

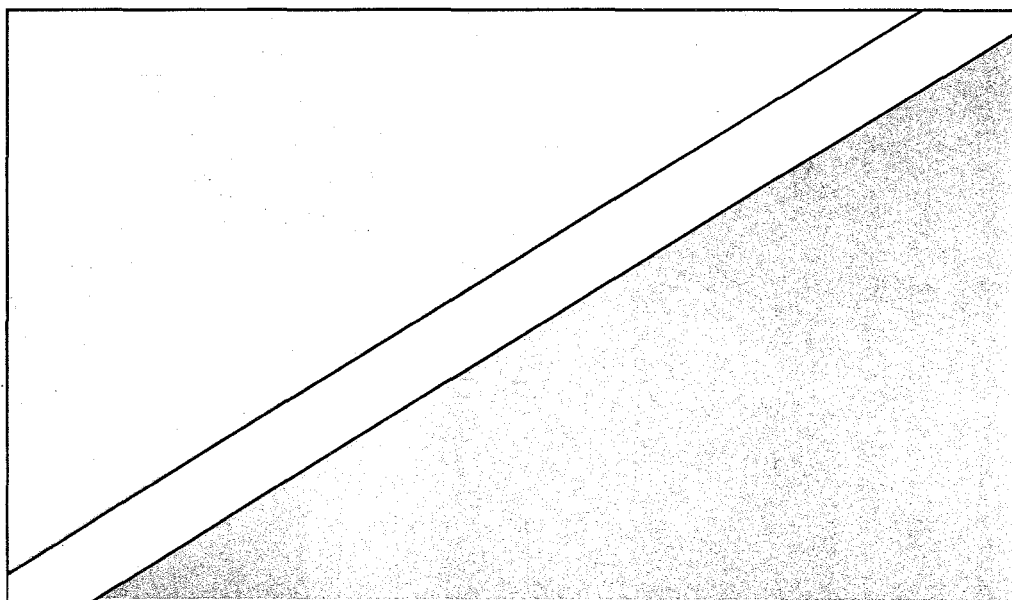


REPORT OF THE

OMBUDSMAN

FOR THE YEAR ENDED

30TH JUNE 1999



Presented to

THE NATIONAL PARLIAMENT OF SOLOMON ISLANDS

Pursuant to Section 98 (3) of The Constitution

Ombudsman



Honiara

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Date 21/07/2001

Hon. Paul Tovua, OBE
Speaker of the National Parliament
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Mr Speaker,

ANNUAL REPORT OF THE OMBUDSMAN

Pursuant to Section 98 (3) of the Constitution, it is an honour and pleasure for me Sir, to present my Report for the year ended June, 1999 to the National Parliament of Solomon Islands.

A handwritten signature in dark ink, appearing to read 'P. Kenilorea'.

Rt. Hon. Sir Peter Kenilorea, KBE, PC
OMBUDSMAN

EIGHTEENTH ANNUAL REPORT OF THE OMBUDSMAN FOR THE YEAR ENDED 30TH JUNE 1999

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I. OMBUDSMAN'S COMMENTS

1. Introduction

Pursuant to Section 98 (3) of the Constitution, it is an honour and privilege for me to submit this my ~~3rd~~ Annual Report to Parliament for the 1st July, 1998 to 30th June, 1999 Reporting Year, being the Eighteenth Ombudsman's Annual Report.

Being the Ombudsman I have an important duty in protecting the rights of the Public under our system of Government. It is a pleasure to say that my Office continues to perform a valuable and essential service in helping the Public achieved fairness in their dealing with Central and Provincial Governments and other Authorities within my jurisdiction. And in ensuring that the Public Sector maintains and continue to improve its standards of service to the Community.

This year my Office received two hundred and twelve new cases, a decrease of ninety-five cases. With the recruitment of Mrs Judith Waleanisia to fill the vacant Senior Investigation Officer Post, my work has been lighter with two Investigators. The decreased number of cases received is explained elsewhere in the Report but the main reason is the complete lack of provincial tours due to inadequate resources.

The problems I have encountered were lack of funds, office equipment such as Computers, Photocopiers, and the constant fear of relocation of Office.

2. Record Demand

During the year, two hundred and twelve Complaints were received. Department of Education and Human Resources Development recorded the highest of a total of Forty Complaints; twenty-seven of these were from Primary and Secondary School Teachers against the Teaching Service Office, complaining about payment of Salaries, Allowances, etc.

Prime Minister's Department registered the second highest number of Complaints, a total of twenty two. Three of the Complaints were about Cabinet decisions which I could not investigate as such were outside my jurisdiction. The rest were from Public Servants complaining about Conditions of employments and other employment related matters.

Department of Police and National Security registered the third highest of Seventeen Complaints. Out of the Complaints received fourteen were from Police Officers, complaining about how they have been treated by the Commissioner of Police.

I would like to mention here that since the inception of the Ombudsman's Office, the Department of Police use to register the highest number of Complaints. However the decline of Complaints registered this year was due to the assistance of the new Police Commissioner, who was instrumental in assisting the Police Officers with their personal grievances. As part of his effort in this development, he has established a Police Internal Investigation Office, which now deals with Complaints from Police Officers. This Office has helped to reduce the number of Police Complaints coming to my Office.

As part of our continuing public awareness programme, the Ombudsman continues to encourage the public that his Office should be used only as the last resort, Complainants who did not utilise available avenues to solve their Complaints were asked to sort out Complaints internally, with the Authorities complained against.

3. Enhanced Performance

During the year under review, the Investigation Team of the Office has only two Investigators. I therefore had to do routine investigations as well. The Office staff could not tour to Provinces due to financial and practical problems. Investigation Officers therefore only attended to Complaints received either through personal calls or in writing. Thus, compared with the previous year, this year under review, only two hundred and twelve Complaints were registered.

Performance during the year was measured as summarised below.

a) Cases Closed

The number of cases finalised and resolved during the year was 223, a reduction of twenty four cases from the previous year of 247. The failure by Authorities to respond to letters requesting action contributed to this.

b) Cases satisfactorily settled

A total of Seventy two cases of the three hundred and sixty nine cases handled during the year were satisfactorily settled for the Complainants.

c) Acceptance of Recommendations

About more than 50% of the recommendations made during the year following case investigations were accepted.

At the close of the Reporting year, a bulk of my Recommendations were not attended to due to failure by Authorities to respond in a timely manner.

4. Top Ten

During the Reporting year Complaints received against various Authorities as compared with the previous year's ranking were:

	<u>1997/98</u>	<u>1998/99</u>
1. Department of Education and Human Resources Development	58	40
2. Prime Minister's Department	12	22
3. Department of Police & National Security	31	17
4. Department of Justice & Legal Affairs	46	16
5. Department of Lands & Housing	14	11
6. Department of Commerce, Industries, Employment and Tourism	12	10
7. Ministry of Health & Medical Services	12	9
8. Department of Provincial Government & Rural Development	7	8
9. Department of Home & Cultural Affairs	6	5
10. Department of Finance	17	4

5. The Past 4 Years

This is my third Annual Report since taking up the Ombudsman's Post on 2nd September, 1996. During that period I have handled a total of One thousand and ten Complaints. The recorded Complaints exclude enquiries and Complaints, which were closed as soon as relevant advice, were given.

The Ombudsman's Office has assisted the citizens to resolve their differences and difficulties with the Central/Provincial governments and Statutory Authorities in an informal yet meaningful way, successfully.

6. Looking Ahead

Ombudsman is a new concept in the Solomon Islands. It would take time for the people to fully realise the importance of the Office in dealing with their grievances and problems with publicity and public talks, etc the people are

starting to know about the Ombudsman and his roles and functions. I am confident the Office will face the demands ahead with a firm resolve to provide a high quality service.

We continue to work at strengthening this important institution of good governance. A proper and permanent Office accommodation, fully computerised is our priority in this regard as earlier mentioned.

ANNEX 1 represents our view on areas of future improvements that would enhance the effective and efficient service delivery of this small, complaint driven-office.

II. COMPLAINTS RECEIVED – TYPE & NATURE

About 60% of the Complaints received were from Public Service Employees, complaining about unfair treatments by their responsible Authorities and Officers. The Complaints were about Promotions, non payment of allowances, delay to confirm or non confirmation of appointments and other matters to do with their terms and conditions of service.

Majority of Complaints received against DEHRD by Primary and Secondary Teachers were about appointments and payment of Salaries.

It was discovered during investigations into those Complaints that the Provincial Education Authorities recruited Teachers to teach without notifying the Teaching Service Commission for formal appointments. In these cases after being engaged for sometimes before the TSC was notified. In such situation the TSC refused to pay the concerned Teachers, claiming that they were not appointed. This practice is typical of the Education Secretaries in the Provinces. There has been very extreme cases where particular Teachers were told verbally to teach without any written notification.

The Prime Minister's Department registered the second highest of twenty-two Complaints, two of which were against the Cabinet decisions which were outside my jurisdiction to investigate.

While the remaining twenty were about actions of the Public Service Division, investigations revealed that most of them were from Public Officers who were made redundant or retired in the last Government Reform Program.

Again those actions were according to a Government Policy so I was not able to investigate into them but rather referred them to the Complainants with relevant advice.

Department of Police and Justice registered Seventeen Complaints, fourteen of which were for Police Officers and two from the Prison Warders, complaining about their treatment by the Police and Prison Authorities and officials.

With regards to the Prison and Police Authorities, the Acts governing them has given more powers to the Controller and the Commissioner hence are well protected. Thus, when dealing with matters of discipline of their Officers, the application of the provisions of the Acts might at times have been coloured by personalities.

For details of the Nature and Types of Complaints handled during the period refer to Table ix of the Statistics.

III. WORKLOAD IN DETAILS

1. Ombudsman's Office Statistics

For the year 1st July, 1998 to 30th June, 1999

Two hundred and Twelve new Complaints were received this year. This is about ninety-five Complaints more than the three hundred and seven Complaints received in the 1997/98 Report period.

60% of the total number of three hundred and sixty-nine cases handled during the year were completely resolved.

Manner of Disposal of cases – Table II Explanatory Notes on Categories used in Tables II to VII

“No Jurisdiction” – “bodies outside Ombudsman's Jurisdiction”.

A number of Complaints made to the Ombudsman were outside his jurisdiction in terms of section 97 of the Constitution and the Ombudsman (Further Provisions) Act 1980. For instance, he cannot investigate non-government bodies or private companies whether or not the Government has a 100% shareholding, unless they are specifically incorporated by Statute. He cannot investigate public or private registered companies, associations or individuals. These are the “bodies outside Jurisdiction” and the numbers of complaints received under this category are appropriately indicated in Tables III and IV.

“No Jurisdiction under the Ombudsman Act”. The Ombudsman Act restricts his Constitutional jurisdiction to enquire into certain types of action by Government officials, such as policy decisions or decisions made by Ministers in their deliberate judgement if certified as such by the Prime Minister. Too non administrative functions, such as Doctors' professional decisions on referral of patients cannot be investigated by the Ombudsman.

In other cases the Ombudsman Act gives him discretion whether or not to take up cases which are otherwise outside his jurisdiction according to the act. For instance where the complainant has a right of appeal to a tribunal or a legal remedy through the courts but in the circumstances, it is not reasonable to expect him to use his right, or where complaints are, in the Ombudsman's opinion frivolous, vexatious or if there has been an unreasonable delay in bringing them to him.

Figures in Column 3 of Table IV represent cases, which the Ombudsman has not taken up.

These are included in "no Jurisdiction" in column 4 of Table II.

However no one is sent away from the Ombudsman's Office without being heard, advised and if required referred to relevant authorities for help, such as to the Public Solicitor or the Labour Division or Private Solicitors.

"Referred" Cases in Column 5 of Table II and Column 4 of Table IV are, theoretically inside the Ombudsman's jurisdiction, but are better handled elsewhere. The complainant is heard, advised and referred by letter, telephone call or personal visit to the appropriate authority. Most of such referrals are of fairly minor personnel matters, which perhaps through communication breakdown, have come to this office prematurely. The complainant is advised to refer back to the Ombudsman if, after a reasonable time, his complaint is not considered.

"Not Justified" Figure in column 3 of Table II and Column 5 of Table IV represent cases which, after investigation, the Ombudsman considers are not real cases of unfair treatment or maladministration. The Complainant is informed and his case file is closed. For instance a person may be confused about the terms of his employment or his legal rights under the National Provident Fund Act and believes that he is being unfairly treated when this is not so.

"Justified" In Tables II and IV, Figures represent cases where the Ombudsman, after investigation, considers that the person who complained has been unfairly treated or has been the victim of maladministrations, "Justified" complaints range from delays in promised allowances for manual workers to very serious matters worthy of criminal investigation. For an analysis of whether justified cases are rectified, refer to Table V.

"Unfinished" This Column in Table II represents unfinished cases, which had to be carried forward for continuing attention the following year. We are concern that invariably unfinished cases are due to delays or non responsiveness by authorities complained against.

2. List of Tables

TABLE I

OMBUDSMAN'S CASES IN 1998-99 COMPARED WITH THE PREVIOUS YEARS

JULY/JUNE	NEW CASES RECEIVED	TOTAL CASES HANDLED	CASES COMPLETED	UNFINISHED CASES CARRIED FORWARD
1991-1992	282	349	228	121
1992-93	176	297	194	103
1993-94	200	303	154	149
1994-95	125	274	195	79
1995-96	266	343	264	79
1996-97	258	337	240	97
1997-98	307	404	247	157
1998-99	212	369	223	146

TABLE II

SUMMARY OUTLINING THE MANNER OF DISPOSAL OF CASES HANDLED BY OMBUDSMAN BETWEEN 1ST JULY 1998 AND 30TH JUNE, 1999

YEAR	JUSTIFIED	NOT JUSTIFIED	NO JURISDICTION DECLINED	REFERRED	OTHERS	UNFINISHED	
1991-92	49	92	45	35	7	121	
1992-93	70	67	27	20	10	103	
1993-94	61	54	17	17	5	149	
1994-95	88	53	15	34	5	303	
1995-96	79	72	27	60	21	86	
1996-97	103	50	34	47	6	97	
1997-98	86	53	28	66	14	157	
1998-99	72	53	24	70	4	146	

This Table shows the Ombudsman and his staff are still trying to concentrate on thorough treatment of more important complaints. The large number of "Referred" and "No Jurisdiction/Declined" cases is the Ombudsman's decision to avoid being involved prematurely in matters where the Complainant should have taken his grievance to the authority concerned or used other existing avenues rather than going directly to the Ombudsman. The Ombudsman is prepared to assist in the improvement of existing procedures rather than supplant or undermine them, so he advises Complainants of the right procedures and the right person or authority to approach. He may follow up this advice in a letter of referral to make sure that their grievance is considered and dealt with. Making the public aware of how they can legally help themselves is seen as an important work of this Office.

TABLE III

ANALYSIS OF NEW COMPLAINTS MADE TO THE OMBUDSMAN IN 1998-99

(A) LIST OF COMPLAINTS AGAINST PROVINCES, STATUTORY AUTHORITIES EACH DIVISION UNDER RESPECTIVE DEPARTMENTS

AUTHORITY		REPORT PERIOD							
		1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
(1)	DEPARTMENTS								
9 1.	DEHRD - ADMIN	1	2	4	-	-	-	-	-
	INSPECTORATE	-	-	-	-	1	3	1	1
	NTU	1	-	1	1	7	1	-	5
	SCHOOL BOARDS	3	2	-	-	2	-	1	4
	PRIMARY	-	-	-	-	-	-	-	1
	SECONDARY	-	-	-	-	-	2	1	2
	NESU	-	1	-	2	1	1	2	-
	TSO	37	16	19	12	19	30	51	27
	TSC	-	2	1	-	-	1	-	-
	DEHRD (TOTAL)	43	23	25	15	30	41	58	40
2.	PMD - CABINET	-	-	-	-	-	1	1	2
	- PSC	4	1	-	-	-	2	-	-
	- PSO	11	13	16	24	19	18	11	20
	PMD (TOTAL)	15	14	16	24	19	21	12	22

TABLE III (CONT'D)

AUTHORITY		REPORT PERIOD							
		1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
3.	DPNS – ADMIN	1	1	1	3	5	2	1	1
	POLICE	18	12	17	14	28	20	26	14
	PRISON	30	12	14	2	7	9	4	2
	PPSC	1	-	-	-	-	-	-	-
	DPNS (TOTAL)	50	25	32	19	40	31	31	17
4.	DOJLA - ADMIN	-	2	1	1	4	-	5	-
	ATTORNEY GENERAL	-	-	-	-	-	-	1	-
	COURTS	15	4	1	2	2	5	12	8
	DPP	-	1	-	-	-	-	-	-
	PUBLIC SOLICITORS	3	-	-	5	5	1	10	3
	REGISTRAR GENERAL	2	-	-	-	1	5	11	5
	TRADE DISPUTE PANEL	-	-	1	1	5	10	7	Transferred to DCIET
	DOJLA (TOTAL)	20	7	3	9	17	21	46	16
5.	DLH - ADMIN	-	-	-	-	1	-	1	-
	- LANDS	5	-	13	7	8	9	10	11
	- HOUSING	-	-	1	-	-	2	3	-
	DLH (TOTAL)	5	-	14	7	9	11	14	11

TABLE III (CONT'D)

AUTHORITY		REPORT PERIOD							
		1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
6.	DCIET - ADMIN	-	-	-	-	1	-	-	-
	- CO-OPERATIVES	-	1	-	-	-	-	1	-
	- IMMIGRATION	1	1	-	-	-	2	3	3
	- LABOUR	-	-	2	-	-	3	6	-
	- POLICY	-	-	-	-	-	-	1	1
	- TOURISM	up until 1996/97 with then Ministry of Culture, Tourism and Aviation							
	- FIB	-	-	-	-	-	-	-	3
	- TDP	up until 1997/98 with the Ministry of Justice & Legal Affairs					-	-	3
	DCIET (TOTAL)	1	2	2	0	1	5	12	10
7.	MHMS - ADMIN	6	2	3	5	6	1	2	2
	- ENV. HEALTH	2	-	-	-	-	1	-	1
	- HEALTH								
	EDUCATION	-	-	-	-	-	1	-	-
	- MALARIA	2	3	-	1	1	-	3	1
	- MEDICAL	-	1	-	-	-	-	2	-
	- PSYCHIATRICAL	1	2	1	-	-	-	-	-
	- NURSING	-	3	1	1	5	6	5	5
	MHMS (TOTAL)	11	11	5	7	12	9	12	9

TABLE III (CONT'D)

AUTHORITY		REPORT PERIOD							
		1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
8.	DPGRD – ADMIN	29	14	17	3	13	3	5	8
	- PDU	1	-	1	1	-	-	-	-
	- POLICY	-	-	-	-	1	-	2	-
	DPGRD (TOTAL)	30	14	18	4	14	3	7	8
12	9.								
	DHCA- ADMIN	-	-	-	1	-	-	-	2
	- NDC OFFICE	-	-	1	-	-	1	-	-
	- ELECTORAL								
	OFFICE	-	-	-	-	-	1	5	3
	- MUSEUM	Up until 1996/97 with Ministry of Culture, Tourism & Aviation					-	1	-
	DHCA (TOTAL)	-	-	1	1	-	2	6	5
10.	DOF - MINISTER								
	- ADMIN	1	1	1	2	-	3	3	1
	- BUDGET	-	-	-	-	2	-	-	-
	- CUSTOMS	1	-	-	-	-	1	-	-
	- INSURANCE	-	-	-	-	-	1	-	-
	- CTB	4	-	4	-	-	1	-	-
	- PENSION	5	9	1	-	2	7	11	-
	- STATISTICS	-	-	-	1	-	1	-	-
	- STORES	-	-	1	-	-	1	-	-

TABLE III (CONT'D)

AUTHORITY	REPORT PERIOD							
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
- TAXES	4	1	2	1	1	4	3	-
- TREASURY	3	2	2	2	1	6	-	3
DOF (TOTAL)	18	13	11	6	6	24	17	4
11. MTWCA -								
- ARCHITECTURAL-		-	-	-	-	-	-	1
- ADMIN.	1	-	3	2	2	4	4	2
- MARINE	3	3	8	2	-	-	1	-
- WORKS	2	4	1	2	-	-	1	-
- AVIATION	up until 1996/97 with then Ministry of Culture, Tourism & Aviation					-	3	-
MTWCA (TOTAL)	6	7	12	6	2	4	9	3
12. MAF - ADMIN	3	5	12	1	5	1	1	-
- AGRICULTURE	5	-	-	-	2	1	1	2
DAF (TOTAL)	8	5	12	1	7	2	2	2
13. DFA - ADMIN	-	1	-	-	-	-	1	1
- POLICY	-	-	-	-	1	-	-	-
DFA (TOTAL)	0	1	0	0	1	0	1	1

TABLE III (CONT'D)

AUTHORITY			REPORT PERIOD					
			1991-92	1992-93	1993-94	1994-95	1995-96	1996-97
14.	DYSWR - ADMIN	-	-	-	-	-	1	-
	- NSC	1	-	-	-	-	-	-
	- SOCIAL WELFARE	-	-	-	-	-	-	-
	- WDD	-	-	-	-	-	-	-
	DYSWR (TOTAL)	1	0	0	0	1	1	1
15.	DEPARTMENTS (MISC.)	-	-	-	-	-	-	1
16.	DFEC - ADMIN	10	1	1	2	-	1	2
	- FORESTRY	1	1	2	-	19	1	-
	- ENVIRONMENT	-	-	-	-	1	-	-
	- CONSERVATION	-	-	-	-	-	-	-
	DFEC (TOTAL)	11	2	3	2	20	2	2
17.	AUDIT DEPARTMENT	-	-	-	-	-	1	-
	AUDIT (TOTAL)	-	-	-	-	-	1	-
18.	DEMM - ADMIN	-	-	-	-	-	1	-
	- MINES	-	-	-	-	-	-	-
	- MINERALS	-	-	-	-	-	-	-
	DEMM (TOTAL)	-	-	-	-	-	1	-

TABLE III (CONT'D)

AUTHORITY	REPORT PERIOD							
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
(II) PROVINCES								
MALAITA	12	15	2	2	4	6	7	7
GUADALCANAL	3	2	5	3	5	8	5	5
TEMOTU	2	4	2	2	11	3	3	3
HTC	-	1	6	1	4	4	2	3
CENTRAL	1	2	1	1	-	3	1	2
CHOISEUL (LAURU)	-	-	1	-	36	2	5	1
WESTERN	12	1	3	-	3	3	1	1
MAKIRA	-	1	1	1	5	-	-	1
ISABEL	9	1	-	-	-	1	2	-
RENNELL/BELLONA	-	-	-	-	-	-	1	-
PROVINCES (TOTAL)	39	27	21	10	68	30	27	23
(III) STATUTORY AUTHORITIES								
SICHE	1	-	-	-	2	-	2	4
NPF	4	2	2	1	2	7	8	3
CBSI	-	-	1	-	-	-	2	1
SIEA	1	-	-	-	1	1	-	1
SIPC	-	-	-	-	-	-	-	1
SIVB	-	-	-	-	-	-	-	1
CEMA	-	-	1	-	-	-	4	-
HFC	2	1	1	-	-	2	2	-

TABLE III (CONT'D)

AUTHORITY

REPORT PERIOD

1991-92 1992-93 1993-94 1994-95 1995-96 1996-97 1997-98 1998-99

SIWA	-	-	-	-	1	-	-	-
DBSI	-	1	3	-	-	-	-	-
SIBC	-	-	1	-	1	-	-	-
SIPA	1	-	-	-	-	3	-	-
STATUTORY AUTHORITY(TOTAL)	9	4	9	1	6	15	18	10

(IV) BODIES OUTSIDE JURISDICTION

(I)	UNIONS - SIWCU	-	-	-	-	-	5	1	4
	- SIPEU	2	-	-	1	-	5	2	-
	- SINTA	4	3	2	3	3	1	-	4
	- RSICU	-	-	-	-	-	1	1	-
	UNION (TOTAL)	6	3	2	4	3	12	4	8
(II)	PRIVATE BODIES/ COMPANIES	8	10	4	5	7	17	14	17

TABLE III (CONT'D)

AUTHORITY	REPORT PERIOD							
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
(III) PRIVATE INDIVIDUALS AND COMMUNITIES -	-	-	-	-	-	-	6	5
(IV) OTHERS -	-	-	-	-	-	-	7	-
(V) <u>UNIDENTIFIED COMPLAINTS</u> -	-	-	-	3	-	-	-	-
 (B) COMPLAINTS ANALYSED IN DEPARTMENTS, PROVINCES, STATUTORY AUTHORITIES AND BODIES OUTSIDE JURIS- DICTION								
DEPARTMENTS	220	132	162	105	182	184	235	149
PROVINCES	39	27	21	10	68	30	25	23
STATUTORY AUTHORITIES	9	4	9	1	6	15	18	10

TABLE III (CONT'D)

AUTHORITY	REPORT PERIOD							
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99
BODIES OUTSIDE JURISDICTION	14	13	5	9	10	29	29	30
UNIDENTIFIED COMPLAINTS	-	-	3	-	-	-	-	-
TOTAL	282	176	200	125	266	258	307	212

TABLE III - Compares Complaints made in the last five years with those made in 1997/98
The Table above consists of two sections:

- (a) Figures for each Province, Statutory Authorities and each Division/Section under respective Departments are shown separately, to reflect Complaints against each one.
- (b) Grant Total of Complaints in the year analysed by Departments, Provinces, Statutory Authorities, and Bodies outside the Ombudsman's Jurisdiction to reflect number of Complaints made against.

TABLE IV

ANALYSIS OF COMPLAINTS HANDLED IN 1998/99

AUTHORITY COMPLAINED AGAINST	TOTAL HANDLED	NO JURISDICTION AND DECLINED UNDER OMBUDSMAN'S ACT	CASES REFERRED	CASES INVESTIGATED NOT JUSTIFIED	JUSTIFIED	OTHERS	UNFINISHED
1. DEPARTMENTS							
(1) DEHRD – ADMIN	1	-	-	-	-	-	1
NTU	5	-	1	-	1	-	4
SECONDARY	5	-	3	-	1	-	1
NESU	1	-	-	-	-	-	1
TSO	56	-	1	8	10	1	36
TSC	-	-	-	-	-	-	-
PRIMARY	1	-	-	-	1	-	-
INSPECTORATE	2	-	-	-	-	-	2
DEHRD – TOTAL	71	-	4	8	13	1	45

TABLE IV (CONT'D)

AUTHORITY COMPLAINED AGAINST	TOTAL HANDLED	NO JURISDICTION AND DECLINED UNDER OMBUDSMAN'S ACT	CASES REFERRED	CASES INVESTIGATED		OTHERS UNFINISHED
				NOT JUSTIFIED	JUSTIFIED	
(2) DPNS - ADMIN	1	1	-	-	-	-
POLICE	26	2	10	4	4	6
PRISON	8	-	1	1	-	6
PPSC	-	-	-	-	-	-
DPNS (TOTAL)	35	3	11	5	4	12
(3) PMD - CABINET	4	1	1	1	-	1
- PSC	-	-	-	-	-	-
- PSO	27	1	4	6	5	10
PMD (TOTAL)	31	2	5	7	5	11
(4) DOF - ADMIN	2	-	-	-	1	1
CUSTOMS	1	-	-	-	-	1
PENSION	10	-	1	2	3	4
TREASURY	4	-	1	-	-	3
DOF (TOTAL)	17	-	2	2	4	9

TABLE IV (CONT'D)

AUTHORITY COMPLAINED AGAINST	TOTAL HANDLED	NO JURISDICTION AND DECLINED UNDER OMBUDSMAN'S ACT	CASES REFERRED	CASES INVESTIGATED		OTHERS UNFINISHED
				NOT JUSTIFIED	JUSTIFIED	
(5) DOJLA - ADMIN	1	-	-	-	1	-
ATTORNEY-						
GENERAL	1	-	-	-	-	-
COURTS	13	-	5	2	2	4
PUBLIC						
SOLICITORS	7	-	2	1	1	3
REGISTRAR						
GENERAL	12	-	3	-	3	6
DOJLA (TOTAL)	34	-	10	3	7	14
(6) DLH - ADMIN.	-	-	-	-	-	-
LANDS	17	1	4	2	6	4
HOUSING	1	-	-	-	1	-
DLH (TOTAL)	18	1	4	2	7	4

TABLE IV (CONT'D)

AUTHORITY COMPLAINED AGAINST		TOTAL HANDLED	NO JURISDICTION AND DECLINED UNDER OMBUDSMAN'S ACT	CASES REFERRED	CASES INVESTIGATED			OTHERS UNFINISHED
					NOT JUSTIFIED	JUSTIFIED		
(7)	MHMS - ADMIN	2	-	-	-	1	-	1
	ENV. HEALTH	1	-	1	-	-	-	-
	MALARIA	2	-	-	1	-	-	1
	NURSING	9	-	1	1	4	-	3
	MHMS (TOTAL)	14	-	2	2	5	-	5
(8)	MTWCA - ADMIN.	5	-	1	2	1	-	1
	AVIATION	2	-	-	-	1	-	1
	ARCHITECTURAL	1	-	-	-	-	-	1
	MTWCA (TOTAL)	8	-	1	2	2	-	3
(9)	MPG - ADMIN.	12	-	3	1	1	-	7
	MPG (TOTAL)	12	-	3	1	1	-	7
(10)	AUDIT DEPT.	1	-	-	-	-	-	1
	AUDIT (TOTAL)	1	-	-	-	-	-	1

TABLE IV (CONT'D)

AUTHORITY COMPLAINED AGAINST	TOTAL HANDLED	NO JURISDICTION AND DECLINED UNDER OMBUDSMAN'S ACT	CASES REFERRED	CASES INVESTIGATED			OTHERS UNFINISHED
				NOT JUSTIFIED	JUSTIFIED		
<hr/>							
(11) DCIET -							
TOURISM	1	-	-	-	1	-	-
IMMIGRATION	3	-	-	2	1	-	-
FOREIGN INVEST-							
MENT BOARD	3	1	-	1	1	-	-
TRADE DISPUTE							
PANEL	11	-	2	-	-	-	9
DCIET (TOTAL)	18	1	2	3	3	-	9
(12) DFEC - ADMIN	2	-	-	-	-	-	2
FORESTRY	-	-	-	-	-	-	-
DFEC (TOTAL)	2	-	-	-	-	-	2
(13) DAF - ADMIN	1	-	-	-	1	-	-
AGRICULTURE	3	-	-	-	1	-	2
DAF (TOTAL)	4	-	-	-	2	-	2

TABLE IV (CONT'D)

AUTHORITY COMPLAINED AGAINST		TOTAL HANDLED	NO JURISDICTION AND DECLINED UNDER OMBUDSMAN'S ACT	CASES REFERRED	CASES INVESTIGATED NOT JUSTIFIED JUSTIFIED		OTHERS UNFINISHED
(14)	DFA - ADMIN.	1	-	1	-	-	-
	DFA (TOTAL)	1	-	1	-	-	-
(15)	MHCA - NDC	1	-	-	-	1	-
	ELECTIONS	6	1	-	1	2	2
	MUSEUM	1	-	1	-	-	-
	ADMIN.	2	-	-	-	-	2
	MHCA (TOTAL)	10	1	1	1	3	4
(16)	MYWSR - ADMIN	1	-	-	-	1	-
	MYWSR (TOTAL)	1	-	-	-	1	-
(17)	MISCELLANEOUS	1	-	1	-	-	-
	MISCELLANEOUS (TOTAL)	1	-	1	-	-	-
2.	<u>PROVINCES</u>						
	RENNEL/BELLONA	1	-	-	-	1	-
	GUADALCANAL	5	2	-	-	2	1
	MALAITA	9	-	-	-	3	6

TABLE IV (CONT'D)

AUTHORITY COMPLAINED AGAINST	TOTAL HANDLED	NO JURISDICTION AND DECLINED UNDER OMBUDSMAN'S ACT	CASES REFERRED	CASES INVESTIGATED NOT JUSTIFIED	JUSTIFIED	OTHERS UNFINISHED
MAKIRA	1	-	-	1	-	-
HTC	5	-	2	-	-	3
CENTRAL	2	-	1	-	1	-
TEMOTU	5	-	2	1	1	1
WESTERN	1	-	1	-	-	-
CHOISEUL (LAURU)	5	-	-	3	2	-
ISABEL	1	-	-	1	1	-
PROVINCES (TOTAL)	35	2	6	5	11	11
3. <u>STATUTORY AUTHORITIES</u>						
NPF	6	-	1	2	-	2
SICHE	5	-	2	2	1	-
ICSI	1	-	-	-	-	1
SIEA	1	-	-	-	1	-
SIPC	1	-	-	1	-	-
SIVB	1	-	1	-	-	-

TABLE IV (CONT'D)

AUTHORITY COMPLAINED AGAINST	TOTAL HANDLED	NO JURISDICTION AND DECLINED UNDER OMBUDSMAN'S ACT	CASES REFERRED	CASES INVESTIGATED NOT JUSTIFIED	JUSTIFIED	OTHERS UNFINISHED
MAKIRA	-	-	-	1	-	-
HTC	5	-	2	-	-	3
CENTRAL	2	-	1	-	1	-
TEMOTU	5	-	2	1	1	1
WESTERN	1	-	1	-	-	-
CHOISEUL (LAURU)	5	-	-	1	1	-
ISABEL	1	-	-	1	1	-
PROVINCES (TOTAL)	35	1	7	6	11	11
4. STATUTORY AUTHORITIES						
NPF	6	-	1	2	-	1
SICHE	5	-	2	2	1	-
ICSI	1	-	-	-	-	1
SIEA	1	-	-	-	1	-
SIPC	1	-	-	1	-	-
SIVB	1	-	1	-	-	-

TABLE IV (CONT'D)

AUTHORITY COMPLAINED AGAINST	TOTAL HANDLED	NO JURISDICTION AND DECLINED UNDER OMBUDSMAN'S ACT	CASES REFERRED	CASES INVESTIGATED		OTHERS UNFINISHED	
				NOT JUSTIFIED	JUSTIFIED		
GRAND TOTAL	<u>369</u>	<u>24</u>	<u>70</u>	<u>53</u>	<u>72</u>	<u>4</u>	<u>146</u>
<u>SUMMARY</u>							
DEPARTMENTS	278	8	47	37	56	2	128
PROVINCES	35	2	6	5	11	-	11
STATUTORY							
AUTHORITIES	15	-	4	5	2	1	3
BODIES OUTSIDE							
JURISDICTION	41	14	13	6	3	1	4
TOTAL	369	24	70	53	72	4	146

TABLE V

ANALYSIS OF JUSTIFIED COMPLAINTS HANDLED IN 1998/99 - HAVE
THEY BEEN SATISFACTORILY SETTLED?

AUTHORITY	JUSTIFIED	RESULT	
		SATISFACTORILY OR PARTLY SO	UNSATISFACTORY
DEHRD	13	13	-
DJLA	7	6	1
DLH	6	5	1
MHMS	5	5	-
PMD	5	3	2
DOF	4	4	-
DPNS	4	2	2
DCIET	3	3	-
DHCA	3	3	-
Malaita	3	2	1
Choiseul	2	2	-
Guadalcanal	2	2	-
DAF	2	2	-
MTWCA	2	2	-
SINTA Credit			
Union	2	2	-
DPGRD	1	-	1
DYSWR	1	-	-
Central	1	1	-
Isabel	1	1	-
Rennell/Bellona	1	1	-
SICHE	1	1	-
SIEA	1	1	-
SMI	1	1	-
Temotu	1	1	-
TOTAL	<u>72</u>	<u>64</u>	<u>8</u>

TABLE VISUMMARY OF NEW COMPLAINTS AND WHERE IN THE SOLOMONS DO
THEY ORIGINATE

PROVINCES	1991/92	1992/93	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
HONIARA	95	69	113	71	87	121	133	119
MALAITA	26	58	23	11	19	56	74	40
GUADALCANAL	26	26	6	9	7	5	15	16
TEMOTU	12	13	11	9	24	15	10	10
WESTERN	63	14	19	6	21	19	17	8
CENTRAL	5	4	6	5	1	4	10	5
MAKIRA	9	6	8	7	22	9	20	5
CHOISEUL	-	2	3	4	76	10	9	3
ISABEL	46	4	7	4	8	7	8	1
RENBELL	-	-	-	-	2	-	3	1
OTHERS	-	-	1	1	1	2	4	2
TOTAL	282	176	200	125	266	258	307	212

TABLE VII**LIST OF ORIGIN AND NATURE OF NEW COMPLAINTS RECEIVED IN 1998/99 AND WHERE IN THE SOLOMONS DO THEY ORIGINATE**

PROVINCE	CASE FILE NO.	NATURE OF COMPLAINTS
HONIARA	CN: 01/07/98 (OMB: 6/20/1)	Complaint about Appointment on Level 3 instead of Level 4.
	CN: 03/07/98 (OMB: 10/1/1)	Complaint about Non Payment of Salaries
	CN: 04/07/98 (OMB: 6/15/2)	Complaint about Delay to transfer Land Title
	CN: 05/07/98 (OMB: 6/14/4)	Complaint about Delay to hear an appeal case
	CN: 10/08/98	Non refund of Freights
	CN: 13/08/98 (OMB: 9/7/2)	Unfair indefinite suspension
	CN: 14/08/98 (OMB: 10/1/1)	Unfair dismissal from employment
	CN: 15/08/98 (OMB: 6/20/1)	Unpaid wages for eight months
	CN: 16/08/98 (OMB: 6/20/4)	Unfair allocation of accommodation
	CN: 17/08/98	Unfair readvertisement of a Public Service Post.
	CN: 18/08/98	Termination of employment
	CN: 19/08/98	Unfair Cessation of Salaries
	CN: 20/08/98	Unfair delay to take action by Police to reported cases.
	CN: 25/08/98 (OMB: 10/1/1)	Non payment of Redundancy money
	CN: 27/08/98	Unresolved Compensation for Land development
	CN: 29/09/98 (OMB: 6/14/2)	Delay to proceed with a Court Case
	CN: 31/09/98	Unfair dealing with Land Application
	CN: 33/09/98	Unfair allocation of a house
	CN: 34/09/98	Non Payment of Salaries and Acting Allowance
	CN: 38/09/98 (OMB: 6/14/4)	Likely discipline for action
	CN: 39/09/98	Withdrawal of offer of Land allocation
	CN: 41/09/98 (OMB: 6/13/1)	Refusal to grant residence Permit
	CN: 42/09/98 (OMB: 6/13/1)	Refusal to grant Residence Permit

PROVINCE	CASE FILE NO.	NATURE OF COMPLAINTS
	CN: 43/09/98 (OMB: 6/6/4)	Cessation of Salaries
	CN: 44/09/98	Non Payment of NPF deductions into Employer's Account
	CN: 46/09/98 (OMB: 6/20/3)	Notice of Termination of Public Officers
	CN: 48/10/98 (OMB: 10/1/2)	Alleged Misuse of money
	CN: 50/10/98 (OMB: 10/1/1)	Non Payment of Redundancy Money
	CN: 51/10/98	Unfair dealing with Scholarship Awards
	CN: 52/10/98 (OMB: 9/4/5)	Non attendance to request for withdrawal from SI Workers Credit Union
	CN: 53/10/98 (OMB: 6/3/1)	Agreement made for cleaning of Town not honoured
	CN: 55/10/98	Non Payment of Touring Allowance
	CN: 57/10/98	Non signing of Contract of employment
	CN: 59/10/98	Delay in payment of workmen's Compensation
	CN: 60/10/98	Unfair Treatment
	CN: 61/10/98 (OMB: 6/18/4)	Non payment of Overtime claim
	CN: 64/11/98	Application for residence Permit
	CN: 66/11/98	Injury whilst on duty
	CN: 70/11/98 (OMB: 6/3/3)	Request to be given time to operate
	CN: 71/11/98 (OMB: 6/3/2)	Unfair dealing by Trade Dispute Panel
	CN: 76/12/98 (OMB: 8/1/8)	Unfair withholding of a qualification
	CN: 78/12/98	Refusal to refund Passages expenses
	CN: 81/12/98	Delay to pay unrepresentd Estates
	CN: 82/12/98 (OMB: 6/18/5)	Claim for Injury Compensation
	CN: 83/12/98	Complaint about action by Police
	CN: 84/12/98 (OMB: 29/1/3)	Request to take Annual Leave
	CN: 85/12/98 (OMB: 8/1/6)	Non attendance to request for NPF withdrawal
	CN: 86/12/98 (OMB: 10/1/1)	Non attendance to request for assistance by Employer.
	CN: 88/12/98	Delay by Police to take action on reported cases

PROVINCE	CASE FILE NO.	NATURE OF COMPLAINTS
	CN: 91/12/98 (OMB: 6/24/1)	Compensation payment for Public Officers
	CN: 96/12/98	Non payment of Overtime for 20 th Independence Anniversary duties
	CN: 97/12/98	Non increase of Special Duty Allowances
	CN: 98/12/98	Reshuffle of staff
	CN: 99/12/98	Refusal to pay Life Insurance for deceased
	CN: 100/12/98	Unattendance by Police to reported Cases
	CN: 104/01/99	Deduction of Salaries towards Special Imprest Recovery
	CN: 105/01/99	Interdiction on half pay
	CN: 108/01/99 (OMB: 6/6/8)	Unfair dismissal of a son from School
	CN: 110/01/99 (OMB: 7/9/1)	Claim for Dirty Allowances
	CN: 111/02/99 (OMB: 9/2/6)	Deletion of name from confirmed accepted List
	CN: 112/02/99	Termination of employment
	CN: 114/02/99 (OMB: 8/1/8)	Unfair treatment following interview for a Post
	CN: 115/02/99	Unfair delay in hearing a Trade Dispute Panel Case.
	CN: 116/02/99	Unfair Treatment
	CN: 118/02/99 (OMB: 10/1/1)	Unfair Treatment
	CN: 119/02/99	Termination from being a Board Member of a Statutory Authority Board.
	CN: 120/02/99	Unfair action by Foreign Investment Board
	CN: 121/02/99	Delay to deal with Land application
	CN: 123/03/99	Compensation claim for Injuries whilst on duty.
	CN: 124/03/99	Continuous postponement of a Court Case
	CN: 125/03/99 (OMB: 6/18/3)	Claim for damages whilst on duty
	CN: 127/03/99	Allocation of National Arts Gallery Land
	CN: 129/03/99 (OMB: 6/14/4)	Delay in serving a writ of execution
	CN: 130/03/99	Unfair dismissal from employment
	CN: 131/03/99 (OMB: 6/18/3)	Non Payment of Acting/Charge Allowances
	CN: 133/03/99 (OMB: 6/20/5)	Non Payment of Family travelling expenses
	CN: 134/03/99 (OMB: 6/6/5)	Unnecessary delay to deal with Scholarship award.

PROVINCE	CASE FILE NO.	NATURE OF COMPLAINTS
	CN: 135/03/99 (OMB: 6/20/3)	Unfair deduction of Redundancy Pay
	CN: 136/03/99 (OMB: 6/20/3)	Qualifying Service – Unfair Redundancy Pay
	CN: 137/03/99 (OMB: 8/1/10)	Life of a son
	CN: 139/03/99 (OMB: 10/1/2)	Non payment of contractual arrangement
	CN: 141/04/99 (CN: 101/12/98)	Cessation of Salaries
	CN: 142/04/99 (OMB: 6/20/5)	Complaint about action by a Cabinet Minister of the Crown.
	CN: 143/04/99 (OMB: 6/14/2)	Application for Legal assistance
	CN: 144/04/99 (OMB: 10/1/1)	Non Payment for service rendered
	CN: 147/04/99 (OMB: 6/18/4)	Unfair action by Police
	CN: 148/04/99 (OMB: 6/20/3)	Unfair deductions from Redundancy Payment and irregular payment in lieu of notice.
	CN: 150/04/99	Termination of employment without notice
	CN: 153/04/99 (OMB: 6/9/0)	Request to locate ex-husband
	CN: 154/04/99 (OMB: 9/4/5)	Delay to withdraw from S.I. Workers Credit Union.
	CN: 156/05/99 (OMB: 6/20/3)	Unfair termination
	CN: 157/05/99 (OMB: 6/20/3)	Premature Retirement
	CN: 158/05/99 (OMB: 6/20/3)	Deduction from Redundancy Payment
	CN: 161/05/99 (OMB: 10/1/1)	Non payment of NPF money and Unfair dismissal
	CN: 162/05/99 (OMB: 6/18/3)	Claim for Per Diem Payment
	CN: 163/05/99 (OMB: 6/15/2)	Petition against allocation of Land
	CN: 164/05/99 (OMB: 6/11/1)	Unfair and inconsistent Salary grading
	CN: 167/05/99	Absence without leave
	CN: 168/05/99 (OMB: 6/3/2)	Delay to hear a Trade Dispute Panel Case.
	CN: 170/05/99 (OMB: 6/20/5)	Unfair dealing with Redundancy matter
	CN: 172/05/99	Unfair dealing with Land allocation

PROVINCE	CASE FILE NO.	NATURE OF COMPLAINTS
	CN: 173/05/99	Unfair dealing with abandoned Property
	CN: 175/05/99	Allowances for performing duties of a Registered Nurse Post.
	CN: 178/05/99 (OMB: 10/1/2)	Non payment of borrowed money
	CN: 180/05/99 (OMB: 8/1/8)	Non award of Diploma
	CN: 181/06/99	Workman's Compensation Claim
	CN: 184/06/99 (OMB: 6/11/1)	Claim for Housing Allowance
	CN: 186/06/99	Unfair and unprocedural offering of jobs to Contractors.
	CN: 187/06/99 (OMB: 6/14/3)	Unfair deduction of Unrepresented Estate Money.
	CN: 189/06/99	Unfair dealing with transfer arrangements
	CN: 192/06/99	Deduction of Salaries towards Leave Advance pay.
	CN: 193/06/99	Non payment of Six months Salaries
	CN: 194/06/99 (OMB: 6/6/5)	Unfair suspension of scholarship award
	CN: 195/06/99	Neglectful attitude resulting in injury and Loss of Properties
	CN: 201/06/99 (OMB: 6/3/3)	Unfair dealing by Director of Foreign Investment Board.
	CN: 205/06/99	Unfair disciplinary action
	CN: 206/06/99	Unfair disciplinary action
	CN: 207/06/99	Unfair dealing with a disciplinary case
	CN: 208/06/99	Non payment of deducted Income Tax money to Inland Revenue
MALAITA	CN: 02/07/98 (OMB: 6/14/2)	Continued postponement of a Court Case
	CN: 07/07/98	Non payment of Redundancy money after being redundant from the Local Court.
	CN: 08/07/98 (OMB: 10/1/2)	Custodian of Children
	CN: 09/07/98 (OMB: 9/4/5)	Cessation of SINTA Union Fees Contributions.
	CN: 21/08/98 (OMB: 6/18/3)	Condition of Living
	CN: 22/08/98	Cessation of Acting Allowance Payment
	CN: 23/08/98	Cessation of Salaries
	CN: 26/08/98	Non payment for Election duties

PROVINCE	CASE FILE NO.	NATURE OF COMPLAINTS
	CN: 28/08/98	Refusal of Allowances deducted from Salaries and payment of Salaries.
	CN: 35/09/98 (OMB: 7/1/1)	Condition of Service of Village Health Aide Workers.
	CN: 45/09/98 (OMB: 6/6/4)	Unpaid Acting Allowance
	CN: 68/11/98	Non payment of Overtime Allowance
	CN: 74/11/98	Unfair withholding of Salaries
	CN: 75/12/98 (OMB: 6/6/5)	Unfair Termination of Scholarship Award
	CN: 77/12/98 (OMB: 6/6/1)	Non payment of Housing Allowance
	CN: 79/12/98 (OMB: 9/4/5)	Refusal to pay refund of SINTA Contributions
	CN: 87/12/98	Prolonged appointment on Probation
	CN: 89/12/98	Non payment of Salaries
	CN: 94/12/98 (OMB: 6/15/3)	Delay to pay Land Rental
	CN: 107/01/99	Pension Claim
	CN: 126/03/99	Non payment of National Provident Fund Contributions in Members' NPF Accounts.
	CN: 138/03/99	Unfair and unprocedural withholding of Salaries.
	CN: 140/04/99	Non payment of Salaries
	CN: 145/04/99 (OMB: 6/11/1)	Unfair termination from employment
	CN: 151/04/99	Unpaid Salaries at acting Level 5 Post
	CN: 152/04/99 (OMB: 7/1/1)	Delay in payment of Allowances and Terminal Grants.
	CN: 155/05/99 (OMB: 6/15/3)	Unfair registration of Land
	CN: 165/05/99	Claim for Estates of late relative
	CN: 166/05/99 (OMB: 7/1/2)	Payment of Terminal Grants.
	CN: 171/05/99	Payment of Ex-Gratia money
	CN: 174/05/99 (CN: 176/05/99)	Cessation of Salaries
	CN: 176/05/99 (CN: 174/05/99)	Non payment of November, 1997 Salaries
	CN: 182/06/99	Unfair dismissal from employment
	CN: 188/06/99 (OMB: 7/1/1)	Non payment of deducted Income Tax money to Inland Revenue
	CN: 196/06/99	Request for School Fees payment

PROVINCE	CASE FILE NO.	NATURE OF COMPLAINTS
	CN: 54/10/98 (OMB: 6/21/3)	Claim for Benefits under Provincial Entitlement Commission
	CN: 58/10/98 (OMB: 7/3/1)	Non payment of Life Pension for being a Provincial Assembly Member
	CN: 95/12/98 (OMB: 6/14/4)	Unfair decision on Land Case.
	CN: 113/02/99 (OMB: 10/1/1)	Compensation Claim
	CN: 117/02/99 (OMB: 8/1/6)	Non withdrawal of NPF Contributions.
	CN: 159/05/99 (OMB: 6/6/5)	Application for Scholarship
	CN: 160/05/99 (OMB: 6/24/1)	Compensation claim for damages of Properties.
	CN: 183/06/99 (OMB: 6/24/1)	Claim for Compensation for damaged Properties due to the Ethnic Tension.
	CN: 185/06/99 (OMB: 6/6/1)	Unfair recommendation for termination.
	CN: 191/06/99 (OMB: 6/6/4)	Status of displaced School Students on Guadalcanal due to the Ethnic Tension.
	CN: 203/06/99 (OMB: 6/14/4)	Non payment of Local Court Member Gratuity.
	CN: 211/06/99	Non action by Police to deal with a reported case.
TEMOTU	CN: 11/08/98 (OMB: 6/6/1)	Non payment of Acting Allowance
	CN: 12/08/98 (CN: 17/08/94)	Unfair dismissal
	CN: 40/09/98 (OMB: 9/4/4)	Non payment towards Pension scheme
	CN: 65/11/98 (OMB: 9/4/5)	Unfair dealing by SINTA Health Society
	CN: 67/11/98	Non payment of Charge Allowances
	CN: 103/02/99	Termination of employment
	CN: 177/05/99	Unfair dealing with Acting allowance Payment.
	CN: 209/06/99	Non Payment of Overtime
	CN: 210/06/99	Unfair termination of employment
	CN: 212/06/99	Non payment of Charge Allowance
WESTERN	CN: 69/11/98 (OMB: 6/6/1)	Reimbursement of Travel expenses
	CN: 90/12/98	Unfair Treatment

	CN: 93/12/98 (OMB: 9/4/4)	Halt of School operation due to Land dispute
	CN: 101/12/98	Unfair Termination from employment
	CN: 102/01/99	Claim for Deceased's Estate
	CN: 128/03/99	Compensation claim for shooting by Army.
	CN: 132/03/99	Recovery of Special Imprest from Salaries
	CN: 190/06/99 (OMB: 6/18/1)	Unfair Termination from employment
CENTRAL	CN: 32/09/98 (OMB: 6/6/1)	Unfair dismissal from employment
	CN: 56/10/98 (OMB: 7/5/1)	Withdrawal of Liquor License
	CN: 92/12/98	Unpaid Salaries
	CN: 106/01/99	Non payment of NPF money
	CN: 109/01/99	Prolonged acting without confirmation
MAKIRA	CN: 30/09/98 (OMB: 9/7/2)	Unfair Suspension of a son from school
	CN: 62/10/98	Cessation of Salaries
	CN: 73/11/98 (OMB: 9/3/4)	Complaint about the action of a Foreign envoy.
	CN: 146/04/99	Claim for Long Service Benefit
	CN: 198/06/99	Claim for Housing Allowance Payment
CHOISEUL	CN: 24/08/98	Unfair actin by a Provincial Politician
	CN: 80/12/98 (OMB: 9/4/5)	Unlawful deduction of Union Fees
	CN: 122/03/99	Cessation of Salaries
ISABEL	CN: 47/10/98	Interdiction on half pay
	CN: 72/11/98	Uncertain of Status of employment
	CN: 169/05/99	Concern about being on Probation for 11 years.
RENNELL/ BELLONA	CN: 63/11/98	Non payment of Salaries
OTHERS • AUSTRALIA	CN: 149/04/99	Dealing with Will of Late Jack Fergnan
	CN: 179/05/99 (OMB: 10/1/2)	Request for advice

TABLE VIII

COMPLAINTS HANDLED IN 1998/99 WHICH AFTER INVESTIGATION APPEARED TO BE JUSTIFIED.

[FOR ABBREVIATIONS PLEASE REFER TO KEY AT TABLE III AND FOR DEFINITION OF "SATISFACTORY" REFER TO TABLE VI].

CN: 98/01/97	DOF (Pension)	Missing Pension Money	Yes
CN: 110/02/97	DHCA (NDC)	Non payment of Allowances	Yes
CN: 119/02/97	DPNS (Police)	Compensation claim	Yes
CN: 121/02/97	DLH (Lands)	Delay to transfer Land Title	Yes
CN: 124/02/97	DYSWR (Administration)	Non payment of Acting Allowances.	Yes
CN: 137/02/97	DLH (Lands)	Allocation of Quarters	Yes
CN: 158/04/97	DEHRD (Secondary)	Non payment of Book Allowances and Pocket Money	Yes
CN: 174/04/97	PMD (PSD)	Unfair Treatment	No
CN: 177/04/97	PMD (PSD)	Payment of Gratuity/Annual Allowance	Yes
CN: 178/04/97	DJLA (RG)	Delay to transfer Title of Land	Yes
CN: 216/05/97	MHMS (Nursing)	Non receipt of official Confirmation Letter	Yes
CN: 10/07/97 (CN: 09/02/93)	DOF (Pension)	Claim for Pension Increase	Yes
CN: 24/07/97 (OMB: 7/10/1)	Renbell Province (Administration)	Non response to letters re: Promotion Recommendations	Yes
CN: 40/09/97	DOF (Administration)	Claim for payment of Allowance	Yes
CN: 83/10/97	DHCA (Electoral Office)	Non Payment of Election Allowance	Yes
CN: 109/11/97 (OMB: 7/8/1)	Choiseul Province (Administration)	Complaint for assistant	Yes
CN: 113/11/97	DPGRD (Administration)	Unfair Treatment	No
CN: 115/11/97 (OMB: 6/1/1)	DAF (Administration)	Claim for Chief Engineer's Allowance.	Yes
CN: 121/11/97	DJLA (RG)	Delay to transfer Title of Land.	Yes
CN: 132/12/97	DLH (Lands)	Disapproval of Land Allocation.	No
CN: 137/12/97	DEHRD (TSO)	Unfair acting on Level 7	Yes
CN: 163/02/98 (OMB: 6/14/4)	DJLA (Courts)	Denial of Natural Justice	No

CN: 168/02/98 (OMB: 6/6/4)	DEHRD (TSO)	Non payment of Allowances	Yes
CN: 169/02/98	Isabel Province (Education)	Unfair Treatment	Yes
CN: 176/02/98 (OMB: 7/8/1)	Choiseul Province (Administration)	Unpaid Increment	Yes
CN: 191/02/98	DOF (Pension)	Withdrawal of Pension	Yes
CN: 216/04/98	DEHRD (TSO)	Cessation of Salaries since 1997	Yes
CN: 221/04/98 (OMB: 6/11/1)	MHMS (Nursing)	Unprocedural Withheld of Salaries.	Yes
CN: 233/05/98	MTWCA (Civil Aviation)	Unfair Termination	Yes
CN: 235/05/98	Malaita Province (Finance)	Deduction of Payment of PAYE Deduction	Yes
CN: 261/06/98 (OMB: 6/15/4)	DLH (Housing)	Non response to letter concerning House Request	Yes
CN: 266/06/98	Temotu Province (Administration)	Non payment of Charge Allowances and Salaries	Yes
CN: 275/06/98	DEHRD (TSO)	Claim for backdating of Salaries	Yes
CN: 302/06/98 (OMB: 6/14/4)	Malaita Province (Local Court)	Proposed Traditional Arbitration	No
CN: 304/06/98	DJLA (Administration)	Non payment of Charge Allowance.	Yes
CN: 02/07/98 (OMB: 6/14/2)	DJLA (Public Solicitor)	Continued postponement of a Court Case.	Yes
CN: 07/07/98	DJLA (Courts)	Non payment of Redundancy money after being redundant from the Local Court	Yes
CN: 16/08/98 (OMB: 6/20/4)	PMD (PSD)	Unfair allocation of Accommodation	Yes
CN: 17/08/98	PMD (PSD)	Unfair re-advertisement of a Public Service Post	No
CN: 19/08/98	DEHRD (Primary)	Unfair Cessation of Salaries	Yes
CN: 26/08/98	DHCA (Electoral Office)	Non payment for Election Duties	Yes
CN: 28/08/98	DEHRD (TSO)	Refund of allowance deducted from salaries and payment of salaries	Yes
CN: 34/09/98	DEHRD (TSO)	Non payment of salaries and Acting Allowances	Yes
CN: 43/09/98 (OMB: 6/6/4)	DEHRD (TSO)	Cessation of Salaries	Yes
CN: 53/10/98 (OMB: 6/3/1)	DCIET (Tourism)	Agreement made for clean up of town not honoured	Yes
			Yes

CN: 55/10/98	MTWCA (Administration)	Non payment of Touring Allowance	
CN: 56/10/98 (OMB: 7/5/1)	Central Province (Liquor Licensing Board)	Withdrawal of Liquor License	Yes
CN: 64/11/98	DCIET (Immigration)	Application for Residence Permit.	Yes
CN: 70/11/98 (OMB: 6/3/3)	DCIET (FIB)	Request to be given time to operate	Yes
CN: 75/12/98 (OMB: 6/6/5)	DEHRD (NTU)	Unfair Termination of Scholarship	Yes
CN: 76/12/98 (OMB: 8/1/8)	SICHE (Academic Board)	Unfair withdrawal of qualification	Yes
CN: 77/12/98 (OMB: 6/6/1)	DEHRD (TSO)	Claim for Housing Allowance	Yes
CN: 79/12/98 (OMB: 9/4/5)	SINTA Credit Union	Refusal to pay SINTA Union Contribution	Yes
CN: 80/12/98 (OMB: 9/4/5)	SINTA Credit Union	Unlawful deduction of Union Fees	Yes
CN: 88/12/98	DPNS (Police)	Delay by the Police to take action on reported cases.	Yes
CN: 89/12/98	DEHRD (TSO)	Non payment of Salaries	Yes
CN: 92/12/98	DEHRD (TSO)	Unpaid Salaries	Yes
CN: 94/12/98 (OMB: 6/15/3)	DLH (Lands)	Delay to Pay Land Rental	Yes
CN: 99/12/98	Solomon Mutual Insurance	Refusal to pay Life Insurance for deceased.	Yes
CN: 100/12/98	DPNS (Police)	Unattendance by Police to reported cases	No
CN: 121/02/99	DLH (Lands)	Delay to deal with Land Application	Yes
CN: 126/03/99	MHMS (Administration)	Non payment of National Provident Fund Contributions into Members' NPF Accounts	Yes
CN: 136/03/99 (OMB: 6/20/3)	PMD (PSD)	Qualifying Service – Unfair Redundancy Pay.	Yes
CN: 137/03/99 (OMB: 8/1/10)	SIEA (Board)	Compensation claim for Life of a son	Yes
CN: 145/04/99 (OMB: 6/11/1)	MHMS (Nursing)	Unfair Termination from employment	Yes
CN: 149/04/99	DJLA (Registrar General)	Dealing with Will of Late Jack Fergan	Yes
CN: 183/06/99 (OMB: 6/24/1)	Guadalcanal Province (Executive)	Claim for Compensation for damaged Properties due to the Ethnic Tension.	Yes
CN: 184/06/99 (OMB: 6/11/1)	MHMS (Nursing)	Unfair Termination from employment	Yes

CN: 185/06/99 (OMB: 6/6/1)	Guadalcanal Province (Education)	Unfair recommendation for Termination	Yes
CN: 188/06/9 (OMB: 17/1/1)	Malaita Province (Treasury)	Non payment of deducted Income Tax money to Inland Revenue	Yes
CN: 211/06/99	DPNS (Police)	Non action by Police to deal with a reported case	No
CN: 212/06/99	DAF (Agriculture)	Non payment of Charge Allowance	Yes

TABLE IX

LIST OF ALL COMPLAINTS HANDLED DURING THE PERIOD UNDER REVIEW - 1ST JULY, 1998 TO 30TH JUNE, 1999.

1. **DEPARTMENTS****DEPARTMENT OF AGRICULTURE & FISHERIES**

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 98/10/97 (OMB: 6/1/1)	Non payment of Charge Allowance	Agriculture	Pending
CN: 115/11/97 (OMB: 6/1/1)	Claim for Chief Engineer's Allowance	Administration	Justified/Satisfactory
CN: 202/06/99	Unfair Treatment	Agriculture	Pending
CN: 212/06/99	Non payment of Charge Allowance.	Agriculture	Justified/Satisfactory

AUDIT DEPARTMENT

CN: 27/08/97	Auditing of Government Accounts.	Audit	Pending
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DEPARTMENT OF COMMERCE, INDUSTRIES, EMPLOYMENT AND TOURISM

CN: 224/04/96	Non release of Trade Dispute Panel decision.	Trade Dispute Panel	Pending
CN: 229/04/96	Unfair Treatment by the Trade Dispute Panel	Trade Dispute Panel	Referred
CN: 257/06/96	Non release of Trade Dispute Panel decision.	Trade Dispute Panel	Pending
CN: 85/10/97	Delay by Trade Dispute Panel to hear Trade Dispute Panel cases	Trade Dispute Panel	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 255/06/97	Delay to release Trade Dispute Panel decision.	Trade Dispute Panel	Referred
CN: 148/12/97 (OMB: 6/3/2)	Delay to release Trade Dispute Panel decision.	Trade Dispute Panel	Pending
CN: 181/02/98 (OMB: 6/3/2)	Delay to be provided with a Trade Dispute Panel decision.	Trade Dispute Panel	Pending
CN: 190/02/98 (OMB: 6/3/2)	Delay to release a Trade Dispute Panel decision.	Trade Dispute Panel	Pending
CN: 41/09/98 (OMB: 6/13/1)	Refusal to be granted Residence Permit	Immigration	Not Justified
CN: 42/09/98 (OMB: 6/13/1)	Refusal to be granted Residence Permit	Immigration	Not Justified
CN: 53/10/98 (OMB: 6/3/1)	Agreement made for clean up of town not honored.	Tourism	Justified/Satisfactory
CN: 64/11/98	Application for Residence Permit	Immigration	Justified/Satisfactory
CN: 70/11/98 (OMB: 6/3/3)	Request to be given time to operate	Foreign Investment Board.	Justified/Satisfactory
CN: 71/11/98 (OMB: 6/3/2)	Complaint against Trade Dispute Panel.	Trade Dispute Panel	Referred
CN: 115/02/99	Unfair delay in hearing a Trade Dispute Panel Case.	Trade Dispute Panel	Pending
CN: 120/02/99	Unfair action by Foreign Investment Board	Foreign Investment Board	Not Justified
CN: 168/05/99 (OMB: 6/3/2)	Delay to hear a Trade Dispute Panel Case.	Trade Dispute Panel	Pending
CN: 201/06/99 (OMB: 6/3/3)	Unfair dealing by Director of Foreign Investment Board.	Foreign Investment Board	No Jurisdiction

DEPARTMENT OF EDUCATION AND HUMAN RESOURCES DEVELOPMENT

CN: 64/11/96	Non payment of Housing Allowance.	Teaching Service Office	Pending
CN: 95/01/97 (OMB: 6/6/1)	Under payment of Salaries	" " "	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 100/01/97	Issue of Retirement from the Service.	Teaching Service Office	Referred
CN: 115/02/97	Non award of a Certificate to a Son.	Secondary	Pending
CN: 123/02/97	Prolonged acting Appointment	Teaching Service Office	Pending
CN: 138/02/97	Selection of a candidate to fill a Post following an Interview	Administration	Pending
CN: 158/04/97	Non payment of Book Allowances and Pocket Money.	Secondary	Justified/Satisfactory
CN: 188/04/97	Complaint about Lost Salaries	Teaching Service Office	Pending
CN: 47/09/97	Delay to deal with appointment	" " "	Referred
CN: 51/09/97	Non payment of Acting Allowance	" " "	Pending
CN: 130/12/97	Non payment of Level 7 Acting Allowance.	Teaching Service Office	Not Justified
CN: 137/12/97	Non payment for performing Duties of a Level Post.	" " "	Justified/Satisfactory
CN: 147/12/97	Ceasation of Salaries	" " "	Justified/Satisfactory
CN: 150/12/97	Ceasation of Salaries	" " "	Pending
CN: 160/02/98 (OMB: 6/6/6)	Refusal to apply for a Public Service Post	Secondary	Referred
CN: 168/02/98 (OMB: 6/6/4)	Non payment of Allowances	Teaching Service Office	Justified/Satisfactory
CN: 180/02/98	Unfair Prolonged Acting Allowance	Inspectorate	Justified/Satisfactory
CN: 183/02/98	Non payment of Acting Allowance	Teaching Service Office	Justified/Satisfactory
CN: 203/03/98	Unfair Ceasation of Salaries for 1997.	" " "	Pending
CN: 215/04/98	Non payment of Charge Allowance	" " "	Pending
CN: 216/04/98	Cessation of Salaries since 1997	" " "	Justified/Satisfactory

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST			POSITION
CN: 234/05/98	Retirement Notice	Teaching Service Office			Pending
CN: 240/05/98	Non payment of Allowances	"	"	"	Pending
CN: 241/05/98	Desire to be reinstated	"	"	"	Not Justified
CN: 244/05/98	Non payment of redundancy money	"	"	"	Not Justified
CN: 254/06/98	Unfair demotion	"	"	"	Pending
CN: 263/06/98	Non payment of Salaries	"	"	"	Pending
CN: 271/06/98	Non payment of Acting Allowance	"	"	"	Not Justified
CN: 275/06/98	Backdating of Salaries	"	"	"	Justified/Satisfactory
CN: 276/06/98 (OMB: 6/6/1)	Payment of Gratuity	"	"	"	Pending
CN: 280/06/98	Maladministration of retirement	"	"	"	Pending
CN: 288/06/98	Maladministration of Standard 6 Exams at a Primary School	NESU			Pending
CN: 297/06/98 (CN: 255/06/96)	Not being paid for 1994	Teaching Service Office			Pending
CN: 298/06/98 (OMB: 6/6/1)	Unfair Suspension	"	"	"	Pending
CN: 300/06/98 (OMB: 9/7/2)	Unfair Acting Allowance	"	"	"	Pending
CN: 11/08/98 (OMB: 6/6/1)	Non payment of Acting Allowance	"	"	"	Pending
CN: 19/08/98	Unfair Cessation of Salaries	Primary			Justified/Satisfactory
CN: 22/08/98	Ceasation of Acting Allowance Payment	Teaching Service Office			Not Justified
CN: 23/08/98	Ceasation of Salaries	"	"	"	Pending
CN: 28/08/98	Refund of Allowances deducted From Salaries and payment of Salaries.	"	"	"	Justified/Satisfactory
CN: 32/09/98 (OMB: 6/6/1)	Unfair dismissal from employment	"	"	"	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 34/09/98	Non payment of Salaries and Acting Allowances	Teaching Service Office	Justified/Satisfactory
CN: 43/09/98 (OMB: 6/6/4)	Cessation of Salaries	" " "	Justified/Satisfactory
CN: 45/09/98	Unpaid Acting Allowance	" " "	Pending
CN: 51/10/98	Unpaid dealing with Scholarship Awards	National Training Unit	Pending
CN: 62/10/98	Cessation of Salaries	Teaching Service Office	Pending
CN: 63/10/98	Non payment of Salaries	" " "	Not Justified
CN: 74/11/98	Unfair withholding of Salaries	" " "	Pending
CN: 75/12/98 (OMB: 6/6/5)	Unfair Termination of Scholarship	National Training Unit	Justified/Satisfactory
CN: 77/12/98 (OMB: 6/6/1)	Non payment of Housing Allowance.	Teaching Service Office	Justified/Satisfactory
CN: 87/12/98	Prolonged appointment on Probation	Inspectorate	Pending
CN: 89/12/98	Non payment of Salaries	Teaching Service Office	Justified/Satisfactory
CN: 90/12/98	Unfair Treatment	" " "	Pending
CN: 92/12/98	Unpaid Salaries	" " "	Justified/Satisfactory
CN: 101/12/98	Unfair Termination from Employment .	" " "	Not Justified
CN: 108/01/99	Unfair dismissal of a son from School.	Secondary	Referred
CN: 134/03/99 (OMB: 6/6/5)	Unnecessary delay to deal with Scholarship award.	National Training Unit	Pending
CN: 138/03/99	Unfair and unprocedural Withholding of Salaries	Teaching Service Office	Pending
CN: 141/04/99	Cessation of Salaries	" " "	Cancelled
CN: 150/04/99 (OMB: 6/6/1)	Termination without notice	" " "	Pending
CN: 151/04/99	Unpaid Salaries at acting Level 5 Post.	" " "	Not Justified
CN: 159/05/99 (OMB: 6/6/5)	Application for Scholarsip	National Training Unit	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 174/05/99	Cessation of Salaries	Teaching Service Office	Pending
CN: 176/05/99	Non payment of November, 1997 Salaries	" " "	Pending
CN: 177/05/99	Unpaid Acting Allowance	" " "	Pending
CN: 194/06/99 (OMB: 6/6/5)	Unfair Suspension of Scholarsip Award	National Training Unit	Pending
CN: 197/06/99	Claim for unpaid salary	Teaching Service Office	Pending
CN: 198/06/99	Claim for Housing Allowance Payment	" " "	Pending
CN: 199/06/99	Non payment of Charge Allowances and non confirm- ation of appointment.	" " "	Pending
CN: 200/06/99	Unfair Termination of employment	" " "	Pending
CN: 191/06/99 (OMB: 6/6/4)	Status of displaced school students on Guadalcanal due to the Ethnic Tension.	Secondary	Referred

DEPARTMENT OF FINANCE

CN: 158/04/94	Shortening of Pension payment	Pension	Not Justified
CN: 101/11/95	Pensions Payment	Pension	Pending
CN: 98/01/97	Missing Pension Money	Pension	Justified/Satisfactory
CN: 142/03/97	Unprocedural Treatment	Customs	Pending
CN: 144/03/97	Refual to pay Gratuity	Treasury	Pending
CN: 10/07/97 (CN: 09/02/93)	Pension Increase	Pension	Justified/Satisfactory
CN: 40/09/97	Payment of Allowance	Administration	Justified/Satisfactory
CN: 82/10/97 (OMB: 6/8/4)	Payment of Pension Money	Pension	Pending
CN: 172/02/98 (OMB: 6/8/4)	Non increase of Pension	Pension	Pending
CN: 191/02/98	Withdrawal of Pension	Pension	Justified/Satisfactory
CN: 223/05/98	Unfair holding of Submission	Administration	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 287/06/98	Pension Increase	Pension	Not Justified
CN: 289/06/98	Pension Increase	Pension	Referred
CN: 307/06/98 (CN: 200/04/92)	Claim for Pension Payment	Pension	Pending
CN: 59/10/98	Delay in payment of Workmen's Compensation	Treasury	Referred
CN: 104/01/99	Deduction of Salaries towards Special Imprest Recovery	Treasury	Not Justified
CN: 192/06/99	Deduction of Salaries towards Leave Advance Pay	Treasury	Not Justified

DEPARTMENT OF FOREIGN AFFAIRS

CN: 153/04/99 (OMB: 6/9/0)	Request to locate Ex-husband	Administration	Referred
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DEPARTMENT OF FOREST, ENVIRONMENT AND CONSERVATION

CN: 43/10/96	Unpaid Touring Allowance claim	Administration	Pending
CN: 17/07/97 (CN: 137/12/95)	Redundancy pay shortened by two years.	Administration	Pending

DEPARTMENT OF HEALTH AND MEDICAL SERVICES

CN: 216/05/97	Non receipt of Confirmation letter	Nursing	Justified/Satisfactory
CN: 70/10/97	Refusal to be registered by the Nursing Council	Nursing	Justified/Unsatisfactory
CN: 170/02/98	Suspension from work	Nursing	Justified/Satisfactory
CN: 221/04/98 (OMB: 6/11/1)	Witheld of Salaries	Nursing	Justified/Satisfactory
CN: 268/06/98	Non Promotion	Malaria	Pending
CN: 49/10/98 (OMB: 6/11/5)	Non payment of Redundancy Money	Malaria	Pending
CN: 72/11/98	Uncertain of status of Employment	Environmental Health	Referred

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 97/12/98	Non increase of Special Duty Allowances	Nursing	Pending
CN: 126/03/99	Non payment of National Provident Fund Contribution into Members' NPF Accounts	Administration	Justified/Satisfactory
CN: 145/04/99 (OMB: 6/11/1)	Unfair Termination from employment	Nursing	Justified/Satisfactory
CN: 164/05/99 (OMB: 6/11/1)	Unfair and inconsistent Salary grading	Nursing	Not Justified
CN: 175/05/99 (OMB: 6/11/1)	Allowance for performing duties of a Registered Nurse Post	Administration	Not Justified
CN: 182/06/99	Unfair dismissal from employment.	Nursing	Referred
CN: 184/06/99 (OMB: 6/11/1)	Unfair Termination from employment	Nursing	Justified/Satisfactory

DEPARTMENT OF HOME AND CULTURAL AFFAIRS

CN: 110/02/97	Non payment of Allowances	National Disaster Council	Pending
CN: 83/10/97	Non payment of Election Allowance	Electrical Office	Pending
CN: 114/11/97 (OMB: 6/12/3)	Non payment Overtime Claims	Electrical Office	Not Justified
CN: 222/04/98 (OMB: 6/12/3)	Office Supervisor's attitude	Museum	Referred
CN: 284/06/98 (OMB: 6/12/3)	Non payment for election duties	Electoral Office	Not Justified
CN: 10/08/98	Refund of Freights	Electoral Office	No Jurisdiction
CN: 18/08/98	Termination of employment	Administration	Justified/Satisfactory
CN: 26/08/98	Non payment for Election duties	Electoral Office	Justified/Satisfactory
CN: 68/11/98	Non payment of Overtime for Allowances.	Electoral Office	Pending
CN: 96/12/98	Non payment of Overtime for 20 th Independence Anniversary duties.	Administration	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
<u>DEPARTMENT OF JUSTICE AND LEGAL AFFAIRS</u>			
CN: 178/04/97	Delay to transfer Title of Land	Registrar General	Justified/Satisfactory
CN: 11/07/97 (CN: 95/05/97)	Maladministration of a Civil Case	Public Solicitor	Justified/Satisfactory
CN: 25/07/97	Imprisonment on 16/07/97	" "	Referred
CN: 29/08/97	Refusal to release information on a Court Case	Attorney General	Referred
CN: 66/10/97 (OMB: 6/14/3)	Delay to register Land Title	Registered General	Referred
CN: 76/10/97	Delay to deal with a reported Case	Public Solicitor	Not Justified
CN: 85/10/97	Refusal to be made known of the Status of a case.	Public Solicitor	Justified/Unsatisfactory
CN: 108/11/97 (OMB: 8/1/2)	Transfer of deceased's money	Registrar General	Pending
CN: 121/11/97 (OMB: 6/14/3)	Delay to transfer Land Title	" "	Justified/Satisfactory
CN: 163/02/98 (OMB: 6/14/4)	Denial of Natural Justice	Courts	Justified/Unsatisfactory
CN: 197/03/98 (OMB: 6/14/4)	Prolonged Court Settlement	Courts	Referred
CN: 232/05/98 (OMB: 6/14/4)	Delayed High Court decision	Courts	No Jurisdiction
CN: 246/05/98 (OMB: 6/14/2)	Non action on a reported case	Public Solicitor	Not Justified
CN: 255/06/98 (OMB: 6/14/4)	Continued adjournment of a Court Case	Courts	Justified/Satisfactory
CN: 264/06/98	Delay to transfer Land Title	Registrar General	Pending
CN: 290/06/98	Transfer of Land Title	Registrar General	Referred
CN: 303/06/98 (OMB: 6/4/4)	Reinstatement of Are Are Local Court.	Courts	Not Justified
CN: 304/06/98	Non payment of Charge Allowance	Administration	Justified/Satisfactory

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 02/07/98 (OMB: 6/14/2)	Continued postponement of a Court Case.	Public Solicitor	Justified/Satisfactory
CN: 05/07/98 (OMB: 6/14/4)	Delay to hear an Appeal case	Courts	Referred
CN: 06/07/98 (OMB: 6/14/2)	Delay to hear a Civil Case	Public Solicitor	Pending
CN: 07/07/98	Non payment of Redundancy money after being redundant from the Local Court.	Courts	Justified/Satisfactory
CN: 27/08/98	Unresolved Compensation for Land development	Courts	Referred
CN: 29/08/98 (OMB: 6/14/2)	Delay to proceed with Court Case.	Public Solicitor	Referred
CN: 38/09/98 (OMB: 6/14/4)	Likely discipline for action taken	Courts	Not Justified
CN: 81/12/98	Delay to pay unrepresented Estates.	Registrar General	Referred
CN: 95/12/98 (OMB: 6/14/4)	Unfair decision on Land Case	Courts	Pending
CN: 102/01/99	Claim for Deceased's Estate	Registrar General	Pending
CN: 124/03/99	Continuous postponement of a Court Case.	Courts	Referred
CN: 129/03/99 (OMB: 6/14/4)	Delay in serving a writ of execution.	Courts	Referred
CN: 149/04/99	Dealing with Will of Late Jack Fergan.	Registrar General	Justified/Satisfactory
CN: 165/05/99	Claim for Estates of a late relative.	Registrar General	Pending
CN: 187/06/99 (OMB: 6/14/3)	Unfair deduction of Unrepresented Estate.	Registrar General	Pending
CN: 203/06/99 (OMB: 6/14/4)	Non payment of Local Court Member Gratuity	Courts	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST
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DEPARTMENT OF LANDS AND HOUSING

CN: 81/12/96	Unprocedural allocation of Land	Lands	
CN: 121/02/97	Delay to transfer Land Title	Lands	Just
CN: 122/02/97	Delay over Land Allocation	Lands	
CN: 137/02/97	Allocation of quarters	Lands	Just
CN: 131/12/97	Delay to transfer Land Title	Lands	
CN: 132/12/97	Disapproval of Land extension	Lands	Just
CN: 261/06/98 (OMB: 6/15/4)	Non response to letter re: House Allocation Request.	Housing	Just
CN: 04/07/98 (OMB: 6/15/2)	Complaint about delay to transfer Land Title	Lands	
CN: 31/09/98	Unfair dealing with Land Application	Lands	
CN: 33/09/98	Unfair allocation of a house	Lands	
CN: 39/09/98	Withdrawal of offer of Land Allocation	Lands	
CN: 94/12/98 (OMB: 6/15/3)	Delay to pay Land Rental	Lands	Just
CN: 121/02/99	Delay to deal with Land Application.	Lands	Just
CN: 127/03/99	Allocation of National Arts Gallery Land	Lands	
CN: 155/05/99 (OMB: 6/15/3)	Unfair registration of Land	Lands	
CN: 163/05/99 (OMB: 6/15/2)	Petition against allocation of Land	Lands	
CN: 172/05/99	Unfair dealing with Land Allocation	Lands	
CN: 173/05/99	Unfair dealing with abandoned Property	Lands	

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
<u>PRIME MINISTER'S OFFICE</u>			
CN: 174/04/97	Unfair Treatment	Public Service Division	Justified/Unsatisfactory
CN: 177/04/97	Non payment of Gratuity/Annual Allowance	" " "	Justified/Satisfactory
CN: 230/06/97 (OMB: 6/20/1)	Retirement Procedures	" " "	Pending
CN: 15/07/97 (CN: 16/08/95)	Pension Claim	" " "	Not Justified
CN: 127/11/97	Redundancy Pay	" " "	Pending
CN: 154/12/97	Complaint about unfair Treatment	" " "	Pending
CN: 227/05/98	Claim for frozen Pension	" " "	Pending
CN: 253/06/98 (OMB: 6/21/3)	Compensation claim for loss of earnings	Cabinet	Referred
CN: 01/07/98	Appointment on Level 3 instead of Level 4	Public Service Division	Referred
CN: 15/08/98 (OMB: 6/20/1)	Unpaid Wages for eight months	Public Service Division	Not Justified
CN: 16/08/98 (OMB: 6/20/4)	Unfair allocation of accommodation	Public Service Division	Justified/Satisfactory
CN: 17/08/98	Unfair readvertising of a Public Service Post	" " "	Justified/Unsatisfactory
CN: 46/10/98 (OMB: 6/20/3)	Notice of Termination of Public Officers	" " "	Not Justified
CN: 78/12/98	Refusal to refund Passage Expenses	" " "	" "
CN: 107/01/99	Pension Claim	" " "	Pending
CN: 116/02/99	Unfair Treatment	" " "	Referred
CN: 119/02/99	Termination from being a Board Member of a Statutory Authority	Cabinet	Not Justified
CN: 128/03/99	Compensation claim for Shooting by Army.	Cabinet	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 130/03/99	Unfair dismissal from employment	Public Service Division	Referred
CN: 133/03/99 (OMB: 6/20/5)	Non payment of Family travelling expenses.	" " "	Dropped
CN: 135/03/99 (OMB: 6/25/3)	Unfair deduction of Redundancy Pay.	" " "	Pending
CN: 136/03/99 (OMB: 6/20/3)	Qualifying Service - Unfair Redundancy Pay.	" " "	Justified/Satisfactory
CN: 142/04/99 (OMB: 6/20/5)	Complaint about action by a Cabinet Minister	Cabinet	No Jurisdiction
CN: 148/04/99 (OMB: 6/20/3)	Unfair deductions from Redundancy and irregular payment in lieu of notice.	Public Service Division	Pending
CN: 156/05/99 (OMB: 6/20/3)	Unfair Termination	" " "	Referred
CN: 157/05/99 (OMB: 6/20/3)	Premature Retirement	" " "	Pending
CN: 158/05/99 (OMB: 6/20/3)	Deductions from Redundancy payment.	" " "	Not Justified
CN: 162/05/99 (OMB: 6/18/3)	Claim for Per Diem Payment	" " "	Not Justified
CN: 170/05/99 (OMB: 6/20/5)	Unfair dealing with Redundancy Matter.	" " "	No Jurisdiction
CN: 181/06/99	Workman's Compensation claim	" " "	Pending
CN: 189/06/99	Unfair dealing with transfer arrangement.	" " "	Pending

DEPARTMENT OF POLICE AND NATIONAL SECURITY

CN: 191/02/96	Non payment of nine days Per Diem Allowance	Police	Referred
CN: 119/02/97	Compensation Claim	"	Justified/Satisfactory
CN: 139/02/97 (OMB: 6/18/5)	Review of a disciplinary case	Prison	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 140/02/97 (OMB: 6/18/5)	Review of a disciplinary case	Prison	Pending
CN: 19/07/97 (CN: 213/03/96)	Overstay in Prison	"	Pending
CN: 21/07/97	Acting on Level 7	Police	Referred
CN: 41/09/97 (OMB: 6/18/5)	Interdiction from Prison	Prison	Referred
CN: 79/10/97	Non action on Compensation Claim	Police	Referred
CN: 112/11/97 (OMB: 6/18/4)	Non payment for work	"	Pending
CN: 134/12/97 (OMB: 6/18/5)	Interdiction from duties on half pay.	Prison	Pending
CN: 157/02/98 OMB: 6/18/5)	Unexpected Salary Stoppage	"	Pending
CN: 177/02/98 (CN: 03/07/96)	Non payment of Active Duty Allowance.	Police	Pending
CN: 205/03/98 (OMB: 6/18/4)	Unlawful Arrest	"	Referred
CN: 231/05/98	Unfair Termination from Employment	"	Not Justified
CN: 248/05/98	Payment of 75% Charge Allowance.	"	Not Justified
CN: 270/06/98	Cessation of Pay	"	Referred
CN: 273/06/98 (OMB: 6/18/4)	Delay to take up a Court Case	"	No Jurisdiction
CN: 295/06/98	Delay over Compensation Payment	"	Not Justified
CN: 20/08/98	Unfair dealing and delay by Police on reported cases	"	Referred
CN: 21/08/98	Complaint about Condition of Living	"	No Jurisdiction
CN: 47/10/98	Interdiction on half pay	Police	Referred

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 61/10/98 (OMB: 6/18/4)	Non payment of Overtime claim	Police	Pending
CN:66/11/98	Injury whilst on duty claim for Injury Compensation	Police	Referred
CN: 82/12/98 (OMB: 6/18/5)	Claim for Injury Compensation	Prison	Not Justified
CN: 83/12/98	Complaint about action by Police	Police	Referred
CN: 88/12/98	Delay by Police to take action on reported cases.	Police	Justified/Satisfactory
CN: 100/12/98	Unattendance by Police to reported cases.	Police	Justified/Unsatisfactory
CN: 105/01/99	Interdiction on half pay	Police	Not Justified
CN: 123/02/99	Compensation claim for Injury whilst on duty	"	Pending
CN: 131/03/99 (OMB: 6/18/3)	Non payment of Acting/Charge Allowances	"	Pending
CN: 147.04/99 (OMB: 6/18/4)	Unfair action by Police	Police	Referred
CN: 190/06/99 (OMB: 6/18/1)	Unfair Termination from employment	Administration	No Jurisdiction
CN: 195/06/99	Neglectful attitude resulting in injury and loss of Properties	Police	Referred
CN: 207/06/99	Unfair dealing with a disciplinary Case	Prison	Pending
CN: 211/06/99	Non action by Police to deal with a reported case.	Police	Justified/Unsatisfactory

DEPARTMENT OF PROVINCIAL GOVERNMENT AND RURAL DEVELOPMENT

CN: 199/05/97	Confirmation of Appointment	Administration	Pending
CN: 87/10/97 (OMB: 6/21/1)	Confirmation of Trial Promotion	"	Referred
CN: 113/11/97	Unfair Treatment	"	Justified/Unsatisfactory
CN: 116/11/97	Unfair Treatment	"	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 54/10/98 (OMB: 6/21/3)	Claim for Benefits under Provincial Entitlement Commission.	Administration	Referred
CN: 58/10/98 (OMB: 7/3/1)	Non payment of Life Pension for being a Provincial Assembly Member.	"	Referred
CN: 67/11/98	Non payment of Charge Allowance	"	Pending
CN: 103/01/99	Termination of Employment	"	Pending
CN: 109/01/99	Prolonged Acting without confirm- action	"	Pending
CN: 132/03/99	Recovery of Special Imprest from Salaries	"	Pending
CN: 167/05/99	Absence without Leave	"	Not Justified
CN: 169/05/99	Concern about being on probation for 11 years.	"	Pending

MINISTRY OF TRANSPORT, WORKS, COMMUNICATION AND AVIATION

CN: 118/11/97 (OMB: 6/23/1)	Non payment of Charge Allowance	Administration	Pending
CN: 165/02/98	Prolonged Suspension	"	Referred
CN: 186/02/98 (OMB: 6/23/1)	Request for payment of Overtime	Civil Aviation	Pending
CN: 224/05/98	Refusal to pay touring Allowance	Administration	Not Justified
CN: 233/05/98 (OMB: 6/23/4)	Unfair Termination	Civil Aviation	Justified/Satisfactory
CN: 55/10/98	Non payment of Touring Allowance	Administration	Justified/Satisfactory
CN: 122/03/99	Cessation of Salaries	Administration	Pending
CN: 186/06/99	Unfair and unprocedural Offering of jobs to Contractors	Architectural	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
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DEPARTMENT OF YOUTH, SPORTS, WOMEN AND RECREATION

CN: 124/02/97	Non payment of Acting Allowance	Administration	Justified/Satisfactory
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MISCELLANEOUS MINISTRY/DEPARTMENT

CN: 91/12/98 (OMB: 6/24/1)	Compensation payment for Public Officers	Miscellaneous	Referred
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2. PROVINCES

CENTRAL

CN: 56/10/98 (OMB: 7/5/1)	Withdrawal of Liquor Licence.	Liquor Board	Justified/Satisfactory
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CN: 106/01/99	Non payment of NPF Money	Administration	Referred
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CHOISEUL

CN: 109/11/97 (OMB: 7/8/1)	Complaint for assistance	Administration	Justified/Satisfactory
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CN: 171/02/98 (OMB: 7/8/1)	Non payment of Driver's Allowance	"	Not Justified
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CN: 176/02/98 (OMB: 7/8/1)	Unpaid Increment	"	Justified/Satisfactory
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CN: 214/04/98	Maladministration practices by Provincial Secretary	"	Not Justified
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CN: 24/08/98	Complaint against Provincial Politician	Executive	Not Justified
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GUADALCANAL

CN: 125/03/99 (OMB: 6/18/3)	Claim for damages whilst on duty.	Executive	No Jurisdiction
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FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 160/05/99 (OMB: 6/24/1)	Compensation claim for damages of properties	Executive	No Jurisdiction
CN: 183/06/99 (OMB: 6/24/1)	Compensation claim for damaged properties due to the Ethnic Tension.	"	Justified/Satisfactory
CN: 185/06/99 (OMB: 6/6/1)	Unfair recommendation for termination.	Education	Justified/Satisfactory
CN: 208/06/99	Non payment of deducted Income Tax money to Inland Revenue	Finance	Pending

HONIARA TOWN COUNCIL

CN: 170/04/97	Negligence of duties	Administration	Pending
CN: 249/05/98	Unfair Treatment	"	Pending
CN: 110/01/99 (OMB: 7/9/1)	Claim for Dirty Allowance	Environmental Health	Pending
CN: 205/06/99	Unfair disciplinary action	Executive	Referred
CN: 206/06/99	Unfair disciplinary action	"	Referred

ISABEL

CN: 169/02/98	Unfair Treatment	Education	Justified/Satisfactory
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MAKIRA AND ULAWA

CN: 146/04/99	Claim for Long Service Benefit	Administration	Not Justified
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MALAITA

CN: 235/05/98	Deduction of payment of PAYE Deductions	Finance	Pending
CN: 302/06/98 (OMB: 6/14/4)	Proposed Traditional Arbitration	Local Court	Justified/Unsatisfactory

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 160/05/99 (OMB: 6/24/1)	Compensation claim for damages of properties	Executive	No Jurisdiction
CN: 183/06/99 (OMB: 6/24/1)	Compensation claim for damaged properties due to the Ethnic Tension.	"	Justified/Satisfactory
CN: 185/06/99 (OMB: 6/6/1)	Unfair recommendation for termination.	Education	Justified/Satisfactory
CN: 208/06/99	Non payment of deducted Income Tax money to Inland Revenue	Finance	Pending

HONIARA TOWN COUNCIL

CN: 170/04/97	Negligence of duties	Administration	Pending
CN: 249/05/98	Unfair Treatment	"	Pending
CN: 110/01/99 (OMB: 7/9/1)	Claim for Dirty Allowance	Environmental Health	Pending
CN: 205/06/99	Unfair disciplinary action	Executive	Referred
CN: 206/06/99	Unfair disciplinary action	"	Referred

ISABEL

CN: 169/02/98	Unfair Treatment	Education	Justified/Satisfactory
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MAKIRA AND ULAWA

CN: 146/04/99	Claim for Long Service Benefit	Administration	Not Justified
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MALAITA

CN: 235/05/98	Deduction of payment of PAYE Deductions	Finance	Pending
CN: 302/06/98 (OMB: 6/14/4)	Proposed Traditional Arbitration	Local Court	Justified/Unsatisfactory

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 35/09/98 (OMB: 7/1/1)	Condition of Service for Village Health Aid Workers	Health/Medical	Pending
CN: 140/04/99	Non payment of Salaries	Education	Pending
CN: 152/04/99 (OMB: 7/1/1)	Delay in payment of Allowance and Terminal Grant.	Local Government	Pending
CN: 166/05/99 (OMB: 7/1/2)	Payment of Terminal grant	Finance	Pending
CN: 171/05/99	Payment of Ex-gratia money	Finance	Pending
CN: 188/06/99 (OMB: 7/1/1)	Non payment of deducted Income Tax money to Inland Revenue	Finance	Justified/Satisfactory
CN: 204/06/99	Non payment of Revised Salaries	Executive	Pending

RENNELL AND BELLONA

CN: 24/07/97 (OMB: 7/10/1)	Non response to letters re: Promotion	Administration	Justified/Satisfactory
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TEMOTU

CN: 266/06/98	Non payment of Charge Allowance and Salaries	Administration	Justified/Satisfactory
CN: 286/06/98 (OMB: 7/7/1)	Temotu Provincial Terms and Conditions	"	Not Justified
CN: 12/08/98 (CN: 17/08/94)	Unfair Dismissal	Local Government	Pending
CN: 209/06/99	Non payment of Overtime	Administration	Referred
CN: 210/06/99	Unfair Termination of Employ- ment.	Local Government	Referred

WESTERN

CN: 69/11/98 (OMB: 6/6/1)	Reimbursement of Travel Expenses	Education	Referred
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FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
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3. STATUTORY AUTHORITIES

INVESTMENT CORPORATION OF SOLOMON ISLANDS

CN: 211/05/97	Government diversion of Assets	ICSI Board	Pending
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NATIONAL PROVIDENT FUND

CN: 256/06/98 (OMB: 8/1/6)	Request for 2 nd NPF Withdrawal	Finance	Pending
CN: 265/06/98 (OMB: 8/1/6)	Unfair withholding of NPF Withdrawal	"	Dropped
CN: 294/06/98 (OMB: 6/1/6)	Withdrawal of NPF Contribution	"	Referred
CN: 44/09/98	Non payment of NPF deduction into Employer's Account	"	Pending
CN: 85/12/98 (OMB: 8/1/6)	Request for National Provident Fund Withdrawal	"	Not Justified
CN: 117/02/99 (OMB: 8/1/6)	Non withdrawal of NPF Contributions	"	Not Justified

SOLOMON ISLANDS COLLEGE OF HIGHER EDUCATION

CN: 217/04/98	Suspension from SICHE School of Nursing	Nursing School	Not Justified
CN: 76/12/98 (OMB: 8/1/8)	Unfair withdrawal of qualification	Academic Board	Justified/Satisfactory
CN: 112/02/99	Termination of employment	Administration	Referred
CN: 114/02/99	Unfair Treatment following an Interview for a Post	"	Not Justified
CN: 180/05/99 (OMB: 8/1/1)	Non award of Diploma	Academic Board	Referred

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
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SOLOMON ISLANDS ELECTRICITY AUTHORITY

CN: 137/03/99 (OMB: 8/1/10)	Compensation claim for life of a son.	SIEA Board	Justified/Satisfactory
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SOLOMON ISLANDS POSTAL CORPORATION

CN: 98/12/98	Reshafle of Staff	Administration	Not Justified
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SOLOMON ISLANDS VISITORS BUREAU

CN: 57/10/98	Non signing of Contract of employment	SIVB Board	Referred
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FILE NO.	SUBJECT MATTER	AUTHORITY COMPLAINED AGAINST	POSITION
4. <u>BODIES OUTSIDE OMBUDSMAN'S JURISDICTION</u>			
CN: 93/10/97 (OMB: 9/4/5)	Non payment of Credit Union Money	S.I. Workers Credit Union	Referred
CN: 105/11/97 (OMB: 6/6/4)	Refusal to refund Caution Fees	Rokera Secondary School	Referred
CN: 218/04/98 (OMB: 9/2/7)	"Thank You" Payment	S.I. Printers Ltd.	Not Justified
CN: 230/05/98 (OMB: 10/1/2)	Unpaid Bride Price	PNGDF Soldier (PNG Government)	Pending
CN: 278/06/98 (OMB: 10/1/1)	Unfair treatment	Discovery Ltd.	Referred
CN: 299/06/98 (OMB: 9/3/4)	Payment for damages caused by Army	PNG Government	Pending
CN: 301/06/98 (OMB: 9/7/2)	Unfair dealing with suspension of a student	Jejevo CHS Board	Not Justified
CN: 03/07/98 (OMB: 10/1/1)	Non payment of Salaries	BFN Enterprises	No Jurisdiction
CN: 08/07/98 (OMB: 10/1/2)	Custodian of children	Private Person	No Jurisdiction
CN: 09/07/98 (OMB: 9/4/5)	Cessation of SINTA Union Contribution	SINTA Credit Union	Referred
CN: 13/08/98 (OMB: 9/7/2)	Unfair indefinite Suspension of a student	St. Nicholas School Board	Pending
CN: 14/08/98 (OMB: 10/1/1)	Unfair dismissal	Solomon Motors	No Jurisdiction
CN: 25/08/98 (OMB: 10/1/1)	Non payment of Redundancy Money	Solomon Kitano Mendana Hotel	Referred
CN: 30/09/98 (OMB: 9/7/2)	Suspension of a son from School	Pamua School Board	No Jurisdiction
CN: 36/09/98 (OMB: 9/4/5)	Refusal to grant withdrawal of Union Share	S.I. Workers Credit Union	Referred
CN: 37/09/98 (OMB: 9/4/5)	Refusal to grant withdrawal of Union Share	S.I. Workers Credit Union	Referred
CN: 40/09/98 (OMB: 9/4/4)	Non payment towards Church Pension Scheme	Church of Melanesia	Advised

FILE NO.	SUBJECT MATTER	AUTHORITY COMPLAINED AGAINST	POSITION
CN: 48/10/98 (OMB: 10/1/2)	Misuse of Money paid to government	Private Person	No Jurisdiction
CN: 50/10/98 (OMB: 10/1/1)	Non payment of Redundancy	Earth Movers Ltd	Not Justified
CN: 52/10/98 (OMB: 9/4/5)	Request for withdrawal of Credit Union Share	S.I. Workers Credit Union	Referred
CN: 60/10/98	Unfair Treatment	Ruavatu School Board	Referred
CN: 65/10/98 (OMB: 9/4/5)	Unfair dealing by SINTA Health Society	SINTA Credit Union	No Jurisdiction
CN: 73/11/98 (OMB: 9/3/4)	Complaint about the action of a Foreign Envoy.	Australian High Commission	Not Justified
CN: 79/12/98 (OMB: 9/4/5)	Refusal to pay Refund of SINTA Contributions	SINTA Credit Union	Justified/Satisfactory
CN: 80/12/98 (OMB: 9/4/5)	Unlawful deduction of Union Fees	SINTA Credit Union	Justified/Satisfactory
CN: 84/12/98 (OMB: 9/1/3)	Request to take Annual Leave	NBSI	No Jurisdiction
CN: 86/12/98 (OMB: 10/1/1)	Non attendance to request for assistance by Employer	Honiara Casino	No Jurisdiction
CN: 93/12/98 (OMB: 9/4/4)	Halt of School Operation due to Land dispute	SDA Church	No Jurisdiction
CN: 99/12/98	Refusal to pay Life Insurance for deceased	Solomon Mutual Insurance	Justified/Satisfactory
CN: 111/02/99 (OMB: 9/2/6)	Deletion of name from confirmed accepted List of students for course.	Solomon Telecom	Not Justified
CN: 113/02/99 (OMB: 10/1/1)	Compensation Claim	Ross Mining Co.	No Jurisdiction
CN: 118/02/99 (OMB: 10/1/1)	Unfair Treatment	USP (SI) Centre	No Jurisdiction
CN: 139/03/99 (OMB: 10/1/1)	Non payment of Contractoral arrangement	Church of Melanesia	Referred
CN: 143/04/99 (OMB: 6/14/2)	Application for legal assistance	Private Person	Referred
CN: 144/04/99 (OMB: 10/1/1)	Non payment for Service rendered	LIP Hardware	No Jurisdiction

FILE NO.	SUBJECT MATTER	AUTHORITY COMPLAINED AGAINST	POSITION
CN: 154/04/99 (OMB: 9/4/5)	Delay to withdraw from S.I. Workers Credit Union	S.I. Workers Credit Union	Referred
CN: 161/05/99 (OMB: 9/4/5)	Non payment of NPF Money and unfair dismissal	CAL Timber Co. Ltd.	Pending
CN: 178/05/99 (OMB: 10/1/2)	Non payment of borrowed money	Private Person	No Jurisdiction
CN: 179/05/99 (OMB: 10/1/2)	Request for advice	Private Person	No Jurisdiction
CN: 193/06/99	Non payment of Six months Salaries	Sasape Zorovo Development Co.	Referred
CN: 196/06/99	Request for School Fees payment	Gwaidinale Community High School	Not Justified

TABLE X

OMBUDSMAN'S REPORTS PRODUCTION IN 1998/99

During this Report Period I produced several Special Reports and was working on my Annual Report for the ended 30th June, 1998.

The Reports though completed were not sent to Parliament or the Ministries responsible as required by Section 98(3) of the Solomon Islands Constitution within this Report Period under review.

The fact that Reports were not sent to Parliament and Authorities concerned to be deliberated on did not mean that the Office did no work during the period. The status of these Reports should be reflected in the next Annual Report for the Period 1999/2000.

3. Key to abbreviations and acronyms

For the benefit of those who are unfamiliar with Abbreviations in this Text, the information is provided here below:-

- (1) **DEHRD** - Department of Education and Human Resources Development. This Department houses:-
 - (i) National Training Unit (NTU) – the Secretariat of the Training Committee responsible for all In-Service and Pre-Service Trainings.
 - (ii) Secondary/Primary Divisions responsible for the administration of both Secondary and Primary Education.
 - (iii) National Examination and Standards Unit (NESU) Responsible for setting Secondary Entrance Exams and for selection of students into Secondary Schools.
 - (iv) Teaching Service Office (TSO) - the Secretariat Teaching Service Commission and other Condition of Service of Primary and Secondary School Teachers.
 - (v) Inspectorate Unit – Responsible for the professional aspect of Teachers.

- (2) **DPNS** - Department of Police and National Security. This Department is responsible for the Police and the Security in general. The two main branches of the Department are:-
 - (i) Police which houses the Bomb Disposal, Fire Service Units and the National Reconnaissance and Surveillance Force.
 - (ii) Prison which is responsible for the National and Provincial Prisons and the maintenance of Prison Inmates.

- (3) **PMD** - **Prime Minister's Department, which houses the:-**
- (i) **Cabinet Office** which is headed by the Secretary to Prime Minister.
 - (ii) **Public Service Division** which is headed by a Permanent Secretary who is answerable to the Prime Minister and Cabinet.

The Public Service Division is also the Secretariat of the following Commissions:-

- **Police and Prison Service Commission (PPSC)**, an independent Commission under Section 119 of the National Constitution to control appointments, discipline, dismissal and Pensions of Members of the Police and Prison Services.
- **Public Service Commission (PSC)**, an independent tribunal under Section 115 of the National Constitution which controls appointment, dismissal, discipline and Pensions of Public Officers.
- **Judicial and Legal Service Commission (JLSC)**, an independent Commission under Section 117 of the National Constitution which is responsible for the appointment, dismissal and discipline of the Judicial and Legal Officers.

- (4) **DOF** - **Department of Finance. This Department houses –**
- (i) **Customs & Excise** responsible for Collection of Revenue from Imports & Exports Tariffs for the government.
 - (ii) **Inland Revenue** which is responsible for all Taxations.
 - (iii) **Statistics Division** which is responsible for data collection for planning purposes.

- (iv) **Insurance** is responsible for the control of the Insurance Industry.
- (v) **Treasury Division (TSY)** responsible for payments of Pensions emoluments and other government payments.
- (vi) **Budget Section** which controls the government Budgets.

(5) **DOJLA**

- **Department of Justice and Legal Affairs** responsible for providing Administrative back-up for the following Divisions:-

- (i) **Courts**, the administrative functions of the High Court, Magistrates and Local Courts.
- (ii) **Public Solicitor**, a Constitutional Office set up under Section 92 of the National Constitution vested with the responsibility of providing legal aid to those in need.
- (iii) **Registrar General's Office (RG)** responsible for custody and administration of Land and Company Registries and deceased's' Estates, etc.
- (iv) **Attorney General**, the Government Principal Legal Officer whose Office is responsible for providing legal advice to the Government.
- (v) **Director of Public Prosecutions (DPP)**, an officer whose function is to provide legal aid, advice and assistance to any person in need who has been charged with a criminal offence.

(6) **DLH**

- **Department of Lands and Housing** which houses the:-

- (i) **Lands Division** responsible for administration of land matters pursuant to the Lands and Titles Act.

- (ii) **Housing Division** responsible for the government housing policy and implementation. Administers rental of houses from the Open Market for government employees and offices on behalf of the government.

(7) **MHMS**

- **Ministry of Health and Medical Services** - responsible for doctors, nurses and health workers in government-ran hospitals and clinics and their accommodation. The Ministry houses:-

- (i) **Environmental Health Division (EHD)** responsible for Rural Water Supply and Sanitation and Public Health matters.
- (ii) **Health Education Division (HED)** responsible for educating of the populace on health matters especially on how to prevent diseases and sickness.
- (iii) **Nursing Division** responsible for the discipline and professional conduct of Nurses.
- (iv) **The National Psychiatric Unit** which is responsible for the Psychiatric patients is also under this Ministry.

(8) **MTWCA**

- **Ministry of Transport, Works, Communication and Aviation** houses the:-

- (i) **Works Division** responsible for Roads and Utilities, repairs to government quarters, offices and vehicles.
- (ii) **Marine Division** responsible for Policy, licensing, Navaid, Search and Rescue.
- (iii) **The Spectrum Division** responsible Radio Licensing and Policy.

- (vi) **Civil Aviation Division** responsible for performance of functions relating to the regulation, control and development of Civil Aviation.
- (9) **DPG&RD** - **Department of Provincial Government and Rural Development** responsible for coordinating of Central Government Officers seconded to the Provinces.
- (10) **DCIET** - **Department of Commerce, Industries, Employment and Tourism** houses the:-
- (i) **Immigration Division** responsible for Residence Permits and Passport issues, etc.
 - (ii) **Labour Division** responsible for issues of Work Permits and administration of the various Employment Acts and the Health and Safety at Work Act.
 - (iii) **Trade Dispute Panel (TDP)**, a tribunal responsible for dealing with conciliating disputes between Employees and Employers.
 - (iv) **Foreign Investment Board** responsible screening of applications from Foreign Investors wanting to set up Business in the country.
 - (v) **Commerce Division** responsible for Commerce Advisory Services.
 - (vi) **Tourism Division** responsible for Tourism matters and Policy.
- (12) **DFEC** - **Department of Forest, Environment and Conservation.**
- (i) **Forestry** deals with Forestry, Policy and Monitoring and administering the Forestry Act and the Forest and Timber Utilisation Act.

- (ii) A small section responsible for Environmental Conservation called the Environment and Conservation Section.

(13) DAF - **Department of Agriculture and Fisheries.**
This department houses:-

- (i) **Agriculture Division** responsible for Agriculture matters and Extension.
- (ii) **Fisheries Division** responsible for Fisheries and Policies and the administration of the Fisheries Act.

(14) DHCA - **Department of Home and Cultural Affairs**
houses the:

- (i) **National Disaster Council** responsible for Natural Disasters.
- (ii) **Electoral and Citizenship Commissions** responsible for National Elections and the Citizenship matters.
- (iii) **Cultural Affairs Division** – responsible for the Cultural matters which includes the National Museum and the Arts Gallery.

This Department is also responsible for HTC, and the Administrative back up for the Leadership Code Commission. The Ombudsman's Office is linked up with this Department on Accounting and Financial matters only.

(15) DEMM - **Department of Energy, Mines and Minerals.**
This Department houses the:-

- (i) **Energy Division** responsible for Water and all forms of Energy.
- (ii) **Mines and Minerals Division** responsible for Policing and Coordination of Mineral Mining.

- (ii) A small section responsible for Environmental Conservation called the Environment and Conservation Section.

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- (16) **DFATR** - **Department of Foreign Affairs and Trade Relations**. A Department which deals with Foreign Relations, Foreign Trade and Protocol matters.
- (17) **DYWSR** - **Department of Youth, Women and Sports and Recreation**. This Department houses the:-
- (i) **Youth and Sports Divisions** responsible for development and coordination of Youth and Sports.
 - (ii) **Women Affairs Division** responsible for Women matters and Women Development.
- The National Youth Congress and the National Council of Women are under this Department.
- (18) **DIBD** - **Department of Indigenous Business Development** responsible for the following functions:-
- (i) Cooperative Services
 - (ii) Business Advisory Service
 - (iii) Consumer Affairs
 - (iv) Metrication
- (19) **Provinces** - One of the Provincial Government set up under the Provincial Government Act, 1981. The nine Provinces are Central, Choiseul, Guadalcanal, Isabel, Malaita, Makira, Rennell/Bellona, Temotu and Western.
- (20) **HTC** - **Honiara Town Council**, which is set up and operated under the Local Government Act. MHCA is responsible for the administration and deployment of Seconded staff to the Council which is looks after the Honiara City.

- (21) NPF - **The Solomon Islands National Provident Fund**, a Statutory Authority set up to provide retirement gratuities from Contributions made by Employers and Employees. It provides Social Security for its members.
- (22) SIPC - **Solomon Islands Postal Corporation**, a Statutory Body established following the Corporatisation of the then Ministry of Post and Communication, taking on the functions of the Postal Division.
- (23) SIPA - **Solomon Islands Ports Authority**, a Statutory Authority responsible for Ports and Wharves in the country.
- (24) HFC - **Home Finance Corporation** This is responsible for housing with aims to provide fundings for people wanting to purchase or build their own homes.
- (25) ICSI - **Investment Corporation of Solomon Islands**, the economic arm of the government which deals with the Companies which the government holds shares in, which are its portfolio Companies.
- (26) SIEA - **Solomon Islands Electricity Authority**, a Statutory body responsible for and monopolise the electricity supply and power generation.
- (27) SIVB - **Solomon Islands Visitors Bureau** (formally Solomon Islands Tourist Authority) a Statutory Authority responsible for Tourism developments and marketing.
- (28) LCC - **Leadership Code Commission**, a Commission established under the Constitution, by requiring Leaders to disclose their Financial Affairs and by prescribing those acts which shall comprise misconduct in Office.

- (29) **OMB** - **Ombudsman** – The person appointed pursuant to Section 96 of the Constitution whose duties, etc are enshrined in Cap. IX of the Constitution.
- (30) **Bodies Outside Jurisdiction** - These are the bodies the Ombudsman has no power to investigate into their affairs as required by the Ombudsman (Further Provision) Act, 1980.

These bodies include

(i) **The Unions** such as

- **RSIPCU** - **Royal Solomon Islands Police Credit Union** which belongs to the Police Force.
- **SINTA** - **Solomon Islands National Teachers Association** belonging to the Teachers.
- **SIPEU** - **Solomon Islands Public Employees Union** covers all Public Employees.
- **SIWCU** - **Solomon Islands Workers Credit Union**, an umbrella Credit Union for all Company Workers who are members of the National Union of Workers.

(ii) **Private Bodies and Organisations** include all Companies, etc. Clubs, Societies and other bodies including private individuals.

IV. LEGAL NOTES

1. How can the Ombudsman ensure the Elimination of Arbitrary and unfair decisions?

Section 97(1) (c) of the Constitution of Solomon Islands imposes on the Ombudsman's a duty to:

"ensure the elimination of arbitrary and unfair decisions"

The Ombudsman (Further Provisions) Act 1980, is supposed, by s.99 of the Constitution to:

"make provision for such supplementary and ancillary matters as may appear necessary or expedient to give effect to the provisions of this Chapter"

However it gives him no powers to achieve this except to:

"report (his) opinion and his reasons, therefore to the officer, to the department or authority concerned and may make such recommendations as he thinks fit and shall also send a copy of his report and recommendations to the Prime Minister and any Minister concerned".

The Ombudsman may also:

"request such office to notify him within a specified time of the steps, (if any) that it is proposed to take to give effect to the recommendations of the Ombudsman".

If nothing is done the Ombudsman may:

"make such further report on the matter as he thinks fit to Parliament".

This produces results only when the persons concerned are willing to assist and when the decision can easily be eliminated. A glance at the number of cases with unsatisfactory results in Tables V and VII confirms this. Ombudsman's reports and recommendations are usually made to Parliament in his Annual Report but in practice, little if any attention is paid to them. The same was true of the Special Reports presented to Parliament over the years.

In practice therefore, the powers specified by the Ombudsman's Act are totally inadequate in ensuring that maladministration and unfair decisions are eliminated.

The Solomon Islands Constitution is the Supreme Law and according to principles of Constitutional Law established where an ordinary Act of Parliament is inconsistent with the Constitution, or purports to restrict rights given by the Constitution, the Constitution prevails.

It was believed that the Ombudsman's Constitutional duty to "ensure the elimination of unfair decisions" should not be encumbered by restriction provisions in the Ombudsman Act. In cases where recommendations and reports had been ignored, or perhaps, because of the urgency or other peculiarity of the case, were bound to fail, the Ombudsman should have access to the High Court.

2. Assistance in the improvement of practices and procedures of public bodies

The second duty imposed on the Ombudsman by section 97 of the Constitution is

"to assist in the improvement of practices and procedures of public bodies"

It goes hand in hand with ensuring the elimination of arbitrary and unfair decisions. Cases may end with a satisfactory result for the individual who complained, but unless the underlying practice and procedures are improved, the problem recurs.

The current Ombudsman, being a former Senior Public Servant and Magistrate is well placed to advise and initiate improvements. Assistance can be given on the legal side, too. This may take the form of advice.

3. Extracts from the National Constitution and the Ombudsman's (Further Provision) Act 1980.

Since it is often very hard to obtain copies of Solomon Islands Laws, the Relevant parts of Part IX of the National Constitution and the Ombudsman Act 1980 are quoted at the ANNEXTURES to this Report. It is hoped this will assist and remind all concerned.

ANNEX 2

- Extract from Part IX of the National Constitution of Solomon Islands.

ANNEX 3

- Extracts from the Ombudsman (Further Provision) Act 1980. No. of 1980.

V. PUBLIC AWARENESS

1. Brochure

Since the inception of the Office, especially at its early stages promotion was high in the Agendas of the previous Ombudsman especially the first two Incumbents. At that time a simple Brochure was developed. As part of educating the Public about the establishment of the Office and its functions, etc these were distributed to Schools, Offices and the general public.

Over the years the document was modified – copy of the Brochure is at ANNEX 4.

2. Prison Visit

The Ombudsman has a duty under the National Constitution to inquire into the conduct of Members of the Prison Service, to assist in the improvement of practices and procedures and to eliminate unfair decisions. His specific powers of entry, inspection and taking oral or other evidence which are provided in the Ombudsman's Act 1980 also apply to Prisons and there is a special provision for prisoners to write and complain directly to the Ombudsman without sponsorship by the Prison Authorities.

During this Report period the Ombudsman did not visit the Prison due to work commitments.

3. Talks

The Ombudsman's Office was included in the Course Program of the Institute of Public Administration and Management. Whenever a course was held I would give a talk on the Role of the Ombudsman's Office to Course Participants.

I and my staff gave a number of Talks at the Institute this year.

4. Provincial Tours

Due to the ongoing financial constraints experienced by the Government, Provincial Tours have been difficult. Hence during this Report period, no Provincial Tours were made though we planned to undergo two Provincial Tours per year.

VI. OVERSEAS CONFERENCES

1. Australasia Pacific Ombudsman's Conference

The Australasia Pacific Ombudsman's Conference (OPAC) was held in Port Vila Vanuatu from 23rd to 26th August, 1998.

I unfortunately did not attend this Conference due to an unforeseen circumstances beyond my control.

2. Study Program in United Kingdom

The above is a Yearly Commonwealth Secretariat Funded Program organised by the Public Administration International entitled "When Citizens Complaint: the role of the Ombudsman in Improving Public Services.

This year it was held from 10th to 21st May, 1999.

Due to the government financial difficulties I did not attend this Conference. It is an unfortunate situation that I do not control the money for my Oversea travels which is controlled by the Prime Minister's Department, my Office like other government offices have to compete for shares of the funding each year. Hence, at times I would be missed out as happened this time around.

3. Conferences at ANU, Australia

With the funding assistance of aide donors, I and the principal Investigation Officer, Mr Joe Poraiwai attended the following Conferences/Workshops listed below at the Australian National University, Canberra Australia in November, 1998.

- Evaluating Roles of Melanesian Ombudsman and Leadership Code from 6/11/98 – 10/11/98.
- Australia/Papua New Guinea – Crime and Bilateral Relationship Seminar from 11/11/98 – 12/11/98.
- Anti Corruption Strategies Seminar from 16/11/ - 20/11/98.

4. Investigator Training Seminar

A seminar for Pacific Islands Ombudsmen Office Investigators was held in Port Vila, Vanuatu between 17th and 20th May, 1999. This is a follow up of the one held in Auckland, New Zealand in April/May, 1993.

Mrs Judith Waleanisia, Senior Investigation Officer and Joe Poraiwai, Principal Investigation Officer attended this year's Seminar in Vanuatu which was funded by the New Zealand Government.

VII. ADMINISTRATIVE NOTES

1. Staffing

My Office staff level remains the same as for the previous years owing to financial constraints.

Staff at post during the period of this Report are as follows:-

<u>POST TITLE</u>	<u>INCUMBENT</u>	<u>LEVEL</u>
Ombudsman	Sir Peter Kenilorea	SS3 (Constitutional Post)
Principal Investigation Officer	Joe Poraiwai	9
Senior Investigation Officer	Mrs Judith Waleanisia	7
Executive Personal Secretary	Mrs Jessie Bale	8
Administrative Clerk	Mr Jay Waura	4
Gardener (for Ombudsman's Residence)	Mrs Selina Mouruka	1

Administrative duties of the Office is performed by the Administrative Clerk and assisted by Executive Personal Secretary.

The Office is indebted to the Permanent Secretary and the Chief Accountant of Home and Cultural Department for their vigilance over our expenses. And timely warnings lest we overspend our budget are appreciated. We are also grateful to the support staff of the Ministry of Home Affairs and the Justice and Legal Affairs Department for their useful and strong administrative back up in a difficult economic situation.

2. Promotion

The Office Staff were fortunate to be promoted following a restructure made in 1996/97 when the previous Composite Grade Levels. In the process the Officers who were on such Levels, for example one on Level 7 of the Composite Grade of 7/8 was promoted to Level 8.

As shown at Section 1 above all the Officers are placed on single grade Level.

In the meantime I will maintain the Officers at their Current Level.

3. **Staff Training**

During this Report period, the Office Staff had not attended any training. Already they have completed the Administrative Courses for Public Officers offered at the Institute of Public Administration and Management.

There are no government courses or training schemes suitable for Ombudsman's Staff. We have had to devise our own practices and procedures following the Ombudsman's Act 1980 and the Ombudsman's directions and policies. With a small office there is a serious danger of continuity and expertise being lost when staff changes and it is difficult to know how to avoid this.

4. **Student Attachment**

In the eighties when the Office use to have a Legal Officer a financial provision was made for engagement of University Law Students (one at a time) on a temporary attachment on a small allowance so they can have ideas of the office's work, practice and problems. This is no longer done though at times students apply for attachments.

During this Report period the Office engaged two Secondary School Students to print and bind my Annual Report for 1996/97 and 1997/98 in house on small Allowances paid out from my Wages Vote.

5. **Office Accommodation of the Ombudsman**

In my 1997/98 Annual Report I mentioned that that would be the last Annual Report to be prepared at my Kalala House Office.

Though I was assured by the government that I would move my office to a new site to join the Public Service Commission and the Leadership Code Commission at the Ex-LDA Building, it did not eventuate.

The arrangement to construct a new wing to the Ex-LDA Office to have my office was not possible due to the government's cash flow problem. I am still operating from the Kalala House Office.

My current address is still:-

The Office of the Ombudsman
Kalala House
P O Box 535
Honiara, Solomon Islands
Phone: (677) 22049 Fax: (677) 23046

6. Office Equipment

It is my desire to upgrade my Office in as far as Office equipment is concerned. During the year despite the prevailing financial difficulties of the government, I made attempts to secure some of the necessary Office Equipment for my Office.

• Office Computers

My plan to fully computerise my Office by year 20001 has not shown any positive sign of progress towards tangible realisation as yet. This is due to lack of affordability by the government. However, the one Computer set I have for my Office has been upgraded which helps my Office Secretary to do the typings for the Office.

As the government is having financial difficulties, I am still pursuing to secure funding from outside Agencies or draw up a Project to be incorporated into the Government Development Estimate for my Office Computerisation Plan.

• Fax Machine

Over the years my Office has been sharing the services of Fax Machines with other Offices. This is not proper as the work of the Ombudsman as required by law must be done in confidence. Hence section 4(2) of the Ombudsman's Further Provisions Act 1980, stipulates that the members of the staff of the Ombudsman shall maintain secrecy in respect of all matters which come to their knowledge in the exercise of their duties and shall before entering upon the exercise of their duties take an Oath.

At that time the Ombudsman has been sharing fax machine with the Ministry of Justice HQ Administration. It has been noted that at times complainants or authorities fax materials which should only be seen by the Ombudsman and his staff. When that happens, the other people who are not required to have access to those materials can see them.

To maintain the integrity of the Office and to abide by the legal provision of section 4.2 of the Ombudsman's Act, only the Office staff should have access to correspondences, etc between the Office, the Complainants and Authorities complained against in confidence.

I made a request to the Embassy of the Republic of China for a possible assistance in the provision of a Fax Machine for my Office. On 21st, December 1998 the Embassy responded to my request, positively. Hence on 20/01/99 I received a new CANNONFAX-T20 Fax Machine.

- **Photocopy Machine**

The Office is fortunate to have its own Photocopy Machine, which was obtained in 1990, still functioning. We pride ourselves in the fact this CANNON N.1215 Photocopier, the oldest around, is still in use due to diligent servicing provided by the Dealers.

Despite its old age, I used it to produce three Annual Reports, which I did in house due to financial constraints.

The Inventory of all Office Non Expendable Equipment is at ANNEX 5.