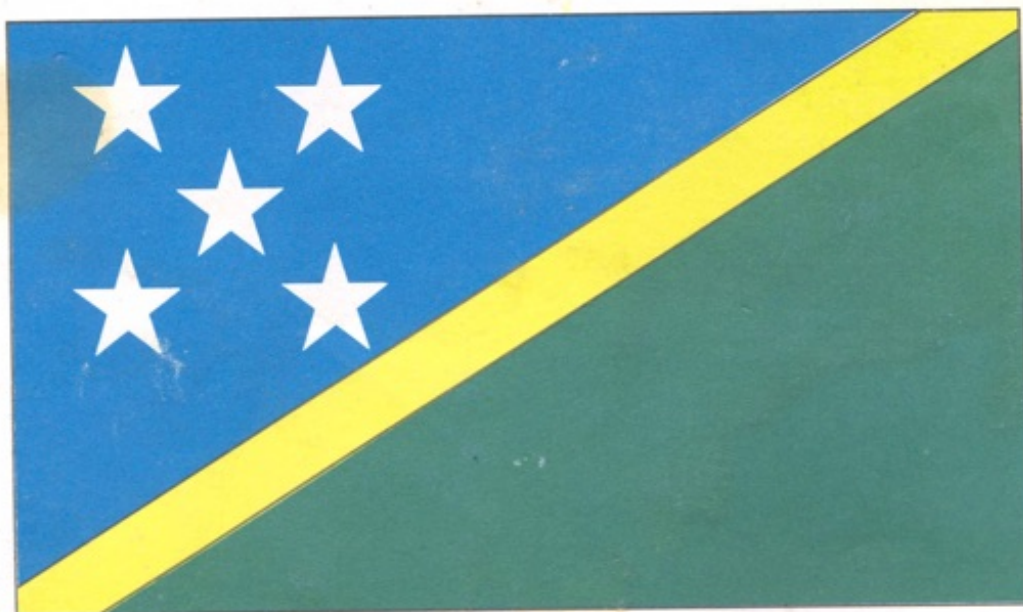




REPORT OF THE
OMBUDSMAN
FOR THE YEAR ENDED
30TH JUNE 1998



Presented to
THE NATIONAL PARLIAMENT OF SOLOMON ISLANDS
Pursuant to Section 98 (3) of The Constitution

Ombudsman



P.O. BOX 535
HONIARA
SOLOMON ISLANDS

Our Reference: OMB: 3/1/1

Honiara

Telephone: (677) 22049

Your Reference:

Fax: (677) 23046

Date:

19/11/99

Hon. Paul Tovua, OBE
Speaker of the National Parliament
P O Box G.19
Honiara

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, 1998 to the National Parliament of Solomon Islands.


Sir Peter Kenilorea, KBE, PC
OMBUDSMAN

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Honorable

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The 1997/98 Ombudsman's Annual Report

1. The Ombudsman's bird's eye view of the years activities

As is the Ombudsman's constitutional obligation, I am pleased and privileged to submit this my 3rd Annual Report to Parliament for the year 1st July 1997 to 30th June 1998.

For a small, complaint-driven, office, the year has been a very busy one. The total cases handled during this period of reporting was 404, an increase of 67 cases over the previous year or 16.6% increase. Of these, 307 cases accounted for the new cases received during the year and the balance of 97 cases accounted for those brought forward from the previous years.

The 307 new cases received this year was 49 cases more than those received during the previous year. This reflects not only the increasing awareness of this Office and its work by the public but that it also indicates the preference the public has, to seek assistance for their Complaints from the Ombudsman, in the first instance, rather than directing their Complaints relevantly from the beginning.

The public perspective and attitude resulted subsequently in a great number of 'referred' cases – 72 cases in all – by the Ombudsman to the relevant and appropriate authorities during the year. This was 25 referred cases more than the previous year's figure.

Of the total cases handled by the Office during the year however, only 249 cases had their investigations fully completed. Although this was 9 cases more than the previous year, it accounts for only 62% of the total cases handled as opposed to 71% disposal rate in 1996/97 period. This accounts for the large number of 155 cases carried forward – due, apparently, to the unfortunate laxity and dilatory attitude resulting in untimely response by various authorities on information sought, the apparent continuing lack of the proper appreciation of the function of the Ombudsman and absence of Provincial tours due to insufficient finances.

The small staff of six available to this important Office continues to ensure that citizens who have reasons to resort to its services clearly witness the important features of fairness, performance-oriented, flexibility, independence and credibility. Although it has been planned to have the Office computerised to enhance case management and general operational efficiency against the backdrop of Government Reform Programme, due to continuing difficult governments financial cash flow, it has not been possible to realise this plan. An attempt to secure this assistance from an external source was unsuccessful. However, a computerised system is considered imperative for a timely management and resolution of complaints in my view, as it would enhance our function of good governance.

During the period of this report, however, the post of a Senior Investigation Officer was filled. She has since completed the basic/middle Management Administrative Course at SICHE and has effectively contributed to the satisfactory performance of the Office in general. As considerable number of Complaints received originate from the women, Mrs Waleanisia fulfills a useful role as one of the only two Investigation Officers at the Office.

Currently, the post for a Principal Legal Advisor is yet to be filled. In terms of the independent nature of this Office, it would be prudent, in my view, for the office to have its own Legal Advisor. In absence of this, the Ombudsman had had to periodically seek legal opinion from the Attorney-General's Chambers.

As would be appreciated, and in terms of the independence of this Office, this is less than satisfactory. The Attorney General is the Principal Legal Advisor to the Government according to the Constitution. It would therefore be unfair on him for the Ombudsman to be seeking legal opinion from him, on a case where the Government or its agency is the object of Complaint. I am very much aware of the realisation that "**poachers cannot be game keepers**", for instance. On the other hand, the independence of the Ombudsman and the result of his investigation in such a situation can reasonably be questioned as to the possibility of compromise.

The ideal situation in this regard is simply to fill the current vacant post of a Legal Advisor in the Ombudsman Office's Establishment. I very much hope that Government would sooner than later appreciate this important predicament despite continuing financial constraints.

2. **Legal Authorities**

Indications are that the general public and even high ranking officers who are subject to the jurisdiction and functions of the Ombudsman are still in need of proper understanding and appreciation of the legal authorities of the Ombudsman. For this reason, I feel it useful to continue referring to the Ombudsman's Legal authorities in my Annual Reports as an important reminder.

As reported in my previous Reports, therefore, it is hereby further stated that the legal basis for establishing this Office, its functions, duties and jurisdictions in this country are –

- a) the National Constitution of the Sovereign Democratic State of Solomon Islands – in particular chapter ix; thereof; and
- b) the Ombudsman (Further Provision) Act 1980, No. 1 of 1980 (Cap 88 of The Laws of Solomon Islands, Revised Edition 1996).

The Constitution

The functions of the Ombudsman is enumerated in section 97(1) of the Constitution. This includes investigating the conduct and abuse of Office or authority by **“members of public service, the Police Force, the Prison Service, Provincial Governments, and such other Offices, Commissions, Corporate bodies or public agencies as may be prescribed by Parliament”**. Exceptions to these are the Governor-General and his personal staff, the Director of Public Prosecutions or persons acting in accordance to his instruction. Nor has the Ombudsman any power to review any Court decision.

In terms of Cap 88, the circumstances in which the Ombudsman should not investigate Complaints are enumerated in section 7 thereof and are appended below –

“(1) The Ombudsman shall not conduct an investigation in respect of any complaint unless the person aggrieved is a resident of Solomon Islands (or, if he is dead, was a resident at the time of his death) or the complaint relates to action taken in relation to him while he was present in Solomon Islands or in relation to rights or obligations that accrued or arose in Solomon Islands.

(2) The Ombudsman shall not conduct an investigation in respect of any complaint in so far as it relates to any of the following matters, that is to say –

(a) any action in respect of which the person aggrieved has a right of appeal, reference or review to or before a tribunal constituted by or under any law in force in Solomon Islands; or

(b) any action in respect of which the person aggrieved has or had a remedy by way of proceedings in any court of law;

Provided that –

(i) the Ombudsman may conduct such an investigation notwithstanding that the person aggrieved has or had such a right or remedy if satisfied that in the particular circumstances it is not reasonable to expect him to avail himself or to have availed himself of the right or remedy; and

(ii) nothing in this subsection shall preclude the Ombudsman from conducting any investigation as to whether any of the provisions of Chapter II of the Constitution has been contravened.

(3) The Ombudsman shall not conduct an investigation in respect of any complaint in respect of any action if he is given notice in writing by the Prime Minister that the action was taken notice in writing by the Prime Minister that the action was taken by a Minister in person in the exercise of his own deliberate judgement.

(4) The Ombudsman shall not conduct an investigation in respect of any complaint where it appears to him –

- (a) that the complaint is merely frivolous or vexatious;
 - (b) that the subject-matter of the complaint is trivial;
 - (c) that the person aggrieved has no sufficient interest in the subject-matter of the complaint; or
 - (d) that the making of the complaint has, without reasonable cause, been delayed for more than twelve months.
- (5) The Ombudsman shall not conduct an investigation in respect of any matter if he is given notice by the Prime Minister that the investigation of that matter would not be in the interests of the security of Solomon Islands.
- (6) In this section "action" includes failure to act."

It should be noted however that for purposes of disclosure of information or documents required by Ombudsman for his official investigation he may obtain such from any person or witness "whether or not the person or witness concerned is a person in respect of whose conduct the Ombudsman has jurisdiction to inquire". – Cap 88 s.12(7). In this regard, it should be said that even the Crown "shall not be entitled in relation to any such investigation to any privilege in respect of production of documents or the giving of evidence as is allowed by law in legal proceedings" – s.11(2). This is an important point because there have been evidences of certain Offices and Officers of Government who have willfully refused to provide officially requested

information by the Ombudsman only to be charged under section 20(2) of Cap 88 which reads –

“20(2) Subject to the provisions of this Act, any person who is requested by the Ombudsman or by any member of the staff of the Ombudsman acting in the exercise of his duties, to furnish any information or to produce any document, paper or thing and who willfully fails to furnish such information or to produce such document, paper or thing, shall be guilty of an offence”.

4. Independence of the Ombudsman

I had covered this aspect in the last year's Annual Report. However, experience has taught us to revisit this in this Report so that there can be no doubt about the necessity and wisdom of respecting the independence of the Ombudsman and his Office as is intended under the Constitution and the relevant Law.

In my last year's Report I made reference to the various provisions of both the Constitution and the relevant Act which deliberately respect the independence of this Office.

The Ombudsman, for instance, shall not hold any other Public Office. He must cease holding any **“Office or membership of, any political party”**. He shall not

hold any other Office of emolument. He **“shall not be subject to the direction or control of any other person or and no proceedings of the Ombudsman shall be called into question in any Court of Law”**. Appointment of the Ombudsman Office Staff by the Public Service Commission shall be done with prior consultation of the Ombudsman and all such Staff are required by Law to take the relevant Oath of Secrecy.

Even the removal of the Ombudsman from Office for any reason other than the normal expiry of his Contract, has the same status as the Judges of the high Court. And his appointment **“shall be by the Governor-General, acting in accordance with the advice of a Committee consisting of the Speaker, the Chairman of The Public Service Commission and the chairman of the Judicial and Legal Service Commission”**. This puts this Office outside the bound of undesirable political interference or leaning. A situation which can only be appreciated as conducive and enhancing to the role and objectivity of the Ombudsman – the bed rock of transparency, accountability and good governance in general.

5. Some important guiding principles

Although only a very small Office (officially only two investigation Officers out of a total staff of (6) we continue to respect our important duties of ensuring administrative fairness and the rules of natural justice as guided by pertinent principles of –

- (i) Immediate actions and timely response to Complaints lodged at the Office.
- (ii) Fair hearing of Complainants and offices/bodies complained of.
- (iii) Fair, full and equitable consideration of available evidence related to the Complaint investigated.
- (iv) Making appropriate recommendation for remedial actions where necessary or advising the Complainant of the result of the investigation of his Complaint as relevant.
- (v) Ensure independence, impartiality, honesty, thoroughness and good will in all our endeavours.

While it is fully acknowledged that these principles have been very much the basis of our service delivery to the public, I am continually aware of the need for our own internal review of our attitudes and actions. Consequently we continue to remind ourselves at staff meetings that these principles must first be integral part of our personal life style before they can manifest themselves in our official obligation of work ethics.

6. Office Accommodation of the Ombudsman

This may be the last Annual Report prepared at our Kalala House Office.

Since the Government's structural Reform Programme became effective towards the end of this reporting period, we were given to understand that we had to move our Office to a new site. This is to join the Public Service Commission and the Leadership Code Commission at the Ex-LDA building next to Honiara Fuel Service Station.

Due to inadequate office space in our prospective 'home' we have been operating still from Kalala House Office. In the mean time we are assured that arrangements are in hand to construct a new wing to the Ex-LDA Office to house the Ombudsman's Office at some appropriate future date. For our purpose, this is a priority project to ensure our vacation of our current Office in line with Government Policy.

In the circumstance, however, our current address is still:-

Office of the Ombudsman

Department of Home & Cultural Affairs

P O Box 535

Honiara, Solomon Islands

Phone: (677) 22049

Fax: (677) 23046

7. **Administrative Notes**

7.1 **Staffing**

We have been very much encouraged by the general policy statement of the Government "to strengthen the Office of the Ombudsman". By this it is understood that adequate staffing of this Office is a factor. In this regard we had requested the filling of two continuing vacant posts in our Establishment (a Principal Legal Advisor and a Principal Investigation Officer) and we were pleased to have a Senior Investigation Officer appointed to our staff. For the reason earlier expressed in this Report, it is anticipated that Government would see fit to provide us with a Legal Advisor as a matter of some priority.

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

<u>Post Title</u>	<u>Incumbent</u>	<u>Level</u>
(i) Ombudsman	Sir Peter Kenilorea	SS3
(ii) Principal Investigation Officer	Mr Joe Poraiwai	9
(iii) Senior Investigation Officer	Mrs Judith Waleanisia	7/8
(iv) Executive Personal Secretary	Mrs Jessie Bale	8
(v) Administrative Clerk	Mr Jay Waura	4
(vi) Gardener (OMB's Residence)	Mrs Selina Mouruka	1

Following the implementation of the Governments' Restructure Programme, the Ombudsman's Office has been transferred to the Dept. of Home & Cultural Affairs although physically section 6 above is still relevant. We therefore wish to record our thanks for the support rendered to us by the common support staff of this Department.

7.2 Office Equipment and Furniture

My comment under this subheading in my last year's Report has not changed during this reporting period. I will say however, that our Photocopy Machine – Canon NP. 1215 Photocopier – obtained some nine (9) years ago has been showing signs of old age. Repairs have been more frequent and services therefore have deteriorated and frequently interrupted.

Our plan to fully computerise this Office by 2001, at the latest, has not shown any positive sign of progress towards tangible realisation as yet. This is due simply to lack of affordability. With the current emphasis of good governance, and with Ombudsman's Office an acknowledged important institution for good governance, it is hoped that we may, through the relevant government authority, secure assistance externally for this important need. Such an eventuality would mean effective, efficient and timely case management in a situation where

streamlining of the Public Service in terms of staffing is currently a necessary evil.

In fact it would be useful for this Office to upgrade its communication in terms of the provision of Internet and email system. We are missing out of invaluable information from the International Ombudsman Institution and other like bodies throughout the world because our Office lacks the currency in communication technology.

7.3 Provincial Tours

Our endeavours to visit some provincial headquarters during the period of reporting have once again not eventuated. The standing plan for the Office is at least two Provincial tours a year. As a matter of fact the largest incomplete number of cases of 155 for this year is due partly to the fact that a lot of these cases were from Complainants residing in the Provinces. Provincial tours would have availed Officers with personal access to Complainants instead of depending on the current tedious alternative of correspondences. Despite this, it is our standing position that financial resources permitting tour to the Provinces cannot be emphasised enough.

7.4 Public Awareness Programmes

During the period covered by this Report, Public awareness programmes by the Office of the Ombudsman has been inevitably restricted to giving talks at various educational institutions. Representatives of the Ombudsman's Office have also been invited and participated at various middle management level workshops/courses ran by the Public Administration Training Centre. Through these opportunities, course/workshop participants received relevant information on the functions, jurisdictions and challenges of the Ombudsman's Office.

In the previous year we took advantage of a Government sponsored programme "Know Your Government" through the Broadcasting media. This however, is no longer in practice, and so we had lost the opportunity to continue our educational programme activities for the public. With the privatisation of SIBC it would not be affordable in our current financial circumstances to stage our own awareness programme through the broadcasting media.

7.5 Conferences and Workshops

During this period under review the Sixteenth Conference of Australasia and Pacific Ombudsmen commonly known as APOC was held in Darwin, Northern Territory from 17th to 20th August, 1997. I attended then for the first time.

8. LOOKING AHEAD

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.

9. FINANCIAL NOTES

9.1 SPENDING IN 1997

The Ombudsman's Budget for the financial year which ended on 31st December, 1997 was \$304214.00. This was less than in 1996 when the Office was allocated a total of \$323707.00.

Of the 1997 total Estimate, \$157801.00 was allocated for Payroll which included Statutory and Civil Salaries, Wages and Allowances and National Provident Fund Contributions. The total expenditure by 30th June, 1997 was about \$174147.79 of which about \$1539793 (88.4%) was attributed to the Payroll. By 31st December, 1997 there was an Overexpenditure of \$28812.62 in the Overall Estimate Provision. This overexpenditure in the Payroll vote was due to the illegal payment of two years Leave Earned to Public Officers, which incidentally is now being reimbursed through pay deduction.

9.2 TRANSPORT BUDGET

In 1997 the Office was allocated a budget of \$12300.00 for Travelling and Transport. This was an increase of about 87% over that of 1996 to cater for increases in sea and airfares.

As at 31st December, 1997 a total of \$4299.00 was recorded as spent. However, the expenditures during December, 1997 was not at that time accounted for hence not included in this Report.

The fact that no Provincial Tours were made during the year also contributed to low expenditure under this subhead. Tours were only permitted by the Accounting Officer on the basis of actual cash available and not on mere approved estimate figures.

9.3 PRINTING BUDGET

Each year there is the Office for about \$5000.00 to \$6000.00 for Printing. In 1997 an amount of \$6,150.00 was allocated for Printing.

The amount was just enough for printing of certain Office Stationeries. Hence, since 1996, the Ombudsman's Annual and other Special Reports have to be printed in-house with the Office Photocopy. Bindings only were done at the Solomon Islands Printer.

9.4 WATER AND TELEPHONE BUDGET

These are some of the Items which are traditionally difficult to control for this year budgets of \$7450.00 and \$12305.00 were made for Water and Telephone respectively.

As of 30th June, 1997 Water charges stood at \$373.10 while that for Telephone was \$11,685.73. By 31st December, 1997 the two Items were overspent, i.e water - \$1539.70 and Telephone - \$16,226.71. With the continuing rising cost in these items, it not expected to realistically reduce cost here.

9.5 OTHER CHARGES

During the year, we continue to exercise control on our spending. By 30/06/97 and even as of 31st December, 1997 most Subheads were underspent as a result.

Though there were over expenditures on Water and Telephone by close of Business on 31st December 1997 the expenditure was only \$37957.65. This was out of the Budget of \$68505.00; are of only 55.4% of the budget.

This situation came about because while we took careful control of our spending, the Ministry Accountant which controlled the Books could have better abreast us of our monthly and quarterly expenditures.

Had we control our own Books we could have realistically controlled our commitments and actual expenditures and hence leave within the Budget.

For example if we do our own accounting we should by June, 1997 per the record at ANNEX 2 that our spendings were still above or below half of the Budget. Hence we should continue with orders, etc. until the end of the year.

Because of the fear of overspending in the absence of records we suffered by not ordering our essential goods and services hence ended up in an underspent budget in the overall Other Charges Votes.

9.6 1997 EXPENDITURE

- (i) Following is the Summary of Expenditure as at 30th June, 1997:

<u>EXPENDITURE</u>	<u>1997 PROVISION</u>	<u>EXPENDITURE AS AT 30/06/97</u>
Pay Roll (Statutory Salaries, Civil Salaries and Wages)	\$157,801.00	\$153,979.31
Other Charges	\$ <u>68,505.00</u>	\$ <u>20,168.48</u>
	<u>\$226,306.00</u>	<u>\$174,147.79</u>

- (ii) For details of the Office 1996 Budget Estimates and Expenditure as at 30/06/97 and 31/12/97, refer to ANNEX 3.
- (iii) The information on the expenditure records provided here were obtained from the Office Expenditure History Print produced from the Computer Section, Ministry of Finance.

10. OMBUDSMAN'S OFFICE STATISTICS

For the year 1st July, 1997 to 30th June, 1998

Three hundred and Seven new Complaints were received this year. This is about forty nine Complaints more than the two hundred and fifty eight Complaints received in the 1996/97 Report period.

62% of the total number of four hundred and four Complaints 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 number 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 their member of Parliament, the Public Solicitor or the Labour Division.

"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.

TABLE I
OMBUDSMAN'S CASES IN 1997-98 COMPARED WITH THE PREVIOUS YEARS

JULY/JUNE	NEW CASES RECEIVED	TOTAL CASES HANDLED	CASES COMPLETED	UNFINISHED CASES CARRIED FORWARD
1991-92	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

TABLE II

SUMMARY OUTLINING THE MANNER OF DISPOSAL OF CASES HANDLED BY THE OMBUDSMAN BETWEEN 1ST JULY 1997 AND 30TH JUNE, 1998

YEAR	JUSTIFIED	NOT JUSTIFIED	JURISDICTION DECLINED	REFERRED	OTHERS	UNFINISHED	TOTAL
1991-92	49	92	45	35	7	121	349
1992-93	70	67	27	20	10	103	297
1993-94	61	54	17	17	5	149	303
1994-95	88	53	15	34	5	79	274
1995-96	79	72	27	60	21	86	345
1996-97	103	50	34	47	6	97	337
1997-98	86	53	28	66	14	157	404

This Table shows the Ombudsman and his staff are still trying to concentrate on thorough treatment of fewer, more important complaints. The larger number of "referred" and "No Jurisdiction/Declined" cases reflects 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 direct 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 he right person or authority to help. 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 the Office.

TABLE III

ANALYSIS OF NEW COMPLAINTS MADE TO THE OMBUDSMAN IN 1997-98

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

AUTHORITY	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
(1) MINISTRIES							
1. MEHRD - ADMIN	1	2	4	-	-	3	2
INSPECTORATE	-	-	-	-	1	3	1
NTU	1	-	1	1	7	1	-
SCHOOL BOARDS	3	2	-	-	2	-	1
SECONDARY	-	-	-	-	-	2	1
NESU	-	1	-	2	1	1	2
TSO	37	16	19	12	19	30	51
TSC	-	2	1	-	-	1	-
MEHRD (TOTAL)	43	23	25	15	30	41	58
2. MOJLA - ADMIN							
ADMIN	-	2	1	1	4	-	5
ATTORNEY GENERAL	-	-	-	-	-	-	1
COURTS	15	4	1	2	2	5	12
DPP	-	1	-	-	-	-	-
PUBLIC SOLICITORS	3	-	-	5	5	1	10
REGISTRAR GENERAL							
REGISTRAR GENERAL	2	-	-	-	1	5	11
TRADE DISPUTE PANEL							
TRADE DISPUTE PANEL	-	-	1	1	5	10	-
TOTAL	20	7	3	9	17	21	46

TABLE III (CONT'D)

AUTHORITY	REPORT PERIOD						
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
3. MPNS - ADMIN	1	1	1	3	5	2	1
- POLICE	18	12	17	14	28	20	26
- PRISON	30	12	14	2	7	9	4
- PPSC	1	-	-	-	-	-	-
MPNS (TOTAL)	50	25	32	19	40	31	31
4. MOF - ADMIN	1	1	1	2	-	3	3
- BUDGET	-	-	-	-	2	-	-
- CUSTOMS	1	-	-	-	-	1	-
- INSURANCE	-	-	-	-	-	1	-
- CTB	4	-	4	-	2	7	11
- PENSION	5	9	1	1	-	1	-
- STATISTICS	-	-	-	-	-	1	-
- STORES	-	-	1	1	1	4	3
- TAXES	4	1	2	2	1	6	-
- TREASURY	3	2	2	6	6	24	17
MOF (TOTAL)	18	13	11	6	6	24	17
5. MLH - ADMIN	-	-	-	-	1	-	1
- LANDS	5	-	13	7	8	9	10
- HOUSING	-	-	1	-	-	2	3
MLH (TOTAL)	5	-	14	7	9	11	14

TABLE III (CONT'D)

AUTHORITY	REPORT PERIOD						
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
6. PMO	-	-	-	-	-	1	1
- CABINET	4	1	-	-	-	2	-
- PSC	11	13	16	24	19	18	11
- PSO	15	14	16	24	19	21	12
PMO (TOTAL)							
7. MHMS	6	2	3	5	6	1	2
- ADMIN	2	-	-	-	-	1	-
- ENV. HEALTH	-	-	-	-	-	-	-
- HEALTH	-	-	-	-	-	1	-
- EDUCATION	2	3	-	1	1	-	3
- MALARIA	-	1	-	-	-	-	2
- MEDICAL	1	2	1	-	-	-	-
- PSYCHIATRICAL	-	3	1	1	5	6	5
- NURSING	11	11	5	7	12	9	12
MHMS (TOTAL)							
8. MCET	-	-	-	-	1	-	-
- ADMIN	-	1	-	-	-	-	1
- CO-OPERATIVES	1	1	-	-	-	2	3
- IMMIGRATION	-	-	2	-	-	3	6
- LABOUR	-	-	-	-	-	-	1
- POLICY	-	-	-	-	-	-	1
- TOURISM	-	-	-	-	-	-	-

up until 1996/97 with then Ministry of Culture, Tourism and Aviation

TABLE III (CONT'D)

AUTHORITY	REPORT PERIOD						
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
MCEI (TOTAL)	1	2	2	0	1	5	12
9. MTWCA	1	-	3	2	2	4	4
- ADMIN	3	3	8	2	-	-	1
- MARINE	2	4	1	2	-	-	1
- WORKS	Up until 1997 with then Ministry of Culture, Tourism & Aviation	7	12	6	2	4	3
- AVIATION	6						9
MTWCA (TOTAL)							
10. MPG	29	14	17	3	13	3	5
- ADMIN	1	-	1	1	-	-	-
- PDU	-	-	-	-	1	-	2
- POLICY	-	-	-	4	14	3	7
MPG (TOTAL)	30	14	18	4	14	3	7
11. MHCA	-	-	-	1	-	-	-
- ADMIN	-	-	1	-	-	1	-
- NDC OFFICE	-	-	-	-	-	-	-
- ELECTORAL OFFICE	-	-	-	-	-	1	5
- MUSEUM	Up until 1996/97 with Ministry of culture, Tourism & Aviation	-	-	1	-	-	1
MHCA (TOTAL)	-	-	1	1	-	2	6

TABLE III (CONT'D)

AUTHORITY	REPORT PERIOD							
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	
12. MAF - ADMIN.	5	5	12	1	3	1	1	
- AGRICULTURE	5	-	-	-	2	1	1	
MAF (TOTAL)	8	5	12	1	7	2	2	
13. MFEC- ADMIN	10	1	1	2	-	1	2	
- FORESTRY	1	1	2	-	19	1	-	
- ENVIRONMENT	-	-	-	-	1	-	-	
- CONSERVATION	-	-	-	-	-	-	-	
MFEC (TOTAL)	11	2	3	2	20	2	2	
14. MFA - ADMIN	-	1	-	-	-	-	1	
- POLICY	-	-	-	-	1	-	-	
MFA (TOTAL)	0	1	0	0	1	0	1	

TALE III (CONT'D)

AUTHORITY	REPORT PERIOD							
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	
15. MYSWR - ADMIN	-	-	-	-	-	1	-	-
- NSC	1	-	-	-	-	-	-	-
- SOCIAL WELFARE	-	-	-	-	1	-	-	-
- WDD	-	-	-	-	-	-	1	-
MYSWR (TOTAL)	1	0	0	0	1	1	1	-
16. AUDIT DEPARTMENT	-	-	-	-	-	-	1	-
AUDIT (TOTAL)	-	-	-	-	-	-	1	-
17. MCTA - ADMIN	-	-	-	1	-	-	-	-
- AVIATION	-	5	2	1	-	2	-	-
- TOURISM	-	-	2	-	-	-	-	-
MCTA (TOTAL)	0	5	4	2	-	2	-	-
18. MPC - ADMIN	2	-	2	2	-	1	-	-
- METEOROLOGY	-	-	1	-	1	-	-	-
- POSTAL	1	-	-	-	2	2	-	-
MPC (TOTAL)	3	0	3	2	3	3	-	-

TABLE III (CONT'D)

AUTHORITY	REPORT PERIOD							
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98	
19 MEMM - ADMIN	-	-	-	-	-	1	-	
- MINES	-	-	-	-	-	-	-	
- MINERALS	-	-	-	-	-	-	-	
MEMM (TOTAL)	0	0	0	0	0	1	0	
(II) PROVINCES								
MALAITA	12	15	2	2	4	6	7	
CHOISEUL (LAURU)	-	-	1	-	36	2	5	
GUADALCANAL	3	2	5	3	5	8	5	
TEMOTU	2	4	2	2	11	3	3	
HTC	-	1	6	1	4	4	2	
CENTRAL	1	2	1	1	-	3	1	
ISABEL	9	1	-	-	-	1	2	
RENNELL/BELLONA	-	-	-	-	-	-	1	
WESTERN	12	1	3	-	3	3	1	
MAKIRA	-	1	1	1	5	-	-	
PROVINCES (TOTAL)	39	27	21	10	68	30	27	

TABLE III (CONT'D)

AUTHORITY	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
<u>(III) STATUTORY AUTHORITIES</u>							
NPF	4	2	2	1	2	7	8
CEMA	-	-	1	-	-	-	4
CBSI	-	-	1	-	-	-	2
HFC	2	1	1	-	-	2	2
SIWA	-	-	-	-	1	-	-
DBSI	-	1	3	-	-	-	-
SIBC	-	-	1	-	1	-	-
SICHE	1	-	-	-	2	-	2
SIPA	1	-	-	-	-	3	-
SIEA	1	-	-	-	1	1	-
STATUTORY AUTHORITY (TOTAL)	9	4	9	1	6	15	18

(IV) BODIES OUTSIDE JURISDICTION

(I) UNIONS - SIWCU	-	-	-	-	-	5	1
- SIPEU	2	-	-	1	-	5	2
- SINTA	4	3	2	3	3	1	-
- RSIPCU	-	-	-	-	-	1	1
UNION (TOTAL)	6	3	2	4	3	12	4

TABLE III (CONT'D)

AUTHORITY	REPORT PERIOD						
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
(II) PRIVATE BODIES/ COMPANIES	8	10	4	5	7	17	14
(III) PRIVATE INDIVIDUALS AND COMMUNITIES	-	-	-	-	-	-	-
(IV) OTHERS	-	-	-	-	-	-	6
(V) <u>UNIDENTIFIED COMPLAINTS</u>	-	-	-	-	-	-	7
(B) COMPLAINTS ANALYSED IN MINISTRIES, PROVINCES, STATUTORY AUTHORITIES AND BODIES OUTSIDE JURIS- DICTION.	-	-	-	3	-	-	-

TABLE III (CONT'D)

AUTHORITY	REPORT PERIOD						
	1991-92	1992-93	1993-94	1994-95	1995-96	1996-97	1997-98
MINISTRIES	220	132	162	105	182	184	235
PROVINCES	39	27	21	10	68	30	25
STATUTORY AUTHORITIES	9	4	9	1	6	15	18
BODIES OUTSIDE JURISDICTION	14	13	5	9	10	29	29
UNIDENTIFIED COMPLAINTS	-	-	3	-	-	-	-
TOTAL	282	176	200	125	266	258	307

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 Ministries are shown separately, to reflect Complaints against each one.
- (b) Grant Total of Complaints in the year analysed by Ministries, Provinces, Statutory Authorities, and Bodies outside the Ombudsman's Jurisdiction to reflect number of Complaints made against.

NOTES

17* MCTA abolished with Divisions transferred as follow -

- Culture to MHCA
- Tourism to MCET
- Aviation and Administration to MCA, WCA

18* MPC corporatised to become a Corporate Entity with Meteorology Division transferred to MTWCA.

TABLE IV

ANALYSIS OF COMPLAINTS HANDLED IN 1997/98

AUTHORITY COMPLAINED AGAINST	TOTAL HANDLED	NO JURISDICTION AND DECLINED UNDER OMBUDSMAN'S ACT	CASES REFERRED	CASES INVESTIGATED		OTHERS	UNFINISHED
				NOT JUSTIFIED	JUSTIFIED		
I. MINISTRIES							
(1) MEHRD - ADMIN NTU	3	1	-	-	1	-	1
SECONDARY	3	-	1	-	-	-	3
NESU	3	-	-	1	1	-	1
TSO	64	-	3	3	25	4	29
TSC	-	-	-	-	-	-	-
INSPECTORATE	3	-	1	-	1	-	1
SCHOOL BOARDS	1	-	-	-	-	-	1
MEHRD - TOTAL	78	1	5	4	28	4	36

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
(2) MPNS - ADMIN	1	-	-	1	-	-	-
POLICE	33	1	4	8	7	1	12
PRISON	7	-	-	1	-	-	6
PPSC	-	-	-	-	-	-	-
MPNS (TOTAL)	41	1	4	10	7	1	18
(3) PMO - CABINET	1	-	-	1	-	-	-
PSC	-	-	-	-	-	-	-
PSO	22	1	3	2	9	-	7
PMO - TOTAL	23	1	3	3	9	-	7
(4) MOF - ADMIN	4	-	-	1	1	-	2
CUSTOMS	1	-	-	-	-	-	1
PENSION	14	-	2	1	1	-	10
TAXES	3	-	-	2	1	-	-
TREASURY	1	-	-	-	-	-	1
MOF (TOTAL)	23	-	2	4	3	-	14

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
(5) MOJLA - ADMIN	5	-	-	-	3	1	1
ATTORNEY-							
GENERAL	1	-	-	-	-	-	1
COURTS	12	-	3	-	4	-	5
PUBLIC							
SOLICITORS	10	1	3	1	-	-	5
REGISTRAR							
GENERAL	14	1	2	3	2	-	6
TRADE DISPUTE							
PANEL	19	-	2	3	5	1	8
MOJLA (TOTAL)	62	2	11	7	15	3	24
(6) MLH - ADMIN.	1	-	-	-	1	-	-
LANDS	19	2	6	2	3	-	6
HOUSING	3	1	-	-	1	-	1
MLH (TOTAL)	23	3	6	2	5	-	7

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
(7) MHMS - ADMIN.	2	-	1	1	-	-	-
ENV. HEALTH	1	-	-	1	-	-	-
MALARIA	3	1	-	-	1	-	1
MEDICAL	2	-	-	1	1	-	-
NURSING	8	-	2	2	-	-	4
MHMS (TOTAL)	16	1	3	5	2	-	5
(8) MTWCA - ADMIN.	5	-	1	1	-	-	3
AVIATION	3	-	-	1	-	-	2
MARINE	1	-	-	1	-	-	-
WORKS	1	1	-	-	-	-	-
MTWCA (TOTAL)	10	1	1	3	-	-	5
(9) MPG - ADMIN.	7	-	1	-	2	-	4
POLICY	2	-	-	-	-	1	1
MPG (TOTAL)	9	-	1	-	2	1	5

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
(10) AUDIT DEPT.	1	-	-	-	-	-	1
AUDIT (TOTAL)	1	-	-	-	-	-	1
(11) MCET - TOURISM	1	-	-	-	1	-	-
IMMIGRATION	3	1	1	-	-	1	-
COOPERATIVES	1	-	1	-	-	-	-
POLICY	1	1	-	-	-	-	-
LABOUR	7	-	4	-	3	-	-
MCET (TOTAL)	13	2	6	-	4	1	-
(12) MFEC - ADMIN.	3	-	1	-	-	-	2
FORESTRY	-	-	-	-	-	-	-
MFEC (TOTAL)	3	-	1	-	-	-	2
(13) MAF - ADMIN.	1	-	-	-	-	-	1
AGRICULTURE	2	-	1	-	-	-	1
MAF (TOTAL)	3	-	1	-	-	-	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) MHCA - NDC	1	-	-	-	-	-	1
ELECTIONS	6	-	-	-	3	-	3
MUSEUM	1	-	-	-	-	-	1
MHCA (TOTAL)	8	-	-	-	3	-	5
(15) MFA - ADMIN	1	-	1	-	-	-	-
MFA (TOTAL)	1	-	1	-	-	-	-
(16) MYWSR - ADMIN	1	-	-	-	-	-	-
NSC	-	-	-	-	-	-	-
WDD	1	-	-	1	-	-	-
MYWSR (TOTAL)	2	-	-	1	-	-	1
2. PROVINCES							
RENNE/BELLONA	1	-	-	-	-	-	1
GUADALCANAL	5	-	2	1	2	-	-
MALAITA	11	-	5	2	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
HTC	3	-	-	-	1	-	2
CENTRAL	1	-	-	1	-	-	-
TEMOTU	3	-	1	-	-	-	2
WESTERN	2	-	1	-	1	-	-
CHOISEUL (LAURU)	6	-	1	-	1	-	4
ISABEL	2	-	-	-	-	-	2
PROVINCES (TOTAL)	34	-	10	4	7	-	13
3. STATUTORY AUTHORITIES							
NPF	11	-	2	4	-	2	3
CEMA	4	-	2	2	-	-	-
SICHE	2	-	-	1	-	-	1
SIPA	1	-	1	-	-	-	-
ICSI	1	-	-	-	-	-	1
HFC	2	1	-	-	-	1	-
SIPC	1	-	-	-	-	1	-
CBSI	2	-	-	1	1	-	-

TABLE IV CONT'D

AUTHORITY COMPLAINED AGAINST	TOTAL HANDLED	NO JURISDICTION AND DECLINED UNDER OMBUDSMAN'S ACT	1	5	8	1	4	5
			CASES INVESTIGATED NOT JUSTIFIED	CASES REFERRED	CASES INVESTIGATED NOT JUSTIFIED	JUSTIFIED	OTHERS	UNFINISHED
STATUTORY								
AUTHORITY (TOTAL)	24							
4. BODIES OUTSIDE JURISDICTION								
(1) UNIONS								
• RSIPCU	1	-	-	1	-	-	-	-
• SIPEU	2	-	-	-	2	-	-	-
• SIWCU	1	-	-	-	-	-	-	1
UNION TOTAL	4	-	-	1	2	-	-	1
(II) PRIVATE BODIES/ORGANISATIONS								
COMPANIES	12	6		4	-	-	-	2
CHURCHES	2	2		-	-	-	-	-
SOCIETIES/CLUBS	2	1		1	-	-	-	-
INDIVIDUALS &								
COMMUNITIES	6	4		-	-	1	1	-
FOREIGN GOVTS	2	-		-	-	-	-	2
OTHERS	3	2		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
PRIVATE BODIES & ORGANISATION (TOTAL)	<u>28</u>	<u>15</u>	<u>6</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>5</u>
GRANT TOTAL	<u>404</u>	<u>28</u>	<u>66</u>	<u>53</u>	<u>86</u>	<u>14</u>	<u>157</u>
SUMMARY							
MINISTRIES	315	12	44	39	77	9	134
PROVINCES	34	-	10	4	7	-	13
STATUTORY AUTHORITIES	24	1	5	8	1	4	5
BODIES OUTSIDE JURISDICTION	<u>31</u>	<u>15</u>	<u>7</u>	<u>2</u>	<u>1</u>	<u>1</u>	<u>5</u>
TOTAL	<u>404</u>	<u>28</u>	<u>66</u>	<u>53</u>	<u>86</u>	<u>14</u>	<u>157</u>

TABLE V

ANALYSIS OF JUSTIFIED COMPLAINTS HANDLED IN 1997/98. HAVE THEY BEEN SATISFACTORILY SETTLED?

AUTHORITY	JUSTIFIED		
		SATISFACTORILY OR PARTLY SO	UNSATISFACTORY
MEHRD	27	26	1
MOJLA	14	12	2
PMO	9	6	3
MPNS	7	5	2
MLH	5	4	1
MCET	4	2	2
MOF	3	3	-
MHMS	2	2	-
GUADALCANAL	2	2	-
MALAITA	2	2	-
MPG	2	2	-
MHA	2	2	-
HTC	2	2	-
MTWU	1	1	-
CBSI	1	1	-
CHOISEUL	1	1	-
WESTERN	1	1	-
OTHERS	1	1	-
TOTAL	86	75	11

TABLE VI

SUMMARY OF NEW COMPLAINTS AND WHERE IN THE SOLOMON DO THEY ORIGINATE

PROVINCE	1991/92	1992/93	1993/94	1994/95	1995/96	1996/97	1997/98
Honiara	95	69	113	71	87	121	133
Malaita	26	58	23	11	19	56	74
Makira	9	6	8	7	22	9	20
Guadalcanal	26	6	9	7	5	15	19
Western	63	14	19	6	21	19	17
Temotu	12	13	11	9	24	15	10
Central	5	4	6	5	1	4	10
Choiseul	-	2	3	4	76	10	9
Isabel	46	4	7	4	8	7	8
Others	-	-	1	1	1	2	4
Rennel/Bellona	-	-	-	-	2	-	3
TOTAL	282	176	200	125	266	258	307

TABLE VII**LIST OF ORIGIN AND NATURE OF NEW COMPLAINTS RECEIVED IN 1997/98 AND WHERE IN THE SOLOMONS DO THEY ORIGINATE**

PROVINCE	CASE FILE NO.	COMPLAINTS
HONIARA	CN: 04/07/97 (OMB: 9/2/5)	Complaint about unfair dismissal
	CN: 05/07/97 (OMB: 10)	Complaint about delay in dealing with a Redundancy case.
	CN: 06/07/97	Complaint about establishment of Solomon Islands Mutual Insurance.
	CN: 07/07/97 (CN: 97/05/95)	Complaint about appointment not done according to qualification.
	CN: 08/07/97 (CN: 100/05/95)	Complaint about appointment not done according to qualification.
	CN: 09/07/97 (OMB: 8/1/1)	Complaint about non payment of interest on Treasury Bond.
	CN: 13/07/97 (CN: 107/06/95)	Complaint about withdrawal of Marine Certificates.
	CN: 16/07/97 (CN: 29/10/95)	Complaint about non-payment of rental of Private Quarter.
	CN: 18/07/97 (CN: 114/01/96)	Complaint about imposing of excessive disciplinary measures.
	CN: 20/07/97 (CN: 254/06/96)	Complaint about failure to file a case at the Courts.
	CN: 22/07/97	Complaint about refusal to grant 1996 Annual Leave
	CN: 25/07/97	Complaint about imprisonment
	CN: 27/07/97	Complaint about auditing of Government Accounts.
	CN: 28/08/97	Request for accommodation under government Rental Subsidy Scheme.
	CN: 29/08/97	Complaint about refusal to release information on a Court Case.
	CN: 30/08/97	Delay to notify of a Trade Dispute Panel decision.
	CN: 31/08/97 (OMB: 6/13/2)	Complaint about being harassed by a Government Officer.
	CN: 32/08/97 (OMB: 1/2/2)	Complaint about failure to grant request to adopt a child.
	CN: 35/08/97	Complaint about refusal to approve withdrawal of resignation letter.
	CN: 36/09/97	Complaint about illegal money lending
	CN: 38/09/97	Complaint about unfair dealing with posting arrangement.
	CN: 39/09/97 (OMB: 8/1/6)	Complaint about refusal to grant withdrawal of NPF Contribution.
	CN: 40/09/97	Complaint about non payment of Allowances
	CN: 43/09/97 (OMB: 9/2/6)	Complaint about unfair termination.
	CN: 44/09/97	Complaint about refusal to accept request to return to work transfer.
	CN: 47/09/97	Complaint about delay to deal with appointment.
	CN: 48/09/97	Complaint about unfair termination.
	CN: 50/09/97	Complaint about delay to deal with appointment
	CN: 52/09/97 (OMB: 6/18/1)	Complaint about deportation order.

PROVINCE	CASE FILE NO.	COMPLAINTS
	CN: 56/09/97 (OMB: 6/13/1)	Complaint about Overstayers
	CN: 61/10/97	Complaint about unfair Land allocation
	CN: 63/10/97	Complaint about sale of government quarters
	CN: 66/10/97 (OMB: 6/14/3)	Complaint about delay to register Land Title
	CN: 67/10/97	Complaint about unfair house allocation.
	CN: 69/10/97 (OMB: 6/11/2)	Complaint about non payment of Retirement Benefit.
	CN: 70/10/97	Complaint about refusal to be registered as a Nurse.
	CN: 74/10/97 (OMB: 10)	Complaint about unfair treatment
	CN: 75/10/97 (OMB: 6/20/4)	Request for housing under the government House Rental Scheme.
	CN: 79/10/97	Complaint about non action on Compensation Claim.
	CN: 80/10/97	Complaint about continued acting on a higher level.
	CN: 81/10/97	Complaint about non payment of Charge Allowance.
	CN: 82/10/97 (OMB: 6/8/4)	Request for transfer payment of Pension money.
	CN: 83/10/97	Complaint about non payment of Election duty Allowances.
	CN: 85/10/97	Complaint about refusal to make known status of case.
	CN: 86/10/97 (OMB: 6/18/3)	Complaint about notice to vacate government quarter.
	CN: 89/10/97 (OMB: 6/21/1)	Complaint about unfair termination
	CN: 90/10/97 (OMB: 6/22/1)	Complaint about termination of Probationary appointment.
	CN: 93/10/97 (OMB: 9/4/5)	Complaint about non payment of Credit Union money
	CN: 97/10/97	Complaint about remand in Prison
	CN: 100/11/97	Complaint about non payment of salaries while on an Overseas Course.
	CN: 104/11/97 (OMB: 9/2/7)	Complaint about unfair dismissal
	CN: 111/11/97	Request for refund of House Rent Payment
	CN: 115/11/97 (OMB: 6/1/1)	Claim for payment of Responsibility Allowance
	CN: 116/11/97	Complaint about unfair treatment
	CN: 119/11/97 (OMB: 6/14/3)	Complaint about delay to transfer Land Title
	CN: 121/11/97 (OMB: 6/14/3)	Complaint about delay to transfer Land Title.
	CN: 122/11/97 (OMB: 6/12/3)	Complaint about refusal to pay Overtime Allowance
	CN: 123/11/97 (OMB: 6/13/2)	Complaint about action done by a Minister of the Crown.
	CN: 124/11/97 (OMB: 8/1/9)	Complaint about unfair dealing regarding Sale of a HFC house.
	CN: 127/11/97	Claim for Pension payment
	CN: 129/11/97 (OMB: 6/9/1)	Request for financial assistance for medical check up overseas.
	CN: 131/12/97	Complaint about delay to transfer Land Title

PROVINCE	CASE FILE NO.	COMPLAINTS
	CN: 133/12/97 (OMB: 6/13/2)	Claim for Workman's Compensation payment
	CN: 136/12/97 (OMB: 6/13/2)	Complaint about delay to deal with unfair dismissal
	CN: 140/12/97 (OMB: 9/4/4)	Complaint about unfair dismissal
	CN: 143/12/97 (OMB: 6/13/2)	Concern about non attendance to a Complaint
	CN: 153/11/97 (OMB: 8/1/1)	Complaint about non payment of Interest on Treasury Bond.
	CN: 155/02/98 (OMB: 6/14/4)	Request for refund of Election Petition Fees.
	CN: 156/02/98 (OMB: 6/8/1)	Query on whether entitled for Public Service 1997 Pay Increase.
	CN: 159/02/98 (OMB: 8/1/6)	Complaint about refusal to grant NPF contribution withdrawal.
	CN: 161/02/98	Complaint about establishment of Solomon Mutual Insurance Company
	CN: 163/02/98 (OMB: 6/14/4)	Complaint about denial of Natural Justice
	CN: 165/02/98	Complaint about prolonged suspension from duties
	CN: 170/02/98 (OMB: 6/11/1)	Complaint about suspension from duties
	CN: 174/02/98 (OMB: 6/15/3)	Request for return of Land registered under Land Settlement Scheme.
	CN: 177/02/98	Complaint about non payment of Active Duty Allowances.
	CN: 178/02/98 (OMB: 6/15/2)	Concern about notice served to vacate government quarter.
	CN: 181/02/98 (OMB: 6/3/2)	Complaint about delay to be provided with Trade Dispute Panel decision.
	CN: 184/02/98 (OMB: 8/1/8)	Complaint about refusal to be allocated a house
	CN: 186/02/98 (OMB: 6/23/1)	Request for payment of Overtime instead of Special Duty Allowance.
	CN: 189/02/98 (OMB: 7/9/1)	Complaint about non passage of a Building plan
	CN: 190/02/98 (OMB: 6/3/2)	Complaint about delay to release Trade Dispute Panel decision.
	CN: 194/02/98 (OMB: 6/20/5)	Unconstitutional use of government vehicles and houses.
	CN: 196/03/98 (OMB: 6/14/1)	Complaint about non payment of salaries.
	CN: 197/03/98 (OMB: 6/14/4)	Complaint about prolonged Court Settlement.
	CN: 198/03/98	Complaint about delay to release Trade Dispute Panel decision.
	CN: 200/03/98 (OMB: 1/2/1)	Request for Legal Advice on the Provincial Government Act 1997.
	CN: 201/03/98 (OMB: 10/)	Complaint about Unfair Treatment
	CN: 202/03/98 (OMB: 6/14/3)	Concern over status of a Caveat being placed over a Fixed Term Estate.
	CN: 204/03/98 (OMB: 6/13/2)	Complaint about delay to response to an official Complaint.

PROVINCE	CASE FILE NO.	COMPLAINTS
	CN: 205/03/98 (OMB: 6/18/4)	Complaint about unlawful arrest by the Police
	CN: 206/03/98	Complaint about unfair action.
	CN: 207/03/98	Concern about a request to vacate government quarter
	CN: 209/04/98 (OMB: 6/14/3)	Complaint about withholding of deceased's money
	CN: 212/04/98	Complaint about double allocation of one Land
	CN: 213/04/98 (OMB: 6/6/1)	Complaint about stoppage of salaries whilst on training
	CN: 215/04/98	Complaint about Non payment of Charge Allowance
	CN: 216/04/98	Complaint about Cessation of Salaries
	CN: 217/04/98 (OMB: 8/1/8)	Complaint about Suspension from training
	CN: 221/04/98 (OMB: 6/11/1)	Complaint about withheld of Salaries
	CN: 222/04/98 (OMB: 6/4/1)	Complaint about attitude of a Supervisor
	CN: 223/04/98	Complaint about unfair holding up of Submissions
	CN: 224/04/98	Refusal to pay Touring Allowances.
	CN: 226/05/98	Complaint about non recognition for promotion
	CN: 227/05/98	Complaint about non payment of frozen Pension
	CN: 229/05/98	Complaint about non payment of Allowances
	CN: 232/05/98 (OMB: 6/14/4)	Complaint about delayed High Court decision
	CN: 238/05/98	Complaint about salary deduction towards cost of job
	CN: 242/05/98 (OMB: 6/18/4)	Application for work to gain seetime
	CN: 246/05/98 (OMB: 6/14/2)	Complaint about no action on a reported case
	CN: 248/05/98	Complaint about non payment of 75% Charge Allowance.
	CN: 249/05/98 (OMB: 7/9/1)	Complaint about unfair treatment
	CN: 255/06/98 (OMB: 6/14/4)	Complaint about continued adjournment of a court case
	CN: 256/06/98 (OMB: 8/1/6)	Request for second withdrawal of NPF money
	CN: 257/06/98 (OMB: 10)	Complaint about failure to report a case to the Trade Dispute Panel Office.
	CN: 261/06/98 (OMB: 6/15/4)	Complaint about non response to a letter concerning house allocation request.
	CN: 262/06/98	Complaint about refusal to be admitted into employment.
	CN: 265/06/98 (OMB: 8/1/6)	Complaint about unfair withheld of NPF withdrawal.
	CN: 267/06/98 (OMB: 6/18/3)	Complaint about unfair dismissal
	CN: 270/06/98	Complaint about cessation salaries
	CN: 272/06/98 (OMB: 6/14/2)	Complaint about failure to assist with Trade Dispute Panel case.
	CN: 274/06/98 (OMB: 10)	Complaint about non payment for contract job done
	CN: 277/06/98 (OMB: 6/18/3)	Complaint about eviction order to vacate house

PROVINCE	CASE FILE NO.	COMPLAINTS
	CN: 278/06/98 (OMB: 10)	Complaint about unfair treatment
	CN: 279/06/98 (OMB: 8/1/2)	Complaint about unfair dismissal
	CN: 281/06/98	Complaint about delay by the Trade Dispute Panel to hear a case.
	CN: 283/06/98 (OMB: 8/1/2)	Complaint about non procedural Sale of RIPEL Land
	CN: 284/06/98 (OMB: 6/12/3)	Complaint about non payment for Election duties
	CN: 293/06/98	Complaint about unfair dealing with Land
	CN: 294/06/98 (OMB: 8/1/6)	Request for withdrawal of NPF money
	CN: 295/06/98	Complaint about delay over Compensation payment
	CN: 301/06/98 (OMB: 9/7/2)	Complaint about unfair dealing with suspension.
	CN: 305/06/98	Complaint about non response to request.
MALAITA	01/07/97 (OMB: 6/18/4)	Complaint about lost property through Police
	CN: 02/07/97 (OMB: 8/1/6)	Complaint about refusal to withdrawal NPF Contributions.
	CN: 14/07/97 (CN: 119/06/95)	Complaint about unfair dealing regarding posting arrangement.
	CN: 19/07/97 (CN: 213/03/96)	Complaint about Overstay in Prison.
	CN: 23/07/97	Complaint about salary adjustment
	CN: 33/08/97	Complaint about unfair dealing
	CN: 34/08/97	Complaint about delay to execute Writ.
	CN: 49/09/98	Complaint about non payment of housing allowance.
	CN: 51/09/97	Complaint about non payment of Acting Allowance
	CN: 57/10/97 (OMB: 9/4/1)	Request for assistance following destroy of properties by fire.
	CN: 59/10/97 (OMB: 6/14/4)	Complaint about delay to release court decision
	CN: 60/10/97 (OMB: 6/15/3)	Request for return of an old Plantation Land.
	CN: 64/10/97	Complaint about non payment of Acting Allowance
	CN: 65/10/97 (OMB: 6/14/4)	Complaint about contempt of Court
	CN: 68/10/97 (OMB: 7/1/1)	Complaint about unfair dealing with appointment
	CN: 71/10/97 (OMB: 6/14/4)	Complaint about delay to release a Court decision
	CN: 76/10/97	Complaint about delay to deal with a reported case
	CN: 77/10/97	Complaint about delay to provide Water Supply
	CN: 91/10/97 (CN: 18/09/96)	Complaint about non payment of Pension
	CN: 92/10/97 (OMB: 6/8/3)	Complaint about non receipt of responses to Inland Revenue Returns for 1995/96 submitted.
	CN: 96/10/97	Complaint about delay to pay Acting Allowance
	CN: 99/11/97 (OMB: 6/11/5)	Complaint about non payment of July, 1997 Salaries

PROVINCE	CASE FILE NO.	COMPLAINTS
	CN: 102/11/97	Complaint about delay to pay salaries following a High Court Order.
	CN: 103/11/97 (OMB: 10)	Complaint about unfair dismissal
	CN: 105/11/97 (OMB: 6/6/4)	Complaint about non refund of Caution fees
	CN: 106/11/97 (OMB: 6/8/4)	Complaint about Pension entitlement.
	CN: 113/11/97	Complaint about unfair treatment
	CN: 117/11/97 (OMB: 9/4/5)	Complaint about non refund of money deducted from salaries towards Blueshield Insurance Scheme.
	CN: 118/11/97 (OMB: 6/23/1)	Complaint about non payment of Charge Allowance
	CN: 126/11/97 (OMB: 10)	Complaint about being deported from a village
	CN: 128/11/97	Complaint about non payment of Acting Allowance
	CN: 138/12/97 (OMB: 6/6/1)	Complaint about Cessation of Salaries
	CN: 139/12/97 (OMB: 6/14/4)	Request to stay a court case
	CN: 141/12/97 (OMB: 6/11/3)	Complaint about a patient not able to speak after undergoing an operation.
	CN: 142/12/97 (OMB: 6/6/1)	Complaint about suspension of Salaries
	CN: 144/12/97 (OMB: 6/6/1)	Complaint about Cessation of Salaries
	CN: 147/12/97	Complaint about Cessation of Salaries
	CN: 148/12/97 (OMB: 6/3/2)	Complaint about delay to release a Trade Dispute Panel decision.
	CN: 150/12/97	Complaint about Cessation of Salaries
	CN: 158/02/98 (OMB: 6/14/3)	Request for withdrawal of deceased spouse's money
	CN: 164/02/98 (OMB: 6/15/3)	Request for return of a Leased Land
	CN: 166/02/98	Complaint about non payment of Acting Allowance
	CN: 173/02/98	Complaint about being put off work following imprisonment.
	CN: 179/02/98	Complaint about non promotion.
	CN: 183/02/98	Complaint about non payment of Acting Allowance.
	CN: 187/02/98 (OMB: 10)	Complaint about Compensation claim for damage done to land by a Company.
	CN: 191/02/98	Claim for Pension Payment
	CN: 193/02/98 (OMB: 8/1/2)	Complaint about unfair dismissal
	CN: 195/02/98 (OMB: 10)	Complaint about non Cooperation by the employer to fill in Labour Division Form.
	CN: 199/03/98 (OMB: 6/14/2)	Complaint about Delay to hear Court Case.
	CN: 208/04/98 (OMB: 10)	Complaint about non payment of hire.
	CN: 210/04/98	Complaint about suspension after imprisonment
	CN: 211/04/98 (OMB: 6/14/4)	Concern about impact of a suspected murder.
	CN: 218/04/98 (OMB: 9/2/7)	Query about payment of "Thank you" money to redundant workers.

PROVINCE	CASE FILE NO.	COMPLAINTS
	CN: 225/05/98 (OMB: 6/23/5)	Complaint about unfair dismissal
	CN: 228/05/98	Complaint about non payment of Salaries
	CN: 231/05/98	Complaint about non payment of deductions from Salaries towards PAYE to Inland Revenue
	CN: 235/05/98	Complaint about non payment of a deductions from Salaries towards PAYE to Inland Revenue
	CN: 236/05/98 (OMB: 7/1/1)	Concern about letter of unscheduled transfer
	CN: 240/05/98	Complaint about non payment of Allowances
	CN: 241/05/98	Concern about desire to be reinstated into employment
	CN: 243/05/97 (OMB: 7/1/1)	Complaint about non payment of Allowance
	CN: 252/05/98 (OMB: 10)	Complaint about unfair dismissal
	CN: 254/06/98	Complaint about unfair dismissal
	CN: 258/06/98 (OMB: 6/6/4)	Complaint about Cessation of Salary
	CN: 259/06/98 (OMB: 10)	Complaint about non provision of a house
	CN: 260/06/98 (OMB: 6/18/4)	Complaint about refusal to repatriate home after Court
	CN: 268/06/98	Complaint about non promotion
	CN: 269/06/98 (OMB: 6/14/1)	Complaint about delay to release Allowances
	CN: 273/06/98 (OMB: 6/18/4)	Complaint about delay to take up a Court case
	CN: 285/06/98 (OMB: 6/6/3)	Complaint about non payment for Overtime
	CN: 296/06/98 (OMB: 6/18/4)	Complaint about action by the Police
	CN: 302/06/98 (OMB: 6/14/4)	Request and query on the proposed Traditional Arbitration.
	CN: 303/06/98 (OMB: 6/14/4)	Request for reinstalment of a Local Court
MAKIRA	CN: 03/07/97	Complaint about unfair treatment
	CN: 10/07/97 (CN: 90/12/93)	Complaint about non payment of Pension Increase
	CN: 26/07/97	Complaint about unfair treatment
	CN: 53/09/97	Complaint about non payment of Outstanding of Acting Allowances.
	CN: 55/09/97 (OMB: 6/8/3)	Complaint about non payment of 1994 Income Tax Refund.
	CN: 78/10/97 (OMB: 6/11/1)	Request for housing under the Malaria Division Housing Project.
	CN: 114/11/97 (OMB: 6/12/3)	Complaint about non payment of Overtime
	CN: 120/11/97 (OMB: 6/11/1)	Complaint about refusal to facilitate a transfer
	CN: 152/12/97	Complaint about inhuman treatment
	CN: 157/02/98 (OMB: 6/18/5)	Complaint of salary stoppage without notice
	CN: 172/02/98 (OMB: 5/8/4)	Complaint about non award of Pension Increase

PROVINCE	CASE FILE NO.	COMPLAINTS
	CN: 175/02/98 OMB: 6/6/6)	Complaint about denial of children's rights for school
	CN: 182/03/98 (OMB: 6/14/3)	Complaint about non action to request for withdrawal of deceased's money.
	CN: 203/03/98	Complaint about unfair cessation of salaries
	CN: 234/05/98	Complaint about non payment of a teacher's Retirement Notice
	CN: 237/05/98 (OMB: 6/11/3)	Complaint about ill treatment by a Doctor
	CN: 250/05/98 (OMB: 6/6/1)	Complaint about demotion
	CN: 280/06/98	Complaint about maladministration of retirement
	CN: 287/06/98	Complaint about Pension Increase
	CN: 300/06/98	Complaint about unpaid Acting Allowance
WESTERN	CN: 37/09/97 (OMB: 6/14/2)	Request for Legal assistance
	CN: 42/09/97 (OMB: 6/18/3)	Complaint about non payment of Retirement Benefits
	CN: 73/10/97 (OMB: 6/4/1)	Complaint about harassment by a government officer
	CN: 84/10/97 (OMB: 6/18/3)	Complaint about removal due to political pressure
	CN: 88/10/97 (OMB: 7/2/1)	Complaint about Political influence in posting
	CN: 108/11/97 (OMB: 6/14/3)	Complaint about failure to have deceased's money transferred.
	CN: 145/12/97 (OMB: 6/11/1)	Request for a transfer of a staff member
	CN: 154/12/97	Complaint about unfair treatment
	CN: 185/02/98 (OMB: 6/6/1)	Complaint about non payment of salaries
	CN: 188/02/98 (OMB: 10)	Complaint about Compensation claim for damage done to land by a Company.
	CN: 263/06/98	Complaint about non payment of salaries
	CN: 271/06/98	Complaint about non payment of Acting Allowance
	CN: 288/06/98	Complaint about unfair dealing with Standard 6 Examination.
	CN: 289/06/98	Complaint about non payment of Pension Increase
	CN: 298/06/98	Complaint about unpaid Acting Allowance
	CN: 304/06/98	Complaint about non payment of Charge Allowance
	CN: 306/06/98 (OMB: 6/14/1)	Complaint about delay to notify of disciplinary action
GUADALCANAL	CN: 15/07/97 (CN: 16/08/95)	Complaint about non payment of Pension award claim
	CN: 21/07/97	Complaint about acting on Level 7 for too long
	CN: 41/07/97 (OMB: 6/18/5)	Complaint about interdiction from Prison
	CN: 45/09/97 (OMB: 7/3/2)	Complaint about non appointment to permanent status
	CN: 46/09/97 (OMB: 7/3/2)	Complaint about non refund of payments.
	CN: 54/09/97	Complaint about unfair suspension of a student

PROVINCE	CASE FILE NO.	COMPLAINTS
	CN: 72/10/97	Complaint about delay to release Trade Dispute Panel Decision.
	CN: 94/10/97	Complaint about non confirmation of appointment.
	CN: 95/10/97	Complaint about termination of probationary appointment.
	CN: 130/12/97	Complaint about non payment of Acting Allowance
	CN: 134/12/97 OMB: 6/18/5)	Complaint about interdiction from duties on ½ pay
	CN: 146/12/97 OMB: 7/3/2)	Complaint about non payment of salaries
	CN: 162/02/98 (OMB: 7/3/2)	Complaint of non payment of terminal grant
	CN: 167/02/98 (OMB: 10)	Complaint about effect of Mining in the area.
	CN: 220/04/98 (OMB: 6/3/2)	Complaint about delay to release Trade Dispute Panel decision.
	CN: 233/05/98 (OMB: 6/23/4)	Complaint about unfair termination
	CN: 291/06/98 (CN: 39/04/95)	Complaint about non payment of Allowances
CENTRAL	CN: 107/01/97 (OMB: 8/1/2)	Complaint about an Order to leave a place of Residence.
	CN: 112/11/97 (OMB: 6/18/4)	Complaint about non payment for job done
	CN: 151/12/97 (OMB: 6/6/1)	Complaint about unfair termination
	CN: 180/02/98	Complaint about being on probation for too long
	CN: 247/05/98 (OMB: 6/6/1)	Complaint about unfair probation
	CN: 253/06/98 (OMB: 6/21/3)	Request for compensation for loss of earnings
	CN: 264/06/98	Complaint about delay to transfer Land Title
	CN: 282/06/98 (OMB: 6/6/4)	Complaint about withholding of Salary
	CN: 292/06/98	Complaint about non payment of VHA Allowance
TEMOTU	CN: 17/07/97	Complaint about shortening of employment period for redundancy.
	CN: 58/10/97 (OMB: 6/12/3)	Complaint about loss of empty drums
	CN: 98/10/97 (OMB: 6/1/1)	Complaint about non payment of Charge Allowance
	CN: 125/11/97 (OMB: 10)	Complaint about non payment for Sawn Timbers Supplied

PROVINCE	CASE FILE NO.	COMPLAINTS
	CN: 149/12/97 (OMB: 7/7/1)	Complaint about refusal to assist with Scholarship Funding.
	CN: 192/02/98 (OMB: 6/18/4)	Complaint about unfair arrest of a son by the Police
	CN: 251/05/98 (OMB: 10)	Complaint about non payment of Salaries
	CN: 266/06/98	Complaint about non payment of Charge Allowance and Salaries.
	CN: 276/06/98 (OMB: 6/6/1)	Complaint about non payment of Gratuity
	CN: 286/06/98 (OMB: 7/7/1)	Query on Provincial Assembly Terms and Conditions.
CHOISEUL	CN: 12/07/97 (CN: 101/05/95)	Complaint about non payment of Acting Allowances
	CN: 109/11/97 (OMB: 7/8/1)	Complaint about unfair treatment
	CN: 132/12/97	Complaint about rejection of Land extension application
	CN: 135/12/97	Complaint about suspension from employment
	CN: 137/12/97	Complaint about non payment of Acting Allowance
	CN: 171/02/98 (OMB: 7/8/1)	Claim for allowance for performing additional duties.
	CN: 176/02/98 (OMB: 7/8/1)	Complaint about non payment of Salary Increase
	CN: 214/04/98 (OMB: 7/8/1)	Complaint about maladministration by a Provincial Secretary.
	CN: 290/06/98	Request to transfer Land Title
ISABEL	CN: 11/07/97 (CN: 95/05/97)	Complaint about maladministration of a civil case
	CN: 62/10/97 (OMB: 6/8/4)	Complaint about non payment of Pension award
	CN: 87/10/97 (OMB: 6/21/1)	Complaint about non confirmation of trial promotion
	CN: 101/11/97 (OMB: 19/4/5)	Complaint about non refund of money deducted towards Blue Shield Insurance Scheme.
	CN: 168/02/98 (OMB: 6/6/4)	Complaint about non payment of Acting Allowance
	CN: 169/02/98 (OMB: 6/6/4)	Complaint about unfair treatment
	CN: 239/05/98 (OMB: 9/4/5)	Request for withdrawal from Credit Union
	CN: 307/06/98	Claim for frozen Pension Payment

PROVINCE	CASE FILE NO.	COMPLAINTS
RENNELL/ BELLONA	CN: 24/07/97 (OMB: 7/10/1)	Complaint about non response to letters regarding Promotion.
	CN: 160/02/98 (OMB: 6/6/6)	Complaint about refusal to consider application for a Teaching Post.
	CN: 297/06/98	Complaint about not being paid Salaries for 1994
OTHERS		
• AUSTRALIA	CN: 245/05/98 (OMB: 6/15/3)	Complaint about loss and denial of Human Justice
• BOUGAINVILLE	CN: 230/05/98 (OMB: 10)	Complaint about unpaid Pride Price
	CN: 299/06/98 (OMB: 9/13/4)	Claim for Compensation for damage caused by Army
• ENGLAND	CN: 219/04/98 (OMB: 6/18/4)	Request for assistance from Solomon Islands Police

TABLE VIII

COMPLAINTS HANDLED IN 1997/98 WHICH AFTER INVESTIGATION APPEARED TO BE JUSTIFIED.

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

COMPLAINT NUMBER	AUTHORITY COMPLAINED AGAINST	DETAILS OF COMPLAINT	SATISFACTORY RESULT
CN: 97/05/95	PMO (PSD)	Complaint about Appointment at Wrong Level	No
CN: 12/08/95	PMO (PSD)	Non payment of Per Diem Allowance	Yes
CN: 221/03/96	MEHRD (TSO)	Unfair suspension from work.	Yes
CN: 209/03/96	MHL (Lands)	Unfair extension of Land	No
CN: 230/04/96	MOJLA (TDP)	Unfair Treatment by the Trade Dispute Panel	No
CN: 01/07/96	Choiseul Province	Unfair treatment by a Provincial Government	Yes
CN: 07/07/96	MEHRD (TSO)	Non payment of Housing Allowance	Yes
CN: 23/09/96	MOJLA (TDP)	Delay in releasing of a Trade Dispute Panel decision	Yes
CN: 32/10/96	MEHRD (TSO)	Non payment of Acting Allowance	Yes
CN: 36/10/96	Malaita Province	Non payment of Salaries to Area Councillors	Yes
CN: 59/11/96	MEHRD (TSO)	Acting on Level 7 for Seven Years.	Yes
CN: 82/01/97	MEHRD (NESU)	Delay in promotion and Confirmation	Yes
CN: 87/01/97	MEHRD (Inspectorate)	Non assessment by School Inspectors.	Yes
CN: 92/01/97	MEHRD (TSO)	Unfair Selection of Standard 6 Students.	Yes
CN: 108/02/97	MEHRD (TSO)	Non payment of Ren of a private house.	No
CN: 113/02/97	MPNS (Police)	Non payment of Allowance	Yes
CN: 134/02/97	MPNS (Police)	Concern about delay in administration of Writ of Summon.	No

COMPLAINT NUMBER	AUTHORITY COMPLAINED AGAINST	DETAILS OF COMPLAINT	SATISFACTORY RESULT
CN: 145/03/97	PMO (PSD)	Use of a different Initial for Christian name before surname	Yes
CN: 152/03/97	MLH (Lands)	Concern about non response to letters.	Yes
CN: 198/05/97	MPG (Admin.)	Non payment for sign writing	Yes
CN: 210/05/97	Western	Unfair treatment by the Province.	Yes
CN: 221/06/97	MHCA (Electoral Office)	Payment for Election duties	Yes
CN: 225/06/97	MPNS (Police)	Claim for payment of Acting Allowance.	Yes
CN: 231/06/97	MOJLA (TDP)	Delay to produce TDP decision.	Yes
CN: 246/06/97	MOF (Admin)	Complaint about an Order to revoke appointment.	Yes
CN: 03/07/97	MPNS (Police)	Unfair treatment	Yes
CN: 07/07/97	PMO (PSD)	Appointment at a wrong level	No
CN: 08/07/97	PMO (PSD)	Appointment at a wrong level	No
CN: 09/07/97	CBSI	Non payment of Treasury Bond Interest.	Yes
CN: 12/07/97	MEHRD (TSO)	1993 Acting Allowance not paid.	Yes
CN: 14/07/97	Malaita Province	Posting Arrangement	Yes
CN: 16/07/97	PMO (PSD)	Non payment of rent of a Private Quarter.	Yes
CN: 18/07/97	PMO (PSD)	Excessive disciplinary Measures.	Yes
CN: 22/07/97	MLH (Admin)	Refusal to grant 1996 Annual Leave.	Yes
CN: 26/07/97	MPNS (Police)	Unfair treatment	Yes
CN: 28/08/97	MLH (Housing)	Request for house under the government.	Yes
CN: 31/08/97	MCET (Labour)	Harassment by a Public Officer.	No
CN: 33/08/97	MEHRD (TSO)	Numerous Complaints	Yes
CN: 34/08/97	MOJLA (Courts)	Delay to execute writ	Yes
CN: 38/09/97	MPG (Admin)	Posting Arrangement	Yes
CN: 48/09/97	MEHRD (TSO)	Unfair termination	Yes
CN: 50/09/97	MEHRD (TSO)	Delay to make appointment	Yes

COMPLAINT NUMBER	AUTHORITY COMPLAINED AGAINST	DETAILS OF COMPLAINTS	SATISFACTORY RESULT
CN: 53/09/97	MEHRD (TSO)	Non payment of Outstanding Acting Allowance.	Yes
CN: 55/09/97	MOF (Inland Revenue)	Claim for Tax Refund Income	
CN: 58/10/97	MHA (Electoral Office)	Lost of Empty Petrol drums	Yes
CN: 59/10/97	MOJLA (Courts)	Delayed Court decision	Yes
CN: 60/10/97	MLH (Lands)	Request for return of an alienated land	Yes
CN: 62/10/97	MOF (Pension)	Unpaid Pension Award	Yes
CN: 65/10/97	MOJLA (Courts)	Contempt of Court	No
CN: 67/10/97	PMO (PSD)	Unfair double house Allocation.	Yes
CN: 73/10/97	MCET (Tourism)	Harassment by a government Officer.	No
CN: 86/10/97	MPNS (Police)	Notice to vacate a house	No
CN: 94/10/97	MEHRD (TSO)	Non Confirmation following promotion.	Yes
CN: 95/10/97	MEHRD (TSO)	Uncontinued probationary Appointment.	Yes
CN: 96/10/97	MEHRD (TSO)	Delay to pay Acting Allowance.	Yes
CN: 99/10/97	MHMS (Malaria)	Non payment of Salaries	Yes
CN: 102/11/97	MEHRD (TSO)	Delay to pay Salaries following Court Order.	Yes
CN: 110/11/97	MEHRD (TSO)	Non payment of Appointment & Acting Allowance payment	Yes
CN: 122/11/97	MHA (Electoral Office)	Refusal to pay Overtime	Yes
CN: 128/11/97	MEHRD (TSO)	Non payment of Acting Allowance.	Yes
CN: 133/12/97	MCET (Labour)	Workman's Compensation Claim.	Yes
CN: 136/12/97	MCET (Labour)	Delay to deal with unfair dismissal case	Yes
CN: 138/12/97	MEHRD (TSO)	Cessation of Salaries	Yes
CN: 139/12/97	MOJLA (Courts)	Request to stay a Course Case	Yes
CN: 141/12/97	MHMS (Medical)	Patient unable to speak after operation.	Yes
CN: 144/12/97	MEHRD (TSO)	Cessation of Salaries	Yes
CN: 146/12/97	GUADALCANAL PROVINCE	Non payment of Salaries	Yes

TABLE IX

LIST OF ALL COMPLAINTS HANDLED DURING THE PERIOD UNDER REVIEW - 1ST JULY, 1996 TO 30TH JUNE, 1998.

1. **MINISTRIES****MINISTRY OF AGRICULTURE & FISHERIES**

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 70/12/96 CN: 98/10/97 (OMB: 6/1/1)	Termination of Employment	Agriculture	Referred
(OMB: 6/1/1)	Charge Allowance	Agriuculture	Pending
CN: 115/11/97 (OMB: 6/1/1)	Claim for Chief Engineer's Allowance	Administration	Pending

AUDIT DEPARTMENT

CN: 27/08/97	Auditing of Govt Accounts	Audit	Pending
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MINISTRY OF COMMERCE, EMPLOYMENT & TOURISM

CN: 135/02/97	Delay in attending to Complaints	Labour	Referred
CN: 05/07/97 (OMB: 10)	Delay in dealing with Redundancy case.	Labour	Referred
CN: 31/08/97 (OMB: 6/13/2)	Harrassment by Official	Labour	Justified/Unsatisfactory
CN: 52/09/97 (OMB: 6/13/1)	Deportation Order	Immigration	No Jurisdiction
CN: 56/09/97 (OMB: 6/13/1)	Complaint about an Overstayer	Immigration	Referred
CN: 73/10/97 (OMB: 6/4/1)	Harrassment by Government Officer.	Tourism	Justified/Unsatisfactory
CN: 97/10/97	Remand in Rove Prison	Immigration	Dropped
CN: 123/11/97 (OMB: 6/13/2)	Complaint about Minister/MCIE	Minister	No Jurisdiction

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 133/12/97 (OMB: 6/13/2)	Workman's Compensation Claim	Labour	Justified/Satisfactory
CN: 136/12/97 (OMB: 6/13/2)	Delay to deal with Unfair Dismissal Case	Labour	Justified/Satisfactory
CN: 143/12/97 (OMB: 6/13/2)	Unattended to Complaint		Referred
CN: 204/03/98 (OMB: 6/13/2)	Delay to respond to an Official Complaint.	Labour	Referred
CN: 305/06/98	Non response to request	Cooperative	Referred

MINISTRY OF EDUCATION AND HUMAN RESOURCES DEVELOPMENT

CN: 07/08/96	Non payment of Housing Allowance.	TSO	Justified/Satisfactory
CN: 32/10/96	Acting Allowance	TSO	Justified/Satisfactory
CN: 64/11/96	Housing Allowance	TSO	Pending
CN: 82/01/97	Delay in Confirmation	TSO	Justified/Satisfactory
CN: 87/01/97	Non Assessment by School Inspectors.	Inspectorate	Justified/Satisfactory
CN: 92/01/97	Unfair Selection Std. 6 Students	NESU	Justified/Satisfactory
CN: 95/01/97 (OMB: 6/6/1)	Underpayment of Salary	TSO	Pending
CN: 100/01/97	Retirement	TSO	Pending
CN: 108/02/97	Rent of Private Quarter	TSO	Justified/Unsatisfactory
CN: 115/02/97	Non award of a Certificate to a Son.	Secondary	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 123/02/97	Prolong Acting	TSO	Pending
CN: 129/02/97	Termination of Scholarship	NTU	Referred
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 and pocket Allowance	Secondary	Pending
CN: 185/04/97	Trial promotion	Inspectorate	Referred
CN: 188/04/97	Lost Salaries	TSO	Pending
CN: 12/07/97 CN: 101/05/95	1993 Acting Allowance Not paid.	TSO	Justified/Satisfactory
CN: 23/07/97	Salary Adjustment	TSO	Referred
CN: 33/08/97	Numerous Complaints	TSO	Justified/Satisfactory
CN: 47/09/97	Appointment Delayed	TSO	Pending
CN: 48/09/97	Unfair Termination	TSO	Justified/Satisfactory
CN: 49/09/97	Housing Allowance	TSO	Not Justified
CN: 50/09/97	Appointment Delayed	TSO	Justified/Satisfactory
CN: 51/09/97	Non payment of Acting Allowance	TSO	Pending
CN: 53/09/97	Outstanding Acting Allowances	TSO	Justified/Satisfactory
CN: 64/10/97	Non payment of Acting Principal Post	TSO	Not Justified
CN: 94/10/97	Non Confirmation following promotion.	TSO	Justified/Satisfactory
CN: 95/10/97	Uncontinued Probationary Appointment.	TSO	Justified/Satisfactory
CN: 96/10/97	Delay to pay Acting Allowance	TSO	" "
CN: 102/11/97 (OMB: 6/6/1)	Delay to pay Salaries following Court Order.	TSO	" "

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 105/11/97 (OMB: 6/6/4)	Refund of caution fees	Rokera PSS	Pending
CN: 110/11/97	Non permanent appointment & Acting Allowance.	TSO	Justified/Satisfactory
CN: 128/11/97	Non Payment of Acting Allowance.	TSO	Justified/Satisfactory
CN: 130/12/97	Non Payment of L7 Acting Allowance.	TSO	Pending
CN: 137/12/97	Acting Level 7 Post	TSO	Pending
CN: 138/12/97 (OMB: 6/6/1)	Ceaseure of Salary	TSO	Justified/Satisfactory
CN: 142/12/97 (OMB: 6/6/1)	Suspension of Ceasation of Salary	TSO	Advised
CN: 144/12/97	Ceasation of pay	TSO	Justified/Satisfactory
CN: 147/12/97	Ceasation of Salaries	TSO	Pending
CN: 150/12/97	Ceasation of Salaries	TSO	"
CN: 151/12/97	Unfair Termination	TSO	Advised
CN: 160/2/98 (OMB: 6/6/6)	Refusal to apply for Post at KGVI	Secondary	Pending
CN: 166/2/98	Non payment of Acting Allowance	TSO	Justified/Satisfactory
CN: 168/02/98 (OMB: 6/6/4)	Non payment of Allowance	TSO	Pending
CN: 173/02/98	Put off work following imprisonment.	TSO	Referred
CN: 175/02/98 (OMB: 6/6/6)	Denial of children's right for school.	NESU	Not Justified
CN: 180/02/98	Unfair Prolonged Acting Allowance.	INSPECTORATE	Pending
CN: 183/02/98	Non payment of Acting Allowance.	TSO	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 185/02/98 (OMB: 6/6/1)	Non payment of Salaries	TSO	Justified/Satisfactory
CN: 203/03/98	Unfair Ceasation of Salaries for 1997.	TSO	Pending
CN: 210/04/98	Suspension after imprisonment	TSO	Advised
CN: 213/04/98 (OMB: 6/6/6)	Stoppage of Salaries whilst training.	Administration	Justified/Satisfactory
CN: 215/04/98	Non payment of Charge Allowance	TSO	Pending
CN: 216/04/98	Ceasation of Salaries since June 1997.	TSO	"
CN: 228/05/98	Non payment of Salaries	TSO	Justified/Satisfactory
CN: 234/05/98	Retirement Notice	TSO	Pending
CN: 240/05/98	Non payment of allowance	TSO	"
CN: 241/05/98	Desire to be reinstated	TSO	"
CN: 244/05/98	Non payment of redundancy money.	TSO	"
CN: 247/05/98 (OMB: 6/6/1)	Unfair probation	TSO	Justified/Satisfactory
CN: 250/05/98 (OMB: 6/6/1)	Demotion	TSO	" "
CN: 254/06/98	Unfair demotion	TSO	Pending
CN: 258/06/98	Ceasation of Salaries	TSO	Justified/Satisfactory
CN: 263/06/98	Non payment of Salaries	TSO	Pending
CN: 271/06/98	Non payment of Acting Allow.	TSO	"
CN: 275/06/98	Backdating of Salaries	TSO	"
CN: 276/06/98 (OMB: 6/6/1)	Payment of Gratuity	TSO	Pending
CN: 280/06/98	Maladministration of retirement	TSO	"

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 282/06/98 (OMB: 6/6/4)	Salary withheld	TSO	Dropped
CN: 285/06/98 (OMB: 6/6/3)	Non payment of Overtime	Administration	No jurisdiction
CN: 288/06/98	Std. 6 Exams at a Primary School	NESU	Pending
CN: 297/06/98 (CN: 255/6/96)	Not being paid for 1994	TSO	"
CN: 298/06/98 (OMB: 6/6/1)	Unfair Suspension	TSO	Pending
CN: 300/06/98 (OMB: 9/7/2)	Unfair Acting Allowance	TSO	"

MINISTRY OF FINANCE

CN: 158/04/94	Shortening Pension Payment	Pension	Pending
CN: 101/11/95	Pensions Payment	Pension	Pending
CN: 98/01/97	Missing Pension Money	Pension	Pending
CN: 142/03/97	Unprocedural Treatment	Customs	Pending
CN: 144/03/97	Refusal to pay gratuity	TSY	Pending
CN: 246/06/97	Order to revoke appointment	Administration	Justified/Satisfactory
CN: 10/07/97 (CN: 9/2/93)	Pension Increase	Pension	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 132/09/97	Tax Refund for 1994	Inland Revenue	Justified/Satisfactory
CN: 06/10/97	Unpaid Pension Award	Pension	Justified/Satisfactory
CN: 62/10/97 (OMB: 6/8/4)	Unpaid Pension Award	Pension	Justified/Satisfactory
CN: 81/10/97	Non payment of Charge Allow.	Administration	Not Justified
CN: 82/10/97 (OMB: 6/8/4)	Payment of Pension Money	Pension	Pending
CN: 91/10/97 (CN: 18/09/96)	Non payment of Pension	Pension	Not Justified
CN: 92/10/97 (OMB: 6/8/3)	Inland Revenue statement for 1995/96	Inland Revenue	Not Justified
CN: 106/11/97 (OMB: 6/8/4)	Pension Entitlement	Pension	Referred
CN: 156/02/98 (OMB: 6/8/1)	Entitlement for 1997 Pay Increase	Pension	"
CN: 172/02/98 (OMB: 6/8/4)	Non increase of pension	Pension	Pending
CN: 191/02/98	Withdrawal of Pension	"	Pending
CN: 223/05/98	Unfair holding of Submissions	Administration	Pending
CN: 287/06/98	Pension Increase	Pension	Pending
CN: 289/06/98	Increase Pension	Pension	"
CN: 307/06/98 (200/04/92)	Claim for Pension Payment	Pension	"

MINISTRY OF FOREIGN AFFAIRS

CN: 129/12/97 (OMB: 6/9/1)	Assistance for medical check	Administration	Referred
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FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
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MINISTRY OF FOREST, ENVIRONMENT AND CONSERVATION

CN: 43/10/96	Unpaid Touring claim	Administration	Pending
CN: 17/07/97 (CN: 137/12/95)	Redundancy Pay shortened by 2 years	Administration	Pending
CN: 80/10/97	Continued acting on higher level	Administration	Referred

MINISTRY OF HEALTH & MEDICAL SERVICES

CN: 111/02/97	Delay in dealing with a case	EHD	Not Justified
CN: 181/04/97	Nurse aides to be absorbed into Public Service.	Nursing	Not Justified
CN: 216/05/97	Official Confirmation letter	Nursing	Pending
CN: 233/06/97	Application for reappointment	Nursing	Referred
CN: 69/10/97 (OMB: 6/11/2)	Non payment of retirement benefit.	Administration	Not Justified
CN: 70/10/97	Refusal to be registered by the Nursing Council.	Nursing	Pending
CN: 78/10/97 (OMB: 6/11/1)	Request for Malaria Division Housing Project.	Malaria	No jurisdiction
CN: 99/10/97 (OMB: 6/11/5)	Non payment of July 1997 Salaries	Malaria	Justified/Satisfactory
CN: 120/11/97 (OMB: 6/11/1)	Refusal to facilitate transfer	Nursing	Referred
CN: 141/12/97 (OMB: 6/11/3)	Patient unable to speak after Operation.	Medical	Justified/Satisfactory
CN: 145/12/97 (OMB: 6/11/1)	Request to transfer staff member	Administration	Referred

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 170/02/98 (OMB: 6/11/1)	Suspension from work	Nursing	Pending
CN: 221/04/98 (OMB: 6/11/1)	Withheld of Salaries	Nursing	Pending
CN: 237/05/98 (OMB: 6/11/3)	Ill treatment by the doctor	Medical	Not Justified
CN: 262/06/98	Refusal to be admitted as a Nurse.	Nursing	"
CN: 268/06/98	Non promotion	Malaria	Pending

MINISTRY OF HOME AND CULTURAL AFFAIRS

CN: 110/02/97	Non payment of Allowance	National Disaster Council.	Pending
CN: 221/06/97	Payment for Election duties	Electoral Office	Justified/Satisfactory
CN: 58/10/97 (OMB: 6/12/3)	Loss of empty drums	Electoral Office	Justified/Satisfactory
CN: 83/10/97	Non payment of election Allowance.	"	Pending
CN: 114/11/97 (OMB: 6/12/3)	Payment of Overtime Claims	Electoral Office	Pending
CN: 122/11/97 (OMB: 6/12/3)	Refusal to pay Overtime	"	Justified/Satisfactory
CN: 222/04/98 (OMB: 6/4/1)	Office Supervisor's attitude	Museum	Pending
CN: 284/06/98 (OMB: 6/12/3)	Non payment for election duties.	Electoral Office	Pending

MINISTRY OF JUSTICE AND LEGAL AFFAIRS

CN: 224/04/96	Non release of Trade Dispute Panel decision	Trade Dispute Panel	Pending
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FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 229/04/96	Unfair Treatment by the Trade Dispute Panel.	Trade Dispute Panel	Pending
CN: 230/04/96	Unfair treatment by the Trade Dispute Panel.	"	Justified & Unsatisfactory
CN: 257/06/96	Non release of Trade Dispute Panel decision	"	Pending
CN: 23/09/96	Delay in releasing of a Trade Dispute Panel decision	"	Justified/Satisfactory
CN: 41/10/96	Delay in hearing a Trade Dispute Panel Case.	"	Referred
CN: 85/01/97	Delay by Trade Dispute Panel to Hear Trade Dispute Cases	"	Pending
CN: 103/01/97	Delay in releasing Trade Dispute Panel decision	"	Not Justified
CN: 147/03/97	Delay by the Registrar General to Transfer Land Title.	Registrar General	Referred
CN: 162/04/97	Non response by Trade Dispute Panel on decision	Trade Dispute Panel	Dropped
CN: 178/04/97	Delay to transfer Title of Land	Registrar General	Pending
CN: 213/05/97	Complaint about loss of land Documents.	"	Not Justified
CN: 231/06/97	Delay to produce Trade Dispute Panel decision.	Trade Dispute Panel	Justified & Satisfactory
CN: 253/06/97 (OMB: 6/3/2)	Withdrawal of TDP Case	"	Not Justified
CN: 255/06/97	Delay to release TDP decision	"	Pending
CN: 11/07/97 (CN: 95/05/95)	Maladministration of Civil Case.	Public Solicitor	Pending
CN: 20/07/97 (CN: 254/06/96)	Failure to file a case at High Court.	Public Solicitor	No jurisdiction
CN: 25/07/97	Imprisonment on 16/7/97	Public Solicitor	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 29/08/97	Refusal to release information on Court.	Attorney General	Pending
CN: 30/08/97 (OMB: 6/14/2)	Delay to notify of TDP Decision	Public Solicitor	Referred
CN: 34/08/97 (OMB: 6/14/4)	Delay to execute writ	Courts	Justified/Satisfactory
CN: 37/09/97 (OMB: 6/14/2)	Request for legal assistance	Public Solicitor	Referred
CN: 59/10/97 (OMB: 6/14/4)	Delayed Court Decision	Courts	Justified/Satisfactory
CN: 65/10/97 (OMB: 6/14/4)	Contempt of Court	Courts	Justified/Unsatisfactory
CN: 66/10/97 (OMB: 6/14/4)	Delay to register land Title	Registrar General	Pending
CN: 71/10/97 (OMB: 6/14/4)	Delay to release Court decision	Courts	Referred
CN: 72/10/97	Delay to release TDP Decision	TDP	Referred
CN: 76/10/97	Delay to deal with reported case.	Public Solicitor	Pending
CN: 85/10/97	Refusal to make known status of case.	Public Solicitor	Pending
CN: 108/11/97 (OMB: 8/1/2)	Transfer of deceased' money	Registrar General	Pending
CN: 119/11/97 (OMB: 6/14/3)	Delay to register transfer of land	Registrar General	No jurisdiction
CN: 121/11/97 (OMB: 6/14/3)	Delay to transfer Land Title	"	Pending
CN: 139/12/97 (OMB: 6/14/4)	Request to stay a Court Case	Courts	Justified/Satisfactory
CN: 148/12/97 (OMB: 6/3/2)	Delay to release TDP Decision	TDP	Pending
CN: 155/02/98 (OMB: 6/14/4)	Refund of election fees	Courts	Referred

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 158/02/98 (OMB: 6/14/3)	Request to withdraw dead wife's money	Registrar General	Referred
CN: 163/02/98 (OMB: 6/14/4)	Denial of Natural Justice	Courts	Pending
CN: 181/02/98 (OMB: 6/3/2)	Delay to be provided with TDP decision	TDP	Pending
CN: 182/02/98 (OMB: 6/14/3)	Withdrawal of deceased's money	Registrar General	Justified/Satisfactory
CN: 190/02/98 (OMB: 6/3/2)	Delay to release TDP decision	TDP	Pending
CN: 196/03/98 (OMB: 6/3/2)	Non payment of Salaries	Administration	
CN: 197/03/98 (OMB: 6/14/1)	Prolonged Court Settled	Courts	Pending
CN: 198/03/98	Delayed TDP decision	TDP	Justified/Satisfactory
CN: 199/03/98 (OMB: 6/14/2)	Delay to hear Court Case	Public Solicitor	Not Justified
CN: 202/03/98 (OMB: 6/14/3)	Court Over Fixed Term Estate	Registrar General	Justified/Satisfactory
CN: 209/04/98 (OMB: 6/14/3)	Withholding of money	"	Not Justified
CN: 211/04/98 (OMB: 6/14/4)	Suspected murder case	Courts	Referred
CN: 220/04/98 (OMB: 6/3/2)	Delay to release TDP decision	TDP	Not Justified
CN: 226/05/98 (OMB: 6/14/3)	Non recognition for promotion	Registrar General	Not Justified
CN: 229/05/98 (OMB: 6/14/1)	Non payment of Allowances	Administration	Justified/Satisfactory
CN: 232/05/98 (OMB: 6/14/4)	Delayed High Court decision	Courts	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 246/05/98 (OMB: 6/14/2)	No action on reported case	Public Solicitor	Pending
CN: 255/06/98 (OMB: 6/14/4)	Continued adjoinment of case	Courts	Pending
CN: 264/06/98	Delay to transfer land Title	Registrar General	Pending
CN: 269/06/98 (OMB: 6/14/1)	Delay to release allowances	Administration	Justified/Satisfactory
CN: 272/06/98	Failure to assist with TDP Case	Public Solicitor	Referred
CN: 281/06/98 (CN: 41/10/96)	TDP Delay in hearing case	TDP	Justified/Satisfactory
CN: 290/06/98	Transfer of Land Title	Registrar General	Pending
CN: 303/06/98 (OMB: 6/14/4)	Reinstatement of Are Are Local Court	Courts	Pending
CN: 304/06/98	Non payment of Charge Allowance	Administration	Pending
CN: 306/06/98 (OMB: 6/14/1)	Delay to notify of disciplinary action.	Administration	Advised

MINISTRY OF LANDS & HOUSING

CN: 154/04/94	Land Allocation	Lands	Referred
CN: 209/03/96	Extension of Land	Lands	Justified/Unsatisfactory
CN: 81/12/96	Unprocedural allocation of Land.	Lands	Pending
CN: 121/02/97	Delay to transfer of Land Title	Lands	Pending
CN: 122/02/97	Delay Over Land Allocation	Lands	Pending
CN: 131/02/97	Purchase of govt quarter	Lands	Not Justified
CN: 137/02/97	Allocation of quarters	Lands	Pending
CN: 152/03/97	Non response to letters	Lands	Justified/Satisfactory

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 214/05/97	Land Allocation	Lands	Referred
CN: 22/07/97	Refusal to grant 1996 Annual Leave.	Administration	Justified/Satisfactory
CN: 28/08/97	Request for Home Rental	Housing	Justified/Satisfactory
CN: 60/10/97 (OMB: 6/5/3)	Request for return of Baunani lands.	Lands	Justified/Satisfactory
CN: 61/10/97	Land allocation	Lands	Referred
CN: 63/10/97	Sale of Govt. Quarter	Lands	Referred
CN: 111/11/97 (OMB: 6/15/4)	Refund of Home Rent	Housing	No jurisdiction
CN: 131/12/97	Delay to transfer Land Title	Lands	Pending
CN: 132/12/97	Disapproval of land extension	Lands	"
CN: 164/02/98 (OMB: 6/15/3)	Return of leased land	Lands	Not Justified
CN: 174/02/98 (OMB: 6/15/3)	Fiu Kelakwai Land Settlement Scheme.	Lands	Referred
CN: 178/02/98 (OMB: 6/15/2)	Notice to vacate house due to sale.	Lands	No jurisdiction
CN: 212/04/98	Double allocation of one land	Lands	Referred
CN: 245/05/98 (OMB: 6/15/3)	Unfair loss and denial of human justice	Lands	No jurisdiction
CN: 261/06/98 (OMB: 6/15/4)	Non response to letter re: House request	Housing	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
<u>OFFICE OF THE PRIME MINISTER</u>			
CN: 145/03/97	Use of different Initials	Public Service Division	Justified/Satisfactory
CN: 174/04/97	Unfair Treatment	Public Service Division	Pending
CN: 177/04/97	Gratuity/Annual Allowance	Public Service Division	Pending
CN: 205/05/97	Non payment of Salary on Promotion.	Public Service Division	Not Justified
CN: 230/06/97 (OMB: 6/20/1)	Retirement	Public Service Division	Pending
CN: 235/06/97 (OMB: 6/20/1)	Frozen Pension	Public Service Division	Referred
CN: 136/06/97 (OMB: 6/20/1)	Non benefit from 1996 Pay rise.	Public Service Division	Referred
CN: 137/06/97 (OMB: 6/20/1)	Retirement without notice	Public Service Division	Referred
CN: 07/07/97 (CN: 97/05/95)	Substantive Grade Level	Public Service Division	Justified/Unsatisfactory
CN: 08/07/97 (CN: 100/05/95)	Substantive Grade Level	Public Service Division	Justified/Unsatisfactory
CN: 15/07/97 (CN: 16/98/95)	Pension Claim	Public Service Division	Pending
CN: 16/07/97 (CN: 29/10/95)	Rent of Private Quarter	Public Service Division	Justified/Satisfactory
CN: 18/07/97 (CN: 184/01/96)	Accessive Disciplinary Measures	Public Service Division	Justified/Satisfactory
CN: 67/10/97	Unfair double house allocation	" " "	" "
CN: 127/11/97	Redundancy Pay	" " "	Pending
CN: 154/12/97	Complaint about Unfair Treatment	Public Service Division	Pending
CN: 194/02/98	Unconstitutional use of Vehicles and houses.	Cabinet	Not Justified
CN: 207/03/98	Request to vacate government Quarter.	Public Service Division	No jurisdiction
CN: 227/05/98	Claim for frozen pension	Public Service Division	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 238/05/98 (CN: 49/09/97)	Salary deduction towards cost of job	Public Service Division	Justified/Satisfactory

MINISTRY OF POLICE AND NATIONAL SECURITY

CN: 12/08/95	Non payment of Per Diem Allowance.	Police	Justified/Satisfactory
CN: 191/02/96	Non payment of days Per Diem Allowance.	Police	Pending
CN: 113/02/97	Non payment of Allowance	Police	Justified/Satisfactory
CN: 119/02/97	Compensation	Police	Pending
CN: 139/02/97 (OMB: 6/18/5)	Review of disciplinary case	Prison	Pending
CN: 140/02/97 (OMB: 6/18/5)	Review of disciplinary case	Prison	Pending
CN: 146/03/97 (OMB: 6/18/5)	Unfair Dismissal	Prison	Not Justified
CN: 149/03/97	Payment of Per Diem Allowance	Police	Not Justified
CN: 225/06/97 (OMB: 6/18/3)	Non payment of Acting Allowance	Police	Justified/Satisfactory
CN: 01/07/97 (OMB: 6/18/4)	Los Property through Police	Police	No Jurisdiction
CN: 03/07/97	Unfair Treatment	Police	Justified/Satisfactory
CN: 19/07/97 (CN: 213/03/96)	Overstay in Prison	Prison	Pending
CN: 21/07/97	Acting on Level 7	Police	Pending
CN: 30/07/97	Unfair & Treatment	Police	Justified/Satisfactory
CN: 35/08/97	Withdrawal of Resignation Letter.	Police	Referred
CN: 41/09/97 (OMB: 6/18/5)	Interdiction from Prison	Prison	Pending

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 42/09/97	Retirement	Police	Not Justified
CN: 44/09/97	Request to return to Police	Police	Not Justified
CN: 75/10/97 (OMB: 6/20/4)	Request for House allocation	Police	Not Justified
CN: 79/10/97	Non action on Compensation Claim.	Police	Pending
CN: 84/10/97 (OMB: 6/18/3)	Removal due to Political pressure	Police	Referred
CN: 86/10/97 (OMB: 6/18/3)	Notice to vacate house	Police	Justified/Satisfactory
CN: 112/11/97 (OMB: 6/18/4)	Nor. payment for work	Police	Pending
CN: 134/12/97 (OMB: 6/18/5)	Interdiction from duties on half pay.	Prison	Pending
CN: 152/12/97 (CN: 202/6/94)	Inhuman Treatment	Police	Not Justified
CN: 157/02/98 (OMB: 6/18/5)	Unexpected salary stoppage	Prison	Pending
CN: 177/02/98 (CN: 03/07/96)	Non Payment of Active Duty Allowance.	Police	Pending
CN: 192/02/98 (OMB: 6/18/4)	Unfair arrest of a son	Police	Advised
CN: 205/03/98 (OMB: 6/18/4)	Unlawful arrest	Police	Pending
CN: 206/03/98	Unfair Action	Administration	Not Justified
CN: 231/05/98	Unfair Termination from Employment.	Police	Pending
CN: 242/05/98 (OMB: 6/18/4)	Application for Seetime	Police	Not Justified

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 248/05/98	Payment of 75% Charge Allowance.	Police	Pending
CN: 260/06/98 (OMB: 6/18/4)	Refusal to repatriate after court.	Police	Not Justified
CN: 267/06/98 (OMB: 6/18/3)	Unfair dismissal	Police	Not Justified
CN: 270/06/98	Cessation of pay	Police	Pending
CN: 273/06/98 (OMB: 6/18/4)	Delay to take up a court case	Police	Pending
CN: 277/06/98 (OMB: 6/18/3)	Eviction Order to vacate house	Police	Justified/Satisfactory
CN: 295/06/98	Delay over Compensation Payment.	Police	Pending
CN: 296/06/98 (OMB: 6/18/4)	Complaint against Maka Police	Police	Referred

MINISTRY OF PROVINCIAL GOVERNMENT AND RURAL DEVELOPMENT

CN: 198/05/97	Payment of Signwriting	Administration	Justified/Satisfactory
CN: 199/05/97	Confirmation	Administration	Pending
CN: 38/09/97	Posting Arrangement	Administration	Justified/Satisfactory
CN: 87/10/97 (OMB: 6/21/1)	Confirmation of Trial Promotion.	Administration	Pending
CN: 89/10/97 (OMB: 6/21/1)	Unfair Termination	"	Referred
CN: 113/11/97	Unfair Treatment	"	Pending
CN: 116/11/97	Unfair Treatment	Administration	Pending
CN: 200/03/98 (OMB: 1/2/1)	Legal Advice on Provincial Govt Act 1997.	MPG (Minister)	Advised

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 253/06/98 (OMB: 6/21/3)	Compensation Claim for loss of earning.	Minister	Pending

MINISTRY OF TRANSPORT, WORKS AND UTILITIES (MWCA)

CN: 203/05/95	Non payment of NPF	Administration	Not Justified
CN: 138/02/96	Selection of candidate	Administration	Pending
CN: 13/07/97 (CN: 107/06/95)	Withdrawal of Marine licence	Marine	Not Justified
CN: 118/11/97 (OMB: 6/23/1)	Non payment of charge allowance	Administration	Pending
CN: 165/02/98	Prolonged Suspension	"	"
CN: 179/02/98	Non Promotion	"	Referred
CN: 186/02/98 (OMB: 6/23/1)	Request for payment of Overtime	Civil Aviation	Pending
CN: 224/05/98	Refuse to pay Touring Allowance	Administration	"
CN: 225/05/98 (OMB: 6/23/5)	Unfair Dismissal	Works	No Jurisdiction
CN: 233/05/98 (OMB: 6/23/5)	Unfair Termination	Civil Aviation	Pending

MINISTRY OF YOUTH, SPORTS, WOMEN & RECREATION

CN: 124/02/97	Acting Allowance	Administration	Pending
CN: 90/10/97 (OMB: 6/22/1)	Termination of probation	Women's Development Division	Not Justified

2. PROVINCESCENTRAL

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 292/06/98 (CN: 96/05/95)	Non payment of VHA Allowance.	Local Government	Not Justified

CHOISEUL

CN: 01/07/96	Complaint about unfair Treatment	Administration	Justified/Satisfactory
CN: 109/11/97 (OMB: 7/8/1)	Complaint for assistance	Administration	Pending
CN: 135/12/97	Suspension from duties	Education	Referred
CN: 171/02/98 (OMB: 7/8/1)	Driver's Allowance	Administration	Pending
CN: 176/02/98 (OMB: 7/8/1)	Unpaid Increment	" "	Pending
CN: 214/04/98	Maladministration practices by Provincial Secretary	" "	Pending

GUADALCANAL

CN: 45/09/97 (OMB: 7/3/2)	Permanent Employment	"	Referred
CN: 46/09/97 (OMB: 7/3/2)	Payment for Carriers	Local Govt.	Referred
CN: 146/12/97 (OMB: 7/3/2)	Non payment of salaries	"	Justified/Satisfactory
CN: 162/02/98 (OMB: 7/3/2)	Non payment of Terminal Grant.	Local Govt	Justified/Satisfactory
CN: 291/06/98 (CN: 89/04/95)	Claim for Allowances	Treasury	Not Justified

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
<u>HONIARA TOWN COUNCIL</u>			
CN: 170/04/97	Negligence of duties	Administration	Pending
CN: 189/02/98 (OMB: 7/9/1)	Non passage of building plan	Planning	Justified/Satisfactory
CN: 249/05/98 (OMB: 7/9/1)	Unfair Treatment	Administration	Pending
<u>ISABEL</u>			
CN: 169/02/98	Unfair Treatment	Isabel Education Board	Pending
CN: 301/06/98 (OMB: 9/7/2)	Unfair dealing with suspension	Jejevo CHS Board	Pending
<u>MALAITA</u>			
CN: 36/10/96 (OMB: 7/1/2)	Unpaid Salary by Area Council.	Local Government	Justified/Satisfactory
CN: 182/04/97	Non payment of backpay	Administration	Referred
CN: 254/06/97	Suspension of Pay	" "	Not Justified
CN: 14/07/97 (CN: 119/06/95)	Posting Arrangement	Education	Justified/Satisfactory
CN: 68/10/97 (OMB: 7/1/1)	Appointment	Administration	Referred
CN: 77/10/97	Delay to provide water supply	Env. Health	Referred
CN: 235/05/98	Deduction & payment of PAYE	Finance	Pending
CN: 236/05/98	Letter of Unscheduled Transfer	Administration	Referred
CN: 243/05/98 (OMB: 7/1/1)	Unpaid Allowance	" "	Not Justified

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 302/06/98 (OMB: 6/14/4)	Proposed Traditional Arbitration.	Local Court	Pending

RENNELL/BELLONA PROVINCE

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

CN: 149/12/97 (OMB: 7/7/1)	Refusal to assist with Scholarship funding	Administration	Referred
CN: 266/06/98	Non payment of charge Allowance/salary	" "	Pending
CN: 286/06/98 (OMB: 7/7/1)	Temotu Provincial Terms/ Conditions	" "	Pending

WESTERN

CN: 88/10/97 (OMB: 7/2/1)	Political Influence in posting	Provincial Executive	Referred
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3. STATUTORY AUTHORITIES

(1) CENTRAL BANK OF SOLOMON ISLANDS

CN: 09/07/97 (OMB: 8/1/1)	Non Payment of National Development Board	Finance	Justified/Satisfactory
CN: 153/12/97 (OMB: 8/1/1)	Non payment of Treasury Bill	"	Not Justified

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
(2) <u>COMMODITY EXPORT MARKETING AUTHORITY</u>			
CN: 107/11/97 (OMB: 8/1/2)	Ordered to leave Yandina	RIPEL	Not Justified
CN: 193/02/98 (OMB: 8/1/2)	Unfair Dismissal	RIPEL	Pending
CN: 279/06/98	Unfair Dismissal	RIPEL	Referred
CN: 283/06/98 (OMB: 8/1/2)	Sale of RIPEL Land	RIPEL	Referred
3. <u>HOME FINANCE CORPORATION</u>			
CN: 124/11/97 (OMB: 8/1/9)	Sale of HFC House	HFC Board	Dropped
CN: 293/06/98 (CN: 128/11/97)	Unfair dealing with land	"	No jurisdiction
4. <u>NATIONAL PROVIDENT FUND</u>			
CN: 125/02/97	NPF Housing Loan	NPF Board	Pending
CN: 227/06/97	Refusal to withdraw NPF Credit.	Administration	Not Justified
CN: 247/06/97 (OMB: 8/1/6)	Refusal to withdraw NPF	"	Not Justified
CN: 02/07/97 (OMB: 8/1/6)	Refusal to withdraw NPF	"	Referred
CN: 06/07/97	Solomon Mutual Insurance	Insurance	Referred
CN: 39/09/97 (OMB: 8/1/6)	Request to withdraw NPF	Finance	Not Justified

FILE NO.	SUBJECT MATTER	DIVISION COMPLAINED AGAINST	POSITION
CN: 159/02/98 (OMB: 8/1/6)	Refused by NPF to withdraw Credit	Finance	Not Justified
CN: 161/02/98 (CN: 6/07/97)	Complaint about SIM	Insurance	Dropped
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 withheld of NPF withdrawal	Finance	Pending
CN: 294/06/98 (OMB: 8/1/6)	Withdrawal of NPF Contribution	Finance	Pending

5. INVESTMENT CORPORATION OF SOLOMON ISLANDS

CN: 211/05/97	Government diversion of Assets.	ICSI	Pending
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6. SOLOMON ISLANDS COLLEGE OF HIGHER EDUCATION

CN: 184/02/98 (OMB: 8/1/8)	Refusal to be allocated a quarter	Human Resources	Not Justified
CN: 217/04/98	Suspension from SICHE	Nursing School	Pending

7. SOLOMON ISLANDS PORTS AUTHORITY

CN: 206/06/97 (OMB: 8/1/11)	Unfair Dismissal	Administration	Referred
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FILE NO.	SUBJECT MATTER	AUTHORITY/BODY COMPLAINED AGAINST	POSITION
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BODIES OUTSIDE OMBUDSMAN'S JURISDICTION

CN: 93/10/97 (OMB: 9/4/5)	Non payment of credit union money	Solomon Islands Workers Credit Union.	Pending
CN: 101/11/97 (OMB: 9/4/5)	Non refund of SIPEU/Blue Shield.	SIPEU Credit Union	Not Justified
CN: 117/11/97 (OMB: 9/4/5)	Refund of Blue Shield	SIPEU Blue Shield	Not Justified
CN: 239/05/98 (OMB: 9/4/5)	Withdrawal from Police Credit Union.	RSIP Credit Union	Referred
CN: 04/07/97 (OMB: 9/2/5)	Unfair Dismissal	Solomon Taiyo	Referred
CN: 32/08/97 (OMB: 1/2/2)	Acceptance of child	Private Individual	Advised/Referred
CN: 36/09/97	Money Lending	Miscellaneous	No Jurisdiction
CN: 43/09/97 (OMB: 9/2/6)	Unfair Treatment	Solomon Telecom	No Jurisdiction
CN: 54/09/97	Unfair Suspension	School Board	No Jurisdiction
CN: 74/09/97	Unfair Treatment	QQQ Wholesale	No Jurisdiction
CN: 57/10/97 (OMB: 9/4/1)	Loss of properties through fire	S.I. Red Cross	Referred
CN: 103/11/97 (OMB: 10)	Unfair Dismissal	National Enterprises Ltd.	Referred
CN: 104/11/97 (OMB: 9/2/7)	Unfair Dismissal	S.I. Printers	Referred
CN: 125/11/97 (OMB: 10)	Non payment for timbers	Private Individual	No Jurisdiction
CN: 126/11/97 (OMB: 10)	Deportation Order	Private Community	No Jurisdiction
CN: 140/12/97 (OMB: 9/4/4)	Unfair Dismissal	School Board	Referred

FILE NO.	SUBJECT MATTER	AUTHORITY/BODY COMPLAINED AGAINST	POSITION
CN: 167/02/98 (OMB: 10)	Effect of Mining Work	Ross Mining Co.	No jurisdiction
CN: 187/02/98 (OMB: 10)	Payment of Compensation	Golden Spring Logging Co.	No jurisdiction
CN: 188/02/98 (OMB: 10)	Payment of Compensation	Silvania Logging Co.	No jurisdiction
CN: 195/02/98 (OMB: 10)	Uncooperative to fill in Labour Form	Earth Movers Co. Ltd.	Referred
CN: 201/03/98 (OMB: 10)	Unfair Termination	PC Yacht Club	No jurisdiction
CN: 208/04/98 (OMB: 10)	Non payment of Hire	Private person	Justified/Satisfactory
CN: 218/04/98 (OMB: 9/2/7)	"Thank you" payment	S.I.Printers Ltd	Pending
CN: 230/05/98 (OMB: 10)	Unpaid bride price	PNGDF Soldier	Pending
CN: 252/05/98 (OMB: 10)	Unfair Dismissal	Diocese of Malaita	No jurisdiction
CN: 251/05/98 (OMB: 10)	Non payment of salary	Diocese of Temotu	" "
CN: 257/06/98 (OMB: 10)	Failure to report case to TDP Office.	Private Person	No Jurisdiction
CN:259/06/98 (OMB: 10)	Failure to provide house	Tobacco Co.	No jurisdiction
CN: 274/06/98 (OMB: 10)	Non payment for contract done	Obed Neo	No jurisdiction
CN: 278/06/98 (OMB: 10)	Unfair Treatment	Discovery Ltd	Pending
CN: 299/06/98 (OMB: 9/3/4)	Payment for damages caused by Army.	PNG Government	Pending

TABLE X**OMBUDSMAN'S REPORTS MADE TO MINISTRIES AND PRESENTED TO PARLIAMENT IN 1997/98**

<u>DATE PRESENTED IN PARLIAMENT</u>	<u>REFERENCE</u>	<u>TITLE</u>
27/11/97	Special Report No. 01 of 1997 (Parliament Paper No. 6 of 1997)	Double allocation of Land.
"	Special Report No. 02 of 1997 (Parliament Paper No. 7 1997)	Unfair and unprocedural practice by Lands Division officials.
"	Special Report No. 03 of 1997 (Parliament Paper No. 8 of 1997)	Unfair Treatment by Chairperson, Trade Dispute Panel.
"	Special Report No. 04 of 1997 (Parliament Paper No. 9 of 1997)	Complaints about delay to schedule TDP hearings and failure to provide TDP decision.
29/04/98	Parliament Paper No. 11 of 1998	Annual Report of the Ombudsman for the year ended 30 th June, 1997.
"	Special Report No. 05 of 1997 (Parliament Paper No. 12 of 1998)	Failure by the Commissioner of Lands to respond to the Ombudsman's letters.

11. **Allocation of Complaints**

With arrival of an additional Investigator who was appointed into the Office, the investigation work has been relieved off the Principal Investigation Officer and the Ombudsman.

While interviews of Complainants are taken by any of the three, the two Investigators and I, the actual dealing with the Complaints are done by respective officers according to the allocation responsibility list.

At ANNEX 4 is the Schedule of Allocation of Complaints list.

12. **NOTE ON THE PROVINCES FOR OVERSEAS READERS**

The Provincial Government Act 1981 provides for setting up of a system of Provincial Governments. Each Province has its own administration headed by a Provincial Secretary and governed by a locally elected Provincial Assembly, headed by the Premier.

Previously certain functions such as Agriculture Extension and Medical Services were devolved to the Provinces to be controlled and administered by the Ministry of Provincial Government. Other functions such as Malaria Control were retained by the Ministries of Central Government which seconded their own Officers to the Provinces and paid them directly. However, recently these functions were recentralised.

The Salaries of Members of Provincial Assemblies are included in the Central Payroll and are paid directly by the Central Government. This is coordinated by the Ministry of Provincial Government.

Provinces received most of their income in the form of grants from the Central Government, from which they pay their own direct employees. Difficulties have arisen in deciding how far this grant should pay for incidental requirements of seconded staff – such as having repairs and for non-devolved functions. These Seconded Staff working in the Provinces may be caught between the Provincial and Central Government in such disputes.

The present nine Provinces of Solomon Islands are:

- (1) Central Islands Province - Including the islands of Savo, the Russells and Florida groups.

- | | | | |
|-----|------------------------------|---|---|
| (2) | Choiseul (Lauru) Province | - | The island of Choiseul |
| (3) | Guadalcanal Province | - | Guadalcanal island excluding Honiara City. |
| (4) | Isabel Province | - | Island of Isabel |
| (5) | Malaita Province | - | The island of Malaita and the Outlying Atolls of Ontong Java and Sikaiana. |
| (6) | Makira/Ulawa Province | - | The island of Makira, Ulawa and adjacent islands. |
| (7) | Rennell and Bellona Province | - | The island of Rennell and Bellona |
| (8) | Temotu Province | - | The Eastern Outer islands including Santa Cruz, Reefs, Duffs, Vanikoro, Utupua, Tikopia and Outliers. |
| (9) | Western Province | - | Islands of New Georgia group, Vella La Vella, Gizo, Shortlands, Treasury, Simbo, Ranogga, Rendova, etc. |

The Honiara City is governed by the Honiara Town Council which is operated under the Local Government Act. The Council has its own administration headed by a Chief Executive known as the Clerk and governed by locally elected Councilors, headed by the President who was elected by the Councilors from amongst themselves.

Refer to the Map at ANNEX 5 for details of Provincial Boundaries, etc.

13. 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) **MEHRD** - **Ministry of Education and Human Resources Development.** This Ministry 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) **MPNS** - **Ministry of Police and National Security.** This Ministry is responsible for the Police and the Security in general. The two main branches of the Ministry 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) **PMO** - **Prime Minister's Office.** This Office 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) **MOF** - **Ministry of Finance.** This Ministry 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) **Trade Dispute Panel (TDP)**, a tribunal responsible for dealing with conciliating disputes between Employees and Employers.
- (v) **Attorney General**, the Government Principal Legal Officer whose Office is responsible for providing legal advice to the Government.

- (vi) **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) **MLH** - **Ministry 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.
 - (vii) **Civil Aviation Division** responsible for performance of functions relating to the regulation, control and development of Civil Aviation.
- (9) **MPG&RD** - **Ministry of Provincial Government and Rural Development** responsible for coordinating of Central Government Officers seconded to the Provinces.
- (10) **MCIET** - **Ministry 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) **Business and Commerce Division** responsible for the Business and Commerce Advisory Services.
 - (iv) **Tourism Division** responsible for Tourism matters and Policy.
- (12) **MFEC** - **Ministry 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) **MAF** - **Ministry of Agriculture and Fisheries.** This Ministry 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) **MHCA** - **Ministry 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.

- (ii) **Cultural Affairs Division** – responsible for the Cultural matters which includes the National Museum and the Arts Gallery.

This Ministry is also responsible for HTC, and the Administrative back up for Leadership Code Commission and the Ombudsman.

(15) **MEMM** - **Ministry of Energy, Mines and Minerals.** This Ministry 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.

(16) **MFATR** - **Ministry of Foreign Affairs and Trade Relations.** A Ministry which deals with Foreign Relations and Protocol matters.

(17) **MYWSR** - **Ministry of Youth, Women and Sports and Recreation.** This Ministry 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 Ministry.

(18) **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.

- (19) **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.
- (20) **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.
- (21) **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.
- (22) **SIPA** - **Solomon Islands Ports Authority**, a Statutory Authority responsible for Ports and Wharves in the country.
- (23) **HFC** - **Home Finance Corporation** formerly known as **SIHA** or **Solomon Islands Housing Authority**. This is responsible for housing with aims to provide fundings for people wanting to purchase or build their own homes.
- (24) **ICSI** - **Investment Corporation of Solomon Islands**, the economic arm of the government which deals with the Companies which he government holds shares in, which are its port folio Companies.
- (25) **SIEA** - **Solomon Islands Electricity Authority**, a Statutory body responsible for and monopolise the electricity supply and power generation.

- (26) **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.
- (27) **OMB** - **Ombudsman** – The person appointed pursuant to Section 96 of the Constitution whose duties, etc are enshrined in Cap. IX of the Constitution.
- (28) **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.

14. SUMMARISES EXAMPLES OF SOME CASE HISTORY

1. MINISTRY OF AGRICULTURE AND FISHERIES

Two Complaints from Officers of the MAF were received by the Office and were handled during the period under review. They were about performing duties of higher Levels without being remunerated appropriately eg.

CN: 115/11/97: Claim for Allowances for performing duties of Higher Level.

Mr X is substantively a Junior Officer. He was put to be in charge of one of the Ministry boats on a Post designated Chief Engineer which according to him is of a higher Level than this grade/Level in the Public Service.

Mr X complained that he should be Charge Allowances for performing the duties of that Post of Chief Engineer.

Investigation into this is still continuing.

2. AUDIT DEPARTMENT

The Ombudsman under his powers pursuant to section 5(1)(c) of the Ombudsman Act, caused an Own Motion investigation into Complaints about the Audit Department tendering out auditing Government Accounts to the Public.

CN: 27/08/97: Auditing of Government Accounts

The Ombudsman investigated into reports that the Audit Department offered to a Private Firm.

The concern here was that a certain Firm which alleged to have a questionable relation with political Leaders was given the monopoly of auditing certain Government Accounts. This has prompted the Ombudsman to investigate an investigation into this deal.

Below is the quote from the Ombudsman's initial letter to the Auditor General.

"With regards to the Constitutional Mandate (in my view, an exclusive one) of the Auditor-General to audit and report annually on Government/Public Accounts under section 108 and in view of the Ombudsman's function to "ensure the elimination of arbitrary decisions", end of quote, I would be grateful to be informed as to how and why a Private Company was reported to have been given the liberty to audit some Government Accounts.

As you may be aware, this situation had attracted some public comments and I am wondering whether I should invoke section 5(l)(c) of the Ombudsman (Further Provision) Act 1980 – No. 1 of 1980 to put to rest such public comments appropriately.

Before I do that, your views and comments should be helpful here.

By copy of this letter, could AG's Chambers please clarify for me whether my view on section 108 of the Constitution above is correct."

As the letter was copied to the Attorney General, he responded as follow:-

".....we would like to obtain any view or comment from the Auditor General on the issue before a formal legal opinion can be made on Sec. 108 of the Constitution".

The Auditor General has responded to clear his position regarding the issue as below:-

"My mandate under Section 108 of the Constitution is rightly (an exclusive one) to audit and report annually on the Government's accounts, Provincial Accounts and Statutory Authorities. I was not able

to effectively discharge my statutory obligation as and when due because of the untimely submission of Governments Accounts. Time spillage in relation to the statutory period of submission of the accounts for audit started with the 1985 and 1986 accounts which were not received by my office until the later part of 1988. The state of my staff then had deteriorated caused by the outflow of experienced and qualified personnel to the private sector. My efforts during the following years to strengthen my manpower resources were made in vain because of negative support from the Employer.

Despite this major setback, my office is on the stage of finalising audit work on the National Accounts for the years ended 31st December 1985 to 1989, and envisaged to continue with the audits of the 1990, 1991 and 1992 accounts. My concern is the delay in eliminating the backlog of unaudited accounts. To speeden up the task I have at length raised the issue with the Government and it was not until 1996 that the Government proposed to fund outside assistance. This move by the Government to help my office rectify the situation is indeed welcomed. This led to the appointment of the auditor.

The appointment was made under powers vested in me under Section 31 (2)(b) of the Public Finance and Audit Act 1978. Tenders were called from all registered Accounting firms and of the four (4) that made submissions, the incumbent appointed auditor came out winner representatives from the Ministry of Finance and that of my office.

My power under the Public Finance and Audit Act 1978, as mentioned in the foregoing paragraph was considered quite straight forward, but now that it has been subject to question, its only right that the Attorney

General make clarification in accordance with Section 31 (2)(d) of the Act. He is kindly requested to do this by copy of this letter”.

The Ombudsman after receiving information from the Auditor General and the Attorney General, in the process of his investigation had an audience with the Auditor General on 06/08/97.

The matter was then cleared but as at the time of this Report the Case File is still not formally closed.

3. **MINISTRY OF COMMERCE, EMPLOYMENT AND TOURISM**

Most Complaints registered against this Ministry are from the Public and about unfair treatment by officials of various Divisions of the Ministry, eg.

CN: 31/08/97 - Harassment by Official

An expatriate working for a private firm registered a Complaint with the Ombudsman about how he was treated by an official of the Labour Division. He complained that when he approached the Officer, instead of providing the requested assistance, he was harassed by the Officer.

The Ombudsman handled the Complaint and provided the relevant redress to the Complainant which resulted in being settled to his satisfactory.

4. **MINISTRY OF EDUCATION AND HUMAN RESOURCES DEVELOPMENT**

Complaints against the Teaching Service Division registered high on the list for MEHRD during this period of review. These were from Teachers complaining about payment of Salaries, Housing Allowances and other conditions of employment and other related matters. eg.

CN: 138/02/97 - Selection of a Candidate following an Interview

A long serving Officer of a Division within the Ministry registered a Complaint about how he was treated by an Interview Panel. He applied for a Post which was advertised.

When the interview was conducted, a person with the Public Service but of a different cadre was selected to fill the post. The Complainant who has the relevant qualification and with many years of service, he was not considered.

The Ombudsman investigated the Complaint and following his findings recommended to the Public Service Division to rectify the problem against the recommendation of the Interview Panel. While the Ombudsman was not formally advised as to the result of his official recommendations it became a common knowledge that the candidate who was selected by the Interview Panel was subsequently shifted to a different Office of his proper qualification.

3. MINISTRY OF FINANCE

Most Complaints received against the Ministry of Finance were from Pensioners or those waiting to withdraw their Pensions eg.

CN: 62/10/97 - Unpaid Frozen Pension

The Complainant, a Public Servant, registered a complaint about delay by the Ministry to have his Frozen Pension paid. After several personal attempts to have the Ministry assist him failed, he resorted to the Ombudsman for assistance.

The Ombudsman then wrote to the responsible Ministry on the matter and received the following response..... This is to confirm that your Complainant's frozen pension payment is now ready for payment to him by the Accountant General, Treasury Division".

This was relayed to the Complainant who was also served with a copy of the response letter.

The Pension was duly collected by the Complainant also advised the Ombudsman accordingly.

6. **MINISTRY OF FORESTRY ENVIRONMENT AND CONSERVATION**

During the period under review the Office dealt with only three Complaints under this Ministry.

Of these three Complaints one was reported in 1995 and one in 1996. Both these Complaints are yet to be resolved or concluded. The failure lies with the Authority complained against to respond in a timely manner or not responding at. There being no time limit to investigate a case duly accepted by the Ombudsman, these cases cannot, however, be closed with proper settlement eg.

CN: 43/10/96: Unpaid Touring Allowance

A Forestry worker stationed in one of the Rural Forestry Stations registered a Complaint on behalf of himself and his other two work colleagues about non payment of Touring Allowances.

The trio came to Honiara to attend a Meeting and whilst in town they lodged in one of the Motels. It is a Policy of the Motel that guest are provided food, charges for which are included in the normal Motel daily rates.

The Ministry claimed that since food was provided to the Complainants, they should not be entitled for Touring Allowances as required by General Orders.

The Lodge Management gave his clearance on the matter as quoted below:

We invoice our clients at the Lodge for accommodation only. However, as a matter of special privilege the management have decided to provide

three warm meals, breakfast, lunch and dinner, cost of which are actually met by the lodge out of accommodation money paid to us.

All our guests are entitled to this privilege. However, three meals are not a right and must be taken in our restaurant on time. No meals are stored for late arrivals.

One of the main reason why we provide meals is for the convenient of our guests. Usually we receive group bookings and in order to avoid unhygienic kitchen and eating utensils our staff serve the meals. It is also convenient for the guests to eat and leave on time for their meetings etc.

The services provided here should not be a penalty to our guests but rather a bonus.

After several correspondences between PS/MFCE and the Ombudsman, the former finally confirmed, by letter of 25/11/97, that the payments been prepared as quote A follow up was made and this is to confirm that the Officer is now preparing payments in respect the Complainant's Touring claims.

Further follow ups regarding the progress of the said allowance should be directed to the Accounts Officer in charge of payments.

With the above confirmation, the Ombudsman strongly recommends that these long overdue payments be settled as soon as possible. Having no enforcement powers, the Ombudsman hopes that his recommendations are mutually respected.

Follow up action made revealed that to date the matter is yet unsolved.

Unfortunately, the Complainant had, intermittently, passed away but his Case File on this Complaint is still pending at the Ombudsman's Office.

7. **MINISTRY OF HEALTH AND MEDICAL SERVICES**

The Complaints from the MHMS are mostly from Nurses and Health Workers about Conditions of Service, etc. eg.

CN: 181/04/97 - Nurse Aides to be absorbed into Public Service

A Nurse Aide reported that in early 1990 he and other colleagues sat an examination which he passed. During the graduation ceremony they were told by a Representative of the Nursing Council that they would then be under the control of the Nursing Council.

With this assurance, the Complainant feels that the Provincial Nurse Aides should, for purposes of payment, be transfer to the Public Service. When this did not eventuate he registered the complaint with the Ombudsman. The Ombudsman investigated the complaint and received the following clarification from the MHMS.

You mentioned the Complainant reportedly as saying, he sat for the Nursing Examination, be assured that it is not an Examination as such but rather a practical assessment looking at the knowledge and skills possess by Nurse Aids working throughout the country. I was appointed to coordinate the whole exercise or assessment.

In order to understand this, we need to know the function of the S.I. Nursing Council is a legal body charged with the responsibility to regulate and monitor the practical or malpractice of all registered Nurses in the country.

Before June 1994 when the Nurse Aide assessment was conducted, Nurse Aides practicing in the country were not legally protected so in 1994 then decided to accord the same legal privileges covering registered Nurses to the Nurse Aides as well.

The whole exercise of assessment of Nurse Aides was basically for this purpose and not to make Nurse Aides become registered nurses. To do so would require additional training for another 3 years and not merely sitting for an examination.

Whilst the Ministry would want to maintain a centralise pay roll, the Public Service would have the final say. There are also numerous factors which would need to be considered like, age and current level of pay by the various Provinces. There is also the question of redundancy which may also involve because of the change of employers.

The question of remuneration is an important factor as some Provincial Direct employees are well paid above government employed Nurse Aides. The question then is will these Aides accept a demotion if they were absorbed into the Public Service. The Nursing Scheme of Service stipulate the entry point of Nurse Aides at Level 2.1 with a certificate for new entrants and at Level 3.1 for those with previous work experiences.

As alluded in the above paragraph, Nurse Aide absorption into the Public Service could mean a demotion for many Nurse Aides. The other point to note is currently the salaries of Provincial direct employees are paid for by the Public Service through the salary service grant provision to the Provinces. The only major difference is that the Provincial direct employees salaries are

prepared by the Provincial Salary Section whilst the seconded employees salaries are prepared centrally by the Ministry Salary Section.

But all in all the decision to down size or to build up the Public Service remains with the government of the day in collaboration with the Public Service.

On receipt of the explanation, the Complainant was notified and his Case File closed.

8 MINISTRY OF HOME AND CULTURAL AFFAIRS

Following the 1997 National Elections Complaints have been received from those who worked for the Elections. These include complaints about non payments of Allowances and Overtimes, etc. eg.

CN: 83/10/97: Non Payment of Election Allowance

In the past, when the Marine Division used to operate its Shipping Fleet on election duties, the ships that were so engaged had their crew members paid Allowances, etc like other Public Officers engaged in election duties.

In the 1997 General Electoral Office chartered Private ships to work for the Election. Some of the crew in the Marine Fleet thought they would be treated, for purposes of allowances, in the like manner of past elections.

Accordingly, a Crew Member registered a Complaint with the Ombudsman, complaining about non payment of Allowances for election duties.

The Ombudsman investigated the Complaint and received responses from both the Secretary, Electoral Office and the Manager of the Shipping Company.

It was confirmed that the Electoral Office chartered the boats. As such, it was not held responsible for any other Allowances for the crew. Any such Allowances etc. would be the responsibility of the Shipping Company.

The matter was cleared and the Ombudsman notified the Complainant and closed his Case File.

9. **MINISTRY OF JUSTICE AND LEGAL AFFAIRS**

As reported in the previous Annual Report, the Ombudsman continues to have difficulties with the Trade Dispute Panel Office responding to his letters, on Complaints registered against work of that Office. These include delays to hear TDP cases and to release decisions after hearing and lack of response to the Ombudsman's correspondences.

The Ombudsman had to therefore to resort to his powers pursuant to the Ombudsman's Act, summon the chairperson of Trade Dispute Panel to appear in person before the Ombudsman to give requested information.

Some of the Complainants were advised to refer their Complaint against non release TDP decisions to the High Court to order the Panel to make the necessary pronouncement.

There were also a number of Complaints against the Courts for delaying to hear court cases and the Registrar General for delay or non register of lands for which all registration legal fees have long been duly paid. eg.

CN: 121/11/97 - Delay to transfer Land Title

A complainant registered a Complaint with the Ombudsman about the delay to transfer Land Title to him following a Court decision made in 1995.

According to the High Court decision made in 1995, the Court ordered that:-

1. The perpetual estate register of the land be rectified so as to cancel the registration of the current registered owners
2. The perpetual estate registered of the land be rectified so as to effect registration in turn of the Complainant as the owner of the said perpetual estate.
3. Costs in favour of the Plaintiff.

Since the decision was made the Complainant kept on following it up with the Registrar of Titles Office but no action was done to comply with the above orders.

The Ombudsman on behalf of the Complainant then wrote to the Registrar of Titles and requested as follow -

- Please take note of this Complaint and if anything else is to be done but was not done by the Complainant hence delaying the transfer, advise so that the Complainant would be notified accordingly.

After the Ombudsman's dealing with the Complaint it was settled in favour of the Complainant. The Complainant then wrote to the Registrar of Titles copied to the Ombudsman and others, expressing his gratitude for having his case sorted out for him as quote..

This is to officially inform you that the process in which this particular case was done on my behalf is well pleased and honoured.

Thank you.

10. **MINISTRY OF LANDS AND HOUSING**

The Ombudsman received twenty-three Complaints, nineteen of which is against the Commissioner of Lands. These were on unsatisfactory Land allocations, delay to register and respond to land applications.

Like the Chairperson of the TDP, the Commissioner of Lands was subjected to Ombudsman's Order under Section 12 of the Act and likely action under Section 20 (2).

CN: 178/02/98 - House on government land sold

The Complainant, used to live in a servant quarter situated on a government land which was sold.

As the land was sold the owner served notices to everyone living in quarters to vacate them. The Complainant being one of these was not happy, claiming that since he has no where else to go, and having been there for more than four years, not to mention having incurred expenses in for the maintenance of the quarter, he requested that he remained. He felt the notice was unfair and that the responsible authorities should seek his view being a resident a long time tenant as to his likely interest in the land before deciding to dispose of it the way they did.

Hence, he registered the Complaint with the Ombudsman.

The Ombudsman looked into the Complaint and concluded that it was outside of his jurisdiction to deal with it.

"Thank you for your letter on the above subject.

While I fully appreciate your real problem, I must unfortunately advise that the nature of your case falls outside the Ombudsman's jurisdiction.

I deal with official maladministration. Your case however, appears to be one of complaints between individuals. This I regret I could not be of any assistance.

The Permanent Secretary, Ministry of Lands and Housing responded to the Complaint as quoted I write response to your letter addressed to the Ombudsman copied to me.

Whilst I sympathise with your desperate need for housing and I appreciate also the labour and finance you put in to make the quarter habitable. I regret to advise that the property in question had been granted to the buyer who bought the land on which it is situated and were registered in her name some three months before you moved in.

I attach a copy of the advise given to me by the learned Attorney General on the land and properties acquired by the buyer for which includes SQ117. The Ombudsman already has been furnished with the same advise from the Attorney General.

I suggest you vacate the premises before legal action is taken against you.

The Ombudsman dealt no further with the Complaint and closed the case after notifying the Complainant.

15. LEGAL NOTES

15.1 Ombudsman's Powers

In carrying out his legal duties especially when investigating into Complaints and requesting to get required information from relevant authorities, some authorities have been very reluctant to provide information and appear to be unaware of the Ombudsman's powers and duties. 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 here. We hope this will assist and remind all concerned.

**Extracts from Part IX of the National Constitution
of Solomon Islands**

Functions of Ombudsman. 97. (1) The functions of the Ombudsman shall be to:-

(a) enquire into the conduct of any person to whom this section applies in the exercise of his Office or authority, or abuse thereof;

(b) assist in the improvement of the practices and procedures of public bodies; and

(c) ensure the elimination of arbitrary and unfair decisions.

(2) Parliament may confer additional functions on the Ombudsman.

(3) This section applies to members of the public service, the Police Force, the Prisons Service, the government of Honiara City, provincial governments, and such other offices, commissions, corporate bodies or public agencies as may be prescribed by Parliament.

Provided that it shall not apply to the Governor-General or his personal staff or to the Director of Public Prosecutions or any person acting in accordance with his instructions.

(4) Nothing in this section or in any Act of Parliament enacted for the purposes of this Chapter shall confer on the Ombudsman any power to question or review any decision of any judge, magistrate or registrar in the exercise of his judicial functions.

Discharge of functions of Ombudsman. 98. (1) In the discharge of his functions the Ombudsman shall not be subject to the direction or control of any other person or authority and no proceedings of the Ombudsman shall be called in question in any court of law.

(2) The Ombudsman shall not conduct an investigation in respect of any matter if he has been given notice by the Prime Minister that the investigation of that matter would not be in the interests of the security of Solomon Islands.

(3) The Ombudsman shall make an annual report and may make such additional reports to Parliament as he deems appropriate concerning the discharge of his functions, and may draw attention to any defects which appear to him to exist in the administration or any law.

Further provisions.

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

Extracts from The Ombudsman (Further Provisions) Act 1980 - No. 1 of 1980

Conduct of investigations

10. (1) Subject to the provisions of this Act, the Ombudsman may obtain information from such persons and in such manner and make such inquiries as he thinks fit and may determine whether any person may be represented by a legal representative or otherwise in an investigation.

(2) Every investigation shall be conducted in private and subject to the provisions of section 8 and this section, the procedure for conducting an investigation shall be such as the Ombudsman considers appropriate in the circumstances of the case.

(3) It shall not be necessary for the Ombudsman to hold a hearing during the course of an investigation nor shall any person be entitled as of right to be heard by him:

Provided that if any time during the course of an investigation it appears to the Ombudsman that there may be sufficient grounds for his making any report or recommendation that may adversely affect any person, officer or authority, he shall afford such person, officer or authority an opportunity to be heard; and no comment that is adverse to any person, officer or authority shall be contained in a report to Parliament, to a Minister or to a department or authority unless such person, officer or authority has been given an opportunity to be heard.

Disclosure of information.

11. (1) Subject to the provisions of this Act, the Ombudsman may require any Minister, officer or member of any department or authority concerned or any other person who in his opinion is able to furnish information or produce documents or things relevant to the investigation to furnish any such information or produce any such document or thing.

(2) No obligation to maintain secrecy or other restriction upon the disclosure of information obtained by or furnished to persons in the public service imposed by any law in force in Solomon Islands or any rule or law shall apply to the disclosure of information for the purposes of any such investigation; and the Crown shall not be entitled in relation to

any such investigation to any such privilege in respect of the production of documents or the giving of evidence as is allowed by law in legal proceedings.

(3) No person shall be required or authorised by virtue of this section to furnish any information or answer any question or produce any document relating to proceedings of the Cabinet or any Committee thereof; and of for the purpose of this subsection a certificate issued by the Secretary to the Cabinet with the approval of the Prime Minister and certifying that any information, question or document so relates shall be conclusive.

(4) The Attorney-General may give notice to the Ombudsman with respect to any document or information specified in the notice, or any class of documents or information so specified, that in his opinion the disclosure of that document or information of that class, would be contrary to the public interest in relation to defence, external relations or internal security; and where such notice is given nothing in this section shall be construed as authorising or requiring the Ombudsman or any member of his staff to communicate to any person for any purpose any document or information specified in the notice or any document or information of a class so specified.

Attendance
of witnesses.

12. (1) Subject to the provisions of this Act, the Ombudsman may by order require any person who in his opinion is able to furnish information or produce any document, paper or thing relevant to an investigation to attend before him at a time and place specified in such order and be examined on oath or produce such document, paper or thing.

(2) Where the Ombudsman orders any person to be examined on oath, he may administer such oath.

(3) An order made under this section shall be served on the person to whom it is directed by a member of the staff of the Ombudsman or by a police officer in the manner prescribed for the service of a summons on a witness on a witness in civil proceedings before a court of law.

(4) If a person to whom an order under this section is directed does not attend at the time and place mentioned therein the Ombudsman may, upon being satisfied that the order was duly served or that the person to whom the order was directed wilfully avoided service, issue a warrant to apprehend such person and to bring such person before him at a time and place specified therein. Every warrant issued this section shall be executed by a police officer.

(5) Where a person is arrested in pursuance of a warrant issued under this section and is not brought before the Ombudsman within twenty-four hours of his arrest or is earlier released by order of the Ombudsman on his undertaking to

attend a time and place specified therein, such person shall forthwith be taken before a Magistrate who shall -

- (a) if such person enters into a suitable recognisance for his appearance before the Ombudsman, release him from custody; or
- (b) order such person to be detained in custody until time as he can be brought before the Ombudsman.

(6) When any person is required by the Ombudsman to attend before him for the purposes of this section, such person shall be entitled to the same fees, allowances and expenses as he were a witness before a court of law and for the purposes of this subsection, the Ombudsman shall have the powers of a court to fix or disallow the amount of any such fee, allowance or expenses.

(7) For the avoidance of doubt it is hereby declared that this section shall apply whether or not the person or witness concerned is a person in respect of whose conduct the Ombudsman has jurisdiction to inquire.

Privilege of
witnesses.

13. (1) Subject to section 11(2) every person required to give any information or ordered to attend to give evidence or to produce any document, paper or thing before the Ombudsman shall be entitled in respect of such information evidence, document, paper or thing to the same rights and privileges as a witness in any court of law.

(2) An answer given by a person to a question put by the Ombudsman or a statement made by a person to the Ombudsman shall not be admissible in evidence against him in any civil or criminal proceedings except in the case of criminal proceedings for an offence against this Act or for perjury, subornation of perjury or defeating or obstructing the course of justice, and no evidence in respect of proceedings at a hearing before the Ombudsman shall be given against any person other than in further proceedings before the Ombudsman.

(3) When a person gives evidence or produces any document, paper or thing at a hearing before the Ombudsman in pursuance of this act the proceedings shall be deemed to be judicial proceedings for the purposes of a prosecution for perjury, subornation of perjury or defeating or obstructing course of justice.

(4) The Ombudsman may hear and obtain information whether or not the same be evidence within the meaning of the law for the time being regulating the admissibility of evidence in courts of law.

Period of
entry.

14. (1) For the purposes of this Act the Ombudsman or any person specifically authorised by him may at any time enter upon any premises occupied by any person, department or authority in respect of which he may carry out an investigation and inspect the premises and thereon make such inquiries as he think fit.

(2) Before entering upon any premises pursuant to the above subsection, the Ombudsman shall give at least 24 hours notice to the appropriate person, department or authority.

Investigation
not to affect
departmental
action.

15. The conduct of an investigation by the Ombudsman shall not affect any action taken by the department or authority concerned or any power or duty of that department or authority to take further action in respect of any matter which is the subject of the investigation.

Offences

20. (1) Any person who, otherwise than in the course of his duty, directly or indirectly, by himself or by any other person, in any manner whatsoever including giving undue publicity to his complaint wilfully influences or attempts to influence the decision of the Ombudsman with regard to any complaint made to him or to any investigation made by him, shall be guilty of an offence.

(2) Subject to the provisions of this Act, any person who is requested by the Ombudsman or by any member of the staff of the Ombudsman acting in the exercise of his duties, to furnish any information or to produce any document, paper or thing and who wilfully fails to furnish such information or to produce such document, paper or thing, shall be guilty of an offence.

(3) Any person who, in connection with any matter which lies within the jurisdiction of Ombudsman, wilfully gives him any information which is false or misleading by reason of the falsity of, or the omission of, a material particular, shall be guilty of an offence.

(4) Any person guilty of an offence under the provisions of this section shall be liable to a fine not exceeding two hundred dollars or to imprisonment for a term not exceeding one year or to both such fine and imprisonment.

(5) No prosecution for an offence against this section shall be instituted except with the consent of the Director of Public Prosecutions.

Period of
entry.

14. (1) For the purposes of this Act the Ombudsman or any person specifically authorised by him may at any time enter upon any premises occupied by any person, department or authority in respect of which he may carry out an investigation and inspect the premises and thereon make such inquiries as he think fit.

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15. The conduct of an investigation by the Ombudsman shall not affect any action taken by the department or authority concerned or any power or duty of that department or authority to take further action in respect of any matter which is the subject of the investigation.

Offences

20. (1) Any person who, otherwise than in the course of his duty, directly or indirectly, by himself or by any other person, in any manner whatsoever including giving undue publicity to his complaint wilfully influences or attempts to influence the decision of the Ombudsman with regard to any complaint made to him or to any investigation made by him, shall be guilty of an offence.

(2) Subject to the provisions of this Act, any person who is requested by the Ombudsman or by any member of the staff of the Ombudsman acting in the exercise of his duties, to furnish any information or to produce any document, paper or thing and who wilfully fails to furnish such information or to produce such document, paper or thing, shall be guilty of an offence.

(3) Any person who, in connection with any matter which lies within the jurisdiction of Ombudsman, wilfully gives him any information which is false or misleading by reason of the falsity of, or the omission of, a material particular, shall be guilty of an offence.

(4) Any person guilty of an offence under the provisions of this section shall be liable to a fine not exceeding two hundred dollars or to imprisonment for a term not exceeding one year or to both such fine and imprisonment.

(5) No prosecution for an offence against this section shall be instituted except with the consent of the Director of Public Prosecutions.

Ombudsman
determine
not to invest-
gate complaint
where undue
publicity given.

21. The Ombudsman may determine not to make an investigation in the case of any complaint where the complainant or any person acting in his behalf (whether or not the complainant has authorised or consented to his doing so) has given undue publicity to the complaint, on the ground that such undue publicity may prejudice the impartial investigation of the complaint.

15.2 The Ombudsman Act 1980

Neither the present Ombudsman nor his predecessors have been entirely happy with the Ombudsman Act 1980. While it is extremely helpful in giving effect to the Ombudsman's investigating and reporting functions, it does not assist in the improvement of practices or elimination of unfair decisions.

Some of the earlier sections even appear to conflict with and try to limit his Constitutional jurisdiction. A good example of this section is 8(1):

“Any complaint or invitation made to the Ombudsman shall be in writing and shall be submitted direct to the Ombudsman”.

This provision appears to discriminate against illiterate people who have difficulty in expressing themselves in writing. They are the people most in need of assistance. According to government statistics nearly 40 percent of the population has had no formal education at all and a further 23 percent has had only basic Primary Education and would have difficulty in expressing themselves in written English or Pijin. The Ombudsman's practice is to put all oral complaints into writing in the presence of the person complaining and this then forms part of the investigation record as alluded to earlier.

This practice may have to be formalised in planned review of the Act.

16. ANNEXTURES

WORK PROGRAMME 1998 – 2001OMBUDSMAN OFFICEMINISTRY OF HOME & CULTURAL AFFAIRSPROGRAMME 1

Physical improvement of the Ombudsman Office

AIM

To enhance an adequate and sound working environment conducive to desired efficient and effective staff performances and public access, by some appropriate internal re-arrangements to the physical lay out of the office.

ACTIVITIES

1. Carry out necessary internal alterations to the office to cater for office spaces for the Principal Investigations Officer, the Principal Legal Advisor, another Principal Investigation Officer and the Senior Investigation Officer.

TIME FRAME

Short to Medium term

PROGRAMME 2

Computerisation of the Ombudsman Office

AIM

To develop and put in place a computerised system for the office to enhance efficiency in the administrative, management, monitoring and control of public grievances.

ACTIVITIES

1. Develop a project document for the computer requirements
2. Source funding for the project
3. Secure and install the system

TIME FRAME

Short/Medium Term

PROGRAMME 3

Human Resource Development

AIM

To equip staff at all level with relevant knowledge and enhanced capacity through appropriate training.

ACTIVITIES

1. Draw up an appropriate training programme for the staff
2. Identify appropriate and relevant in-service courses for the staff at SICHE and elsewhere.
3. Avail staff to attend relevant workshops, conferences, seminars and study visits and work attachments.
4. Maintain the current on-the-job training practice.

TIME FRAME

Short – Long term

PROGRAMME 4

Enhanced touring activities

AIM

To facilitate touring of Provincial Centers and their environs

ACTIVITIES

1. Draw up a touring programme on the basis of visits to three Provinces a year.
2. Secure financial allocation for visits in the annual Recurrent Budgets.

TIME FRAME

Continuous

PROGRAMME 5

Timely Production of Annual Reports

AIM

To produce the Ombudsman's Annual Report as required under the constitution on a regular and timely basis.

ACTIVITIES

1. Make the staff fully aware of the constitutional obligation for timely production of relevant information and statistics.
2. Compile, publish and present Annual Report to the Budget session of Parliament.

TIME FRAME

Continuous

PROGRAMME 6

Full staff compliment

AIM

To have a full staff compliment of seven (7) by the year 2001

ACTIVITIES

1. Hold dialogue to ensure proper understanding of the importance and usefulness of the Ombudsmen institution in a democratic government by the political leadership so as the office is adequately equipped with necessary staff and resources.

TIME FRAME

Continuous

PROGRAMME 7

Public Awareness

AIM

To ensure that the public is fully aware of the responsibilities, jurisdiction function and powers of the Ombudsman and how to resort to his appropriate assistance.

ACTIVITIES

1. Make publication in printing media
2. Make presentation in broadcasting media
3. Hold public talks to sectors of the community
4. Give talks to school and similar institutions

TIME FRAME

Short – Long term

PROGRAMME 8

Review of the Ombudsman (Further Provision) Act 1980

AIM

To ensure its fairness, usefulness and effectiveness in relation to its jurisdiction, powers and functions.

ACTIVITIES

1. Set up a review team
2. Appoint members to it
3. Carry out the review and compile a report
4. Get Cabinet endorsement for enactment of any amendment to the Act recommended by the review
5. Enact in Parliament

TIME FRAME

Short/Medium term

ANNEX 2

INVENTORY OF OFFICE FURNITURE & EQUIPMENT(List of items in stock as at 30th June, 1998.)

<u>ITEM</u>	<u>NO. IN STOCK</u>	<u>NOTE</u>
1. Wooden Executive Tables with 8 drawers.	2 only	1 with drawers all broken.
2. Metal Executive Tables with 5 drawers.	2 only	Too old. Need replacement
3. Metal Executive chairs with arms	1 only	
4. Wooden Arm chair with cushion top	1 only	
5. Wooden stand (Bench)	1 only	For Duplicating machine.
6. Wooden Desk with 3 drawers Formica Top	1 only	Obtained from Marine Division.
7. Office Desk with Metal Frames & Legs with 3 drawer.	2 only	
8. Office Desk with Metal Frame and Legs – Drawers removed	1 only	Obtained from National Parliament Office.
9. Chest type Table with Metal Frames & legs – 3 drawers.	1 only	
10. Wooden Office chairs with cushion seats.	6 only	
11. Set of Wooden Cushion Settees consisting of	4 pieces	
• 1 x 3 Seater		
• 1 x 2 Seater		
• 1 x 1 Seater		
12. Coffee Table	1 only	

13.	Wooden Office chairs without Cushion seats.	3 only	
14.	Typist Chairs	2 only	
15.	Metal Filing Cabinets	5 only	4 with keys and 1 without key recently obtained from National Parliament Office.
16.	Wooden cupboard	1 only	Given by Foreign Affairs.
17.	Wooden Bookcases (6 Partitions)	2 only	
18.	Strong Safe	1 only	From Prime Minister's Office.
19.	Electric Typewriter (KOVAC E.1700)	1 only	Needs new Ribbons
20.	Photocopy machine CANON NP.1215 (S/No. DN:S11138)	1 only	
21.	1 X A3 Cassette and 1 x A4 Cassette	2 only	For the canon photocopy machine.
22.	Battery Wall Clock (FUJI TIME)	1 only	
23.	Brief Case	1 only	
24.	Rucksack with Frames	1 only	
25.	Coastal Life Jacket (Hutch wilco)	2 only	
26.	Vacuum Cleaner	1 only	For Office Car Cleaning (In Omb's Residence).
27.	Metal Mop Bucket	1 only	In Ombudsman's Residence.
28.	Plastic bucket-20 litres (Green)	1 only	

- | | | | |
|-----|--|----------|-----------------------------------|
| 29. | Electric Kettle | 1 only | |
| 30. | One Door 40 litres Refrigerator – WESTING HOUSE 145 | 1 only | |
| 31. | Metal Paper Dispenser | 1 only | For Roll of Brown wrapping paper. |
| 32. | Tape Recorder National RQ.2102 S/NO.DU 2LE45185 | 1 only | |
| 33. | Microphone | 1 only | For Tape recorder |
| 34. | Computer Set (2 sets consisting of:- | 1 Set | |
| | - Screen | 2 Pieces | |
| | - IPC Value Magic | 2 “ | |
| | - Printer – Epson EPL 5200 | 1 “ | |
| | - Key Board | 2 “ | |
| 35. | Guillotine | 1 only | |
| 36. | Sellotape Dispenser | 1 only | |
| 37. | Heavy Duty Stapling Machine 9ELMES.324) | 1 only | |
| 38. | High Wooden Stool (Formica top) | 1 only | |
| 39. | Dictionaries (2 only) | | |
| | Collins English | 1 copy | |
| | Oxford Advanced Learners | 1 copy | |
| 40. | Stores Instructions | 1 copy | Items 40 and 41 bound together. |
| 41. | Financial Instructions (1 x 1996 Version + 1 x 1994 Version) | 2 copies | |
| 42. | General Orders (1986 Version) | 2 copies | |
| 43. | LAW BOOKS (Refer list below) | | |
| | 1. Law of Solomon Islands 1961 – 3 Volumes: Volume I to III | | |
| | 2. Law of Solomon Islands 1969 – 6 Volumes: Volume I to VI | | |
| | 3. Laws of Solomon Islands 1970 | | |

- | | |
|---|----------------------|
| - Ordinances and Supplement | 1 Volume |
| 4. Laws of Solomon Islands 1971
- Ordinances and Supplement | 1 Volume |
| 5. Laws of Solomon Islands 1972
- Ordinances and Supplement
- S.I. Gazettes | 1 Volume
1 Volume |
| 6. Laws of Solomon Islands 1973
- Ordinances and Supplement | 1 Volume |
| 7. Laws of Solomon Islands 1974
- Ordinances and Supplement | 1 Volume |
| 8. Laws of Solomon Islands 1975
- Ordinances and Supplement | 1 Volume |
| 9. Laws of Solomon Islands 1976
- Ordinances and Supplement | |
| 10. Laws of Solomon Islands 1977
- Ordinances and Supplement | 1 Volume |
| - S.I. Gazettees | 1 Volume |
| 11. Laws of Solomon Islands 1978
- Acts and Supplement | 1 Volume |
| 12. Laws of Solomon Islands 1979
- Acts and Supplements | 1 Volume |
| - S.I. Gazettes | 1 Volume |
| 13. Laws of Solomon Islands 1982
- S.I. Gazettes | 1 Volume |
| 14. S.I. Laws – Ordinances, Subsidiary and Legislation
- Filed in File covers, Folder each for the years 1983 – 1997 | |

These are filed in the following Files in each year –

- (i) Acts – Red File Cover
- (ii) Supplements – Blue File Cover
- (iii) Gazettes – Brown File Cover

15. Employment Laws – Filed separately in one Red File Cover

16. Penal Code – Cap. 5: Filed separately in Orange File Cover

17. High Court (Civil Procedure) Rules 1964

18. Penal Court, Magistrates Courts

Ordinance and Criminal Procedure Rules

44.	Rain Coats (Yellow)	2 only	
45.	Rain Shorts (Yellow)	2 only	
46.	Hose Pipe (30 metres)	1 only	In Omudsman's Residence

NOTE:

- (1) The list produced here consists only of the NON EXPENDABLE STORES items and Books, etc for references.

DETAILS OF EXPENDITURE AS AT 30TH JUNE, 1997

ACCOUNTING CODE	EXPENDITURE ITEMS	1997 PROVISION	EXPENDITURE AS AT 30/06/97	EXPENDITURE AS AT 31/12/97
228-0091-1000	Statutory Salary	\$ 67,813.00	\$42,242.74	\$ 68,232.17
228-0091-1001	Housing Allowance	\$ 6,000.00	\$ 2,307.65	\$ 2,307.65
228-0091-1004	Other Allowances	0	\$ 3,620.63	\$ 5,291.66
228-0091-1005	NPF (7.5%)	\$ 5,195.00	\$ 422.31	\$ 6,151.56
228-0091-1006	COLA	0	0	0
	Sub-Total:	\$ 79,008.00	\$ 48,593.33	\$ 81,983.04
228-0091-1010	Civil Salaries	\$ 44,701.00	\$ 66,399.81	\$ 74,490.55
228-0091-1011	Housing Allowance	\$ 12,620.00	\$ 5,038.77	\$ 9,849.02
228-0091-1013	Overtime Allowance	0	\$ 6,868.87	\$ 17,199.43
228-0091-1014	Other Allowances	\$ 6,000.00	\$ 17,680.54	\$ 20,693.71
228-0091-1015	NPF (7.5%)	\$ 7,971.00	\$ 7,591.99	\$ 10,064.22
228-0091-1016	COLA	0	\$ 86.00	\$ 129.00
	Sub-Total:	\$ 71,292.00	\$ 103,665.98	\$ 132,425.93
228-0091-1020	Wages	\$ 4,866.00	\$ 1,600.00	\$ 2,560.00
228-0091-1021	Housing Allowance	\$ 850.00	0	0
228-0091-1023	Overtime Allowance	0	0	0
228-0091-1024	Other Allowances	\$ 800.00	0	0
228-0091-1025	NPF (7.5%)	\$ 985.00	\$ 120.00	\$ 192.00
228-0091-1026	COLA	0	0	0
	Sub-Total:	\$ 7,501.00	\$ 1,720.00	\$ 2,752.00
	Pay Roll Total:	\$157,801.00	\$153,979.31	\$217,160.97
228-0091-2010	Office Expenses/ Incidentals	\$ 11,100.00	\$ 2,866.10	\$ 6,532.23
228-0091-2011	Electricity and Gas	\$ 6,150.00	\$ 206.35	\$ 944.67
228-0091-2012	Water	\$ 740.00	\$ 373.10	\$ 1,539.70
228-0091-2013	Telephones and Telegrams	\$ 12,305.00	\$ 11,685.73	\$ 16,226.71
228-0091-2017	Printing	\$ 6,150.00	\$ 1,043.40	\$ 1,602.25
228-0091-2050	Fuel	\$ 2,460.00	\$ 16.80	\$ 16.80
228-0091-2070	Travel & Transport	\$12,300.00	\$ 1,857.00	\$ 4,299.59
228-0091-2152	Maintenance of Equipment	\$ 5,000.00	\$ 1,500.00	\$ 2,670.00
228-0091-2191	Special Expenditure- Office Equipment	\$12,300.00	\$ 620.00	\$ 4,125.70
228-0091-2197	Contingencies			
	Sub-Total	\$68,505.00	\$ 20,168.48	\$ 37,957.65

DETAILS OF EXPENDITURE AS AT 30TH JUNE, 1997

SERVICE SUMMARY	1997 PROVISION	EXPENDITURE AS AT 30/06/97	EXPENDITURE AS AT 31/12/97
INCOME TOTAL	0	0	0
EXPENDITURE TOTAL	\$226,306.00	\$174,147.79	\$255,118.62
Pay roll charges	\$157,801.00	\$153,979.31	\$217,160.97
- Salaries	\$150,300.00	\$152,259.31	\$214,408.97
- Wages	\$ 7,501.00	\$ 1,720.00	\$ 2,752.00
Other Charges	\$ 68,505.00	\$ 20,168.48	\$ 37,957.65
NET TOTAL	\$226,306.00	\$174,147.79	\$255,118.62

ALLOCATION OF MINISTRIES, STATUTORY AUTHORITIES, COMMISSIONS AND PROVINCIAL GOVERNMENT

RESPONSIBILITIES

MINISTRIES

STATUTORY AUTHORITIES/
COMMISSIONS

OFFICER RESPONSIBLE

GROUP A

(1)	Ministry of Home Affairs (Including Justice & Legal Affairs Department)	(1)	Honiara Town Council (HTC)	Sir Peter Kenilorea
(2)	Ministry of Police & National Security	(2)	National Disaster Council (NDC)	(Ombudsman)
(3)	Ministry of Commerce, Employment & Tourism	(3)	Electoral Commission	
(4)	Ministry of Lands and Housing	(4)	Citizenship Commission	
(5)	Ministry of Provincial Government - For General Complaints other than Staff Complaints	(5)	Commodity Export Marketing Authority (CEMA)	
		(6)	Solomon Islands Ports Authority (SIPA)	
		(7)	Home Finance Corporation (HFC)	

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GROUP B

(1)	Ministry of Energy, Mines & Minerals	(1)	Solomon Islands Electricity Authority (SIEA)	Joe Poraiwai
(2)	Ministry of Finance	(2)	Central Bank of Solomon Islands (CBSI)	(Principal Investigation Officer)
(3)	Ministry of Development Planning	(3)	S.I. National Provident Fund (SINPF)	
(4)	Office of the Prime Minister (including National Parliament)	(4)	Investment Corporation of S.I. (ICSI)	

MINISTRIES

- (5) Ministry of Transport, Works, Aviation and Communication.
- (6) Ministry of Provincial Government - for Seconded Staff (devolved)
- (7) Ministry of Health and Medical Services

STATUTORY AUTHORITIES/ COMMISSIONS

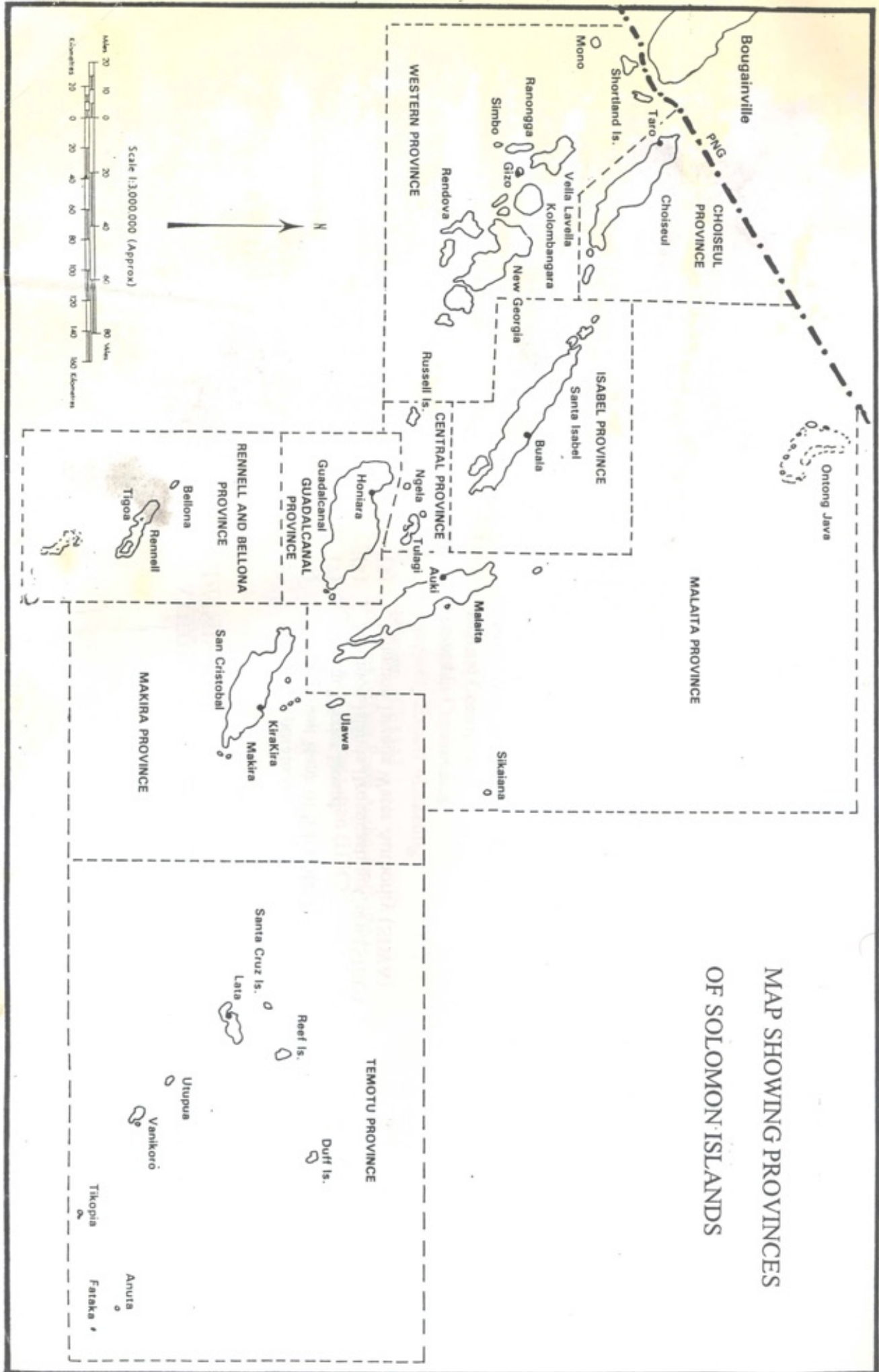
- (5) Postal Corporation
- (6) Development Bank of S.I. (DBSI)
- (7) Central Tender Board
- (8) Solomon Islands Broadcasting Corp. (SIBC)
- (9) Solomon Islands Water Authority (SIWA)

OFFICER RESPONSIBLE

GROUP C

- (1) Ministry of Education and Human Resources Dev.
 - (3) Ministry of Foreign Affairs
 - (4) Ministry of Agriculture & Fisheries
 - (5) Ministry of Forest, Environment & Conservation
 - (6) Ministry of Youth, Women, Sports & Recreation
 - (7) Provincial Assemblies (HTC not included)
- Staff Complaints from Direct Employees.
 - General Complaints other than Staff Complaints.

- (1) S.I. College of Higher Education (SICHE)
 - (2) Livestock Development Authority (LDA)
 - (3) Teaching Service Commission (TSC)
 - (4) North New Georgia Timber Corporation
 - (5) National Council of Women
 - (6) National Youth Congress
 - (7) National Sports Council
- Mrs Judith Waleanisia
 (Senior Investigation Officer)



MAP SHOWING PROVINCES
OF SOLOMON ISLANDS