



October 2011 Edition

Leadership Code crucial for good governance

The Ombudsman Commission (OC) has taken a proactive approach to assist in educating leaders or those holding leadership positions on the requirements of the Leadership Code (LC).

OC hosted its first ever Leadership Code Summit at the Gateway hotel on 5 October 2011 making statutory bodies, departmental heads and constitutional office-holders aware of their duties and responsibilities as leaders and the consequences of not complying with the LC.

Ombudsman Phoebe Sangetari stressed in her key note address that leaders need to be better informed of these requirements so that they ensure their public and private life is consistent with or in compliance with the LC.

She explained that the LC is a Code of Conduct for leaders or persons holding leadership positions which is legally binding on leaders and firmly enforced by the OC. She said it requires a high standard of personal conduct and integrity of leaders. The Leadership Code is amongst CPC's most fundamental recommendations which is entrenched in the *Constitution* and the *Organic Law on the Duties and Responsibilities of Leadership (OLDRL)*.

In creating the LC, CPC foresaw that corruption in the public sector would be one of the greatest dangers to the new nation so it considered it necessary that a Code of Conduct be laid down for all persons holding senior public offices.

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Some of the leaders that were present at the Leadership Summit from left; Dr Betty Lovai Commissioner for CLRC, Dr Linda Tamsen Public Service Commission, Mr John Kali Secretary DPM and Mr Simon Tosali, Secretary Department of Treasury.

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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OC's visit to remote Kabwum district lauded

Teachers of remote schools in the Kabwum and Tewai-Siassi districts lack trust in the internal processes in the Education Department. For far too long queries and issues were not attended to within the department and this is a major concern for teachers in that part of the country. Most teachers raised concern that it takes too long for the Education Department to settle issues such as travel entitlements, promotional salaries, annual increments and other related issues.

Ombudsman Commission through its Momase Regional office (Raymond Hanave and Dunstan Uluchoe) visit to Wasu Secondary School in the Tewai-Siassi district from 21–25 September 2011, was seen as a positive approach. Teachers stated that it was a rare occasion for any government body apart from the education department to visit the area. They said with such visits, the Commission could be an avenue that they can resort to after exhausting the normal internal processes that they claim is defunct

and not working at all. Mr Daniel head teacher of Wasu Secondary School applauded the work of the Commission saying that this brought services close to the people.

Health workers of Kabwum Rural Health centre also aired similar concerns. They said working in remote areas is difficult to pursue ways to address their issues and grievances. They were thankful to OC for being the mouthpiece for the people and to ensure processes and procedures are adhered to.

OC's visit had an impact on the people which was shown in the number of complaints received after the visit. Of the 100 complaint forms delivered during the trip, twenty four complaints were received on the ground and another eleven later delivered to the Lae office totalling to thirty four complaints. OC is still anticipating more complaints to come as a result of the visit.

More awareness needed on OC's roles & functions

Most people living in remote places of Papua New Guinea including public servants are still unaware of the roles and functions of the Ombudsman Commission. Apart from knowing that OC deals only with leaders. They do not know the primary function of the Commission which is to oversee governance issues in governmental bodies neither do they know that it is their right to basic services and not just a privilege.

This was gathered during one of the visits by OC officers in the Kabwum district and Wasu LLG in the Tewai-Siassi district as part of the Commission's ongoing Public Education Awareness program. Kabwum is one of the remote districts in Morobe province and to have government officers especially those from a constitutional institution like Ombudsman Commission visit the area, is an eye opener. Students, school teachers and health officers were among some of the people whom the OC officers spoke to about the roles and functions of the Commission and the rationale behind its establishment. They were very happy to learn about an institution that can be the people's mouthpiece to address discrepancies in the government system.

The OC team highlighted areas which complaints can be lodged against in the government system. They encouraged the teachers and health workers to put in complaints for issues that needed to be addressed by relevant government authorities in the district.

Some of the issues that teachers and students discussed openly were police brutality and the issue of children not going to school due to school fee problems.

In response to the many issues raised by those present, the OC team also highlighted the function of the Commission in dealing with human rights issues.

editorial

*Welcome to October's edition of
Wasdok Newsletter*

This month OC farewelled one of its prominent officers, the Counsel to the Commission. Mr Narokobi has been accepted to pursue Doctorate studies in Law in Wellington, New Zealand. His hard work will be missed and we wish him best of luck in his studies.

We also bring to you stories of the first ever Leadership Summit coordinated by the Commission at the Gateway hotel. Leaders present at the Summit were very appreciative of the event and look forward to more of this kind of approach by the Commission. It was a successful event, thanks to everyone who made the event possible.

Enjoy reading other stories as well...



Leadership Code needs to be reviewed: Leaders

The Ombudsman Commission needs to extend the Leadership Code to people who deal with public funds, including chairmen of landowner groups. This was one of the concerns raised by the Departmental Heads during the Leadership Summit held at the Gateway Hotel on 5 October 2011.

The money received from resources belongs to the people and it has to be managed wisely. It was said that landowner heads use huge sum of monies at their own will and people get very little.

The leaders pointed out that the criteria that determine leadership is vague and does not cover some people who are influential in decision making. Leadership is about accountability and somebody has to be held accountable for his/her actions. They commented that the *Organic Law on Duties and Responsibilities of Leadership (OLDRL)* needs to be

reviewed to suit the changing times.

Ombudsman Sangetari stated the same saying; "The Leadership Code is as old as the Independent State of PNG and needs to be reviewed." Changes are occurring in terms of leadership and their conduct of business and other issues may require fine tuning of the Leadership Code to keep up with changing times.

OC was also asked to align the Leadership Code with the 'code of conduct' of private organisations. This is to attract private sector participation in good leadership.

Meanwhile, it was also raised that the government should declare taxes paid in by the mining companies. The monies coming in through tax should be made known as it is public fund.

Salaries & Remuneration Commission part-take in Leadership Summit



Leadership Summit panel members (L-R) Mathew Damaru Director Leadership, Vergil Narokobi Counsel, Ombudsman Phoebe Sangetari, Jack Bagita Executive Officer of SRC and Nao Virobo Director R&ER..

Statutory bodies, departmental heads and constitutional office holders other than judges present at the first ever Leadership Code Summit had the privilege of asking questions to the Salaries and Remuneration Commission (SRC) Executive Officer, Jack Bagita on their conditions of employment.

The SRC is established under Section 216A of the Constitution with powers to determine levels of benefits for leaders who come under its responsibility. It is the only body which is empowered to approve benefits for leaders.

Since its establishment in 1988, the Commission has made many determinations and some of which are currently in use. Mr. Bagita told those present that these determinations were contained in a booklet entitled *Salaries and Remuneration Commission Determinations 2007 – updated to 1st June 2011*.

He stressed that leaders must be aware that these determinations cover only authorized benefits that a leader, who come under the responsibility of the SRC may legally receive. He added that any benefit obtained by a leader outside of the determinations shall be deemed to be an unauthorized benefit and shall render the leader concerned liable for investigation by the Ombudsman Commission.

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The CPC regarded the LC as pivotal to a whole notion of quality leadership and representative of democracy. Ombudsman Sangetari stressed that the LC is a code of conduct that PNG leaders must know and follow.

The summit turned out successful with participants appreciating this initiative.

Ombudsman Sangetari thanked the participants for attending despite their busy schedules. "The fact that you are here shows us that the Leadership Code is important to you". She said the office that each of them hold brings them additional roles which they need to be aware of.





Your Health & Safety at Workplace

...with PPU Manager Albert Sambre

This edition will briefly cover general information on Work Caused Illnesses and Communicable Diseases and their modes of transmission.

What is a communicable disease?

According to one definition – It is an illness caused by an infectious agent or its poison which arises through transmission of an agent or its products from an infected person, animal or inanimate reservoir to a susceptible host, either directly or indirectly through an intermediate plant or animal host, vector or an inanimate environment.

Put simply, it is *any disease capable of being transmitted from one person to another.*

Some of the more common work caused illnesses and common diseases include:

- Coughs, colds;
- Measles, mumps, chickenpox;
- Rubella;
- Tuberculosis (TB);
- STD/HIV&AIDS;
- Hepatitis A & B;
- Ross River fever;
- Q fever

Modes of Transmission

There are four (4) main ways of transmission of communicable diseases:

1. By Inhalation

- Sneezing, coughing, and sometimes laughing and breathing;
- Coughs, colds, TB, measles, mumps, chickenpox, rubella
- Blood or body fluid contact. Virus or bacteria in blood, semen, vaginal fluid and saliva absorbed into blood or body fluids.

2. By direct blood to blood contact (direct body fluid contact) through:

- Injecting intravenous drugs;
- Needle stick injury;
- Open cuts abrasions;
- Mucous membranes
- (nose eyes):
- Penetrative sexual contact;
- Infected mother to child.

3. By ingestion

- Virus or bacteria infection survives on food, cutlery crockery, fingers or contaminated milk and meat products absorbed into the stomach;
- Could be spread by kissing, using cups, cutlery and plates, contaminated food.

4. By direct skin contact

- Bacteria or virus transferred from skin of infected person to skin of another by touching, sharing clothes, using same beddings and towels.

Next edition will cover **people most at risk and preventive measures.** Enjoy reading this column!

Director CAID attends anti-corruption meet in Nepal



Mr Molita - Director CAID

Director Complaints and Administrative Investigation Division Mr. Joseph Molita is thankful to the Commission for allowing him to attend the 4th IN-TACT (Integrity in Action) Community of Practitioners meeting in Kathmandu Nepal from 12-14 October 2011.

The meeting was an opportunity for people involved with Anti-Corruption work in the Asia Pacific region to get together and discuss strategies to fight corruption.

Its main aims were to stimulate new and innovative anti corruption programming at the country level in Asia-Pacific by sharing lessons learnt among anti-corruption practitioners, notably with regard to;

1. How to measure corruption at the national level;
2. How to monitor and evaluate anti-corruption efforts, especially national anti-corruption strategies;
3. How to foster integrity in MDG related sectors such as health, education and water and sanitation;
4. How to use information and Communication Technology (ICT) to improve the fight against corruption in Asia-Pacific.

In a report to the Commission, Mr. Molita mentioned that the measurements of corruption help countries to identify corruption vulnerabilities and assist policy makers to take action against corruption.

He pointed out that even though corruption is difficult to define, measurements and assessments are useful to give corruption a face, inform reforms, direct policy, monitor prevalence and point of corruption, gather information and disaggregate data in terms of the poor, gender, locality and so forth.

There are various systems being used in the Asia-Pacific such as *Timor Leste* which is an application that integrates all the Law and Justice Sector agencies. The Integrated Complaints management system from Bhutan has similar features to OCPNG's CMS.

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Outgoing Counsel did Commission proud

"I came into the Ombudsman Commission as Bernard Narokobi's son, but I am leaving the Commission as Vergil Narokobi, and I owe this to the Members of the Commission and to this organisation and all my colleague officers for giving me a name, status and identity in Papua New Guinea society. This is something that is engraved in my heart." These were the words of the outgoing Counsel Vergil Narokobi in a small but significant gathering to farewell him.



(R-L) Counsel Narokobi shaking hands with Ombudsman Nero while Ombudsman Sangetari, Chief Ombudsman Manek and HRM Dick Morehari look on.

Counsel Narokobi has been offered a three year scholarship to do his PhD in Constitutional Law in Victoria University, New Zealand starting in 2012.

One of the things that attracted Counsel Narokobi to the position of counsel was the high ideals the Ombudsman Commission stood for. Many a times in the past he would be in Court and listen to David Canning's, former Counsel argue Constitutional References in the Supreme Court and thought to himself 'would it be great to do what he does?' Sure enough his dreams came true when the Commission offered him the job and he signed a three-year contract on 22 September 2008.

Counsel pointed out the importance of teamwork and how it has helped achieve for the Commission several milestones, including high profile Administrative Reports, Leadership Referrals and significant legal victories. He particularly thanked the dedicated officers in the Office of Counsel for their teamwork and corporation. He extended his thankyou to their families for the loyalty, support and understanding displayed each day. Counsel also thanked all officers for the support in the course of his three years with the Commission.

The parting advice he left was 'cooperation and teamwork and recognising the value of every team member will always keep you in a good stead.'

When recapping on the time Counsel Narokobi first joined the Commission, Members of the Commission recalled him as a young lawyer who was up against

some of the very highly educated and experienced candidates both national and international who were short-listed for the position of Counsel. He was the youngest among the group but the Commission in its wisdom decided to appoint him. He served as Counsel to the Commission for three years. While serving the Commission,

Counsel Narokobi argued some of the very significant issues in the history of PNG.

An emotional Chief Ombudsman Chronox Manek in his farewell speech described Counsel Narokobi as someone who demonstrated humility and gentleness of a huge man. Chief Ombudsman said Counsel Narokobi did the Commission proud in the kind of work he produced and he leaves the Commission with head held high. He said it took a wild gamble to pick him out of the list but it paid off. Chief Ombudsman acknowledged Counsel and his team for their immense contribution to the Commission. He extended his appreciation to Counsel Narokobi's family especially his wife Grace and their four beautiful children – Maria, Bernard, Fatima and Xavier for putting up with Counsel's commitment to serve the Commission.

Ombudsman Phoebe Sangetari shared similar remarks saying Counsel Narokobi provided quality advice to the Commission. The Commission had confidence in him and valued his advice with the current issues arising in the constitution.

"Counsel (Narokobi) joined the Commission with a certain frame of mind and the right attitude which manifested in the kind of work he delivered," Ombudsman John Nero said. Ombudsman Nero commended Counsel Narokobi for his tireless efforts and told him to be an ambassador of the Commission when he leaves. He also threw a challenge to officers to follow in Counsel Narokobi's footsteps and do their utmost best to deliver within their capacity to the Commission.

OC Officers attend CHRIS conference in Sydney

By Bernard Alu

The Ombudsman Commission for the 4th time participated in the Annual CHRIS (Comprehensive Human Resource Integrated Solutions) Conference held from 19-21 October 2011 in Sydney, Australia.

The officers include Dickson Morehari, Julie Menei, Helai Lohia and I.

We travelled on Tuesday 19 October via Brisbane and arrived in Sydney at around 9pm. It was a long and tiring journey however, we made it safely to our destination.

Next day we registered from 10am and proceeded with lunch at 12noon. The PNG Consultant and Frontier's Old office Business Manager Mr Lawrence Kay was on helm to greet us with other PNG colleagues. There were three officers from NICTA (National Information & Communication Technology Authority) and another three from Kenmoore Group of Companies. It was good to meet fellow PNG users of the CHRIS system.

Whilst having lunch, the owner and founder of Frontier Mr Michael Howard came and joined us. We, especially Mr Morehari had an opportunity to discuss issues relating to the CHRIS System.

Mr Howard was very appreciative of our presence. He said the main focus of the conference was to ensure CHRIS cus-



OC officers with other PNG CHRIS users posing with Lawrence Kay (2nd left), Frontier business manager.

tomers customize the system to suit their needs hence make it user friendly and be up to date with the changes in technology. Mr Howard added that the programs were designed to make the work processes easier and to ensure there is efficient processing of data and ease of access by the users.

Frontier has softwares that are linked directly to CHRIS21, (which is the system OC is currently using) and can be done separately apart from payroll. They have products like:

- ER21 - Employee Recruitment
- EPM21 - Employee Performance Management.
- HR21 - Kiosk for the Organisation
- LD21 - Learning & Development
- TA21 - Timesheet and Attendance
- DSH21 - Dashboards (Newly launched and operative in February 2012)
- ICHRIS - Internet CHRIS (newly launched and operative in February 2012)

The opening session was 'unleashing employee performance module' that outlined how to manage performance of employees through the system and how it will enhance managers to make their decisions on the ratings and scores of an employee's performance.

The session was followed by HR information system technology on HR related topics that is in the system.

The last session was an interesting one with the launching of a new program iCHRIS21 also known as Internet CHRIS system. This is the latest program whereby users can access the system anywhere, anytime. For example, if the Paymaster is sick and cannot make it to the office to run the payroll, he can simply use his mobile phone or wireless internet access to

run the payroll from his sick bed without much hurdle.

In the evening, we attended a dinner function at Lunar Park just across by ferry next to the Sydney harbour bridge.

The next day's session was interesting as we all were placed in groups to attend various sessions on latest developments on the systems. The sessions were very informative with updates on various programs in CHRIS21.

We attended the gala dinner night later in the evening and it was a privilege to meet and interact with all other CHRIS users and the program designers.

Friday was half day session that covered various product improvements and the future directions for the system and after that the conference was officially closed.

The conference was very informative and interesting and one product that got us interested was HR21 (kiosk) that is user friendly. If it is utilised this will benefit everyone to access their own leave credits, appraisal history, pay history, payslips, personal details, training details, education details and other information that is in CHRIS.

The next conference will be held in May 2013 at Melbourne.



(L-R) Bernard Alu, Julie Menei, Dick Morehari and Helai Lohia on a sightseeing trip.



Module 3 of the policy process completed



Right; Lydia Mulina and her team trying to get around the traffic jam exercise during the workshop. This is a demonstration on some of the obstacles faced in the policy process.

Module 3 of *The Policy Process: Policy Implementation, Monitoring and Evaluation* course was successfully conducted on 25 October 2011 at the Crowne Plaza Hotel.

This was the final module of the policy and planning process workshop facilitated by the Policy and Planning Unit's Development Practitioner Susan Hayes to course participants of

the Ombudsman Commission.

Senior Manager Support Services, Mr. Samoa Kedeia said this training is a learning experience and has so far been very challenging for the participants. "It was an opportunity and we appreciate Susan's efforts", he said. He challenged the participants to put in to good use the knowledge, skills and understanding acquired from the training.

Ombudsman Sangetari stressed that policy formulation is an art itself. She said there is no excuse for the officers of the Commission to say they do not know how to formulate policies.

The course participants were all involved in work-based projects as part of the course requirement. These projects required consultation, analysis and writing which were undertaken in the workplace between the 3 Course Modules training days.

Dedicated to OCPNG

From Swedish soil to
Papua New Guinea roots

Adopted by our founding fathers
from shores our ancestor's lakatois
never sailed

Quietly, confidently and majestically
speaking from the hallowed pages of
the Constitution

Not in Swedish anymore but with one
voice of 800 different tongues

Constantly reminding us that all power
belongs to the people

So that aspirations of our people may
not only be read and said
but lived

Proud sons and daughters
of Papua New Guinea
who colour this institution with
integrity and independence

Our people look to you
to walk tall
without fear or favour...

~Vergil Narokobi~
Outgoing Counsel to the
Commission

Make annual statements available online: Molita

From page 4

Mr. Molita stated that OCPNG has the CMS in place which is as good as any system that can be found anywhere to manage the cases.

He suggested in the report that the Annual statements should be made available online for leaders to access and then again submit their statements online.

He mentioned that this was a good forum to find ways and means to work closely with Civil Society Or-

ganisations and other bodies as the business of fighting corruption is not only for the anti Corruption bodies but for the whole society which is affected by Corruption.

PNG has always been ranked poorly in the Transparency International corruption perception index.

Perhaps, in future we can develop a measurement tool to evaluate and measure corruption in PNG and then develop policies that will address the vulnerabilities identified or reported.

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