

*Recommendation 30*

See Part II.

*Recommendation 31*

The application procedure proposed in Recommendation 12 provides that an applicant has the benefit of all procedures including Entitlement Hearing and Pension Review Board in all matters except quantum of pension. Complaints with respect to quantum of pension may be made at a personal appearance under section 7(3) of the Pension Act.

These rights provide the remedies envisaged in Woods Committee Recommendation 31.

*Recommendation 32*

That application for discretionary benefits be adjudicated on authority delegated to administrative staff for routine matters, and by the Commission for other discretionary benefits.

*Recommendation 33*

See Part II.

*Recommendation 34*

That an applicant be permitted to proceed directly from first application to an Entitlement Board.

*Recommendation 35*

That standard application forms be used where practicable.

*Recommendation 36*

That in its discretion, the Commission be empowered to consider an application in the form of a written submission without the formality of an official application form. This procedure is already in effect. No further action is required.

*Recommendations 37 & 38*

That the decision of the Commission be prepared on a standard format sufficient to provide the applicant and those who represent him adequate information concerning the issues, the evidence, the law, the inferences and presumptions, findings of fact and the conclusion of law.

*Recommendation 39*

That the Bureau of Pension Advocates provide a "general counselling service" for pensioners and applicants in respect of all matters affecting pension.

*Recommendation 40*

That, where it appears in the judgment of a District Pensions Advocate that there is no basis for a pension claim, the Advocate should accept the responsibility to advise the applicant accordingly, on the understanding that should the applicant wish to proceed the advocate would submit the application in its most favourable light.