



The Government of the Republic of Trinidad and Tobago

Ministry of Information



Your Gateway to Open Government

FREEDOM OF INFORMATION ACT, 1999

Annual Report to Parliament 2007



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The Honourable Neil Parsanlal
MINISTER OF INFORMATION

I am extremely pleased to present this the Fifth Annual Report of the Freedom of Information Act, 1999 (and the first for this newly formed Ministry) covering the period January to December 2007.

The introduction of this Act has been variously described as heralding a “radical departure”; “the end of the culture of public service secrecy” and the move into a brave new world of public service openness, transparency and disclosure. The Act has been in operation for over eight years and, over this period, has become a very important tool available to the citizen to gain access to a wide range of information which, up until recently, would have been withheld on grounds of secrecy.

Furthermore, the Act has an important contribution to make to public service reform. If used effectively by requesters and operated conscientiously by public officers, it has the potential to bring about significant improvement in the overall standard of public administration. The material in this Annual Report is intended to be of benefit to both requesters and public officers alike, and I hope it will assist in realising the objectives of the Act.

This report takes a look back at where we have come from, and reflects on how we came to be in the strong position we now occupy. It focuses on the successes and experiences of the Act from its inception to present, during which many challenges emerged that tested and deepened our understanding. It shares with you a rich compendium of data and statistics which give the widest picture of Freedom of Information in Trinidad

and Tobago today, and which I hope you will retain for reference throughout the year.

It is my hope that through the Act, both the public and the media can engage in a fresh debate about the nature of information, its role in a democracy, the balance that needs to be struck between the public interest and other counterbalancing rights, and above all, whether a true consensus can emerge about the Act and win support across the political boundaries.

Despite the challenges of implementation, the Freedom of Information Act remains a permanent feature of the legislative landscape of Trinidad and Tobago. Members of the public are accessing their rights under the Act, including access to the Courts for the enforcement of those rights. Public authorities, in the face of various constraints, have accepted the challenge, whether voluntarily or otherwise, and are making efforts to provide satisfactory service in responding to and giving access to information. There is, however, greater need for improving management systems to minimise potential abuses for the furtherance of personal or political agendas, while at the same time meeting the intended objectives of the Freedom of Information Act.

In the not too distant future, the Data Protection Act will become law. It is indeed my hope that the two pieces of legislation, essentially two sides of the same coin, will not only cement this government's commitment to democracy, but advance the hope that all of us have placed in our democracy.

EXECUTIVE SUMMARY

The Freedom of Information Act, 1999, as amended, provides members of the public the right of access to information in the possession of public authorities, subject to certain specific and limited exemptions.

Section 40 (1) of the Act requires that the Minister with responsibility for Information, as soon as practicable after the end of each year, prepare a report on the operation of the Act to be laid before each House of Parliament, and that Ministers with

responsibility for public authorities within their portfolios furnish to the Minister such information as required for the preparation of the report.

This is the Fifth Report on the Freedom of Information Act, (FOIA) 1999, as amended, and covers the period January 1 to December 31, 2007. The main highlights regarding usage of the Act are as follows:

Summary Data – Section 40 (3)

(a)	The number of requests made to public authorities	535
(b)	The number of decisions that an applicant was not entitled to access to a document pursuant to a request	82
(c)	The number of applications for judicial review of decisions under this Act	9
(d)	The number of complaints made to the Ombudsman with respect to the operation of this Act and the nature of those complaints	39
(e)	The number of notices served upon each public authority under section 10(1)	3
(f)	Disciplinary action taken against any officer in respect of the administration of this Act	None taken
(g)	The amount of charges collected by each public authority under this Act	\$0
(h)	Particulars of any reading room or other facility provided by each public authority for use by applicants or members of the public, and the publications, documents or other information regularly on display in that reading room or other facility	See Detailed Data
(i)	Any other facts, which indicate an effort by public authorities to administer and implement the spirit and intention of this Act	See Detailed Data



INTRODUCTION

The Freedom of Information Act, 1999 (FOIA)¹ was assented to in November 1999 and came into force on February 20, 2001. The May 1999 meeting of Commonwealth Law Ministers held in Trinidad and Tobago provided impetus for the passing of this legislation, where the need for public law reform was identified by the participating Governments at that time, as essential toward upholding the ideals of “good governance”.

FREEDOM OF INFORMATION ACT, 1999 (FOIA) – MAIN PROVISIONS

The FOIA extends to the public the right to access information in the possession of public authorities:

- Via published statements about its operations, documents, policies, structure etc., public authorities are required to publish this initial statement as soon as practicable after the commencement of the Act, and thereafter to publish updates annually. Publications are required both in one daily newspaper and the Official Gazette.
- By creating a general right of access to official documents held by public authorities, limited by exceptions and exemptions necessary for the protection of essential public interests, and the private and business affairs of persons in respect of whom information is collected and held by public authorities.

The Act also gives the following rights:

- The right to challenge a refusal by making a complaint to the Ombudsman of Trinidad and Tobago and by filing for Judicial Review. The Act, however, does not provide for internal review of decisions
- Correction of Personal Information

Exemptions

- There are eleven (11) exemptions, which are not absolute. Public authorities are required to give consideration to the public interest in determining whether access should be given to exempt documents

¹ The Freedom of Information Act, 1999 can be accessed at www.foia.gov.tt

During the past seven years, much emphasis has been placed on the implementation of the legislation, as well as the monitoring and reporting on the operations of the Act and promoting public awareness. After the assent of the Act, the Government undertook preparatory work to ensure that the Act was properly implemented. This included the sensitisation of Cabinet, Heads of Public Authorities and Media Representatives and the development of a structure and budget for the administering agency.

- A Freedom of Information Unit was established in May 2001. It resided under the Office of the Prime Minister for a brief period and was subsequently moved to the Ministry of Public Administration and Information in 2002 (MPAI).
- During the Period October 2003 to present, the functions of the FOIU were absorbed into the functions of the Public Service Transformation Division and the Legal Services Division of the MPAI.

The main functions of these various entities:

To support implementation of the Act through:

- Development and maintenance of a database of Public Authorities and matters related to the implementation of the Act;
- Training/sensitisation of relevant public officials including the designated officers, through seminar and meetings;
- Development of templates and resource materials.

To facilitate stakeholder understanding through:

- Development and delivery of public awareness programmes. This included the establishment of the FOIA website at www.foia.gov.tt, a national mailout of information leaflets, print and Internet advertisements and a series of community meetings, under the banner of "The Freedom of Information Caravan" held in regions across Trinidad and Tobago.

To monitor and report on the operations of the Act:

- Monitoring of the implementation of the Act through the submission of quarterly returns by Public Authorities;
- Annual reporting to Parliament.

Figure 1: Total requests received during the period

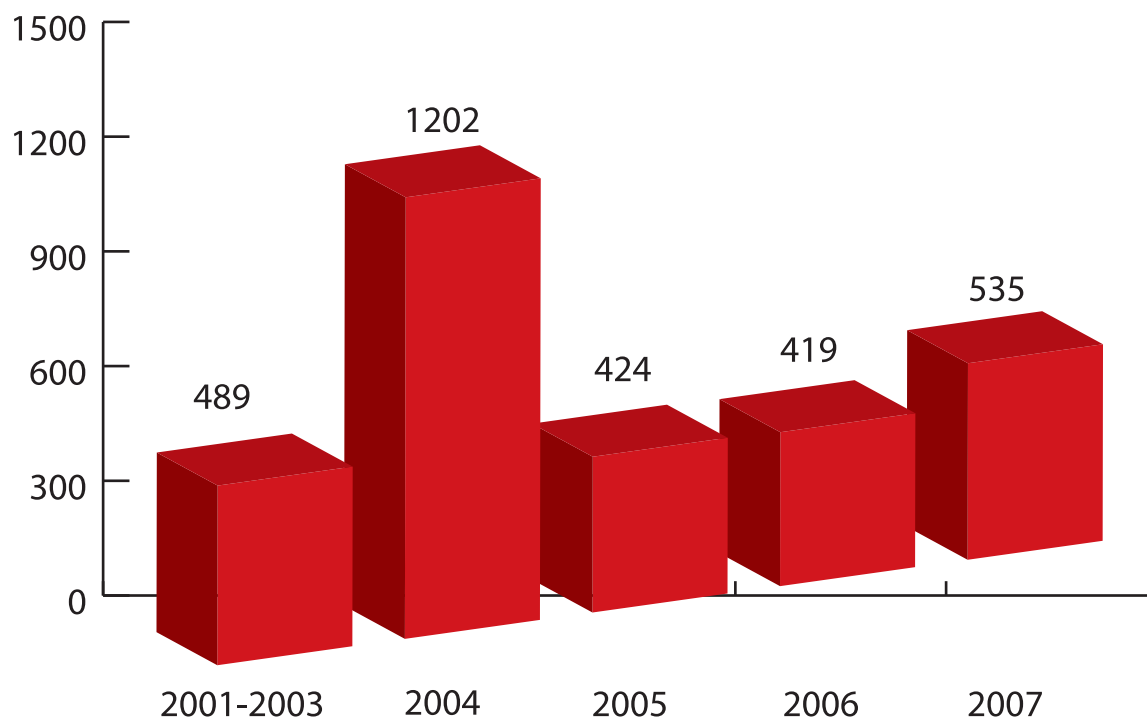


Figure 2: Requests applicants were not entitled to access 2001-2007

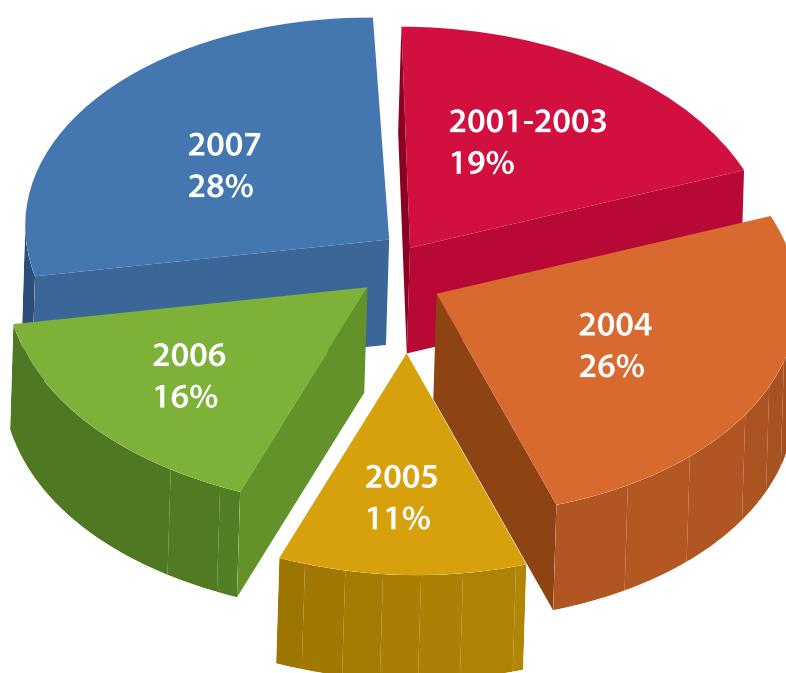


Figure 3: Applicants Seeking Redress 2001-2007

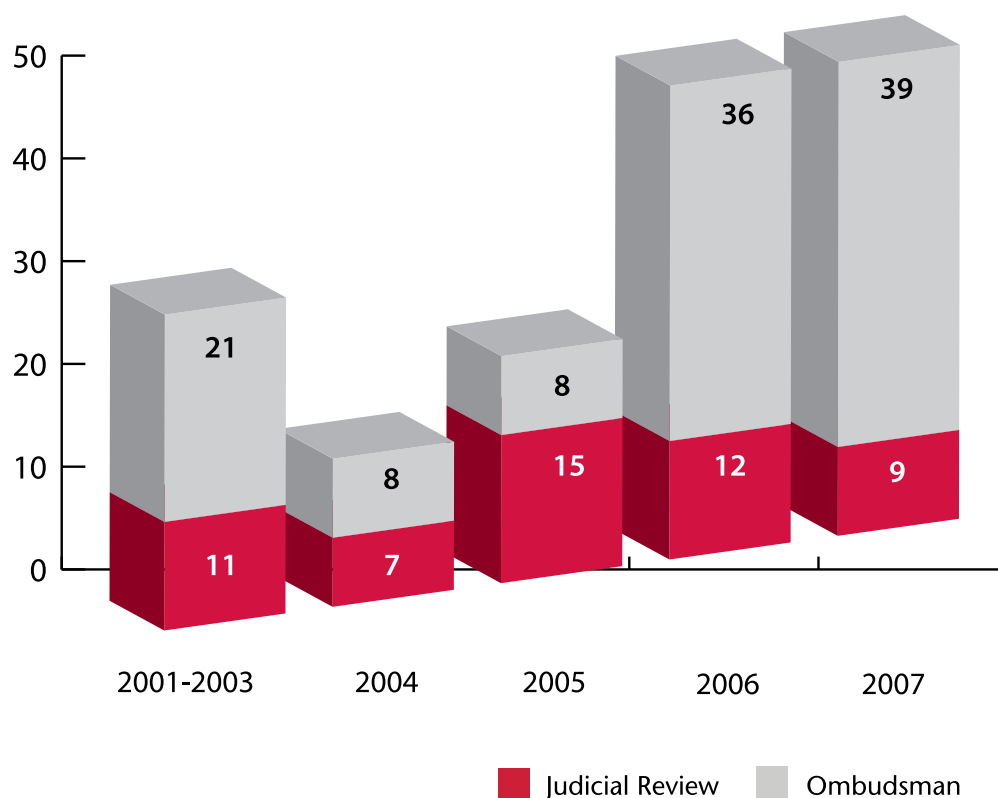
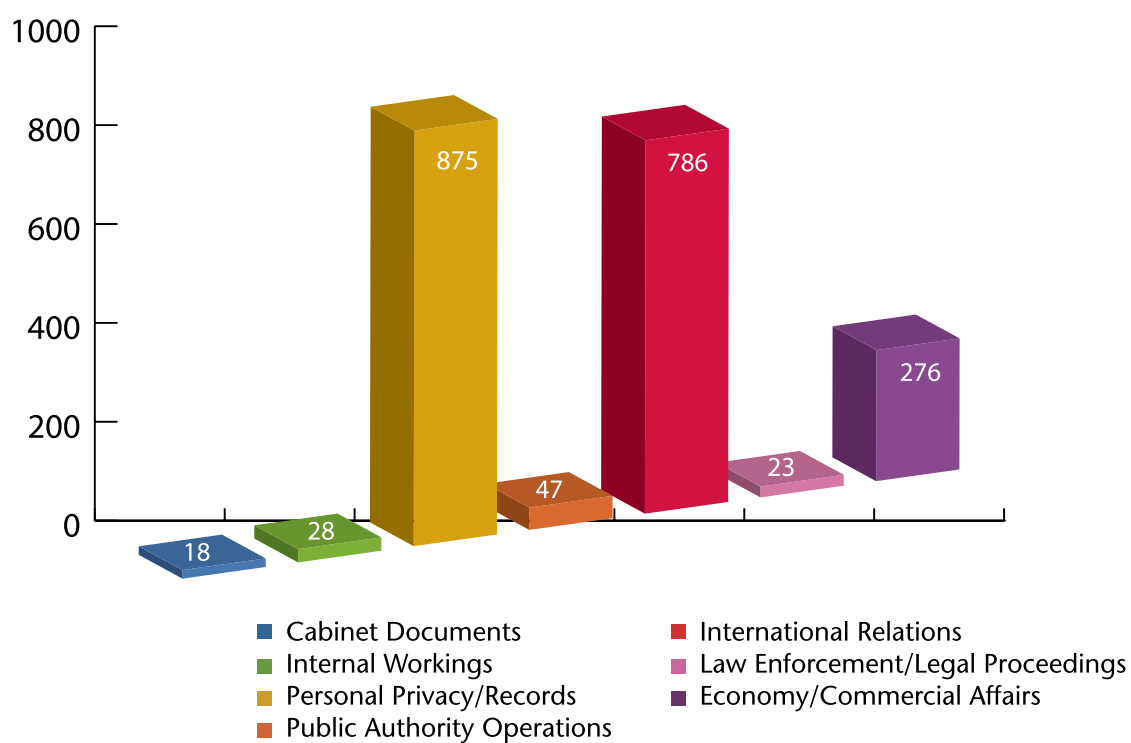


Figure 4: Most Common Categories of Information Requested 2001-2007



Act in Force

- Over 3,069 requests were made to Public Authorities under the Freedom of Information Act during the period 2001 to 2007 at an average of 608 requests per year.
- Applicants were granted access, either in full or partial, to approximately 90% of all requests received during the period 2001 to 2007.
- Generally, requests made under the Freedom of Information Act can be classified under three main themes:
 - Human resource matters relating to recruitment, selection and promotion;
 - Internal workings of public authorities relating to its organisational structure and governing policies;
 - Operations of public authorities relating to the awarding of contracts, procurement practices, granting of licences, the use of State funds, etc.
- Generally, public authorities, in accordance with the requirements of the FOIA under Section 21 (4), have willingly granted access to information without considering the reasons for the Applicant's request.
- Members of the public have successfully used their rights under the Act to challenge the decisions of public authorities, either through the Ombudsman or through Judicial Review. The judicial review process has also been used, more generally, to bring about greater compliance by public authorities with the provisions of the FOIA.

Administration of the Freedom of Information Act Main Activities

Since November 2007, the administering and monitoring function for the Freedom of Information Act has been assigned to the Minister with responsibility for Information. The main activities of administering this Act involved:

- **Provision of guidance to members of the public** in respect of their rights and responsibilities under the Freedom of Information Act.
- **Provision of support and guidance to public authorities** in respect of the operations of the Freedom of Information Act and vetting of section 7, 8 and 9 statements prior to publication by public authorities.
- **Sensitisation of public authorities, and members of the public about the Freedom of Information Act.** In the year under review, the following sensitisation sessions were carried out by the Ministry of Public Administration and Information:

Sensitisation Sessions 2007

Organisation	Date
Ministry of Foreign Affairs – Heads of Divisions	February 13
South-West Regional Health Authority – Training of Officers in Health Records Science	February 14
South-West Regional Health Authority – Heads of Divisions	March 7
Accreditation Council of Trinidad and Tobago – Board of Directors	March 22
Ministry of Foreign Affairs – International Relations Officers	October 4

Monitoring of the Freedom of Information Act – Section 40 Report

In accordance with the Section 40 (1) of the Act, the Minister with responsibility for information is required to lay an annual report before both Houses of Parliament. While the Act does not prescribe the procedure, it requires Ministers to whom responsibility for public authorities is assigned to furnish information for the preparation of this report in accordance with Section 40 (2).

The Public Service Transformation Division continued to use return forms to facilitate the collection of information, on a quarterly basis, from individual public authorities in accordance with the listing at Section 40 (3). The data in this report is based on returns received from ninety (90) public authorities.

Information regarding complaints to the Ombudsman (Section 40 (3) (d)) is obtained directly from the office of the Ombudsman of Trinidad and Tobago on a quarterly basis. Data on judicial review matters (Section 40 (3) (c)) have been obtained from reports prepared by public authorities and the Solicitor General's Chambers, Ministry of the Attorney General.

A calendar year is employed for reporting on the operations of the Freedom of Information Act. The following data are for the operations of the Freedom of Information Act during the period January 1 to December 31, 2007 in accordance with Section 40 (3) (a) to (i).

Detailed Data – Section 40 (3)

a) The number of requests made to each public authority.

Public Authority	No. of Requests
Alutech Limited	0
Alutrint Limited	0
Betting Levy Board	1
Caribbean Airlines Limited	0
Central Tenders Board	1
Chaguanas Borough Corporation	0
Cipriani College of Labour and Co-operative Studies	0
College of Science, Technology and Applied Arts of Trinidad & Tobago	2
Diego Martin Regional Corporation	0
Electrical Inspectorate Division	0
Environmental Management Authority	24
Evolving Technologies and Enterprise Development Company Limited	3
Firearms Appeal Board	0
Forestry Division	0
Government Human Resource Services Limited	0
Housing Development Corporation	8
Immigration Division	0
Inland Revenue Division	9
La Brea Industrial Development Company	0
Lake Asphalt of Trinidad & Tobago (1978) Limited	0
Land Settlement Agency	0
Legal Aid and Advisory Authority	2
Ministry of Agriculture, Land & Marine Resources	1
Ministry of Education	50
Ministry of Energy and Energy Industries	6
Ministry of Foreign Affairs	1
Ministry of Health	0
Ministry of Housing	5
Ministry of Labour and Small and Micro Enterprise	6
Ministry of Legal Affairs	1
Ministry of National Security	9
Ministry of Planning and Development	7
Ministry of Public Administration and Information	2
Ministry of Public Utilities and the Environment	1
Ministry of Science, Technology and Tertiary Education	0
Ministry of Social Development	2
Ministry of the Attorney General	5
Ministry of Tourism	0
Ministry of Works & Transport	4
National Agricultural Marketing and Development Corporation	0
National Archives of Trinidad and Tobago	0

Public Authority	No. of Requests
National Energy Corporation of Trinidad & Tobago	2
National Gas Company of Trinidad & Tobago Limited	1
National Infrastructure Development Company Limited	1
National Library and Information System Authority	0
National Lotteries Control Board	3
National Quarries Company Limited	1
North-West Regional Health Authority	19
Office of Disaster Preparedness and Management	0
Office of the Prime Minister	0
Palo Seco Agricultural Enterprises Limited	0
Parliament of the Republic of Trinidad & Tobago	0
Penal/Debe Regional Corporation	1
Personnel Department	5
Petroleum Company of Trinidad & Tobago Limited	3
Point Lisas Industrial Port Development Corporation Limited	0
Police Complaints Authority	0
Port Authority of Trinidad & Tobago	3
Princes Town Regional Corporation	0
Public Transport Service Corporation	0
Registration, Recognition & Certification Board	8
Regulated Industries Commission	0
Rural Development Company of Trinidad & Tobago Limited	1
San Fernando City Corporation	0
San Juan/Laventille Regional Corporation	1
Sangre Grande Regional Corporation	0
Service Commissions Department	297
Siparia Regional Corporation	6
St. Jude's School for Girls	0
Statutory Authorities' Service Commission Department	7
Sugar Industry Labour Welfare Committee	0
Tax Appeal Board	0
Telecommunications Authority of Trinidad & Tobago	7
The Environmental Commission of Trinidad & Tobago	0
The Nursing Council of Trinidad & Tobago	11
The Vehicle Maintenance Corporation of Trinidad & Tobago Limited	0
Trinidad & Tobago Defence Force	0
Trinidad & Tobago Electricity Commission	2
Trinidad & Tobago Fire Service	1
Trinidad & Tobago Forensic Science Centre	0
Trinidad & Tobago Free Zones Company Limited	0
Trinidad & Tobago Meteorological Services	0
Trinidad & Tobago National Petroleum Marketing Company	2
Trinidad & Tobago Postal Corporation	0
Trinidad & Tobago Prison Service	0
Tunapuna/Piarco Regional Corporation	0

Public Authority	No. of Requests
Venture Capital Incentive Programme	0
Water and Sewerage Authority	3
Zoological Society of Trinidad & Tobago	0
Total no. of requests received by Public Authorities	535

- b) The number of decisions where applicants were denied access to a document pursuant to a request, the provisions of this Act under which these decisions were made, and the number of times each provision was invoked.

Provision No.	Provision Description	No. of Requests
23 (1) (e)	Document does not exist or cannot be located	3
24	Cabinet Document	1
27	Internal working documents	22
29	Documents affecting Legal Proceedings or Subject to Legal Privilege	4
30	Document affects personal privacy	24
31	Documents related to Trade Secrets	5
32	Documents containing materials obtained in confidence	5
33 (1) (a)	Documents affecting the Economy, Commercial Affairs	4
33 (1) (b)	Documents concerning the operations of a Public Authority	12
34	Documents to which secrecy provisions apply	2
Total No. of Decisions that applicant was not entitled to access		82

- c) The number of applications for judicial review of decisions under this Act and the outcome of those applications.

No. of Judicial Review Applications	Status/Outcomes
9	<p>Awaiting Judgment (1)</p> <p>Matter Pending Before the Courts (7)</p> <p>Documents furnished to the Applicant. Cost awarded in sum of \$45,000.00 (1)</p>

- d) **The number of complaints made to the Ombudsman with respect to the operation of this Act and the nature of those complaints:**
There were thirty-nine (39) such complaints. These are detailed in Appendix I.
- e) **The number of notices served upon each public authority under section 10 (1) and the number of decisions by the public authority, which were adverse to the person's claim.**
During the period under review, there were three (3) notices served to public authorities under section 10 (1). Of these, no decisions were adverse to the person's claim.
- f) **Particulars of any disciplinary action taken against any officer in respect of the administration of this Act.**
There is no record of disciplinary action taken against any officer in respect of the administration of this Act during the period under review.
- g) **The number of charges collected by each public authority under this Act.**
In the absence of regulations to this effect, public authorities have no legal authority for the collection of fees and charges. There is therefore no record of fees and charges collected by public authorities under this Act.

Orders of Exemption

During the period under review, no "Orders of Exemption" from the operations of the FOIA were applied for and obtained in accordance with Section 5 (1) (c).

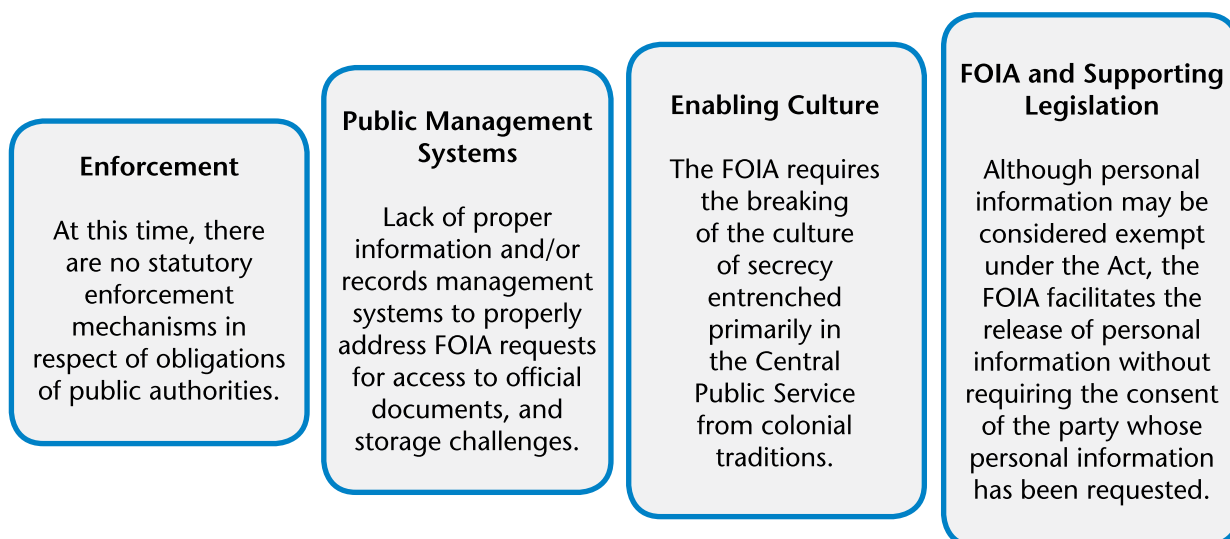
LESSONS LEARNT

As with the introduction of any new initiatives that propose to radically shift the culture of an organisation, the implementation of the FOIA was faced with the significant challenge of breaking the culture of secrecy entrenched, primarily in the Central Public Service, from colonial traditions.

When the FOIA came into force, officers in public authorities had to make a radical shift in thinking and to come to grips with:

- The fact that the information held by the public authorities is created on behalf of citizens and members of the public, and as a consequence, belongs to them.
- The fact that, by virtue of the above, members of the public *really* do have the right to *request* access to *any* information held by the public authorities.
- The way in which information is created in the normal course of work, and how it must be managed.

The following diagram highlights some of the challenges that were faced in the implementation of the Act.



RECOMMENDATIONS

As a consequence of these challenges the following recommendations have been suggested and are actively being pursued by the Ministry:

- **Planning and Long-Term View Required for Implementation**

Legislation such as the Freedom of Information Act requires strategic long-term planning and visioning in order for it to be effectual in its operations. Such legislation necessitates that public officials review their current information management systems; that they assess how existing legislation will be impacted, and to consider what, if any, amended, new or complementary legislation could improve administrative efficacy and the protection of personal privacy.

In this regard, the Data Protection Act, which aims to remedy some of these deficiencies in the Freedom of Information Act, is currently before the Parliament.

- **Executive Management Support is Critical**

The critical role of executive management in facilitating implementation cannot be overemphasised. Successful implementation of FOI legislation cannot be left at the operational level. Rather, entire organisations must understand clearly the demands of the legislation. It is executive management that must facilitate this process and:

- Encourage sensitisation of staff at *all* levels of the organisation
- Cater for the FOIA in the organisation's operating procedures
- Monitor compliance with the procedural and operational aspects of the legislation.

- **Knowledge of Stakeholders**

Selecting the best media for enabling widespread knowledge of the FOIA among members of the public requires a thorough knowledge of the stakeholders being targeted. In the process of the communications campaign implemented, it was discovered that sensitising the public through face-to-face interactions, for example through community meetings, was more effective than through print media.

CONCLUSION

Despite the many challenges faced over the years, members of the public have been utilising the Act effectively to obtain information held by Public Authorities, including seeking the redress of both the Ombudsman and the Courts. There is, however, greater need for improving management systems. As such, the Ministry of Information in November of 2007 approached and received approval for a revised organisational structure for the revamped Freedom of Information Division. One of the major functions of the Division would be to provide education and guidance to both the public at large and public authorities on their respective roles and responsibilities in order to minimise potential abuses, while at the same time meeting the intended objectives of the Freedom of Information Act.

The effective utilisation and enforcement of the FOIA has the potential to strengthen citizens' trust in our democratic processes, while demonstrating Government's commitment to transparency and accountability. A lot more use can be made of this Act and certainly, that is the expectation in the years to come.

APPENDICES

APPENDIX I – Complaints to the Ombudsman

Number	Public Authority	Nature of Complaint to the Ombudsman	Outcome
1	Petroleum Company of Trinidad and Tobago (PETROTRIN)	The complainant requested a copy of an e-mail which was sent to the Superintendent at the company by the Human Resources Department.	The Ombudsman agreed with the course of action taken by the public authority. File is closed.
2	Ministry of National Security	The complainant requested the following: From 1992 to Present. The number of deportees from the United States, Canada and England who were and still are within the Trinidad and Tobago prisons. Reasons for incarceration. Distinguish males/females for each year. Repeat offenders who are deportees. Are/were they incarcerated due to outstanding/prior warrants from Trinidad and Tobago.	Awaiting further instructions from the Complainant.
3	Director of Personnel Administration	The Complainant requested a review regarding the following: Copies of the letters of appointment issued to the members of the Examination Board. Copies of the minutes whereby the Examination Board was appointed to conduct promotion examinations in the service.	The Ombudsman is in agreement with the response provided by the public authority. File is closed.

Number	Public Authority	Nature of Complaint to the Ombudsman	Outcome
4	Educations Facilities Company Limited	<p>The Complainant requested the following:</p> <p>Copies of the Minutes of the Board for the past 5 months.</p> <p>Salaries of the members of the Board and Management of the Organisation.</p> <p>Mandate and Terms of Reference of the Company.</p> <p>Roster of contractors to be used by the Company.</p> <p>Listing of any Directors who hold Directorship in any private or public company.</p>	<p>The Ombudsman is in agreement with the response provided by the public authority.</p> <p>File is closed.</p>
5	Ministry of National Security	<p>The Complainant requested the following information:</p> <p>The total amount of monies paid to the Amalgamated Security firm to transport prisoners to the various courts and to the prisons for the period 2000 to present.</p>	<p>The Ombudsman is in agreement with the response provided by the public authority.</p> <p>File is closed.</p>
6	Chief Justice of Trinidad and Tobago	<p>The Complainant requested the following information:</p> <p>Copy of the Architectural Report for the proposal to renovate and/or reconstruct the San Fernando Magistrates' Court.</p> <p>Copies of the tenders submitted by the top three companies for the said project.</p> <p>Monthly rental paid for the new building that will house the San Fernando Magistrates' Court.</p>	<p>The Ombudsman is in agreement with the response provided by the public authority.</p> <p>File is closed.</p>

Number	Public Authority	Nature of Complaint to the Ombudsman	Outcome
7	Ministry of Labour	The Complainant requested a copy of the Factory Inspectorate report for the incidents/accidents which led to the death of a worker at PLIPDECO's premises, Pt. Lisas.	Officials from the public authority forwarded a copy of sections of the report to the Complainant.
8	Police Service Commission	The Complainant requested minutes of the meetings of the Police Service Commission at which the Complainant's claim for promotion were discussed.	Awaiting a response from the public authority.
9	Division of Finance, Tobago	The Complainant requested copies of the following: Notebooks where the Complainant signed for travelling cheques for the years 1995, 1996, 1990/1991. Return cheques for travelling received for 1995, 1996, 1991 and May/June 1990.	Awaiting a response from the public authority.
10	National Insurance Property Development Company Limited	The Complainant requested copies of the Minutes of the Board for the past 12 months.	The Ombudsman is in agreement with the response provided by the public authority. File is closed.
11	Caribbean New Media Group	The Complainant requested the fees of the contractors/consultants engaged by CNMG.	The Ombudsman is in agreement with the response provided by the public authority. File is closed.
12	Water and Sewage Authority (WASA)	The Complainant requested the following: Copies of the Minutes of the Board for the past 12 months. Salaries of the Members of the Board and Management. Advertising expenditure of the company in 2005 and 2006.	The Ombudsman is in agreement with the response provided by the public authority. File is closed.

Number	Public Authority	Nature of Complaint to the Ombudsman	Outcome
13	National Infrastructure Development Company Limited	<p>The Complainant requested the following:</p> <p>Copies of the Minutes of the Board for the past 12 months.</p> <p>Salaries of the members of the Board and Management.</p>	<p>The Ombudsman is in agreement with the response provided by the public authority.</p> <p>File is closed.</p>
14	Ministry of Energy	<p>The Complainant requested the following:</p> <p>Memorandum of Understanding between ALCOA and the Government of Trinidad and Tobago.</p> <p>The price of natural gas charged to Alutrint and ALCOA.</p>	<p>Ombudsman in agreement with response by the public authority.</p> <p>File is closed.</p>
15	Service Commissions Department	<p>The Complainant requested the following:</p> <p>The names of initial marker and remarker.</p> <p>The name of the new second marker or remarker to whom the complainant's examination script was distributed.</p> <p>Examiner's report for the above three markings by the remarkers.</p>	<p>Awaiting a response from the public authority.</p>
16	Police Service Commission	<p>The Complainant requested the following:</p> <p>Copies of the merit list compiled by the Promotions Advisory Board for promotion interviews to the Office of Asst. Supt. of Police for the years 1990-2000.</p>	<p>Ombudsman is awaiting a response from the public authority.</p>

Number	Public Authority	Nature of Complaint to the Ombudsman	Outcome
17	Public Service Commission	<p>The Complainant requested the following:</p> <p>Copies of the Board Minutes of the Public Service Commission pertaining to the promotion/bypass of the Complainant for the years 2002, 2004, 2005 and 2006.</p>	Ombudsman is awaiting a response from the public authority.
18	Ministry of Housing	<p>The Complainant requested a review regarding the following:</p> <p>The names and addresses and/or contact numbers of Bailiffs hired by the HDC or in the employ of the HDC.</p>	Ombudsman is awaiting further instructions from the Complainant.
19	National Petroleum Marketing Company	<p>The Complainant requested the following:</p> <p>Drawings from St. Clement's Service Station.</p> <p>Letters referring to the issuance of drawings for St. Clement's Service Station.</p>	<p>Ombudsman unable to proceed any further.</p> <p>File closed.</p>
20	Inland Revenue Division	The Complainant requested a copy of the recommendations (and returns of personnel for the officer/s omitted) submitted to the D.P.A. for the filing of E.D.P. Data Conversion Supervisor.	Matter is still ongoing.
21	Ministry of Local Government	<p>The Complainant requested the following:</p> <p>Copy of Internal Audit Report, i.e. Investigations relating to the Complainant conducted in July, 2005.</p> <p>Copy of all working papers relevant to the said audit.</p>	Matter is still ongoing.

Number	Public Authority	Nature of Complaint to the Ombudsman	Outcome
22	Ministry of Housing	<p>The Complainant requested the following:</p> <p>The names of all successful applicants to the HDC for housing units at Okra Heights in San Fernando.</p> <p>The previous mailing addresses of all successful applicants referred to in 1.</p> <p>The date of all applicants to the HDC or the NHA for housings of all successful applicants referred to in 1 and 2.</p>	<p>The Ombudsman agreed with the response provided by the public authority.</p> <p>File is closed.</p>
23	Public Service Commission	<p>The Complainant requested the following:</p> <p>List of persons short-listed for the post of Administrator T.H.A. after the closing date Jan. 27, 2007.</p> <p>List of persons applying for the post of Administrator T.H.A. after the closing date.</p>	<p>Awaiting a response from the public authority.</p>
24	Ministry of Sports and Youth Affairs	<p>The Complainant requested a copy of the proposals and business plan submitted by the Complainant and the Trinidad and Tobago Basketball Association for the establishment in T&T of a Professional Basketball League.</p>	<p>Awaiting a response from the public authority.</p>
25	Public Service Commission	<p>The Complainant requested a copy of the template answer sheet of the 2006 Police Exam to the rank of Sergeant.</p>	<p>Awaiting a response from the public authority.</p>
26	Ministry of Energy and Energy Industries	<p>The Complainant requested a copy of the Latest Ryder Scott Oil and Gas Audit for Trinidad and Tobago.</p>	<p>Ombudsman agreed with response by public authority.</p> <p>File closed.</p>

Number	Public Authority	Nature of Complaint to the Ombudsman	Outcome
27	Port Authority of Trinidad and Tobago	The Complainant requested a copy of the Report from Ernst & Young Consultants re: Financial Statements of PATT for the year ended Sept. 2006.	The report requested by the Complainant was given to the Complainant by the public authority.
28	St. Mary's Children's Home	The Complainant requested the following: Full details of overpayment; Report of overpayment; Request for write-off; Copy of original dismissal letter.	The Complainant received the information requested. File closed.
29	Service Commissions Department	The Complainant requested the following: The mark made by the Complainant in the interview; The criteria used for marking the Complainant; The pass mark.	The Complainant received the information as requested from the public authority. File closed.
30	Ministry of National Security	The Complainant requested the following: Copies of all witness statements in connection with the investigation of an inmate at Golden Grove Prison. Copies of all medical notes including any autopsy report of the inmate who died at the prison.	The ombudsman examined the documents requested by the Complainant. The Ombudsman wrote the public authority and is currently awaiting response from the public authority.
31	Trinidad and Tobago Electricity Commission	The Complainant requested the following: A consent order which was entered into between the Complainant and another third party.	Ombudsman agrees with the response given by the public authority. The Complainant has also been informed. File closed.

Number	Public Authority	Nature of Complaint to the Ombudsman	Outcome
32	Water and Sewerage Authority	<p>The Complainant requested the following:</p> <p>Report relating to the cause of escape of sewage on the Complainant's property in November 2005.</p>	<p>Ombudsman has indicated her position to the public authority and the Complainant.</p> <p>File closed.</p>
33	Town and Country Planning Division	<p>The Complainant requested the following:</p> <p>Copies of all documents and letters submitted by the attorneys for India Fashions.</p>	<p>Ombudsman has examined the documents requested and agreed with the response given by the public authority. Both the public authority and the Complainant have been informed accordingly.</p> <p>File closed.</p>
34	National Insurance Board	The Complainant wanted to know the status of a claim made for Invalidity Benefit.	Ombudsman still to meet with officials from the public authority.
35	National Insurance Board	The Complainant wanted to know the status of a claim made for Invalidity Benefit.	Ombudsman still to meet with officials from the public authority.
36	National Insurance Board	The Complainant wanted to know the status of a claim made for Invalidity Benefit.	Ombudsman still to meet with officials from the public authority.
37	National Insurance Board	The Complainant wanted to know the status of a claim made for Invalidity Benefit.	Ombudsman still to meet with officials from the public authority.

Number	Public Authority	Nature of Complaint to the Ombudsman	Outcome
38	National Insurance Board	The Complainant wanted to know the status of a claim made for Invalidity Benefit.	Ombudsman still to meet with officials from the public authority.
39	Environmental Management Authority	The Complainant requested the following: All reviews of Essar's EIA for steel plant.	Ombudsman still in the process of reviewing the matter.

APPENDIX II – Reading Room Details

Particulars of any reading room or other facility provided by each public authority for use by applicants or members of the public, and the publications, documents or other information regularly on display in that reading room or other facility.

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
College of Science Technology and Applied Arts of Trinidad & Tobago	Situated at City Campus COSTAATT, 9-11 Melville Lane, Port of Spain	<ul style="list-style-type: none"> • Books • Brochures • Pamphlets
Education Facilities Company Limited	Reading room facilities are available at EFCL's offices at 61-63 Edward Street, Port of Spain	Books, periodicals, newspapers, newsletters and reports
Environmental Management Authority	Mondays to Fridays - 8:30 a.m. - 4 p.m. Level 1 8 Elizabeth Street St. Clair	Books, periodicals, newspapers, newsletters and reports
Firearms Appeal Board	Reading space identified with a desk, chair and computer	
Industrial Court of Trinidad & Tobago	Library on the Second Floor of the Industrial Court Building has adequate seating accommodation and space for 24 persons	

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
John Donaldson Technical Institute	Library	<ul style="list-style-type: none"> • Text References • Magazines • Newspapers
Legal Aid and Advisory Authority	First Floor Library Corner Edward & Oxford Streets Port of Spain Open 8 a.m. to 12 noon	<ul style="list-style-type: none"> • Law Books • Gazettes • Miscellaneous • General Legal Material
Mayaro/Rio Claro Regional Corporation	Reading room (8'x10') was constructed. Table and chair provided.	
Ministry of Agriculture, Land & Marine Resources	The libraries of the Ministry are the established reading rooms. An area is also provided in the Human Resources Division.	<ul style="list-style-type: none"> • Brochures • Books • Journals • Newspapers • Reports • Circulars
Ministry of Housing	The libraries of the Ministry are the established reading rooms.	<ol style="list-style-type: none"> 1. Discussion paper on Trinidad and Tobago Housing Finance Mechanisms for Low Income Households, April 2001 2. Showing Trinidad & Tobago a New Way Home. A Policy for Shelter, A Strategy for Equity, a Commitment for Employment and a Vision for Caring, September 2002 3. PADCO Housing Studies Phase 1 & 2, 1995 4. Rapporteur's Report of Search Conference, April 1992 5. A Preliminary Proposal for Inclusion of the Land Settlement Agency of the Ministry of Housing and Settlements, Government of the Republic of Trinidad and Tobago in the European Community-funded Poverty Alleviation Programme.

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
		<p>6. Restructuring of the Trinidad and Tobago Mortgage Finance Company Limited. PADCO Report, Laughlin and Associates</p> <p>7. Interim Synthesis Report, Laughlin and Associates</p> <p>8. Housing Finance Report, Laughlin and Associates</p> <p>9. A New Administration and Distribution Policy for Land, November 1992</p> <p>10. Trinidad and Tobago Country Report, Housing and Settlements in Trinidad and Tobago. Ministry of Planning and Development, November 19, 1992</p> <p>11. Second United Nations Conference on Settlements. Habitat II Istanbul, Turkey, June 3-14, 1996</p>
Ministry of Labour and Small and Micro Enterprise Development	Located in the Library Level 7 Riverside Plaza Besson Street Port of Spain	<p>Journals on:</p> <ul style="list-style-type: none"> • Industrial Relations • Human Resource • Occupational Health and Safety • Law Reports • Employment • Co-operatives
Ministry of Legal Affairs	Conference rooms are available for use as reading rooms.	Documents are not on display in the reading room. Documents can be made available for perusal on request.
Ministry of National Security	<p>The Reading Room is located at the Ministry of National Security, Temple Court, Abercromby Street; Port of Spain.</p> <p>The Reading Room is open Mondays to Fridays between the hours of 8 a.m. and 4 p.m.</p>	

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
Ministry of Planning and Development	The reading room is located in the Library Unit of the Ministry of Planning and Development, Level 6 Eric Williams Finance Building.	<ul style="list-style-type: none"> • The Laws of Trinidad and Tobago • Legal Notices and Gazettes • International Statistics (Financial) • Journals
Ministry of Public Administration and Information	The Public Service Academy 5th Floor The National Library Building	
Ministry of Public Utilities and the Environment	The reading room is located on the Fifth Floor, Sacred Heart Building, 16-18 Sackville Street, Port of Spain. It is open to the public Mondays to Fridays between the hours of 10 a.m. and 3 p.m.	<ul style="list-style-type: none"> • Copies of legislation, laws regulations and orders • Copies of Trinidad and Tobago Gazettes • Reports of Government Agencies • Public Sector Investment Programme Documents • Policies of agencies within the purview of the Ministry • Estimates of Expenditure, Recurrent and Development Programme • Procurement Policies and Guidelines • Financial Regulations and Instructions
Ministry of Social Development	Library ANSA MCAL Building 69 Independence Square Port of Spain	<ul style="list-style-type: none"> • Books • Periodicals • Magazines • Journals • Newspapers
Ministry of the Attorney General	<p>The reading room is at the library of the Ministry of the Attorney General, Level 2 Cabildo Chambers, 23-27 St. Vincent Street, Port of Spain.</p> <p>The room can accommodate over thirty (30) persons. Information can be obtained from a manual index card system.</p>	<ul style="list-style-type: none"> • Law Books • Legal Magazines • Monthly Law Journals • Trinidad and Tobago Gazette

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
Ministry of Tourism	Reading Area 2nd Floor Ministry of Tourism Corner Duke and St. Vincent Streets Port of Spain.	Water Safety Tips and other brochures Reports, Guidelines and Publications on Tourism Related Matters
Ministry of Trade & Industry	Located in Library Level 13, 63-65 Nicholas Tower, Port of Spain.	Commercial Publications
National Agricultural Marketing and Development Corporation	NAMDEVCO's conference room located at its Head Office, S.S. Erin Road, Debe serves as a reading room.	No documents on display
National Gas Company of Trinidad & Tobago Limited	National Gas Company's Corporate Library	<ul style="list-style-type: none"> • Business and Managerial Journals • Natural Gas and Petrochemical journals • Engineering and Information Technology Publications • GASCO News – The corporate journal of the National Gas Company of Trinidad and Tobago Limited • Energy industry-related magazines and publications
National Institute of Higher Education, Research, Science & Technology	<p>NIHERST Documentation Centre Corner Old Piarco Road and Churchill Roosevelt Highway D'Abadie, Trinidad.</p> <p>Postal Address: P.O. Box 113, Port of Spain, Trinidad Telephone: 642-6112, 642-9371 Fax: 642-1353 Email: doc-centre@niherst.gov.tt Opening Hours: Monday to Friday 8 a.m. - 4 p.m.</p>	<ul style="list-style-type: none"> • NIHERST Annual Reports • NIHERST Agricultural Seminar Publications • NIHERST Children's Science Magazine • Newspaper Clippings on NIHERST: 1985 to Present • NIHERST Publications in agriculture, biotechnology, higher education, environment, microelectronics, science and technology policy and planning, science & technology statistics

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
National Library and Information System Authority	There is no designated reading room, but seminar rooms/meeting rooms available as needed.	
National Quarries Company Limited	An area in the main lobby area on the ground floor was assigned as the reading area. A desk will be available for persons wishing to read documents.	<ul style="list-style-type: none"> • Brochures on National Quarries Company Limited aggregates • Company Newsletters
Office of the Prime Minister	Now located at 13-15 St. Clair Avenue, St. Clair, Port of Spain.	
Palo Seco Agricultural Enterprises Ltd	An area has been identified to accommodate four persons at a table.	
Parliament Republic of Trinidad and Tobago	A reading room has been established in the Parliament Library. Members of the public may access the reading room on weekdays between 8 a.m. and 4 p.m.	
Personnel Department	The Library Level 3 Personnel Department 76-78 St. Vincent Street Port of Spain	Reports
Petroleum Company of Trinidad and Tobago Limited	Audio/Visual Room so as to access documents on CDs, tape recordings or video tapes Reading room equipped with personal computer to facilitate access to hard copy or electronic copy of documents.	<ul style="list-style-type: none"> • Petrotrin's Annual Report • Petromission Newspaper • Petrovision Magazine
Point Lisas Industrial Port Development Corporation Limited (PLIPDECO)	The Reading Room is an air-conditioned, non-smoking area located on the 1st Floor, PLIPDECO House, and is equipped with desks and chairs. FOIA application forms are also available to facilitate potential applicants desirous of making requests for access to official documents.	<ul style="list-style-type: none"> • Annual Financial Reports • PLIPDECO Quarterly Newsletter • Rapport • Speeches and Presentations to Public Forums and Conferences • Packages containing general information on the Industrial Estate • Disaster/Evacuation Plan

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
Police Complaints Authority	Reading space identified with a desk, chair and computer.	
Regulated Industries Commission (RIC)	The reading room is located in the Library of the Regulated Industries Commission 1st Floor Furness House Cor. Wrightson Road & Independence Square Port of Spain.	<ul style="list-style-type: none"> • Books • Government documents • Journals and Newsletters • RIC research papers • Legislation – RIC, WASA and T&TEC • Annual Reports • Resources on various aspects of utility regulation
Sangre Grande Regional Corporation	Arrangements have been made for the use of the Corporation's Chambers on Mondays, Wednesdays and Fridays.	<p>Due to insufficient space, materials are not on display, however, the following can be made available for the public upon request:</p> <ul style="list-style-type: none"> • Legal, Financial, Accounting, Contract and Policy documents • Strategic Review and Strategic Plans • Registers • Reports • Minutes • Maps • Manuals
Service Commissions Department	Library Located at Level 3 Service Commissions Department, Cipriani Plaza, 52-58 Woodford Street, Newtown, Port of Spain.	
Siparia Regional Corporation	Due to critical accommodation problems being experienced at the Corporation, the Council Chamber is utilised as a reading room.	Because of the location there is no regularly displayed material. However these are readily available from the Registry Section, if and when required.

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
Siparia Regional Corporation (continued)	Opening Hours: Monday - Wednesday 8 a.m. - 4 p.m. and Friday 8 a.m. - 4 p.m.	
Statutory Authorities' Service Commission Department (SASC)	A space has been made available at the SASC, 81-83 Abercromby Street, Port of Spain, but has to be furnished and made private.	
The Environmental Commission of Trinidad and Tobago	The Environmental Commission has a small reference Library. Opening hours: 8 a.m. - 4 p.m. Monday to Friday Policy for use of Library: Open to the general public. All documents are available for reference. Textbooks in the Environmental Commission are not available for loan.	<ul style="list-style-type: none"> • Reference titles • Journals • Texts on: Law; Environmental Chemistry, Environmental Health, Environmental Engineering • Informational brochures • Booklets on the Environmental Commission <p>Computer access is available for electronic information (Compact Disc only)</p>
The Nursing Council of Trinidad & Tobago	Room 14' x 16' Designated for Education Officer is available/ accessible. Furnished with – 2 Desks; 2 Cabinets; 1 Bookshelf; 1 Photocopier; Chairs; Computer	<ul style="list-style-type: none"> • Journals (Nursing) • Acts of T&T • Documents re Policies/ Guidelines • Books and Magazines • Publications relevant to Nursing • Curricula – Nursing and Midwifery • Health-related Journals, magazines and books (Regional and International)
Tobago Regional Health Authority	Adequate space, air conditioned, well supervised at the Health Information Resources Centre, Scarborough Regional Hospital.	<ul style="list-style-type: none"> • Medical Journals • Reference Books • Newspapers • Magazines
Trinidad & Tobago Electricity Commission (T&TEC)	Information can be accessed through T&TEC's website at www.ttec.co.tt	<ul style="list-style-type: none"> • Strategic Plans • Business Plan • Annual Report • Audited Financial Statements

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
<p>Trinidad & Tobago Electricity Commission (T&TEC) continued</p>	<p>Members of the public may make general enquiries to T&TEC's Librarian at 663-2788 Ext. 2550</p> <p>Library 3rd Floor Stanley Pierre Ottley Building 7 Uriah Butler Highway Mt. Hope</p>	<ul style="list-style-type: none"> • Quarterly Financial Reports • Energy Sales and Peak Demand Forecast; • Energy Sales, Peak Demand and Generation Statistics • Exchange Rate Adjustment Calculation • Monthly Calculation of Fuel Charge • Damaged Appliance Claims Procedure • Retroactive Billing Policy • Training Policy • Training Programme • Employee Manual • Code of Ethics • Industrial Relations Procedural Instructions • Safety Manual; Safety Rules. Wiring for Light and Power Booklet; • Know your Pole Number • Pre-qualified Contractors • T&TEC, RIC Standards and You • Towards a Better and Brighter Future – A Consumer Guide to T&TEC's Application for a Review of Tariffs • Advice to Kite Flyers • Consumption Patterns of Appliances • Conserve Electricity • Holiday Safety • Prepare for Hurricane Safely • Guidelines on Food Care • Learn About Electricity • What to do During Periods of Load Shedding • How much you pay for Electricity you use • Electrical Safety Tips • T&TEC Motor Protection Guide • How to open a new Account • Welding sets can overload circuits at home and in your neighbourhood Valuation

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
Trinidad & Tobago Electricity Commission (T&TEC) continued		<ul style="list-style-type: none"> • Pay your Electricity Bill with your debit (Linx) card at any T&TEC Payment Centre • Hotline numbers for Rapid Response • T&TEC – The Nation's Sole Transmission and Distribution Utility <p>Note: Some of the documents are available in hard copy format whereas others are available in soft copy format on T&TEC's intranet.</p>
Trinidad & Tobago Securities & Exchange Commission	Interested persons have access to materials from the library and may sit in the conference room to peruse documents	<ul style="list-style-type: none"> • Laws of Trinidad and Tobago • Securities Law and Legislation from regional and international jurisdictions • Annual Reports of Listed Companies • Central Bank Publications • Economic and Statistical Reports • Journals and Magazines, e.g. Business Week; Harvard Business Review; The Economist • Newspapers – Local and international
Valuation Division – Ministry of Finance	Divisions Library, Head Office: 109 Henry Street, Port of Spain Telephone: 623-4221 Facsimile: 623-5874 Email: valdiv@tsstt.net.tt	<ul style="list-style-type: none"> • Concept of "Fairness" in compensation for injury to Real Property. R.E., Cosgrove, Q.C. Tasmania. • Do existing acquisition acts really provide for just compensation in all cases. Hon Mr. Justice Else-Mitchell. • Reckoning with imperfections in the land market. John M. Hopes U.N. Adviser. • Compensation for resumed property in the modern welfare state. S.C. Burbury Q.C. Tasmania.

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
Valuation Division – Ministry of Finance continued		<ul style="list-style-type: none"> • Report of Cabinet-Appointed Committee on proposals for expediting the Acquisition of Private Lands by the State and Land Registration – Land Record Systems Cadastre – Land Valuation Disputes. • Compensation claim – Reed Employment Ltd. vs. London Transport Executive • Queen’s Bench Divisional Court – R.V. Hillingdon • London Borough Ex Parte Rayoo Homes Ltd. • Dindial vs. Mamit – Wooding C.J. Mc Shine & Phillips JJ.A • Bill of Succession (First Draft) • All England Law Reports 6th April, 1976 – Lap Shun Textiles vs. Revenue Collector • Estate Gazette Law Reports – Grampian Regional Council vs. Secretary of State for Scotland • Comments on Land Acquisition Bill • Landlord & Tenant (Memorandum) • Appeal – Edith Mitchell vs. David Cowie • Judgement/Appeal – Robert Alefounder • Court of Appeal – Seegobin Guptar vs. Hakim Ramjohn Tenure) Agr. Small Holdings Act. Chap 59:53). • Policy for Disposal/Rental of Crown Lands • Regularisation of tenancy squatters on State lands • Disposal of National Housing Authority Building Lots • National Housing Programmes within the contexts of Housing in the 1980s • Assets of the Agriculture Credit Bank • High Court Judgement – Sumair Bansraj & Others • Court of Appeal between the Attorney General – Appellant

Public Authority	Details of Reading Room	Documents normally on Display in the Reading Room
Valuation Division – Ministry of Finance continued		<p>and Lopinot Limestone Ltd. respondent</p> <ul style="list-style-type: none"> • Education for the Profession in the Caribbean • To review aspects of land use, land development and building construction • Variation in the user clause – Application to sub-divide – Renewal of leases (various) • The role of Land Registration in developing countries • Role of the Land Economy surveyor in the Government Service – C.C. Quamina ARICS • Appeals against Assessment – Cummings; Pooran; Lucky • Tax Administration • Tax Appeal – Rodriguez vs. Inland Revenue • Registration of Valuers in Malaysia – A.B. Marbeck, Deputy Director – General of Valuations • Rent Control Revised • Land Acquisition Act and Procedure – P.M. Highway • Ex parte Texaco Trinidad Inc. Opinion • Appeal – Land and Building Taxes – E.N. Edwards & Warden, County Caroni/Couva • Draft Report of the Cabinet Appointed Committee • Land Information Management in Trinidad and Tobago • Principle into Practice in Budapest – W.O. Ramkay Central • H.C.A No. 667 of 1975, Matter of A.A. Lucky • Review of charges with regard to Building Lots allocated by the State
Youth Training and Employment Partnership Programme Ltd.	The room is a centralised location at YTEPP's Head Office.	



Ministry of Information

Levels 5 & 6, Nicholas Tower
63-65 Independence Square, Port of Spain
Trinidad, West Indies
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