



WASDOK NIUS



EYE WITHIN



August 2011 Edition

Teresa a 'tru wantok'



Officers of the Office of Counsel presenting their gift of appreciation to Teresa Berrigan

This month Ombudsman Commission sees one of its development practitioners leave for a new post out of the country. OC officers including the members of the Commission, farewelled DP Teresa Berrigan on 25 August 2011 who left to take up a post with United Nations in Tanzania.

Teresa Berrigan was attached with Leadership Division and the Office of Counsel (OoC) for nearly a year and has contributed immensely in her short stay with the Commission. Prior to joining the Commission, Teresa was attached to the Public Prosecutor's Office.

Chief Ombudsman Chronox Manek in his goodbye speech, thanked Teresa for her

short space of time which had a huge impact in terms of her contributions towards the Commission.

He said that Teresa's work through the OoC and Leadership Division was fundamental in the workshops she has been conducting with them.

Ombudsman Phoebe Sangetari shared similar remarks saying having Teresa on board has seen a lot of progress and results. She made a difference in progressing work within the Commission. Ombudsman Sangetari added that there was coordination at the OoC and Leadership Division which saw clearing of work load.

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VISION

Fair, just and effective leadership and good governance in Papua New Guinea.

MISSION

To promote and foster quality leadership and good governance and strengthen respect for Rule of Law in accordance with Section 218 of the Constitution.

The Ombudsman Commission is committed to (6) fundamental values in all dealings with government bodies, the private sector, members of the public and the leaders.

The values uphold are;

- ◇ Impartiality
- ◇ Integrity
- ◇ Independence
- ◇ Accountability
- ◇ Responsiveness
- ◇ Respect

[Ombudsman Commission Strategic Plan 2011-2015]

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Your Health & Safety at Workplace *with PPU Manager Albert Sambre*

Fellow Colleagues,

This column briefly covers various topics on health and safety at the workplace. In this edition, I would like to introduce the subject by answering the question on what Occupational Health and Safety is and its relevance at workplace.

Basically, Occupational Health & Safety (OHS) covers legislation, standards, practices and work environments governing health and safety of employees in an organization.

Every employer has certain responsibilities and obligations to protect its employees from preventable injuries, diseases and fatalities. They have a duty of care to their employees in some of these basic areas:

- Ensure safe place of work;
- Ensure safe system of work;
- Ensure safe plant & machinery;

- Ensure competent staff.

Employees also have a responsibility to ensure their health and safety by complying with established health and safety policies, practices and guidelines at workplace.

OHS protects employers from creating unnecessary and preventable liabilities and protects employees from injuries, infections and fatalities.

Next edition will cover Health & Hygiene at Workplace. Enjoy reading this column.

editorial

Welcome to August's edition of Wasdok Newsletter

In this month's edition we are pleased to introduce two new columns, the Occupational Health & Safety column and poems at the back page.

OHS column covers various health topics and officers safety at the workplace. Poem column is mainly writer's opinions which can never be relied upon as facts but a way of entertainment to readers. It's how one can put his/her thoughts through a more creative and descriptive manner.

There is more to read about, ranging from Ombudsman Nero's PEP trip to the executive secretaries' trip to Manilla.

Enjoy reading.!

Editor

DP Berrigan farewelled

From page 1...

Vergil Narokobi, Counsel to the Commission whom Teresa has been working closely with acknowledged Teresa in enabling OoC and Leadership to work together. He thanked Teresa for her contribution towards the leadership workshop policy and the fortnightly in-house leadership training. Mr Narokobi described Teresa as a woman of calibre who often acted as another counsel. Her contributions are very much appreciated and shall be missed.

An emotional Teresa when responding to acknowledgements by the Commission also thanked those who worked closely with her in the Commission. He thanked Leadership Division for being able to open up to change. She particularly thanked the OoC especially Counsel for working together to improve internal processes. She mentioned that she had enormous respect on how he manages his team.

She thanked the Commission for working with her and hopes to return to PNG in the future as this is where she called home especially her daughter who was born here.



IT officers undergo SysAid Training

IT Helpdesk officers can now manage service requests more efficiently after the Internal IT SysAid Helpdesk software has been upgraded to a newer version. The upgrade of the management tool from version 7.5 to version 8 came after IT officers from Law and Justice Sector agencies attended a two-days training at Ombudsman Commission's head office from 24 – 25 August 2011.

The training was conducted by Pierre Ugys, General Manager of SysAid Australia Pty Ltd under the Law & Justice Sector Program.

SysAid Helpdesk Software provides a complete web-based solution for any IT department. It can automate service desk, control hardware and software management and implement effective systems monitoring. This simple and feature-rich tool can help quickly and securely resolve IT issues.

The hands-on training was aimed at familiarising IT officers with issues encountered with the software and how to utilise certain features in the software to improve internal processes.

Acting IT Manager John Malisa said this management tool is also useful to track officers' performance in terms of getting tasks done. He said this tool also accounts for time spent on attending to individual officer's requests either over the phone or along the corridors when requests can be easily sent through SysAid.

Mr Malisa added that in going forward, IT is planning at utilising



Trainer Pierre taking the trainees through the program

SysAid in other divisions to help them manage their tasks in a well-organized manner.

The participants included IT officers from Department of Justice & Attorney-General, Magisterial Services, National Judicial Staff Services, Public Solicitors Office and Ombudsman Commission.

Market visions and development programs through yellow pages



General Manager of PNG Directories Mack Kamawe, going through sections of the directories yellow pages while the ISU team listen attentively.

The General Manager of PNG Directories Mack Kamawe humbly appealed to government departments like Ombudsman Commission to make public their views and departmental programs to the beneficiaries (people) in the name of good governance, accountability and transparency through the PNG directory. Mr Kamawe made this comment when he visited OC office to gather information for next year's directory.

He said much of the public outcry and criticism that are often levelled at some government departments is out of ignorance of what is going on in the engine rooms of those departments where visions and programs were formulated.

He added that PNG directory is an avenue that can be used to inform the public of the roles and functions of the Commission. He stated that it is where one department can market its visions and development programs for the benefit of the general public.

Mr Kamawe explained that the yellow page catalogue contains a lot of information and it would be very useful to schools as they are also recipients of the directories.



My first official trip...feature story

Having the aspiration to work for the Commission or a similar organisation that has the people at heart and to act as a mouth piece for the powerless in your capacity as an officer in the service of the Commission is everyone's wish from the outset, maybe from a layman's view point. Until and unless you become part of the OC family, you realise there are processes and procedures in place that governs Commissions business. At times things frustrate you as the thought of carrying out investigation thus, half the time doing case registration but what can you say? Is it the work process that dictates, well we have SOP in place and as such there's a lot to be desired.

In March this year on provincial visit to Wewak, the Momase team have collected about a handful complaints from Community Health Workers (CHW) and it was at that time I joined the Commission. I was assigned to register the complaints including that of all CHW of Boram General hospital. Their complaints in substance were synonymous yet the explanation differs, however the essence of the issues were same and that should already depict a scenario of system break down somewhere within the management.

After a lengthy discussion with my superiors we opted for case conferencing to be held with parties concerned and

agreed that this should happen as there was no response to our letter to the hospital management. After necessary arrangement was made, the trip was set for 9-12 August, it was to be taken by DRER and a case officer which happened to be myself.

Besides it was my first official trip on Commission business, been in Wewak before calms the nerve and the anticipation of new physical changes that might have taken place for the last 8 months since the last visit. Upon setting foot at the Wewak airport and when we were about to check in for a hire vehicle next door, I was quite surprised that the person manning the Avis Desk greeted me with a big smile as if we've known each other before. Even before signing the ILPOC and filling in necessary documents prior to getting the car keys, he quietly asked if we were there to investigate a particular leader. That very instant I could sense my adrenalins rushing up my nerves and the need for security escort overwhelmed me as we could be mistakenly attacked as officers of the Commission. I quietly leaned forward and politely told the man that we were there for a different purpose and not for what he thought. Whilst there DRER arrived with his luggage and we retired to the hotel for the day. We had a bit of

discussion over dinner time about the perception public might have on our presence there and off course the security aspect of things.

The next day we headed straight to the hospital as per the program to meet the aggrieved workers. As we entered the hospital gate, we could sense that our visit was well talked about and expected within the hospital parameters. Medical staff walking past greeted us with smiles and even others could not hold back walking forward and shaking hands with us, we felt that we brought a glimmer of hope which was evident in their eyes.

The public's general perception about the Commission is to investigate and eventually prosecute. They are not aware that we also try to suggest ways to improve management performances. Whilst standing at the car park, the acting CEO showed up and lead us into the conference room with the rest of the management team. I could literally see that most of them were nervous, hence they brought with them huge folders and files in-case we asked for any information. The atmosphere in the conference room was quite tense.

"They are not aware that we try to suggest ways to improve management performances"

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Change our perception of OC: Lange

Madang Provincial Administrator, Mr Bernard Lange was happy with Ombudsman Nero's courtesy call during a recent visit to Madang. He said it was very good to meet with an Ombudsman. Mr Lange said he has been talking to his officers to change their perception of the Ombudsman Commission instead of seeing them as judge and jury. He added that the Commission should be seen as a friend rather than an investigator. "We should see it as a learning office where we can also get an independent opinion in the case that the leadership code has changed or updates of laws and so forth".



"We should see it as a learning office where we can also get an independent opinion in the case that the leadership code has changed or updates of laws..."



Madang public urged to know the work of OCPNG



He added that people do not know much about the Commission even though teams have visited many provinces including Madang. Many people do not take note of the Commission and still do not know about its roles and functions.

He said the Commission has many target groups however, it is focusing on students attending primary and secondary schools, tertiary institutions, public servants and the general public because they have the right to write complaints to the Commission if they have queries.

Momase Regional Manager, Mr Allan Barilae added that students and their teachers are an important target group to the Commission. "There are some areas which we are unable to visit so we are coming through these students either in high schools, colleges or universities because they will be able to get this information and pass it on to their families and communities when they go home." The team visited the Holy Spirit High School in Bogia and Community schools in Megiar and Talidik. Other schools will be visited during their next official visit.

Ombudsman Mr John Nero urged the people of Madang through the local NBC radio station to know about the work of the Commission and how it can help them.

He told listeners that the Ombudsman Commission visits provinces for two reasons and that is to do investigations and to conduct awareness.

Human beings don't make systems work

"The Police force is a very big organisation which has many good policies and very good systems", said Chief Inspector of the Police Legal Branch, Mr Robert Ali during the Police Oversight workshop in Kokopo on 27 June 2011.

Mr Ali told senior police supervisors and managers of the New Guinea Islands region that it is the human beings in there that don't make these systems work.

The growing concern raised by the general public was the increasing lack of Police accountability and responsiveness to their expressed needs and legitimate expectations.

It is evident in the increasing number of complaints against Police for abuse and misuse of powers. Such actions when reported to the police hierarchy for investigation and appropriate action against responsible officers are often perceived by the public to be covered up or simply ignored.

The integrity and credibility of the whole organisation has been seriously damaged as a result of this perception.

The Police Oversight function arrangement between the Royal Papua New Guinea Constabulary and Ombudsman



Senior police supervisors and managers of the NGI region that attended the police oversight workshop in Kokopo

Commission came into existence as a result of Recommendation 29 of the Police Administrative Review 2004 which aims at improving the police accountability and integrity and internal discipline of RPNGC members.

Director for Complaints and Administrative Investigations, Mr Joseph Molita and senior officer Mr Daniel Taka were among other senior police executives that conducted the three days Police Oversight workshop in Kokopo.

Being a mouthpiece for the aggrieved

Continued from page 4

DRER gave a bit of background for our visit and further explained that we were not there for investigation but to discuss and find ways to have their problems solved. After a constructive discussion, some admitted that they panicked and had a stressful week running around getting things in order assuming that it was going to be an investigation.

In the afternoon we met with the complainants; they were all smiles and greeted us resoundingly. Even before we started they were heaping praise

for the work of the Commission to safeguard the interest of little people. We explained our position on such issues and highlighted the processes and procedures required to go through to come up with a fix to the issues raised; as such it requires patience and understanding within the time frame set.

From that experience it is the feeling and respect bestowed upon by ordinary people that Commission is the only hope and people's mouthpiece to correct all forms of corruption within governmental bodies, agencies or its offi-

cers. Respect is a two way thing and if we were to maintain that, we need to reciprocate and carry out our duties honestly and diligently aiming towards achieving results. At least you can see hope and belief in the work of the Commission through the eyes of the aggrieved hence ultimately we do not advocate on someone's behalf thus maintaining impartiality at all times.

Story by Raymond Hanave

Trio attend course in the Philippines

Three officers from the Ombudsman Commission have successfully completed *Phase II of Upgrading Skills for Executive Secretaries* from 10 – 18 August 2011 in Manila, Philippines. This follows the completion of *Phase I* which was held in Port Moresby.

Executive Secretaries Florence Kamburi, Mary Tuavot and Margaret Kila were attached to different divisions of the Office of the Ombudsman of the Republic of Philippines.



From left; Milagross Ilustre, Shannon Santa Cruz - Training Coordinator, Florence K, Mary T, Margaret K, Nene Santa Cruz - Master Trainer and Orlando Casimiro - Overall Deputy Ombudsman. **Seated;** Conchita C Morales - Ombudsman Proper.

Florence was placed with the Division of Public Assistance & Corruption Prevention Office (PACPO), Mary with Public Assistance Bureau (PAB) and Margaret with Community Coordination Bureau (CCB).

During her short period with PACPO, Florence mainly assisted in collating documents for important meetings with other agencies on corruption and other issues. Florence said the tasks she performed were similar to what she does in the Office of

Counsel.

"Their (officers) working relationship was very friendly, in the sense that everyone was quick to assist, they were all customer oriented and always had smiles on their faces so when complainants come in they feel important knowing their voice will be heard," said Florence. She observed that protocol is very important in any professional line of work and learned a lot from the officers she worked with.

Mary in her placement with (PAB) experi-

enced that when high profile requesters or complainant (Leaders) go to the office to request or lodge a complaint, the media personnel are invited to cover stories.

The duties that Mary was tasked to do are similar to that of the Commission's Intake and Screening Unit. PAB provides direct assistance to parties seeking the intervention of the office regarding their grievances. It provides assistance to Civil Servants or Service Personnel (Army, Police CIS etc) who have legitimate requests for any form of assistance. She found that their complaint handling process is very efficient and effective.

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One significant event that the three officers attended was the United Nations Convention Against Corruption meeting in which they were invited to sit in as observers.

It was an eye opener and an experience for the officers and they wish to thank the Ombudsman Commission for giving them the opportunity to attend the course.



Module 2 course for policy process completed

Module 2 of *The Policy Process: A Practical Guide to Policy Formulation, Monitoring and Evaluation* course was successfully conducted on 24 August 2011 at the Crown Plaza Hotel.

The course is being conducted by the PPU Development Practitioner, Susan Hayes. Thirty five officers of the Ombudsman Commission are participating, drawn mainly from senior and middle management levels and those who are currently responsible for developing, implementing, and/or reviewing policies, strategies, programs, Standard Operating Procedures and/or practice guidelines in the Commission. Eleven Mentors are involved. Members of the Commission are involved as project Sponsors, with Ombudsman Sangetari sponsoring six projects. Counsel, Secretary and Directors are also involved as Sponsors, as well as participating in the program as Project Team Leaders.

The course aims to develop knowledge, skills and understanding of the policy cycle i.e. policy formulation, analysis, implementation, monitoring and evaluation. The course explores the fundamentals of the theory and practice of the policy development process, through practical exercises and work-based projects.

Participants are all involved in work-based projects as part of the course, which requires consultation, analysis and writing tasks to be undertaken in the workplace between the 3 Course Module training days.

There are 22 work-based projects underway as part of the program. Most of these projects were identified as priorities for the Commission in the 2011 Ombudsplan and are also connected to achievement of the Strategic Plan 2011-2015 Key result Areas (KRAs). For each project there is a Project Team Leader, a Working Group, project Sponsor and one or two Mentors who are engaged to provide expertise in these projects.

During the last training days (Modules 1 and 2), there have been very constructive discussions on the processes and procedures in the work place and already there are areas in some processes that have been identified for review and process re-engineering.

The nominated Mentors who are largely drawn from the pool of PALJP Development Practitioners, including those working with the Commission, have also been attending sessions on the training days. Their involvement is very helpful to the participants in gathering and analysing information to use in the projects. This Policy Process course program is coordinated with the Twinning Program, with one of the Mentors involved, Shaun Rohlack, the Commonwealth Ombudsman Director, Public Affairs, timing his visits to the OC to coincide with the training days.

The third and final Module training day will be held on Wednesday 12 October, with an Evaluation half-day to be scheduled for early November.

SEVEN AND HALF

You've been playing me a lullaby
Sweet like the honeycomb
To ease my pain
And rock me to sleep
With the honeycomb in my mouth

Please don't play havoc on me
Tell me the truth
The INCREMENT I hope for,
I am waiting

Promise me
That you will take me to a place
So far
Yet so close
That I could hear your heart beat
Feel your veins
Draw out blood and weave a new flesh

Like a wounded innocent child
I'll wait for the INCREMENT
All promises have evaporated into the air

The old familiar habits
In the raw world
Shameful conventions
Language of fashion. Of hope

I don't care anymore
I have come to trust
That I will wait
For seven and half million years

To eternity I will wait.
Even if I have to die
I will wait for my SEVEN AND HALF
Even unto hell....

Poem by Samil Yanam

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