

### VISION STATEMENT

To restore the dignity of man through the enthronement of rule of law and the protection of an 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 of the Law 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 hitherto. It is from this that the following mandates of the Commission are deduced;

- Mandate to Investigate and Conduct Researches in Ministries, Departments and Agencies of 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.

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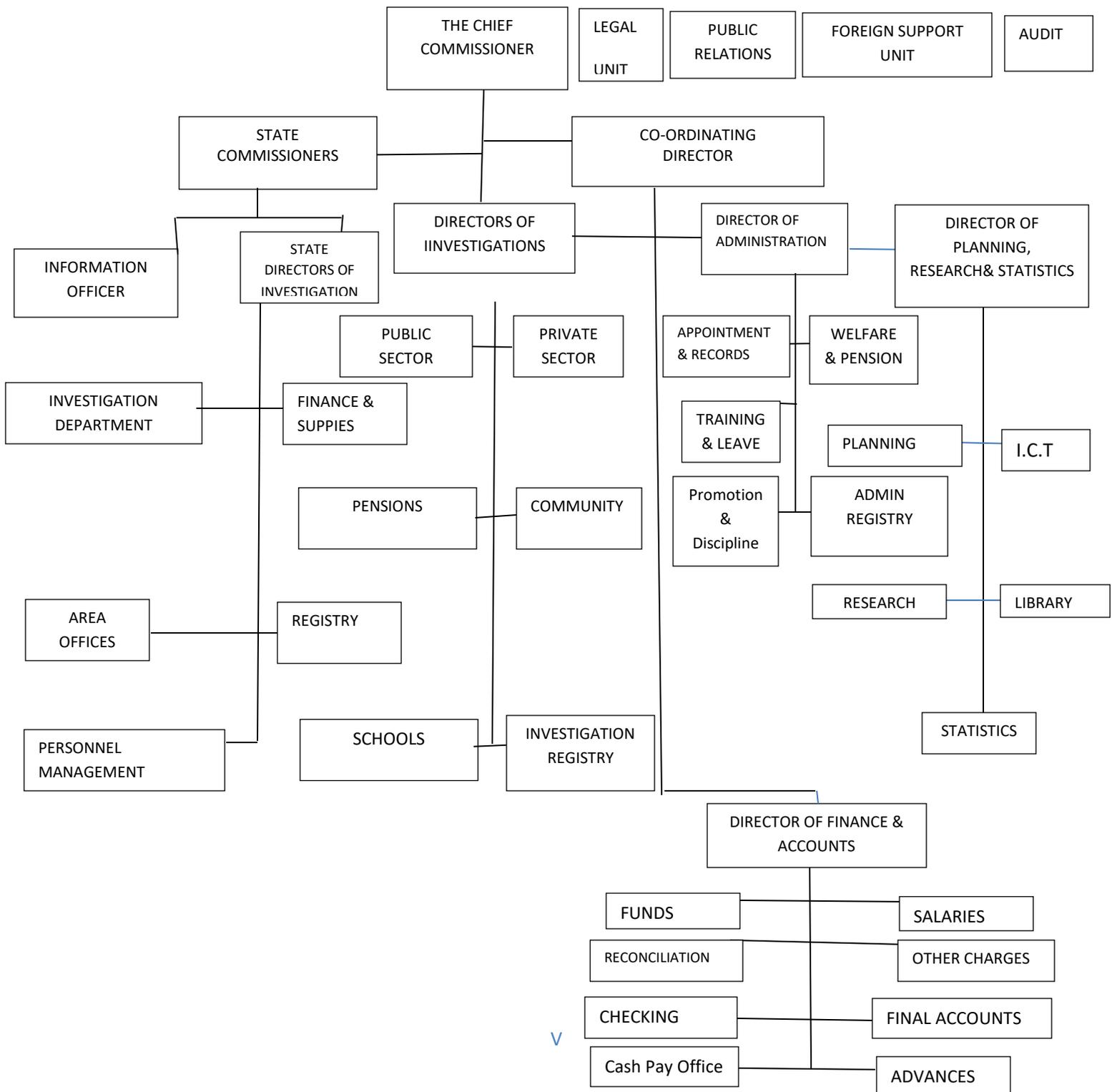
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# PUBLIC COMPLAINTS COMMISSION

## THE NIGERIAN OMBUDSMAN

### ORGANIZATIONAL CHART



## **OMBUDSMAN'S MESSAGE**

The new liberal democratic dispensation in many African Countries provides a positive environment for the Ombudsman. In Countries that are trying to consolidate constitutional democracy like Nigeria, the Ombudsman continues to play a key role in this scheme. Good governance, observance of the rule of law and creating a culture of adherence to administrative due process are, presently, priority areas of Ombudsman institutions all over the world.

It is not the name by which the Ombudsman institution is being called that matters. Indeed, some African Countries have refrained from using the designation "Ombudsman", preferring instead to adopt the title that best describes its role and functions. The first Ombudsman office in Africa established in Tanzania was called the Permanent Commission of Enquiry, while South Africa chose to call the Ombudsman, the Public Protector. Nigeria institution is called the Public Complaints Commission.

The factor that binds all Ombudsman institutions together is the fact that they were established to respond to the potentials in all bureaucracies for insensitivity, arbitrariness, capricious exercise of power, redtapism/delay, oppressive or unreasonable behaviour, unlawfulness and similar acts of maladministration.

The Ombudsman functions to ensure that Administrative Agencies make decisions in conformity with proper administrative procedures, norms or standards and with applicable rule of law, according to simple and flexible rules devoid of formalism,

with respect, prudence and promptness, in accordance with the norm and standards of ethics and discipline governing its Agents and with the requirements of good faith.

It is also the Ombudsman's responsibility to ensure that governmental decisions are made with diligence, these are communicated to the persons concerned in clear and concise terms and should contain the information required to enable the person to communicate effectively with the Administration. It is also the responsibility of the Ombudsman to ensure that Administrative Authorities give reasons for all unfavourable decisions they make and indicate any non-judicial proceeding available under the law and the time limits applicable.

The Public Complaints Commission started the year 2016 with high hopes of consolidating on its achievement of 2015. However, this hope was dimmed by the serious financial constraints resulting from the economic recession that hit the country that year.

The situation was worsened by the fact that in the year 2016, only ₦2 billion was curiously appropriated in the 2016 budget which was less than half of the budgets of the previous year. As a result of this precarious state of affairs, monthly salaries of workers were not fully paid as at when due. Rather, the salaries were only paid in parts and variable percentages from month to month throughout the larger part of the year 2016. However, following the intervention of well-meaning Agencies and Organs of Government, the Federal Government provided some funds by way of Virement of ₦2.5 billion in the 2016 budget for settlement of the arrears of workers' salaries.

Nevertheless, the Commission remained undaunted and pushed forward in its pursuit of giving redress to the helpless Nigerians. This Annual Report is therefore, a

way of informing the public, the National Assembly, the Executive, the Judiciary, Ministries, Departments and Agencies, all levels of government, Private Organizations, Civil Society Organizations, International Development Partners, and other Stakeholders of how we have fared in our mandate of seeking redress for Nigerians in the year 2016.

The Report presents samples of case summaries and full list of satisfactorily resolved cases. The samples are carefully presented in narrative form which reviews the complaints that were dealt with by the Commission after due investigation. It also contains 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; relations with the Civil Organizations; International Development Partners on Inter-Agency relations and relations with the mass media.

The Annual Report is the Ombudsman's valuable method of conveying feedback. It was rightly described by an Ombudsman scholar as the Ombudsman's "big mouth" that must compensate for the institution's "very short hand". In view of the fact that the Annual Report serves a variety of purposes and its diverse readership, the Commission in putting together this report, had attempted to achieve a balance between formality and the desire to produce a document which is readable and easily understood.

In the year 2016, the Commission received and investigated a total number of 54,697 complaints comprising those 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 21,741 Complaints, leaving

a total number of 32,956 complaints carried over to the year 2017. The journey so far has not been without challenges. In particular, 2016 was a very rough experience as the Commission had to run through the year with a very low budget. With the support of God, well-meaning Organs of State and the dedicated staff of the Commission, we survived the trying times. It is hoped that the situation will improve in 2017 and beyond.

We want to appreciate the National Assembly for its support and assistance to the Commission during the year. We also thank the Presidency, Ministries, Departments, Agencies, Civil Societies and our International partners for their cooperation and the Nigerian public for keeping faith with the Commission.

## CHAPTER 1

### INTRODUCTION

Since 1999 when Nigeria formally rejoined the league of nations of liberal democracy, it has recorded seventeen straight years of unbroken democratic governance. This feat is significant to the extent that it provides an opportunity to reflect on the prospects of good governance in Nigeria. Governance is not only about the process of forming a government and as administering political community, but also as a process of social engagement between the rulers and the ruled. It is a form of social contract in which this social engagement is defined in terms of the consent of a people to constitute a sovereign authority that will formulate laws, adjudicate laws and enforce these laws. The exercise of this authority involves a complex mechanism of processes and institutions where the people can articulate their interests, exercise their legal rights and mediate their differences.

However, the manner in which political authorities manage or use power determines whether it is good or bad governance. By implication, good governance is the efficient management of state institutions and resources for promoting the general welfare of the people in accordance with the rule of law. Good governance is closely associated with the public accountability, transparency and efficiency in the conduct of government business. Democracy, thus provides the means through electoral processes, by which the people give their support and consensus on how their leaders should run their affairs. The leaders on the other hand are under obligation to give the people the best of good life as well as protect them from any act of injustice. In doing this, the government puts in place institutions and structures that would facilitate the implementation of government responsibility to the people.

It is in a bid to entrench good governance through the protection of the fundamental rights and guarantee social justice that the Public Complaints Commission was established in Nigeria in 1975. Its emergence resulted from the prevalence of bureaucratic corruption that was hindering good governance and oppressive public administration after the civil war. Hence, the Commission is vested with the mandate of receiving complaints from aggrieved citizens against the administrative actions or inactions of government officials and its agencies. The Public Complaints Commission is an agency of the Federal government set up to redress complaints lodged by aggrieved citizens resident in Nigeria against administrative injustices. It is mandated to address all administrative injustices at federal, state and local government levels. As one of the foremost and indeed the first of the anti-corruption agencies established in the country, the Public Complaints Commission is the machinery for the control of administrative excesses which manifest in non-adherence to procedures or abuse of law.

The Public Complaints Commission promotes social justice while providing a viable option for Nigerians or anyone resident in Nigeria seeking redress against injustice arising from administrative bureaucratic errors, omission or abuse by officials of government, or limited liability companies in Nigeria.

The main function of the Public Complaints Commission is to investigate and provide redress on acts of maladministration. 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
- vi. acts that are otherwise objectionable.

### **Proactive Investigation:**

Pursuant to Section 5 (2) of the Act, the Commission encourages its staff to monitor 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.

### **Community Relations:**

Through the intervention of the Commission, peaceful coexistence among communities is ensured. There are instances in which aggrieved communities would have taken the laws into their hands and could have resulted in breach of peace if the Commission had not intervened.

### **Reactive Investigation:**

The Commission had successfully investigated complaints 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.

**Referral:**

In line with the provisions of the Commission's Acts, out of these complaints, those that were found to be outside the Commission's terms of reference were referred to appropriate agencies like Economic and Financial Crimes Commission (E.F.C.C), Independent Corrupt Practices Commission (I.C.P.C), Consumer Protection Council (C.P.C) and Standards Organization of Nigeria (S.O.N), Human Right Commission among others, for the required attention.

**Inter-Agency Collaborations**

During the year under report, the Commission consolidated on its relationship and collaboration with some MDAs and organizations. 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).
- Collaboration with Non-Governmental Organizations (NGOs) like the CLEEN Foundation and the Justice for All (J4ALL) in areas of corruption prevention and social justice.

## Integrated Complaints Management System

In order to make the Commission more accessible to the public and make its operations more refined, an Information Technology (IT) based Integrated Complaint Management System was put in place. This is to enable complainants to lodge and monitor their complaints through the internet and social media from anywhere they may be. This system can be accessed through the following;

**Website:** [www.pcc.gov](http://www.pcc.gov)

**Email:** [info@pcc.gov.ng/complain@pcc.gov.ng](mailto:info@pcc.gov.ng/complain@pcc.gov.ng)

**Facebook:** [www.facebook.com/pccnigeria](http://www.facebook.com/pccnigeria)

In adopting the Alternative Dispute Resolution (ADR) mechanisms of mediation, arbitration and conciliation, the Commission affords the complainant simple, friendly and suitable grounds for mediation, negotiation and reconciliation. The Commission also employs the power 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.

The services of the Commission are cost-free and accessible to the citizenry thus giving those who cannot afford the cost of litigation the opportunity of a free and fair redress. Furthermore, the Commission's activities and operations spread all over the country as it has 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) Area 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, Investigation Department (Public Sector) and Investigation Department (Private Sector).

## CHAPTER 2

### DEPARTMENTS OF INVESTIGATION

In the year 2016, the Commission received and investigated a total number of 54,697 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 21,741 complaints, leaving a total number of 32,956 complaints carried over to the year 2017.

With the advent of the present Commissioners, under the leadership of the Honourable Chief Commissioner, (2015 to date) 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:

#### **1. Private Sector Investigation Department comprises:**

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

#### **2. Public Sector Investigation Department comprises:**

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

**Public Sector Investigation Department**

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 in Investigation Department**

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 Department, 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 2016**

s/n	Station	(A) Total Number of cases BF 2015	(B) Total Number of cases received in the current year 2016	(C) Total number of cases processed (A+B)	(D) Total Number of cases resolved from C	(E) Total Number of cases pending from C
1	HEADQUARTERS	3836	695	4531	255	4276
2	ABIA	286	382	668	367	301
3	ADAMAWA	533	194	727	120	607
4	AKWA IBOM	186	591	777	527	250
5	ANAMBRA	6520	1493	8013	4229	3784
6	BAUCHI	706	923	1629	902	727
7	BAYELSA	313	591	904	494	410
8	BENUE	446	2169	2615	2013	602
9	BORNO	664	211	875	27	848
10	CROSS RIVER	521	47	568	25	543
11	DELTA	163	323	486	183	303
12	EBONYI	1015	658	1673	453	1220
13	EDO	646	574	1220	678	542
14	EKITI	273	189	462	159	303
15	ENUGU	2052	530	2582	381	2201
16	GOMBE	202	448	650	378	272
17	IMO	58	229	287	141	146
18	JIGAWA	324	405	729	382	347
19	KADUNA	2385	1051	3436	487	2949
20	KANO	633	402	1035	115	920
21	KATSINA	463	624	1087	648	439
22	KEBBI	22	38	60	30	30
23	KOGI	442	267	709	219	490
24	KWARA	81	473	554	424	130
25	LAGOS	1635	1246	2881	730	2151
26	NASARAWA	158	203	361	43	318
27	NIGER	79	3949	4028	3191	837
28	OGUN	834	264	1098	331	767
29	ONDO	248	1274	1522	1223	299
30	OSUN	1015	771	1786	573	1213
31	OYO	732	367	1099	222	877
32	PLATEAU	434	199	633	147	486
33	RIVERS	574	269	843	375	468
34	SOKOTO	558	301	859	105	754

35	TARABA	135	150	285	92	193
36	YOBE	437	164	601	282	319
37	ZAMFARA	12	433	445	441	4
38	F.C.T	1277	702	1979	349	1630
	<b>TOTAL</b>	<b>30898</b>	<b>23799</b>	<b>54697</b>	<b>21741</b>	<b>32956</b>

**Table 2.**

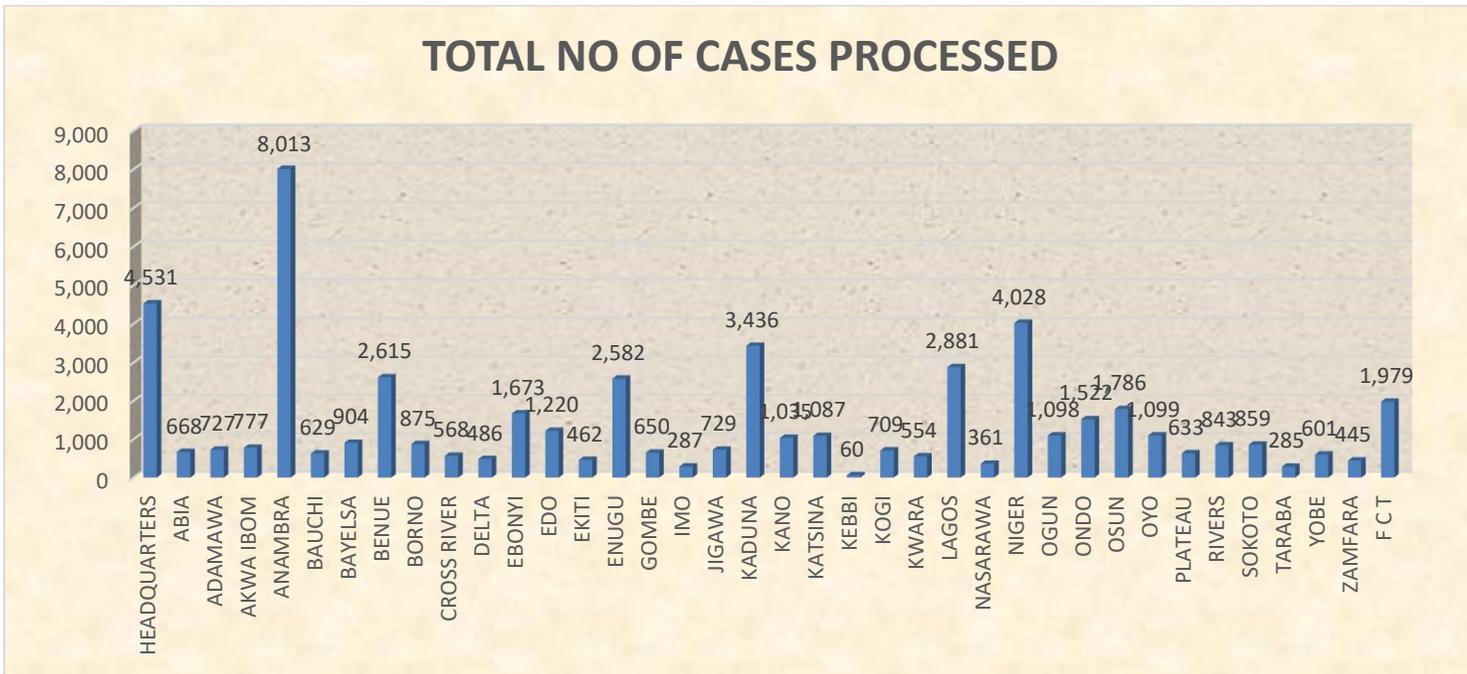
Summary of operational statistics of cases processed, resolved and pending in headquarters, 36 States and FCT for the year 2016

<b>STATION</b>	<b>TOTAL NO OF CASES PROCESSED</b>	<b>TOTAL NO OF CASES RESOLVED</b>	<b>TOAL NO OF CASES PENDING</b>
HEADQUARTERS	4,531	255	4,276
ABIA	668	367	301
ADAMAWA	727	120	607
AKWA IBOM	777	527	250
ANAMBRA	8,013	4,229	3,784
BAUCHI	629	902	727
BAYELSA	904	494	410
BENUE	2,615	2,013	602
BORNO	875	27	848
CROSS RIVER	568	25	543
DELTA	486	183	303
EBONYI	1,673	453	1,220
EDO	1,220	678	542
EKITI	462	159	303
ENUGU	2,582	381	2,201
GOMBE	650	378	272

IMO	287	141	146
JIGAWA	729	382	347
KADUNA	3,436	487	2,949
KANO	1,035	115	920
KATSINA	1,087	648	439
KEBBI	60	30	30
KOGI	709	219	490
KWARA	554	424	130
LAGOS	2,881	730	2,151
NASARAWA	361	43	318
NIGER	4,028	3,191	837
OGUN	1,098	331	767
ONDO	1,522	1,223	299
OSUN	1,786	573	1,213
OYO	1,099	222	877
PLATEAU	633	147	486
RIVERS	843	375	468
SOKOTO	859	105	754
TARABA	285	92	193
YOBE	601	282	319
ZAMFARA	445	441	4
F C T	1,979	349	1,630
NATIONAL	54,697	21,741	32,956

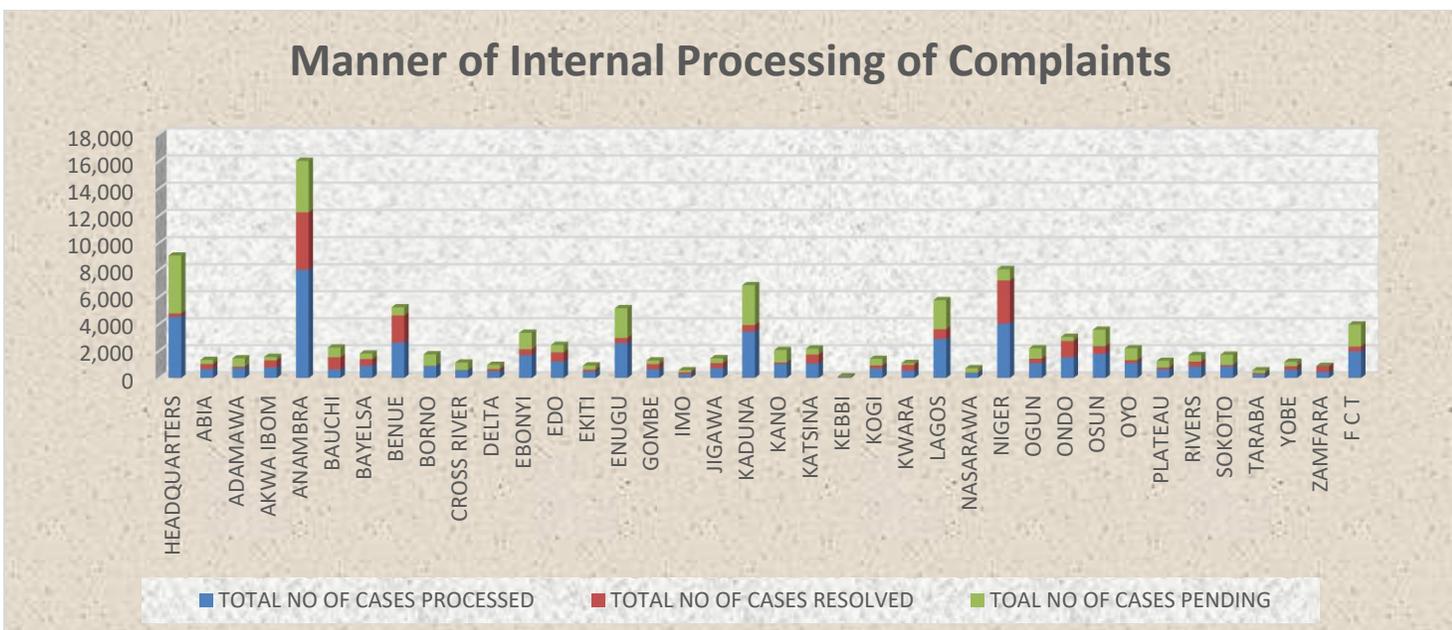
**Figure 1.**

**REPRESENTATION OF TOTAL NUMBER OF CASES PROCESSED FOR THE YEAR.**



**Figure 2.**

**REPRESENTATION OF MANNER OF INTERNAL PROCESSING OF COMPLAINTS**

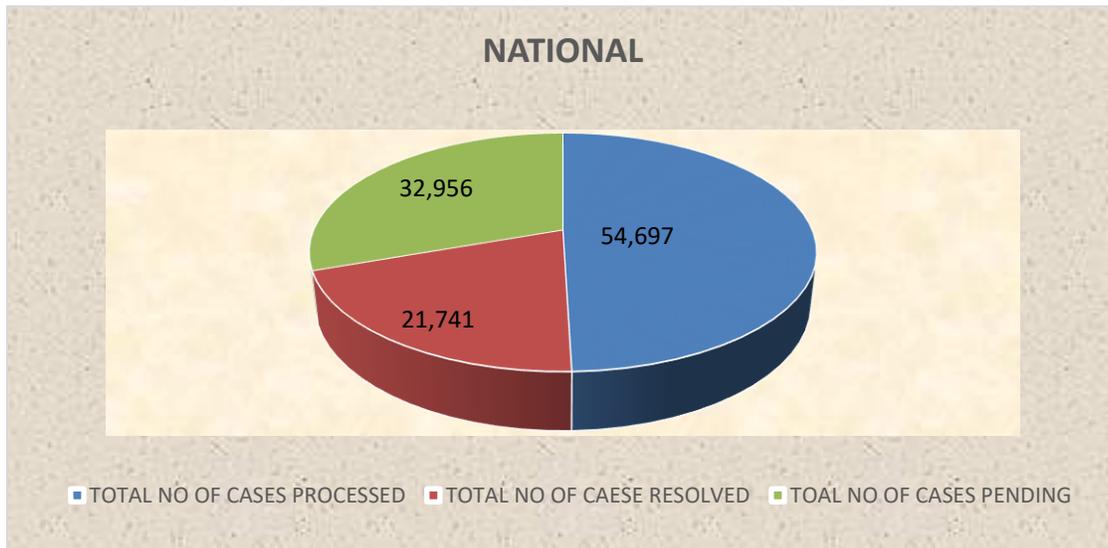


**Figure 3a**

**PIE-CHART REPRESENTATION OF TABLE 2**

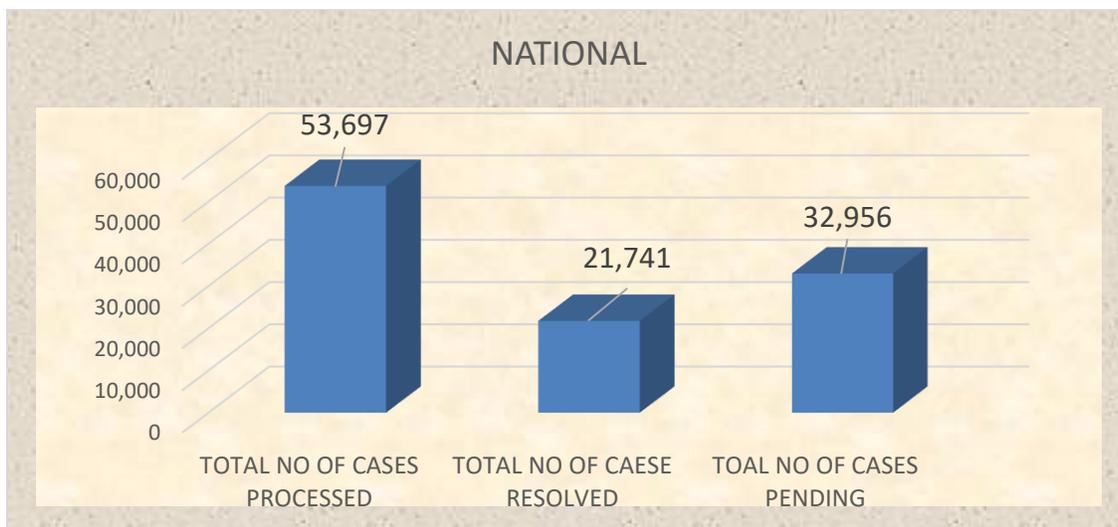
**NATION WIDE**

	TOTAL NO OF CASES PROCESSED	TOTAL NO OF CASES RESOLVED	TOTAL NO OF CASES PENDING
NATIONAL	54,697	21,741	32,956



**Fig 3b**

**Bar chart representation of Table 2 Nationwide**



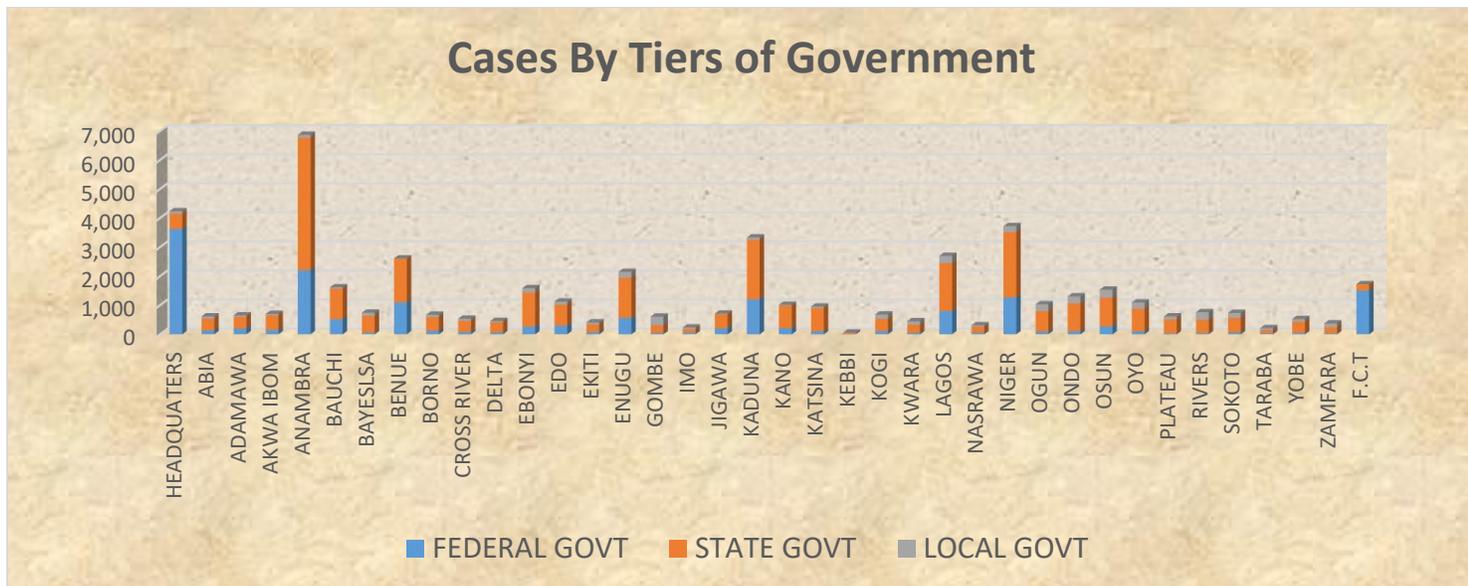
**TABLE 3.****MANNER OF PROCESSING OF COMPLAINTS BY TIERS OF GOVERNMENT/OTHER SECTORS FOR THE YEAR 2016.**

	<b>NATIONWIDE</b>	<b>FEDERAL GOVT</b>	<b>STATE GOVT</b>	<b>LOCAL GOVT</b>	<b>PRIVATE BUSINESS</b>	<b>NON PROFIT SECTOR</b>
HEADQUARTERS	4,531	3,625	520	94	210	82
ABIA	668	140	404	74	24	26
ADAMAWA	727	200	405	50	45	27
AKWA IBOM	777	150	510	46	41	30
ANAMBRA	8,013	2,210	4,560	100	1,120	23
BAUCHI	1,629	520	1,050	50	5	4
BAYESLSA	904	60	580	105	109	50
BENUE	2,615	1,102	1,504	9	0	0
BORNO	875	120	474	80	110	91
CROSS RIVER	568	84	380	76	20	8
DELTA	486	66	350	46	14	10
EBONYI	1,673	260	1,180	150	53	30
EDO	1,220	300	720	110	60	30
EKITI	462	80	260	70	27	25
ENUGU	2,582	562	1,380	210	380	50
GOMBE	650	50	260	300	30	10
IMO	287	64	120	53	40	10
JIGAWA	729	210	480	24	10	5
KADUNA	3,436	1206	2,048	82	58	42
KANO	1,035	207	780	30	10	8
KATSINA	1,087	105	802	50	80	50
KEBBI	60	10	40	10	0	0
KOGI	709	112	420	150	17	10
KWARA	554	54	280	120	80	20
LAGOS	2,881	801	1,650	250	110	70

NASRAWA	361	54	210	50	30	17
NIGER	4,028	1270	2,250	204	280	24
OGUN	1,098	98	706	230	54	10
ONDO	1,522	107	960	240	200	15
OSUN	1,786	270	990	280	180	66
OYO	1,099	101	781	215	2	0
PLATEAU	633	30	490	100	10	3
RIVERS	843	42	461	260	50	30
SOKOTO	859	67	501	170	65	56
TARABA	285	36	109	70	40	30
YOBE	601	51	375	102	40	33
ZAMFARA	445	31	216	130	58	10
F.C.T	1,979	1506	210	10	250	3
<b>National</b>	<b>54,697</b>	<b>15,961</b>	<b>29,416</b>	<b>4,400</b>	<b>3,912</b>	<b>1,008</b>

**Figure. 1.**

**Bar chart representation of cases processed by tiers of government from table 3 for the year 2016**



**FIGURE 2.**

**BAR CHART REPRESENTATION OF CASES PROCESSED BY PRIVATE BUSINESS AND NON-PROFIT SECTOR FROM TABLE 3.**

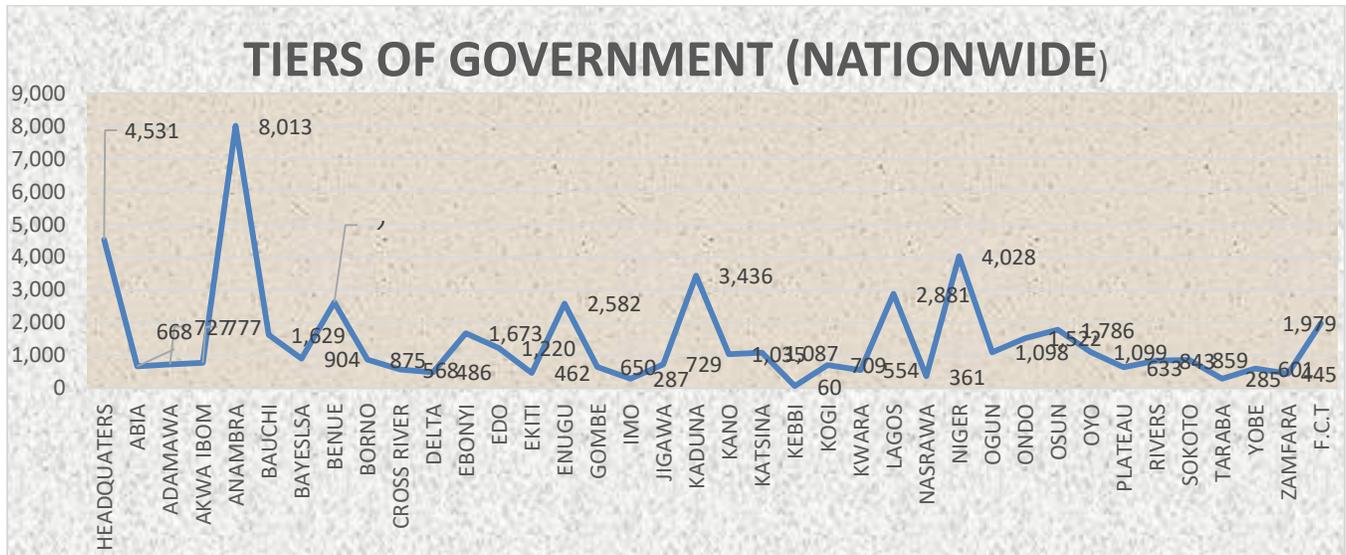


**TABLE 4.**

	States	NATIONWIDE
<b>S/NO</b>	<b>HEADQUATERS</b>	<b>4,531</b>
1	ABIA	668
2	ADAMAWA	727
3	AKWA IBOM	777
4	ANAMBRA	8,013
5	BAUCHI	1,629
6	BAYESLSA	904
7	BENUE	2,615
8	BORNO	875
9	CROSS RIVER	568
10	DELTA	486

11	EBONYI	1,673
12	EDO	1,220
13	EKITI	462
14	ENUGU	2,582
15	GOMBE	650
16	IMO	287
17	JIGAWA	729
18	KADUNA	3,436
19	KANO	1,035
20	KATSINA	1,087
21	KEBBI	60
22	KOGI	709
23	KWARA	554
24	LAGOS	2,881
25	NASRAWA	361
26	NIGER	4,028
27	OGUN	1,098
28	ONDO	1,522
29	OSUN	1,786
30	OYO	1,099
31	PLATEAU	633
32	RIVERS	843
33	SOKOTO	859
34	TARABA	285
35	YOBE	601
36	ZAMFARA	445
37	F.C.T	1,979
<b>38</b>	<b>TOTAL</b>	<b>54,697</b>

**Fig 1 Graphical representation of cases processed by Headquarters, 36 states and FCT from Table 4**



**Table 5.**

**SUMMARY OF OPERATIONAL STATISTICS OF CASES PROCESSED, RESOLVED, PENDING AND PERCENTAGE PERFORMANCE IN THE HEADQUARTERS, 36 STATE OFFICES AND FCT IN THE YEAR 2016**

S/NO	STATION	TOTAL NO OF CASES PROCESSED	TOTAL NO OF CASES RESOLVED	TOAL NO OF CASES PENDING	NO OF CASES DISPOSED OVER TOTAL NO OF CASES PROCESSED
1	HEADQUARTERS	4,531	255	4,276	5.63%
2	ABIA	668	367	301	54.49%
3	ADAMAWA	727	120	607	16.51%
4	AKWA IBOM	777	527	250	67.82%
5	ANAMBRA	8,013	4,229	3,784	52.78%
6	BAUCHI	629	902	727	55.37%
7	BAYELSA	904	494	410	54.65%
8	BENUE	2,615	2,013	602	76.98%
9	BORNO	875	27	848	3.09%
10	CROSS RIVER	568	25	543	4.40%
11	DELTA	486	183	303	37.65%
12	EBONYI	1,673	453	1,220	27.70%
13	EDO	1,220	678	542	55.57%
14	EKITI	462	159	303	34.42%
15	ENUGU	2,582	381	2,201	14.76%
16	GOMBE	650	378	272	58.15%
17	IMO	287	141	146	49.12%
18	JIGAWA	729	382	347	52.40%
19	KADUNA	3,436	487	2,949	14.17%
20	KANO	1,035	115	920	11.11%
21	KATSINA	1,087	648	439	59.61%
22	KEBBI	60	30	30	50%
23	KOGI	709	219	490	30.89%
24	KWARA	554	424	130	79.53%
25	LAGOS	2,881	730	2,151	25.34%

26	NASARAWA	361	43	318	11.91%
27	NIGER	4,028	3,191	837	79.22%
28	OGUN	1,098	331	767	30.15%
29	ONDO	1,522	1,223	299	80.35%
30	OSUN	1,786	573	1,213	32.08%
31	OYO	1,099	222	877	20.20%
32	PLATEAU	633	147	486	23.22%
33	RIVERS	843	375	468	44.48%
34	SOKOTO	859	105	754	12.22%
35	TARABA	285	92	193	32.28%
36	YOBE	601	282	319	46.92%
37	ZAMFARA	445	441	4	99.10%
38	F C T	1,979	349	1,630	17.64%
	<b>NATIONAL</b>	<b>54,697</b>	<b>21,741</b>	<b>32,956</b>	

**TABLE 6.**

### **CASES BY TIERS OF GOVERNMENT**

TIERS OF GOVERNMENT	PUBLIC PETITION OR COMPLAINTS	INITIATED BY THE AGENCY	ANONYMOUS COMPLAINTS	REFERAL FROM OTHER LAW ENFORCEMENT AGENCY	1 COMPLAINTS	TOTAL	%
Federal	14,420	972	305	202	62	15,961	32%
State	23,410	4,412	531	812	251	29,416	59%
Local	3,920	241	172	42	25	4,400	9%
<b>Total</b>	<b>41,750</b>	<b>5,625</b>	<b>1,008</b>	<b>1,056</b>	<b>338</b>	<b>49,777</b>	<b>100%</b>

**Table 7****COMPLAINTS RECEIVED AGAINST MDA'S**

S/ N O	STATION	PUBLIC PETITIO N OR CONPLA INTS	AGENCY'S OWN INITIATIVE	ANONYMO US/ COMPLAINT S	REFERRAL FORM/OT HER LAW ENFORCE MENT AGENCIES	REFERR AL FROM CSO &NGO	i- CO MP LAI NT	TO TAL
1	Non-Payment of Entitlement/Salary	1012	301	78	22	-	7	1420
2	Breach of Contract	2010	39	-	9	-	-	2058
3	Wrongful Dismissal from Office	1337	498	8	-	-	-	1843
4	Wrongful Suspension	1981	-	-	-	-	-	1981
5	Harassment/Social Abuse	1611	30	-	28	-	12	1681
6	Unlawful Detention and Victimization by the Police	428	954	-	-	-	-	1382
7	Non release of Examination results and Certificates	1039	92	298	64	-	-	1493
8	Wrongful placement in Rank.	1049	-	-	-	-	-	1049
9	Non-Payment of Allowances	1422	71	-	-	-	17	1510
10	Non-Payment /Wrongful	921	56	-	-	-	-	977

	Computation of Benefits							
11	Mutilation of Documents	135	-	-	-	-	-	135
12	Intimidation	1001	87	39	-	-	1	1128
13	Denial of Promotion/ Promotion Arrears	2011	-	-	-	-	-	2011
14	Demotion	997	14	-	-	-	-	1011
15	Non-Payment & Gratuity	795	-----	-	613	-	3	811
16	Untimely Retirement	899	-	29	-	-	-	928
17	Law enforcement- Police, Army related Matters	887	31	3	-	-	-	921
18	Health Issues	922	58	2	29	-	-	1011
19	Traffics Related Matters	873	138	-	-	-	2	1013
20	PHCN Matters	1011	728	-	85	-	-	1824
21	Refusal of Admission	870	-	3	-	-	2	875
22	Others	17112	957	17	229	-	-	18315
23	Total	40,323	4,054	477	479	-	44	45377

**TABLE 8.****CASES RECEIVED AGAINST THE PRIVATE SECTOR**

S/N O	STATION	PUBLIC PETITION OR CONPLAIN TS	AGENCY 'S OWN INITIATI VE	ANONYMO US/ COMPLAIN T S/ PROTECTED DISCLOSUR E	REFERRAL FORM/OTHE R LAW ENFORCEME NT AGENCIES	i- COMPLAI NT	TOT AL
1	HEADQUART ERS	157	91	30	18	6	302
2	ABIA	47	30	-	-	-	77
3	ADAMAWA	109	22	-	-	-	131
4	AKWA IBOM	105	4	-	-	-	109
5	ANAMBRA	411	21	-	-	-	432
6	BAUCHI	18	-	3	-	-	21
7	BAYELSA	127	21	-	-	-	148
8	BENUE	5	-	-	2	-	7
9	BORNO	158	7	-	2	-	167
10	CROSS RIVER	69	4	-	-	-	73
11	DELTA	43	-	-	-	-	43
12	EBONYI	119	8	-	2	-	129
13	EDO	138	7	2	-	-	147
14	EKITI	48	33	-	-	-	81
15	ENUGU	218	8	-	-	-	226
16	GOMBE	50	6	-	3	-	59
17	IMO	121	4	-	-	-	125
18	JIGAWA	49	-	-	-	-	49
19	KADUNA	163	18	-	2	-	183
20	KANO	39	-	-	-	-	39
21	KATSINA	160	5	-	-	-	165
22	KEBBI	3	1	-	-	-	4

23	KOGI	50	1	-	-	-	51
24	KWARA	133	4	-	-	-	137
25	LAGOS	168	-	-	-	-	168
26	NASARAWA	118	-	-	-	-	118
27	NIGER	313	2	-	-	-	315
28	OGUN	136	-	-	-	-	136
29	ONDO	123	70	-	-	-	193
30	OSUN	167	11	-	-	-	178
31	OYO	6	1	-	-	-	7
32	PLATEAU	13	-	-	-	-	13
33	RIVERS	141	7	-	-	-	148
34	SOKOTO	99	8	-	-	-	107
35	TARABA	110	2	-	-	-	112
36	YOBE	121	-	-	-	-	121
37	ZAMFARA	120	7	-	-	-	127
38	F C T	253	19	-	-	-	272
	<b>NATIONAL</b>	4,428	422	35	29	6	4,920

## Preventive Programmes and Summary of Some Concluded Cases State by State

### **ABIA STATE.**

#### **CASE NO. 1.**

#### **UNDUE EXTORTION FOR COLLECTION OF WEST AFRICAN EXAMINATION COUNCIL CERTIFICATE.**

Miss A.K.A, and 9 others lodged a complaint in the Commission and alleged that the Principal of Little Friends Secondary School, Umuelenta, Aba, Abia State requested the sum of thirty seven thousand eight hundred naira (~~N~~37,800) each of them before the issuance of their WAEC certificates.

They further claimed that they reported the matter to the WAEC who frowned at it, but unfortunately delayed in the investigation and resolution of the matter. The Complainants therefore came to the Commission as their last resort as most of them needed their Certificates for clearance in their various institutions of higher learning.

On the receipt of this complaint, the Hon. Commissioner assigned the case to some astute Investigation Officers of this Commission and mandated them to embark on immediate investigation due to the nature of this case with a view to resolving it. The Officers, first of all visited the WAEC office Umuahia to find out why payment should be made in schools before the issuance of certificates, so as to guide the Commission on the further action to take.

The Investigation Officers met with the Director of Exams who stated emphatically that WAEC Certificates are not issued with any amount of money, neither does WAEC charge schools for the issuance of Certificates. He further stated that, on no account should any school charge money for the issuance of WAEC Certificates. He

therefore pleaded with the Commission to give them a period of one week to investigate the matter and get back to them.

Before the expiration of one week, the complainants came back to the Commission to show their certificates as proof that they have obtained redress.

On this happy note, the case file was closed.

#### **CASE NO.2.**

#### **ALLEGED UNAUTHORIZED WITHDRAWALS OF THE SUM OF ₦490, 000 FROM UNITED BANK OF AFRICA (UBA)**

On the 4<sup>th</sup> February,2016, Pastor C.U rushed to the Commission's office looking gloomy. He alleged that United Bank of Africa (UBA) Factory road, Umuahia fraudulently withdrew the sum of ₦490,000 from his account.

He stated further that he had reported the matter to the Branch Manager but nothing was done about it. He lamented that as a result of this situation he could neither provide food for his family nor pay the School fees of his children. He therefore rushed to the Commission as his only hope of getting redress.

On the receipt of this complaint, the Hon. Commissioner quickly assigned the case to a group of Investigation Officers of the Commission who forwarded the letter of Complaint with its annexure to the branch Manager of United Bank of Africa (UBA) for his perusal and comments for purposes of fair hearing.

However, the Commission received no response from the bank and therefore sent a reminder and also embarked on a follow-up-visit to the Bank. The Branch Manager

affirmed the case and informed the Commission that the culprits have been arrested.

Furthermore, he promised and assured that the said amount shall be refunded to the Complainant in no distant time after consultation with their Headquarters.

The joy of the Complainant knew no bounds as he rushed back to the Commission on 27<sup>th</sup> April, 2016, this time, looking so cheerful and lively. He informed the Commission that all this money had been credited to his account.

On this happy note, the case file was closed.

### **CASE NO.3**

**PCC/AB/C.357/2016.**

#### **ALLEGATION OF UNJUSTIFIED SEIZURE OF SEVEN (7) MONTHS SALARIES**

Pastor (Mrs) B.L, is a staff of the Federal Medical Centre Umuahia. On 30<sup>th</sup> August, 2016, she came to the Commission and lodged a petition against the Medical Director Federal Medical Centre Umuahia on the mentioned subject matter. According to her, in the month of July, 2015, she was on annual leave and later recalled her back to the office in the same month by the respondent (Medical Director)- Dr. A.C. with respect to a police invitation on alleged “conspiracy and child trafficking” she continued that while the police and investigation was on course, Mr. G.N. wrote an application to the police and withdrew his petition against Mrs. B.L. and others. The complainant further stated that she was notified by First Bank and Union Bank Plc respectively of breach of contract and non-payment of her salaries from September 2015 – March 2016 to enable them to recover the above loan facility given to her. This development made her to notify the medical Director of

the non-payment of her September 2015- March 2016 salaries. She maintained that she was not aware of the stoppage of her salaries due to the fact that she was saving the bulk money in her salary account to solve future pressing needs. She said that inquiry made with respect to her letter to the Medical Director revealed that he had instructed the Director of Finance to pay her salaries but due to non-compliance by the Director of Finance she wrote a follow-up letter in the month of June, 2016 requesting for an official reply to her unpaid salaries. According to her, Director of Finance informed her repeatedly that they want to raise the money from internally generated fund.

She insisted that due to the continuous and prolonged delay tactics, she opted to solicit for the intervention of the Commission to enable her to recover her seven months unpaid salaries since the banks were on her neck to recover their loan. The complainant emphasized that she was in deep financial debt to her close friends who have been assisting her to meet up with her family financial needs.

On receipt of this petition, the Commission carried out a preliminary study of the issues raised by the complainant and the accompanying documents to enable us to ascertain the veracity or otherwise of her claims. In the course of our study, the non-payment of salaries was not in conformity with the relevant procedure as stipulated in the Public Service Rule.

The above development made the Commission to visit the Medical Director Dr. A.C. to ensure that the matter would be resolved urgently. He informed us that Pastor (Mrs) B.L.'s salaries were stopped because she was involved in a case of child trafficking. The Commission demanded to ascertain if he applied the disciplinary procedure in accordance with the Public Service Rule. Dr. A.C, in his response said

that one Mr. G.N. involved the police and the Management had no opportunity to apply the Public Service Rule. He further said that the same man wrote an application dated 8<sup>th</sup> September,2015, for the withdrawal of the case from the office of the Assistant Inspector General of Police. When we discovered that there was no report against the complainant, the Commission advised him to pay the complainant.

At this juncture, the respondent appreciated the Commission's approach and affirmed that he will pay her the total sum of two million and one hundred thousand naira in three installments. After a period of one month, the complainant informed the Commission that she has received an alert of the first installment (3 months salaries) to the tune of nine hundred thousand naira. In the subsequent months, the Medical Director fulfilled his promises.

In view of this positive development, the case file was laid to rest.

## **ADAMAWA STATE**

### **CASE NO.1.**

#### **NON PAYMENT OF SALARIES FROM FEBRUARY-MAY, 2015.**

Mr. L. S, lodged a complaint at our Ganye Area Office on the 9<sup>th</sup> June,2015 alleging non-payment of his salaries after January,2015 salary. He stated that his salary was wrongly stopped on 19<sup>th</sup> February, 2015 without any explanation except for a statement on his pay slip which read “employee was terminated” He alleged that he has never received a query nor appeared before the Management Committee for any misconduct. After much effort on his part to get an explanation through a letter of enquiry to the Executive Secretary, Post Primary Schools Management Board, Yola on the stoppage of his salary without success, he sought the intervention of this Commission for a positive resolution.

On receipt of the case, the complainant was invited to the Commission to clear some grey areas on the case. After weeks of follow-up with the Board in Ganye Zonal Office, the complainant was contacted and he confirmed that he had been paid all his salary arrears, expressing gratitude and commending the efforts of the Commission in resolving his case. He was advised to express his gratitude to the commission formally, which he did. A copy of the appreciation letter is hereby attached. It is on this happy note that the file was closed.

### **CASE NO.2**

#### **ALLEGED ON NON PAYMENT OF FIFTEEN MONTHS PENSION ARREARS**

Mr. Y.S. a resident of Jimeta-Yola lodged a complaint before this Commission on 8<sup>th</sup> March, 2016 against Adamawa State Pension Board for non-payment of fifteen (15)

months pension starting from November, 2012 – January, 2014. He alleged that he retired from service in 2009 and started getting his pension in September, 2012, he said he received pension for two months only, before it was stopped.

Upon receipt of his complaint, Investigation commenced to establish the fact of the case by sending a letter to Adamawa State Pension Board requesting for comments vide letter PCC/AD/51/2016/1. All documents provided by the complainant were attached.

The Secretary to the Pension Board replied via letter reference no. S/EN/17/T.1, where a receipt of the Commission's letter was acknowledged and it was stated that the Board had treated and forwarded the complainant's file to the Office of the Accountant-General (e-payment section) for payment of the complainant's pension arrears.

The letter of response was forwarded to the Accountant General's Office for confirmation. Series of on-the spot visits were embarked upon to facilitate speedy action on the case. Consequently, the Accountant-General's Office responded and stated that the complainant had done his bio-data capture and he will be paid his pension arrears in due course. This development led to the closure of the case.

### **CASE NO 3.**

#### **ALLEGED DENIAL OD ISSUANCE OF TWO HUNDRED AND NINETY SIX BAGS OF FERLIZER.**

As the Commission deals with the general public, it contends with issues that are necessarily administrative injustice in nature but did not also meet the yearning of

the people and often seen or interpreted by the Commission as “otherwise objectionable”.

On the 27<sup>th</sup> August, 2013, the Commission received a complaint from Mr. G. S, and fourteen others of Fertilizers Traders Cooperative Society Ltd against the Adamawa State Ministry of Agriculture. They alleged that the Ministry of Agriculture allocated two thousand one hundred and sixty (1,260) bags of fertilizers but were issued with one thousand eight hundred and sixty four (1,864) thousand bags with a balance of two hundred and ninety six (296) bags which has not been issued since 2011 hence their complaint before the Commission.

The Commission commenced investigation into the matter and it was found that the Ministry of Agriculture has not been able to issue the remaining bags of fertilizer due to lack of supply from the contractor but there was a plan on ground to offset the balance as soon as the fertilizer is made available. However, it was later discovered that the complainants were not the original allottees of the fertilizer. The fertilizer was allocated to Women Association, Adamawa State and so with this revelation, the women Association now transfer the fertilizer and its liability to the Fertilizer Traders Association to the satisfaction of the parties involved and the matter was closed.

## **AKWA-IBOM 2016**

### **CASE NO:1.**

#### **ALLEGED REFUSAL TO REFUND PART PAYMENT OF HOSPITAL BILL**

On the 17<sup>th</sup> June, 2016, a complaint was lodged in the Commission through the Etinan Area office by Mr E.U against Eminent Hospital of No. 22 Obotim Street, Etinan Local Government Area in Akwa-Ibom State.

The complainant alleged that he deposited the sum of ~~₦~~80, 000.00 (Eighty Thousand Naira) as part payment for the treatment of his mother in the Hospital. He however observed that, there was no improvement in her health condition after two (2) weeks and this prompted him to relocate her to another hospital, where she was properly attended to with consequent improvement in her condition. Thereafter, he went back to the previous Hospital and demanded for a refund of the money he deposited, but the Doctor declined his request.

On the receipt of the complaint, the Area Officer met with the Medical Director of the Hospital and solicited on behalf of the complainant for a refund of some percentage of the deposited money. The Doctor agreed to refund the sum of ~~₦~~30, 000.00(Thirty thousand Naira) at the end of June, 2016. The Commission followed up the matter with the Doctor in line with his promise.

On 14<sup>th</sup> July, 2016, the complainant wrote to inform the Commission that, the sum of ~~₦~~30, 000.00 (Thirty thousand Naira) has been refunded to him and he was appreciative of the Commission's effort which brought the case to a happy ending for him.

On this note, the complaint was closed on 4<sup>th</sup> August, 2016.

**CASE NO.2.**

**ALLEGED INTIMIDATION/DISCRIMINATION AND UNLAWFUL SEIZURE OF SALARIES BY LOCAL EDUCATION AUTHORITY RE: MRS J.U.G**

On the 22 of December, 2015 the Commission received a complaint bordering on the above caption from our sister office in Anambra State.

After an analysis by the Case Assessment Team (CAT), an indebt investigation was conducted on the matter as series of visits were paid to the Local Education Authority, Uruan, and State Universal Basic Education Board.

A first visit by the Commission was prompt, upon the receipt of the compliant. The Commission officers examined the physical structure of the complex, staff and their relationship with one another.

On the 9th of March, 2016, the Complainant J.U.G registered her presence in the Commission in response to the Commission's invitation to seek clarification on the matter arising from the Commission on-the-spot investigation. After the meeting with the complainant, the Commission sent another team of Investigators for on-the spot investigation to the Local Education Authority to see the Education Secretary on the matter as a follow up.

Upon the Commission's arrival, some issues were further observed, which were carefully addressed one after the other, and at the end of the day, the Education Secretary, the complainant and other members of staff were satisfied. They thanked the Commission for the efforts that brought a conducive and peaceful atmosphere.

After that crucial peace talk, the Commission monitored the Local Education Authority and its Officials and the complainant for three months during which the complainant brought a verbal report that all was well as she now relates freely with other staff, while she has been given an office and items of furniture and more importantly, a schedule.

The Commission received commendations via phone calls from the Director, Administration, Education Secretary and some staff of the Local Education Authority thanking the Commission for the intervention.

On this note the case was closed on 13<sup>th</sup> July, 2016.

## **ANAMBRA STATE**

**CASE NO.1.**

### **REQUEST TO HELP ME RECOVER MY ARREARS OF PENSION**

By a letter dated 8<sup>th</sup> February, 2016, the Commission received a petition from E.S.M. on the non-payment of:

1. Arrears of state pension for 21 months (Nov. 2007 —July 2009
2. Arrears of July 2015 pension and re-computation of his state pension against the Enugu State Government.

On the receipt of the complaints letter, the Commission immediately swung into action by transferring the matter to the Public Complaints Commission, Enugu state branch office due to Proximity, it has with the respondent, (office of the Accountant General Enugu State). Meanwhile, before the transfer, we had forwarded the complaint letter to the respondent requesting for comments and redress.

Two months after, two letters of reminders to the respondent were sent, without any response. The petitioner, Mr. E.S.M wrote a letter addressed to the office of the Hon. Commissioner dated 13<sup>th</sup> July, 2016 that the letter which the Commission forwarded to the office of the Accountant General, Enugu State, on the delay in payment of his pension arrears had yielded favourable result. In a letter written to the Commission, he said he had been duly paid. He appreciated the Commission status that “he will always be indebted to your office and staff for helping to alleviate the suffering of retired men and women in the state”. With this

letter of appreciation from the petitioner which confirmed successful resolution of the matter, the Commission drew the curtain on the matter in September, 2016.

**CASE NO: 2.**

**SEIZURE OF MY DAUGHTER'S CORPSE BY NNAMDI AZIKIWE UNIVERSITY TEACHING HOSPITAL, NNEWI**

The Commission in furtherance of its mandate in line with the provisions and Appurtenance entrenched in the PCC ACT CAP. P.37 LFN 2004, investigated the complaint Ref. No. PCC/AN/2016/C.1408 subject titled "seizure of my daughter's corpse by NnamdiAzikiwe University Teaching Hospital, Nnewi" lodged by Mr. R.O. and pursued the matter to a logical conclusion as detailed below:

The petitioner alleged in his complaint letter dated 9th August, 2016, that his daughter, whose death occurred on the 11th of June, 2016 after hospitalization at the University Hospital from a fatal accident on the 23d of March, 2016 was seized by the Management of the hospital due to his inability to pay up the medical bills accrued from treating the late young girl. In his statement, the bills amounted to One Million, One Hundred and Twenty-Eight Thousand, and Four Hundred and Nineteen Naira fifty kobo (N1, 128, 419.50) which he said some were a repetition of some treatment costs already paid. He complained to the Management of the Hospital and the bills were adjusted to N1,053,289.50. At this second instant, the same errors were made again and he complained a second time, at which point he was sternly asked to go and make the payment contained in the invoice. Not knowing where to go as he could not afford the payment and with the need to bury his daughter, he yielded to the Commission for intervention. Once lodged at the Commission, the complaint was assigned duly and investigation commenced prima-facie as a first line of action. After several follow-ups, a correspondence between the Commission and

the respondent (CMD, NAUTH), the bill was waived to a sum that the petitioner could pay.

In his letter of appreciation, in noting the efforts of the Commission the petitioner averred,

*"I, Mr R.O. wish to thank the Commission for your assistance. I paid only a hundred thousand naira only (₦100,000) and the remaining ₦1,053,289.50 was waived".*

With this note of appreciation from the complainant, the case was brought to a successful end.

### **CASE NO. 3.**

#### **APPEAL FOR THE REFUND OF ONE HUNDRED AND TWENTY THOUSAND NAIRA (₦120,000.00).**

A letter dated 24<sup>th</sup> June, 2016 was received by the Commission from one Mr. M. N, against the Ose International Ltd in Nnewi, Anambra State. The complainant alleged that he consulted the Hospital for his ill health and he was tested and was diagnosed with various ailments. He said he was asked to pay one Hundred and twenty thousand naira (₦120,000.00) for the treatment which he did. After several rounds of medication he took, the complainant felt he was not cured of the illness and decided to consult the Doctor. He alleged that on getting to the Doctor, he was made to undergo another test and was asked to pay fifty five thousand naira only (₦55,000.00) for another treatment. He said he tried to explain to the Doctor, who was new at the hospital that he had already paid for the treatment but he was not listened to, hence he turned to the Commission.

The Commission on receiving the matter, examined the issues raised by the complainant and established that there were sufficient grounds that indicated that the complainant was being treated unfairly by the respondent. After reviewing the matter, the hospital was written to on the 15<sup>th</sup> September, 2017 to reconsider the plight of the complainant. On the 17<sup>th</sup> October, 2016 the Complainant wrote a letter to the Commission that the Hospital had made a refund to him and appreciated its efforts.

The case file was consequently closed on the 31<sup>st</sup> 2016.

## **BAUCHI State**

### **CASE NO.1**

#### **ALLEGED NON COMPLIANCE WITH LABOUR LAWS**

The Ombudsman has become one of the modern organizations put in place to help individuals fight for and enjoy their rights. Consequently, Public Complaints Commission is thus equipped to ensure that all administrative wrongs are totally eliminated in all forms.

Such can be seen in the case of one Mal. A.I.H. and twenty-six others who wrote a complaint to the Commission on the 3<sup>rd</sup> of November, 2015, against Crown Continental Securities Limited, the Security provider of the Abubakar Tafawa Balewa University Teaching Hospital (ATBUTH) Bauchi: The Complaints alleged the following

- The Company's regulations and Policies contradicted the provisional Labour Laws and thus negatively affected the employees.
- The Company never issues them with appointment letters at the time of employment.
- Delay in payment of Salaries.
- The Company does not allow 'employees to proceed on Annual or Casual Leave.
- Arbitrary dismissal /Termination of appointment by the Company.

Upon receipt of the Complaint; an investigation commenced by contacting the respondent for comments. The Manager of the Company was invited for a dialogue on the matter during which the implication of the grievances raised by the complainants were discussed.

On the 25th May, 2016, a letter of appreciation was received from the representative of the Complainants Mal, A.LH. Commending the Commission for its intervention which led to the resolution of the grievances with their employer.

On that note, the case was closed having been successfully resolved.

## **CASE NO.2**

### **ALLEGED NON PAYMENT OF SALARY**

Mal. S.I.M. a staff of Alkaleri Local Government Area was released on loan by the Bauchi State Ministry of Health, to the College of Health Technology Ningi, where his services were most needed. However, he lodged a complaint on alleged non-payment of his Salary at the instruction of the office of the Auditor General for Local Government, Bauchi State, based on an allegation that he was receiving double Salaries from both Alkaleri Local Government and College of Health Technology Ningi.

A team of Auditors were sent to the College from the office of the Auditor- General for ratification on the Issue, but it did not yield the desired result.

All efforts made by the complainant to get redress on the issue through the office of the Auditor General proved abortive. It was at this point that he decided to bring the matter to the Commission.

Upon receipt of the complaint, the Commission wrote a letter to the Ministry for Local Government Affairs with a view to investigating the matter.

Thereafter a letter of appreciation was received by the commission on the 25<sup>th</sup> July, 2016 from the complainant informing the commission that the matter has been resolved and his outstanding Salaries paid in full.

It is on this happy note the case file was closed having been resolved successfully.

**CASE NO.3**

**ALLEGED NON PAYMENT OF GRATUITY**

**PCC/BAS/COM/006/2016**

This complaint was lodged with the Commission on the 11<sup>th</sup> of January, 2016 by A.M,U, over the non-payment of his gratuity after withdrawing his service with the Gamawa Local Government since 2009. The complainant had pursued the payment over the years all to no avail.

Upon receipt of the complaint, the Commission contacted the Bauchi State Local Government Pension Board on the matter. After several visits and follow ups were made by the officer handling the case. A letter, with reference, number LGPB/ADM/GEN/66/VOL.1 dated May, 2016, was consequently received from the Bauchi State Local Government Pension Board, informing the Commission that the complainant has been paid his benefit. A photocopy of the payment voucher, Audit computation and payment advice from the office of the Auditor General for Local Governments were attached as evidence of the payment.

Based on the foregoing, the Hon. Commissioner approved the closure of the case file as having been successfully concluded.

## **BAYELSA STATE**

### **CASE NO.1.**

#### **ALLEGED NON-PAYMENT OF SALARIES:**

There is an adage that says a worker deserves his wages. A situation whereby a worker has put in his best, but is denied his salary at the end of the month is quite disheartening.

The above scenario was the fate of Messrs D. D, U. D. and Miss Q. U. when they lodged their complaint with the Commission on the 17<sup>th</sup> of May, 2016.

The complainants claimed that they were employed as classroom teachers at Eagle Wing International School in Yenagoa on the 4<sup>th</sup> of August, 2015. The school promised to pay each of them a monthly wage of forty thousand (~~N~~40,000.00) naira which was clearly stated in their employment letters.

However, the complainants expressed that their salaries were not paid to them when the months elapsed as the proprietor always promised to pay them in the following month. According to them, his promise of paying at the end of September was not wholly kept as usual as only a percentage of their salaries were paid to them. The complainants stated that they were under this fragmented salary system until February, 2016 when they had a meeting with the proprietor. During the meeting, their employer informed them that he could no longer cope with paying the forty thousand (~~N~~40,000.00) naira to them and that he can only afford the sum of thirty thousand (~~N~~30,000.00) naira owing to the economic meltdown in the state. He pleaded with them to accept his offer, since that was the only alternative by which salaries could be paid as at when due. They expressed that they accepted his offer as a result of his persistence and hard posture.

According to them, things even became worse after the downward review of their salaries as their employer kept on promising and failing to pay their earning until their salary arrears accumulated to a very huge sum of money. The petitioners also posited that owing to the non-payment of their salaries, feeding as well as other life demands became a problem to them. This scenario, they claimed dampened their morale and mitigated their regular attendance to work as they had to cut corners' to survive. They further posited that without taking into cognizance their plight, the proprietor unilaterally replaced their positions with other new teachers and he could not offer them any cogent reason for his action. The petitioners were even the more disheartened that proprietor was not willing to talk to them about the issue of their outstanding four (4) months' salary arrears, hence their resort to the Commission for its assistance in resolving the matter.

On receipt of the complaint, the Commission vide its letter dated 26<sup>th</sup> May, 2016 sought the respondent's comments on the issue. The non-response to the Commission's initial letter prompted a follow-up-letter dated June 17<sup>th</sup>, 2016 which later elicited the respondent's letter dated July 28<sup>th</sup>, 2016, in which he apologized for the delay in his response. On the issue of the petitioners' sudden and informal removal of staff from service, the letter attributed it to their non-dedication to work. The letter also informed that the hitches affecting the teachers' salary payments was attributable to the economic crises in the state as most civil servants face huge salary challenges which had also affected the payment of school fees for their wards. The letter stated that the school Management was trying to source other avenues of raising money to pay the complainants.

The school management and complainants were however invited to a case conference on 17<sup>th</sup> August, 2016 with a view to sorting out some grey areas in the

matter. During the meeting, the school Head of Administration accepted petitioners' salary arrears claims totaling ₦355,000.00, with a promise to defray the debt by the end of September, 2016. This agreement was however not fulfilled at the stipulated date.

As pressure was being mounted on the school to meet its obligation and promise, a man turned up in the Commission's office on October, 18<sup>th</sup>, 2016, claiming to be the proprietor of the school. He stated that petitioners' claim of ₦355,000.00 as salary arrears due to them was incorrect, and that he would come up with the correct figure soonest. He remained uncompromising, when drawn to the fact that the figures had earlier been confirmed by both his school Head of Administration and complainants. The Commission however waited for over two weeks for the school proprietor to come-up with the correct figure he claimed to present to no avail. Hence his attention was drawn to section 9, sub-section 1 and 2 of the P.C.C. Act and the consequences thereof. The proprietor appeared in the Commission's office the next day after being served with the letter. Another case conference on the matter was thereafter scheduled for November 14<sup>th</sup>, 2016. The proprietor posited during the session that the amount owed the complainants was ₦207,000.00, instead of the initial agreed sum of ₦355,000.00. After a heated argument by both parties, and the intervention of the Commission, the petitioners reluctantly accepted the new sum of ₦207,000.00 presented by the proprietor for the sake of peace and the fact that the proprietor had been very difficult and unfair to them all along. The proprietor however agreed to pay the new agreed sum of ₦207,000.00 to the petitioners in two installments of 50%50% at the end of November and December, 2016 to enable them enjoy the end of the year with it.

The proprietor lived up to his promise this time around as the petitioners' salary arrears were paid to them on November 30<sup>th</sup> and December 20<sup>th</sup>, 2016 respectively as earlier agreed.

It was on this happy note that this complaint was regarded as closed.

**CASE FILE NO. 2.**

**UNDER-DISPENSING OF FUEL BY UNLESSGOD FILLING STATION**

The above complaint on the under-dispensing of fuel by the fuel attendants at "Unless-God filling station" which is amongst the biggest operating filling stations in Yenagoa, capital of Bayelsa State was signed by over fifty (50) persons who felt short-changed by this act.

The petitioners posited that on regular basis, when a customer demands for a specific amount of fuel, the fuel attendants would never pump fuel up to the exact amount demanded for. They added that when the attendants' attentions are drawn to this anomaly, they get angry at the customers and merely proceed to serving the next customer who often is also cheated. The complainants further claimed that this act had been going on for a long time and that each time management attention was drawn to it; nothing seemed to be done about it. They also added that it is owing to the management's seeming inability to quell their worries that they have resorted to the Commission and are calling on it to prevail on "Unless-God Filling Station" to halt the trend of their being short-changed by dispensing fuel to them correctly.

On receipt of the complaint, a well worded letter dated 20<sup>th</sup> April, 2016 on the issue was produced. On delivery of the letter to the manager of the filling station; the

investigation officers were implored to wait as the manager temporarily closed the station for about twenty (20) minutes, as he summoned an impromptu meeting of all the fuel attendants in the presence of the Commission's officers. The manager read the Commission's letter to the pump attendants and expressed his dismay with their attitudes, adding that he has personally been warning them against such indecent acts as it is capable of undermining the reputation of the station. He also informed them that since they had refused to heed his series of warnings on the issue, the Commission's letter has now given him the impetus he needed to act decisively on it. He thanked the Commission for its concern on the matter affecting the masses and promised to act and communicate its position on it to the Commission.

In accordance with the station promise, the Commission accordingly received "Unless-God Oil Nig. Ltd. Letter dated April 26<sup>th</sup>, 2016, which referred to our earlier letter dated April 20<sup>th</sup>, 2016 and stated that the station management has sacked all pump attendants in all its branches to curtail the ugly trend and that the measure has already received commendations from the public.

The letter ended by wishing the Commission well in its future endeavors with them.

The matter was deemed to have been successfully resolved and was therefore finally closed at this juncture.

### **CASE NO. 3.**

#### **ALLEGED NON-PAYMENT OF STATE ALLOWANCE**

This case border on alleged non-payment of State allowance by Mr. A. O and 3 others against the Bayelsa State Government. The complainants in their petition claimed that they served as Corps Members in Bayelsa State between 2010/2011

service year. They stated that the Bayelsa State Government pays her Corps Members a stipend of four thousand naira (~~N~~4,000,00), only every month. However, the monthly stipends is usually accrued and being paid at the end of service year of the Corps Members.

They further alleged that the lump sum to be paid to them each is N48,000.00only, but they were not paid owing to the fact that their names were omitted from the payment voucher, and all efforts to collect their allowances have proved abortive and that was why they want the Commission to intercede on their behalf.

After going through the complaint, a letter was sent to the State Director, NYSC, to confirm that the complainants actually served within that service year in Bayelsa State. It was confirmed to the Commission in writing that the complainants did serve in Bayelsa State at the period alleged; so the Commission wrote to the Accountant-General of the State for comments. This was followed by series of follow-up visits by the investigation officers to the Accountant-General's Office and eventually, a cheque of forty-eight thousand naira (~~N~~48,000.00) each, was issued to the complainants and they were happy and remained thankful to the Commission for a job well-done. Thereafter, the matter was closed at our end.

## **BENUE STATE**

### **Case No.1**

#### **ALLEGED NON-REFUND OF N800,000 (EIGHT HUNDRED THOUSAND NAIRA) ONLY**

A case of non – refund of ₦800,000(Eight hundred thousand naira only was lodged with the Commission by one M.M. G against Legacy Motors and investment Company Ltd, Makurdi on 7<sup>th</sup> October,2015. According to the complainant, she had on 12<sup>th</sup> August, 2015 given to the company a part payment of the aforesaid money for a fairly used Lexus 300 U.S model 2003 which the company promised to deliver to her in a week time, after which she would give to the firm her Honda Civic Car valued at ₦800,000 for the balance of the money which was the same amount with the payment she had made. The complainant further averred that during delivery of the car she discovered it was a different model. In addition, she alleged, that the gear box and the engine were faulty hence she asked for the refund of her money. The respondent promised to refund the money to her. Following the non-fulfillment of the promise, she decided to take the matter to the Commission for a redress.

In the course of investigation, the respondent informed the Commission that it was the same model of car that he had supplied to the complainant, but the only problem with the vehicle was that its fuel pump was weak. However, he promised the complainant that he would fix the fuel pump and allow her monitor the vehicle for six months, during which if there was any fault, he would rectify it. Alternatively, he said he would supply to the complainant another vehicle of her choice, subject to negotiation of the price. He however, said that if the two options were not accepted

by the complainant, he would refund the money to her as soon as the Lexus was sold.

The efforts of the Commission paid off on 12<sup>th</sup> February, 2016 when the respondent refunded to the complainant the sum of ₦600,000 (six hundred thousand naira) only.

Subsequently, the respondent again refunded to the complainant the sum of ₦100,000 (One hundred thousand naira) only on the 10<sup>th</sup> August, 2016. The balance of the debt was finally paid in two installments, each of ₦50,000 (Fifty thousand naira) only, and the matter was finally laid to rest.

#### **CASE NO.2.**

##### **ALLEGED DISCONTINUITY IN PAYMENT OF MONTHLY ALLOWANCES**

One of the attributes of an Ombudsman is unflinching determination in the course of investigation. This trait was exhibited in the course of investigating a complaint that became a hard nut to crack. One Dr. B.P.T. lodged the complaint on 19<sup>th</sup> October, 2011 in our sister office in Borno State. For proximity, the matter was referred to us on 15<sup>th</sup> December, 2011. It was a case of non-payment of six months allowances to the complainant, a former Corps member, by the University of Agriculture, Makurdi. The complainant claimed to have served as Resident Doctor at the Veterinary Teaching Hospital of the university from 2010 to 2011. According to him, the University paid him only the allowance of ₦160,000 (One hundred and sixty thousand naira) for five months and did not pay him his allowances from May to October, 2011.

Besides he claimed those six weeks before the end of his service year, he was verbally asked without explanation to refund to the University the sum of ₦112,000.

According to him, all his efforts to redress the issues administratively failed, hence his decision to take the matter to the Commission for redress.

In a swift reaction, the Commission contacted the respondent through correspondence and on the spot visits. However, the matter became complex as the respondent claimed the complainant was rather to refund to the University the sum of ₦112,641.44 being overpayment of his entitlement which he confirmed was communicated to him verbally but he ignored. According to the respondent, the complainant was wrongly paid his cumulative monthly allowance of ₦844,489.40 on wrong computation of ₦168,897.99 per month in June 2011 for five (5) months based on wrong information he submitted to the University. The respondent rather assume the position of a complainant and requested the Commission to recover the said money from Dr. B.P.T. according to the University, Dr. B. P.T.'s actual pay for twelve months on would have been ₦731,947.96 (seven hundred and thirty one thousand, nine hundred and forty seven naira and ninety six kobo), that is ₦60,987.33 per month. Thus the case was closed.

CASE NO 3.

COMPLAINT ON ILLEGAL DEDUCTIONS OF SALARIES AND VIOLATION OF HUMAN RIGHTS

On many occasion the Commission contends with complaints that are based on assumed infringement of rights in such situations the complainants will adopt various mischievous means of getting the sympathy and intervention of the Commission. A case in point is a collective complaint lodged on 11<sup>th</sup> March, 2015 by

sixty three (63) persons over illegal deduction from their salaries and violation of their rights. They alleged that one Mr. J.J of the Makurdi Local Government Education Authority Chapter of the Nigeria Civil Service Union, in collaboration with the Benue State Universal Basic Education Board (SUBEB) branch were illegally deducting money from their salaries. They appealed to the Commission to urge the respondents to stop further deductions from their salaries and refund the money deducted so far.

When the Commission commenced investigation into the case there were claims and counter claims from the disputing parties. The Commission decided to convene a case conference in order to get the true picture of the matter. The issues involved were intricate and very complex that three case conferences were held in quick succession.

The case conferences revealed that the allegations of the complainant against the Union Chairman were not only frivolous and improper in motivation but also based on irrelevant consideration. The Commission however appealed to the complainants to give peace a chance by continuing to be members of the Civil Service Union. The Commission explained to the complainants that membership of a trade Union is an individual decision which cannot be neglected to group agitation. The aggrieved parties were reconciled and they all agreed to work together in the interest of the Union. Thus the case was closed.

## **Borno State**

**CASE NO.1**

**PCC/BOS/03/2016**

### **ALLEGED NON-PAYMENT OF SIX MONTHS SALARY ARREARS AGAINST HIM GLOBAL SECURITY COMPANY**

This complaint was lodged by one A.M. who worked with Him Global Security Company before the termination of his appointment.

The complainant alleged that the company owed him six months' salary arrears. Allegation of negligence on duty leading to burglary was used as the reason for the termination of his appointment, though nothing was found to be missing after investigation by the Ministry of Health. He therefore requested that the Commission intervenes.

On the receipt of the complaint a team of Investigation officers visited the respondent to get comments on this case. The respondent informed the investigation officers that the complainant and a few others were assigned as security guards at the Ministry of Health Maiduguri, and at night some unidentified persons broke into the Accounts Department, though no items was stolen.

Furthermore, the respondent affirmed that the company owed the complainant five months and eighteen days salary arrears, as against the six months he alleged. Thus amounting to seventy thousand and three hundred naira (₦70, 300.00). He assured the Commission that the money will be paid, and a date was, therefore fixed for the next meeting.

Precisely two weeks after the last meeting, investigation officers and the complainant met at the respondent's office where the agreed amount was paid in full to the complainant.

The complainant therefore expressed his appreciation to the Commission for its assistance. The case file was closed at our end.

**CASE NO.2.**

**ALLEGED TERMINATION OF APPOINTMENT AND NON PAYMENT OF BENEFIT**

This case was lodged by Miss A.U. against Lake Chad Hotel, Maiduguri.

The complainant stated that, she was employed on the 17<sup>th</sup> June, 2006 and her appointment was terminated on the 15<sup>th</sup> June, 2011. She further stated that she had not been paid eleven months salaries including her leave grant amounting to One Hundred and Ninety Three Thousand and Eight Naira Sixty Two Kobo (~~₦~~193, 008.62) and her service charges of 41 months amounting to Seventy Nine Thousand, Seven Hundred and Two Naira Ninety Kobo (~~₦~~79, 702.90).

On receiving the complaint, an on the spot Investigation was conducted at the Lake Chad Hotel which revealed that the hotel management had to disengage some of its staff due to the financial constraints it was faced with.

The management further stated that the complainant was not entitled to service charges as stated in her complaint letter but promised to settle her eleven months salaries, two months in lieu of notice and leave grant when the financial position of the organization improved.

The Lake Chad Hotel Management responded formally to the Commission's letter with regards to the matter. It assured the Commission that the complainant will be

paid all her entitlements. Sequel to their letter, several follow-up visits was made to confirm if the respondent's financial position had improved but to no avail. The reason could not be farfetched, however, due to the insurgency situation in the state at the time.

Three years into the case, the Hotel management advised the Commission to write to its head office (Arewa Hotels) in Kaduna State through the manager Lake Chad Hotel for its action. The letter was forwarded as advised.

In 2014, the complainant informed the Commission that the Lake Chad Hotel management invited her and all staff affected and informed them that it will commence payment but in installments, to which they all agreed.

In 2015 through to 2016, the complainant received all monies entitled to her. Hence the case was resolved successfully and closed at our end.

### **CASE NO.3.**

#### **ALLEGEDNON-PAYMENT OF TWO MONTHS SALARY**

A complaint was lodged with the Commission by one Malam A.S., a staff of Guzamala Local Government area of Borno State on non-payment of his two months' salary by his Local Government after having exhausted all administrative avenues without success.

After processing the complaint, a recommendation to invite the accountant involved was approved.

On 9<sup>th</sup> June, 2015, a discussion was held with the respondent and the information gathered indicated that the actual reason for withholding of the said salary was because the complainants belonged to the opposition party in the last election.

The Commission presented the issues as lodged by the complainants to the respondent and clearly stated that the reasons and the methods through which the Local Government used in stopping the complainants salaries ran contrary to the civil Service Rules both at the state and the local government levels.

The respondent agreed to pay the two months withheld salary arrears in one week. An agreement was drafted and signed to that effect in the presence of the investigation team.

On Monday the 15<sup>th</sup> June, 2015, the respondent brought the two months withheld salary of the complainants as agreed.

In view of the successful resolution of the complaint the case was closed.

## **CROSS-RIVER**

### **CASE NO. 1.**

#### **ALLGEGED NON- IMPLEMENTATION OF PROMOTION**

Mr. R.S.A., a teacher in Ekpashi Technical College, Ntamante, Boki Local Government Area of Cross River State complained of Non- Implementation of Promotion Benefit by the State Technical Education Board (STEB) Calabar, Cross River State with effect from 1<sup>st</sup> February, 2016.

The complainant stated that he was duly promoted from the rank of Senior Grade 3 on Grade Level 10 to the rank of Principal Master 3 on Grade Level 12 with effect from 1<sup>st</sup> January, 2010 but with financial benefit from 1<sup>st</sup> February, 2010.

The Crux of his complaint, however, was on the delay in payment of the arrears and the implementation of payment on his present rank, especially when he discovered that his colleagues who were promoted together were duly paid their entitlements

On receipt of the complaint, the Commission swung into action with a letter to the Executive secretary of STEB for comments, and immediately followed up with an on-the-spot investigation. The Executive Secretary of the Board assured the Commission that the matter will be resolved as soon as possible. The Commission's efforts finally yielded results after about three months when the Board informed the Commission that promotion had been effected and his promotion arrears paid.

The Complainant also confirmed the claim. Thus the case was closed.

**CASE NO.2.**

**ALLEGED EXTORTION BY STAFF OF LEGAL AID COUNCIL**

The Commission received the above complaint from one Mr. O. A. G. over alleged extortion by a lawyer with the Legal Aid Council of Nigeria, Calabar.

The Complainant reported that he went to the Legal Aid Council to seek assistance to quit a tenant from a property at Odukpani Local Government Area of Cross River State, but instead of guiding him properly, the Lawyer proceeded to make financial demands as service charge. The complainant further stated that he paid the requested amount but was not afforded the service as promised and charged. Efforts made by him to recover the sum paid were futile so he approached the Commission for intervention.

On receipt of the complaint, the Commission quickly called at the office of the Respondent with a letter requesting for comments. The respondent did not refute the allegation and assured the Commission that he would refund the amount paid by the complainant.

Soon after the Commission's visit, the respondent wrote and informed our office that he had paid back to the Complainant the money he received from him. This was later confirmed by the latter via phone conversation.

Although the Complainant did not present a letter of appreciation, he thanked the Commission for its effectiveness and the case was at that point closed.

**CASE NO.3.**

**NON-REMITTANCE OF PENSION CONTRIBUTION TO RETIREMENT SAVING ACCOUNT**

The above complaint was received from one Mr. J.U.O against Japaul Mines and Products Limited, Akampa, alleging its failure to remit his pension contribution to his retirement savings account with ARM Pension Services.

The complainant was in the employment of the respondent from 13<sup>th</sup> October 2010 to 17<sup>th</sup> September, 2015. He alleged that monthly pension deductions made from his salary from the period of his confirmation on 1<sup>st</sup> August, 2012, up until when he was laid off did not reflect in his retirement savings account. He stated that requests made for the annormally to be rectified were ignored by the respondent, as only two months pension payments were remitted. So he decided to lodge the complaint.

The Commission promptly commenced investigation by which it wrote to the respondent for comments and followed up with an on - the - spot investigation, by a team headed by the Director of Investigation. The Head of Administration of the company was interviewed, and from the preponderance of evidence and facts adduced, the respondent admitted their liability and gave assurances of prompt regularization of the remittance.

In the end, the respondent notified the Commission of the resolution of the matter, attaching a schedule of the computed pension deduction and a copy of a deposit slip of the lodgment of ₦208, 050.00 into the complainant's retirement saving account, as confirmation of the full settlement of his pension payment.

This was further affirmed by the complainant who, on his visit to the Commission, thanked the latter for the speedy resolution of his complaint and the case was happily closed.

## **DELTA STATE**

### **CASE NO.1.**

#### **COMPLAINT OVER NON-PAYMENT OF GRATUITY AND PENSION OF LATE INSPECTOR S.M.C**

This complaint was lodged in this Commission by one Mrs. S.M.C, the wife of late Inspector S.M.C. She asserted that her late husband, Inspector S.M. C, had during his lifetime and service with the Nigeria Police Force, registered with Premium Pensions Ltd in line with the Contributory Pension Scheme, and made contributions under the Scheme. She went on to allege that after the death of her husband; allefforts made by her to ensure the payment of the death benefit of her deceased husband, by Premium Pensions Ltd, proved abortive.

Upon establishing the merit of the complaint, the Commission launched action into the matter by contacting Premium Pensions Ltd, Garki, Abuja, for comment(s). Surprisingly, within a short period, the complainant, Mrs. S.M. C, formally informed the Commission with profound gratitude, that through the Commission's intervention, the Pension Fund Administrator (PFA), Premium Pensions Ltd., had paid to her, a total amount of ~~₦~~4,000,000.00 (Four Million Naira) being her late husband's death benefit. She later went on to assert that the afore-stated payment was far below her expectation; because her late husband's contemporaries were paid more than that.

According to her, it was evident because some staff of Premium Pension Ltd had requested for gratification from her, without success, which was the reason why she was shortchanged, and paid less than was due to her.

A careful follow-up on this allegation however revealed the contrary. A satisfactory explanation had been given to her and accepted, albeit reluctantly, the case was closed from the Commission's record, on a successful note.

**CASE NO.2.**

**A PASSIONATE APPEAL FOR THE RECOVERY OF PROMOTION AND PROPER PLACEMENT IN THE DELTA STATE HOUSE OF ASSEMBLY**

This complaint was lodged at the Commission by Ms. E.E., and was a passionate plea for the recovery of promotion and proper placement in the Delta State House of Assembly.

An examination of the matter revealed that the complainant had previously been seconded from the Post Primary Education Board, Delta on SGL. 15 to the Delta State House of Assembly, and thereafter had the secondment made permanent by way of an inter-service transfer on SGL.14. However, problems started for her when her educational background and academic qualification became an issue and a stumbling block to her promotion. It was precisely at the point of her being due for promotion to SGL.16 that the Delta State House of Assembly adopted the position that she was a teacher and would either be downgraded or transferred back to the Post-Primary Education Board because her designation and qualification had no place in the Organogram of the Delta State House of Assembly. ,

Incidentally, her defense was that since it was upon the request of the Delta State House of Assembly that she enjoyed the inter-cadre transfer from the Post-Primary Education Board, therefore, her former years of service must be made to count for her at the Delta State House of Assembly.

The Commission proceeded to undertake a far-reaching investigation into the matter. Thus, written correspondences were exchanged and meetings held between the Commission and the Post Primary Education Board; the Commission and the Head of Service; and also with the Delta State House of Assembly Service Commission, respectively. When it became crucial, a working visit to the Head of

Service of Delta State was made by the Commission. Meanwhile, the Head of Service had also invited the Delta State House of Assembly Service Commission for talks with him after this Commission's meeting with him. It was thereafter resolved that the Delta State House of Assembly Service Commission should look into the matter, and take such actions as may be necessary, in the light of extant rules.

The Delta State House of Assembly Commission, eventually resolved that she should choose between being promoted to SGL.16; paid all her arrears of promotion; and transferred back to the Post Primary Education Board, or remain with the Delta State House of Assembly and be demoted to SGL.13 in line with the prescribed provisions for such transfers of service. In their explanations to the Commission, the complainant had exploited her close relationship to the wife of the then Deputy Governor of Delta State, to secure unfair advantage in her secondment, inter-service transfer, and arbitrary placement at the Delta State House of Assembly, contrary to prescribed rules, hence the current problems.

After frank dialogue between the Commission and the complainant, and also separately with the Delta State House of Assembly Commission, the complainant was advised by the Commission to choose between returning to the Post-Primary Education Board and remaining with the Delta State House of Assembly, on the conditions afore-stated. Interestingly, she refused to exercise any of the options even after accepting the payment of her promotion arrears, and even went ahead to lobby the Post-Primary Education Board to reject her returning to the Board.

When it became evident that the complainant was sabotaging the Commission's good intentions to find a lasting solution to the matter, she was first of all sternly cautioned. However, when she still persisted in refusing either of the options offered

to her, the Commission was therefore, invariably constrained to discontinue the investigation of the matter.

On this note, the complaint was declared closed.

## **EBONYI STATE**

### **CASE NO.1.**

#### **ALLEGED REFUSAL TO REFUND OUR NATIONAL HOUSING FUND (NHF) CONTRIBUTIONS BY FEDERAL MORTGAGE BANK, ABAKALIKI**

Truly, this is one of the fastest concluded cases this office has ever handled. In November 10, 2016 one Mr. B. J. I. on behalf of his retired colleagues and contributors to Federal Mortgage Bank, Abakaliki National Housing Fund (NHF) lodged a petition in this office alleging Non-Refund of the money they contributed while in Service. Consequently, a letter was addressed to the Manager of the Bank the same day the Complaint was lodged, the Bank Manager uniquely responded to our letter.

By December ending, the Complainants were fully paid their accrued contributions. On this note the matter was brought to a close.

### **CASE NO.2.**

#### **ALLEGED NON-PAYMENT OF DEATH BENEFIT**

On December 15, 2015 one N.S.N. brought a complaint here alleging the Trust Fund's Non-Payment of Death Benefit of his deceased brother C. A. to him. After a protracted investigation on the matter, we received a response from the Trust Fund which in part stated inter-alia "We needed to certify the Death Certificate and letter of Administration before payment would be made". Not long after, an approval was given to the Trust Fund by PENCOM to pay the next-of-kin to the deceased. This was effected in April, 2016. Thus, we drew the curtain on the matter.

**CASE NO.3.**

**ALLEGED NON-PAYMENT OF GRATUITY**

The Complainant A. P. claimed that his former employer M.Q.C.L, refused to pay him his gratuity since his resignation on the 18<sup>th</sup> February, 2016 after working with the company for seven (7) years and three weeks.

Having gone through the facts and correspondences in the matter, the Commission made the following findings.

The company claimed that Mr. A. P. resignation did not follow due process and therefore unacceptable to them.

In pursuance of the Commission's mandate to investigate complaints dispassionately and make recommendation for corrections, the following recommendation was made: that Mr. A. P. is entitled to his gratuity since the Commission found out that A. P. followed the Company's due process in his resignation.

On the 23<sup>rd</sup> August, 2016 the complainant reported to the Commission with joy that he has been paid all his entitlements by the company.

On this happy note, the case was brought to a close on the 24<sup>th</sup> August, 2016.

## **EDO STATE 2016**

### **CASE NO 1**

#### **ALLEGED CASE OF ASSAULT/THREAT TO LIFE.**

Section 7 (3) mandates the Commission to report cases of crime to the appropriate authorities or recommend that persons accused of crime be prosecuted. This was a case of oppression and intimidation brought before the Commission against two serving Police Officers in Edo State.

The complainant informed the Commission that she was physically assaulted by a Police Officer and that when she promptly reported the assault case at another Police Station in Benin City, the Police Officer who received her petition demanded for the sum of thirty thousand naira (₦30,000.00) to approve her petition. She further stated that after she had paid fifteen thousand naira to the Police Officer handling her petition, the Police Officer who assaulted her was invited; adding that upon invitation, the police officer that assaulted her and the one who collected money from her realized that they know each other, hence her petition was not given the required attention.

She therefore saw herself as a victim of oppression and administrative injustice, thus she reported the case to the Ombudsman for redress. Upon receipt of the complaint and thorough examination, the Commission decided to intimate the Edo State Commissioner of Police of the case since the respondents involved are serving police officers under his command.

The State Commissioner of Police then directed the State Provost to withdraw the Police officers from their duty post and carry out thorough investigation into the

allegations and ensure appropriate punitive measures in the event of their complicity.

The State Provost promptly acted by inviting officers of the Commission and the complainant to a tripartite meeting to give statements to aid investigation. This same was also done during the interrogation of the erring police officers and after a series of meetings, the Provost ordered the Police Officer who collected the sum of ₦15,000.00 from the complainant to make a complete refund of the said amount. The police officer who assaulted the complainant was then ordered to foot the medical bill incurred during the treatment of the complainant as tendered in the receipts. The said ₦15,000.00 was refunded to the complainant by the Police Officer at the office of the Public Complaints Commission.

5. On the happy note, the case was closed.

**CASE NO.2.**

**PCC/ED/C.278/2016**

**REFUSAL TO PAY THE BALANCE MONEY OF ONE MILLION NAIRA (₦1,000,000.00) ON A BAKERY BUSINESS TRANSACTION — MRS C. E.**

This complaint was received at the Commission in March 2016. The orders on refusal to pay the balance of One Million Naira (₦1,000,000.00) on a bakery bought by one Mr. A. I. On the receipt of the complaint, Mr. A. I. was contacted via a letter to elicit his comment(s) on the allegation. In his response to the Commission's letter, Mr. A. I. stated that what he owes is Two Hundred Thousand Naira (₦200,000.00) and not the amount quoted above by the complainant. He added that their Church Head mediated on the matter. Following the above therefore, a case conference was held with the committee members of the Church in attendance.

Further investigation by the Commission revealed that though there was initial agreement for the respondent to pay the balance of One Million Naira (₦1,000,000.00), however that amount was however reduced to Two Hundred Thousand Naira (₦200,000.00) by the committee set up in their Church to look into the matter. The said amount was agreed on as a result of some technical defaults in the bakery he bought from the complainant for instance, that the machine, pans and mixing bowl were not there and that the oven was so bad that he could not operate the bakery. The complainant was confronted with the submission of the respondent and she agreed to the reduced amount as a result of the problem. Based on this, the Commission advised the respondent to pay the reduced amount of Two Hundred Thousand Naira (₦200,000.00) to the complainant.

3. On the 11th of August, 2016, the respondent Mr. A. I. brought the ₦200,000.00 cash to the Commission and the money was further handed over to the complainant.

4. On this happy note, the case was closed.

**CASE NO.3.**

**FILE NO: PCC/ED/C524/2016**

**NON-PAYMENT OF LATE FATHER'S GRATUITY AND BENEFIT**

The Public Complaints Commission is unrelenting in its pursuit of administrative justice wherever its unfettered reign is threatened. To this end the Commission received a complaint on 14 July, 2016 from one Mr. T. A. on non-payment of gratuity of late Mr. E. O. to his next of kin by one of the State Universities, in the State. He alleged that all efforts he had put in had failed hence his visit to the Commission for assistance to collect his late father's benefit.

In the spirit of fair hearing the Commission commenced investigation and wrote to the University for comments. In their response, they apologized for the delay at

attending to the complainant stating that they had concluded the computation of all the financial entitlements and that the Commission should inform the complainant to come and collect the cheque covering the total amount of ₦277,213.20 only.

The complainant was duly informed and accompanied by an Investigation officer to collect the cheque. The complainant was very happy and grateful to the Commission for intervening and in his own words:

“If you have not intervened, I will still be battling with the school.”

On this very happy note the case was closed at our end.

## **EKITI STATE**

### **CASE NO: 1.**

#### **COMPLAINT AGAINST BEDC**

The case was received on 21<sup>st</sup> April, 2015 from Mr. &Mrs S.O. who reside at Awedele Street, off Textile Road, Ado-Ekiti against Benin Electricity Distribution Company on non-issuance of prepaid meter after the payment of a sum of (N30,000) Thirty Thousand Naira only since 12<sup>th</sup> March, 2012.

Following its receipt, the complaint letter was carefully perused and observed that it could be entertained. However, certain documents that could enhance investigation were not attached and these were requested for. Thereafter, the letter of complaint and its attachment were forwarded to the Benin Electricity Distribution Company, Ajilosun, Ado-Ekiti for comments.

In its letter, Ref. BEDC.25220/BM.1/243/2015, BEDC assured the Commission that the matter would be looked into and adequate feedback communicated to the Commission in due course.

On 8<sup>th</sup> January 2016, a letter was written to the Commission informing it that the issue had been resolved as Mr.&Mrs O. meter had been installed. This claim was confirmed by the complainant.

The complainant appreciated the promptness of the Commission in resolving the complaint and wrote a letter of appreciation reproduced in part below:

***“We sincerely appreciate a job well done by the Commission and entire members of staff for the restoration of our prepaid meter”***

On this note, the case was brought to a close by the office.

**CASE NO.2.**

**ALLEGED NON RELEASE OF NCE CERTIFICATE**

The case bordered on non-release of NCE certificate from Mrs A. against the Federal College of Education Okene on the 12<sup>th</sup> November 2015. The Commission swung into action, by forwarding a copy of the letter of complaint to the management of the institution. Federal College of Education Okene Kogi State for necessary action.

A copy of the letter of complaint was forwarded to the Commission's office in Kogi State for appropriate follow-up.

The Commission was happy to receive a positive response from the Management of the institution in a letter dated 3<sup>rd</sup> of February 2016 where it was stated that College of Education had just been granted the privilege of printing certificate. The Commission was also informed that the certificate of the complainant was ready for collection.

The complainant Mrs. O was informed about this development and she went to the school on 26<sup>th</sup> May 2016 for collection. The complainant appreciated the noble efforts of the Commission in resolving the complaint without any delay. A letter of appreciation was written by the complainant and it is hereby reproduced unedited.

***"I wish to appreciate the Commission for the cost free assistance rendered in making it possible for me to get my NCE Certificate with ease from Federal College of Education , Okene, Kogi State. Thanks and God bless."***

On this note the case was declared close by the Honourable Commissioner.

### **CASE NO.3.**

#### **ALLEGED NON-PAYMENT OF SAVINGS BY COOPERATIVE SOCIETY**

Mrs. F.O, had been an active member of a Cooperative Society before she later decided to withdraw her membership from the society. Consequently, she demanded for the refund of her total savings into the Cooperative account but she could not get it. All her efforts to get the society refund her savings proved abortive so she turned to the Commission for assistance.

The Commission swiftly swung into action by inviting the Executives of the Cooperative society for a meeting. The Executive confirmed that the complainant was a member of the society and had savings with them as she claimed. However, the society was having problem with its finances which made it difficult for it to meet the financial demands of its numerous members. The Executive thus asked the Commission to help them appeal to the complainant to exercise more patience while they find ways to refund her savings in good time. While the Commission agreed to pacify the complainant as requested, it urged the society to expedite its action and pay the complainant her savings without further delay.

Subsequently, the Cooperative Society paid the complainant's money through the Commission in two installments. The complainant thanked the Commission for succeeding where others have failed in getting her redress. The Cooperative Society in turn appreciated and commended the way the Commission handled the case and had since been employing the services of the Commission in resolving disputes within the society.

## **ENUGU STATE**

### **CASE NO.1.**

#### **UNJUSTIFIABLE, MALICIOUS SHORT PAYMENT OF MY MONTHLY PENSION FROM ₦173,426 TO ₦66,122**

This is a complaint lodged by Engr S.O.E against PTAD. He alleged that since his retirement from Public Service in NEPA, his monthly pension has been ₦173,426.00 until June,2014 when he was under paid (₦66,122.00) and the action had continued since then. He further alleged that he had written to NELMCO and PTAD over the issue but nothing positive came out of it, he therefore appealed to the Commission to entreat PTAD to restore his pension to the correct amount.

The Commission on receiving the complaint commenced investigation in earnest. The complaint was brought before the body in charge and when no response was received, more correspondences were forwarded, which apparently forced the respondent to order their own investigation on the matter and the complaint was resolved and the complainant's correct pension was restored and payment commenced.

Attached is a copy of the appreciation letter from the complainant to the Commission.

### **CASE NO.2.**

#### **ALLEGED OMISSION OF NAME AND NON-PAYMENT OF MONETIZATION BY ACCOUNTANT GENERAL OF THE FEDERATION.**

This case was lodged before the Commission by Mr. E.S.E, against the Accountant-General of the Federation over alleged omission of name and consequent non-payment of his monetization fee. The complainant is an employee with the

University of Nigeria, Nsukka (UNN) and during the monetization exercise his name was not captured by the office of the Accountant-General of the Federation. Hence it was not forwarded to his employer for payment and he came to the Commission for redress.

The Commission wrote to the respondent for comments on the matter but there was no response. After series of follow-ups through letters of reminder, the respondent rectified the mistake and forwarded his name to UNN for payment. After a while, the complainant called the Investigation Officer that was handling his case and expressed his delight over the success of the matter as he was paid by UNN.

The matter was closed forthwith.

### **CASE NO. 3.**

#### **ALLEGED INCORRECT REMITTANCE OF PENSION CONTRIBUTION**

The case was lodged by one Mr. M.O.A, a retiree of the Nigeria Prison Service (NPS) against the National Pension Commission (PENCOM) over alleged incorrect computation of his Pension remittance. The Commission in her steadfastness wrote to the respondent for comment on the allegation. The respondent consequently called for documents of the complainant for a review and the complainant was contacted after which the documents were forwarded to PENCOM for further necessary action. The respondent averred that the complainant's Pension contribution have been re-computed appropriately and would be remitted to his Retirement Savings Account and advised that the complainant should liaise with his Pension Fund Administrator (PFA) for details of the remittance. The complainant

was subsequently informed about the development. However, the complainant never visited the Commission again nor made further complaints about the matter. In light of this, it was assumed that the respondent had really addressed the matter; as a result the case was closed at our end.

## **FCT**

### **CASE NO.1**

#### **INITIATED COMPLAINT: PERSISTENT POWER BLACKOUT IN CITEC ESTATE**

This was an initiated complaint and was assigned case file No.

**PCC/FCT/C.1213/15.**concerning the travail of residents of CITEC Mborá Estate, in Jabi, in the Abuja Municipal Area Council. They were in total darkness due to prolonged power outage without any explanation from the management of the Abuja Electricity Distribution Company, AEDC.

During an on-the-spot investigation conducted by an officer that initiated the case, it was discovered that about 77 houses in the estate were without electricity for up to six months. Further investigation revealed that the cause of the blackout was due to a faulty transformer that services the area.

In accordance with Section 5(2) Cap P.37 LFN, the Commission drew the attention of the management of the AEDC to the plight of the residents asking for permanent solutions. AEDC took appropriate actions, power was restored to the area and the residents couldn't thank the Commission enough for putting smiles on their faces. Thus the case file was closed.

### **CASE NO.2**

#### **L.O AND 114 OTHERS VERSUS THE NATIONAL BOARD OF TECHNICAL EDUCATION**

One Mr. L. O on behalf of 114 others belonging to the Association of Proprietors of Innovation and Vocational Studies petitioned the Commission alleging the refusal of the Executive Secretary of the National Board of Technical Education to comply with the request of the National Innovation Council of Education to change the nomenclature on the certificate to National Diploma on Innovation and Enterprise Institutions, NDIEI to National Diploma, ND.

During the Commission's investigations of the petition assigned file number **PCC/FCT/C.883/15**, it was discovered that graduates from the Innovation and Enterprise Institutions were denied admissions by Polytechnics and Universities whenever they applied to study in those institutions. The reason given to them was that the nomenclature on their certificates, NID, was unknown to them and they are faced with uncertainty as regards their prerequisite academic background.

Further findings revealed that the Minister of Education had earlier written the Executive Secretary of the NABTEB through the Association directing for change of the nomenclature to National Diploma to ease the difficulties encountered by IEI graduates in gaining admission into tertiary institutions. The Commission advised NABTEB to comply with the Minister's directive and to notify all relevant agencies. The complainants wrote the Commission letter of appreciation to notify that the advice was taken.

### **CASE.NO.3**

#### **ADMINISTRATIVE INJUSTICE AND ABUSE OF OFFICE BY SENIOR OFFICIALS OF FEDERAL ROAD SAFETY CORPS, (FRSC)**

Mr. I.S.H, a former employee of the Federal Road Safety Corps, FRSC, while in active service was traveling to Kano state when he rescued two accident victims along Kaduna-Zuba road. He took the victims to the hospital, donated his blood to them and handed over their properties to them which include the sum of three million, eight hundred thousand Naira (~~N~~3.8m) he recovered from the scene of the accident. His compassionate and exemplary conduct earned him a special promotion from the rank of Assistant Route Commander (ARC) to Deputy Route Commander (DRC). A position he held till his voluntary retirement. In addition to that, the Code of

Conduct Bureau, CCB, nominated him for the CCB integrity Award in 2007 with letter number CCB/HQ/EAS/G/17/11/64 dated 10th December, 2007. The then Corps Marshal forwarded the letter of invitation to the award to the then Assistant Corps Marshal, now the incumbent Corps Marshal directing him to take all necessary action as the award was scheduled to take place on 12th December, 2007. Instead of the Assistant Corp Marshal to bring such to the notice of the complainant and release him to go and collect the award by himself, he concealed the information and directed one Mr. D. P an Assistant Corps Marshal to go and receive the award on his behalf with directives to inform the relevant authorities that the complainant was sick and could not make it to the award ceremony so as to receive the award by himself. Whereas the complainant according to his complaint with the Commission marked PCC/FCT/C.172/16 was hale and hearty on the day of the award. He added that he became aware of this concealment for the first time when to his greatest surprise he saw Mr. D.P on both Nigeria Television Authority, NTA, and African Independent Television, AIT news collecting the award on his behalf.

He protested by writing to the chairman of the CCB to notify him that the award was given to the wrong person and to retrieve it from Mr. D.P All attempts to retrieve the award proved futile, he therefore resorted to the Commission for justice. In his prayers, he urged the Honourable Commissioner to use his good office to retrieve his award and all the entitlements that came with it .An apology from the Corps Marshal, for depriving him from having a "presidential handshake" with the President. The Commission waded into the case and the Honourable Commissioner, Hon. DanladiEtsuZhin personally wrote to the Corps Marshal requesting for the award to be returned to the complainant, the original owner. Efforts of the

Commission saw the award returned to Mr. Ibrahim by the Chairman of the Code of Conduct Bureau.

The case file was thus closed at the end of the Commission

## **GOMBE STATE**

### **CASE NO.1.**

#### **ALLEGED DELAY IN COURT HEARING**

This complaint was lodged by one M.S M. and seven others on Delay in Court Hearing dated 27<sup>th</sup> July, 2015 against Federal High Court Abuja.

The complainants alleged that they filed a suit in Federal High Court Abuja with NO. FHC/ABJ/CS/322/200 in the year 2005 but up to the time of this complaint their case was not concluded.

They further alleged that all efforts put to see that their case was heard proved abortive that they even applied for the transfer of the case to Federal High Court Gombe, but to no avail.

On receipt of the case, correspondence method of investigation was adopted.

A letter was written to the Chief Justice Federal High Court Abuja on 14<sup>th</sup> August, 2015 Ref. NO. PCC/GM/COM/S637-644/2015/11 forwarding the complaint and requesting for their comments on the allegation.

After a lengthy correspondences between the Commission and the office of the Chief Justice of the Federation, they finally responded in their letter dated 29<sup>th</sup> January, 2016 informing the Commission that the case was pending before Court 7 of the Federal High Court and that the Commission should inform the complainants to attend Court on 23<sup>rd</sup> March, 2016 to hear their case as they were accused of not appearing in Court.

The complainants were informed and they attended the Court on 23<sup>rd</sup> March, 2016 where their case was heard and their Counsel applied for the transfer of the case to National Industrial Court Gombe for continuation.

Based on the above development, the complainants called to thank the Commission for a job well-done and at the same time, wrote an appreciation letter.

The case was therefore closed on 8<sup>th</sup> April, 2016 for being successful concluded.

## **CASE NO. 2.**

### **ALLEGED NON DISBURSEMENT OF LOAN FACILITY**

This complaint was lodged by one Mr. A.Y.O MD/CEO of ADFAN Nigeria Ltd Gombe against the Bank of Industry on non-disbursement of a loan facility of Ten Million Naira (~~₦~~10,000,000:00).

The complainant alleged that he applied for a loan of Fifteen Million Naira (~~₦~~15,000,000:00) in February, 2014 for the expansion of his digital photographic colour laboratory and after submitting all the required documents, he paid all the necessary fees and also surrendered his property with a market value of Thirty-five Million Naira (~~₦~~35,000,000:00) the Bank then approved the sum of Ten Million Naira (~~₦~~10,000,000:00) via a letter dated 7<sup>th</sup> May, 2014.

He further stated that to his dismay instead of the Bank disbursing the loan to him, he received a letter dated 22<sup>nd</sup> July, 2015 informing him that the management of the Bank had resolved not to release the fund on the basis of controversy surrounding his identity.

In response the complainant asserted that he swore to an affidavit on change of name which he submitted to the bank with the Newspaper clipping for necessary action, he also added that he made a payment of Nine hundred and eighty five thousand two hundred and fifty Naira (~~₦~~985,250:00) being the legal fees charged on the approved loan.

On receipt of the complaint, this Commission forwarded the issue to the Bank to ascertain the truth or otherwise of the allegation. The Bank promptly responded by confirming to this Commission that:-

- a. The Bank approved the loan facility of Ten Million Naira (₦10,000,000:00) to the Company as per their letter of offer dated 7<sup>th</sup> may, 2014, the said letter stipulated the pre-disbursement conditions as well as other terms and conditions attached to the loan facility;
- b. The loan offer was valid for three (3) months during which the Company was required to meet the pre-disbursement conditions and draw down the facility. However the company failed to meet the conditions that led to the expiry of the facility, this was revalidated on the company's request that attracted a fee of 0.5% of the loan amount;
- c. On evaluation of the documents submitted by the customer, the management of the Bank was uncomfortable with the discrepancies in the names of the complainant and sought for clarification from him which he failed to do.
- d. In a bid to reconcile the names and the face of the said chief promoter, the Bank requested him to furnish any means of identification whatsoever prior to the change of name or adoption of the new name, again the complainant failed instead an affidavit was submitted which did not sufficiently address the Bank's concerns;
- e. Rather than addressing the Bank's concerns, the complainant engaged the services of a lawyer that threatened the Bank with legal action;
- f. The Bank Management consequently decided against proceeding with the transaction.

This Commission appraised the Bank's response and pleaded on behalf of the complainant for a reconsideration of the disbursement of the loan to the Company and in response the bank advised that the complainant should write an appeal letter to the Managing Director of the Bank on the issue.

The complainant acted based on the Commission's advice and wrote the appeal letter. On 6<sup>th</sup> October, 2016 a letter of appreciation was received from the complainant that the Bank of Industry had disbursed the loan facility of Ten Million Naira (₦10,000,000:00) to his Company.

On this happy note the case was closed.

### **CASE NO 3.**

#### **DIFFICULTY IN ACCESSING BANK ACCOUNT DUE TO INTRODUCTION OF BVN**

A customer with the Eco Bank Nigeria Plc, in Gombe the Capital of Gombe State complained to the Commission on the 11<sup>th</sup> of January, 2016 of his inability to access his account with the Bank. The complainant claimed that he had two accounts with the Bank with two different names. With the introduction of the Bank Verification Numbers, he realized that it was not possible to use same BVN for two different accounts. The complainant was devastated because he needed the cooperation from the bank, he resorted to the Commission and pleaded for its intervention.

Eco Bank was approached on the 13<sup>th</sup> January, 2016 for its comments on the complainant's claim to enable the Commission establish facts. In its response on the 25<sup>th</sup> January, 2016, the Bank stated that the matter was being looked into. The letter said that the Bank was awaiting further regulatory directives circulated on issues arising from the introduction of BVN. It promised to keep the Commission abreast with developments.

After a month, the Bank called the complainant and issued him a cheque to withdraw all his funds from the affected account. He was directed to open another using the name he used for the BVN. The complainant was so pleased with the development. On the 14<sup>th</sup> March, 2016 the Commission received an appreciation letter from the complainant and the case was closed.

## **HEADQUARTERS**

### **CASE NO.1**

#### **ALLEGED WRONGFUL CLAMPPING OF VEHICLE**

This case was lodged by one Mr. A. A. against Abuja Municipal Area Council Task force for alleged vehicle clamp.

The complainant came to the Commission on 21<sup>st</sup> April,2016 to report that his vehicle was wrongfully clamped by AMAC TASKFORCE, an action he considered very wrong because he claimed he did nothing wrong to warrant the treatment he got.

The Commission went for an on-the-spot Investigation at AMAC office on the same day. In the course of the Investigation the Commission was directed to the Director of Administration, one Mr. E.E. E., for discussion and possible resolution of the case. The Director made the Commission to understand that the vehicle would be released but the complainant must pay the towing fee of ten thousand naira (~~₦~~10,000). This towing is because the vehicle has already been towed to their park.

This was communicated to the complainant and he agreed to pay the Ten Thousand Naira (~~₦~~10,000) instead of the Thirty –five Thousand Naira (~~₦~~35,000) he was booked to pay. The complainant was satisfied with the outcome of the negotiation and confirmed to the Commission that he paid the money and his vehicle has been released to him. The Complainant appreciated the Commission's effort through a written letter.

In the light of the above, the case was closed for a successful completion of the Investigation.

**CASE NO 2.**

**ALLEGED WRONG DATE OF FIRST APPOINTMENT USED TO CALCULATE RETIREMENT BENEFIT.**

The case was lodged by Mrs. O.O. F, against Federal Inland Revenue Service (FIRS), over wrong date of first appointment used to calculate Retirement Benefit.

According to the Complainant, she alleged that a difference of eight (8) years omitted in the calculation of her internal gratuity as her date of first appointment was 18/05/93 but was calculated as if from 10/11/2001. She stated that indication of scam or victimization, this made her to request for an assistance of the Commission.

**ACTION TAKEN**

A letter was written to the Executive Chairman Federal Inland Revenue Service to authenticate the veracity of her claim. The Federal Inland Revenue Service in their response on 14<sup>th</sup> July, 2015 authenticated the veracity of the claim and stated that the complainant's request on wrong date of first appointment her request was granted and all benefits paid as well.

The complainant was later contacted via telephone and confirmed that she has been paid the short fall of her entitlements and placed at appropriate level of her monthly Pension. She further thanked the Commission for its prompt intervention and request that the case be closed.

**CASE NO 3.**

**ALLEGED NON-PAYMENT OF HER RIGHTFUL BENEFITS AND ENTITLEMENTS.**

The complaint was lodged by Chidinma Onumaegbu (Mrs) on alleged non-payment of her rightful benefits and entitlements.

The complainant alleged that after seventeen years of service to her employer (Stella Maris Schools, Abuja), she was entitled to retirement benefits amounting to One Million, Four Hundred and forty four thousand naira (as stated in the staff condition of service upon employment), but after ten years, a new condition of service was introduced which reduced her benefits to Three Hundred and Fifty Two Thousand Naira only (~~₦~~352,000.00).

The complainant also noted irregularities in her pension remittances by her employer.

#### **ACTION TAKEN**

Series of case conferences were held to determine whether the condition of service later introduced by the school was supposed to have a retrospective effect on the complainant's entitlements/benefits. After series of case conferences, the Commission was able to convince the respondent to pay the complainant according to the provisions of the conditions of service contained in the complainant's employment letter. Also, the complainant's claim of irregularities in her pension remittances by her employer was investigated and resolved.

On the 14<sup>th</sup> October 2015, the respondent presented two post-dated Bank cheque totaling one million, four hundred and fifty seven thousand naira (~~₦~~1,457,000.00) to the Commission for onward transfer to the complainant.

The complainant wrote an appreciation letter to the Commission for the efforts in ensuring that she was not robbed of her entitlements and helping to resolve the matter amicably.

## **IMO STATE**

### **CASE NO.1.**

#### **UNFAIR TREATMENT AND GROSS VICTIMIZATION BY THE FUTO VICE-CHANCELLOR**

The case was lodged by Dr.O.N. against the University Governing Council and Vice-Chancellor of Federal University of Technology Owerri (FUTO) over an alleged unfair treatment and gross victimization.

#### **Brief:**

The complainant stated that he was accused of being involved in the irregular NYSC call-up of some students in the department. He added that he was invited to appear before an appeal panel after being suspended for three (3) months with half salary, pending the outcome of the decision of the University Governing Council.

Furthermore, the complainant stated that after appearing before the said panel in two occasions, he was surprised to get a letter from the Registrar stating that his suspension has been extended by another 3 months with reason that they still await the report of the Appeal panel, this development did not go well with the complainant and so he came to the Commission for redress.

#### **Action Taken:**

The Commission approached the respondents for their statement and further clarification on the case. At the cause of investigation by the Commission, it was observed that the respondent altered the provisions of their enabling laws by the continuous suspension of the Complainant and also in the area of denying him of his promotion. These facts were presented to the respondent and they took it into consideration.

## **Conclusion**

The case was later decided by the University Governing Council to recall the complainant and the issue of his promotion was passed to the appropriate committee in line with the extant administrative procedures of the University. The Commission was appropriately informed on the development and case closed.

## **CASE NO.2.**

### **PUBLIC COSULTATION ON TARIFF REVIEW**

Following the PCC Act, Section 5(2), which empowers a Commissioner to investigate either on his own initiative or following complaints lodged before him by any person or any administrative action taken by any agency of government, the Commission engaged in an investigation to unravel the facts emanating from myriads of complaints of high level discontentment of the poor service delivery and the high billing methods by Transmission Company of Nigeria (TCN) and Distribution Companies (DISCOS) with a view to making useful recommendations that will forestall future complaints and discontentment by the consumers. In the course of this research, the Commission was able to interact with the public and came out with the following outcome:

1. Consumers were worried that very little investment has been made after the partial privatization of the power sector to warrant an increase in tariff.
2. Consumers were willing to pay for only what was consumed.

3. Installing metres would ensure that consumers are not short changed as well as protect them from outrageous high bills.
4. Fixed energy charges were not in line with best practices and were considered inappropriate etc.
  - a. The installation of metres should be considered most primary in order to eliminate the unwholesome practice of estimating bills.
  - b. The review of electricity bills should be to reduce the burden of the current tariff levels which will be considered more charitable by consumers.
  - c. Cost reflective tariff should be matched simultaneously with quality service delivery.
  - d. Neighbourhood consumer form be established to enable consumers interact quickly and with ease with suppliers of energy to deal with issues of mutual interest.
  - e. The capturing of existing consumers will enable energy suppliers have a systematic projection of consumer demographic trends which will aid in future infrastructural requirements.

These recommendations were presented at a public consultation on tariff review organized by the Enugu Electricity Distribution Company (EEDC), held on the 7<sup>th</sup> October, 2015 in Owerri, Imo State which also had in attendance, the Nigeria Electricity Regulatory Agency (NERC).

Consequently, the NERC had since communicated its response that it is already tackling the challenges as observed by PCC especially in approving the DISCOS plans for proper metering of consumers. This further reignited the Commission's hope that more activities would be put in place to bring about justice and fairness between the Electricity Suppliers and the consumers.

### **CASE NO 3.**

#### **ALLEGED NON-REFUND OF NATIONAL HOUSING FUND (NHF) CONTRIBUTION BY FEDERAL MORTGAGE BANK.**

This matter was lodged before the Commission by Chief O.K, and M.U.A, against the Federal Mortgage Bank of Nigeria over alleged non-refund of National Housing Funds Contribution.

The complainants alleged that after mandatory deductions were made from their salaries for housing scheme by the Federal Government, they were not allotted with any house until their retirement. They further alleged that they have exhausted all available channels to recoup their money to no avail. They implored the Commission to intervene on their behalf to recover their money.

The Commission, saddled with the responsibility of handling administrative and social injustice by virtue of Section 5(2) of the Public Complaints Commission Act, immediately wrote to the Federal Mortgage Bank, Owerri office for comments. In their response they advised the Commission to channel such request to their Corporate Head Office in Abuja. This was done and followed by reminders subsequently. In the end, the respondent informed the Commission via a letter that they have successfully processed the payment of NHF deductions. Finally, the complainant informed the Commission on 13<sup>th</sup> January, 2015 that they have been paid their NHF contribution. They went further to thank the Honourable Commissioner and the entire staff for their tireless support; and the matter was closed at our end.

## **JIGAWA STATE**

### **CASE NO 1.**

#### **ABUSE OF POWER BY A COMMUNITY LEADER**

Mr. X came before the Hon. Commissioner saying, he traditionally rears some domestic animals at home for some months and sells in order to buy another set to rear again to sell as a business. One day the Community leader advised him to try the business of buying grains during the harvest season and to keep it for some Months to sell when the price goes up. Mr. X accepted his advice but he complained on absence of store to keep the grains. In his comment the Community leader advised him to keep the items in his store to which the complainant agreed. Then he bought the materials and kept it in the farmer's store and when the period of selling the items reached, he went to him that he was going to sell the goods but the respondent claimed that he has a customer who used to buy from him from time to time. These made him to give him a go ahead to sell the goods. When the goods were sold the respondent reached an agreement with the buyer to bring the money the following week, when the time matured I contacted the Community leader but he said I should exercise patience and that he was going to bring it unflinching. This made me to be waiting for almost eleven months without any positive response. I tried all possible ways to see that the problem was solved which included reporting the matter to the Village head, District head etc, but all in vain.

On receipt of this complaint, the Commission on its part invited both parties including the Village head and the District head for a case conference. During the discussion the two leaders confirmed that they did their best to settle the matter but they were unable. After exchanging of Ideas agreement was reached that the respondent was going to settle the whole amount in five months installment. Both

parties signed an agreement on this matter. Before the maturity of the period fixed the respondent was able to settle the amount due to the complainant. The complainant came to confirm that the latter has paid him his money even before the five months agreed. On this happy note the case was closed.

## **CASE NO.2**

### **ALLEGED WRONGFUL DISPOSESSION OF A HOUSE**

On the 7<sup>th</sup> day of October, 2015 two aggrieved complainants (Mr. S. and Mr. G.) came to our office and lodged their complaint against their village head (Mr M.) for allegedly dispossessing them of the house they inherited from their father.

They claimed that their former District head (who was father of the present village head) gave him (their father) a piece of land to build a house to live with his family more than thirty years ago when he (the complainants' father) migrated to the village. He built the house, but with the death of the former District head recently and the recent appointment of Mr. M. as the new District head, he (Mr. M.) dispossessed the house and gave it to Mr. S. claiming that the land on which the house was built belonged to the late father of Mr. S.

On the receipt of this complaint, the complainants and respondent were invited to appear before the Honourable Commissioner Public Complaints Commission. Discussion on the matter was held between both parties and the Commissioner, the Director and some of the Principal Officers. Two case conferences on the matter took place, with the Commission discovering that the land in question belongs to the late father of Mr. S. who was given the house by the respondent after taking it away from the complainants. The discovery was through the information given by the witnesses presented by both parties. This means that the former District head

deliberately gave the land to the complainants' father despite the fact that it belongs to somebody else who was at that time not in the town.

With this development the Commission requested the District head to give the complainants a piece of land in place of the other One they lost and the sand to build another one for them to live in. The District head accepted the request and the complainants were also satisfied with it. However, they (the complainants) demanded to cut down trees they planted in the house, but the Honourable Commissioner gave the ten thousand Naira (~~N~~10, 000) from his own pocket as compensation for the trees and they accepted. The District head fulfilled the promise by giving them a piece of land which was good and located in a good place according to our officers who visited the area to see the land. Furthermore, the complainants were satisfied with the land.

The Case was then closed.

### **CASE NO.3.**

#### **COMPLAINT AGAINST DIRECTOR, SCHOOL OF MID-WIFERY**

Miss. H. and Twelve (12) others lodged a complaint on 29<sup>th</sup> April 2015. Against Director School of Mid-Wifery 2013, in one of the neighbouring places to the Capital of Jigawa state.

They said the sum of seventy thousand Naira only (~~N~~70,000) was paid by each one of them for Registration and License, but unfortunately the Director did not submit the names to the Nursing and Midwifery Council of Nigeria. She diverted the money. As a result they were not registered and not licensed due to which they lost many opportunities of getting employed

On receipt of the complaint, the Commission discussed with the affected state Director in respect of this complaint through, G.S.M., and the Commission forwarded the complaint to them. On investigating the complaint it was found that:-

- a. The matter now has been tabled before present School authority
- b. The Director complained against his retired
- c. The School authority on the spot referred the matter to the Ministry of Health.
- d. A committee was set up to handle the matter.
- e. The committee resolved that since the Director Benefit were not yet paid, the amount should be deducted from her retirement benefits and to be paid to the authority concerned for the registration of those students.

The Commission later contacted one of the complainants and she confirmed that the Ministry of health called her through (GSM) they were requested to pay for the registration with an undertaking that when the gratuity of the respondent is ready they will be refunded through their bank accounts.

The complainants wrote an appreciation letter dated 15<sup>th</sup> June 2016 which informed the Commission that their money ₦34,000 naira only has been returned to them and the tag and License have been collected. They expressed gratitude for redressing their complaint.

With the receipt of the letter, the case File was closed.

## **KADUNA STATE**

### **CASE NO. 1.**

#### **COMPLAINT ON NON-PAYMENT OF DEATH BENEFIT**

This complaint was lodged before the Commission by one Mr. J.L. against the Kaduna State Pension Board on non-payment of his late father's death benefits.

Upon receipt, comments was sought from the Office of the Executive Chairman, ZangoKataf Local Government Council on 23<sup>rd</sup> September, 2013 and several reminders alongside follow-up visits conducted accordingly after which the Commission received a response dated 17<sup>th</sup> March, 2015 to the effect that the deceased file has been processed to the Bureau for Local Government Pension Board Kaduna on 25<sup>th</sup> June, 2014.

Upon this discovery, comment was subsequently sought from the chairman Bureau for Local Government Pension vide a letter Ref. No. PCC/KD/C.171/2013/V.I/29 dated 20<sup>th</sup> May 2015 which prompted their response dated 1<sup>st</sup> July 2015, to the effect that, it is in receipt of the retiree's file from the Local Government and has forwarded same to the Auditor General's Office for further processes of his benefit and awaiting a return of the file to process for payment after their clarification.

After this development, several correspondences ensued between the Commission and the Auditor General's office which finally yielded their response dated 9<sup>th</sup> December 2015 to the effect that the deceased file had been processed and sent back to the Bureau of Local Government Staff Pension Board on 13<sup>th</sup> October 2015 which was the final stage, hence necessitating a closure of the case upon which the complainant was accordingly informed vide letter Ref. NO. PCC/KD/C.171/2013/V.I/46 dated 23<sup>rd</sup> February, 2016. The case was however closed after a successful resolution.

## **CASE NO. 2.**

### **COMPLAINT ON NON-PAYMENT OF 11 MONTHS SALARIES BY SANGA LOCAL GOVERNMENT EDUCATION AUTHORITY**

This Commission received this complaint from one Mr. E.G against Sanga Local Government Education Authority alleging non-payment of his eleven months salaries by Sanga local government Education Authority.

Upon receipt of this complaint, comments were sought from the Kaduna State Universal Basic Education Board being the body responsible for payment of teachers salaries in the state vide our letter reference number PCC/KD/C.1100/2016/V.I/16 dated 5<sup>th</sup> September, 2016 which yielded no response from their end.

Upon this development as there was no response from the respondent, a follow-up visit was scheduled for a favourable response to our letter earlier sent which was approved, but before the said follow-up visit could be effected, the complainant was contacted on 5<sup>th</sup> November 2016 via his mobile phone number to know if there was any positive feedback from the respondent. He responded in the affirmative that his eleven months arrears had been paid and his salaries regularized due to the intervention of the Commission. This culminated in the closure of the case since the crux of the matter had been dealt with successfully.

## **CASE NO. 3.**

### **COMPLAINT ON REFUSAL TO PAY MATURITY BENEFIT BY AIICO INSURANCE AMERICA INTERNATIONAL PLC**

The Commission received these complaints from one Mrs. K.A. and 2 other similar cases against AIICO Insurance America International Plc on refusal to pay their insurance benefits after maturity. They alleged that such has matured on different

dates but the Company has refused to pay their benefits after several efforts to no avail.

Upon receipt of these complaints, comments were sought from AIICO American Insurance International Plc and a period of thirty (30) days' time frame was given to them within which to respond in accordance with the provisions of section 5 (7) of the Public Complaints Commission Act CAP. P. 37 LFN 2004.

Upon expiration of the thirty working days without receiving a response from the respondent the office, the Commission conducted a follow-up visit to the respondent and discussion was held in respect of the matter as the relevant documents were presented as proofs. Immediately after the Commission's visit, the complainants called and informed this Office through mobile phone that the respondent had paid them all their money as follows:

1. C.854 Mrs. Khadijat A. Aliyu - ₦120, 000
2. C.855 Mrs. Margaret Abubakar - ₦240, 000
3. C.856 Anthony O. Animashaun - ₦240, 000

With this great success their cases were closed having being successfully resolved.

## **KANO STATE**

### **CASE NO.1.**

#### **NON PAYMENT OF JULY SALARY, 2013 CASE NO. 101/2013**

On the 30<sup>th</sup> March, 2013 this case was lodged by Mrs. A. before the Hon. Commissioner against SUBEB, the complainant alleged that her problem started when she was transferred from Ungogo local government to Gaya local government and she was getting her salary from Eco Bank Dawanau Branch under Ungogo local government. Suddenly she waited for July salary, but she couldn't get it and all effort to get it failed, hence her complaint.

Approval was given to commence investigation after following the right channels. We started with a preliminary investigation by visiting SUBEB, we found out in SUBEB that there was an omission in sending her account number to her bank, but it was rectified. We went to Ungogo Secretariat and there was no positive answer and we decided to pay a visit to the bank where we were told that the mandate came to the bank, but because they could not trace her account it was returned to the local government. We kept investigating but the person who signed and collected the money was nowhere to be found.

After series of reminders to the bank and the secretariat that yielded no positive result, we decided to write to the Chairman of the local government, we kept pushing and persuading until he finally directed the Director Account Department to release money for her payment and she was finally paid and appreciated the Commission for a job well done.

## **CASE NO.2.**

### **ALLEGATION AGAINST FOUANI NIGERIA LTD: CASE NO. 109/2016**

Mal. Y.V. sorely petitioned the Commission against Fouani Nig. Ltd. Stating that on 12 September, 2015 he purchased a LG.55 inches Television. The Television was purchased alongside a DVD Player at the sum of ₦192,000.00 (One Hundred and Ninety-Two Thousand Naira only).

On fixing the television, he complained to the technician about bad picture quality of the product. Then he advice him to call the customer care centre which he did and he was told to come with the product. On getting there with the TV.set, it was checked and he was told nothing was wrong with it. All things being equal, the following week, he still went back on same complaint requested for the company's technician to accompany him to see for himself the situation of the product, which he did and observed the same picture problem, right there he called their centre and told them about his findings. He said he was later asked to change the connecting cables by a call he received from the company's Lagos centre.

After all efforts to fix the product proved abortive, the company promised to give him a new one. He said he waited for another week, after that, he went to the company centre and the Manager denied telling him that they are making plans to give a new TV set to him. He therefore requested the Commission to intervene

Preliminary investigation to the company was made and they promised to address the problem. They later requested the complainant to come with the TV set to the company.

On 26<sup>th</sup> February, 2016 the complainant was called and he fortunately said that the problem had been solved.

### **CASE NO.3.**

#### **ALLEGED NON PAYMENT OF ENTITLEMENT:**

Mal. A.K. lodged his complaint with the Commission alleging non-payment of his entitlement against Trust Fund Pension Plc.

The Commission contacted the respondent on the matter, but got no response. Series of follow-ups were made by the Commission, during one of the follow-up to the respondent, the Commission was informed that inability of the respondent to pay the complainant was because the complainant did not participate in the 2014 screening Exercise conducted by Pencom and as such his name was not captured for payment and until he does that, he will not be paid. The respondent therefore urges the Commission to inform the complainant to avail himself in the next screening exercise around June, 2015 to be conducted by Pencom unfailingly. Later the complainant informs the Commission that he had participated in the screening exercise. After some time the Commission contacted the respondent on any development about payment to the complainant, the Commission was told that they are in the process of paying him his entitlement (RSA) that the complainant should exercise some patience.

On the 1<sup>st</sup> March, 2016 the complainant informed the Commission that he was paid the sum of ₦19,149.78 (Nineteen Thousand, One Hundred and Forty Nine Naira, Seventy Eight Kobo) as his contributory RSA through his bank account.

The complainant wrote an appreciation letter thanking the Commission for its assistance and the case was closed.

## **KATSINA STATE**

### **CASE NO.1.**

#### **NON PAYMENT OF OUTSTANDING BALANCE OF CONTRACT SUM**

On 7<sup>th</sup> September, 2016 Mallam M.S. lodged the above complaint against PPFN Katsina state office. In his letter of complaint, Mallam M.S. stated as follows:

“I was awarded a contract by (PPFN) north-west region Katsina State Office on 9<sup>th</sup> May, 2016 at a cost of ₦778,760.50. I was given ₦233,628.75 as an advance payment in the ratio of 30%. I have completed the job a month ago but PPFN refused to settle my remaining 70%.

On receipt of the complaint, an investigation was conducted during which the Commission discovered that the alleged nonpayment of the outstanding balance was because the job was not completed to the satisfaction of the respondent. When our investigation officers inspected the building, they actually saw the poor work done on the roofing. Most of the rooms were leaking whenever it rains.

Armed with these findings, the complainant was invited and briefed accordingly. While accepting his fault, the complainant indicated his readiness to effect the repairs only with a serious challenge of been broke. It was at this juncture that the Commission advised him to go and source for money elsewhere to make up all the short comings in the contract before he could get balance from the respondent payment.

He was reminded that, government cannot effect payments for uncompleted work.

The complainant complied with the Commission’s advice. He sourced for the money and made the necessary repairs. He was then paid his 70% balance.

He registered his appreciation at the Commission for a job well done. The case file was then closed on 16<sup>th</sup> September, 2016, having been successfully resolved.

## **CASE NO. 2.**

### **COMPLAINT AGAINST PROPOSED CONSTRUCTION OF FILLING STATION AT GAFAI QUARTERS BY A.S.U.K, NIG LTD.**

A complaint was received from Gafai P.F, a youth association of Gafai Quarters against ASUK Nigeria Ltd over alleged construction of a filling station in an area considered to be residential in nature.

The Commission, acting on its mandate, went through the complaint and felt that it is outside the purview of the Commission. However, being empowered by sections 7(1) a & b, of the PCC Act, the Commission referred the matter to Urban and Regional Planning Board, Katsina for proper action while it monitors the outcome of the matter.

Upon receipt of the complaint, the Board informed the Commission that it had not granted such permission to the company and further said that such projects are only approved by the Department of Petroleum Resources (DPR) and other relevant agencies. Consequently, the DPR was involved in the matter and it resolved as follows: "After careful consideration, the department resolved that, in the interest of peace in the neighborhood, the approval to construct the filling station earlier granted has been revoked. The revocation notice was issued to the company for compliance".

The Secretary of the association was reached on the outcome of the decision of both the Board and DPR and advised the association to follow-up due compliance. The case was closed on 6<sup>th</sup> of February, 2016.

### **CASE NO 3.**

#### **ALLEGED WRONGFUL ERECTION OF A TELECOMMUNICATION MAST**

This matter was lodged before the Commission by one Mr. A, and 7 others against a Telecom Operator over alleged wrongful erection of a mast. They alleged that the mast affects the free movement of people and their vehicles, and that their health is at risk due to its suspected adverse effect on human health. All efforts to contact the authority involved proved abortive hence their complaint before the Commission upon receipt of the complaint, it was discovered that it falls outside the jurisdiction of the Commission and following section 7 (1) a & b, the case was referred to National Environmental Standards and Regulations Enforcement Agency (NESREA) for necessary action.

A follow-up visit was paid to NESREA for update on the matter and the Commission was told that the case was being addressed and this piece of information was conveyed to the complainant. Few days later, the complainant called the Commission and informed it about the removal of the mast. They expressed happiness at the Commissions efforts towards resolving the matter and the case was closed afterwards.

## **KEBBI STATE**

### **CASE NO.1.**

#### **HARASSMENT AND INTIMIDATION AGAINST NATIONAL DRUG LAW ENFORCEMENT AGENCY (NDLEA)**

The above case was lodged by a commercial motor driver to the Honourable Commissioner against NDLEA authority for our intervention to save him from further malicious treatment he suffered in the hands of some officers (NDLEA) and the return of his money and mobile phone.

The Complainant alleged that he was on his way from Abuja to BirniKebbi with his passengers and on arriving Yauritown, he was stopped at NDLEA check point. After compliance, one of his passengers escaped from the car and he was apprehended shortly, where Indian-hemp was found in his possession.

His car was thoroughly searched to the satisfaction of the screening officer and they were released. On the contrary, the officers' team leader was not satisfied, therefore, he asked him to park his car again, and he obeyed. He was further interrogated and that the passenger had offered them the Sum of Ten Thousand Naira (~~N~~10, 000:00). Therefore, he should also bail himself with the sum of Five Thousand Naira (N5000:00), because he conveyed the criminal.

According to him, he refused to comply, more so, the main suspect was released after he offered the said money. Following his refusal, the officer ordered all his passengers to alight from vehicle that he was under arrest. The passengers obeyed the order, and his cell phone, the key to his vehicle were snatched and the sum of Eleven Thousand Five hundred Naira only (~~N~~11, 500:00) were all taken by two different officers. He also stated that, he was mercilessly beaten by them with the

exception of the first officer who initially searched the vehicle. All these happened in the presence of the passengers and they sympathized with his condition.

As a result of the above, some good Samaritans helped him to report the matter to the police; though the police refused to take any action rather they secretly met. After their short meeting, they requested that his car must be searched again, and he had to stay clear from it. However, he rejected for the fear that they would plant an incriminating substance in the car to implicate him. The police officer also concurred with his view and supported that the car should be searched in his presence. Thereafter, they dropped the issue of the search and called the police officer separately again, hence he (police) left the scene. The petitioner alleged he was asked to sign a statement under duress which he did in order to regain his freedom after they discarded his own written statement and produced theirs, hence he was released.

Because he felt cheated, he reported them to their higher authority at BirninKebbi Headquarters alongside with some of his 3 passengers as witnesses. After his complaint, it appeared initially that action would be taken. Conversely, he glimpsed a twist of the matter and an attempt to arrest him for fresh investigation.

Consequently, he sneaked and rushed to this Commission with the hope that his complaints against NDLEA would be entertained favorably.

Based on the above submission, the Commission sent its officers to together with the petitioner to the NDLEA Head office to have its response on the allegations. A roundtable conference was achieved where the respondent stated as follows:

- i. NDLEA was disappointed with the complainant, because he approached the Commission in spite of their ongoing investigation on the claim as he submitted to them.
- ii. On receipt of the case, the alleged officers were invited for interrogation to exonerate themselves from the allegation.
- iii. The complainant and his witnesses were required to write their statement which they suddenly went away without notice.
- iv. The alleged officers had arrived and submitted their report indicating that the complainant had obstructed them from performing their constitutional duty at the check point.
- v. Because of the absence of the complainant with his witnesses they were released. However, the Head of Operations opined that the petitioner would have had a good case if his witnesses were physically present for a proof.

On the other hand, the complainant maintained the claim that he suspected that they would arrest him after writing the statement. He is a suspect and his witnesses would be released before the arrival of the said officers, as he saw some whisperings within them in the office. The only option left for him was to seek the Commission's intervention so that he would not be further terrified.

After a lengthy discussion with frustrations and infuriation, agreement and disagreement the fact remained that the complainant was noticed to have been physically beaten with some degree of humiliation. The Yauri Area Commander was directed to take necessary action to restore to the complainant all his forcefully seized properties. Furthermore, the sum of two thousand naira was offered by the Head of Operations to the complainant for medicine.

The claims were later settled to the satisfaction of the complainant for which the matter was closed being successfully resolved.

**CASE NO.2.**

**COMPLAINT OF NONE RELEASE OF RECOVERED ₦180,000:00K BY COURT TO PLAINTIFF**

The above captioned case was brought to the Commission by a spare part vendor who alleged that he sold some spare parts to a customer on credit to the tune of One Hundred and Eighty Thousand (N180 000:00K) Naira only in the year 2012. The payment was agreed to be made 2 weeks later. Unfortunately it took 6 months without the customer paying back. Thereby, he sued him before a magistrate court to recover his money.

As a result, the customer's car was impounded by the magistrate and asked him to pay the money or the car be auctioned. In 2013 the complainant saw someone driving the car, on enquiry he was told that it was auctioned to him by the court. It was very surprising to him that if that could be done by the court without having his money. He approached the magistrate where he was told to meet D.C Civil Defense officer who gave him the sum of Thirty Thousand Naira (N30, 000:00K) only. He went to the judge for more explanation, but he was asked for more patience. Nothing was forthcoming, he went through a lawyer close to the magistrate and another Thirty Thousand Naira (N30, 000:00K) was given. At last the lawyer became unhelpful on the matter and it's almost 6 years now with no headway to have his money. He was advised to seek for help from the Commission.

The magistrate was contacted for comment and he admitted that he released the said car for disposal to the Divisional Commander Civil Defense. It was sold but unfortunately the money was abused by the disposer. Financial problems compounded on him and any action on the matter might have led to lose his job. However, the magistrate took the burden to pay the balance of One Hundred and Twenty Thousand (~~₦~~120 000:00K) Naira.

The magistrate kept to his words where he paid all in four installments within two months to the Complainant. Therefore, the case was closed.

### **CASE NO.3.**

#### **WITHELD NYSC CERTIFICATE**

The Commission received a complaint from an ex-Corps Member against the National Youth Service Corp, Kebbi State office for withholding his certificate after due completion of his service year. According to the complainant, while in service he had a dispute with a fellow Corp member who reported him to the Police and allegedly threatened his life. He said the matter was looked into by Security agents and settled amicably. He said his fellow colleague still reported him to the NYSC secretariat where he was summoned and made to write an apology letter. While the matter was being handled by the secretariat, he was still reported at the Department of State Security where he was also cleared. However, he claimed that at the completion of his service year, the NYSC in Kebbi State demanded that he must produce a clearance letter from the DSS before he would be given his certificate.

In view of the complainants claim, the Commission contacted the NYSC office in BirninKebbi for its comments but it did not respond. After several attempts, a

meeting was held with the State Coordinator. He blamed the complainant for his inability to obtain his certificate. According to the Director, the complainant had a case with the DSS before completion of his service, in accordance with laid down regulations he was asked to produce an evidence from the DSS that he had been cleared but he ignored the request. He said as a of the complainant's attitude, the certificate was returned to the Headquarters in Abuja after two months of not being claimed.

After a lengthy discussion on the way forward, the Director agreed to give the complainant a written note to be taken to the DSS office to clear him of any indebtedness.

The following day a clearance was issued by DSS which was forwarded to the NYSC Headquarters in Abuja. A week later, the complainant informed the Commission that his certificate has been released to him, consequently, the case file was closed.

## **KOGI STATE**

### **CASE NO.1.**

#### **ALLEGED NON-PAYMENT OF 2.4 MILLION NAIRA AGAINST SAFIYA ABDULLAHI AND ALI ADEJO**

The Commission received a letter of complaint from one A.H. against More Increase Savings and Investments Lokoja a multipurpose co-operative society.

He alleged that he deposited the sum of ₦2,000,000.00k in January, 2015 in anticipation for interest of ₦150,000 to be paid him in April 2015. He alleged that the terms of the business was later adjusted in July 2015 yet the respondents refused to pay him.

On receipt of the complaint, the schedule officer was asked to arrange for a case conference having endorsed a letter to the respondent to know their version of the case. During the case conference, one of the respondents then stated that the cash refund could not be made available but decided to hand over a property of equal value of the said amount to the complainant.

This, the complainant accepted and the mediator in the transaction handed over the documents on that property to the complainant which he accepted. An agreement was entered into immediately therein.

The complainant came back to the Commission appreciating her effort and prayed for the officers of the Commission for their effort all through.

With this development, the case file was closed.

## **CASE NO.2**

### **ALLEGED OVER BILLING AND NON SUPPLY OF PRE-PAID METER TO PREMISES**

One Mr. S.S.O a resident of phase 11 along Okene/Kabba road Lakoja lodged a complaint against Abuja Electricity Distribution Company (AEDC) for over billing and failure to supply him with the pre-paid meter he paid for.

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

He stated further that the pre-paid meter he paid for was for three phase since March 2016 but was not supplied. That if the meter is supplied, the estimated bill will not be there as he will be paying for whatever he consumed. That if the meter is supplied, the estimated bill will stop.

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 there were without light was attached to his complaint letter.

He alleged that for the transformer to be repaired the residents of this area were charged to contribute ₦10,000 each yet they were charged to pay for that 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 claims of the complainant the Commission swung into action by ordering for an on-the spot investigation in view of the bitterness exhibited by the complainant while submitting the complaint.

Investigation officers who under took the investigation to the branch office of Abuja Electricity Distribution Company at Lakoja met with the manager. The issues were taken one after the other.

On the payment and non-supply of pre-paid meter, the manager promised to get to their Head Office at Abuja to have the meters supplied.

On the estimated bills charged, the manager ordered that since the complainant has paid for meter, the fault is not his, therefore, the bills handed to him, should be cancelled. Few days later the complainant called that the pre-paid meter has been supplied to him. He appealed that since the case has been resolved to his satisfaction the case file be closed.

### **CASE NO.3.**

#### **JOINT LETTER OF COMPLAINTS ON NON-PAYMENT OF DEATH PENSION AND GRATUITY SINCE 2006**

This case was lodged by one Mr. J.O. He is the next of kin to the deceased person who was his brother. All efforts made by him for his late brother's benefit to be paid proved abortive hence he resorted to the Commission to seek redress.

On receipt of this case, a letter was endorsed to National Inland Water ways Authority (NIWA) to confirm if all necessary procedure has been made from the office (NIWA) to the office of Head of Service of the Federation necessary payments.

After two weeks of no response from NIWA, a follow-up visit was made and they promised to respond to our letter.

In their (NIWA) response, it was alleged that the next of kin to the deceased could not present documentary evidence to sustain their claim. The complainant was informed and he produced the documents as requested. Having processed the documents, a letter was endorsed to the office of the Head of Service of the Federation attaching the complaint and all other necessary documents.

The Commission received a letter dated 22<sup>nd</sup> of August, 2016 from pension Transitional Arrangement Directorate requesting for some documents which the Commission forwarded to them accordingly.

Meanwhile, the case was transferred to our Headquarters in view of proximity to the complaint target.

The complainant called the scheduled officer sometime in July to inform the officer that he was invited for a screening exercise and that they should expect alert any moment from then.

On the 21<sup>st</sup> September, 2016 he (complainant) called again to say he received an alert of all the benefits of his deceased brother. Although he didn't write the Commission formally, he called the schedule officer on phone and was full of praises for the Commission for a job well done.

The case file was finally closed after writing to our headquarters to notify them.

## **KWARA STATE 2016**

### **CASE NO. 1.**

#### **INABILITY TO ACCESS SAVINGS**

A retiree complained to the Commission of her inability to access her National Housing Fund Savings with Federal Mortgage Bank. She said she was a Staff of the Kwara State College of Education, Ilorin and retired in March, 2000. According to her, since her retirement she had struggled to access her savings with the Bank but was not successful until 2010. She said when she eventually got the cheque, her name was wrongly spelt so she could not cash it. The complainant said she had made several visits to the Bank to correct the error but her complaint was not given any attention.

The Commission contacted the Bank's office in Ilorin for its representation on the matter. In its response, it explained that it could not act on the letter at the state branch level and had transferred the matter to its Headquarters in Abuja. Hence, the complainant was asked to exercise patience.

On the 22<sup>nd</sup> March, 2016, the complainant happily announced the receipt of all her savings. In view of this development, the case file was closed.

### **CASE NO. 2.**

#### **UNFAIR DEMAND FOR FEES**

A man complained to the Commission alleging unfair demand for School fees against the University of Ilorin, Kwara State. According to the complainant, he was admitted in 2009/2010 Academic Session to study MSc. Degree in Geography. He asserted that he completed his course work within the stipulated time but as a result of the inability of the Postgraduate School to compute his result, on time he

could not graduate with his mates. He stated that in 2014 when the school finally computed his result he was asked to pay school fees for 2012/2013 and 2013/2014 Sessions to enable him access his certificate. The complainant felt the demand was unfair because it was not his fault that the result was delayed. He claimed that all the efforts he made for the school to reason with him proved abortive.

On receiving the complaint, the case was examined and investigation commenced immediately. Findings from the investigation revealed that the complainant indeed completed his programme within the stipulated period. Based on these findings, series of meetings were arranged with the University to persuade it to waive the fees for the two sessions imposed on the complainant. The University finally agreed to the recommendations of the Commission to waive the two sessions and allowed the complainant to access his result.

The complainant expressed gratitude to the Commission for its intervention and the case file was closed.

## LAGOS STATE

### CASE NO. 1

#### NON REFUND OF MONEY PAID FOR LAND BY LAGOS STATE LAND BUREAU

This complaint was lodged by Mr. E.P.A against Lagos State Land Bureau on non-allocation of land paid for.

Mr. E.P.A alleged he requested for approval of land at Ewu-Elepe, Ikorodu after four years. He discovered that the land in question has been fully allocated without his name included.

Subsequently, he was given another scheme at Agbowo-Ikosi, after he had paid, to his greatest surprise; he was informed that the land has been fully allocated to other people and his name omitted for the second time.

All efforts made by him to get refund of the payment proved abortive hence, his complaint to this Commission.

On receipt of the complaint, the Commission immediately initiated action. A letter was written to the Director General of Lagos State Land Bureau and followed up with an on-the-spot investigation.

After three weeks, the Commission's efforts yielded positive result as; the complainant was refunded all his money.

The complainant thereafter forwarded his letter of appreciation to this Commission for a job well done.

Quoting him:

*"I don't know what to say but to say thank you to you and your staff for making it possible for me to collect my money after nine (9) years of fruitless demand."*

*May Almighty God continually be with you all and guide you throughout your year in service”.*

Given the above achievement, the Commission drew the curtain on the case file and it became closed.

## **Case No 2**

### **NEED TO BUILD A NIGERIA POLICE STATION AT IKORODU NORTH L.C.D.A**

This complaint was lodged by Mr. N. A on what he termed the need for a Police Station to be sited in his area. He claimed armed robbers and hoodlum have taken over their area and residents had no peace.

According to him all efforts to get the attention of the serving Law maker and other relevant Authorities on the issue proved abortive.

Hence his complaint to this Commission to receive redress.

The outcome of this Commission’s investigation to the area revealed truly that there was urgent need for the Police presence in the area.

Consequently, a letter was endorsed to the Inspector General of Police on this matter and was promptly addressed.

The efforts of this Commission yielded positive result as a standard police station has been built in the said area. Thus the case file was closed.

### **CASE NO.3.**

#### **ALLEGED BREACH OF CONTRACT**

This complaint centers on alleged breach of contract by Coca cola processing company.

The complainant claimed that after undertaking a project for the respondent, which is installation of the mechanical fitting amounting to Twenty Two Million, Seven Hundred and SeventyFive Thousand, Six Hundred and Seventy Naira

(~~₦~~22,755,670,00) the respondent renegeon the agreement for three years. The company according to him failed to pay theoutstanding balance of Ten Million Seven Hundred Seventy Thousand, Six Hundred and Seventy Naira (~~₦~~10, 775,670). On receipt of this complaint a letter was endorsed to the respondent for his comments.

After a couple of weeks, the complainant confirmed the payment of all outstanding balance.He sincerely thanked the Commission for a job well done.

On that happy note, the case file was closed.

## **NASARAWA STATE**

### **CASE NO 1.**

#### **UNLAWFUL DETENTION AND SEIZURE OF MOTOR CYCLE BY STATE CID (Mr.A.A.K).**

A young man (Mr. A.A.K) Complained to the Commission through complaint letter dated, 12<sup>th</sup> April, 2016. He alleged that his brother was detained at the state CID Headquarters following an allegation of robbery. A motor cycle was also taken from their home as exhibit in the process.

He further averred that two weeks after his brother was bailed out, the police refused to give the motor cycle back to his brother and therefore needed the assistance of the Commission.

After the receipt of the case by the Commission the complainant was asked to bring the papers of the motor cycle to facilitate investigation into the matter. On his way however, the complainant met the police officer handling the matter and told him he had reported the issue to the Public Complaints Commission. On hearing of this new development, the police officer told him right there to come and collect the motor cycle the next day.

The following morning, the complainant promptly called the officer handling the matter in the Commission and informed him that the motor cycle had been released. The matter was then laid to rest and the case file was closed.

## **CASE NO.2.**

### **INTIDATION TO RESIGNFROM WORK**

On the 4<sup>th</sup> April,2016, one Mr. B.M, ran to the Commission looking distressed and desperate. He alleged that the authority of the Nigerian Prison Service had intimidated him to resign his appointment from the service before 12:00 noon of that day or face prosecution.

The urgency of the complaint caused the Commission to dispatch an Investigation Officer to embark on an on-the-spot Investigation to the Nasarawa State command of the Nigerian Prison Service. At the Command, the Investigation Officer demanded to see the complainant's file. There was nothing incriminating in the complainant's file to warrant asking him to resign from the service and it was discovered that the complainant had earlier appeared before a verification panel for an alleged certificate forgery.

The Commission waded into this case and contacted the Head Office of the Prison Service. Investigation was also extended to the College of Agriculture where the complainant attended and the school released the original of the Complainant's HND certificate which he tendered to the Head Office of the Prison Service.

He was absolved of the forged certificate allegation and threats to his job stopped. The complainant in his letter of appreciation was full of praises to the Commission. On this note the case file was closed.

### **CASE NO 3.**

#### **COPMPLAINT ON ARBITRARY SUSPENSION FROM SERVICE.**

The establishment of the Public Complaints Commission is indeed a blessing to the citizens of Nigeria. A lot of Nigerians would have been suffering in silence if there had not been an institution like the Commission. This assertion can be attested to by someone like Mr. C.A, who got his rights and job protected by the Commission.

Mr. C.A, was a journalist with a media house who alleged that he was wrongfully suspended from duty by his General Manager. According to the complainant, he covered the re-run Election of the Lafia/Obi Federal Constituency in 2015, for his organization. After the election, the General Manager accused the complainant for his reportage of interference with the election process material and election malpractice. The General Manager asked Mr. C.A. to submit the tape to him or face the music.

When the General Manager felt the complainant was not cooperating, he accused him of dereliction of duty. Subsequently, the complainant was issued with a query, which he replied to. Also, a Senior Staff Disciplinary Committee was set-up to try the complainant. The complainant claimed the committee did not recommend his suspension, but the General Manager caused him to be suspended for six months without pay. Interestingly, at the expiration of the suspension, he was not allowed to enter his office to resume duty. Suspicious of the General Manager's motives and having tried to get redress without success, the complainant came to the Commission.

The Commission confronted the General Manager with the complainant's allegations, but he denied accusing the complainant of being in possession of election materials.

He claimed the complainant was being punished for dereliction of duty and absence from duty without permission. The Commission then requested for the Disciplinary Committee's report on the complainant.

After going through the report, it was discovered that the Committee did not recommend for the complainant's suspension rather it asked the General Manager to temper justice with mercy on the case on why the complainant was not allowed to get back to office at the expiration of his suspension, the General Manager agreed that the complainant had published the matter in some newspapers and other media platforms without showing remorse.

From its investigation, the Commission concluded that it was a case of vendetta and the General Manager's action was ultra-vires. The complainant had been unjustly punished. The Commission transmitted its conclusion to the General Manager and recommended the immediate reinstatement of the complainant back to work.

Shortly afterwards, an excited and happy Mr. C.A, came to inform the Commission that he had been reinstated back to work and a letter to this effect issued to him. Thus the case file was closed.

## **NIGER STATE**

### **CASE NO.1.**

#### **ALLEGED ILLEGAL/DISMISSAL FROM SERVICE**

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

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 the Commission's intervention.

The Commission swung into action with letters and visits and gathered that the matter got out of hand because the complainant stubbornly refused to appeal to the Management of the college and that once he appeals to the Management of the College his matter will be attended to as soon as the Council sits.

Later on, the Commission received a letter from the institution informing her that the council had looked into the case and invited the complainant before the committee where he was allowed to make his submission.

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

## **CASE NO.2.**

### **ALLEGED REFUSAL TO RELEASE CERTIFICATE OF OCCUPANCY AND COMPENSATION**

The Commission in September, 2011 received a petition from one Mr. U.I. on the above subject matter against a bank.

The complainant stated in his letter that he obtained loan from the bank in June, 1999. The bank collected his certificate of occupancy as collateral. He said, loan repayment was made but the bank did not release his Certificate of Occupancy despite several attempts.

The complainant demanded for a compensation of ₦16,000,000.00 (Sixteen million naira) only since his certificate had been held for over a decade and because he had suffered spinal injury as a result of an accident he was involved in the course of his visits to the bank.

The Commission swung to action with a letter requesting for comments on the issue from the Bank. The respondent informed the Commission that the matter has been channeled to the Bank's control office.

On 28<sup>th</sup> August, 2016 the Commission received a letter from the respondent stating that the bank has procured the certified true copy of the Certificate of Occupancy No. NW1112 belonging to Mr.U.I, and the customer had acknowledged and collected the file documents.

In view of this development, the case was closed. The complainant wrote a letter of appreciation to the Commission.

### **CASE NO.3.**

#### **ALLEGED NON SUPPLY OF VEHICLE REGISTRATION DOCUMENTS AND NUMBER PLATES**

Section 5(2a) of the PCC Act empowers the Commission to investigate complaints against any officer or servant of any Organization or Company. This caused the Commission to entertain a complaint lodged by one Mr. M.I, on the above subject matter against one Mr. D.S, of a certain FCT. parastatal, in Abuja.

The complainant alleged that on his way to Benue State for a funeral ceremony, the respondent stopped his vehicle at the A.A, area Abuja, claiming that the registration number was fake and charge him for improper registration. The respondent further impounded the complainant's car and forced him to drive into their office premises. At the respondents office, the complainant was instructed to pay for a new registration document amounting to forty five thousand naira (N45,000). The complainant pleaded repeatedly with an information that he was on his way to a funeral ceremony but to no avail.

Inspite of the complainant's tight condition and distressed, he had to source for ~~N45,000.00~~ by force and paid to the respondent before his vehicle was released. The respondent however, did not issue any official receipt to him but promised that upon return from the trip, he will collect a new registration number for his car.

While the respondent collected the vehicle documents from the complainants, he issued one document to him that stated among other things that he should replace rear tires, repair trafficators, horn and wipers. These were a fallacy according to the complainant as his tires were new and there was nothing wrong with his traficators, horn and wipers.

After all efforts made by the complainant for the period of three months to get his genuine registration proved abortive, he forwarded a complaint to the Commission. The Commission forwarded the complaint letter to the respondent for comments and necessary action. After a short while, the complainant informed the Commission that fresh registration number was issued to him and with this development the case file was closed.

## **ONDO STATE**

### **CASE NO.1.**

#### **ALLEGED NON-PAYMENT OF ENTITLEMENTS/RETIREMENT BENEFITS**

The above case was received on 5<sup>th</sup> May, 2016 from Mr. D.R. of Bethel Avenue, Ijoka against Halogen Security Company.

He alleged that the Company refused to pay his (entitlement) retirement benefits after he resigned in September, 2015 after five years of meritorious service.

A mail was caused to be sent to the Head office in Lagos for response. However, after waiting for over a month, a call was put through to the Head office in Lagos and it was confirmed that his cheque was ready for collection. A call was put through the complainant to collect his cheque from the office in Ibadan.

The complainant returned to the Commission on 16<sup>th</sup> September, 2016, that he had been paid his outstanding entitlements with a letter of appreciation. The case file was thus closed.

**CASE NO.2.**

**ALLEGED NON-PAYMENT OF GRATUITY/PENSION**

In its role as the watchdog of social and administrative injustice, the Commission received the above complaint from Messrs A. O, I.T and O.J, against “X” Pension Managers Limited.

They alleged that they had not received their Pension since their retirement from the Federal Civil Service on 31st January, 2011 and all their efforts to get their Pension paid proved abortive.

The Commission caused a letter to the Pension Fund Administrator (PFA) for comments. In response, the Pension Fund Administrator stated that all the complainants have been paid their retirement entitlements and all outstanding contributions have been remitted into their retirement Savings Accounts. The complainants had not applied formally for their 25% lump sum with them and at no time had they made any contact with them with regard to the matter.

The Pension Fund Administrator advised the complainants to apply for their 25% lump sum which they subsequently did following the Commission’s letter to them on the matter.

The complainant wrote a letter of appreciation to the Honourable Commissioner on 16<sup>th</sup> May, 2016 to thank the Commission for its efforts in effecting the payment of their lump sum (Gratuity). The case was therefore closed.

Excerpt from the letter is as follows:

***“We hereby appreciate your effort on our case being brought before you and you made us to know that we still have not received something from “X” Pension Manager Limited.***

***Thanks very much, may the glory of God shine upon you throughout your lives. We are very grateful indeed”***

***Yours Faithfully  
Signed  
On behalf of the party***

### **CASE NO.3.**

#### **ALLEGED PLACEMENT OF WRONG PASSPORT PHOTOGRAPH ON MY CERTIFICATE BY WEST AFRICAN EXAMINATION COUNCIL**

Some errors or mistakes do not only have serious consequences on the victims but also result in injustice. Among the Acts which the Commission could investigate according to Section 5 (3) (d) (ii), of the Act which is “mistaken in law or arbitrary in the ascertainment of facts,” this was the provision that rescued Miss. D.K.A, from her plight with the WAEC.

When Miss. D.K.A went to collect herschool certificate at WAEC office, she discovered that the passport photograph on the certificate was not hers. She complained to WAEC and sought for immediate rectification of the mistake. Unfortunately she did not get the required response from WAEC after several visits. She thus, sought the Commission’s intervention.

The Commission promptly contacted the two Deputy Registrars of WAECin Ondo State. There was no responses from the two officers in spite of several letters and reminder notes from the Commission. Consequently, an Investigation Officer of the Commission made an on-the-spot investigation visit to the Akure office of WAEC. This yielded positive result as the BranchHead of Department of result and Certificate at Akure Office of WAEC explained that there was actually a mistake on the certificate which had been rectified. He said the complainant should be advised to come for her certificate after following the necessary procedures. The Commission transmitted the information to the complainant who swiftly complied with the requirements for the collection of her certificate.

Few days later, Miss. D.K.A. informed the Commission that the error had been corrected by WAEC and she had collected her certificate. She expressed her

profound gratitude for the Commission's prompt intervention and success on her complaint. The case file was thus closed.

## **OSUN STATE**

### **CASE NO.1.**

#### **ALLEGED NON-PAYMENT OF TUTORIAL CLAIMS**

This complaint was lodged by Mr. A.S.A. against National Open University of Nigeria (NOUN) for the non-payment of his Tutorial claims.

Mr. A.S.A. was offered a job at the National Open University of Nigeria (NOUN) which was a part-time appointment as Institute/Tutorial Facilitator in the School of Arts and Social Science at the Special Study Centre, Ilorin.

The total amount that was owed him was ~~N~~445, 240.00 the breakdown of which was his 2008/2009 Tutorial Facilitation: ~~N~~180,000.00; Honorarium: ~~N~~25,000.00; 2009/2010 Tutorial Facilitation: ~~N~~240,000.00; TMAs Scripts marked: ~~N~~240 .00.

The Commission intervened in the matter by writing to NOUN and after the second reminder the Commission was informed via a letter received that the said amount has been paid to the complainant.

The complainant was contacted and he confirmed the receipt of the money, after some weeks the complainant came to sign the prescribed form of satisfactory resolution of the case. Thus the case was closed on this happy note.

### **CASE NO 2.**

#### **ALLEGED ENDANGERING OF HEALTH THROUGH CARELESS PACKAGING OF PRODUCT**

The complainant lodged his complaint against Nigerian Bottling Company over their carelessness in packaging housefly in one of their product Schweppes that was bought by the complainant.

The complainant in his complaint requested for financial compensation and asked the Commission to claim it for him from the Nigerian Bottling Company.

On receipt of the complaint, a letter was forwarded to the Nigeria Bottling Company Headquarters. Unfortunately, there was no response and this led to our visit to the

Asejire Bottling Company where the company microbiologist in charge of such complaints attended to us.

She explained that perfect precautions were made in packaging their products but they cannot do without having such incidence in one out of thousands. However, she took the team of Investigation Officers to the production house to ascertain her argument.

Mrs. M.M. (The Micro-Biologist) informed the officers that by the rules and regulations of the company, financial compensation and probably hospital bill is meant for those that have taken the product and have been internally affected while replacement was meant for the claims of the complainant because he has not opened the product neither did he drink it.

The replacement was done according to the company's rules which were (A bottle of Schweppes and two crates of Coca-Cola "24 pieces" as compensation which were handed over to the complainant after complainant, after he signed the PCC Satisfaction Form and the case file was closed.

### **CASE NO 3.**

#### **ALLEGED ATTEMPT TO MANIPULATE CUSTOMERS SAVINGS ACCOUNT**

One Mr. J. A. lodged this complaint on 10/11/2015 against WEMA Bank

Osogbo over unfair treatment and suspected attempt to manipulate his savings account.

The complainant collected his Bank Verification Number (BVN) since 23<sup>rd</sup> January, 2015 and linked it to his other bank accounts. He said he received text messages from WEMA Bank requesting him to update his BVN contrary to CBN regulation as he heard some time on Radio Programme, and besides, he was not told that the BVN will be subjected to periodic updates.

On 3<sup>rd</sup> November, 2015, the complainant received another text message from WEMA Bank that his account had been restricted from debit transaction, which he opined was suspicious and unacceptable. While the complainant considered the implication of the WEMA Bank's restriction on his debit transaction only and not on credit, he called for the Commission's intervention to prevent the Bank from carrying out their action.

On 16/12/2015, the Commission intervened and made an on-the-spot investigation to WEMA Bank which revealed that the restriction was in line with the CBN's regulation as all information required must be supplied by the account holder. The complainant was informed about this and he supplied all the information needed to the Bank, the restriction was then lifted and the matter was settled amicably.

The complaint thus ended on that happy note and the case file was closed.

## **OYO STATE**

### **CASE NO.1.**

#### **ALLEGED DELAY IN REABSORPTION INTO THE CIVIL SERVICE OF OYO STATE AFTER COMPLETION OF NATIONAL ASSIGNMENT AT THE FEDERAL MINISTRY OF INTERNAL AFFAIRS**

This complaint was received at the Commission from Engr. O. R. A. on the 2<sup>nd</sup> of October, 2012 against the Oyo State Government. He claimed that the Oyo State Government employed him as Engineer Grade II, on Grade Level 08 Step 4 on 6<sup>th</sup> October, 1986 and he was confirmed on the 28<sup>th</sup> October, 1988 as Electrical Engineer.

He further alleged that he went on secondment to the then Federal Ministry of Internal Affairs, Department of National Civil Registration in 1989 and that his secondment was renewed in the year 2000.

However, due to restructuring in the Department (now National Identity Management Commission) he was dc-seconded in June, 2009. He claimed further that he earned his promotions up to GL. 15, Deputy Director (Electrical) while on secondment and that he had written several letters to the Office of the Oyo State Civil Service Commission for a formal approval of his descendent but to no avail, despite the fact that he was reporting at work every day.

On receipt of the complaint, the Commission wrote to the Oyo State Head of Civil Service inviting his attention to the complaint and soliciting his co-operation in resolving the matter. A month later, the complainant called to say he had received his November 2012 salary alongside other Civil Servants in Oyo State.

The Commission wrote to the Head of Service appreciating his efforts in ensuring that the complainant was reabsorbed into the Oyo State Civil Service while still using

the same medium to appeal to him that the complainant's arrears of monthly salary due to him from the time he returned from his national assignment, be paid to him. Two months later, the Commission called the complainant to confirm if his monthly salary had been regular and if the back log of arrears had been paid. He replied in the affirmative but stated that Government was yet to pay the arrears though he gathered from reliable source that it would soon be paid.

Couple of weeks later, the complainant came to the Commission, to say that the arrears of monthly salary had been paid and he had been reabsorbed into the service.

On this happy note, the case was brought to a close.

#### **CASE NO 2.**

#### **APPEAL FOR THE PAYMENT OF GRATUITIES AND PENSION ARREARS TO THE YEAR 2011 AND 2012 RETIRED PRIMARY SCHOOL TEACHERS IN OYO STATE**

On 30th January, 2013 this petition was received from the year 2011/2012 Primary School Teachers retirees in Oyo State against the Oyo State Government.

They stated that since they retired from service in the year 2011 and 2012 respectively, they had not been paid their gratuities, neither had they started receiving pensions.

They further alleged that their colleagues who retired from secondary schools the same year with them, had been paid their entitlements and that the same was also true of retired members of staff of Local Governments in Oyo State who had also been paid all their entitlements.

They, therefore, sought the Commission's intervention in investigating the reasons behind non-payment of their gratuities and pension.

The Commission took up the matter by forwarding a passionate appeal to the Oyo State Governor, requesting him to look into the issue with magnanimity.

Three weeks after the letter was dispatched, the President of the retirees informed the Commission that they had started receiving their entitlements.

The case was thereafter closed.

### **CASE NO.3.**

#### **ALLEGED NON-PAYMENT OF SEVERANCE ALLOWANCE TO EX-POLITICAL OFFICE HOLDERS OF THE THIRTY-THREE LOCAL GOVERNMENT COUNCILS IN OYO STATE**

This complaint was lodged on the 25th January, 2013 by the Secretary of the Forum of Oyo State Local Government Ex-Political Office Holders (December 2007 — December 2010) against the Oyo State Government.

They alleged that the Oyo state Government was yet to pay their Severance Allowances since December, 2010 when they left office.

These men who served in different capacities, such as Chairmen, Vice-Chairmen, Councilors, Secretaries to Local Government etc, claimed that despite the fact that the Oyo State Government got confirmation from the Revenue Mobilization Allocation and Fiscal Commission that they were entitled to the severance allowance, all their efforts to ensure the payment have been fruitless, hence they sought the Commission's intervention.

The Commission took up the matter with the State Government when it was established that the complainants' demand was right and lawful and in line with

government policy on the payment of such allowance to Political Office Holders who successfully completed their tenures.

After a series of letter to the state Governor, the complainants came to inform the Commission that the Local Government Councils have started paying the Severance Allowance to them though in installments. They were grateful for the Commission's intervention.

In view of the success achieved in this case it was finally closed.



## **PLATEAU STATE**

### **CASE NO. 1**

#### **REFUSAL OF FIRST BANK TO PAY INTEREST ON OUR SAVINGS ACCOUNTS**

The Commission also play important role in the development of the financial sector of the society by curbing possible conflicts between financial Institutions and their customers. Apart from promoting harmony, the Commission also ensures a good service delivery in the Sector.

Sometime in February,2016, Mrs. L.O, and two other persons were not satisfied with the way their Bank treated them so they came to complain to the Commission. They all operated savings accounts with First Bank Plc, for a long time and at a point, they discovered that the Bank had not been paying them interests on their savings accounts. They complained to the Bank but it did not yield the desired result.

The Commission swiftly swung into action by promptly contacting the bank to get its own side of the story. This caused the Bank's Management to conduct an investigation into the matter. In its response, the Bank thanked the Commission for its intervention and claimed that its investigation revealed that the problem was caused by an error in their operations system. It promised to rectify the problem as soon as possible and asked the Commission to help it appeal to the complainants to exercise more patience.

Shortly after, the complainants in their letter of appreciation, informed the Commission that the Bank had paid their interests into their accounts and thanked the Commission for coming to their rescue.

## **CASE NO 2.**

### **ALLEGED NON-PAYMENT OF LATE HUSBAND 'S DEATH BENEFITS**

On the 17th of December, 2015 a Widow whose husband had died in active service as a Traffic warden in the Nigerian Police Force became frustrated after pursuing the death benefits of her husband without any success. She alleged that all the paper work she needed to do was already done and that the Pension Fund Administrator, Premium Pensions Ltd was not cooperating, and had failed to pay her the death benefits. She said while she was looking for help to enable her access her husband's contribution with PFA, someone directed her to the Commission.

The Commission received the complaint, looked into it and established that she had a case. Premium Pensions Ltd was contacted and a month later it responded by promising to pay to the complainant what was due to her.

On the 16th of March, 2016, the complainant informed the Commission that she had been paid her husband's death benefit. She was greatly appreciative over the Commission for its intervention and the case file was consequently closed.

## **CASE NO: 3**

### **PROACTIVE INVESTIGATION: A TOWNSHIP MARKET'S SANITARY CONDITION IMPROVED**

The Monday market in Pankshin town serves as a major commercial centre where both the consumable and non-consumable goods from different parts of the State are bought and sold. A close observation of the Monday Market by the Commission revealed an appalling state of sanitation, there were heaps of un-evacuated refuse everywhere, over-grown bushes in most corners and every hidden corner or empty

stall served as a convenience because the existing toilet facilities were dilapidated. It was also observed that the only borehole in the market was not functional.

Consequently, the Commission drew the attention of the Pankshin Local Government Council on the 10th of November, 2016, to the unpleasant condition of the market and appealed to it to sanitize the environment, upgrade the toilet facilities and provide portable water to be used in the market. In response, it promised to address the problems as raised by the Commission.

After series of follow up, the Local Government fulfilled its promise. The Commission visited the market and confirmed that the environment was sanitized; toilet facilities renovated and the borehole had been repaired to provide portable water in the market.

On this satisfactory note, the case file was closed on the 7th April, 2016.

## **RIVER STATE**

### **CASE NO.1.**

#### **ALLEGED INJUSTICE AND STAGNATION BY RIVERS STATE MINISTRY OF EDUCATION**

This case was lodged before the Commission by a group of 138 officers of the Ministry of Education, Rivers State, against the Management of the State Ministry of Education over alleged injustice and stagnation in their career progression. They alleged that they were employed in the year 2001 by the State Civil Service Commission and redeployed to the Ministry of Education. Subsequently, they were transferred to the Post-Primary Schools Board and Rivers State Universal Primary Schools Board, respectively. However, further to this transfer, they alleged that they were denied promotion, increments and other entitlements enjoyed by their colleagues who were not posted out of the Ministry of Education. They also alleged that they wrote severally to the Rivers State Universal Basic Education Board, Nigeria Labour Congress, etc to no avail. They therefore implored the Commission to intervene on their behalf.

After a careful analysis of the matter, the Commission wrote to the Rivers State Ministry of Education for comments. This was followed with an on-the-spot investigation to the office of the Permanent Secretary, Rivers State Ministry of Education. Afterwards, a case conference was organized to further the conciliatory efforts of the Commission and final resolution of the matter. Consequent upon the case conference, the complainant wrote to the Commission on the 11<sup>th</sup> January, 2016 stating that the matter had been resolved and all affected officers had been formally reported back to the Ministry. The Commission was further informed their matter was being reviewed with a view to correct their stagnation and pay other

entitlements. They appreciated the efforts of the Commission in resolving the matter and the case was closed.

## **CASE NO 2.**

### **ALLEGED NON-PAYMENT OF ENTITLEMENTS**

This case was lodged by Mr. N.E.A, against the Plantgeria Nigeria Ltd over an alleged non-payment of entitlements. He alleged that he was due for 2 weeks off duty after working for 2 weeks but the company refused to grant him the weeks as stated in his employment letter. Instead, the company continued to engage him throughout his off days and cumulatively worked for eighty (80) days and the Company refused to pay him for the off days. He further alleged that he was subjected to untold hardships by the Company's attitude. He consequently resigned his appointment with the company and wrote to them for payment of his entitlements but to no avail.

According to the complainant, the total amount due to him was One million five Hundred and Thirty Two Thousand Nine Hundred and Sixty Three Naira, Forty Five Kobo (N1,532,963.45). Following the allegations by the complainant, the Commission wrote to the respondents for comment and they denied the allegations. This necessitated the call for a case conference with both parties. After much deliberation on the matter, the Commission noted that the company actually owed the complainant some money and urged them to pay whatever was due to the complainant.

After about 2 months, the Company wrote to the Commission acknowledging its intervention and promised to pay the complainant's entitlement. Shortly after this,

the complainant sent a letter of appreciation to the Commission, informing the Commission that the Company had finally paid him the sum of Two Hundred and twenty six thousand naira forty eight kobo (~~₦~~296,935.48) he thanked the Commission for its support and relentless effort towards ensuring the resolution of the matter.

### **CASE NO. 3.**

#### **ALLEGED NON-COMPENSATION FOR INJURY SUSTAINED IN THE COURSE OF WORK IN AN INDUSTRY.**

The matter was lodged by one Mr. E.U.I, against Delta Bakeries Nigeria Ltd over alleged non-compensation for injury sustained on his right eye while carrying-out his duty as a Mill Operator in the Bakery.

The Commission, being empowered by section 5 (2d) of PCC Act, swung into action almost immediately to resolve the matter. In the course of investigation, the Commission discovered that the company actually paid for the medical bills of the complainant up to the level of being certified medically fit to commence work but the complainant was not satisfied with the gesture and still demanded for monetary compensation.

This called for a case conference where the issue of monetary compensation was deliberated upon. After a careful consideration of the matter, the Commission recommended the payment of two hundred thousand naira (~~₦~~200,000.00) only to the complainant. The respondent accepted the recommendation in the spirit of fairness and justice and paid the said amount to the complainant without any delay. Consequently, the complainant, Mr. E.U.I, was delighted over the efforts of the

Commission toward assisting him and thanked the Hon. Commissioner and the Commission for their intervention. The case file was thus closed.

## **SOKOTO STATE**

### **CASE NO.1.**

#### **COMPLAINT ON NON PAYMENT OF COMPENSATION AGAINST USMANU DANFODIO UNIVERSITY, SOKOTO.**

Mal. N.G.D, came to the Commission and lodged a complaint against UsmanuDanfodio University, Sokoto, where he alleged that, his farm land was among the farmlands that were acquired for the institution.

On receipt of the complaint it was processed and approval was given to contact the respondents for their comment as provided in section 5(7) of the Public Complaints Commission Act CAP P.37 LFN.2004. The respondent responded to our letter vide their letter REF:NO/UDUS/R/ED/SS.49/1/11/17. In their response, the Director physical planning and development confirmed that the institution had already paid the complainant.

On receipt of the response the Commission went further to confirm the Institution's position as contained in their letter under reference above from SarkiDundaye, SarkiFada and the complainant's brother whom they all confirmed in the affirmative.

Based on this development, the complainant was informed and the case file was closed.

### **CASE NO. 2.**

#### **ALLEGED ON NON-PAYMENT OF SALARY AGAINST KWARE LOCAL GOVERNMENT EDUCATION AUTHORITY.**

On the 18<sup>th</sup> February,2015, the Commission received a complaint from Mr.A.B, against Kware Local Government Education Authority. He stated in his complaint

letter that he has been rendering his services as required of him by the law since 1989 and was not found wanting in the course of performing his duties. During the payment of December, 2014, and January,2015 salaries he was not paid and demanded for explanation for the reason why his name was omitted only to be told by the paying clerk that, the education secretary instructed them not to pay his two months' salary. He further stated that he made all efforts to be paid but to no avail. Hence, he complained to the Commission for a redress.

On receipt of the complaint, preliminary investigation was conducted and approval was granted to contact the local Government Chairman for comments as provided in section 5 (7) of the PCC ACT CAP.P.37 LFN 2004.

In the process, the respondent (Education Secretary) heard about it that the Commission is going for investigation to the Local Government; he quickly called the complainant and paid him his two months salaries.

The complainant came and informed the Commission that he has been paid. He thanked and prayed for the commission for the assistance rendered to him. The Commission invited the education secretary and held discussions with him, where he was advised and warned to desist from such act. With this development, the case file was closed.

### **CASE NO 3.**

#### **NON-PAYMENT OF RETIREMENT BENEFITS**

On the 19<sup>th</sup> October,2015, an erstwhile employee of the Federal Mortgage Bank of Nigeria complained to the Commission of the Bank's refusal to pay him his retirement benefits. According to the complainant, he was employed as a Security Guard by the Bank in 2001 and retired in 2012. He said he had made efforts to access his retirement benefits but all proved abortive.

On receipt of the complaint, the matter was examined by the Commission and it was observed that there was no document to support his claims. It was explained to him that he was not entitled to any benefit and was advised to accept the outcome of the matter in good faith. The case file then closed.

## **TARABA STATE.**

### **CASE NO.1.**

#### **ALLEGED BREACH OF TRUST AND ISSUANCE OF DUD CHEQUE AGAINST SHOK ENGINEERING SOLUTIONS LIMITED ABUJA.**

The “who you know” syndrome, which have eaten deep into the fabric of the nation called Nigeria, have to a large extent strayed the Nigerian State from the path of greatness to path of underdevelopment.

This attitude is often displayed by some privileged persons who are always found around the corridors of power through friendship, family, tribal or regional affiliation and often use this to subdue others and to negate laws guiding certain transactions. This was very visible in the transaction between SHOK Engineering Solutions Limited, Abuja and a group of Sub-contractors that supplied building materials for the construction of the NYSC Camp in Taraba State.

This case which bothered on breach of trust, had a little of criminal coloration which centered on the issuance of DUD Cheques issued by the respondent, even when it was obvious that there was no money in the said account.

Upon the receipt of the complaint, the respondent, Taraba State Ministry of Education and Zenith Bank Plc were both contacted on the matter. In its representation, the company through its Lawyers accepted the Company’s indebtedness to the complainants but further claimed that they were unable to meet their MOU with the complainants due to the non-payment of the contract sum by the Taraba State Government. This claim was however debunked by the Taraba State Ministry of Education showing evidence of payment of over a Hundred Million Naira to the contractor two months after the signing of their last MOU in October, 2013.

In the same vein, when contacted on the inability of the complainants to cash the Cheques issued to them by the company, the Zenith Bank Plc, Jalingo branch opined that the cheques could not be cashed because of the Drawers Attention Required (DAR) boldly written on the cheques by the paying bank (First Bank Nigeria PLC.). On this note, a further discreet investigation was carried out in FBN Plc, and the finding revealed that the company had no such amount in the account (issuance of DUD cheque is a criminal offence).

It is pertinent to observe here that, the representations made by the company, Zenith Bank, and the Taraba State Ministry of Education, guided the Commission in reaching the resolution of forwarding the case to the Economic and Financial Crimes Commission (EFCC) for further consideration in accordance with Section 7(3) of CAP. P 37 LFN, 2004.

In the light of the foregoing, the Public Complaints Commission is pleased to state in clear terms that, the complainants who were denied their money, have since been paid which was recovered by the EFCC and this has aided their return to business and on that note, the case was closed.

**CASE.NO.2.**

**ALLEGEDILLEGAL DIVERSION OF DECEMBER 2015 SALARY**

An investigation by the Taraba State Public Complaints Commission into the activities of Local Government Councils in the state confirms the general public opinion that posits Local Government Councils as that tier of Government that negates laid down rules and regulations in the running of Government business.

Over the years, State Governments hardly conducted Local Government Council Elections, over claims of paucity of funds and this to a great extent has affected the day to day running of Local Governments Councils because of the State control of

their resources through the appointment of their stooges as Caretaker Chairmen members.

This singular act, has not only crippled their finances but it has also stifled life out of the existing Local Government Councils to the extent that they can hardly meet their statutory responsibilities as a third tier of Government.

It is pertinent to note that, the incapacitation of Local Government Councils by State Governments is responsible for the tampering and diverting of Staff salaries. A case under reference is that of Mrs. M.B.S a member of Staff of Takum Local Government Council whose. December 2015 salary was erroneously posted to Karim Lamido Local Government Council in February, 2016, and was misappropriated by the then Care taker Chairman, Mr. B.T.Y. When contacted, the caretaker Chairman claimed to have used the money to solve Government business but however, promised to refund the money. On his failure to repay the money, the Commission recommended for a direct deduction of his salary to pay the complainant. This recommendation was carried out and the recovered money was forwarded to Takum Local Government Council but unfortunately, Mr.E.H.A the then Director of Finance of Takum Local Government Council again misappropriated the money but alleged that the Bureau for Local Government and Chieftaincy Affairs inability to give them Bank COT fund was responsible for the expending of the complainants recovered salary.

On this note, a strong worded letter was addressed to the Permanent Secretary, Bureau for Local Government and Chieftaincy Affairs, intimating him of the reckless statements ascribed to Mr. E.H.A, Director Finance, Takum Local Government

Council, but instead of reprimanding the Officer through query, the Commission only got to hear that the Principal actor in this misappropriation has been transferred out of Takum Local Government Council.

After the failure of the Bureau for Local Government and Chieftaincy Affairs to recover the said misappropriated salary of Mrs. M.B.S. from Takum Local Government Council, the erstwhile Caretaker Chairman Hon. S.T.Y was contacted by the investigation Officer and he paid the complainant's misappropriated salary through the Commission's representative on 31<sup>st</sup>December, 2016; and upon the handing over of the money to the complainant, she wrote an appreciation letter to the Commission and the case was closed accordingly.

### **CASE NO.3.**

#### **COMPLAINT ON ILLEGAL SALE OF LAND BELONGING TO PHCN**

The above complaint was lodged by the then Manager of PHCN Office Takum, after several efforts to resolve the matter failed.

He alleged that after the handing over of the former REB Station to the Power Holding Company of Nigeria (PHCN) in 2004, the undeveloped part of the land was demarcated and sold by one A.S.U, a land Merchant in collaboration with some government officials from the Rural Electrification Board and Bureau for Land and survey in Takum and Jalingo. He added that the sale was challenged by one P.D.L but later withdrew the case after a lot of pressure and that the withdrawal ended the case in 2005.

He further added that, the sudden end of the case informed the sudden takeover of the frontage (right of way / sanitary line) of the Takum PHCN in 2006 by the same land Merchant A.S.U, who sold the undeveloped part of their land.

Upon the receipt of the complaint, letters of inquiry, on the spot investigation, case conferences were undertaken to uncover the power behind the sudden takeover of government land by an individual. In the course of our investigation, some breath taking revelations were made. In line with our investigation procedures and other discreet findings, which took us to some District Heads, our investigation revealed that the land grabber A.S.U. applied to be a squatter on the same portion of land on the 21st of June, 2005, only to turn around to claim ownership of the same land in June 2006 via allocation NO. ALO/TK/LAN/6743.

Our finding also revealed that all the letters purportedly written in connection to the land which emanated from the Bureau for Land and survey, Rural Electrification Board and District Heads were all faked to secure ownership of the land.

The Commission after three (3) years of intensive investigation hived a sigh of relief after A.S.U. was not able to prove his ownership of the land in all the possible ways of owning a land which includes: inheritance, purchase and allocation by government. The Land Merchant A.S.U. did not obtain the land through any of the possible ways mentioned above.

On that note, the Public Complaints Commission recommended for the revocation of the land title given to A.S.U. and directed him to handover the piece of land back to PHCN. In line with our recommendations, the Letter of Grant NO:Ts/15573 issued to A.S.U. on the land under dispute was withdrawn via letter No:

TS/GH/BLS/LAN/21134/30 of 28th January, 2016. On this happy notes, the case was closed accordingly.

## **YOBE STATE**

### **CASE NO. 1.**

#### **COMPLAINT ON NEGLIGENCE OF DUTY**

By a letter dated 26th January, 2016, one M.B approached this Commission with allegation of negligence of duty by the handlers of the maternity ward of General Sani Abacha Specialist Hospital Damaturu which led to the missing of his newly born child at the said maternity ward.

According to the complainant, his wife was admitted into the Maternity ward of the hospital on the 16th day of January, 2016 and gave birth to a baby girl on the 18th day of January 2016 through Caesarean Section operation.

Further allegation by the complainant was that on the 25th day of January 2016, he named his child as Hajja J. and requested for discharge from the hospital but was refused by the management on the excuse that the patient still needs more time to heal from the surgery but surprisingly, at around 3:45 pm of same date, his child was declared missing with no trace of her where about and that after fruitless search for his child he decided to slam the allegation of negligence of duty on the hospital authority and urged the Commission to investigate.

On receipt of the case, a team of investigation officers from this Commission were detailed to meet the Management of the hospital with a letter requesting for their response to the allegation. The investigation officers first visited the maternity ward and obtained comments from the matron in charge of the ward as well as nurses on duty and later interacted with the hospital secretary who stood in for the medical director.

The respondent (General Sani Abacha Specialist Hospital) in their reaction to the allegation confirmed the incidence but attributed this to the negligence on the part

of the mother of the missing child who carelessly handed over her child to a visitor who simply spoke to her in kanuri dialect to persuade her to surrender the child to her on the pretext that she was to take the child to her grandmother who was outside the ward for blessing, since no one was allowed into the ward at that particular time.

The respondent further asserted that from their investigation, there was no element of negligence of duty on the part of the management over this incidence but assured the Commission that the hospital management was on top of the matter.

However, while at the maternity ward for 2<sup>nd</sup> segment of investigation, the matron in charge happily informed the Commission that the missing child was found and upon that basis, the Commission asked the Management to draft in the police to investigate the circumstances leading to the disappearance and subsequent discovery of the said child. The Commission then urged the police to carry out a discreet investigation into the matter.

Finally, the Commission ensured that the missing child was handed over to the complainant and was subsequently discharged from the hospital, while the matter was closely monitored from the police station to the court until the culprit was prosecuted and convicted.

On this note, the case file was closed our end.

## **Case no.2.**

### **ALLEGATION ON NON ISSUANCE OF CERTIFICATE TO GRADUATES OF COLLEGE OF EDUCATION GASHUA**

In pursuant of the provision of section 5(2) of the PCC ACT CAP. P.37 LFN 2004, this Commission proactively investigated this case in 2016.

Our intervention following series of outcries from graduates of the College who alleged that since 2003 to 2016, no graduate of the College had ever been issued

with their certificates after completion of studies and that this situation was adversely affecting them in both places of work and institution of further learning, as then, there was operation “show your original certificates” in most places.

Based on this complaint the Commission contacted the Management of the College of Education to comment on the matter and in its response Ref. No USCOEGA/R/122/VOL 11/117 of 7th March,2016, the College informed this Commission that there were series of factors that played various roles leading to the problem, but were adequately tackled by the present Management and that the Yobe State Ministry of Education was aware of the problem.

Armed with this response, the Commission met with the Permanent Secretary, Ministry of Education, Yobe State, who stood in for the Hon. Commissioner and exhaustively discussed the matter assuring the Commission that the matter would be addressed adequately.

After a sustained silence, a team of investigation officers were dispatched to Gashua for verification as to whether the College has commenced the issuance of certificates to the graduates and their findings revealed positive development and on this note the matter was closed from our end.

**CASE NO.3.**

**COMPLAINT ON PROLONGED TRIAL WITHOUT BAIL**

One Hajja K. K. of Biriri village in Tarmuwa Local Government Area of Yobe state filed in her complaint before this Commission on the above subject matter, on the 2<sup>nd</sup> of March, 2016.

According to the complainant, her husband, Alh. K. Was accused of complicity in a case of cattle rustling and murder of herdsman and was arrested and arraigned

before High Court of Justice Potiskum for trial in 2009 and since then the case was neither disposed off nor was bail granted to the accused. The complainant lamented that the prolonged trial which lasted for over seven (7) years without bail has adversely affected the entire family which was on the verge of disintegration and prayed to this Commission to intervene and plead with the Judiciary to passionately accelerate the trial so as to know the fate of her husband or alternatively grant him bail.

On the strength of the complainant's plight, the Chief Registrar, High Court of Justice Yobe State was contacted who promised to look into the matter and get back to the Commission.

After some months, the complainant came to inform the Commission that her husband was released on bail and she thanked the Commission for taking up her case with the authority concerned. On this happy note, this case was closed as having been successfully resolved.

## **ZAMFARA STATE**

### **CASE NO.1.**

#### **ALLEGED NON-PAYMENT OF ELECTION ADHOC DUTY HONORARIUM OF 2015 GENERAL ELECTIONS (PCC/ZM/COM/287)**

This complaint was brought to the Commission by Mr.M.S. and one other on 25<sup>th</sup> November, 2015 on the Non-payment of their adhoc Election honorarium for the 2015 General Election (Presidential/Gubernatorial).

The Commission invited the representative of INEC for a discussion on the issue on the 3<sup>rd</sup> December, 2015. After series of deliberations on the matter the INEC representative promised to pay Mr. M.S, and others like him their adhoc Election Honorarium.

The officers, Mr. M.S, and one other were duly paid their Honorarium of Seventy thousand Naira (₦70,000.00) on 8<sup>th</sup> December,2016. The case was amicably settled and the Commission closed the case on the same date 8<sup>th</sup> December,2016.

### **CASE NO.2**

#### **ALLEGED NON-PAYMENT OF ELEVEN MONTHS SALARY**

As the Commission is armed with section 5(2d) of Public Complaints Commission Act, to investigate any company incorporated under or pursuant to the Companies and Allied Matters Act (CAMA) whether owned by any Government Agency or private individuals in Nigeria, the Commission received a complaint from Mr. T.G, against WMES, Gusau, Zamfara State over refusal to pay him salary of eleven months.

On receiving this complaint, the Commission swung into action and invited the representative of the company in question for a discussion. After deliberations on the matter, they promise to pay the complainant his salary arrears.

Later, the complainant informed the Commission that the company has paid his eleven months' salary arrears totaling seventy five thousand naira (₦75,000.00) only. On this note the case file was closed.

### **CASE NO.3**

#### **ALLEGED NON-RELEASE OF ORIGINAL CERTIFICATE**

The Commission has always been prompt in her action to tackle complaints lodged before her against Government Organizations. This it demonstrated when a complainant lodged his case against the National Business and Technical Examinations Board (NABTEB) over non-release of certificate.

After a careful perusal of the case, the Commission promptly kick start investigation and went to the office of the Honourable Commissioner, Ministry of Education. After hearing the complaints, the Honourable Commissioner directed the coordinator of examinations to search for the certificate. After sometime, he handed over the certificate to the complainant.

The complainant was full of joy and thanked the Commission for her intervention. At this point, the case was closed at our end.

## CHAPTER 3

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

PROMOTION EXERCISE CONDUCTED IN 2016

1	PROMOTION	432
2	CONVERSION/ADVANCEMENT	15
3	SPECIAL CASE ADVANCEMENT	3
4	JUNIOR STAFF PROMOTION	23
5	2016 COMPRO ADVANCEMENT	61
6	<b>TOTAL</b>	<b>533</b>

STAFF STRENGTH BY DEPARTMENTS

STAFF STRENGTH BY DEPARTMENTS									
S/NO	Station	Investigation Department	Admin Dept	FIN & ACCT. Dept	PRS Dept.	Legal Dept.	PR Dept.	Total	%
1	HQTS	117	169	58	18	17	3	382	
<u>2</u>	ABIA	39	<b>18</b>	<b>5</b>	<b>1</b>	-	-	<b>63</b>	
3	ADAMAWA	24	14	6	-	2	-	46	
4	AKWA- IBOM	13	20	8	-	1	-	42	
5	ANAMBRA	26	18	5	-	2	1	52	
6	BAUCHI	12	13	6	-	-	-	33	
7	BAYELSA	18	13	1	-	-	-	32	
8	BENUE	74	49	7	3	4	1	138	
9	BORNO	25	12			1	-	42	
10	CROSS- RIVER	18	17	3	4	1	-	43	
11	DELTA	22	15	3	-	2	1	43	
12	EBONYI	35	20	4	1	-	-	60	
13	EDO	21	10	5	2	-	1	39	
14	EKITI	25	15	5	1	-	-	46	

15	ENUGU	36	18	11	1	2	-	68	
16	GOMBE	23	11	2	1	-	-	37	
17	IMO	45	23	10	2	2	-	82	
18	JIGAWA	18	12	3	-	1	-	34	
19	KADUNA	33	27	14	2	4	-	80	
20	KANO	34	13	3	-	2	-	52	
21	KATSINA	17	11	1	3	-	-	32	
22	KEBBI	13	9	4	1	1	-	28	
23	KOGI	24	22	5	1	1	-	53	
24	KWARA	27	14	5	-	1	-	47	
25	LAGOS	39	24	13	1	2	-	79	
26	NASARAWA	41	22	7	-	2	-	72	
27	NIGER	33	17	5	1	1	-	57	
28	OGUN	18	22	5	-	1	-	46	
29	ONDO	61	18	15	1	1	-	96	
30	OSUN	24	13	5	3	2	-	47	
31	OYO	25	21	6	-	1	-	53	
32	PLATEAU	22	24	5	-	2	-	53	
33	RIVERS	29	12	6	1	1	-	49	
34	SOKOTO	20	8	4	1	1	-	34	
35	TARABA	24	10	3	-	1	-	38	
36	YOBE	9	7	1	-	1	-	18	
37	ZAMFARA	28	12	1	6	3	-	50	
38	FCT	58	24	6	1	2	-	91	
39	TOTAL	1170	797	260	56	66	8	2357	

### DEPARTMENTAL CHART



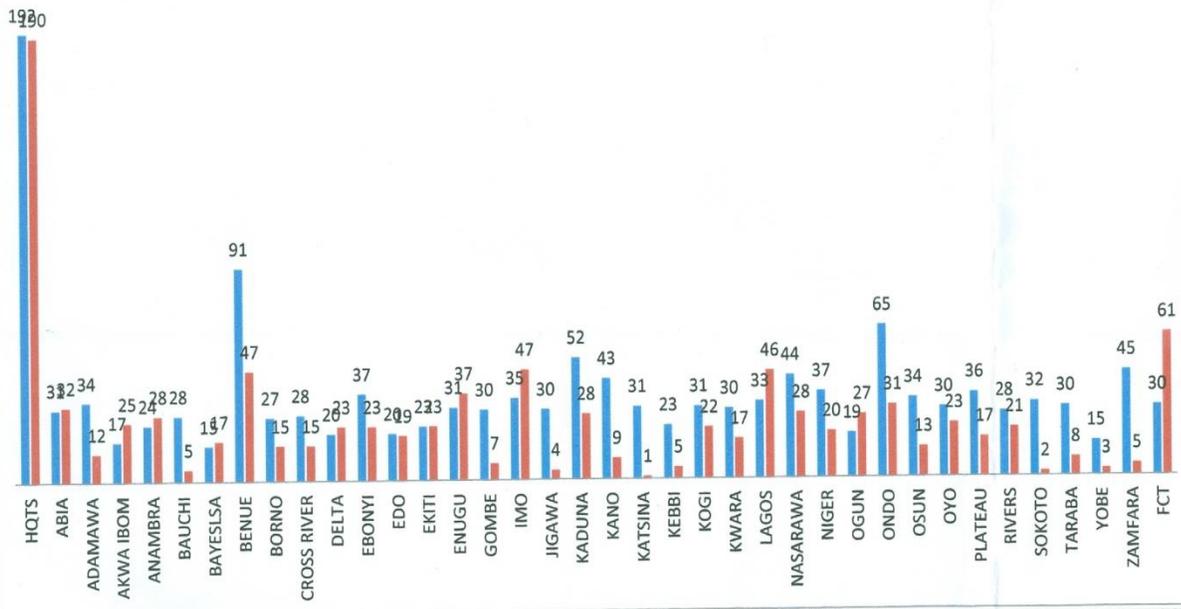
STAFF STRENGTH BASE ON GENDER

STAFF STRENGTH BASE ON GENDER				
S/NO	Station	MALE	FEMALE	TOTAL
1	HQTS	192	190	382
2	ABIA	31	32	63
3	ADAMAWA	34	12	46
4	AKWA-IBOM	17	25	42
5	ANAMBRA	24	28	52
6	BAUCHI	28	5	33
7	BAYELSA	15	17	32
8	BENUE	91	47	138
9	BORNO	27	15	42
10	CROSS-RIVER	28	15	43
11	DELTA	20	23	43
12	EBONYI	37	23	60
13	EDO	20	19	39
14	EKITI	23	23	46
15	ENUGU	31	37	68
16	GOMBE	30	7	37
17	IMO	35	47	82
18	JIGAWA	30	4	34
19	KADUNA	52	28	80
20	KANO	43	9	52
21	KATSINA	31	1	32
22	KEBBI	23	5	28
23	KOGI	31	22	53
24	KWARA	30	17	47
25	LAGOS	33	46	79
26	NASARAWA	44	28	72
27	NIGER	37	20	57
28	OGUN	19	27	46

29	ONDO	65	31	96
30	OSUN	34	13	47
31	OYO	30	23	53
32	PLATEAU	36	17	53
33	RIVERS	28	21	49
34	SOKOTO	32	2	34
35	TARABA	30	8	38
36	YOBE	15	3	18
37	ZAMFARA	45	5	50
38	FCT	30	61	91
39	<b>TOTAL</b>	<b>1401</b>	<b>956</b>	<b>2357</b>

### CHART OF STAFF BASE ON GENDER

■ MALE ■ FEMALE

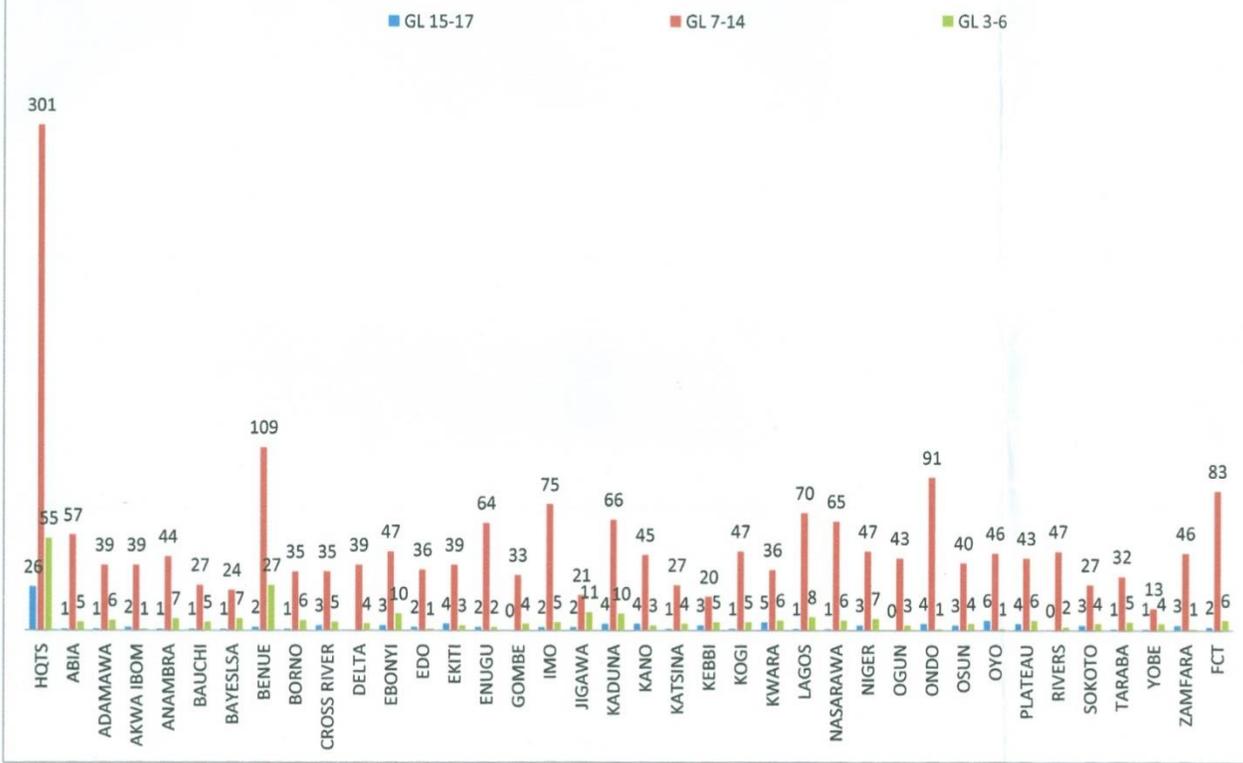


STAFF STREINTH BASE ON GRADE LEVEL

STAFF STREINTH BASE ON GRADE LEVEL				
S/NO	Station	GL 15 - 17	GL 7 - 14	TOTAL
1	HQTS	26	301	382
2	ABIA	1	57	63
3	ADAMAWA	1	39	46
4	AKWA-IBOM	2	39	42
5	ANAMBRA	1	44	52
6	BAUCHI	1	27	33
7	BAYELSA	1	24	32
8	BENUE	2	109	138
9	BORNO	1	35	42
10	CROSS-RIVER	3	35	43
11	DELTA		39	43
12	EBONYI	3	47	60
13	EDO	2	36	39
14	EKITI	4	39	46
15	ENUGU	2	64	68
16	GOMBE	-	33	37
17	IMO	2	75	82
18	JIGAWA	2	21	34
19	KADUNA	4	66	80
20	KANO	4	66	52
21	KATSINA	1	45	32
22	KEBBI	3	27	28
23	KOGI	1	20	53
24	KWARA	5	47	47
25	LAGOS	1	36	79
26	NASARAWA	1	70	72
27	NIGER	3	65	57
28	OGUN	-	47	46
29	ONDO	4	43	96
30	OSUN	3	91	47
31	OYO	6	40	53
32	PLATEAU	4	43	53
33	RIVERS	-	47	49
34	SOKOTO	3	27	34
35	TARABA	1	32	38
36	YOBE	1	13	18
37	ZAMFARA	3	46	50

38	FCT	2	83	91
39	<b>TOTAL</b>	<b>104</b>	<b>1998</b>	<b>2357</b>

CHART OF STAFF BASE ON GRADE LEVELS





## CHAPTER 4

### DEPARTMENT OF PLANNING RESEARCH AND STATISTICS& ICT

The Planning, Research and Statistics Directorate is saddled with the responsibility of the following:

To enhance service delivery in the Commission through strategic planning, research and database management.

Our Activities for the year

#### **Development Plan:**

Monitoring and evaluation of plan implementation, constant collection and processing of Data and Statistics relating to the Commission.

The formulation of strategic work plan for the Commission. A five year strategic work plan has been developed in conjunction with UNODC.

The 2015 Annual Report was completed this year.

The 2016 Annual Report work has been completed.

#### **Budget Preparation**

The directorate partakes and supervises the preparation of budget for the Commission.

ICT

- ✓ Development of official Website for the Commission
- ✓ Development and deployment of Online complaints Management system
- ✓ Networking of the entire Headquarters (both LAN and WAN) for internet access
- ✓ Development of secured Data Centre with power backup (10KVA Inverter) including the Internet Bandwidth upgrade

- ✓ Deployment of 20 seats Call Centre with 20 Dell Desktop computers and Headphones
- ✓ Capacity building/training for staff of the Commission on Complaints Management system
- ✓ Supply of 37 Desktop computers for 36 states offices and FCT

### **Challenges of the ICT Unit:**

The following challenges are faced by the ICT Unit:

- ✓ Low funding of the ICT Unit
- ✓ Inadequate Computer System
- ✓ Lack of appropriate ICT professional Training
- ✓ Absence of Utility software for computer upgrade
- ✓ Lack of Network Management Software
- ✓ Lack of ICT Computer Laboratory for staff in-house training and research
- ✓ Improper use of ICT equipment in both Headquarters and State offices as a result of lack of ICT training and approval of ICT policy guideline.
- ✓ Improper handling of CCTV installation in the Commission.
- ✓ Dilapidated Internet facilities in state offices and headquarters

### **Library Unit**

The Library provides a clear platform for research and acquisition of information for decision making & efficiency of staff in the performance of their duties.

- ✓ Maintain accurate inventory of the Commission's publications, Journals and Reports
- ✓ To make available for consultation reference materials such as Federal Government Gazettes, Reports, Journal, Encyclopedias, Dictionaries, etc.

- ✓ Acknowledging letters of receipt for annual reports, gazettes, journals & other reference materials from various government agencies
- ✓ Keep custody of reports on workshop/seminars attended by staff (local & International)
- ✓ Loan books and other materials to registered members of staff
- ✓ Update accurately the borrower's register (both for materials loaned out and returned)

### **Challenges of the Library Unit**

In this information age, there are improvements to be considered about the provision of library services. Some of the challenges bedeviling the unit can be enumerated as follows:-

- Insufficient Funding of the Library Unit
- Lack of Basic Electronic Devices such as Computers and Research Tools
- Lack of Library Equipment especially Shelving Units to accommodate the growing reading materials.
- Lack of Professional Training
- Lack of Adequate Working Tools, e.g. Classification Scheme, Accession Register, Data Stamp Machines etc
- Non-Allocation of Funds for the Acquisition of Books, Newspapers, Magazines and News Journals
- Lack of E-Library Management Software.



## CHAPTER 5

### UNITS IN THE OFFICE OF THE HONOURABLE CHIEF COMMISSIONER

#### LEGAL UNIT

##### ACTIVITIES OF THE LEGAL SERVICES UNIT IN THE YEAR 2016

The Legal Unit Services is a beneficiary of the restructuring carried out by the Commission sometime in December, 2015. As a result of the restructuring, the Legal Services Unit was also overhauled to enable it function professionally. A new head in the person of Barrister Dare Funsho was appointed to steer the ship of the Unit.

As a professional Unit, the Legal Services Unit renders legal advisory services to all Departments, Divisions, Sections and Units in the Commission. The Unit participates actively in all Case Conferences whenever they are convened by the Investigation Department.

The Legal Services Unit also drafts all Legal Agreements, Contracts and Memoranda of Understanding (MOUs) in which the Commission is a party. The Unit also assists in carrying out due diligence checks and legal searches on all companies prequalified for contract awards.

The Head of the Unit is a member of the Commission's Ministerial Tender Board (MTB) and a member of the Senior Staff Management Committee. He also provides, along with others Secretariat Services for the Commission's Plenary.

In addition to the above, the Legal Unit represents the Commission in suits filed against it. It also initiates legal action on behalf of the Commission. Below are the pending suits before various courts of law being handled by the legal Unit:

1. I.U.D. ECHEMAZU VS PUBLIC COMPLAINTS COMMISSION (APPEAL NO: CA/OW/3/2011, SUIT NO: HOW /189/92-SUPREME COURT.

2. PUBLIC COMPLAINTS COMMISSION VS BARR. OGEHI & 3 OTHERS  
FHC/ON/CST/09/16- FEDERAL HIGH COURT, OWERRI.
3. MRS STELLA NUMOUJA VS PUBLIC COMPLAINTS COMMISSION (SUIT NO:  
FHC/ABJ/CS/24/2012 – FEDERAL HIGH COURT ABUJA.
4. ELDER BARRISTER O UMA VS PUBLIC COMPLAINTS COMMISSION (SUIT  
NO:FHC/UM/CS/26/2012 – FEDERAL HIGH COURT UMUAHIA.
5. ELDER/BARRISTER UMA O. UMA VS PUBLIC COMPLAINTS COMMISSION (SUIT  
NO: FHC/UM/CS/26/2015 – FEDERAL HIGH COURT, UMUAHIA.
6. OKWUDILI NINAJI VS PUBLIC COMPLAINTS COMMISSION AND 10 OTHERS  
(SUIT NO: FHC/ABJ/EN/M/2015 – FEDERAL HIGH COURT, ENUGU.
7. MR. TILE TEMIEN VS GOVERNMENT OF BENUE STATE, PUBLIC COMPLAINTS  
COMMISSION & 2 OTHERS (SUIT NO:MHC/209/16- BENUE STATE HIGH  
COURT, MAKURDI.
8. CHIEF LINUS NWACHUKWU VS PUBLIC COMPLAINTS COMMISSION (SUIT NO:  
FHC/OW/CS/156/2010 – FEDERAL HIGH COURT, OWERRI.

#### CHALLENGES:

One of the challenges being faced by the Legal Unit is inadequate funding. As a result of this, accumulated claims for Duty Tour Allowances of Lawyers are yet to be paid. Furthermore, Lawyers in the Unit could not be paid their Bar Practicing fees as well as Robe allowances for the years 2015 and 2016 like their Colleagues in other MDA's.

Another challenge being faced by the Unit is lack of standardized law library. This has hampered proper legal research and adequate preparation of legal defenses to suit filed against the Commission.

The Unit has not been able to meet up with the minimum standard of continuing Legal Education (CLE) set by the Nigeria Bar Association. Due to paucity of funds, the Legal Unit has not been able to carry out adequate capacity building for its staff on contemporary legal issues.

There is no gainsaying the fact that the Commission faced daunting financial challenges as a result of low budgeting provision which escalated to a level where monthly salaries of the workers could not be fully paid as at when due. Rather the salaries were paid in variable percentages from month to month throughout the larger part of the year 2016.

This precarious state of affairs adversely affected the fortunes of the legal Unit in the year 2016. It is hoped that adequate funds would be allocated to the unit in the coming year to enable it implement some aspects of the Commission's mandate requiring the expertise of the unit. Some of these mandates include investigation of administrative procedures of court of law in Nigeria in line with section 5 (3)(e) of the Commission's enabling Act and Administrative Regulations are found to be lacking or inadequate as provided for under section 7 (2) of the enabling Act.

#### **PUBLICITY AND ENGAGEMENTS**

The high momentum of the Commission's publicity drive in 2015 could however not be sustained as expected in 2016. This was largely due to the financial constraint which the Commission had to contend with as a result of under budgeting. The budgetary provisions for the Commission in 2016 could barely pay salary talk less of financing other areas such as publicity. Never the less the Commission did not relent in taking advantage of available opportunities to reach out to the public and make it more visible.

Through the support of the United Nations Office of Drugs and Crime/European Union (UNODC/EU) the Commission features regularly on a weekly sponsored radio programme called “Anti-Corruption Hour” on Radio Nigeria Network.

On several occasions the Honourable Chief Commissioner engaged the media on a platform tagged “Meet the Press” at the Commission’s Headquarters. This platform afforded the Chief Commissioner the opportunity to tell the public about the Commission and what it had been doing through the press. As a way of showcasing its performance, complainants whose complaints had been successfully redressed by the Commission gave testimonies of their experiences with the Commission at the event. This event is usually widely reported by the various media. All the 36 State offices of the Commission and FCT do engage the media for a deeper grass root reach on the activities of the Commission from State to State.

Apart from engaging with the media the Commission, during the year under report also had collaborative interactions with some agencies and organizations. This included the World Bank Team which visited the Commission to have an insight into its modus operandi and to identify ways of assistance. Also, during the year the Commission received the Deputy Ombudsman of the Republic of Zambia, Mr. Baaji Samba. The Consumer Protection Department of the Central Bank of Nigeria also paid a visit to the Commission with a view to developing a synergy between the organizations in the protection of the rights of bank customers in Nigeria. The two organizations have signed a Memoranda of Understanding in respect of this. Towards the end of the year, the Commission played host to the Joint Committee of the Senate and House of Representatives on Ethics, Privileges and Public Petition who came on an oversight visit to the Commission. During the visit, the Senate

Committee Chairman Commissioned the Commission's new online Integrated Complaints Management System.

The Commission's online Integrated Complaints Management System is an IT based platform where complainants can lodge and monitor their complaints through the internet without having to come to the Commission. Through this platform, complainants cannot only lodge their complaints easily with the Commission but also interface with staff of the Commission in the comfort of their abode or from anywhere in the world. This complaint management system can be accessed through the following;

Website: [www.pcc.gov](http://www.pcc.gov)

Email: [info@pcc.gov.ng/complain@pcc.gov.ng](mailto:info@pcc.gov.ng/complain@pcc.gov.ng)

Facebook: [www.facebook.com/pccnigeria](http://www.facebook.com/pccnigeria)

The harsh economic situation did not deter the Commission from strengthening its external relations through various engagements and advocacy visits to Ministries, Departments and Agencies (MDAs) and organizations. On one or two occasions the Commission engaged and interacted with various community leaders, traditional and opinionmoulders within and around the Federal capital Territory in order to sensitize the communities on the Commission and its operations, and expose them to the benefits they can derive from the Commission's Services.

It is important as noted earlier that the Commission's publicity strategy is further expanded at its 36 State and the FCT offices as well as area offices. Details of their publicity activities can be glimpsed from their individual Annual Reports.

As we look forward to 2017 with optimism, it is our hope that the Commission's financial situation will improve enough, to enable us adequately boost our publicity drive.

Below are the highlights of the Commission's accomplishment in the areas of publicity and advocacy in the year 2016.

1. Featured in UNODC sponsored "Anti-Corruption Hour" on Radio Nigeria (FRCN)-20 January 2016.
2. Open Complaints Forum in collaboration with Ordinary President Ahmed Issah of Brekete Family-12 February, 2016.
3. Featured in UNODC sponsored Anti-Corruption Hour" on Radio Nigeria (FRCN) – 13<sup>th</sup> July, 2016.
4. Featured in UNODC sponsored "Anti-Corruption Hour" on Radio Nigeria (FRCN) – 10<sup>th</sup> August, 2016.
5. Featured in UNODC sponsored "Anti-Corruption Hour" on Radio Nigeria (FRCN) – 7<sup>th</sup> September, 2016.
6. Featured in UNODC sponsored "Anti-Corruption Hour" on Radio Nigeria (FRCN) – 16<sup>th</sup> November, 2016.
7. Featured in UNODC sponsored "Anti-Corruption Hour" on Radio Nigeria (FRCN) – 21<sup>st</sup> December, 2016.
8. Press briefing by the Honourable Chief Commissioner 16<sup>th</sup> June, 2016.
9. Featured in KLEEN Foundation sponsored radio program on Armed Forces Radio, Abuja.
10. Actively participated in the 2016 Anti-Corruption Day –9<sup>th</sup> December, 2016.

FOREIGN SUPPORT AND INTER-AGENCY COLLOBORATION UNIT  
SUPPORTS TO CAPACITY BUILDING, 2016

The table below indicates the supports to capacity building from donor Agencies and partners to the Commission in the year 2016. The task was handled by the Foreign Support and Inter-Agency Collaboration Unit. It is a creation of recent development. It came into existence on the 15<sup>th</sup> of December 2015 as a result of the approval to the memorandum presented by the Commission’s Establishment Committee during its plenary. The basic function of this Unit is to relate with Foreign, National and Multi-National Organizations for Collaborative Supports. It is also the focal point for contact with donor agencies to support the Commission in the areas of:

- a. Capacity Building
- b. Case Management System

S/NO	DESCRIPTION OF TRAINING	NUMBER OF BENEFICIARY	DONOR AGENCY	DATE OF TRAINING	VENUE OF TRAINING
1	Strategic Planning Workshop	33	Justice For All (JFA) and the UK Department For International Development (DFID)	20-21 January	
2	Strategic Planning Workshop	40	United Nations Office on Drugs and Crimes (UNODC) and the European Union (EU)	12-13 July	

3	Sensitization Workshop on Sexual and Gender Based Violence	1	Nigerian Police Force/CLEEN Foundation	8 February	
4	Round Table	22	UNODC/EU	14 July	
5	Civil Military Relations Roadmap Review Workshop	2	CLEEN Foundation	14 July	
6	Media and Communication Workshop	2	UNODC/EU	5-8 September	
7	Corruption Risk Assessment Course	1	PCC/ICPC	19-23 September	
8	Corruption Risk Assessment Course	1	PCC/ICPC	October	
9	Documents/Records and Office Security Management Course	1	UNODC/EU	19-30 September	
10	Advance Human Resource Course	1	UNODC/EU	19-30 September	
11	Advance Financial Management Course	1	UNODC/EU	19-30 September	
12	Training Workshop for Heads of Media and Legal	2	UNODC/EU	22-23 October	
13	Workshop on Legislative Analysis	3	UNODC/EU	24-27 October	
15	Procurement Training	1	UNODC/EU	October	

## CHAPTER 6

### DEPARTMENT OF FINANCE AND ACCOUNTS

#### BUDGET 2016

The year 2016 was faced with a lot of financial constraints due to inadequate funds allocated to the Commission. An appropriation of ~~₦~~2 billion naira was approved for the Commission for the fiscal year as against ~~₦~~4 billion in 2015 and ~~₦~~6 billion in 2014 respectively.

As a result of inadequate funding the personnel cost was made in percentages. Investigation operation projects which is the Commission's core mandate was unattended to due to lack of funds.

The Federal Government graciously intervened by approving a virement of ~~₦~~2.5 billion naira to offset salary arrears and allowances. However the actual release to the Commission is ~~₦~~1,416,391,201.23 and an outstanding balance of ~~₦~~1,083,608,798.77 is yet to be released.

The table below shows the detailed receipts and expenditure on quarterly basis for the year under-review.

PUBLIC COMPLAINTS COMMISSION  
2016 ANALYSIS OF FINANCIAL RECEIPT (INCOME) AND UTILIZATION

FIRST QUARTER	₦	₦	₦	₦	₦	₦	₦	PERCENTAGE %
MONTH	APPROPRIATION	RELEASES	PERSONNEL COST	OVERHEAD EXPENDITURE		TOTAL EXPENDITURE	BALANCE	
JANUARY	166,666,666.67	166,666,666.67	166,666,666.67	0.00	0.00	166,666,666.67	0.00	100
FEB/MARCH	333,333,333.33	333,333,333.33	333,333,333.33	0.00	0.00	333,333,333.33	0.00	100
2015 ROLLOVER	0.00	204,032,633.68	189,465,154.29	14,567,479.39	0.00	204,032,633.68	0.00	100
<b>SUB TOTAL</b>	<b>500,000,000.00</b>	<b>704,032,633.68</b>	<b>689,465,154.29</b>	<b>14,567,479.39</b>	<b>0.00</b>	<b>704,032,633.68</b>	<b>0.00</b>	<b>100</b>
<b>SECOND QUARTER</b>								
APRIL	166,666,666.67	166,666,666.67	159,190,300.09	7,476,366.58	0.00	166,666,666.67	0.00	100
MAY	166,666,666.67	166,666,666.67	160,332,401.53	6,334,265.14	0.00	166,666,666.67	0.00	100
JUNE	166,666,666.67	166,666,666.67	162,589,732.69	4,076,933.98	0.00	166,666,666.67	0.00	100
<b>SUB TOTAL</b>	<b>500,000,000.01</b>	<b>500,000,000.01</b>	<b>482,112,434.31</b>	<b>17,887,565.70</b>	<b>0.00</b>	<b>500,000,000.01</b>	<b>0.00</b>	<b>100</b>
<b>THIRD QUARTER</b>								
JULY	166,666,666.67	166,666,666.67	159,213,961.13	7,452,705.54	0.00	166,666,666.67	0.00	100
AUGUST	166,666,666.67	166,666,666.67	164,523,718.49	2,142,948.18	0.00	166,666,666.67	0.00	100
SEPTEMBER	166,666,666.67	166,666,666.67	166,666,666.67	0.00	0.00	166,666,666.67	0.00	100
<b>SUB TOTAL</b>	<b>500,000,000.01</b>	<b>500,000,000.01</b>	<b>490,404,346.29</b>	<b>9,595,653.72</b>	<b>0.00</b>	<b>500,000,000.01</b>	<b>0.00</b>	<b>100</b>
<b>FORTH QUARTER</b>								
OCTOBER	166,666,666.67	166,666,666.67	151,393,068.27	15,273,598.40	0.00	166,666,666.67	0.00	100
NOVEMBER	166,666,666.67	166,666,666.67	157,284,437.12	9,382,229.55	0.00	166,666,666.67	0.00	100
DECEMBER	166,666,666.67	166,666,666.67	159,311,786.75	0.00	0.00	159,311,786.75	7,354,879.92	96
<b>SUB-TOTAL</b>	<b>500,000,000.01</b>	<b>5,000,000,000.00</b>	<b>467,989,292.14</b>	<b>24,655,827.95</b>	<b>0.00</b>	<b>492,645,120.09</b>	<b>7,354,879.92</b>	<b>100</b>
<b>TOTAL</b>	<b>2,000,000,000.00</b>	<b>2,204,032,633.68</b>	<b>2,129,971,227.03</b>	<b>66,706,526.76</b>	<b>0.00</b>	<b>2,196,677,753.77</b>	<b>7,354,879.92</b>	
VIREMENT	2,500,000,000.00	1,133,112,960.99	865,458,524.84	255,240,096.90	12,414,339.25	1,133,112,960.99	0.00	100
<b>GRAND TOTAL</b>	<b>4,500,000,000.00</b>	<b>3,337,145,594.67</b>	<b>2,995,429,751.87</b>	<b>321,946,623.66</b>	<b>12,414,339.25</b>	<b>3,329,790,714.78</b>	<b>7,354,879.92</b>	<b>99.7</b>

1. Net Virement Amount Released 1,133,112,960.99
  - Social Contributions deducted at source.
  - Contributory Pension 212,458,680.18
  - NHIS 70,819,560.06
  - 283,278,240.24
  - 1,416,391,201.23**
2. Total Virement approved 2,500,000,000.00
  - Less gross amount released 1,416,391,201.23
  - Expected balance to be released 1,083,608,798.77
3. The sum of ₦7,354,879.92 on the balance column represent amount unaccessible due to closure of account online realtime.

# FEEDBACK FROM THE PUBLIC

Yout scini ac sura  
Sugu,  
Eganye - L.G.A.  
10-07-16

The Area Officer  
Public Complain Commission  
Eganye.

Non Payment of Salary from Feb - May  
2016

I wish to commend the effort of  
your Commission in resolving my complaint  
In fact my salary has been restored  
and all the arrears paid, therefore  
I am very grateful.

May almighty God bless all the  
Staff of Public Complain Commission  
Yola, Amen.

Thank you

Yours faithfully  
Lumbari Shadrach  
10/07/2016.  
Shedy.

21  
EZENUWA SYLVESTER M.

THE COMMISSIONER, CENTRAL SCHOOL AKPO.

PUBLIC COMPLAINTS Agulata L.G.A.

COMMISSION, Anambra State

ANAMBRA STATE. 13-07-2016

SIR,

RE-PETITION FOR DELAYED PAYMENT OF  
PENSION ARREARS.

I, EZENUWA SYLVESTER M.  
is hereby happy to inform your  
Office that the Petition that I sent  
to the Office of <sup>the</sup> Accountant  
General Enugu, through your Office  
for the delay in the Payment of  
my Arrears of Pension has yielded  
a favourable Result. I have been

Protodex™

...quality you can trust

duely paid.

Thanks for your cooperation  
I will always be indebted to  
your office and staff for helping  
to alleviate the sufferings of  
Retired men and women in  
the State. Thanks Again.

I remain

Yours faithfully

*[Signature]*

Sylvester Ezenwata M.

~~DAO~~

~~please register)~~

~~file 2b.4~~

~~Job~~

~~DD~~

14/7/16

Hon Com

In view of the  
fact that his case has  
been successfully  
disposed of may

I recommend for  
closure of case.

~~DD~~

7/9/16

Protodex  
Ceftriaxone

...quality you can trust.

to MOSES Ndijekwu  
119 Gab onwuegbeny  
drive,  
AKaboukwu-uruagu  
Nnewi,  
Anambra state.  
17 October 2016.

The Honorable Commissioner  
Public Complaints Commission  
Awka  
Anambra state.



Dear Sir/Madam

REFUND OF MONEY

I wish to tell you that the petition that I wrote against OOSA Harbel Int. Ltd, that they call me and settled with me and we agreed that they will refund one hundred thousand <sup>Naira</sup> (\$100,000) to me, wish they have already paid it to my bank account on 14-Oct-2016.

So I wish to thank the honorable Commissioner and the entire staff of public Complaint Commission <sup>Awka</sup> for helping me to recover this money

Thanks and God Bless

  
Yours faithfully  
MOSES Ndijekwu.

Public Complaints Commission  
Federal Secretariat Complex,  
Independence Layout,

Enugu  
20/07/2016.

Hon. Commissioner,  
Public Complaints Commission,  
Federal Secretariat,  
Enugu.

## Letter Of Appreciation

I wish to use this medium to thank the committed and diligent Management and staff of P. C. C Enugu for their quick result-oriented intervention in my complaint lodged before the Commission.

This is a complaint I tried in my own personal capacity to resolve for months without any success, but it took the Commission no time at all to have my driver's licence corrected and delivered to the Commission.

I say kudos to you P. C. C Enugu. I am very proud to be a part of this P. C. C family because P. C. C Enugu is working.

Keep up the good work and may God bless you all for this selfless service to humanity.  
Thank you.

Yours faithfully,  
Ginoboro  
Boro, Chinwe. S (Mrs)

Engr. P.S.O Egenti  
Box 3058 (Okpara Avenue)  
Enugu, Enugu State.  
22/04/2016.

The Hon. Commissioner  
Public Complaints Commission  
Enugu



Dear Sir,

**RE: UNJUSTIFIABLE, MALICIOUS CUT OF MY MONTHLY PENSION  
FROM N173,426 TO N66,122**

My letter to you dated 13/04/2015 on the above refers.

I am happy to inform you that the matter has now been resolved. My normal pension has been paid to me for two consecutive months i.e February and March, 2016 respectively. Also the arrears of the short-payment have been resolved.

I thank you very much for the kind assistance you rendered to me in this regard.

Yours faithfully,

  
**ENGR. P.S.O EGENTI**  
08037244928

E.O.G.D  
PLS FOR 25/04/16

Hon. Commissioner,  
Public Complaints  
Commission,  
Federal Secretariat  
Kano.

T/8 kms FCE ROAD Bida  
Off. Baki Academy.  
20th April 2016.

Com. 890/2015

THE NIGERIAN ASSEMBLY  
PUBLIC COMPLAINTS COMMISSION  
RECEIVED  
DATE 20/04/16

Sir,

✓ LETTER OF APPRECIATION

I wish to forward here with my letter of appreciation over the commission's kind consideration and commendable handling of a case between me and my chieftain who cheated ₦50,000 = naira only in the course of purchasing a car for me.

I indeed appreciate and thank the commission for collecting my money ₦50,000 from him. And hereby acknowledge the receipt of the said sum from the commission.

Sincere regards

Noted.

30/4  
20/4

Abubakar  
Abubakar  
20/04/16.

18  
No 15 Tudun Murtala  
Quarters.  
Nasarawa L.G.A  
Kano State.  
28-04-2016.

com 397/2014

The Hon. Commissioner  
Public Complaints Commission  
Federal Secretariat Complex  
Katsina Road Kano.

### TAKAR DAR GODIYA

Ni matam Muhammad Rabo dans kawo -  
karafina wannan hukumma ma korafi akan  
hakkinsa na Inshorar Lafiya, yanzu hakan an  
biyanci Kudins.

Sabo da kaka ma godiya ga wannan -  
hukumma da fatan Allah ya tsamsarta  
tare da ma aikatauta

Na gode

Yours faithful  
Harewa  
Muhammad Rabo

3/25/16 6:15 PM 01-05-2016  
080 65452221  
NOISS  
KANSAS STATE

Com 135/2014

The Honourable Commissioner  
Public Complaint Commission  
Federal Secretariat  
KANO-STATE.

Appreciation Letter

Dear Sir,

I am very happy to write  
my letter to you, due to the help  
you do for me on Nigeria trust fund on  
my entitlement, the money has been  
paid to my account on January 1st  
2016 I was paid ₦19,149.78 I have  
collected them. I am very grateful  
to public Complaint Commission for their  
favour. Thank you I wish you  
Long life and prosperities

Respectfully  
- [Signature]

[Signature]  
Yours faithfully  
[Name]

Ogim 2016

MO 15 Ajeunle off  
Iberofodo Abeokuta,  
Ogun - state.

THE HON. COMMISSIONER,  
PUBLIC COMPLAINT COMMISSION,  
FEDERAL SECRETARIAT COMPLEX,  
OKE-MOSAN,  
ABEOKUTA.

LETTER OF APPRECIATION.

I Mrs Odejimi Eunice Taiwo, really appreciate the federal Complaints Commission for their effort on my husband gratuity that has being paid, I pray that almighty God will help them in Jesus Name (Amen) and I want the case to be closed.

✍️  
Mrs Odejimi E.O  
22/4/2016  
08060065529.

19

Mr. Lateef Sanmori  
50, Ishoku Street,  
Ijebu-Ode,  
Ogun State.  
13/05/2016.

The Honourable Commissioner,  
Public Complaints Commission,  
Oke-Mosan, Abeokuta,  
Ogun State.



Dear Ma,

Letter of Appreciation

I wish to express my profound gratitude to your office for the help rendered when I was in trouble in respect of Non payment of my Pension gratuity and benefits by the Nigeria Police Force.

I hereby inform your office to discard my application as I have been paid accordingly.

Thank you and best regards.

Hon. Commissioner,

Above refers  
2. The complaint has been  
successfully resolved in favour of  
the complainant.  
3. I hereby humbly request for the  
approval of its closure, please.  
Thank you Ma. MEF 21/6/16

Yours' Sincerely,

Lateef Sanmori

7

Mr. Owoyele Oriyomi & 8 Others  
4, Folagbade Road,  
Ijebu-Ode,  
Ogun State.  
4<sup>th</sup> July, 2016

The Hon. Commissioner,  
Public Complaints Commission,  
Oke-Mosan,  
Abeokuta,  
Ogun State.

APPRECIATION OF A JOB WELL DONE

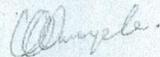
I, the above name person and address hereby appreciate the Hon. Commissioner and entire staff of Public Complaints Commission, Ijebu Ode Area Office for the prompt intervention of our complaint concerning the urgent construction of speed breakers on Folagbade Road, Ijebu-Ode.

The Officials of Ogun State Government have constructed speed breakers at the major round-about and the entire community is satisfied with the work done. But we plead with you to help us request that the speed breakers are painted so that motorists can see from afar.

Once again, accept our warm and profound appreciation for a job well done.

Thanks.

Yours' faithfully,



Owoyele Oriyomi

Olayinka Adekunle Olusanya  
12 Osuolale Ogunniran Street  
Off Progress Estate,  
Afobaje, Ota.  
Ogun State.  
On behalf of Tempo Food Staffs  
6<sup>th</sup> December, 2016

The Honourable Commissioner,  
Public Complaints Commission,  
Ado-Odo Ota Secretariat  
Ota, Ogun State.

**LETTER OF APPRECIATION**

We the disengage staff of Tempo Foods and Packaging Ltd Hereby express our gratitude for helping us to redeem some of our entitlement such as 17 months pension and pay off money for staffs above five years.

We hereby thank the honourable commissioner and entire staffs of public complaint commission (Ado-Odo Ota Local Government) for job Weldon.

Thank you very much.  
Yours faithfully,  
All disengage staffs  
Tempo Food & Packaging Ltd

*On behalf of Disengage Staffs*

Olayinka Adekunle

Samuel Ajayi

Johnson Ohini

*6/12/2016*  
.....  
*Samuel* *6-12-2016*  
.....  
*6-12-2016*

Staff Representative

## CHAPTER 7

### CHALLENGES

The Commission remained steadfast in its task as the nation's Ombudsman in spite of obvious challenges. Within its available resources, the Commission continued to investigate the deluge of complaints brought before it by the public. As the oldest Anti-Corruption Agency in Nigeria, it has proved itself as a veritable institution for good governance by not only protecting the rights of the citizens but also ensuring that government agencies and their officials do the right thing in accordance with the laws of the land. These achievements notwithstanding, the year 2016 was quite challenging for the Commission. Some of the challenges which the Commission contended with during the year include the following;

#### Funding

The Commission was not left out of the current economic recession in the country as the drastic drop in its budget seriously hampered its operations. The sum of N2 billion was approved as the Commission's budget for 2016, while it required about N3.5 billion for staff salaries. Hence there was a drastic drop in the Commission's monthly allocations. This situation was so critical that it became difficult to pay the staff salaries in full thus resulting to an industrial strike by the staff. However, the Federal Government saved the situation by approving a virement of 2.5 billion to supplement the Commission's budget. All hands are on deck to ensure that the ugly situation does not repeat itself in 2017.

### Recalcitrant Respondents

Another challenge was that of recalcitrant respondents. These are organizations complained against but who refused to either cooperate with the Commission or provide the necessary information required by the Commission. Their recalcitrance does not only stall investigations but also frustrate them.

### Logistics

For the Commission to effectively conduct its investigation there is the need for it to conduct on-the-spot investigations. This requires that the officials or Investigation Officers of the Commission have to visit scenes of the complaints to conduct their investigations. Unfortunately, this was hindered by lack of operational vehicles for investigation trips both at the headquarters and State Offices.

### Inadequate Office Space and Furniture

The need to meet the increasing demands of the Commission's services has led to an increase in staff strength. However, the present office facilities in the Commission cannot adequately accommodate the increasing staff population. Furthermore, most of the State Offices do not have permanent offices and have to use rented structures. Coupled with this are inadequate furniture and other infrastructure that could enhance the work environment of the staff of the Commission.

### Publicity

Despite its over forty year's existence the Commission has not been visible enough in the public sphere. Considering the numerous people that have got their complaints redressed by the Commission, it is not as popular as it should be. This can be adduced largely to ignorance and apathy of both the government and the

people. There is therefore the need for the Commission to improve on its publicity drive. Adequate funds need to be committed to public awareness and publicity through the mass media. The Public Relations Department needs to be adequately equipped with up-to- date equipment for publicity and public enlightenment.

#### Capacity Building

The poor funding situation in 2016 was a constraint to the capacity building and training programmes of the Commission. The few capacity building and training programmes that took place were at the instance of our international partners like the United Nations Office of Drugs and Crime (UNODC). The peculiar and dynamic nature of the work of the Ombudsman demands that its personnel have to be exposed to regular training and skill development. There is the need therefore for the Commissioners and staff of the Commission to undergo constant training and retraining to sharpen their skills in investigation and other relevant areas. Substantial capital outlay is however needed to achieve this task.

#### CONCLUSION-WAY FORWARD

##### Increased Funding.

Most of the challenges identified above results 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 functions.

### 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 had 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 practice.