

**17TH
ANNUAL REPORT**

OF THE

**OFFICE OF THE
PUBLIC DEFENDER
OF JAMAICA**

CALENDAR YEAR 2017

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OFFICE OF THE PUBLIC DEFENDER

“A Voice of the Voiceless... To Loose the Chains of Injustice”

January 31, 2018

The Honourable Pearnel Charles, C.D.,M.P., J.P.
Speaker of the House of Representatives and
Chairman of the Public Defender’s Commission
Houses of Parliament
Gordon House
81 Duke Street
KINGSTON

Dear Speaker:

I have the honour to submit the **Seventeenth (17th) Annual Report** for the Office of the Public Defender for the period **January 2017 to December 2017**.

The Report is submitted pursuant to Section 23 (2) of the **Public Defender (Interim) Act 2000** of Jamaica.

Yours faithfully,

**Arlene Harrison Henry
PUBLIC DEFENDER**

200 27, 2018



OFFICE OF THE PUBLIC DEFENDER

“A Voice of the Voiceless... To Loose the Chains of Injustice”

January 31, 2018

Senator the Honourable Thomas Tavares-Finson, C.D., Q.C., J.P.
President of the Senate
Houses of Parliament
Gordon House
81 Duke Street
KINGSTON

Dear President:

I have the honour to submit the **Seventeenth (17th) Annual Report** for the Office of the Public Defender for the period **January 2017 to December 2017**.

The Report is submitted pursuant to Section 23 (2) of the **Public Defender (Interim) Act 2000** of Jamaica.

Yours faithfully,

A handwritten signature in cursive script, appearing to read 'Arlene Harrison Henry'.

Arlene Harrison Henry
PUBLIC DEFENDER

Recd 27, 2018

MISSION STATEMENT

The Office of the Public Defender will, in accordance with the principles of Natural Justice, and the Jamaican Constitution, investigate complaints brought by any member of the public against the State, seek redress for Constitutional and Administrative injustice and provide, where necessary and possible, the attorney's fees needed to pursue Constitutional remedies in court.

THE MOTTO

“A Voice of the Voiceless to Loose the Chains of Injustice”

NOTICE

To: All complainants and visitors to the Office of the Public Defender

“You have a RIGHT to prompt, courteous and
efficient attention and service.

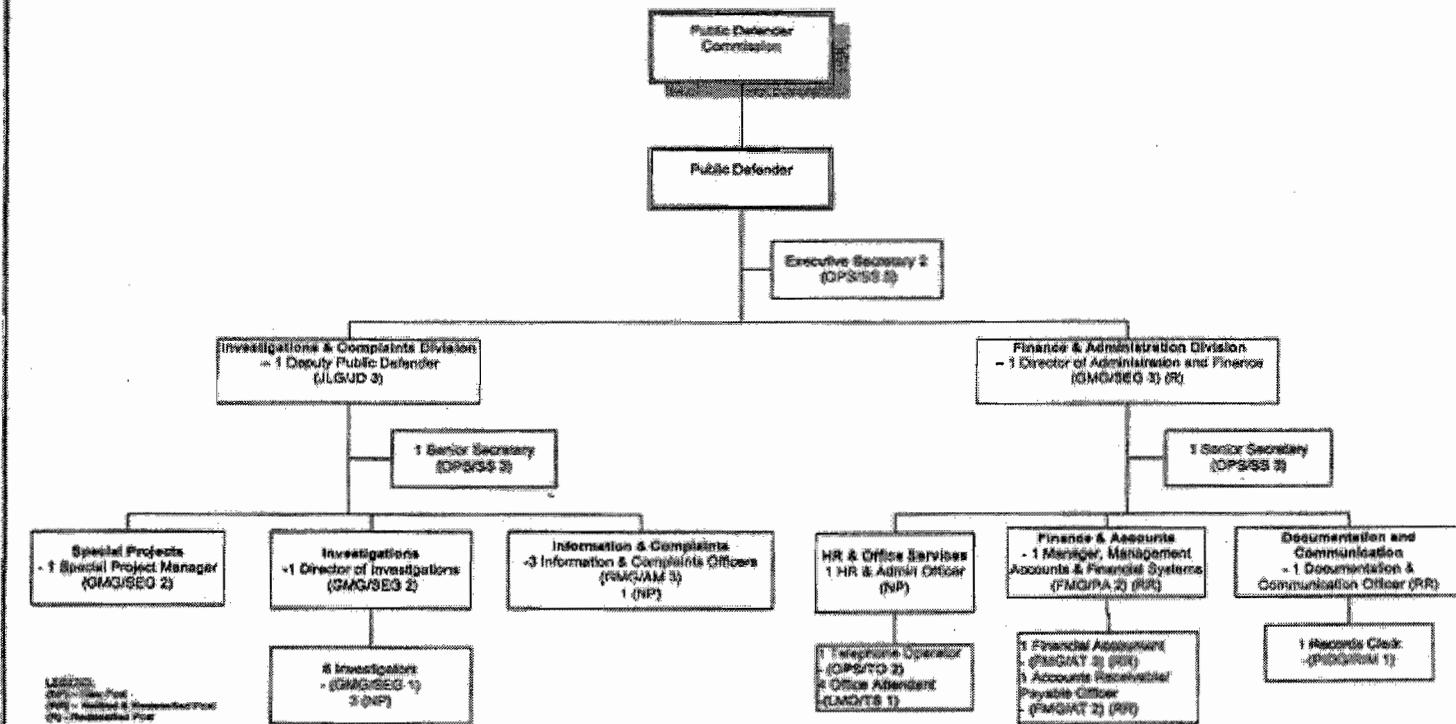
INSIST on it, POLITELY.

The Public Defender

Existing Organizational Chart

Appendix C

Office of the Public Defender
Proposed Organisational Structure
August 25, 2011



LEGEND:
DPS - Direct Paid
RR - Retired & Reemployed Paid
NP - Unemployed Paid

Prepared by:
Management Analyst Trainees
August 2011

INTRODUCTION

This presentation marks the Seventeenth (17th) Annual Report to Parliament for the Office of the Public Defender. The Report spans the period January 01, 2017 to December 31, 2017 and in accordance with its statutory provision, includes the statistics for the number of complaints received, investigated and closed, under review over a two-year period.

The Public Defender, an independent Commission of Parliament, was established under the **Public Defender's (Interim) Act 2000**, which came into effect on April 16, 2000. This Commission is mandated to ensure that where any citizen suffers injustice, resulting from maladministration, appropriate redress is secured.

This Report also reflects case summaries of some matters in which we intervened, and there are also a few highlighted cases for 2015. Included also are excerpts in regard to public relations. This was in an effort to create greater awareness of the role and function of the OPD service offered to the country.

The Office expresses its appreciation to all our valued complainants, and other stakeholders, for their continued support. Special regards to the resilient staff (officers), in their efforts to maintain an unyielding passion as we endeavor towards being "A Voice of the Voiceless . . . to Loose the Chains of Injustice".

HISTORY OF OFFICE OF THE PUBLIC DEFENDER

The idea of having an Ombudsman in Jamaica came about through the inspiration of Mr. Dudley Thompson, Queen's Counsel, politician, diplomat, pan-Africanist, when he first spoke about it in 1966. The Ombudsman's Act was passed in Jamaica in November 1978 and the office was located at 78 Harbour Street, downtown Kingston, until September 2014. Mr. Errington George Green (E.G Green), was the first Ombudsman to begin the mission towards justice for all citizens who have suffered maladministration by the State or its agencies. He was appointed by the Governor-General Sir Florizel Augustus Glasspole, to guide, protect and assist Jamaican citizens who thought they did not have a voice. Mr. Green took up the mantle from 1978 to 1990, acting as a guardian of the rights of the people, and held the office for 12 years, doing extraordinary work. Not long after, Mr. Green passed on the baton to Mr. Justice James Kerr, Q.C., who was frequently referred to as a "giant of a man". Justice Kerr served as Ombudsman for Political Matters, for 10 years and was Parliamentary Ombudsman from 1991 to 1998. He wanted this Commission to achieve its full potential and to be renowned. Justice Kerr wrote to Governor-General Sir Howard Cooke, and the Parliament, suggesting that the name "Parliamentary Ombudsman" be changed to the "Office of the Public Defender". The name-change was enacted on April 16, 2000 simultaneously with the provision of the **Public Defender (Interim) Act, 2000**. This Commission, with its new name, **Office of the Public Defender**, was now under the leadership of Mr. Howard R. Hamilton Q.C. History was made in Jamaica when he became Jamaica's first Public Defender, continuing the legacy that previous great men had passed on. He gave this Commission eight years of magnificent service -- from the period 1998 to 2006 -- two years as Parliamentary Ombudsman and six years as Public Defender, and did nothing short of what this Commission was mandated to do. The line of service did not stop there, and on September 13, 2006, Mr. Windsor Earl Witter, Q.C., was sworn into office as Jamaica's second Public Defender, by Governor-General Professor Kenneth Hall. Mr. Witter was very eager to begin his task in his new place of duty and vowed to carry out his duties confidently on behalf of all citizens of Jamaica. He retired on April 7, 2014 and Mr. Matondo Mukulu, Deputy Public Defender, assumed office as acting Public Defender that same day. On January 16, 2016, Jamaica welcomed its first female Public Defender, Mrs. Arlene Harrison Henry. She was sworn in by the Governor-General Sir Patrick Allen. Mr. Mukulu, Deputy Public Defender, resigned on July 2, 2015 and was replaced by Mr. Herbert McKenzie on September 1, 2015.

THE MONTEGO BAY OFFICE

This Commission of Parliament, the Office of the Public Defender, opened a temporary office in Montego Bay on January 22, 2016, to facilitate complaints in the interim until arrangements were in place for a permanent office.

It was decided that the opening hours would be on Fridays from 8:30 a.m. to 4:00 p.m. This was made possible by the Consumer Affairs Commission (CAS), providing space for us at its building we having signed an occupancy agreement with the CAS for approximately one year.

We later found office space at 4 St. Claver's Avenue, Shop #18 St. Claver's Plaza, Montego Bay, St. James. Plans were immediately put in place and the necessary arrangements made for its opening on January 5, 2018. The Hon. Pearnel Charles, Snr., Speaker of the House of Representatives, and Chairman of the Public Defender's Commission, was invited to attend and to be the Keynote Speaker. The Hon. Ewen Corrodus, Custos Rotulorum of St. James, Venerable Justin Nembhard, Archdeacon of Montego Bay, and other distinguished guests, were slated to attend.

**Auditor-General's Report 2012/2013; 2013/2014; 2014/2015; 2015/2016; 2016/2017 -
Still outstanding from Auditor-General's Department of Jamaica**

STATISTICS

OFFICE OF THE PUBLIC DEFENDER
2000 - 2017

Particulars	Figures	Total
Number of complaints received from 2000 - 2016	12,866	
Number of complaints received in 2017	298	
Total number of complaints received from 2000 - 2017		13164
Number of complaints closed from 2000 - 2016	8672	
Number of complaints closed in 2017	517	
Total number of complaints closed from 2000 -2017		9189
Number of complaints pending for 2016	1740	
Number of complaints pending for 2017	196	
Total number of complaints pending as at 2017		1936

Registry 2017 January to December Report

Parish	
Clarendon	17
Email	7
Hanover	2
Kingston	27
Kingston 10	3
Kingston 11	10
Kingston 12	2
Kingston 13	4
Kingston 14	2
Kingston 16	5
Kingston 17	2
Kingston 19	1
Kingston 2	6
Kingston 20	14
Kingston 3	2
Kingston 4	1
Kingston 5	6
Kingston 6	3

Kingston 8	5
Kingston 9	1
Manchester	16
Portland	8
St. Andrew	7
St. Ann's Bay	13
St. Catherine	60
St. Elizabeth	7
St. James	9
St. Mary	11
St. Thomas	18
Trelawny	7
Westmoreland	6
Unidentified sources	4
Grand Total	298

External complaints

Cuba	1
U.S.A.	11
Curacao	5

**Registry 2017 January to December Report
Cases by Agencies**

Accountant-General	7
Administrator-General's Department	4
Airports Authority	1
Attorney General's Chambers	1
Auditor-General	1
Bank of Jamaica	1
Child Development Agency	2
CISOCA	2
Courts	6
Department of Correctional Services	9

FLA	1
KSAMC	10
Ministry of Local Government	11
Jamaica Agricultural Society	1
Jamaica Fire Brigade	1
Land Admin & Management Programme	1
Min. of Economic Growth & Job Creation	1
Ministry of Education	19
Ministry of Finance & the Public Service	4
Ministry of Health	18
Ministry of Justice	1
Ministry of Labour & Social Security	37
Ministry of National Security	90
Ministry of Transport & Works	4
NEPA	1
National Housing Trust	5
National Land Agency	2
Non-Authorities	18
National Works Agency	8
National Water Commission	6
PICA	2
Port Authority of Jamaica	1

Post & Telecom	1
Registrar-General's Department	10
Tax Administration Jamaica	5
Transport Authority	3
UDC	2
Grand Total	298

Registry 2017 January to December Report

Gender	
Female	120
Male	178
Grand Total	298

Status of Cases

Opened	298
Closed	104
Pending	194

Completed cases from Tivoli Gardens and Western Kingston 783

SPECIALLY-INVESTIGATED CASES

THE COMMISSION OF ENQUIRIES - COMPENSATION COMMITTEE

The Public Defender continues to be proactive in providing the necessary information, and seeking to locate residents affected by the Tivoli Incursion of May 2010, for each meeting of the Compensation Committee.

The work and support given by the Public Defender and her team to the committee is quite commendable and provides for a high level of interest in ensuring that these citizens are awarded accordingly. Some had lost fathers, uncles, sons, other relatives, friends and property, including the destruction of their family homes. The Public Defender therefore seeks to ensure that knowledge and oversight is provided in respect of these individuals from the beginning to the end.

This includes Compensation Committee sittings;

Meeting with families/survivors of Tivoli Gardens residents who had relatives killed in the Western Kingston Tivoli Incursion of May 2010;

Visit to locus in Tivoli by lawyers appearing at Compensation Committee to view a motor car, as part of a claim by a complainant who is an elderly woman.

In effect the Office of the Public Defender in 2017, in addition to the earlier data provided herein, completed the investigations started in 2010 by former Public Defender W. Earl Witter Q.C. in relation to the violation of rights during the 2010 State of Emergency.

TIVOLI GARDENS AND WESTERN KINGSTON
OUTCOME OF THE COMPENSATION COMMITTEE OCTOBER 24, 2017

The Office of the Public Defender participated in the David Simmons-led Commission of Enquiry which ran from 2014 – 2016; and later provided legal representation for persons (who so desired) at the Compensation Committee which was formed as a result of the Government's acceptance of the recommendations of the Commission of Enquiry.

The Compensation Committee headed by Mr. Justice Seymour, retired President of the Court of Appeal, completed its work and submitted its report containing the Committee's findings and recommendations to the Ministry of Justice.

The Compensation Committee considered all 783 claims submitted to it by the Office of the Public Defender. It recommended payment of ONE HUNDRED AND THIRTY FOUR MILLION FIVE HUNDRED AND SIXTY NINE DOLLARS (\$134,569,000.00) for the estates of deceased persons and over SEVENTY MILLION DOLLARS (\$70,000,000.00) for property damage and economic losses, making a total payment of over TWO HUNDRED MILLION DOLLARS (\$200,000,000.00) to citizens of Western Kingston, particularly those of Tivoli Gardens.

It is to be recalled and the records show that in the immediate aftermath of the joint police-military operations of May 2010, the Government of Jamaica, through the Ministry of Labour and Social Security, made payments to residents of Western Kingston in excess of ONE HUNDRED MILLION DOLLARS (\$100,000,000.00) representing financial assistance for:

- (a) compensation for damage suffered to personal property (\$71,890,000.00)**
- (b) grants for vendors in Coronation Market (\$13,000,000.00)**
- (c) burial assistance (\$4,477,000.00), and**
- (d) compensation for families whose dwellings totally destroyed (\$25,250,000.00)**

Several persons attended at the Office of the Public Defender long after the deadline set by the Compensation Committee for the submission of claims. The allegations of violations made by these citizens were new and could not be investigated within the timeframe. The life of the Compensation Committee was not extended to facilitate the investigation, assessment or hearing of these new claims made by citizens of western Kingston.

The Office of the Public Defender accepts the Report of the Compensation Committee and therefore regards the process of compensation at an end.

RANDOMLY-SELECTED CASE STUDIES

C449/09

The Office of the Public Defender received a complaint from a citizen whose grouse was against the National Solid Waste Management Agency (NSWMA). The nature of the complaint was that the citizen was wrongfully dismissed from the Agency.

On the conclusion of our investigations, the Commission submitted our findings and recommendations to the NSWMA by way of letter dated December 11, 2015. However, after numerous communications, a letter was received from the NSWMA dated December 21, 2016 stating their offer of eight hundred thousand dollars (\$800,000) representing full and final settlement of the claim. The letter also stated the agreement to have the relevant letters removed from the complainant's file.

The complainant's acceptance letter dated January 5, 2017 was submitted to the NSWMA and on February 8, 2017, we obtained their letter with a cheque in the amount stated above. The cheque was delivered to our complainant on February 13, 2017 and on the same day, the complainant was accompanied by our Investigator, to the NSWMA's Office, 61 Half -Way Tree Road, Kingston 10, where they witnessed the removal and shredding of the documents from the file relating to the wrongful dismissal from that entity in November 2008.

The file was subsequently closed.

C202/16

The complainant submitted a letter to our Office on May 6, 2016, regarding a disturbance which was being experienced in a St. Catherine community and the non-responsiveness of the Old Harbour Police to the reports which were made to them.

Subsequently, the Office of the Public Defender visited the Old Harbour Police Station and discussed the matter with the Superintendent. We were informed that a team of police officers visited the community and had a discussion with the neighbour who was responsible for a shop. Our investigators also contacted the St. Catherine Municipal Corporation, which later informed us that a notice was served on the shop-owner for its removal from the roadside.

In July 2017, the complainant advised the Office of the Public Defender that the structure was removed from the roadside. We were also informed on November 6, 2017 that he was now enjoying the comforts, peace and quiet of his home free from the usual disturbances.

In light of the foregoing, the file was subsequently closed.

C177/17

This complainant sought the assistance of this Office in getting answers as to why her passport was seized when she tried to renew it at the Passport Immigration and Citizenship Agency (PICA) on Constant Spring Road, Kingston, in June 2017.

The OPD wrote to PICA on the complainant's behalf regarding the matter and we eventually learnt that the complainant had made a false declaration on her application form.

This Commission of Parliament was able to assist the complainant, and the relevant documents were sorted out.

The complainant later visited our offices, 22- 24 Duke Street, downtown Kingston, very pleased and satisfied that she was able to have her application completed and accepted. She expressed her gratitude with many thanks, and departed.

With regard to Section 15 (2) (e) of the **Public Defender (Interim) Act, 2000** which states:

"Having regard to all the circumstances of the case, no investigation or further investigation is necessary." This file is referred for closure.

The file was subsequently closed.

C70/17

The Office of the Public Defender commenced this investigation which was received via e-mail from a complainant on April 7, 2017. The complainant stated that her daughter was a Special Constable who was murdered, and that the key witness in the case had gone missing. The complainant also stated that the person who shot and killed her daughter, had escaped custody and was not recaptured.

Subsequently, we made contact with the Ministry of Finance and the Public Service which informed us that they were awaiting the Attorney General's decision. We later wrote to the Attorney General's Chambers and were informed that the matter was being worked on. We continued to pursue the matter and were told on April 25, 2017 that the decision was recently submitted to the Ministry of Finance.

The Ministry of Finance was contacted and this Office was informed that they were in receipt of the decision and that a declaration was needed from the complainant. The declaration was delivered to this Office on May 4, 2017 and taken to the Ministry of Finance and the Public Service on May 5, 2017.

The complainant received a cheque in the amount of five hundred nineteen thousand one hundred twenty-six dollars and eighteen cents (\$519,126.18) for salary in lieu of vacation leave, arrears and an amount towards funeral expenses for the deceased.

The file was therefore closed as the investigations were completed and the matter remedied.

SPECIAL REPORTS

By way of Section 23 Subsection (4) of the **Public Defender Interim Act** which stipulates that “The Public Defender may, in the public interest, from time to time publish in such manner as she thinks fit, reports relating to such matters as are mentioned in subsection (2) and any case which is the subject of a special report under section 16 (8) and (12), provided that no such reports shall be published until after it has been laid pursuant to subsection (3).”

In consideration of this role and function, the Public Defender continues to be vigilant and to investigate complaints brought by the citizens or to initiate investigations into any matter which would call for a special report to Parliament.

At present, this Commission is concluding an environmental study called the Myersville Report for presentation to Parliament. This is a study on the impact of the red dust from the bauxite mud lake on the communities. The other report being looked at is Maroon Land-Ownership in Portland, which the Governor General asked us to look into.

Two cases are being referred to the Houses of Parliament. One report is being brought against the Accountant General’s Department for outstanding salary payments, and the other is against the St. Catherine Municipal Council regarding land slippages endangering a house.

OUTREACHES/ACTIVITIES

The Clifton Boys' Home

The Public Defender strives to participate in functions, events and outreaches across Jamaica.

After an exciting day at Clifton Boys' Home, Darliston, Westmoreland, on International Human Rights Day, December 10, 2016, we were shocked to receive sad news on Sunday, January 15, 2017, that the home was destroyed by fire. It was very devastating, considering the children's loss of their personal belongings and Christmas gifts, and that they were left with no bedding, clothing or anywhere to lay their heads.

Subsequently, we called an emergency meeting, sought corporate society sponsorship, along with our office's contribution, and headed out to Westmoreland on Sunday, January 22, 2017 to assist with the boys' welfare and to discuss the rebuilding process. We garnered school uniforms, shoes, item of clothing, personal items, writing books, pens and other writing implements. Food was prepared and served throughout the entire day's activities. This was provided by My Jamaica and Maroon Kitchen, sponsored by Mrs. Cohen.

The Gleaner team was present and covered the day's event. Canon Hartley Perrin, the Hon. Custos of the parish of Westmoreland, and Chairman of the Boys' Home, and members of the Church Community who accompanied him, were present among other distinguished persons in the Westmoreland community.

We say special thanks to the Negril Chamber of Commerce which partnered with us, and namely, Christine Cohen, NCC Director and Operator of the Spa Retreat Hotel in Negril. We extended our sincerest thanks to:

Mr. James Joseph, Managing Director of Joseph's Department Store;

Mr. Lee Issa, President of the Negril Chamber of Commerce;

Major Oats, Divisional Commander, Headquarters Eastern Jamaica, Salvation Army;

Mr. Omar Azan, Marketing Manager, Bashco Trading Co. Ltd;

Mr. Dwight Moncrieffe, Director, D&M Uniforms;

The Gleaner;

The Public Defender and staff.

We give recognition and special thanks to Miss Irene McDonald and her team from the Clifton Boys' Home for allowing us the grand opportunity of meeting and sharing with the boys in thanksgiving, greetings and the distribution of presents on December 10, 2016.

D8

THE GLEANER, WEDNESDAY, JANUARY 25, 2017 • www.jamaica-gleaner.com • f gleaner:jamaica • jamaicagleaner • NEWS

Clifton boys get help from public defender, Negril CC

Christopher Thomas
Gleaner Writer

WESTERN BURBAU:

THE 28 wards of the Clifton Boys' Home in Darliston, Westmoreland, who were recently displaced by a fire that destroyed the home, were on Sunday presented with school uniforms, basic clothing and other personal items valued at US\$2,500 (J\$322,375), thanks to the generosity of the Office of the Public Defender (OPD) and The Negril Chamber of Commerce (NCC).

“Today is a day where we have come to share with the boys and express our concern for them, and we have brought for them some needed items.”

However, the exercise was not smooth as Public Defender Aylene Harrison-Henry and her team, and representatives from the NCC had to wait at the site of the burnt-out home for hours, as unknown to them, agents of the Child Development Agency had taken the boys on a trip to Kingston.



“To our disappointment, we have come and found that the boys are not here, but we have asked that the boys be returned that we can enjoy their company and they can enjoy ours.” Harrison-Henry, told The Gleaner team that turned up to cover the event. “Today is a day where we have come to share with the boys and express our

concern for them, and we have brought for them some needed items.”

The boys eventually arrived back in Darliston shortly after 2:00 p.m. and were presented with the gifts. Local charity group, My Jamaica, pledged to them bunk beds which are to cost US\$5,000 (J\$644,750).

The wards, who range in ages

six to 18 years old, lost all their belongings in the fire which destroyed the home at approximately 4 p.m. on Sunday, January 15. None of the boys was injured in the incident.

Christine Cohen, NCC director and operator of the Spa Retreat Hotel in Negril, said that in addition to the donation of items, her resort has also set up an online fund created towards the plan to rebuild the Clifton Boys' Home.

“The Spa Retreat Hotel set up a Go-Fund Me account for the home, and our goal is to raise US\$150,000 (J\$19,342,500). We also hope to partner with Habitat with Humanity (a non-profit housing provision charity) and we are looking forward to rebuilding the home for the boys,” said Cohen.

YOU CAN CONTRIBUTE

Just over a week ago, Reverend Harley Perrin, the Custos of Westmoreland and chairman of the Clifton Boys' Home board of directors, established two accounts for the Clifton Boys' Home Rebuilding Fund at the National Commercial Bank in Savanna-la-Mar.

The account numbers are: 611-098-561 (JMD) and 614-525-185 (USD).

Other Activities

The Public Defender and staff attended the National Service of Thanksgiving marking the Launch of Restorative Justice Week 2017 at the Ridgemount United Church, 53 Main Street, Mandeville, Manchester, on February 5, 2017.

The Thanksgiving Service was hosted by the Ministry of Justice and was well supported. In attendance were Mrs. Carol Palmer, Permanent Secretary in the Ministry of Justice, and staff, the Hon. Mrs. Sally Porteous, Custos of Manchester, representatives of the Department of Correctional Services, the Police, other dignitaries, and members of the community. We were greeted warmly and with approval.

The theme was “Building Restorative Communities in Faith Groups, Schools and Workplaces.”

The OPD was also invited to the Jamaica Constabulary Force’s (JCF), 150th Anniversary Celebrations on January 19th 2017;

Launch of the UWI/JDF Strategic Studies Journal at the UWI Regional Headquarters, Mona Campus on January 21st, 2017;

Change-of-Command Parade at the Jamaica Defence Force, Up-Park Camp on January 21, 2017;

Meeting with survivors and families of survivors of the 2010 Portland Tragedy (market truck accident) on January 23, 2010;

Pharmaceutical Biotechnology: key concepts and Public Health Risks for Public Defenders – Seminar held at the Terra Nova Hotel on January 23, 2017;

Panel Discussion on Crime and Security at the Faculty of Law, UWI, Mona on February 2, 2017;

The St. Catherine Adult Correctional Centre’s 4-H Club Annual Achievement Expo on February 7, 2017;

Community Social Services Fair and Town Hall Meeting at the Rockfort Development Council Resource Centre, by the National Integrity Action (NIA), in collaboration with the Social Development Commission (SDC), and the United States Agency for International Development (USAID), on February 15, 2017;

Jamaica Constabulary Force's Consultation session on the Use-of-Force and Firearm policy at the Knutsford Court Hotel on February 17, 2017;

Justices of the Peace Training -- Role and Function at the Seventh-Day Adventist Conference Centre, Montego Bay, on February 22, 2017;

Lecture at the Faculty of Medicine, UWI, Mona on March 2, 2017;

Court Management Services (CMS) Public Education Fair at the Spanish Court Hotel on March 15, 2017;

Legal Aid Council's Public Education Fair at Steer Town, St. Ann, on March 29, 2017;

The Gleaner's Editors' Forum on March 29, 2017.

Court, Tribunals and Committees Attended:

(a) The West Kingston Compensation Committee at the Ministry of Justice, 61 Constant Spring Road, Kingston, on the following dates:-

- 4th July
- 5th July
- 11th July
- 12th July
- 5th August
- 14th August – Claimant's evidence taken via Skype
- 17th August
- 29th August

(b) The Public Defender continued hearing in the Cooreville Citizens' complaint against NWC, JPS and KSAC on the 3rd July, 2017.

- (c) The Supreme Court on 4th July, 2017: Leave granted to complainant Ashton Pitt, of Westmoreland, to apply for Judicial Review of decision of Westmoreland Parish Council.
- (d) Supreme Court on 4th July, 2017: the matter of Donna Thompson in her complaint against the Asset Recovery Agency which has her in court.
- (e) Sutton Street RM Court on 17th July: The Western Kingston citizens' claims for False Imprisonment.
- (f) The Public Defender's hearing on 27th July into complaint by Joyce Allen against Ministry of Education (Ref No. 180/16).
- (g) The Sutton Street RM Court on 25th August: Western Kingston citizens' claims for False Imprisonment.

Other Outreach Programmes

1. The joint launch of the Consumer Affairs Commission partnership with the Office of the Public Defender – 13th July, 2017.
2. Legal Aid Council Justice Fair at Greendale, Spanish Town, St. Catherine – 19th July 2017
3. Panel discussion at JDF on the Zones of Special Operations Legislation – 19th July, 2017.

4. National Family Planning Board Sexual and Reproductive Health Agency (NFPB)-SRHA) Redress Consultation (in association with the SDC) at Terra Nova Hotel – 26th July, 2017.

5. The Public Defender's Key Note Address to the AGM of the Trelawny Parish Development Committee in Falmouth, Trelawny – 15th August, 2017.

6. Presentations to Justices of the Peace in various sections of the island, in the course of their training, in preparation for their roles expected to be played in the (then undisclosed) geographical area(s) to be designated Zones of Special Operations (ZOSO) under the newly-enacted Law Reform (Zones of Special Operations), (Special Social and Community Development Measures) Act 2017, on :-
 - 31st August – in Kingston, at Ministry of Justice
 - 13th September – in Trelawny at Royalton Hotel
 - 14th September – in St. Catherine at Greater Portmore High School
 - 15th September – in Mandeville at the Golf View Hotel (in the morning)
 - 15th September – in Clarendon at Wembley Centre for Excellence at Hayes (in the afternoon).

7. Presentation at the 30th Anniversary Church Service of St. Catherine Neighbourhood Watch Council at Victory Open Bible Church at Lime Tree Grove, Spanish Town – 28th September, 2017.

8. Legal Aid Council Justice Fair at Catherine Hall Sports Complex, Montego Bay – 27th September, 2017.

9. Presentation on Corruption in Government at Webster Memorial Church on Half-Way Tree Road, Kingston – 28th September, 2017.

External Meetings

- I. Meeting with Marion Rose-Green & Co. to discuss recommendations and submissions in some West Kingston citizens' claims before the Compensation Committee on 18th July, 2017.
- II. Meeting/Working Lunch with INDECOM and the Heads of Commissions of Parliament on 25th August, 2017 at INDECOM'S Office.
- III. Meeting with Coral Gardens Rastafari on 31st August at UWI Western Campus in Montego Bay.
- IV. Meeting of the Legal Policy & Review Committee (LPRC) of NFPB's Enabling Environment & Human Rights (EEHR) Unit, on 1st September, 2017 at Alhambra Inn Hotel, Mountain View Avenue, Kingston.
- V. Meeting at Ministry of Foreign Affairs & Foreign Trade on 56th Anniversary of the Ministry on 5th September, at the Ministry's Offices on Dominica Drive.
- VI. Meeting with JN Heritage Trust to discuss issues related to the environment, and in particular, climate change.

Media Programme

In addition to the weekly segment titled "Constitutionally Speaking," aired live on RJR 94 FM on Thursdays at 1:15 pm, the Public Defender was called and or invited by most of the 30 plus media outlets for comments on the Zones of Special Operations Legislation (ZOSO) and related matters.

OFFICIAL TRAVEL OVERSEAS

Caribbean Ombudsman Association (CAROA)

The Public Defender was invited to attend the Caribbean Ombudsman Association's (CAROA) 9th Biennial Conference on June 11 – 13, 2017 in Bonaire.

A delegation consisting of three (3) including the Public Defender, the Special Projects Manager and an Investigator, represented this Commission at the Conference. They departed Jamaica on June 9, 2017 and returned on June 17, 2017.

The theme for the conference was “The Ombudsman-A Key Actor in the Quest for Good Governance/Challenges facing Modern Day Ombudsman.”

The learning gathered at this Conference which included two days of training was very useful for the day to day work at the Office of the Public Defender.

Please find attached documentation with regard to this conference held in Bonaire.

Caribbean Ombudsman Association



- CAROA Membership
- Caribbean Oversight Commissions

Philipsburg, March 30, 2017

Dear CAROA Members and Invitees,

I have the distinct pleasure to hereby cordially invite you to the Ninth Caribbean Ombudsman Association (CAROA), Biennial Conference to be held on Bonaire from June 11 to 15 2017. The Conference is organized in collaboration with the National Ombudsman of the Netherlands/Caribbean Netherlands, who is the Host of the Conference, as well as the International Ombudsman Institute (IOI) and Queen Margaret University.

Following the Conference Program and the General Assembly scheduled from June 11 to 13, 2017, a Complaint Handling Training will be provided on June 14 and 15, facilitated by Queen Margaret University. Considering the importance of Complaint Handling for Ombudsman and related institutions, an invitation to attend the Conference and training is extended to all Caribbean entities charged with Government oversight. The training program is offered and fully sponsored by the International Ombudsman Institute.

The Theme of the Conference is: "The Ombudsman-A Key Actor in the Quest for Good Governance/Challenges facing Modern Day Ombudsman."

The main topics for discussion are:

- o Ombudsman relationships
- o Challenges facing the Ombudsman
- o Networking
- o Non-traditional issues facing Ombudsman Institutions

We are sure that your presence and input will guarantee a productive, informative and exciting Conference, with ample food for reflection on the task of the Ombudsman and related entities upon your return home.

You are encouraged to include members of your staff in the Conference to be empowered and subsequently effectively deal with the challenges facing Ombudsman Institutions in our region, as well as improve on their Complaint Handling skills at affordable costs.

Scharlootweg 41, Willemstad, Curaçao; Telephone 5-999-461.0303 - Fax 5-999-461.9483; e-mail: Info@ombudsman-curaçao.ni
www.ombudsman-curaçao.ni

President	Vice President	Secretary/Treasurer	Member	Member	Member
Dr. R.J.A. (Nibla) Arfala Ombudsman Sint Maarten	Mrs. Cynthia Asteard Complaints Commissioner Turks & Caicos Islands	Raymond Mathilda Secretary General Ombudsman Curaçao	Mrs. Shella Brathwaite Complaints Commissioner British Virgin Islands	Mrs. Arlene Harrison Henry Complaints Commissioner Jamaica	Mrs. Plutaris Peart Complaints Commissioner Trinidad

You are encouraged to include members of your staff in the Conference to be empowered and subsequently effectively deal with the challenges facing Ombudsman Institutions in our region, as well as improve on their Complaint Handling skills at affordable costs.

Look forward to welcome you on Bonaire.

Best regards,

Dr. Nikla Arduin
President CAROA

Caribbean Ombudsman Association



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman



Queen Margaret University
The Netherlands

CAROA 9th Biennial Conference June 11 – 13, 2017

Program

June 11, 2017 – Sunday

- 10:30 - 10:45 Pick up at Marriott Courtyard for Island Tour
 11:00 - 15:00 Island Tour (including lunch)
 17:45 Pick at Marriott Courtyard
 18:00 - 19:30 Cocktails at Wanapa Lodge
 19:30 - 20:30 Opening Ceremony
 - Welcome CAROA President and introduction of CAROA Council by
 Dr. Nilda Arduin
 - Welcome Lt. Governor Bonaire Mr. Edison Rijna
 - Keynote address by Mr. Peter Tyndall, President IOI
 - Closing by Conference Host Mr. Reinier van Zutphen
 20:30 - 22:00 Light Dinner and Cultural performance

June 12, 2017 – Monday

- 08:30 - 09:00 Registration (CAROA Council: Mr. Raymond Mathilda and Ms. Sheila Bratwaith)
 Welcome and signing MOU between CAROA and IOI
I : Ombudsman relationships
 09:00 - 09:20 I.1. The Ombudsman and the Public Service:
 Mr. Gilbert Isabella / Kingdom representative
 09:20 - 09:40 I.2. The Ombudsman and the Judicial chain: police, prison and other services: Justice
 Jacob (Bob) Wit / President Constitutional Court Sint Maarten and Justice CCJ
 09:40 - 10:00 I.3. The Ombudsman and Parliament: Dr. Nilda Arduin / President CAROA
 10:00 - 10:30 Panel discussion Sessions I.1, I.2 and I.3 Chair: Ms. Cynthia Astwood /
 Complaint Commissioner Turks & Caicos – Vice President CAROA
 10:30 - 10:45 BREAK

Scharlooweg 41, Willemstad, Curacao Telephone 5-999-4610303 – Fax 5-999-4619463; e-mail info@ombudsman-curaacao.net
www.ombudsman-curaacao.net

President	Vice President	Secretary/Treasurer	Member	Member	Member
Dr. T.J.A. (Nilda) Arduin	Mrs. Cynthia Astwood Complaint Commissioner Turks & Caicos Islands	Raymond Mathilda Secretary General Ombudsman Curacao	Mrs. Sheila Bratwaith Complaint Commissioner	Mrs. Arlene Martin Henry Complaint Commissioner Jamaica	Mrs. Victoria Pearson Complaint Commissioner Bermuda

II: Challenges facing the Ombudsman

- 10:45 - 11:05 II.1 Structural Challenges facing Caribbean Ombudsman Institutions:
Mr. Elton Georges / former Deputy Governor and former Complaint Commissioner BVI
- 11:05 - 11:25 II.2. Challenges Ombudsman Institutions in Latin America:
Mr. Mariano Yakimavicius / Representative ILO
- 11:25 - 12:25 Panel discussion Sessions I.1 and I.2: seeking solutions to challenges
Chair: Ms. Ulrike Grieshofer / Director IOI
- 12:25 - 14:00 LUNCH

III: Networking

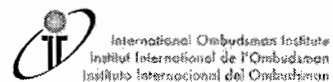
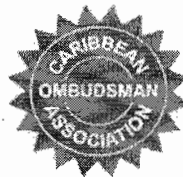
- 14:00 - 14:20 III.1. The Importance of Networking/Strategies: Ms. Arlene Brock/Director AOMA
- 14:20 - 14:40 III.2. Regional support and support to Ombudsmen under threat:
Dr. Günther Kräuter / Secretary IOI
- 14:40 - 15:00 III.3. British Overseas Territories:
Mr. Donal Galligan / Director Ombudsman Association AO)
- 15:00 - 16:00 Panel discussion/Q&A Sessions III.1, III.2 and III.3
Chair: Ms. Victoria Pearman/Ombudsman Bermuda – CAROA Council Member
- 19:00 - 21:00 Dinner at Marriott Courtyard

June 13, 2017 – Tuesday**IV: Non-traditional issues facing Ombudsman Institutions**

- 09:00 - 09:20 IV.1. Related Commissions: Mr. Keursly Concencion/Ombudsman Curaçao
- 09:20 - 09:40 IV.2. Gender equality: Mr. Jairo Boekhoudt/Foundation Igualdad Aruba
- 09:40 - 10:00 IV.3. Political Ombudsman: the Jamaica experience:
Hon. Ms. Donna Parchman-Brown / Political Ombudsman Jamaica
- 10:00 - 10:30 Panel discussion Sessions IV.1, IV.2 and IV.3 Chair:
Ms. Arlene Henry / Complaint Commissioner Jamaica - CAROA Council Member
- 10:30 - 10:45 BREAK
- 10:45 - 11:30 The Dutch Experience/The Netherlands vs. Caribbean Dutch territories:
Mr. Reinier van Zutphen / National Ombudsman Netherlands / Conference Host
- 11:30 - 12:00 Conference Declaration discussed and established
(Assembly Chaired by CAROA President and Conference Host)
- 12:00 - 12:15 Closing Conference
- 12:30- 14:00 LUNCH
- 14:00 - 17:00 General Membership Meeting with Coffee Break
- 17:45 Pick up at Marriott Courtyard
- 17:30 - 19:00 Happy hour at SKAL; social and cultural event
- 19:30 - 21:00 Dinner at Karels Beach Bar (walking distance from SKAL)

June 14 – 15, 2017

Complaint Handling Training: Queen Margaret University – *Separate Program*



OPENING CEREMONY SUNDAY 11 JUNE

Programme

- 18:00 – 19:30 Cocktails at Wanapa Lodge
- 19:30 - 20:30 Opening Ceremony
- Welcome CAROA President and introduction of CAROA Council by Dr. Nilda Arduin
 - Welcome Lt. Governor Bonaire Mr. Edison Rijna
 - Keynote address by Mr. Peter Tyndall, President IOI
 - Closing by Conference Host Mr. Reinier van Zutphen
- 20:30 – 22:00 Light Dinner and Cultural performance



Ninth CARIBBEAN OMBUDSMAN General MEMBERSHIP meeting
(For members and aspiring members only)

Date : June 13, 2017

Time : 14.00 – 17.00

Venue : Marriott Court Yard, Bonaire

AGENDA

1. Opening
2. Announcements and acknowledgement of new CAROA members
3. Minutes and resolutions of the Eighth CAROA Conference held on Curaçao
4. Secretary's and Financial report
5. President's report
6. Report from the Committee Constitution reform
7. Presentation and adoption of proposal to nominate lifetime CAROA members
8. Election of Council members for the period 1 July 2017 – 30 June 2019
9. Appointment of Board of CAROA Administration Foundation
10. Brief remarks by outgoing members of Council and CAROA Administration Foundation
11. Brief remarks by new or reappointed members of the Council of CAROA and the Board of CAROA Administration Foundation
12. Any other business
13. Closing

Caribbean Ombudsman Association



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman



Queen Margaret University
1997

List of Participants

Gender	First name	Last name	Position	Country
Mr.	Najmul	Abedin	Professor	U.S.A.
Mrs.	Nilda	Arduin	Ombudsman of Sint Maarten	Sint Maarten
Mr.	Lionel	Arzu	Ombudsman of Belize	Belize
Mrs.	Cynthia	Astwood	Complaints commissioner	Turks & Caicos
Mrs.	Suzannie	Banner Davis	Investigator	Jamaica
Mr.	Jairo	Boekhoudt	President Igualdat foundation	Aruba
Mr.	Eric	Booi	Consumer Association Unkobon	Bonaire
Mrs.	Judith	Brekelmans	Fundashon Mariadal	Bonaire
Mr.	Mulchal	Bridelal	Acting Senior Investigator	Trinidad & Tobago
Mrs.	Arlene	Brock	Director African Ombudsman Research Centre	South Africa
Mr.	Keursly	Concincion	Ombudsman of Curaçao	Curaçao
Mrs.	Lysandra	Crestian	Complaints officer	Curaçao
Ms.	Joan	Davis	Investigator	Trinidad & Tobago
Mr.	Peter	de Graaf	Immigration and Naturalisation Service	Dutch Caribbean
Mrs.	Carla	de Konink-Sira	Communications Advisor	Dutch Caribbean
Mr.	Randolf	Duggins	Secretary General	Sint Maarten

Gender	First name	Last name	Position	Country
Mrs.	Marlin	Florence	Investigator	Sint Maarten
Mrs.	Nichola	Fraser	Team Leader Tax authority	Dutch Caribbean
Mr.	Donal	Galligan	Director Ombudman Association	United Kingdom
Mr.	Elton	Georges	Former Ombudsman BVI	Tortola
Mrs.	Chandrawatie	Goeloe	Public Body Bonaire	Bonaire
Ms.	Ulrike	Grieshofer	Executive Director IOI	Austria
Mrs.	Arlene	Harrison	ombudsman Jamaica	Jamaica
Mr.	Victor	Hemmings	Investigator	Jamaica
Mr.	Gilbert	Isabella	Kingdom Representative	Dutch Caribbean
Mrs.	Wietse	Koopman	Consumer Association Unkoben	Bonaire
Mrs.	Yvonne	Kraan	Investigator	Netherlands
Mr.	Günther	Kräuter	Secretary General IOI	Austria
Mr.	Daniel	Lee	Complaints commission	Cayman Islands
Mr.	Michiel	Marchand	Head Operations Police	Dutch Caribbean
Mrs.	Marion	Blair	Ombudsman of Antigua	Antigua & Barbuda
Mr.	Ronnie	Marryshow	Acting ombudsman	Grenada
Mrs.	Alba	Martijn	ILO	Curaçao
Mr.	Raymond	Mathilda	Secretary General	Curaçao
Mr.	Gavin	McBurnie	Lecturer dispute resolution	Queen Margaret University
Mr.	Bert	Nijland	Lawyer Public Body Bonaire	Bonaire
Mr.	Nick	O'Brien		Queen Margaret University
Mrs.	Victoria	Pearman	ombudsman Bermuda	Bermuda

Gender	First name	Last name	Position	Country
Mrs.	Esther	Pourier	Data Protection Commissioner	Dutch Caribbean
Mrs.	Roëlla	Pourier-Thodé	Member Data Protection Commission	Dutch Caribbean
Mrs.	Jennifer	Richardson	Complaint officer	Sint Maarten
Ms.	Joyceline	Richards-Wharton	Complaints commission	Antigua & Barbuda
Mr.	Edison	Rijna	Lieutenant-Governor	Bonaire
Mr.	Peter	Tyndall	President International Ombudsman Institute	Ireland
Mrs.	Caulette	Sherene	Senior Investigative Officer	Turks & Caicos
Mr.	Stephan	Sjouke	Head International Affairs	Netherlands
Mr.	Addo	Stuur	Stichting Lezen en Schrijven en stichting ontbijt op School	Bonaire
Mrs.	Mary	Tjin-Asjoe	Public Body Bonaire	Bonaire
Mr.	Rick	Trenidad	Senior Investigator	Curaçao
Mrs.	Joyce	Van der Mark	Public Body Bonaire	Bonaire
Mrs.	Willemijn	van Helden	Team leader	Netherlands
Mrs.	Sophie	Van Lint	Attorney at Law	Bonaire
Mr.	Bob	Wit	Judge Caribbean Court of Justice	Trinidad & Tobago
Mr.	Mariano	Yakimavicius	Speaker ILO	Argentina
Mr.	Reinier	van Zutphen	National ombudsman	Netherlands

Caribbean Ombudsman Association



International Ombudsman Institute Training Marriott Courtyard

June 14, 2017 - Wednesday

08:30 - 08:45	Welcome and introduction (CAROA and IOI)
08:45 - 09:45	Introduction course purpose/program (Queen Margaret University)
09:45 - 10:45	The developing role of the Ombudsman (plenary lecture)
10:45 - 11:00	Session 1: Complaint diagnosis and assessment/Making reliable decisions on whether to investigate
11:00 - 12:15	BREAK
12:15 - 13:45	Session 2: Investigation planning and reasoning/Systemic Investigation
13:45 - 15:00	LUNCH
15:00 - 15:15	Session 3: Gathering and managing evidence/Effective interviewing
15:15 - 16:30	BREAK
	Problem solving (plenary panel/QMU and designated participants / including contributions from the floor)
	- Identifying the key challenges facing ombudsman offices in the Caribbean
	- Exchange of approaches to deal with these challenges?
	- Do ombudsmen need enforcement powers to be effective?

June 15, 2017 Thursday

08:30 - 09:45	Session 4: Reaching and acting on reliable findings/Making proportionate recommendations
09:45 - 11:00	Session 5: Producing clear written documents – reporting persuasively
11:00 - 11:15	BREAK
11:15 - 12:15	Plenary session: Critical thinking and decision making/ Managing Conflict (lecture QMU and plenary discussion)
12:15 - 12:30	Closing
13:00 - 15:00	LUNCH

Scherboweg 41, Willemstad, Curaçao Telephone 5-999-4610200 - Fax 5-099-4610483; e-mail: info@ombudsmen-curaçao.nl
www.ombudsmen-curaçao.nl

President	Vice President	Secretary/Treasurer	Member	Member	Member
Dr. RJA	Mrs. Cynthia Astwood	Raymond Mathilda Secretary General	Mrs. Sheila	Mrs. Arlene Harrison Henry	Mrs. Victoria Pearson
(Nfld.) Archie	Complaint Commissioner	Ombudsman Curacao	Brathwaite	Complaint Commissioner	Complaint Commissioner
Ombudswoman	Turks & Caicos Islands		Complaint	Jamaica	Bermuda
Sint Maarten			Commissioner		

THANK-YOU LETTERS

Closed.

**IRENE MING-HUGHES
BRAEMAR MEWS
8-10 UPPER BRAEMAR AVENUE
KINGSTON 10
TEL: 876-450-6584**

December 7, 2017

Office of the Public Defender
~~22-24 Duke Street~~
P.O. Box 695
Kingston

Dear Sirs:

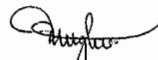
Re: Closure of matter concerning application for NIS pension.

I have received your letter dated November 21, 2017 and wish to record my sincere appreciation for your efforts which resulted in the welcomed development of a payment by the Ministry of Labour and Social Security. Unfortunately, to date, while the payment was made, I am yet to receive a letter of notification from the Ministry as to the payment which was made and whether future payments will be made.

I am however very grateful for where I have reached in this matter and would like to again record my thanks for your efforts as I would not have been able to achieve this much without your kind intervention.

Please keep up the good work!

Sincerely



Irene E. Hughes

C183/17

Thank you $\frac{2017}{3}$

Kaydian Nicholas

From: Suzannie Banner Davis [sbannerdavis@opd.gov.jm]
Sent: Monday, October 09, 2017 9:17 AM
To: Kaydian Nicholas
Subject: Fwd: Thank You

Good morning Jacko, can you please print 2 copies for me.

Thank you.

*Suzannie Banner Davis (Mrs.)
Investigator*

Office of the Rublic Defender
22 - 24 Duke Street
Post Office Box 695
Kingston, Jamaica West Indies

Tel.: (876) 922-7089-90/ 922-7109/ 922-8256
Fax.: (876) 922-9830
Cell: (876) 550-9967

E-mail: sbannerdavis@opd.gov.jm

----- Forwarded message -----

From: <rgharding@comcast.net>
Date: Sun, Oct 8, 2017 at 5:28 PM
Subject: Thank You
To: sbannerdavis@opd.gov.jm

Thank you for all your assistance in resolving my pension issue. I appreciate all that your did to get the matter resolved and am great full for your intervention. I am sure had you not intervened the matter would not have been resolved. You made a difference because of your stepping in when you were needed. Taking the time to help me was a nice thing to do. Please keep up the great work you are doing and continue to make your department proud. We need more people like you with the passion and the love you have for our job in helping others..

Thank you,

Radcliffe Harding

Rose Hill District
 Rose Hill
 Manchester
 24th August 2017

Dear Madam Public Defender,

I would like to express my thanks and gratitude to your office and in particular Mrs. Banner Davis for investigating my complaint.

I am now in receipt of my pension and am extremely grateful for the service and attention given to me by Mrs. Davis.

God bless you all as you continue the great work.

Yours faithfully,
 Mrs Rachel Pitters

Shown to PD on
 25/08/2017.
 She gave a thumbs up!!
 PD.

Rec: 25/4/17

For thank U
File

C416/15

Seen 27-4-17

Wesley O. Christie
Lot 66 Ensom Acres Close
Ensom Acres
Spanish Town
St. Catherine

April 5, 2017

The Public Defender
22-24 Duke Street
Kingston

Dear Sir/Madam:

Re: Assistance to Wesley O. Christie

I write this letter to express my profound appreciation to the Office of the Public Defender and its team for bringing my case to a successful close.

The last five years have been quite stressful for my family and I as we waited on a decision to be made by the Permanent Secretary, Ministry of National Security, about my case. However, during the last year my confidence level rose as your office took over the case.

I especially appreciated the commitment, hard work and determination of Mrs. Suzannie Banner-Davis, to whom my case was assigned. She provided guidance and expert advice with an air of professionalism. Her assistance and encouragement had been invaluable to me during this process.

Again, thank you so much and a special commendation to Mrs. Banner-Davis for a job well done.

Yours sincerely,


Wesley O. Christie

Copy: Mrs. Suzannie Banner-Davis

C443/15
Rec 27-4-17

Richmond District
Mandeville P.O.
Manchester
April 1, 2017

The Director
Office of the Public Defender
22-24 Duke Street
Kingston

Dear Madam,

I write expressing my gratitude to you and your staff in particular Ms. Banner for the wonderful work she did in securing the paying out of the two years incentive to me by the Government of Jamaica after retiring from the JCF.

When hope seems lost your office gave me the impetus to believe there is an organization in which the oppressed, the marginalized and the voiceless can have faith.

Once again I thank you. I crave for you God's mercies, direction and blessings as you extend your service to the countless others.

Yours Sincerely

Carlton Clarke

Carlton Clarke

367 21646

APT I - 11 Trees Ave
Vauxhall Town
Kingston 3
May 12, 2017.

To: Ms. Beverley Campbell
Investigator
The Office of the Public Defender
22 - 24 Duke Street
Kingston.

Dear Ms. Campbell,

I am using this medium to give notice that I have been successfully granted pension payments starting April 2017 from the Government of Jamaica Pension Scheme for Retired Teachers from the Accountant General's Department.

Thanks a million for the valiant effort made on your part on my behalf to have this benefit granted by the Ministry of Finance.

Once again, thanks and God bless as you move forward in your endeavours.

Best regards.

Yours respectfully,
Ansell Henry

ANDRE CHONG
DANVERS PEN DISTRICT
DANVERS PEN P.A.,
ST. THOMAS

May 24, 2017

The Public Defender
22-24 Duke Street
KINGSTON

Re: Motor Vehicle Title

I take this opportunity to extend my sincerest gratitude to the Office of the Public Defender for assisting the process in allowing for the delivery of my motor vehicle title. I had applied to Tax Administration of Jamaica – Morant Bay Office for a couple of months and was basically getting the run around.

I make special mention of Mr. Lloyd Williams who started the process and Miss Beverly Campbell who completed it. I am extremely grateful.

I wish you all the best in your future endeavours.

Yours faithfully,


Andre Chong

OFFICE OF THE PUBLIC
DEFENDER

Received: Wednesday
Date: 24/5/17
Time: 11:14
Registration No.: 3047
RS

ACKNOWLEDGEMENT

The Public Defender, Officers and Agents express our profoundest appreciation, to all our partners, stakeholders and especially to citizens who have given us the opportunity to serve them.

This Commission of Parliament has participated in several outreaches and programmes across the country. It is our intention to continue to serve the people of our country in every nook and cranny, by public education and awareness, with professionalism, dignity and respect. We are expanding to serve you better and our Western Region Office will be located at 4 St. Claver's Avenue, Shop #18 St. Claver's Plaza, Montego Bay, S t. James.

We are extremely grateful to all, for your contribution in allowing us to continue to be guided by our mandate in service to our fellow citizens.