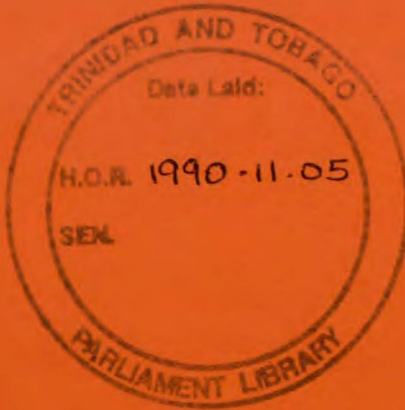


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GOVERNMENT OF
THE REPUBLIC OF TRINIDAD AND TOBAGO

THE OMBUDSMAN
ELEVENTH
ANNUAL REPORT

DECEMBER 6, 1987 TO DECEMBER 5, 1988

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1987-1988

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Office of the Ombudsman,
St. Ann's Avenue,
St. Ann's.

30th August, 1990.

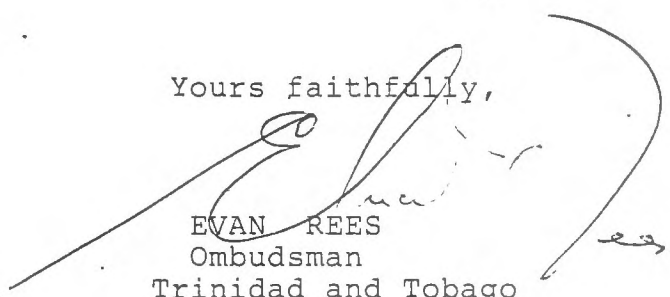
The Honourable Speaker,
Parliament,
Red House,
Port-of-Spain.

Dear Mr. Speaker,

I have the honour to present the Eleventh Annual
Report of the Ombudsman for the period December 06, 1987
to December 05, 1988.

This report is submitted pursuant to subsection
5 of Section 96 of the Constitution of the Republic of
Trinidad and Tobago Act, 1976.

Yours faithfully,



EVAN REES
Ombudsman
Trinidad and Tobago

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PART I

PERIOD COVERED BY THE REPORT

ELEVENTH ANNUAL REPORT OF THE OMBUDSMAN OF
TRINIDAD AND TOBAGO

GENERAL

(i) Period covered by the Report.

This Annual Report covers the period 6th December, 1987 to 5th December, 1988 and is made pursuant to Section 96(5) of the Constitution of the Republic of Trinidad and Tobago which states:-

"The Ombudsman shall make annual reports on the performance of his functions to Parliament which shall include statistics in such form and in such details as may be prescribed of the complaints received by him and the results of his investigations."

COMMENTS ON THE PERIOD UNDER REVIEW

(a) Staff

The quality of service rendered by my Office to the citizens of Trinidad and Tobago has remained my foremost priority. To this end I have made repeated requests for two additional Investigators, one research officer and one librarian in order that I may respond efficiently to the large volume and variety of complaints received by my Office. Much to my regret and disappointment, no approval has been granted for the increase in staff.

The investigative staff, although overburdened, continue valiantly to assist the citizenry, each carrying a formidable caseload of at least 500 complaints. It is through their dedication and unstinting sense of duty that my office maintains reasonable credibility.

On 26th January, 1988, Mr. Michael Almandoz, a former Senior State Counsel of the Office of the Director of Public Prosecution, Ministry of Legal Affairs assumed duties in the post of Secretary to the Ombudsman which had been made vacant on the retirement of Mr. Rex Dewhurst.

In November 1988 Mr. Alston Romeo, Investigator retired and was succeeded by Mrs. Yvette Crichlow who was formerly an Administrative Assistant with the Ministry of Works, Infrastructure and Decentralization. She holds a Bachelor of Science degree in Business Administration and has acquired considerable knowledge and administrative experience from her seventeen years in the Public Service.

(b) Submissions to the Constitution Commission (1987)

On December 05, 1988 I submitted recommendations to the Constitution Commission for amendments to the constitutional provisions which govern the operation and functions of my office.

As I mentioned in my previous annual reports, these provisions have proven to be inadequate with regard to:

- (a) the independence and impartiality required of my office and
- (b) my capacity to respond quickly and efficiently to the needs of an increasing population which is becoming more aware of its civic rights.

The Ombudsman acts as an impartial arbiter in disputes between aggrieved individuals and the executive in cases where the individual has suffered an injustice as a result of a fault in the administration of government related bodies and authorities. Thus, he must be seen by these individuals to be independent without any suggestion of intrusion by the executive in the operation and functions of his office. The slightest suspicion on the part of the public that the Ombudsman is not a totally free and impartial arbiter, will lead to an erosion of public confidence in the institution.

The present arrangement whereby the office is wholly dependent on other government departments for the disbursement of funds for its operation, provision of all goods and services and even the selection and recruitment of staff, creates the impression that the office of the Ombudsman is just another government-handling department organized by the executive. I view this as a serious derogation from the independence of the Ombudsman.

The following amendments were recommended to preserve the independence of the office:

- (i) The establishment of a fund to provide payment for all goods and services and salaries of staff.
- (ii) Emoluments of Ombudsman to be specified in the Act.
- (iii) Provisions to enable the Ombudsman to lease/acquire property.

- (iv) Provision for the recruitment and independent selection of appropriate levels of staff.

Other recommendations made were:-

- (i) that the provisions of Section 93(3)(b) of the Constitution be expunged and jurisdiction over authorities be specified;
- (ii) Inclusion of the provision to enable the Ombudsman to refer a contempt to the High Court.
- (iii) Provision for the Secretary to the Ombudsman to act as Ombudsman when so required.

(c) Visits to local government authorities

During the last quarter of 1988 I made a tour of some of the County Councils in Trinidad and Tobago. The composition of the Councils had changed since the local government elections of 1987. I met with the newly elected officials and sought their cooperation for the speedy resolution of matters with their Councils.

I explained the role and function of my office and stressed that although the Constitution provided me with extensive powers of coercion, I preferred to work with them in a spirit of cooperation. It is my view that confrontation weakens institutions and should not be used as a means of communication.

My visits were received warmly by all the Councillors who repeatedly expressed their wishes for more personal visits by the Ombudsman to their Councils.

(d) Relationship with Government Departments and Organisations.

The Office of the Ombudsman is perceived as a means of facilitating two-way communication between the government and the citizen. Whenever there is a breakdown in communication, the citizen reaches out to the Ombudsman to have his needs explained, interpreted and clarified expeditiously. This can only be achieved with the cooperation and goodwill of the various government bodies and departments.

While in general my office enjoys a healthy relationship with most government institutions, I am concerned about

the practice of certain government departments that fail continually to respond in a timely manner to correspondence from this office. There have been instances where correspondence have remained unanswered for over one year.

I view this as an affront to both the citizen and the institution of the Office of the Ombudsman.

(iii) Ombudsman liaison with the International Ombudsman Institute

In October, 1988 I attended the 4th International Ombudsman Conference which was held in Canberra, Australia from Monday 24th to Thursday 27th October 1988.

The hospitality extended by Professor Dennis Pearce, Commonwealth Ombudsman and his staff left nothing to be desired.

The year of the Conference coincided with the 200th Anniversary of European Settlements in the Australian continent.

The theme of the Conference was - The Ombudsman - the Challenge of Change. There was a welcome reception at University House on Sunday 23rd October 1988 and the Conference was opened by His Excellency the Governor General of Australia, Sir Ninian Stephen.

The Conference and workshop seminars were brought together in one programme and held in one building - at the Australian Academy of Sciences Becker Building, colloquially known as the "Dome" because of its striking architecture of a copper clad dome supported by extensions which terminate in a circular moat.

The subjects discussed at the Plenary Sessions were: The Ombudsman - The Challenge of Change, The Place of the Ombudsman in the World Community, The unique role of the Ombudsman in securing equity and justice, The realisation of the Ombudsman recommendations, The Ombudsman and the Legislature, The Ombudsman and the Judiciary. There were workshops on matters such as Techniques of investigations, Training of Ombudsman staff and Protecting the Integrity of the Ombudsman process. These training sessions would have been proven invaluable to my investigative staff.

I continue to hold the view that some senior members of the staff should accompany the Ombudsman to these International Conferences for the good and welfare of the Office. As I have said before personal contacts with Ombudsmen from different countries with a similar system at an international level would serve to widen their knowledge and foster goodwill and cooperation between the participants. This is a practice of other Ombudsman Offices and I have made similar suggestions to government but it has not been allowed, presumably because it would be too expensive to do so.

The conference also included a social programme for conferees and their personal guests. There were tours to places of interest. Canberra is the home of the International Diplomatic Community in Australia, and a few functions were hosted by Diplomatic Missions.

I think it is enough to say that the Conference was an outstanding success.

(iv) Special area of concern - Prisoners on Remand

In this year I received several complaints from prisoners on Remand at the State Prisons that they were not being taken to Court on the dates they were due to appear. As a result, the hearing of their cases was being postponed interminably. In most cases, prisoners had not been taken to Court for periods of over six (6) months.

My investigation disclosed that the present practice is for the Police to provide prisoners with escort and transportation to Court. Prisoner Officers informed me that on the days on which prisoners were due to appear in court, the Police would not come to the prison to collect them but sometime later in the day would execute a remand warrant authorising the Prison Authority to keep them in custody until the next scheduled date of hearing. This problem affected prisoners whose cases were to be heard in Port of Spain, San Fernando, Chaguanas, Rio Claro, Tunapuna and Siparia. It is the responsibility of the local police in each area to take prisoners in custody from the Remand Prison to the local courts and keep in custody those who had not obtained bail and escort them back to prison.

On April 25, 1987 I requested a report from the Commissioner of Police. In reply a detailed internal memorandum from the Superintendent of Court and Process Branch of the Police Department was sent to me. This memorandum attributed this failure of the Police to take Prisoners to court mainly to a lack of vehicular transport, a matter which he referred to as a "burning problem with the Police Service."

It would appear that the problem of vehicular transport stemmed from two basic issues. Firstly, the number of vehicles available were inadequate, and the number of prisoners to be transported to some courts, such as San Fernando and Princes Town, which shared the same vehicle was in excess of its capacity.

Secondly, vehicles were old and often had to be repaired. This took a long time thereby rendering them out of service. In the absence of a prison van, the Police sometimes used the police jeep or a small bus; a situation which was highly unsatisfactory because of the security risks involved. The Police have assured me of their best efforts to ensure that prisoners on Remand are taken to court in spite of their limited resources. I, however, find this to be a matter which should be given urgent attention, as it can be solved only by providing the Police with sufficient and serviceable vehicles.

In a letter date May 14, 1987 I referred the matter to the Honourable Minister of National Security and expressed my views on it. The material parts of that letter are quoted hereunder:-

"It is so very easy to lose sight of the fact that a remanded prisoner is merely a citizen under suspicion still presumed innocent until proven guilty.

The consequences of the failure of the Police to take a prisoner to court - especially if this fact is not relayed to the Court as the reason for the prisoner's absence - are an added burden for an already pressed citizen to bear."

At the end of the year the position remained the same.

PART II

STATISTICAL OVERVIEW

(V) STATISTICAL OVERVIEW

In the period December 6, 1987 - December 5, 1988, 1,241 new complaints were made to this office. Of these, 402 or 32.4% were outside of my jurisdiction. I proceeded therefore with 839 new complaints. At the end of the period, I had concluded investigations of 332 or 40% of these new complaints. Table I illustrates the manner in which the new complaints received during the period were disposed.

TABLE NO. I

Statistics on Complaints received for the year under
review December 6, 1987 - December 5, 1988

Total number of complaints received	...	1241	...	
Total number of complaints without jurisdiction	...	402	...	32.4%
Total number of complaints proceeded with	...	839	...	67.6%
Total number of complaints concluded	...	332	...	40%
Sustained	...	134		
Not Sustained	...	61		
Advised/Discontinued/ Withdrawn	...	137		
Total number of complaints under investigation	...	507	...	60%

Table II provides a comparison of the number and percentage of complaints concluded at the end of each reporting year since the inception of my office.

TABLE NO. II

Year	Number of Complaints within Jurisdiction	Percentage of complaints within Jurisdiction	Total Number of complaints concluded	Percentage of complaints concluded
1977-1978	846	77.0	438	51.7
1978-1979	777	80.4	350	45.0
1979-1980	653	59.3	337	51.6
1980-1981	618	63.2	355	54.5
1981-1982	682	62.7	302	44.3
1982-1983	825	64.8	321	38.8
1983-1984	803	69.7	437	54.4
1984-1985	837	62.5	559	66.8
1985-1986	984	64.0	605	61.5
1986-1987	842	62.5	389	46.2
1985-1988	839	67.6	332	40.0

In addition to the new complaints, 1,426 complaints already under investigation from the preceeding years were "brought forward" and Table III reflects the way in which the total number of complaints under investigation this year were handled. At the end of the year, 1,774 or 79% were still under investigation.

TABLE NO. III

Statistics on Complaints received for the year under Review and those brought forward from previous years

Total number of complaints brought forward from last report (10th)	...	1426
Total number of complaints received during 1988	...	1241
Total	...	2667
Total number of complaints without jurisdiction	... 408 ...	15.3%
Total number of complaints proceeded with	... 2259 ...	84.7%
Total number of complaints concluded	... 485 ...	21%
Sustained	... 202	
Not Sustained	... 95	
Advised/Discontinued/ Withdrawn	... 188	
Total number of complaints under investigation	... 1774 ...	79%

The highest number of complaints this year as in other years was against the Ministry of National Security (262) These complaints were mainly against the Police and Prisons. A high number of complaints were also received against the Judiciary (62), Ministry of Works, Infrastructure and Decentralisation (120), Ministry of Legal Affairs (74), Ministry of Finance (44).

PART III

SELECTED CASES SUMMARIES

SELECTED CASES SUMMARIES

CASE NO. 1

Four tyres and rims were stolen from a motor car parked in a suburban district of North Trinidad. This theft was reported to the Police. About eight months later, the owner noticed the items upon a stolen car which was impounded at a Police Station. He attempted to recover this property but was unsuccessful. He then complained to me alleging an injustice to him because of a fault in the Administration of the Police Department.

I brought the Complainant's allegation to the attention of the Commissioner of Police and requested a report. I was granted the courtesy of a formal reply.

However, my investigations disclosed that:

"around 11.45 p.m. on April 15, 1980 the Complainant parked his motor vehicle on the roadside in front of his premises. He returned to the vehicle around 7.00 a.m. on April 16, 1980 and found that the four (4) rims and tyres were missing. He reported the matter to the Police. The vehicle was checked for fingerprints but none were found.

About eight (8) months later, the Complainant observed a vehicle on the compound of a Police Station carrying the rims and tyres which were stolen from his vehicle.

The said vehicle had been stolen. The owner who was interviewed in the presence of the Complainant had stated that the rims and tyres were not on her vehicle when it was stolen.

In 1980 the Complainant visited the Police Station and in company with a Corporal of the Criminal Investigations Department positively identified the rims and tyres.

On February 19, 1981 the Property Keeper, a Corporal at the Police Station received the vehicle in working condition with rims and tyres intact.

On October 06, 1983 the duty of Property Keeper was handed over to another Corporal. Among the properties checked and found correct was the said vehicle parked in front of the station with rims and tyres intact.

On March 16, 1985 the then Property Keeper who handed over all property to another Corporal had stated that when he handed over the motor car, the rims and tyres were on the vehicle, and that the vehicle was still parked in front of the station.

The Corporal to whom he handed over all property on that date had claimed that the motor car was at the back of the station amongst the bushes. Further, that he could not remember seeing the car on wheels when he took over the property or when he handed over the property.

The duties of the Property Keeper were subsequently handed over to another Corporal who had stated that there were no tyres and rims on the motor car when the car was handed over to him. Further that the tyres and rims were not lodged in the property room of the station."

In my opinion the loss of the Complainant's rims and tyres constituted a fault in administration on the part of the Police Department. The cost of the tyres and rims at the time at which they were stolen was Two Thousand, eight hundred dollars (\$2,800.00).

I therefore wrote to the Minister of National Security and recommended that under Section 96(2) of the Constitution that the Commissioner of Police should pay compensation to the Complainant in the sum of Two thousand, eight hundred dollars (\$2,800.00). Further, that compensation be paid within twenty-eight (28) days of the date of my letter. Copies of the letter were forwarded to the Commissioner of Police and the Director of Public Prosecutions.

As the Complainant had not been compensated within the specified time, I laid a Special Report on the case before Parliament in accordance with the provisions of Section 96(4) of the Constitution. I am to state that to the end of the reporting period, the matter had not been rectified.

CASE NO. 2

A Member of Parliament referred a complainant to my Office for assistance in a matter which had been outstanding for a very long time.

The Complainant's contentions were, that he was the personal representative of his father who owned a parcel of land at Buen Intento Road, Princess Town. He had given permission to the Water and Sewerage Authority to run the Navet main trunk water line through the centre of the land.

In a note of permission dated June 19, 1959 and which was endorsed by an official of the Central Water Distribution Authority, he stipulated that the Authority should compensate him for all crops damaged in the process of laying the line and that the land occupied would in due course be acquired by Government.

On laying the Navet main trunk pipeline through the property, crops were damaged. However, he had not been compensated nor up to that time had the Government acquired the land.

I made a visit to the site of the complaint, accompanied by an Investigator from my office and representatives of the Water and Sewerage Authority.

WASA's representative suggested that the Authority acquire the parcel of land in question since the pipeline could not be relocated nor could an easement be obtained which would have allowed the Complainant to retain a substantial use of the property.

I then wrote to the Executive Director, and requested that I be advised of the sum that the Authority proposed to offer the Complainant as compensation for the acquisition of the land. He advised me that the Valuation Division of the Ministry of Finance would be requested to pursue negotiations for the acquisition of the parcel of land in question.

About one year later the Complainant informed that he had visited the Assistant Commissioner of Valuations who advised him of the offer of \$30,000 on behalf of the Authority. However the Complainant felt that they did not reflect the true value of the land and did not adequately compensate for deprivation of the use of his land.

I then wrote to the Commissioner of Valuations pointing out to him that the most reasonable price was one which reflected the current market value and the loss of use by the Complainant for twenty-eight (28) years. I suggested that the sum of Seventy-five thousand dollars (\$75,000) would be a just and equitable consideration for the land.

I held a meeting in my office with representatives from WASA and the Valuation Division and the Complainant to consider the question of the quantum to be paid for the acquisition.

At the meeting it was agreed that the Complainant accept the sum of Fifty thousand dollars (\$50,000.00) as settlement for all claims in respect of the parcel of land. The sum offered was of course subject to approval by the Authority's Board of Directors. The Authority's representatives estimated that the matter could be settled and payment to the Complainant made within three (3) months.

On June 26, 1988 the Complainant telephoned and informed me that he had received a cheque from WASA for the agreed amount.

As a consequence, I wrote to the Executive Director, WASA and the Commissioner of Valuations and thanked them for their cooperation and assistance in the matter.

CASE NO. 3

A final year student of Pharmaceutical Studies at the Extra-Mural Studies Department of the University of the West Indies, St. Augustine sought my urgent assistance in a sensitive matter of alleged racial discrimination.

Her complaint had three parts, the first was the open hostility of one of her lecturers of East Indian descent, coupled with bad marking of her script led to the poor grade which she received. The second was that another student of East Indian origin who had missed the examinations on the due date, some two months after, was allowed to write the identical question paper as the one received at the examination. Third was that she was led to believe by the Department that she would receive accreditation.

Given the serious nature of these allegations, I directed two Investigators to visit the Extra Mural Department and report to me expeditiously. The Department was only given minimal advance notice of their arrival and copies of all relevant documents were obtained.

On examination of the documents, I found that the allegation of racial discrimination could not be proved. In fact, I examined the procedure used to ensure anonymity of papers and was satisfied that the system operated to the advantage of the Complainant. A perusal of the

particular script had indicated that the Complainant had not completed the paper. I drew this to her attention and she conceded that it was an oversight on her part.

My investigation also disclosed that at all times, it was made clear to the student that the Unit had no authority over the Pharmacy Board, within whose competence it was to determine accreditation.

I however discovered that the other student had been given the identical paper to answer proving correct, the Complainant's contention.

I therefore recommended to the Director of the Department that all certificates issued in accordance with the examination sat by other student in 1987 be withdrawn and that the Pharmacy Board be notified immediately and a copy sent to my office. I also recommended that she be required to repeat the academic year and all fees normally due for such repetition be waived.

On May 11, 1988 the Director replied and confirmed that the other student was asked to write the identical examinations since he was convinced that she did not have access to the papers.

This analysis was based upon the fact that her performance was consistent with the general pattern - a drop of 5.75 percentage points in the end of year examination as compared to performance in class.

I was then constrained to draw to the Director's attention that he clearly did not contest the fact that the examination sat by the student was the same. Moreover it was felt that the Department could not certify whether the other student had seen the original paper, as that would be peculiarly within her knowledge.

I then enquired of the Director as to his compliance with my recommendations. He asserted that their "method of examination cannot be viewed as a fault in administration if it is the method of examination deliberately chosen by responsible and experienced professional educators."

The Director also wrote:

"I also fail to see the causative relationship between a fabricated charge reported by (the Complainant) about her own situation and the fact that Ms. C. was allowed to sit an examination (whether the same/identical or different) at a later date."

The Director expresses the view that this matter should be seen against the background of the concept of academic freedom.

I was satisfied that the Director did not appreciate that the Complainant had a right to equality of treatment in terms of examination procedure. More importantly, that the public interest was also at stake if a pharmacist was accredited in a questionable manner. The proper dispensing of drugs is a very serious matter.

Still, out of an abundance of caution, on March 07, 1989 I enquired of the Director as follows:-

- "1. What is the department's policy/regulations relative to the preparation contents of examination papers where a special sitting has been ordered for a candidate who has reported ill at the regular examination?
2. Had anyone, prior to Ms. C or subsequently, been given the same question paper at a special sitting as at the original due date?"

The Director replied but he did not think it fit to respond to the specific questions raised.

On June 21, 1989 I wrote to the Principal of the University of the West Indies, St. Augustine and copied the letter to the Permanent Secretary, Ministry of Education. I informed them of my intention to lay a Special Report before Parliament in accordance with Section 96 (4) of the Constitution.

On September 04, 1989 I forwarded the Special Report to Parliament.

CASE NO. 4

On June 24, 1987 I received a complaint from a former employee of the Ministry of Works who informed me that he had eleven (11) years temporary service before failing to report for duty for two (2) weeks in August 1983.

During his absence from work, he was offered and accepted temporary employment with the General Post Office. In December 1983 he received a letter from the Ministry of Works which asserted that he had abandoned his job. The Complainant was of the view that his treatment was unfair in that he should have been warned or suspended and should have been allowed to be present at any hearing into the matter so that he could enter a defence.

In response to my request for a report the Ministry informed me as follows:

1. That the worker had a history of similar abandonments - having done the same thing in 1974.
2. That on the more recent occasion he submitted a sick leave certificate to cover his absence when he got wind of action pending.
3. That the worker was in fact interviewed and confronted with the allegations.

It became obvious that this worker had moved back and forth between employers and enjoyed the best of two worlds while not recognizing his contractual obligations to either employer. I was satisfied that the worker had in fact abandoned his job and had also attempted to perpetrate a fraud. As I have not seen the Medical Certificate, I was in no position to assess whether any breach of ethics was involved in the formulation of that document. The record clearly demonstrates that while a man worked assiduously at the General Post Office, a medical certificate bore witness to that same man's unfitness to work for another employer in the same capacity as driver.

I have included this case to show the need for computerisation of the records in the Public Service.

CASE NO. 5

In 1984, a resident of St. James, Port of Spain alleged that he had sustained an injustice as a result of a fault in the administration of the Ministry of Health, Welfare and Status of Women. He felt that he ought to have been compensated for negligence on the part of the doctors attached to the Port of Spain General Hospital, hereafter called "the Hospital."

The Complainant stated that in 1982, he suffered a fall and was admitted to Hospital. He was given intravenous drips by a doctor. After three (3) days, his hand became swollen, a condition which he drew to the attention of his attending physician. Nothing was done to relieve him. He was subsequently discharged and received treatment at the Out-Patient's Clinic and the Physiotherapy Unit of the Hospital.

I advised the Complainant to take legal action as I felt that the matter should be ventilated in a court of law. Unfortunately, the Complainant could not afford to pay the required contribution to the Legal Aid and Advisory Authority. The matter had meanwhile become statute barred.

In the particular circumstances of this case I decided to exercise my discretion, as provided in Section 94(5)(a) of the Constitution in favour of the Complainant and investigated this matter.

I commenced my investigation by despatching a letter to the Permanent Secretary, Ministry of Health and Environment requesting a report on the Complaint. He replied stating that the matter was being investigated and that he would communicate further.

Not receiving a reply, I sent another letter to the Permanent Secretary informing him of my intention to investigate the complaint. He informed me that the Complainant's records could not be located. It is sad to relate that the letter from the Permanent Secretary stated the wrong date of admission of the Complainant to the Hospital.

I then informed the Permanent Secretary that the relevant medical records were in fact at the General Hospital, Port of Spain. I further requested that doctors in the field examine the records and inform me whether the Complainant's right hand could have been affected as a result of the treatment he received during his hospitalisation and if not, whether the hospital was aware that the Complainant had a problem with his hand which did not arise out of the treatment.

Strange to relate, I received no reply from the Permanent Secretary of the Ministry but under cover of a letter under the hand of the Principal Medical Officer of the Ministry, I was sent a copy of a letter from the Consultant Physician to the Medical Chief of Staff. The final paragraph of the letter states:

"It appeared that the weakness of his right arm was due to trauma to the brachial plexus caused by the dislocation of the right shoulder joint. This may have taken place during one of his seizures, but it could not possibly have been caused by an intravenous drip."

I concluded that that opinion was the official position of the Ministry on the matter.

I then summoned the Complainant and enquired whether his right shoulder had been dislocated as a result of a fall. He stated that in 1979 he had fallen on the beach and his right shoulder had been dislocated. He was treated at hospital but resumed work after twenty-one days. He had had no further difficulty with that shoulder

I retained the services of an eminent physician of the country, to give me an independent opinion. His opinion so far as material reads:

"... in my opinion his disability is due to destruction of his ulnar nerve by the pressure of this fluid (intravenous fluid) building up between the bones of his wrist and the tight skin across the front of his wrist."

The Complainant produced two witnesses to attest to the fact that prior to the date of his admission to hospital his right hand was normal and that he had full use of it.

Of particular attention was the fact that the Complainant is right-handed, and prior to the date of hospitalization, he was gainfully employed as a mason with the Water and Sewerage Authority as from 1962. He was retired on medical grounds. At the time of his retirement the Complainant held a responsible position with the Authority. Since then the Complainant is unable to work as the condition of his right hand has continued to deteriorate.

I associated myself with the medical referee's opinion and concluded that the Complainant lost the full use of his hand as a direct result of the negligence of a doctor at the Hospital. The medical referee had assessed the disability under the Workmen's Compensation Act at 60% permanent partial disability.

I recommended to the Honourable Minister of Health that the Complainant be paid compensation for the loss of use of his right hand.

The Ministry of Health did not reply and at the end of the reporting period, I was forced to lay a report on the table for debate by Parliament under Section 96(4) of the Constitution.

This is a good illustration of the difficulties faced by Ombudsmen when dealing with some matters. I do not always have the benefit of hearing and assessing arguments and have had to look at the reasonable inference to be drawn from the circumstances of this case.

CASE NO. 6

On January 27, 1988 I received a complaint from an out-patient of the Psychiatric Unit of the General Hospital, Port of Spain. The Complainant was acting as the representative of other out-patients of the Psychiatric Unit.

She stated that on January 26, 1988 it was reported in the media that the Psychiatric Ward of the Port of Spain General Hospital (hereinafter called "the hospital") was to be removed to the St. Ann's Mental Hospital. The out-patients were of the view that such a move was detrimental to their own mental condition. They alleged that they were not mentally ill but merely suffering from depression and chronic anxiety states.

They further contended that in a small community such as obtains in Trinidad and Tobago their treatment, albeit, as out-patients at the St. Ann's Mental Hospital might lead the public to believe that they were suffering from serious mental illnesses which could result in stigmatizing them and their offspring.

I wrote to the Medical Chief of Staff of the Hospital and made the following enquiries:

- (1) were the competent authorities considering the relocation of the Psychiatric Ward of the Hospital;
- (2) if yes, was there a probability that it would be located at the St. Ann's Mental Hospital; and
- (3) if yes, would further consideration be given to relocation of the unit to another facility other than the St. Ann's Mental Hospital.

The Medical Chief of Staff responded to me as follows:

- "1) The question of relocating the Psychiatric Unit of Port of Spain General Hospital is being considered by the competent authorities.
- 2) There is a possibility that the patients at present housed at the Psychiatric Wing of Port-of-Spain General Hospital will be transferred to St. Ann's Mental Hospital.
- 3) I have been advised that the Ministry of Health considers that its responsibility is to provide a service, the site at which the service is offered, being decided on, by the Ministry of Health."

I will however convey to the Honourable Minister, your request "that further consideration be given to having the Unit relocated at a place other than at the St. Ann's Mental Hospital."

My investigations revealed that the Eastern section of the Hospital's Central Block which housed the toilet facilities and sluices serving the eastern end of five floors of this block were in urgent need of repairs. It was therefore necessary to seal off the area making it inaccessible to patients and staff while these repairs were being effected. There was therefore a reduction in bed space in the affected wards.

In order to alleviate the deficiency in bed space the utilisation of in-patients' beds of the Psychiatric Wing was considered.

As this matter seemed to be one which clearly threatened the mental health of a group of citizens, I wrote to the Permanent Secretary, Ministry of Health requesting a status report on the proposed relocation.

By letter dated April 20, 1988 the Permanent Secretary Ministry of Health informed me however that no decision had been taken to remove the facilities for out-patients now existing at the Hospital and that it was also proposed to introduce psychiatric services at the Eric Williams Medical Sciences Complex which would expand the services provided to the public.

I immediately conveyed the good news to the representative of these out-patients.

CASE NO. 7

A complaint was made to me regarding the delay in the payment of compensation by the Ministry of Health for injury sustained by the Complainant through the alleged negligence of a Nurse while she was a patient of the Maternity Ward at the Port of Spain General Hospital.

The Complainant stated that on 3rd April, 1988 two hours after giving birth to a baby girl, she was requested by a nurse to get up from her bed and walk to the bathroom to pass urine. She indicated to the nurse that she felt dizzy and could not go to the bathroom unaided. The nurse refused to assist her but insisted that she complied with her request.

The Complainant fainted on her way to the bathroom. When she revived she was in tremendous pain and unable to move her right leg. The leg was X-rayed the following day and it was determined that the two bones above her right ankle were broken. She was discharged from the hospital on 5th April, 1988 and attended clinic thereafter for the treatment of her leg.

The Complainant is seeking compensation for the pain and suffering she endured because of the injury; the inconvenience to her family, husband and two small children, one of whom had to be taken out of school during the months her mother's leg was in a cast; loss of earnings for the time away from her job; loss of the use of her right leg and the cost of the medical expenses that she incurred.

I requested and obtained the Complainant's consent to view her medical records, and during the course of investigation I examined her medical records at the Hospital and the reports from the relevant personnel with respect to her allegations.

The nurse against whom the allegation had been made, stated that the Complainant did not indicate at any time during her admission to the ward that she was not feeling well. She further claimed that she had specifically asked the Complainant whether she was well and able to go to the bathroom. She reported that the Complainant had replied that she was able to do so.

Given these circumstances, it seemed that the matter should be ventilated in a forum that was equipped to determine which party was speaking the truth.

Accordingly, since the matter was still within the statutory period, I informed the Complainant that her interest may be best served by the filing of an action in court.

It is of interest to note that on filing an action in court as advised, the matter was settled in her favour.

CASE NO. 8

From 1977 to 1983 the Complainant was employed with a private Construction Company (hereinafter called "Company A"). In 1983 he was assigned for duty to another limited liability Company (hereinafter called "Company B"). In mid-1986 while employed with Company B, Company A was dissolved. Some of the directors of Company A became directors of Company B. In March 1986 the Complainant was retrenched. He went to the National Insurance Board seeking benefits. He did not get any benefits and his complaint to me was that the Officers of the National Insurance Board were "giving him the runaround".

I wrote to the Executive Director of the National Insurance Board. I pointed out that the Complainant was informed by an Officer of the Board that his National Insurance contributions had been paid up to the 1983, but no contributions were paid for the years 1984 - 1986. As his date of birth was January 20, 1926 he was eligible for Retirement Benefits.

The reply from the National Insurance Board was prompt. They reported to me that the Board of Directors of Company B was not disputing that contributions had not been paid between 1984 to 1986 but this was due to the general downturn in the construction industry. The directors of the Board of Company B requested a period of four (4) months to pay off the arrears of contributions in respect of the Complainant.

I thought that this matter should be deferred for that period and informed the Complainant that it would be in his interest to wait.

I was subsequently informed by the Executive Director of the National Insurance Board that the matter was settled and a cheque was awaiting collection by the branch office. I wrote to the Complainant advising him to collect his cheque.

CASE NO. 9

In January 1987 a blind resident of Charlotteville, Tobago made a complaint to me. The material facts as stated on his letter are as follows:

Approximately eighteen (18) months before the side of his house was seriously damaged because of the activities of a gang of workers of Works Division of the Tobago House of Assembly (hereinafter called "The Assembly"). Despite all efforts on his part to obtain compensation for the damage or to arrange for the repair of his house by the Assembly there had been no positive response.

I wrote to the Clerk of the Assembly requesting a report on the matter. Two months later I received a reply from him stating that the matter was receiving attention and that he would communicate with me.

By letter dated December 03, 1987 the Clerk of the Assembly informed me that the Technical Officer, Works Division had advised that the Division had examined the Complainant's claim and considered it reasonable and recommended that the matter be now settled. I informed the Complainant accordingly.

The Complainant expressed doubt that he would be paid the compensation owed to him because as a blind person, he had made trips to Scarborough, a distance of twenty-seven (27) miles from Charlotteville, but he was not allowed to even discuss the matter with the public officers involved. It is in this setting that he requested me to collect whatever compensation was due to him

My investigation disclosed that the Complainant was undergoing severe hardship because he had been forced to obtain a loan from the bank to repair his house. I wrote to the Clerk advising him to expedite payment to our Office on behalf of the Complainant.

On June 14, 1988 a cheque in the sum of Thirteen thousand dollars (\$13,000) in favour of the Complainant was sent to me.

This case is an illustration of the hardship the citizens have to undergo when government departments delay in making payments when they become due.

CASE NO. 10

On May 27, 1987 a Chartered Valuation Surveyor made a complaint to me against the Ministry of Legal Affairs regarding the inordinate delay in the payment of fees for services rendered.

On enquiry it was established that in 1979, the State had retained the services of the Complainant in connection with the compulsory acquisition of the Golden Grove Estate for the extension of Piarco Airport.

Before proceeding with the assignment, the Complainant sought confirmation that the terms under which he was prepared to act and the cost of his services were accepted by the Solicitor General on behalf of the State. By letter dated January 29, 1979 the Solicitor General conveyed acceptance of the said terms and remuneration.

The Complainant's services commenced and were fully executed in 1980. After attending the second hearing of the court matter he heard nothing further and accordingly in March 1983 he requisitioned his fees.

Although on one occasion he met with the Solicitor General and had written several letters requesting payment, the debt remained unpaid. I was thus moved to comment in a letter to the Solicitor General dated September 30, 1988 that in my view it is a discourtesy to delay payment of fees to a professional for such a long period.

I requested that the debt be settled immediately.

On February 02, 1988 the Complainant wrote stating:

"I wish to express my profound gratitude for your effort in securing this payment. My success would, I am sure, not have been achieved had you not intervened.

My optimism over the ability of the system to work has been immensely enhanced by this conclusion; and the time and effort required to achieve this end were well worth the trouble, even if only as proof that the success of any system largely depends upon the quality of the personnel entrusted with its operation."

PART IV

STATISTICS OF CASES HANDLED

STATISTICS OF
CASES HANDLED

CARONI LIMITED

Number of Complaints	...	04
Within Jurisdiction	...	04
Without Jurisdiction	...	00
Sustained/Rectified	...	00
Not Sustained	...	00
Advised/Discontinued	...	01
Under Investigation	...	03

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in securing land ...	
2.	Assistance in obtaining lease for land	
3.	Crops destroyed due to aerial spraying	
4.	Assistance in securing land	Advised

CENTRAL ADMINISTRATIVE SERVICES

Number of Complaints	...	08
Within Jurisdiction	...	08
Without Jurisdiction	...	00
Sustained/Rectified	...	01
Not Sustained	...	00
Advised/Discontinued	...	01
Under Investigation	...	06

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Failure to receive re-employment ...	
2.	Failure to receive retirement benefit	
3.	Delay in receiving retirement benefits	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
4.	Delay in receiving salary	
5.	Delay in receiving compensation for land acquired	
6.	Dissatisfied with amount of gratuity received	
7.	Delay in receiving salary	Advised
8.	Delay in obtaining pension and leave records	

JUDICIARY

Number of Complaints	...	62
Within Jurisdiction	...	48
Without Jurisdiction	...	14
Sustained/Rectified	...	07
Not Sustained	...	01
Advised/Discontinued	...	12
Under Investigation	...	28

---Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in serving summons	
2.	Delay in holding Inquest	
3.	Assistance in finding out present position of Appeal ...	Advised
4.	Probationary appointment terminated	
5.	Document missing from file ...	
6.	Assistance in finding out present status of High Court Action	Advised
7.	Delay in obtaining trial date ...	
8.	Assistance in getting matter transferred to another Court ...	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
9.	Failure to issue summons to attend Court	
10.	Delay in hearing Appeal Court matter ...	Rectified
11.	Delay in hearing Magistrate's Court matter	
12.	Delay in hearing High Court Action ...	Discontinued
13.	Delay in holding Inquest	Rectified
14.	Error in the issuing of summons to attend Court	
15.	Delay in executing Warrant	Rectified
16.	Delay in hearing Magisterial Court matter	Discontinued
17.	Delay in hearing Appeal Court matter ...	Rectified
18.	Delay in submitting decision of the Court	Discontinued
19.	Allegation of corruption	
20.	Refusal of license	Advised
21.	Delay in executing Warrant	
22.	Delay in delivering judgment	
23.	Delay in hearing Appeal Court matter ...	
24.	Delay in hearing High Court Action ...	Advised
25.	Delay in serving summons	Discontinued
26.	Delay in receiving witness costs ...	
27.	Delay in processing application for bail	Discontinued
28.	Delay in receiving copy of Judgment ...	
29.	Delay in hearing High Court Action ...	Not Sustained
30.	Delay in preparing other charges voucher to receive compensation ...	
31.	Delay in preparing other charges voucher to receive compensation	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
32.	Delay in hearing High Court Action ...	
33.	Confiscation of licence and badge ...	
34.	Offset years in prison against sentence	
35.	Delay in hearing High Court Action ...	Rectified
36.	Delay in hearing High Court Action ...	Advised
37.	Delay in hearing High Court Action ...	
38.	Delay in hearing Appeal Court matter ...	
39.	Delay in holding Inquest	Discontinued
40.	Delay in hearing Magisterial Court matter	
41.	Delay in hearing High Court Action ...	
42.	Delay in serving summons	Rectified
43.	Delay in hearing Magisterial Court matter	
44.	Delay in hearing High Court Action ...	
45.	Delay in hearing High Court Action ...	Rectified
46.	Delay in hearing Magisterial Court matter	
47.	Delay in hearing High Court Action ...	
48.	Not informed of the date of hearing ...	Advised

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining refund of bail posted	Informed
2.	Assistance in obtaining bail	Informed
3.	Assistance in settling matter out of Court	Informed
4.	Allegation of wrongful arrest	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
5.	Assistance in obtaining legal aid ...	Referred
6.	Assistance in obtaining handwritten copy of NOtes of Evidence ...	Advised
7.	Dissatisfied with Court decision ...	Informed
8.	Dissatisfied with Court decision ...	Premature
9.	Not notified of the date judgment was delivered ...	Informed
10.	Dissatisfied with Court decision ...	Informed
11.	Assistance in obtaining early trial date ...	Informed
12.	Assistance in obtaining Divorce ...	Informed
13.	Dissatisfied with Attorney's representation ...	Informed
14.	Time spent at Remand Yard to be offset against sentence ...	Advised

MINISTRY OF EDUCATION

Number of Complaints	...	10
Within Jurisdiction	...	09
Without Jurisdiction.	...	01
Sustained/Rectified	...	02
Not Sustained	...	01
Advised/Discontinued	...	02
Under Investigation	...	04

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving acting allowance ...	
2.	Failure to receive severance benefit ..	
3.	Delay in receiving arrears of salary ..	Not Sustained
4.	Allegation of discrimination in awarding grades ...	Discontinued

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
5.	Difficulty being experienced in obtaining transfer for children	
6.	Discrimination in selection of sixth form students	Discontinued
7.	Delay in payment of retirement benefit ...	Rectified
8.	Delay in obtaining examination results ...	Rectified
9.	Delay in receiving compensation for injury sustained	

MINISTRY OF ENERGY

Number of Complaints	... 04
Within Jurisdiction	... 03
Without Jurisdiction	... 01
Sustained/Rectified	... 00
Not Sustained	... 01
Advised/Discontinued	... 00
Under Investigation	... 02

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in payment of compensation for injury sustained	
2.	Delay in receiving payment of acting allowance	Not Sustained
3.	Delay in supplying information for Letters of Administration	

MINISTRY OF FINANCE

Number of Complaints	... 44
Within Jurisdiction	... 41
Without Jurisdiction	... 03
Sustained/Rectified	... 10
Not Sustained	... 03
Advised/Discontinued	... 06
Under Investigation	... 22

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving arrears of salary ...	
2.	Delay in releaving funds	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
3.	Delay in receiving retirement benefits ...	Rectified
4.	Removal of mobilisation tax	
5.	Dissatisfied with amount of gratuity received	
6.	Failure to acknowledge request for information	
7.	Refusal of land tax and water rate ...	
8.	Delay in receiving pension	Rectified
9.	Delay in receiving arrears of gratuity and pension	Discontinued
10.	Dissatisfied with assessment of duty and purchase tax	
11.	Delay in receiving pension	
12.	Violation of religious beliefs and practices	Advised
13.	Delay in receiving severance pay	Rectified
14.	Relocation of business premises	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Failure to correct bad reception	Informed

BOARD OF INLAND REVENUE - WITHIN JURISDICTION

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in obtaining tax refund	Discontinued
2.	Failure to have claims re-assessed	Rectified
3.	Delay in obtaining tax refund	Rectified
4.	Delay in receiving tax refund	Discontinued
5.	Delay in obtaining Income Tax refund ...	
6.	Dissatisfied with payment of Estate Duty	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
7.	Irregularity in computation of tax	Not Sustained
8.	Delay in receiving Income tax refund	Rectified
9.	Error in computation of tax	
10.	Delay in receiving Income tax refund ...	
11.	Delay in obtaining refund of unemployment levy	Rectified
12.	Delay in receiving Income tax refund ...	

CUSTOMS AND EXCISE DIVISION - WITHIN JURISDICTION

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving refund of custom duty paid	
2.	Failure to return items seized	Discontinued

MINISTRY OF PLANNING AND MOBILISATION

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Unauthorised construction of building extension	
2.	Delay in processing application for sub-division of land	Not Sustained
3.	Delay in obtaining decision from Appeal Board	Not Sustained
4.	Unauthorised use of building for commercial purpose	
5.	Denied permission to develop land	
6.	Unauthorised construction of building extension	Rectified
7.	Unauthorised construction on access road ...	
8.	Refusal to grant application for change of building use	Discontinued

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining sub-division of lands	Informed
2.	Assistance in obtaining permission to operate small business	Informed

MINISTRY OF THE ECONOMY - WITHIN JURISDICTION

CENTRAL TENDERS BOARD

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Failure to follow prescribed procedures	
2.	Failure to follow prescribed procedures	

CENTRAL BANK - WITHIN JURISDICTION

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Refusal to issue replacement E.C.O. order	Rectified
2.	Allegation of unfair dismissal	
3.	Delay in processing application for foreign exchange	Rectified

MINISTRY OF FOOD PRODUCTION AND MARINE EXPLOITATION

No. of Complaints ... 42
 Within Jurisdiction .. 39
 Without Jurisdiction .. 03
 Sustained/Rectified .. 03
 Not Sustained .. 02
 Advised/Discontinued .. 06
 Under Investigation .. 28

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving uniform allowance	
2.	Failure to return impounded animals	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
3.	Assistance in determining boundary line	
4.	Delay in receiving refund of money deducted from salary	
5.	Assistance in transferring Tenancy agreement	
6.	Assistance in obtaining Tenancy agreement	Discontinued
7.	Failure to approve application for parcel of State lands	
8.	Unable to meet rental fee	
9.	Delay in processing application for transfer of Tenancy	Rectified
10.	Denied application form	Not Sustained
11.	Failure to receive severance pay	Rectified
12.	Delay in receiving pension	
13.	Delay in receiving compensation for land acquired	
14.	Eviction notice to deliver up possession of land	Discontinued
15.	Assistance in obtaining possession of land forfeited	
16.	Failure to receive tenancy agreement	
17.	Delay in receiving compensation for damaged crop	
18.	Prevented from entering land	Not Sustained
19.	Dumping of rubbish	Advised
20.	Record of service cannot be found	
21.	Delay in preparing Leases	
22.	Delay in obtaining Tenancy agreement	
23.	Victimization - Notice to quit	
24.	Delay in re-classification of post	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
25.	Breach of tenancy agreement	
26.	Delay in processing application for land	
27.	Delay in processing application for land	
28.	Delay in receving death benefits	
29.	Delay in processing application for land	
30.	Delay in processing application for land	
31.	Delay in receiving Tenancy agreement ...	
32.	Not allowed to resume duties at former post	Rectified
33.	Failure to receive regular employment ...	
34.	Delay in removing obstacle to access road	Advised
35.	Delay in taking action on report of squatting	
36.	Delay in obtaining lease	Discontinued
37.	Delay in receiving payment for land acquisition	
38.	Delay in processing application for loan	
39.	Delay in receiving arrears of salary ...	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining information ...	Advised
2.	Assistance in establishing post permanently	Informed
3.	Assistance in establishing boundary ..	Informed

MINISTRY OF HEALTH

Number of Complaints	...	29
Within Jurisdiction	...	29
Without Jurisdiction	...	00
Sustained/Rectified	...	03
Not Sustained	...	01
Advised/Discontinued	...	11
Under Investigation	...	14

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Discrimination in selection of workers ...	
2.	Delay in obtaining approval	Withdrawn
3.	Non-appointment of registered nurses ...	Discontinued
4.	Failure to receive compensation for negligence	Discontinued
5.	Detained without proof of mental illness	Discontinued
6.	Dissatisfied with intention to remove Ward	
7.	Dissatisfied with medical attention received	
8.	Detained without proof of mental illness	Discontinued
9.	Allegation of lack of proper medical care	Discontinued
10.	Failure to receive balance of salary ...	Failure
11.	Allegation of victimization	
12.	Nuisance and health hazard caused by Funeral Home	
13.	Refusal to register death	Discontinued
14.	Delay in receiving outstanding increment ...	Rectified
15.	Nuisance and health hazard caused by farm	
16.	Failure to collect garbage causing health problem	
17.	Discrimination in selection of officer for appointment	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
18.	Allegation of victimization	Discontinued
19.	Health hazard created by clogged drain	
20.	Health hazard created by overflowing septic tank	
21.	Delay in obtaining medical certificate ...	
22.	Delay in receiving salary	Discontinued
23.	Assistance in obtaining change of date to attend clinic	
24.	Error in the amount deducted from gratuity	Discontinued
25.	Delay in obtaining medical treatment ...	
26.	Delay in receiving compensation for injury sustained	Rectified
27.	Delay in obtaining promotion	
28.	Delay in receiving compensation for negligence	Advised
29.	Allegation of brutality	Not Sustained

MINISTRY OF INDUSTRY ENTERPRISE AND TOURISM

Number of Complaints ... 02
 Within Jurisdiction ... 02
 Without Jurisdiction ... 00
 Sustained/Rectified ... 00
 Not Sustained ... 00
 Advised/Discontinued ... 00
 Under Investigation ... 02

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving payment for produce	
2.	Dissatisfied with amount received as retirement benefits	

MINISTRY OF JUSTICE AND NATIONAL SECURITY

Number of Complaints	...	262
Within Jurisdiction	...	252
Without Jurisdiction	...	10
Sustained/Rectified	...	36
Not Sustained	...	21
Advised/Discontinued	...	55
Under Investigation	...	140

POLICE - WITHIN JURISDICTION

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in returning motor vehicle ...	Withdrawn
2.	Delay in receiving salary ...	Discontinued
3.	Delay in serving summonses ...	Discontinued
4.	Delay in processing inspection of vehicle ...	Advised
5.	Delay in releasing exhibit ...	
6.	Allegation of police harassment ...	
7.	Allegation of police harassment ...	Not Sustained
8.	Failure to return articles seized ...	Advised
9.	Delay in serving summons ...	
10.	Delay in taking action on report of assault ...	Discontinued
11.	Delay in serving warrants ...	Not Sustained
12.	Delay in taking action on report of malicious damage ...	Not Sustained
13.	Delay in taking action on report of attempted murder ...	Discontinued
14.	Delay in serving warrants ...	Not Sustained
15.	Delay in submitting report ...	Rectified
16.	Delay in returning documents seized ...	Discontinued
17.	Delay in taking action on report of harassment	
18.	Delay in returning item seized	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
19.	Inability to provide transport to attend Court	
20.	Assistance in having documents served ...	
21.	Delay in taking action on report of assault	
22.	Delay in processing bail application ...	
23.	Delay in executing warrants	Rectified
24.	Allegation of victimization	Discontinued
25.	Failure to provide transportation to attend Court	Discontinued
26.	Delay in taking action on report of assault	
27.	Allegation of victimization	
28.	Delay in taking action on report of vehicular accident	Not Sustained
29.	Delay in retrieving vehicle	Rectified
30.	Delay in retrieving exhibit	
31.	Delay in processing application to go before the Medical Board	
32.	Failure to attend Court	
33.	Delay in taking action on report of fraud	Discontinued
34.	Allegation of police brutality	Not Sustained
35.	Allegation of corruption	Discontinued
36.	Delay in executing Warrant	Advised
37.	Allegation of victimization	Not Sustained
38.	Deplorable conduct while attending to the public	
39.	Failure to receive relevant information ...	Discontinued
40.	Delay in taking action on report of fraud	Rectified
41.	Delay in executing warrants	Advised
42.	Failure to provide transport to attend Court	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Results</u>
43.	Delay in taking action on report of assault	Rectified
44.	Delay in returning exhibits	Rectified
45.	Allegation of victimization	
46.	Denied opportunity to resume work ...	Discontinued
47.	Failure to provide transport to attend Court	
48.	Delay in returning article seized ...	Rectified
49.	Failure to attend Court	
50.	Denied constitutuional rights	Rectified
51.	Delay in taking action on report of harassmt	
52.	Allegation of false arrest	Not Sustained
53.	Failure to receive payment for information received	Discontinued
54.	Delay in returning documents seized ...	
55.	Delay in returning stolen vehicles ...	Not Sustained
56.	Delay in taking action on report of assault	
57.	Delay in taking action on report of assault	
58.	Deplorable conduct while attending to the public	Advised
59.	Allegation of police harassmt ...	
60.	Delay in returning seized vehicle ...	Rectified
61.	Delay in taking action on report of vehicle accident	
62.	Delay in taking action on report of burglary	Advised
63.	Delay in formulating charge	Rectified
64.	Suspension from duty	
65.	Allegation of false arrest	
66.	Delay in serving Warrants	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
67.	Delay in taking action on report of assault	Discontinued
68.	Delay in taking action on report of fraud	
69.	Delay in taking action on report of theft	Not Sustained
70.	Failure to provide transportation to attend court	Withdrawn
71.	Delay in returning exhibit	
72.	Failure to provide transportation to attend Court	
73.	Failure to provide transportation to attend Court	
74.	Delay in serving summons	
75.	Allegation of fraud	Discontinued
76.	Delay in taking action on report of assault	Discontinued
77.	Allegation of false imprisonment	Rectified
78.	Delay in taking action on report of harassment	Rectified
79.	Delay in executing Warrants	
80.	Allegation of victimization	
81.	Delay in taking action on report of assault	
82.	Delay in taking action on report of harassment	
83.	Delay in executing warrant	Discontinued
84.	Delay in serving summons	Discontinued
85.	Delay in taking action on reports of fraud	Withdrawn
86.	Allegation of police harassment	Discontinued
87.	Delay in taking action on report of fraud	Rectified
88.	Failure o provide transportation to attend Court	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
89.	Delay in taking action on report of assault	Discontinued
90.	Delay in laying charges	
91.	Allegation of police brutality	Discontinued
92.	Delay in taking action on report of harassment	
93.	Delay in taking action on report of harassment	
94.	Allegation of victimization	Advised
95.	Delay in executing warrants	
96.	Delay in returning seized articles	Advised
97.	Delay in taking action on report of harassment	
98.	Allegation of false arrest	
99.	Unauthorised detention	
100.	Delay in taking action on report of burglary	Advised
101.	Delay in taking action on report of harassment	
102.	Delay in executing warrant	Rectified
103.	Failure to provide transportation to attend Court	Discontinued
104.	Failure to provide transportation to attend Court	
105.	Failure to provide transportation to attend Court	
106.	Delay in serving summonses	Rectified
107.	Delay in taking action on report of assault	
108.	Delay in taking action on report of robbery	
109.	Delay in executing warrant	
110.	Delay in taking action on report of assault	
111.	Delay in serving summons	Discontinued

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
112.	Delay in taking action on report of attempted murder	
113.	Delay in receiving compensation for injury sustained	
114.	Failure to provide transport to attend Court	
115.	Failure to return fire-arm and ammunitions seized	Discontinued
116.	Delay in receiving compensation for damaged vehicle	
117.	Delay in returning vehicle seized ...	
118.	Delay in taking action on report of damaged crop	
119.	Failure to provide transport to attend Court	
120.	Delay in taking action on report of harassment	
121.	Delay in responding to request for explanation	
122.	Failure to provide transportation to attend Court	
123.	Allegation of sexual assault by other prisoners	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining death benefits.	Advised
2.	Failure to take action on report of damaged property	Informed
3.	Failure to return seized vehicle ...	Informed
4.	Allegation of wrongful arrest ...	Informed
5.	Allegation of police harassment ...	Advised
6.	Assistance in obtaining precept ...	Advised

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
7.	Assistance in obtaining employment ...	Informed
8.	Delay in recovering money owed ...	Informed

PRISONS - WITHIN JURISDICTION

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in processing application for vacation leave ...	Not Sustained
2.	Allegation of assault ...	Not Sustained
3.	Failure to contact family ...	Discontinued
4.	Delay in taking prisoner to Court ...	Discontinued
5.	Failure to see Prison doctor ...	Not Sustained
6.	Failure to have eye tested ...	NOT Sustained
7.	Failure to receive medical attention ...	
8.	Failure to receive special diet ordered ...	Rectified
9.	Inadequate meals ...	Rectified
10.	Allegation of assault and harassment ...	
11.	Inadequate food and clothes ...	
12.	Delay in obtaining medical attention ...	
13.	Allegation of victimization ...	Discontinued
14.	Allegation of victimization ...	
15.	Improper sanitary condition ...	Sustained
16.	Allegation of assault ...	Not Sustained
17.	Shortening of visiting time ...	
18.	Inadequate ventilation and space ...	
19.	Denial of medical treatment ...	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
20.	Denial of medical treatment	Discontinued
21.	Denial of medical treatment	
22.	Delay in obtaining medical attention	Discontinued
23.	Delay in obtaining medical attention	
24.	Not allowed adequate sunlight and exercise	
25.	Denial of opportunity to visit doctor	Discontinued
26.	Visitors made to wait long periods	
27.	Denial of opportunity to visit doctor	
28.	Dissatisfaction with diet	
29.	Dissatisfaction with diet	
30.	Denial of medical treatment	
31.	Dissatisfaction with diet	
32.	Denial of opportunity to visit doctor	
33.	Allegation of assault	
34.	Eyes affected because of inadequate sunlight	Discontinued
35.	Allegation of corruption	
36.	Failure to provide transport to attend Court	
37.	Allegation of victimization	Not Sustained
38.	Allegation of victimization	
39.	Denial of food and clothing	
40.	Failure to follow doctor's prescription..	
41.	Allegation of brutality	
42.	Failure to receive correct diet	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
43.	Denial of permission to be transferred to another cell ...	Discontinued
44.	Dissatisfaction with existing conditions	Advised
45.	Dissatisfaction with existing conditions	
46.	Improper treatment of physical injuries	
47.	Denial of proper medical treatment ...	
48.	Failure to take action on report of molestation	
49.	Dissatisfaction with diet	Discontinued
50.	Food not properly cooked	Advised
51.	Allegation of brutality	
52.	Allegation of brutality	
53.	Failure to clean water tank ...	Sustained
54.	Dissatisfaction with existing conditions	
55.	Dissatisfaction with existing conditions	
56.	Failure to provide prescribed diet ..	
57.	Dissatisfaction with existing conditions	
58.	Dissatisfaction with existing conditions	Withdrawn
59.	Allegation of prison harassment ...	Discontinued
60.	Failure to provide transport to attend Court	
61.	Dissatisfaction with procedure during transportation	Not Sustained
62.	Denial of proper diet	
63.	Denial of proper medical attention ...	
64.	Failure to provide transportation to attend Court	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
65.	Allegation of victimization	Discontinued
66.	Allegation of victimization	Discontinued
67.	Failure to provide regular meals ...	
68.	Allegation of victimization	
69.	Allegation of prison harassment ...	
70.	Dissatisfaction with existing conditions	
71.	Denial of proper diet	Rectified
72.	Assistance in obtaining emergency treatment for eye	
73.	Not receiving proper medical attention	Rectified
74.	Allegation of prison harassment ...	
75.	Inadequate meals	
76.	Denial of proper diet	
77.	Denial of opportunity to visit clinic	Not Sustained
78.	Allegation of assault	
79.	Allegation of abuse of power	
80.	Allegation of abuse of power	
81.	Delay in taking action on report of harassment	
82.	Allegation of assault	
83.	Denial of visiting rights	
84.	Dissatisfaction with existing conditions	
85.	Allegation of prison harassment ...	
86.	Dissatisfaction with existing conditions	
87.	Dissatisfaction with existing conditions	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
88.	Failure to obtain money seized
89.	Denial of opportunity to visit out-clinic
90.	Denial of opportunity to visit clinic
91.	Allegation of prison harassment	...
92.	Denial of visiting rights
93.	Assistance in obtaining drawing materials ...	Advised
94.	Failure to receive proper medical attention
95.	Allegation of corruption
96.	Failure to provide transport to attend Court ...	Discontinued
97.	Denial of proper diet
98.	Denial of opportunity to visit doctor
99.	Deplorable condition of prison cells	...
100.	Family not allowed enough visiting time ...	Rectified
101.	Assistance in obtaining painting materials
102.	Dissatisfaction with being placed in isolation
103.	Denial of proper medical attention	Not Sustained
104.	Denial of visiting rights
105.	Denial of visiting rights ...	Not Sustained
106.	Denial of proper diet ...	Rectified

FIRE SERVICES - WITHIN JURISDICTION

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in making appointment	
2.	Overlooked for promotion	
3.	Delay in receiving increments ...	Rectified
4.	Delay in receiving acting allowance	Rectified

--- Without Jurisdiction ---

1.	Assistance in obtaining employment ...	Informed
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IMMIGRATION - WITHIN JURISDICTION

<u>No.</u>	<u>Subject of Complaints</u>	<u>Results</u>
1.	Delay in attending to case of deportation	
2.	Delay in attending to case of deportation	Rectified
3.	Delay in attending to case of deportation	Rectified
4.	Delay in attending to case of deportation	Rectified
5.	Delay in attending to case of deportation	Rectified
6.	Delay in attending to case of deportation	
7.	Delay in attending to case of deportation	Rectified
8.	Delay in attending to case of deportation	Rectified
9.	Delay in attending to case of deportation	Rectified
10.	Delay in attending to case of deportation	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
11.	Failure to locate passport	
12.	Delay in processing application for permanent residence	Advised
13.	Delay in attending to case of deportation	Rectified
14.	Cancellation of passport and visa ...	
15.	Delay in attending to case of deportation	Rectified

TRINIDAD AND TOBAGO DEFENCE FORCE

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Allegation of victimization	Discontinued
2.	Delay in receiving compensation for injuries sustained	Rectified
3.	Allegation of victimization ...	
4.	Failure to receive retirement benefits	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Unfair dismissal	Informed

MINISTRY OF LABOUR, EMPLOYMENT AND
MANPOWER RESOURCES

Number of Complaints	...	16..
Within Jurisdiction	...	16
Without Jurisdiction	...	00
Sustained/Rectified	...	04
Not Sustained	...	01
Advised/Discontinued	...	01
Under Investigation	...	10

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving refund of Pension fund 	
2.	Dissatisfaction with amount of retirement benefits received 	
3.	Delay in settling Trade dispute ...	
4.	Delay in settling Trade dispute ...	Rectified
5.	Delay in settling Trade dispute ...	Rectified
6.	Delay in settling Trade dispute ...	Advised
7.	Delay in settling Trade dispute ...	
8.	Delay in receiving severance benefits 	
9.	Delay in obtaining approval for vacation leave 	
10.	Delay in payment of retirement benfits 	
11.	Delay in receiving gratuity 	Not Sustained
12.	Delay in settling Trade Dispute ...	Rectified
13.	Delay in settling Trade Dispute ...	Rectified
14.	Delay in settling Trade Dispute ...	
15.	Delay in settling Trade Dispute ...	
16.	Delay in settling Trade Dispute ...	

MINISTRY OF LEGAL AFFAIRS

Number of Complaints	...	74
Within Jurisdiction	...	72
Without Jurisdiction	...	02
Sustained/Rectified	...	08
Not Sustained	...	01
Advised/Discontinued	...	10
Under Investigation	...	53

ATTORNEY GENERAL DEPARTMENT

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in obtaining trial date ...	
2.	Delay in obtaining marriage certificate ...	
3.	Delay in obtaining trial date ...	
4.	Delay in obtaining trial date ...	
5.	Delay in obtaining trial date ...	
6.	Delay in obtaining trial date ...	Discontinued
7.	Delay in obtaining trial date ...	
8.	Delay in obtaining trial date ...	
9.	Delay in processing application for lease of land ...	
10.	Delay in obtaining trial date ...	
11.	Delay in obtaining trial date ...	
12.	Allegation of breach of contract ...	Discontinued
13.	Delay in obtaining trial date ...	Rectified
14.	Delay in obtaining trial date ...	Rectified
15.	Delay in obtaining trial date ...	Rectified
16.	Delay in obtaining trial date ...	
17.	Delay in obtaining trial date ...	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
18.	Delay in processing application for lease of land	
19.	Having to stand trial twice for same matter	
20.	Delay in obtaining trial date ...	
21.	Delay in obtaining trial date ...	Advised
22.	Delay in obtaining trial date ...	Advised
23.	Delay in obtaining trial date ...	
24.	Delay in obtaining trial date ...	Advised
25.	Delay in obtaining trial date ...	Advised
26.	Delay in obtaining trial date ...	Advised
27.	Delay in obtaining trial date ...	
28.	Delay in obtaining trial date ...	Rectified
29.	Delay in obtaining trial date ...	Rectified
30.	Delay in obtaining trial date ...	
31.	Delay in obtaining trial date ...	
32.	Delay in obtaining trial date ...	
33.	Delay in obtaining trial date ...	
34.	Delay in obtaining trial date ...	
35.	Delay in obtaining trial date ...	
36.	Delay in obtaining trial date ...	
37.	Delay in obtaining trial date ...	
38.	Delay in removing squatter ...	
39.	Delay in processing appeal applica- tion to the Privy Council	Not Sustained
40.	Delay in obtaining trial date ...	
41.	Delay in obtaining trial date ...	
42.	Failure to receive certified copy of Deed	
44.	Delay in obtaining trial date ...	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
45.	Assistance in obtaining Letters of Administration	Rectified
46.	Delay in obtaining trial date ...	
47.	Delay in obtaining trial date ...	
48.	Delay in obtaining trial date ...	
49.	Delay in obtaining trial date ...	
50.	Delay in processing application for commission	
51.	Delay in obtaining trial date ...	Rectified
52.	Delay in obtaining trial date ...	Discontinued
53.	Delay in obtaining trial date ...	
54.	Delay in obtaining trial date ...	
55.	Delay in obtaining trial date ...	
56.	Delay in obtaining trial date ...	
57.	Delay in obtaining trial date ...	Rectified
58.	Delay in obtaining trial date ...	
59.	Delay in obtaining trial date ...	Discontinued
60.	Delay in obtaining trial date ...	
61.	Delay in obtaining trial date ...	
62.	Delay in obtaining trial date ...	
63.	Delay in obtaining trial date ...	
64.	Delay in obtaining trial date ...	
65.	Delay in obtaining trial date ...	Discontinued
66.	Delay in receiving Death Certificate ...	
67.	Delay in obtaining trial date ...	
68.	Refusal of application for Letters of Administration	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
69.	Delay in processing application for Letters of Administration	
70.	Delay in obtaining trial date ...	
71.	Delay in obtaining trial date ...	
72.	Delay in obtaining trial date ...	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining bail	Informed
2.	Assistance in obtaining early trial date	Informed

MINISTRY OF SOCIAL DEVELOPMENT
AND FAMILY SERVICES

Number of Complaints	...	43
Within Jurisdiction	...	42
Without Jurisdiction	...	01
Sustained/Rectified	...	13
Not Sustained	...	07
Advised/Discontinued	...	05
Under Investigation	...	17

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving public assistance	Rectified
2.	Delay in receiving public assistance	Rectified
3.	Delay in receiving public assistance	
4.	Delay in receiving retirement benefits	Rectified
5.	Delay in receiving Old Age Pension	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
6.	Failure to receive compensation for work done	Rectified
7.	Delay in receiving public assistance ...	Rectified
8.	Delay in receiving retirement benefits	Rectified
9.	Delay in receiving Old Age Pension	Rectified
10.	Delay in receiving Old Age Pension	Not Sustained
11.	Delay in receiving Old Age Pension	Not Sustained
12.	Assistance in obtaining continuation of Old Age Pension ...	Discontinued
13.	Delay in obtaining public assistance ...	Rectified
14.	Delay in obtaining public assistance ...	Advised
15.	Delay in receiving retirement benefits	
16.	Delay in receiving public assistance ...	Not Sustained
17.	Failure to receive Old Age Pension	Rectified
18.	Failure to receive Old Age Pension	NOT Sustained
19.	Delay in receiving Old Age Pension	
20.	Removal of public assistance	Discontinued
21.	Delay in receiving public assistance ...	
22.	Delay in processing application for legal aid	
23.	Delay in processing application for legal aid	
24.	Assistance in obtaining replacement cheques	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
25.	Delay in receiving public assistance	Not Sustained
26.	Delay in obtaining Old Age Pension	Not Sustained
27.	Delay in obtaining public assistance	Rectified
28.	Delay in obtaining Old Age Pension	
29.	Discontinuance of public assistance	Not Sustained
30.	Delay in processing application for legal aid	
31.	Delay in processing application for legal aid	
32.	Failure to receive Old Age Pension	
33.	Delay in processing application for legal aid	Discontinued
34.	Delay in receiving Old Age Pension	
35.	Delay in receiving Old Age Pension	
36.	Delay in receiving Old Age Pension	Rectified
37.	Delay in receiving severance benefits	
38.	Error in the computation of gratuity	
39.	Failure to receive Old Age Pension	
40.	Delay in receiving public assistance	Rectified
41.	Delay in receiving Old Age Pension	
42.	Delay in receiving Old Age Pension	Discontinued

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining public assistance	Informed

MINISTRY OF SPORTS, CULTURE AND YOUTH AFFAIRS

Number of Complaints	...	04
Within Jurisdiction	...	04
Without Jurisdiction	...	00
Sustained/Rectified	...	00
Not Sustained	...	00
Advised/Discontinued	...	00
Under Investigation	...	04

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving record of service	
2.	Delay in obtaining confirmation of appointment	
3.	Delay in processing application for secondment	
4.	Delay in payment of ex-gratia award	

MINISTRY OF WORKS, INFRASTRUCTURE AND DECENTRALISATION

Number of Complaints	...	120
Within Jurisdiction	...	113
Without Jurisdiction	...	07
Sustained/Rectified	...	07
Not Sustained	...	07
Advised/Discontinued	...	14
Under Investigation	...	83

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Unlawful burning of rubbish at the roadside	Discontinued
2.	Delay in receiving salary ...	
3.	Failure to receive sick leave bonus	
4.	Discrimination in selection of junior officers for appointment ...	
5.	Delay in repairing fence	Advised
6.	Delay in receiving severance benefits	Not Sustained
7.	Unfair dismissal	
8.	Delay in paving drain	
9.	Delay in receiving sick leave bonus	
10.	Delay in releasing money to start work programme	
11.	Delay in receiving severance pay ...	Rectified
12.	Discrimination in selection of officers for regular employment ...	
13.	Overlooked for promotion	
14.	Discrimination in selection of junior officer for acting appointment ...	
15.	Inequity in payment of wages ...	
16.	Delay in receiving arrears of salary	Advised
17.	Delay in receiving increments ...	
18.	Refusal to renew driver's permit ...	
19.	Discrimination in selection of junior officer for continued employment ...	
20.	Delay in receiving arrears of cost of living allowance	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
21.	Failure to obtain approval for vacation leave	
22.	Delay in receiving payment for sick leave	
23.	Denial of parking facility	
24.	Delay in receiving payment for vacation leave	
25.	Delay in payment of compensation for damaged house	
26.	Discrimination in selection of junior officers for employment	
27.	Delay in receiving arrears of retirement benefits	Discontinued
28.	Delay in providing postal agency	
29.	Delay in obtaining confirmation of appointment	
30.	Delay in submitting file to Pension Division	Rectified
31.	Failure to receive severance pay	
32.	Dissatisfaction with amount of retirement benefits received	
33.	Delay in receiving severance pay	Rectified
34.	Delay in receiving arrears of salary	
35.	Delay in receiving overtime allowance	
36.	Delay in providing postal service	Discontinued
37.	Dissatisfaction with rotation service	
38.	Improper assignment conflicting with job specification	
39.	Discrimination in selection of junior officers for regular employment	
40.	Failure to obtain permission to operate taxi	
41.	Discrimination in selection of officers for employment	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
42.	Discrimination in selection of junior officers for regular employment	
43.	Dissatisfaction with amount of severance benefits received	
44.	Delay in receiving arrears of severance benefits	
45.	Allegation of unfair dismissal	
46.	Delay in receiving arrears of severance benefits	
47.	Allegation of unfair dismissal	
48.	Delay in receiving payment for loss of earnings	
49.	Delay in taking action on report of water overflowing from the road	
50.	Dissatisfaction with amount of gratuity received	
51.	Delay in repairing road	
52.	Delay in receiving compensation for damaged property	
53.	Delay in receiving arrears of salary	Not Sustained
54.	Allegation of unfair dismissal	
55.	Error in the computation of benefits ...	
56.	Allegation of abuse	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining promotion	Informed
2.	Dissatisfaction with amount of gratuity received	Informed
3.	Failure to receive salary	Informed
4.	Assistance in obtaining employment	Informed
5.	Reverted to substantive post	Informed

DECENTRALISATION

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Dissatisfaction with decision to change the name of street	Not Sustained
2.	Access to land blocked	
3.	Boundary dispute	Advised
4.	Discrimination in selection of junior officers for promotion	Rectified

PORT OF SPAIN CITY COUNCIL

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in obtaining re-employment	Rectified
2.	Allegation of victimization	Withdrawn
3.	Delay in processing application for ownership of property	
4.	Irregular maintenance of drain	Discontinued
5.	Delay in processing application for lease of land	
6.	Failure to receive tenancy agreement ...	
7.	Assistance in obtaining permission to remain on premises during renovation ...	
8.	Delay in receiving gratuity	
9.	Unauthorised use of premises	
10.	Discrimination in selection of junior officer for permanent employment	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining renewal of lease	Informed

SAN FERNANDO CITY COUNCIL

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Difficulty in re-assessing seniority	Advised
2.	Discrimination against junior officers	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining regular employment	Informed

ST. GEORGE WEST COUNTY COUNCIL

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in providing adequate drainage	
2.	Discrimination in selection of junior officers for employment	Discontinued
3.	Discrimination in selection of junior officers for promotion	
4.	Delay in obtaining confirmation of appointment	Rectified
5.	Discrimination in selection of officers for promotion	
6.	Erosion of land caused by drain	
7.	Discrimination in selection of junior officers for regular employment	Rectified

ST. ANDREW/ST. DAVID COUNTY COUNCIL

--- Within Jurisdiction --

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving retirement benefits	Withdrawn
2.	Flooding caused by blocked drain	

ARIMA BOROUGH COUNCIL-WITHIN JURISDICTION

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Discrimination in selection of officers for employment	
2.	Failure to receive compensation for injury sustained	

ST. GEORGE EAST COUNTY COUNCIL

--- Within Jurisdiction ---

<u>No</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in paving drain	Advised
2.	Allegation of victimization	
3.	Delay in obtaining transfer	
4.	Inadequate drainage	
5.	Delay in receiving compensation for damaged crop	
6.	Delay in receiving compensation for damaged crop	
7.	Assistance in obtaining re-employment	
8.	Error in record of service	
9.	Delay in receiving arrears of severance pay	
10.	Delay in receiving arrears of retirement benefits	Rectified
11.	Delay in constructing retaining wall	
12.	Discrimination in selection of officers for employment	
13.	Health hazard created by rubbish dump	
14.	Health hazard created by rubbish dump	

CARONI COUNTY COUNCIL

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in repairing Inverts	
2.	Inadequate drainage causing floods	
3.	Encroachment on land	
4.	Delay in cleaning cesspit	
5.	Failure to restore allotment	
6.	Delay in receiving compensation for acquisition of land	Not Sustained

VICTORIA COUNTY COUNCIL

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Discrimination in selection of junior officer for acting appointment	Rectified
2.	Delay in receiving survivor's benefits	
3.	Discrimination in selection of junior officer for acting appointment	
4.	Discrimination in selection of junior officer for acting appointment	Not Sustained
5.	Discrimination in selection of office for promotion	Not Sustained
6.	Discrimination in selection of junior officer for acting appointment	Not Sustained
7.	Unjust dismissal	Discontinued
8.	Allegation of victimization	
9.	Delay in constructing retaining wall	

POINT FORTIN BOROUGH COUNCIL

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Erosion of land caused by blocked drain	

NATIONAL HOUSING AUTHORITY

Number of Complaints	...	31
Within Jurisdiction	...	31
Without Jurisdiction	...	00
Sustained/Rectified	...	02
Not Sustained	...	04
Advised/Discontinued	...	03
Under Investigation	...	22

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in obtaining gratuity	Rectified
2.	Dissatisfaction with amount of severance pay received	Not Sustained
3.	Delay in having post upgraded	
4.	Failure to receive balance of severance pay	Discontinued
5.	Delay in obtaining balance of loan	
6.	Delay in obtaining housing accommodation	Not Sustained
7.	Instalment paid but not credited	
8.	Exorbitant rent	
9.	Not given preference to purchase house occupied	Not Sustained
10.	Delay in obtaining housing accommodation	Advised
11.	Allegation of victimization	
12.	Delay in receiving overtime payment	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
13.	Unauthorised extension of existing boundary	
14.	Unauthorised construction of building	
15.	Error in the computation of retirement benefit	
16.	Delay in processing loan application	
17.	Unable to pay balance of loan	
18.	Delay in processing application for housing accommodation	
19.	Unable to pay off arrears because of missing file	
20.	Delay in receiving housing accommodation	
21.	Delay in processing application for transfer of housing accommodation	
22.	Overlooked for promotion	
23.	Delay in receiving retirement benefit	
24.	Delay in receiving statement of account	
25.	Delay in obtaining confirmation of appointment	
26.	Exorbitant rent	
27.	Delay in obtaining housing accommodation	
28.	Failure to receive severance pay	Not Sustained
29.	Delay in receiving gratuity	Rectified
30.	Error in the computation of retirement benefit	
31.	Dissatisfaction with eviction notice received	Discontinued

NATIONAL INSURANCE BOARD

Number of Complaints	...	27
Within Jurisdiction	...	26
Without Jurisdiction	...	01
Sustained/Rectified	...	14
Not Sustained	...	01
Advised/Discontinued	...	02
Under Investigation	...	9

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving refund	Rectified
2.	Delay in receiving National Insurance number	Rectified
3.	Delay in obtaining retirement benefits	
4.	Delay in providing copy of Letter of disallowance	Rectified
5.	Delay in receiving retirement benefits	
6.	Delay in submitting Appeal	Rectified
7.	Delay in receiving refund of deduction	Rectified
8.	Delay in receiving death benefits	Advised
9.	Delay in receiving sickness benefits	Rectified
10.	Delay in delivering decision on Appeal	
11.	Delay in processing application	Rectified
12.	Delay in receiving survivor's benefits	Rectified
13.	Delay in receiving sickness benefit	Discontinued
14.	Delay in receiving refund of deduction	
15.	Delay in receiving reitrement benefits	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
16.	Delay in receiving retirement benefits	
17.	Delay in receiving retirement benefits	
18.	Delay in receiving retirement benefits	Rectified
19.	Delay in receiving retirement benefits	
20.	Delay in receiving retirement beenfit	
21.	Delay in processing application for old age pension	Rectified
22.	Failure to deduct N.I.S. contributions	Rectified
23.	Dissatisfaction with amount of survivor's benefit received	Rectified
24.	Failure to reduce N.I.S. contributions	Not Sustained
25.	Delay in receiving sickness benefit	Rectified
26.	Delay in receiving retirement benefits	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Dissatisfaction with amount received as retirement benefits	Informed

PORT AUTHORITY OF TRINIDAD AND TOBAGO

Number of Complaints	... 09
Within Jurisdiction	... 09
Without Jurisdiction	... 00
Sustained/Rectified	... 00
Not Sustained	... 02
Advised/Discontinued	... 04
Under Investigation	... 03

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Discrimination in selection of junior officers for acting appointments	
2.	Failure to receive severance benefits ...	Not Sustained
3.	Victimization - not selected in training programme	Not Sustained
4.	Dissatisfaction with amount of severance benefits received	Advised
5.	Delay in receiving compensation for damaged vehicle	Discontinued
6.	Delay in receiving salary	Discontinued
7.	Discrimination in selection of officers for appointments	
8.	Difficulty being experienced in obtaining working shift changed	Advised
9.	Delay in receiving gratuity	

PUBLIC TRANSPORT SERVICE CORPORATION

Number of Complaints	... 05
Within Jurisdiction	... 05
Without Jurisdiction	... 00
Sustained/Rectified	... 00
Not Sustained	... 00
Advised/Discontinued	... 01
Under Investigation	... 04

--- Within Jurisdiction --

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving compensation for injuries sustained	
2.	Delay in receiving compensation for injuries sustained	Advised
3.	Delay in receiving compensation for injuries sustained	
4.	Breach of constitutional rights ...	
5.	Delay in receiving compensation for injury sustained	

SERVICE COMMISSIONS DEPARTMENT

Number of Complaints	...	20
Within Jurisdiction	...	15
Without Jurisdiction	...	05
Sustained/Rectified	...	02
Not Sustained	...	01
Advised/Discontinued	...	00
Under Investigation	...	12

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Unlawful termination of contract	
2.	Discrimination in selection of junior officers for employment	Not Sustained
3.	Allegation of victimization	Rectified
4.	Delay in obtaining re-employment	
5.	Delay in obtaining re-employment	
6.	Delay in obtaining salary	Rectified
7.	Deduction of incorrect amount from salary	
8.	Failure to obtain transfer	
9.	Discrimination in selection of officers for employment	
10.	Delay in obtaining records of service	
11.	Delay in dealing with disciplinary charge	
12.	Discrimination in selection of junior officers for employment	
13.	Discrimination in selection of junior officers for appointment	
14.	Delay in obtaining regular employment	
15.	Failure to receive arrears of salary	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining employment	Informed
2.	Termination of services	Informed
3.	Delay in receiving appointment	Premature
4.	Assistance in obtaining employemnt	Informed
5.	Assistance in obtaining transfer	Informed

TOBAGO HOUSE OF ASSEMBLY

Number of Complaints	... 39
Within Jurisdiction	... 39
Without Jurisdiction	... 00
Sustained/Rectified	... 11
Not Sustained	... 04
Advised/Discontinued	... 00
Under Investigation	... 24

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Health hazard created by position of dustbin	Rectified
2.	Delay in receiving compensation	Rectified
3.	Delay in obtaining release to take up appointment	
4.	Difficulty being experienced in gaining access to dwelling house	
5.	Discrimination in selection of junior officers for employment	Not Sustained
6.	Delay in receiving retirement benefits	Rectified
7.	Delay in receiving salary	
8.	Delay in receiving salary	Rectified
9.	Delay in repairing retaining wall	Rectified
10.	Discrimination in selection of junior officers for employment	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining employment	Informed
2.	Termination of services	Informed
3.	Delay in receiving appointment	Premature
4.	Assistance in obtaining employemnt	Informed
5.	Assistance in obtaining transfer	Informed

TOBAGO HOUSE OF ASSEMBLY

Number of Complaints	... 39
Within Jurisdiction	... 39
Without Jurisdction	... 00
Sustained/Rectified	... 11
Not Sustained	... 04
Advised/Discontinued	... 00
Under Investigation	... 24

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Health hazard created by position of dustbin	Rectified
2.	Delay in receiving compensation	Rectified
3.	Delay in obtaining release to take up appointment	
4.	Difficulty being experienced in gaining access to dwelling house	
5.	Discrimination in selection of junior officers for employment	Not Sustained
6.	Delay in receiving retirement benefits	Rectified
7.	Delay in receiving salary	
8.	Delay in receiving salary	Rectified
9.	Delay in repairing retaining wall	Rectified
10.	Discrimination in selection of junior officers for employment	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining employment	Informed
2.	Termination of services	Informed
3.	Delay in receiving appointment	Premature
4.	Assistance in obtaining employemnt	Informed
5.	Assistance in obtaining transfer	Informed

TOBAGO HOUSE OF ASSEMBLY

Number of Complaints	... 39
Within Jurisdiction	... 39
Without Jurisdction	... 00
Sustained/Rectified	... 11
Not Sustained	... 04
Advised/Discontinued	... 00
Under Investigation	... 24

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Health hazard created by position of dustbin	Rectified
2.	Delay in receiving compensation	Rectified
3.	Delay in obtaining release to take up appointment	
4.	Difficuly being experienced in gaining access to dwelling house	
5.	Discrimination in selection of junior officers for employment	Not Sustained
6.	Delay in receiving retirement benefits	Rectified
7.	Delay in receiving salary	
8.	Delay in receiving salary	Rectified
9.	Delay in repairing retaining wall	Rectified
10.	Discrimination in selection of junior officers for employment	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
11.	Delay in receiving severance benefits	
12.	Delay in receiving severance benefits	Rectified
13.	Delay in receiving balance of provident fund	
14.	Delay in returning documents tendered with application	Rectified
15.	Discrimination in selection of junior officers for employment	Not Sustained
16.	Delay in receiving severance benefit ...	
17.	Delay in receiving compensation for accumulated sick leave	Rectified
18.	Delay in receiving compensation for damaged property	
19.	Delay in receiving severance pay	
20.	Delay in erecting retaining wall	
21.	Delay in receiving retirement benefit	Not Sustained
22.	Delay in obtaining permanent appointment	
23.	Discrimination in selection of junior officers for regular employment	Rectified
24.	Delay in receiving salary	
25.	Delay in receiving payment for vacation leave	Rectified
26.	Delay in preparing access road	Not Sustained
27.	Discrimination in selection of officers for employment	Rectified
28.	Failure to receive retirement benefits	
29.	Erosion of land	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
30.	Delay in receiving payment for goods and services	
31.	Failure to receive retirement benefits	
32.	Delay in providing proper infrastructure	
33.	Erosion of land	
34.	Discrimination in selection of junior officers for regular employment ...	
35.	Delay in receiving gratuity	
36.	Erosion of land	
37.	Delay in receiving receiving benefits	
38.	Delay in receiving salary for sick leave	
39.	Dissatisfaction with amount received as retirement benefit	

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Number of Complaints	... 13
Within Jurisdiction	... 12
Without Jurisdiction	... 01
Sustained/Rectified	... 05
Not Sustained	... 01
Advised/Discontinued	... 01
Under Investigation	... 05

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in restoring electricity supply	Rectified
2.	Delay in having electricity pole installed	Rectified
3.	Delay in replacing rotten light pole	Rectified
4.	Delay in receiving electricity connection	
5.	Delay in having street lights installed	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
6.	Delay in replying to request for information	Rectified
7.	Delay in receiving electricity connection	
8.	Delay in having bill corrected	Rectified
9.	Delay in receiving compensation for damaged appliances	Not Sustained
10.	Failure to receive compensation for damaged appliances	Advised
11.	Victimization - unjust termination of services	
12.	Delay in payment of compensation for damaged property	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Wrongful disconnection of electricity supply	Premature

TRINIDAD AND TOBAGO TELEPHONE COMPANY

Number of Complaints ... 08
 Within Jurisdiction ... 06
 Without Jurisdiction ... 02
 Sustained/Rectified ... 02
 Not Sustained ... 00
 Advised/Discontinued ... 00
 Under Investigation ... 04

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving pension	
2.	Discrepancy in telephone bill	
3.	Charged retroactive tax	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
4.	Allegation of unjust termination of services	
5.	Delay in receiving telephone connection	Rectified
6.	Delay in receiving telephone connection	Rectified

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Resigned under duress	Informed
2.	Assistance in obtaining re-employment	Informed

WATER AND SEWERAGE AUTHORITY

Number of Complaints	... 16
Within Jurisdiction	... 14
Without Jurisdiction	... 02
Sustained/Rectified 02
Not Sustained	... 01
Advised/Discontinued	... 03
Under Investigation	... 08

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Allegation of victimization	Advised
2.	Dissatisfaction with amount of severance pay received	
3.	Inadequate supply of truck borne water	Rectified
4.	Inadequate supply of water	Advised
5.	Inadequate supply of water	
6.	Failure to receive monthly pension	Not Sustained
7.	No tap-borne water supply for years	
8.	Inadequate supply of water	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
9.	Inadequate supply of water	
10.	Delay in receiving compensation for damaged property	
11.	Delay in granting application for plumbing licence	
12.	Exorbitant increase in water rates	
13.	Delay in receiving compensation for damaged property	Discontinued
14.	Delay in receiving compensation for damaged property	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Dissatisfaction with amount of money received	Informed
2..	Overlooked for promotion	Informed

OTHER COMPLAINTS

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining a working contract	Informed
2.	Delay in receiving retirement benefits	Informed
3.	Delay in obtaining Title Deed	Informed
4.	Assistance in obtaining early date	Informed
5.	Dissatisfaction with Solicitor's representation	Informed
6.	Dissatisfaction with Lawyer's representation	Informed
7.	Reduction in rent	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
8.	Assistance in obtaining ownership of property	Advised
9.	Unable to continue payment of instalment	Informed
10.	Assistance with domestic problem	Advised
11.	Assistance in obtaining possession of property	Informed
12.	Assistance with domestic problem	Informed
13.	Dissatisfaction with Lawyer's representation	Informed
14.	Assistance in obtaining possession of property	Informed
15.	Delay in receiving refund of money	Informed
16.	Assistance in obtaining legal aid	Referred
17.	Assistance in obtaining possession of property	informed
18.	Assistance in obtaining bail	Informed
19.	Assistance in obtaining bail	Informed
20.	Assistance in obtaining refund of money	Informed
21.	Assistance in obtaining refund of money	Informed
22.	Dissatisfaction with amount received as retrenchment benefits	Informed
23.	Assistance in obtaining divorce	Informed
24.	Assistance in obtaining employment	Informed
25.	Dissatisfaction with Attorney's representation	Informed
26.	Assistance in obtaining possession of property	Informed
27.	Assistance in obtaining refund of money deposited	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
28.	Assistance in obtaining legal aid	Referred
29.	Assistance in obtaining refund of part of downpayment	Informed
30.	Assistance in obtaining visit from the Police	Informed
31.	Assistance in obtaining legal aid	Referred
32.	Assistance in obtaining possession of property	Informed
33.	Assistance in obtaining divorce	Referred
34.	Assistance in removing foot-path	Informed
35.	Assistance in obtaining share of property	Informed
36.	Assistance with domestic problem	Informed
37.	Assistance in obtaining possession of property	Informed
38.	Assistance in obtaining possession of property	Informed
39.	Assistance in obtaining release from prison	Informed
40.	Dissatisfaction with Court's decision	Informed
41.	Unable to get early trial date	Advised
42.	Dissatisfied with Court's decision	Informed
43.	Assistance in obtaining ownership of land	Informed
44.	Difficulty being experienced with neighbour	Informed
45.	Dissatisfaction with Court's decision	Informed
46.	Assistance in obtaining legal aid	Referred

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
47.	Assistance in having sentence imposed mitigated	Not Sustained
48.	Assistance in recovering money deposited	Informed
49.	Assistance in recovering money deposited	Informed
50.	Assistance in obtaining legal aid	Referred
51.	Assistance in obtaining share of Estate	Informed
52.	Assistance in obtaining divorce	Informed
53.	Dissatisfaction with Court's decision	Informed
54.	Dissatisfaction with Court's decision	Informed
55.	Assistance in obtaining bail	Informed
56.	Assistance in obtaining possession of property	Informed
57.	Dissatisfaction with Attorney's representation	Referred
58.	Delay in receiving severance benefit	Informed
59.	Assistance in obtaining legal aid	Advised
60.	Delay in obtaining compensation for injury sustained	Informed
61.	Assistance in recovering items levied upon	Informed
62.	Dissatisfaction with lawyer's representation	Informed
63.	Delay in settling Insurance claim	Informed
64.	Assistance in obtaining release from Prison	Informed
65.	Failure to receive severance pay	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
66.	Assistance with neighbour's harassment	Informed
67.	Dissatisfaction with compensation received	Informed
68.	Delay in settling Insurance claim	Informed
69.	Unlawful termination of service	Informed
70.	Unjust dismissal	Informed
71.	Delay in settling Insurance claim	Informed
72.	Asked to vacate premises	Informed
73.	Assistance in obtaining bail	Informed
74.	Assistance in retaining employment	Informed
75.	Assistance in obtaining early trial date	Informed
76.	Unable to pay additional fees	Informed
77.	Assistance in recovering money owed	Informed
78.	Unfair dismissal	Informed
79.	Dissatisfaction with Court's decision	Informed
80.	Assistance in obtaining bail	Informed
81.	Dissatisfaction with Court's decision	Informed
82.	Unable to get refund of rent	Informed
83.	Delay in receiving balance of judgment debt	Informed
84.	Assistance in obtaining medical assistance and counselling	Informed
85.	Assistance in obtaining possession of property	Informed
86.	Assistance in obtaining legal aid	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
87.	Dissatisfaction with Court's decision	Informed
88.	Delay in receiving balance of severance pay	Informed
89.	Assistance in obtaining legal aid	Advised
90.	Delay in receiving salary	Informed
91.	Assistance in obtaining financial assistance	Informed
92.	Assistance in obtaining information	Informed
93.	Assistance in obtaining bail	Informed
94.	Assistance in obtaining bail	Informed
95.	Assistance in obtaining release from Prison	Informed
96.	Dissatisfaction with Court's decision	Informed
97.	Assistance in obtaining refund of money paid to Attorney	Informed
98.	Unable to pay rent for storage of goods	Informed
99.	Assistance in obtaining possession of property	Informed
100.	Retrieval of certain sums of money	Informed
101.	Delay in obtaining compensation for injury sustained	Informed
102.	Request for legal aid	Discontinued
103.	Request for legal aid	Informed
104.	Assistance in obtaining employment	Informed
105.	Dissatisfaction with Attorney's representation	Informed
106.	Dissatisfaction with Attorney's representation	Informed
107.	Request for legal aid	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
108.	Delay in settling Insurance claim	Informed
109.	Dispute with land boundary	Informed
110.	Assistance in recovering money owed	Informed
111.	Assistance in recovering money deposited	Informed
112.	Assistance in obtaining bail	Informed
113.	Request for legal aid	Informed
114.	Difficulty being experienced with next door neighbour	Withdrawn
115.	Assistance in obtaining ownership of property	Informed
116.	Assistance in obtaining possession of property	Informed
117.	Assistance in having bail reduced	Informed
118.	Assistance in obtaining compensation for injury sustained	Informed
119.	Assistance in recovering money owed	Informed
120.	Request for legal aid	Informed
121.	Delay in receiving payment for work done	Informed
122.	Dissatisfaction with Court's decision	Informed
123.	Assistance in obtaining possession of property	Informed
124.	Assistance in collecting rent	Informed
125.	Request for legal aid	Informed
126.	Assistance in obtaining custody of child	Informed
127.	Unable to pay judgment debt	Informed
128.	Assistance in having Deed of transfer prepared	Informed
129.	Request for information to be delivered	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
130.	Assistance in recovering fees paid	Informed
131.	Assistance in recovering money paid	Informed
132.	Assistance in recovering money owed	Informed
133.	Dissatisfaction with Court's decision	Advised
134.	Assistance in obtaining bail	Informed
135.	Assistance in obtaining bail	Informed
136.	Assistance in obtaining sub-division of land	Informed
137.	Assistance in obtaining possession of property	Informed
138.	Delay in receiving arrears of salary	Informed
139.	Assistance in recovering fees paid	Informed
140.	Dissatisfaction with Attorney representation	Informed
141.	Difficulty being experienced with landlord	Informed
142.	Assistance in obtaining employment	Informed
143.	Assistance in recovering survey plan	Informed
144.	Delay in preparing Deed of Conveyance	Informed
145.	Assistance with family dispute	Informed
146.	Delay in settling Insurance claim	Informed
147.	Delay in settling Insurance claims	Informed
148.	Delay in settling Insurance claims	Rectified
149.	Assistance with family dispute	Informed
150.	Assistance with family dispute	Informed
151.	Dissatisfaction with Lawyer's representation	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
152.	Assistance in having witnesses attend Court	Informed
153.	Unable to collect rent	Informed
154.	Assistance in having name properly spelt on Deed	Advised
155.	Assistance in having tenant evicted	Informed
156.	Dissatisfaction with Lawyer's representation	Informed
157.	Assistance in obtaining judgment of the Court	Informed
158.	Delay in obtaining severance benefit	Informed
159.	Assistance in obtaining early trial date	Informed
160.	Assistance in obtaining early trial date	Informed
161.	Assistance in obtaining divorce	Rectified
162.	Assistance in obtaining possession of property	Informed
163.	Dissatisfaction with Lawyer's representation	Informed
164.	Assistance in securing housing accommodation	Informed
165.	Assistance with family relationship	Informed
166.	Assistance in maintaining delivery rights	Informed
167.	Assistance in obtaining employment	Informed
168.	Assistance in obtaining employment	Informed
169.	Assistance in obtaining possession of property	Informed
170.	Delay in settling Insurance claim	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
171.	Failure to receive severance pay	Informed
172.	Failure to receive severance pay	Informed
173.	Failure to receive severance pay	Informed
174.	Assistance in obtaining ownership of land	Informed
175.	Assistance in obtaining refund of money deposited	Informed
176.	Problems in collecting rates and taxes from tenant	Informed
177.	Assistance in obtaining refund of money deposited	Informed
178.	Assistance in obtaining early trial date	Informed
179.	Delay in preparing Deed of Conveyance	Informed
180.	Delay in settling Insurance claim	Informed
181.	Assistance in obtaining employment	Informed
182.	Assistance in obtaining early trial date	Informed
183.	Delay in obtaining judgment debt and costs	Informed
184.	Unauthorised fencing of access road	Informed
185.	Exorbitant price for land	Informed
186.	Delay in obtaining judgment debt and costs	Informed
187.	Assistance in obtaining share of Estate	Informed
188.	Encroachment on land	Informed
189.	Delay in settling Insurance claim	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
190.	Assistance in obtaining early trial date	Informed
191.	Assistance in obtaining early trial date	Informed
192.	Assistance in obtaining bail	Informed
193.	Assistance in obtaining bail	Informed
194.	Assistance in obtaining possession of property	Informed
195.	Assistance in recovering document	Informed
196.	Dissatisfied with Court's decision	Informed
197.	Assistance in obtaining legal aid	Discontinued
198.	Dissatisfaction with Attorney's representation	Informed
199.	Request for legal aid	Referred
200.	Denial of access to land	Informed
201.	Assistance in obtaining early trial date	Informed
202.	Assistance in obtaining bail	Informed
203.	Delay in receiving tenancy agreement	Informed
204.	Assistance in obtaining ownership of property	Informed
205.	Assistance in recovering money paid	Informed
206.	Request for legal aid	Referred
207.	Unable to pay taxes	Informed
208.	Assistance in obtaining bail	Informed
209.	Dissatisfaction with amount of compensation received	Informed
210.	Dissatisfaction with amount of compensation received	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
211.	Delay in receiving compensation for injury sustained	Informed
212.	Assistance in obtaining ownership of property	Informed
213.	Request for legal aid	Advised
214.	Delay in receiving Deed of Conveyance	Informed
215.	Dissatisfaction with Attorney's representation	Informed
216.	Assistance in obtaining share of Estate	Informed
217.	Dissatisfaction with conduct of Attorney	Informed
218.	Dispute with friends	Informed
219.	Assistance with land dispute	Informed
220.	Exorbitant increase in rent	Withdrawn
221.	Assistance in obtaining bail	Informed
222.	Delay in obtaining Deed of Conveyance	Informed
223.	Dissatisfaction with conduct of Attorney	Informed
224.	Assistance with neighbour dispute	Advised
225.	Assistance in obtaining legal aid	Informed
226.	Assistance in obtaining legal aid	Informed
227.	Assistance in obtaining bail	Informed
228.	Assistance in having land surveyed	Informed
229.	Delay in obtaining letters of Administration	Informed
230.	Assistance in obtaining access to property	Informed
231.	Assistance in having land surveyed	Informed
232.	Assistance in obtaining bail	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
233.	Request for legal aid	Referred
234.	Assistance in obtaining bail	Informed
235.	Assistance in obtaining bail	Informed
236.	Delay in settling Insurance claims	Informed
237.	Delay in payment of compensation for occupation of land	Informed
238.	Assistance in obtaining employment	Informed
239.	Permission to erect enclosure around family allotment	Advised
240.	Assistance with boundary dispute	Informed
241.	Assistance in obtaining possession of property	Informed
242.	Assistance in obtaining early trial date	Informed
243.	Dissatisfaction with conduct of Attorney	Informed
244.	Assistance in obtaining possession of property	Informed
245.	Dissatisfaction with conduct of Attorney	Informed
246.	Assistance in obtaining possession of property	Informed
247.	Assistance in obtaining employment	Informed
248.	Disturbance by neighbour's noise	Informed
249.	Difficulty being experienced in repairing bridge	Informed
250.	Request for legal aid	Referred
251.	Assistance with matter pending in Court	Informed
252.	Dispute with boundary	Informed
253.	Assistance in obtaining employment	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
254.	Assistance in obtaining financial assistance	Informed
255.	Failure to receive payment for work done	Informed
256.	Request for financial assistance	Informed
257.	Assistance in obtaining employment	Informed
258.	Dissatisfaction with conduct of Attorney	Informed
259.	Assistance in obtaining severance benefits	Informed
260.	Assistance in obtaining arrears of judgment debt	Informed
261.	Assistance in obtaining interest on deposit	Informed
262.	Assistance in obtaining employment	Informed
263.	Assistance in obtaining early trial date	Informed
264.	Assistance in obtaining advanced salary	Informed
265.	Request for legal aid	Referred
266.	Assistance in obtaining retrial	Referred
267.	Assistance in obtaining release from hospital	Informed
268.	Request for legal aid	Referred
269.	Delay in making amendments to Rules	Informed
270.	Request for financial assistance	Informed
271.	Assistance in obtaining early trial date	Informed
272.	Request for legal aid	Referred
273.	Assistance in obtaining bail	Referred
274.	Assistance in obtaining arrears of salary	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
275.	Request for legal aid	Referred
276.	Assistance in obtaining maintenance	Informed
277.	Assistance with family dispute	Informed
278.	Unable to pay maintenance	Advised
279.	Request for legal aid	Referred
280.	Reqeust for legal aid	Referred
281.	Request for legal aid	Referred
282.	Assistance in obtaining possession of proprty	Informed
283.	Assistance in obtaining Notes of Evidence	Advised
284.	Assistance in obtaining pardon	Advised
285.	Assistance in obtaining land re-surveyed	Informed
286.	Off-set time against prison sentence	Advised
287.	Delay in obtaining judgment debt	Informed
288.	Assistance in obtaining possession of property	Informed
289.	Delay in obtaining money deposited	Informed
290.	Assistance in obtaining reduction of bail	Informed
291.	Assistance in obtaining ownership of land	Informed
292.	Assistance in obtaining possession of property	Informed
293.	Assistance in obtaining bail	Informed
294.	Request for pardon	Advised
295.	Assistance in obtaining relevant information	Advised
296.	Assistance in obtaining possesssion of property	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
297.	Assistance in having squatter evicted	Informed
298.	Assistance in obtaining employment	Informed
299.	Dissatisfied with Attorney's representation	Informed
300.	Assistance in obtaining early trial date	Informed
301.	Delay in receiving arrears of death benefits	Advised
302.	Delay in selling property	Informed
303.	Assistance in obtaining employment	Informed
304.	Dissatisfaction with Court order	Informed
305.	Assistance in obtaining ownership of property	Informed
306.	Assistance in obtaining additonal holidays	Informed
307.	Dispute with tenants	Informed
308.	Failure to receive severance benefits	Informed
309.	Assistance in obtaining possession of land	Informed
310.	Dispute with wife	Informed
311.	Dissatisfaction with Court order	Informed
312.	Request for legal aid	Referred
313.	Dissatisfaction with Court's order	Informed
314.	Delay in settling Insurance claim	Informed
315.	Assistance in obtaining Certificate of Title	Informed
316.	Dissatisfaction with Attorney's representation	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
317.	Failure to recover money deposited in Pension fund	Informed
318.	Assistance in obtaining Deed of Conveyance	Informed
319.	Delay in settling Insurance claim	Referred
320.	Threatened with eviction notices	Informed
321.	Access road fenced	Informed
322.	Dissatisfaction with Court's order	Informed
323.	Delay in receiving dividends	Informed
324.	Delay in receiving severance pay	Informed
325.	Assistance in obtaining employment	Informed
326.	Dispute with neighbour	Informed
327.	Assistance in obtaining early trial date	Informed
328.	Dispute with neighbour	Informed
329.	Assistance in recovering fees paid	Informed
330.	Assistance in obtaining fruits of judgment	Informed
331.	Delay in settling Insurance claims	Informed
332.	Assistance in obtaining early trial date	Informed
333.	Assistance in obtaining early trial date	Informed
334.	Assistance in obtaining fruits of judgment	Informed
335.	Land dispute	Informed
336.	Assistance in obtaining important documents	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
337.	Assistance in obtaining early trial date 	Informed
338.	Assistance in obtaining bail 	Informed
339.	Assistance in obtaining bail 	Informed
340.	Assistance in obtaining early trial date 	Informed
341.	Assistance in obtaining early trial date 	Informed
342.	Assistance in obtaining bail 	Informed
343.	Assistance in obtaining early trial date 	Informed
344.	Wrongful arrest 	Informed
345.	Assistance in obtaining possession of property 	Informed
346.	Dispute with neighbours 	Informed
347.	Dissatisfaction with Court's order 	Informed
348.	Delay in settling Insurance claim 	Informed
349.	Assistance in obtaining possession of property 	Informed

PART V
APPENDICES

EXTRACT FROM THE CONSTITUTION OF TRINIDAD AND
TOBAGO ACT NO. 4 OF 1976

PART 2

OMBUDSMAN

Appointment
and conditions
of office

91. (1) There shall be an Ombudsman for Trinidad and Tobago who shall be an officer of Parliament and who shall not hold any other office of emolument whether in the Public Service or otherwise nor engage in any occupation for reward other than the duties of his office.

(2) The Ombudsman shall be appointed by the President after consultation with the Prime Minister and the Leader of the Opposition.

(3) The Ombudsman shall hold Office for a term not exceeding five years and is eligible for re-appointment.

(4) Subject to subsection (3) the Ombudsman shall hold office in accordance with section 136.

(5) Before entering upon the duties of his Office, the Ombudsman shall take and subscribe the oath of office before the Speaker of the House of Representatives.

Appointment
of staff of
Ombudsman

92. (1) The Ombudsman shall be provided with a staff adequate for the efficient discharge of his functions.

(2) The staff of the Ombudsman shall be public officers appointed in accordance with section 121(8).

Functions of
Ombudsman

93. (1) Subject to this section and to sections 94 and 95 the principal function of the Ombudsman shall be to investigate any decision or recommendation made, including any advice given or recommendation made to a Minister, or any act done or omitted by any department of Government or any other authority to which this section applies, or by officers or members of such a department or authority, being action taken in exercise of the administrative functions of that department or authority.

(2) The Ombudsman may investigate any such matter in any of the following circumstances -

- (a) where a complaint is duly made to the Ombudsman by any person alleging that the Complainant has sustained an injustice as a result of a fault in administration;
- (b) where a member of the House of Representatives requests the Ombudsman to investigate the matter on the ground that a person or body of persons specified in the request has or may have sustained such injustice;
- (c) in any other circumstances in which the Ombudsman considers that he ought to investigate the matter on the ground that some person or body of persons has or may have sustained such injustice.

(3) The authorities other than departments of Government to which this section applies are -

- (a) local authorities or other bodies established for purposes of the public service or of local Government;
- (b) authorities or bodies the majority of whose members are appointed by the President or by a Minister or whose revenue consist wholly or mainly of moneys provided out of public funds;
- (c) any authority empowered to determine the person with whom any contract shall be entered into by or on behalf of Government;
- (d) such other authorities as may be prescribed.

Restrictions
on matters for
investigation

94. (1) In investigating any matter leading to, resulting from or connected with the decision of a Minister, the Ombudsman shall not inquire into or question the policy of the Minister in accordance with which the decision was made.

(2) The Ombudsman shall have power to investigate complaints of administrative injustice under section 93 notwithstanding that such complaints raise questions as to the integrity or corruption of the public service or any department or office of the public service, and may investigate any conditions resulting from, or calculated to facilitate or encourage corruption in the public service, but he shall not undertake any investigation into specific charges of corruption against individuals.

(3) Where in the course of an investigation it appears to the Ombudsman that there is evidence of any corrupt act by any public officer or by any person in connection with the public service, he shall report the matter to the appropriate authority with his recommendation as to any further investigation he may consider proper.

(4) The Ombudsman shall not investigate -

(a) any action in respect of which the Complainant has or had

(i) a remedy by way of proceedings in a court; or

(ii) a right of appeal, reference or review to or before an independent and impartial tribunal other than a court; or

(b) any such action, or action taken with respect to any matter, as is described in the Third Schedule. Third Schedule

(5) Notwithstanding subsection (4) the Ombudsman -

(a) may investigate a matter notwithstanding that the Complainant has or had a remedy by way of proceedings in a court if satisfied that in the particular circumstances it is not reasonable to expect him to take or to have taken such proceedings;

(b) is not in any case precluded from investigating any matter by reason only that it is open to the Complainant to apply to the High Court for redress under section 14 (which relates to redress for contravention of the provisions for the protection of fundamental rights).

95. In determining whether to initiate, continue or discontinue an investigation, the Ombudsman shall, subject to section 93 and 94 act in his discretion and, in particular and without prejudice to the generality of this discretion, the Ombudsman may refuse to initiate or may discontinue an investigation where it appears to him that -

Discretion
of
Ombudsman

- (a) a complaint relates to action of which the Complainant has knowledge for more than twelve months before the complaint was received by the Ombudsman;
- (b) the subject matter of the complaint is trivial;
- (c) the complaint is frivolous or vexatious or has not been made in good faith; or
- (d) the Complainant has not a sufficient interest in the subject matter of the complaint.

96. (1) Where a complaint or request for an investigation is duly made and the Ombudsman decides not to investigate the matter or where he decides to discontinue an investigation of the matter, he shall inform the person who made the complaint or request of the reasons for his decision. Report on
investi-
gation

(2) Upon the completion of an investigation the Ombudsman shall inform the department of government or the authority concerned of the results of the investigation and if he is of the opinion that any person has sustained an injustice in consequence of a fault in administration, he shall inform the department of government or the authority of the reasons for his opinion and make such recommendations as he thinks fit. The Ombudsman may in his original recommendations, or at any later stage if he thinks fit, specify the time within which the injustice should be remedied.

(3) Where the investigation is undertaken as a result of a complaint or request, the Ombudsman shall inform the person who made the complaint or request of his findings.

(4) Where the matter is in the opinion of the Ombudsman of sufficient public importance or where the Ombudsman has made a recommendation under sub-section (2) and within the time specified by him, no sufficient action has been taken to remedy the injustice, then, subject to such provision as may be made by Parliament, the Ombudsman shall lay a special report on the case before Parliament.

(5) The Ombudsman shall make annual reports on the performance of his functions to Parliament which shall include statistics in such form and in such detail as may be prescribed of the complaints received by him and the results of his investigation.

Power to
obtain
evidence

97. (1) The Ombudsman shall have the powers of the High Court to summon witnesses before him and to compel them to give evidence on oath and to produce documents relevant to the proceedings before him and all persons giving evidence at those proceedings shall have the same duties and liabilities and enjoy the same privileges as in the High Court.

(2) The Ombudsman shall have power to enter and inspect the premises of any department of government or any authority to which section 93 applies, to call for, examine and where necessary retain any document kept on such premises and there to carry out any investigation in pursuance of his functions.

Prescribed
matters
concerning
ombudsman

98. (1) Subject to subsection (2) Parliament may make provision -

- (a) for regulating the procedure for the making of complaints and requests to the Ombudsman and for the exercise of the functions of the Ombudsman;
- (b) for conferring such powers on the Ombudsman and imposing such duties on persons concerned as are necessary to facilitate the Ombudsman in the performance of his functions; and
- (c) generally for giving effect to the provisions of this Part.

(2) The Ombudsman may not be empowered to summon a Minister or a Parliamentary Secretary to appear before him or to compel a Minister or a Parliamentary Secretary to answer any questions relating to any matter under investigation by the Ombudsman.

(3) The Ombudsman may not be empowered to summon any witness to produce any Cabinet papers or to give any confidential income tax information.

(4) No Complainant may be required to pay any fee in respect of his complaint or request or for any investigation to be made by the Ombudsman.

(5) No proceedings, civil or criminal, may lie against the Ombudsman, or against any person holding an office or appointment under him for anything he may do or report or say in the course of the exercise or intended exercise of the functions of the Ombudsman under this Constitution, unless it is shown that he acted in bad faith.

(6) The Ombudsman, and any person holding office or appointment under him may not be called to give evidence in any Court, or in any proceedings of a judicial nature, in respect of anything coming to his knowledge in the exercise of his functions.

(7) Anything said or any information supplied or any document, paper, or thing produced by any person in the course of any enquiry by or proceedings before an Ombudsman under this Constitution is privileged in the same manner as if the enquiry or proceedings were proceedings in a Court.

(8) No proceeding of the Ombudsman may be held bad for want of form, and, except on the ground of lack of jurisdiction, no proceeding or decision of an Ombudsman is liable to be challenged, reviewed, quashed or called in question in any Court.

THIRD SCHEDULE

MATTERS NOT SUBJECT TO INVESTIGATION

1. Action taken in matters certified by the Attorney General to affect relations or dealings between the Government of Trinidad and Tobago and any other Government or any International Organization.

2. Action taken in any country or territory outside Trinidad and Tobago by or on behalf of any officer representing or acting under the authority of the Government of Trinidad and Tobago.

3. Action taken under any law relating to extradition or fugitive offenders.

4. Action taken for the purposes of investigating crime or of protecting the security of the State.

5. The commencement or conduct of civil or criminal proceedings before any court in Trinidad and Tobago or before any international court or tribunal.

6. Any exercise of the power of pardon.

7. Action taken in matters relating to contractual or other commercial transactions, being transactions of a department of government or an authority to which section 93 applies not being transactions for or relating to -

(a) the acquisition of land compulsorily or in circumstances in which it could be required compulsorily;

(b) the disposal as surplus or land acquired compulsorily or in circumstances in which it could be acquired compulsorily.

8. Action taken in respect of appointments or removals, pay, discipline, superannuation or other personnel matters in relation to service in any office or employment in the public service or under any authority as may be prescribed.

9. Any matter relating to any person who is or was a member of the armed forces of Trinidad and Tobago in so far as the matter relates to -

- (a) the terms and conditions of service as such member; or
- (b) any order, command, penalty or punishment given to or affecting him in his capacity as such member.

10. Any action which by virtue of any provision of this Constitution may not be enquired by any court.

REPUBLIC OF TRINIDAD AND TOBAGO

Act No. 23 of 1977

An Act to make provision for giving effect to Part 2 of Chapter 6 of the Constitution.

(Assented to 24th May, 1977)

Enactment ENACTED by the Parliament of Trinidad and Tobago as follows:

Short 1. This Act may be cited as the Ombudsman Act, 1977.
Title

Mode of 2. (1) All complaints to the Ombudsman and requests
complaint for investigation by him shall be made in writing.

(2) Notwithstanding anything provided by or under any enactment, where any letter written by any person detained on a charge or after conviction of any offence is addressed to the Ombudsman, it shall be immediately forwarded, unopened to the Ombudsman by the person for the time being in charge of the place where the writer is detained.

Procedure 3. (1) Where the Ombudsman proposes to conduct an
in res- investigation under section 93(1) of the Constitution set
pect of out in the Schedule to the Constitution of Trinidad and Tobago
inves- Act, 1976 (in this Act referred to as "the Constitution") he
tigation shall afford to the principal officer of the department or
No.4 authority concerned, an opportunity to make, orally or in
of writing as the Ombudsman thinks fit, representations which are
1976 relevant to the matter in question and the Ombudsman shall not,
as a result of such an investigation, make any report or
recommendation which may adversely affect any person without
his having had an opportunity to make such representations.

(2) Every such investigation shall be conducted in private.

(3) It shall not be necessary for the Ombudsman to hold any hearing and, subject as hereinbefore provided, no person shall be entitled as of right to be heard by the Ombudsman. The Ombudsman may obtain information from such persons and in such manner, and make such inquiries as he thinks fit.

(4) Where, during or after any investigation, the Ombudsman is of the opinion that there is evidence of any breach of duty, misconduct or criminal offence on the part of any officer or employee or any department or authority to which section 93 of the Constitution applies, the Ombudsman may refer the matter to the Authority competent to take such disciplinary or other proceedings against him as may be appropriate.

(5) Subject to this Act, the Ombudsman may regulate his procedure in such manner as he considers appropriate in the circumstances of the case.

(6) Where any person is required under this Act by the Ombudsman to attend before him for the purposes of an investigation, the Ombudsman shall cause to be paid to such person out of money provided by Parliament for the purpose, the fees, allowances and expenses, subject to qualifications and exceptions corresponding to those, that are for the time being prescribed for attendance in the High Court, so; however, that the like functions as are so prescribed and assigned to the Registrar of the Supreme Court of Judicature shall, for the purposes of this subsection, be exerciseable by the Ombudsman and he may, if he thinks fit, disallow, in whole or in part, the payment of any amount under this subsection.

(7) For the purposes of section 93(2) (a) of the Constitution a complaint may be made by a person aggrieved himself or, if he is dead or for any reason unable to act for himself, by any person duly authorized to represent him.

(8) Any question whether a complaint or a request for an investigation is duly made under this Act or under Part 2 of Chapter 6 of the Constitution shall be determined by the Ombudsman.

Evidence

4. (1) The power of the Ombudsman under section 97 of the Constitution to summon witnesses and to compel them to give evidence on oath and to produce documents shall apply whether or not the person is an officer; employee, or member of any department or authority and whether or not such document are in the custody or under the control of any department or authority.

(2) The Ombudsman may summon before him and examine on oath -

(a) any person who is an officer or employee or member of any department or authority to which section 93 of the Constitution applies or any authority referred to in the Schedule and who in the Ombudsman's opinion is able to give any relevant information;

or

(b) any Complainant; or

(c) any other person who in the Ombudsman's opinion is able to give any relevant information,

and for that purpose may administer an oath. Every such examination by the Ombudsman shall be deemed to be a judicial proceeding for the purposes of the Perjury Ordinance.

(3) Subject to subsection (4) no person who is bound by the provisions of any enactment, other than the Official Secrets Act, 1911 to 1939 of the United Kingdom in so far as it forms part of the law of Trinidad and Tobago, to maintain secrecy in relation to, or not to disclose, any matter shall be required to supply any information to or answer any questions put by the Ombudsman in relation to that matter, or to produce to the Ombudsman any document or paper or thing relating to it, where compliance with that requirement would be in breach of the obligation of secrecy or non-disclosure.

(4) With the previous consent in writing of any Complainant, any person to whom subsection (3) applies may be required by the Ombudsman to supply any information or answer any question or produce any document or paper or thing relating only to the Complainant, and it shall be the duty of the person to comply with that requirement.

Disclosure
of certain
matters
not to be
required

(5) Except on the trial of any person for an offence under the Perjury Ordinance in respect of his sworn testimony, or for an offence under section 10, no statement made or answer given by that or any other person in the course of any inquiry or any proceedings before the Ombudsman under the Constitution or this Act shall be admissible in evidence against any person in any court or at any inquiry or in any other proceedings and no evidence in respect of proceedings before the Ombudsman shall be given against any person.

(6) No person shall be liable to prosecution for an offence against the Official Secrets act, 1911, or any enactment, other than this Act by reason of his compliance with any requirement of the Ombudsman under this section.

5. (1) Where the Attorney General certifies that the giving of any information or the answering of any question or the production of any document or paper or thing -

- (a) might prejudice the security, defence or international relationship of Trinidad and Tobago (including Trinidad and Tobago relationship with the Government of any other country or with any international organizations);
- (b) will involve the disclosure of the deliberation of Cabinet; or
- (c) Will involve the disclosure of proceedings of Cabinet or any Committee of Cabinet, relating to matters of a secret or confidential nature, and would be injurious to the public interest,

the Ombudsman shall not require the information or answer to be given or, as the case may be, the document or paper thing to be produced.

(2) Subject to subsection (1), no rule of law which authorities or requires the withholding of any document or paper, or the refusal to answer any question, on the ground that the disclosure of the document or paper or the answering of the question would be injurious to the public interest shall apply in respect of any investigation by or proceedings before the Ombudsman.

Secrecy of
information

6. A person who performs the functions appertaining to the Office of the Ombudsman or any office or employment thereunder -

- (a) shall regard as secret and confidential all documents, information and things which have been disclosed to any such person in the execution of any of the provisions of sections 93 and 96 of the Constitution, so, however, that no disclosure made by any such person in proceedings for an offence under section 10, or under the Perjury Ordinance and by virtue of section 4(2) or which the Ombudsman considers it requisite to make in the discharge of any of his functions and for the purpose of executing any of the said provisions or the provisions of section 3(4) or section 9, shall be deemed

inconsistent with any duty imposed by this paragraph; and

- (b) shall not be called upon to give evidence in respect of, or produce, any such documents, information or things in any proceedings, other than proceedings mentioned in the proviso to paragraph (a).

Notice of
entry on
premises

7. Before entering upon any premises pursuant to section 97(2) of the Constitution the Ombudsman shall notify the principal officer of the department or the authority by which the premises are occupied.

Delegation
of
powers

8. (1) With the prior approval in each case of the Prime Minister, functions hereinbefore assigned to the Ombudsman may from time to time, by direction under his hand, be delegated to any person who is appointed to any office or to perform any function referred to in section 6.

(2) No such delegation shall prevent the exercise of any power by the Ombudsman.

(3) Any such delegation may be made subject to such restrictions and conditions as the Ombudsman may direct, and may be made either generally or in relation to any particular case or class of cases.

(4) Any person purporting to perform any function of the Ombudsman by virtue of a delegation under this section shall, when required to do so, produce evidence of his authority to exercise the power.

Reports

9. (1) The Ombudsman may from time to time in the public interest publish reports relating generally to the exercise of his functions or to a particular case or cases investigated by him, whether or not the matters to be dealt with in such reports may have been the subject of a report to Parliament.

(2) The form of statistics of complaints received by the Ombudsman and the results of his investigation required by section 96(5) of the Constitution to be included in the annual report to Parliament by the Ombudsman on the performance of his functions shall be prescribed by regulations made under section 12.

Offences

10. A person is liable on summary conviction to a fine of one thousand dollars or to imprisonment for six months who -

- (a) without lawful justification or excuse, wilfully obstructs, hinders or resists the Ombudsman or any other person in the exercise of his powers under this Act;

- (b) without lawful justification or excuse refuses or wilfully fails to comply with any lawful requirement of the Ombudsman or any other person under this Act;
- (c) wilfully makes any false statement to or misleads or attempts to mislead the Ombudsman or any other person in the exercise of his powers under this Act; or
- (d) in a manner inconsistent with his duty under section 6(a), deals with any documents, information or things mentioned in that paragraph.

Prescription
of authori-
ties subject
to the
Ombudsman's
jurisdic-
tion

11. (1) The authorities mentioned in the Schedule are authorities to which section 93(3)(d) of the Constitution shall apply

(2) The President may, by Order, amend the Schedule by the addition thereto or deletion therefrom of any authorities or the substitution therein, for any authorities or other authorities.

Regulations

12. The President may make regulations for the proper carrying into effect of this Act, including, in particular, for prescribing anything required or authorised to be prescribed.

SCHEDULE

(Section ii(i))

Additional Authorities subject to the
Ombudsman's jurisdiction

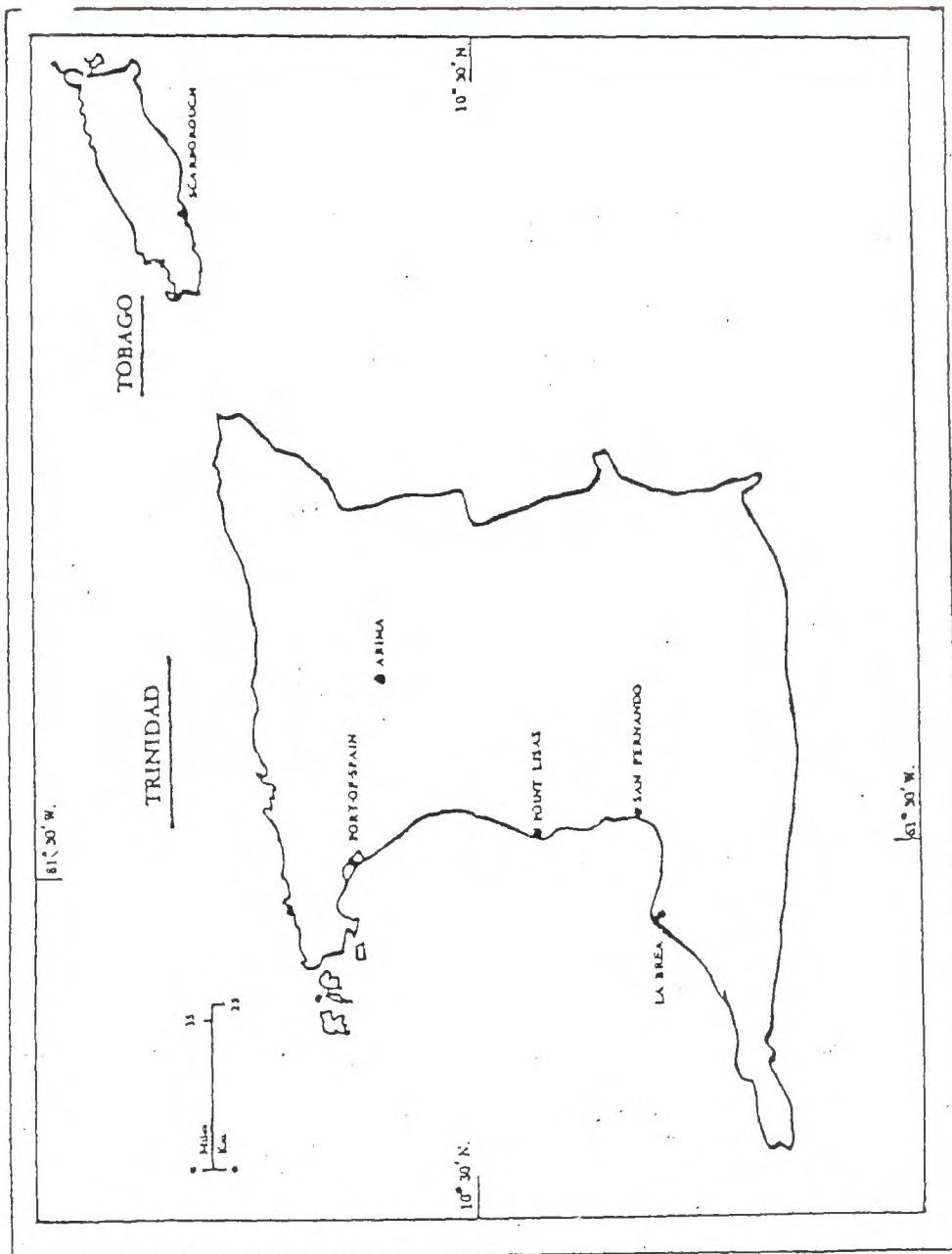
Trinidad and Tobago Telephone Company Limited

Passed in the House of Representatives this 13th day of May, 1977.

J.E. CARTER
Clerk of the
House

Passed in the Senate this 10th day of May, 1977.

R.L. GRIFFITH
Clerk of the
Senate



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