministry and requested a reply within two days.

The Supervising Officer replied that in fact Mr R had applied for vacation leave with effect from 20 April 2015 and not from 06 April as stated in his complaint letter addressed to our Office. He however went on to add that on 03 April 2015 Mr R was granted permission to spend school holidays from 06 to 19 April abroad followed by 26 days' vacation leave with effect from 20 April 2015 and a letter to that effect was addressed to him.

Mr R.'s problem was thus solved in two days.

C/94/2015

Unutilized sick leave paid to complainant and others

In his letter dated 26 May 2015 addressed to our Office, Mr H., an Educator, complained about non-payment of unutilized casual leave for the year 2014 in accordance with the Pay Research Bureau Report 2013 paragraph 22.113.

He averred that earlier on the same day that he wrote to us he phoned the Human Resource Division Zone 4 and he was informed that the needful had already been done at their level since February 2015 and their recommendation had been forwarded to the Finance Manager for approval. However, the latter could not confirm when payment would be effected.

Once we took up the matter with the Senior Chief Executive of the Ministry we were informed that payment of unutilized casual leave has been effected to all teaching personnel in June 2015.

Although no reason was put forward by the Ministry for such late payment it can be assumed that our intervention prompted payment within a short delay, not only for the benefit of the complainant but also for all teaching staff in the same predicament.

C/96/2015

Complainant gets three increments as allowance and the adjustment of her salary

Mrs M was appointed Deputy Rector in June 2010 and was subsequently assigned duties of Acting Rector since December 2010. However, as at the time of writing, i.e. 01 June 2015, her salary had not been adjusted yet, notwithstanding several representations made by her, whereas all Deputy Rectors had received an allowance worth three increments. Moreover Mrs M avers that she had not been paid responsibility allowance as Acting Rector since July 2013. She therefore requested our Office to look into the matter.

A couple of weeks later we received the explanation of the Senior Chief Executive of the Ministry as follows:-

- (a) Mrs M holds a substantive post of Educator (Secondary) with effect from 01 October 1991;
- (b) thereafter on 07 July 2010, she was appointed Deputy Rector in a temporary capacity;
- (c) she still holds the post of Deputy Rector on a temporary capacity, but has in the meantime been assigned duties of Rector with effect from 31 January 2011;
- (d) Mrs M is among one of the Deputy Rectors who is awaiting to be appointed Deputy Rector in a substantive capacity pending a case of appeal which has been lodged before the Public Bodies Appeal Tribunal, (29 Deputy Rectors are concerned); and
- (e) in a letter dated 04 April 2013, authority from Head Office was conveyed to all zones to pay to these Deputy Rectors an allowance equivalent to the increase in salary they would have been eligible for had they been appointed Deputy Rector in a substantive capacity until such time they are appointed in a substantive capacity.

As Mrs M holds the post of Deputy Rector in a temporary capacity, she was therefore paid 3 increments as allowance with effect as from 07 July 2010 (date appointed temporary Deputy Rector).

Mrs M was personally contacted by the Ministry itself and a mutual agreement was reached for the adjustment of her salary to be made forthwith.

Our Office requested Mrs M to inform us whether she was entirely satisfied but she chose to make no reply. Her complaint stands as justified.

OFFICE OF THE
OMBUDSMAN

C/158/2015

Educator paid her dues after Ombudsman's intervention

In a brief letter dated 07 September 2015 Mrs S.B., an Educator, complained about non-payment of allowances amounting to Rs 3080/- for having worked as Resource Person for Arts from June to September 2014 in connection with an Enhancement Programme every Monday from 16.30 hrs to 17.00 hrs.

Once we took up the matter with the Senior Chief Executive, Ministry of Education and Human Resources, Tertiary Education and Scientific Research, we were informed that his Ministry would liaise with the Educational Directorate of the Zone in question and soon afterwards necessary arrangements were made for payment of the amount due to Mrs S.B.

It took our office less than a month to solve this problem whereas it is to be wondered why the Ministry never took any action for payment notwithstanding returns properly submitted to the Directorate by Mrs S.B. It is hoped that in future the Ministry will deal with such claims with more celerity.

FINANCE AND ECONOMIC DEVELOPMENT

C/228/2014

NGO's claim for VAT refund entertained

In line with a Government Budgetary Policy measure a well known NGO submitted to the National Empowerment Foundation (NEF) an application in 2009 for the refund of VAT on three major construction projects as approved by the NEF. That budgetary measure was indeed implemented in the year 2009 and was made applicable to NGOs which carry out construction projects directly related to poverty alleviation and socio-economic empowerment of vulnerable groups.

In November 2014 the complainant NGO informed our office that three projects had been implemented and were fully operational but no VAT refund had been effected as yet, notwithstanding numerous correspondence and phone calls exchanged with the NEF.

The NGO added that further undue administrative delay would be detrimental to the Organisation.

It is apposite here to give a brief account of the three projects mentioned by the NGO.

They are as follows –

- (i) Education and Learning Centre (ELC) in Curepipe – VAT amount to be refunded: Rs 1,055,153.79

The ELC provides full-time pre-primary education to disadvantaged children residing in pockets of poverty. Support and remedial education is also given to former pupils and siblings with the view to overcoming illiteracy, CPE failure and school drop outs. The families of the pupils are simultaneously supported via an empowerment programme.

- (ii) Extension of Administration Block for Pedagogical Staff in Beau Bassin: VAT amount to be refunded: Rs 248,148.00

A first floor constructed on the Administration Block of the NGO in Beau Bassin in order to provide space for pedagogical activities and thus responding to the psycho-social needs of abandoned children referred to it by the Government.

- (iii) Extension of class room to Kindergarten: VAT amount to be refunded: Rs 48,261.00

The additional classroom has enabled the implementation of a toddlers' group to cater to the needs of toddlers and prepare them for pre-primary education.

Therefore the total sum refundable amounted to Rs 1,351,562.79 and this is the amount for which the NGO sought our assistance for refund.

Our office seized the Ministry of Finance and Economic Development about this claim for VAT refund and on 17 December 2014 we were informed that the NEF had had working sessions with the NGO concerned and was expecting from the latter evidence of payment made to the contractor and other missing information.

Later on 05.01.2015, the NGO itself informed our office that it had submitted all the missing receipts and additional information required by the NEF. Still later the NGO informed us that the MOFED had approved VAT refund to the tune of Rs 887,082.00 for the construction of the ELC in Curepipe.

As for the other two projects, the NGO, whilst stating that it was confident that the authorities would positively entertain its claims and that it would inform our office accordingly, it never did so but added in the same breath that it was *“fully satisfied with the actions taken by your office which have prompted the authorities to give due consideration to our request.”*

C/176/2015

Public Officer avers harassment and victimization regarding her numerous transfers – remedial action taken

In a complaint dated 19 October 2015 one Mrs N.B.B., a Financial Officer/Senior Financial Officer, posted at the Land Transport Division of the Ministry of Public Infrastructure and Land Transport, complained about harassment and victimization on account of numerous changes in posting, the cumulative effect of which, as averred by her, has led to a deterioration of her health, mainly persistent stress, with numerous visits to Physicians.

In her letter Mrs N.B.B. gave a few instances of some recent changes in posting, as follows –

- (i) on 04 February 2015 she was notified of her transfer from the Ministry of Public Infrastructure and Land Transport to the Ministry of Ocean Economy, Marine Resources, Fisheries, Shipping and Outer Islands. Almost immediately after she was informed that the transfer had been cancelled;
- (ii) on 28 April 2015 she was informed of her transfer to the Treasury Department;
- (iii) on 20 May 2015 she was informed of her transfer to the Ministry of Education and Human Resources, Tertiary Education and Scientific Research.

In cases (i) and (ii) above, the Permanent Secretary of the Ministry where she was posted objected to these transfers and in fact did not release her.

Again, on 06 October 2015, she was informed of a new posting to the Ministry of Health and Quality of Life. As soon as she reported to the Ministry she was informed that the change in posting had been cancelled, but soon afterwards she received a phone call informing her that there had been no cancellation.

Enough was enough as far as Mrs N.B.B. was concerned! She was at a total loss regarding her various postings. So she resorted to our office.

On 23 October 2015 we queried the Financial Secretary about her situation and by letter dated 13 November 2015 we were informed by the Financial Secretary that

the whole matter had been addressed and that Mrs N.B.B. would remain posted at the Land Transport Division, Ministry of Public Infrastructure and Land Transport.

Mrs N.B.B. replied that she was satisfied with prompt action taken by our office in her case.

OFFICE OF THE
OMBUDSMAN

HEALTH AND QUALITY OF LIFE

C/125/2013

Complainant paid allowances for performing higher duties after nearly four and a half years

It was by the end of June 2013 that one Mr C.L. submitted a complaint at our office for non-payment of acting/responsibility allowance for nearly three years after having been assigned the duties of Acting Health Records Officer since 27 September 2010, duties which he performed continuously at two different hospitals.

After having immediately sought the explanation of the Senior Chief Executive of the Ministry of Health and Quality of Life it was in August 2013 that the latter informed our office that the approval of the Public Service Commission (PSC) had now been sought for the assignment of such duties to Mr C.L. with effect from 28 September 2010.

Five months later i.e. in January 2014 the Senior Chief Executive reported that his Ministry had been exchanging correspondence and clarifications over the preceding months with the PSC due to the fact that assignment of duties involves several other officers and each assignment is interrelated and impinges on each other. In that reply the Senior Chief Executive further informed us that all the information required by the PSC was being finalized and would be sent to it, adding that our office would be kept posted on the matter on a monthly basis.

It was on 25 February 2014 that we were informed that all relevant information had been submitted to the PSC on 11 February 2014. Ever since then we were constantly informed that a reply was still being awaited from the PSC until 09 January 2015 when we were finally informed that the approval of the PSC had been obtained for the assignment of duties.

Mr C.L. and another person in the same situation were accordingly informed by their Ministry and necessary action taken for payment of allowances due to them.

At long last!

C/63/2015

Payment to Officer for overtime and bank sessions performed

This is a complaint dated 23 March 2015 from Mr L.S., a Nursing Officer, for non-payment of overtime performed during the period January to December 2012 and for which he submitted his return in the month of July 2013. Strangely enough he was paid for overtime performed from January to May 2013.

Mr L.S. also averred that bank sessions performed by him from May to December 2013 had also not been paid, although same was paid for the year 2014.

Our inquiry with the Ministry of Health and Quality of Life revealed that Mr L.S. had submitted his claims for overtime and bank sessions after closure of the financial year and this is what explains the non-payments averred by him.

It was however admitted by the Ministry that the Finance Section of the region should have made arrangements to settle the claims. To that end the Ministry informed our office that arrangements would be made for payment of all the claims after verification.

Indeed some time later the Ministry informed us that arrangements for payment of overtime had been made by way of manual paysheet whilst payment for bank sessions had already been effected some time before.

Mr L.S. wrote back to thank our office whilst averring that *“all matters have been settled to my satisfaction and necessary payments made.”*

C/114/2015

**Remedial action taken in respect of undue delay in promotion
from temporary to substantive capacity**

Mr M.'s complaint dated 25 June 2015 was to the effect that his promotion as Ward Manager was still in a temporary capacity because of the fact that his name had been cited as witness in a case of insult ever since 2011. His various representations to the Human Resource Manager of the J. Nehru Hospital Establishment arguing that his status as witness should not be a hindrance to his promotion in a substantive capacity fell on deaf ears. He therefore referred the matter to our Office "to set things right at the earliest".

Our inquiry revealed that Mr M., Charge Nurse (Male) was offered appointment as Ward Manager (Male) in a temporary capacity with effect from 26 August 2011 and according to the Senior Chief Executive of the Ministry "it was reported that he was involved in four police cases." However, according to a letter dated 24 June 2015 addressed to the Supervising Officer, Ministry of Health and Quality of Life (Human Resource Section J. Nehru Hospital) by the Assistant Commissioner of Police, Southern Division, Mr M was merely a witness in the case of insult and, in any case, the Director of Public Prosecutions had advised no further action in the matter. There was no mention at all of the alleged "four police cases".

Finally a recommendation was made to the Public Service Commission to appoint Mr M in a substantive capacity with effect from 26 August 2011 and same was done on 25 September 2015.

C/149/2015

Officer's overtime claims settled

Charge Nurse R posted at the Brown Sequard Hospital was initially not paid for overtime performed by him during a period of eighteen months ranging from June 2013 to May 2015. After several verbal representations made by him he was paid for only four months in May 2015. Thereafter he made written representations on 30 June 2015 to his Supervising Officer and received payment for another four months, to wit December 2014 to March 2015.

In his complaint dated 20 August 2015 he averred that overtime for the remaining ten months, i.e. June to August 2013, December 2013, January to April 2014 and April to May 2015, had still not been paid to him.

He therefore submitted that he felt compelled to seek the intervention of our Office to solve his problem at the earliest possible.

The Supervising Officer was requested to furnish his explanation and this resulted in the complainant being called at the Human Resources Section of the hospital where he had served in order to ascertain precisely the periods for which he had not been paid.

Finally all the claims submitted by R were settled except, we were told, for the months of April and May 2015 which were still being processed.

Although solicited to know whether he was satisfied, the complainant did not reply and therefore it can be safely assumed that he had no further representation to make.

INDUSTRY, COMMERCE AND CONSUMER PROTECTION

C/1/2015

Complainant receives refund following intervention by the Ombudsman

Mr O.G. bought three electronic appliances from a private firm. As one of them was defective he lodged a complaint against that firm at the Consumer Protection Unit (CPU) of the Ministry but he averred in his letter of complaint to our office that he did not receive a satisfactory reply alleging that the inquiring Officer of the CPU had blindly accepted the unrealistic and unreasonable explanation of the firm.

When we questioned the Ministry about this case we were informed that the CPU would investigate the case again. Thereafter the Ministry reported that the firm had proposed to carry out a general servicing of the defective appliance free of charge at a date and time convenient to Mr O.G. The latter was requested to give a statement at the Ministry in the event he was not satisfied with the proposal. He contacted the Ministry by phone but did not call there to give his statement.

All the same we continued to follow up the case with the Ministry until we were informed that Mr O.G. was refunded the sum of Rs 11000/- by the firm after collection of the defective appliance, which he accepted notwithstanding the fact that he had paid Rs 13995/- for the appliance. He was satisfied.

LABOUR, INDUSTRIAL RELATIONS, EMPLOYMENT AND TRAINING

C/185/2014

Action taken following Ombudsman's intervention

On 15 September 2014, Mrs K.N. who was an employee in the private sector registered a complaint at the Labour Office of her locality to the effect that her employment had been terminated by her employer on 16 August 2014.

In her complaint to our Office, dated 16 September 2014, she averred that the Labour Office was reluctant to take action against her employer.

Once we took up the matter with the Permanent Secretary of the Ministry both the employer and the complainant were convened for a meeting on 22 September 2014 but both failed to turn up. Another meeting was fixed for 07 October 2014 and this time the employer again did not attend. The Ministry therefore decided to institute court proceedings against the employer for non-payment of wages in lieu of notice.

Finally, at a meeting which both employer and complainant attended, an amicable settlement was reached between the parties and the complainant was paid her dues on 18 December 2014.

POLICE

C/175/2014

Salary of Police Constable under interdiction released

Police Constable L.A.D. who was enlisted as Trainee Police Constable in the Mauritius Police Force on 28 December 2012 was interdicted from duty on a provisional charge of sexual abuse on a child since 20 March 2014 whereupon his training was stopped and payment of his salary discontinued since that very month. He twice wrote to the Commissioner of Police about his salary but never received any acknowledgement. He averred in his letter dated 01 September 2014 that he was facing financial hardship and requested our intervention in the matter.

In a reply dated 17 September 2014 to a query from our office, the Commissioner of Police did confirm having received the constable's letters but averred that they had been forwarded to the Disciplined Forces Service Commission since 28 August 2014 and that a reply was awaited.

As we considered the retention of salary to be an inappropriate measure, especially in the above circumstances, we requested the Commissioner of Police to immediately seek the advice of the State Law Office in the matter.

Indeed by letter dated 19 January 2015 the Commissioner of Police reverted to our Office to inform us that, following advice received from the Solicitor General, necessary arrangements had been made to release the salary of the Constable and all arrears of salary had been paid in December 2014.

Although solicited by our office to say whether he was satisfied, the Constable made no reply. His complaint was considered as justified whereupon remedial measures had been taken.

C/186/2014

Foreign detainee finally transferred to his native country

On 17 September 2014 our office received a complaint from one Mr R.K.L, an Indian national who had been sentenced to life imprisonment in September 1998 on a charge of importation of heroin, to the effect that more than seven years ago he had applied to be transferred to his native country but had been informed by his embassy in Mauritius that he could not be transferred inasmuch as he would be called as a witness in an unspecified case. He averred that he had been tried long ago and was not a witness in any other case whatsoever.

We learned from the Commissioner of Police that indeed that person would not be required as a witness in any further case and that there was no police objection to his transfer. We were also informed by the Commissioner that the Prisons Department had been made aware of his position since August 2014 and a copy of that letter had been addressed to the Prime Minister's Office (PMO) (Home Affairs Division).

The PMO confirmed having received the application for transfer on 12 September 2014 and the request had been forwarded to the Secretary for Foreign Affairs in order to pursue the matter with the Indian Authorities.

We continued to follow up this case with the PMO until finally, on 12 January 2015, we were informed that on 20 November 2014 the transfer of Mr R.K.L. had been approved by the Honourable Prime Minister.

Two Police Inspectors from India came over to Mauritius a few days later and escorted the detainee to India on 21 January 2015 to serve his sentence there.

C/28/2015

**Complainant wrongly booked for certain offences –
remedial measure taken following Ombudsman’s intervention**

In an undated letter addressed to the Permanent Secretary of the then Ministry of Public Infrastructure, Land Transport and Shipping and copy of which was received at our office on 24 February 2015, one Mr M.S. complained about the failure by the National Transport Authority to register the sale of his car to one A.P. effected since 30 November 2007, with the result that on no less than four occasions he was wrongly booked by the Police for various traffic offences and even a robbery case but fortunately he had been able to clear out his name each time.

I immediately seized the Commissioner of Police about this complaint and, following an enquiry carried out into the matter, A.P. was booked for the offence of “failing to effect transfer”.

The complainant was accordingly informed and his worry about having to report to police stations throughout the country each time that car was involved in any traffic offence or otherwise had been put to rest. What a relief it was for him!

C/54/2015

**Victim of road accident informed about its outcome
by Ombudsman's Office**

This is a complaint from Mr F.L. who lives in Rodrigues and who was the victim of a road accident in Rodrigues on 12 February 2012 when a bus hit against his vehicle.

On several occasions he called the Police in Rodrigues to know about the outcome of the inquiry and he was constantly informed that the relevant file had been forwarded to the Office of the Director of Public Prosecutions for advice.

Three years on he had not been made aware of the outcome of the inquiry in this case and therefore appealed to our Office on 19 March 2015 to help him know where matters stood in this case.

No sooner had we seized the Commissioner of Police about F.L.'s request than we were informed that the Director of the Public Prosecutions had advised prosecution against one J.P.H.E. for involuntary homicide and one J.N.A. for driving under the influence of liquor. Both cases had been lodged before Rodrigues Court.

We took it on ourselves to inform F.L. about the outcome of the case.

C/70/2015

Remand detainee's mobile phone and accessories returned to him

Untried detainee R was arrested in a case of murder which took place in 2013. At the time of his arrest his mobile phone was seized by the Police for purposes of enquiry.

On 31 March 2015 R complained that his mobile phone had not yet been returned to him although he had written to the Commissioner of Police about it. In actual fact he did not even receive a reply from the said Commissioner.

After taking up the matter with the Commissioner we were informed some two months later that enquiry had been completed and R's phone as well as its accessories had been returned to him.

R gave a written statement which was filed at our Office in which he declared having received his belongings which he had remitted to the Prison Administration for safe keeping. He had no further complaint.

C/155/2015

Police Officer transferred following Ombudsman's intervention

Police Constable M lives at Bel Air-Rivière Sèche and is posted at the Curepipe Police Station since four years. He twice applied for a transfer nearest to his place of residence on the ground that his wife was pregnant and had to be frequently admitted to hospital due to certain complications. Consequently their two children of tender age were often left unattended at home. He never received a reply to his application.

Within a week of our taking up the matter with the Commissioner of Police, M was transferred to Bel Air-Rivière Sèche Police Station, i.e. the nearest station to his place of residence, to his great relief.

PRIME MINISTER'S OFFICE

C/35/2015

Application for Mauritian citizenship approved

Ms H.A., a Pakistani national, averred in her letter dated 24 February 2015 that her application for Mauritian citizenship had been deposited at the Prime Minister's Office (PMO) ever since November 2013, whereupon she paid a non-refundable fee of Rs 1000/- following which an official receipt was issued to her.

Her complaint is that up to the time of writing she had not received any reply from the PMO. She therefore sought our intervention in the matter.

One month after we had taken up the matter with the PMO we were informed that Ms H.A.'s application had been approved and she was informed accordingly by the PMO itself.

Some time later Ms H.A. wrote to our office again informing us that she had also received her residence permit from the PMO and that she could now apply for a Mauritian Passport and visit her parents abroad. She added that *"your prompt intervention in this matter has been crucial."*

PRISONS

C/68/2015

Detainee transferred to another Unit for his own security

J.M. who was detained at the Eastern High Security Prison (EHSP) for the offence of causing a child to be sexually abused and who had still to undergo two more years in prison explained in a letter dated 16 March 2015 addressed to our Office that he was having problems with two other detainees who shared the same yard. His representations about the situation to one of the Prison Officers were not considered and he concluded that one day this might end up in a homicide case.

When our Office took up the matter with the Commissioner of Prisons he replied that J.M.'s complaint did not fall on deaf ears but instead he was transferred from his Unit to the Segregation Protection Unit (SPU) within a few days, for his own security.

When later on J.M. was visited at the SPU by the Officer in Charge, EHSP, he stated that he wished to remain there for the rest of his sentence in order to avoid any further problems with the other detainees.

C/110/2015

Detainee's account credited

Detainee B who was to be discharged around end of August 2015 wrote to our Office some two months before his release to complain that a Postal Money Order addressed to him by his relatives had not been remitted to him.

The version of the Officer in Charge of the Prison where B was being detained was that the envelope addressed to B did not bear the sender's name and was therefore retained. However B was requested to ask his relatives to forward the receipt for the Money Order and the needful would be done.

Unfortunately during one whole month no receipt was received at the Records Office of the Prison and, in view of the fact during that whole month the detainee did not receive any visit by his relatives, he was made to sign on the Money Order and the corresponding amount of money was credited to his account on humanitarian ground.

C/170/2015

Handicapped detainee gets wheel chair following Ombudsman's intervention

Detainee M.R.B., who suffers from Muscular Dystrophy complained about the absence of facilities for his daily activities and averred that although he had written to the Commissioner of Prisons some five months before about his needs and was informed that the latter would soon visit him, the Commissioner of Prisons never turned up to see him.

We questioned the Commissioner of Prisons about this case whereupon a statement was recorded from the detainee in which he related the various problems he faced when walking, bathing, sleeping, etc.

The version of the Commissioner was that the detainee had requested for a wheel chair from the Muscular Dystrophy Association. Indeed, following our intervention, same was received at the Prison some time later and was delivered to the detainee some two months after he had written to our office.

PUBLIC INFRASTRUCTURE AND LAND TRANSPORT

C/178/2015

Panel relocated

A press article which appeared on 23 October 2015 depicted a Speed Camera panel which had been fixed right on the pavement with the result that pedestrians have to step down on the road to continue their way at that spot thus running the risk of being hit by a passing vehicle.

We took up the matter with the Ministry of Public Infrastructure and Land Transport which referred it to the Traffic Management and Road Safety Unit. The latter took action immediately by relocating the pole holding the panel off the pavement and heightening it to more than two metres above ground level. A photo of the new panel was even submitted to our Office in support.

SOCIAL SECURITY, NATIONAL SOLIDARITY AND REFORM INSTITUTIONS

C/208/2014

Child of 5 years entitled to child allowance

Mrs T.'s complaint was that she had been denied social aid several times at the Social Security Office of her locality.

According to her she has two children to bring up, one aged 5 years and the other 3 months and she has been abandoned by her companion.

We inquired into her case and learned that the father of the younger child visits him regularly and provides him with all basic necessities, whereas the other child is eligible for child allowance under the Social Register of Mauritius as from December 2014 and that it would be paid on proof of school attendance for the months of January and February 2015, as per set procedures.

C/26/2015

Complainant's request for change in posting finally acceded to

Mrs A.H., a Word Processing Operator posted at the Ministry of Social Security, National Solidarity and Reform Institutions (Reform Institutions Division) for the last nineteen years informed our Office that ever since 2007 onwards she has been applying several times for a change in posting as she wanted to work in a different Ministry but her request was never considered. Each time she received a reply from her Ministry that her request had been noted, without more. She therefore solicited our intervention for an urgent consideration of her case submitted at our Office on 20 February 2015.

According to the Permanent Secretary of her Ministry all the requests for a change in posting had been duly recommended and transmitted to the Ministry of Civil Service and Administrative Reforms(MCSAR) for consideration and approval, inasmuch as all requests for change in posting in respect of officers of the General Services grades fall to be considered by the MCSAR.

When we queried the MCSAR about this complaint the Senior Chief Executive informed us that each time his Ministry received the request of Mrs A.H. for a change in posting they approved it, but for different administrative reasons, which we need not go into here, the transfer was cancelled.

Finally we were informed that on 24 September 2014 Mrs A.H. submitted a request for a change in posting on health grounds. She was requested to submit a medical certificate from her treating doctor. It was only on 25 March 2015 that her husband called at the Ministry to hand over a copy of her medical certificate to the effect that she was suffering from heavy flat feet and was unable to travel.

Ultimately Mrs A.H. was transferred to another Ministry and was satisfied and expressed the *“hope that the Ombudsman's office will continue to help those citizens who have no one to hear their problems and continue to provide assistance in resolving grievances and disputes and hope that your office will be honoured in the future”*.

C/90/2015

Complainant assigned higher duties

X was employed as Higher Social Security Officer in the then Ministry of Social Security in 1978. He was promoted as Senior Social Security Officer in 1996 and as Principal Social Security Officer in 2003. According to him he has never been under report.

Following a vacancy in the post of Assistant Commissioner in February 2015, X expected to be assigned duties to act as such but no action was taken to fill the post nor any report of vacancy was made to the Public Service Commission. He therefore wrote a letter to the Permanent Secretary of his Ministry about the matter but had received no reply as at the date he lodged a complaint at our Office i.e. 15 May 2015, stating that this may jeopardize his chance of being promoted to the post of Assistant Commissioner on a substantial basis.

We sought the comments of the Permanent Secretary and learned that in September 2014 a registered employer had made certain serious allegations of bribery against X and the matter had been referred to the Independent Commission Against Corruption (ICAC) for investigation. It was therefore decided not to assign to X higher duties but it would appear that X had not been suspended from his normal duties.

In a letter dated 28 May 2015 ICAC informed the Ministry that the allegations against X were not substantiated.

Consequently action was taken by the Ministry for X to be assigned higher duties with effect from 01 June 2015.

No further action by our Office was therefore warranted.

C/135/2015

Overtime finally paid to Officer

As a Principal Social Security Officer at his Ministry Mr N. had been performing overtime duties on six days on account of floods during the month of April 2015.

At the beginning of August 2015 he complained that he had not yet been paid although his overtime bill had been duly forwarded for payment.

When queried about this case the Permanent Secretary of the Ministry simply replied that “the matter is still under process and your office will be informed of any development.”

As no reason was provided for the delay regarding payment we pressed for a reply and, on 23 September 2015, the Permanent Secretary informed our Office that payment in respect of overtime to Mr N would be effected in October 2015 through the payroll system.

As we did not hear from the complainant again it is assumed that he received his dues.

C/150/2015

Financial assistance to the tune of Rs 12000/- provided to University student

According to letter dated 27 August 2015 from Mrs O.C., she made an application for financial aid for her son's studies at the Social Security Office of her locality and one month later she was informed that she would be contacted by the National Solidarity Fund (NSF). Unfortunately months went by without her hearing about the status of her application.

Our inquiry revealed that Mrs O.C. had applied for financial assistance at the NSF on 16 September 2014 for the refund of tuition fees in favour of her son, a student at the University of Mauritius.

In line with the NSF policy for the refund of university fees, an assistance of Rs 12000/-, being the maximum in such cases, was recommended for academic year 2014/2015 (Year 1) on condition that the student had not benefitted from any grant or scholarship from any other organisation.

The University of Mauritius confirmed that the student had not benefitted from any scholarship and therefore a cheque for the full amount of Rs 12000/- was issued to Mrs O.C. on 01 September 2015, i.e five days after we received her complaint.

TECHNOLOGY, COMMUNICATION AND INNOVATION

C/47/2015

Officer's performance rating revised

The gist of this complaint by one Mrs A.N. was that her Performance Appraisal (PA exercise) for the year 2014 had not been carried out in a fair and correct manner by the appraiser and she submitted that the ratings given with reference to key tasks and to competencies did not reflect the efforts put in by her, with the result that she obtained an overall borderline rating which she said she did not deserve.

According to Mrs A.N. several attempts have been made by her in January 2015 for a review of the PA exercise but as at March 2015 no concrete action had been taken either by the appraiser or by her parent Ministry.

In her very lengthy letter addressed to our Office and copies of correspondence which she exchanged with her Permanent Secretary, Mrs A.N. gave a description of the flow of events and the reasons for her contention, which I believe we need not go into for the purposes of this report, as will soon appear.

Indeed our inquiry disclosed that Mrs A.N. had not followed the proper procedure for reporting her grievances as per the pamphlet entitled "Performance Management in the Civil Service – Moderation and Appeal Processes". A letter to that effect was addressed to her by the Permanent Secretary and her attention was drawn to the fact that any disagreement between appraiser and appraisee has to be sorted out through a Moderating Committee in the first instance.

Whilst conceding that she did not abide by the procedures laid down in the pamphlet, Mrs A.N. requested that the Moderating Committee be set up as soon as possible in order to resolve the issue.

We pursued the matter with the Ministry and in May 2015 we learned that a Moderating Committee had been set up and held its first meeting on 13 May 2015 and a second and final meeting on 22 July 2015. The Report of the Committee was finalized by the Moderator soon after but had not yet been signed by all parties concerned as at beginning of September 2015 inasmuch as Mrs A.N. proceeded on vacation leave from 27 August to 18 September 2015. We were assured that a copy of

the Report would be submitted to our Office once it is signed by all the parties. This was done on 30 September 2015.

Mrs A.N. however further complained that she had not received a copy of the Report and again resorted to our Office for the needful to be done. Following advice received from the Ministry of Civil Service and Administrative Reforms a copy of the amended appraisal was finally made available to her by her Permanent Secretary. She indeed confirmed having received same and expressed her satisfaction to the effect that *“Had it not been for the Ombudsman intervention, the rating of the PAF 2014.....would never have been revised.”*

All is well that ends well.

YOUTH AND SPORTS

C/143/2014

Officer receives payment of increment due to him

In a letter dated 17 July 2014 the complainant, a Senior Youth Officer, averred that in the light of the PRB Report 2013 he was entitled to move incrementally up to a maximum of two increments but had not been granted any increment at all. He inquired about this at the Finance and the Human Resource Departments and he was informed that they had received instructions from his Permanent Secretary not to grant him any increment, which he considered to be an abuse of powers by the latter.

He appealed to our Office for an enquiry into the matter but in the same breath informed us that he had made an appeal to the Public Bodies Appeal Tribunal (PBAT).

The version of the Permanent Secretary was that the reason for withholding complainant's annual increment was due to the fact that he had already reported to the Public Service Commission (PSC) an incident which occurred in his office and which, according to him, warranted disciplinary action against the complainant.

Although the PSC falls outside the jurisdiction of our Office we nevertheless kept on following the matter with the Permanent Secretary with a view to knowing about the decision of the PSC.

Finally we were informed that the appeal lodged by the complainant at the PBAT has been withdrawn and that the Ministry had already taken action to effect payment of one increment to the complainant with effect from 01 January 2014. No further mention was made about any disciplinary action.

The complainant confirmed that payment had been effected to his satisfaction and went on to *"place on record your concern about the case"*.

MUNICIPAL COUNCIL OF PORT LOUIS

LA/C/18/2015

Road obstruction cleared

In a letter dated 20 April 2015 addressed to the Director, Traffic Management and Road Safety Unit (TMRSU) complainant Mrs B.S. complained about a “barricade of blocks and building materials obstructing the entire footpath alongside his wall adjacent to that road”. The complainant was in fact referring to the doings of her neighbour, who, when requested to move the materials to his own yard, became aggressive.

According to Mrs B.S. her car hit the blocks twice whilst she was reversing her car and added that people had no choice but to walk in the middle of the road which was more often than not unlit at night.

As Mrs B.S. copied her letter to our Office we raised the matter with the Chief Executive of the Municipal Council who confirmed the averment of the complainant and added that a Notice had been served by the Public Infrastructure Department of the Council on the neighbour requiring him to clean the obstruction within a week.

Follow up on the matter was done by our Office and finally we were informed by the Chief Executive that necessary remedial action had been taken.

Complainant confirmed that the needful had been done and that the road was again safe for circulation.

DISTRICT COUNCIL OF FLACQ

LA/C/14/2015

Poultry pen causing nuisances dismantled

Our Office received a complaint dated 31 March 2015 from one Mr S.T. regarding a large-scale commercial poultry pen operated by his neighbour next his house which was causing serious nuisances and severe flies infestation, resulting in some health problems. He averred that this was a long-standing problem which he had reported several times to the District Council and the Flacq Health Office. Several interventions on the part of these authorities have produced no permanent solution to this problem. He therefore sought our intervention.

Inquiry revealed that the second floor of a residential building owned by the neighbour was being used as a poultry pen. A notice was served upon the neighbour on 14 April 2015 and the latter was requested to produce all documents, if any, in connection with the said poultry pen. On the same day the neighbour called at the office of the Council and requested a delay of six months in order to vacate the chicken, which the Council approved. The complainant was kept informed of the situation by our Office.

A joint visit effected by Officers of the Council on 11 November 2015 revealed that the neighbour had stopped all his activities and the Officers were informed that all the equipment had been sold.

Site visits were to be effected anew to ensure that there was no more nuisance. However, we did not hear again either from the Council or from the complainant, meaning that the nuisance no longer existed.

DISTRICT COUNCIL OF MOKA

LA/C/34/2015

Action taken by Council in respect of polluted drain

This is a complaint made by an inhabitant of St Pierre to the effect that some three months back he lodged a complaint at the District Council about a problem of pollution in a drain along the road in front of his house which was worsening the living environment but no satisfactory action had been taken by the Council's Public Infrastructure Department. He submitted a number of pictures in support of his allegations and solicited our intervention in the matter.

The version of the Chief Executive of the Council was that some inhabitants along that road had connected their rainwater and waste pipes to the open roadside drain and dumping of solid waste in the drain was also frequent, thus leading to the pollution in question.

He further reported that cleaning works have been effected and Notices served upon the immediate neighbours of the complainant requesting them to disconnect, dismantle and remove the offending water pipes failing which legal action would be taken against them.

However he stressed on the fact that covering the drain would not solve the problem and that due to the absence of a proper outlet it would be advisable to leave the drain open for effective maintenance and cleaning. In any case he informed that nearly Rs 500000/- would be required to cover the drain and the Council had no fund available then. The Land Drainage Authority was apprised that a new drain had to be constructed to channel stormwater to another canal.

The complainant was informed of the stand of the Council and he made no protest.

DISTRICT COUNCIL OF PAMPLEMOUSSES

LA/C/20/2015

Complaint of nuisances attended to

The gist of Mrs M.G.'s complaint was that her neighbours were placing their refuse bins near her window which gave rise to odour nuisance and proliferation of mosquitoes thus causing a lot of suffering to her family. This also constituted a potential threat to public health and other related inconveniences.

According to the complainant her representations to the authorities concerned have remained unsuccessful.

When we took up the matter with the Chief Executive of the District Council we were informed that a Notice for a proper placement of bins had been served on the offending neighbours failing which legal action would be taken against them.

Some time later we were informed by the Chief Executive that complainant's neighbours had ceased placing their bins near the complainant's premises, although regular inspections revealed that some rubbish were still scattered in the neighbours' backyards. Upon further visits however it was found that the immediate neighbour carried out regular sweeping work, to the satisfaction of the complainant.

RODRIGUES REGIONAL ASSEMBLY

ROD/C/25/2013

Officer's salary adjusted and arrears of basic salary amounting to Rs 36750/-paid to him

After having called on us in Rodrigues during our presence there on a working trip to explain his problem verbally, Mr G. submitted his complaint in writing as requested.

Indeed his problem concerned his basic salary which he averred was inferior to that of a colleague of his who joined the service on the same day. They were now both Field Supervisors at the department of public infrastructure attached to the Commission for Water Resources. His attempt to obtain an explanation for that anomaly was unsuccessful.

Initially the matter was taken up with the Island Chief Executive who himself referred it to the Ministry of Civil Service and Administrative Reforms (MCSAR). As more than three months elapsed and the reply of the MCSAR was still being awaited, we decided to pursue the matter directly with the Senior Chief Executive of the Ministry, with a request for a prompt reply as we were about to proceed to Rodrigues again on a working trip.

Fortunately we were favoured with a timeous reply by the Senior Chief Executive in which he explained that –

- (i) both officers joined the service on 12 April 1993 as Labourer and appointed in the grade on 12 April 1994;
- (ii) Mr G. was later appointed as Tradesman Assistant on 02 November 1999 and, according to conditions of service prevailing at that time, was paid a salary on promotion; and
- (iii) both officers, from different grades, were appointed as Field Supervisor (formerly Gangman) on 07 June 2000 and again, according to conditions of service prevailing at that time, were paid the appropriate salary.

The Senior Chief Executive went on to explain that as the difference in salary of one increment dates back to 07 June 2000 the case is being examined thoroughly

taking into consideration also the facts whether the complainant had taken any leave without pay and whether his increment was stopped as a result of any disciplinary action.

Further inquiry revealed that through oversight no action was initiated to adjust Mr G.'s salary in the wake of the 2003 PRB Report. Consequently the MCSAR requested the Island Chief Executive to adjust the salary of Mr G. and to also verify the cases of other officers and make necessary adjustments where necessary.

Finally Mr G.'s salary was adjusted with effect from 01 July 2003 and in early January 2015 we were informed that arrears of basic salary amounting to Rs 36750/- have been paid to Mr G. along with his December 2014 salary.

ROD/C/4/2014

Building permit issued to complainant after one year

The gist of Mr R.C.'s complaint dated 07 May 2014 was that ever since December 2013 he had submitted an application for a building permit for the construction of a workshop on a commercial site leased to him since 08 November 2006, but notwithstanding several meetings with the authorities concerned, nothing had been done.

R.C. described himself as a mechanic of forty years experience in light and heavy vehicles and registered as a small/medium enterprise since five years.

As his complaint was directed against the Commission for Public Infrastructure and Ors we queried its Departmental Head about the situation, to which he replied that he would seek guidance from the Island Chief Executive.

As three months went by without our hearing from the Departmental Head we addressed our query directly to the Island Chief Executive himself. In a letter dated 18 August 2014 which the latter addressed to the Departmental Head and which was copied to our office we learned that as the land allocated to R.C. was found on a reclaimed area the matter was being examined by the Executive Council for a better planning and its optimal use.

Yet another two months later we were informed by the Island Chief Executive that approval had been conveyed to grant building permits to those persons who had already undertaken their construction on their lots and to process applications for those who wanted to extend their construction.

Finally, by letter dated 08 January 2015, we were informed by the Island Chief Executive himself that, according to the Departmental Head, a building permit in favour of R.C. had been issued on 26 November 2014 and same was verbally confirmed by R.C. during a meeting in Rodrigues in March 2015.

ROD/C/5/2015

Risk Allowance paid to Midwifery Cadre after two years

A group of seven Midwives, represented by one Mrs L., made a written submission to our office to the effect that according to Recommendation EOAC 260 paragraph 34.201/PRB Report 2013 payment of a Risk Allowance should be extended to officers of the Nursing Officer and Midwifery Cadres posted to the pre-natal, labour and post-natal wards.

Unfortunately as at February 2015 the Midwifery Cadre had not been paid such allowance although letters to that effect had been addressed to the Island Chief Executive. Therefore our intervention was solicited.

On the very same day that we wrote to the Island Chief Executive about this anomaly, approval was conveyed to the Departmental Head, Commission for Health and Sports, for payment of the recommended Risk Allowance.

However more than six weeks later the complainants had still not received payment and once again our intervention was prayed for.

Finally, after another query from our Office we received information from the Departmental Head that payment had been effected along with salary for the month of July 2015.

Upon our subsequent visit to Rodrigues, Mrs L. called on us to confirm having received their Risk Allowance “due since two years”. On her own behalf and that of the other complainants she expressed satisfaction for action taken by our Office.

ROD/C/8/2015

Complainant finally connected to water network after installation of a distribution line

Mr F.D.G. started occupying a plot of State land at Baladirou as a residential lessee since three years. Ever since that time he called at the Water Resources Unit and applied for a water line but up to the time of writing nothing had been done notwithstanding several complaints made at that Unit.

He avers that he has all along been supplied with water from a lorry tanker but on some occasions he was left without water. He reported the matter at Petit Gabriel Police Station each time he received no water.

Mr F.D.G. averred in his letter dated 19 March 2015 that since February 2015 he was being denied supply of water from the lorry tanker.

The version of the Departmental Head for Public Infrastructure and Ors was that the complainant as well as his immediate neighbours are being supplied with water from lorry tankers and that Mr F.D.G. never complained about the refusal to supply him with water since February 2015. The Departmental Head went on to say that in fact Mr F.D.G. had received a supply of water on 03 March 2015.

However, to improve the situation of Mr F.D.G. and his neighbours, a water distribution line was installed on 26 March 2015 and, subject to payment of a relevant connection fee of Rs 108/-, their individual water connection to the network would be installed before the next water distribution through that network, which was scheduled for 09 April 2015.

Payment was effected by Mr F.D.G. and his premises were connected to the water network on the scheduled date.

ROD/C/9/2015

Salary of Charge Nurse adjusted

The complainant, Mrs M.P, a Charge Nurse, complained about a discrepancy in her salary as compared to those colleagues who had joined the service in the same batch on the Mauritius Establishment in July 1975. She got married to a Rodriguan in 1984 and has settled there ever since.

Several letters concerning her salary have been addressed by her to various authorities concerned in October and December 2014 as well as in January 2015 but she received no response at all.

She further averred that all the officers who joined the service at the same time as her had reached their top Charge Nurse salary in January 2015 whilst hers was short of the sum of Rs 1500/- monthly.

We inquired with the Departmental Head, Commissioner of Health and Sports about the case of Mrs M.P. and we were told that the matter would be looked into but required some time to compile information dating back to 1998. The Island Chief Executive was requested to inquire from the Ministry of Health and Quality of Life as no records of salaries drawn by Mrs M.P. from 1998 to 2003 were available in Rodrigues.

After extensive inquiries the Island Chief Executive informed our office that approval had been conveyed to the Commission for Health and Sports for the grant of one increment at the point reached in the salary scale of Mrs M.P. "in accordance with EOAC 254, paragraph 34.187 of the Recommendation EOAC PRB Report 2013".

Payment of the said increment was effected along with Mrs M.P.'s salary for the month of September 2015 which she acknowledged to have received.

ROD/C/12/2015

Arrears of allowance amounting to Rs 64000/- paid to complainant following Ombudsman's intervention

During a period of nearly five years (March 2008 to January 2013) complainant A.R. was called upon to replace a colleague on a tractor who was drawing an allowance for driving heavy vehicles but which allowance had not been paid to A.R.

Our inquiry revealed that through oversight no action had been taken at the level of the Chief Commissioner's Office for payment of the appropriate allowance at the level of Driver (Heavy vehicles above 5 tons) to A.R. for period 08 March 2008 to 21 December 2011 and from 01 January to 31 December 2012.

Necessary action was therefore immediately taken and payment of the sum of Rs 64000/- was effected on pay day May 2015, some two months after we had taken up this case with the Island Chief Executive.

ROD/C/13/2015

Police Officer receives Rs 178600/- as Commuted Overtime Allowance

Police Constable V. was posted to perform duty as driver for and to provide security to the then Honourable Minister for Rodrigues and Fisheries from 15 May 2010 to 14 December 2014. He also claimed that during the absence of the Minister from Rodrigues he assured the security of his family.

According to him he never received any reply to his claims for VIPSU Allowance during those years, whereas a colleague of his, Police Constable A., who performed the same duties was paid more than Rs 80000/-.

Our inquiry disclosed that both officers submitted their respective claim for payment of VIPSU Allowance, clothing and detective allowance for performing duties as driver as well as for providing security to the Honourable Minister whose domicile was in Rodrigues, and when on official duty there.

According to the PRB Report 2008, Bodyguard Allowance is paid only to officers who are posted to VIPSU. As the two officers were not so posted their request for VIPSU Allowance were disallowed.

However, Police Constable A. submitted another claim for “Commuted Overtime Allowance” and same was approved by his Divisional Commander as per PRB Report 2008. Unfortunately Police Constable V. i.e. the complainant had not submitted his application for Commuted Overtime Allowance, hence he received no payment.

As it was clear to us that Police Constable V. was also entitled to Commuted Overtime Allowance and in order that he be not penalized, our Office advised him to submit his claim for same and to inform us in due course whether he had received the said Allowance.

Police Constable V. did not come back to us. As we were proceeding to Rodrigues on a working trip in November 2015 we convened him there and indeed he called on us and informed us that he was paid an amount of Rs 178600/- as Commuted Overtime Allowance to his utter satisfaction.

ROD/C/14/2015

Cooks (roster) obtain payment of Risk Allowance

This is a complaint by twelve Cooks (roster) posted at the Health Services in Rodrigues to the effect that they were not being paid Risk Allowance as per Recommendation 295 EOAC Report 2013. They aver in their complaint dated 29 May 2015 that they had addressed a letter to that effect to the Departmental Head, Commissioner for Health and Sports ever since 27 August 2013 but, after nearly twenty-one months, had received no reply whatsoever. Our intervention in the matter was therefore requested.

The version of the Departmental Head in question was that in September 2014 he had made a request at the office of the Island Chief Executive for the said Recommendation to be made applicable to Cooks (roster) of the Rodrigues Regional Assembly as they were “prone to various risks in relation to their daily duties” and that a reply was still being awaited.

We therefore raised the matter with the Island Chief Executive who confirmed having received the Departmental Head’s letter and explained that, in line with established principles, the matter had been referred to the Ministry of Civil Service and Administrative Reforms for approval. He however added that the said approval had just been received and that the Commission for Health and Sports had been requested on 14 July 2015 to arrange for payment of the Risk Allowance to the officers concerned within the least possible delay.

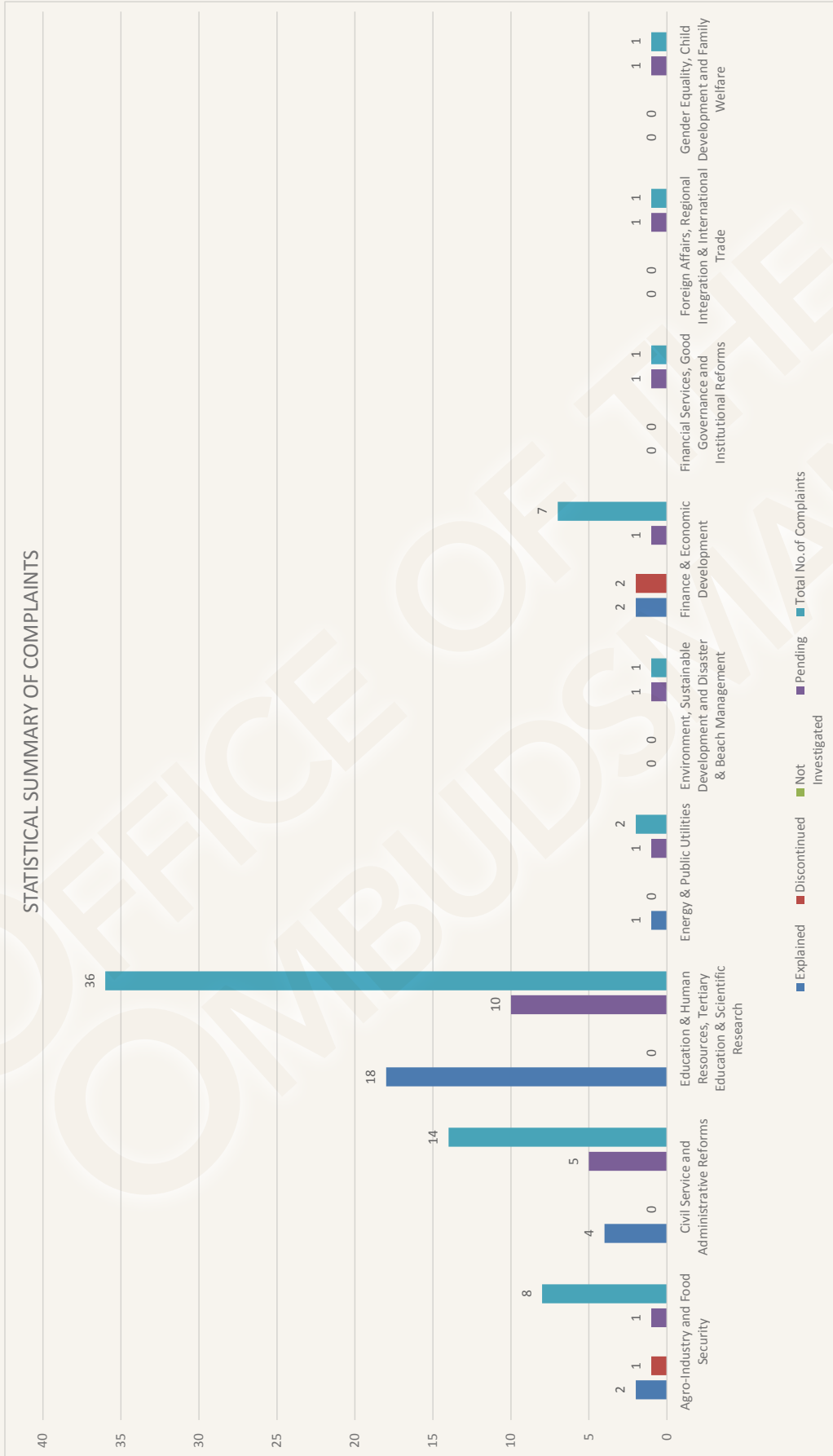
Indeed, on 31 August 2015, the Island Chief Executive confirmed that payment had been effected along with salary for the month of August 2015.

Subsequently, the complainants confirmed having received payment and expressed their thanks for our intervention.

APPENDIX D

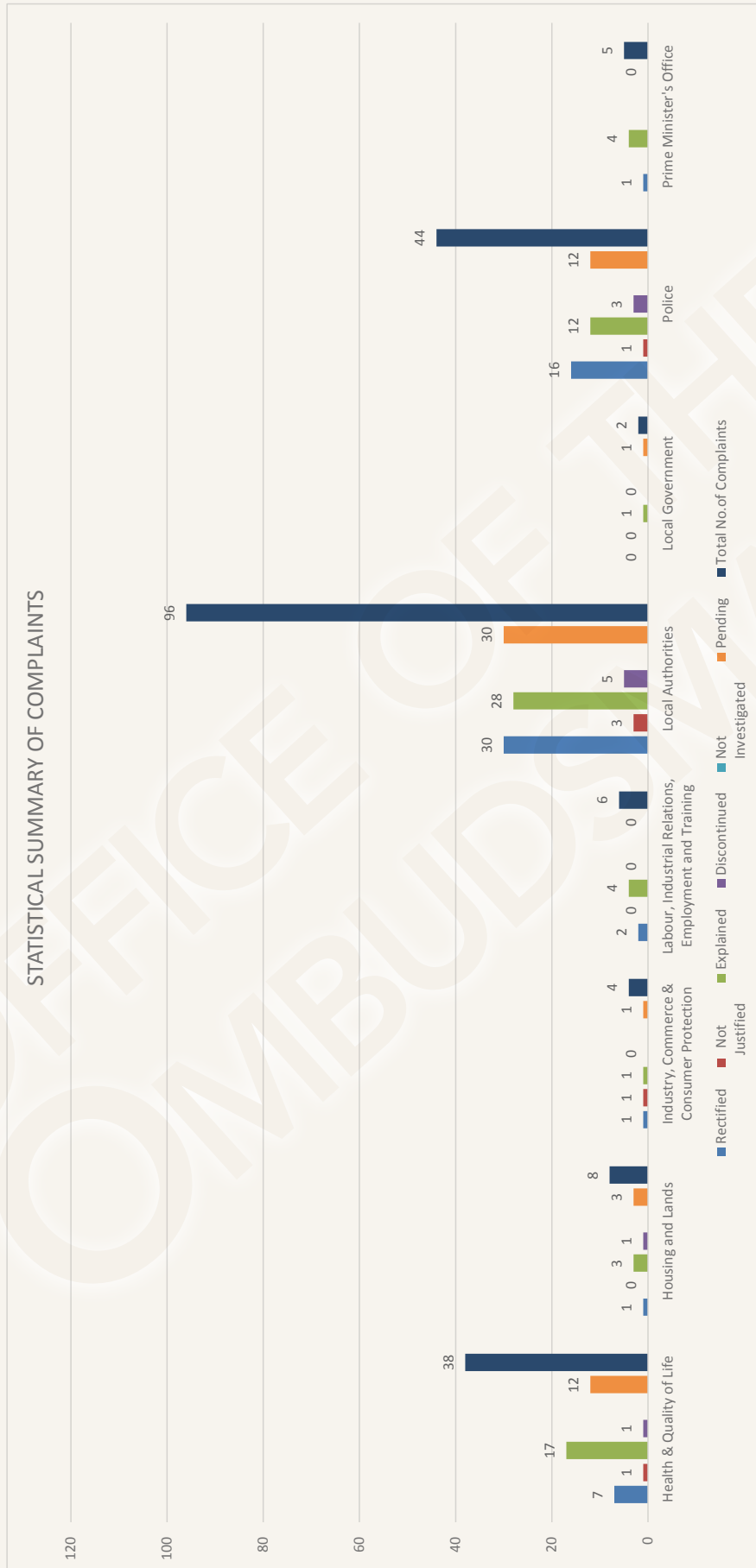
STATISTICAL SUMMARY OF COMPLAINTS

Authority concerned	Rectified	Not Justified	Explained	Discontinued	Not Investigated	Pending	Total No. of Complaints
Agro-Industry and Food Security	3	1	2	1	-	1	8
Civil Service and Administrative Reforms	4	1	4	-	-	5	14
Education & Human Resources, Tertiary Education & Scientific Research	7	1	18	-	-	10	36
Energy & Public Utilities	-	-	1	-	-	1	2
Environment, Sustainable Development and Disaster & Beach Management	-	-	-	-	-	1	1
Finance & Economic Development	2	-	2	2	-	1	7
Financial Services, Good Governance and Institutional Reforms	-	-	-	-	-	1	1
Foreign Affairs, Regional Integration & International Trade	-	-	-	-	-	1	1
Gender Equality, Child Development and Family Welfare	-	-	-	-	-	1	1
Carried forward	16	3	27	3	-	22	71



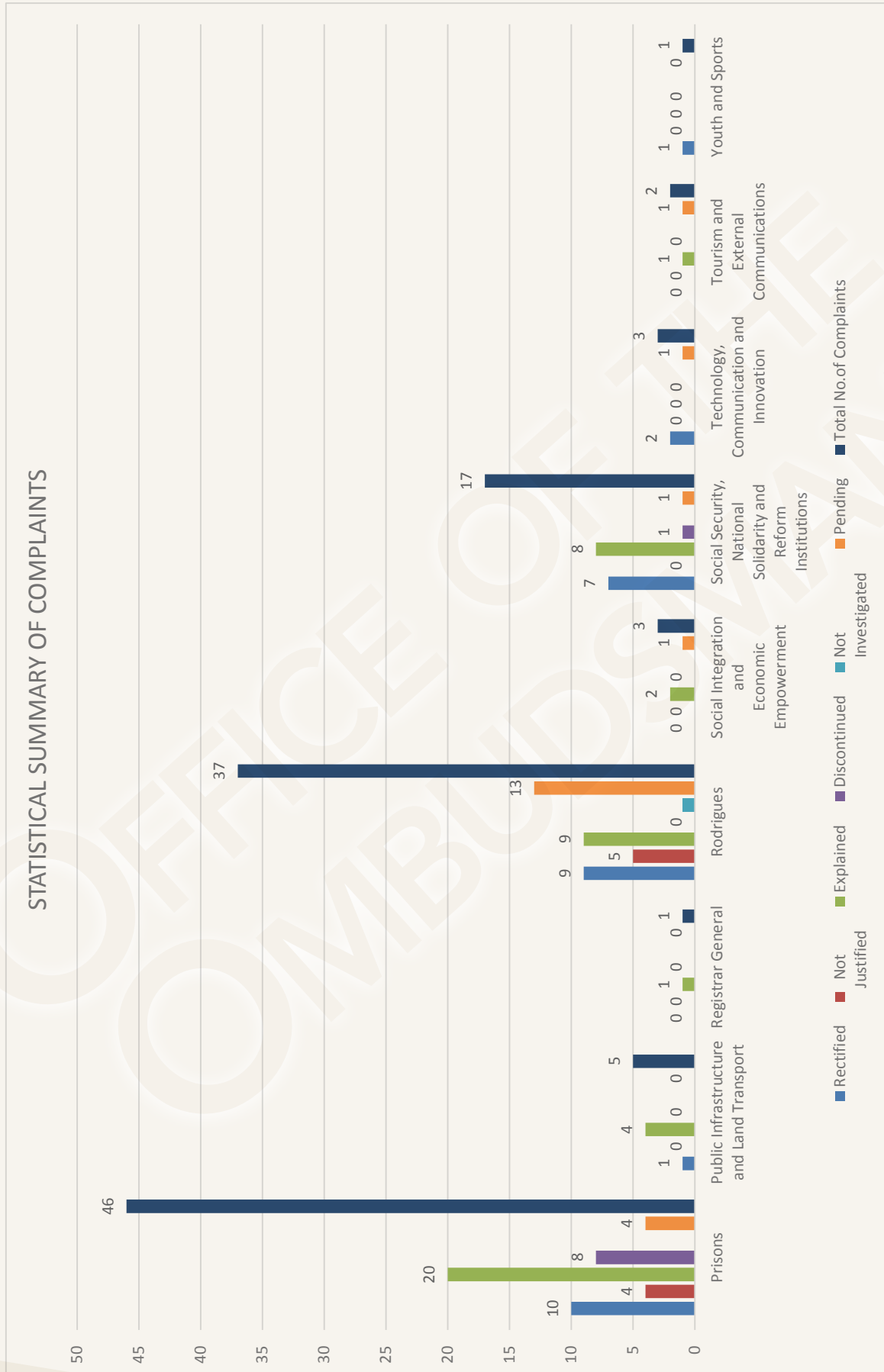
Authority concerned	Rectified	Not Justified	Explained	Discontinued	Not Investigated	Pending	Total No.of Complaints
Brought forward	16	3	27	3	-	22	71
Health & Quality of Life	7	1	17	1	-	12	38
Housing and Lands	1	-	3	1	-	3	8
Industry, Commerce & Consumer Protection	1	1	1	-	-	1	4
Labour, Industrial Relations, Employment and Training	2	-	4	-	-	-	6
Local Authorities	30	3	28	5	-	30	96
Local Government	-	-	1	-	-	1	2
Police	16	1	12	3	-	12	44
Prime Minister's Office	1	-	4	-	-	-	5
Carried forward	74	9	97	13	-	81	274

STATISTICAL SUMMARY OF COMPLAINTS



Authority concerned	Rectified	Not Justified	Explained	Discontinued	Not Investigated	Pending	Total No.of Complaints
Brought forward	74	9	97	13	-	81	274
Prisons	10	4	20	8	-	4	46
Public Infrastructure and Land Transport	1	-	4	-	-	-	5
Registrar General	-	-	1	-	-	-	1
Rodrigues	9	5	9	-	1	13	37
Social Integration and Economic Empowerment	-	-	2	-	-	1	3
Social Security, National Solidarity and Reform Institutions	7	-	8	1	-	1	17
Technology, Communication and Innovation	2	-	-	-	-	1	3
Tourism and External Communications	-	-	1	-	-	1	2
Youth and Sports	1	-	-	-	-	-	1
TOTAL	104	18	142	22	1	102	389

STATISTICAL SUMMARY OF COMPLAINTS



APPENDIX E

No.	Subject of Complaint	Result
Agro-Industry and Food Security		
C/197/2014	Non-payment of retirement benefits.	Rectified
C/221/2014	Complainant contests change in posting on ground of lack of necessary qualifications for new post.	Explained
C/9/2015	Request for subdivision of land rejected.	Explained
C/73/2015	No reply to complainant's request for assistance.	Discontinued
C/144/2015	Encroachment on complainant's plot of State land leased to her thus causing significant decrease in her sugarcane plantation. Resurvey of plot not done yet by Ministry.	Rectified
C/172/2015	Complainant not provided with appropriate variety of cane setts.	Not justified
C/190/2015	No action taken regarding request for transfer on health grounds.	Rectified
C/197/2015	Staff of now defunct Tea Board not allowed to accumulate their sick leave.	Pending
Civil Service and Administrative Reforms		
C/20/2014	No additional increment granted for additional qualifications. Complainant avers victimization.	Rectified
C/54/2014	Delay in prescribing Scheme of Service causes prejudice to certain public officers.	Explained

C/148/2014	Eligibility for duty-free benefits for retired Deputy Head Teachers not considered since nearly five months.	Rectified
C/154/2014	Non-payment of accumulated vacation leave on retirement.	Explained
C/29/2015	Request for award of additional increment turned down.	Explained
C/42/2015	Retired Deputy Head Teacher avers he has been deprived of increment.	Pending
C/86/2015	Eligibility for remission of duty on official car not considered yet.	Rectified
C/119/2015	Loan facilities for purchase of a private car denied to complainant.	Pending
C/126/2015	Anomaly in Travelling Allowance.	Pending
C/127/2015	Complainant avers he has not been treated fairly regarding his pension rights.	Pending
C/128/2015	Eligibility for 100% duty remission: request for same not yet entertained.	Rectified
C/130/2015	Complainant contests her change in posting.	Not justified
C/147/2015	Anomaly in salary.	Explained
C/192/2015	Request for cancellation of transfer, which complainant considers as unfair, not attended to.	Pending
Education and Human Resources, Tertiary Education & Scientific Research		
C/106/2013	Supply teacher employed since more than eight years not yet appointed on a permanent basis.	Explained
C/145/2013	Terms and conditions of work for supply teachers not satisfactory.	Explained

C/106/2014	Additional increment denied to complainant.	Pending
C/159/2014	Application for salary adjustment following incremental credit for higher qualification not heeded.	Explained
C/193/2014	Leave applied for not granted.	Rectified
C/19/2015	Complainant avers that her rights as acting Headmaster have been infringed.	Explained
C/21/2015	Complainant, an Educator, avers she has been suddenly transferred from one school to another without any valid reason.	Explained
C/22/2015	Complainant's daughter not allowed to pursue her choice of subjects.	Explained
C/37/2015	School Caretakers are made to work in excess of their normal workload without extra remuneration.	Explained
C/39/2015	Complainant short-paid salary.	Rectified
C/51/2015	Complainant avers that his transfer for the seventh time is not fair.	Explained
C/55/2015	Non-refund of course fees.	Explained
C/57/2015	Complainant, a School Clerk contests his sudden transfer from one school to another.	Explained
C/58/2015	Salary of Deputy Head Masters/Teachers reduced by one increment.	Pending
C/62/2015	Delay in replying to application for vacation leave.	Rectified
C/67/2015	Complainant feels aggrieved by the nomination of another Senior Educator instead of him.	Explained
C/82/2015	Claim for adjustment of salary for experience prior to joining the service.	Pending

C/93/2015	Educator complains about stressful work environment. No action taken in spite of report made.	Explained
C/94/2015	Non-payment of unutilized casual leave.	Rectified
C/96/2015	Anomaly in salary and non-payment of responsibility allowance.	Rectified
C/100/2015	Complainant avers that his right of access to personal information has been denied.	Explained
C/102/2015	Discrepancy in salary scale.	Rectified
C/106/2015	Application by Educator for a transfer of school on health grounds wrongly rejected.	Explained
C/116/2015	Request for reconsideration of complainant's transfer, etc. not considered.	Pending
C/120/2015	Request by Analyst for reversion to post of Educator not acceded to.	Explained
C/123/2015	Complainant awaiting adjustment of salary since more than one year.	Pending
C/132/2015	Complainant claims he has not been paid remuneration or mileage allowance for work done as a "Resource Person" for Prevocational Education.	Pending
C/136/2015	Complainant, an Educator, avers he has been transferred in an abusive manner.	Not justified
C/158/2015	Non-payment of allowances.	Rectified
C/173/2015	Non-appointment of complainant as Deputy Head of School – Special Educational Needs.	Explained
C/175/2015	Non-payment of travel grant to Deputy Head Master.	Explained
C/179/2015	Examination result in respect of complainant's son not released.	Pending

C/182/2015	Anomaly regarding conditions of work.	Explained
C/185/2015	Loan application for construction of a new school compound not yet granted.	Pending
C/204/2015	Complainant's services terminated with immediate effect.	Pending
C/238/2014	Complainant not adequately remunerated as per PRB Report 2013, etc.	Pending
Energy and Public Utilities		
C/145/2015	Report of illegal tapping of water reported to the C.W.A. No action taken.	Explained
C/148/2015	Averment of maladministration by the Central Electricity Board in allowing a person to squat on complainant's property.	Pending
Environment, Sustainable Development and Disaster & Beach Management		
C/105/2015	Erosion of beach due to lack of drains.	Pending
Finance and Economic Development		
C/96/2014	No reward received by complainant, a retired Customs Officer, in respect of seizures of consignment of illegal goods.	Explained
C/228/2014	Administrative delay in respect of application for refund of VAT on construction projects for needy children.	Rectified
C/64/2015	Claim for payment of disablement benefit not yet considered.	Discontinued
C/107/2015	Unequal tax treatment on interest relief on secured housing loan.	Explained
C/152/2015	Application for vacation leave rejected.	Discontinued

C/176/2015	Complainant, a Financial/Senior Financial Officer avers harassment and victimization on account of numerous changes in posting.	Rectified
C/214/2015	Wrongful retention of complainant's car imported by him.	Pending
Financial Services, Good Governance and Institutional Reforms		
C/199/2015	No reply to letter addressed by complainant to Financial Services Commission.	Pending
Foreign Affairs, Regional Integration and International Trade		
C/213/2015	Delay in dealing with application for surrogacy treatment in India.	Pending
Gender Equality, Child Development and Family Welfare		
C/179/2014	Complainant disagrees with Ministry's decision to put him on sick leave instead of injury leave.	Pending
Health and Quality of Life		
C/55/2012	Non-payment of responsibility allowance.	Rectified
C/47/2013	Undue delay in prescription of scheme of service causes prejudice to complainants.	Pending
C/125/2013	Unpaid acting/responsibility allowance.	Rectified
C/29/2014	Nuisances caused by building adjacent to complainant's house.	Explained
C/42/2014	Heavy irritating noise caused by complainant's neighbour who runs a workshop. No action taken.	Explained
C/192/2014	Complainant avers victimization regarding privilege of doing overtime.	Rectified

C/202/2014	Complaint by 22 Students Medical Laboratory Technologists regarding no action taken in their case which would have allowed them to enjoy certain privileges.	Pending
C/207/2014	Request for increase of package allowance for work done. No reply received.	Discontinued
C/222/2014	Complainant not satisfied with medical treatment received.	Explained
C/12/2015	Illegal poultry slaughtering causes nuisance to neighbouring residents.	Explained
C/20/2015	Complainant, a Consultant Internal Medicine avers victimization/non-promotion as Consultant in Charge.	Explained
C/23/2015	Sanitary nuisance caused by seepage of water from complainant's neighbour's house. No action taken by authorities concerned.	Explained
C/25/2015	Delay in obtaining a reply from Ministry causes hardship, prejudice and loss to complainant's business.	Pending
C/30/2015	Noise nuisance caused by loudspeaker.	Pending
C/34/2015	Financial assistance for operation abroad denied to complainant.	Explained
C/46/2015	Non-payment of mileage allowance since more than three years.	Pending
C/60/2015	Request by complainant to be transferred on the RRA Establishment as he has been serving in Rodrigues for the last nearly 25 years on a temporary transfer basis.	Explained
C/63/2015	Non-payment of overtime/bank session.	Rectified
C/71/2015	Complainant avers she is being pressurized to take over the Surgical Warehouse of her Ministry in absence of proper control.	Explained

C/81/2015	Air and noise pollution reported to authorities more than a year ago. No action taken.	Explained
C/95/2015	No action taken by authorities concerned regarding problems caused by wastewater emanating from neighbour's house.	Explained
C/101/2015	Refusal by Medical Council to register complainants as General Practitioners.	Explained
C/114/2015	Delay in promotion to substantive capacity.	Rectified
C/118/2015	Request for original medical documents not entertained.	Explained
C/121/2015	Complainant not paid In-Attendance Allowances for two months.	Not justified
C/139/2015	No action taken about hygienic problems reported to the authorities concerned	Pending
C/141/2015	Welfare Assistant contests his transfer from one hospital to another.	Pending
C/143/2015	Non-payment of overtime since almost a year	Pending
C/149/2015	Unpaid overtime.	Rectified
C/151/2015	Safety measures not respected. No reply to complaint.	Explained
C/154/2015	No concrete action taken in respect of report of wastewater nuisance.	Explained
C/156/2015	Averment of medical negligence regarding the demise of complainant's father.	Explained
C/160/2015	Public Officer not remunerated although he performed higher duties during twenty months.	Explained
C/161/2015	Request by Nursing Officer for temporary transfer to Rodrigues in order to join husband, also a Nursing Officer, delayed.	Rectified

C/184/2015	Tampering with conditions of work of certain public officers.	Pending
C/186/2015	Religious structure in an abandoned state. Request for its restoration ignored.	Pending
C/198/2015	No reply to complainant's letter regarding health aspect.	Pending
C/210/2015	Discrimination on Roster.	Pending
Housing and Lands		
C/117/2013	Application for plot of State Land for construction of a religious centre not yet determined after several years.	Pending
C/198/2014	No reply to complaint lodged by complainant.	Explained
C/203/2014	Complainant, a former employee of the Central Housing Authority (CHA), claims that her contributions to the CHA Family Protection Scheme cannot be traced out.	Explained
C/80/2015	No reply from Ministry to complainant's letter regarding problem with neighbour.	Explained
C/104/2015	Maladministration of Payment Policy.	Rectified
C/108/2015	No payment effected in respect of two portions of land compulsorily acquired from complainant.	Pending
C/142/2015	Abuse of procedure by the Morcellement Board	Discontinued
C/162/2015	Compensation still due to complainant.	Pending
Industry, Commerce and Consumer Protection		
C/1/2015	No satisfactory reply received to complaints made since about two months.	Rectified

C/146/2015	Averment of mishandling of complaint by the Consumer Protection Unit.	Explained
C/171/2015	Refusal by public officer to inquire into a complaint of alleged “fraudulent transaction”.	Not justified
C/191/2015	No assistance provided to complainant by Consumer Protection Unit.	Pending
Labour, Industrial Relations, Employment and Training		
C/104/2014	Error in Diploma Equivalence issued to complainant.	Explained
C/185/2014	No action taken by Labour Office in respect of complaint lodged.	Rectified
C/11/2015	Case of summary dismissal referred to Labour Office dragging since four months.	Rectified
C/14/2015	Non-payment of Transition Unemployment Benefit.	Explained
C/69/2015	Delay by Ministry to initiate action in a case of unfair dismissal.	Explained
C/183/2015	Approval of Security Bond of an Association refused by Registrar General’s Office.	Explained
Local Authorities		
LA/C/43/2012	Noise nuisance caused by operation of a garage by complainant’s neighbour. No action taken by authorities concerned.	Rectified
LA/C/3/2014	Encroachment by new building on public road.	Explained
LA/C/18/2014	Odour nuisance caused by complainant’s neighbour. No action taken by authorities concerned.	Rectified
LA/C/35/2014	Complaints of serious noise pollution not attended to by authorities concerned.	Explained

LA/C/37/2014	Complainant is the only inhabitant of his village still the victim of flood during heavy rainfall. No action taken by Council.	Rectified
LA/C/40/2014	Illegal construction of wall and building reported to authorities concerned. No action taken.	Rectified
LA/C/42/2014	Absence of drains causes flooding of inhabited area.	Explained
LA/C/43/2014	Illegal construction of garage abutting complainant's property. No action taken.	Rectified
LA/C/47/2014	No progress reported by Council to complainant regarding case of illegal construction.	Explained
LA/C/49/2014	No action taken to remedy problems encountered by complainant.	Explained
LA/C/51/2014	Illegal construction reported to Council since four months but no action taken.	Discontinued
LA/C/53/2014	No reply to complaint regarding illegal construction made by complainant.	Explained
LA/C/56/2014	Several complaints made since 20 months to various authorities regarding the blocking of a passage to a river and a "Kali Maye". No action taken.	Explained
LA/C/58/2014	No scavenging services provided to a number of households since nearly twenty years.	Explained
LA/C/62/2014	Flow of river obstructed by all types of debris.	Rectified
LA/C/63/2014	Complainant's husband denied the opportunity to have a stall at the Market Fair run by the Council.	Explained
LA/C/64/2014	Inconvenience caused by hardware shop to inhabitants of locality.	Rectified
LA/C/66/2014	Petition for enlargement of lane made since more than four years ignored.	Explained

LA/C/67/2014	No action taken by Council following report of illegal construction.	Explained
LA/C/1/2015	Damaged handrails represent a danger to road-users.	Rectified
LA/C/2/2015	Mango tree and sewerage installation of complainant's neighbour cause serious apprehension of damage and health concern.	Rectified
LA/C/3/2015	Accumulation of water on the road and inside nearby houses, etc.	Rectified
LA/C/4/2015	Dilapidated building adjoining complainant's house represents a danger. No action taken by Council.	Pending
LA/C/5/2015	Application for a Building and Land Use Permit not entertained.	Pending
LA/C/6/2015	No action taken by Council following the ruling of the Town and Country Planning Board.	Explained
LA/C/7/2015	Flooding of road causes great inconvenience to inhabitants.	Rectified
LA/C/8/2015	Flooding problem reported to Council on three occasions. No action taken yet.	Pending
LA/C/9/2015	Absence of pavement and railing represent a danger to road-users.	Discontinued
LA/C/10/2015	Flooding problem. Delay in constructing drain.	Explained
LA/C/11/2015	Illegal construction of wall. Request for Council action to stop the construction.	Rectified
LA/C/12/2015	No action taken following report of unlawful construction.	Explained
LA/C/13/2015	Request for rocky road to be tarred ignored for years.	Explained

LA/C/14/2015	Complaint about large-scale commercial poultry pen next to complainant's house is a source of nuisance. No due consideration by authority concerned.	Rectified
LA/C/15/2015	Risk of landslide represents potential danger to life and property.	Pending
LA/C/16/2015	Nuisances posed by use of football ground.	Explained
LA/C/17/2015	Wrong calculation regarding payment of overtime.	Discontinued
LA/C/18/2015	Construction materials stacked by roadside represent a danger to road users. No action taken by authorities concerned.	Rectified
LA/C/19/2015	Wastewater nuisances caused by blocked drain.	Pending
LA/C/20/2015	Complainant's neighbour's refuse bins cause a lot of nuisance. No action by authorities concerned.	Rectified
LA/C/21/2015	Seepage of wastewater gives rise to odour nuisances.	Rectified
LA/C/22/2015	Illegal construction put up by complainant's neighbour. No action taken yet.	Explained
LA/C/23/2015	Construction of a grotto against complainant's wall. No action taken by the Council or other authorities.	Pending
LA/C/24/2015	Illegal trade activities in a residential area. Nuisances caused to the neighbourhood.	Rectified
LA/C/25/2015	Bridge in dangerous state.	Explained
LA/C/26/2015	Workshop is a source of noise and air pollution. No action taken by authorities concerned.	Not justified
LA/C/27/2015	No action taken following report of nuisance caused by playground.	Explained

LA/C/28/2015	Odour nuisance caused by stagnant water.	Pending
LA/C/29/2015	Complainant avers unfairness on the part of the Council in respect of his application for a Building and Land Use Permit.	Explained
LA/C/30/2015	Illegal construction put up by complainant's neighbour. No action taken by authority concerned.	Rectified
LA/C/31/2015	Trenches bordering house represent a danger to occupiers thereof.	Rectified
LA/C/32/2015	Complaint made at City Council not attended to after more than six months.	Rectified
LA/C/33/2015	No action taken following report of illegal construction.	Rectified
LA/C/34/2015	Polluted drain reported to Council. No proper action taken yet.	Rectified
LA/C/35/2015	Request for asphaltting of road and street lighting not entertained.	Rectified
LA/C/36/2015	Complainant claims that request by the Council to pull down walls erected by him is arbitrary.	Not Justified
LA/C/37/2015	Absence of bus shelter poses problems to bus users.	Pending
LA/C/38/2015	Absence of slab covers of two manholes – danger to road users.	Rectified
LA/C/39/2015	Illegal wall put up by a co-heir to the house where complainant lives. No action taken by authority concerned.	Explained
LA/C/40/2015	No reply to application for building permit and humiliation suffered by complainant.	Rectified
LA/C/41/2015	Sanitary problems and other inconvenience due to extensive flow and accumulation of muddy rain water. No action taken by authority concerned.	Pending

LA/C/42/2015	Protest against erection of a telecommunication tower on the roof of a house next to complainant's house not heeded.	Explained
LA/C/43/2015	Application for Building Permit turned down for no valid reason.	Pending
LA/C/44/2015	Intolerable noise caused by complainant's neighbour. No action taken.	Discontinued
LA/C/45/2015	Obstruction of common road reported to authorities concerned. No action taken.	Explained
LA/C/46/2015	Request for street lighting and tarring of road not attended to since four months.	Explained
LA/C/47/2015	No action taken regarding abandoned lands which represent a danger for the neighbourhood.	Rectified
LA/C/48/2015	Noise and other public disturbances caused by business activities.	Pending
LA/C/49/2015	Application for a Building Permit not approved.	Rectified
LA/C/50/2015	Noise pollution and other nuisances caused by complainant's neighbour.	Explained
LA/C/51/2015	Application for an Auctioneer's licence not considered.	Explained
LA/C/52/2015	Fees wrongly claimed from complainant, a Dental Surgeon. Council refuses to refund him.	Not justified
LA/C/53/2015	Complainant's employee harassed almost daily for trading with complainant's trade licence.	Pending
LA/C/54/2015	No action taken following report of illegal construction.	Pending
LA/C/55/2015	Discharge of rain water onto complainant's property. Request for corrective action to be taken.	Pending

LA/C/56/2015	Request by complainant to have abandoned lands cleaned by authorities concerned ignored.	Discontinued
LA/C/57/2015	Request for resurfacing of road not attended to.	Explained
LA/C/58/2015	Extremely polluted river.	Rectified
LA/C/59/2015	Pollution at St Martin River, Vacoas.	Pending
LA/C/60/2015	Disturbance caused by children's playground in residential morcellement. No action taken by Council.	Pending
LA/C/61/2015	Request for re-aligning and asphaltting of road ignored by all authorities concerned.	Explained
LA/C/62/2015	Illegal dumping along river bank and in river bed.	Rectified
LA/C/63/2015	Movement of vehicles blocked by unauthorized parking of private buses on the street.	Pending
LA/C/64/2015	Tree alongside canal represents a danger to complainant's house.	Pending
LA/C/65/2015	Poorly constructed drain represents a danger to pedestrians.	Rectified
LA/C/66/2015	Pavement non-existent or only half-completed, poor state of road, etc.	Pending
LA/C/67/2015	Noise nuisance caused by complainant's neighbour's illegal activities.	Pending
LA/C/68/2015	Complaint against operation of mechanical garage not heeded.	Pending
LA/C/69/2015	Several complaints not entertained by authorities concerned: holes on pavements, road names not properly indicated and absence of bus shelters.	Pending
LA/C/70/2015	Deplorable state of pavement is a source of danger for pedestrians.	Pending

LA/C/71/2015	No action taken regarding complaint about illegal operation of workshop.	Pending
LA/C/72/2015	Application for a Building Permit rejected.	Pending
LA/C/73/2015	Inconvenience caused by unlawful storage of goods in residential area.	Pending
LA/C/74/2015	Illegal dumping of branches on road side.	Pending
LA/C/75/2015	Illegal trading by roadside causing danger to road users.	Pending
LA/C/76/2015	No reply to complainant's representations in connection with nuisances caused by his neighbour.	Pending
LA/C/77/2015	Environmental problem caused by mechanical workshop.	Pending
Local Government		
C/201/2014	Anomaly regarding computation of retirement benefits.	Explained
C/209/2015	Termination of complainant's appointment as temporary Fire Fighter after two months training.	Pending
Police		
C/46/2014	No identification parade held in case of assault of detainee by Prison Officers.	Rectified
C/158/2014	No reply from Commissioner of Police to letter from complainant regarding embezzlement case.	Rectified
C/175/2014	Interdicted Trainee Police Constable not being paid his salary since more than six months.	Rectified

C/186/2014	Foreign detainee still not transferred to his native India though there is no case against him.	Rectified
C/223/2014	Complainant's endeavours to know the outcome of the accident case in which he was injured unsuccessful.	Explained
C/235/2014	Detainee's belongings not returned to him after trial and sentence.	Rectified
C/237/2014	Application by Graduate School for visas in respect of students not approved.	Pending
C/4/2015	No action taken in respect of reports made to the Police by complainant against his neighbour.	Rectified
C/8/2015	Request for paid police assistance not entertained.	Explained
C/13/2015	Police Officer avers he has been the victim of discriminatory and unfair treatment by being interdicted from duty.	Discontinued
C/18/2015	No action taken by Police in case of "missing" report.	Explained
C/27/2015	Delay in issuing certificate of character.	Discontinued
C/28/2015	Sale and transfer of ownership of complainant's car not registered. Complainant wrongly booked for traffic offences.	Rectified
C/38/2015	No reply to complaint made to the Police since three years.	Explained
C/41/2015	Delay by Police in taking action in a forgery case.	Explained
C/43/2015	Complainant under detention since four months without trial.	Explained
C/49/2015	Requests for police assistance in case of harassment unsuccessful.	Explained

C/53/2015	Complainant, an ex-Police Officer, claims he has not been paid for 3 / 4 days' work.	Rectified
C/54/2015	Victim of road accident which occurred 3 years ago not yet informed of the outcome of the inquiry.	Rectified
C/59/2015	Money secured from complainant upon his arrest not returned to him despite several requests.	Explained
C/65/2015	No reply to letter from Attorney at Law to the Police requesting certain documents in relation to road accident.	Rectified
C/66/2015	Complainant, an ex-Police Officer for more than 25 years claims he does not benefit from a "decent" pension because he has never been promoted during his career.	Explained
C/70/2015	Untried detainee's cell phone not returned to him after completion of inquiry.	Rectified
C/72/2015	Anomaly in salary.	Explained
C/76/2015	Request for certain documents pertaining to a fatal road accident ignored.	Rectified
C/92/2015	Non-approval and no reply to applications for vacation leave.	Explained
C/97/2015	Request by complainant for certified copies of certain documents, including his own statement, not acceded to.	Rectified
C/99/2015	Detainee's belongings seized upon his arrest not returned to him after trial.	Not justified
C/109/2015	Detainee's money secured from him upon his arrest not returned to him after his trial.	Pending
C/115/2015	Complainant avers that he is being harassed by the Police.	Discontinued
C/133/2015	Detainee's motorcycle, secured by the Police, not returned to his mother as requested.	Explained

C/155/2015	Application for transfer by Police Constable not considered.	Rectified
C/163/2015	Detainee's National Identity Card not yet remitted to his wife, etc.	Rectified
C/166/2015	No action taken regarding reports of threatening and obscene messages addressed to complainant.	Pending
C/168/2015	No reply to letter addressed to the Commissioner of Police more than three months ago.	Rectified
C/169/2015	Refusal by Police Officer to record complainant's statement completely.	Pending
C/177/2015	Failure by Police to take action into reports made by complainant.	Pending
C/181/2015	Untried detainee's belongings seized by the Police not returned to him.	Pending
C/193/2015	Threats of harm against complainant and his family reported to Police since 9 months. No action taken yet.	Pending
C/201/2015	Complainant's belongings seized by Police not returned to him although the provisional charge against him has been struck out.	Pending
C/202/2015	Nuisances caused by gymnasium in a residential area.	Pending
C/207/2015	Anomaly in Salary.	Pending
C/212/2015	Delay by Police to prosecute detainee who is on remand since two months.	Pending
Prime Minister's Office		
C/7/2015	Detainee, a foreign national, serving sentence of 20 years, has applied for transfer to his country of origin. No action taken so far.	Explained

C/31/2015	Application by foreign detainee to be transferred to his country of origin not yet considered.	Explained
C/35/2015	Delay in respect of application for Mauritian citizenship.	Rectified
Prime Minister's Office (Civil Status Division)		
C/88/2015	Convicted foreign national awaiting since six years for his transfer to his country of origin.	Explained
Prime Minister's Office (National Development Unit)		
C/122/2015	Flooding of houses during rainfall due to absence of drain.	Explained
Prisons		
C/233/2014	Detainee avers he is not receiving adequate treatment regarding his gallstone problem. Requests surgery.	Discontinued
C/240/2014	Detainee who is an HIV patient made a request to be put on Methadone therapy. No reply.	Explained
C/5/2015	Detainee, an HIV patient, not receiving adequate food.	Explained
C/6/2015	Detainee who has been assigned to work as yard cleaner claims that his weekly pay has not been increased after three months.	Explained
C/15/2015	Detainee avers he is being mentally tortured by a high-ranking Prison Officer.	Discontinued
C/16/2015	Detainee feels humiliated by strip body search on his person.	Discontinued
C/17/2015	Detainee requests special means of transport when attending court, in view of his physical condition.	Not justified

C/24/2015	Detainee does not agree with the earnings paid to him, etc.	Explained
C/32/2015	Detainee claims that certain personal belongings are missing from his property.	Explained
C/33/2015	Postal money orders for detainee not remitted to him.	Not justified
C/44/2015	Detainee not receiving adequate medical treatment for his illness.	Rectified
C/68/2015	Detainee having problems with other detainees. His request for transfer to another unit not heeded.	Rectified
C/74/2015	No action taken by Prison Administration regarding foreign detainee's request for a copy of judgment in his case so as to allow him to make a request for transfer to his country of origin.	Explained
C/75/2015	Complainant's husband who is a detainee not getting enough food.	Discontinued
C/77/2015	Detainee, a vegetarian, not satisfied with food served to him, etc.	Explained
C/78/2015	Extra-remission work denied to detainee.	Explained
C/79/2015	Detainee's property missing and/or damaged.	Not Justified
C/83/2015	Request by detainee for a change of diet on account of allergy not entertained.	Explained
C/84/2015	Detainee served with inappropriate food in view of his health condition, etc.	Explained
C/87/2015	Detainee not receiving diet food as prescribed by the doctor.	Rectified
C/91/2015	Detainee faces several problems re. Islamic studies, food, etc.	Discontinued
C/98/2015	Detainee not being served special food as per doctor's advice.	Rectified

C/103/2015	Detainee awaiting to be promoted as skilled worker since two years.	Explained
C/110/2015	Money order on detainee's name not remitted to him.	Rectified
C/111/2015	Parcel sent by detainee's sister returned to her without detainee's knowledge.	Explained
C/112/2015	Request by detainee to obtain copies of his case file and of the judgment against him.	Rectified
C/113/2015	Detainee not provided with a breakdown of his account of private cash.	Rectified
C/117/2015	Visiting wife denied access to husband detainee.	Discontinued
C/131/2015	Detainee refused his methadone treatment.	Discontinued
C/134/2015	Detainee, who is an HIV patient, not served appropriate food since his transfer from one prison to another.	Explained
C/137/2015	Application for reading glasses not entertained.	Pending
C/157/2015	Detainee not provided with necessary assistance.	Explained
C/159/2015	Alleged atrocities and abuse on detainee's person.	Not justified
C/164/2015	Anomaly in detainee's earnings.	Explained
C/165/2015	Medical advice regarding appropriate food for detainee not being completely followed.	Rectified
C/167/2015	No reply to letter addressed to the Commissioner of Prisons more than three months ago.	Explained
C/170/2015	Request for facilities by detainee who suffers from muscular dystrophy ignored.	Rectified

C/174/2015	Malagasy detainee's request for transfer to her native country not attended to since more than two years.	Pending
C/180/2015	Request by detainee to be referred to a specialist doctor turned down.	Explained
C/188/2015	Detainee not afforded his privileges in prison.	Explained
C/194/2015	Poor quality of food served to detainees.	Explained
C/195/2015	Detainee avers false report by Prison Officer against him. Possibility of wrong identity.	Discontinued
C/196/2015	Detainee's medical problems not being attended to adequately.	Explained
C/200/2015	Detainee avers that he has been put under report for no valid reason.	Pending
C/203/2015	Detainee with HIV not receiving special diet.	Pending
C/205/2015	Detainee fears for his security at his place of detention. Request for transfer to another prison.	Rectified
C/211/2015	Detainee fears for his security in prison as he has several enemies. Requests to be kept in Security Block.	Pending
Public Infrastructure & Land Transport		
C/3/2015	Complainant disputes request for refund of Special Professional Retention Allowance.	Explained
C/40/2015	Absence of bus service for inhabitants of a small region found at more than one kilometer from the main road.	Explained
C/61/2015	No follow up action in respect of complaint made to the National Transport Authority regarding malpractices of certain buses.	Explained

C/125/2015	Unfair selection process for scholarship programme.	Explained
C/178/2015	Speed camera panel wrongly located on pavement.	Rectified
Registrar General		
C/50/2015	Modifications in title deed.	Explained
Rodrigues		
ROD/C/26/2012	Illegal occupation of private land by Rodrigues Regional Assembly without payment of any compensation.	Pending
ROD/C/25/2013	Anomaly in salary.	Rectified
ROD/C/26/2013	No compensation paid for acquisition of complainant's land by the Rodrigues Regional Assembly.	Pending
ROD/C/27/2013	No compensation paid to complainant for acquisition of his land by the Rodrigues Regional Assembly.	Pending
ROD/C/4/2014	Delay in issuing building permit.	Rectified
ROD/C/10/2014	Allowance for "lying-in-period" not paid.	Rectified
ROD/C/11/2014	Social aid refused to complainant.	Not justified
ROD/C/14/2014	Discrimination in performance of duties: no meal, no allowance.	Explained
ROD/16/2014	Application for an access road to complainant's property ignored.	Pending
ROD/C/1/2015	Complainant avers that his salary, travelling, etc. have been cut for no valid reason.	Explained

ROD/C/2/2015	Application for State land for residential lease not yet finalized.	Pending
ROD/C/3/2015	Officers not released to follow training course.	Explained
ROD/C/4/2015	Request for social aid rejected.	Not investigated
ROD/C/5/2015	Non-payment of Risk Allowance to Midwives.	Rectified
ROD/C/6/2015	Complainant not satisfied with retirement benefits paid to him.	Not justified
ROD/C/7/2015	Length of service wrongly computed.	Not Justified
ROD/C/8/2015	No water supply to complainant since three years.	Rectified
ROD/C/9/2015	Anomaly in salary.	Rectified
ROD/C/10/2015	Nursing Officers compelled to perform non-nursing duties.	Explained
ROD/C/11/2015	Complainant, a retired Public Officer, not satisfied with lump sum paid to him on his retirement.	Not Justified
ROD/C/12/2015	Allowance for driving heavy vehicle not paid to complainant.	Rectified
ROD/C/13/2015	Non-payment of bodyguard allowance.	Rectified
ROD/C/14/2015	Non-payment of risk allowance to cooks, as per PRB recommendation.	Rectified
ROD/C/15/2015	Lead Prison Officers not paid allowance.	Pending
ROD/C/16/2015	Application for a residential lease since fourteen years not acceded to.	Explained
ROD/C/17/2015	Complainant claims that his retirement benefits have been wrongly computed.	Not Justified

ROD/C/18/2015	Application for housing unit not attended to since years.	Pending
ROD/C/19/2015	Construction materials not yet delivered to complainant since three years.	Pending
ROD/C/20/2015	Anomaly in salary of Technical Officers.	Explained
ROD/C/21/2015	Complainant not selected as Ambulance Driver though he was the only candidate competing.	Pending
ROD/C/22/2015	No decision taken by the authority concerned regarding complainant's water connections.	Explained
ROD/C/23/2015	Complainant contests the terms and conditions of his service.	Explained
ROD/C/24/2015	Application for vacation leave turned down although such leave not taken for more than seven years.	Explained
ROD/C/25/2015	Financial assistance denied to widow of ex-serviceman.	Pending
ROD/C/26/2015	Length of service not correctly computed.	Pending
ROD/C/27/2015	Complainant's promotion delayed	Pending
ROD/C/28/2015	Complainant not satisfied with the amount of her widow's pension and other benefits.	Pending

Social Integration and Economic Empowerment

C/232/2014	Application for a housing unit denied.	Explained
C/36/2015	Application for a housing unit not considered yet.	Explained
C/153/2015	Rampant poverty and other ills affecting village.	Pending

Social Security, National Solidarity and Reform Institutions		
C/208/2014	Social aid denied to complainant, an abandoned mother with two children aged 5 years and three months.	Rectified
C/231/2014	Pensioner contests she has been overpaid by Ministry.	Explained
C/2/2015	Payment of basic retirement pension suddenly stopped after four years.	Explained
C/10/2015	Non-payment of social aid.	Rectified
C/26/2015	Request by complainant for change in posting not entertained.	Rectified
C/45/2015	Nine-year old child born with cerebral deficiency - Social assistance to the family not sufficient.	Explained
C/48/2015	Complainant's grievances to the Ministry ignored.	Explained
C/52/2015	Inconsistencies in the assignment of duties to a higher grade and non-payment of responsibility allowance.	Explained
C/56/2015	Social aid awarded to complainant for her children discontinued since three months.	Not justified
C/85/2015	No reply to complainant's application for social assistance for his children.	Explained
C/89/2015	Financial assistance not yet provided to complainant whose house was completely destroyed by fire, etc.	Explained
C/90/2015	Complainant avers that he has been deprived of his right to promotion.	Rectified
C/124/2015	Application for basic invalid pension rejected.	Explained

C/135/2015	Non-payment of overtime effected since nearly four months.	Rectified
C/138/2015	Complainant contests claim for refund of overpaid flood allowance.	Discontinued
C/150/2015	No action taken in respect of an application for financial aid for complainant's son.	Rectified
C/189/2015	No reply to complainant's request to know the exact date of his promotion.	Rectified
C/208/2015	Request for financial assistance to pay educational fees not attended to.	Pending
Technology, Communication and Innovation		
C/47/2015	Performance Appraisal exercise not carried out in a fair manner.	Rectified
C/129/2015	No reply made to complainant's letter since more than four months.	Rectified
C/187/2015	Request by complainant to stop being charged for TV licence not considered.	Pending
Tourism and External Communications		
C/140/2015	No reason given for refusal of a Tourism Enterprise Certificate.	Explained
C/206/2015	Refusal by Tourism Authority to return fee for unused license.	Pending
Youth and Sports		
C/143/2014	Non-payment of increment following the PRB Report 2013.	Rectified

