

VISION STATEMENT

*To restore the dignity of man through the enthronement of rule of law and the protection of the individual/organization
Against administrative injustice.*

Mission statement

To promote an effective and efficient service that is responsible and responsive to the needs of the citizenry through investigation and resolution of complaint against Federal, State, Local Governments, Public Corporations and their officials

Enabling law

The Public Complaints Commission was established by the Public Complaints Commission Act. CAP P37, Laws of the Federation of Nigeria, 2004. The Act gives the Commission wide powers to enquire into complaints by members of the public concerning administrative actions of any public authority and companies or their officials and other matters ancillary thereto. It is from this that the following mandates of the Commission are deduced;

- Mandate to investigate and Conduct Research in Ministries, Department and Agencies (MDAs), Companies and Officials of these Bodies
- Mandate to have Access to all Information
- Mandate to make Public Reports
- Mandate on Interpretation of Policy and Advice to Government and Companies
- Mandate to investigate administrative procedures of any Court of Law in Nigeria.

VISION STATEMENT.....	1
MISSION STATEMENT	1
ENABLING LAW.....	2
ORGANIZATIONAL STRUCTURE.....	5
OMBUDSMAN’S MESSAGE	6 - 8

Table of Contents

CHAPTER ONE	9
INTRODUCTION.....	9
Integrated Complaints Management System	11
CHAPTER TWO	13
DEPARTMENTS OF INVESTIGATION	13
PUBLIC SECTOR	14
PRIVATE SECTOR	14
DATA ANALYSIS	15
Preventive Programmes And Summary Of Some Concluded Cases State By State.....	27
CHAPTER THREE	172
DEPARTMENT OF ADMINISTRATION	172
PROMOTION EXERCISE CONDUCTED IN 2017	172
NOMINAL ROLL BASED ON GRADE LEVEL.....	173
NOMINAL ROLL BASED ON GENDER	174
NOMINAL ROLL BASED ON DEPARTMENTS.....	175
CHAPTER FOUR	176
DEPARTMENT OF PLANNING, RESEARCH, STATISTICS AND INFORMATION COMMUNICATION TECHNOLOGY (ICT).....	176
ACTIVITIES AND PROGRESS.....	176
Budget Preparation.....	176
Strategic Plan	177
Monitoring & Evaluation.....	177
Information Communication Technology (ICT).....	177
<i>CONFERENCES & EVENTS</i>	178
OUTPUT	179

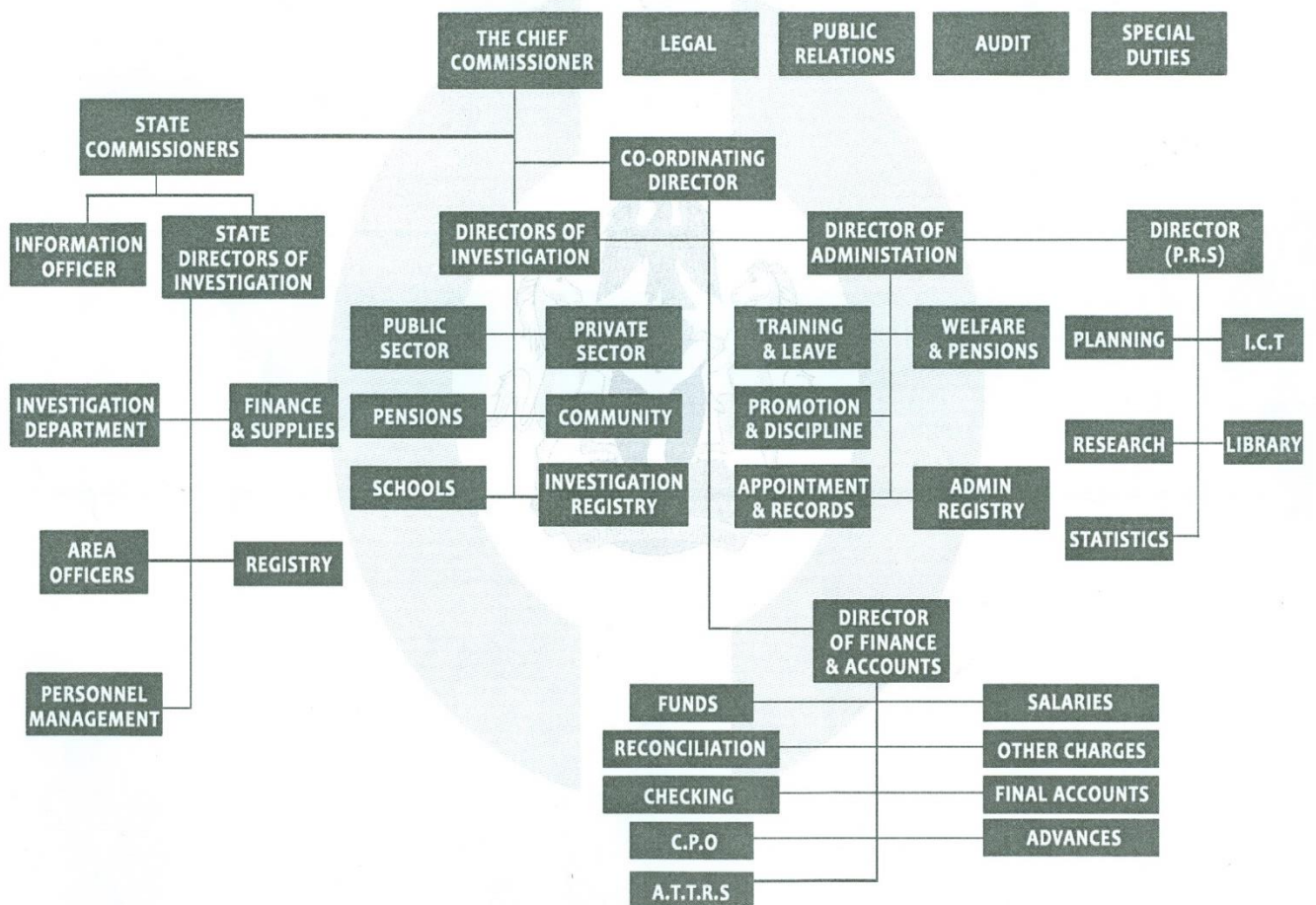
CHAPTER FIVE	180
UNITS IN THE OFFICE OF THE HONOURABLE CHIEF COMMISSIONER	180
LEGAL UNIT	180
Activities of the Legal Services Unit of the Public Complaints Commission in the YEAR 2017	180
PREAMBLE	180
ACTIVITIES OF THE LEGAL SERVICES UNIT	180
THE UNIT'S FUTURE PLANS	182
<i>CHALLENGES</i>	185
CONCLUSION	186
PUBLICITY AND ENGAGEMENTS UNIT	187
CHAPTER SIX	190
DEPARTMENT OF FINANCE AND ACCOUNTS	190
2017 BUDGET PERFORMANCE ON INCOME AND EXPENDITURE	190
CHAPTER SEVEN	192
CHALLENGES	192
Funding	192
Recalcitrant Respondents	193
Logistics	193
Inadequate Office Space and Furniture	193
Publicity	193
Capacity Building	193
CONCLUSION	194
Amendment of the Act	194



PUBLIC COMPLAINTS COMMISSION

THE NIGERIAN OMBUDSMAN

ORGANIZATIONAL CHART



WWW.PCC.GOV.NG

OMBUDSMAN'S MESSAGE

The Ombudsman is an official appointed by the government or by parliament, charged with the responsibility of representing the interests of the public by investigating and addressing complaints reported by aggrieved citizens of the society. The office of the Ombudsman is therefore vested with the mandate to conduct inquiries concerning instances of maladministration in the activities of government. The Ombudsman serves as an agent for redress against arbitrary governments or administrative actions. In recent times, the Ombudsman plays a major role in curbing corruption, safeguarding human rights and assisting citizens to get redress in cases of maladministration by government officials.

Recent happenings in the world, has led to increasing interest on the need to establish institutions that will serve as Public Defender as well as prevent unethical practices in the public services. One of such institutions is the office of the ombudsman which has become an instrument for self-check and enforcement of accountability, corruption prevention and guide against maladministration.

The Public Complaints Commission is Nigeria's version of the Ombudsman and it has been in existence for over forty years. It was established in 1975 by the then military government of Murtala/Obasanjo with the main aim of curbing administrative excesses and bureaucratic corruption in the Nigerian public service. The work of the Commission covers all Ministries, Departments and extra-ministerial department in all the levels of Government-federal, state and local government. The Commission is empowered to investigate complaints lodged before it on administrative action taken by;

- (a) Any department of the federal or state government;
- (b) Any department of any local government authority;
- (c) Statutory corporation or public institution set up by any government of Nigeria;

(d) Any company incorporated under or pursuant to the companies and Allied Matters Act whether owned by any government aforementioned or by private individuals in Nigeria or;

(e) Any officer or servant of any of the aforementioned bodies. Importantly, the commission has been in the forefront to bring succor to the under- privileged and helpless complainants.

Records of the Commission show that the Commission is always besieged with avalanche of complaints which is a manifestation of the growing public confidence and credibility, which it has earned over the years.

The Public Complaints Commission is a unique Ombudsman institution in several ways. First, its areas of jurisdiction cover the Executive, Legislative and Judiciary arms of Government as well as the private sector. Secondly, its services are free and provide speedy justice to the citizens. Thirdly, it is easily accessible as it has offices in the thirty six (36) states of Nigeria and FCT as well as in at least five (5) Local governments in every State and FCT.

Between 1997 and 2012 the Commission was operating without Commissioners, who are supposed to be the nation's Ombudsman. This lacuna no doubt had some adverse effect on the fortunes of the Commission. This anomaly was however corrected by the Seventh National Assembly when it appointed and inaugurated the first set of Chief Commissioner and Commissioners of Public Complaints Commission in 2012. On May 23rd 2018 the third set of Commissioners was inaugurated with me as the Chief Commissioner.

This Annual Report is a fulfillment of the Ombudsman's obligation to inform the citizenry about its activities. It serves the multiple purposes of addressing numerous audiences; especially the National Assembly, and also, the Executive, judiciary, Private Organizations, Civil Society Organizations, International Development Partners, the Media, Scholars and other Ombudsman Institutions.

The 2017 Annual Report of the Commission which is being presented is a chronicle of the analysis of satisfactorily resolved cases; proactive investigations; statistical analysis; feedback from members of the general public, particularly beneficiaries from the Commission's Services; administration of the office; financial report; Commission's relations with the Civil Society Organizations; International Development Partners on Inter-Agency relation and with mass media.

In the year 2017, the Commission handled a total number of 54,655 complaints comprising complaints brought forward from the previous year and fresh complaints lodged or initiated by the Commission within the year. Out of these, the Commission was able to satisfactorily resolve 25,106 complaints, leaving a total number of 29,549 complaints carried over to the year 2018.

The Commission wishes to register its profound appreciation to the National Assembly for its support at all times. We are also grateful to all agencies of Government for their cooperation, especially those who responded positively to the Commission's inquiries, Civil Society Organizations and other stakeholders who in one way or another assisted the Commission to effectively deliver its mandate in the year 2017.

Suru. E. I. Ogbile, OON

Honourable Chief Commissioner

CHAPTER ONE

INTRODUCTION

The year 2017 can be said to be relatively a good one for the Commission against the background of its unpleasant experience of 2016. The poor financial state of the previous year saw the Commission in a struggle for survival in the face of a seemingly low budget. With a little improvement in the budget, the Commission was able to meet up with its mandate of seeking redress and justice for the oppressed citizens of Nigeria.

The establishment of the Public Complaints Commission as Nigerian Ombudsman, which could be traced back to the 1974 Udoji Reform which recommended for its establishment, was primarily to address the issues of lack of fair hearing, unlawful dismissal of an employee and careless infringement on the fundamental rights of workers by the employers among other acts of maladministration by government agencies and officers as well as the private sector. Today, the scope of the Commission's operation has gone beyond investigating and resolving grievances to mitigating bureaucratic corruption and entrenching good governance.

As an anti-corruption agency, the Commission's role in the anti-corruption crusade is in corruption prevention. This it does through the investigation of acts of maladministration in both the public and private sectors of the society.

Section 5(d) and (e) of the Commission's enabling Act defines maladministration as administrative acts which are or appear to be:

- i. acts contrary to law or regulations;
- ii. acts mistaken in law or arbitrary in the ascertainment of facts;
- iii. acts that are unreasonable, unfair, oppressive or inconsistent with the general functions of administrative organs;

- iv. acts that are improper in motivation or based on irrelevant considerations; (v) acts that are unclear or inadequately explained; or
- v. acts that are otherwise objectionable.

Proactive Investigation:

Relying on the provisions of Section 5 (2) of the Act, the Commission monitors public utilities and their effectiveness as well as service deployment by relevant agencies of government and report on areas where there are partial or complete breakdown of services or public utilities.

Reactive Investigation:

The work of the Commission is largely on reactive investigation arising from complaints lodged by members of the public before it. During the year under report, the Commission investigated complaints lodged by the citizens against various Ministries, Departments and Agencies of Federal, State and Local Governments, private companies incorporated under The Companies and Allied Matters Act (CAMA), and their officials on issues of nonpayment of pensions, wrongful termination of appointment, delay in payment of terminal benefits, unfair labour practices etc.

Community Relations:

The Commission's activities to a large extent ensure peaceful communal co-existence. Through mediation and arbitration the Commission provides peaceful and amicable resolutions between conflicting communities.

Referral:

The Commission's Act makes provisions for the Commission to refer complaints that do not fall within its powers of investigation to appropriate agencies such as, Economic and Financial Crimes Commission (E.F.C.C), Independent Corrupt Practices Commission (I.C.P.C), Consumer Protection

Council (C.P.C), Human Rights Commission, Standards Organization of Nigeria (S.O.N) etc. for the required attention.

Inter-Agency Collaborations

The Commission has continued to maintain its relationship and collaboration with some MDAs, organizations, NGOs, CSOs and other stakeholders. These include;

- The Consumer Protection Department of the Central Bank of Nigeria on issues relating to protection of consumer rights. Both parties have signed a Memorandum of Understanding (MOU) to this effect.
- The United Nations Office on Drugs and Crimes (UNODC) and other anti-corruption agencies under the platform of Inter Agency Task Team in the fight against corruption.
- The ICPC in the areas of capacity building and training for the staff of the Public Complaints Commission (PCC).
- CLEEN Foundation and the Justice For All (J4ALL) in areas of corruption prevention and social justice.

Integrated Complaints Management System

The Integrated Complaint Management System of the Commission has helped ease the operations of the Commission especially in the areas of receipt, investigation and resolution of complaints. This is an Information Technology (IT) based system which makes the Commission's operations more refined and more accessible to the public. With the ICMS, complainants can lodge and monitor their complaints through the internet and social media from anywhere they may be. This system can be accessed through the following platforms;

Website: www.pcc.gov.ng

Email: info@pcc.gov.ng/complain@pcc.gov.ng

Call Centre: 07003425722

Facebook: www.facebook.com/pccnigeria

Apart from being more accessible to the citizenry, the Commission's services are cost-free which enable indigent complainants the opportunity of a free and fair redress.

The strength of the Commission lies in its use of reason and persuasion to effect compliance to its recommendation, policies and regulations as they exist in administrative law and by extension the Constitutional Laws of the Federal Republic of Nigeria. It gives the complainant simple, friendly and suitable grounds for mediation, negotiation and reconciliation through its use of the Alternative Dispute Resolution (ADR) mechanisms of mediation, arbitration and conciliation the Commission affords.

The Commission has a very wide outreach with offices in all the 36 States of the Federation, including the FCT each of which is headed by a Federal Commissioner. It also has at least five (5) Zonal Offices in some designated Local Government Areas in each State of the Federation, including the FCT.

The core duty of investigation in the Commission is performed by two Departments of Investigation, namely, Public Sector Investigation Department and Private Sector Investigation Department. However, there are other Departments and Units whose functions also help in the accomplishment of the Commission's mandate.

CHAPTER TWO

DEPARTMENTS OF INVESTIGATION

In the year 2017, the Commission received and investigated a total number of 54,655 complaints comprising complaints brought forward from the previous year and fresh complaints lodged or initiated by the Commission within the year. Out of these, the Commission was able to satisfactorily resolve 25,106 complaints, leaving a total number of 29,549 complaints carried over to the year, 2018.

With the advent of the present Commissioners under the leadership of the Honourable Chief Commissioner, Chief Emmanuel Ogbile (OON), the Investigation activities of the Commission was categorized under two broad Departments namely:

Private Sector and Public Sector.

For easy collection, collation and analysis of Data generated in course of Investigation activities, each of the Sector was further broken down into three divisions and they are as follows:

PRIVATE SECTOR INVESTIGATION DEPARTMENT COMPRISES:

- ✓ Private Companies
- ✓ Banking and Financial Institutions and
- ✓ Communities.

PUBLIC SECTOR INVESTIGATION DEPARTMENT COMPRISES:

- ✓ Ministries, Department and Agencies (MDA's)
- ✓ Pension (Old and New)
- ✓ Educational Institutions.

PUBLIC SECTOR

The Department of Public Sector Investigation handles all complaints against Ministries, Departments and Agencies (MDAs) in the Federal, State and Local Government levels. It also handles pension matters as well as complaints received against Educational Institutions.

PRIVATE SECTOR

The Department of Private Sector Investigation handles all complaints received against Companies incorporated under parts A, B, and C of The Companies and Allied Matters Act (CAMA). It also handles all matters relating to Community Relations.

Other Departments and Units that equally propel the functions of the Commission include, Administration Department, Planning, Research and Statistics and ICT, Finance and Accounts Departments, Legal Unit, Public Relations Unit, Foreign partnership and Inter-Agency Collaboration Unit and Procurement Department.

DATA ANALYSIS

TABLE 1

SUMMARY OF CASES RECEIVED AND PROCESSED IN THE COMMISSION FROM THE HEADQUARTERS, 36 STATES AND THE FCT IN THE YEAR, 2017.

NO STATIONS		A	B	C	D	E
		TOTAL NO. OF CASES B/F FROM 2016	TOTAL NO. OF CASES RECEIVED IN THE CURRENT YEAR	TOTAL NO. OF CASES PROCESSED (A+B)	TOTAL NO. OF CASES RESOLVED FROM C	TOTAL NO. OF CASES PENDING (C-D)
1.	HEADQUARTERS	4276	516	4792	507	4285
2.	ABIA	301	504	805	444	361
3.	ADAMAWA	607	169	776	460	316
4.	AKWA IBOM	250	957	1207	1096	111
5.	ANAMBRA	3784	4229	8013	6094	1919
6.	BAUCHI	727	829	1556	595	961
7.	BAYELSA	410	391	801	665	136
8.	BENUE	602	640	1242	770	472
9.	BORNO	848	156	1004	230	774
10.	CROSS RIVER	543	268	811	89	722
11.	DELTA	303	173	476	281	195
12.	EBONYI	1220	353	1573	616	957
13.	EDO	542	239	781	252	529
14.	EKITI	303	334	637	534	103
15.	ENUGU	2201	436	2637	785	1852
16.	GOMBE	272	1362	1634	1481	153
17.	IMO	146	149	295	212	83
18.	JIGAWA	347	408	755	492	263
19.	KADUNA	2949	794	3743	337	3406
20.	KANO	920	394	1314	206	1108
21.	KATSINA	439	850	1289	925	364
22.	KEBBI	30	39	69	41	28
23.	KOGI	490	144	634	388	246
24.	KWARA	130	620	750	655	95
25.	LAGOS	2151	1236	3387	918	2469
26.	NASARAWA	318	193	511	139	372
27.	NIGER	837	796	1633	1239	394
28.	OGUN	767	107	874	93	781
29.	ONDO	299	1471	1770	1534	236
30.	OSUN	1213	807	2020	691	1329
31.	OYO	877	434	1311	261	1050
32.	PLATEAU	486	183	669	264	405
33.	RIVERS	468	77	545	45	500
34.	SOKOTO	754	318	1072	265	807
35.	TARABA	193	129	322	193	129
36.	YOBE	319	184	503	329	174
37.	ZAMFARA	4	443	447	435	12
38.	FCT	1630	367	1997	545	1452
	TOTAL	32956	21699	54655	25106	29549

TABLE 2

SUMMARY OF OPERATIONAL STATISTICS OF CASES PROCESSED, RESOLVED AND PENDING IN HEADQUARTERS, 36 STATES AND FCT FOR THE YEAR, 2017.

S/NO	STATIONS	TOTAL NO OF CASES PROCESSED	TOTAL NO OF CASES RESOLVED	TOTAL NO OF CASES PENDING
1.	HEADQUARTERS	4792	507	4285
2.	ABIA	805	444	361
3.	ADAMAWA	776	460	316
4.	AKWA IBOM	1207	1096	111
5.	ANAMBRA	8013	6094	1919
6.	BAUCHI	1556	595	961
7.	BAYELSA	801	665	136
8.	BENUE	1242	770	472
9.	BORNO	1004	230	774
10.	CROSS RIVER	811	89	722
11.	DELTA	476	281	195
12.	EBONYI	1573	616	957
13.	EDO	781	252	529
14.	EKITI	637	534	103
15.	ENUGU	2637	785	1852
16.	GOMBE	1634	1481	153
17.	IMO	295	212	83
18.	JIGAWA	755	492	263
19.	KADUNA	3743	337	3406
20.	KANO	1314	206	1108
21.	KATSINA	1289	925	364
22.	KEBBI	69	41	28
23.	KOGI	634	388	246
24.	KWARA	750	655	95
25.	LAGOS	3387	918	2469
26.	NASARAWA	511	139	372
27.	NIGER	1633	1239	394
28.	OGUN	874	93	781
29.	ONDO	1770	1534	236
30.	OSUN	2020	691	1329
31.	OYO	1311	261	1050
32.	PLATEAU	669	264	405
33.	RIVERS	545	45	500
34.	SOKOTO	1072	265	807
35.	TARABA	322	193	129
36.	YOBE	503	329	174
37.	ZAMFARA	447	435	12
38.	FCT	1997	545	1452
	NATIONAL	54655	25106	29549

TABLE 3
MANNER OF PROCESSING OF COMPLAINTS BY TIERS OF
GOVERNMENT/OTHER SECTORS FOR THE YEAR, 2017.

NO	STATIONS	COMPLAINTS PROCESSED	FEDERAL	STATE	LOCAL GOVT	PRIVATE BUSINESS	NON-PROFIT SECTOR
1.	HEADQUARTERS	4792	3015	1109	350	193	125
2.	ABIA	805	263	179	147	162	54
3.	ADAMAWA	776	288	203	152	102	31
4.	AKWA IBOM	1207	152	201	108	528	218
5.	ANAMBRA	8013	1587	1303	973	2857	1293
6.	BAUCHI	1556	712	201	181	305	157
7.	BAYELSA	801	317	187	153	93	51
8.	BENUE	1242	286	219	188	312	237
9.	BORNO	1004	399	281	243	52	29
10.	CROSS RIVER	811	333	217	194	38	29
11.	DELTA	476	149	127	99	49	52
12.	EBONYI	1573	512	391	355	147	168
13.	EDO	781	299	177	151	89	65
14.	EKITI	637	186	155	134	93	69
15.	ENUGU	2637	1407	654	477	51	48
16.	GOMBE	1634	448	361	299	279	247
17.	IMO	295	88	57	50	51	49
18.	JIGAWA	755	304	205	178	37	31
19.	KADUNA	3743	1834	783	683	245	198
20.	KANO	1314	704	341	189	48	32
21.	KATSINA	1289	298	173	156	351	311
22.	KEBBI	69	27	15	8	12	7
23.	KOGI	634	293	142	99	61	39
24.	KWARA	750	154	132	119	182	163
25.	LAGOS	3387	1843	720	507	184	133
26.	NASARAWA	511	182	88	79	89	73
27.	NIGER	1633	689	251	170	282	241
28.	OGUN	874	412	198	192	39	33
29.	ONDO	1770	487	201	181	512	389
30.	OSUN	2020	543	448	417	399	213
31.	OYO	1311	485	291	270	147	118
32.	PLATEAU	669	291	153	133	49	43
33.	RIVERS	545	219	131	115	41	39
34.	SOKOTO	1072	339	251	220	134	128
35.	TARABA	322	118	87	78	28	11
36.	YOBE	503	193	117	93	51	49
37.	ZAMFARA	447	187	93	85	43	39
38.	FCT	1997	954	97	804	74	68
	NATIONWIDE	54655	20997	10939	9030	8409	5280

TABLE 4
SUMMARY OF CASES PROCESSED BY HEADQUARTERS, 36 STATES
AND FCT IN 2017.

NO	STATIONS	NATIONWIDE (CASES PROCESSED)
1.	HEADQUARTERS	4792
2.	ABIA	805
3.	ADAMAWA	776
4.	AKWA IBOM	1207
5.	ANAMBRA	8013
6.	BAUCHI	1556
7.	BAYELSA	801
8.	BENUE	1242
9.	BORNO	1004
10.	CROSS RIVER	811
11.	DELTA	476
12.	EBONYI	1573
13.	EDO	781
14.	EKITI	637
15.	ENUGU	2637
16.	GOMBE	1634
17.	IMO	295
18.	JIGAWA	755
19.	KADUNA	3743
20.	KANO	1314
21.	KATSINA	1289
22.	KEBBI	69
23.	KOGI	634
24.	KWARA	750
25.	LAGOS	3387
26.	NASARAWA	511
27.	NIGER	1633
28.	OGUN	874
29.	ONDO	1770
30.	OSUN	2020
31.	OYO	1311
32.	PLATEAU	669
33.	RIVERS	545
34.	SOKOTO	1072
35.	TARABA	322
36.	YOBE	503
37.	ZAMFARA	447
38.	FCT	1997
	TOTAL	54655

TABLE 5
SUMMARY OF OPERATIONAL STATISTICS SHOWING THE
PERCENTAGE PERFORMANCE OF THE HEADQUARTERS AND OF
EACH OF THE 37 STATIONS IN THE YEAR, 2017

NO	STATIONS	TOTAL NO OF CASES PROCESSED	TOTAL NO OF CASES RESOLVED	TOTAL NO OF CASES PENDING	PERCENTAGE NO OF CASES RESOLVED OVER NO OF CASES PROCESSED
1.	HEADQUARTERS	4792	502	4285	10.6
2.	ABIA	805	444	361	55.2
3.	ADAMAWA	776	460	316	59.3
4.	AKWA IBOM	1207	1096	111	90.8
5.	ANAMBRA	8003	6094	1919	76
6.	BAUCHI	1556	595	961	38.2
7.	BAYELSA	801	665	136	83
8.	BENUE	1242	770	472	62
9.	BORNO	1004	230	774	22.9
10.	CROSS RIVER	811	89	722	11
11.	DELTA	476	281	195	59
12.	EBONYI	1573	616	957	39.2
13.	EDO	781	252	529	32.3
14.	EKITI	637	534	103	83.8
15.	ENUGU	2637	785	1852	29.8
16.	GOMBE	1634	1481	153	90.6
17.	IMO	295	212	83	71.9
18.	JIGAWA	755	492	263	65.2
19.	KADUNA	3743	337	3406	09
20.	KANO	1314	206	1108	15.7
21.	KATSINA	1289	925	364	71.8
22.	KEBBI	69	41	28	59.4
23.	KOGI	634	388	246	61.2
24.	KWARA	750	655	95	87.3
25.	LAGOS	3387	918	2469	27.1
26.	NASARAWA	511	139	372	27.2
27.	NIGER	1633	1239	394	75.9
28.	OGUN	874	93	781	10.6
29.	ONDO	1770	1543	236	86.7
30.	OSUN	2020	691	1329	34.2
31.	OYO	1311	261	1050	19.9
32.	PLATEAU	669	264	405	39.5
33.	RIVERS	545	45	500	08.3
34.	SOKOTO	1072	265	807	24.7
35.	TARABA	322	193	129	59.9
36.	YOBE	503	329	174	65.4
37.	ZAMFARA	447	435	12	97.3
38.	FCT	1997	545	1452	27.3
	NATIONAL	54655	25106	29549	45.9

TABLE 6**CASES RECEIVED BY TIERS OF GOVERNMENT IN 2017.**

<i>TIERS OF GOVERNMENT</i>	PUBLIC PETITION OR COMPLAINTS	INITIATED BY THE AGENCY	ANONYMOUS COMPLAINTS	REFERRAL FROM OTHER LAW ENFORCEMENT AGENCY	I-COMPLAINTS	TOTAL	%
Federal	3314	793	27	148	42	4324	46
State	1646	1043	49	297	-	3035	32.3
Local	1039	893	34	77	-	2043	21.7
Total	5999	2729	110	522	42	9402	100

TABLE 7**COMPLAINTS RECEIVED AGAINST MDA'S IN 2017.**

S/NO	NATURE OF COMPLAINT	PUBLIC PETITION OR COMPLAINTS	AGENCY'S OWN INITIATIVE	ANONYMOUS COMPLAINTS	REFERRAL FORM/OTHER LAW ENFORCEMENT AGENCIES	REFERRAL FROM CSO & NGO	I-COMPLAINT	TOTAL
1.	Non-Payment of Entitlement/ Salary	497	-	-	5	-	-	502
2.	Breach of Contract	389	-	-	-	11	-	400
3.	Wrongful Dismissal from Office	446	98	-	-	1	-	545
4.	Wrongful Suspension	616	-	73	2	1	-	692
5.	Harassment/Social Abuse	112	413	-	-	-	-	525
6.	Unlawful Detention and Victimization by the Police	78	839	61	1	-	-	979
7.	Non Release of Examination Results and Certificates	953	-	-	-	1	-	954
8.	Wrongful Placement in Rank	717	-	-	-	-	-	717
9.	Non-Payment of Allowances	488	-	-	-	-	-	488
10.	NON-Payment/ Wrongful Computation of Benefits	1115	103	-	1	-	-	1219
11.	Mutilation of	-	-	-	-	-	-	-

	Documents							
12.	Intimidation	-	503	-	-	-	-	503
13.	Denial of Promotion/ Promotion Arrears	413	-	-	-	1	-	414
14.	Demotion	-	-	-	-	-	-	-
15.	Non-Payment of Gratuity	203	87	-	-	-	-	290
16.	Untimely Retirement	77	-	-	-	-	-	77
17.	Law Enforcement: Police, Army Related Matters	-	317	-	-	-	-	317
18.	Health Issues	19	58	47	-	-	-	124
19.	Traffics Related Matters	28	73	39	-	-	-	140
20.	PHCN Matters	239	189	17	-	-	2	447
21.	Refusal of Admission	13	-	-	-	-	1	14
22.	Others	12	27	16	-	-	-	55
	Total	6415	2707	253	9	15	3	9402

TABLE 8
CASES RECEIVED AGAINST THE PRIVATE SECTOR IN 2017

S/NO	STATIONS	PUBLIC PETITION OR COMPLAINTS	AGENCY'S OWN INITIATIVE	ANONYMOUS COMPLAINTS /PROTECTED DISCLOSURE	REFERRAL FORM/OTHER LAW ENFORCEMENT AGENCIES	I-COMPLAINTS	TOTAL
1.	HEADQUARTERS	161	-	-	15	-	176
2.	ABIA	180	1	-	-	-	181
3.	ADAMAWA	93	-	-	-	-	93
4.	AKWA IBOM	742	-	-	-	-	742
5.	ANAMBRA	1152	2890	-	-	-	4042
6.	BAUCHI	418	-	-	-	-	418
7.	BAYELSA	90	14	-	-	-	104
8.	BENUE	526	-	-	-	-	526
9.	BORNO	51	-	-	-	-	51
10.	CROSS RIVER	51	-	-	-	-	51
11.	DELTA	92	-	-	-	-	92
12.	EBONYI	214	-	-	1	-	215
13.	EDO	124	-	-	-	-	124
14.	EKITI	157	-	-	-	-	157
15.	ENUGU	64	2	-	-	-	66
16.	GOMBE	515	1	-	-	-	516
17.	IMO	98	-	-	-	-	98
18.	JIGAWA	40	-	-	-	-	40
19.	KADUNA	403	-	-	-	-	403
20.	KANO	53	-	-	11	-	64
21.	KATSINA	245	271	-	-	-	516
22.	KEBBI	13	-	-	-	-	13
23.	KOGI	78	-	-	-	-	78
24.	KWARA	255	78	-	-	-	333
25.	LAGOS	280	10	-	-	-	290
26.	NASARAWA	153	-	-	-	-	153
27.	NIGER	403	-	-	-	-	403
28.	OGUN	47	-	-	-	-	47
29.	ONDO	331	486	-	-	-	817
30.	OSUN	206	351	-	-	9	566
31.	OYO	169	85	-	-	-	254
32.	PLATEAU	69	3	-	-	-	72
33.	RIVERS	60	-	-	-	-	60
34.	SOKOTO	225	-	-	-	-	225
35.	TARABA	12	1	-	-	-	13
36.	YOBE	97	-	-	-	-	97
37.	ZAMFARA	51	9	8	7	-	75
38.	FCT	120	6	-	-	-	126
	NATIONAL	8038	4208	8	34	9	12297

Figure 1.

Representation of Manner of Internal Processing of Complaints (Table 2)

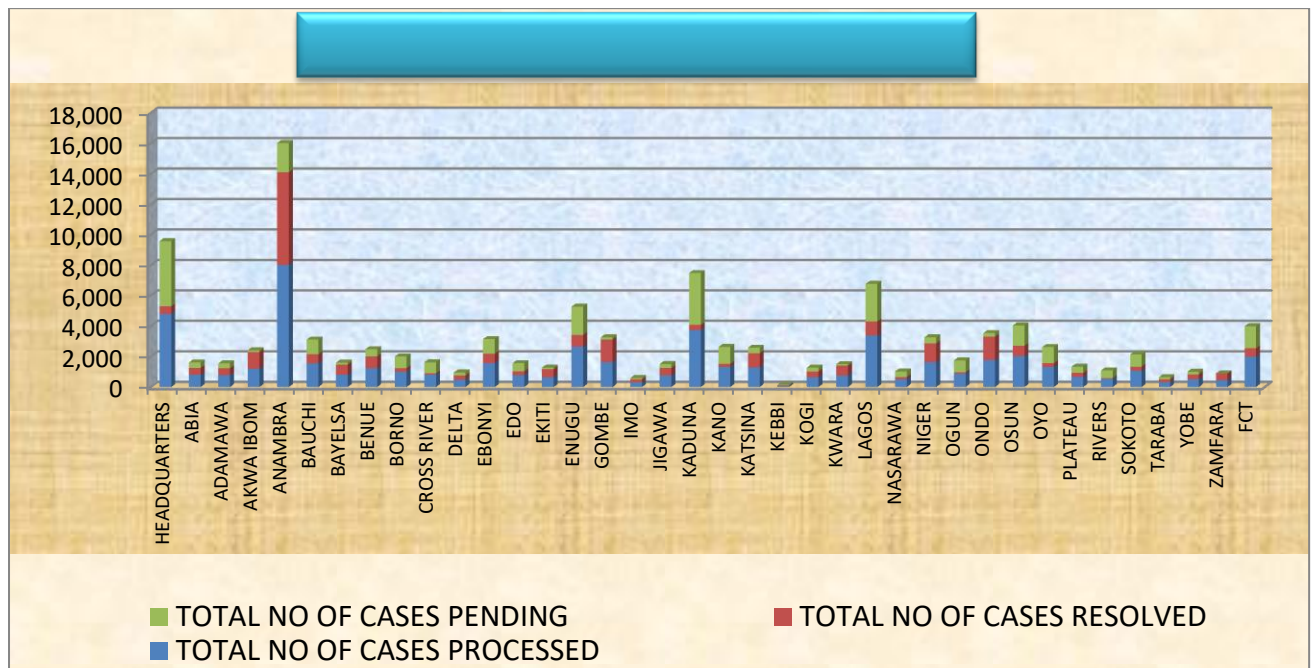


Figure 2.

Representation of Total Number of Cases Processed by Stations Year 2017

(Table 4)

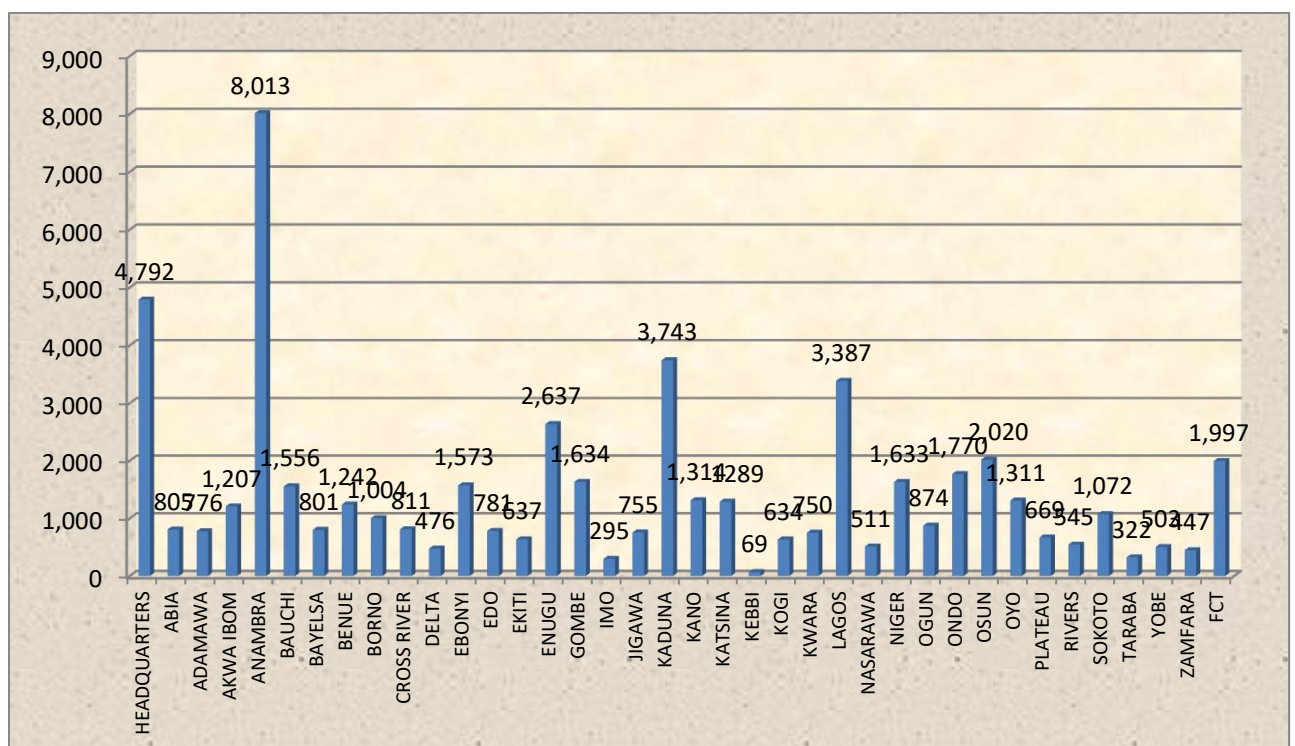


Figure 3

Representation of Total Number of Cases Resolved by Stations (Table 2)

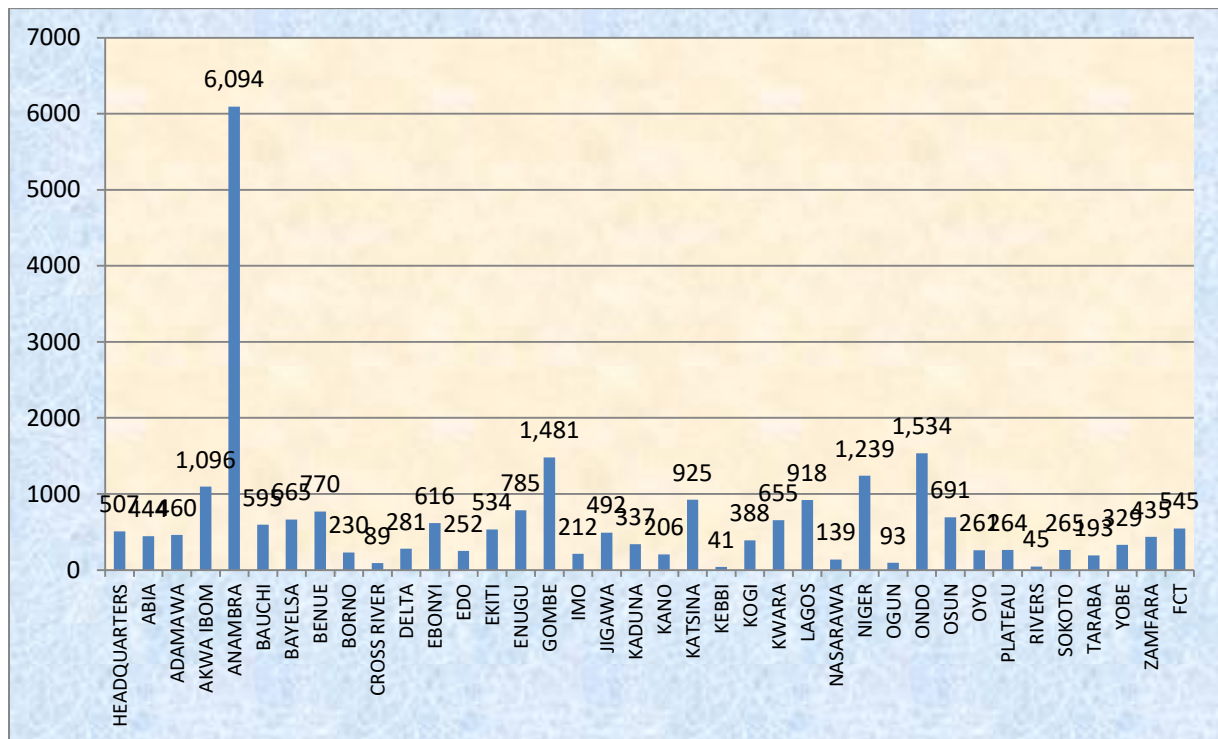


Figure 4a.

Pie Chat Representation of Table 2

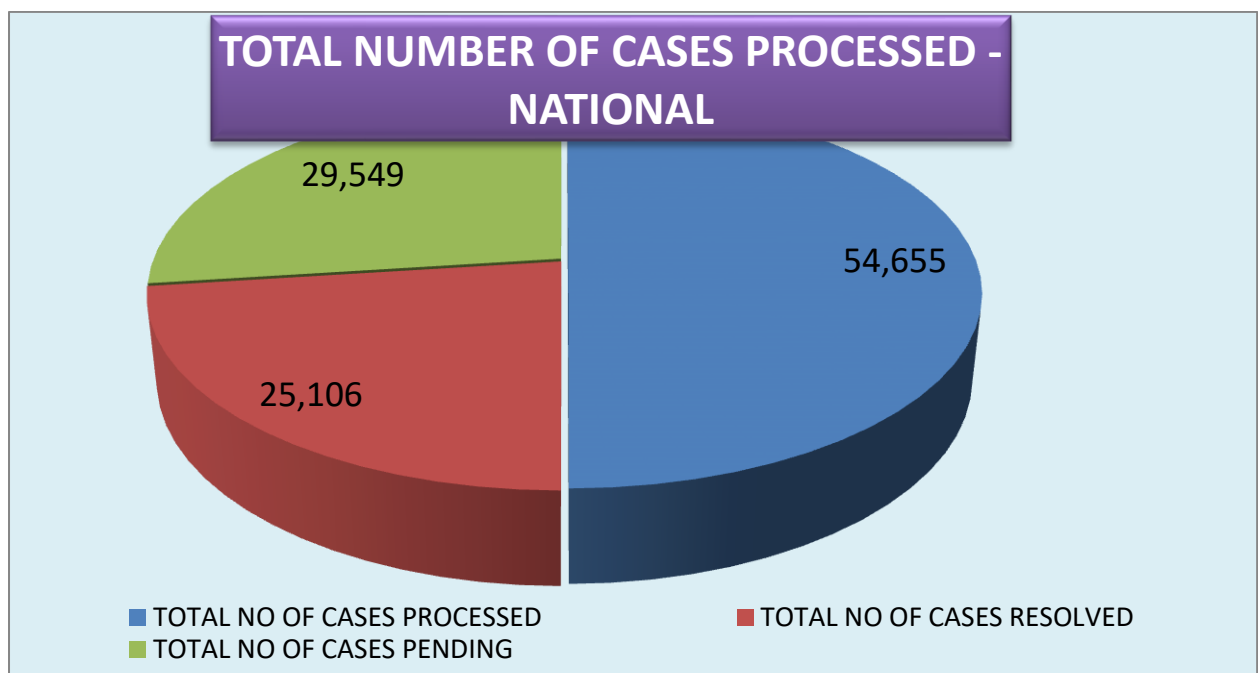


Figure 4b.

Bar Chart Representation of Table 2

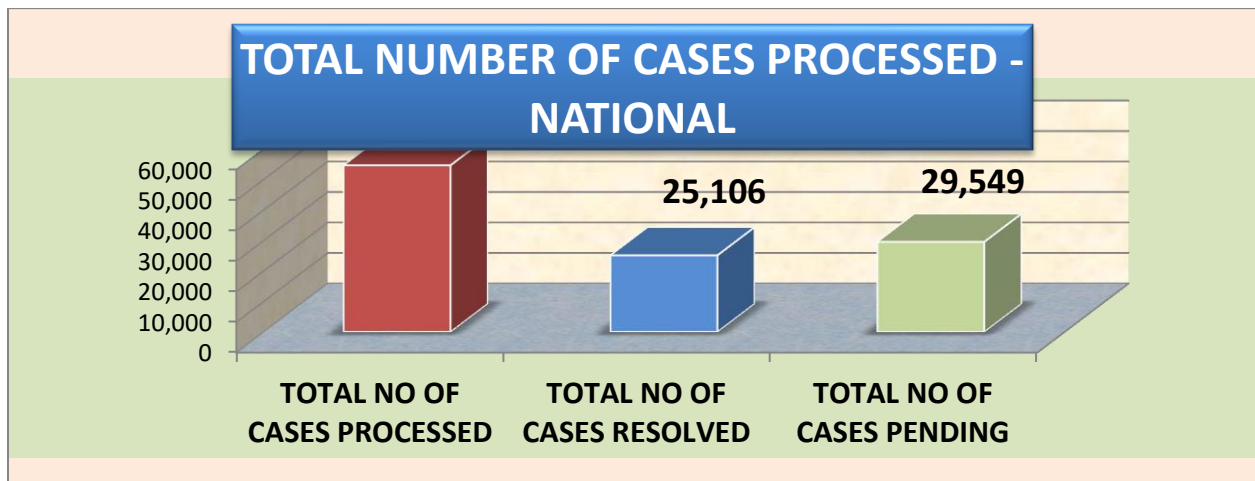


Figure 5.

Manner of Processing of Complaints by Tiers of Government/Other Sectors for the Year 2017 (Table 3)

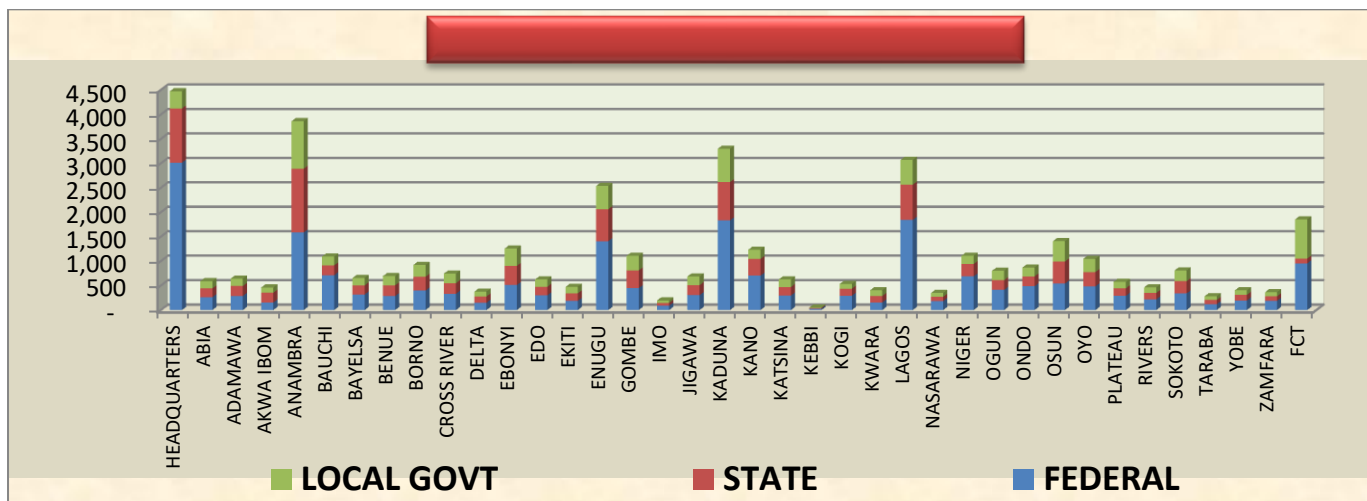


Figure 6.

Representation of Cases received by Stations in 2017 (Table 4)

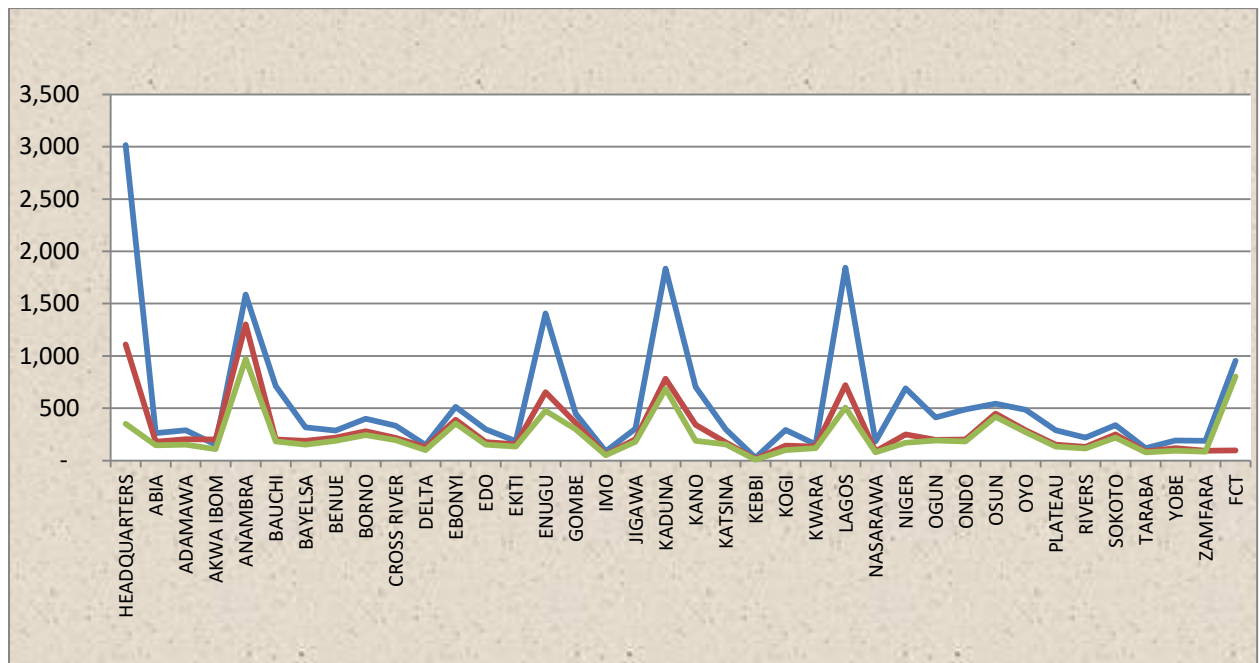
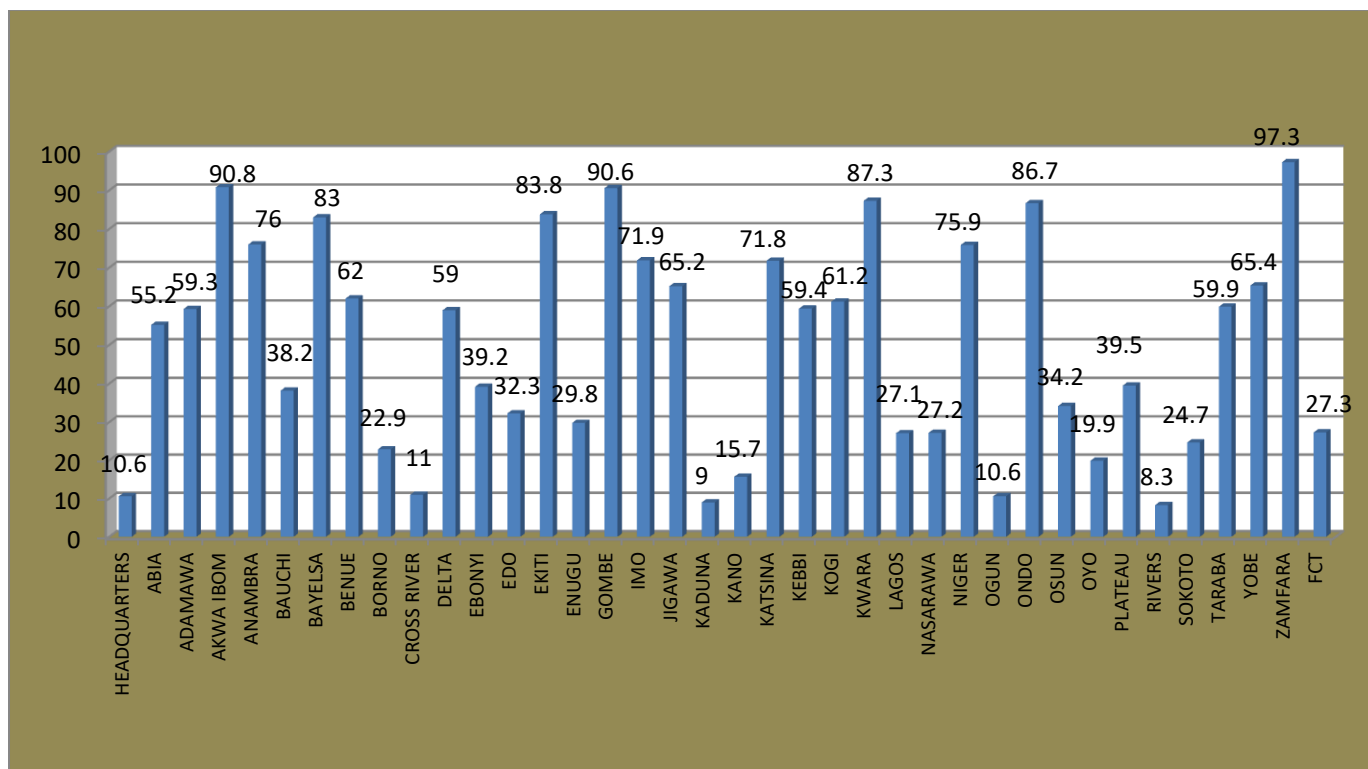


Figure 7

Percentage Number of Cases Resolved Over Number of Cases Processed by Stations (Table 5)



Preventive Programmes And Summary Of Some Concluded Cases State By State



BAR. CHUKWUEMEKA O. NWAOGU (KSC)
HONOURABLE COMMISSIONER/OMBUDSMAN
Public Complaints Commission Abia State

ABIA STATE

CASE NO. 1.

ALLEGED WRONGFUL DISMISSAL FROM ABIA STATE CIVIL SERVICE

The joy of Mr. N.D.C. knew no bounds as he jumped from one office of this State office of the Commission to another with his letter of re-instatement and appreciation showering encomium on the Hon. Commissioner and entire staff of the Commission for their undaunted and unrelenting efforts towards ensuring that he was re-instated by the Abia State Civil Service Commission after eight years of defiant logical presentations.

On the 6th of November, 2009, Mr. N.D.C came to this Commission with his letter of complaint and its annexures. In the letter, he stated that he was wrongly dismissed from service on the 10th of August 2009 for an alleged fraudulent activity on the issue of Registration of Power of Attorney. He stated categorically that he was not involved in such fraudulent activity and in fact had no knowledge of it.

He alleged further that there was no thorough investigation on this matter by the Civil Service Commission before taking such decision. He added that since he started work 29 years prior to his dismissal, he had not been charged nor indicted of any kind of misconduct such as inefficiency, incompetence or dereliction of duty nor had he been cautioned or given any warning for the first time. He therefore wondered why he could be dismissed from service based on a mere allegation.

According to him, he had made every effort to ensure that he was given a fair hearing but all his effort had proved abortive. Hence, his petition to this Commission as the watchdog of social justice to investigate this matter and ensure that justice prevailed.

On receipt of this complaint, it was forwarded with its annexures to the Chairman of Civil Service Commission for his comments on the issues raised by the complainant. Regrettably, up to four letters were made to him without any response. Several follow ups in form of visitation to his office were also made in a bid to resolve this matter, but he remained recalcitrant. On the 24th day of January 2011, a letter was received from Abia Civil Service Commission informing the Public Complaints Commission that they are not subject to any authority, implying that no other organization has any right to question their decision.

Based on their letter, this state office of the Commission, by virtue of the Powers vested on them under Section 9 (1) of the Act, summoned the Chairman of the Civil Service Commission for a face to face discussion on the possible way of resolving this matter. During the session, the whole truth was unveiled and Mr. NDC was vindicated.

On 24th of April 2017, he was issued with a letter of reinstatement and that necessitated the above prelude.

On this happy note, this case file was closed.

CASE NO. 2.

ALLEGED UNLAWFUL TERMINATION OF APPOINTMENT OF COMRADE U.A.N

This complaint was lodged in this Commission on the 25th day of August 2016 by Comrade U.A.N against Abia State Estates Development Agency (ABSEDA).

He affirmed that he was a staff of Abia State Estates Development Agency (ABSEDA) for over ten years and the branch Chairman of AUPCTRE. He maintained that he discharged his duties diligently and as such had never received any warning or query from the Management. According to him, the letter of

termination of his appointment came to him as a surprise on 30th June, 2016 after a new General Manager assumed office on 8th June, 2016.

In his petition, he recalled that before his termination, as the Union Chairman, he spear headed a protest by the staff of the Agency who were agitating for non-payment of their eight (8) months salaries, non-payment of minimum wage arrears, and non-payment of promotion arrears and mismanagement of funds by the former General Manager among other issues. According to him, an agreement was signed by the Management, and the Union, but the Management reneged on the agreement.

The Complainant also claimed that what precipitated the ugly situation was the fact that the new General Manager in a meeting with the entire staff of the Agency accused him of giving the General Manager and a panel set up by the State Government on the activities of ABSEDA a document containing information on how the former General Manager signed out the sum of three million, five hundred thousand naira for an imprest. He strongly stated that it was a set-up, a frame up and an attempt to continue dealing with him as already planned. He therefore pleaded with this Commission to come to his immediate rescue and enhance his reinstatement.

Upon the receipt of the complaint, The Commission immediately forwarded it to the respondent (ABSEDA) for their comments on the issues raised by the petitioner. We wrote series of reminders, several follow up visits was embarked upon which enabled the Commission and the respondent to reach a consensus towards the reinstatement of the complainant.

Finally, these efforts yielded a positive result and the complainant was reinstated. His joy was uncontrollable when he came to our office with his reinstatement letter on the 13th November, 2017.

On the above note, the complaint file was closed with the matter having been successfully resolved.

CASE NO. 3.

ALLEGED DENIAL/REFUSAL OF PAYMENT OF TEACHER'S RETIREMENT CONTRIBUTION SCHEME BY THE CHAIRMAN, NUT ABIA STATE WING

The Commission received this complaint from one Mr. U.C.M.O a former employee of the Ministry of Education in Abia State on the 14th of March, 2017. In his complaint, he alleged that he was owed his Teacher's Retirement Contribution by the Chairman, Nigeria Union of Teachers, Abia State Wing after retiring as a Director of Education on Salary Grade Level 16. He maintained that the amount involved is over One Hundred Thousand Naira (₦ 100,000.00).

He further stated that the contribution is usually paid immediately after retirement and all measures to get the Chairman NUT to make the payments proved abortive. He then urged the Commission to come to his aid.

On receipt of the complaint, actions commenced immediately. The case was carefully studied and with the directive of the Hon. Commissioner, the complaint letter was forwarded to NUT, Abia State Chapter for its reaction. Several visits were undertaken to the NUT, Abia State office as it was reluctant to respond to the Commission's letter, and consequently the respondent was invited by the Commission for a discussion on the matter.

On the 1st of August, 2017, the Chairman NUT Abia State Wing in the company of the State Secretary NUT, honoured our invitation and stated that the complainant never consulted them nor followed necessary procedures involved in the payment of such contribution. They further appealed to our Commission to tell the complainant to come to the NUT State office with all necessary documents for verification before payment could be made.

The complainant complied with the demands of the NUT and after a period of time, he (the complainant) was paid all his monies.

On this happy note, the case file was laid to rest.

CASE NO. 4

COMPLAINT AGAINST STANDARD ALLIANCE LIFE ASSURANCE LIMITED FOR ALLEGED FAILURE TO PAY CLAIM TALLING ONE MILLION FIVE HUNDRED AND SIXTY NINE THOUSAND, ONE HUNDRED AND FIVE NAIRA , EIGHTY-SEVEN Kobo (N1,569,105.87).

On the 18th September, 2017, one Mr. I.O. lodged a complaint to this Commission alleging that Standard Alliance Life Assurance Limited has failed to pay his claims of one million five hundred and sixty-nine thousand, one hundred and five naira eighty seven kobo (N1,569,105.87) after he had completed the payment of his premiums.

He further stated that he had made several efforts to ensure that his money is paid to him, but all to no avail.

According to him, he had written two letters to the Company (Standard Alliance Life Assurance Limited) which they replied. In the first letter, the respondent sent a Dividend Voucher which he signed and scanned back to them. However, after waiting for a long time, he did not receive any cheque as they promised in the dividend voucher. He also made several phone calls which yielded no result. He said that he also visited the branch Manager in Umuahia who promised him that the money would be paid to him in fortnight's period. Yet, the money was not paid to him as the branch manager promised.

He therefore, pleaded with this Commission to use her good office to compel the Company to effect his payment.

On receipt of the Complaint, the Commissioner swung into action by studying the case and interviewing the complainant to get more facts, thereafter the Respondent was contacted in writing.

After one week of writing to the respondent, the officer followed it up with phone calls.

After three weeks and few days of constant phone calls to the respondent, the efforts of the Commission paid off as the complainant called on 9th of October, 2017 with a cheering news that his claim of One million, five hundred and Sixty nine thousand, one hundred and five naira eighty – seven kobo (₦1,569,105.87) had been paid to him on 8th of October, 2017.

It was on the above joyous news, that the complaint was closed having been successfully resolved.



Hon. Alhaji Dahiru Bobbo, OFR
Honourable Commissioner Adamawa

ADAMAWA STATE

CASE NO. 1

COMPLAINT ON NON-PAYMENT OF FIVE (5) MONTHS SALARY ARREARS (MR. M.P)

Mr. M.P lodged a complaint on 16th September, 2014 alleging that his employer, the Post Primary Schools Management Board was yet to pay him his five months salary arrears. He stated that he was employed by the Adamawa State Primary Education Board in November, 1995 and was posted to the Primary Section Special Education Centre Jada but that sometime in August 2011, he applied for a transfer of service from the Primary Section to the Senior Secondary Section of the same School which was approved and he was confirmed to have reported for duty as a teacher in the Junior Secondary Section on 16th May, 2013.

However, he alleged that upon resumption in the Junior Secondary Section, he received salary payment for some months by the UBE Board, but that from November, 2013 till March 2014, his salary was stopped. It was from April 2014 that the Post Primary Schools Management Board began paying his salary until his retirement in January 2016. He tried to get redress so that his outstanding salary could be paid before his retirement, but it was to no avail. It is in this light that he lodged his complaint with the Commission to assist him to obtain redress.

On receipt of the complaint, the Commission contacted the Executive Secretary Post Primary Schools Management Board through a letter of inquiry on the case. The letter was not responded to, hence on-the-spot investigation was under- taken to the board to press for a response to our letter of inquiry. During the visit it was confirmed that our letter was received, upon meeting the Administrative Secretary, he asked that the complainant be called to come to the Board. The Administrative Secretary also explained that Mr. M.P had brought this complaint before the board sometime between 2013/2014 and upon investigation, the Post Primary Schools Management Board raised a Variation Order and forwarded same to the Office of

the Accountant General but the response they received thereafter was that payment would be kept in view until funds were available to effect the payment. The Administrative Secretary advised that we contact the Accountant General's office for their comments on the issue. The Commission contacted the Accountant General's office through a letter of inquiry on the case but the letter was not responded to, hence on-the-spot investigation visit to the Accountant General's Office. During the visit, it was observed that a letter with a similar heading and the name of the complainant was recorded as being sent from Ministry of Water Resources.

In the last visit to the AG's Office, the Director E-payment showed the Commission documents containing details of many other Post Primary Schools Management Board retirees who had similar issue that had been captured on the system and were awaiting funds from the Government. The Commission informed the complainant of this development and advise him to liaise with the Accountant-General office to know when he would be paid. On that note, the case file was closed.

CASE NO. 2

COMPLAINT ON SHARES OF FIRST BANK OF NIGERIA PLC

One K.A lodged a complaint in August, 2013 against First Bank of Nigeria PLC. She alleged that she bought Shares of one thousand, eight hundred Units (1800) at fifty nine thousand four hundred Naira only (N59, 400) during the Bank Public Offer of shares in June, 2007.

She further stated that up to the time she petitioned the Commission in August 2013, she was yet to receive her Certificate, bonus and dividend on the Shares. She made several efforts to get a redress but to no avail.

On receipt of the complaint, First Bank of Nigeria PLC was contacted for comments as enshrined in section 5(7) of the Commission's Act. CAP P.37 LFN 2004. After several on-the-spot visits, the Commission was advised to contact First Registrars on the matter. This advice was in line with Central Bank of Nigeria's directives that banks should divest from all their non-bank subsidiaries.

Thus, First Registrars was contacted for information and comment. In her reply, she advised the Commission to inform the complainant to provide a counterfoil for past dividend issued to her. The Commission wasted no time in relaying the information to the complainant. However, the complainant informed the Commission that she was not issued with any counterfoil of past dividend. Hence, the Commission wrote another letter to First Registrars to relay the information. After much pressure, they obliged and released the Certificate, bonus and dividend to the complainant.

The complainant wrote the Commission expressing her happiness, thereafter the case file was closed.

CASE NO. 3.

COMPLAINT ON NON-PAYMENT OF THRIFT SAVINGS BY THE PROGRESSIVE NIPOST STAFF MULTI-PURPOSE SOCIETY.

Mr. M.O lodged a complaint before the Commission, dated 12th January, 2016 against NIPOST Staff Multi-purpose Society, Adamawa Territory. The complainant alleged that he saved money from his monthly salary into the Co-operative thrift with the aim of getting loan from the society. The complainant further alleged that since he stopped contributing to the Co-operative he has been requesting for his savings, to be refunded to him, but he was denied of his money.

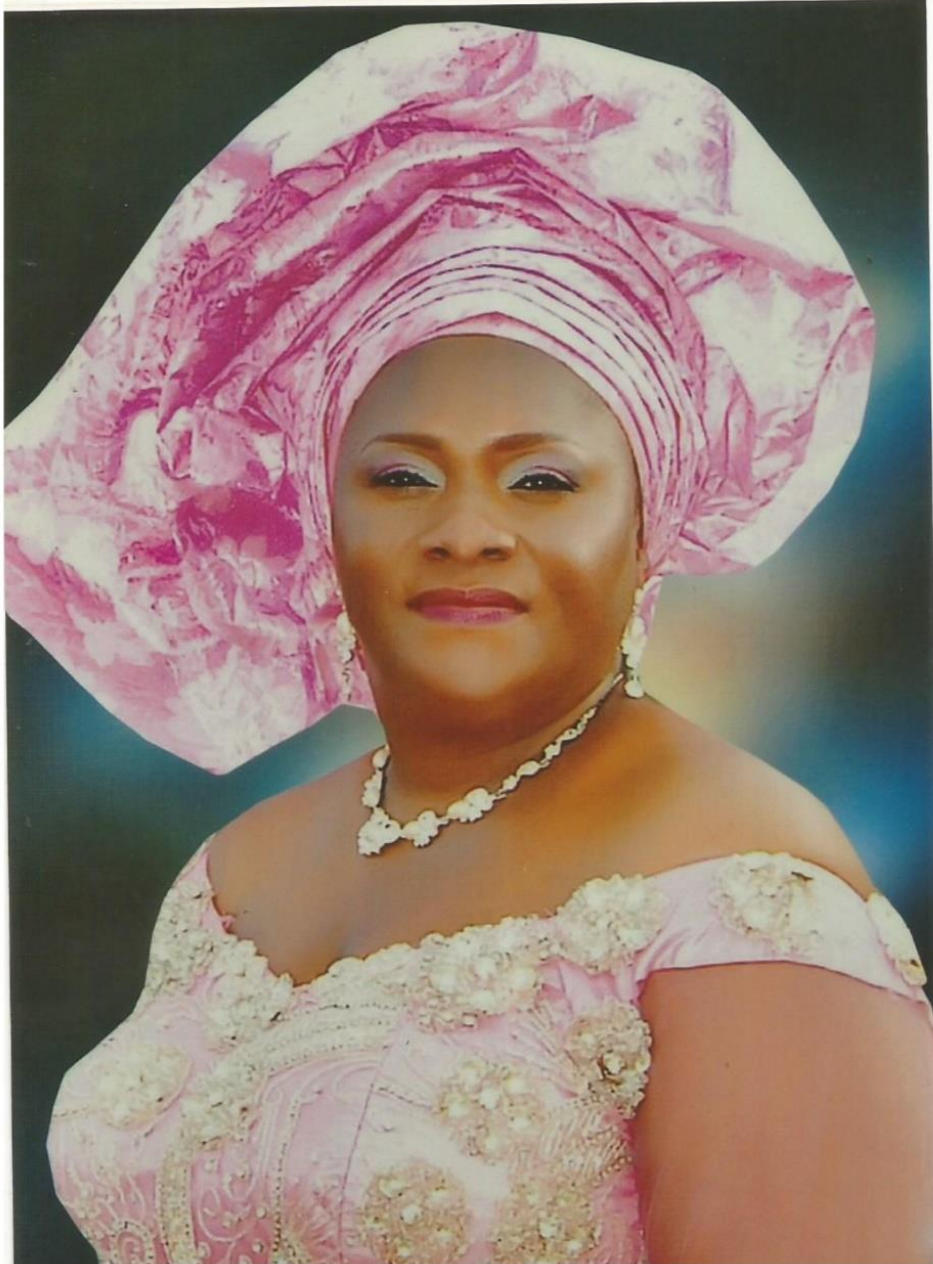
As a result, he wrote a protest letter to the Deputy post master General (F&I) through his boss, the Area Postal Manager Adamawa territory in person of Mr. D.O. And Mr. D.O intervened on his behalf and the sum of fifty thousand Naira

only was credited into his UBA account, after that the complainant requested for the balance of his money but there was no response.

On the receipt of the compliant letter the complainant was called and requested to bring a copy of the bylaws of the Multi-purpose Co-operative Society to enable the Commission to see how it would apply to his case but on studying the bye laws, nothing was related to the case in hand.

Then the area postal manager's comments were invited on the case. The Area Postal Manager, Adamawa Territory wrote and informed the Commission that action would be taken from the cooperative headquarters Abuja and that the complainant would be paid soon. Documents of the action taken by the President Progressive NIPOST Staff Multi-purpose Co-operative Society was also attached.

At last, the complainant wrote to the commission confirming payment of his money in full. He therefore wrote a letter of appreciation to the Commission. On that note the case file was closed.



**THE HONOURABLE COMMISSIONER ANAMBRA STATE
HON. (DR.) ANGELA MBAH**

ANAMBRA STATE

COMPLAINT AGAINST EEDC FOR ESTIMATED BILLS

Mr. T.A and 447 others in their petition letter dated 10th, April, 2017 complained against EEDC over their inability to read their meters for the month of March, 2017. According to the complainants, EEDC was in the habit of distributing bills without reading their meters and this was at their advantage and also against agreement reached by the two parties.

Due to the pathetic nature of the complaint, the Commission immediately swung into action by forwarding a copy of the complaint to the Managing Director for comments and reaction. There was a delay in response and this development necessitated an on the spot visit to the Managing Director, to ensure that the matter would be resolved urgently. The visit yielded a positive result as the respondent in their letter promised to address the matter without further delay.

As expected, one of the Complainants wrote to the Commission on 6th September, 2017 informing the Commission that EEDC, Ogidi District Manager invited them to a meeting on how to resolve the matter. During the meeting, the Manager promised to send EEDC meter Engineer to rectify the problem. Within one week, the complainants finally affirmed that the Engineer actually visited and rectified the problem and the meters were functional and were in turn used in calculating their bills.

The complainants were full of appreciation and praises for the commission for assisting them on this matter.

The case file was closed on this happy note.



(Dr) Hon. Chelly Usoro Okoko

Honourable Commissioner Akwa Ibom State

AKWA-IBOM STATE

CASE NO. 1

ALLEGED STAFF MARGINALIZATION/SUPPRESSION OF RIGHT

On the 9th of September 2015, the Commission received a complaint from a group of staff of the Maritime Academy of Nigeria (MAN) Oron.

The complainants alleged that the Management of MAN asked them to vacate their official residence on the premise of renovating the property. However, after the renovation, the allocation of the refurbished houses was allegedly haphazardly done to favour a particular Section or interest as it was smack of nepotism and injustice.

They further alleged that the temporary structures they occupied were marked for demolition by the same Management without recourse to their comfort despite the deductions from their salaries as rent and all efforts to make the Management refrain from the demolition of the structures proved futile, hence their appeal to the Commission.

Upon the receipt of the complaint, the Commission waded into the matter through an on the spot investigation accompanied by a letter to the respondent. Thereafter, a reminder was sent which elicited a response from the respondent through a telephone call from one of the Directors in the Academy who appealed to the Commission to accord the Management a little time to resolve the issue.

On the 10th of July, 2017, one of the Complainants was contacted through the telephone and he informed the Commission that the matter had been resolved and that they had been allocated houses. In view of this favourable development the case was closed.

CASE NO. 2.

ALLEGED REFUSAL TO PAY PENSION BY BANK OF AGRICULTURE (BOA) UYO

A representation on the alleged non-payment of Pension by Bank of Agriculture, Uyo was lodged in the Commission by Mr. S. D. E. of Natiat Itam, Itu L .G. A. He alleged that, he had been collecting his pension allowance through the Bank of Agriculture since 1994 till September, 2016. He stated that after September 2016, the Bank stopped paying him without explanations, and that, all his efforts to make the Bank pay him even after the State Accountant General's Office had hinted him that his Pensions had been paid to the said Bank proved abortive.

On this note, he decided to employ the Commission's services.

On the receipt of the complaint letter, on the 5th December, 2016 the Commission waded into the matter by conducting an on-the-spot investigation.

On the 17th January, 2017 another on-the-spot investigation was carried out by a team of investigators. At the Bank, the investigators met with the Head Retail Banking, Mr. S.O. who clarified why his Pension was not paid on time. He stated that, it was due to the lapses in the online banking and the problems faced with National Electronic Fund Transfer (NEFT). He however informed the officers that the issue had been resolved and October and November Pensions paid to the complainant.

On contact with the complainant, he acknowledged the receipt of his October and November pensions with only the month of December pending, as December Pension had not been paid by that date.

On this successful note, the case was closed on the 19th January, 2017.



Hon. Yahaya Aliyu Rumbu
Honourable Commissioner Bauchi State

BAUCHI STATE

CASE NO. 1.

RE: COMPLAINT ON ALLEGED REFUSAL TO CORRECT PARTICULARS OF BANK ACCOUNT

The primary function of the public complaints commission is to provide impartial investigation on behalf of the complainant who feels aggrieved by the action or inaction of public or private companies.

The commission received a complaint dated 25th May, 2017, from one Mrs. J.S.D on alleged refusal to correct particulars of her Bank account by Guarantee Trust Bank plc. The Complainant alleged that she operates a savings account with Guaranty Trust Bank and a new one was issued to her. However, when she made effort to activate the ATM card it proved abortive, she then lodged a complaint with the bank. It was discovered that at the time of processing her Bank Verification Number (BVN) an error was committed. Her account number, account name and date of birth was wrongly written. The complainant made several efforts to see that these mistakes were corrected but all to no avail, hence her decision to contact the commission for intervention.

On receipt of the petition, the commission swung into action by forwarding a letter with all supporting documents to the Manager, Guaranty Trust Bank, Plc Bauchi, for comment. This action yielded a fruitful result as the complainant wrote to the commission on the 22nd August, 2017, informing the commission that its intervention had made the bank to correct all anomalies that led to the invalidation of her savings account.

The complainant expressed her appreciation to the commission for its swift intervention on the matter. On this note, the case file was closed.

CASE NO. 2.

RE: COMPLAINT ON DELAY IN ROAD CONSTRUCTION

Alh. S.B and 40 others lodged a complaint with this commission on the 25th of August, 2017 against the Bauchi state Government over the delay in the construction of the road from Central Bank round about to railway round about.

The complainants alleged that the road was initially planned to be completed in eighteen months. However, over two and half years after, the work had not reached fifty percent and work had since stopped.

In view of this, the communities around the area where the construction work was situated experienced great flood, which resulted to loss of properties and damages to vehicles as a result of pot holes and dust emanating from the abandoned road.

When the case was received by this Branch office, a staff of the commission was directed to contact the Area Engineer Bauchi state Ministry of works to get the details on why the construction work stopped. In his response, the Area Engineer stated that the delay in construction work was due to the raining season. He however assured that work would resume as soon as the rain stopped. When the raining season was over, the work commenced.

Satisfied with the commencement of work, the complainants wrote a letter of appreciation to the commission dated 26th September, 2017, thanking the commission for its prompt intervention which has led to the resumption of construction work in the area.

On this note, the matter was put to rest and case file was closed.



Barr. Moses Atimaypre
Honourable Commissioner Bayelsa State

BAYELSA STATE

CASE NO.1

IRREGULARITY IN REGISTRATION BY NATIONAL OPEN UNIVERSITY

Mr A.D.I, in his petition dated 1st June, 2017 passionately appealed to the Honourable Commissioner to come to his aid in respect of the National Open University's refusal to refund his money after a failed registration.

According to him, he paid an application fee of ₦7,500 and in February 2017 attempted to register as a student on the university's website but could not because he kept getting an error report.

He complained to the university's study centre in Yenagoa and a staff who was to sort out the error directed him to keep trying, which he did three times for a period of three months, but to no avail.

To his consternation, the University advised him to forfeit the money initially paid and pay a fresh one in order to pave way for new registration.

Refusing to accept this option, he resorted to the Commission for succour. The Commission swung into action and approached NOUN for a response to the Complainant's claim. The Director of the study centre appealed to the Commission to exercise patience and that problem with the website would soon be rectified by its headquarters in Abuja.

In September 2017, the centre informed the Commission that the website had been stabilized and requested the Commission to advise the complainant to pay a fresh registration fee in order to register and that the previous amount paid would be converted to cover course registration.

Consequently, in December 2017, the Complainant visited the Commission's office to express his appreciation for its intervention that ensured that he was not short changed by NOUN. On this happy note, the case was closed.

CASE NO. 2.

ALLEGED INCOMPLETE LIFE INSURANCE POLICY PAYMENT

Mr. G. T. took a five (5) year Insurance Policy with Niger Insurance Plc, in Yenagoa in 2009. He paid a sum of thirty thousand naira (₦30,000) monthly from commencement, amounting to One Million, Eight Hundred Thousand naira (₦1,800,000) in 2014 when the policy terminated.

According to him, he was made to believe that his contribution was to attract an 11% interest for the 1st two years and 85% for the remaining three years. At the expiration of the policy, he was however confused when he got ₦1,849,500 instead of an additional ₦997,200 based on the percentage interest that ought to have accrued to his initial deposit.

When all his efforts to get the Insurance Company to pay him the correct percentage failed, he approached the Commission for succour. The Commission swung into action with correspondence and visit to get the Respondent's own side of the story. After consultation with its Headquarters, a case conference was convened, during the case conference, it became apparent (as the Commission went through their records) that the complainant had been misled by the agent that marketed the policy to him. The Commission found out that why that the Complainant was paid correctly as would have been paid to any policy holder who contributed the amount he did.

The Commission thereafter advised the Insurance Company to ensure that its marketers do not mislead Policy Holders into taking policies that are obscure.

On that note, both Complainant and Respondent appreciated the Commission for its intervention that led to the amicable resolution.



Hon. Abubakar Tsav
Honourable Commissioner Benue State

BENUE STATE

CASE NO. 1.

COMPLAINT AGAINST NON- PAYMENT OF PART- TIME TEACHING, TRANSPORT AND NIGHT ALLOWANCE.

A case of non- payment of part- time teaching, transport and night allowance was lodged by Mr. A. P. O. in the Kogi State office of the Public Complaints Commission against the Federal University of Agriculture (FUAM), Makurdi and was referred to the Benue State Office for reasons of proximity on the 24th April, 2014.

The Complainant averred that he served as a part- time lecturer in the Department of Mathematics/statistics/ computer science of FUAM. He further alleged the non- payment of his transport/ night allowances and December, 2011 part- time teaching salary including one week in the month of January, 2012, amounting to one million, two hundred and six thousand four hundred and seventy- six naira, ninety- four kobo (₦1, 206, 476.94) only. He added that he forwarded his complaint to the Registrar and the payment was approved but was not paid since 2013 despite all his efforts and this necessitated his resort to the Commission for redress.

Upon receipt of the complaint, the Commission requested for comments from the Respondent regarding the allegations made by the complainant but there was none. The Commission then decided to make an on-the-spot assessment of the situation. Several visits were made to the Respondent without much success but the Commission persevered and the Complainant was paid all outstanding claims to the tune of one million, two hundred and six thousand four hundred and seventy- six naira, ninety- four kobo (₦1, 206, 476.94) only. The Complainant expressed appreciation to the Commission through a cell phone conversation and the case file was closed.

CASE NO. 2

COMPLAINT AGAINST REFUSAL TO SUPPLY PRODUCTS AFTER PAYMENT.

There was a contractual agreement for the supply of 154 cartons of GNLD super agro products organic fertilizer for the total sum of ₦5, 800.000.00 between Miss J. O.; Marketer and Mr. K. O. the dealer/ supplier. Consequent upon the agreement, the marketer paid the agreed amount into the account of the supplier/respondent. Though the Respondent received the full amount of money, he failed to deliver as he supplied only 15 cartons leaving a balance of 139 cartons. All efforts made by the Complainant to get the rest of the products failed and this prompted her to lodge her complaint before the Commission on the 24th April, 2017.

The Commission intervened in the matter by meeting with contending parties. During the meeting, the Respondent agreed to settle the Complainant by paying her balance of ₦5, 333, 600.00 in three installments of ₦3, 000,000. 00, ₦1, 303, 600. 00 and ₦1, 030, 000.00 between April, 2017 and August, 2017. The decision was accepted by the Complainant. Subsequently in the month of September, 2017 the complainant informed the Commission that the balance of her money had been paid to her. On this happy note the case was closed.

CASE NO. 3.

COMPLAINT ON NON- PAYMENT OF MY DIVIDEND POLICY PLAN (DPP).

Mr. C. S. of the office of the Accountant General, Makurdi lodged a complaint against Industrial and General Insurance (IGI) for non- payment of his dividend policy plan (DDP) on the 2nd September, 2016.

The Complainant alleged that he subscribed to the life assurance policy of IGI for a period of five (5) years valued at six hundred thousand naira (₦600, 000.00) with a monthly premium of ₦10, 000. 00. According to him, he made payment for 35

months amounting to three hundred and fifty thousand naira (N350,000.00) and could not continue due to irregularities in the payment of Benue State worker' salaries. To this end, he wrote a letter to IGI to surrender the policy and demanded for the payment of the surrender value of about N350, 000. 00. He also alleged that IGI failed to pay him this lump sum despite reminders which had caused him untold hardship.

On receipt of the complaint, the Commission commenced investigation. A letter was written to IGI, Makurdi branch requesting comments on the matter but there was no response from them. The Commission therefore adopted an on the-spot-investigation strategy; a team of investigators undertook several visits to the respondent with a view to amicably resolve the matter. This strategy paid off as the Assistant General Manager of IGI later informed the Commission that the Complainant had been issued his cheque which was confirmed by the Complainant. Consequently, the case file was closed.



Hon. Alh. Sanda Garba
Honourable Commissioner Borno State

BORNO STATE

CASE NO. 1

ALLEGED NON PAYMENT OF MY MONTHLY PENSION.

This case was received in the Commission on 21st January, 2014 on alleged non-payment of monthly pension by Yashuwa Mustapha against the Nigeria Police Force.

Having acknowledged the receipt of the complaint letter, the Commission went into action by visiting the Police Mobile Force Headquarters, Maiduguri for investigation. Investigation team met with the officer in charge, who after listening to the investigation team, observed such that matters are better handled by the Association of Retired Officers (ARO), and thereafter advised that the team should meet with the Chairman.

The team met with the Chairman and intimated him on the issue. He informed the team that the complainant was not a member of the Association and before he died he was not paying dues and thus the Association could not take up her matter. The investigation team pleaded with him and other members to consider the plight of the complainant and assist her. The chairman eventually agreed and collected her document for processing.

The complainant called the Commission three weeks after the meeting with the chairman and informed her that she had been asked to go for verification exercise at Bauchi State. Four months after, she came to the Commission and informed us that she had started receiving her pension.

The case was then closed.

CASE NO. 2.

The case was received on 29th June, 2015 from Alhaji Mustapha Yallumabe and two others against Guzamala Local Government Council, the complaint alleged

that they had not paid salaries for eight months. The team of Investigation Officers visited the local government area and discussed with the accountant. He informed the team that there was verbal directive from the secretary of the local government to stop the complainants' salaries. The Commission therefore, invited the secretary of the local government for a case conference.

The allegation was tabled before the secretary for his reaction and during the course of discussion it was revealed that the Secretary directed stoppage of the complainant's salaries due to political differences. After due deliberation, he promised that all arrears due to them (complainants) would be paid.

Few weeks later, the complainants came to the Commission to inform us that all their salaries have been paid and expressed their appreciation.

The case was then closed.

CASE NO. 3.

COMPLAINT AGAINST THE STOPPAGE OF SALARIES

A complaint was lodged with the Commission by four staff of Marte Local Government Area of Borno State on non-payment of nine (9) months salaries by the Local Government

After processing the complaint, a suggestion to invite the Secretary and the Accountant of the Local Government for a case conference was approved.

On 23rd July, 2015, a case conference was held with the accountants and it was revealed that the secretary of the local government gave verbal directives to all departments and accountants to withhold the salaries of the complainants.

A suggestion to write a reminder quoting the relevant section of the Commission's Act to the secretary was approved and a case conference was held on 30th July, 2015.

The outcome of the case conference revealed that the payment was stopped because the complainant belonged to the opposition party.

The Commission presented the issues as lodged by the complainants and clearly stated that the reason and the methods through which the local government. Stopped the complainants salaries ran contrary to the civil service rules both at the state and the local government levels.

The secretary agreed to commence payment of the outstanding salaries arrears by the end of August. An agreement was written and signed to that effect in the presence of the investigation team.

On 27th November, 2015 the complainant, had been paid the last instalment of their withheld salary arrears. The intervention of the Commission had a multiplier effect as other staff of the local government affected were also paid.

In view of the successful resolution of the complaints, the case file was closed.



Hon. Dr. Clement Nyam Obere
Honourable Commissioner Cross River State

Cross-River State

CASE NO. 1.

ALLEGED BREACH OF CONTRACT WITH FRAUDULENT INTENT.

A complaint was received from one Mr. I.O, wherein he alleged a breach of contractual agreement with intention to defraud against the respondent, to whom goods worth One Million and Fifty Two Thousand, Two Hundred Naira (₦1,052, 200.00) had been supplied. Part payments for the goods were made, but efforts made to recover the balance were ineffective, as the respondent not only issued a dud cheque, but refused to settle the outstanding sum.

The Commission, on receipt of this petition, assigned appropriately and investigation commenced. The respondent was duly informed, of the petition and was requested to report to the office of the commission to make representations to the Honourable Commissioner.

The request was complied with and a case conference was held which resulted in a signed undertaking by the respondent to offset the debt to the complainant in three installments.

The complainant, in his letter of appreciation and commendation confirmed his receipt of the outstanding sum, and thanked the Commission for its commendable approach in the resolution of the case. With this development, the case was closed.

CASE NO. 2.

ARBITRARY INCREASE OF ELECTRICITY BILL CASE.

Mr. A.E.C lodged a complaint against Port. Harcourt Electricity Distribution Company (PHED), alleging arbitrary increase of electricity bill based on unassessed estimated computation.

The respondent failed to address the matter after the complainant registered his complaint. Thus Mr. A.E.C. approached the Commission for redress.

The Commission took action promptly upon receipt of the complaint by writing to the respondent. This was followed by reminders in which the respondent was informed of the consequences of its failure to respond to the commission's letter of enquiry.

This eventually elicited a reply from the respondent in which it was also stated that the complaint had been investigated and appropriately addressed, as a prepaid meter had been installed and the excess charges adjusted for the complainant.

Mr. A.E.C. corroborated this assertion through a phone call. He also expressed his profound gratitude to the Commission for achieving a speedy resolution of the case.

On that note, the matter was successfully closed.



Hon. Chief M. O. C. Eto
Honourable Commissioner Delta State

DELTA STATE

CASE NO. 1.

NON IMPLEMENTATION OF SALARY GRADE LEVEL 12 (CONHESS II)

This complaint was lodged in the Commission by Mr. A.E.M., a Principal Medical Laboratory Scientist, working with the Anti-Retroviral Therapy Centre, Central Hospital, Agbor, on 13th January, 2017. He alleged non-implementation of his promotion from SGL. 10 (CONHESS 9) to SGL.12 (CONHESS II). According to him, despite being cleared by his parent Ministry, Ministry of Health, the Office of the Accountant General of the State, Delta State, whose onus it was to cause the implementation of his promotion and payment of accrued arrears declined and several attempts to make them do same was unsuccessful, hence, his resort to the Commission for assistance.

Upon determining the merit of the complaint, the Office of the Accountant General was contacted and they confirmed the allegation and promised to start actions on the implementation of his promotion.

After a month, the Commission was informed during an on-the-spot investigation to the Respondent's Office that the Complainant's promotion had been effected. This information was confirmed by the Commission via a telephone call to the Complainant who acknowledged the implementation of his promotion.

On this successful note, the complaint file was closed on 12th July, 2017.

CASE NO. 2.

AN APPEAL FOR THE RELEASE OF STATEMENT OF RESULT

This complaint was lodged by Miss. O.H, on the 14th day of March, 2016. She alleged that the Institution of continuous Education (ICE), Asaba study Centre, an affiliate of Delta State Polytechnic, Otefe Oghara, issued her only a covering note instead of a statement of result, eighteen (18) months after her completion of OND

programme. According to her, all efforts to get the statement of result from the stated study Centre in Asaba and at the Institution, Delta State Polytechnic, Otefe Oghara proved abortive hence her recourse to the Commission for its intervention.

An examination of the complaint by the Commission, however, revealed that there was a need for the institution to respond to the allegation leveled against her, hence she was invited to the Commission for a bi-partite meeting. During the meeting, it was discovered that the respondent was already working on the matter and all the complainant was requested to do was to procure a scratch card for the verification of her 0'level result before her diploma result could be released.

The Commission subsequently informed the complainant of this requirement for her due compliance. On the 10th day of February, 2017 she joyfully informed the Commission through a phone call that her result had been released and a statement of result issued to her.

On this note, the complaint was closed having been successfully resolved.

CASE NO. 3.

AN APPEAL TO THE COMMISSION TO ASSIST IN GETTING MY FIFTEEN MONTHS UNPAID SALARIES

This complaint on the alleged non-payment of fifteen (15) months salaries was lodged in the Commission's Headquarters, Abuja and referred to the Delta State Office of the Commission due to its proximity to the Respondent, Tornado International Associates Limited. The complaint was lodged by one Engr. E.A.O. on 23rd November, 2012, alleging non-payment of his 15 months salaries by the company.

In a bid to determine the merit of the complaint, the Commission observed that the Complainant's appointment letter which was the basis of contract between the Respondent and Complainant was not signed and the Complainant was so communicated.

Consequently, the appointment letter was signed and the Commission swung into action by contacting the Respondent. Several attempts were made by the Commission to deliver correspondences including summons to the Respondent but all proved futile as their premises was reported to be locked up. The Commission persisted by scheduling a meeting with the Complainant with a view to eke out any possible information that would assist the Commission in delivering the summons. This effort again met a brick wall as the EMS official returned the letter inviting the Respondent for the said meeting due to their inability to locate the address.

These challenges did not deter the Commission from getting to the root of the matter, as the phone number of the Senior Partner/CEO of the Company was eventually obtained and he was engaged in an extensive discussion on the matter. He expressed displeasure with the attitude of the Complainant whom he claimed to have supported during difficult times. He however, accepted that the company was indebted to the complainant with slight adjustment to the amount the Complainant claimed and promised to pay as soon as funds were available.

The doggedness of the Commission on the matter paid off, when in a short while, the Commission was informed via a phone call to the Respondent, that the Complainant's claims had been fully settled.

Another phone call by the Commission to the Complainant, confirmed the report of the Respondent to be true. On this successful note, the case file was closed on 8th February, 2017.



HON. OKORIE SAMPSON
HON. COMMISSIONER
PUBLIC COMPLAINTS COMMISSION

EBONYI STATE

CASE NO. 1

ALLEGED ILLEGAL DEDUCTION OF SALARY.

On 28th September, 2016 the Commission received a complaint from Mr. N. M. against Gifortune Enterprise on illegal deduction of his monthly salary by Ebonyi State Joint Account Committee to service the interest accruing from the loan he borrowed.

The Complainant alleged that he borrowed the sum of Thirty Thousand Naira (₦30,000.00) on 24th April, 2015 with an interest of 20% per month which is Six Thousand Naira (₦6,000.00).

He paid off the capital in the following month but could not pay the interest for seventeen months and it accumulated to Ninety Six Thousand naira (₦96,000.00) in which Eighty Six Thousand naira (₦86,000.00) had been deducted as at the time dialogue commenced with the Commission.

On receipt of the complaint it was processed and recommended that preliminary investigation be conducted to Gifortune Enterprise.

The Respondent was contacted vide letter ref. no. PCC/EB/C.669/2016/5 dated 22nd February, 2017 as enshrined in the enabling laws, section 5(7) of the Commission's Act, CAP. P.37 LFN, 2004.

In their response to the Commission's letter through their Lawyer, D. I. N. & Co they stated that the interest charged against the Complainant became compounded when the Complainant defaulted in the payment of the 20% interest charged on him as agreed by both parties.

The Commission invited both parties for a dialogue and it was brought to fore that the Complainant reneged in their agreement. However, the Commission persuaded the Company to stop further interest on the remaining capital, while the

Complainant would pay the remaining balance, the Gifortune Enterprise obliged the Commission. He promised to pay off which he later did.

Having confirmed that the Complainant had complied accordingly, and was happy the way the Commission handled the matter, the case file was closed.

CASE NO. 2.

ALLEGED NON-RELEASE OF CERTIFICATE

This petition was lodged in the Commission by one Mr.U.U.O, against National Teachers Institute (NTI) alleging non-release of his certificate.

The Complainant was a former student of National Teachers Institute Afikpo. He alledged that he had a resit in one of his papers in his final examination in 2002 which he eventually passed in accordance with the standard of the school. However, despite the fact that he had completed all his papers and paid all the necessary dues, his certificate was not issued to him.

The Commission waded into the matter by caring out, an on-the-spot investigation to the National Teachers Institute (NTI), Abakaliki State office on Thursday, 19th May, 2016.

In the course of discussion with the Ebonyi State Co-ordinator of the Institution, Mr. O. O, he revealed that his office had dispatched eight thousand NTI Certificates to Examination Development Center (EDC) Abakaliki for onward distribution to their respective owners, upon the payment of one thousand, five hundred naira only, (₦1,500) to the center.

He stated further that the Complainant should go to the Examination Development Center (EDC) Abakaliki office to collect his certificate.

The Complainant acted accordingly and eventually, informed the Commission that his request had been granted. The Commission therefore closed the case file on the matter.

CASE NO. 3.

ALLEGED ATTEMPT TO DISTORT AND/OR SCUFFLE MY PROGRESSION AND CAREER

A passionate petition was lodged before the Commission on June 8, 2011 by one Mr. A. C. C. His Complaint was an alleged attempt to distort and/or scuffle his progression and career by Ebonyi State Secondary Education Board.

A comprehensive retrospection on his career growth showed that he was employed with the Nasarawa State Teachers Commission on January 2, 2000 and worked with them till December 2005.

Due to stringent social unrest around him at the time, he moved to Ebonyi State, where he joined Secondary Education Board (SEB) on June 2006. His problem when he sort to merge his two services.

Despite the intervention of the Principal of his school, he could not have his services merge

It is worthy to note, that within these chain of events, the Complainant was promoted twice – from Grade Level 09 to Grade Level 12 while his salary remained stagnant on Grade Level 09.

It was at this stifled state that Mr. A. C. C. sort the help of the Commission, via a letter dated June 28, 2011, the Commission wrote the Secondary Education Board (SEB) seeking for their comment on the matter. On August 1, 2011, the Commission sent another reminder.

In a letter dated September 5, 2011, Ebonyi State Secondary Education Board replied the Commission. In their submission, they explained that the Complainant's promotion was made in error and requested for relevant documents to aid them in their decision.

On September 16, 2011, the Commission dispatched a letter to Nassarawa State requesting for the complainant's letter of transfer to SEB, last pay certificate three years APER, Record of service and personal file.

Ebonyi State Secondary Education Board then got the documents on October 20, 2011. They wrote the Commission on November 11, 2011, to inform her that the Complainant's harmonization and salary adjustment were in progress. On August 30, 2017, the Commission got a phone call from a jubilant Complainant (Mr. A. C. C.), notifying the Commission that he had been promoted and his salary adjusted aptly.

He was highly elated, as he poured encomiums on the Commission and the dexterity they employed in saving him from foreseeable downfall in his life.

It was on this happy note, that the file was closed.



Barr. Hon. Felix Alarí
Honourable Commissioner Edo State

EDO STATE

CASE NO. 1.

ALLEGED NON-PAYMENT OF ADJUSTED MONTHLY PENSION AND NON-PAYMENT OF OLD ACCUMULATED PENSION ARREARS INCREASE

This complaint was lodged in the Commission in November, 2016 by one Dr. R.E.E. The Complainant alleged Non-payment of Adjusted Monthly Pension and Nonpayment of Old Accumulated Pension Arears Increase amounting to ₦1,168,500.00 (One Million, six hundred and twenty thousand naira). He said he complained to PTAD but nothing was done.

On receipt of the complaint, the Commission swung into action by contacting the Respondent, Pension Transitional Arrangement Directorate (PTAD) to ascertain the true position of the allegations. Five weeks after, there was no response from the Respondent, so a reminder was issued. Thereafter, they (PTAD) acknowledged the receipt of the letters and requested for some documents from the complainant such as \certified BVN number and bank statements.

Consequently, the complainant was requested to forward the said documents. After a month of forwarding the documents to PTAD by the Commission, the complainant alerted the Commission that he had been paid all the outstanding pension arrears of one million, six hundred and twenty-eight thousand, five hundred naira (₦1,628,500).

On this happy note, the case was closed.

CASE NO. 2.

NON-COMPENSATION BY PRESCO PLC

This complaint was lodged in the Commission on 18th April, 2017 by Mr. E.B. who was a staff of Presco. The complainant alleged that in 2015 the Company accused him of stealing diesel and arrested him. The Police report later exonerated him but the company refused to reinstate him.

The complainant took his case to National Industrial Court, Akure Division where the lawyer was accused of double standard by the complainant. He lost confidence in the lawyer and resorted to the Commission for intervention.

The Ombudsman mediated between the two parties and recommended that Presco should consider the re-instatement of Mr.E.B. and pay him all his outstanding salary which amounted to over one million naira

Consequently Presco Company complied with the recommendations of the Commission and all the entitlements were paid to the complainant. The matter was thus resolved amicably and all the parties involved appreciated the intervention of the Commission.

On that happy note, the case file was closed.

CASE NO. 3.

WRONGFUL TERMINATION OF APPOINTMENT AS ASSISTANT LECTURER FROM UNIVERSITY OF BENIN, A CRY FOR JUSTICE.

This complaint was lodged by one Mr. I.O. against the University of Benin. According to the Complainant, he was on temporary appointment in the Department of Sociology and Anthropology since 21st August, 2009. In 2010, a duly constituted panel of the University (6 Professors and 5 Doctors) interviewed Mr. I. O. for a permanent appointment, he was elevated to the position of an Assistant Lecturer and his regularization letter was issued in July, 2010.

Two weeks later, the complainant received another letter another letter terminating his appointment under the excuse that the letter was issued in “error”. All efforts to redress this met with a brick wall hence his resort to the Commission.

The Commission waded into the matter, contacted the University for its own comments on the matter to enable her determine the merit or otherwise of the allegations but there was no response even to the reminders. The Ombudsman booked an appointment with the Vice Chancellor (V.C) to discuss the matter. Following the meeting, the V.C. appointed the Deputy V. C. (Academics), a representative of the Register and two lawyers to look into the case. At the end of their investigation, the complainant was not found guilty of any offence thereby establishing the matter as a case of injustice.

On the basis of the above, the Ombudsman recommended to the University to reinstate the complainant as there was no basis for the termination of his appointment. The University responded that the case of the complainant could be “revisited if there was favourable recommendations from the Head of Department and Dean of Faculty”. Both officials when contacted were favourable disposed to the complainant, claiming that they were not involved in the termination saga in the first instance. On this note, the case file was closed.



Hon. Yemi Akokodare
Honourable Commissioner Ekiti State

EKITI STATE

CASE NO. 1

NON-PAYMENT OF SALARY ARREARS

This case was received in the Commission on the 30th January, 2016. It bordered on Non-Payment of salary arrears and it was lodged by Mrs. A.A. against the Accountant General of Ekiti State.

The Commission swung into action by requesting the office of the Account General of Ekiti State to furnish the Commission with the information on the administrative processes that led to the Non-Payment of Mrs. A.A's fourteen months salary arrears. The Accountant General's office requested for time to look into its record and thereafter give the Commission a feedback.

In the course of further investigation, it was discovered that the Non-Payment of the Complainant salary was due to an error, which was immediately rectified. The Commission thereafter recommended that her arrears should be paid forthwith, and therefore, on the 15th June, 2017, the complainant salary arrears for fourteen (14) months was paid directly to her Account.

Mrs. A.A thanked the Commission for helping her to collect her fourteen months' salary arrears owed by her employer without any stress and she joyfully submitted a letter of appreciation which read in parts:

“I write to appreciate your Commission in getting my outstanding salary arrears of fourteen months. I am very grateful, may God bless the Honourable Commissioner and the entire staff of the Commission. Thank you very much”.

The case file was subsequently closed by the Honourable Commissioner on the 24th July, 2017.

CASE NO. 2.

ALLEGED NON-PAYMENT OF SALARY ARREARS

This complaint was lodged in the Commission office by Engr E.O against a private Polytechnic, on alleged non-payment of salary arrears. In his letter, the Complainant explained that he worked meritoriously for five years between year 2010 – 2015, and the school authority owed him salary arrears to the tune of Two Hundred and Seventy Thousand, One Hundred and Fifty-Five naira, fifty Four kobo only (₦270,155.54). He voluntarily resigned his appointment from the service of the institution on the 30th November, 2015 and gave one month notice as stipulated in his letter of appointment.

The Commission contacted the Polytechnic, to confirm the veracity or otherwise of complainant's claim.

Thereafter, on the 14th July, 2017 a reply was received from the institution with an attached cheque of Two Hundred and Seventy Thousand, One Hundred and Fifty Five naira and Fifty Four kobo (N270, 155.54) for onward transmission to the Complainant (Engr E.O). This was officially brought to the attention of the Complainant and the cheque was handed over to him.

The Complainant appreciated the prompt efforts of the Commission at resolving the complaint.

An extract of the letter of appreciation written by the Complainant is hereby reproduced in part;

“I hereby write to appreciate the Honourable Commissioner and the entire staff of PCC Ado-Ekiti for their gallant effort in helping me to get my unpaid salary arrears since my resignation from the services of the XY Poly, Ado-Ekiti on 30th November 2015 after working for five years. Thanks and God bless”

Having successfully resolved the case, the case file was then closed.

CASE NO. 3.

BREACH OF AGREEMENT

This case was received from members of Ado Local Government Miller and Grinding Association against T.M.F. Bank Limited, Ado-Ekiti. The Complainant alleged that the bank authority requested members (Miller and Grinding Association) to make deposit of ₦5,000.00 with a view to granting loan to each member. Since October, 2016 a total sum of thirty five thousand naira (₦35,000.00) had been paid by the complainants to this bank as processing fee. However, the loan had not been granted as at the date of lodging the complaint.

The Commission swung into action by inviting both parties for a case conference on 31st August, 2017, with the aim of finding an amicable resolution. During the case conference, it was confirmed that though the complainants paid the ₦5,000.00 processing fee, none was granted a loan. At that juncture, the complainant they were no longer interested in obtaining the loan from the bank. So the case conference was brought to a close.

The MD/CEO thereby had to enter into an agreement with the complainants on how to refund their money.

In September 2017, the President of the Association informed the Commission that all members had got a refund of ₦5,000 each being the money they deposited except two members who preferred to be given a loan which was granted.

On behalf of the Association, the President, Chief O.A appreciated the unrelented effort of the commission at resolving the issue without delay.

The case was thereafter brought to a close.



Hon. Afam Nnaji
Honourable Commissioner Enugu State

ENUGU STATE

CASE NO. 1.

APPEAL FOR THE REPLACEMENT OF FAKE PHONE SOLD TO ME

A letter of complaint from Mrs. G.N was received in this Commission against a popular phone and accessories dealer. The complainant claimed that she bought a TECHNO T550-4MB-Black DG handset from the dealer who assured her of the quality and genuineness of the product, but only to discover when she got home that the handset was faulty. She further added that she had gone severally to the dealer for replacement but all to no avail.

This made her to request for the assistance of the Commission to enable her obtain another phone as replacement. After a careful study of this matter including the attachments, a copy of the petition was forwarded to the respondent for comments on the issues raised by the complainant.

A follow up visit to the dealers' shop yielded result after dialoging with the dealer. The respondent asked the Commission to inform the complainant to come for a replacement of the faulty handset.

The Commission accordingly informed the complainant who afterwards confirmed that the handset had been replaced for her and she expressed her appreciation to the Commission.

The case file was closed on this happy note.

CASE NO. 2.

REQUEST FOR PROFESSIONAL ASSISTANCE

A petition on the above stated subject matter was lodged in the Commission by a group of disengaged staff of National Orientation Agency, Enugu State, Directorate. They alleged that though their severance benefits have been paid, their

monthly pension as retirees of the Federal Republic of Nigeria had not been paid till the time of their complaint. They appealed to the Commission to help get their retirement benefits.

Correspondences were exchanged and the National Orientation Agency took action immediately to resolve the complaint. The benefits of the complainants were paid to them and they appreciated the dogged effort of the Commission in writing.



Hon. Danladi Zhin
Honourable Commissioner FCT

FEDERAL CAPITAL TERRITORY

CASE NO. 1.

ALLEGED EXTORTION AND ILLEGAL CLOSURE OF MARKET GATE BY KAURA MARKET MANAGEMENT (BEWRICK NIG. LTD).

On 29th June, 2015 one Mr. C.O and 120 others came to the Commission under the aegis of Kaura Progressive Traders with a petition in which they alleged that their members were subjected to incessant intimidations and harassment by the market managers of Kaura modern market, Abuja.

From their submission, they alleged that the said management unnecessarily closed the market gate against their members. More so, the sum of fifty thousand Naira (₦50, 000) was arbitrary imposed on their members.

On receipt of the complaint, the Commission dispatched a Team of Investigators for an on-the-spot investigation. The Commission discovered that the allegations made by the Traders' Association were true. A meeting was held between the Investigators and the Market management at the end of which the management promised to stop the illegal closure of market gate and also refund the money illegally collected from some of the traders. They however, thanked the Commission for her intervention.

After several months of monitoring the situation, the chairman of the Trades Association came to the Commission with the news that the Management of the market has fulfilled all the promises they made to the Commission; that they have refunded the money extorted from the traders and stopped the closing of gate. The Traders Association thanked the Commission for her efforts in restoring sanity to the market.

CASE NO. 2.

ALLEGED OUTRAGEOUS ELECTRICITY BILLINGS.

The complainant, one Mrs. O.B said she had complained to the Management of Abuja Electricity Distribution Company (AEDC) about the outrageous electricity bills issued to her but this was not resolved. She then approached the Commission for intervention as her last resort.

She stated that she has been over billed since September 2015 by the AEDC and was asked to complain to their office in Gwagwalada Area Council of the FCT but they failed to resolve it.

The Commission wrote the Respondent urging them to look into the complainant's plight. It was followed up with on-the-spot investigation.

The complainant later came to inform the Commission that an AEDC official came to her house to assess and test all her electronics after which the bill she complained about was reduced. She thanked the Commission for the successful resolution of her complaint.



Hon. Usman Abubakar Muhammed
Honourable Commissioner Gombe State

GOMBE STATE

CASE NO. 1.

ALLEGED NON- REVERSAL OF MONEY

This complaint was lodged by one Mr. S. D. w. against United Bank for Africa (UBA) dated 16th August, 2017 on alleged non- reversal of money.

The complainant alleged that he was a customer with First Bank with account number 2002964414 and he did a wrong transaction amounting to one hundred and fifty-eight thousand Naira (₦158,000:00) from First Bank to UBA. According to his explanations, the money was debited from his account and entered into a wrong account on 5th April, 2016 and since then the money has not been credited back into his account and all efforts made to get his money credited back to his Account proved abortive.

On receipt of the complaint, this Commission wrote a letter to UBA Head office in Lagos for comments on 18th January, 2017, and the office received a response on 10th July, 2017 requesting the Complainant to provide the Bank with a valid Court order directing the refund of the erroneous transfer so that the reversal could be done in accordance with legal requirements. The letter was endorsed to the complainant and he acted accordingly.

This Commission received a letter of appreciation from the complainant on 26th July, 2017 stating that the money has been successfully returned to his account and on this happy note the case was closed.

CASE NO. 2.

ALLEGED NON-PAYMENT OF DECEASED FATHER'S ENTITLEMENT (PEN10005963333).

This complaint was lodged by one Mr. P. G of ECWA Church Bamusa Quarters, Gombe against Stanbic IBTC Pension Managers on non-payment of his deceased father's entitlements.

The Complainant stated that his deceased father Mr. I. G. was an employee of the Federal Ministry of Agriculture and Rural Development who died on the 5th March, 2013 and that he was the Next of KIN of the deceased that he applied for his late father's entitlement with Stanbic IBTC Pension Managers and included all the necessary documents, but could not get the entitlement and all efforts made proved abortive.

On receipt of the complaint, the Commission wrote a letter to the Manager Stanbic IBTC Pension Managers requesting for their comment.

After several correspondences, ending with the one that was copied to the National Pension Commission, the Complainant came with an appreciation letter to inform the Commission that his father's entitlement had been paid.

On this happy note, the case was closed.

CASE NO. 3

BRIEF ON A CASE OF ALLEGED DENIAL OF 2016 PROMOTION BY FEDERAL TEACHING HOSPITAL, GOMBE

This is a complaint lodged by some Nurses of Federal Teaching Hospital, Gombe alleging that the Management of the Hospital denied their promotion in the year 2016. After conducting the promotion exercise, the Management delayed the release of the result until December when they issued promotion letters to few

members of staff without regards to others who participated in the promotion exercise.

On receipt of the complaint, letter was written to the Chief Medical Director demanding for his comments on the allegation raised against them. On 19th September, 2017 they responded thus:

The promotion examination was conducted on Monday 4th April, 2016. A total of one hundred and fifty-nine (159) out of one hundred and sixty-two (162) staff sat for the examination out of which one hundred and fifty (150) passed (including the complainants) Nine staff (9) failed. Three candidates were found not due for promotion and therefore did not write the examination.

A report was written to the Honourable Minister of Health on the conduct of the examination and his approval was requested for the promotion of one hundred and fifty (150) staff who passed on merit to their next ranks.

In their reply vide a letter SMH.587/S.48/T4/62 dated 11th July, 2016 they stated that the Honourable Minister of Health has granted approval for the promotion of one hundred and seven (107) successful candidates to their next ranks.

The letter also informed the Management of the stagnation of forty-three (43) candidates (including the complainants) who did not have requisite (double) qualification to be promoted to the next grade level.

We invited the complainants and advised them to go and obtain the double qualification as requested from the scheme of service for their promotion to the next grade level.

We also wrote a letter on 12th October, 2017 to the management of Federal Teaching Hospital requesting them to allow them to go for further education to obtain the double qualification needed. Then the case file was closed.

HEADQUARTERS PUBLIC

CASE NO. 1.

ALLEGED REFUSAL OF ABUJA ENVIRONMENTAL PROTECTION TO DO ITS STATUTORY DUTY

In June 2013, Mr J. C. W lodged a case against the Abuja Environmental Protection Board over its delayed action on his complaint about an alleged illegal installation of Industrial generator and pollution/nuisance constituted by it.

The complainant alleged that he had written a letter of complaint to the Abuja Environmental Protection Board without any action.

He prayed the Commission's intervention to get the Board to carry out its statutory duty.

The Commission swung into action with correspondences and visits to the Respondent with the aim of getting the organization to look into the matter and ensure that justice prevails.

The Commission's efforts finally yielded fruits in June 2017 when the complainant informed the Commission that the generator has been removed and everything has returned to normalcy.

On that note the case file was closed.

CASE NO. 2.

ALLEGED NON PAYMMET OF SALARY ARREARS

Mrs. H.A ran to the Commission's office in 2009 alleging nonpayment of salary arrears after reinstatement by the National Identity Management Commission (NMIC).

According to her, she was removed during the 2006 Rightsizing and Downsizing Exercise carried by the Gouvernement and was reinstated in 2007. However as at the time of her complaint, her salary arrears were yet to be paid.

The commission swung into action with correspondences and letters to NIMC, in investigation of her claims.

In June 2011¹⁷, the Commission's efforts finally yielded positive fruits when investigation revealed that:

Though the Complainant had been graciously reinstated, she was notorious for incessant abscondment from her duty post and she was never sighted during the several verification exercises carried out in the organization;

The Complainant was warned several times, leading to her being issued several queries in respect of absenteeism and abscondment;

The Complainant was reported to have engaged in physical fights with both junior and senior officers;

The complainant went as far as suing her colleagues.

Lastly, that the Complainant never concluded her reinstatement documentation.

All the atrocities chronicled above led to her eventual dismissal in 2012.

The Commission was availed of documentary evidence (warning letters, queries) to convince the Commission that due diligence had been done on the matter.

On that note the case file was closed as no injustice had been meted out to the complainant.

HEADQUARTERS PRIVATE

CASE NO. 1.

NON-PAYMENT OF SALARY AND ENTITLEMENTS OF O. A. OF DAAR COMMUNICATIONS PLC

The Complainant Mr. O. A. alleged in his Complaint that he was employed by DAAR Communications Plc on the 21st June 2011 and that he voluntarily tendered his Resignation on the 29/06/2016.

The Complainant further alleged that he was entitled to one month salary arrears of one hundred and thirty six thousand, three hundred and twenty naira, forty-three kobo. (N136, 320.43), unremitted pension of Two Hundred and twenty-seven thousand, three hundred and forty-two naira forty kobo. (N227,342.40), National Health Insurance Scheme of thirty-seven thousand, eight hundred and ninety Naira twenty-four kobo (N37, 890.24) and his National Housing Fund of Seven thousand one hundred and four Naira, forty-two kobo (N7,104.42) all amounting to Three hundred and ninety-one thousand, nine hundred and ninety Naira, eighty-seven kobo (N391,990.87). Several attempts were made by the Complainant get his entitlements but all proved abortive. He further prayed the Commission's intervention to enable him get redress.

The Complainant was informed of the Respondent's willingness to pay all his outstanding entitlements as soon as the funds were available. Further on-the-spot investigation and persuasion proved successful as the Respondent informed the Commission of its resolve to pay the Complainant all his entitlements and this was done in two installments. The Complainant visited the Commission to confirm to the Commission and also to express his appreciation.

The curtain was drawn on the case after its logical conclusion.

CASE NO. 2.

ALLGED REFUSAL TO PAY HOSPITAL BILL

Mrs E. P. lodged a complaint with the Commission against Zebereeb Company Limited Abuja in respect of multiple fractures and injuries sustained by her two sons in an accident that involved Zebereed Company due to the reckless driving of the Company's driver. She appealed to the Commission to compel Zebereed Company to pay her a compensation of ₦500, 000.00 to enable her settle the medical bills of her children.

The Commission waded into the matter and extracted Police report on the accident from the Police station where the matter was reported. Although the report showed that the Complainant's children were at fault, but on humanitarian grounds, the Commission prevailed on the Respondent to assist the Complainant considering the severity of the injuries sustained by her two sons coupled with the fact that she had lost her car to the said accident.

The Respondent yielded to the Commission's plea and the Complainant later confirmed payment of ₦500, 000.00 to her in two tranches of ₦150, 000 and ₦350,000 respectively. The Complainant appreciated the Commission in writing and this necessitated the closure of the case.

CASE NO. 3.

ALLEGED CASE OF MEDICAL NEGLIGENCE

Mr. A. U. lodged a complaint with the Commission against Arab Contractors Nigeria Limited Abuja. The Complainant has alleged that his former employer (Arab Contractors) treated him halfway in the hospital and abandoned him to his fate when he had an accident.

On receipt of the complaint, the comments of the Company on the allegation were invited. The Respondent claimed that all the medical expenses of the Complainant

had been paid in full to the Hospital (Katameya Firstcall Hospital) where the Complainant was treated.

Based on the response of the Respondent, the Commission visited Katameya Firstcall Hospital to ascertain the claim. However, the Hospital claimed that the management of Arab Contractors paid fully for the surgical procedure only and not the physiotherapy.

At this point it became necessary to bring the 3 parties involved together for amicable resolution of the matter. During the case conference in which the Respondent, the Complainant and the management of the hospital were in attendance, it was discovered that the Complainant was not being truthful. It was confirmed that the Respondent paid fully the sum of five hundred thousand naira (N500, 000) only for the treatment.



Hon. Barr. Ambrose Ugboaja
Honourable Commissioner Imo State

IMO STATE

CASE NO. 1

COMPLAINT AGAINST FEDERAL MORTGAGE BANK OF NIGERIA ON NON-PAYMENT OF LATE MRS U.R.A'S NATIONAL HOUSING FUND CONTRIBUTIONS.

No doubt, pension and gratuity matters occupy the enviable topmost spot on the rung of complaints lodged with the Public Complaints Commission. However, there are significant complaints about the non-payment, or undue delay in the payment, of certain benefits that are also due to retirees or their next-of-kins. The non-refund of a contributor's National Housing Funds (NHF) remittances is a major cause of worry.

The complainant Mr. U.S.E., had in May, 2013 applied to the Federal Mortgage Bank of Nigeria (FMBN) to refund his late wife's National Housing Funds contributions. He also provided the necessary information and documents to support his application. On the 20th of January, 2015, the Federal Mortgage Bank of Nigeria credited the complainant's Zenith bank account with the sum of sixty-eight thousand, eight hundred and seventy-five Naira, ninety-three kobo (N68,875.93) being the refund of his late wife's contributions and the accruing interest. Almost immediately, the said amount was withdrawn from his bank account.

The complainant then forwarded a petition to the .State Controller, Federal Mortgage Bank of Nigeria, Owerri to resolve whatever the problem was. Having waited for five months without any positive outcome or reply from the FMBN Owerri, he requested the Commission to investigate the matter and ensure that justice prevailed.

The Commission quickly endorsed the complaint to the Head Office of the Federal Mortgage Bank of Nigeria, Abuja for comments. The FMBN finally responded after several reminders were dispatched. The Bank stated that it re-processed the complainant's refund payment when the Commission brought the matter to its

notice. It further assured the Commission that it would credit the complainant's bank account as soon as the FMBN's 2016 budget was approved by the supervising Ministry.

With the budget passed and the year gradually winding up without the FMBN fulfilling its promise, the Commission sought to know the reasons for the FMBN's continual delay in fulfilling its statutory obligations towards the complainant.

On the 27th of March, 2017, the complainant - Mr U. S. E., informed the Commission that the FMBN had finally credited his bank account with the late wife's NHF contributions. In a "thank you letter", he expressed his gratitude to the Commission for restoring his hope and joy.

CASE NO. 2.

UNAUTHORIZED WITHDRAWAL OF ₦280,000 FROM PERSONAL ACCOUNT AGAINST UNION BANK ANARA ISIALA MBANO IMO STATE

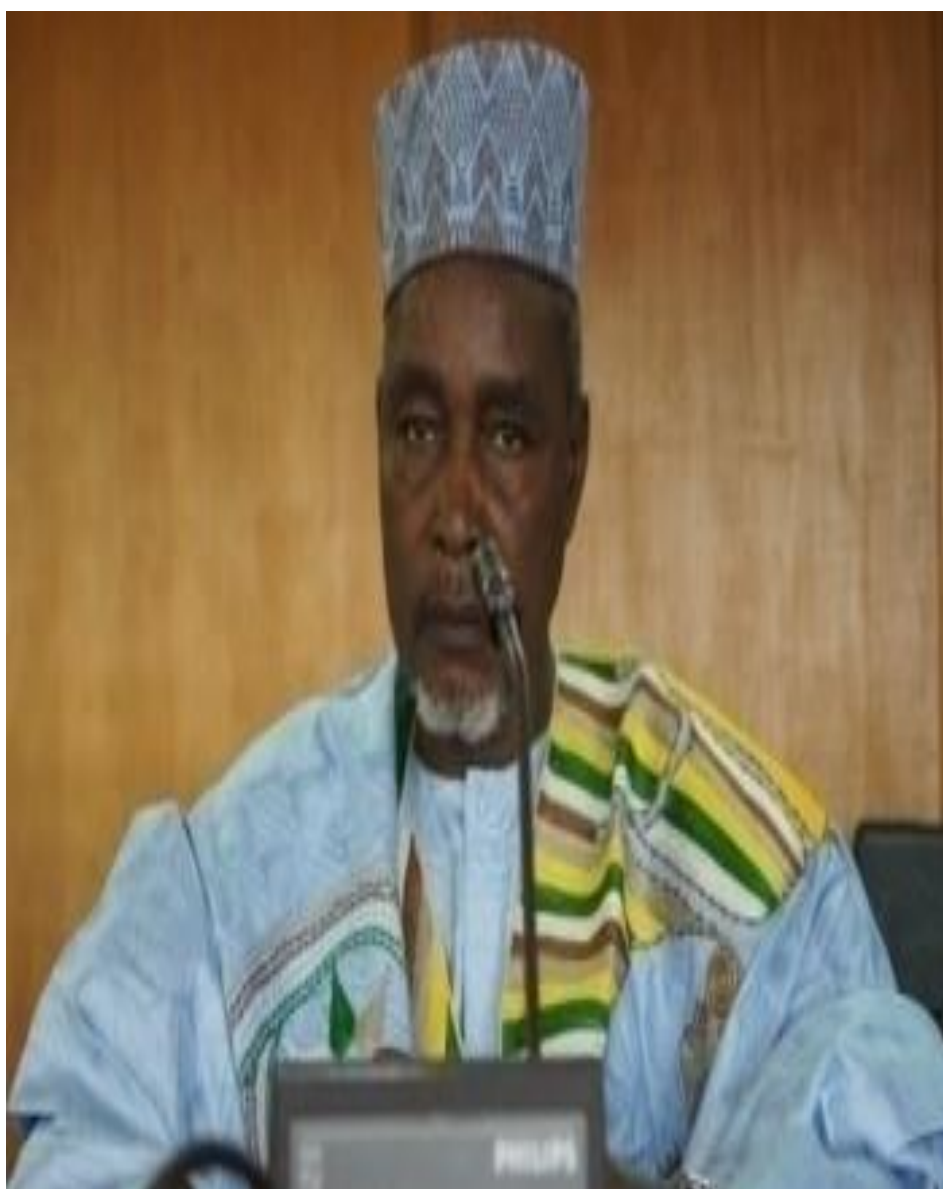
On the 21st of December 2015, the Commission received a complaint, with its attachments, from Chaplain M.S. He alleged that the sum of Two Hundred and Eighty Thousand (₦280,000.00) Naira was withdrawn from his account without his knowledge or authorization. He equally submitted a copy of his Statement of Account to buttress his claims.

On receipt of the complaint, the Commission carried out a detailed analysis of the facts of the matter. The complainant was also requested to make available the details of his withdrawals from the account to enable the Commission properly situate the period when the illegal withdrawals were purported to have been carried out. With this done, the complaint letter and attachments were endorsed to the Anara Branch of the Union Bank for response. In their response, the Bank denied any wrong doing but instead heaped the blame at the doorsteps of the complainant,

who they alleged may have compromised his Debit Card and PIN details thereby creating the loophole for the alleged unauthorized withdrawals.

It was clear the complainant lost his money that was lodged with the bank – none of the parties denied this fact. But who was to take responsibility for the loss was the crux of the matter. Whereas the complainant blamed the bank, Union Bank held the complainant liable for negligence and carelessness. Further correspondences between the Commission and the Bank did not yield an amicable resolution of the complaint. The Commission, therefore activated the powers of referral vested on it by its establishing Act to endorse the complaint to the Central Bank of Nigeria (CBN), which incidentally, exercises supervisory powers over banks in Nigeria. The CBN acted promptly and informed the Commission that out of the ₦280,000.00 that was purported to have been fraudulently withdrawn from the complainant's account via ATM by unauthorized persons, Union Bank Plc was found liable for the sum of ₦120,000.00 for its failure to provide footages of the transactions carried out on its ATM terminals but was absolved of responsibility for transactions carried out on other bank ATM terminals totaling ₦160,000.00, which it provided footages. The CBN directed Union Bank to credit the complainant's account with the sum of ₦120,000.00. The Bank complied with the directive on the 10th of October 2017. The complainant also confirmed this and tendered his bank Statement of Account as proof.

Chaplain M.S. could not hide his joy for the recovery of some of his money. He thanked the Commission for following the matter to its logical conclusion. The case was formally closed on the 14th March, 2018, after a successful resolution.



Hon. Saïdu Muhammed Dabí
Honourable Commissioner Jigawa State

JIGAWA STATE

ALLEGED ILLEGAL DISMISSAL AS THE WARD HEAD AND SEIZURE OF FARM LANDS BY DISTRICT HEAD.

One of the paramount reasons for establishing this noble commission is to assist persons who cannot help themselves to get the desired justice from the injustice meted out to them by any constituted authority. In line with this, the above complaint was brought by one of the Ward Heads in the state alleging his illegal dismissal as Ward Head and seizure of his farm land by the District Head.

On the receipt of this complaint, an invitation was sent to both parties for a Case Conference to quickly ascertain the veracity or otherwise of the complaint and providing the possible way of ensuring amicable settlement.

During the Case Conference, the matter complained about was read before the respondent to enable him respond to the issues raised. The respondent in his response explained that he did not dismiss the complainant from office, but his representative (Wakilin Hakimi) did, for insubordination and disobedience. The respondent appealed for time to look into the complaint. Consequently the conference was adjourned to another date to enable the Respondent make his investigation about the alleged offences that led to the dismissal of the complainant.

When other series of Case Conferences to settle the matter in the Commission proved abortive, the Commission resolved to involve the Emirate Council to join her in the investigation to ascertain, the truth about the matter and ways to settle it.

With this combined effort, the Commission made headway in bringing the matter to a peaceful and amicable end. The Complainant was reinstated to his Ward Head position and all seized farm lands were returned back to him. On the successful resolution of this case, the file was closed.



Alh. Muhammad Bello Maude
Hon. Commissioner
Public Complaints Commission Kaduna.



1

KADUNA STATE

CASE NO. 1.

ALLEGED NON PAYMENT OF ENTITLEMENT

The Public Complaints Commission is saddled with the mandate of investigating administrative injustices. In line with this, Messrs R.S and G.T tendered a petition against the Agric Projects concept International Limited, Ahmadu Bello Way, Kaduna in 2013.

In their letter of complaint, they stated that since 24th March, 2016, their services were put on hold on the basis of current hard economic condition in the country.

They further said that they applied for the payment of their outstanding entitlements, including one month salary in lieu of notice and the refund of the remittance of their pension contributions. Continuing, they said that for four (4) months of their application, the company had been indifferent in their plight, hence the complaint to the commission for redress.

On receiving the complaint, the commission wrote to the Management, Agric Projects Concept International Limited forwarding the complaint for their comments. In their reaction, the respondent admitted the allegation and immediately made payment of their pension contributions as well as one month in lieu of notice of Mr R.S only. Mr G.T's one month in lieu of notice was withheld because, he was indebted to the company to the tune of ~~N~~40,000 as salary advance as against ~~N~~25,000.00 that was his salary.

The complainants wrote the Commission thanking her for pursuing their case to conclusion, thereafter, the case was closed

CASE NO. 2.

ALLEGED NON PAYMENT OF ENTITLEMENTS

On 23rd January 2015, one Mr. G. M. lodged a complaint with the Commission against Gado Guest Inn, Kaduna on non-payment of his entitlements. He alleged that he was employed on 28th March, 2011 as a Personnel Manager and voluntarily resigned his employment on 7th July, 2004 by giving the Company one month in lieu of notice.

Not long the Company issued him an acceptance letter of resignation along with a calculated and approved sheet of his retirement benefits which not only boosted his hope but served as a sign of early payment. He made several efforts to ensure that he was paid all his entitlements but to no avail hence his complaint to the Commission for redress.

Upon receipt of the complaint, comments were sought from the respondent with subsequent reminders and follow-up visits. A response eventually came from the respondent's solicitors contesting that the matter in question was a subject of litigation in SUIT HDC/CV/AA6 CV/2014 MAIRAI GAIYA VS GADO GUEST INN LIMITED even though the suit has been withdrawn due to the application of preliminary objection filed by them, the matter was still outside the Commission's jurisdiction.

In order to clear this misconstrued view of the Company's Solicitors', the Commission submitted that the said case, ceased to be a subject of litigation, the moment the application for preliminary objection was granted by the Court, therefore the Commission could entertain it.

Consequently, the Commission advised them to endeavour to advise their client to pay the complainant his outstanding benefits.

Correspondences and follow-up visits went on till 19th December, 2016 when the complainant informed the schedule officer that the Company paid his claims of three hundred and sixty six thousand, six hundred and seventy five naira (₦366, 675.00) only hence necessitating the decision to close the case.

CASE NO. 3

ALLEGED NON-PAYMENT OF GRATUITY

This complaint was lodged in the Commission on the 10th February, 2016 by one Mr U.E after retiring from the service of Power Holding Company of Nigeria (PHCN) since 28th February, 2012.

As soon as the complaint was lodged, the Commission dispatched a well worded letter to the Respondent, Bureau of Public Enterprise at Maitama, Abuja, the agency saddled with responsibility for paying staff retirement benefits for comments on the matter. After several follow-up visits with reminders by Public Complaints Commission FCT, Abuja, the complainant was invited for a verification exercise on the 3rd to 7th October, 2016.

The complainant was filled with joy when he brought a letter of appreciation to the Commission on the 7th March, 2017, thanking her for her fruitful intervention in redressing his grievance and requested for the closure of the case.

Consequently, the case file was immediately closed.



Hon. Mahmood Yola Baffa
Honourable Commissioner Kano State

KANO STATE

CASE NO. 1

COMPLAINT ON NON PAYMENT OF PENSION

This complaint was lodged by one Mallam S.U. Kogon Kura who was employed by the National Population Commission in 1991 and was retired in 2007. He was paid his gratuity and he immediately started receiving his pension from the time he retired. However, in 2015, he did not receive his pension for six (6) months (April, August, September, October, November and December, 2015). He complained to his former employer, but nothing was done, hence his complaint to the Commission.

The Commission wrote to Pension Transitional Arrangement Directorate (PTAD) on the allegation and PTAD responded by requesting for some documents from the complainant which he provided and it was forwarded to PTAD. After some time the complainant informed the Commission that the sum of One Hundred and Eighty Eight Thousand and Sixty Nine Naira, Eight Kobo (₦188,069.08K) was paid to him as his arrears, consequently he submitted an appreciation letter to the Commission for coming to his assistance and the case was closed.

CASE NO. 2.

COMPLAINT ON INJUSTICE.

This complaint was brought to the Commission by one Mal. S.M on 29th September, 2017.

The complainant alleged that his mother and her relatives went to their Ward Head Mal. M.A. and informed him that they wanted to sell their farmland to settle family problems.

The Ward Head sold the farmland without their consent at the cost of Ninety Thousand Naira only (₦90,000.00) and refused to give them their money, all

efforts to get their money proved abortive, hence they resorted to the Commission for assistance.

Having received the complaint, the Commission did not waste time, it invited both Ward Head and Village Head for a case conference. After a long discussion, the Village Head instructed the Ward Head to produce the money in two weeks.

On the 27th October, 2017, the Ward Head came to the Commission with the money (₦90,000.00). The complainant expressed his appreciation to the Commission for the successful resolution of his complaint. The case was then closed.

CASE NO. 3

COMPLAINT ON NON PROMOTION.

The Commission received a complaint from one Mal. Y.D. against T/Wada Local Government Education Authority over non promotion.

The complainant alleged that he got appointment with T/Wada Local Government Education Authority in 2008 as a Class-room teacher on GL.03. Upon attaining three years in service, he applied for promotion, but he was told that his application lacked merit owing to none evidence of additional qualification. Therefore, he decided to go back to school on his own to further his study. After completion of the study, he submitted his certificate to the authority concerned for necessary action, but it was rejected. Hence his complaint to the Commission for assistance.

Having received the complaint, the Commission directed its Zonal Area Officer in T/Wada to investigate and report back his findings. During the course of investigation, the Zonal Area Officer discovered that the complainant went to school without approval and that was the reason why the authority rejected his request. However after series of meetings with the Education Secretary, T/Wada Local Government, the authority concerned resolved to serve the officer with strong warning letter to desist from such act henceforth and subsequently approved

his promotion from GL.03 to GL.07. The complainant heartedly expressed his appreciation to the Commission.



Hon. Kabiru Usman Tandama
Honourable Commissioner Katsina State

KATSINA STATE

CASE NO. 1.

ALLEGED ILLEGAL BLOCKAGE OF PUBLIC STREET IN JIBIA BABBA “B” JIBIA LOCAL GOVERNMENT

On 21 February, 2017 one Mal. N. Z. and 9 others approached the commission with the above complaint alleging that an unidentified person had erected a building on their only street in Jibia B, thereby causing blockage of the area.

In their letter of complaint, the complainants stated that, they decided to contact the owner of the land with a view to stopping him from this dangerous action but were unable to trace him. They further said, all efforts to contact the officials of the Local Government to arrest the situation proved abortive.

On receipt of the complaint, the Commission wrote to the Local Government informing them of the danger of the blockage since this would not only affect the street but also affect a channel that was meant to navigate water out of the area.

On 23 February, 2017, the Commission was invited by the Local Government for discussion. As a result of this, a Committee was formed comprising the Local Government Director of Works; Divisional Police Officer; the Town Planning Officer and the Public Complaints Commission representative to investigate the issue. In the course of its assignment, the Committee discovered that, the land was illegally sold to one Alhaji N by the Village Head of the area.

The Committee recommended the immediate stoppage of the erection of the structure and its complete removal. Within two days, the Committee's recommendation was upheld by the Local Government and the illegal structure removed.

The complainants later came to the commission to show their appreciation and joy.

On this satisfactory note, the case file was then closed on 23rd May, 2017.

CASE NO. 2.

APPEAL FOR INTERVENTION

This Commission received a complaint from one Mr. A.T. and 24 others on 21st February, 2017 in respect of sales and consumption of hard drugs in Yan-Alewa, Kofar Kaura area of Katsina State.

The Complainants appealed to the Commission to use her power to intervene in arresting the menace with a view to protecting the health of the youth and at the same time, prevent a possible break down of law and order in the area.

On receipt of the complaint, the Commission conducted a proactive investigation on the matter throughout the Katsina Metropolis from which the following observations were made:

The area in question and others visited by the Commission were known areas for drugs selling and consumption.

An alarming number of youths in these places are either involved in consumption of drugs or in the sales of these dangerous drugs.

Other youths from different locations of the state capital and environs have found these areas to be a convenient place for executing their drug peddling and other related crimes in collaboration with the resident youths.

The Peace and order has seriously degenerated in these areas which resulted to some peace loving residents selling their houses and relocating to some relatively peaceful environment.

The Law enforcement agencies particularly the police carry out raids regularly and often times release the suspect if not found guilty.

In view of these findings, the Commission agreed that the trend was extremely dangerous to the peaceful coexistence of the communities and the larger society in

general. On 6th March, 2017, the Commission sent its findings to the NDLEA based on section 7(2) CAP. P. 37 LFN, 2004 of the Commission's Act; being the relevant agency charged with the responsibility of dealing with such issues.

While delivering the report, the team of investigation staff of this Commission had a discussion with the Operation Officer, and the State Commandant of the Agency.

After the discussion, the Commission was assured that, the Agency would send its men to raid all the drugs peddling areas despite the challenges the command was facing and that the Agency would do its best to tackle this problem in the state.

6. Few weeks later, delegate from the complainants came to the Commission with the news that sanity had returned to the community.

The delegate expressed their appreciation for the Commission's intervention. They also thanked the NDLEA for a job well done.

The case file was then closed on 16th Mach, 2017.

CASE NO. 3.

COMPLAINTS OF HARASSMENT BY POLICE PERSONNEL

Mr. M I wrote to the Commission on 13th June, 2017 as follows:

“....it was on 17th May, 2017 around 10:47pm at our usual sitting place, a tea spot, two police vehicles came and arrested us and took us to the GRA Police Station and detained us.....”

When I demanded for explanation, the officer on duty said they are working under Oga's directives.

Later I was asked, according to them; looking reasonable and responsible, I should negotiate my release with an inspector on duty.

After negotiations, I gave the DCO N 5,000.00 and the Inspector N 500.00 for my instant release

My prayer is, I want this Commission to look into this matter and recover my monies collected unfairly as well, restore my fundamental human rights trampled upon by the action of the Police.’’

Upon receipt of the matter and in compliance with Act No. CAP.P 37, LFN 2004 establishing this Commission, the matter was first referred to the Human Right Commission; being the agency shouldered with the responsibilities of protecting the human rights of the citizenry, on 18th July, 2017 along with the complainant for possible immediate redress.

On the other part of the complaint bordering on collection of bail/release fees, the Commission’s team of investigators went to the Divisional Police Office, GRA; Katsina for possible break through.

At the station, the DPO expressed his gratitude for the visit. He explained to the Commission’s staff that arresting the complainant and many others on the stated date was as a result of a Joint Security Operation conducted by the three divisions in Katsina metropolis and Batagarawa Local Government Police Divisional Offices, in view of the recent security alert in the state capital and its environs.

The Police raided every suspected spots. After each arrest, proper screening was done to ascertain whether or not suspects were criminals. In this case the complainant and some others were released.

Regarding the ₦5,500.00 claim, the DPO said, he was not aware of it, considering the fact that, there was no proof to confirm such receipt. He added, that giving and taking of such money was a crime.

In view of the complainant’s inability to prove to whom he gave the money and the time of the arrest, which was 10:47pm and coupled with the location of the arrest, the complainant defense was weak.

The complainant thanked the Commission on how his complaint was treated with dispatch. The case file was the closed.



Hon. Abubakar Usman Gotomo
Honourable Commissioner Kebbi State

KEBBI STATE

CASE NO.1

NON ASSENT FOR RESUMPTION OF DUTY AFTER APPROVED LEAVE OF ABSENCE

A female staff nurse with Federal Medical Centre (FMC), B/Kebbi lodged the above complaint against her employer. The lady was granted two years leave of absence to join her husband which took effect from 20th June 2015. At the expiration of the leave period she applied for resumption of duty. However, in a letter of response she was informed that for lack of budgetary provision she would not be allowed to resume rather she was advised to reapply in 2018 for consideration. She vehemently challenged the action and demanded the management to review its position. Unfortunately, the Medical Director remained adamant and refused to give her listening ears.

In light of the above, the commission sent a written enquiry demanding for comments from the respondent.

In addition to the above, two follow-ups were made as no response was received. However, the FMC had no answer to the enquiry rather they tried to avoid the commission. Consequently, a well worded letter was sent drawing the attention of the MD to the fact that it is a statutory responsibility of any person/institution to respond to the Hon. Commissioner's request within thirty days of receipt pursuant to Sec.5 (7) of PCC.ACT CAP.P.37 LFN 2004.

Arising from the above, the Director of Administration, FMC told the commission that he was liaising with human resource unit and the finance department to establish if any of their staff had left the service within the period to enable them do a replacement. Thereafter, two names of staff that had recently left their posts

were discovered and the complainant was asked to withdraw her complaint with the commission and come forward to negotiate and resume duty.

The complainant went for the round table discussion as agreed upon and she was issued with a resumption letter. On this happy note, the case file was closed.

CASE NO. 2.

DEFAULT IN IMPLIMENTING REQUEST TO LIQUIDATE BANK LOAN BULK REPAYMENT

The above complaint was registered by a teacher petitioning her banker over an alleged negligence to effect her application to offset a personal loan facility which latter accrued to a substantive amount as narrated below.

The complainant alleged that in 2014 she sought from her banker's loan schedule staff the procedure to liquidate her account. She was briefed to apply and deposit the sum of two hundred and eighty nine thousand one hundred and fifty-five naira seventy seven kobo (N289, 155.77k) which was the amount as at that date to offset her loan. She strictly adhered to the instruction by paying into her account the said amount.

After the lodgement of the above mentioned amount she demanded for the closure of the account which was also not done. However, 18months later, she was surprised to receive a call from the same staff demanding her to settle the sum of ₦100, 419.54k in her account as accrued default in settling her loan.

When she approached the bank's business unit as well as the schedule officer, none of them could tell her the reasons why her request to close the said account was not granted. She kept on following her case with the bank but did not receive any positive response instead the bank insisted that she had to pay the entire amount as the final solution. She solicited for a waiver to pay 40% and the bank to bear the rest but it was rejected.

On the above premise, the commission requested the bank to review the complaint.

Based on the letter of enquiry from the Commission, the business Manager of the Bank visited the Commission and requested verbally for an amicable settlement of the complaint.

The complainant was intimated and she agreed to attend the meeting. However, after deliberations from both parties it was agreed and accepted by all concern to accept the complainant earlier offer to the bank of paying 40% (~~₦~~40 000:00K) of the accrued money while the bank pays the balance of 60% (~~₦~~60,000:00k). The complainant in her own part as witnessed by the Commission gave two signed cheques of ₦20 000:00K to the Manager to be drawn from her June and July salaries respectively.

The manager appreciated the cooperation of the complainant, and thanked the commission. He promised to do everything humanly possible to have the remaining balance settled.

A few days later, the Manager fulfilled his promise as the account was credited with one hundred and three thousand only (~~₦~~103,000:00k).

The Manager in turn requested for a formal notification from the Commission that the matter has been resolved amicably, which was granted. On this happy note, the case was closed.



Hon. James Katugua
Honourable Commissioner Kogi State

CASE NO. 1

COMPLAINT OF OVER BILLING AND NON SUPPLY OF PREPAID METER TO MY PREMISES

One Mr. S.S.O a resident of Phase II along Okene/Kabba road, Lokoja lodged a complaint against Abuja Electricity Distribution Company (AEDC) for over billing and failure to supply a pre-paid meter he paid for.

He alleged that what the company gives him was an arbitrary estimate rather than a bill in line with his consumption. He further alleged that the said estimated bill does not reflect the rate of his monthly consumption of electricity. That when he complained to the company, he was harassed and forced to pay whatever bill they gave him.

He further claimed that having paid for the pre-paid meter, he was not supposed to be given estimated bills again. The letter he wrote to the company drawing their attention to the period between December, 2013 to July, 2014 when the transformer serving their area sparked off and they were without light was attached to his complaint letter.

He alleged that for the transformer to be repaired, the residents of his area were charged to contribute ₦10, 000.00 each, yet they were charged to pay for those period when no electricity was supplied to them. The current bill showing the charges for the period was also tendered by the complainant.

Having gone through the submission of the complainant, the commission embarked on an on-the-spot investigation with a view to resolving the matter.

The investigation officers visited the branch office of Abuja Electricity Company at Lokoja where they met with the Manager. The issues were taken one after the other.

On the payment, and non- supply of prepaid meter, the Manager promised to inform their Head office in Abuja to have the meters supplied while on the issue of estimated bills charged, the Manager directed that the hand bills given to the complainant should be cancelled since he had paid for a meter. Few days later the complainant called the Commission to share the good news that the pre-paid meter has been supplied to him. He therefore, requested that the case be closed, then the case file was closed.

CASE NO. 2.

COMPLAINT AGAINST UNDER PAYMENT OF GRATUITY, OUTSTANDING ARREARS AND NON-PAYMENT OF MONTHLY PENSION.

This Complaint was lodged by Mr. G.L. against Nigeria Custom Service on alleged short payment of Gratuity and other allowances as stated above.

The Respondent was contacted via several correspondences for their comments. Since the response was not forth coming, the matter was referred to the Commission's Headquarters due to proximity to the complaint target.

The respondent in his reply advised the Commission to re-direct the complaint to Pension Transitional Arrangement Directorate (PTAD), which was done. This yielded result, as PTAD requested the Complainant to submit relevant documents.

As a result of the above, the Complainant's complain was resolved, as he informed the Commission of the payment of all his pension allowances and appreciated the Commission also for a job well done.

In the light of the successful resolution of this case, the case file was closed.

CASE NO. 3

COMPLAINT ON UBA ATM FRAUD.

This complaint was brought to the commission by one Mrs. A.M. against U.B.A. She is an account holder with First bank.

She alleged that, on the 12th of August 2013, she made three (3) withdrawals using U.B.A. ATM at the cantonment Branch, Lokoja, with her First Bank ATM Card. She claimed that out of the three transactions, one was not successful due to network error and so she decided to leave.

According to her, later on the same day, she was able to withdraw the sum of ₦20,000.00 from First Bank NIPOST Lokoja via their ATM. She said, the next day while she was away from Lokoja, someone she knew paid eighty-three thousand naira (₦83,000.00) into her First Bank account and immediately, the Sum of ₦20,000 was debited. She came back to file a report to First Bank, Lokoja, but was referred to UBA where she was told that nothing could be done about it.

On receipt of the complaint, the commission immediately sent a letter to the Bank Manager of First Bank Nigeria for comment but unfortunately we got no response from them. An on-the-spot investigation was carried out in the bank. A letter was written to U.B.A. requesting for the footage of the transaction. Their response was not favourable and as a result, a case conference was scheduled so as to bring all parties together for quick settlement.

It was discovered that in the ATM footage that the three transactions made by the complainant were all successful, as a result, she was briefed accordingly and she did not dispute this fact.

On this note, the case was closed.



Hon. Saba J. Timothy
Honourable Commissioner Kwara State

KWARA STATE

CASE NO. 1.

PETITION AGAINST NSCDC COOPERATIVE SOCIETY EXECUTIVES

A complaint was lodged by Mr. M. S. against the incumbent Executive of the NSCDC Cooperative Society on the 14th June, 2017.

The complainant alleged misappropriation of Cooperative funds by the Executive running into millions of Naira. Also amidst his allegations was the refusal of the incumbent Executive to conduct a fresh election to usher in new Executive members. According to him, they had exceeded the two years tenure of office provided in section 55 of the by-law governing the Cooperative Society. According to him, all avenues to resolve the issue proved abortive. He therefore sought the intervention of the Commission.

On receipt of the letter of complaint, the Commission forwarded same to the Commandant of NSCDC Kwara State Command for discreet investigation of the matter raised by the complainant.

Series of investigations were done and few months later, the Commandant informed the Commission in a letter that fresh election had been conducted and new set of Executives had been sworn in. On the issue of misappropriation of funds he informed the Commission that the matter was being investigated by the NSCDC National Headquarters, Abuja, where necessary disciplinary action would be taken against those found guilty. This was also confirmed by the complainant. He appreciated the Commission for resuscitating the Cooperative Society in their organization. On this happy note, the case was closed.

CASE NO. 2.

COMPLAINT ON COLLAPSING BRIDGE

This case was initiated by the Commission as one of its responsibilities to draw the attention of the Government to areas that are easily overlooked but need urgent attention to assuage danger through timely intervention.

The Commission wrote a letter of complaint to the Kwara State Road Maintenance Agency highlighting on the risk and threat the bridge posed to the community. Few weeks later, the Agency responded to the Commission's letter that the road and the bridge in question have been marked for urgent attention.

The Commission embarked on an on-the-spot investigation to the site and it was confirmed. Few months after, the bridge was already in use.

The Agency appreciated the Commission for assisting them to fulfil their mandate. On this happy note, the case was closed.



Hon. Barr. Funsho Oluksoka
Honourable Commissioner Lagos State

LAGOS STATE

CASE NO. 1.

NON-PAYMENT OF SALARIES AND OTHER BENEFITS AMOUNTING TO ONE HUNDRED AND FIFTY THOUSAND NAIRA ONLY (₦150,000.00)

In February 2017, a complaint was brought before the Commission by Mrs. P.E. She alleged among other things, non-payment of salaries and other benefits amounting to ₦150,000.00 by Teknoclean Company.

The Commission reacted promptly by placing a phone call to the Respondent intimating them of the complaint lodged by their ex-staff. An appointment for an o-the-spot investigation was then scheduled. During the phone discussion, the Managing Director of the company promised to resolve the matter before the scheduled visit.

Four days later, the Complainant called to inform the Commission that she had been paid ₦117, 000.00 and requested to withdraw her complaint. She later sent a letter of appreciation expressing gratitude for the Commission's quick and timely intervention in the matter.

CASE NO. 2

AN APPEAL TO RECOVER OUR PROFESSIONAL FEES.

Mr A.O, Mr. F.B and Mr. A.G lodged a complaint in March 2016. They alleged that they were Estate Agents involved in the sale of landed property to a former Speaker of the Lagos State House of Assembly, Mr. A.I.

According to them, an agreement was reached by both parties that the complainant would be paid ₦14.2 million as Agency Fees in event of successful sale of the said property. The property was then sold, but the vendor refused to pay the Agency Fees because he sold the property less than the intended amount. He further claimed that he sold the property to a friend and not to anyone brought by the complainants.

On-the-spot investigation was carried out and several meetings were held at the office of the Respondent and the Lawyer of the Respondent confirmed that the respondent said.

The Respondent indicated that he had earlier released N1.5M to his lawyer for the settlement of the fees of all those involved in the transaction. However, the lawyer did not give any part of the money to the Complainants.

The Commission was able to prevail on the Respondent to request his lawyer to make part of the funds available to the complainants. The complaint was finally resolved as the complainants were paid ₦500, 000.00. then the case file was closed.

CASE NO. 3

NON PAYMENT OF TERMINAL BENEFITS

This complaint was lodged by Mr. O.Z against the Deeper Life Bible Church. The Complainant alleged that he worked as a Security Officer for fourteen years at the residence of the General Superintendent of the Church and had to resign in 1999 due to the relocation of his boss to another location. He further alleged that after his resignation, he had not been paid all his entitlement till date, hence his complaint to the Commission in 2017, for intervention.

An on-the-spot investigation was carried out by the officers of the Commission, who met the Secretary of the Church. He claimed no prior knowledge of the complaint, but another member confirmed the alleged complaint.

The secretary assured the Commission that the complainant's entitlement would be effected. A meeting was later requested by the respondent's representative. At the meeting the respondent said the complainant was entitled to ₦35,084.00 only but as a result of the General Superintendent's generosity, he would however be paid ₦503,972.00.

The secretary of the church expressed his gratitude to the commission for the professional execution of the matter. The complainant later called to confirm that his account was credited with the sum of ₦503,972.00 which served as his total severance package.



ALH. USMAN DUBAGARI
Hon. Commissioner Public Complaints Commission
Nasarawa State

NASARAWA STATE

CASE NO. 1

ALLEGED BREACH OF TRUST

Mrs A.I. came to the Commission for assistance and counselling. The crux of the matter was that she bought a plot of land from one Mr A.N of Doma Town in Doma Local Government Area of Nasarawa State, at the cost of one hundred thousand naira (₦100,000.00) only.

According to her, on getting to the site for the purpose of development, she discovered someone else had laid claim to the plot.

All efforts by the complainant for amicable resolution of the matter did not work, hence she cried to the commission for help.

On receipt of the complaint, and in order to ascertain the true position of the matter, the Commission swung into action. An on the spot investigation was carried out to the site after which series of meetings were held with the parties involved in the case.

During one of the meetings, one of the parties confirmed to the commission that, the plot was sold to the other party three years ago and it was discovered that the complainant had no document relating to the plot.

Based on that information gathered, the Commission recommended for the immediate release of the money paid by the complainant for the land.

Thereafter, the complainant informed the Commission in writing that she had been paid. On this happy note, the complaint file was closed.

CASE NO. 2.

COMPLAINT ON LATE BROTHER'S HOUSE

One Mr. E. A who resided in ushongo LGA of Benue state lodged the above complaint against his cousin, B.A.

He lamented that his late brother (Mr. E. A) died and left behind a five (5) bedroom apartment he could not complete before he died.

The complainant further claimed that as the eldest in the family, he embarked on the repairs, but ran short of funds and had to stop the work.

However, he handed over custody of the house to his cousin (B.A.), who resides in Lafia where the building is located. His cousin agreed to complete the remaining repairs in 2011 and to collect the rent for three (3) years (2011-2014 August) to enable him recover the money spent and this was accepted.

However, trouble started when the cousin refused to hand over the house back to the complainant in August, 2014 as agreed. The cousin rather insisted that the three (3) years should start counting from August, 2014. At this point the matter was reported to the commission who swung into action immediately.

Both parties were invited to a case conference and were made to see reason for amicable resolution of the matter, as members of the same family.

After this, they went home and later came to the commission and made a written agreement by which the respondent willingly handed over the house and the relevant documents to the complainant who joyfully requested the commission to close the matter.

The case file was then closed.

CASE NO. 3.

ALLEGED NON PAYMENT OF SALARY

Mr O.S.O was given appointment under the N-power scheme and posted to Obi Nomadic School to teach. After months of working, however, he was not paid, therefore, he complained to the Commission for redress.

After studying the matter, the commission wrote the organization for comments and there after followed up the matter with another letter.

Few months later in an appreciation letter dated 3rd August 2017, the complainant informed the Commission that he had been paid all his outstanding salaries.

The case file was then closed.



Alh. Baba Umar Abdulkadir
(Barwan Zazzau Suleja)

Honourable Commissioner
Public Complaints Commission, Niger State.

NIGER STATE

CASE NO. 1.

ALLEGED ILLEGAL/UNFAIR DISMISSAL FROM SERVICE

The Commission received a complaint from one Mr. A.A. on the above subject matter against College of Education (C.O.E), Suleja.

The complainant claimed that he was dismissed from the institution without being given fair hearing. He further stated that the institution only relied on police investigation and report which according to him was inconclusive. He therefore sought for the Commission intervention.

Having submitted all relevant documents, the Commission swung into action by writing to the institution for their comments on the allegation. After a period of time, the Commission made a follow-up visit to the College. During the visit, the Registrar of the college stated that the complainant proved stubborn by not appealing to the Council committee of the Institution, emphasizing that in spite of his actions, the Management of the College had not stopped his salary. The visit also revealed that although the complainant was not given a fair hearing, he was not entirely truthful in his complaint. At the end of the meeting, the Registrar promised to reply the Commission as soon as the Council sat and reviewed the case.

A letter was received from the Institution, informing the Commission that the council had looked into the case and the Complainant was invited before the committee where he was allowed to make his submissions.

Some weeks later, a follow-up visit was made to the College in order to ascertain the position of the case. It was then confirmed that the complainant had been reinstated and his arrears paid into his account. As a result of this, the case file was closed.

CASE NO. 2.

ALLEGED NON-PAYMENT OF CONTRACT SUM.

The complaint was lodged at the Commission by YAX & Co. in January and it was about non-payment of contract awarded by a Federal Parastatal in Lagos.

The Complainant alleged that in June 2001, an LPO (Local Purchase Order) number 1744 was issued to their company YAX & Co, titled “Renovation of block 408^B of FAAN staff Quarters in Abuja International Airport”. The said job was executed and completed satisfactorily in October of the same year and a payment voucher No.00977 was raised on the 27th February the following year, conveying a certain commercial bank cheque number 584, of ₦844,243.62 (Eight hundred and forty - four thousand, two hundred and forty – three naira, sixty - two kobo) only to them. This turned out to be stale. All efforts made for the re-issuance of another cheque proved abortive despite the directives from the Minister.

The Complainant therefore sought for the Commission’s intervention.

The Commission on receipt of the complaint decided to transfer the case to Lagos state office for follow-up due to her proximity to the Respondent.

The Commission did not relent on its efforts, it kept on exchanging letters with her Lagos counterpart for progress on the case.

After a while, the Commission received a letter from our sister office in Lagos state that after several letters and Personal Contact with the Respondent’s office in Lagos, they replied them stating that after the Complainant completed his contract, the Committee reviewed the sum downward from ₦933,111.38 to ₦734,826.00. A Voucher was raised for the sum of ₦734,826.00 and the deduction of VAT further reduced the total amount to ₦664,842.58. This sum was paid through a certain Commercial Bank’s cheque No. 2693. The cheque was signed and collected by one Mr. V. E. in October on behalf of the Complainant.

On receipt of the above, it was endorsed to the Complainant for their information and comment. But no response was received despite the Commission's effort.

Based on this, the case was recommended for closure.

CASE NO. 2.

COMPLAINT ON APPOINTMENT OF EDUCATION SECRETARY

The Commission received a complaint on the above subject matter. The Complainants stated in their complaint letter that NSUBEB did not adhere to the guidelines on the appointment of an Education Secretary, hence, an unqualified person was so-appointed. They therefore sought for the Commission's intervention on the matter.

On receipt of the complaint letter, same was forwarded to NSUBEB for early comments.

In response to the Commission's request, the Respondent explained that due process was strictly adhere to by both the Local Government Council and NSUBEB and that the appointment was based on merit, not through corrupt practices as alleged. The candidate scored the highest amongst the three (3) nominees in both written Examination and oral interview.

The Commission endorsed the response received to Complainants for their information and reactions. After series of correspondences, the Commission embarked on personal contact to NSUBEB where discussions were held with the D.P.M. who asserted that, the Board (Respondent) was trying to resolve the matter.

Based on this, the Commission convened the above information to the Complainants and requested for comments/reaction if any.

After a period of time without response from the Complainants, the Commission again tired severally to confirm the true position of the matter from the Complainants via their GSM nos., to no avail.

Consequently the case was recommended for closure due to lack of interest.



Hon. Oluyemisi O. Somorin-Dawodu
Honourable Commissioner Ogun State

OGUN STATE

CASE NO. 1.

COMPLAINT ON LACK OF SPEED BREAKERS ON A BUSY ROAD

A group of nine residents of Folagbade/Awujale Road in Ijebu-Ode, Ogun state, approached this Commission on the 3rd June, 2016, requesting for urgent intervention to facilitate the construction of speed breakers on Folagbade Road axis of the new Express road which stretches from Ibadan garage to Sagamu-Benin Expressway.

They claimed that motorists tend to over-speed on the newly commissioned express road without consideration for pedestrians, thereby causing avoidable accidents on the major round-about along the road.

According to them, they had bitterly complained several times to the Executive Chairman of Ijebu-Ode Local Government but nothing was done to curb the spate of accidents on the road, hence their decision to approach the Commission for prompt intervention.

On the receipt of the complaint, it was acknowledged and a prompt on-the-spot investigation was conducted at the office of the member of the House of assembly representing the constituency.

In no distant time, the complainants wrote a letter of appreciation to the Commission, confirming with pictures, that the matter had been resolved.

CASE NO. 2.

COMPLAINT AGAINST AMAECON GLOBAL LIMITED FOR NON-STOPPAGE OF MONTHLY DEDUCTIONS FROM SALARY AND THE NON-DELIVERY OF THE PRODUCTS REQUESTED FOR.

Mr. T.A. approached the Commission alleging that Amaecom Global Limited an electronics marketing Company sold him the idea of buying home appliances on

monthly installments. The Complainant's grievance was that after making several deductions directly from his salary the product he purchased was yet to be delivered. According to him his complaints to the Company fell on deaf ears.

The Commission on receipt of the complaint moved into action immediately. The Commission's intervention brought about reconciliation by both parties. The monthly deductions were stopped and his Home appliances was delivered to him.

The Commission's effort was highly commended by the complainant.

CASE NO. 3.

COMPLAINT ON ILLEGAL SEIZURE OF CAR PLATE NUMBER: TTN439AA

On the 22nd of December, 2015 a complaint was received in the Commission from Mrs. O. This complaint borders on an alleged illegal seizure of her vehicle number plate by some people she considered to be hoodlums, who pretended to be Abeokuta South Local Government revenue collectors.

When the matter got to the Commission, an on-the-spot investigation was conducted, where it was discovered that she contravened the traffic law by driving against traffic rules. In the process, a fine was levied on her. In the light of the Commission's plea and intervention, she was allowed to pay a lesser fee and her plate number was released to her.

However, the Commission enjoined the traffic regulators to continue to sensitize their officers to be more civil in the way they relate with the Public on such matters in future.

The complainant later wrote a letter of appreciation to the Commission for a job well done.



Hon. Princess Oladunmi Odu
Honourable Commissioner Ondo State

ONDO STATE

CASE NO. 1

ALLEGED NON-CORRECTION OF PENSION ARREARS AND NOMENCLATURE

This case was received in this Commission from Mr. A.A, a former employee of a Bank on 8th April, 2014 on the above subject matter against X. X bank.

He alleged that he had not been paid his pension since he clocked sixty years in 2009 but in 2011 his payment commenced as a clerk instead of an “A” signatory status officer. According to him, he had intimated the Human Resource Department of the Bank about the error but all to no avail.

The Commission waded into the matter with a correspondence to the Bank on 19th May, 2014 which was followed up by several visits. Eventually on 17th July, 2017 the Bank forwarded a letter to the Commission stating that Mr. A.A’s claims had been reviewed and the differential sum due to him as an ‘A’ signatory officer totaling Sixty Five Thousand, Five Hundred and Forty Three Naira, Seventy One kobo (₦65, 543.71.00) had been paid to him and subsequent pension payments would also be based on reviewed status.

The Complainant wrote a letter of appreciation to the Commission for its intervention. Thereafter, the case file was closed.

CASE NO. 2.

ALLEGED ABRUPT STOPPAGE OF PENSION PAYMENT

This case was received in this Commission from Mr. O.A on 16th September, 2016 against T.T Pension Plc.

He alleged that T.T Pensions Plc. in Central Business District, Abuja stopped paying his pension and entitlements since January, 2010.

Prior to reporting the case to the Commission, the Complainant had participated in two verification exercises in Ibadan and Benin respectively but all these elicited no positive response from the Respondent.

Upon receipt of the complaint, staff of the Commission proceeded on an on-the-spot investigation on 22nd September, 2016 to Akure Branch of the Respondent. The officer in charge Mr. S. briefed the officers that National Pension Commission did not approve the payment and that the Complainant should participate in the next revalidation exercise which would soon come up.

After the visit, several efforts were made by the Commission which revealed that PENCOM was still working on the case. The Complainant proceeded to participate in another Revalidation exercise on 29th November, 2016.

A letter was forwarded to PENCOM in respect of the complaint on 18th August, 2017 to proffer a lasting solution.

On 11th September, 2017 the Commission received a letter of appreciation from the Complainant stating that his pension arrears had been paid from year 2010 to 2017 by the Respondent. Thereafter, the case was closed.

CASE N0. 3.

ALLEGED SEIZURE OF SALARY

This case was received in this Commission on the 10th May, 2017 from Mr. G.L of Ago Irete Akure against X.X Bank of Nigeria Plc, Alagbaka, Akure.

He alleged that he was approached by a staff of the Bank (Mrs. F) to help Mr. T.F (a leprous customer) out with finger capturing during the BVN registration exercise of which he obliged to. Since then, all efforts to withdraw money from his salary account domiciled with X.X Bank had proved abortive, hence his recourse to the Commission.

The Commission waded into the matter by visiting the bank and met with the relationship officer in person of Mr. J.O who explained that the Complainant's inability to make withdrawals was due to CBN's policy of "Post No Debit" on all accounts without BVN which the Complainant fall into. He further stressed that he could not register for the exercise because the system could not accept multiple registration in as much as he once did finger capturing for his neighbour. However, he promised to fast track processes with NIBBS/CBN with a view to resolve the matter.

The Complainant was later called by the bank to enroll for the exercise and asked to wait for 72hours. Mr. G.L called about a week later to inform the Commission that the embargo on his account had been lifted and that he could make withdrawals. He later came to the Commission with a letter of Appreciation expressing his gratitude.

The Commission equally wrote a letter to X.X Bank Plc, conveying the Commission's deepest appreciation for their attention and swift resolution of the issue. On this successful note, the case file was closed.



Hon. Professor Abubakre R. B.
Honourable Commissioner Osun State

OSUN STATE

CASE NO. 1.

ALLEGED REFUSAL TO ISSUE A NEW ORIGINAL WAEC/SSC CERTIFICATE

This complaint was lodged on 29/7/2015 by one Dr. A. F. G. for loss of the original WAEC SSCE Certificate number (NGWASC13879005) of his son A.J. A.

The original certificate of the Complainant's son was reportedly lost during crisis in his school at Gorky Donetsk (National Medical University) Ukraine. While some students' documents got mixed up, others got lost at Ukrainian crisis in May, 2014. The complainant's efforts in getting the lost certificate replaced by WAEC were to no avail.

The Commission's visit to the Controller of WAEC Osogbo, office revealed that WAEC does not issue certificates twice and that the only thing the Complainant could do is to obtain a statement of result from the school he passed out from and apply for the certification of result from their National Office in Lagos.

On 3rd August, 2015, a formal letter was sent to the Branch Controller WAEC Osogbo stating the plight of the complainant's son, that: he had to change institution as a result of the crisis and has recently gained admission at the Medical Faculty of Oredea, Romania for the continuation of his Medical training and therefore, needs his WAEC certificate for registration in the new University.

The Respondent, WAEC, maintained the same stance. The position of WAEC was made known to the complainant via letter PCC/OS/2015/7/7/12 and he appreciated the Commission's effort in writing.

The Commission also wrote to the Head, WAEC Nigeria National Office, Yaba, Lagos who gave the same response but requested the candidate to apply for an Attestation of Result with the following requirements:

Police report on lost or damaged certificate;

Sworn Affidavit for collection of Attestation of Result;

Birth certificate or relevant documents showing date of Birth;

Photocopy of lost or damaged certificate/result (where available);

Two (2) recent passport photographs of the candidate;

Administrative fee of Twenty Thousand Naira (₦20,000.00) only in cash or draft payable to WAEC.

The Complainant confirmed that an attestation in lieu of the lost original certificate had been given to him after fulfilling their requirements. He thereafter sent in an appreciation letter to the Commission and equally filled the satisfactory form.

The complaint file was then closed.

CASE NO. 2.

ALLEGED VICTIMIZATION AND UNJUST PUNISHMENT

This complaint was lodged by Mr. N.T.A. against the Management of Osun State College of Technology, Esa Oke on alleged victimization, unjust punishment and threat to his person.

The complainant stated that he applied to study for his M.Sc. programme in a University in UK through the sponsorship of TETFund upon which approval was given and that a sum of ₦14, 050.000.00 was paid to his account for the programme.

He stated further that a team from the College (Osun State College of Technology, Esa Oke) visited him in his University in UK, but the team missed him due to inadequate/lack of information Communication on their trip. Based on this, he was recalled home from his study, this eventually led to his suspension from work for 13 months and he was asked to make a refund of ₦7,866,750 being excess of money given to him in November, 2012. According to the school, the ₦14,050.000.00 initially given to him was meant for a PhD. Programme not for a Masters Programme. This reaction came after he had completed his M.Sc. programme in 2014, he was asked to refund the excess fund within a month to a

dedicated TETFund Account in the school and failure to do this would attract severe sanctions.

Upon receipt of the complaint letter, TETFund and Osun State College of Technology, Esa-Oke were written for their comments on the allegations of the complainant. A reminder was sent to the school consequent upon which they responded justifying some of their actions, which include:

Their trip to UK to monitor the Student's Performance

Summoning of the student from the UK and his subsequently suspension from work upon his failure to obey the recall.

That the complainant cannot validly present a petition to the Public Complaints Commission without following the laid down procedures.

That the Council has approved the deduction of ₦50,000.00 from the complainant's salary on monthly basis until the whole amount is defrayed, a discussion which has been communicated to the complainant.

In response to some issues raised by the respondent, the Commission pointed out that it was an aberration to take a trip to United Kingdom just to monitor a postgraduate student when performance form could have been forwarded to his supervisor and other authorities for strict confidential report on the candidate, instead of wasting colossal State resources for such journey. On the issue of the recall of the complainant from his studies in UK to face disciplinary panel and his consequent suspension from work, the Commission noted that the decision was not fair to the complainant moreso that he was not provided with a return ticket for the journey and so the suspension order placed on him was ultra vires and should not have had effect.

Consequently, the Commission recommended that all his entitlements withheld during the suspension without pay should be calculated and utilized to settle part of his indebtedness while the balance of his indebtedness should be spread over a

period of time for the repayment. On the issue of change of Course by the Complainant, the Commission noted that the action was inevitable as a result of lateness of arrival in the UK due to delay in issuance of visa and that it would have been better handled if the College had notified the sponsors, TETFund immediately the student informed the College.

With regard to the overpayment of fees to the complainant, the Commission concurred with the decision of the College to get the complainant to refund the money through spreading it over a period of time with observation that the complainant should have no reason not to comply with the pay back plan. However, he should show remorse that he was overpaid in error in excess of what was required of him to receive towards the completion of his studies.

As regard the complainant reporting the matter to the Commission, the College was made to know that the Complainant has the right to lodge a complaint to the Commission as a citizen of Nigeria having exhausted all internal channels of seeking redress as there are no more channels opened to the complainant after the decision of the Governing Council.

However, the College eventually succumbed to the superior argument and recommendations of the Commission with a letter that the Governing Council of the College had approved that the complainant's salary of ₦1,867,838.60 while he was on suspension from November, 2013 to December, 2014 be used to defray part of his refund to TETFund. Meanwhile the monthly deduction of ₦50,000.00 from the complainant's salary would continue until the debt was finally liquidated.

The College was commended and appreciated for towing this honourable path which led to the resolution of the complaint while the complainant was informed of the decision reached with the College. The Complainant was satisfied with this arrangement and on this note, the complaint file was closed.



Hon. Oketunbi Olajibe A.
Honourable Commissioner Oyo State

OYO STATE

CASE NO. 1.

ALLEGED NON-PAYPYMENT OF FOUR (4) MONTHS SALARIES BY NEW REFUSE CONTRACTORS

The Commission received this complaint from a group of laid off staff of Oyo Waste Management Authority, Agodi-Gate,Ibadan.

According to them, in June, 2016, they were suddenly laid off without the payment of their four (4) months salaries by the new registered contractor-West Africa Energy that took over the liabilities of their former refuse contractors.

On receipt of the complaint, the Commission wrote a letter to the Oyo State Waste Management Authority, Agodi-Gate,Ibadan for their comment(s), coupled with an on-the-spot investigation to Ministry of Environment Secretariat, Ibadan.

Based on the intervention of the Commission on this matter, the Complainants later informed this Commission that the respondent (Waste Management Authority) had paid their four (4) months salaries into each complainant's bank account.

In view of the successful resolution of this case, it was closed.

CASE NO. 2.

ALLEGED NON-PAYMENT OF DEATH BENEFITS

This case was received from Mrs F.A. on 19th September 2014 against Stanbic Pension Manager.

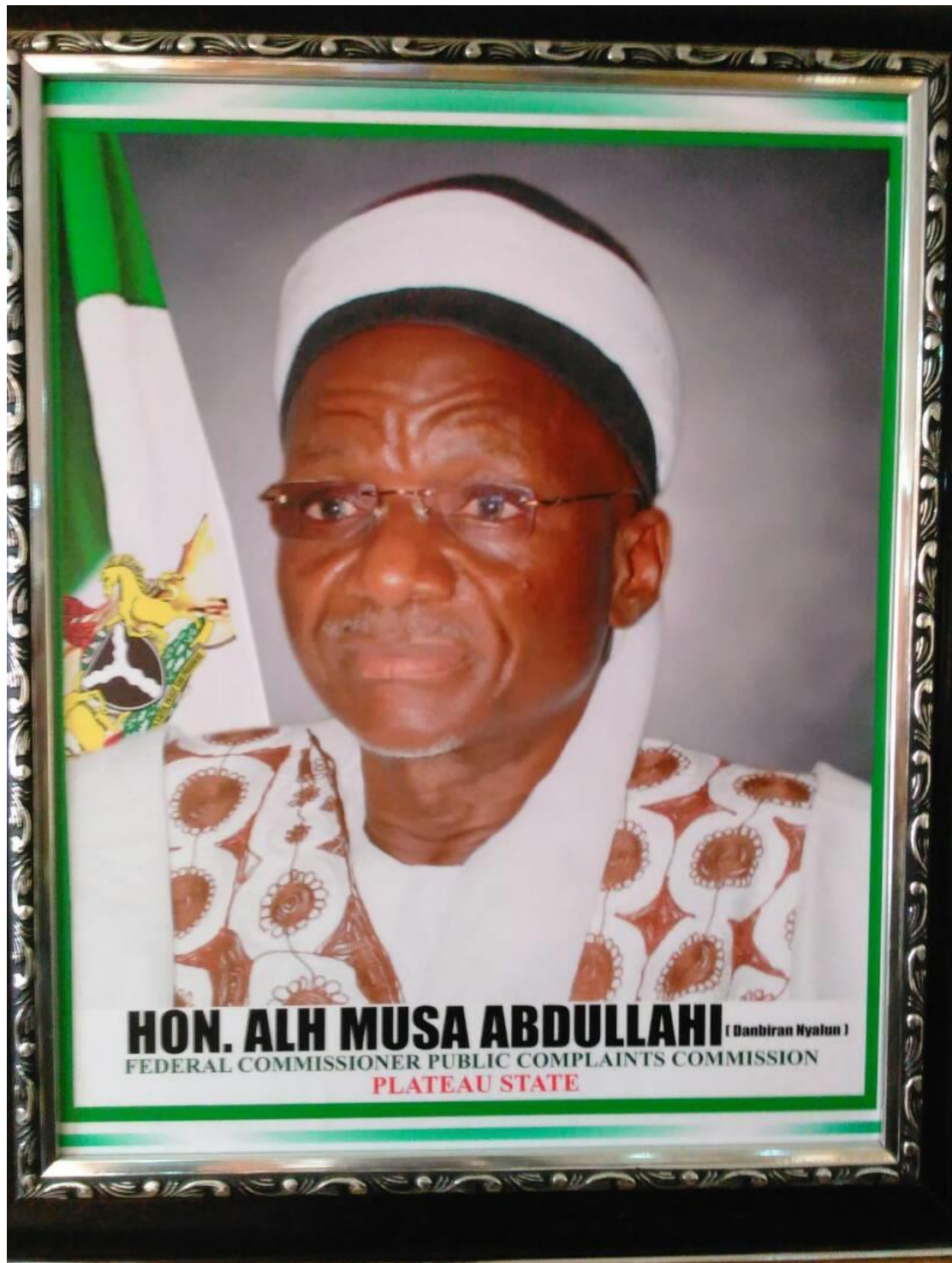
Mrs F.A. alleged that while her husband was alive, he had a retirement Savings Account (RSA) with Stanbic Pension Manager with RSA Pin 100034916522 and that following his demise on the 9th November, 2008 while on an official assignment, his employer forwarded all necessary documents for the processing of his entitlement to his Pension Fund Administrator (Stanbic IBTC Pension Manager) in the year 2010, since then, all efforts to get her late husband's

entitlements paid to her proved abortive so she sought the commission's intervention.

On the receipt of the complaint, a letter was forwarded to the National Pension Commission. The Commission's later got a response and in its letter to the Commission, PENCOM advised that the complainant should liaise with the deceased PFA in order to access his benefits. The Commission was later informed through a letter from Mrs. F.A. that her husband's benefits had been paid to her.

In a letter of appreciation, she expressed her profound gratitude to the Commission for its quick response.

On this happy note, the case file was closed.



PLATEAU STATE

CASE NO. 1

A COMMUNITY HAD ITS WATER PIPE FIXED

Section 5 sub-section 2 of the Public Complaints Commission CAP P37 LFN 2004 gives the Commission the Power to initiate investigation on any matter of public interest. It is on this basis that the Commission initiated this Complaint against the State Ministry of Water Resources over the unavailability of water around Dutse Uku, Angwan Rimi, Angwan Rogo and Zinariya Communities in Jos. These Communities for some time were without portable drinking water as a result of broken pipes on the line that supplied water to the communities.

Plateau state Water Resources was contacted and it referred the Commission to the Plateau State Water Board being the office in-charge of water supply and repairs. An on-the-spot investigation to the Board was carried out and after a lengthy discussion between the Commission officials and Management of the Board, it was agreed that the problem would be fixed.

Within a couple of weeks, the Commission confirmed from the communities that the broken pipes had been fixed and they were enjoying portable drinking water. Residents of the affected communities appreciated the Commission for its intervention.

CASE NO. 2.

AN ABATTIOR GOT A FACE LIFT

Having observed the condition of the Abattoir in the major market in Mangu Local Government, the Commission decided to draw the attention of the Council to salvage the situation as the abattoir served as a major source of revenue for the Local Government. This step was in accordance with the provision of Section 5(2) of PCC Act CAP P37, LFN 2004, which mandates the Commission to investigate

on his own initiative. Getting the attention of the Local Government Council was not easy. More efforts and persuasions had to be put on the Management of the Local Government Council which involved series of correspondences and visits before the necessary rehabilitation work was carried out in the abattoir. It was the relentless efforts that elicited the attention of a particular Director who took interest in the matter and contacted the Local Government Council Chairman, and funds were released for the place to be put back in shape.

After the completion of the renovation, the Commission visited the abattoir and found that operations were being carried in a conducive environment. The case file was then closed.

CASE NO. 3.

AN OPEN TRANSFORMER COVERED FOR SAFETY

This complaint was initiated by the Commission against Jos Electricity Distribution Company which is in charge of electricity distribution and installations in Plateau State, over its failure to cover a particular transformer. The Commission observed that the transformer was left opened on a major highway. This posed a serious danger to passers-by and even children who may not know the danger involved while playing or walking beside the transformer.

The Commission wrote the JED Company, drawing the agency's attention to this and requested the company to get the transformer covered and fenced to avoid any form of disaster. The Commission's letter attracted the attention of the Company's Zonal Manager, who was thankful to the Commission for drawing their attention to such an anomaly and promised to promptly intervene. He appreciated the Commission for observing issues that the ordinary citizen may not notice.

After few weeks, the Commission embarked on an assessment and found out that the transformer was covered. The Commission was thankful to the Company for waking up to its responsibility by covering the transformer and also fenced the area around the transformer.



Hon. Mr. Richard Alamina
Honourable Commissioner Rivers State

RIVERS STATE

CASE NO. 1.

NON REMITTANCE OF PENSION CONTRIBUTION

A case of non-remittance of pension contribution was lodged by one Mr. O.A. against his former employers (Noble Drilling Nigeria Ltd, Parker

According to the complainant, he worked with the aforementioned company from 1995 to 2006 and all through that period, his Pension Contribution was deducted from his salary every month. At retirement, he went to his Pension Fund Administrator, NSITF, for the payment, but to his surprise, only ₦2,110.00 was remitted to NSITF as stated in his statement of account.

He complained to his former employers and did all he could regarding the matter but all his efforts yielded no result, he then brought the matter to the Commission for redress.

On receipt of the case, a thorough examination of the content was done and it was further referred to the respondents for comments. The Commission also took some steps in following up the matter and at the end of the investigation, the respondent agreed to make the correct payment to the PFA who will in turn pay same to the complainant.

On the 10th of February, 2017, the PFA paid the sum of ₦158,000.00 to the complainant and on that note, the complainant thanked the Commission and the case file was closed.

CASE NO. 2.

ALLEGED WRONGFUL COMPUTATION OF PENSION ALLOWANCE

A case of wrongful computation of Pension Allowance was lodged by Mr. E. J. against the Rivers State Local Government Staff Pension Board.

According to the complainant, he was a staff of the Port Harcourt City Local Government Area and retired on the 1st of July, 2004 on Grade Level 10 with a monthly Pension of ₦23, 419.04. After his retirement, his letter of last promotion to Grade Level 12 which took effect from 1st July, 2004 was released to him, and that prompted the Board to re-compute his benefits based on the new Grade Level, but he noticed that his monthly Pension was ₦24, 915.12 while his counterparts on the same level collected ₦31,000.00. He took the necessary steps to correct the error but all his efforts proved abortive.

On receipt of the case, a careful examination of the matter was done which revealed that the complainant had a good case. Based on that, it was decided that the case should be investigated by the Commission.

The Commission waded into the matter and wrote letters and held series of meetings with the respondent, which resulted in a change in the complainant's monthly Pension from ₦24, 000.00 to ₦54, 000.00.

After some months, the Board observed that the complainant's monthly Pension should have been ₦31, 000.00 and not ₦54, 000.000 and wrote to the Commission about the overpayment which was also rectified with the intervention of the Commission.

At the end of the investigation process, both parties were satisfied with the outcome of the case and the complainant thanked the Commission for a job well done.



Hon. Balarabe Mohammed
Honourable Commissioner Sokoto State

SOKOTO STATE

CASE NO. 1.

COMPLAINT ON INJUSTICE AND ABUSE OF OFFICE AGAINST RAFIN BAKAYA.

On the 6th of March, 2017, one A.B. and 28 others came to the Commission and lodged their complaint against the village Head of Bakaya (Rafin Bakaya) on alleged injustice and abuse of office. They further alleged that the village head put unnecessary burden on them in the name of taxes to local government and at times put levies on their domestic animals. They threatened to take the law into their hands if nothing was done.

On the receipt of the complaint, it was processed and looking at the volatile nature of the case, it was recommended that the commission should visit the village head in his palace for discussion on the matter without delay.

The Director of Investigation led a team of investigation officers to Bakaya village in Tambuwal Local Government Area of Sokoto State. At the palace (venue of the meeting) the Commission met all the parties waiting. Considering the large number of the complainants, they were asked to select representatives to represent them at the meeting, this was done to ensure orderliness.

During the meeting, the complaint letter was read to the hearing of all members present. Thereafter the director gave the respondent opportunity to react based on the principle of fair hearing. Issues were raised and discussed extensively and both parties reached an agreement and understanding with the respondent promised to stop making heavy demands on members of his community.

The resolution reached during the meeting was communicated to all parties. Consequently, the matter was put to rest having been successfully resolved.

CASE NO. 2.

COMPLAINT ON NON-PAYMENT OF PENSION FOR FOUR MONTHS

One Mallam. A. S. came to the Commission and lodged a complaint against Sokoto State Pension Board. He alleged that upon retirement from service he was paid his gratuity and immediately enrolled into monthly payment of pension. He was receiving his pension until 2014 when the pension stopped coming without any cogent reason. He claimed he approached the payment authority for explanation but was not given any despite several visits to them. Hence his complaint to the Commission for redress.

On receipt of the complaint it was processed and the Commission conducted an on-the-spot investigation to the Sub Treasury where payment of pensions is done.

The investigators met with the officer in charge of pensions and had a discussion with him in respect of the complaint before the Commission. The officer advised the Commission to visit the State Ministry of Establishment. At the Ministry the Commission was informed that there would be screening exercise conducted by the Ministry and requested that the complainant should avail himself during the exercise. The complainant was informed of the development accordingly.

After three weeks, the complainant was invited for verification and was subsequently cleared. His name was restored and the arrears of four (4) months was equally paid to him. The complainant was very happy and praised the Commission. Based on this happy ending, the case file was closed.

CASE NO. 3.

COMPLAINT ON NON-PAYMENT OF SALARY AGAINST SOKOTO SOUTH LOCAL GOVERNMENT EDUCATION AUTHORITY

On 25th April, 2016, the Commission received a complaint from one Mr. A. N. alleging non-payment of salary against Sokoto South Local Government Education Authority. He further alleged that at the end of the month of March, 2016 when he

was expecting alert for the payment of his salary, he did not get it even though all his colleagues were paid. He approached the finance clerk in charge of their salaries but he could not provide adequate explanation as to why his salary was stopped. He tried all he could to resolve the matter but all proved abortive. Hence his complaint to the Commission for redress.

On receipt of the complaint, it was processed and the Education Secretary was contacted on the allegations. After a while, he responded to the Commission's inquiry and suggested that the State Basic Education Board be contacted for speedy resolution of the matter. Consequently, the Director of Investigation and other investigation officers visited the board and had discussion with the Secretary of the Board on how to resolve the matter amicably. The Respondent promised to look into the matter.

After several follow-ups and phone calls, the complainant called the schedule officer on the 20th June, 2017 and informed him that his salaries have been paid. Based on the above information, the case was closed and both parties were informed accordingly.



Hon. Anthony A. Adda
Honourable Commissioner Taraba State

TARABA STATE

CASE NO. 1.

ALLEGED UNDER-PAYMENT OF MONTHLY PENSION

On Friday 29th September, 2015, one Mr. J.S a retiree of Federal Science and Technical College Jalingo came to the Commission looking frustrated and lodged his complaint on gross under-payment of his monthly pension.

The complainant asserted that, after serving the above mentioned Institution for a period of Twelve Years as a gardener, he was disengaged from service by the Public Service Reforms Rightsizing Exercise which took place on 31st July, 2006. The complainant added that, though all his entitlements were paid, his monthly pension was being grossly under-paid. According to him, instead of getting four thousand seven hundred and twenty Naira (~~₦~~4,720.00) he was being paid two thousand three hundred and eighty one Naira (~~₦~~2, 381.00) only.

The Complainant further stated that, he made several efforts with the college to correct the mistake but all to no avail. On receipt of the complaint, and in keeping with the principle of fair hearing, the Civil Service Pension Office Abuja was contacted on 9th November, 2015, on the matter and the case was referred to Pension Transitional Arrangement Directorate for intervention.

PTAD immediately acknowledged receipt and in a letter dated 1st February, 2016, requested the complainant to fill Pensioner's complaint form and submit his original NUBAN Bank statement from 2007 to date.

This cheering news was immediately communicated to the complainant, in less than four days the complainant came with the requested documents and the Commission forwarded them to PTAD for necessary action.

After two months, the complainant called and informed the Commission of the review of his pension and equally thanked the Commission for a job well done. On that note, the case was closed on 10th June, 2016.

CASE NO. 2.

COMPLAINT ON NON ISSUANCE OF METRE (PRE-PAID) BY THE YOLA ELECTRICITY DISTRIBUTION COMPANY PLC.

On 1st October, 2015, one Alhaji M.H. walked into the Commission and to lodged complaint on the above subject matter.

He alleged that, he paid for pre-paid metre in 2014, but had still not been supplied with the metre by Yola Electricity Distribution Company (YEDC).

He further alleged that, he has been paying his bills as at when due, only to be disconnected without prior notice, that the inability of Yola Electricity Distribution Company to provide him with his pre-paid metre and the issue of overbilling was his problem.

The Commission went into action and approached YEDC for inquiry on Complainant's claims. The YEDC responded by affirming that, the complainant actually paid for the pre-paid metre, that the delivery and installation of pre-paid meter is the responsibility of the Electricity Distribution Company and the Metre Company, that, the complainants' request has been forwarded to their Headquarters. The Company pleaded with the complainant to exercise a little more patience as they were working hard to supply and install the pre-paid metres.

To ensure that positive action would be taken by YEDC, the Commission invited both parties for a round table discussion. The parties honoured the invitation and had fruitful discussion that led to an amicable agreement on the resolution of the matter.

On 19th may, 2017, the Investigation Officer called the complainant to find out if there had been any development on the part of the Respondent. The complainant confirmed that the matter had been settled, on this note the case file was closed.

CASE NO. 3.

COMPLAINT ON URGENT NOTICE TO VACATE FROM JAURO AJI AREA

The Constitution of the Federal Republic of Nigeria provides that, “Every Citizen of the Country is entitled to move freely throughout Nigeria and to reside in any part”. However, this right and privileges are sometimes restricted if the conduct of the person(s) constitute security risk and breach of peace.

Mallam O.A and four (4) others approached the Commission on 19th October, 2017 with a letter of complaint, alleging that, the traditional ruler of Mutum-Biyu has ordered them to vacate Jauro Aji Area, Mutum-Biyu, Gassol Local Government within three (3) days and that they were not aware of any offence they committed to warrant such a quit notice.

On receipt of the complaint and considering the nature of the allegation, the Director of Investigation on 26th October, 2017 detailed three (3) Investigation Officers to conduct an On the Spot Investigation at the palace of the Chief of Mutum-Biyu (the Respondent), to ascertain the allegation and possible resolution of the matter.

The Respondent (Chief of Mutum-Biyu), was briefed on the allegation of the complainants against him. In response, the Chief explained that, the complainants are Nomads / Herdsmen who move from one place to another with their cattle. That they came all the way from Jama’are in Bauchi State and settled at Jauro Aji Area within farmlands without the consent of either the Ward Head, Village Head, District Head or His Royal Highness and have been causing mischief to farmers, which generated complaints from residents of the area. He added that, as custodian

of peace within his domain, the complainants were invited to appear before him on several occasion to resolve disputes among them and preached on the need for them to live in peace with one another. That, with all these efforts, the problem still persisted between the nomads' herdsmen and the farmers and in order to avoid clashes / crises, he then ordered them to vacate the area for peace to reign since they settled in the area without the consent of constituted authorities.

Based on the above presentation, all parties involved were instantly invited for a case conference at the palace of the Chief of Mutum Biyu. Witnesses and community leaders who testified at the case conference corroborated the statement of the Respondent (the Chief) which clearly confirmed that, the complainants have been creating problems within the area, by causing mischief on farmlands where crops are yet to be harvested. As such, it was resolved by the community leaders and the Chief of Mutum-Biyu that, the complainants should vacate the area and relocate to an area that is safer and without much farms to avoid crises/clashes.

Armed with these testimonies from witnesses, the Commission was convinced that the action of the complainants warranted the quit notice issued to them and the decision of the traditional ruler was upheld; as the saying goes "He who comes to Equity must come with clean hands" and in the same vein, the Commission's findings exonerated the respondent of all accusations.

The complainants were then advised to follow the laid down rules before entering any territory and to equally give respect to all constituted authorities. The case file was then closed accordingly.



Hon. Alh. Sale Abdulhameed
Honourable Commissioner Yobe State

YOBE STATE

CASE NO. 1.

ALLEGED STOPPAGE OF MONTHLY PENSION

Mallam A.S of Ganye Uku, Gashua road, Damaturu was a staff of the Accountant General of the Federation with Federal Pay Office Damaturu. He served as a Messenger with the said F.P.O between 1992 to 2006 before he was disengaged on Government policy of out sourcing his cadre during the 2006 Public Service Reform.

The Complainant was paid his gratuity and enrolled into the monthly Pension of N5,103.39 which he was enjoying right from May, 2009 up until 2011, when the Pension was reduced to N319.90.

The Complainant brought his complaint alleging that in 2012 Verification Exercise was conducted by the Office of the Head of Service where his monthly Pension was corrected and fixed at ₦7, 271.87 and his arrears of ₦64,789.97 was paid to him but yet the monthly Pension of ₦397.90 was still paid to him up to September 2014 before it was finally stopped.

Having failed to resolve this anomaly with his employers, the Complainant approached the Commission. The Commission took it up with the Pension Transitional Arrangement Directorate (PTAD), Abuja and after series of communication, the Complainant's monthly pension was restored and all arrears paid to him. The complainant acknowledged the correction and thanked the Commission for its intervention. On this happy note, the case file was closed.

CASE NO. 2.

ALLEGED NON ISSUANCE OF CERTIFICATE AFTER GRADUATION

It is said that he who comes to equity must come with clean hands. This is very true as it relates to this particular complaint.

The Complainant, Miss R. H was a student of College of Education, Gashua from 2006 to 2011. She alleged that after graduation from the College in 2011, she was denied her Certificate on the excuse that she still had a spill over course which she was yet to rewrite. The complainant who claimed she had no paper to rewrite prayed to the Commission to intervene to enable her get her certificate.

On the receipt of this complaint, a team of investigation officers were detailed to go for on-the-spot investigation to the College. After all relevant records were scanned and observed, it was discovered that the complainant had four (4) carry over courses to rewrite which she failed to pass within the stipulated time frame. The College examination rules provide that any student that failed any examination after 3 attempts is liable to be expelled.

Armed with these findings and having satisfied itself that there was no element of injustice against the complainant, she was advised to regard her case as closed for lack of merit, and the case file was closed accordingly.



Hon. Sanusi Mohammed Anka
Honourable Commissioner Zamfara State

ZAMFARA STATE

CASE NO. 1.

WRONGFUL DEDUCTIONS BY UNITY BANK ON HAJIYA Z.A.K'S ACCOUNT.

Banks and other financial institutions are ideally expected to transact business with their customers with equity, fairness and justice.

But most often these ideals of banking transactions are hardly met, due to inefficiency and human failings. This case falls under the ambit of these inefficiency and human failings.

On 28th August, 2017 Hajiya Z.A.K an Accountant at Federal Government Girls' College, Gusau, lodged a Plc. She alleged that the bank withheld her November and December, 2016 Salaries amounting to ₦101, 000.00 (One Hundred and One Thousand Naira), and that when she complained to the bank nothing positive was done.

Sequel to this, the Commission swung into action by inviting the Bank Manager, Unity Bank Plc, Gusau. After series of interactions with the Bank officials, the Commission's finding revealed that the Bank acted on the assumption that the Complainant took a personal loan of ₦70, 000 which had accrued interest of ₦71, 000 totaling ₦141, 000.000 (One Hundred and Forty One Thousand Naira). The Complainant claimed that she was not aware of the said loan. The Commission therefore, requested for some documents from the Bank to that effect, such as the Complainant's Application for the loan from the bank, Terms and Conditions for the personal loan filled by the complainant at the said time.

On 12th October, 2017, the Commission again met with the Management of Unity Bank Plc, Gusau Branch, after the interactions the Commission found out that it was not possible for the Unity Bank Plc, to provide the said documents, due to length of time. The new Management team, sought for a resolution to the issue, so

the Commission recommended that the Unity Bank Plc, should refund the money to the Complainant, and the Management proposed ₦70,000.00 (Seventy Thousand Naira), but the Commission insisted that ₦80, 000.00 (Eighty Thousand Naira) should be paid to the Complainant. The Management of Unity Bank Plc, eventually agreed to refund the sum of Eighty thousand naira (₦80,000.00.) to the complainant and on 23rd November,2017, in representative of the bank brought the sum of ₦80,000.00 to the Commission which was handed to the complainant the same day. The Complainant, Hajiya Z. A. K, thanked the Commission for their efforts in resolving her case. The case file was thereafter closed.

CASE NO. 2.

WRONGFUL TERMINATION OF APPOINTMENT

The Commission is mandated by its Act CAP.LFN.37, 2004 to investigate Administrative injustice against employee by the employer (be it non-payment of pension, gratuity wrongful termination of appointment, which precisely this complaint borders on).

On the 21st of September, 2016, the Complainant, Mr A. A, lodged a Complaint with the Commission against his employer, Arabic and Islamic Education Board, Gusau, Zamfara State alleging wrongful termination of his appointment which was due to his absence from duty. According to the Complainant he had official approval by his employer to be absent from the office with document to support his claims.

The Commission carefully perused the complaint and took action immediately by carrying out an on-the-spot investigation to the Ministry of Finance Zamfara State, Arabic and Islamic Education Board, in order to ascertain the truthfulness or otherwise of the complainant's allegation.

The intervention of the Commission yielded positive result in that, the complainant's employer re-instated him and also directed the Ministry of Finance to place him on payroll. The complainant thanked the Commission for its successful intervention. On this happy note, the case file was closed on 9th May, 2017.

CASE NO. 3.

ALLEGED BREACH OF TRUST.

A Complaint on alleged breach of trust was lodged by Mal. Y.S. against a Director, with the Ministry of Environment, Zamfara state on the 30th June, 2017.

The Complainant alleged that he applied for a Motor Cycle Loan in the Ministry and the Director promised to approve it for him if he would give him a bribe of ₦35,000.00 which the complainant agreed to do. However, after the agreement in December, 2016 the Director had not fulfilled his part of the agreement.

On receipt of the complaint, the Director's comment was sought. He did not deny the allegations against him. He however, promised to return the ₦35,000.00 to the Complainant, which he did on the 10th of July, 2017. The Complainant was full of appreciation for the Commission. On this happy note, the case file was closed

CHAPTER THREE

DEPARTMENT OF ADMINISTRATION

The Administration Department is saddled with the responsibility of the holistic coordination of all administration and managerial activities of the Commission throughout the 36 States of the Federation and the FCT. It is primarily responsible for policy formulation and implementation, advising and staffing. Its duties include adoption of policy, the making and, issue of a specific direction (bureaucracy), application of the general rules and regulations in accordance with requirements of the Commission's mandate.

Consequently, the Administration Directorate of the Commission oversees Human and Material resources, which covers all personnel matters

It therefore has the following Units under its direct supervision:

1. Administration Registry
2. Appointment and Records
3. Departmental Security Office (DSO)
4. Promotion and Discipline
5. Training and Leave
6. Maintenance
7. Staff Welfare, Pension and Retirement
8. Store
9. Transport

PROMOTION EXERCISE CONDUCTED IN 2017

1	Promotion of senior staff	462
2	conversion	13
3	Advancement to GL. 09	12
4	Regularization of appointment	27

NOMINAL ROLL BASED ON GRADE LEVEL

S/NO	STATION	GL. 15-17	GL.07-14	GL. 03-06	TOTAL
1	HEADQUARTERS	29	274	36	339
2	ABIA	2	57	5	64
3	ADAMAWA	4	41	8	53
4	AKWA-IBOM	3	46	2	51
5	ANAMBRA	4	43	4	51
6	BAUCHI	1	29	4	34
7	BAYELSA	3	24	4	31
8	BENUE	2	127	23	152
9	BORNO	3	40	4	47
10	CROSS-RIVER	1	35	5	41
11	DELTA	2	45	2	49
12	EBONYI	4	45	9	58
13	EDO	1	39	1	41
14	EKITI	7	37	-	44
15	ENUGU	3	72	1	76
16	FCT	1	115	6	123
17	GOMBE	1	35	3	39
18	IMO	1	76	5	92
19	JIGAWA	2	24	9	35
20	KADUNA	3	74	8	85
21	KANO	3	48	4	55
22	KATSINA	1	27	3	31
23	KEBBI	3	23	5	31
24	KOGI	2	48	4	54
25	KWARA	3	49	3	55
26	LAGOS	1	77	7	85
27	NASARAWA	2	76	5	83
28	NIGER	4	58	5	67
29	OGUN	3	34	3	30
30	ONDO	3	89	7	99
31	OSUN	3	39	1	43
32	OYO	5	48	1	54
33	PLATEAU	3	42	7	52
34	RIVERS	3	44	2	49
35	SOKOTO	4	30	3	37
36	TARABA	1	36	3	40
37	YOBE	1	14	3	18
38	ZAMFARA	1	45	1	47
	GRAND TOTAL				2,435

NOMINAL ROLL BASED ON GENDER

S/N	STATION	FEMALE	MALE	TOTAL
1	HEADQUARTERS	170	169	339
2	ABIA	33	31	64
3	ADAMAWA	16	37	53
4	AKWA-IBOM	30	21	51
5	ANAMBRA	30	21	51
6	BAUCHI	6	28	34
7	BAYELSA	14	17	31
8	BENUE	42	110	152
9	BORNO	15	32	47
10	CROSS-RIVER	13	28	41
11	DELTA	26	23	49
12	EBONYI	20	38	58
13	EDO	19	22	41
14	EKITI	19	22	41
15	ENUGU	21	23	44
16	FCT	45	31	76
17	GOMBE	7	32	39
18	IMO	51	31	82
19	JIGAWA	4	31	35
20	KADUNA	31	54	85
21	KANO	9	46	55
22	KATSINA	1	30	31
23	KEBBI	5	26	31
24	KOGI	21	33	54
25	KWARA	19	36	55
26	LAGOS	51	34	85
27	NASARAWA	31	52	83
28	NIGER	25	42	67
29	OGUN	22	18	40
30	ONDO	33	66	99
31	OSUN	15	28	43
32	OYO	27	27	54
33	PLATEAU	16	36	52
34	RIVERS	25	24	49
35	SOKOTO	1	36	37
36	TARABA	8	32	40
37	YOBE	3	15	18
38	ZAMFARA	4	43	47
	GRAND TOTAL			2,435

NOMINAL ROLL BASED ON DEPARTMENTS

S/N	STATION	INV	ADMIN	FIN &ACCT	LEGAL	PRS	PR	TOTAL
1	HEADQUARTERS	110	131	59	17	15	7	339
2	ABIA	43	16	4	-	1	-	64
3	ADAMAWA	26	19	6	2	-	-	53
4	AKWA-IBOM	17	23	10	1	-	-	51
5	ANAMBRA	27	14	8	2	-	-	51
6	BAUCHI	12	13	5	2	1	1	34
7	BAYELSA	19	11	1	-	-	-	31
8	BENUE	82	53	8	2	4	3	152
9	BORNO	32	10	4	1	-	-	47
10	CROSS-RIVER	18	17	3	1	2	-	41
11	DELTA	26	15	3	2	2	1	49
12	EBONYI	34	18	4	2	-	-	58
13	EDO	19	12	6	1	2	1	41
14	EKITI	25	15	3	-	1	-	44
15	ENUGU	42	21	10	2	3	1	76
16	FCT	70	37	10	2	3	1	123
17	GOMBE	23	11	4	-	1	-	39
18	IMO	45	24	8	2	2	1	82
19	JIGAWA	18	13	3	1	-	-	35
20	KADUNA	34	29	15	4	2	1	85
21	KANO	35	15	3	2	-	-	55
22	KATSINA	16	10	3	-	2	-	31
23	KEBBI	14	13	3	-	1	-	31
24	KOGI	26	19	7	1	1	-	54
25	KWARA	27	19	6	2	1	-	55
26	LAGOS	41	27	14	2	1	-	85
27	NASARAWA	50	23	9	1	-	-	83
28	NIGER	38	21	5	2	1	-	67
29	OGUN	18	21	1	-	-	-	40
30	ONDO	61	21	14	2	1	-	99
31	OSUN	22	13	4	2	2	-	43
32	OYO	26	18	9	1	-	-	54
33	PLATEAU	20	24	6	2	-	-	52
34	RIVERS	29	12	5	1	2	-	49
35	SOKOTO	21	8	4	3	1	-	37
36	TARABA	27	9	3	1	-	-	40
37	YOBE	9	7	1	1	-	-	18
38	ZAMFARA	30	12	1	1	3	-	47
	GRAND TOTAL							2,435

CHAPTER FOUR

DEPARTMENT OF PLANNING, RESEARCH, STATISTICS AND INFORMATION COMMUNICATION TECHNOLOGY (ICT)

The planning, Research, statistics and ICT department is responsible for planning and budgeting, researching on organizational best practices, collation of data, analyzing data and publication, monitoring and evaluation as well as matters relating to Information Communication Technology.

The department has four Divisions as stated below:

1. Planning and Budgeting Division
2. Monitoring and Evaluation Division
3. Research and Data Analysis Division
4. Information Communication Technology Division

ACTIVITIES AND PROGRESS

Budget Preparation

A Conference was organized in Abuja in preparation of 2017 budget for top and senior management Officers in various Government Ministries, Departments and Agencies (MDAs). The conference was geared towards setting new professional standard in analyzing long term trends and some of the challenges facing budget-implementation and Budget Monitoring and Evaluation in Ministries, Departments and Agencies (MDAs).

In line with the above, a committee was set up by the Chief Commissioner to critically analyze the 2016 budget and prepare an all inclusive 2017 Budget. That focused on priority programmes which include:

- Economic Sector
- Social Development
- Infrastructure Development
- Governance

- Environment
- State and Regional Development

Based on the above priority programmes the Commission's 2017 budget was prepared.

Strategic Plan

A team made up of staff of United Nations Office on Drugs and Crime (UNODC) and the department came up with a 5 years strategic plan for the commission. The draft copy was worked on by a committee set up, consisting of representatives from the various departments in the Commission and a standard all inclusive 5 years strategic plan for the Commission was produced.

Monitoring & Evaluation

Monitoring and Evaluation exercise on on-going projects in the Commission was carried out by a team of Staff comprising selected staff from Procurement Unit, Planning Unit, Administration and Accounts Department. Reports were submitted accordingly.

Information Communication Technology (ICT)

Information Communication Technology has in recent years enable a radical change in structures of organizations and means of service delivery, Office efficiency, learning, researching, and servicing digital and traditional goods and services. It also has a great potential to enhance the general performance of staff in organizations.

Therefore, the Impact of ICT in every Organization has been massive, promoting service delivery, Office efficiency and general performance of staff within organizations. Most official duties are now done with the use of IT equipment which aid accuracy, efficiency, Office file management and better public awareness. Hence, the management, maintenance and provision of ICT infrastructures in any Organization have proven to reduce the cost of Office maintenance and boost Office performance.

In the presence of lots of challenges faced by the ICT unit of the Commission, the Unit has been able to perform well in some basic areas.

In 2017, the following activities were undertaken by the ICT Unit:

- Management and Update of the Commission's Official Website (www.pcc.gov.ng).
- Maintaining and repairing of computer systems in the Commission.
- Supervising of the Commission's payroll System.
- General ICT Equipment inventory at the Headquarters of the Commission.
- Management of the Commission's Database System and Server.
- Maintenance of the Internet (LAN and WAN) in the Commission.
- Meetings with UNODC to pursue a partnership whereby UNODC will assist in development of software to automate the Commission's work-flow processes and statistics of cases.
- Implementation of appropriate Computer Security Management through the installation of Antivirus Software, data Backup /Recovery.
- Management of the Commission's Payroll System
- Training on complaints Management system.
- IT Technical Support and Management.
- Social media management and publicity.
- Management of the Commission's official email address
- Training of investigation officers on the SMS complaints reporting and tracking system, sponsored by the UNODC.

CONFERENCES & EVENTS.

Some members of the department participated in various Workshops/Trainings on:

- ❖ Strategic Planning.
- ❖ Budget Information Management & Monitoring System (A zero Based Budget Software).

- ❖ Scoping Survey and Gap Analysis of the Ethics Framework in Nigeria
- ❖ Interactive Session on the Implementation of Nigeria Economic Recovery & Growth Plan (ERGP).
- ❖ Training on SMS Complaints Reporting & Tracking System.
- ❖ Training on Complaints Management System.

OUTPUT

All our outputs and deliverables are bulleted below:

- ❖ Preparation of 2017 Annual Budget.
- ❖ Production of Five (5) years Strategic Plan.
- ❖ Production of 2016 Annual Report.
- ❖ Monitoring and Evaluation of Projects and Programmmes
- ❖ Development of SMS report and Tracking System.
- ❖ Setup of Standard Data Centre.

CHAPTER FIVE

UNITS IN THE OFFICE OF THE HONOURABLE CHIEF COMMISSIONER

LEGAL UNIT

Activities of the Legal Services Unit of the Public Complaints Commission in the YEAR 2017

PREAMBLE

The Legal Services Unit is one of the specialized and professional Units in the Commission. The Unit is under the direct supervision of the Honourable Chief Commissioner. It is a unique Unit that absorbs only Law graduates who have been called to the Nigerian Bar. The Unit coordinates all legal and allied matters at the Headquarters and all the State offices nationwide. The Unit presently has 12(twelve) staff at the Headquarters.

ACTIVITIES OF THE LEGAL SERVICES UNIT

The Commission's Legal Services Unit is charged with the following responsibilities:

Legal Advisory Services

The Unit renders legal advice to the Management, Departments, Divisions, Sections and Units in the Commission whenever called upon to do so.

In rendering legal advice, the Unit particularly supports the two Investigation departments such that lawyers in the Unit participate actively in all Case Conferences and assist in handling cases laden with knotty legal issues. There is therefore no gainsaying the fact that seamless resolution of cases at Case Conferences is largely facilitated by the involvement of lawyers in the Unit.

Drafting of Legal Instruments for the Commission

The Unit drafts and vets legal instruments such as Contract Agreements, Memoranda of Understanding and all other legal instruments in which the Commission is a party. It also assists the Ministerial Tenders Board in carrying out

due diligence checks and legal searches on all companies prequalified for contract awards.

Legal Representation in Courts

It is incontrovertible that the Commission is a legal entity. It can sue and be sued in its statutory name without prejudice to the immunity enjoyed by Commissioners in the due performance of their duties under Section 10 of the Commission's enabling Act. It is pertinent to state here that the sound legal advice the Unit has been rendering to the Commission over the years had considerably reduced the number of litigation generated by investigative and administrative activities. However, a few cases have been instituted against the Commission in some courts in Nigeria. The Unit provides effective legal representation for the Commission in legal actions instituted against it. The Unit has also had cause to institute one or two cases against some persons in the recent past. The cases pending in court against the Commission are as follows:

- i. **L.U.D ECHEMAZU VS PUBLIC COMPLAINTS COMMISSION AND 2 ORS**
(Appeal No: SC/1003/2016). This matter is pending at the Supreme Court.
- ii. **MRS STELLA ICHANI NUMOUJA VS. PUBLIC COMPLAINTS COMMISSION (SUIT NO: FHC/ABJ/CS/154/2010).** This matter is pending before the Federal High Court, Abuja.
- iii. **ELDER/BARRISTER UMA O. UMA VS. PUBLIC COMPLAINTS COMMISSION (SUIT NO: FHC/UM/CS/24/2012).** The suit is pending at the Federal High Court, Umuahia, Abia State.
- iv. **ELDER BARR. UMA O. UMA VS PUBLIC COMPLAINTS COMMISSION AND 4 ORS (SUIT NO: FHC/UM/26/2012).** The suit was originally at the Federal High Court Umuahia, but has been transferred to the Abia State High Court.

- v. **MR. JEFFREY OBASANMI VS PUBLIC COMPLAINTS COMMISSION AND 2 ORS (Suit No: FHC/B/182/2015).** The suit is pending at the Federal High Court, Benin City, Edo State.
- vi. **MR. TILE TAMEM VS PUBLIC COMPLAINTS COMMISSION (Suit No: MHC/209/2016).** This suit is pending at the Benue State High Court, Markurdi, Benue State.
- vii. **PRINCE DR SAMUEL ADEDOYIN VS PUBLIC COMPLAINTS COMMISSION. (suit No: FHC/ABJ/CS/27/2017)** The suit is pending at the Federal High Court, Abuja.
- viii. **KANO STATE INTERNAL REVENUE SERVICE VS PUBLIC COMPLAINTS COMMISSION (Suit No: FHC/KN/CS/170/2017).** The suit is pending at the Federal High Court, Kano, Kano State.

THE UNIT'S FUTURE PLANS

3.1 Attachment of Legal Officers to all Sections in the Investigation Departments.

The Unit is currently planning to attach Legal Officers to all the Sections/Divisions in the two departments of Investigation. This is aimed at enabling the Commission to fully optimize the services of Lawyers in the Commission especially in the area of its core mandate. The Legal officers to be so attached will serve as resident Legal Advisers to the various Divisions/Sections and assist in handling complaints laden with knotty legal issues.

3.2 Effective deployment of Lawyers to actualize the mandates of the Commission under Sections 7(2) and 5(3) (e) of the PCC Act, CAP P37, LFN, 2004.

Section 7(2) of the Public Complaints Commission Act gives the Commission the power to identify, in the course of investigation, inadequate administrative regulations or procedures and forward same to the appropriate legislative authorities for review. The Legal Unit is already working out modalities in collaboration with the two departments of Investigation and the Foreign

Support/Inter- Agency Collaboration Department to actualize this mandate. This synergy is expected to engender a well-defined strategy of identifying lacuna and weaknesses in Laws, Procedures and Administrative Regulations with a view to galvanizing support from Civil Society and other pressure groups to advocate for legislative review.

Section 5(3) (e) empowers the Commission to investigate administrative procedures of courts of law in Nigeria. This mandate can also be carried out through proactive (self-initiated or suo moto) investigation in line with Section 5 (2) of the PCC Act. It is our candid opinion that this provision of the Act has not been fully explored. All hands ought to be on deck to ensure that Legal Officers in the Unit are effectively deployed to actualize this mandate.

3.3 Activation of the provisions of Section 8 of the PCC Act

It is an established fact that section 8 of the Commission's enabling Act encapsulates offences and penalties. It is however disheartening that the Commission has done little in the past to activate the provisions of section 8 by causing criminal proceedings to be instituted against persons found to have contravened the provisions of this section.

It is apposite to state here that criminal proceedings may be commenced through several procedures. For instance, Section 174 of the Constitution of the Federal Republic of Nigeria, 1999 (as amended) vests in the Attorney General of the Federation the power to institute criminal proceedings, take over, continue and to discontinue at any stage before judgment any criminal proceedings so instituted in respect of offences created in any Federal Enactment.

Section 104(1) of the Administration of Criminal Justice Act, 2015 also states that: "The Attorney General of the Federation may prefer information in any court in respect of any offence created by an Act of the National Assembly". Section 104(2) of the same Act states further that "The Attorney-General of the Federation

may authorize any other person to exercise any or all the powers conferred on him under this section”.

It is an established fact that the Commission is not statutorily empowered to prosecute crimes. It can however seek for the authorization or fiat of the Attorney General to prosecute anyone accused of violating its enabling Act. It is instructive to state here that the Commission has had cause to apply for the fiat of the Attorney-General of the Federation in the past with a view to prosecuting some recalcitrant Respondents, but the fiat was declined.

The Nigerian Police Force is empowered to prosecute under Section 23 of the Police Act. This age long power of the Police to prosecute, especially in lower courts was validated by the Supreme Court in the case of **FRN vs OSAHON (2006) 24 WRN 1** at pp. 18-19. It is important to note that the power of any Federal Prosecuting Agency to prosecute is subject to the power of the Attorney General of the Federation under section 174 of the Constitution of the Federal Republic of Nigeria, 1999 (as amended).

It is also imperative to state here that the Administration of Criminal Justice Act provides for the commencement of criminal proceedings through direct criminal complaints made to a Magistrate. It is however pertinent to state that the Administration of Criminal Justice Act operates only in the FCT, Lagos State and a few States who have domesticated it. There is also a similar provision for commencement of criminal proceedings in the Criminal Procedure Code which operates only in the Northern States.

We have deliberately given the above analysis to highlight the various methods and means by which the Commission can activate the provisions of section 8 of the PCC Act, LFN, 2004.

It is also our candid opinion that prosecution through the Police appears to us the most accessible and viable method of instituting criminal proceedings against anyone who violates the provision of Section 8 of the PCC Act.

As a corollary to the foregoing, it is our sincere hope that the Commission would find credible ways of synergizing with the Commissioner of Police, FCT Command and the various Commissioners of Police in the States with a view to activating Section 8 of the PCC Act. Suffice it to state here that Lawyers in the Unit are willing and able to midwife this process with the required political will. This will not only remove the age long misconception that the Commission is a toothless bulldog, it will also ensure that the Commission is taken more seriously by Respondents that have the tendency to be recalcitrant.

CHALLENGES

Legal officers are entitled to Robe Allowance and Annual Bar Practicing Fees by extant circulars and regulations. It is imperative to state here that no Legal officer is accorded right of audience in any court of law if they have not paid their Annual Bar Practicing Fees.

It is however, unfortunate that the Commission has not been forthcoming in settling some of these entitlements as at when due as a result of paucity of funds. It is our sincere prayer that the Honourable Chief Commissioner will kindly assist in tackling this anomaly as soon as the Commission is given an enhanced budget.

It is also imperative to state here that the Commission lacks a standard law library. This has not augured well for proper legal research and adequate preparation of legal defenses to suits filed against the Commission. It is disheartening that the Lawyers in the Unit usually borrow reference materials from their colleagues in private practice.

The Legal Unit needs to carry out adequate capacity building for its Legal Officers. It is however unfortunate that this has remained a mirage due to paucity of funds.

There is no gainsaying the fact that the Commission should train and retrain its Lawyers through Continuing Legal Education (CLE) in Legal institutions of repute both within and outside Nigeria. They should also be sponsored to attend and actively participate in the Annual Conferences of the Nigerian Bar Association (NBA) and the International Bar Association (IBA). These will not only sharpen their skills, but make them more effective.

CONCLUSION

It is incontrovertible that the Legal Services Unit offers a veritable platform of support for the Commission's core mandate. The staff members of the Unit are ever ready to contribute their quota in assisting the Honourable Chief Commissioner and other Commissioners to realize their dreams of repositioning the Commission such that it will be a force to reckon with in the comity of Ombudsman institutions the world over. It is however our candid opinion and humble advice that Legal Officers in the Commission should be constructively engaged in all the activities of the Commission as they are ever ready to give their optimum support in your quest to move the Commission forward.

PUBLICITY AND ENGAGEMENTS UNIT

The year 2017 commenced with the expectation that the finances of the Commission would improve and be better than it was in 2016. Hence, a comprehensive strategic communication plan was developed for the enhancement of the Commission's publicity. However, this dream could not be actualized due to paucity of funds. Though there was an improvement in the 2017 budgetary provisions of the Commission, a larger percentage of it went into payment of staff salaries leaving little or nothing for other areas such as publicity. This, notwithstanding, within the available resources the Unit was able to enhance the visibility and publicity of the Commission.

During the year, the Honourable Chief Commissioner met with the press through the quarterly "Meet the Press" programme. These always come in the form of press conferences where the Chief Commissioner uses the opportunity to show case the achievements and activities of the Commission to the public. During the press conference, complainants who had in one way or another benefited from the services of the Commission give testimonies of their experiences with the Commission at the event. The press conferences are often given wide coverage and reportage.

The United Nations Office of Drugs and Crimes/European Union (UNODC/EU) sponsored radio programme called "Anti-Corruption Hour" also gave the Commission the opportunity to be regularly on the air waves. This programme was properly utilized in the year under review. The radio programme gave the Commission the privilege of getting feedback from the public.

We have continued to sustain the publicity benefits derived from the Commission's online Integrated Complaints Management System in which complainants can lodge and monitor their complaint through the internet without having to come to the Commission. The platform has also provided the opportunity for reaching out

and interfacing with the public. This complaint management system can be accessed through the following;

Website: www.pcc.gov.ng

Email: info@pcc.gov.ng/complain@pcc.gov.ng

Call Centre: 07003425722

Facebook: www.facebook.com/pccnigeria

The Commission's external relations has continued to grow from strength to strength through its various engagements and advocacy visits to Ministries, Departments and Agencies (MDAs) and organizations. By extension, we have improved on our community relations by organizing town hall meetings in selected communities in and around the Federal Capital Territory.

Below is the highlight of the Commission's accomplishment in the areas of publicity and advocacy in the year 2017.

1. Featured in UNODC sponsored "Anti-Corruption Hour" on Radio Nigeria (FRCN) -11th JANUARY 2017
2. Press briefing by the Honourable Chief Commissioner-21st February 2017
3. Honourable Chief Commissioner presented a paper at the National Dialogue on Improving Service Delivery organised by SERVICOM Office on 28th February 2017
4. Honourable Chief Commissioner paid a courtesy visit to the Chief of Army Staff on 28th February 2017
5. Featured in UNODC sponsored "Anti-Corruption Hour" on Radio Nigeria (FRCN) -22nd March 2017
6. Featured in UNODC sponsored "Radio Link" on Radio Nigeria (FRCN) - 29th April 2017
7. Featured in UNODC sponsored "Anti-Corruption Hour" in Pidgin on WAZOBIA FM, ABUJA – 7th June 2017

8. Featured in UNODC sponsored “Anti-Corruption Hour” in Pidgin on WAZOBIA FM, ABUJA -12th July 2017
9. Featured in UNODC sponsored “Anti-Corruption Hour” in Pidgin on WAZOBIA FM, ABUJA -31st July 2017
10. Honourable Chief Commissioner featured on an NTA Network programme “MATTERS OF THE MOMENT” which was broadcasted nationwide on 5th October 2017
11. Actively participated in the 2017 Anti-Corruption Day –11th December 2017

CHAPTER SIX

DEPARTMENT OF FINANCE AND ACCOUNTS

2017 BUDGET PERFORMANCE ON INCOME AND EXPENDITURE

The total sum of four billion naira (~~₦~~4, 000, 000, 000.00) only was appropriated and released to the Commission in the year under review on Personnel, Overhead and Capital Expenditures.

The breakdown on the expenditures is as follows:

Personnel	₦ 3, 501, 560, 866.07
Overhead	₦ 424, 409, 278.43
Capital	₦ 74, 029,855.50
Total	₦4, 000,000,000.00
Special Allocation	<u>₦650, 000,000.00</u>
Grand Total	<u>₦4, 650,000,000.00</u>

2017 BUDGET PERFORMANCE ON INCOME AND EXPENDITURE							
145001001	PUBLIC COMPLAINTS COMMISSION	2017 APPROPRIATION	RELEASES JAN-DEC 2017	% OF RELEASES	EXPENDITURE AS AT DEC 2017	% OF EXPENDITURE	REMARK
		4,000,000,000.00					
	Personnel Cost		3,501,560,866.07	100	3,501,560,866.07	100	
	Overhead Cost		424,409,278.43	100	424,409,278.43	100	
	Capital		74,029,855.50	100	74,029,855.50	100	
	Total releases	4,000,000,000.00	4,000,000,000.00		4,000,000,000.00		
	Special Allocation	650,000,000.00			650,000,000.00		
	Grand Total	4,650,000,000.00			4,650,000,000.00		

PUBLIC COMPLAINTS COMMISSION

2017 BUDGET PERFORMANCE ON INCOME AND EXPENDITURE

FIRST QUARTER	₦	₦	₦	₦	₦	₦	₦	
MONTH	APPROPRIATION	RELEASES	PERSONNEL COST	OVERHEAD EXPENDITURE	CAPITAL EXPENDITURE	TOTAL EXPENDITURE	BALANCE	PERCE NTAGE %
JANUARY	333,333,333.33	166,666,667.00	166,661,739.27	4,927.73	0.00	166,666,667.00	0.00	100
FEBUARY	333,333,333.33	500,000,000.00	390,877,916.21	71,122,083.79	38,000,000.00	500,000,000.00	0.00	100
MARCH	333,333,333.33	333,333,333.33	277,716,284.51	55,617,048.82	0.00	333,333,333.33	0.00	100
SUB TOTAL	999,999,999.99	1,000,000,000.33	835,255,939.99	126,744,060.34	38,000,000.00	1,000,000,000.33	0.00	100
SECOND QUARTER								
APRIL	333,333,333.33	333,333,333.33	277,847,239.01	33,486,094.32	22,000,000.00	333,333,333.33	0.00	100
MAY	333,333,333.33	333,333,333.33	283,830,799.68	49,502,533.65	0.00	333,333,333.33	0.00	100
JUNE	333,333,333.33	333,333,333.33	286,210,904.00	47,122,429.33	0.00	333,333,333.33	0.00	100
SUB TOTAL	999,999,999.99	999,999,999.99	847,888,942.69	130,111,057.30	22,000,000.00	999,999,999.99	0.00	100
THIRD QUARTER								
JULY	333'333'333.33	388,808,555.54	285,899,982.53	51,296,617.14	7,334,380.50	344,530,980.15	44,274,575.39	100
AUGUST	333,333,333.33	277,861,111.10	285,584,923.27	33,550,763.22		319,135,686.49	3,000,000.00	100
SEPTEMBER	333,333,333.33	333,333,333.26	304,026,341.88	29,306,991.38		333,333,333.26	3,000,000.00	100
SUB TOTAL	999,999,999.99	999,999,999.90	875,511,247.68	114,154,371.74	7,334,380.50	996,999,999.90		100
FOURTH QUARTER								
OCTOBER	333'333'333.33	333,333,333.26	316,967,971.00	13,365,362.26	3,000,000.00	333,333,333.26	3,000,000.00	100
NOVEMBER	333,333,333.33	333,333,333.26	312,794,638.39	21,316,394.85	2,222,300.00	336,333,333.26	—	100
DECEMBER	333,333,333.37	333,333,333.26	313,142,126.32	18,718,031.94	1,473,175.00	333,333,333.26	—	100
SUB TOTAL	1,000,000,000.33	999,999,999.78	942,904,735.71	53,399,789.05	6,695,475.00	1,002,999,999.78	—	100
TOTAL	4,000,000,000.00	4,000,000,000.00	3,501,560,866.07	424,409,278.43	74,029,855.50	4,000,000,000.00	0.00	100
SPECIAL ALLOCATIO N	650,000,000.00	650,000,000.00	0.00	510,605,700.00	139,394,300.00	650,000,000.00	0.00	100
GRAND TOTAL	4,650,000,000.00	4,650,000,000.00	3,501,560,866.07	935,014,978.43	213,424,155.50	4,650,000,000.00	0.00	100.00

2017 APPROPRIATION **₦4,000,000,000**
SETTLEMENT OF LIABS **₦650,000,000**
TOTAL ALLOCATION **₦4,650,000,000**

CHAPTER SEVEN

CHALLENGES

The end of the year 2017 could be considered as a period of reckoning in the Commission. While it marked the end of the year, it also signaled the latter end of the three year tenure of the eighth set of Commissioners of the Commission. Unlike 2016, there was some improvement in the budgetary provisions of the Commission in the year 2017. This has enabled the Commission to deliver on its mandate. It is important to note however, that about 80% of the Commission's budget goes into payment of staff salaries. There is no doubt that remaining 20% cannot adequately take care of the operations of the Commission with its size of thirty seven state offices and numerous area offices in the local government areas nationwide.

Nevertheless, the Management team strived to ensure that with the little resources available the Commission achieved the objectives of its mandate during the year. We did not allow the limited resources to deter us from investigating and resolving the numerous complaints lodged by the members of the public. The Commission has remained focused in its duty of ensuring administrative and social justice, good governance as well as maintaining its role in the area of corruption prevention.

The year 2017 did not go without some recurring challenges for the Commission. Highlights of these challenges are as follows;

Funding

After the payment of staff salaries little was left to finance the overhead of the Commission. Considering the fact that the operations of the Commission is financed from the overhead, very little could be achieved in terms of investigation and resolution of complaints.

Recalcitrant Respondents

The Commission still has to contend with the problem of respondents being recalcitrant towards the Commission. This attitude more often than not, stalls and frustrates the Commission's investigations.

Logistics

The problem of poor funding has a spiral effect on other spheres of the Commission's operations. Investigation Officers need to visit scenes of incidences and premises of complainants as well as respondents for effective investigation. This cannot be achieved where there are no vehicles to convey the officers for investigations or where they are available they are not in sound state for investigation trips.

Inadequate Office Space and Furniture

The present office accommodation at the Commission's headquarters is no longer adequate for the increasing population of the staff. Similarly, most of the state offices are occupying rented apartments. Coupled with this are inadequate furniture and other infrastructure that could enhance the work environment for the staff of the Commission.

Publicity

Concerted efforts were made to improve the publicity of the Commission during the year and some considerable achievements were made in this direction. However, the Commission is still not as visible as expected. The poor finances of the Commission have not enabled it to embark on more sophisticated and intensive publicity drive. It is a known fact that publicity these days does not come cheap. The influx of the social media and sophistication of the traditional media calls for a well-planned communication strategy backed with appropriate funding.

Capacity Building

Like in the other areas discussed above the poor funding has hampered the capacity building and training programmes of the Commission. Apart from the

few sponsored training programmes by agencies like the United Nations Office of Drugs and Crime (UNODC) the Commission could not adequately sponsor its staff for training. It is hoped that the situation will improve in 2018.

CONCLUSION

The Public Complaints Commission has remained undaunted in accomplishing its mandate of entrenching social justice and good governance in Nigeria since it's over forty years of existence. From the above discussion, it can be easily deduced that the major problem militating against its efficient and effective performance revolve around poor funding.

Most of the challenges identified above result from poor funding of the Commission. For the Commission to maintain its integrity as an independent Ombudsman institution there should be an improvement in its budgetary allocation. It will be dangerous not only for the Commission but also for the nation if the Commission has to look outside its budgetary allocation to finance its activities. This will no doubt compromise its functions as well as its decisions. The budget of the Commission should therefore be enhanced to enable it adequately perform its statutory function.

Amendment of the Act

The Public Complaints Commission's Act as it is today was enacted in 1975 vide Decree 31 of 1975 and since then, there has not been any changes on it. There are many parts of the Act that are not in tune with the present realities. Apart from this, the Ombudsman is a global institution which has continued to move with the times. The Act of the Commission needs to be reviewed and amended to make her function effectively and meet up with Ombudsman international best practices.

The PCC must become autonomous from the civil service structure, and provisions must be made to increase the legal powers and jurisdictional competence of the PCC, a vigorous publicity campaign must be mounted to keep the public abreast of

the functions of the PCC. A team of competent, aggressive, and enterprising personnel must be attracted to the PCC to enhance efficiency and professionalism. With hard work, our hope is that our good thoughts and good volition shall come to fulfilment one day.