



WASDOK NIUS



EYE WITHIN



July 2011 Edition

OC targets Uni students on PEP

“For too long the Ombudsman Commission has been talking to adults and yet after 35 years little or no service has been delivered to people mainly in the remote parts of our country”. These were the words of Ombudsman Phoebe Sangetari during the Public Education Program (PEP) awareness at the PNG University of Natural Resources and Environment in East New Britain on 28 June 2011.

The Ombudsman Commission has taken another shift in its awareness program targeting young people because they will be the future leaders of this country.

sent that good leadership and good governance will be the way forward for PNG. “We want you to become good leaders and know how to spend money so that basic services trickle down,” she said. She challenged the students not to accept bribes when they become a leader in the future. She added that PNG is rated one of the top most corrupt countries in the world.

The Ombudsman Commission is coming out and talking to young people with the aim of developing them into good leaders for the next five to ten years so that they do not repeat the mistakes of today.

Ombudsman Sangetari told those pre-

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Senior Assessor ISU /Regions & External Relations Timothy Waring, (Left) explaining the work of the Ombudsman Commission to two UPNG students during a recent UPNG Political Science Students Association Career Expo.

See story on page 3...

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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Out & About...



This month OC welcomed two new officers which were the Policy Planning Officer Nancy Warkia and Senior Investigator Dunstan Uluchoe. Pictured above is Nancy swearing the Oath of Secrecy in front of Ombudsman Sangetari.



Senior Investigator Dunstan Uluchoe signing the Oath of Secrecy while Director Regions & External Relations Nao Virobo looks on. Dunstan will be based in Momase Regional Office Lae, Morobe Province.



Floor Warden of Delloitte Level 5 Willie Gawi (right), seems to be cautioning occupants that it's still not safe to enter the building during a recent fire drill exercise.

editorial

Welcome to July's edition of Wasdok Newsletter

We hope you've enjoyed June's edition of the Wasdok Newsletter.

This month has been very hectic with Performance Management Review (PMR) due towards the end of the month. Officers were tied up trying to finalise their reports for presentation and at the same time trying to get daily tasks done.

All in all, everything unfolded well with PMR completed on 27- 28 of the month.

You will also read about the Karamui trip and the challenges encountered by officers while out in the field.

In the next edition, we will bring you stories of Ombudsman Nero's PEP trip to Madang and other activities which unfolded in the month but were not captured in this edition.

Happy Reading...!

Editor

Training News

From back page...

These officers participated at the program; Abigail Wariambu, Bernard Alu and Willie Gawi.

5. Quality Customer Service: 28 - 29 July 2011

The course was facilitated by ITI at its Badili Campus and introduced participants to best practices at dealing clients.

Topics covered include; what is customer service, the importance of customer service, seven common sense customer service ideas, customer service and marketing tactic, the salesperson's job, listening to customers, total quality management, relationship marketing, partnering with customers, satisfied customers are easier to sell, master persuasive communication to maintain control, knowing your customers and knowledge of technology enhances sales and customer service, strategic customer sales planning, service and follow-up for customer retention, follow-up with service after a sale and motivation, compensation, leadership and evaluation of salespeople.

These officers attended, Aroai Alu, Pipi Gari, Nou Puka, Numa Renagi and Dorothy Tamo.



More awareness needed on the work of the Commission

A team of Ombudsman Commission officers lead by Government Bodies Liaison Program (GBLP) Team Leader Lydia Mulina participated in the UPNG Political Science Students Association Career Expo on Friday 22 July 2011 at the UPNG Forum Square at Waigani Campus.

The OC stall attracted about 350 – 400 students that came in groups of two to four students. The team's involvement was upon request by the Political Science Department to make awareness on the roles and functions of the Commission and to speak on career opportunities in the Commission.

During the expo the team's general observation was that most students who visited the stall have generally heard of the Ombudsman Commission but do not fully understand its roles and functions. Most of them only know that the Commission investigates leaders. They lack the understanding of the traditional role of the Ombudsman and the Organic Law on the Ombudsman Commission.

The OC stall appeared to be one of the most attractive as students raced to collect brochures and other information materials mainly to be used for research purposes as shown in the picture. Some students were very keen in reading the published Investigative Reports and have indicated to visit the office to collect individual copies of the reports.

Not only did they come to pick up information materials, they also asked questions on the work of the Commission in light of issues affecting the country.

The event was a first of its kind for OC to take part and the team found the experience very valuable in terms of interacting with the public on its public education program.



Lorraine Manua and Lydia Mulina attending to students as they rush to collect information materials.

Qtr 2 Performance Management Review

The Performance Management Review (PMR) held on the 27 - 28 July 2011 has proven to be a success with much improvement from the first quarter, thanks to Policy & Planning Unit for the coordination and to the participants.

PMR is a quarterly report on the performance of the various Divisions of the Commission. These reports are presented by the Divisional Heads and their respective Unit Managers and Team Leaders.

The PMR process is a good management tool to monitor progress in implementing the annual business plan of the Commission for the respective fiscal year.

The Policy and Planning Unit within the Office of Secretary is responsible for the coordination and compilation of the PMR reports.

Like the first quarter PMR the Second quarter reporting was good with the introduction of the standard PMR templates for each Division. The templates help to make the reporting very clear and ensure all Divisions are accountable in their performance.

All divisions provide two reports: the 2011 Ombudsplan report which the Divisions report on the progress or the status of the Commission's annual activity plan and the Power Point report which every Division make a standard report on divisions or branches staff strength snapshot, vacancy snapshot, vacancy monitor, quarterly budget, key issues and challenges, highlights and achievements, next quarter priorities, divisions performance and their various areas of their core responsibilities.

The process has improved a lot over the years however, there is still room for improvement.

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Experiencing the remoteness of Karamui...feature story

The place was very cold and covered in mist. It was morning, the day we were scheduled to fly to Karamui, one of the most remote districts in the Simbu province. I was among a team of OC officers to conduct a Local Level Government workshop on the roles and responsibilities of leadership. Ombudsman Commission chartered Seventh Day Adventist Aviation aircraft to fly the team there.

I woke up at around 5am and looked out the window to check on the weather, hoping it would be a fine day because it was raining the previous day. The weather was not promising as the mountain tops were still covered in black clouds.

This would be my first time to get on a small aircraft and with recent plane crashes of similar type of planes, I was a bit scared. To add more butterflies to my tummy, it had been raining and the only means of transport to get there is by plane. We were to fly over rugged mountains to get there. Despite being scared I wanted to have a go at it.

We called in at the SDA Aviation the day we arrived from Port Moresby which was on a Thursday to check on the charter flight and we were told that there hadn't been any flight to Karamui because of the bad weather condition. We were further advised that our trip might be deferred to Monday. That didn't sound good to us as we arranged to stay at the hotel for only a night. We argued that we should have been notified of the situation so we wouldn't have flown into Goroka. Samson, the officer who served us then told us that he would talk to the pilot and get back to us. With



A passenger weighs herself to get on the MAF plane to Goroka.

that we retired to the hotel. In the morning, we waited for Samson's call. Each time we checked on the weather if there was improvement. At around 10a.m Samson finally called and informed us that the plane was ready to take us to Karamui. My daunting level shot up because the weather was not that fine.

Anyway, we checked out of the hotel and headed straight to the airport. We weighed ourselves together with our luggage and progressed where the plane was waiting. Philip climbed up first followed by Numa then myself. The plane has 10 seats including that of the pilot and co-pilot. Since there were only three of us they removed the other 5 seats. Philip sat in the middle while Numa and I were seated at the rear of the aircraft. We then fastened our seatbelts and waited for the pilot to get on.

Before we could begin our journey, the pilot said a word of prayer seeking guidance and protection from the Lord. When he did that I was a bit assured of our safety. We then moved out of the hanger and taxied onto the run-way. As soon as the plane lifted I felt that my heart also raced up my throat. I was terrified but I did

not show it to my other two colleagues.

We headed into the thick clouds over the mountain tops. For about 5 minutes we were experiencing turbulence then we came into clear sky. It was not as bumpy as I thought it would be. The plane was flying high above the thick clouds. Since Philip had been through that route before, he kept assuring us that we were getting closer to Karamui airstrip.

Looking down I could see fast flowing rivers and waterfalls. The scene was just amazing. I must admit that Papua New Guinea has some of the most fascinating geographical landscapes.

"Before we could begin our journey, the pilot said a word of prayer seeking guidance and protection from the Lord."

After some good 15 minutes the plane started descending. I knew then that we were going to land soon. The plane came to an opening and we could see the airstrip. The landing bit was not very nice as the run-way was muddy and full of potholes. However, as soon as the plane touched down we were full of relief. I could hear Numa saying "We made it!"

When we looked out we could see people flocking towards the airstrip to get a glimpse of the plane and people coming down. This is a normal scene for all the planes that land because this is the only place they get to see people coming in from outside.

The LLG Manager, Wali was there to receive us. He came and helped us with our luggage to the Guest House. Karamui is a small station so whenever new people go there, they become the centre of attention to everyone and we were no exception.

In the next few days, the talk of the day was the weather.

Continued next page...



The deteriorating state of the Karamui airstrip...



From page 4

One interesting observation was that the Digicel's mobile network tower ran out of fuel and mobile users were picking up signal from another tower in which only certain areas could get the reception. The hotspot area was in front of the veranda of the guest house we were staying.

They hung their phones in that particular spot to get reception to the network. We learnt that airline agent continuously consulted people on the ground for weather updates. Most times you will hear them giving weather updates over the phone to airline agencies.

The LLG workshop was scheduled to start on Monday but because most councillors were not present it was moved to the following day. Due to not having the numbers, the workshop had been postponed a few days in a row.

It happened that things didn't work out as planned so after meeting with the few councillors present we decided to fly back to Goroka. Contacting SDA aviation was very difficult because by then there was hardly any mobile reception. Wali tried every attempt to communicate using the two way radio but was unsuccessful.

In the event of trying to contact the outside world we heard a plane. Philip and Wali rushed to the airstrip to see if that was our charter, only to find that the plane was chartered by Census officials and was supposed



Numa Renagi and Philip Morris during one of the stopovers at Negabo airstrip.

to go to Negabo airstrip but because of bad weather it turned back and landed at Karamui. Communication was difficult so both men asked if the three of us could get on with the Census people. After the pilot weighed the situation he agreed to take us on board. It was raining and the weather was just not right to travel so the pilot had to make careful assessment of the load.

My mind was already racing ahead thinking of what might happen to us while flying in such rainy conditions. We did not have a choice but to get on. I could see that those that helped us with our luggage were just as concerned about the weather as we were.

When we were preparing to take off the pilot came around to my side to close the door. He then instructed me how to open the door if and when he would ask me to. By now, I was nervous. I clasped on tightly to the knob at the side of the plane when we

took off. We headed to Negabo airstrip to drop of census materials. The pilot carefully glided the plane through the clouds and after about 15 minutes we saw the airstrip we were bound for. Landing was very rough because the airstrip was worse than Karamui. As the plane landed, it struggled to run into the mud. It had to make a short run and then take off to avoid the bad state of the airstrip.

We arrived safely at our next destination which was Kopi. I was a bit concerned about the state of the airstrip because if the plane encounters problem in times of take-off and landing, it will slip into the cliff just a few metres away.

At around 4pm the Census officials had completed dropping off their materials and we headed to Goroka. For a good 10 to 15 minutes we were flying through thick clouds and I could hardly see beyond the wing of the plane. I was tensed with fright.

Philip kept turning to assure Numa and I that we will be fine and we were getting closer. All we could do was nod our heads and give a weak smile.

After a nerve wrecking good 25 minutes we arrived in Goroka. As soon as the plane landed I gave out a sigh of relief. We had made it safely, thanks to the pilot!

Story by Joycelyn Wasas...

OC targeting younger generation in awareness program

From page 1

Governor for East New Britain, Mr Leo Dion was encouraged to say that the Ombudsman Commission is taking the right step forward by targeting the younger generation in the awareness program. He said he is moved at the way students are debating on issues that are practical especially at government level. "We have failed very badly as a government body", he said.

Ombudsman Sangetari in response explained that the Ombudsman Commission also has a Government Bodies Liaison Program which assists government bodies to get their systems and processes going and where they can attend to complaints and have them solved at their level.



LLG capacity building workshop at Karamui District

The scheduled LLG Presidents and Councillors leadership capacity building Workshop for the third quarter which was to be conducted from 04th – 08th July 2011 in Karamui District, Simbu Province was unsuccessful.

There was a poor turn out in the attendance by the President and Councillors despite prior arrangements with the Karamui-Nomane LLG Manager Wally Yalowai and Department of Provincial and Local Level Government Affairs. Of the 29 Ward Councillors only five were present.

The five Councillors that turned up expressed their frustration at the President in luring the other Councillors into town, in the hope of getting their allowance when he was supposed to be present for the workshop. They agreed that the workshop should not go ahead as there was no number.

This workshop came about when Ombudsman Commission officers from Hagen Regional Office made a first time visit to the District from the 12th to 19th of February this year to do awareness on the roles and functions of the Ombudsman Commission and complaints gathering.

The workshop was aimed at educating the 29 LLG Ward members on the roles and functions of the Ombudsman Commission and to provide awareness on their leadership roles and responsibilities



Philip Morris (second from left), LLG Manager Wally Yalowai and two other Councillors with a coffee farmer carrying his produce.

under the Leadership Code.

The OC team would like to commend Mr Yalowai for his tireless efforts in trying to establish contact and mobilise all the Councillors for the workshop.

Issue tracking table in place to track performance

From page 3

The templates were uploaded on the intranet which allow for good coordination from Directors, Managers and team leaders to agree on their report and also allow accountability as every officers of the Commission have access to the reports.

Generally the sessions were good which prompted good discussions amongst the officers and the MOC. In the discussions some critical issues were raised and addressed on the spot by the MOC, and captured in the PMR Issues Tracking table.

The PMR issues tracking table was created this year and was used first in the last quarter. The table came about when PPU realised that certain issues existed for more

than a year and the same issues were raised year after year in every PMR with out being actioned. The main idea of this activity is to keep track of all issues that are raised in the PMR and to ensure responsible officers act to address the issues within the time frame set by MOC and report in the PMR.

The table outlines all the issues that are raised during PMR meetings. It shows when the issue was raised, what were the MOC directions, next steps and or the agreed actions on how to go about addressing it. It also gives the detail of the person responsible and the time frame for the issue to be resolved. The issues are monitored in the PMR whereby the responsible officers give an update on the progress of the issue.

Training News for July 2011

1. MS Excel 2003 Basic: 14 - 15 July 2011

The course was facilitated by the International Training Institute (ITI) at its Badili Campus. The course introduced participants to working with spreadsheets and covered topics on spreadsheets, simple workbook, selecting range, formulas, copying and filing, working with function, printing, charting and getting help.

Officers who participated at the course include; Rhona Steven, Brenda Oreke, Micah Henumanu, Laniet Tokiala, Miriam Wawe and John Gemb

2. Workplace Health & Safety Officer Level I: 18 - 21 July 2011

The course was facilitated by Safety Association of PNG (Sefti PNG) and was conducted in Madang at the Coast Watchers Motel.

The course introduced participants to workplace health and safety and risk management at workplaces and emphasised that workplace safety is every ones business including legal obligations of employers and employees.

Topics covered include; health and safety legislation, safety responsibilities in the workplace, manual handling, workplace health and hygiene, work caused illness and communicable diseases, risk management - basic principles, accident/incident investigations, workplace amenities, safeguarding and safety signs and fire fighting equipment familiarization.

These officers attended the program; Dick Morehari, Genly Malawae, Albert Sambre and Augustine Grimbai

3. Essential Skills for Managers: 18 - 22 July 2011

The course was facilitated by Institute of Banking and Business Management (IBBM) at its ToRobert Training Centre in Konedobu.

The course focused on getting participants to define management and leadership, including leading leadership and management skills, identify specific roles and responsibilities of a manager and discuss new perspectives, skills and techniques that are required to assist to become a better managers and leaders.

The following officers attended; Nerol Ilarupa, Ephraim Manhi, Patrick Niebo and Charlie Mai

4. Workplace Health & Safety Officer Level II: 25 - 28 July 2011

The course was facilitated by the Safety Association of PNG (Sefti PNG) and was conducted in Madang at the Coast Watchers Motel.

The course covered safety audits, safeguarding and safety signs, electrical safety, hazardous substances, emergency procedures and personal protective equipment.

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Food for Thought

Teamwork

"We ourselves feel that what we do is just a drop in the ocean. But the ocean would be less because of that missing drop."

Mother Teresa

"Coming together is a beginning. Keeping together is progress. Working together is success."

Henry Ford

"Teamwork is the ability to work together for a common vision . The ability to direct individual accomplishments towards organisational objectives. It is the fuel that allows common people to attain uncommon results."

Henry Ford

"Individual commitment to a group effort...that is what makes a team work, a company work, a society work, a civilization work."

Vince Lombard

"The nice thing about teamwork is that you always have others on your side."

Margaret Carty

"If everyone is moving forward together, then success takes care of itself."

Henry Ford

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