



EYE WITHIN

Welcome to the September edition of the Wasdok. September edition should flow smoothly without any hi-cups.

- The month of September has been a hectic month for us. The appointment of Vergil Narokobi, as the new Legal Counsel is a big boost to the OoC and the Commission.
- Non-Compliance of the Law in PNG was the theme of an address by Ombudsman Nero to an Internal Auditor's Conference held at the Crowne Plaza Hotel.
- The GBLP tour of the West New Britain province was a great success, particularly the marketing of the new catchphrase "the friendly arm of the Ombudsman Commission".
- The MOC and staff send their congratulatory message to former Secretary to the Commission, Mavara Sere for the National Logohu Medal (LM) for distinguished services to the OCPNG.
- Introducing two important visitors to the Commission are Angelique Deep, a HR expert and Joanne Taylor with wide experience in Public Contact/Intake Screening processes. Both are here on short term attachment to share their experiences with us. Welcome to PNG!

Editorial

VERGIL NAROKOBI IS OCPNG'S NEW LEGAL COUNSEL



Vergil Narokobi takes the oath while Chief Ombudsman Chronox Manek and acting Counsel, Esther Gaegaming look on.

The Ombudsman Commission is pleased to announce the appointment of **Mr Vergil Los Narokobi** as Counsel to the Commission.

The Chief Ombudsman on behalf of the Ombudsman Commission says that the Commission was unanimous in its decision in appointing Mr Narokobi to the position of Counsel and as a young and upcoming professional with a lot of energy and drive, he will assist the Members of the Commission move the Commission forward in its work.

Mr Narokobi possesses good academic and practical skills necessary for the huge responsibility of guiding the Commission in its deliberation on important constitutional and administrative matters. Mr Narokobi also possesses the nature of being a team player to lead a group and be part of an institution to work, share and experience the work of the Ombudsman Commission.

The Commission looks forward to an exciting and fruitful working relation-

ship with Mr Narokobi for the betterment of Papua New Guinea and its people in the discharge of the Ombudsman Commission's constitutional responsibilities"

Mr Narokobi holds a Masters of Law Degree from the University of Cambridge, England, a Bachelor of Laws Degree from the University of Papua New Guinea (UPNG) and is a member of the PNG Law Society. Mr Narokobi is also an Accounting Technician and has briefly worked as a Research Assistant and Tutor with the UPNG, a Tax and Business Consultant with PricewaterhouseCoopers and also a part time Lecturer with the Institute of Business Studies and University of Southern Cross, Australia. He was also a Lawyer with Melanesian Lawyers.

Prior to being appointed as Counsel to the Commission, Mr Narokobi was employed as a Senior Lawyer with Narokobi Lawyers.

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Effects of Non-Compliance of the Law in PNG

The Ombudsman Commission of Papua New Guinea is all about *non compliance* of the Law in Papua New Guinea and therefore investigates matters concerning non-compliance.

This was the word from Ombudsman John Nero when addressing a public sector audit conference on the Effects of Non-Compliance of Law in PNG at the Crowne Plaza Hotel in Port Moresby earlier this month.

Ombudsman Nero told the conference that if we were to be serious about keeping PNG a respectable society, then we have to be fashionable because Compliance is all about fashion.

He said, however that if we continue to ignore the

rule of law then not only will we suffer individually but the Nation will suffer as well as our partners, adding that the velocity of non-compliance was increasing in our society.

We read and hear about people being caught at the airport trying to enter PNG without the appropriate immigration documents or in fact overstaying their visa. In courts we see lawyers being scolded by the Judges for not obeying the court rules with documents – or not turning up on time!



Ombudsman John Nero

In the public sector many people read about the Public Services Management Act and the General Orders but do not follow

them. Generally Accepted Accounting Principles, is another area where often non-compliance is an issue.

At the country level, nearly every national election is followed by a long line up of cases in the court of disputed returns, and all of these were connected with compliance issues with

the laid down procedures” he added.

He said Education was one of the most important matters that can help arrest the velocity of non-compliance and if we don't improve our education system, non-compliance will become entrenched.

Ombudsman Nero said the fiasco with the Finance Department Commission of Inquiry underpins the very existence of the result of some element of non-compliance.

He said the Inquiry was a good test-case for everyone including the audit fraternity as it would go a long way in helping us to understand in volumes and in very simple terms *“The Effects of Non-Compliance of Law in PNG”*.

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NAROKOBI IS OCPNG'S NEW COUNSEL

He comes from Wautogig village, Dagua, Wewak District of East Sepik Province.

In accepting his appointment and thanking the Commission, Mr Narokobi said he would do his best to return the confidence the Commission has in him. He will assist the Commission to discharge its Constitutional functions without fear or favour, malice or ill will. He will define his contributions to the Commission by excellence in research, teamwork and accountability. He fur-

ther stated that in his contributions to the jurisprudence of the Ombudsman Commission, he would like to be inspired by the Constitutional Planning Committee (CPC) Final Report and the National Goals and Directive Principles (NGPD)”.

On behalf of his wife, children and family, Mr Narokobi said *“we will do our best to support the work of the Commission”*.

With Mr Narokobi's experience, the Commission is confident that he

will no doubt provide leadership and the best possible advice and guidance, in accordance with the *Constitution* and all other laws, in particular the *National Goals and Directive Principles*, the *Basic Rights* and the *Basic Social Obligations*, for the proper administration of the Commission and the enforcement of those laws, so as to diligently carry out the decisions and instructions of the Commission in the overall day-to-day administration of the Ombudsman Commission.

As a young lawyer Mr Narokobi has the heart for his job, the dedication and the passion to uphold the spirit of the *Constitution* of Papua New Guinea and is among the best and committed lawyers in Papua New Guinea.

Mr Narokobi will be assisted by equally competent and excellent lawyers around him who will together continue to assist him and the Commission as Counsel to the leadership of this country.

STAFF NOTICE BOARD

National Housing Corporation Issues

An article from the Post Courier of Thursday 24 September 2008, highlighted massive problems at the NHC with regards to nearly every aspect of its operations, especially its accounts and record-keeping processes. This is not news to many of us.

The article states that the NHC *“had become insolvent and in a state of collapse as far as its record and account keeping was concerned”*.

We specifically draw this article to your attention and suggest that you make sure that you keep very accurate records yourself of your dealings with NHC especially if you are paying rent or have some other financial dealings with NHC.

It appears to us that in the event of a dispute with NHC, it will be important that you are in the position to rely on your own accurate records, and not just accept what NHC provides.

Tenancy Agreements, Payslips, Letters and Notices to/from NHC, Insurance Renewals etc should all be kept safely and in order.

We also caution that it should not to be assumed that the Commission's records will be available as backup to you, because from time to time the

Commission's records are archived, destroyed or in some other way they become difficult or impossible to access.

Obviously for those Officers who are paying rent to NHC by salary deduction, it is mandatory that you keep a good lasting copy of your payslips in a safe place.

We stress that it is each Officer's personal responsibility to maintain their own records of their dealings with NHC and any other entity. The Commission does not carry that responsibility for you.

We hope this advice is helpful to you. Please refer to Samoa Kede, Senior Manager Support Services if you have any queries.

Farewell Heather!

If you are not aware (although I have just gone around and said goodbye to as many people as I could see) today is my last day working with the Ombudsman Commission. Before I leave I just wanted to express my thanks to everyone who works for the Commission (including those who have left before me) for all their assistance and help throughout the past year. I wish everyone the best and I hope to

see many of you again in the future.

If anyone is in Brisbane in the future or wants to contact me in respect of anything my email address is

heather.e.rae@gmail.com



Thanks Heather

MOC and staff wish you well in the future and thanks for everything!

Legal trainee gets on the job training with OCPNG



Michael Efi hails from the Central province and is a trainee lawyer from the Legal Training Institute. He is currently attached to the Ombudsman Commission of Papua New Guinea on three weeks work attachment. We hope Michael makes the most of his short stay with the Commission.

The roving GBLP team is on again

Ombudsman Phoebe Sangetari is leading the Governmental Bodies Liaison Program (GBLP) team to Popondetta .

The team leaves on Sunday 5 October and will be touring various places in and around Popondetta and Kokoda areas. They will also be visiting disaster stricken areas and getting people's views.

The team's main target audiences will be provincial politicians, LLG presidents, ward councillors, NGO's, churches and schools in the province.

The team will arrive back in Port Moresby on Saturday 11 October, 2008.

The friendly arm of the Ombudsman Commission

By Heni Goro

We have just stepped out of the trails of the 33rd year of independence into the 34th year and another milestone in the history of Papua New Guinea's development. The commemoration of the 33rd Independence Anniversary leaves a legacy of many good things and bad things alike. Many individuals and institutions are asking the same old

question; what changes have we achieved so far to accord ourselves the special pride to celebrate this occasion. These individuals and institutions have their own way of knitting their stories together. For us in the Service of the Ombudsman Commission of Papua New Guinea we are taking a new approach in the way we conduct business as we face the challenges of the next decade.

Nonetheless, the acronym that has quickly become an icon in the corridors of the Ombudsman Commission of Papua New Guinea is **GBLP**, meaning **Governmental Bodies Liaison Program**. It all began in year 2000 when it was mooted that a new approach was needed to take the watchdog out of its traditional doldrums into the corporate world of bureaucratic user-friendly utopia. The new look approach by the Commission emerged as a result of a comprehensive review of its management functions with the aim of creating confi-



*The roving GBLP Team from L-R
Lydia Mulina (TL), Miriam Wawe, David Hanaromo & Ivan Afo*

dence in the minds of citizens into a more friendly atmosphere than being bogged down by those, otherwise, strict legal whims.

Citizens have often abstained from the Commission because of the fear that it investigates and punish leaders for misconduct in office in hearsay situations, hence it is this very fear that has become prevalent in the minds of ordinary citizens. It has had an adverse effect on how citizens feel and think about the Commission, culminating the emergence of the Governmental Bodies Liaison Program.

The shift in paradigm is purely a public relations exercise to create awareness among citizens that the Commission is a friendly institution. "Don't see the Ombudsman Commission as your enemy but as your institution and friend who can assist you and guide you", to paraphrase with the Chief Ombudsman, Chronox Manek, said at a

recent Media Council Breakfast Meet in Port Moresby.

The new look friendly arm slogan has been an initiative of the MOC adopted from recommendations of the Comprehensive Management Review team. Awareness drives to market this initiative was the only way to bring the Commission closer to the community. Girded with his local knowledge, acting Secretary to the Commission, Allan Barilae led the GBLP team to Kimbe for the awareness drive.

The team included Lydia Mulina, as Team Leader, Miriam Wawe as program coordinator and Vivian Forepiso who was on ground to provide logistical support. The co-hosts to whom much appreciation is owed are Ivan Afo from the Leadership Division and David Hanaromo from the Kokopo Regional Office. The GBLP trio began their community outreach program in February, which took them to Simbu province.

They have just concluded a five days tour of the West New Britain province educating the community about the work of the Ombudsman Commission and marketing its friendly arm slogan.

I was invited to join the team for this article, apart from other public relations and media chores and flew to Kimbe on Tuesday 2nd September, 2008. Kimbe is quite a remarkable tourist spot with panoramic views and long stretches of heart-throbbing coastline that posed monumental tranquillity for newcomers. The surroundings of the capital, Kimbe town, is truly amazing with stretches of palm oil that embrace the rich vegetation and tropical features. Truly, this is the place to go if you want to relieve frustrations.

I caught up with the team at Laimo Reef Resort where we were booked and began telling my colleagues about the delights of the magnificent F100 flight; this being my first trip out of Port Moresby since 1999. The look on Lydia and Miriam's face indicated they did not enjoy the flight with Lydia lamenting she was almost showered with the coffee she was offered as refreshment from sudden air turbulence while Miriam prayed until told to disembark.

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On Monday the team had a good turnout of provincial administration officials and senior public servants. On the second day a huge crowd numbering about 44 provincial politicians including LLG presidents, ward councillors and district managers gathered at the Kimbe Bay Hotel to listen to the Ombudsman Commission officials so as was the turn out on Wednesday, Thursday and Friday. The forum organised by the Commission officials was well attended by people in all walks of life including community leaders,

NGO's, churches, politicians, public servants and schools mainly in Kimbe and the Hoskins areas.

The generosity of Radio West New Britain officials offering us a life experience 30 minutes of broadcast time on Wednesday night was irresistible, particularly, for Lydia, Miriam and Ivan who admitted having this as their first ever experience. Although, their first stint I must commend them for their courageous effort in the way the narration was commanded. I was on hand to give guidance whenever required. Areas not within our

reach and in the remote enclaves presumably got the message via the local radio network.

The overwhelming daily turnout of groups invited to the forum is attributed to the local knowledge of the Commission's Kimbe based Liaison Officer, Bruno Namongo, who is the Administration's Internal Auditor. The timing of his program for the visit went perfectly well. The biggest achievement is the people's appreciation of the visit by the Commission staff, and the friendly arm theme that it was able to get across to the people using all com-

munication mediums available. The people were told they no longer have to wait six months to get a reply or none at all; let alone flying to Port Moresby to lay a complaint.

The new GBLP outlook has Mr. Namongo, as our man on the ground who has set Wednesday of every week to attend to OCPNG matters. The Provincial Administration has taken full ownership of the new arrangement and the Ombudsman Commission commend them for taking the initiative which now becomes a role model for other



A medical officer at the Kimbe General Hospital making a point during a public forum.



Nurses at the Kimbe General Hospital air their grievances with the Ombudsman Commission officials.



Mavara Sere

Former OCPNG Secretary receives Independence Award

Former Secretary to the Commission, Mavara Sere was listed in the National Government's Independence honours list and received the National Logohu Medal (LM) for his services to the Ombudsman Commission at Independence Day on Tuesday 16 September, 2008.

In acknowledging the award, the Members of the Commission

(MOC) and staff sent him a congratulatory card applauding him for the great achievement. They also thanked him for his contributions to the Commission.

Mr. Sere is from Hanuabada village in the National Capital District and has served the Commission for well over fifteen (15) years. The MOC and staff wish you all the best!

Staff News



Angelique Deep is originally from Sydney, Australia, but primarily worked in correctional services in various locations, as Human Resource Manager. She's currently the new Human Resource Advisor in the LJSP program based in the Ombudsman Commission. Her engagement is based on an on-going arrangement to assist the Human Resource Unit achieve some of its goals. It's been seven weeks since she started work with the Commission and is looking forward to working with us at the Commission.



Joanne Taylor worked as part of the Public Contact Team in the Commonwealth Ombudsman office in Australia and, as part of the Twinning Program, she was sent here on an attachment and is currently based with the Intake Screening Unit. Joanne says the work of both teams is similar and she hopes to share her experiences with the ISU to assist in establishing clear guidelines to streamline the flow of work into the Ombudsman Commission.

HATCH, MATCH & DISPATCH



We are delighted to announce the arrival of Florence Kamburi's first baby. Florence apparently gave birth to a little bouncing boy hitting the scale at 3 kilograms at 9.30 pm on Friday 12 September, 2008, at the Paradise clinic (formerly Dr. Mola's Clinic). We are told that both mother and son are doing very well at home, and the naming aspect is still being tossed around—well done, Florence and baby!



Snippets—OC in pictures



Group photo of the MOC with new Counsel



Surprise cake for the Chief's well rewarded Master of Law Degree from the Melbourne University



MOC engaged in a meeting. From left to right - Ombudsman John Nero, Ombudsman Phoebe Sangetari and Chief Ombudsman Chronox Manek



You can't be mistaken—Leadership Division's Ivan Afo during GBLP Kimbe tour



The GBLP roving team's first broadcast experience with Radio West New Britain

Ombudsman Commission of Papua New Guinea,
Ground Floor, Deloitte Tower, Douglas Street, PO Box
1831, Port Moresby 121, NCD, PAPUA NEW GUINEA,
Phone: 675-308-2600 Fax: 675-320-3260, Email:
ombudspng@ombudsman.gov.pg

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