

OC announces position on Special Reports to Parliament

The Ombudsman Commission staged a public forum on the proposed changes to the Organic Law on the Leadership Code at the University of Papua New Guinea on Friday 23 April 2010.

The forum was held at the UPNG Main lecture theatre which was packed to capacity as students and the public turned out in numbers to hear from the Commission on the issue.

The three members of the Commission, Chief

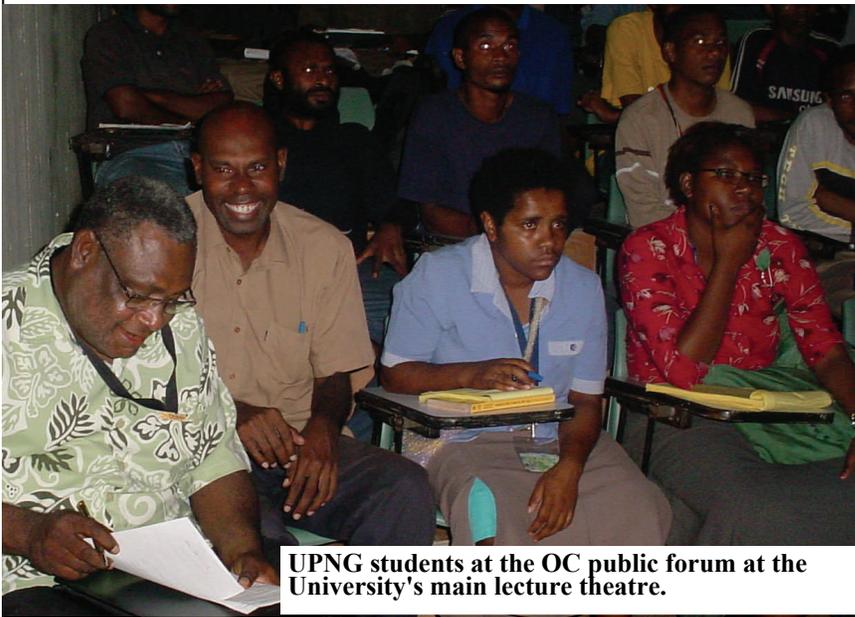
Ombudsman Chronox Manek, Ombudsman John Nero and Ombudsman Phoebe Sangetari made presentations on the proposed amendments to the Leadership Code.

The Commission also used the forum to make its position known on the proposed amendments

The Chief Ombudsman told the gathering that the proposed amendment to section 27 (4) on the Duties and Responsibilities of Leadership affected 12 other sections of the Organic Law, which included section, 8, 16, 20, 27 and 30.

Public debate in recent weeks has heightened with a cross section of the community including NGOs, Community Coalition Against Corruption, Transparency International (PNG) and tertiary institutions have held public forums to oppose the proposed Bill by the Member for Esa'ala Moses Maladina to amend.

Conti. on page 5



UPNG students at the OC public forum at the University's main lecture theatre.

Historic Meeting Of Regional Integrity Agency Heads

About 40 ombudsmen or their equivalents and other colleagues from around the Asia-Pacific met in Canberra, Australia, last month to promote international engagement, liaison and best practice in the pursuit of good governance within our region.

The Australian Office of the Commonwealth Ombudsman hosted the important event, the first general meeting of the Pacific Ombudsman Alliance (POA) and the 25th anniversary conference of the Australasian and Pacific Ombudsman Region (APOR).

Continue on page 3...

VISION

The Ombudsman Commission's vision is to promote good leadership, good governance and good leaders.

MISSION

The Constitution clearly states the purposes of establishing the Ombudsman Commission:

- To ensure that all governmental bodies are responsive to the needs and aspirations of the People; and
 - To help in the improvement of the work of governmental bodies and the elimination of unfairness and discrimination by them; and
 - To help in the elimination of unfair or otherwise defective legislation and practices affecting or administered by governmental bodies; and
 - To supervise the enforcement of the Leadership Code.
- This constitutional mandate provides the Ombudsman Commission with its mission.

[Ombudsman Commission Strategic Plan 2005 – 2010]

INSIDE THIS ISSUE

OC fosters working relations with Govt bodies	Page 2
Eye within	Page 2
Regional meeting on key discussions	Page 3
Two-day Liaison Officers' workshop	Page 4
HR News	Back page

Liaison Officer Workshop boost working relations

By Miriam Wawe

The Ombudsman Commission (OC) is fostering better working relations with government bodies in handling of administrative complaints under the Commission’s Governmental Bodies Liaison Program.

Chief Ombudsman Chronox Manek said this in his opening remarks at the start of a two-day Commission sponsored Liaison Officers workshop under the Governmental Bodies Liaison Program (GBLP)

The purpose of the workshop was to improve relationships between the GBs and OC and to improve complaints handling in serving the civil servants.

“This program is important and that you know your own problems better than the OC and you are able to confidently solve your problems”, Mr Manek told the participants.

“You are well versed with your own procedures, processes and practises to be able to solve any complaint that is lodged against your GBs, and that the Commission may not understand your problem from your perspective and your procedures and practices,”

Mr Manek said the relationship helps the work of the Commission in implementing the recommendations by

the Commission.

He told the participants that once that relationship was in place, consultation and dialogue would greatly enhance and improve the complaints handling process between the Commission and the various government agencies.

He further added that we were all friends in the business of service delivery for the people of PNG. “If there are impediments in the service delivery process in your respective agencies and you are fearful about disclosing those irregularities, the OC can provide the oversight for you.”

Mr Manek said how OC linked to GBs and vice-versa paved the way to working together to effectively address administrative complaints and service delivery, utilizing the revised Practice Guidelines as a tool and to fully implement the GBLP LO component.



Chief Ombudsman Chronox Manek

editorial

Welcome to the April edition of the Wasdok Newsletter

In this edition, we take a glimpse at the awareness carried out by the Ombudsman Commission in relation to the controversial proposed amendments to the Leadership Code.

Wasdok also covers the Governmental Bodies Liaison Program workshop which was held at the Ela Beach Hotel attended by Liaison Officers from various government agencies.

We take a sneak peak at the regional meeting of integrity agency heads who met in Canberra, Australia to

discuss and promote international engagement, liaison and best practises in the pursuit of good governance within our region.

And we continue our coverage on the recruitment drive and training programs being carried out in the Human Resource Unit of the Commission and our cartoon feature covering the roles and functions of the Ombudsman Commission.

Happy Reading.

Editor



key discussion - new functions

...continue from front page

Acting Commonwealth Ombudsman, Mr Ron Brent, explained that POA and APOR provided forums for cooperation between ombudsman offices in Australia and the Pacific and for development of government complaint handling in the region.

"As a group, we are committed to sharing our experiences in handling complaints about government agencies, fostering good public administration and developing a network of ombudsmen that is self-supporting and ultimately self-sustaining," Mr. Brent said.

"We meet annually and collaborate regularly with ombudsman offices in neighboring countries on investigations, training, staff exchanges, publications, managing rising complaint numbers and developing new and specialist functions."

The Australian Parliamentary Secretary for Interna-

tional Development Assistance, Mr Bob McMullan, emphasized to the group of ombudsmen and representatives from allied bodies the importance of improving public governance and strengthening accountability.

Mr. McMullan said that good administrative frameworks provided benefits for whole societies. He suggested, for example, that countries with such frameworks suffered less damage from harmful occurrences, even those which had no control, such as natural disasters.

Key discussions at the historic two-day gathering covered access to information, integrity frameworks, accountability tools, and new functions, such as the anti-corruption role played by ombudsmen in some countries. Outcomes included agreement to: - continue support for a non-legislative complaint-

handling scheme being trialed in Niue with assistance from New Zealand (NZ) - support the new nominee Ombudsman in Palau by providing training and advice - partner a volunteer in the Australian Youth Ambassadors Development scheme to undertake a one-year placement in the Vanuatu Ombudsman's office - find ways to legally share information where there has been cross-border corruption - **develop and deliver specific training on basic forensic accounting for investigations, with the Papua New Guinea (PNG) Ombudsman Commission to take the lead.**

A new POA Board was elected: Mr Brent (Chair); Ms Janet Maki, Cook Islands Ombudsman; Ms Beverley Wakem, NZ Chief Ombudsman; Mr Bruce Barbour, NSW Ombudsman; Mr Chronox Manek, PNG Chief Ombudsman; and Ms Wiriki Tooma, Secretary to the Kiribati Cabinet and repre-

sentative on the Board of Non-Ombudsman Small Island States.

Ms Wakem was re-elected as APOR's Regional Vice President to the International Ombudsman Institute; Mr Manek and Hong Kong Ombudsman Mr Alan Lai were re-elected also as regional representatives to the Institute.

Meeting delegates came from Australia (Commonwealth and state ombudsmen), Cook Islands, Federated States of Micronesia, Hong Kong, Kiribati, NZ, Niue, Palau, PNG, Samoa, Solomon Islands, Taiwan, Timore Leste, Tonga and Vanuatu.

The event coincided with the Government's announcement to provide more than \$10 million over two years to the Pacific Islands Forum Secretariat to continue its work in the region.

OC—complaints handling

cartoon corner



Continues next month



OC Liaison Officers workshop gets a head start

A two days workshop held in Port Moresby for Government liaison offices (LOs) has been described as highly successful.

The workshop was conducted at the Ela Beach Hotel from 13 to 14 April and brought together 23 officers from 15 GBs engaged under the Ombudsman Commission's Governmental Bodies Liaison Program (GBLP) to educate and enhance their roles under the program.

A number of key areas were covered in the two days including making LOs understand their roles better in light of the revised Practice Guidelines for Liaison Officers to use in their capacity as the Liaison Officers, enhance their roles and functions as LOs for the Commission in their various government agencies they serve.

They also discussed ways of strengthening liaison and dialogue with GB's and LOs, enable the CEOs of the GBs to understand the GBLP/ICHM program and to take ownership and drive it in their own agencies, amongst others,

GBLP Team leader Mrs Lydia Mulina says the Liaison Officer is a component of the Government Bodies Liaison Program that is to enable dialogue and liaison between the Commission and GB's to be strengthened.

According to Mrs Mulina the Liaison Officer is an officer employed by a GB who is appointed when the GB joins the GBL Program.

"The role of the LO is to be the contact point for the Commission in a GB to address correspondence

from the Commission relating to referral of administrative complaints or for information on investigations to the Commission. As a result, LO's play an important part in ensuring that good working relationships are maintained between GB's and OC".

The LO workshops are conducted to educate new LO appointees on the roles and functions of the Commission, the GBL Program and their roles and functions as LO's.

The two-days workshop engaged facilitators from the Operations Division, the Office of Counsel and Complaints and Administrative Division

The Chief Ombudsman Chronox Manek opened the Workshop (story covered on page 2) whilst Ombudsman Phoebe Sangetari addressed the closing.

Twenty-two LO's and one (1) Provincial Administrator attended the workshop. They were from the; PNGDF , RPNGC, National Forestry Authority, Dept of Lands and Physical Planning, National Health Dept, National Capital District Commission, Electoral Commission, Correctional Services, National Broadcasting Commission, National Dept of Education , Teaching Services Commission, Post and Telecommunication PNG, Western Provincial Administration, Oro Provincial Administration, Milne Bay Provincial Administration.

The active GBs that GBLP Unit has been liaison with on their ICHM process gave brief update reports on the progress of the ICHM process or establishment of complaints desk in their GB's. These reports inspired the non active GB's to resume liaison with the Commission on their ICHM process.

The feedback by participants rated highly the benefit of the workshop and have recommended another workshop in the year to strengthen liaison and network between LO's and GB's and OC.



Some of the Liaison Officers at the Ela Beach Hotel two-day meeting

Food for Thought

Not using force

The ancient storyteller Esop put together the following story to prove that you can win more easily by persuasion than by force.

The sun and the wind were arguing. Each claimed to be stronger than the other. On the earth down below they say a man walking along dressed in a very heavy coat. The wind said, "let us see which of us can make that man take off his coat the fastest." "okay," said the sun. "you're on. You go first."

So the wind blew with all his strength, causing a furious blast which almost tore the coat of the man's back. But the harder the man held onto his coat.

Then it was the sun's turn. All it did was shine very brightly on the man. Soon he began to unbutton his coat. Pretty soon the sun got warmer and the man began to sweat.

So he took off his coat and carried it on his arm.

So the sun won by its silent persuasion.

"Taken from a book titled Good Morning PNG! By Frank Mihalic.

Understanding reached on the Proposed amendments to the Leadership Code

Understanding has been reached regarding to the controversial Moses Maladina Bill to amend the Leadership Code prior to Parliament meeting in May.

The Community Coalition Against Corruption and Transparency International (PNG) and the initiator of the Bill, Esa'ala MP Moses Maladina reached an understanding to prevent any protest march to Parliament.

Prominent and community leaders who met with Mr Maladina who is the chairman of the Parliamentary committee reviewing the Ombudsman Commission, agreed to make submissions to the committee before the final reading is taken on amending the Organic Law on the Leadership Code.

It was reported that a round table of community leaders meeting with the Hon. Maladina gave the undertaking to relay the understanding to student groups and the public planning demonstrations prior to Parliament seating on 4 May.

Mr Maladina said in a gathering the amendment was now the property of Parliament and that the best he would do was delay the final vote prior to consulting the Government caucus and Parliament.

Submission on proposed changes was made on 8 May 2009

From front page

Meanwhile, in its effort to raise awareness on the proposed changes, the Ombudsman Commission made a special submission to members of Parliament on the proposed amendments to the Leadership Code on 8 May 2009.

The submission, was made in light of the amendments to provisions of the Leadership Code advertised in the National Gazette No G192 dated 22 October 2008. The Ombudsman Commission has considered it necessary for the purpose of making its position and also for the purpose of raising awareness on apparent misunderstanding of the role and function of the Commission to prepare the submission to assist the legislators.



Members of the Commission pose with the Governor-General Grand Chief Sir Paulius Matane during the presentation of the OC 2006 Annual Report at Government House in March.

Human Resource Brief

By Augustine Grimbai

The Human Resource Unit of the Commission is reportedly picking up pace on its recruitment drive following additional appointments made to vacant positions.

The new officers who commenced with the Commission in April include, Nick Penpagarea, Brenda Oreke, John Gemb.

Nick Penpagarea, who hails from East New Britain commenced as Research officer with the Office of Counsel. Nick was previously employed with OSCA and later with the Prime Minister's Department under the NIO division. Brenda Oreke is attached with the Intake and Screening unit as a relief officer and is mixed West New Britain and Central. John Gemb is from Chimbu and is embedded with Unit 2 of the Leadership Division as a Senior Investigator (Finance)

The Human Resources Unit is also driving a full training program which commenced at the beginning of this year. During the month of April several in-country training programs were held including; Understanding Legislation, Statutory Interpretation, Advice Writing, Introduction to Accounting, and COMTIA A+2009 Essential Support Skills Course.

The Australian Government Solicitors through the Department of Justice and Attorney General conducted the training in Understanding Legislation, Statutory Interpretation and Advice Writing courses. Policy and Planning Manager Albert Sambre

and Senior Human Resource Officer Mrs Abigail Wariambu attended the Understanding Legislation, whilst Legal Officer Sharon Haihavu attended the Statutory Interpretation and Advice Writing courses

In other training programs, Jonas Hawala from the Finance Unit travelled to Kokopo and joined Dorothy Tamo in the East New Britain Province to participate in the Introduction to Accounting course from 19 – 23 April 2010 at Kokopo Business College.

Julie Menei from the IT Unit attended a specialist IT program, COMTIA A+2009 Essential Support Skills Course at Daltron Electronics.

Meanwhile in the ongoing Twinning Program between the OC and Commonwealth Ombudsman, Senior Investigator with Team 9, Nerol Ilarupa left our shores on 3 April 2010 for Canberra on a two-month placement with the Commonwealth Ombudsman from 6 April – 4 June 2010. She will return on 6 June 2010.

Commission Decisions

Employment of Contract—Moguguia Mubwabwai has opted for his contract not to be renewed and his employment with the Commission will cease in June.

Simon Kwalimu has been appointed acting Team Leader ASAU while the incumbent Gerega Asisi proceeds on

Special feature next month

In next months edition, Wasdok features outgoing Regional Manager for the New Guinea Islands Region Jack Penning's farewell reception from the Ombudsman Commission. Mr Penning had served the OC for 16 years. Working his way from an investigator to regional manager of one of the Commission's regional offices.



Jack Penning

leave.

And Sarry Moere, has been appointed to the position of Administrative Officer Accounts (Finance Unit). He previously held the position of Logistics Officer. He commences in his new position in May 2010

Notice:

If your have a story or an activity happening in the Regional Offices and HQ that is worth sharing, send it to the Media Unit – for inclusion in the next edition.

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