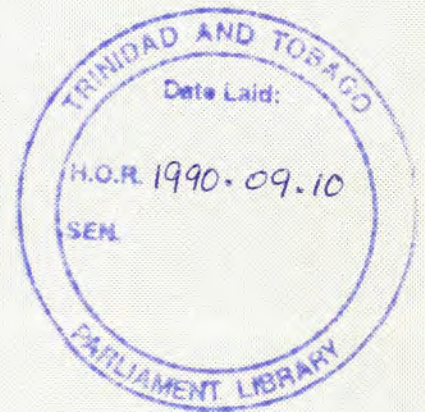




GOVERNMENT OF THE REPUBLIC OF
TRINIDAD AND TOBAGO

THE OMBUDSMAN NINTH ANNUAL REPORT



DECEMBER 06, 1985

TO

DECEMBER 05, 1986

BE IT RESOLVED that this Honourable House takes note of the 17th Annual Report of the Ombudsman for the period January 01, 1994 to December 31, 1994 (hereinafter referred to as "the said Report").

AND BE IT FURTHER RESOLVED that pursuant to Standing Order 79 this Honourable House appoints six members to sit with Members of the Senate as a Joint Select Committee for the purpose of considering the said Report and the functions and duties of the Office of the Ombudsman and to make recommendations for a more effective machinery for the Office of Ombudsman so that Part 2 of Chapter 6 of the Constitution of Trinidad and Tobago can be given effect.

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

18 July, 1990.

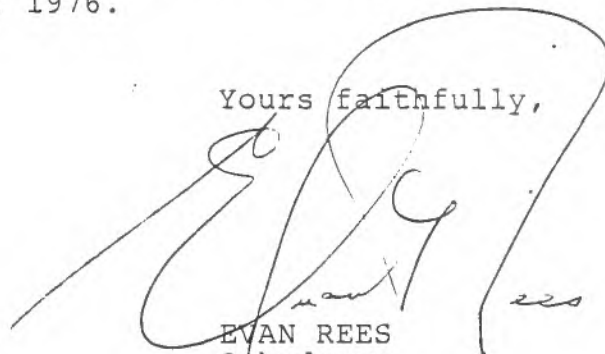
The Honourable Speaker,
Parliament,
Red House,
Port-of-Spain.

Dear Mr. Speaker,

I have the honour to present the Ninth Annual
Report of the Ombudsman for the period December 06, 1985
to December 05, 1986.

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,

A large, stylized handwritten signature in black ink, appearing to be 'Evan Rees', is written over the typed name and title.

EVAN REES
Ombudsman
Trinidad and Tobago

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PART I
PERIOD COVERED BY THE REPORT

PERIOD COVERED BY THE REPORT

This is my Ninth Annual Report to Parliament on the performance of my functions as Ombudsman of Trinidad and Tobago. It covers the period December 06, 1985 to December 05, 1986. In my Eighth Annual Report, I pointed out that the considerable delay in its preparation and submission arose as a consequence of the failure of the appropriate authority to provide me with adequate staff in accordance with Section 92(1) of the Constitution and of the Office of the Ombudsman to secure the necessary funding and facilities for preparing Annual Reports.

Since then, there has been no change in the situation and therefore the submission of this Report has been regrettably delayed.

A former Ombudsman of New Zealand has remarked in this connection in a report to Parliament:-

"The process has to be sympathetic to and perceptive of the special resource needs of the Office, and it should not, as far as possible, either in appearance or in fact, give the opportunity or potential for executive government to deny resources unreasonably ... thereby detrimentally affecting the operations of the Office, its status and its functions."

(i) STAFF

On March 10, 1986 Mr. C. Brown, Bailiff attached to this Office passed away suddenly.

In the period under consideration, Mr. G. Dewhurst, Secretary to the Ombudsman, was absent from the Office during the period April 10 to December 31, 1986 due to illness.

Mr. H. Seereeram, of the Ministry of Finance, was appointed to act for Mr. Dewhurst.

(ii) ACCOMMODATION

Up-to-date and more modern office equipment - electronic typewriters, computer systems, etc. - have not been supplied to this Office in spite of my persistent representations. Several government offices now enjoy the benefits of the most modern office equipment.

I think there is a lack of appreciation on the part of the Authorities, that one of the fundamental principles of Ombudsmanship is the speedy resolution of complaints.

(iii) TOBAGO

During this period I continued the practice of paying fortnightly visits to Tobago. Apart from the hearing and investigation of complaints from the residents, I made site visits throughout the island and held discussions with various public authorities. By and large, as I have said before, the residents of Tobago are quite alive to their rights and aware of the advantages and benefits that may be derived from the Institution.

(iv) VISITS

As mentioned in my previous Annual Reports I had visited the Hospitals including the Mental Hospital, the County Councils and some Schools. This year I visited Trinidad and Tobago Electricity Commission, the Telephone Company, the Water and Sewerage Authority and Trinidad and Tobago Oil Company, and toured County Caroni on the invitation of County Councillors.

(a) Trinidad & Tobago Electricity Commission (T&TEC)

On January 30, 1986 in company with two Investigators, I visited the Power Stations of the Trinidad and Tobago Electricity Commission (T&TEC) at the following locations: Port-of-Spain Power Station, Barataria Sub-Station, Bamboo Sub-Station, Pt. Lisas Power Station and Penal Power Station.

The Commission provided me with a familiarization tour of the various stations and installations. The officials with whom I came into contact displayed commendable efficiency, knowledge and dedication, and I was convinced that a serious effort was being made to improve the Commission's services to the public.

I raised and discussed certain issues with officials which were pertinent to complaints under my investigation at the time. These issues included:

- (1) Frequent outages in both Trinidad and Tobago;
- (2) A house which was burnt out the day it received electricity supply;
- (3) The method of selection for employment of Apprentices who had obtained certificates from T&TEC; and
- (4) T&TEC's Assisted Wiring Scheme.

The visits proved to be informative and worthwhile.

(b) Telephone Company's Nelson Exchange

Together with two Investigators from my Office on February 13, 1986, I visited the Telephone Company's (TELCO) Nelson Exchange on Edward Street on a familiarization tour.

I was met and escorted by several senior officials and visited the Repair Service Bureau, the Frame Area, the Network Surveillance Centre, the DMS 100 Exchange and the Telephone Operator's Room.

I was very impressed with the efficiency and speed of the Computer System utilized by the Repair Service Bureau. I also learnt that there had been a heavy and rapidly increasing demand for new installations. In 1984 21,000 new telephones were installed and in 1985 the number was in excess of 45,000.

I was most pleased with the rapid advances in technology made by the Company over the past few years. The visit enabled me to increase my knowledge of TELCO's operations and to foster links which could enhance the relationship between the Company and my Office.

I raised with the Company that several complaints had been made to me by citizens who claimed that they had been billed for overseas calls that they had not made. Others were in receipt of bills which purported to show that calls were made on their lines to certain numbers in New York which enabled the caller to listen in to lewd and obscene recordings.

Subsequently, I was informed by the Company that it had investigated the latter matter and concluded that in nearly all of these cases the calls had been placed by subscriber's children and their friends. In other cases its investigation showed that calls could have been made from the junction boxes by employees of the Company. In one case a worker was actually convicted of a related offence.

(c) Water and Sewerage Authority (WASA)

On March 06, accompanied by two Investigators, I undertook a familiarization tour of selected water and sewerage works in North Trinidad.

At W.A.S.A.'s Head Office in St. Joseph, I was met by three officials who conducted the tour. I visited the Acono Water Treatment Plant, the Arena Dam and the Caroni Water Treatment Plant.

I learnt that the quality of water distributed by WASA is of international standard, and accepted by International Air Carriers and Ships.

The Water and Sewerage Authority was in the process of computerizing its operations, and had two mainframe computers at its Head Office in St. Joseph. It planned to link those to Terminal Units at all of its installations within a year. WASA was also exploring the feasibility of introducing water meters as a means of measuring consumption and use of water by individual consumers.

WASA has a very efficient quality control system to ensure that the water distributed to consumers is of a high standard.

On March 13, 1986 accompanied by several officers and my Investigator, I visited the Navet Dam and the Sewerage Treatment Plant, San Fernando. I was taken on complete and instructive tours of both the Dam, and related waterworks and the Treatment Plant.

(d) Trinidad and Tobago Oil Company (TRINTOC)

With two Investigators, I toured TRINTOC's Pointe-a-Pierre Oil Refinery on April 29, 1986.

I was met by the Chairman, the Managing Director and other senior officials, and had the benefit of a most informative lecture on the general operations of the Company, given by the Divisional Manager- Manufacturing.

I was pleased to learn that a large number of graduates of the University of the West Indies were employed at TRINTOC, and that the Company is almost entirely staffed by nationals of Trinidad and Tobago as in the other public corporations.

I visited the #8 Crude Distribution Unit, the Fluid Catalytic Cracking Unit and the Marine and Harbour Unit. The expertise available to the Company is of a high quality and I am confident of the future of the oil industry in our country.

(e) Tour of County Caroni

In company with officials of the Caroni County Council and my Investigator, I toured certain areas, which were allegedly affected by work undertaken by the Ministry of Works, Maintenance and Drainage. We visited a number of sites.

Some residents claimed that as the result of the Ministry's negligent workmanship in straightening the course of the Diana River, they had suffered damage to their lands through flooding. It was stated also that the construction of the Sir Solomon Hochoy Highway had apparently increased the volume of water in the Diana River.

At Montrose Village, I was informed that the construction of the Edinburgh Housing Scheme by the National Housing Authority had caused an obstruction to the natural water course resulting in the Caparo River overflowing its banks in periods of heavy rain.

With regard to complaints about the Caparo River, I pointed out that the Permanent Secretary of the Ministry of Works, Maintenance and Drainage had informed me by letter that the Ministry had already undertaken interim short term measures to alleviate the situation. I promised to pursue the complaints about the Diana River.

PART II
STATISTICAL OVERVIEW

STATISTICAL OVERVIEW

In the period 6th December 1985 to 5th December, 1986, 1,538 new complaints were made to this Office. Of these, 554 or 36% were outside my jurisdiction. I proceeded, therefore, with the investigation of 984 new complaints. At the end of the period, I had concluded investigations of 605 or 61.5% of these new complaints. Table 1 illustrates the manner in which new complaints received during the period were disposed.

TABLE 1

Statistics on New Complaints received during period
December 6, 1985 to December 5, 1986

Total number of complaints received	1,538	
Total number of complaints without jurisdiction	554	36%
Total number of complaints proceeded with ...		984	64%
Total number of complaints concluded	605	61.5%
Sustained/Rectified	238	
Not Sustained	167	
Advised/Discontinued/Withdrawn ..		200	
Total number of complaints under investigation		379	38.5%

It is interesting to note that both the number of complaints received and number of complaints concluded for the period 1985-1986 were the highest since the inception of my Office.

Table 2 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 2

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	605	61.5

In addition to the new complaints, 790 complaints already under investigation from the preceeding years were "brought forward" and Table 3 reflects the way in which the total number of Complaints under investigation this year were handled. At the end of the year, 1156 or 65.2% were still under investigation.

TABLE 3

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	790	
Total number of complaints received in 1986	1,538	
Total	2,328	
Total number of complaints without jurisdiction	554	23.8%
Total number of complaints proceeded with	1,774	76.2%
Total number of complaints concluded	618	34.8%
Sustained/Rectified	245		
Not Sustained	170		
Advised/Discontinued Withdrawn	203		
Total number of complaints under Investigation	1,156	65.2%

The highest number of complaints this year as in other years was against the Ministry of National Security (240). These complaints were mainly against the Police and Prisons. A high number of complaints was also received against the Judiciary (149), Ministry of Works, Maintenance and Drainage (95), Ministry of Legal Affairs (89), National Housing Authority (82), Ministry of Agriculture, Lands and Food Production (62), Ministry of Community Development and Local Government (59) and the Ministry of Finance and Planning (55).

PART III
SELECTED CASE SUMMARIES

CASE NO. 1

The Complainant was resident in a small sub-urban settlement, east of Port-of-Spain. In 1983 a private limited Company (hereinafter called "the developers") commenced construction of a 38 Unit apartment building some distance away from the Complainant's residence. However the Sewerage Treatment Plant for the complex was located in close proximity to the Complainant's residence.

The Complainant objected to this siting of the Sewerage Treatment Plant but was assured by the Water and Sewerage Authority that the Plant was well within prescribed limits and was not likely to pose a nuisance of any kind to the residents in the surrounding area. Two years later, the Complainant informed me that untreated sewage was flowing out of the Plant and finding its way over ground into the nearby Tunapuna River.

My investigation disclosed that in 1983 the Water and Sewerage Authority had granted approval to the developers for the construction of the apartment building on condition that a Sewerage Treatment Plant as a method of sewerage disposal and an Attendant's house were constructed. The Attendant was necessary for maintaining the Plant. In March 1984, the Authority issued a completion certificate to the developers, although the Sewerage Treatment Plant was inoperative as it had not had electrical connection and the accommodation for Attendant was incomplete.

I discovered that the completion certificate had been given to the developers in the absence of these important prerequisites as a result of -

- (1) approaches made to the Authority by the developers including written communication; and
- (2) an inspection of the site made by a senior officer of the Authority who recommended that the certificate be issued to the developers.

This appeared to me to be a fault in administration of the Authority.

In 1985 the developers again applied and obtained approval for the construction of a further block of 22 apartment units and another completion certificate was issued on October 23, 1985. This again was a fault in administration which aggravated the situation, because 60 apartment units were now served by the existing Sewerage Treatment Plant which remained inoperative.

In November 1986 when the Authority visited the site to report to me on the Complainant's allegations, the officers concluded that from the condition of the area it appeared that the Sewerage Treatment Plant was neither completed nor ever put into operation.

In the opinion of the Water and Sewerage Authority this was a fault on the part of the developers, but in my opinion it was also a fault in the administration of the Water and Sewerage Authority in not ensuring adequate provision for sewerage disposal, and proper accommodation for an Attendant to maintain the Plant.

The immediate course of action left was for the Public Health Authority to institute legal proceedings against the developers to abate the nuisance, which was causing a health hazard. I therefore recommended to the Public Health Department that such action be taken against the developers. However, to date nothing has been done as the County Medical Officer reported that apartment units are now all sold to different persons, the developers cannot be found and the Company is no longer in existence.

CASE NO. 2

An Architect and his wife complained to me that they had sustained an injustice as a result of a fault in administration of the Town and Country Planning Division of the Ministry of Finance and Planning.

The facts of the complaint are as follows - The Complainants had purchased two lots of land in a residential development. The land was situated on the foothills of the Northern Range overlooking the Caroni Plains.

They selected the site for the magnificent view afforded. The lots varied in prices. The more elevated lots were offered at a higher price. The Complainants bought the lots at the highest elevation in the development. They constructed a dwelling house on the land at considerable expense, but before the completion of the building, a Doctor commenced the construction of a steel frame house with columns rising 45 feet high completely obstructing the Complainants view.

My investigation disclosed that the Doctor had contravened the building regulations. His building was being erected contrary to plans approved for the development, in that the design and siting of the building had been altered. This resulted in the obstruction of the Complainants view. The Complainants had actually filed a case seeking an injunction restraining the Doctor from erecting or continuing to erect the building. An interim injunction was granted but later discharged.

I discovered that on October 15, 1985 the Complainants had made a complaint to the Head Office of the Town and Country Planning Division. On the following day, they registered a written complaint at the East Regional Office of the Division. The Regional Office considered it a matter of great urgency because on the same day the site was inspected by a Development Control Inspector who observed that the Doctor was constructing a building which was not in accordance with the approved plans. An Officer of the department interviewed the Doctor, and on the following day a letter was directed to the Complainants confirming that the building was being constructed by the Doctor was not in accordance with approved plans.

Between October 18, 1985 and November 12, 1985 the Division prepared a comprehensive report, drafted an Enforcement Notice and directed these documents to the Director of Public Prosecutions for vetting and advice. Following upon that, the Minister in the Ministry of Finance and Planning signed an Enforcement Notice requiring the demolition of the Doctor's building under the provisions of Section 16 of the TOWN AND COUNTRY PLANNING ACT, Chap. 35:01.

On November 15, 1985 the Enforcement Notice was served on the Doctor. In that Notice certain steps were specified to be taken within 28 days after service. On November 26, 1985 the Complainants wrote to the Division saying that the Doctor was proceeding with the construction of the building, in spite of having been served with an Enforcement Notice under the hand of the Minister.

On December 10, 1985 the Doctor on his part applied for planning permission for retention of the building which was now fully constructed. This application had the effect of suspending the operation of the Enforcement Notice pending the outcome of the Doctor's application. On May 16, 1986 the application was rejected. On July 03, 1986 the site was re-inspected following the expiration of the period for compliance with the Enforcement Notice and it was discovered that the Doctor's building was completed. This, in effect, meant that the Doctor had continued to construct his building in direct contravention of the law, a matter which resulted in a grave injustice to the Complainants.

It was against this background that on July 15 and August 16, 1986 the Doctor wrote the Minister in the Ministry of Finance and Planning appealing for favourable reconsideration of his application for planning permission. The site was inspected by public officers and on August 26, 1986 the Division submitted another comprehensive report to the Permanent Secretary in the Ministry of Finance and Planning.

It is in this setting that the Minister in considering the Doctor's application concluded that the measures which were required to correct the situation were unreasonably severe. From the evidence at his disposal, he thought that the rectification of the northern boundary which was set back, might be effected merely by adjusting the width of an existing car port rather than by the demolition of the entire building. In effect, the Minister directed that permission be given for the retention of the Doctor's building.

I am submitting this report to demonstrate how easy it was for the Doctor to obtain his objective by deliberately and skillfully frustrating the true intention of the existing TOWN AND COUNTRY PLANNING ACT.

CASE NO. 3

An elderly person complained to me that the National Insurance Board was refusing to pay him Employment Injury Benefit in accordance with the NATIONAL INSURANCE ACT Chap. 32:01 (hereinafter referred to as "the Act").

In his complaint he alleged that he was a pensioner and he sustained an injury arising out of his employment at his workplace. Prior to his injury the Complainant paid and the National Insurance Board, (hereinafter called "the Board") accepted contributions from him, which would have entitled him to the payment of Employment Injury Benefit in accordance with Class VIII rate of contributions.

At the time of the Complainant's injury, he was in receipt of an income of about \$200.00 per week by virtue of which, he fell squarely into Class VIII and paid contributions on the basis of that class.

When he submitted his claim to the Board for Employment Injury Benefit, the Board decided to pay him in accordance with Class I earnings class which is the lowest sum payable. The Complainant thought this was unjust.

In the course of my investigations I obtained a report from the Board which was to the effect that the Complainant had paid contributions during periods of employment after his 65th Birthday, which was contrary to the provisions of the Act. The Board proposed therefore to refund him the contributions he had paid rather than allow his claim for a Benefit.

I informed the Board that, as I saw it, sections of the Act relevant to the matter in hand were:-

"36(2) An employed person who has not yet attained the age of sixteen years or who has attained the age of sixty-five years shall not be insured against any contingency other than employment injury.

37(1) Every employed person and every unpaid apprentice shall be insured in the manner provided by this Act and the regulations against personal injury caused on or after the appointed day by accident arising out of, and in the course of that person's employment, and there shall be payable in the prescribed circumstances to or in respect of every such person the type of benefit (hereinafter called 'Employment Injury Benefit') specified in section 46(3).

(2) The contribution payable in respect of any employed person or any unpaid apprentice towards employment injury benefit shall be payable wholly by the employer of such person.

.....

(53) An accident happening to a person in or about any premises at which he is for the time being employed for the purpose of his employer's trade or business or for the purpose of serving his apprenticeship shall be deemed to arise out of and in the course of his employment if it happens while he is taking steps, in an actual or supposed emergency at those premises, to rescue, succour or protect persons who are, or are thought to be or possibly to be, injured or imperilled, or to avert or to minimise serious damage to property.

54(1) Subject to subsection (2) rates of benefit payable to or in respect of an insured person shall be related to the rates of contribution paid in respect of such person - that is to say, the rates of the different benefits shall be fixed according to the earnings class into which an insured person falls as shown in Table A, B, C and D respectively in the Third Schedule.

(2) For the purposes of the payment of employment injury benefit, unpaid apprentices shall be taken as falling into the lowest earnings class."

Section 36(2) describes the two categories of persons entitled to Employment Injury Benefit under the Act.

The Act does not include persons over age 65 in its classification for payment of Employment Injury Benefit, but Section 54(1) provides that the rates of benefits payable to or in respect of an insured person shall be related to the rates of contributions paid in respect of such person. In my view, the Complainant, although he was over 65 and did not fall into any classification should have been paid Employment Injury Benefit in relation to the rates of contributions paid in respect of him.

The Board on the advice of its Legislative Review Committee, accepted my recommendation and was of the view that should the Act be amended to provide that persons such as the Complainant, should pay contributions according to their actual earnings and receive benefits accordingly. It suggested, however, that the Complainant be paid in Class I.

I felt that should the Board do so, it would not only be contravening the Act but would be thwarting its own intentions to deal justly with the Complainant and the persons of that Class. I am pleased to state that the Board eventually agreed to give the Complainant his Employment Injury Benefit in Class VIII.

CASE NO. 4

A daily paid employee with the Arima Borough Council sought my assistance in resolving a matter which he had been trying to settle with his employers for thirteen (13) years.

On February 17, 1964 the Complainant was employed as a Light Equipment Operator. On assuming duties, he found himself driving heavy vehicles. In 1972 he suffered a broken arm and was given six (6) months sick leave by doctors. However, before the period had expired he was called upon to appear before a Medical Board to assess whether he was fit for further service. In 1973 he appeared before the Board and was declared fit for further service. When he resumed duties he was instructed to drive a heavy vehicle, but after one week found it difficult to do so. He requested of the Town Superintendent that he be given lighter duties. This request was not granted, and, instead his employment was terminated and he did not receive terminal benefits.

The Town Clerk of the Corporation reported to me that because of an "unenviable sick leave record" during the period 1964 to 1971, the Complainant was requested to appear before a Medical Board to determine his fitness for continued employment. The Medical Board recommended him fit for further service. The report further stated that the Complainant was instructed to report for duty and, after seven (7) days he absented himself from duty without permission and never accounted for his absence. He was therefore deemed to have abandoned his job.

My investigations however proved that the Town Clerk's report was inaccurate. Although the Complainant was employed as a light equipment Operator, he was required to drive heavy equipment throughout the entire period of his service.

Due to a chronic heart condition, the Complainant appealed to the Corporation for a change of duties but his appeals were ignored. Further he was never paid the approved wages. The report of the Medical Board before which he appeared in 1973 recommended him fit for further service but on the condition that he be given light duties. It turned out that this recommendation of the Board was not followed by the Employers but the Complainant was instructed to drive heavy vehicles, which he was unable to do.

In September of 1973 the Council informed him that since the Medical Board found him fit for further service and since by his own admission he could not perform his normal duties, his services with the Corporation were terminated.

As an Employer the Arima Borough Council, to my mind had acted improperly in assigning the Complainant to duties outside of his classification and further in not awarding him a remuneration commensurate with his duties. I found that the Council's decision to terminate the Complainant's employment was incorrect as it was founded upon a wrong interpretation of the Medical Board's advice.

I therefore recommended that the Complainant be awarded:

- (a) His Severance Pay for Service from February 02, 1964 to September 20, 1973;
- (b) Arrears of salary as a Heavy Equipment Operator from February 02, 1964 to September 20, 1973;
- (c) Full payment of the proper salary during the period in which the Complainant was awaiting examination by the Medical Board.

In a meeting held in my Office with officers of the Chief Personnel Officer and the Arima Borough Council it was agreed that the Complainant was unfairly treated and that the Chief Personnel Officer be given an opportunity to review the matter. It is sad to relate that the Complainant passed away before my recommendation was implemented.

His next of kin later informed me that the outstanding monies did not warrant the expense of obtaining Letters of Administration to his estate. As a result, I closed the matter.

CASE NO. 5

A farmer complained to me that from 1977 he had been supplying milk to the Government Farm, Tobago (Hope Farm). However, he had not been paid for milk supplied for the period August 1981 to January 15, 1982.

The procedure for the supply and delivery of milk was set out in a Memorandum dated August 02, 1977 from the Technical Officer, Agriculture, Tobago to "All Dairy Farmers" under the hand of the Technical Officer, State Lands Projects, Hope and Goldsborough, Ministry of Agriculture. The provisions, so far as material, state as follows:

- " (1) Milk will be collected daily on the farm between the hours of 8:00 a.m. and 9:00 a.m. and between 1:00 p.m. and 2:00 p.m.
- (2) Collection of milk in the afternoon (1:00 p.m. - 2:00 p.m.) will be done only if the amounts available justify this."

I understood this to mean that the sale and delivery of milk would be undertaken at the farms when it was collected by the relevant government officer. The farmer was therefore under an obligation to have the required quantity of milk available for collection, and, the Agriculture Division, under an obligation to collect the milk. If the farmer failed to have the milk available, he was in breach of the Agreement, and if the Agriculture Division failed to go to the farm to collect the milk, the Agriculture Division would be in breach of the Agreement.

On August 10, 1981, an Agricultural Officer I wrote to the Complainant stating that they had verbally agreed that the Complainant would transport his milk to the Hope Farm at the cost of six (\$6.00) dollars per day. It should be noted that this was ten days after the Agriculture Division ceased to collect milk from the Complainant's farm.

Immediately on receipt of this letter, the Complainant wrote to the Technical Officer, Agriculture strenuously denying that he had made any such verbal agreement with the Agricultural Officer I and demanded payment for each day the milk produced on his farm was not collected.

It was my opinion that since the agreement on August 02, 1977 was evidenced in writing, any subsequent variation therefrom should be in writing. I did not think that any responsible government department would vary a written agreement by an oral one. I concluded that Hope Farm did not collect his milk as the Agriculture Division had agreed between August 01, 1981 and January 15, 1982 and consequently was in breach, thereby causing the Complainant to sustain loss.

Under the provisions of Section 96(2) of the Constitution, I recommended that the Complainant be paid the sum of One Thousand and Thirty Dollars and Fifty-one Cents (\$1,030.51) for the loss he suffered as a result of the Hope Farm's failure to collect his milk for the period August 02, 1981 to January 15, 1982. The Tobago House of Assembly, under whose jurisdiction the Hope Farm now operates, readily accepted my recommendation and paid the Complainant the sum.

CASE NO. 6

In late 1984 a complaint was made to me by a woman who at the time of her complaint was unemployed. The Complainant stated that between 1981 and 1983 she had worked in the Postal Services, Tobago as a Postal Assistant or Postal Officer I on nineteen (19) occasions for periods ranging from one (1) day to fourteen (14) days. She claimed that she had not received salary for any of these periods.

My investigations of this complaint disclosed as follows: The Regional Controller of the Post Office in Tobago had sent recommendations to the Permanent Secretary, Central Administrative Services, Tobago, (hereinafter referred to as "C.A.S.T.") for the employment of the Complainant for some of the periods for which she had worked. C.A.S.T. is the Authority responsible for the general administration of the Post Office in Tobago. There were other periods for which the Controller had not sent recommendations.

The officers of C.A.S.T. informed me that all the recommendations that had been received were sent to the Director of Personnel Administration, the authority responsible for appointments in the Public Service.

There were several complaints of a similar nature. I therefore decided to have a meeting with officials of C.A.S.T. and the Regional Controller. We discussed the matter at length and it became evident that these problems developed because the Regional Controller, in an effort to ensure that the public received its mail promptly had to employ staff at very short notice and sometimes for very short periods to fill shortages caused by unforeseen absences such as sick leave.

It seemed to me that the late payment was compounded by delay on the part of the Regional Controller in submitting his recommendations to the Permanent Secretary C.A.S.T. It was agreed then that he should in future submit his recommendations as soon as the officers assumed duty. This complaint however was not to be settled with minimum delay. For about two years the Complainant received small sums of money representing payments for various short periods.

In cases such as these, I hesitate in laying a Special Report before Parliament in the hope that I may resolve the matter to the satisfaction of the aggrieved person.

I subsequently met with the Regional Controller on two other occasions and my Investigators visited his Office to examine the files to ensure that my recommendation had been implemented by him.

It was not until the end of the reporting period that the Complainant received all the outstanding salaries due to her. However, I was pleased to note that the number of these complaints had been reduced drastically as the Regional Controller had accepted my recommendation.

CASE NO. 7

A group of parents from a rural village in Tobago complained that they were very concerned about the conditions existing at the village school. In particular they stated that for over a year, the school was operating with three (3) teachers short.

In their letter of complaint to me, the parents stated that they intended to keep their children from school for one (1) day as a sign of protest. They claimed that they had several conversations on the matter with the Principal, and had discussed it with Officers of the Education Division of Central Administrative Services, Tobago. None of their efforts had borne fruit even though the Principal and other officials said that they knew the gravity of the situation and were trying to do their best.

This matter had to be treated with urgency as it concerned the education of children. I therefore visited the school on the day the children were to be kept away. Only one class was in progress (these children were preparing for examinations). I discussed the problem with the Principal and also the parents whom I had asked to be present at my meeting with the Principal. At the end of my discussions it seemed to me that the real problem facing the school was its remoteness. Teachers are not always willing to serve in the rural villages. However, this was not a matter of simple discrimination but also of an ongoing problem of shortage of teachers in the teaching service.

I decided that this was a matter which needed to be dealt with by direct discussions with all the official personnel concerned. Therefore two (2) weeks after my meeting with the School's Principal, I met with senior officials of the Education Division, Officers of the Central Administrative Services, Tobago, the Manager of the School Board and the Principal of the school. This meeting served to impress upon the officials the seriousness of the situation.

As a result of this meeting three (3) months later the problem of staffing at the school was solved.

CASE NO. 8

The Complainant is the Managing Director of a commercial house on Frederick Street, Port-of-Spain. He complained to me against what he termed unreasonable and inconsiderate increases in the rates charged by the Port-of-Spain City Corporation and the Water and Sewerage Authority.

He alleged that on July 12, 1984 he unexpectedly received a notice from the Port-of-Spain City Corporation which stated that the annual House Rates payable on his property were increased from \$1,965.60 to \$69,620.40. He also received a letter from the Water and Sewerage Authority indicating an increase in their rates from \$1,972.20 to \$63,763.73.

My investigations disclosed that, as at January 01, 1982 the, Annual Rateable Value of the Complainant's property was assessed by the Port of Spain Corporation to be \$19,656.00. This assessment was reduced to \$1,968.00 per annum effective June 01, 1982 when the building on the property was demolished. A new building was constructed on the site in 1983 and was assessed by the City Assessors to have an Annual Rateable Value of \$69,204.00 with effect from July 01, 1984. Property owners are required by the Port-of-Spain City Corporation each year to pay 10% of the assessed Annual Rateable Value as annual house rates.

It was also disclosed that based on the new A.R.V. assessment of \$696,204.00 from July 01, 1984, annual charges for water were increased to \$41,778.84 and for sewerage \$27,848.60. The Water and Sewerage rates are based on the Annual Rateable Value and the competent authority for fixing this value in the City of Port-of-Spain is the Port-of-Spain City Corporation.

Section 99(1) of the PORT-OF-SPAIN CORPORATION ORDINANCE, Chap. 39 No. 1 provides that an owner of property who is dissatisfied with the valuation as assessed by the Corporation may give notice to the Corporation of its objection, and has a right of appeal to the Tax Appeal Board.

Section 94(4) of the Constitution of the Republic of Trinidad and Tobago states, so far as relevant, "that the Ombudsman shall not investigate any action in respect of which the Complainant has or had a right of appeal to, or before an independent and impartial tribunal other than a court."

In my opinion the appropriate remedy for the Complainant was to follow the procedure set out in Section 99(1) and I had no jurisdiction in the matter. I informed the Complainant accordingly.

CASE NO. 9

A mother, of PLIPDECO Scheme, Couva reported to me that her son was apprenticed to the Trinidad and Tobago Electricity Commission (T&TEC) for a period of five (5) years. He graduated with an assessment of 'Very Good', but was not offered employment by T&TEC. He was the only member of his class to be so refused. She complained that her son was being discriminated against by the Commission.

On April 08, 1986 I requested a report from the General Manager, T&TEC and on May 13, 1986 the Personnel Officer, Craft Training Trade School, Trinidad and Tobago Electricity Commission advised that -

- (1) The Complainant's son was not employed because his conduct was unsatisfactory.
- (2) Further, at the end of the period of one's apprenticeship, the master is not obliged to secure employment for the apprentice.

Appended to the Regulations of the INDUSTRIAL TRAINING ACT Chap. 39:54 is a form of contract. Clause 9 thereof provides:-

"The Apprentice shall on the completion of his Apprenticeship leave the services of his master."

The Trinidad and Tobago Electricity Commission as employer had a discretion to absorb into its workforce, apprentices who had completed their period of apprenticeship. There was no evidence that this discretion was exercised unreasonably, and I informed the Complainant accordingly.

CASE NO. 10

A resident of Calder Hall, Scarborough, Tobago the Lessee of a parcel of land upon which stood her dwelling house, complained to me that the Water and Sewerage Authority (hereinafter called "the Authority") was refusing to provide her with a supply of water for domestic purposes. She claimed that this was a fault in administration of the Authority as a result of which she was sustaining an injustice. Shortly after, three other persons in the same district made a similar complaint to me.

My investigation disclosed that these four persons were lessees of the same lessor. As occupiers they had supplied pipes on their respective lots at their own expense. Three of these persons had not made applications to the Authority for the supply of water, but one, the Complainant had done so.

The lessor of the land occupied the front lot which adjoined the road. The lots of the lessees were contiguous to and at the rear of the lessor. Therefore, in order for the Complainants to obtain a supply of water, it was necessary to have pipes running from the Authority's communication pipe through the lessors lot.

It is against this background that I advised the three Complainants that in order to obtain a supply of water for domestic purposes the first step was to make an application to the Authority. This they did.

I then requested a report from the Executive Director as to the reasons for the delay in supplying water to the Complainants who had fulfilled all the requirements. The substance of the Authority's reply was that the lessor, who occupied the lot intervening between the communication pipe and the lots of the Complainants had refused to give her consent for laying pipes on her land, and that the matter was in essence a private disagreement between the lessor and the lessees.

I visited the site in company with representatives of the Authority, the Complainants and the lessor. On the site we discussed the matter extensively. The lessor was adamant. She stated that she will not give consent under any circumstances. I then told her that under the WATER AND SEWERAGE CONSERVATION ACT the Authority could acquire a "way leave" by obtaining the permission of the President to run the pipe through her land in order that the Complainants should obtain a supply of water for domestic purposes.

On hearing this she consented. I did not then think it necessary to point out to her that there was another avenue under the WATER AND SEWERAGE ACT by which the Authority could perform its duty in laying a main where a person owning or occupying land was unreasonably withholding consent to lay mains on their intervening lot.

Shortly after, The Executive Director advised that "way leave" was obtained from the lessor and the residents had been given a supply of water. The Complainant subsequently expressed thanks.

PART IV
STATISTICS OF CASES HANDLED

S T A T I S T I C S
O F C A S E S
H A N D L E D

CARONI LIMITED

Number of Complaints ...	11
Within Jurisdiction ...	11
Without Jurisdiction ...	00
Sustained/Rectified ...	03
Not Sustained ...	01
Advised/Discontinued ...	03
Under Investigation ...	04

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in processing application for parcel of land	
2.	Delay in receiving death benefit	Rectified
3.	Delay in removing problem of nuisance created by 'fly ash'	
4.	Pollution caused by burning cane	
5.	Delay in receiving death benefits. ...	Discontinued
6.	Dissatisfied with amount of retirement benefits received	Discontinued
7.	Delay in receiving retirement benefits	Rectified
8.	Dissatisfied with eviction notice. ...	Advised
9.	Failure to receive retirement benefits	Not Sustained
10.	Delay in receiving retirement benefits	Rectified
11.	Delay in receiving severance pay	

CENTRAL ADMINISTRATIVE SERVICES

Number of Complaints	...	13
Within Jurisdiction	...	11
Without Jurisdiction	...	02
Sustained/Rectified	...	02
Not Sustained	...	03
Advised/Discontinued	...	02
Under Investigation	...	04

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving salary	Rectified
2.	Denied opportunity to accept appointment	Not Sustained
3.	Delay in receiving salary	
4.	Non receipt of severance pay	Not Sustained
5.	Discrimination in selection of junior officers for regular employment	
6.	Delay in getting appointed	Advised
7.	Delay in receiving compensation for land acquired by Government ...	
8.	Delay in upgrading post	Advised
9.	Discrimination in selection of officers for employment	Not Sustained
10.	Delay in receiving increments	Rectified
11.	Delay in receiving retirement benefit	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Failure to receive retirement benefits	Informed
2.	Assistance in securing employment ..	Informed

JUDICIARY

Number of Complaints ...	149
Within Jurisdiction ...	90
Without Jurisdiction ...	59
Sustained/Rectified ...	29
Not Sustained ...	08
Advised/Discontinued ...	25
Under Investigation ...	28

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Inordinate delay in hearing Criminal case	Rectified
2.	Delay in hearing Appeal Court matter	
3.	Assistance in obtaining legal representation	Advised
4.	Delay in delivering decision of High Court Action	Rectified
5.	Delay in obtaining Grant of Letters of Administration	Not Sustained
6.	Allegation of denied justice in High Court Action	
7.	Delay in hearing High Court Action	Rectified
8.	Delay in hearing application for Bail	Rectified
9.	Delay in obtaining legal representation	Rectified
10.	Delay in hearing Appeal Court matter	Rectified
11.	Delay in processing application to the Privy Council	
12.	Delay in receiving bail	
13.	Delay in processing application to the Privy Council	
14.	Delay in serving warrant	Discontinued
15.	Assistance in finding out present status of High Court matter	Advised

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
16.	Delay in holding Inquest	Rectified
17.	Delay in obtaining Reasons for decision	
18.	Delay in hearing Appeal Court matter ...	Not Sustained
19.	Delay in hearing application for reduced bail	Not Sustained
20.	Delay in hearing application for reduced bail	Rectified
21.	Delay in obtaining Notes of Evidence ...	Rectified
22.	Delay in receiving bail	Discontinued
23.	Delay in hearing High Court Action	Rectified
24.	Assistance in finding out status of High Court Action	Advised
25.	Delay in serving Notice of trial date ...	Discontinued
26.	Delay in holding Inquest	Not Sustained
27.	Delay in hearing application for reduced bail	Rectified
28.	Wrongfully arrested due to delay in submitting medical certificate	
29.	Delay in receiving Witness costs	Discontinued
30.	Delay in hearing Appeal Court matter ...	Discontinued
31.	Delay in hearing application for bail ...	Rectified
32.	Delay in hearing High Court Action ...	Not Sustained
33.	Delay in hearing High Court Action ...	Rectified
34.	Delay in hearing application for Bail ...	Rectified
35.	Delay in hearing application for Bail ...	Not Sustained
36.	Delay in hearing application for Bail ...	Advised
37.	Delay in hearing Appeal Court matter ...	Not Sustained
38.	Delay in holding Inquest	Discontinued
39.	Delay in hearing High Court Action	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
40.	Assistance in finding out present status of High Court Matter	Discontinued
41.	Delay in hearing application for reduction of bail	Rectified
42.	Delay in hearing High Court Action ...	Rectified
43.	Delay in implementing Court Order ...	Advised
44.	Delay in hearing High Court Action ...	Advised
45.	Delay in hearing High Court Action ...	Advised
46.	Delay in hearing Appeal Court Matter ...	
47.	Delay in hearing Appeal Court Matter ...	
48.	Delay in hearing application for Bail	Discontinued
49.	Delay in hearing Appeal Court Matter ...	Rectified
50.	Delay in processing application to the Privy Council	
51.	Assistance in finding out status of High Court Action	Advised
52.	Delay in hearing application for reduction of Bail	Not Sustained
53.	Delay in processing application to the Privy Council	Rectified
54.	Delay in implementing Court Order ...	
55.	Delay in hearing Appeal Court Matter ..	Rectified
56.	Delay in hearing High Court Action ...	
57.	Delay in holding Inquest	Rectified
58.	Refusal to accept typewritten statement	Advised
59.	Delay in hearing application for reduction of Bail	
60.	Delay in hearing High Court Action ...	
61.	Delay in hearing High Court Action ...	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
62.	Delay in determining Magistrate Court matter	
63.	Delay in hearing Appeal Court Matter ..	Advised
64.	Delay in holding Inquest	
65.	Delay in hearing High Court Action ...	Advised
66.	Delay in hearing Magistrate Court Matter	
67.	Unable to be placed on a bond	Discontinued
68.	Delay in hearing High Court Action ...	
69.	Delay in hearing Magistrate Court Matter	Rectified
70.	Delay in hearing Appeal Court Matter	
71.	Failure to receive copy of Coroner's report	
72.	Delay in hearing Magistrate Court Matter	
73.	Delay in processing application for reduced bail	
74.	Delay in submitted reasons for decision	Advised
75.	Delay in hearing High Court Action ...	Rectified
76.	Delay in hearing High Court Action ...	Advised
77.	Delay in delivering judgment	
78.	Delay in hearing Magistrate Court Matter	Rectified
79.	Delay in processing application to Privy Council	Advised

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
80.	Delay in hearing Magistrate's Court Matter	
81.	Delay in obtaining Notes of Evidence 4.	Rectified
82.	Delay in obtaining Notes of Evidence ...	Rectified
83.	Delay in processing application for reduced bail	Rectified
84.	Delay in delivering judgment	
85.	Allegation of wrongful levy	Discontinued
86.	Delay in hearing High Court Action ...	
87.	Delay in processing application to Privy Council	Advised
88.	Delay in processing application for bail	Advised
89.	Delay in holding Inquest	
90.	Delay in hearing High Court Action ...	Rectified

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Dissatisfied with Court's decision ...	Advised
2.	Dissatisfied with Court's decision ...	Advised
3.	Assistance in obtaining bail ...	Informed
4.	Assistance in obtaining early trial date	Informed
5.	Dissatisfied with Court's decision ...	Informed
6.	Dissatisfied with Court's decision ...	Informed
7.	Assistance in obtaining Notes of Evidence	Informed
8.	Assistance in having Court case determined	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
9.	Assistance in obtaining Notes of Evidence	Informed
10.	Assistance in obtaining early trial date	Informed
11.	Assistance in having bail reduced ..	Informed
12.	Assistance in obtaining early trial date	Informed
13.	Assistance in obtaining early trial date	Informed
14.	Assistance in obtaining bail	Informed
15.	Assistance in obtaining bail	Informed
16.	Dissatisfied with Court's decision .	Informed
17.	Dissatisfied with Court's decision .	Informed
18.	Assistance in obtaining reduction of sentence	Informed
19.	Dissatisfied with Court decision ...	Informed
20.	Dissatisfied with Court decision ...	Informed
21.	Assistance in obtaining Notes of Evidence	Informed
22.	Assistance in obtaining early trial date	Advised
23.	Assistance in obtaining bail	Informed
24.	Assistance in having Court case determined	Premature
25.	Assistance in obtaining early trial date	Informed
26.	Assistance in obtaining Notes of Evidence	Informed
27.	Dissatisfied with Court decision ...	Informed
28.	Assistance in obtaining Notes of Evidence	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
29.	Assistance in obtaining re-trial ...	Informed
30.	Assistance in obtaining Notes of Evidence ...	Informed
31.	Unable to obtain fruits of judgment awarded ...	Informed
32.	Assistance in obtaining re-trial ...	Informed
33.	Assistance in obtaining Notes of Evidence ...	Informed
34.	Assistance in getting forfeited bond refunded ...	Informed
35.	Assistance in having sentence reduced ...	Informed
36.	Dissatisfied with Court decision ...	Informed
37.	Assistance in obtaining early trial date ...	Informed
38.	Assistance in having matter determined ...	Advised
39.	Assistance in obtaining early trial date ...	Informed
40.	Assistance in obtaining bail ...	Advised
41.	Allegation of victimization ...	Informed
42.	Assistance in obtaining Notes of Evidence ...	Informed
43.	Assistance in obtaining early trial date ...	Informed
44.	Assistance in obtaining reduction of bail ...	Informed
45.	Assistance in obtaining fruits of judgment awarded ...	Informed
46.	Assistance in having Court matter determined ...	Informed
47.	Dissatisfied with Court decision ...	Informed
48.	Assistance in obtaining Notes of Evidence ...	Informed
49.	Assistance in obtaining Notes of Evidence ...	Advised

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
50.	Assistance in having Court matter determined	Informed
51.	Assistance in obtaining early trial date	Informed
52.	Assistance in obtaining early trial date	Informed
53.	Assistance in obtaining early trial date	Informed
54.	Assistance in obtaining early trial date	Informed
55.	Assistance in obtaining early trial date	Informed
56.	Dissatisfied with Court decision	Informed
57.	Dissatisfied with Court decision	Informed
58.	Assistance in having matter determined ...	Informed
59.	Dissatisfied with Lawyer's representation	Informed

MINISTRY OF AGRICULTURE, LANDS AND FOOD PRODUCTION

Number of Complaints ... 62
 Within Jurisdiction ... 57
 Without Jurisdiction ... 05
 Sustained/Rectified ... 05
 Not Sustained ... 11
 Advised/Discontinued ... 09
 Under Investigation ... 32

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in submitting report to acquire deed for land	
2.	Delay in obtaining lease for a parcel of land	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
3.	Refusal to erect second structure on allotment of land	
4.	Delay in receiving payment for vacation leave	
5.	Delay in processing application for development of recreation ground. ...	Not Sustained
6.	Refusal of application for a parcel of State land	Not Sustained
7.	Dissatisfied with amount of Severance Pay received	Discontinued
8.	Delay in processing application for parcel of State land	Rectified
9.	Delay in receiving fee for feasibility study	
10.	Delay in payment of compensation for land acquired	
11.	Delay in payment of compensation for land acquired.	Rectified
12.	Failure to receive cost of living allowance	
13.	Delay in receiving balance of loan ...	Rectified
14.	Delay in receiving retirement benefits	
15.	Discrimination in selection of junior officers for regular employment	Not Sustained
16.	Dissatisfied with amount of severance pay received	
17.	Unable to get proper survey plan	
18.	Delay in obtaining approval to occupy land	Advised
19.	Delay in receiving tenancy agreement ...	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
20.	Delay in processing application for a parcel of State land	
21.	Unable to obtain proper boundaries for a parcel of land	
22.	Discrimination in selection of officers for employment	
23.	Delay in processing application for State lands	Discontinued
24.	Delay in processing application for a parcel of State land	Not Sustained
25.	Delay in processing application for a parcel of State land	Discontinued
26.	Delay in receiving Tenancy Agreement ...	Rectified
27.	Delay in processing application for a parcel of State land	Not Sustained
28.	Delay in obtaining death benefits ..	Not Sustained
29.	Delay in receiving compensation for damaged crops	
30.	Delay in receiving compensation for damaged crops	Discontinued
31.	Difficulty being experienced in transferring name on allotment	Advised
32.	Failure to receive severance pay ...	
33.	Discrimination in selection of junior officers for regular employment ..	Discontinued
34.	Delay in payment of compensation for land acquired	
35.	Allegation of victimization ..	
36.	Delay in submitting statement of benefits to be received	
37.	Delay in receiving severance pay ...	
38.	Delay in receiving retirement benefits ...	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
39.	Delay in receiving severance pay	Not Sustained
40.	Delay in processing application for a parcel of State land	
41.	Delay in receiving compensation for land acquired by Government	
42.	Delay in processing application for a parcel of State land	
43.	Delay in receiving compensation for injury sustained	Advised
44.	Failure to maintain road	Not Sustained
45.	Delay in receiving severance benefits ...	Advised
46.	Assistance in providing access road ...	
47.	Delay in receiving Tenancy Agreement ...	
48.	Licences being granted contrary to policy guidelines	
49.	Delay in granting Tenancy Agreement	Not Sustained
50.	Delay in granting Tenancy Agreement	Not Sustained
51.	Delay in receiving compensation for land acquired	
52.	Delay in obtaining approval to land	
53.	Delay in receiving compensation for land acquired	Not Sustained
54.	Assistance in providing access road	
55.	Delay in receiving compensation for land acquired	Rectified
56.	Delay in subdividing lands	
57.	Delay in receiving compensation for damaged property	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Harassment from neighbour with respect to boundaries	Advised
2.	Assistance in securing permanent employment	Informed
3.	Harassment from neighbour with respect to boundaries	Informed
4.	Assistance in obtaining extension of lease	Informed
5.	Harassment from neighbours with respect to boundaries	Informed

MINISTRY OF EDUCATION

Number of Complaints .. 17
 Within Jurisdiction ... 16
 Without Jurisdiction ... 01
 Sustained/Rectified ... 03
 Not Sustained ... 02
 Advised/Discontinued ... 05
 Under Investigation ... 06

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Refusal of application for Student Revolving Loan	
2.	Delay in obtaining gratuity	
3.	Denied promotional opportunity	
4.	Failure to receive retirement benefit	Discontinued
5.	Allegation of physical abuse	Withdrawn
6.	Delay in receiving outstanding increments	Rectified
7.	Allegation of physical abuse	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
8.	Delay in receiving evaluation of course	Discontinued
9.	Delay in processing application for transfer	Advised
10.	Delay in receiving letter of appointment	Rectified
11.	Delay in receiving severance benefits ..	
12.	Delay in receiving retirement benefits	Rectified
13.	Difficulty being experienced in obtaining transfer	
14.	Delay in upgrading post	Not Sustained
15.	Delay in assessing qualification	Discontinued
16.	Delay in receiving gratuity and pension	Not Sustained

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Allegation of child abuse	Informed

MINISTRY OF ENERGY AND ENERGY-BASED INDUSTRIES

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

--- Within Jurisdiction ---

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

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
2.	No action taken on reports of volcanic type eruption on property	
3.	Delay in obtaining retirement benefits	Rectified
4.	Delay in obtaining compensation for destroyed land	Rectified

MINISTRY OF FINANCE AND PLANNING

Number of Complaints ...	55
Within Jurisdiction ...	51
Without Jurisdiction ...	04
Sustained/Rectified ...	19
Not Sustained ...	05
Advised/Discontinued ...	08
Under Investigation ...	19

--- Within Jurisdiction ---

MINISTRY OF FINANCE

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving refund of monies paid	Rectified
2.	Unable to obtain refund of Income Tax	Rectified
3.	Delay in processing application for Scholarship	Rectified
4.	Dissatisfied with assessment of the annual rateable value	Discontinued
5.	Non-acceptance of house tax	Rectified
6.	Delay in receiving arrears of retirement benefits	Rectified
7.	Non-acceptance of land tax	Rectified
8.	Failure to obtain refund for excess of land tax paid	
9.	Delay in receiving tax clearance	Not Sustained
10.	Overtax of gratuity	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
11.	Delay in implementing proposal of increased salary	
12.	Dissatisfied with amount of tax deducted	Advised
13.	Delay in receiving Widows and Orphans Pension Fund	
14.	Delay in taking action on report of unauthorized annex	Rectified
15.	Delay in receiving Income Tax refund ...	Rectified
16.	Delay in taking action on report of unauthorized extensions	
17.	Delay in receiving Income Tax refund ...	Rectified
18.	Failure to receive T.D. 4 Slip	Advised
19.	Assessment roll changed without notification	Advised
20.	Difficulty being experienced in making necessary endorsement	
21.	Overtax of gratuity	
22.	Delay in processing application for sub-division of lands	Advised
23.	Delay in receiving Income Tax refund ...	Rectified
24.	Delay in issuing replacement cheque ...	Rectified
25.	Failure to maintain roads	
26.	Delay in receiving Income Tax refund ...	Rectified
27.	Delay in receiving Income Tax refund ...	Rectified
28.	Delay in receiving Income Tax refund ...	
29.	Difficulty being experienced due to construction of unauthorized extension	
30.	Delay in receiving Income Tax refund ...	Discontinued
31.	Discrepancy in the collection of taxes	Not Sustained

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
32.	Delay in having marriage recorded	
33.	Delay in obtaining Income Tax refund	
34.	Delay in receiving pension	
35.	Delay in receiving Income Tax refund	
36.	Delay in signing documents	
37.	Delay in receiving Income Tax refund	Rectified
38.	Assistance in avoiding construction of building	
39.	Refused claim on land and building taxes	Advised
40.	Delay in granting permission to construct dwelling house	
41.	Delay in receiving Income Tax refund	Rectified
42.	Delay in receiving Income Tax refund	
43.	Property flooded due to construction of adjacent building	

CUSTOMS AND EXCISE DEPARTMENT

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in processing application for transfer	Advised
2.	Delay in recovering items seized	Rectified
3.	Delay in recovering items seized	Not Sustained

CENTRAL BANK

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving approval for selected rate of exchange	Not Sustained
2.	Prohibited from paying for consignment of goods	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
3.	Delay in receiving approval for prepayment on items	Rectified
4.	Loss suffered by devaluation due to delay in granting approval to annual remittance	
5.	Delay in processing application for Exchange	Not Sustained

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in taking action on report of illegal extension to property	Premature
2.	Unable to receive outstanding interests	Informed
3.	Allegation of victimization in not receiving cost of living allowance ...	Informed
4.	Assistance in obtaining Income Tax refund	Premature

MINISTRY OF HEALTH AND ENVIRONMENT

Number of Complaints ... 38
 Within Jurisdiction ... 32
 Without Jurisdiction ... 06
 Sustained/Rectified ... 10
 Not Sustained ... 02
 Advised/Discontinued ... 08
 Under Investigation ... 12

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Denied medical attention	Advised
2.	Delay in receiving retirement benefits	Discontinued

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
3.	Denied permission to stay away from work on special circumstances ...	
4.	Delay in receiving increments ...	
5.	Alleged wrongful dismissal ...	Not Sustained
6.	Delay in processing application for roadway ...	Discontinued
7.	Delay in receiving retirement benefits ...	Rectified
8.	Delay in filling vacant posts ...	Advised
9.	Delay in receiving increments ...	Rectified
10.	Delay in receiving retirement benefits ...	Rectified
11.	Waste water creating health hazard .	
12.	Allegation of improper medical care .	
13.	Not satisfied with amount of compensation received ...	Advised
14.	Alleged wrongful dismissal ...	
15.	Waste water creating health hazard ..	
16.	Delay in receiving retirement benefits ...	Discontinued
17.	Delay in receiving salary ...	Rectified
18.	Discrimination in selection of junior officers for regular employment .	
19.	Assistance in obtaining medical report ...	Rectified
20.	Dissatisfied with taxation on meal allowance ...	Not Sustained
21.	Delay in obtaining medical report ...	Rectified
22.	Failure to obtain pension ...	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
23.	Unable to meet overpayment of salary	Discontinued
24.	Delay in receiving compensation for injury sustained	
25.	Permission to bench land	Rectified
26.	Assistance in obtaining shipment of frozen goods	Discontinued
27.	Waste water creating health hazard	
28.	Delay in receiving refund paid for medical report	Rectified
29.	Discrimination in selection of junior officers for employment	
30.	Affected by excessive noise and dust from factory	Rectified
31.	Waste water creating health hazard .	
32.	Delay in receiving arrears of increment	Rectified

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in securing employment ..	Informed
2.	Assistance in securing employment ..	Informed
3.	Assistance in securing employment ..	Informed
4.	Assistance in securing employment ..	Informed
5.	Assistance in securing employment ..	Informed
6.	Delay in obtaining transfer ...	Informed

MINISTRY OF LABOUR, SOCIAL SECURITY AND CO-OPERATIVES

Number of Complaints ...	41
Within Jurisdiction ...	38
Without Jurisdiction ...	03
Sustained/Rectified ...	14
Not Sustained ...	12
Advised/Discontinued ...	08
Under Investigation ...	04

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in obtaining Old Age Pension ...	Advised
2.	Dissatisfied with having payments of public assistance stopped ...	Rectified
3.	Delay in receiving Old Age Pension ...	Rectified
4.	Delay in receiving payment of monies owed ...	Rectified
5.	Delay in receiving Old Age Pension ...	Rectified
6.	Delay in receiving funeral grant ...	Rectified
7.	Refusal of Old Age Pension ...	Advised
8.	Delay in obtaining Old Age Pension ...	Not Sustained
9.	Delay in receiving Old Age Pension ...	Rectified
10.	Failure to receive Old Age Pension ...	
11.	Delay in receiving Old Age Pension ...	Not Sustained
12.	Dissatisfied with amount of retirement benefits received ...	Discontinued
13.	Delay in obtaining public assistance ...	Advised
14.	Delay in obtaining free bus pass ...	Rectified
15.	Delay in obtaining Old Age Pension ...	Not Sustained

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
16.	Delay in obtaining Old Age Pension ...	Rectified
17.	Delay in obtaining Old Age Pension ...	
18.	Failure to receive arrears of Old Age Pension	Rectified
19.	Failure to receive Old Age Pension ...	Not Sustained
20.	Failure to receive Public Assistance ..	Not Sustained
21.	Delay in receiving Public Assistance ..	Rectified
22.	Delay in receiving Old Age Pension ...	Not Sustained
23.	Delay in delivering judgment in trade dispute	
24.	Delay in receiving severance pay ...	Rectified
25.	Delay in processing application for public assistance	Discontinued
26.	Delay in delivering judgment in trade dispute	
27.	Failure to receive Public Assistance ..	Not Sustained
28.	Failure to receive Old Age Pension ...	Not Sustained
29.	Delay in receiving Public Assistance ..	Not Sustained
30.	Delay in issuing certificate of registration	Rectified
31.	Refusal of Old Age Pension	Not Sustained
32.	Delay in receiving funeral grant ...	Not Sustained
33.	Delay in obtaining Old Age Pension ...	Rectified
34.	Delay in obtaining Old Age Pension ...	Advised
35.	Difficulty being experienced in obtaining Old Age Pension	Discontinued
36.	Delay in receiving arrears of Pension	Discontinued

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
37.	Delay in obtaining Old Age Pension ...	Not Sustained
38.	Delay in delivering judgment in trade dispute	Rectified

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining Old Age Pension	Referred
2.	Failure to receive Public Assistance ..	Premature
3.	Assistance in obtaining date for hearing of trade dispute	Informed

MINISTRY OF LEGAL AFFAIRS

Number of Complaints ...	89
Within Jurisdiction ...	81
Without Jurisdiction ...	08
Sustained/Rectified ...	33
Not Sustained ...	01
Advised/Discontinued ...	20
Under Investigation ...	27

--- Within Jurisdiction ---

DIRECTOR OF PUBLIC PROSECUTIONS

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in obtaining trial date	Rectified
2.	Delay in obtaining trial date	Discontinued
3.	Delay in obtaining trial date	Rectified
4.	Delay in obtaining trial date	Discontinued
5.	Delay in obtaining trial date	Rectified
6.	Delay in obtaining trial date	Rectified
7.	Delay in obtaining trial date	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
8.	Delay in obtaining trial date	
9.	Delay in obtaining trial date	Rectified
10.	Delay in obtaining trial date	Rectified
11.	Delay in obtaining trial date	Rectified
12.	Delay in obtaining trial date	Rectified
13.	Delay in obtaining trial date	Rectified
14.	Delay in obtaining trial date	Advised
15.	Delay in obtaining trial date	Rectified
16.	Delay in obtaining trial date	
17.	Delay in obtaining trial date	Rectified
18.	Delay in obtaining trial date	Rectified
19.	Delay in obtaining trial date	Rectified
20.	Assistance in having other charges brought forward	
21.	Delay in obtaining trial date	Rectified
22.	Dissatisfied with the criminal procedure in respect to indictment	Advised
23.	Delay in obtaining trial date	Not Sustained
24.	Delay in obtaining trial date	Discontinued
25.	Delay in obtaining trial date	
26.	Delay in obtaining trial date	
27.	Delay in obtaining trial date	
28.	Delay in obtaining trial date	Rectified
29.	Delay in obtaining trial date	Advised
30.	Delay in obtaining trial date	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
31.	Delay in obtaining trial date	Rectified
32.	Delay in obtaining trial date	
33.	Delay in obtaining trial date	
34.	Delay in obtaining trial date	Advised
35.	Delay in obtaining trial date	Rectified
36.	Delay in obtaining trial date	Rectified
37.	Delay in obtaining trial date	
38.	Delay in obtaining trial date	
39.	Delay in obtaining trial date	Rectified
40.	Delay in settling claim for injury sustained	
41.	Delay in obtaining trial date	
42.	Delay in obtaining trial date	
43.	Delay in obtaining trial date	Rectified
44.	Delay in obtaining trial date	
45.	Delay in obtaining trial date	Rectified
46.	Delay in obtaining trial date	Advised
47.	Delay in obtaining trial date	Rectified
48.	Delay in obtaining trial date	Rectified
49.	Delay in obtaining trial date	Advised
50.	Delay in obtaining trial date	Discontinued
51.	Delay in obtaining trial date	Rectified
52.	Delay in obtaining trial date	
53.	Delay in obtaining trial date	
54.	Delay in obtaining trial date	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
55.	Delay in obtaining trial date	Advised
56.	Delay in obtaining trial date	Rectified
57.	Delay in obtaining trial date	
58.	Delay in obtaining trial date	Rectified
59.	Delay in obtaining trial date	
60.	Delay in obtaining trial date	Rectified
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	
66.	Delay in obtaining trial date	
67.	Delay in obtaining trial date	Advised

ADMINISTRATOR GENERAL'S DEPARTMENT

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in processing application for letters of administration	Rectified
2.	Delay in processing application for letters of administration	Advised
3.	Delay in processing application for letters of administration	Advised
4.	Delay in processing application for letters of administration	Rectified
5.	Delay in processing application for letters of administration	Discontinued
6.	Delay in processing application for letters of administration	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
7.	Delay in processing application for letters of administration	Advised
8.	Delay in processing application for letters of administration	Rectified

REGISTRAR GENERAL'S DEPARTMENT

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Difficuly being experienced in obtaining birth certificate	Discontinued
2.	Difficuly being experienced in obtaining birth certificate	
3.	Delay in obtaining birth certificate	Discontinued
4.	Delay in issuing birth certificate ...	Discontinued
5.	Delay in receiving birth certificate .	Discontinued
6.	Delay in obtaining marriage certificate	Rectified

--- Without Jurisdiction ---

DIRECTOR OF PUBLIC PROSECUTIONS

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining early trial date	Informed
2.	Assistance in obtaining early trial date	Advised
3.	Assistance in obtaining early trial date	Informed
4.	Assistance in obtaining early trial date	Informed
5.	Assistance in obtaining early trial date	Advised
6.	Assistance in obtaining early trial date	Premature

REGISTRAR GENERAL'S DEPARTMENT

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining Deed of Conveyance	Advised
2.	Assistance in bringing land under Real Property Ordinance	Advised

MINISTRY OF LOCAL GOVERNMENT

Number of Complaints ... 59
 Within Jurisdiction ... 50
 Without Jurisdiction ... 09
 Sustained/Rectified ... 13
 Not Sustained ... 05
 Advised/Discontinued ... 06
 Under Investigation ... 26

--- Within Jurisdiction ---

SAN FERNANDO BOROUGH COUNCIL

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in taking action on report of illegal construction of car port ...	
2.	Dissatisfied with house assessment ...	
3.	Delay in taking action on report of illegal construction of car port ...	Rectified

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Allegation of police harassment ...	Informed

--- Within Jurisdiction ---

VICTORIA COUNTY COUNCIL

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in having drain cleared and repaired	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
2.	Delay in taking action on report of disruption of natural water course	Rectified
3.	Delay in repairing drain	Discontinued
4.	Improper drainage	
5.	Delay in repairing road	
6.	Delay in receiving compensation for damaged crop	Not Sustained
7.	Delay in repairing drain and paving road	
8.	Delay in clearing drain	
9.	Improper drainage	
10.	Delay in taking action on report of illegal structure and dumping of garbage	
11.	Delay in receiving gratuity	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining death benefits	Informed
2.	Assistance in securing employment ...	Informed

--- Within Jurisdiction ---

ST. GEORGE EAST COUNTY COUNCIL

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Discrimination in selection of officers for employment	Not Sustained
2.	Delay in processing application for approval of roadway	Discontinued
3.	Discrimination in selection of officers for employment	Discontinued

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
4.	Discrimination in receiving ownership of two allotments	Rectified
5.	Discrimination in selection of officers for employment	
6.	Delay in providing access to dwelling house	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in securing employment ...	Informed
2.	Allegation of favouritism	Informed

--- Within Jurisdiction ---

ST. PATRICK COUNTY COUNCIL

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in paving access road	Rectified
2.	Delay in constructing roadway	Rectified
3.	Delay in receiving severance pay	
4.	Delay in developing road	Withdrawn
5.	Unlawful suspension	Advised

--- Within Jurisdiction ---

NARIVA MAYARO COUNTY COUNCIL

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving arrears of backpay	
2.	Error with record of service	
3.	Discrimination in selection of officers for employment	Discontinued

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
4.	Delay in completing construction of bridge	
5.	Dissatisfied with computation of retirement benefits	
6.	Failure to receive severance pay ...	Not Sustained
7.	Delay in receiving retirement benefits	Rectified
8.	Delay in receiving severance pay ...	Not Sustained

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in recovering money paid ...	Informed
2.	Assistance in securing employment ...	Informed

--- Within Jurisdiction ---

CARONI COUNTY COUNCIL

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Discrimination in selection of officers for employment	Rectified
2.	Delay in receiving Severance Pay ...	Rectified
3.	Vehicle removed without authority and dumped	
4.	Improper drainage	Rectified
5.	Encroachment on land	Not Sustained

--- Within Jurisdiction ---

ARIMA BOROUGH COUNCIL

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Failure to receive gratuity and pension	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
2.	Discrimination in selection of junior officers for regular employment	
3.	Delay in completing construction of drain	

--- Within Jurisdiction ---

POINT FORTIN BOROUGH COUNCIL

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Discrimination in selection of junior officers for regular employment	

--- Within Jurisdiction ---

ST. ANDREW/ST. DAVID COUNTY COUNCIL

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Discrimination in selection of junior officers for regular employment	
2.	Dissatisfied with amount of gratuity received	Rectified
3.	Damage done to property due to landslide	Not Sustained

--- Without Jurisdiction ---

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

--- Within Jurisdiction ---

ST. GEORGE WEST COUNTY COUNCIL

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Discrimination in selection of junior officers for regular employment	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
2.	Improper drainage	
3.	Improper drainage	
4.	Delay in disposal of garbage	Rectified

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in recovering money paid ...	Informed

MINISTRY OF NATIONAL SECURITY

Number of Complaints	...	240
Within Jurisdiction	...	200
Without Jurisdiction	...	40
Sustained/Rectified	...	35
Not Sustained	...	39
Advised/Discontinued	...	45
Under Investigation	...	81

--- Within Jurisdiction ---

POLICE DEPARTMENT

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in taking action on reports of assault	Rectified
2.	Alleged breach of contract	Discontinued
3.	Delay in taking action surrounding death of son	Rectified
4.	Delay in taking action on report of police harassment	
5.	Delay in returning exhibit	Rectified
6.	Delay in taking action on report of vehicular accident	Advised
7.	Allegation of Police Harassment	Not Sustained
8.	Delay in processing application for precept	Withdrawn

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
9.	Failure to receive death benefits ...	
10.	Delay in taking action on report of assault	
11.	Delay in serving Warrant	Rectified
12.	Delay in taking action on reports of harassment	Not Sustained
13.	Failure to obtain precept	Not Sustained
14.	Allegation of police harassment	Not Sustained
15.	Unable to obtain copy of report	
16.	Allegation of police harassment	Discontinued
17.	Allegation of police partiality	Not Sustained
18.	Delay in holding inquest	
19.	Delay in returning vehicle seized ...	
20.	Delay in holding inquest	
21.	Delay in taking action on report of assault	Discontinued
22.	Delay in serving Warrant	
23.	Delay in taking action on report of assault	
24.	Delay in taking action on report of assault	
25.	Delay in returning items seized	
26.	Delay in taking action on report of vehicular accident	Rectified
27.	Delay in taking action on report of a vehicular accident	Not Sustained
28.	Delay in returning items seized	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
29.	Failure to receive death benefits ...	Not Sustained
30.	Delay in taking action on report of fraud ...	
31.	Allegation of unjust dismissal ...	
32.	Allegation of unjust dismissal ...	Not Sustained
33.	Delay in receiving injury allowance ...	
34.	Delay in taking action on report of harassment and theft ...	
35.	Delay in serving summonses ...	Rectified
36.	Loss of exhibits delaying hearing of Court case ...	Discontinued
37.	Delay in taking action on report of malicious damage ...	
38.	Delay in taking action on report of theft ...	Not Sustained
39.	Delay in returning exhibit	
40.	Delay in returning exhibit ...	
41.	Delay in taking action on report of fraud ...	
42.	Delay in taking action on report of assault ...	
43.	Delay in taking action on report of harassment ...	
44.	Delay in taking action on report of assault ...	Not Sustained
45.	Delay in taking action on report of assault ...	
46.	Allegation of victimization	Discontinued
47.	Delay in taking action on report of assault ...	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
48.	Allegation of victimization ...	Not Sustained
49.	Denied proper parking facilities ...	Advised
50.	Delay in producing boat	
51.	Delay in taking action on report of assault	Advised
52.	Delay in taking action on report of harassment	
53.	Delay in receiving copy of finger print expert	
54.	Allegation of police harassment	Not Sustained
55.	Delay in processing application for firearm user's licence	
56.	Refusal to re-issue precept	
57.	Delay in taking action on report of vehicular accident	Rectified
58.	Delay in taking action on report of malicious damage	Rectified
59.	Delay in hearing Magistrate's Court Matter	Rectified
60.	Failure to inform witness of the date of hearing	Discontinued
61.	Delay in taking action on report of harassment	Not Sustained
62.	Delay in returning exhibit	
63.	Delay in taking action on report of vehicular accident	Not Sustained
64.	Failure to take prisoner to Court ...	Rectified
65.	Allegation of police brutality	
66.	Delay in returning motor vehicle ...	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
67.	Delay in taking action on report of Arson	Rectified
68.	Delay in taking statement from witnesses	Discontinued
69.	Allegation of harassment	
70.	Seizure of licenced firearm	
71.	Delay in serving indictment	
72.	Failure to obtain precept	Discontinued
73.	Delay in taking action on report of assault	Rectified
74.	Delay in taking action on report	Rectified
75.	Delay in taking action on report of harassment	
76.	Allegation of harassment	
77.	Allegation of harassment	Not Sustained
78.	Delay in having Appeal heard	Discontinued
79.	Allegation of police corruption	
80.	Delay in returning exhibit	Discontinued
81.	Delay in serving summons	Discontinued
82.	Request for pardon	
83.	Denied opportunity to attend clinic	
84.	Allegation of wrongful arrest	
85.	Delay in serving warrants	Advised

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Efforts to acquire possession of estate hampered by the police	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
2.	Dissatisfied with Police attitude ...	Informed
3.	Dissatisfied with Police attitude ...	Informed
4.	Dissatisfied with Police attitude ...	Informed
5.	Failure to attend Court ...	Informed
6.	House searched without warrant ...	Informed
7.	Erroneously accused of breaking and entering ...	Informed
8.	Unreasonable impounding of vehicles ...	Informed
9.	Dissatisfied with Police attitude ...	Informed
10.	Violation of human rights - held in custody for over 48 hours ...	Informed
11.	Dissatisfied with Police attitude ..	Informed
12.	Dissatisfied with Police attitude ..	Informed
13.	Failure to attend Court ...	Informed
14.	Failure to return car ...	Informed
15.	Commendation for job well done ...	Referred
16.	Assistance in having Court matter determined ...	Informed
17.	Allegation of police corruption ...	Informed
18.	Allegation of several threats ...	Informed
19.	Assistance in obtaining protection to demolish building ...	Referred
20.	Dissatisfied with Police attitude ..	Informed
21.	Failure to return car ...	Informed
22.	Dissatisfied with Police attitude ..	Informed
23.	Allegation of Police corruption ...	Informed
24.	Allegation of Police corruption ...	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
25.	Assistance in removing offence of the record	Informed
26.	Allegation of Police corruption	Informed
27.	Allegation of Police corruption	Informed
28.	Failure to return car	Informed
29.	Failure to return car	Informed
30.	Allegation of wrongful dismissal	Premature
31.	Assistance in having Court matter determined	Informed
32.	Failure to return car	Informed

--- Within Jurisdiction ---

PRISONS DIVISION

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Alleged violation of human rights ...	
2.	Dissatisfied with treatment	Rectified
3.	Dissatisfied with treatment	Discontinued
4.	Not allowed to receive visitors	Not Sustained
5.	Denied stationery	Not Sustained
6.	Alleged victimization	Advised
7.	Failure to obtain medical examination ...	Rectified
8.	Error in the computation of sentence ...	Discontinued
9.	Denied opportunity to see the Commissioner	
10.	Allegation of brutality	
11.	Denied visiting rights	Advised
12.	Alleged brutality and abuse	Discontinued

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
13.	Dissatisfied with treatment	Discontinued
14.	Delay in processing application for study leave with pay	Not Sustained
15.	Failure to receive tools on release ...	Rectified
16.	Failure to obtain permission to pursue correspondence course	Advised
17.	Allegation of false imprisonment	Not Sustained
18.	Denied proper medical attention	Not Sustained
19.	Denied proper diet	Discontinued
20.	Allegation of favouritism of inmates ...	Not Sustained
21.	Alleged harassment and victimization ...	
22.	Alleged brutality and abuse	
23.	Allegation of harassment	Discontinued
24.	Dissatisfied with existing conditions ..	Discontinued
25.	Denied proper sleeping accommodation ...	Discontinued
26.	Dissatisfied with eye-test	Not Sustained
27.	Allegation of victimization	
28.	Denied proper diet	Discontinued
29.	Denied full diet	
30.	Dissatisfied with existing conditions ..	Not Sustained
31.	Denied proper medical attention	
32.	Not allowed to see Commissioner of Prisons	Discontinued
33.	Allegation of wrongful imprisonment ...	
34.	Unable to obtain bail	Rectified
35.	Allegation of physical abuse	
36.	Denied medical attention	
37.	Deplorable condition of prison cells ...	Discontinued

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
38.	Allegation of physical abuse	
39.	Denied medical attention	Discontinued
40.	Denied opportunity to attend school ...	Not Sustained
41.	Unable to see visitors and receive clothing	
42.	Denied proper medical attention	Not Sustained
43.	Denied proper medical attention	Rectified
44.	Failure to receive dental treatment ...	
45.	Not allowed to receive visitors	Not Sustained
46.	Error in computation of service	Advised
47.	Alleged wrongful imprisonment	Discontinued
48.	Denied opportunity to visit the Infirmary Officer	Discontinued
49.	Allegation of harassment	Not Sustained
50.	Allegation of sexual advancement	Rectified
51.	Dissatisfied with existing conditions ..	
52.	Dissatisfied with diet	Not Sustained
53.	Allegation of physical harassment ...	Discontinued
54.	Allegation of physical harassment and abuse	
55.	Allegation of victimization	Discontinued
56.	Allegation of victimization	Not Sustained
57.	Delay in receiving new lens for spectacles	
58.	Dissatisfied with existing conditions	Advised

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
59.	Allegation of physical harassment ...	Rectified
60.	Allegation of physical harassment ...	Rectified
61.	Failure to take prisoner to Court ...	
62.	Dissatisfied with existing conditions ..	
63.	Allegation of threat	
64.	Error in computation of sentence	Not Sustained
65.	Denied writing materials	Not Sustained
66.	Allegation of racial discrimination ...	
67.	Denied proper diet	Not Sustained
68.	Denied visiting rights	
69.	Denied opportunity to visit doctor ...	
70.	Delay in obtaining medical attention ...	
71.	Dissatisfied with existing conditions ..	Rectified
72.	Delay in getting treatment from Eye Specialist	
73.	Dissatisfied with existing conditions ..	Not Sustained
74.	Dissatisfied with existing conditions ..	
75.	Denied opportunity to visit doctor ...	Advised
76.	Allegation of victimization	Discontinued
77.	Refused permission to see Commissioner of Prisons	
78.	Dissatisfied with conduct of prison doctor	Discontinued

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
79.	Refused permission to see Commissioner of Prisons	
80.	Denied diet recommended by doctor	Discontinued
81.	Concerned about the lack of security	
82.	Allegation of victimization	
83.	Allegation of assault	
84.	Failure to return items of clothing ...	Rectified
85.	Dissatisfied with existing conditions ...	Discontinued
86.	Delay in permitting urgent psychiatric assessment	
87.	Delay in receiving salary	
88.	Allegation of physical abuse	
89.	Dissatisfied with diet	Not Sustained
90.	Denied opportunity of appointment because of inordinate delay in filling post	
91.	Denied proper diet	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in obtaining certain facilities	Informed
2.	Assistance in obtaining release from prisons	Informed
3.	Dissatisfied with practices surrounding promotion	Informed
4.	Assistance in ensuring officer be removed from performing certain duties	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
5.	Assistance in securing employment ...	Informed

--- Within Jurisdiction ---

IMMIGRATION DEPARTMENT

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in attending to case of deportation	Rectified
2.	Delay in obtaining new passports ...	Advised
3.	Delay in obtaining new passports ...	
4.	Delay in processing application for citizenship	
5.	Delay in attending to case of deportation	
6.	Delay in attending to case of deportation	Not Sustained
7.	Delay in attending to case of deportation	Rectified
8.	Allegation of unjust deportation ...	
9.	Delay in attending to case of deportation	Rectified
10.	Delay in attending to case of deportation	Rectified
11.	Delay in attending to case of deportation	Rectified
12.	Delay in attending to case of deportation	Rectified
13.	Delay in attending to case of deportation	Rectified
14.	Refusal of application for passport	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
15.	Delay in attending to case of deportation	Not Sustained
16.	Delay in attending to case of deportation	Rectified
17.	Delay in processing application for residential status	
18.	Delay in returning items seized	Advised
19.	Delay in processing application for passport	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Allegation of victimization	Informed
2.	Dissatisfied with deportation order	Informed
3.	Assistance in obtaining renewal of citizenship	

--- Within Jurisdiction ---

FIRE SERVICES

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in obtaining Survivors benefit	Rectified
2.	Delay in receiving monthly salary	Rectified
3.	Failure to receive disability benefit	Not Sustained
4.	Allegation of unfair dismissal	Not Sustained
5.	Allegation of discrimination	Not Sustained

MINISTRY OF PUBLIC UTILITIES AND NATIONAL TRANSPORTATION

Number of Complaints	...	30
Within Jurisdiction	...	27
Without Jurisdiction	...	03
Sustained/Rectified	...	03
Not Sustained	...	06
Advised/Discontinued	...	10
Under Investigation	...	08

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in payment of judgment obtained	
2.	Discrimination in selection of officers	Not Sustained
3.	Delay in payment of compensation for lost parcel	Discontinued
4.	Dissatisfied with the attitude of workers towards the public	
5.	Refusal to accept payment for licences	Rectified
6.	Dissatisfied with amount of overtime work	Discontinued
7.	Dissatisfied with notice to quit	
8.	Delay in receiving compensation for injury sustained	Discontinued
9.	Failure to receive severance pay	Not Sustained
10.	Failure to renew licence	Advised
11.	Delay in receiving retirement benefits ..	
12.	Delay in receiving compensation for injury sustained	Discontinued
13.	Delay in receiving driving licence ...	Not Sustained
14.	Dissatisfied with amount received as Severance benefit	Advised
15.	Delay in receiving identification card	Advised

<u>No</u>	<u>Subject of Complaints</u>	<u>Result</u>
16.	Dissatisfied with amount of severance pay received	
17.	Delay in processing application for transfer	Advised
18.	Delay in receiving salary	
19.	Dissatisfied with reduction of salary	Rectified
20.	Discrimination in selection of junior officers for regular employment	Not Sustained
21.	Non-payment of gratuity	
22.	Delay in receiving compensation for injury sustained	Discontinued
23.	Unable to obtain certified copy of ownership	Advised
24.	Delay in receiving compensation for lost baggage	Rectified
25.	Delay in receiving severance pay	Not Sustained
26.	Delay in receiving compensation for lost baggage	Not Sustained
27.	Discrimination in selection of junior officers for acting position	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Alleged wrongful dismissal P.T.S.C. ...	Informed
2.	Dissatisfied with the issuing of parking tickets	Informed
3.	Delay in payment of arrears of rent ...	Informed

MINISTRY OF SPORTS, CULTURE AND YOUTH AFFAIRS

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

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving retirement benefits	Withdrawn.
2.	Delay in receiving payment for construction work done	Advised
3.	Delay in receiving acting allowance ..	

MINISTRY OF WORKS, MAINTENANCE AND DRAINAGE

Number of Complaints ...	95
Within Jurisdiction ...	89
Without Jurisdiction ...	06
Sustained/Rectified ...	09
Not Sustained ...	17
Advised/Discontinued ...	13
Under Investigation ...	50

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Discrimination in selection of junior officers for regular employment	Not Sustained
2.	Delay in constructing retaining wall .	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
3.	Discrimination in selection of junior officers for regular employment	
4.	Delay in receiving retirement benefits	Not Sustained
5.	Delay in constructing retaining wall ...	Not Sustained
6.	Discrimination in selection of junior officers for regular employment	
7.	Delay in receiving Severance Pay ...	
8.	Delay in receiving retirement benefits	
9.	Failure to receive wages	
10.	Delay in repairing landslide	
11.	Delay in repairing landslip	
12.	Discrimination in selection of junior officers for regular employment	Discontinued
13.	Alleged wrongful dismissal	Not Sustained
14.	Dissatisfied with amount of gratuity received	
15.	Discrimination in selection of junior officers for regular employment	Discontinued
16.	Delay in obtaining back-pay	Discontinued
17.	Failure to receive salary for period on sick leave	
18.	Delay in repairing landslip	
19.	Discrimination in selection of junior officers for regular employment	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
20.	Delay in receiving Severance Pay ...	Rectified
21.	Delay in obtaining compensation for injury sustained ...	Discontinued
22.	Failure to receive travelling allowance ...	
23.	Failure to receive part of vacation leave ...	
24.	Unable to produce pay slips ...	
25.	Delay in obtaining Severance Pay ..	Discontinued
26.	Error in the deduction of retirement benefits ...	
27.	Discrimination in selection of junior officers for regular employment ...	Not Sustained
28.	Discrimination in selection of junior officers for regular employment ...	
29.	Delay in receiving compensation for material ...	
30.	Delay in receiving compensation for damaged crops ...	
31.	Delay in receiving compensation for injury sustained ...	Not Sustained
32.	Delay in receiving compensation for injury sustained ...	
33.	Discrimination in selection of junior officers for regular employment ...	Discontinued
34.	Delay in completing construction of retaining wall ...	Rectified
35.	Delay in receiving back-pay ...	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
36.	Discrimination in selection of officers for employment	
37.	Allegation of unfair dismissal ...	Not Sustained
38.	Delay in obtaining Severance Pay ...	Rectified
39.	Delay in clearing drain	Rectified
40.	Difficulty being experienced because of new location of taxi-stand	Rectified
41.	Delay in receiving retirement benefits	
42.	Delay in receiving arrears of increment	
43.	Error in the computation of period of service	
44.	Discrimination in selection of junior officers for regular employment	Discontinued
45.	Discrimination in selection of junior officers for regular employment	
46.	Delay in receiving retirement benefits	
47.	Delay in repairing drains and roads	Discontinued
48.	Delay in receiving salary	
49.	Discrimination in awarding contract .	Not Sustained
50.	Dissatisfied with amount received as retirement benefits	
51.	Delay in obtaining death benefits ...	Not Sustained
52.	Failure to receive back-pay	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
53.	Failure to receive sick leave benefits	Not Sustained
54.	Delay in receiving compensation for injury sustained	
55.	Delay in constructing curb	Advised
56.	Discrimination in selection of junior officers for regular employment	
57.	Dissatisfied with amount of Severance Pay received	Discontinued
58.	Delay in receiving wages	Rectified
59.	Delay in receiving acting allowances	
60.	Allegation of victimization	
61.	Failure to receive travelling allowance	
62.	Delay in receiving retirement benefits	Rectified
63.	Delay in receiving retirement benefits	Not Sustained
64.	Delay in receiving arrears of Severance Pay	Rectified
65.	Delay in receiving back-pay	
66.	Delay in constructing retaining wall	
67.	Delay in payment of compensation for injury sustained	Not Sustained
68.	Delay in receiving retirement benefits	Withdrawn
69.	Improper drainage causing floods ...	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
70.	Delay in receiving gratuity	
71.	Constant flooding caused by construction of basket ball	
72.	Discrimination in selection of officers for regular employment	Not Sustained
73.	Delay in receiving payment for work done	
74.	Discrimination in selection of officers for employment	
75.	Delay in obtaining TD4 Slips	Not Sustained
76.	Delay in processing application for Insurance benefits	
77.	Delay in clearing and paving drain	
78.	Delay in receiving balance of salary ...	
79.	Non-payment of salary	Advised
80.	Delay in receiving salary	
81.	Difficulty being experienced with superior officer	
82.	Delay in receiving wages	
83.	Delay in receiving gratuity	Not Sustained
84.	Failure to receive Severance Pay	Advised
85.	Discrimination in selection of officers for regular employment	Not Sustained
86.	Delay in receiving Severance Pay	Rectified
87.	By-passed for promotion	Not Sustained
88.	Delay in receiving salary	
89.	Dissatisfied that back-pay was garnished ..	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Failure to receive compensation for damaged property	Informed
2.	Assistance in securing employment ...	Informed
3.	Assistance in securing employment ...	Informed
4.	Assistance in securing employment ...	Informed
5.	Assistance in securing employment ...	Informed
6.	Assistance in securing employment ...	Informed

NATIONAL HOUSING AUTHORITY

Number of Complaints	... 82
Within Jurisdiction	... 73
Without Jurisdiction	... 09
Sustained/Rectified	... 15
Not Sustained	... 22
Advised/Discontinued	... 16
Under Investigation	... 20

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in obtaining housing accomm- odation	Rectified
2.	Delay in obtaining Statement of Account	Rectified
3.	Delay in obtaining housing accomm- odation	Rectified
4.	Unable to meet mortgage payments ...	Not Sustained

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
5.	Delay in repairing building	
6.	Delay in obtaining Certificate of Title	
7.	Delay in obtaining housing accommodation	Rectified
8.	Delay in obtaining housing accommodation	Rectified
9.	Delay in receiving balance of loan ...	Not Sustained
10.	Delay in processing application to purchase mortgage house	Advised
11.	Delay in evicting illegal occupants ...	Rectified
12.	Delay in receiving retirement benefits	Rectified
13.	Delay in obtaining rental housing accommodation	
14.	Delay in obtaining Statement of Accounts	
15.	Delay in repairing building	
16.	Delay in obtaining housing accommodation	Discontinued
17.	Delay in responding to correspondence ..	
18.	Delay in obtaining housing accommodation	Advised
19.	Delay in obtaining housing accommodation	Not Sustained
20.	Delay in receiving Statement of Accounts	
21.	Delay in receiving housing accommodation	Not Sustained
22.	Delay in receiving housing accommodation	Advised

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
23.	Delay in receiving rental accomm- odation	Discontinued
24.	Delay in obtaining housing accomm- odation	Not Sustained
25.	Delay in processing application for land	Not Sustained
26.	Delay in obtaining rental accomm- odation	Not Sustained
27.	Refusal of application for reduction of mortgage payments	
28.	Failure to have post upgraded	Not Sustained
29.	Delay in obtaining housing accomm- odation	Advised
30.	Delay in processing application for land	Rectified
31.	Delay in receiving rental accomm- odation	Not Sustained
32.	Delay in receiving rental accomm- odation	Not Sustained
33.	Delay in repairing roof	Rectified
34.	Delay in receiving rental accomm- odation	Not Sustained
35.	Delay in repairing building	
36.	Delay in repairing roof	Rectified
37.	Delay in repairing roof	Rectified
38.	Delay in repairing roof	Rectified
39.	Delay in receiving Statement of Accounts	
40.	Delay in receiving letter to have deductions stopped	
41.	Delay in receiving rental accomm- odation	Advised
42.	Delay in receiving housing accomm- odation	Advised

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
43.	Delay in repairing house	
44.	Delay in receiving rental accomm- odation	Advised
45.	Difficuly being experienced due to construction of housing project	
46.	Delay in obtaining Certificate of Title	Rectified
47.	Delay in receiving housing accomm- odation	Discontinued
48.	Delay in obtaining housing accomm- odation	
49.	Delay in obtaining Certificate of Title	
50.	Delay in receiving Statement of Account	
51.	Failure to receive refund of instalments paid	
52.	Delay in receiving Statement of Accounts	Rectified
53.	Delay in obtaining housing accomm- odation	Discontinued
54.	Assistance in obtaining certificate to apply for estate	Advised
55.	Unable to pay mortgage rent	Advised
56.	Delay in obtaining refund of money deposited	Discontinued
57.	Assistance in obtaining change of housing accommodation	Advised
58.	Delay in receiving housing accomm- odation	Not Sustained
59.	Delay in processing application for a parcel of land	Advised

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
60.	Error in recording payments	
61.	Delay in receiving housing accomm- odation	Not Sustained
62.	Assistance in obtaining additional key	Not Sustained
63.	Delay in receiving housing accomm- odation	Not Sustained
64.	Delay in receiving housing accomm- odation	Not Sustained
65.	Delay in receiving refund of money deposited	
66.	Assistance in recovering land acquired	Not Sustained
67.	Delay in receiving housing accomm- odation	Not Sustained
68.	Delay in receiving rental accomm- odation	Not Sustained
69.	Delay in receiving rental accom- odation	
70.	Delay in receiving rental accomm- odation	Not Sustained
71.	Delay in processing application for a parcel of land	Not Sustained
72.	Delay in receiving housing accomm- odation	Not Sustained
73.	Delay in receiving housing accomm- odation	Rectified

NATIONAL INSURANCE BOARD

Number of Complaints	...	30
Within Jurisdiction	...	28
Without Jurisdiction	...	02
Sustained/Rectified	...	12
Not Sustained	...	05
Advised/Discontinued	...	03
Under Investigation	...	08

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving retirement benefits	Rectified
2.	Delay in receiving retirement benefits	
3.	Delay in receiving sickness benefits ...	Rectified
4.	Delay in receiving retirement benefits	Rectified
5.	Failure to receive survivor's benefits	Not Sustained
6.	Delay in obtaining Invalidity benefit	
7.	Delay in obtaining survivor's benefit	Rectified
8.	Delay in payment of arrears of the revised increase	Rectified
9.	Failure to receive retirement benefits	Discontinued
10.	Delay in receiving injury benefits ...	Not Sustained
11.	Delay in receiving sickness benefits ...	Rectified
12.	Delay in receiving retirement benefits	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
13.	Delay in receiving pension benefits ...	Rectified
14.	Delay in receiving sickness benefits ...	Advised
15.	Dissatisfied with amount of weekly pension received	Not Sustained
16.	Delay in obtaining mortgage release ...	
17.	Refusal of application for pension	
18.	Delay in payment of arrears of the revised increase	
19.	Delay in receiving Employment Injury Benefits	Not Sustained
20.	Delay in obtaining refund of contributions paid	Rectified
21.	Assistance in obtaining extension of loan	
22.	Delay in obtaining refund of contributions paid	Rectified
23.	Delay in receiving death benefits	Advised
24.	Delay in receiving pension benefits ...	Rectified
25.	Delay in receiving pension benefits ...	
26.	Delay in receiving injury benefits ...	
27.	Delay in receiving refund of contributions paid	Not Sustained
28.	Delay in receiving invalidity benefit ...	Rectified

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Termination of service for no apparent reason	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
2.	Assistance in obtaining retirement grant	Informed

MINISTRY OF INDUSTRY, COMMERCE AND CONSUMER AFFAIRS

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 commuted allowance and gratuity	
2.	Delay in receiving balance of payment of money due	

PORT AUTHORITY OF TRINIDAD AND TOBAGO

Number of Complaints ... 11
 Within Jurisdiction ... 11
 Without Jurisdiction ... 00
 Sustained/Rectified ... 02
 Not Sustained ... 03
 Advised/Discontinued ... 02
 Under Investigation ... 04

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in obtaining proper period of service	Rectified
2.	Delay in receiving a shipment of goods	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
3.	Allegation of unjust dismissal ...	Not Sustained
4.	Failure to receive 'Widows and Orphans' Pension	
5.	Dissatisfied with assessment of disability	Not Sustained
6.	Failure to receive Survivor's benefits	Advised
7.	Delay in receiving Survivor's benefits	Rectified
8.	Overdue adjustments of pensions ...	
9.	Payment of death benefits to wrong person	Not Sustained
10.	Failure to pay contributions to pension plan	Discontinued
11.	Delay in obtaining retirement benefits	

SERVICE COMMISSIONS DEPARTMENT

Number of Complaints	...	16
Within Jurisdiction	...	06
Without Jurisdiction	...	10
Sustained/Rectified	...	01
Not Sustained	...	02
Advised/Discontinued	...	02
Under Investigation	...	01

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Failure to have record of service remedied	
2.	Denied opportunity to be re-examined by another medical board	Not Sustained
3.	Delay in returning letter of promotion	Not Sustained
4.	Discrimination in selection of junior workers for employment	Discontinued

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
5.	Delay in granting approval for acting appointment	Rectified
6.	Adversely affected as a result of reclassification	Discontinued

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Alleged wrongful dismissal	Informed
2.	Dissatisfied with decision of Appeal Tribunal	Informed
3.	Assistance in obtaining appointment .	Informed
4.	Assistance in obtaining employment	Informed
5.	Assistance in securing employment ...	Informed
6.	Request for transfer	Premature
7.	Assistance in being reinstated ...	Informed
8.	Assistance in obtaining employment ..	Informed
9.	Assistance in obtaining employment ..	Informed
10.	Alleged wrongful dismissal	

TOBAGO HOUSE OF ASSEMBLY

Number of Complaints	...	37
Within Jurisdiction	...	37
Without Jurisdiction	...	00
Sustained/Rectified	...	08
Not Sustained	...	08
Advised/Discontinued	...	04
Under Investigation	...	17

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Inordinate delay in receiving gratuity	Rectified
2.	Delay in receiving sickness benefits	Rectified
3.	Delay in receiving Survivor's benefits	Rectified
4.	Dissatisfied with deduction of tax from retirement benefits	Not Sustained
5.	Delay in receiving wages	
6.	Discrimination in selection of junior officers for regular employment	
7.	Delay in receiving arrears of wages ..	Not Sustained
8.	Dissatisfied with amount of Severance Pay received	
9.	Discrimination in selection of junior officers for regular employment	
10.	Delay in fixing access to dwelling house	
11.	Difficulty being experienced in repaying excess salary received	Not Sustained
12.	Delay in repairing drain	
13.	Delay in receiving compensation for damaged house	
14.	Landslip caused due to improper drainage	
15.	Discrimination in selection of junior officers for regular employment	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
16.	Dissatisfied with amount of Severance Pay received	Discontinued
17.	Delay in receiving retirement benefits ..	
18.	Delay in receiving retirement benefits ..	Rectified
19.	Discrimination in selection of junior officers for regular employment	Discontinued
20.	Delay in removing health hazard caused by flooding	
21.	Delay in receiving salary	
22.	Delay in receiving retirement benefits ..	Advised
23.	Delay in receiving salary	
24.	Wrongfully sent home without benefits ...	Not Sustained
25.	Delay in obtaining refund of money paid to do work	Rectified
26.	Refused permission to continue construction of building	Advised
27.	Dissatisfied with amount of gratuity received	Not Sustained
28.	Delay in receiving Severance Pay	Rectified
29.	Refusal of Old Age Pension	Not Sustained
30.	Non-payment of sick leave	Not Sustained
31.	Discrimination in selection of junior officers for regular employment	
32.	Error in computation of Severance Pay ...	Not Sustained
33.	Error in computation of retirement benefits	
34.	Delay in receiving death benefits ...	
35.	Delay in constructing retaining wall ...	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
36.	Delay in processing application for supply of water	Rectified
37.	Delay in receiving Severance Pay ...	Rectified

TRINIDAD AND TOBAGO ELECTRICITY COMMISSION

Number of Complaints	... 20
Within Jurisdiction	... 19
Without Jurisdiction	... 01
Sustained/Rectified	... 08
Not Sustained	... 02
Advised/Discontinued	... 04
Under Investigation	... 05

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in remedying inoperative outdated street lights	
2.	Discrimination in selection of officers	
3.	Delay in payment of compensation for personal inconvenience	Rectified
4.	Dissatisfied with amount estimated for bill	Rectified
5.	Delay in receiving electricity connection	Discontinued
6.	Delay in receiving electricity connection	Discontinued
7.	Delay in receiving electricity connection	Rectified
8.	Delay in removing electricity pole ...	Rectified
9.	Delay in receiving compensation for injury sustained	Not Sustained
10.	Delay in receiving compensation for damaged appliances	
11.	Delay in replacing street lights ...	
12.	Delay in receiving electricity connection	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
13.	Delay in payment of compensation for destroyed house	Not Sustained
14.	Delay in granting supply of electricity	Discontinued
15.	Dissatisfied with disconnection	Rectified
16.	Delay in changing rotten pole	Rectified
17.	Error in the computation of bill	Rectified
18.	Delay in receiving electricity connection	Rectified
19.	Delay in receiving electricity connection	Advised

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Assistance in having apprenticeship continued	Informed

TRINIDAD AND TOBAGO TELEPHONE COMPANY

Number of Complaints	... 17
Within Jurisdiction	... 17
Without Jurisdiction	... 00
Sustained/Rectified	... 06
Not Sustained	... 04
Advised/Discontinued	... 00
Under Investigation	... 07

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Dissatisfied with amount on telephone bill	Rectified

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
2.	Delay in having telephone service installed	Rectified
3.	Delay in having telephone service installed	Rectified
4.	Delay in having telephone removed	
5.	Error in the computation of bill	
6.	Failure to receive severance pay	Not Sustained
7.	Delay in repairing telephone	Not Sustained
8.	Failure to receive refund	
9.	Discrepancy in telephone bill	
10.	Telephone line tapped	Rectified
11.	Delay in repairing telephone	
12.	Discrepancy in recording calls	Rectified
13.	Allegation of victimization	Not Sustained
14.	Delay in removing obstacle to pathway ...	
15.	Delay in receiving Statement of Accounts	Rectified
16.	Delay in obtaining transfer of telephone	Not Sustained
17.	Discrepancy in telephone bill	

WATER AND SEWERAGE AUTHORITY

Number of Complaints	... 33
Within Jurisdiction	... 31
Without Jurisdiction	... 02
Sustained/Rectified	... 06
Not Sustained	... 09
Advised/Discontinued	... 05
Under Investigation	... 11

--- Within Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in restoring water supply ...	Rectified
2.	Name removed from bill for no apparent reason	Not Sustained
3.	Delay in receiving death benefits	Discontinued
4.	Delay in receiving death benefits	
5.	Delay in receiving compensation for damaged property	
6.	Delay in receiving retirement benefits	Rectified
7.	Delay in repairing roadway	Rectified
8.	Failure to receive Severance Pay	Not Sustained
9.	Lack of pipe-borne water	
10.	Delay in receiving retirement benefits ..	Not Sustained
11.	Delay in receiving arrears of Severance Pay	Rectified
12.	Discrimination in selection of officers for employment	Not Sustained
13.	Delay in receiving pipe-borne water ...	Discontinued
14.	Allegation of victimization	Not Sustained
15.	Allegation of victimization	
16.	Delay in receiving Severance Pay	Not Sustained
17.	Allegation of wrongful dismissal	Not Sustained
18.	Delay in repairing concrete drains. ...	
19.	Delay in finalising acquisition of land	

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
20.	Discrimination in selection of junior officers for regular employment	Advised
21.	Dissatisfied with disconnection of water supply	
22.	Delay in returning medical certificates	Rectified
23.	Allegation of victimization	Not Sustained
24.	Delay in receiving water supply	Rectified
25.	Delay in receiving gratuity and pension	
26.	Delay in receiving severance benefits	Discontinued
27.	Allegations of corruption	
28.	Discrimination in selection of officers from promotion	
29.	Allegation of wrongful dismissal	Not Sustained
30.	Delay in receiving water supply	Discontinued
31.	Delay in obtaining acquisition of infrastructure facilities	

--- Without Jurisdiction ---

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Alleged wrongful dismissal	Informed
2.	Delay in obtaining water connection	Premature

OTHER COMPLAINTS

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
1.	Delay in receiving outstanding sum of money	Discontinued
2.	Assistance in receiving commission on salary	Discontinued

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
3.	Assistance in obtaining possession of property	Rectified
4.	Request for legal aid	Referred
5.	Delay in settling insurance claim	Informed
6.	Assistance in securing employment	Informed
7.	Delay in receiving salary	Informed
8.	Assistance in obtaining death benefits	Referred
9.	Unable to pay judgement debt	Informed
10.	Assistance in recovering money owed	Informed
11.	Unable to pay balance of loan	Informed
12.	Assistance in obtaining relevant information in respect of estate	Informed
13.	Assistance in obtaining possession of property	Informed
14.	Dissatisfied with husband's behaviour	Informed
15.	Assistance in obtaining death benefits	Informed
16.	Dissatisfied with medical report	Informed
17.	Assistance in obtaining financial support	Informed
18.	Request for legal aid	Referred
19.	Delay in receiving salary	Informed
20.	Assistance in obtaining possession of property	Informed
21.	Refusal of continued occupation	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
22.	Assistance in obtaining possession of property	Informed
23.	Assistance in obtaining possession of property	Informed
24.	Assistance in regaining possession of property	Informed
25.	Harassment from relatives	Informed
26.	Assistance in recovering money invested	Discontinued
27.	Failure to receive prize money	Informed
28.	Harassment from neighbours	Informed
29.	Assistance in obtaining financial support	Informed
30.	Assistance in recovering money owed	Informed
31.	Dissatisfied with amount received as compensation for damages sustained	Informed
32.	Request for legal aid	Referred
33.	Assistance in obtaining possession of property	Informed
34.	Dissatisfied with Lawyer's representation	Informed
35.	Assistance in obtaining possession of property	Informed
36.	Dissatisfied with Lawyer's representation	Informed
37.	Assistance in obtaining possession of property	Informed
38.	Assistance in having court matter determined	Informed
39.	Failure to receive refund of money deposited	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
40.	Dissatisfied with Notice to Quit ...	Informed
41.	Assistance in obtaining possession of property	Informed
42.	Unable to obtain relevant information ...	Informed
43.	Assistance in obtaining report of investigation	Informed
44.	Unable to obtain Certificate of Title ...	Informed
45.	Refused legal aid	Advised
46.	Delay in settling Insurance claim	Advised
47.	Delay in granting Legal aid	Advised
48.	Assistance in securing employment	Informed
49.	Assistance in securing employment	Informed
50.	Failure to receive refund of money ...	Informed
51.	Unable to obtain compensation for damaged vehicle	Advised
52.	Assistance in obtaining possession of property	Informed
53.	Dissatisfied with Notice to Quit	Informed
54.	Assistance in securing employment	Informed
55.	Assistance in obtaining possession of property	Informed
56.	Delay in receiving fruits of judgement obtained	Informed
57.	Dissatisfied with Notice to Quit	Informed
58.	Dissatisfied with Lawyer's representa- tion	Informed
59.	Assistance in remaining on day shift ...	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
60.	Assistance in obtaining possession of property	Informed
61.	Dissatisfied with Lawyer's representa- tion	Informed
62.	Assistance in obtaining possession of dwelling house	Informed
63.	Dissatisfied with Solicitor's representa- tion	Informed
64.	Assistance in obtaining possession of property	Informed
65.	Not satisfied with maintenance	Informed
66.	Dissatisfied with Solicitor's representa- tion	Advised
67.	Harassment from in-laws	Informed
68.	Assistance in moving derelict vehicles ...	Informed
69.	Failure to receive refund of money deposited	Informed
70.	Dissatisfied with Solicitor's representa- tion	Informed
71.	Dissatisfied with Lawyer's representa- tion	Informed
72.	Harassment from neighbours	Informed
73.	Delay in receiving death benefits	Advised
74.	Delay in surveying land	Withdrawn
75.	Request for financial assistance	Informed
76.	Assistance in obtaining possession of property	Informed
77.	Delay in settling Insurance claim	Informed
78.	Assistance in obtaining housing accommodation	Informed
79.	Assistance in obtaining blood test	Informed
80.	Assistance in recovering money owed ...	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
81.	Assistance in recovering legal fees paid	Informed
82.	Harassment from landlord	Informed
83.	Harassment from neighbours	Informed
84.	Assistance in having case determined ...	Informed
85.	Assistance in securing employment ...	Informed
86.	Delay in settling Insurance claim ...	Informed
87.	Unable to obtain custody	Informed
88.	Assistance in having land surveyed ...	Informed
89.	Assistance in obtaining employment ...	Informed
90.	Assistance in obtaining possession of property	Informed
91.	Assistance in obtaining refund of money owed	Informed
92.	Request for legal aid	Referred
93.	Unable to obtain estate	Informed
94.	Delay in settling Insurance claim	Informed
95.	Delay in obtaining receipt for money paid	Advised
96.	Request for legal aid	Referred
97.	Request for legal aid	Informed
98.	Request for legal aid	Referred
99.	Assistance in recovering compensation for damage done	Informed
100.	Request for legal aid	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
101.	Assistance in recovering money invested	Informed
102.	Assistance in obtaining possession of property	Informed
103.	Assistance in obtaining possession of property	Informed
104.	Assistance in obtaining possession of property	Informed
105.	Delay in receiving wages	Informed
106.	Harassment from neighbours	Informed
107.	Harassment from neighbours	Informed
108.	Request for legal aid	Advised
109.	Delay in receiving severance benefits ...	Informed
110.	Assistance in securing employment	Informed
111.	Dissatisfied with Solicitor's representa- tion	Informed
112.	Delay in obtaining judgement debt and costs	Informed
113.	Assistance in obtaining judgement debt and costs	Advised
114.	Request for legal aid	Referred
115.	Refusal of land rent by landlord	Informed
116.	Delay in settling Insurance claims	Advised
117.	Assistance in obtaining possession of property	Informed
118.	Assistance in having case determined ...	Advised
119.	Assistance in obtaining possession of property	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
120.	Delay in obtaining death benefits ...	Informed
121.	Dissatisfied with Lawyer's representation	Referred
122.	Assistance in obtaining possession of property	Informed
123.	Assistance in obtaining possession of property	Informed
124.	Assistance in securing employment	Informed
125.	Request for legal aid	Referred
126.	Assistance in obtaining possession of property	Informed
127.	Assistance in obtaining possession of property	Informed
128.	Delay in settling Insurance claims ...	Informed
129.	Assistance in obtaining possession of property	Informed
130.	Dissatisfied with Survey plan	Informed
131.	Dissatisfied with Solicitor's representation	Informed
132.	Assistance in obtaining pardon	Informed
133.	Assistance in making petition to the Mercy Committee	Informed
134.	Assistance in obtaining reduction of mortgage payments	Informed
135.	Request for legal aid	Informed
136.	Delay in settling Insurance claim	Rectified
137.	Dissatisfied with Lawyer's representation	Informed
138.	Request for legal aid	Referred

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
139.	Delay in obtaining retirement benefits	Informed
140.	Dissatisfied with amount of money received in exchange for U.S. Currency	Informed
141.	Dissatisfied with Lawyer's representa- tion	Informed
142.	Dissatisfied with Lawyer's representa- tion	Informed
143.	Request for legal aid	Referred
144.	Assistance in securing employment ...	Informed
145.	Assistance in securing employment ...	Informed
146.	Unable to withdraw money deposited ...	Informed
147.	Failure to receive refund of money ...	Informed
148.	Request for legal aid	Referred
149.	Assistance in obtaining possession of property	Informed
150.	Assistance in recovering original plan from Solicitor	Discontinued
151.	Request for legal aid	Referred
152.	Dissatisfied with landlord's behaviour	Informed
153.	Assistance in obtaining access to land	Rectified
154.	Assistance in obtaining possession of property	Informed
155.	Assistance in recovering money deposited	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
156.	Assistance in recovering money deposited 	Informed
157.	Assistance in obtaining sub-division of land 	Informed
158.	Assistance in obtaining sub-division of land 	Informed
159.	Assistance in recovering money invested 	Informed
160.	Assistance in obtaining possession of property 	Informed
161.	Dissatisfied with the physical adequacy of premises 	Discontinued
162.	Assistance in seeking rental accomm- odation 	Advised
163.	Assistance in obtaining possession of property 	Informed
164.	Assistance in obtaining possession of property 	Informed
165.	Dissatisfied with Lawyer's representa- tion 	Informed
166.	Request for legal aid 	Referred
167.	Delay in settling Insurance claims ...	Informed
168.	Delay in settling Insurance claims ...	Informed
169.	Dissatisfied with Lawyer's representa- tion 	Informed
170.	Request for legal aid 	Informed
171.	Delay in receiving severance pay 	Informed
172.	Delay in refunding money deposited ...	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
173.	Alleged wrongful dismissal	Informed
174.	Request for legal aid	Referred
175.	Request for legal aid	Referred
176.	Assistance in obtaining possession of property	Informed
177.	Assistance in obtaining sum of money owed	Advised
178.	Assistance in obtaining possession of property	Informed
179.	Assistance in obtaining possession of property	Informed
180.	Assistance in obtaining possession of property	Informed
181.	Assistance in obtaining possession of property	Informed
182.	Unable to obtain original deed from Solicitor	Discontinued
183.	Request for legal aid	Referred
184.	Dissatisfied with Lawyer's representa- tion	Informed
185.	Assistance in obtaining refund of money deposited	Informed
186.	Failure to receive compensation for injury sustained	Premature
187.	Assistance in obtaining possession of property	Informed
188.	Dissatisfied with Lawyer's representa- tion	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
189.	Assistance in obtaining possession of property	Informed
190.	Difficulty being experienced with husband	Advised
191.	Delay in settling Insurance claims ...	Informed
192.	Request for legal aid	Referred
193.	Assistance in obtaining appointment to see the Prime Minister	Referred
194.	Assistance in obtaining appointment to see the Commissioner of Police	Referred
195.	Request for legal aid	Referred
196.	Request for legal aid	Referred
197.	Harassment from relatives	Informed
198.	Request for financial assistance	Referred
199.	Request for legal aid	Informed
200.	Assistance in obtaining pardon	Informed
201.	Harassment from neighbours	Informed
202.	Request for financial assistance	Informed
203.	Delay in settling Insurance claims ...	Informed
204.	Request for legal aid	Informed
205.	Vacation of premises	Informed
206.	Assistance in securing employment	Informed
207.	Assistance in obtaining possession of property	Informed
208.	Failure to receive shipped goods	Informed
209.	Request for legal aid	Referred
210.	Delay in settling Insurance claims ...	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
211.	Dissatisfied with amount received as compensation	Informed
212.	Assistance in recovering money owed ...	Informed
213.	Assistance in securing employment	Informed
214.	Assistance in securing employment	Informed
215.	Assistance in obtaining possession of property	Informed
216.	Assistance in obtaining pardon	Informed
217.	Assistance in obtaining possession of property	Informed
218.	Assistance in obtaining possession of property	Informed
219.	Assistance in obtaining possession of property	Informed
220.	Assistance in obtaining share of property	Informed
221.	Request for financial assistance	Informed
222.	Assistance in obtaining possession of property	Informed
223.	Request for legal aid	Referred
224.	Assistance in obtaining possession of property	Informed
225.	Unfair dismissal	Informed
226.	Delay in obtaining refund of money spent	Informed
227.	Unjustly treated by management	Informed
228.	Delay in receiving severance pay	Informed
229.	Unable to receive refund of money spent	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
230.	Delay in receiving severance pay ...	Rectified
231.	Delay in receiving severance pay ...	Informed
232.	Assistance in obtaining possession of property	Informed
233.	Assistance in obtaining possession of property	Informed
234.	Delay in settling Insurance claim ...	Informed
235.	Assistance in obtaining fruits of judgement awarded	Advised
236.	Assistance in securing employment	Informed
237.	Assistance in obtaining possession of property	Informed
238.	Delay in settling Insurance claim	Informed
239.	Assistance in obtaining fruits of judgement awarded	Informed
240.	Assistance in obtaining share of property	Informed
241.	Request for legal aid	Referred
242.	Dissatisfied with Solicitor's represen- tation	Informed
243.	Assistance in obtaining possession of property	Informed
244.	Unable to recover money deposited	Advised
245.	Assistance in obtaining possession of property	Informed
246.	Dissatisfied with Lawyer's represen- tation	Informed
247.	Assistance in obtaining possession of property	Informed
248.	Request for legal aid	Informed
249.	Assistance in obtaining severance pay	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
250.	Delay in settling Insurance claim ...	Informed
251.	Assistance in recovering money paid	Informed
252.	Request for financial assistance ...	Referred
253.	Assistance in recovering money paid	Informed
254.	Assistance in obtaining possession of property	Informed
255.	Assistance in obtaining possession of property	Informed
256.	Request for legal aid	Referred
257.	Request for legal aid	Referred
258.	Unfair dismissal	Informed
259.	Difficulty being experienced with landlord	Informed
260.	Assistance in recovering money paid	Referred
261.	Assistance in obtaining share of property	Informed
262.	Assistance in recovering money paid	Informed
263.	Dissatisfied with Lawyer's represen- tation	Informed
264.	Assistance in recovering money paid	Informed
265.	Dissatisfied with eviction notice ...	Informed
266.	Delay in settling Insurance claims ...	Informed
267.	Delay in settling Insurance claims ...	Referred
268.	Delay in settling Insurance claims ...	Referred

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
269.	Request for legal aid	Referred
270.	Assistance in obtaining employment ...	Informed
271.	Assistance in obtaining possession of property	Informed
272.	Assistance in obtaining employment ...	Informed
273.	Assistance in obtaining possession of property	Informed
274.	Request for legal aid	Referred
275.	Unable to pay maintenance order ...	Informed
276.	Request for legal aid	Referred
277.	Request for legal aid	Referred
278.	Failure to receive severance pay	Informed
279.	Assistance in obtaining possession of property	Informed
280.	Delay in obtaining compensation for damaged property	Informed
281.	Delay in settling Insurance claims ...	Informed
282.	Harassment from landlord	Informed
283.	Assistance in obtaining possession of property	Informed
284.	Request for financial assistance ...	Informed
285.	Assistance in obtaining money from Insurance Company	Informed
286.	Delay in receiving severance benefits	Informed
287.	Request for legal aid	Advised

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
288.	Request for legal aid	Advised
289.	Access to roadway blocked	Informed
290.	Harassment from family	Informed
291.	Unable to pay maintenance order	Advised
292.	Request for legal aid	Referred
293.	Assistance in evicting tenants	Informed
294.	Assistance in having land surveyed	Informed
295.	Assistance in obtaining fruits of judgement awarded	Informed
296.	Assistance in obtaining refund of fees paid	Informed
297.	Assistance in securing regular employment	Informed
298.	Delay in settling Insurance claims	Referred
299.	Request for legal aid	Referred
300.	Request for legal aid	Referred
301.	Assistance in securing employment	Informed
302.	Assistance in having Notice of Evidence reviewed	Informed
303.	Dissatisfied with Lawyer's represen- tation	Referred
304.	Unable to pay monthly instalments	Informed
305.	Assistance in obtaining withdrawal from the Bank	Informed
306.	Assistance in obtaining possession of property	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
307.	Dissatisfied with Solicitor's representation	Informed
308.	Dissatisfied with Solicitor's representation	Informed
309.	Assistance in obtaining custody of child	Informed
310.	Failure to receive severance pay ...	Informed
311.	Request for legal aid	Referred
312.	Assistance in obtaining Presidential pardon	Informed
313.	Request for legal aid	Referred
314.	Assistance in securing employment ...	Informed
315.	Dissatisfied with Lawyer's representation	Informed
316.	Assistance in obtaining possession of property	Informed
317.	Assistance in securing employment ...	Informed
318.	Request for legal aid	Discontinued
319.	Request for legal aid	Referred
320.	Request for legal aid	Referred
321.	Delay in settling Insurance claim ...	Informed
322.	Assistance in recovering money owing	Informed
323.	Assistance in having Deed registered ...	Informed
324.	Request for legal aid	Advised
325.	Assistance in obtaining possession of property	Informed
326.	Money withdrawn from savings account without satisfactory explanation	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
327.	Request for legal aid	Advised
328.	Assistance in recovering refund from Lawyer	Informed
329.	Failure to receive backpay	Informed
330.	Assistance in recovering money invested	Informed
331.	Unable to collect rent	Informed
332.	Assistance in recovering money invested	Informed
333.	Delay in settling Insurance claims ...	Informed
334.	Assistance in obtaining possession of property	Informed
335.	Assistance in obtaining share of property	Advised
336.	Assistance in obtaining special concession on the job	Advised
337.	Request for legal aid	Referred
338.	Dissatisfied with Lawyer's represen- tation	Informed
339.	Unjust dismissal	Informed
340.	Harassment from neighbours	Informed
341.	Request for legal aid	Referred
342.	Delay in settling Insurance claims ...	Informed
343.	Assistance in obtaining half of property	Informed
344.	Unable to obtain severance benefits ...	Informed
345.	Dissatisfied with Solicitor's representation	Advised
346.	Unable to obtain severance benefits ...	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
347.	Unable to obtain severance benefits ...	Informed
348.	Assistance in obtaining re-trial ...	Advised
349.	Request for legal aid ...	Discontinued
350.	Delay in settling Insurance claims .	Referred
351.	Delay in settling Insurance claims .	Advised
352.	Request for financial assistance ...	Referred
353.	Delay in settling Insurance claims .	Informed
354.	Delay in receiving balance of compensation ...	Informed
355.	Assistance in obtaining share of property ...	Advised
356.	Assistance in obtaining possession of property ...	Informed
357.	Assistance in obtaining possession of property ...	Informed
358.	Assistance in obtaining possession of property ...	Advised
359.	Assistance in recovering money invested ...	Informed
360.	Request for legal aid ...	Referred
361.	Assistance in securing employment ...	Informed
362.	Dissatisfied with Lawyer's represen- tation ...	Informed
363.	Delay in settling Insurance claims .	Informed
364.	Assistance in obtaining Deed of Conveyance ...	Informed
365.	Dissatisfied with Solicitor's represen- tation	Informed

<u>No.</u>	<u>Subject of Complaints</u>	<u>Result</u>
366.	Assistance in securing employment ...	Informed
367.	Assistance in obtaining fruits of judgement awarded	Informed
368.	Assistance in obtaining possession of property	Informed
369.	Not satisfied with performance report	Informed
370.	Request for legal aid	Referred
371.	Assistance in obtaining possession of property	Referred
372.	Harassment from neighbours	Informed
373.	Assistance in recovering money invested	Informed
374.	Assistance in securing employment ..	Informed
375.	Delay in settling Insurance claims .	Informed
376.	Assistance in recovering money invested	Informed
377.	Assistance in obtaining possession of property	Informed
378.	Assistance in obtaining possession of property	Informed
379.	Request for legal aid	Referred
380.	Assistance in recovering money paid	Informed
381.	Request for legal aid	Referred
382.	Assistance in obtaining possession of property	Advised
383.	Assistance in securing employment ..	Informed
384.	Delay in receiving compensation for injury sustained	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 dis- Discretion
continue an investigation, the Ombudsman shall, subject to of
sections 93 and 94 act in his discretion and, in parti- Ombudsman
cular 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 -

- (a) a complaint relates to action of which the Com-
plainant has knowledge for more than twelve months
before the complaint was received by the Ombuds-
man;
- (b) the subject matter of the complaint is trivial;
- (c) the complaint is frivolous or vexatious or is
not 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 investiga- Report on
tion is duly made and the Ombudsman decides not to in- investi-
vestigate the matter or where he decides to discontinue gation
an investigation of the matter, he shall inform the
person who made the complaint or request of the reasons
for his decision.

(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 investigations.

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 acquired compulsorily;
- (b) the disposal as surplus of 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 title

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

Mode of
complaint

2. (1) All complaints to the Ombudsman and requests 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
in respect
of invest-
igation
No. 4 of
1976

3. (1) Where the Ombudsman proposes to conduct an investigation under section 93(1) of the Constitution set out in the Schedule to the Constitution of Trinidad and Tobago Act, 1976 (in this Act referred to as "the Constitution") he shall afford to the principal officer of the department or authority concerned, an opportunity to make, orally or in writing as the Ombudsman thinks fit, representations which are 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 documents 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 re-
quired

(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 or thing to be produced.

(2) Subject to subsection (1), no rule of law which authorises 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 auth- orities sub- ject to the Ombuds- man's juri- sdiction

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 11(1))

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

