

**Complaints referred by The Ombudsman
for Enquiries and Investigation
(1.10.1999 - 31.12.1999)**

<u>Nature of Complaints</u>	<u>No. /Status of Cases</u>			<u>Total</u>
	<u>For formal investigation</u> (Note 1)	<u>For enquiries</u> (Note 2)	<u>Case concluded</u> (Note 3)	
Tenancy				5
Other breaches of tenancy			1	
Termination of tenancy/licence		1		
Addition, deletion and splitting		2		
Miscellaneous		1		
Building and environment				6
Building work: structural works	1	2		
Roads and carparks management			1	
Shops, markets, communal toilets & hawkers management		1		
Miscellaneous	1			
Policy				1
Home Ownership Scheme		1		
Public housing applications				5
Appeals		4	1	
Staff				5
Alleged mal-practices		1	1	
Inefficiency		3		
Squatter				2
Rehousing matters	1	1		
Tendering				2
Tendering/letting procedures		1		
Tendering/letting results		1		
Total :	3	19	4	26

Note 1: Details at Table 3 of Annex C.

Note 2: Cases under processing.

Note 3: Cases concluded by The Ombudsman as unsubstantiated; no further action required.