

Pacific youths encouraged to be good

Youths must be guided and encouraged to realise the aspirations of a good and just society.

Any nation and its future depend on the way its youths are developed and educated to become leaders of their countries and governments.

Chief Ombudsman Ila Geno made these observations during the inauguration of the Pacific Youth Festival in Tahiti this month where he spoke on the theme 'Active Citizenship and Good Governance'.

He said the most important duty for a leader is to set and maintain a high standard of personal conduct and the most effective way of leading other

people is to lead by example.

Mr Geno told participants that the development of good leadership and good governance must start early in any nation in order for that to translate into successful governance.

He urged pacific youths to persevere irrespective of difficulties and circumstances that might hinder their progress.

"Temporary challenges must be tackled in order to strengthen and build you up to be strong and effective leaders in your community and work whether that be in the judiciary, politics, Non Government Organizations, churches, private sector or self employment," he said.

New officers join the service of the Commission



Apeo Sione

Apeo Sione joined the Commission on 3 July with more than nine years of experience under his belt as a government administration investigator.

He is now a Senior Investigator with the Complaints and Administrative Investigation Branch. Apeo formerly worked with the Public Services Commission (PSC) as a Principal Investigator on disciplinary,

termination, appeal and review cases against National Departments and PSC.

Hailing from the Mortlok Islands, he has a Degree in Public Policy specializing in Development Administration. He also has a Degree from the Australian National University in Canberra.



Florence Rahiria

Meet Florence Rahiria a

new Assessor with the Annual Statement Assessment Unit of the, Ombudsman Commission.

She was a banker, having worked for the Bank of South Pacific for three years. She joined the Commission on the 27 July. She studied Economics majoring in Business Studies at the University of Papua New Guinea and comes from East Sepik province.



Stanley Raka

Stanley Raka joined the Office of Counsel as a Research Officer on 25 July 2006.

From Tubuserea village in the Central Province, he holds a Bachelor of Arts Degree in Politics and Public Policy Management from the University of Papua New Guinea.

He has held various jobs in the Public Sector including the Department of National Planning and Monitoring, National Statistical Office, the Finance Department and a short stint with the European Union as a Research Consultant before joining the Commission.

Birthplace visited 40 years later



After nearly 40 years, Mrs Lucy Masi (right) paid a visit to the Vunapope Catholic Hospital in Kokopo, East New Britain Province where she was born. At that time, her father was a Police Officer with the Royal Papua New Guinea Constabulary in Rabaul.

Mrs Masi revisited her birth place in July and decided to also visit Vunapope Hospital.

Above, Mrs Masi has a chat with the Matron.

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Maladina attends Commission's performance review

The Ombudsman Commission expresses appreciation of the presence of the Chairman of the Parliamentary Select Committee on the Ombudsman Commission Honourable Moses Maladina during the Commission's second quarter performance review held on Friday 7 July 2006 at the Holiday Inn, Port Moresby.

Mr Maladina who is the member for Esa'ala was invited as a guest to observe the presentations made by the managers and team leaders on the progress of the 2006 second quarter performance targets.

Also present at the meeting was Transparency International Director Richard Kassman and

other distinguished guests.

It is the prerogative of the managers to present to the Members of the Ombudsman Commission the performance of their units for a three-month period.

The Commission has an ongoing policy of reviewing its performance on a quarterly basis to determine its successes and setbacks. This review policy was adopted by the Ombudsman Commission in 2001 to strengthen its work process and turn it into a performing organisation. Since then the policy has been implemented without fail.

Mr Maladina said he was privileged to attend the review which

enabled him to appreciate the operations of the Commission and cleared misconceptions he had about its work.

He said that during Parliamentary Select Committee hearings on the Ombudsman Commission the general public perception is that the Government should give the Commission the financial support it deserves and further strengthen its operations.

Another guest speaker at the meeting was Mathew Yuangu, the Principal Advisor on governance, law and justice of the Department of Prime Minister and National Executive Council.

Mr Yuangu said it was pleasing

to note that the Ombudsman Commission was doing a good job in its traditional role as a watchdog against maladministration by government departments but this role has been overshadowed by media reports which focussed mainly on leadership referrals.

He said the public knew very little about the core functions of the Ombudsman Commission and challenged the organisation to carry out more awareness on its traditional ombudsman role of protecting the interest and lives of its citizens against abuse by those in positions of trust and authority.



Transparency International Director Richard Kassman (infront) is flanked by OC Internal Auditor Gabe Hekoi (left) and a/Kokopo Regional Manager Jack Penning (right). Chairman of the Parliamentary Select Committee on the Ombudsman Commission Moses Maladina (back, left), Chief Ombudsman Ila Geno, Ombudsman John Nero and Ombudsman Peter Masi pay attention to presenters.



An Eye within

A Liaison Officer plays a crucial role in the GBLP. He or she acts as a contact point for his or her department and follows-up on the resolving of a complaint.

Government Bodies Liaison Program off on good start

The Government Bodies Liaison Program initiated by the Ombudsman Commission got off to a flying start this year. This program fosters good working relationship between the Commission and the various government bodies. The traditional function of any ombudsman office is to look into the complaints of the general public who feel aggrieved by the actions or inactions of Government Bodies. Upon receiving a complaint the Commission makes an assessment and in accordance with the *Organic Law on the Ombudsman Commission* pursues a case that falls within its jurisdictions.

The successful resolution of a complaint comes about when the government body responds positively to the recommendations made by

the Commission.

The GBLP is a tool developed by the Commission to fast track the successful resolution of a complaint and in doing so aid the OC to fulfill its traditional function. Team 8 in the Complaints and Administrative Investigations Branch, headed by Ms Josephine Kilage has already paved the way for better working relationship by meeting with Provincial Administrations and Government Bodies and holding workshops for Liaison Officers in those offices.

A Liaison Officer plays a crucial role in the GBLP. He or she acts as a contact point for his or her department and follows-up on the resolving of a complaint.

The first Government Bodies under the GBLP were

the Department of Education, the Teaching Services Commission, Police and Correctional Services because of the increase in the number of complaints lodged against them. To date there are more than 30 government bodies under the GBLP, this also includes Provincial Administrations. The interest shown by the Government Bodies in this program shows their eagerness to provide better service to the people.

For any organization to effectively perform its duties, it needs to learn from its mistakes, right injustices caused and do away with systemic procedures that breed these injustices. The Liaison Officers need all the help they can from those in authority to ensure that this program is a success.

Ombudsman Masi visits regional offices

By Bonner Tito
Media/PR Manager

Ombudsman Peter Masi paid a courtesy visit to the Ombudsman Commission's regional offices in Mt Hagen, Lae and Kokopo from 26 June to 6 July 2006.

The purpose of his visit was to meet with Local Level Government Presidents, Ward Councillors and senior public servants to explain the roles and functions of the Ombudsman Commission, the enforcement of the Leadership Code and to enhance and strengthen the Commission's Government Bodies Liaison Program.

The visit began in Mt Hagen on 26 June. Mr Masi was invited by the National Education Department to

talk to senior education officers about leadership and good governance.

The next two days in Mt Hagen were taken up with leadership seminars with the Presidents and Councillors of the Local Level Government Council and the Urban Town Authority. Ombudsman Masi also had an audience with the senior public servants.

From Mt Hagen, Ombudsman Masi traveled to Lae, and then to Kokopo. Similar meetings were held with LLG Presidents, Ward Councillors, Urban Town Authorities and senior public servants in both centres.

In Lae and Kokopo, Ombudsman Masi went on the local radio stations and the print media to explain to the people the purpose of the

Commission's visit to the regions.

Mr Masi told local leaders and the public servants to uphold the constitutional offices with integrity.

He said presidents, councillors and public servants where accountable to the people they served and should carry out their duties in compliance with the leadership code and the *Public Finance (Management) Act*.

He said a lot would be expected from the public servants in the next 12 months leading up to the 2007 general elections.

He warned public servants that demands would be exerted upon them, however, they should remain

firm and accountable at all times whilst discharging their duties.

Mr Masi expressed concern that the process of getting services delivered to the people was being affected because of bad, unfair and indecisiveness.

He said these were having an effect on nation building.

Mr Masi said he was satisfied with the outcome of the three regional visits.

He said that there was an indication of support from the local leaders and senior public servants in promoting good governance and good leadership in the country.

See pictures on p 4-5.

A friend to all and enemy to none

Someone whom I look up to as my superior and respect turns out to be just everyone's friend. This was what I found out during an eight-day External Relations Program and Government Bodies Liaison Program awareness visit to three provinces with Ombudsman Peter Masi.

There is a popular saying that goes, "friend to all and enemy to none" and this was reflected as our visit to Mt Hagen, Lae and Kokopo unfolded.

Mr Masi was on a mission in July to promote the work of the Ombudsman Commission to elected leaders and senior public servants in those centres. The aim of the campaign was to create awareness and foster liaison and good working relationship with stakeholders.

The campaign began on 26 June in Mt Hagen at the start of the Senior Education Officers Conference. Mr Masi was invited to address the Education Officers who came from all over the country on 'Leadership and good governance'.

After this conference, he turned his attention to the



Ombudsman Peter Masi (right) shares a light moment with Lae Town Mayor James Khay (left) as he presents Mr Khay with complimentary OC neckties.

work at hand. This involved talking to Local Level Government Presidents, Ward Councillors, Urban Councillors, Town Mayors, and Senior Public Servants.

These talks were held in Mt Hagen, Lae and in Kokopo where prior meeting engagements had been arranged.

But away from official duties and engagements, a different side of this Sepik born Ombudsman emerged.

Mr Masi who hails from Branda Village in the Angoram District in the East Sepik Province is a sociable and easy going person.

He completed his secondary education in 1972 and the following year pursued teacher training at the then Goroka Teachers College - a profession he opted out off and joined the District and Provincial Administrations.

He started working in East Sepik Province and then later in Western Highlands Province - a career period totaling 26 years.

The phrase, 'friend to all and enemy to none', seemed to fit the charisma of this gentle and easy going man. Whilst on the first leg of the campaign in Mt Hagen, I discovered that nearly everyone whom we met knew him.

It was an experience for me to be in the company of Mr Masi and see the respect accorded to him by the people and the friendly gestures he made to those he knew and the new faces he met for the first time.

I was fascinated to observe the degree of courtesy and respect accorded to him not because he is an Ombudsman but because of the respect he had gained as a former Administrator in the Western Highlands Province.



Ombudsman Peter Masi saying a few words at the 30th anniversary celebration of the Ombudsman Commission in December 2005.

Ombudsman warns against abuse of LLG meetings

Words and picture by Jack Sion on the Motu Koitabu Council ERP meet

Local level Governments (LLG) are abusing the processes of government, Ombudsman Peter Masi told members of the Motu Koita Council.

"The word "quorum or the lack of it" is commonly used by the LLG's these days to either sit for meetings or avoid meetings.

"Some presidents use the term 'lack of quorum' to avoid questions from Councillors while quorum for other presidents will happen when they have interest in an issue".

Mr Masi said councillors and presidents have a duty to make decisions for the public good and should not misapply or abuse meeting vocabular-



Ombudsman Peter Masi and Chairman of Motu Koitabu Council, Councillor Opao Udia.

ies to abuse their positions.

He added that apart from abusing the terms, councillors and presidents agree to hold meetings on issues they have an interest in.

"That is when they will say they have the abso-

lute majority, but really the decision is to serve them as a minority," he said.

Abuse of meeting procedures is tantamount to misconduct in office and demeans the integrity of leaders which all public office holders should guard against.

Motu Koitabu villagers are marginalized, says Councillor

The Motu Koitabu Councillors expressed their concern over the lack of development and financial benefits that are not reaching their people resulting in them being marginalized.

"Today our people are poor, see this heap of letters, Councillor for Korobosea," Mike Gorogo says waving letters to Ombudsman Peter Masi and OC senior officers."

He wanted the Commission to understand what the Motu Koitabu villagers were experiencing.

Mr Gorogo was a former Deputy Chairman of National Capital District Commission in the 1990's.

He said the Council is treated just like any other division of NCDC, thus it has become a body with no authority or power to generate revenue to serve its people.

He said the Council's problems are complicated further by the fact that it operates under two legislations, the NCDC Act and the *Organic Law on Provincial and Local Level Govern-*

ments .

"By operating under two legislations we become the meat in the sandwich and are manipulated by those who run the NCDC.

"What could be described as double standard treatment by the city hall has been going on for almost 20 years," he said.

Mr Gorogo also expressed concern about members of the Council paying K1000 nomination fees to contest the Council's elections.

He said this fee was high compared to the K50 nomination fee paid by intending candidates to contest the Local level Government elections.

The Chairman of the Motu Koitabu Council Opao Udia said he appreciated the Commission's External Relations Program because it informed them of their responsibilities as leaders.

The visit has created a good working relationship between them and the Commission.

Know your Constitution, says Director Operations

Our *Constitution* is alive and is a role model for other countries who have adopted some versions of it.

Fiji, the Solomon Islands and Vanuatu are some of our Pacific neighbours who have come to PNG to learn the way we wrote our *Constitution*".

Director operations John ToGuata told Members of the Motu Koita Council.

He said the *Constitution* is alive because it is applicable in the protection of rights and aspirations of the people of PNG.

There is nothing wrong with the *Constitution*; it is the governance of the people under the *Constitution* that raises concerns and questions.

The people of this country must make it a point to educate themselves about the *Constitution* and understand it to be knowledgeable on issues like freedom, rights protection and compliance.

By being knowledgeable people will also understand the breaches, the violations, discriminations and inequitable share of wealth that the *Constitution discourages*.

GBLP recap

From p3

GBLP activities in 2006

Under the Law and Justice Sector Program, funds have been allocated for GBLP. This program was successfully carried out this year. One regional workshop was conducted, held one Complaints and Administrative Investigations Branch debriefing, two public forums, 12 workshops with government bodies and visited three provinces during the first two quarters of this year.

Government Bodies Liaison Program

Josephine Kilage explains the objective of the GBLP and gives a brief synopsis of what has been achieved for the OC under the program.

The Government Bodies Liaison Program (GBLP) was created by the Ombudsman Commission of Papua New Guinea to promote good working relationships between Government Bodies and the Commission.

History

GBLP is a home grown creation of the OC PNG. Its pilot project initially involved the Royal Papua New Guinea Constabulary, Teaching Services Commission, Department of Education and the Correctional Service. These government bodies were chosen because they had the most complaints made against them.

Review

In 2002 there was a review of GBLP and the Commission decided that the program should include other government bodies.

In 2005 two regional conferences were held in Madang Province and in Kokopo, East New Britain Province for the program. This led to the appointment

of Liaison Officers in various Provincial Administrations.

Today

To date we have 30 government bodies involved in this program and workshops will be conducted for their Liaison Officers.

GBLP Southern Region- Conference- Alotau

The GBLP had its first conference in Alotau from 27-29 March 2006. Participants from the Southern Region attended. This included provincial administrators, deputy provincial administrators and liaison officers. Ombudsman John Nero and Director Operations John ToGuata also attended the conference. The workshop was held to introduce the GBLP to Provincial Administrators in the region and to discuss pertinent issues faced by liaison officers.

The conference turned out to be a success and we are getting good feedback from the region.

National Capital District Commission and OC



The author (3rd from left) pose with participants of the Vanimo GBLP workshop.

GBLP workshop

As a result of the successful Alotau conference, the National Capital District Commission (NCDC) invited the Commission to conduct a one day workshop for its Senior, Middle and line managers on the roles and functions of the Commission and the relevance of GBLP to NCDC.

The workshop held on 3 May 2006 was funded by NCDC and facilitated by OCPNG.

City Manager Peter Loko and Ombudsman Peter Masi attended.

Ombudsman Masi, Deputy Director Leadership Roderick Kamburi and Deputy Director Complaints, Joseph Molita, Team Leader Intake and Screening Unit Roslyn Pochelep and I presented papers at the workshop.

The workshop was a good starting point for both agencies.

Urban Council Meeting

Through the kind invitation of Chief Ombudsman Ila Geno, GBLP was also presented at the Urban Council meeting at Hideaway Hotel on 24 May 2006. We met

the Vanimo Town Manager who was very helpful during our visit to Vanimo.

GBLP Vanimo trip

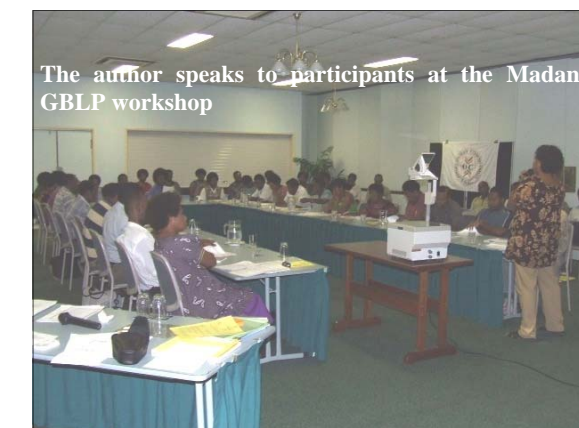
From 29 May 2006 to 6 June 2006, Investigator Valentine Asi and I conducted a series of workshops and forums in Vanimo, West Sepik Province and the surrounding area. We spoke to Government Bodies officers about the GBLP and how it is relevant to them. We held open forums at Vanimo High School and Don Bosco Technical School. The trip was a high impact trip as a lot of people learnt new things about the Commission.

Madang GBLP trip

Senior Investigator Alice Kuipa and myself were in Madang from 25 June 2006 to 2 July 2006 for the Madang GBLP workshop. We covered 10 government bodies in five days. From the trip we found out that a lot of people know of the OC but not what it does.

The government bodies officers were appreciative of the fact that the OC was giving them a whole day to learn about the program.

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The author speaks to participants at the Madang GBLP workshop

LAE OFFICE PICTURES



Ombudsman Peter Masi (2nd from right), Lae Regional Manager, Nao Virobo (far left) and OC staff and friends relaxing after completing ERP and GPLP awareness in Lae.



Ombudsman Masi (left) receives a copy of the Lae Urban Council's (LUC) 19 laws from Town Mayor James Khay. The laws were recently passed by the LUC. Mr Masi conducted a leadership seminar in Lae which was attended by Mr Khay and the Urban Ward Councillors.



Ombudsman Masi (2nd from left) in deep discussion with Mr Khay (2nd from right) and City Manager Bart Ipambonj (left) and a council member.

MT HAGEN PICTURES



Ombudsman Peter Masi (2nd from left), Highlands Regional Manager, Allan Barilae (back, right) PR Manager Bonner Tito (front, right) flanked by staff from Mt Hagen OC office.



Ombudsman Masi in a procession with Education officials in Mt Hagen. He was invited by the Education Department as a guest speaker at the Senior Education Officers Conference to talk on 'leadership and good governance'.



Senior Officers from Western Highlands Provincial Gov't listen during a recent OC sponsored Government Bodies Liaison Program seminar in Mt Hagen.



Ombudsman Masi receives a stone axe and wooden spear during the Senior Education Officers conference.

KOKOPO PICTURES



a/Kokopo Regional Manager Jack Penning (left) and Ombudsman Masi (right) speaking to Kokopo Urban Council Members and Town Manager at the Kokopo Golf club.



Rabaul Urban Council members listen attentively to Ombudsman Masi and Jack Penning as they explain the Leadership Code. Many of the Council members said the meeting with the OC was worthwhile and informative.



Councillors of Toma Vunadidir LLG in the Gazelle area of East New Britain Province in deep concentration during a leadership seminar conducted by the OC staff from Kokopo and Port Moresby



Ombudsman Masi is flanked by OC Kokopo office staff as they take a break from a leadership seminar in Kokopo.



Popular radio host and Station Manager of Radio East New Britain Terry Longbut prepares to interview Ombudsman Masi, Jack Penning and Bonner Tito on the roles and functions of the Ombudsman Commission.



Kokopo Urban Councillors at a OC hosted Leadership Seminar in Kokopo.

