



### April 2012 edition

## OC launches annual plan

The Ombudsman Commission launched its 2012 Ombudsplan on 27 April 2012. It is the Commission's Annual Plan. The Members of the Commission commended the Policy and Planning Unit for facilitating it and challenged officers to give meaning and effect to the plan.

Ombudsman John Nero urged officers to be committed and execute the plan through their various capacities. Ombudsman Nero stated that planning is a good thing but it comes with commitment. He said officers are the forefront of the organisation and they are the ones to facilitate the plan.

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*Left: Ombudsman John Nero and Ombudsman Phoebe Sangetari showing off the 2012 Ombudsplan during the launch.*

### 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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# Give meaning and effect to the Ombudsplan says MOC

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Ombudsman Nero further stated that officers should raise the alarm when the plan is not implemented the manner it was intended.

Ombudsman Phoebe Sangetari added that the Ombudsplan is a smart plan. Ombudsman Sangetari explained that the Ombudsplan is tied to the five year strategic plan and is align to achieve the government requirements.

She said the onus is on the officers to achieve outcomes and make the plan work.

Present at the launching were the three Regional Managers and the officers as well.



Ombudsman Nero cuts the ribbon to launch the Ombudsplan

## editorial

*Welcome to April's edition of  
Wasdok Newsletter*

Hi olgeta,

We hope you enjoyed reading the last edition of the Wasdok newsletter.

Early this month the Commission ended its nationwide pre-election awareness with trips to the Autonomous Region of Bougainville, Central and New Ireland provinces. It was a learning experience for some officers.

Some of the highlights this month were the launch of the Ombudsplan and the first Performance Management Review meeting of the year. You can read about them in this edition.

Enjoy reading...!

## Pre-election awareness a success

The Ombudsman Commission pre-national election awareness carried out from March to April covered 21 provinces. The program was hailed a success in terms of the coverage of the country.

This is the second time OC conducts such awareness to educate the eligible voters of good leadership qualities and values to elect good leaders to represent them in parliament. The first was in 2007 prior to the elections.

It was the Commission's approach to minimize public outcry on poor performance of leaders on accountability, corruption, governance issues and lack of service delivery.

The awareness aimed at educating voters that they have the right to exercise and the power to make a difference through the ballot box.

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# Nation-wide awareness brings OC to remote areas

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This awareness brought OC to the district level and thousands heard about OC for the first time. The exercise was important and gave OC the opportunity to hear from the people development issues that they are facing.

One of the most frequent asked questions received from almost 14 provinces was on the penalties leaders get when found guilty during tribunals. Most people said the laws need to be changed to give more harsh penalties to leaders who offend and do not live up to the Leadership Code.



Sam Kupul talking to students of Kamaliki Secondary School.

## VOICE BOX

## WHAT DO YOU THINK ABOUT THE LEADERSHIP AWARENESS ?

The pre-election awareness conducted from March to April this year was the Commission's approach to educate eligible voters on good leadership qualities. The Commission involved most of its officers in the exercise and here's what some of them have to say....



Sarry Moere  
Accounts Payable  
Officer

Thanks to the organising team who invited me to participate in the Leadership awareness to Morobe province and Abau in Central province. My role in the Commission does not allow me to travel for such activities however, this opportunity given to me is a first time learning experience and as an introvert it has made me gain more confidence especially in public speaking.



Florence Kamburi  
Executive Secretary to  
Counsel

Thanks to our team leader Gerega Asisi for giving all of us a chance to speak during the awareness campaign in Alotau, Milne Bay Province. This being my first time, did not stop me from speaking at Hagita High and Cameron Secondary schools. It was a good experience for me, hence giving more confidence in public speaking. Good learning opportunity for support staff.



Julie Menei  
IT Help Desk Officer

A very good learning experience for me. This awareness exercise has made me gain self confidence in public speaking. I was part of the team that travelled to Oro Province.



Fred Pennington  
Executive Officer to  
Secretary

It was my first time to go out and it was a learning experience for me. My involvement in the awareness exercise in New Ireland Province was very helpful. It helped me know the roles and functions of the Commission. When we go out on such trips to educate the people, we also educate ourselves. I also learnt a lot about the Commission.



Gae Kila  
Executive Secretary to  
Ombudsman

I was given the opportunity to introduce the team that went to Hula in Central Province. This was my first time to go on an awareness trip after 12 years with the Commission. Although I did not present, I learnt so much through observation from those who presented. This awareness exercise has opened my mind to understand more on the work of the Commission. If I am given another opportunity in future, I can speak confidently.



Tony Giro  
IT Support Officer

Taking the trip has made me aware of the type of leadership we have in this country at the National level. This leadership awareness was important for our people as it would help them make an informed decision come election time. It also made me appreciate the role the Commission plays to minimize corruption.



# OC reviews work performance



*Left: James Ngune listening attentively to issues discussed and Mr Kedeo responding to a question during issues tracking in the 1st Quarter PMR..*

Monitoring staff performance is significant for any organisation. It is important to see their progress, discover the issues and challenges faced and suggest ideas for improvement.

The Ombudsman Commission completed its first Quarter Performance Management Review on 25 and 26 April 2012.

Secretary to the Commission Mr Gabe Hekoi urged the participants to use the PMR sessions to discuss matters openly and professionally to get value. He stressed that issues raised should be addressed positively.

Ombudsman Sangetari while agreeing encouraged divisional heads to keep their divisions operating and having normal business flow despite the absence of the Chief Ombudsman Chronox Manek. Mr Manek has been absent due to illness.

Ombudsman John Nero also stressed that officers must exercise restraint and good management in the absence of the Chief Ombudsman.

Some divisions started the year on a slow note while others kept busy like the Leadership division which started the nation wide awareness on good leadership qualities in the first quarter.

## Did you know?

*Anyone can lay a complaint with the Ombudsman Commission. This can be done either by telephone or letter, or call in personally at the OC head office in Deloitte Tower, Port Moresby or at the Regional offices in Mt Hagen Western Highlands Province, Kokopo East New Britain and Lae Morobe Province.*



*When you contact the Ombudsman Commission, an officer will take down all the relevant information about your complaint*



*The officer will check if the Commission has the power to investigate your complaint. If it cannot investigate, it usually refers your case to an agency that can investigate.*

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