



**Ofis blong Ombudsman  
Office of the Ombudsman  
Bureau du Mediateur**

**Namba Sixtin (16) Anuol Ripot  
blong Ombudsman blong  
Ripablik blong Vanuatu**

**i go**

**long Palemen**

**Januari - Disemba 2013**

**TEBOL BLONG OL TOPIK**

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## 1. Mesej blong Ombudsman

Mi gat hona blong forward-em 2013 Ombudsman Anuol Jenerol Ripot i kam long Palamen folem Konstityusen Atikol 63(5) mo folem Ombudsman Act (CAP.252) section 35(1).

Mi sori we Anuol Ripot ia i kam let long Palamen. Rison i from Principal Corporate Services Ofisa we i risponsibol blong statem ol anuol ripot, posisen blong hem i empti long 2012 kasem en blong 2013, mekem se 2012 Anuol Ripot i jes kamaut afta we PCSO i tekemap wok blong hem long Disemba 2013.

Jalenjes blong smol namba blong staff long yia 2012 long Ombudsman Ofis i gohed olsem wan jalenj long 2013 tu. Tufala impoten post we i empti long 2012 tufala i gohed blong stap empti kasem Disemba 2013 taem tufala ofisa ia i apointed – wan hem i First Principal Legal Ofisa, we hem i top lawyer blong Ombudsman Ofis, mo wan hem i Principal Corporate Services Ofisa, we hem i top administrative, human resource mo finance ofisa blong Ombudsman Ofis.

Long stat blong 2013 Ombudsman Ofis i gat 10 staf nomo (1 Ombudsman + 9 ofisa). Long 'organization structure' blong Ombudsman Ofis we Pablik Seves Komisen (PSK) i apruvum long 2003, i soem se i mas gat 36 staf (Ombudsman + 35 ofisa) long Ombudsman Ofis. Las taem we Ofis i gat 36 staff hem i during 'term' blong fas Omubdsman Mrs Marie-Noell Ferrieux-Patterson (1994-1999).

Long 2013 i gat fo (4) nyu staf we PSK i apointem olgeta. I gat 1 Klina, 1 Sekreteri blong Ombudsman, 1 First Principal Legal Ofisa, mo 1 Principal Corporate Services Ofisa. Long en blong 2013 namba blong staf i gro kwik kasem 14 (Ombudsman + 13 ofisa). I gat wan Senior Investigator tu we i bin tekemap wan empti post blong wan Principal Investigator.

So yia 2013 hem wan yia we i soemaut gudfala sain se Ombudsman Ofis i stap gro i kam antap mo strong bakegen long staf namba blong hem, mo long wok blong hem. Ripot ya i soemaut gudfala step we Ofis i stap long hem mo i bin mekem long yia 2013.



Ombudsman  
Kalkot Mataskelekele

## 2. INTRODAKSEN

Atikol 63(5) blong Konstitusen blong Ripablik blong Vanuatu, i talem se Ombudsman i mas mekem wan general ripot i go long Palemen long evri yia long saed blong wok blong hem mo wanem aksen ol otoriti oli tekem long ol samting we hem i fainemaot taem hem i stap mekem investigeisen.

Ombudsman hem i gohed blong fulfilim 'mandate' blong hem olsem we i stap long 'governing legislation' blong Ombudsman, we hem i stap long

- o Konstitusen blong Ripablik blong Vanuatu (Japta 9 Part II & Japta 10), mo
- o Loa blong Ombudsman (Cap.252), mo
- o Loa blong Lidasip Kod (Cap.240).

Atikel 62 blong Konstitusen i givim paoa long Ombudsman blong i save mekem wan investigeisen folem wan komplem o folem tingting blong hemwan nomo long wan samting we hem i ting se hem i impoten blong i mas investigeitem.

Seksen 11 blong Ombudsman Loa i givim paoa long Ombudsman blong i save mekem investigeisen long ol loa o 'administrative practice' we i no stret we hem i luk long wan keis we hem i stap investigeitem, mo tu hem i save investigeitem 'discriminatory practice' we wan gavman 'agency' i mekem.

Seksen 34 long Loa blong Lidasip Kod tu i givim paoa long Ombudsman blong i investigeitem aksen blong wan lida taem lida ya i no folem Loa blong Lidasip Kod.

Mo tu hem i save investigeitem wan komplem abaot kwesten sipos administreisen blong Ripablik blong Vanuatu i stap yusum trifala ofisial lanwis, hemia Bislama, Franis mo Inglis olsem we i stap long Konstitusen Atikol 64(1).

Mein wok blong Ombudsman hemi blong tekem ol komplem mo mekem investigeisen long ol komplem ya olsem we Atikel 62 blong Konstitusen i talem.

Ofis blong Ombudsman hemi stanap olsem wan 'key element' blong 'system' blong 'constitutional democracy' long Vanuatu. Ofis ia olsem wan 'constitutional body' mo 'agency' i go hed blong promotem ol 'concept' mo 'practice' blong 'good governance' mo 'transparency' mo strengthenem 'independency' blong hem.

### 3. ADMINISTREISEN

#### 3.1 Korperet mo Bisnis Plan

Ofis blong Ombudsman long 2013 hem i developem wan 2012/2014 Korperet Plan mo Human Resource Development Plan.

Purpose blong develop ol plans olsem i blong gaidem ofis ia blong kasem ol 'goals' blong hem.

Korperet Plan hemi setem 'Vision' mo 'Mission' stetmen blong Ombudsman Ofis mo kliarem blong talemaot rol, strakja, mo ol objektivs blong hem.

**'Vision':** *"Blong helpem ol Gavman 'agency' mo ol lida blong oli karemaot ol wok blong olgeta i kam moa strong mo stret anda long ol loa blong Vanuatu".*

**'Mission' Stetmen:** *"Blong lefemap gud administreiseisen mo risponsibol lidasip long kavman mo tu protektem hao yumi yusum ol ofisol lanwis blong benefitim pipol blong Ripablik blong Vanuatu"*

### 3.2 'Organization Structure'

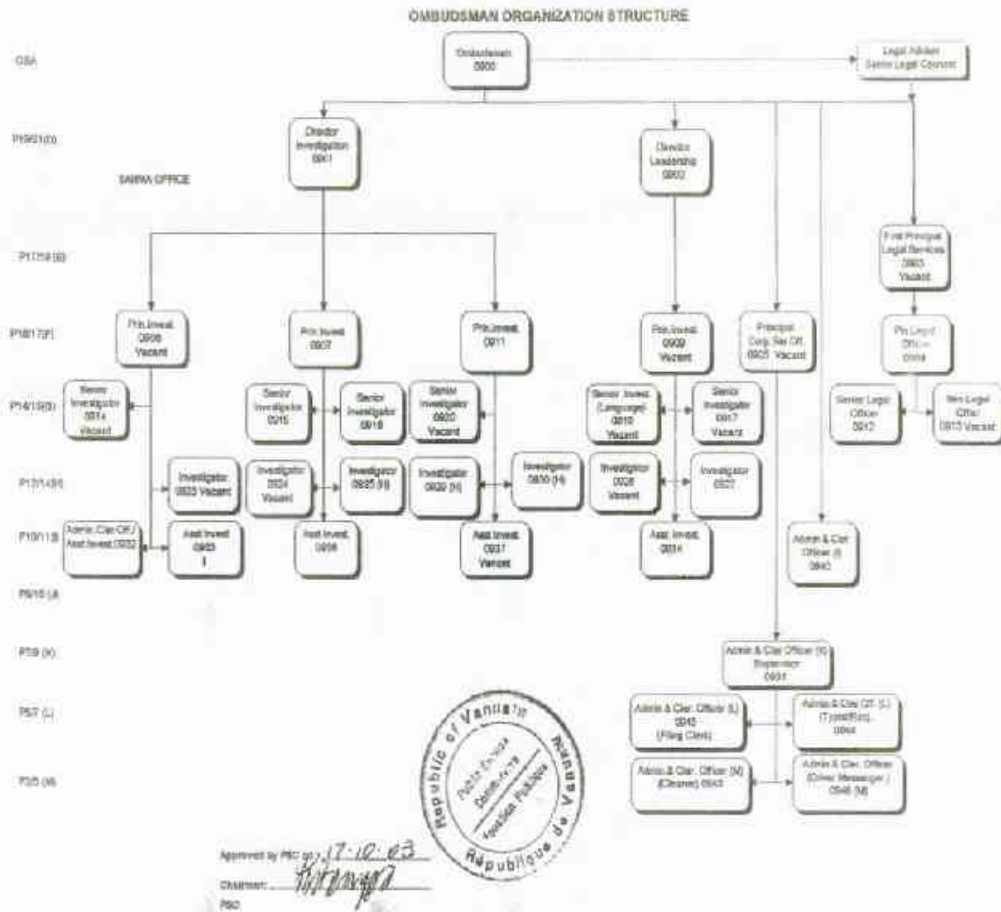


Figure 1: Organization Structure.

### 3.3 2013 Badjet

- Ofis blong Ombudsman hem i risivim wan badjet blong 40,972,648 Vatu.

| 2013 Batjet | Ol mani we Palamen I aloketem | Ol mani we Ofis I spendem | Ol mani we Ofis I no spendem | overspent |
|-------------|-------------------------------|---------------------------|------------------------------|-----------|
| Payroll     | 22,794,753                    | 20,739,588                | 2,055,165                    | 0         |
| Operation   | 18,177,895                    | 11,298,749                | 6,879,146                    | 0         |

Figure 2: MBC badjet alokesen blong 2013.

Long yia ia, Ofis i gat 13 staff memba we i no kauntem Ombudsman.

- Ol niufala staff we Ofis hem i recrutim i gat: Principal Investigator (Post No. 0911), Secretary blong Ombudsman (Post No.940) mo Klina (Post No.943) we tufala i recruited mo startem wok long 19 August 2013 mo long end blo yia lo Disemba Pablik Seves Komisen (PSK) hem i mekem apointmen blong Principal Corporate Services Ofisa (Post No.905) mo First Principal Legal Ofisa (Post No.903) mo tufala i statem work long namba 09 Disemba 2013.
- During long 2013, Ombudsman hem i apointem Administrative Clerical Ofisa (Receptionist) (Post No.944) blong kam Acting Principal Corporate Services Ofisa we hem i manajem Corporate Services, Human Resource, Finance mo ol Assets blo Ofis kasem 09 Disemba 2013 we posison blo Principal Corporate Services Ofisa hem i gat niu ofisa i tekem post ia. Hem i also apointem Principal Investigator (Post No.0911) blong Acting First Principal Legal Ofisa, kasem taem we posison ia i gat wan niu ofisa long 09 Disemba 2013.

### 3.4 Ofis blong Ombudsman long Vila i mov i go long niufala Ofis Spes

- Long 01 January kasem 26 Disemba 2013, Ofis blong Ombudsman long Vila i stap nomo long 'top floor' blong Pilioko House long medel blong taon. Olsem we i stap long ol Anuol Ripot blong bifo, Ombudsman i bin stap requestem Gavman blong givim wan 'permanent building' we Ofis blong Ombudsman i save stap long hem oltaem.
- Long 27 Disemba 2013, ol staff long Vila Ofis oli stat blong movum ol ofis material mo asset i go long niufala ofis spes long Ex-Ministri blong Lands Ofis long Rue

Pasteur. Niufala ofis spes ia hem i wan simen haus we i gat 2 storey, we Ofis blong Ombudsman i laki blong kasem thru long ol 'negotiation between' Ombudsman Ofis mo Minista blong Lands long taem ia, Hon. Ralph Regenvanu.

#### **4. INVESTIGEISEN BLONG OL KOMPLEN**

Ofis blong Ombudsman i kat tu (2) Section we i lukluk long ol komplem we i kasem hem. I kat Section blong Lidasip Kod Investigesen we i lukluk long ol komplem abaot ol Lida we oli brekem Loa blong Lidasip Kod, mo tu, Section ia i lukluk long saet blong komplem sipos administreisen blong Vanuatu i stap yusum trifala ofisel lanwis folem Konstitusen o nogat. Mo i kat Section blong Mal-administreisen we i lukluk long ol komplem agensem nokut fasin blong wok long Gavman mo gavman 'agency' we i brekem Konstitusen o Ombudsman Loa.

##### **4.1 Trifala Kaen Komplem**

Ol komplem we Ofis i stap investigeitem oltaem hem i

- (a) Komplem blong nogud fasin blong wok blong Gavman o wan 'agency' blong Gavman,
- (b) Brekem Loa blong Lidasip Kod, mo
- (c) Brekem Konstitusen Atikol we i talem olsem wanem yumi mas yusum trifala ofisol lanwis.

Seksen 18(1) blong Ombudsman Loa i givim paoa long Ombudsman blong i disaed blong mekem investigeisen long wan komplem o nogat.

- 4.1.2 Long 2013, Ofis hem i risivim 44 niu komplem evriwan. I gat 30 blong nogud fasin blong wok (maladministration), 14 blong brekem loa blong Lidasip Kod, be i nogat eni komplem long said blong ol ofisel lanwis (language rights). Rison from wanem i nogat komplem long said blong ol ofisel lanwis hem i from i nogat wan Lanwis Raets ofisa i appointed yet blong lukluk sipos Gavman mo ol 'agency' oli bin stap yusum ol ofisel lanwis folem Konstitusen Atikol 64(1) o nogat. Tu (2) long ol komplem ia we ofis i kasem tufala i foldaon aotsaed long paoa blong Ombudsman so Ombudsman i yusum 'discretion' blong hem folem Loa blong i no investigeitem. 'Figure' 3 i soem ol niufala komplem nomo we Ombudsman i bin risivim long 2013.

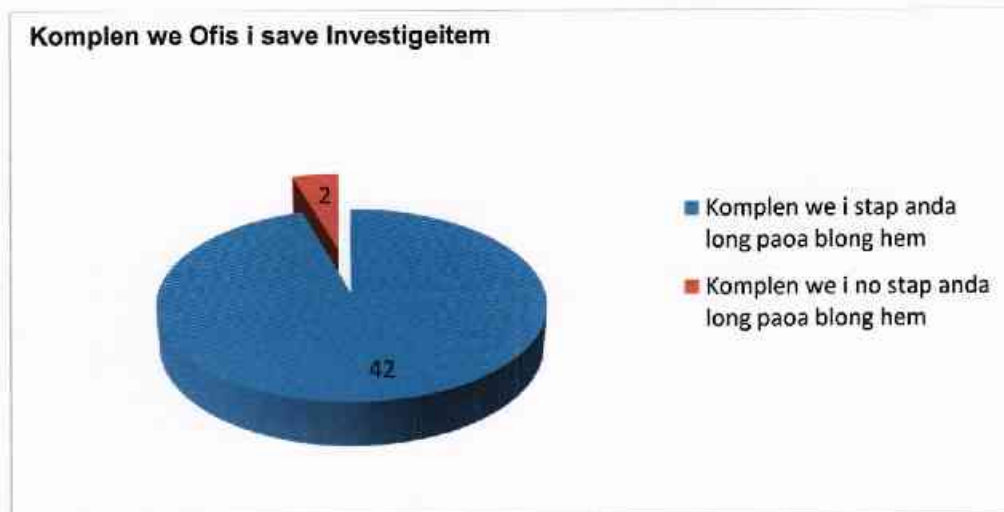


Figure 3: Ol niufala komplem we ofis i bin risivim long 2013.



Figure 4 i soem se bigfala namba blong ol komplem we i kam long Ombudsman Ofis, Ombudsman i kat paoa blo lukluk long olgeta. I gat smol namba nomo we Ombudsman i disaet blong no lukluk long hem.

Figure 4: Ol komplem we Ombudsman i gat paoa blong lukluk long olgeta.



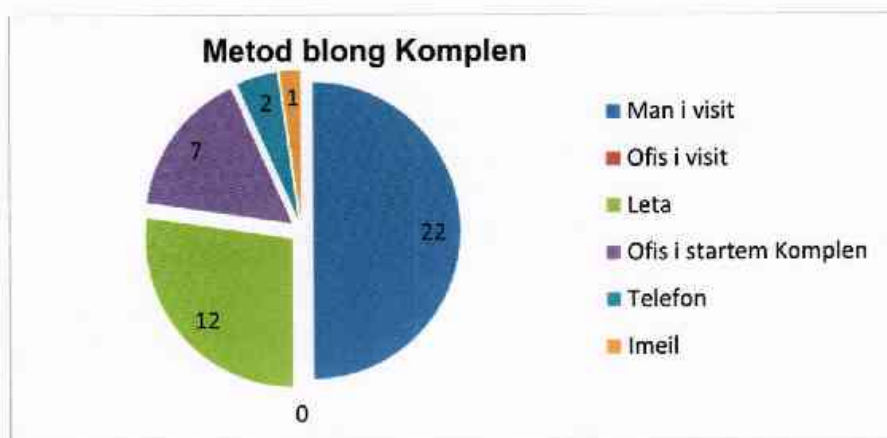
## 4.2 Wei blong putum komplen

4.2.1 Folem fasin we Ombudsman i stap wok folem, i gat six (6) kaen wei we ol man mo woman i save putum komplen i kam long ofis. Ombudsman i risivim komplen tru long

- leta ('Letter'),
- 'own' tingting mo lukluk blong hem ('Own initiative'),
- telefon ('Telephone'),
- ofis visit ('Visit to us'),
- long wei we ofis i mekem visit i go long ol 'agency' o taem ofis i gat wan awareness ('Visit by us') mo
- tru long email ('Email').

4.2.2 Figure 5 daon long pej ia i soem hao nao ol man mo woman i aksesem servis blong Ombudsman long 2013.

Figure 5: Fasin blong putum komplen i kam long ofis.



4.2.3 Figure 5 i soem se long 2013, bigfala namba blong komplen i kam thru long pipol we i visitim Ofis mo givim komplen blong olgeta. Graph i soem tu se i no gat eni komplen we ofis i risivim thru long ol visit we Ofis i mekem. Rison blong hemia i from Ofis i no mekem eni 'awareness' o 'outreach' i go long Gavman mo gavman 'agency' from niufala Ombudsman i jas kam long post mo 'priority' blong hem i blong luk long wok blong administreisen mo investigeisen. Nara rison se Ofis i no

mekem 'awareness' o 'outreach' i go long 'rural' eria o ol nara aelan folem nomo 'limit' mo 'restriction' long saed blong badjet blong Ofis. No mata long hemia, namba blong komplek we ofis i risivim tru long telefon mo email i bin go antap smol. Hemia i soem se pipol i filim 'confident' inaf blong yusum tufala 'method' ia blong givim komplek i kam long Ofis.

- 4.2.4 Ol sevis we Ombudsman i givim yumi save se hem i fri long pablik. Lokesen blong Vila Ofis long medel blong taon, mo Luganville Ofis long eria blong Sanma Provinsal Ofis, i help bigwan long saed blong givim isi access long sevis blong Ombudsman i go long pablik.

### 4.3 Hu nao i save putum wan komplek

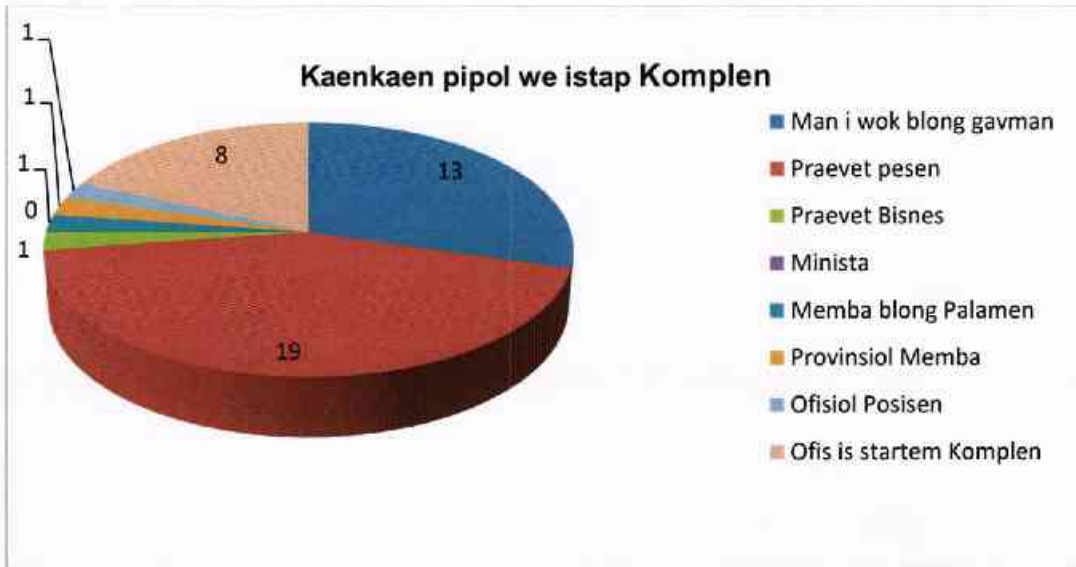
- 4.3.1. Folem Atikol 62(1) mo 64(2) blong Konstitusen, mo folem section 34(1) blong Loa blong Lidasip Kod, eni man o woman i save mekem komplek i kam long Ombudsman sapos

- hem i no glad long wan wok blong Gavman o gavman 'agency', o hem i no glad long wan 'decision' we Gavman o gavman 'agency' i tekem, o 'decision' we wan ofisa long Gavman o gavman 'agency' i tekem, we 'decision' ia i afektem man o woman ia long fasin we i givim 'injustice' long hem, o
- hem i luk o i ting se wan Lida i brekem o i no folem Loa blong Lidasip Kod, o
- hem i ting se administreisen blong Ripablik blong Vanuatu i brekem Konstitusenol rait blong hem blong kasem infomeson o 'service' long ofisol lanwis we hem i stap yusum oltaem.

Evri komplek we i kam long Ombudsman i pass tru long sem 'screening process' nomo blong asessem wanem kaen loa nao i involvem komplek ia, mo hao nao bae ol investigeisen i go hed long hem.

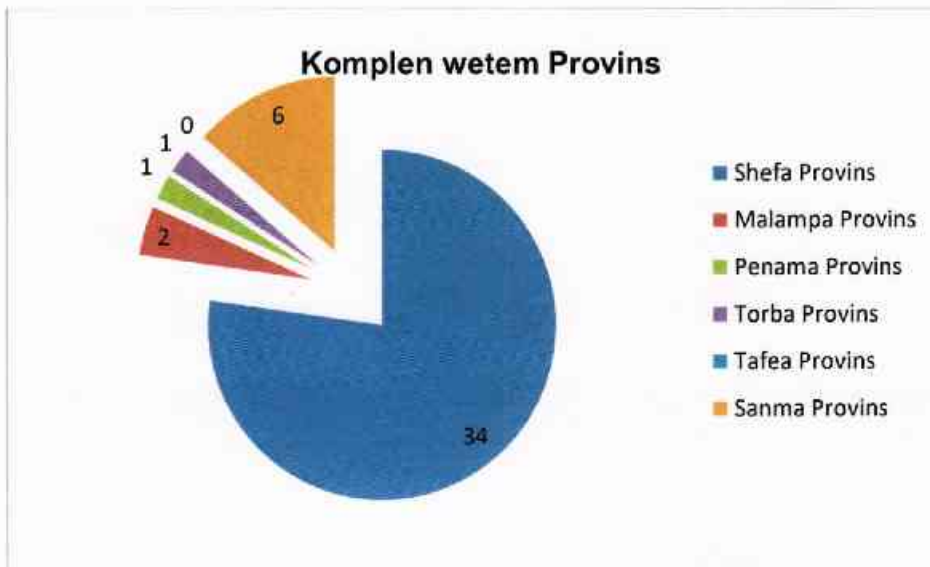
- 4.3.2 Figure 6 daon long nex pej, i soem ol kaen pipol we i stap putum komplek wetem Ombudsman. Hem i soem se long 2013, fulap moa 'Private Person' i putum komplek bitim 2012 we ol 'Government Ofisa' nao oli komplek moa.

Figure 6: Ol kaen pipol we i stap komplek i kam long Ombudsman



4.3.3 Figure 7 daon long pej ia hemi soem namba blong ol komplon we Ofis i stap risivim long wanwan provins long Vanuatu. From Ombudsman ofis i stap nomo long tufala provins ia SHEFA (Vila) mo SANMA (Luganville), tufala provins ia nomo i gat ol namba blong ol komplon we I hae lelebet i kam long Ombudsman. Be hemya i no stopem eni man o woman long nara provins i save putum eni komplon i kam thru long Ombudsman Ofis long Luganville o Vila.

Figure 7: Namba blong komplon we Ofis i risivim long ol provins.



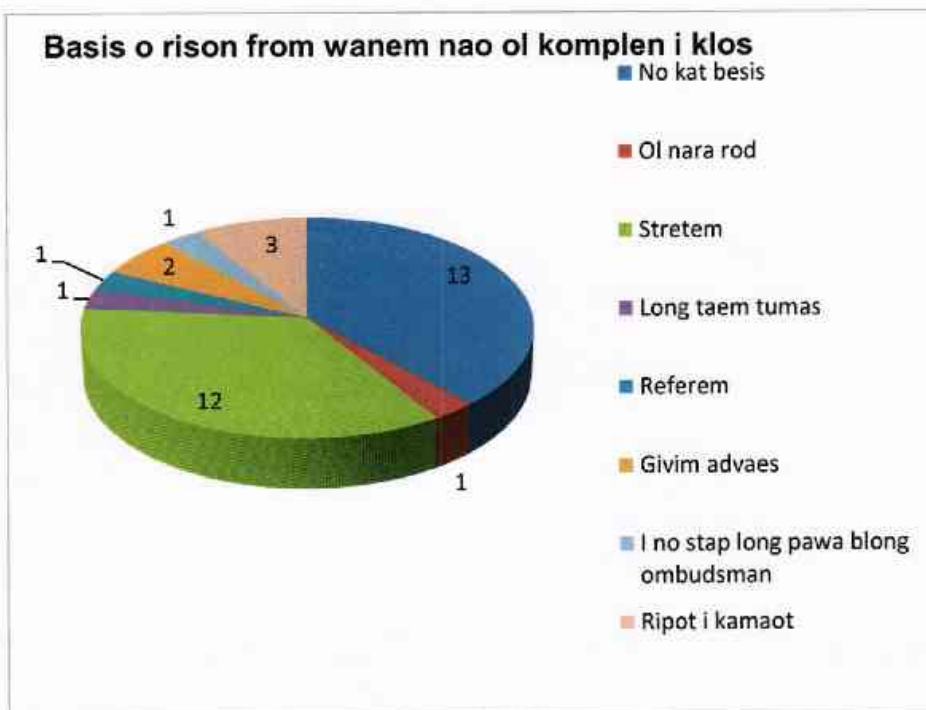
#### 4.4 Ol komplem we Ofis i klosem, risolvem, mo referem

4.4.1 Ofis blong Ombudsman i kat wan total blong 250 komplem we i bin stap investigeitem long 2013.

4.4.2 Aot long 250 komplem ia, Ombudsman i bin klosem 34 komplem evriwan olsem Figure 8 i soem. 12 hemi ol komplem we Ofis i stretem o risolvem, i minim se i nogat nid blong Ombudsman i mekem eni pablik ripot long olgeta. Long 31 Disemba 2013, i bin gat 216 komplem kes i regista yet long sistem we Ombudsman i gohed blong mekem investigeisen long olgeta.

4.4.3 Decision blong klosem wan komplem i stap fulwan long Ombudsman. Ol risons mo situesen we i helpem Ombudsman blong mekem decision ia i stap long seksen 18 blong Ombudsman Loa. Rifea long wan tebol long Anex A blong ripot ia long samari blong klosem wan komplem . Figure 8 daon long pej ia i soem ol rison mo 'basis' blong wae Ombudsman i klosem ol komplem ia.

Figure 8: Basis o rison from wanem nao ol komplem i klos.



4.4.4 Wok blong Ombudsman i no beis nomo long ol namba blong ol pablik ripot we hem i stap issuim. Wan komplem i save rijim steij blong pablik ripot nomo sapos Ombudsman i no save stretem o sapos i gat ol issue insaet we i nid blong pablik i mas save long hem.

#### 4.5. Pablik Ripot mo Rekomendesen

4.5.1 Long 2013, Ombudsman i bin issuem tri (3) ripot. Tu (2) hem i ol pablik ripot mo wan (1) hemi wan 'confidential' ripot. Ol ripot ia i gat:

1. *Public Report on the failure of the Public Service Commission to recommend to Government to compensate former Public Servant, Raymond Joel Talukweu, For injuries sustained while on duty Serving the Government on Pentecost In 1986.*
2. *Public Report on the misuse of the Co-operative Development Fund by Mr. Ronald Sandy as Director of Co-operatives & Mr. Collin Natonga As 1<sup>st</sup> Political Advisor of the Ministry responsible for Co-operative.*
3. *Confidential report.* Confidential ripot i folem process we i stap long Atikol 63(3) blong Konstitusen.

4.5.2 Ombudsman i bin mekem tu (2) rekomendesen long fes pablik ripot antap blong Gavman tru long Pablik Woks Dipatmen (PWD) mo Pablik Seves Komisen (PSK) i konsidarem blong compensetem Mr Raymond Joel Talukweu from ol injuri ia mo jenerol diskamfot we hem i gat folem ol injuri ia. Nambatu rekomendesen i blong PSK i developem wan 'Compensation Framework' from i luk olsem PSK i no gat wan yet blong ol wokman blong hem. Ombudsman i glad blong ripotem se Ofis blong PSK mo PWD i wokwanples mo compensetem Mr Talu.

#### 5. OL JALENJ BLONG OFIS

##### 5.1 Badjet

Ofis i gohed blong faet from badjet blong rekrutim wan Lanwis Raet Ofisa blong i save lukluk long ol wok blong trifala ofisol lanwis blong Vanuatu olsem we i stap long Atikol 3 mo Atikol 64 blong Konstitusen blong Ripablik.

##### 5.2 Staff i no naf

Ofis i bin faenem i had tu long yia ia from ol impoten posisen blong Principal Corporate Services Ofisa (PCSO) mo First Principal Legal Ofisa (FPLO) i empti o 'vacant' i stap. Ol narafala posisen we i empti hem i long Section blong Lidasip Kod we i bin luk Daarekta blong Lidasip Kod hem wan i manajem mo wok long Section ia hemwan wetem ova seventy (70) komplek kes blong lukluk long hem. Pablik Seves Komisen i jes apoentem PCSO mo FPLO long namba 09 Disemba 2013.

##### 5.3 'Case management system'

Ofis blong Ombudsman i gat sins ofis i open mo statem wok blong hem long July 15 1994 wan 'case management system' we i stap trackem ol kes long hem mo i stap helpem Ombudsman tu blong produsim ol 'statistical' ripot blong wanwan investigeita. Sistem ia nem blong hem hem i 'Case Tracking System' (CTS). Evri komplek we Ofis i

risivim, hem i rejistarem long sistem ia. Evri yia Ofis i stap konsaltem sistem ia taem hem i stap mekem ol anuol ripot blong hem i go long Palamen.

Nomata we sistem ia hem i 'useful' iet, hem i olfala tumas nao, from wan ofisa nomo i save wok long hem, mo tu CTS ia i no save kivim samfala infomesen we pablik i wantem, mo tingting i stap blong apdeitem Kes Traking Sistem ia wetem sapot blong projek we Ministri blong Jastis i stap mekem wetem 'Stretem Rod blong Jastis' 'Aid program' we Gavman blong Australia i fandem.

## **6. LOKOL TRENING/WOKSOP, OVASI OFISOL TRIP MO PLESMENS.**

6.1 Trening blong ol ofisa hem i impoten blong mekem se oli save karemaot wok blong olgeta long wan standad we i hae. From we cost blong trening i hae mo Ofis i no save mitim, Ombudsman i dipen plante long ol reginal 'organization' olsem Pacific Ombudsman Alliance (POA) blong givim asistens long training blong ol ofisa.

6.2 Long 24 kasem 26 April 2013, Ofis hem i oganaesem wan staff 'retreat' long Police College long Port Vila. Pepos blong retreat ia i blong reviuim Corporate mo Business Plan Matrix 2010 kasem 2014, mo tu blong lukluk long ol 'governing legislation' blong Ombudsman (luk pej 4 paragraph 2). Ol bigman long ol ofis blong Gavman tu i attendem opening blong retreat including Mr Moana Carcarsess Kalosil olsem 'former' Praem Minista, we PM i spokesman blong Ombudsman folem Ombudsman Loa seksen 38, mo Minister mo DG blong Justice tu i stap long opening. Tufala 'former' Ombudsman Mrs Marie-Noell Ferrieux-Patterson mo Mr Hannington Alatoa tu i stap long 'retreat' mo givim ol presentation.

Wan impoten 'recommendation' we i kamaot long 'retreat' ia se Palamen i nid blong amendem Atikol 62(2) blong Konstitusen blong givim paoa long Ombudsman blong hem i save mekem 'enquiry' long 'administrative conduct' blong President blong Ripablik, 'Judicial Service Commission' mo 'Supreme Court' mo 'judicial bodies'. Naoia Ombudsman i no gat rait blong mekem 'enquiry' long ol 'institutions' ia from Atikol 62(2) blong Konstitusen i blokem.

6.3 Long Mei 2013, faiv manis afta we Ombudsman hem i appoint i kam long post blong hem long 18 Disemba 2012, hem i go long wan 'induction visit' long Sydney mo Canberra we Commonwealth Ombudsman blong Australia mo New South Wales Ombudsman nao i hostem thru long fanding blong Pacific Ombudsman Alliance (POA). Ombudsman i bin go long induction visit ia tugeta wetem Ombudsman blong Cook Islands, Ombudsman John Tearoa Kini we hem tu i niu long post blong hem.

6.4 Daerekta blong Lidasip Kod Mr. Alain W. Molgos hem i bin go atendem wan lidasip konfrens long manis blo Novemba mo Disemba 2013 long Papua New Guinea. Model blong Ombudsman Ofis blong Ripablik blong Vanuatu hem i 'base' long model blong Ombudsman Commission blong Papua New Guinea we tufala i responsibol long 2

function – (1) karemaot investigeisen we i konsenem mal-adminstration, mo (2) karemaot investigeisen long Lidasip Kod.

- 6.5 Long 22 May kasem 30 June 2013, Ombudsman Ofis i bin hostem Brendan Delahunty thru long fanding blong Australian Aid long POA blong kam mekem atajmen wetem Ombudsman Ofis long Port Vila. Hem i bin help blong lukluk long sam organaesesonal mata long Ombudsman Ofis olsem (1) Lukluk bak long progress blong 'legislative amendments', (2) 'Encourage'-em Ombudsman blong wok moa klosap wetem 'Public Prosecutor' mo Police Commissioner konsenem ol investigeisen wok, (3) Lukluk long Case Tracking System blong Ofis, (4) Luk long hao 'corporate function' blong Ofis i save kam moa strong, mo (5) Luk long hao Ombudsman i save yusum 'media' blong help long 'awareness' mo 'outreach' program i go long pipol.
- 6.6 Long 19 Okis kasem 21 Okis 2013, Daerakta blong Jenerol Komplon mo Investigeisen i bin pat blong wan tim blong Extenel Inspeksen Tim (EIT) blong inspektem ol kondisen blong ol Detensen Senta long Port Vila mo Luganville folem United Nation Convention Against Torture. Minista blong Jastis long taem ia nao i apoentem tim ia. EIT i no bin save visit i go long Luganville.

#### **7. RIVIU BLONG OL LOA BLONG OMBUDSMAN MO LIDASIP KOD**

Folem Retreat we i bin stap long 23 Eprel 2013 long Police College mo plesmen blong Mr Brendan Delahunty, Ombudsman i bin stap go-hed blong lukluk blong reviuim mo apdetem ol wok we namba 4 Ombudsman leit Ombudsman Pasa Tosusu i bin wok long hem. Tingting mo hop blong Ombudsman i blong fowodem ol wok ia i go long Vanuatu Law Commission bifo end blong 2014.

#### **8. PABLIK AWENES**

Principial Investigator we hem i Officer in Charge long Luganville Ombudsman Rijonal Ofis, mo Assistant Investigator we i wok long Luganville Ofis tufala i gohed blong helpem bigwan investigeisen wok blong Ombudsman long northern taon blong kantri.

Long 2013 tufala i bin mekem gudfala 'awareness' mo 'outreach' program long saet blong wok blong Ombudsman i go long olgeta pleses ia:

- Bombua Junia Sekonderi Skul long 22 Mei 2013, long 9:30 AM kasem 11:00 AM
- Santo East Junia Sekonderi Skul long 23 Mei 2013 long 2:20 PM kasem 3:30PM;
- Matevulu College long 27 Mei 2013 long 3:15 PM kasem 4:45 PM
- Tata Junia Sekonderi Skul, Saot Cost long Santo, long 29 Mei 2013 long 9:40 AM kasem 11:30 AM
- Talua Baebol College long 29 Mei 2013 long 1:00 PM kasem 2:35 PM
- Sainte Anne Junia Sekonderi Skul long 07 Jun 2013 long 9:40 AM kasem 11:00 AM



- Luganville Koreksional Senta long 26 Jun 2013 long 9:00 AM kasem 10:40 AM



Foto: Ofisa in Charge long Regional Ofis long Luganville i givim toktok long ol detainees' mo correcksonel ofisa.



Foto: Asisten Investigeta i givim toktok long Sainte Ann JSS long Port Olry, NE Santo, mo long Talua Ministri Training Senta, South Santo.

## 9. LAS TOKTOK

Long wok blong hem, Ombudsman i mas mekem sua se

- Hem i wok agensem 'injustice' insaid Vanuatu 'administration' (Konstitusen Atikol 62(1)),
- Ol lida oli wok stret (Konstitusen Atikol 66 mo Loa blong Lidasip Kod (CAP.240)), mo
- Vanuatu 'administration' i rispektem stret hao oli yusum trifala ofisol lanwis (Konstitusen Atikol 3 mo Atikol 64(1)).

Ombudsman i hop se infomeisen insaid long Anuol Ripot ia blong 2013 bae i helpem ol Hon Memba blong Pahlen blong Ripablik blong save moa abaot wok blong Ombudsman. Semtaem ripot i givim janis long Hon MP's blong mekem 'comment' long wei we Ombudsman mo Ofis i save 'improve' long wok mo 'function' blong hem. Laswan, Ombudsman i encourage-em ol Hon MP's blong sapotem wok blong Ombudsman blong mekem sua se Ripablik blong Vanuatu hem i kam 'corruption free' blong benefitem pipol blong tede mo ol jenereison blong tumoro.

Tangkyu

(( A ))

| FAEL REJISTRESEN NAMBA | SOT STORI LO KOMPLEN   | WANEM WE INVESTIGEISEN I KASEM  | SOTFALA TOKTOK  |
|------------------------|--|---|---|
| 5060                   | Mr I i komplem long Ombudsman from wan 'least' blo graon we Dipatmen blo Lands hem i 'fail' blong registaren gud.  | Case ia i stap long Kot finis blong Kot i 'deal' wetem.   | Ombudsman i talemaot mata ia long Mr I mo klosem fael.  |
| 6011                   | Mr F mo G i komplem se Air Vanuatu i no wokem gud 'issue' blo 'strike' blong ol staff blong hem.   | I no kat inaf 'evidence' blong pruvum 'allegation' we i go akensem Air Vanuatu.   | Ombudsman i klosem fael from i nogat inaf evidence blong pruvum se komplem i tru.   |
| 0105                   | Mr N i komplem agensem Education Dipatmen from 'transfer' blong hem i go long nara school.   | 'Transfer' we Teaching Service mo Prinsipol Education Ofisa oli recommendem mo Minister hem i mekem transfer folem, i stret nomo.   | N i kambak long Ombudsman se bae ofis ia i nomo karemaot investigeisen long komplem blong hem.  |
| 0116                   | Mr H i komplem se Port Vila Municipality i spendem tumas money long wan lawyer we i sas tumas.   | Folem 'section' 18 (1) (c) blong Ombudsman Loa Ofis i klosem fael ia.   | Ombudsman i talemaot long H reason blong klosem komplem blong hem.  |
| 0121                   | Mrs L i komplem se Dipatmen blo Education i no putum hem i go long niu 'salary structure' we kam 'into effect' long yia 2006. Hem i bin toktok long ol bigman blo Education be ol i no mekem wan samting from. | Thru long enquiry i go long Education Dipatmen, Pablik Seves Komisen mo Finance Dipatmen, L i risivim 'backdated' payment blong hem folem niu salary structure.   | Ombudsman hem i talemaot lo L se enkwaeri i 'resolve' mo Ofis i klosem fael ia.   |
| 80044                  | Ombudsman i statem wan 'own initiative' enkwaeri long wan advetisem long niuspepa we i kamaot long wan lanwis nomo we hem i Inglis.  | Ombudsman thru investigeita i raitem leta i go long Officer in charge long 'institution' we i no folem Atikol 64(1) blo Konstitusen mo talemaot lo hem se hem i mas mekem advetisem long trifala ofisol lanwis blong Vanuatu – hemya Bislama, Franis mo Inglis. | Ombudsman hem i infomem Officer in charge long institution blong comply wetem Atikol 64(1) blong Konstitusen long 'future' blong mekem advertisement long tri fala ofisol lanwis. |
| 80045                  | Ombudsman i statem own enkwaeri blong hem long wan advetisem long niuspepa we i kamaot long wan lanwis nomo we hem i Inglis.   | Ombudsman i rait i go long Officer in charge long institution.  | Ombudsman hem i infomem Officer in charge long institution blong comply wetem Atikol 64(1) blong Konstitusen long future blong mekem advertisement long tri fala ofisol lanwis.   |
| 80051                  | Ombudsman i statem own enkwaeri blong hem long wan advetisem long niuspepa we i kamaot long Inglis nomo.   | Ombudsman i rait i go long Officer in charge long institution.  | Ombudsman hem i infomem Officer in charge long institution blong comply wetem Atikol 64(1) blong Konstitusen long future blong mekem advertisement long tri fala ofisol lanwis.   |
| 80052                  | Ombudsman i statem own enkwaeri blong hem long wan advetisem long niuspepa we i kamaot long Inglis nomo.   | Ombudsman i rait i go long Officer in charge long institution.  | Ombudsman hem i infomem Officer in charge long institution blong comply wetem Atikol 64(1) blong Konstitusen long future blong mekem advertisement long tri fala lanwis.          |
| 80056                  | Ombudsman i statem own enkwaeri blong hem long wan advetisem long niuspepa we i kamaot long wan lanwis nomo we hem i Inglis.   | Ombudsman i rait i go long Officer in charge long institution.  | Ombudsman hem i infomem Officer in charge long institution blong comply wetem Atikol 64(1) blong Konstitusen long future blong mekem advertisement long tri fala ofisol lanwis.   |
| 80118                  | Mr J i komplem se Dipatmen blo Lands ol i no registarem name blong hem long wan lease we every   | Ombudsman i faenemaot se lease i bin register long nem blong Mr J afta long ol enkwaeri   | Ombudsman i infomem Mr J mo i klosem fael blong hem long komplem ia.  |

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|       | paper work i stret finis mo ol i wantem registerem lease ia i go long wan nara business man.   | blong Ombudsman.  |  |
| 80119 | Ombudsman i statem own enkwaeri blong hem long alleged misuse blong institution funds blo mekem Mother's day selebresen.   | Ombudsman i rait i go long boss blong 'institution concerned'. Ombudsman i faenemaot se i no kat misuse blong funds blong institution from ol mama we oli wok lo institution ia oli contribute personally blo mekem mother's day selebresen.              | Ombudsman hem i klosem fael blong hem lo mata ia.  |
| 80160 | Mr O i komplem se Publik Seves Komisen i suspendem hem i no long wan good fasin.   | Ombudsman hem i mekem investingeisen mo hem i isiium wan public report long komplem blong Mr O.   | Public Report i kamaot finis mo Ombudsman i klosem fael.   |
| 80186 | Mr P i komplem se Lands Dipatmen i apruvum wan lease we hem i no stret.  | Ombudsman i advaitem Mr P blo tekem mata ia i go long Court thru wan lawyer.  | Ombudsman i givim advaes long Mr P.  |
| 80196 | Ombudsman i statem own enkwaeri blong hem long misuse blong public money long ol school.   | Ombudsman i faenemaot se ol school ol i stap risivim ol grants olsem subsidy mo hem i no inal blong kavaremap 'full operational cost' blo wan school so hemia nao ol school ol i stap introducee-um 'contribution or school fee'.                         | Ombudsman i klosem fael blong hem long mata ia.  |
| 80208 | Ombudsman i statem own enkwaeri blong hem long conduct blong former Minister blong Finance.  | Ombudsman i kaemaot wan enkwaeri be hem i no save mekem eni findings from evidence i no available.  | Ombudsman i klosem fael blong hem long mata ia.  |
| 80210 | Mr P i komplem long ol staff blong Lands Tribunal Office from kastom graon blong hem.  | Ombudsman i faenemaot se Supreme Court nomo i save lukluk long ol issues we Mr P i komplem from.  | Ombudsman hem i notifyem Mr P long mata ia.  |
| 80269 | Mr M i komplem se wan teacher mo wan national blong nara fala kaontri tufala i stap bribem ol chief blo mekem business lo wan aelan long Vanuatu.  | Ombudsman i no save investigate private citizen blong Vanuatu mo hem i mekem enkwaeri nomo long side blo Teacher ia. Ombudsman i no save mekem any findings akensem teacher ia. Ombudsman i awesa se Mr M i putum mata tu lo Kot blo oli lukluk long hem. | Ombudsman hem i klosem fael from hem i no mekem eni finding agensem teacher ia mo Ombudsman i advaitem Mr M se hem i no save investigate'em 'foreign' nasonal ia from hem i wan praevet man. |
| 80277 | Mr C i komplem se Immigration Dipatmen ol i no pem transport blong hem we hem i stap service-im Border Control staff blong go long work taem we truck blong olgeta i bin 'out of service' from wan accident. | Ombudsman i rait i go long Officer in charge long Immigration mo faenemaot se i no bin gat wan proper arrangement blong truck.  | Ombudsman hem i klosem fael from Immigration Dipatmen hem i pem sam money i go long Mr C finis.  |
| 80294 | Mr B i komplem long Ombudsman se hem i no kasem 'fair treatment' long Immigration Dipatmen from ol i talem long hem blong tekem annual leave blong hem blo 5 manis.  | Ombudsman i rait i go long Officer in charge long Immigration mo faenemaot se Mr B hem i gat tumas annual leave mo hem i stret blong hem i mas tekem annual leave blong hem.  | Ombudsman i faenemaot se Mr B hem i gat tumas annual leave stat long 1999 kasem 2013.  |
| 80296 | Mr Z i komplem se Health Dipatmen mo Public Service ol i not pem ol entitlement blo hem.   | Ombudsman i mekem enkwaeri mo luk se komplem i happen fulap via i pas finis.  | Ombudsman hem i referrem Mr Z blong hem i go long Ofis blong Public Solicitor.   |
| 80309 | Mr Q i komplem se wan former MP hem i misusum MP allocation blong hem.   | Ombudsman i faenemaot se Mr Q hem i no kat enaf pruv blong pruvum misuse blong MP allocation fund blong former MP.  | Ombudsman i advaitem Mr Q mo klosem fael.  |
| 80315 | Ombudsman i statem own enkwaeri blong hem long   | Ombudsman i rait i go long Officer in charge  | Ombudsman hem i infomem Officer in charge  |

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|-------|--|--|--|
|       | wan advetismen long niuspepa we i kamaot long wan lanwis nomo we hem i English.  | long institution.  | blong institution blong comply wetem Atikol 64(1) blong Konstitusen long future blong mekem advertisement long tri fala lanwis |
| 80327 | Mr K i komplem long Ombudsman se hem i no save from wanem Lands Dipatmen hem i forfeitem lease blo graon blo papa blong hem.                               | Ombudsman i rait i go long Lands Dipatmen mo faenemaot se lease i bin forfeit from i no bin kat payment blong land rent.   | Ombudsman hem i advaistem Mr K blong go long Lands Dipatmen mo sortemaot Land rent.  |
| 80336 | Mr D i komplem long Ombudsman se Ofis blong Shefa Province hem i employem wan staff we hem i wan 'convicted criminal' mo case blong hem i stap long Court. | Ombudsman i putum concern ia i go long Shefa Province mo Shefa Provincial Council ol i terminate employment blong staff concern.   | Ombudsman hem i resolven komplem so fael hem i klos.   |
| 80338 | Mr A i komplem long Ombudsman se Ofis blong Public Prosecutor hem i delay blong releasim cheque blong hem we i holem i stap long trust.                    | Ombudsman i karemaot enquiry mo faenemaot se reason blong delay blong cheque ia hem i from cheque ia oli mas reprintim bakeken from hem i expire.  | Mr A hem i recievim cheque blong hem so complaint ia hem i resolve.  |
| 80343 | Mr E hem i komplem long Ombudsman se Ofis blong Public Solicitor i lusum case file blong hem long case blong compensation blong hem.                       | Ombudsman i rait i go long Public Solicitor mo faenemaot se file i stap nomo wetem Public Solicitor be claim blong compensation i no save go long Court from section 9.10 (2) mo 9.10 (3) (b) blong Civil Procedure rules. | Ombudsman hem i advaistem Mr E mo klosem fael.   |