Co-operative Republic
of Guyana

The Ombudsman's

ANNUAL REPORT

2023

CO-OPERATIVE REPUBLIC OF GUYANA

Report of the Ombudsman

Annual Report for 2023

Presented to the National Assembly pursuant to Article 194 (4) of the Constitution of the Co-operative Republic of Guyana.

This publication is available at www.ombudsmangy.org

Any enquiries regarding this publication should be sent to us at info@ombudsmangy.org

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MISSION STATEMENT

The Office of the Ombudsman is established to guarantee protection to members of the public against the abuse or misuse of power by the bureaucracy.

To achieve this goal the Office is committed and dedicated to the following:

1. To investigate and resolve complaints promptly against injustice done to members of the public by government departments and other authorities.
2. To provide informal, dependable and freely accessible service to members of the public;
3. To treat members of the public with courtesy, compassion, honesty and respect their privacy;
4. To educate members of the public of the services of the Office of the Ombudsman;
5. To be ethical, transparent and accountable;
6. To offer guidance to members of the public whose complaints are outside the jurisdiction of the Ombudsman; and
7. To ensure that members of the public are treated alike and there is no discrimination on the ground of race, place of origin, political opinions, colour, creed or sex.

The Hon Justice (Ret'd) Winston Patterson
Ombudsman
Office of the Ombudsman
39 Brickdam, Stabroek, Georgetown.
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29th February, 2024

The Honourable Mr. Manzoor Nadir, M.P
Speaker of the National Assembly
Parliament Building
Brickdam,
Georgetown.

Dear Sir,

Re: Annual General Report 2023

I have the honour to submit to you my Annual General Report on the Performance of the functions of the Office of the Ombudsman for the year 2023.

I shall be grateful if you will lay it before the National Assembly in accordance with Article 194 (4) of the Constitution of the Co-operative Republic of Guyana.

Yours Sincerely,

Ombudsman

INTRODUCTION

The Office of the Ombudsman continues its service to the public and we do encourage the use of the phone and email for making appointments. Notwithstanding that however, there are unlimited walk-in services to this agency. Under the constitution the Ombudsman holds the office of Ombudsman for a period of four (4) years from the date of appointment.

I listen diligently to complainants concerns and using my professional relationship with the public service/government agencies, forward those issues to be addressed.

Communicating effectively with citizens and public officers incorporate transparency in the Ombudsman's investigative process and allows for efficiency, fairness and avoidance of delays. I, sincerely wish to thank citizens for entrusting us with their complaints and also those working in various areas of the public service for their assistance and cooperation.

Public awareness and promotion on the function of this institution continues unabated. Flyers are distributed and the Ombudsman as well as staff of our agency greeted members of the public at the recently held Human Rights and Anti-Corruption Expo at Arthur Chung Conference Centre on December 9 and 10, 2023.

This Annual Report includes selected case summaries giving an insight of the various ways wherein we worked to assist people in the resolution of complaints brought to us. It provides useful information about public authorities that may be of assistance to the public during their time of need.

This report also includes highlights from inter-alia:

- A Training workshop on the fundamentals of International Human Rights Law which was facilitated by the Ministry of Parliamentary Affairs and Governance.
- A virtual Regional Meeting with members of the Caribbean Ombudsman Association (CAROA) hosted by Inter American Commission on Human Rights (IACHR).
- The Inter-American Commission on Human Rights (IACHR) an organ of the OAS, benefited from an engagement facilitated by the Ministry of Parliamentary Affairs and Governance. As Ombudsman, I participated in the session.

Appointment of Ombudsman

In Guyana the Ombudsman is appointed by the President acting after consultation with the Opposition Leader.

Procedure for filing complaints

A complaint is made directly to the Ombudsman by the aggrieved person himself or by one authorized by him.

The President, a Minister or member of the National Assembly may request the Ombudsman to investigate an action by an officer in a department of government or certain corporations on the ground that a person or body of persons specified in the request has or may have sustained an injustice.

The aim of the Ombudsman is to assist public officers in the performance of their duties to prevent recurrence of mistakes and to further enhance the performance of the departments.

Once again, complaints outside of my jurisdiction out-number those within jurisdiction whereas, public officers who do not respond to my correspondence are on the decline. Some respond only after being reminded.

OMBUDSMAN'S PARTICIPATION AT CONFERENCES/WORKSHOPS

Training Workshop on the fundamentals of International Human Rights Law

This office was represented at a training workshop on the Fundamentals of International Human Rights Law facilitated by the Ministry of Parliamentary Affairs and Governance. This event was held on May 30, 2023 at Roraima Duke Lodge Kingston and the objectives were:

(1) To build awareness among key stake holders on core concepts of International Human Rights Law.

(2) To introduce participants to the nature and scope of Human Rights and states obligations.

(3) To familiarize stake holders with the international mechanisms for the protection of human rights.

Participation at this forum, created the opportunity with other attendees to be part of the human rights family with one common purpose; promoting and propelling human rights in a lawful and meaningful way in the interest of all citizens.

This forum also applauded and commended Hon. Minister Teixeira MP who rallied the presenters and participants as she found it necessary to remain for the entire duration of the sessions/workshop notwithstanding her onerous schedule.

Virtual Regional Meeting with members of the Caribbean Ombudsman Association (CAROA)

On June 13, 2023 I attended a one-day virtual Conference hosted by Inter American Commission on Human Rights (IACHR). Present at this Regional Meeting were members of the Caribbean Ombudsman Association (CAROA) of which Guyana is a member.

The purpose of the conference was to have a dialogue on the role of Ombudspersons in strengthening democratic institutions and in the promotion and protection of human rights. Delegates from Barbados, Belize, Grenada, Guyana and Haiti were present and actively participated: Each delegate gave a presentation followed by general discussions on the topic: The Role of the Ombudsman in the Promotion and Protection of Human Rights.

The Inter-American Commission on Human Rights (IACHR) an organ of the OAS, conducted a technical cooperation and promotional visit to Guyana during the period November 28 - December 1, 2023.

On November 30, 2023 at the Arthur Chung Conference Centre I participated in a session facilitated by the Ministry of Parliamentary Affairs and Governance. As part of this engagement, I gave a presentation on the mandate of my Agency and our role in strengthening Guyana's Human Rights Mechanism.

Human Rights and Anti – Corruption Expo December 9 and 10, 2023

In observance of Anti – Corruption Day (December 9) and International Human Rights Day (December 10), the Ministry of Parliamentary Affairs and Governance hosted a two days expo on December 9 and 10, 2023 at the Arthur Chung Conference Centre which brought together national and international organizations working in various areas of human rights.

My Agency participated as an exhibitor to showcase our contributions to human rights in Guyana which generated some interest.

Visitors

During the year under review, two visitors: one a political officer and the other a political specialist from the United States Embassy made a courtesy call to the Ombudsman's office.

They were welcomed and given a brief summary of the duties of the Ombudsman and functions of his office. Their main interest was to learn the types of complaints encountered by Ombudsman and to discuss the workings of the office.

Both persons expressed their thanks and appreciation for the warm reception and information shared.

University of Guyana

During the year, 2023, several students from the University of Guyana visited my office and sought assistance on certain aspects of their study programme regarding the powers and duties of the Ombudsman and the functions of the Agency.

Josel Secondary School.

The Office of the Ombudsman welcomed six students and one parent teacher who paid this office a visit in February 2023. As requested, they were informed of the manner of appointment, duties and powers of the Ombudsman and the operations of the Ombudsman's office. Thanks, and appreciation were expressed for the knowledge gained.

Women and Gender Equality Commission.

The Women and Gender Equality Commission paid a courtesy call to the Office of the Ombudsman on July 25, 2023 in keeping with one of its strategic pillars – Access to Justice.

This office is regarded by the Commission as a critical part of the system of law to promote peaceful and inclusive societies of sustainable development, provide access to justice for all and build effective accountable and inclusive institutions at all levels.

The meeting was cordial, and meaningful. They were pleased and very receptive to all information conveyed and explained to them. As a result, the delegation expressed their intention to visit again sometime in the future.

REVIEW OF THE YEAR 2023

During the year 2023 I reviewed **eighty-four** complaints. The complaints for the year 2023 were as follows:

Within my jurisdiction;

32 complaints and a summary of some of these complaints fully investigated are listed on pages 14 - 17.

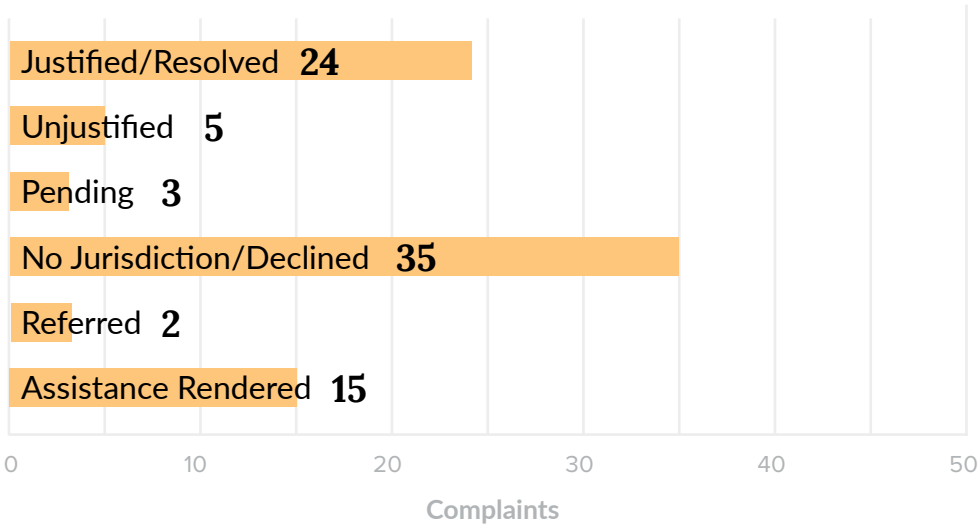
48 complaints were made by persons who walked into the Office of the Ombudsman without having an appointment.

Outside of my jurisdiction 52 complaints.

The concerned complaints fall into the following categories:

- **Justified/Resolved** i.e. if there is sufficient evidence to support a finding that an agency has erred and that agency agrees to implement the recommendation.
- **Unjustified** i.e. if there is insufficient evidence to support a determination against an agency.
- **Declined** for want of jurisdiction.
- **Assistance rendered** i.e. when complaints do not fit into any of the above mentioned categories, but some assistance has been rendered.
- **Referrals** i.e. matters which we would have forwarded to the relevant agency because of lack of Jurisdiction

Complaints disposed of in this period were as follows:



Complaints in which jurisdiction were declined under the constitution included: (1) The Law Courts.

I am precluded from investigating the commencement or conduct of civil or criminal proceedings in any court where complainant has a remedy by way of proceedings in court and stale and frivolous complaints.

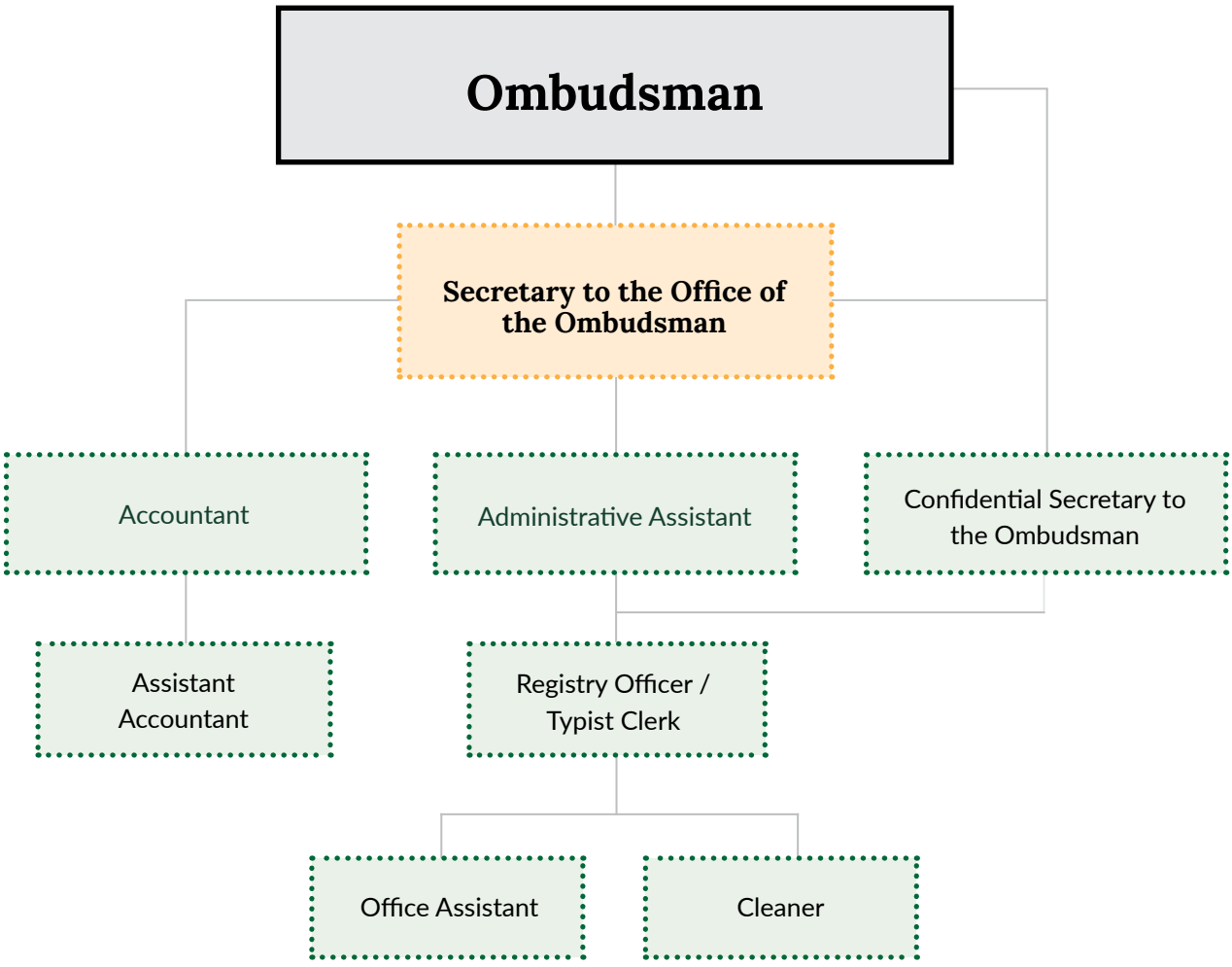
Complaints in which I had no jurisdiction include Legal Practitioners, matters of private nature and the police. Certain complaints against the police come under my jurisdiction. In relation to some of these complaints, I spoke with the police while others were referred to the Police Complaints Authority and the Office of Professional Responsibility.

Accommodation

The Office of the Ombudsman remains the occupant on the top floor of a three storeyed building at 39 Brickdam, Stabroek, Georgetown. The ground floor of the said building houses Police Complaints Authority and the Guyana Bar Association Secretariat whereas Public Service Appellate Tribunal is located on the first floor in the aforementioned building.

OUR STAFF

The staff of the Office of the Ombudsman are public officers employed by the Ministry of the Public Service. The staff consists of Nine (9) employees, as shown below:



SELECTED COMPLAINTS SUMMARY

Guyana Police Force

The complainant a constable for over twelve (12) years complained that he is stationed at Fort Wellington Police Station and is attached to an outpost at No. # 27 backdam.

He was posted there along with a sergeant and two other constables. After serving there for three (3) months, the two (2) constables were removed from the outpost. He claims to be a dedicated worker who, never under-performed and has always been in charge of shifts so he believes that keeping him at the No. # 27 backdam outpost is out of victimisation for reasons he does not know.

The acting commissioner of operations visited the No. # 27 Outpost five (5) months after complainant was posted there and instructed the commander to replace him by the following Monday; he promised to comply but never did. After some time, elapsed, the complainant wrote to me for assistance.

He was frustrated and very distraught having his reputed wife and two (2) infant children whom he had not seen for months. This is a matter of broken promise and failing to comply with lawful instructions from a functional Superior to the detriment of the complainant.

I find this request from the complainant reasonable having regard to the circumstances and I unhesitatingly wrote the Commissioner of Police on the matter. A few weeks thereafter complainant was replaced.

National Insurance Scheme

- **Denial of Old Age Pension**

The complainant claims that she worked continually with the Ministry of Health from April 1992 to December 2015, but no contributions were in her NIS records for those years. As a result, she was denied old age pension after attaining age sixty (60) and submitted her application.

The complainant informed me that she was given three thousand seven hundred dollars ($3,700) as cash grant for the years 1979,1980,1981, BUT she has never worked during those periods, which were located in the records and amounted to one hundred (100) contributions. Complainant honestly could not have accepted contributions which belong to someone else but would like NIS to produce her contributions she would have remitted through her employer to the Scheme during the twenty-three years (23) she was in the employ with the Ministry of Health.

I wrote NIS which requested a letter of service from her past employer(s) to assist in the investigation to locate the contributions mentioned in her letter. A letter captioned Re: updating of contribution records in favour of the complainant's NIS number was forwarded to NIS by the Ministry of Health seeking its support in having all of the complainant's records updated after verification to reflect her contributions as against the NIS number given.

Ministry of Health firmly stated that the complainant was employed with that Ministry from April 1992 to December 2015 and attached to the Ptolemy Reid Rehabilitation Centre. Further, during her employment some of her contributions were submitted with no NIS number and some as against another person's NIS number erroneously.

As required by NIS, the complainant was advised to make an appeal to the NIS's Tribunal Clerk for her case to be reviewed. She complied. With reference to my reminder and a request for an update in this matter, my office was informed by NIS that the matter is under investigation which is not yet completed. The matter is still before the Tribunal.

The above-mentioned matter that was previously reported to this Honourable Assembly which was engaging the attention of the National Insurance Tribunal for some time, has now been completed in favour of the complainant.

She is now receiving her well-earned pension. This complainant has expressed her gratitude saying she is pleased with the timely intervention of the Ombudsman's office and the understanding and cooperation of the NIS. "Thank God it is over after waiting so long" she said.

- **Refusal to grant Medical Care reimbursement**

The complainant submitted a claim with NIS for reimbursement of medical expenses. A medical certificate issued by the doctor was also forwarded.

After one year elapsed without receiving the sums claimed from NIS, a formal complaint and request for assistance was made to this Office. I wrote the General Manager of NIS on behalf of the complainant and one week thereafter, NIS responded that the complainant's claim was approved and advised that the voucher could be uplifted at NIS Benefits Section, Brickdam. The complainant was accordingly informed.

A medical nurse from NIS was instrumental in having this matter resolved expeditiously and she is deserving of commendation.

- **Problems receiving survivors' pension from NIS**

The complainant's husband, a former Secondary School Teacher, Police Constable, Cadet Officer and Assistant Superintendent of Police withdrew his services from the force and subsequently died at age sixty-seven.

According to the complainant she was encountering problems from NIS in Bartica, New Amsterdam and Georgetown to get her late husband's benefits in keeping with his years of contributions.

She applied for his monthly pension to take effect from the time he attained age sixty until his demise at age sixty-seven but without success. I wrote National Insurance Scheme in Georgetown on the matter.

One month thereafter, I received a response from NIS indicating that the complainant is in receipt of survivor's pension from the National Insurance Scheme.

Guyana Defence Force

Complainant having been enlisted was a serving member of the Guyana Defence Force (GDF). Several weeks thereafter she was discharged ceasing to fulfil medical standards.

According to the complainant she fell ill while on training and was struck off strength but believed she was treated unfairly and wanted justice. This complainant is presently receiving medical attention and attends clinic regularly.

As a result of her medical condition, she was hospitalized for one week at a private institution in Georgetown and after her discharge she occasionally felt unwell.

I was impressed with her honesty and candid approach to her situation although her yearning was to be a solider, I do not believe it was the intention of the GDF to deny her that opportunity without compelling reason.

However, after detailed and careful examination of her medical history and present condition, I concluded that she has no case against the GDF which in my opinion, acted in her best interest. The complainant was accordingly informed. She accepted my decision and expressed thanks for dealing with her case.

- **Dismissal of GDF Lance Corporal**

The complainant a former Lance Corporal in the Guyana Defence Force complained that he was wrongfully discharged from the force on the 9th August 2022, ten years after his enlistment because of an allegation of theft of a cell phone.

His complaint was referred to the force which responded:

a. Prior to the dismissal of the Ex-Lance Corporal he was placed on a bond for one year by his Commanding Officer for the offence of Conduct to the Prejudice of Good Order and Military Discipline. The misconduct alleged was falsely representing himself as a Senior Military Police and Investigator at the Front Gate Base Camp Ayanganna. He was warned that he would be recommended for dismissal if he commits another offence during the period.

b. Sometime thereafter, a serious allegation of theft of a cell phone was made against him. The simple facts which he acknowledges in his letter are that he picked up a phone left on the counter of a business premises. A video was circulated on social media of him picking up the phone but he subsequently settled the matter by returning the phone to the owner and he was not charged by the police for this offence.

c. Based on the facts in paragraphs (a) and (b), Administrative Action proceedings were initiated against the Ex Lance Corporal. He was granted a hearing and was awarded the sanction of Dismissal which was confirmed by Brigadier Chief of Staff.

The Ex Lance Corporal appears to be seeking a review of the sanction awarded against him. However, under the Administrative Action procedure, he was given seven (7) days in which to ask for a review after the Deciding Officer made his finding. He did not utilise his right of review under the Administrative Action procedure. The time for the review has now expired.

Complainant admitted that he saw a cell Phone on the business premises, picked it up, took it home, and no one claimed it. Four days later, he saw a video footage of himself picking up the phone from the counter and immediately contacted the owner via the number provided on social media.

He explained to the owner that he made the wrong judgement by not handing in the phone to management right away and apologised. They settled the matter without the intervention of police or the court. According to the complainant the video footage was removed from the social media as agreed and no one in the civilian public knew or recognised him as a soldier because he was not wearing any GDF uniform and was undercover most of the time.

However, GDF had started their own Administrative Action/trial process. The natural justice principle is that a person against whom an offence /allegation is made must be given notice and a reasonable opportunity to respond to the offence/ allegation. In this case the complainant was given both.

After examining the facts presented by him and having explained the applicable law relative to this case, he exclaimed “sir I slipped up”. The Guyana Defence Force in my opinion, acted properly and I could find no fault with the action taken in this particular matter. The complainant was accordingly informed.

LIST OF AGENCIES COMPLAINTS ARE AGAINST

Within Jurisdiction	Total Complaints
Guyana Defence Force	2
Guyana Geology & Mines Commission	2
Guyana Lands and Surveys Commission	1
Guyana Police Force	7
Ministry of Health	1
Environmental Protection Agency	2
Ministry of Housing & Water	4
Guyana Revenue Authority	2
Guyana Sugar Cooperation	1
National Insurance Scheme	6
Regional Executive Office Region # 6	1
Public Trustee	1
Regional Executive Office Region #4	2

Without Jurisdiction	Total Complaints
Judiciary/Court Matters	9
Private Matters/Miscellaneous	27
Atlas Security	1
Bank of Guyana	1
New Building Society	1
Complaints against Legal Practitioners	13

APPENDIX A

- Extract from the Constitution of the appointment etc of the Ombudsman

The Ombudsman

Appointment, etc. of Ombudsman

191. (1) The Ombudsman shall be appointed by the President acting after consultation with the Minority Leader.

(2) The Ombudsman shall not perform the functions of any public office and shall not, without the approval of the President in each particular case, hold any other office of emolument, other than his office as Ombudsman, or engage in any occupation for reward outside the duties of his office.

(3) Subject to the provisions of the next following paragraph, a person holding the office of Ombudsman shall vacate that office at the expiration of four years from the date of his appointment.

(4) The provisions of article 225 (which relate to removal from office) shall apply to the office of Ombudsman, and for the purposes of paragraphs (4) and (6) of that article the prescribed authority shall be the Prime Minister.

Matters subject to investigation by the Ombudsman

192. (1) Subject to the provisions of this article, the Ombudsman may investigate any action taken by any department of Government or by any other authority to which this article applies, or by the President, Ministers, officers or members of such a department or authority, being action taken in exercise of the administrative functions of that department or authority.

(2) The Ombudsman may investigate any such action as aforesaid in any of the following circumstances, that is to say—

(a) if a complaint in respect of the action is duly made to the Ombudsman by any person or body of persons, whether incorporated or not, alleging that the complainant has sustained injustice in consequence of a fault in administration;

(b) if the President, a Minister or a member of the National Assembly requests the Ombudsman to investigate the action on the ground that a person or body of persons specified in the request has or may have sustained such injustice;

(c) in any other circumstances in which the Ombudsman considers that he ought to investigate the action on the ground that some person or body of persons has or may have sustained such injustice.

(3) The Ombudsman shall not investigate under this Subtitle—

(a) any action in respect of which the complainant has or had—

(i) a remedy by way of proceedings in a court; or

(ii) a right of appeal, reference or review to or before an independent and impartial tribunal other than a court; or

(b) any such action, or action taken with respect to any such matter, as is excluded from investigation under article 193:

Provided that the Ombudsman—

(i) may conduct an investigation notwithstanding that the complainant has or had a remedy by way of proceedings in a court if satisfied that in the particular circumstances it is not reasonable to expect him to take or to have taken such proceedings;

(ii) shall not in any case be precluded from conducting an investigation in respect of any matter by reason only that it is open to the complainant to apply to the High Court for redress under article 153(1) (which relates to redress for contraventions of provisions for the protection of fundamental rights and freedoms).

(4) In determining whether to initiate, continue or discontinue an investigation under this Subtitle the Ombudsman shall, subject to the foregoing provisions of this article, act in accordance with his individual judgment and in particular, and without prejudice to the generality of the foregoing, he may refuse to initiate, or may discontinue, any investigation if it appears to him that—

(a) the complaint relates to action of which the complainant has had knowledge for more than twelve months before the complaint was received by the Ombudsman;
(b) the subject matter of the complaint is trivial;
(c) the complaint is frivolous or vexatious or is not made in good faith; or
(d) the complainant has not a sufficient interest in the subject matter of the complaint.

(5) The authorities other than departments of Government to which this article applies are—

(a) any authority empowered to determine the person with whom any contract or class of contracts shall be entered into by or on behalf of the Government of Guyana; and
(b) such other authorities as may be prescribed by Parliament.

(6) For the purposes of this article the Public Service Appellate Tribunal, the Judicial Service Commission, the Public Service Commission, the Teaching Service Commission and the Police Service Commission shall not be regarded as departments of Government.

(7) For the purposes of paragraph (2) (a) a complaint may be made by a person aggrieved himself or, if he is dead or for any reason unable to act for himself, by any person duly authorised to represent him.

(8) Any question whether a complaint or a request for an investigation is duly made under this Subtitle or any law enacted in pursuance of article 195 shall be determined by the Ombudsman.

(9) Where a complaint or request for an investigation is duly made as aforesaid and the Ombudsman decides not to investigate the action to which the complaint or request relates or to discontinue an investigation of that action, he shall inform the person or body of persons who made the complaint or request of his decision.

(10) In this article and in article 193 "action" includes failure to act and "action taken" shall be construed accordingly.

193. The Ombudsman shall not investigate any such action, or action taken with respect to any such matter, as is described hereunder:

(i) matters certified by the President or a Minister to affect relations or dealings between the Government of Guyana and any other Government or any international organisation;

(ii) action taken for the purposes of protecting the security of the State or of investigating crime, including action taken with respect to passports for either of those purposes;

(iii) the commencement or conduct of civil or criminal proceedings in any court;

(iv) action taken in respect of appointments to offices or other employment in the service of the Government of Guyana or appointments made by or with the approval of the President or any Minister, and action taken in relation to any person as the holder or former holder of any such office, employment or appointment;

(v) action taken with respect to orders or directions to any disciplined force or member thereof as defined in article 154;

(vi) the exercise of the powers conferred by article 188;

(vii) the grant of honours, awards or privileges within the gift of the President;

(viii) action taken in matters relating to contractual or other commercial dealings with members of the public other than action by an authority mentioned in subparagraph (a) of article 192(5);

(ix) action taken in any country outside Guyana by or on behalf of any officer representing the Government of Guyana or any officer of that Government;

(x) any action which by virtue of any provision of this Constitution may not be inquired into by any court.

Ombudsman's functions on concluding an investigation, and reports to the Assembly. [14 of 2000]

194. (1) After conducting an investigation under this Subtitle the Ombudsman shall inform the department or authority concerned of the result of that investigation and, if he is of the opinion that any person or body of persons has sustained injustice in consequence of a fault in administration, he shall inform that department or authority of the reasons for that opinion and may make such recommendations for action by that department or authority as he thinks fit.

(2) After conducting an investigation under this Subtitle in pursuance of a complaint or a request for an investigation made by the President, a Minister or a member of the National Assembly, the Ombudsman shall—

(a) if he is of the opinion that the complainant or, in the case of an investigation conducted in pursuance of such a request, the person or body of persons specified in the request has sustained injustice in consequence of a fault in administration, inform the person or body of persons who made the complaint or request that he is of that opinion and the nature of the injustice that he considers has been sustained;

(b) if he is of the opinion that the complainant or, in the case of an investigation conducted in pursuance of such a request, the person or body of persons specified in the request has not sustained injustice, inform the person or body of persons who made the complaint or request that he is of that opinion and the reason therefor.

(3) Where the Ombudsman has made a recommendation under paragraph (1) and within a reasonable time thereafter no action has been taken which appears to the Ombudsman adequately to remedy the injustice, he may lay before the Assembly a special report on the case.

(4) The Ombudsman shall annually lay before the Assembly a general report on the performance of his functions under this Subtitle.

Power of Parliament to make supplementary provision.

195. Parliament may make provision for such supplementary and ancillary matters as may appear necessary or expedient in consequence of any of the provisions of this Subtitle including (without prejudice to the generality of the foregoing power) provision—

(a) for the procedure to be observed by the Ombudsman in performing his functions;

(b) for the manner in which complaints and requests for investigation shall be made to the Ombudsman and for the payment of fees in respect of any complaint or investigation; and

(c) for the powers, duties and privileges of the Ombudsman or of other persons or authorities with respect to the obtaining or disclosure of information for the purposes of any investigation or report by the Ombudsman.

Interpretation

196. In this Subtitle—

"Complainant" means the person or body of persons by or on whose behalf a complaint under this Subtitle is made; and

"fault in administration" includes, without prejudice to its generality, any contravention of article 149 (which relates to discrimination on grounds of race, place of origin, political opinions, colour or creed).

Office of the Ombudsman

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