

Case of success

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During the year 2017, the Mediator of the Republic recorded several successful cases in the handling of the complaints that were submitted to him. The cases discussed here, far from being exhaustive, constitute a sample selected to report on successful mediations.

SOME CASES OF SUCCESS OBTAINED IN 2017	
01	<p>Acting on behalf of his mother Mrs VAI, residing in Tchaada in the Ifangni Commune, Mr COA appealed to the Ombudsman for having been unfairly accused of counter fraud by the authorities of the Beninese Electric Power Company (SBEE) during an inspection carried out on 18 April 2014. A fine of five million five hundred and sixty-three (5,563,000) CFA francs would have been imposed. Having rebelled against that fine, the applicant claimed the history of his consumption. Which allowed him to realize that he was not at fault. To have this error corrected, the Ombudsman seized, sent a request for intervention to this company by mail N ° 0309 / MR / DC / SG / DR / SA of 29 August 2016.</p> <p>In response to this letter and correcting the error, the SBEE authorities, by letter N ° 2567/17 / SBEE / DG / SG / SP, inform the Ombudsman that they have taken the following steps:</p> <ul style="list-style-type: none">• the removal of the incriminated meter following a first observation made by the ABMCQ and its replacement on January 30, 2017 by a new meter;• the inclusion of the new billing meter for the month of February 2017;• the cancellation of the recovery invoice that was established following the first report made on the old meter and the cancellation of maintenance invoices. <p>All of his measures have helped to fully restore the person concerned to his rights.</p>
02	<p>By letter dated May 18, 2017, Mrs. JH, certified teacher student, has seized the Mediator of the Republic for omission of his name in the deliberative statements of the Certificate of Proficiency to the Teaching Professor of Secondary Education whereas the interested person would have brilliantly passed his exams and supported his end-of-training dissertation. The Ministry of Higher Education's authorities, seized by the Mediator of the Republic, explained this omission by the fact that the applicant had obtained her master's degree in biochemistry, a course which is not geared towards teaching science. of Life and Earth. But following the intervention of the Mediator of the Republic and after several negotiation sessions, a consensus was found to settle this dispute with all the candidates concerned by this situation. The interested parties were called by the Ecole Normale Supérieure de Natitingou to follow additional training to obtain the diploma of CAPES. What has already been done and they are waiting for the final deliberations to be in possession of their scrolls.</p>
03	<p>Two applicants, residents of Parakou, appealed to the Mediator of the French Republic for the enormous difficulties they were experiencing in obtaining their certificates of diploma of undergraduate studies (BEPC). Informed by the Mediator of the Republic of this situation, the Minister in charge of Secondary Education acknowledged that there has been a dysfunction between the departments of the Departmental Directorate of his Ministry and the Directorate of Examinations and Competitions which n has never been solicited for this request. He instructed the Examinations and Competitions Department to urgently process these two certificates and to contact the interested parties to transmit them to them. This was done to the great satisfaction of the applicants.</p>

04	<p>By mail dated May 3, 2017, the members of the Association of Sheep Importers and Sellers have requested the Ombudsman to advocate with the Ministries in charge of Defense and the Interior for the taking of measures. security in connection with the transfer of the livestock market of Djeffa in the municipality of Sèmè-Podji to the municipality of Zè. This advocacy with both ministries received a favorable response. By letter 0490 / MISP / DC / SGM / SA, the Minister of the Interior and Public Security informed the Mediator of the Republic that the police and gendarmerie services have been instructed to make security arrangements necessary for the transfer of this cattle market to the municipality of Zè.</p>
05	<p>Retired civil servant, Mr DA, has submitted to the Ombudsman a claim relating to the payment of the remaining 15% increase of the index point not applied to retirees since 2011. On receipt of this request for intervention, the Minister in charge of Finance, will proceed to the payment of these underpayments on behalf of the month of February 2017. Only reminders relating to this increase of the index point remain to be paid. The interested party, partly satisfied, wrote a letter of thanks to the institution dated 06 March 2017.</p>
06	<p>By correspondence dated 21 December 2016, the Chief of the Arrondissement of Tanve, acting on behalf of and for the benefit of the local population, submitted to the institution of the Ombudsman of the Republic the non-supply by SBEE of services relating to the installation of meters already paid by the people of his locality. A request for intervention has been sent by the Mediator of the Republic to the Minister in charge of Energy. In response to this request for assistance, the Minister informed the Ombudsman that a mission from ABERME had been dispatched to the field to assess the situation and instructions were given to the SBEE authorities to proceed. the installation of meters for the two hundred and eighty-six (286) persons who actually paid. What was done.</p>
07	<p>Informed of the problems of lack of patrol vehicle at the Sèmè-Kraké gendarmerie brigade which ensures the security of a very strategic border with Nigeria, the Mediator of the Republic wrote to the Head of State to inform him of this dysfunction very detrimental to the good security of this very important border. The reaction of the High Authority was immediate in the sense that instructions were at the same time given to the Acting Director General of the Gendarmerie and a Pick up 4x4 vehicle was immediately made available to this brigade. The official delivery of this vehicle took place on Wednesday, August 09, 2017 in the presence of the Prefect of the Department of Ouémé, the Mayor of the Municipality of Sèmè-Podji surrounded by all his Council,</p>
	<p>During one of his raids in the interior of the country, the Mediator of the Republic was able to note the very precarious conditions of detention of the pensioners of the Civil Prison of Abomey and the insecurity which reigns there because of the absence of closure at the former prison site. He was informed at the scene that the problems of running water supply were essentially what was delaying the transfer of prisoners from the old site to the new one already built. To remedy this malfunction, he seized the Head of State of this situation and instructions were given to solve the problems of running water. The transfer</p>

08	of prisoners to the new site was effective in March 2017 to the great satisfaction of the pensioners of this prison.
09	Mrs DO admitted to assert her rights to a retirement pension since April 1, 2015 filed a file with the Ministry of Health in May 2015. In the absence of the last act of advancement, her file was blocked at the direction of human resources of this ministry. All the steps she took to change her case remained unsuccessful. On January 12, 2017, she appealed to the Mediator of the French Republic to assist her in completing her retirement file. Immediately, steps were taken towards the executives in charge of this file. These proceedings bore fruit and on 18 December 2017 the applicant was able to dispose of her book and is currently collecting her retirement pension.
10	The Mediator of the Republic by letter addressed to the President of the Republic in January 2017, asked the High Authority to commute the sentence of death sentence to life imprisonment. The Council of Ministers at its meeting of Wednesday, February 21, 2018 has just granted this request placing Benin in the category of nations that have abolished the death penalty.

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