



OFFICE OF THE OMBUDSMAN

22ND ANNUAL REPORT

1ST JANUARY, 2016
TO
31ST DECEMBER, 2016

OFFICE OF THE OMBUDSMAN

22ND ANNUAL REPORT

**SUBMITTED IN FULFILLMENT OF SECTION 127 OF THE
CONSTITUTION OF MALAWI 1994 & SECTION 9(1)
OF THE OMBUDSMAN ACT NO. 10 OF 1996**

1ST JANUARY, 2016 TO 31ST DECEMBER, 2016

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MALAWI

31st March, 2017

The Honourable Speaker

National Assembly

Parliament Building

Private Bag B362

LILONGWE 3

Your Honour,

TWENTY SECOND ANNUAL REPORT

I have the honour to submit the Twenty Second Annual Report of my office pursuant to section 127 of the Constitution and section 9 of the Ombudsman Act. The report covers the activities of my office from 1st January, 2016 to 31st December, 2016.

Yours faithfully,

Martha Chizuma-Mwangonde (Mrs)

OMBUDSMAN

ABBREVIATIONS AND ACRONYMS

ADMARC	Agricultural Development Marketing and Corporation
AOMA	African Ombudsman and Mediators Association
AORC	African Ombudsman Research Centre
CSOs	Civil Society Organizations
DfiD	Department for international Development
DGS	Democratic Governance Sector
DHRMD	Department of Human Resource Management and Development
DPs	Development Partners
ESCOM	Electricity Supply Corporation of Malawi Limited
EU	European Union
GIZ	German Development Agency
HRSP	Human Rights Support Project
IOI	International Ombudsman Institute
MDAs	Ministries, Departments and Agencies
MIRTDC	Malawi Industrial Research and Technology Development Centre
MPTC	Malawi Postal Telecommunications Corporation
MoEST	Ministry of Education, Science and Technology
NAO	National Authorization Office
NCT	National Compensation Tribunal
OPC	Office of the President and Cabinet
OoO	Office of the Ombudsman
ORT	Other Recurrent Transactions
SP	Strategic Plan
UNDP	United Nations Development Programme
WCC	Workers Compensation Commission

Foreword



2016 was a year of excitement, fear and courage; it was repositioning year for the OoO. The repositioning agenda, focusing on maladministration and promoting service culture and integrity, conceptualized in the end of 2015 was fully institutionalized. During the year the OoO, for the first time since its establishment, conducted a systemic investigation. The OoO probed into allegations of maladministration and related irregularities on the purchase and disposal of farm machinery and a report titled *"The Present Toiling, The future Overburdened"* was released in October 2016. Two systemic investigations on the WCC and NCT processes are currently on-going.

The report provoked or raised different reactions from different sectors and corners of the country. Meanwhile the report is before Supreme Court of Appeal and the legal process will enrich the jurisprudence on the mandate of this office. Nonetheless, the report has raised visibility of the OoO as well as showcases its relevancy on addressing maladministration. The OoO is now slowly being embraced as maladministration institution not another Labour Relations Court.

During the year, the OoO also continued remedying individual complaints. The OoO closed 253 cases and issued 55 determinations more than those closed and determined in 2015. In 2015 the OoO closed 176 cases and issued 12 determinations. All these milestones were achieved in spite of continued delays in responding to the correspondences and complying with determinations and inadequate resources. The report includes recommendations to address the challenges and their adoption and implementation will go a long way in enhancing good governance and public confidence in public administration.

The OoO also carried out public awareness, networking and collaboration, and capacity building activities largely through funds from DP with government funds covering administrative activities. To that end, special gratitude should go to our partners namely Norwegian Embassy, UNDP, EU and United States Embassy for their financial support. Without their Support, the progress made on repositioning agenda could have been very limited and insignificant. In the next reporting year, the OoO will continue working

on the challenges and other improvements. It is our hope that our efforts on these matters will be well complemented and supplemented by parliament and the executive as proposed in this report.



Martha Chizuma-Mwangonde (Mrs)

OMBUDSMAN

Overview of the year

Mandate and Its Implementation			
Repositioning of OoO-Towards Service Culture, integrity, and Good Governance <ol style="list-style-type: none"> 1. From predominantly Labor related complaints to service delivery complaints 2. Systemic investigations in addition to the one-off complaint remedying 3. Own motion investigation plus continuation of investigation upon receipt of complaint 			
Investigations	Public Awareness	Networking	Support Services
<ol style="list-style-type: none"> 1. 2906 complaints carried forward 2. 200 complaints registered 3. 253 complaints resolved 4. 55 determinations issued 5. 13 determinations complied 6. Over 2000 complaints awaits MDAs actions 	<ol style="list-style-type: none"> 1. 3 media briefings held 2. 24 public rallies held 3. 5600 brochures produced 4. 4490 brochures distributed 	<ol style="list-style-type: none"> 1. Ombudsman elected IOI board of director 2. Ombudsman and some members of staff attended IOI and AOMA 3. MoU with Nice renewed 	<ol style="list-style-type: none"> 1. SP and service charter launched 2. Staff equipped in maladministration, systemic investigations and other professional skills 3. No substantive physical capacity strengthening done
Observations			
<ol style="list-style-type: none"> 1. Compliance with determinations and fulfillment on resolutions remain problematic 2. Responding in time to the OoO's correspondences by some MDAs remains an issue 3. Repositioning agenda received and supported by majority of the stakeholders 4. Labour related complaints remain dominant 5. Limited resources remain a challenge 			

Recommendations

1. The ombudsman work should be fully mainstreamed in parliamentary oversight role as envisioned by the law.
2. In spirit of the public sector reforms, the executive should be acting on compliance and delays issues and take appropriate actions against officials/institutions.
3. Government should consider increasing funding allocation to the office



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1. The Mandate and Its Implementation

1.1 Mandate

The OoO is constitutionally mandated to investigate *"any and all cases where it is alleged that a person has suffered injustice and it does not appear that there is any remedy reasonably available by way of proceedings in a court or by way of appeal from a court or where there is no other practicable remedy"* (Section 123 (1)). The cases the OoO may investigate are alleged instances or matters concerning *"abuse of power or unfair treatment of any person by an official in the employ of any organ of Government, or manifest injustice or conduct by such official which would properly be regarded as oppressive or unfair in an open and democratic society"* (The Ombudsman Act, Section 5 (1)).

Accordingly, OoO exists to redress injustices caused by acts of maladministration. In discharging its mandate the OoO is at liberty to determine the extent of its investigations and in cases where the allegations have merit the OoO is legally empowered to direct relevant authorities to remedy the instances or matters as well as direct the authorities to put measures in place which will deter future occurrences of the injustices. These remedial powers position the OoO as an agent of good administrative practices as well as administrative and legal reforms.

In spite of the extensive and wide powers conferred upon the OoO, the OoO is yet to fully utilize its powers. Since it became operational in 1995, the investigations undertaken were largely upon receipt of complaints and they targeted remedying individual complaints. This approach helped many individuals. However, it created a wrong picture as the OoO is deemed an Industrial Relations Court of public servants since majority of the received and investigated complaints (around 94%) came from the public servants. More importantly, the OoO did not fully manage to direct authorities to address systemic issues as it is all impossible to do that based on one-off complaint remedying approach.

1.2 Repositioning Agenda

In order to serve the nation in accordance with constitutional aspirations in December 2015 the OoO embarked on repositioning agenda. This agenda aims to scale up utilization of powers conferred on OoO. It includes clearing backlog of labour related matters and scaling up investigations of service delivery related complaints, conducting own motion and systemic investigations.

This reporting year is the first full calendar year the repositioning agenda was implemented. At the crux of the repositioning agenda was development and launch of the Strategic Plan 2016-2021, with specific activities related to the purpose of the agenda. In addition, several activities were carried out in order to equip the office with the necessary skills to implement the said agenda such as training of members of staff in systemic investigations and maladministration. This then informed the awareness events that OoO undertook in accordance with the agenda's purpose.

The following sections provide details on the activities carried out during this reporting year as well as challenges faced and recommendations.

2. Complaints Investigations

2.1.1 Complaints Handled

During the year the OoO handled 3106 complaints of which 2906 were complaints brought forward from 2015 and 200 complaints were new complaints registered throughout the year. The complaints brought forward constitute backlog of complaints accumulated over the years.

The registered complaints were recorded in all four regional offices. Comparing to the previous year, there is a significant decrease in the number of registered complaints. In 2015 the office registered 287 complaints against 200 in 2016, thus representing a 30 % decrease between 2015 and 2016. This is partly due to swift referral of some complaints to Industrial Relations Court in accordance with the repositioning agenda.

Figure 1 provides a pattern of the received complaints.

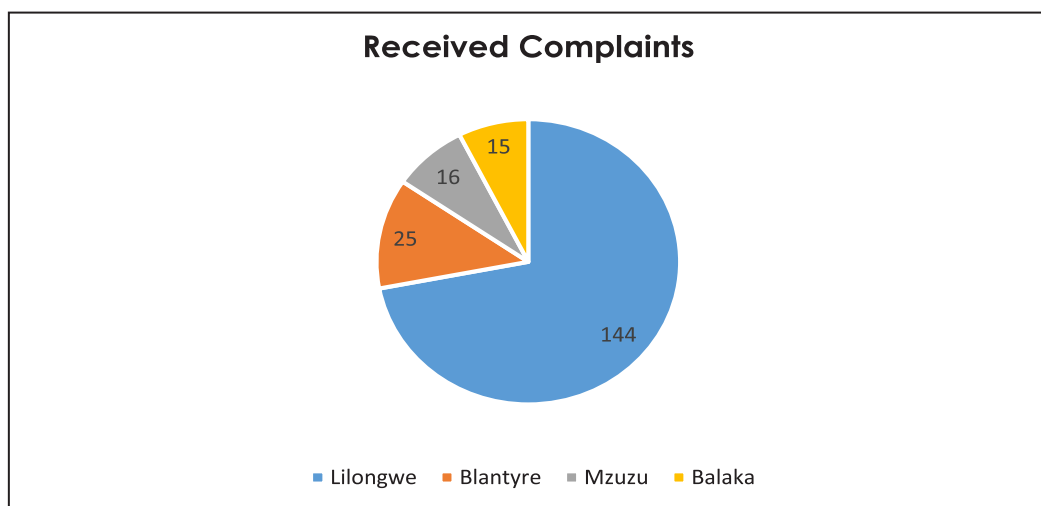


Figure 1:Received Complaints

The Figure above shows that Central Region Office received more complaints (144) than all regions and the least complaints (15) were received at Eastern Region Office. Out of 200 received complaints, 192 were registered and being investigated after satisfying the screening process. The remaining 8 complaints were referred to other institutions for lack of jurisdiction.

Figure 2 provides details on the nature of complaints.

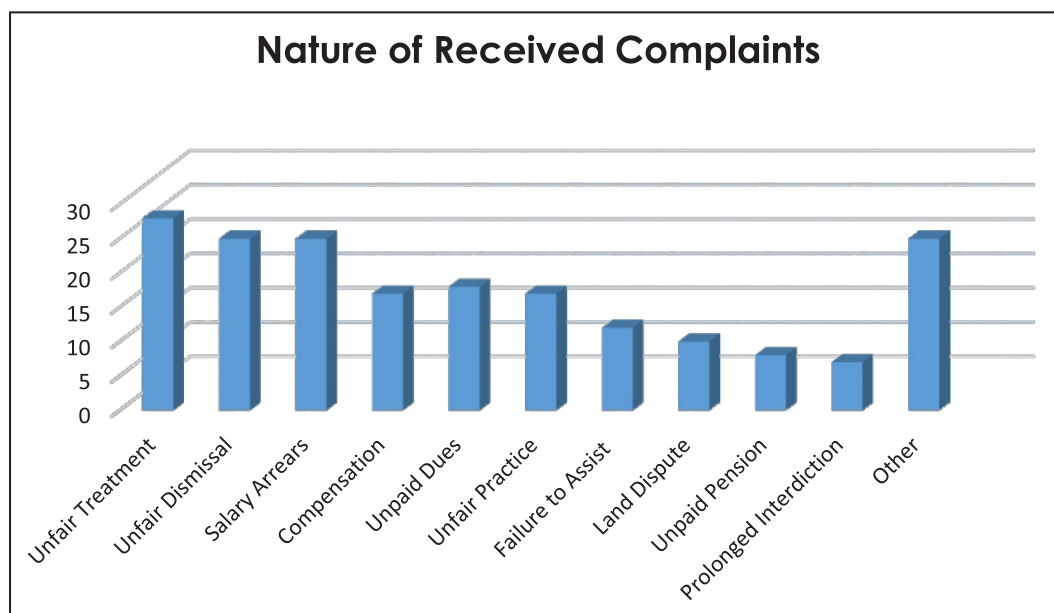


Figure 2: Nature of Received Complaints

Of the complaints under investigations, there were more male than female complainants, see Figure 3.

Gender	Number of Complaints
Male	164
Female	25
Group	3

Figure 3: Gender Dimension of Received Complaints

In terms of service delivery and employment related complaints discourse, out of 192 complaints, 90% (173) are employment related. Thus, employment related complaints still dominate over service delivery complaints. Certainly, this implies that the repositioning agenda requires a lot of investment particularly in public awareness and other activities that could motivate the public to complain about maladministration acts they encounter when accessing public services.

Majority of the received complaints were against Ministry of Education, Science and Technology (MoEST) (44) followed by Ministry of Health (18) and Malawi Police Services (13). Complaints against other MDAs were below 10. In 2015 the MoEST was also the responding organ with the highest number of cases being investigated by this office with 57 complaints in the said year.

Out of 44 complaints against MoEST, 16 representing 36% of all complaints are those concerning delays in payment of salary arrears. The MoEST has had the most cases being investigated against them due to several factors. Firstly, the MoEST has for the past couple of years delayed in making payment for arrears as the process of paying arrears is marred by too much bureaucracy. In addition, the MoEST is one of the Ministries that has a large number of employees but they have failed to put in a place a proper system that will ensure that they pay all their employees their dues and hence claims will not arise in such large numbers in the first place.

2.1.2 Closed Complaints

During the year the OoO closed 253 complaints of which 23 were complaints received in the same year. The closure rate is therefore 12% for the year and 8% against the overall workload.

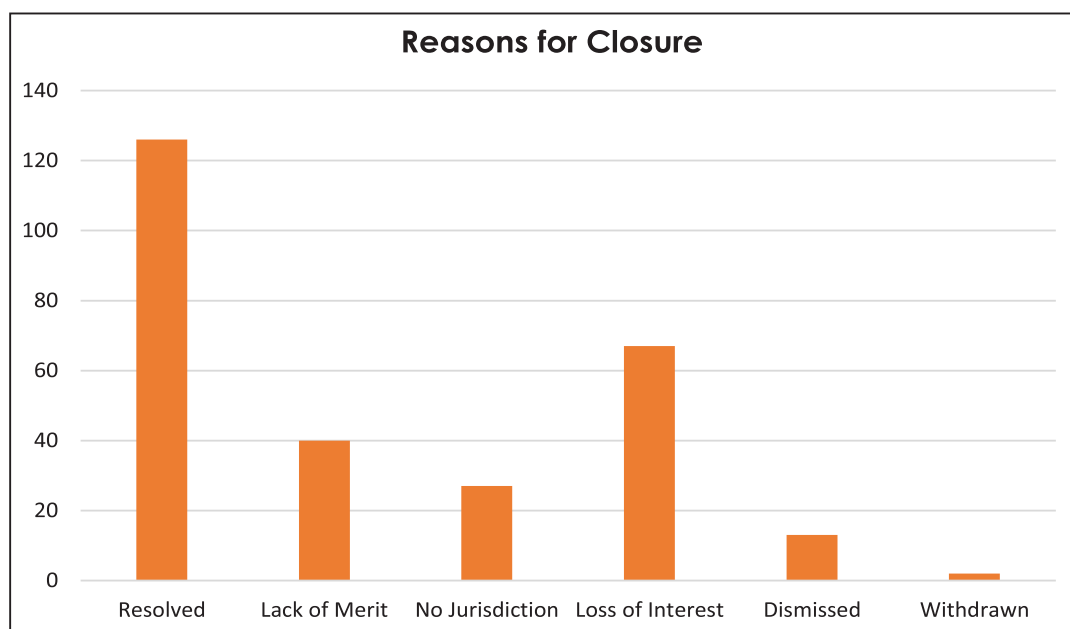


Figure 4: Reasons for Closure

Figure 4 shows reasons for file closures. Out of 253 closed, the majority, in particular 126 of the files were closed due to resolution.

The closure rate is low largely because after the Ombudsman concludes her investigations, there are delays by the respondents in complying with the Ombudsman's directions. In addition, respondents usually undertake to conclude matters, however, they fail to honour such undertakings within the agreed timeframes. There is also limited involvement of parliament in its oversight role of OoO as envisioned by the Constitution. As a result, there is lack of enforcement of compliance with ombudsman's determinations by MDAs. As such, the unresponsiveness culture of MDAs goes unchecked. In fact over 65% of complaints carried forward into 2017 (2830) awaits remedial actions by MDAs. The investigations were concluded and directions were communicated to the MDAs but MDAs are yet to implement the remedial actions.

2.2 Public Inquiries and Determinations

In 2016 the OoO conducted 136 public inquiries; 5 determinations were issued, 11 complied/resolved and 16 dismissed during the inquiries and 54 public inquiries adjourned. Of the 55 determinations, 10 complaints were dismissed and 45 complaints had merit and relevant MDAs were directed to take appropriate remedial actions. As of 31st December, 2016, 4 the determinations issued in the year were complied with, representing 9% annual compliance rate.

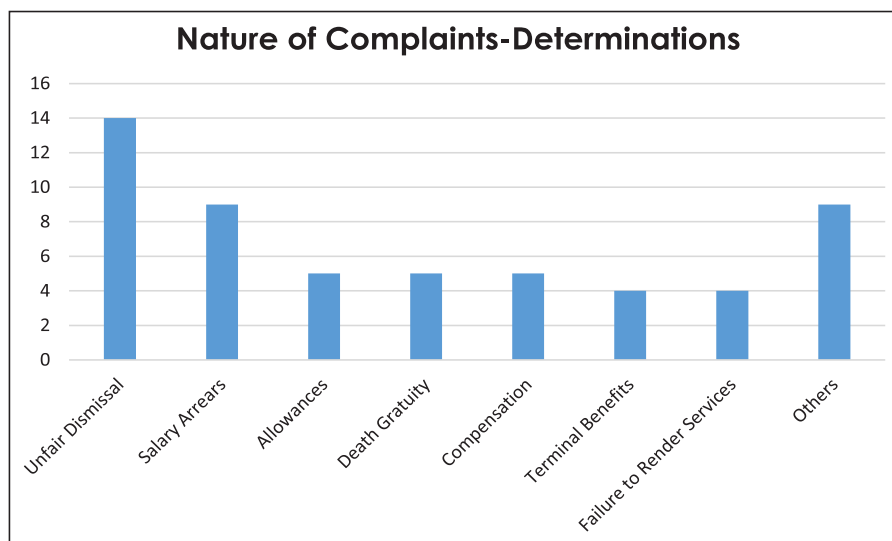


Figure 5: Nature of Complaints-2016 Determinations

Figure shows nature of complaints on the matters the OoO determined in the year. Other determinations (280) were carried over from 2015 and 9 of the carried forward determinations were complied with during the year. Overall compliance rate is 4%, annex 1 contains list of non-complied determinations.

2.3.0 Systemic Investigations

For the first time since its establishment, the OoO conducted a systemic investigation on purchase and disposal of farm machinery by Government. The OoO found a number of maladministration acts specifically against Ministry of Agriculture and Finance and provided a number of remedial actions to be undertaken in its report. The report was ultimately challenged by the Attorney General and the matter is currently awaiting hearing in the Supreme Court of Appeal. For more information on the matter and the whole report visit www.ombudsmanmalawi.org/systemicinvestigations.html. At the moment the office is carrying out systemic investigations on WCC and NCT, which were initiated in the year under review.

2.4 Observations

The investigations process indicates or implies the following:

- 1) Delays in responding to the OoO correspondences are indicators of entrenched impunity culture and acts against public service code of conduct and ethics.
- 2) Determinations' compliance and fulfillment of resolutions rates reflect the poor adherence to public administration standards.
- 3) A substantial shift from handling labour related to service delivery related is not an overnight process and a cheap initiative. This is demonstrated by the fact that OoO received more employment related complaints in spite of institutionalizing the repositioning agenda, which involved reasonable public awareness campaigns.

3. Public Awareness

This year public awareness activities were conducted largely under the theme of decoding Ombudsman with emphasis on the repositioning agenda. Three media briefings were conducted in Lilongwe, Blantyre and Mzuzu. The participants were journalists from various media houses which were targeted to aid speedy and wide spread of proper information on roles and functions of the OoO.



Public Rallies Pictorial Focus

The OoO also conducted 24 public rallies in Rumphi, Karonga and Kasungu districts. These rallies targeted empowering the general public to know and report maladministration acts. At these rallies 4490 brochures were distributed out of 5600 which were produced.

4. Stakeholders Engagement, International Relations and Networking

4.1 Stakeholder Engagement

During the year the OoO engaged the stakeholders individually as well as through grouping arrangement. The OoO attended and participated in all Democratic Governance Sector (DGS) Workshops and Meetings as a member institution and co-convenor of key result area 5 of DGS, Responsive and Accountable Sector Institutions. The OoO was involved in collection and compiling sector progress report. Development partners were also engaged on possible support to the office. United Nations Development Programme (UNDP), Norwegian Aid, DFID, Irish Embassy and GIZ were engaged on the repositioning agenda.



OoO and NICE MoU Review Meeting

The OoO also engaged National Initiative for Civic Education (NICE) which led to renewal of the Memorandum of Understanding (MoU). The MoU is primarily to improve public awareness and accessibility of OoO services.

4.2 International Relations and Networking

As a member of African Ombudsman and Mediators Association (AOMA) and International Ombudsman Institute (IOI), the office attended conferences of the organizations this year.

4.2.1 IOI World Conference

The Ombudsman and Principal Documentation Officer attended the conference which was held in Thailand Bangkok from 13-19 November, 2016 themed "*Evolution of Ombudsmanship*". At this conference the Ombudsman was elected one of three regional Board of Directors of Africa IOI Region and automatically joining IOI World Board of Directors. IOI is an organization consisting of 190 Ombudsman offices from all over world. The participants took advantage of the conference and held preliminary discussions with Kenya Commission of Justice and Danish Parliamentary Ombudsman on excellence awards and capacity building respectively.

4.2.2 AOMA Conference

The Ombudsman and five officers attended the AOMA General Assembly and African Ombudsman Research Centre (AORC) Training held at Garden Court Marine Parade Hotel in South Africa, Durban from 1st to 5th November, 2016.



AOMA General Assembly Group Photo

The participants were equipped in complaint management through training themed "*Doing Ombudsman Work-Principles and Practice of Complaints Management*" organized by AORC alongside the general assembly.

5. Support Services

5.1 Administration and management

During the reporting period the OoO carried out activities to improve management and monitoring and evaluation processes and enhancing capacity through development and operationalization of performance management tools (strategic plan and service charter) as well as capacity building through trainings. The OoO developed and launched 2016-2021 Strategic Plan, Service Charter and Website.



Strategic Plan and Service Charter Launch Pictorial Focus

The SP has a new vision, values, objectives and revised mission in accordance with repositioning agenda, download the SP on www.ombudsmanmalawi.org/publications.html.

The OoO members of staff were also trained during the reporting period. 40 members of staff were trained in systemic investigations and maladministration and 20 members were trained on role of the ombudsman in good governance.



Systemic Investigations Training Pictorial Focus

In addition to group trainings, Ms Martha Ndeyana Kwengwere, Chief Investigations Officer graduated from Aberdeen University with Masters Degree in Human Rights Laws under Chevening Scholarship Award. Mrs. Flora Kanthiti, Personal Secretary, obtained Bachelor of Business Management. The Clerical Officer, Mrs Ellen Kanjeza obtained Diploma in Human Resource Management. The Principal Human Resource Management Officer Mrs. Ellena Chakuamba-Chimbamba attended human resource management course at Mpemba. Still on strengthening capacity, 6 officers were promoted and 7 vacant posts were filled.

5.2 Finance

During the reporting period the OoO received funds from government amounting to Mk 98,976,436.66 from last half of 2015/16 financial year and first half of 2016/17 financial year. Government also paid rentals directly, through Ministry of Lands, Housing and Urban Development, to the owners of buildings the OoO offices are housed amounting to Mk 85, 291,980.00. The table below shows how disbursed government funds were utilized.

Item	Amount (MK)
Salaries	184, 000,930.00
Pension	58, 756,353.77
ORT	98, 956,436.66
Total Amount	341, 733,721.05

Figure 6: Government Funding

The ORT resources were largely utilized on administrative activities namely; utilities, service charges, office maintenance, consumables, motor vehicle maintenance and contractual obligations. Much of the core function activities were financed by Development Partners (DPs). The OoO received funds from UNDP and Norwegian Embassy under Human Right Support Project (HRSP), European Union (EU) through national Authorization Office (NAO) and US Embassy. The table below shows utilization of all received funds except salaries, rentals and pension funds in terms of strategic goals.

Strategic Goals	Source of Funds and Amounts			
	ORT	HRSP	EU-NAO	US Embassy
1. To have improved accountability and responsiveness in public service delivery	18,939,084,56 (16.13%)	38,264,633.11 (38.55%)	-	-

Strategic Goals	Source of Funds and Amounts			
	ORT	HRSP	EU-NAO	US Embassy
2. To have public well aware of administrative justice process	2,851,400.00 (2.88%)	15,691,532.10 (15.81%)	-	-
3. To have a fully established relationships with stakeholders	8,616,144.01 (8.71%)	23,107,532.87 (15.81%)	5,465,673.08 (100%)	53,000.00 (100%)
4. To have a strengthened institutional capacity	68,569,808.09 (69.28%)	22,198,402.56 (22.36%)	-	-
TOTAL	98,976,436.66	99,253,100.64	5,465,673.08	53,000.00

Figure 7: Utilization of Received Funds

Figure 7 illustrates that DPs largely support core functions of the OoO while government funds are daily operations as huge chunk of DPs funds were directed into the first three objectives while most of government's funds catered for the fourth objective. The fourth goal includes administrative activities and capacity issues but most of government's funds were used on classical administrative issues. Moreover, ORT funds on the first three goals are administrative costs related to the goals not substantive activities. It is also imperative to point out that in terms of capacity only human capacity has been strengthened greatly unlike physical capacity. The OoO still uses obsolete office equipment and more than 7 years old motor vehicles (7 Vehicles for 5 offices-head office and 4 regional offices).

6. Challenges, Recommendations and Conclusion

6.1 Challenges

The OoO experienced a number of challenges during the reporting year. Below are main challenges the OoO faced.

1. Delays in complying with determinations and resolutions

In this year just as previous years compliance rate was low. This has negative effects on public service delivery and public confidence in public administration. The compliance issue is more of a matter for MDAs and parliament responsibilities and responsiveness than the OoO's as at this stage the OoO will have finalized all its investigative processes.

2. Delays by some MDAs In responding to correspondences and providing information

This affected the pace of investigating and resolving complaints. Consequently, some of the complaints were not investigated within prescribed six months as per our service charter. Meanwhile the OoO will be engaging MDAs on the matter and monitor progress. The OoO will be using its powers on the matter in cases where MDAs are not cooperating.

3. Inadequate resources and Equipment including motor vehicles

The resources received during the year were not adequate and some activities were scaled down or not carried out altogether. The OoO did not manage to procure office equipment and public awareness were scaled down despite the need of more awareness campaigns to spread repositioning agenda for the office widely and deeply.

6.2 Recommendations

- Parliament should accord the annual reports of the OoO the legal and legitimate scrutiny required.
- Parliament should enforce OoO decisions by mainstreaming compliance through pre-budget sessions or other arrangements by requiring the MDAs to demonstrate how this has been factored into their respective budgets and annual activities.

-
- The Executive should properly institutionalize role of the OoO in performance contract and regard failure and delays in complying with determinations and in responding to the correspondences as a misconduct act and an ingredient in performance assessment.
 - Government should consider revising the OoO's budget upwards to support the repositioning agenda.

6.3 Conclusion

The OoO made considerable progress towards full utilization of its mandate, promotion of service culture and good governance. Individual complaints were fully investigated and resolved. More importantly first set of systemic investigations were initiated and the initiatives were warmly welcomed by all stakeholders with exceptional of the court review on farm machinery investigations.

Delays in compliance with determinations and fulfillment of undertakings by MDAs are issues to be addressed in forthcoming year by both Legislative and Executive arms. These issues portray bad image of public administration and governance. The challenges highlighted can be abated through the recommendations presented in this report. The OoO will do its part without fail. Likewise, OoO anticipates actions from its stakeholders.

Annex

LIST OF NONCOMPLIED DETERMINATIONS/PENDING COMPLIANCE				
No	Complainant	Respondent	Inquiry Number	Nature of Complaint
1	C.Nyausegha	Accountant General	78 of 2007	Unpaid Dues
2	Staphel L. Mwalwanda	Accountant General	16 of 2014	Unpaid Pension
3	T.Katandika	Accountant General	25 of 2016	Overdue Interdiction Order
4	I. F.Kazanga	ADMARC	of 2002	Unfair Termination
5	W.P. Mphande	ADMARC	03 of 2014	Unfair Dismissal
6	F. Chuguduli	ADMARC	22 of 2014	Terminal Benefits
7	D. D. Silva	ADMARC	02 of 2016	Unfair Dismissal
8	L. D. Mtambalika	ADMARC	12 of 2016	Claim for Compensation
9	Mrs. Khwalala & Others	Balaka District Council	01 of 2016	Deceased Estate
10	P.M. Chilenie	Blantyre City Council	10 of 2014	Unfair Practices
11	W.E. Chikudzu	Central Government Stores	26 of 2012	Home Ownership Scheme
12	J. D. Maxwell	Central Region Water Board	168 of 2008	Unpaid Dues
13	K. A. C. Nyimbiri	Central Region Water Board	164 Of 2008	Unpaid Gratuity
14	Mulele Family	Chiradzulu District Council	104 of 2002	Deceased Estate
15	Mr. M. Silumbu	Chitipa District Council	44 of 2006	Unpaid Dues
16	S. Kavira	Chitipa District Council	66 of 2006	Unpaid Dues
17	C.S.S. Msowoya & Others	Civil Aviation Department	22 of 2011	Unpaid Dues
18	M.M. Nkhambule	DHRMD	108 of 2006	Unfair Treatment
19	Mr. Sanderson Nzima	ESCOM	50 of 2007	Death Gratuity
20	Mrs. B.G. Mtupanyama	ESCOM	3 of 2015	Service Delivery
21	Mr.M.M. Khunga	Fisheries Directorate	05 of 2014	Unfair Treatment
22	S. J.Movo	Forestry Department	82 of 2001	Underpayment of Gratuity
23	B.Chipute	Forestry Department	91 of 2002	Death Gratuity
24	E. NQwira	Forestry Department	77 of 2002	Death Gratuity
25	A. Clement	Forestry Department	99 of 2003	Death Gratuity

26	O.H. Makwelero	Forestry Department	94 of 2006	Death Gratuity
27	J.J.K. Mwangonde	Forestry Department	43 of 2006	Unpaid Dues
28	T. Stifano	Forestry Department	47 of 2007	Death Gratuity
29	E. G. Sambeye	Forestry Department	39 of 2008	Salary Arrears
30	A. M. Kasanga	Forestry Department	30 of 2012	Over Deductions
31	F.G. Chipeta	Forestry Department	28 of 2014	Unpaid Dues
32	Phiri A. C.	Forestry Department		Terminal Benefits
33	E. T. Ndhlovu	Forestry Department	34 of 2016	Salary Increments
34	Z.C.E. Kwenda	Immigration Department	62 of 2001	Unfair Dismissal
35	Rev. Leo T. Phiri	Immigration Department	78 of 2005 181 of 2008	Passport issuance delay
36	S. Chimaliro	Judiciary		Top Up Allowances
37	L.A. Nyirenda	Judiciary	20 of 2014 31 of 2015	Failure to disperse justice
38	S. Makombe	Judiciary	34 of 2007	Failure to enforce judgment
39	Atlas Mwakitalu	Karonga District Council	117 of 2007	Compensation Claim
40	Mr. S. Jossia	Kasungu District Council		Deceased Estate
41	Ms. C.K. Phiri	Kasungu District Council	168 of 2006	Deceased Estate
42	Thundu Mrs	Likoma District Council	96 of 2008	Deceased Estate
43	Jameson A. Chunga	Lilongwe City Council	39 of 2004	Deceased Estate
44	C. Kunie	Lilongwe City Council	128 of 2006	Unfair Treatment
45	G.B Chikwana	Lilongwe City Council	23 of 2012	Unfair Practices
46	T. Levi Phiri	Lilongwe City Council	22 of 2012	Unpaid Dues
47	E. Chimenya	Lilongwe City Council	4 of 2013	Unfair Dismissal
48	F. Mboga	Lilongwe District Council	26 of 2005	Claim for Compensation (Zomba)
49	B.B.Chimphangu	Lilongwe District Council	27 of 2016	Land Dispute
50	Mrs. R. Chisale Etal	Machinga District Council	06 of 2016	Deceased Estate
51	M.H.Mwamadi Minofu	Malawi Lake Service	184 of 2005	Compensation claim
52	Samuel Chisambiro	Malawi Police Service	42 of 2000	Unfair Treatment
53	P.L. Katemecha	Malawi Police Service	146 of 2000	Unfair Treatment
54	MS. Sonia Chumachiyenda	Malawi Police Service	110 of 2001	Unfair Practices
55	S.R.Msusa	Malawi Police Service	133 of 2001	Failure to assist

56	P.S. Kaunda	Malawi Police Service	89 of 2002	Pre-mature retirement
57	R.S. Moyo	Malawi Police Service	7 of 2003	Pre-mature retirement
58	Mrs. M. Kapasule	Malawi Police Service	35 of 2005	Unfair Treatment
59	Nesley Simon Gadama	Malawi Police Service	79 of 2005	Pre-mature retirement
60	Evance Chimenva	Malawi Police Service	86 of 2005	Unfair Treatment
61	Mr. H. Yobe	Malawi Police Service	165 of 2005	Failure to assist
62	Mr. A . Namatika	Malawi Police Service	121 of 2006	Unfair Dismissal
63	Steve Mbewe	Malawi Police Service	163 of 2006	Unfair Treatment
64	L.A. Phiri	Malawi Police Service	89 of 2008	Unfair Practices
65	S.G.Nawaya	Malawi Police Service	104 of 2008	Unfair Practices
66	B.P. Mkandawire	Malawi Police Service	165 of 2008	Pre-mature retirement
67	S.R. Chikawa	Malawi Police Service	16 of 2009	Pre-mature retirement
68	A. J. Chibondo	Malawi Police Service	21 of 2009	Unpaid Dues
69	B.F. Ndelemanani	Malawi Police Service	03 of 2012	Pre-mature retirement
70	D.J. Mumbuwa	Malawi Police Service	28 of 2012	Failure to assist
71	F.Zhuwao	Malawi Police Service	33 of 2012	Failure to assist
72	W.W.Mwambo	Malawi Police Service	37 of 2012	Unpaid Dues
73	Annie Mwasinga	Malawi Police Service	08 of 2016	Death Gratuity
74	Kasito I. B.	Mangochi District Council	106/2008	Unpaid Dues
75	P.V.Chavura	Mbelwa District Council	107 of 2007	Death Gratuity
76	R. Moyo	Mbelwa District Council	10 of 2013	Compensation
77	Mr. F.C. Nviringo	Malawi Bureau of Standards	24 of 2014	Unfair Dismissal
78	H. Ng'ambi	Malawi Defence Force	82 of 2007	Unpaid Pension
79	B. Donasiyano	Malawi Defence Force	116 of 2008	Unfair Treatment
80	H.S. Mafuta	Malawi Defence Force	31 of 2012	Unfair Dismissal
81	L.M. Thumba & Another	Malawi Defence Force	09 of 2015	Unfair Dismissal
82	I. Banda	Malawi Defence Force	07 of 2016	Death Gratuity
83	M.J. Namwali	Malawi Defence Force	13 of 2016	Unfair Practices
84	Lawrence D. Chimombo	Malawi Defence Force	26 of 2016	Pre-mature retirement
85	Mr. Marko Chirwa	Ministry of Agriculture	147 of 2006	Terminal Benefits

86	P.R. Kamwala	Ministry of Agriculture	22 of 2008	Underpayment of Gratuity
87	Phinwel Nkhoma	Ministry of Agriculture	42 of 2008	Unfair Practices
88	Zgambo W.S.S	Ministry of Agriculture	12 of 2013	Terminal Benefits
89	M.L. Makoka	Ministry of Education	53 of 2002	Lieu of Notice
90	S.B. Tembo	Ministry of Education	34 of 2003	Salary Arrears
91	C.K. Duwe	Ministry of Education	46 of 2004	Unfair Practices
92	F. Kaula	Ministry of Education	12 of 2006	Unfair Treatment
93	C.W. Kamanga	Ministry of Education	60 of 2006	Salary Arrears
94	M.C. Silavwe Elesia	Ministry of Education	70 of 2006	Salary Arrears
95	Mr. E. Gondwe	Ministry of Education	77 of 2006	Re-instatement
96	D.D.S Kalua	Ministry of Education	79 of 2006	Unfair Practices
97	L. Manyopo	Ministry of Education	114 of 2006	Death Gratuity
98	E.M.Chitanda	Ministry of Education	131 of 2006	Death Gratuity
99	A. Salimu	Ministry of Education	137 of 2006	Unfair Practices
100	Alfred R. Chisale	Ministry of Education	17 of 2007	Unfair Practices
101	R. Zimba	Ministry of Education	66 of 2007	Unpaid Salaries
102	A.D. Livava	Ministry of Education	84 of 2007	Unpaid Salaries
103	B.F. Chimbalanga	Ministry of Education	112 of 2007	Salary Arrears
104	A.M. Chirwa	Ministry of Education	06 of 2008	Unpaid Salaries and allowances
105	Manase & Others	Ministry of Education	11 of 2008	Compensation claim
106	A.T.M. Kasunda	Ministry of Education	36 of 2008	Unpaid Salaries
107	S.C. Kabanga	Ministry of Education	37 of 2008	Salary Arrears
108	G.M. Mataya	Ministry of Education	38 of 2008	Unfair Treatment
109	H.H. Kamphinda	Ministry of Education	44 of 2008	Unfair Practices
110	V. Mwale	Ministry of Education	46 of 2008	Unpaid Allowances
111	W. Kalambo	Ministry of Education	74 of 2008	Death Gratuity
112	F.Y. Makwakwa	Ministry of Education	82 of 2008	Incremental credit
113	K. Kachingwe	Ministry of Education	115 of 2008	Unfair Practices
114	M.W.K. Sumphi	Ministry of Education	123 of 2008	Unpaid Dues
115	R.R. Mosse	Ministry of Education	142 of 2008	Training Allowances
116	G.P. Mughogho	Ministry of Education	149 of 2008	Gratuity
117	E. Chadzuka & Others	Ministry of Education	14 of 2009	underpayment Expulsion from school
118	E. G.I. Kaonongera	Ministry of Education	09 of 2011	Death Gratuity

119	A.B.S. Chione	Ministry of Education	13 of 2012	Death Gratuity and Salary arrears
120	B.R.B. Mtonga	Ministry of Education	14 of 2012	Salary Arrears
121	G.C. Jailosi	Ministry of Education	25 of 2012	Unfair Practices
122	E.R. Waluza	Ministry of Education	of 2012	Re-instatement
123	F.C. Matundu & Others	Ministry of Education	14 of 2013	Unpaid Salary
124	L.D.M. Phiri	Ministry of Education	of 2013	Salary Arrears
125	S.S. Gonani	Ministry of Education	of 2013	Salary Arrears
126	D.P.J. Nyirenda	Ministry of Education	17 of 2014	Unfair Treatment
127	E.J. Sinkhonde	Ministry of Education	26 of 2014	Death Gratuity
128	Dr.H.M. Mwale	Ministry of Education	05 of 2016	Unfair Treatment
129	Chisambi R.K.N.	Ministry of Education	09 of 2016	Unpaid Dues
130	G. Mwale	Ministry of Education	16 of 2016	Unfair Practices
131	MarySagame	Ministry of Finance	67 of 2002	Unfair Termination
132	Tobias Chikopa	Ministry of Finance	160 of 2006	Unfair Termination
133	Mr. T.I. Mkisi	Ministry of Gender	31 of 2014	Unfair Practices
134	Wetty Kaonga	Ministry of Health	47 of 2006	Salary Arrears
135	Mrs. Wezzi Zulu & Others	Ministry of Health	170 of 2006	Unfair Treatment
136	W.N. Songola	Ministry of Health	23 of 2008	Unfair Dismissal
137	H. Mabeti	Ministry of Health	94 of 2007	Overdue Interdiction Order
138	Ibrahim Chiwaya	Ministry of Health	166 of 2008	Unfair Practices
139	A.C. Mtambo	Ministry of Health	111 of 2008	Gratuity Underpayment
140	B.K. Ombani (Mrs)	Ministry of Health	18 of 2012	Unfair Treatment
141	M.S.Thawe	Ministry of Health	41 of 2012	Terminal Benefits
142	V. Phiri	Ministry of Health	29 of 2014	Refunds
143	M. Sapali & Others	Ministry of Health	22 of 2016	Unfair Practices
144	Richard Msiska	Ministry of Health	36 of 2016	Unfair Practices
145	Mrs. V. Pankonde	Ministry of Information	11 of 2006	Deceased Estate
146	S.A.D. Ng'andu	Ministry of Information	of 2011	Overtime allowances
147	R.R. Mtika & Another	Ministry of Information	07 of 2013	Top Up allowances
148	A. A. Chimuna	Ministry of Lands	115 of 2001	Underpayment of Gratuity
149	R. Matope	Ministry of Lands	25 of 2004	
150	F. S.C. Mtonga	Ministry of Lands	19 of 2016	Unfair Termination

151	S.C.B. Sanyila	Ministry of Sports	21 of 2008	Deceased Estate
152	L. Nthache	Ministry of Sports	11 of 2011	Terminal Benefits
153	G. Namputu	Ministry of Transport	30 of 2001	Unfair Treatment
154	Kenneth M.C. Kamanga	Ministry of Transport	004 of 2002	Terminal Benefits
155	Richard Mwangonde	Ministry of Transport	40 of 2006	Terminal Benefits
156	P. Makhusa	Ministry of Transport	88 of 2006	Terminal Benefits
157	NQwenya B.H.	Ministry of Transport	13 of 2014	Terminal Benefits
158	Mr. M .E. Msukwa	Ministry Tourism and Parks	69 of 2006	Terminal Benefits
159	L. B.M. Phiri	Ministry Tourism and Parks	05 of 2015	Unpaid Dues
160	I. Ndau	MIRTDC	21 of 2012	Unpaid Dues
161	D. A. Kachimanga	MPTC	58 of 2005	Death Gratuity
162	J.C.Mhone	MPTC	4 of 2005	Underpayment of Gratuity
163	Whiteman Isaac Kamanga	Malawi Revenue Authority	29 of 2012	Unfair Deductions
164	Pawekha Tchale	Malawi Telecommunication Limited	11 of 2016	Unpaid death benefits
165	E.A. Saukila	Malawi Telecommunication Limited	125 of 2008	Unfair treatment
166	L.Y. Zinyemba	Malawi Telecommunication Limited	154 of 2006	Unfair Treatment
167	J. Ngulube	Mzuzu City Council	106 of 2005	Compensation Claim
168	Patricia George	Mzuzu City Council	131 of 2008	Salary Arrears
169	Mrs. M. Chilunoa Etal	National Public Events	57 of 2001	Terminal Benefits
170	Mr. J. Mkandawire	Nkhatabay District Council	137 of 2006	Terminal Benefits
171	Chrishina Maulidi	Ntcheu District Council	95 of 2006	Deceased Estate
172	L. Kabanga	Ntchisi District Council	10 of 2011	Unfair Treatment
173	D. Miazie	OPC	30 of 2016	Unfair Practices
174	Stanley Mawiya	Queen Elizabeth Hospital	119 of 2006	Overdue Interdiction Order
175	F.M. Gondwe	Rumphi District Council	33 of 2008	Salary Arrears

176	Ellen Gondwe	Rumphi District Council	54 of 2008	Deceased Estate
177	Sekayi S. Mwesunga	State House	6 of 2001	Unfair Termination
178	A. C. Mgomezulu	State House	14 of 2016	Unfair Termination
179	Jemison Nkhoma	State House	20 of 2016	Unfair Treatment
180	Mazunzo Bulenard	State House	21 of 2016	Unfair Practices
181	Ngina Namatika	State House	41/2016	Unfair Treatment
182	C. S.Kanyika	WCC	140 of 2008	Compensation
183	C.z.Juta	WCC	179 of 2008	Compensation

Where to find us

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