

29/2013/ANA

FURTHER CORRESPONDENCE

OUTSIDE MANDATE COMPLAINTS

Entrée number(s):

(use "from ... to" if multiple references)

Nature of FC:

- ☐ REQUEST FOR INFORMATION / DOCUMENTS
☐ TRANSFER CONSENT
☐ DISSATISFACTION WITH EO RESPONSE
☒ REPEATED COMPLAINT / GRIEVANCE
☐ REASONED REQUEST FOR REVIEW
☐ OTHER

Type of response proposed:

- ☐ Telephone call
☒ Written response (letter or simple e-mail)
☐ Article 14(3)
☐ OTHER

This proposal has been saved under

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at the time of submission to the HR.

CONFIDENTIAL (scroll down to change)

Date of correspondence : 28.01.2013
 Date registered : 28.01.2013
 Date of note : 31.01.2013

Name of complainant : [REDACTED]
 'represented by' (as relevant) :

Language : EL

BACKGROUND (including date of original complaint, of the EO's reply and of any further correspondence that has already been dealt with)

On 13 January 2013, the complainant, a recently retired teacher, complained that, since his retirement in July 2012, he has not received his pension. Moreover, he complains that the pension funds he wrote to failed to give him a reply.

By decision letter of 17 January 2013, the Head of Registry informed him that his complaint was outside the EO's mandate and advised him to address the Greek Ombudsman.

FURTHER CORRESPONDENCE (to which the present note relates)

In his letter of 28 January 2013, the complainant thanked the HoR for the quick reply; he asked, however, the Ombudsman to review the decision rejecting his complaint. He argued that the long delay in receiving his pension, the failure of the relevant authorities and funds to reply and the arbitrary retroactive reductions to the amounts he is entitled to constitute maladministration.

PROPOSED WRITTEN REPLY

To inform the complainant that the European Ombudsman is empowered to receive complaints about maladministration in the activities of the EU institutions. Complaints about maladministration concerning national authorities and social security funds fall within the remit of the Greek Ombudsman.

Approved by HoR: ☒

Date: 070213

In case of request for review:

Approved by SG: ☐

Date: