Marsol appeals to fund distribution and claims 300,000 euros more

The mayor considers that the Government does not apply the law correctly

L’A applauds the decision and wants «to get to the bottom», PS says «it is not a closed matter»

Maximum to avoid raising prices «disproportionately»

Marsol indicates at the meeting that they have no evidence that no other party has contested the Government’s fund distribution. However, after the action of the capital, the rest of the corporations have been asked to give their opinions. If any changes are made to the distribution, all the corporations will also be affected.

EL PERIÒDIC D’ANDORRA
COMUMENTE

Comenta Marsol de que la gestió del comú no ha aplicat Correctament la llei

L’A approva la decisió i vol «arribar a la fondamenta», PS diu «no és un tema clau»

Màxims per evitar aportacions a les entitats «desproporcionadament»

Marsol es manifesta a la sessió que no tenen proves que no hagi hagut contesa al fund de l’entitat del govern. No obstant, després de l’acció del cap, el rest de les entitats han estat interrogats per donar les seves opinions. Si es farien avaluacions en la distribució, tots els entitats també serien afectades.

**New section awarded for the water separator in Santa Coloma**

The mayor says that the last rains did not cause «floods»

The plenary session of the comú approved unanimously the award of new works of the water separator in Santa Coloma. The works will cost 1.6 million euros and will be done between Borda Mateu and Gil Torres Street. The forecast is that the works will be finished within a few days and should be finished next summer. In addition, taking advantage of the works, the area will be embellished to continue the promenade constructed on avinguda d’Enclar.

Once this section is finished, the only area left will be between the roundabout leading to the Janer School and the square where the new building with the frescoes of Santa Coloma will be located. A section that had problems due to 6 September rains.

*Asked by the councillor of PS, Lídia Samarra, Marsol said that there were no floods thanks to the works done for the separation of the water, since the channelling reduced the amount of water that reached the population. She further argued that the height of water «was not even a hand span» and that the incident «lasted less than ten minutes». Marsol also took the opportunity to declare that «it is now clear that the problem was not to have made the separations when necessary, and it was a legal obligation that the previous comuns had but they did not want to assume the responsibility». For this reason, the mayor believes it is not fair they are accused of spending too much money.*

**Works of a previous section of the water separation in Santa Coloma.**
Rental housing is obliged to have new energy labels in 2023

Measure wants owners investing in systems to avoid energy wastage

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«Wages must be avoided by decreasing the rise in prices to avoid economy halt»

JOSEP MARIA GOICOECHEA Mediator of the CASS

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Josep Maria Goicoechea leaves the post of mediator of the CASS after two years attending the consultations of the insured. In an interview with EL PERIÓDIC, he says that he is satisfied with the work he has done and with practically all the subjects closed.

- What is your assessment of these two years of mandate?
  - In the first year, what has been useful is to solve a series of issues and for the managers and the staff of the CASS to realize some problems that could be resolved internally. In the second year I have seen 20% less people than the first, partly because of the changes or improvements made from the services of the institution. For example, other mechanisms of information and support have been made available to users.

- What kind of complaints have you received?
  - Above all, administrative discharge reimbursement benefits for health care, disability pensions and work leaves. However, complaints do not mean that the CASS was wrong and that people are right. Each particular case has to be analysed, but sometimes the rule has been applied correctly and it’s the person who is poorly informed or has been disappointed because he expected more. Of the situations of discussion it is what I have dealt with.

- What method did you use?
  - In spite of the name of the post, this is not mediation because I have not dedicated myself to putting people in conflict and talking with them in order to reach an agreement. But I have acted as a defender, which is very different. I listen to complaints.

- Have you always been able to resolve them?
  - Sometimes they were resolved immediately and others had to be studied and make several queries before offering an answer. When I was not sure what to do I wrote a report to the board of directors explaining my version of the case with a recommendation of what had to be done. They are the ones who decide how to respond to the complaint.

- Does that mean that the board of directors always have the last word?
  - I can always consider that the decision was wrong, but all can do is call the person who has filed the complaint and communicate his resolution. These are the rules of the game. I have the option to tell the person to go to the public advisor or to take it to court and protest from a higher authority. But there have been very few.

- What is the type of person who seeks your help?
  - The vast majority are insured, and sometimes an entrepreneur.

- What separates them?
  - Businessmen only come if they have a conflict with the CASS, like if they received a surcharge in forgetting to quote within the established period.

- Can complaints be attributed to lack of information?
  - Users can be badly informed or they thought they had some rights that were not satisfied.

- Does the CASS regulation need more diffusion?
  - Users are bad informed because it is uploaded on their website.

- Have you always acted with complete independence or have you received any sort of pressure?
  - Never, not once. One of the things that specifies in the protocol of action for a mediator is that one must be neutral and independent. They are important principles, I may have discovered many of the decisions of the CASS but I never received any suggestions on how I should act.

- Among your functions, there was also the one to contribute to the improvement of the internal operation of the institution.
  - All of my comments were based on what I saw. I have attended one of every thousand people who passed through the service. Therefore, it is not very representative of the operations of the CASS. My work can not be taken as a reflection of the activity of the organism.

- Have you made changes to the operation of the CASS?
  - Some things have changed. For example, in relation to the communication system with the insured, it should be stricter when it comes to giving correct, complete and, above all, useful information for people to understand it. With reference to the regulations, I have achieved more protection for some groups such as the disabled. However, they have not responded to the demand for more protection for some diseases.

- Have you seen improvements over the past two years?
  - In my opinion, services of the CASS have been sensitized on some questions that perhaps before were ignored.

- Did you notice difficulties from people outside when it comes to adapting to the Andorran healthcare system?
  - Yes, especially Spanish people claiming rights that can not be benefited here. On the other hand, the French system is already very similar to Andorran because it is also co-paying, although there they are more advanced and the model of the third payer is already starting to work. Obviously this aspect is a source of problems. It not only happens with Spanish; every day there are more people of different cultures who expect to find the same as in their own country.

- Now that the term ends, the function of the mediator is transformed into that of the insured’s defender. Have you contributed in that job?
  - On the first day I started I told people in charge that I considered it best to use the second term. Even so, it also has to do with the new Mediation law, approved in March, which only allows to use this denomination if there is a person trained to mediate.

- Will the new official continue to do the same thing you did?
  - This is no longer my responsibility, but the CASS must draft a new protocol of action. I understand that the purpose will continue to be to defend the affiliate in the decisions of the institution and maintain the same independence and neutrality.

- Have you left with unresolved issues?
  - There were two occasions, but it departed on a higher authority.