



January 2013 edition

Sangetari thanks OAC for having confidence in her to lead OCPNG

Ms Phoebe Sangetari has thanked the Prime Minister as Chairman of the Ombudsman Appointing Committee (OAC) and the members of the OAC for having confidence in her to lead the Ombudsman Commission of Papua New Guinea.

Ms Sangetari was re-appointed as Acting Chief Ombudsman after the expiry of her acting capacity in December 2012. She took her oath of office and was sworn-in by the Governor-General Sir Michael Ogio at the Government House in Port Moresby on 24 January 2013.

The re-appointment will see Ms Sangetari serve for the third time as Acting Chief Ombudsman of OCPNG.

"I assure the Ombudsman Appointing Committee and the people of Papua New Guinea that I will serve to the best of my ability without fear or favour," said Acting Chief Ombudsman Sangetari.

She said that the government is beginning to have faith and confidence in women to serve in executive positions and she added that there are a good number of women acting on senior positions.



Acting Chief Ombudsman Phoebe Sangetari signing her oath of office in front of the Governor-General Sir Michael Ogio.

"This appointment is a plus to the women of PNG. If given the opportunity the women can prove themselves," she said.

The appointment of Ms Sangetari as Acting Chief Ombudsman is the first of its kind in the history of PNG. Never in the past has a woman Ombudsman been appointed as Acting Chief Ombudsman or Chief Ombudsman for that matter.

The acting appointment of Ms Sangetari as Acting Chief Ombudsman is for an indefinite period until the Ombudsman Appointing Committee makes an appointment for the vacancy.

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]

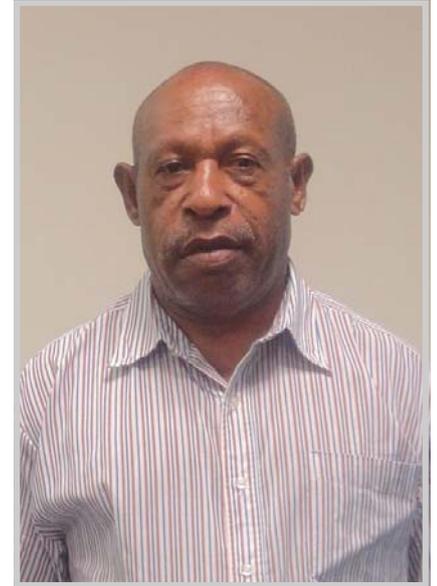
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Staff Profile *featuring one of OC's longest serving officer*

In this column *Wasdok Newsletter* features one of the longest serving officers of the Ombudsman Commission.

We bring you an insight of Mr Steven Yapulabe's career with the Commission as he is soon to exit.



Steven Yapulabe

Steven Yapulabe would always have the Ombudsman Commission at heart when he is retrenched after serving the Commission as a security guard and office assistant for almost 20 years.

He thanked the Commission for looking after him

for many years despite him not having a formal education.

Mr Yapulabe carries himself professionally with his neat dressing. He recalls when he first joined the Commission he was illiterate.

However, he can now read thanks to the Commission's in-house trainings.

He said he is not in a rush to move on and is just awaiting the Commission to make a decision on his retrenchment.

Mr Yapulabe is from the Komo-Magarima district in the newly established Hela province. He is from a small village called Yuhama located at the border of Komo-Magarima and Kandep in Enga province.

editorial

*January edition of
Wasdok Newsletter*

HAPPY NEW YEAR to our readers!

We hope you have enjoyed reading the publications of the Wasdok newsletter and find it informative and news worthy in the past year.

This is the first issue for 2013 and we hope to bring you more of the top monthly updates throughout the course of the year.

In this issue we congratulate Ms Phoebe Sangetari on her re-appointment as Acting Chief Ombudsman after the expiry of her acting capacity in December 2012.

As the year begins it comes with new challenges and so we read about OC working in partnership with other stakeholders and preparing for a nationwide pre-election awareness for the upcoming 2013 LLG elections from March to May 2013.

Enjoy reading our other feature stories in this issue.

Cheers
Editor



OC gears up for pre-election awareness

This year the country will see another election in the Local Level Government (LLG) election scheduled from June to August 2013.

The Ombudsman Commission is working in partnership with other stakeholders and is coming towards the end of preparations for a nationwide pre-election awareness for the upcoming 2013 LLG elections from March to May 2013.

The Commission has visited different provinces to assess locations to conduct the awareness and liaise with Provincial Administrations on the ground for logistics arrangements.

The awareness drive by the Commission is similar to the exercise conducted throughout the country prior to the 2012 National Elections and other previous elections.

The Commission's Director Leadership, Mr Mathew Damaru is taking the lead in the awareness exercise to make the people aware of their rights and responsibilities when exercising the right to vote. The need for this exercise is also to assist in the reduction of complaints against LLG leaders.

Mr Damaru said this awareness exercise aims at educating eli-

gible voters of qualities and values of good leadership in order for them to make the best choice when they cast their votes. It will also make intending candidates and the public aware of the duties and responsibilities of leadership.

The awareness poses quite a lot of challenges to the Commission as the population targeted in the exercise is in the rural areas.

"The Commission will face challenges in the maritime provinces if the current weather continues but there are fallbacks such as the assistance by the National Broadcasting Corporation through its local radio stations to reach the outer islands," said Mr Damaru.

It is anticipated that the whole exercise will take three months and the Commission is looking forward to working closely with the provincial administrations who have given immense support to take part in the awareness and have already assisted in the preparation stage of the exercise.

"Although the awareness will cover all 89 districts it may not be possible to extend the awareness to all the wards in each district. We have selected central locations where the awareness would be staged," said Mr Damaru.

Bulolo District Administrator disappoints OC officers

Officers from the Ombudsman Commission (OC) and Department of Implementation and Rural Development (DIRD) that visited Bulolo District were left disappointed after the planned programme for the LLG leaders Capacity Building Training failed to eventuate.

In a meeting with the Bulolo District Administrator (DA), Mr Tae Gwambelele told the team from OC and DIRD that leaders did not turn up because the LLG Election is three to four months away and the training is untimely.

Mr Richard Pagen from the OC told the DA that this was a planned activity since October and said the visit was not a surprise and it was the responsibility of the DA to organise and get the message over to the leaders at the LLG level.

Mr Solomon Hakava from DIRD clarified to the DA and the Deputy Governor for Morobe Mr Morokoi Gaiwata

that this was not a first time workshop. OC and DIRD have been visiting other districts through out the country.

Mr Hakava explained that this was not an induction program rather a capacity building workshop.

He said the LLG leaders from Bulolo are now missing out on an important training on how they can be best assisted because the 2013 budget will trickle all the way down to the LLG level. He added that some of the ward members are illiterate so there is a need to teach them.

Deputy Governor Gaiwata admitted that they have failed to make proper arrangements in the district for their leaders to attend and they have taken the challenge to organise the workshop at their expense.

A total of five officers from the OC and two from DIRD were in Bulolo from the 3-6 December 2012.



Acting RM Champanien attends training in London

The trip from Port Moresby to London can be a long and tiring journey as NGI Acting Regional Manager, Anthony Champanien shares his experience of his trip to the United Kingdom.

I left Port Moresby in the afternoon on Saturday 24 November 2012 for London via Singapore and arrived at London's Heathrow International Airport early morning on Sunday. From there, I caught a cab and went straight to Premier Eurotraveller Hotel located on the eastern part of Central London and checked-in.

After checking-in, I enquired with the hotel staff for information regarding the office location of the training conveyor, the Governance & Management Services International (GMSi) in the city. The hotel staff gave me the required information and further advised that GMSi has booked a conference room in the hotel to run a week-long training starting on Monday 26 November 2012.

I was so thankful and relieved to receive news of the arrangement because I would not be travelling away from the hotel to attend the training. It was rest at last for me, eagerly looking forward to attend the training the next day.

The following day was the first day of training. I came down from my hotel room and progressed into the conference venue to join the other participants. Whilst in the conference room meeting the other participants who all happened to be from the African continent particularly from Ghana, Kenya and Nigeria, I learnt from Professor Victor O. Ayeni, Director of GMSi that I was to attend my training at the office and not with this group.

One of Professor Ayeni's officers assisted me to the GMSi Office



Standing (third left): Mr Champanien with the other participants and one of the facilitators, Mrs Goodison (seated third left).

which is about a hundred meters away from the famous Thames River. Upon my arrival at the office, I met my trainer Ms Marcia E. Thompson.

To my surprise, I was the only person attending the week-long training with different training facilitators taking various topics of the theme, *Ombudsman Conflict – Dealing with Different People and Situations*.

The first day's session with Ms Thompson was based on Knowledge and Experiences of Managing Complaints as Service Delivery. As a former employee of London City Council and now a consultant, she shared her knowledge and experiences on how to manage complaints as a Service Delivery to the general public. "Handle each complaint as a service delivery and assist the individual or group in a timely manner."

She presented a case study of an investigation she conducted into the London City Councils Children's Fund being abused by an ethnic group some years back.

What happened was that this particular ethnic group was in political power of the City's Council, thus appointing their cronies to manage the fund leading to abuse. I openly shared some similar experiences that are faced in Papua New Guinea. We had an extensive one on one discussion and concluded the session.

On the second day of training, Susan Calthorp took me through the session. Her topic of discussion was Establishing Network with Relevant Public and Private Sector Organisations. Mrs Calthorp highlighted that Anti-Corruption organisations should establish good network to assist each other to promote Good Governance and Leadership.

Her presentation was more interactive and divulged sharing of knowledge and experiences from both sides. Mrs Calthorp's presentation was very practical. I was given the opportunity to share my views and ask questions regarding her presentation. She gave some sources and hints on where and how to build network and excess funds to promote Good Governance and Leadership.

On the third day Professor Victor O. Ayeni Director of GMSi Professor did a presentation on the characteristics of an Ombudsman

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Voxpop

What is your view on New Year resolutions?

Most often we hear about people making New Year resolutions in the eve of a new year. One would ask, what is a New Year resolution and how did it come about? According to Wikipedia online, New Year resolution is defined as a commitment that an individual makes to a project or the reforming of a habit, often as a life-style change.

A key element to a New Year resolution that sets it apart from other resolutions is that it is made in anticipation of the New Year and new beginnings. People committing themselves to a New Year generally plan to do for that whole year. This life-style change is generally interpreted as advantageous.

New Year resolutions also have religious origins. For instance, the ancient Babylonians made promises to their gods at the start of each year that they would return borrowed objects and pay their debts. And the Romans began each year by making promises to the god 'Janus', for whom the month of January is named.

The *Wasdok Newsletter* collected officers' views on New Year resolutions and here is what some of them have to say...



David Roika
Senior Investigator

"I do believe in resolutions to fine tune regular habits for a change. I personally think that when someone makes a resolution, you do not have to completely do away with a particular habit you are trying to change but cut down on it. My New Year resolution was to cut down on beer. Instead of drinking unnecessarily, I would take beer only on special occasions like birthdays or achievements. Cutting down on beer has made me see drinking in a different way and I have seen change in terms of saving funds to spend on more important things than beer."



Margaret Kila
Executive Secretary

"I did not make any because I knew I would still break it. I tried making one in the eve of the New Year. This is what I told my children 'I'm only telling you I'll stop smoking and not quit smoking'. Some minutes before 12am, I announced that I was having my last smoke. When the clock ticked 12am, we were watching fireworks and I went; 'Can I have a smoke please?' I do not believe in resolution, it is a waste of time if you do not have the will-power to keep it."

"I think New Year resolution is ok but most people revert back to old habits and it is a waste of time. It depends on individuals, if you mean it, you will keep it. When you make resolutions do not make it public. You keep it between you and God. When you do that you will keep your promise and will not go back to the old habits."



Micah Henumanu
Investigator

"I do not believe in New Year resolution. It does not work for me. What I believe in is, do what you can one day at a time."

Anita Awan
Assistant Investigator



"All the resolutions I have made in previous years have not been lived up to so I might as well forget it. But I do believe in making resolutions.



John Gemb
Senior Investigator

If you make a resolution you need to have the will-power to manage yourself and that resolution. You have to have the will-power to uphold it. If I make a resolution, I would rather keep it to myself. Disposing resolutions to others tend to make it not work.

When you make a resolution you should have the inner conviction to manage and maintain it. Resolutions are made to minimise bad habits and it can make you a better person. It is up to you to enforce it to yourself."



"I did not make any resolution because I keep breaking them. If you set your mind to doing something and you break it, there is no use. Keep your resolution to yourself and be strong. Do not broadcast it to everyone."

Rhona Steven
Receptionist



Champanien vows to put into action the skills acquired from training

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Susan Upland facilitating one of the sessions with Mr Champanien

Professor Ayeni highlighted that an Ombudsman must be a person of Integrity, Prestige, Accountability, Respect, Impartiality and Independence.

He stressed that an Ombudsman should have strong principles of prestige and integrity, have a sense of moral and ethical behaviours and standards that must not be compromised in any circumstances. In other words the trust bestowed on him/her is non-negotiable. He emphasised that an Ombudsman should have the traits to negotiate, persuade and bring reconciliation when conflicts arise between the disputing parties.

Professor Ayeni also highlighted the traditional roles and functions of the Ombudsman that we are all aware of. Although I was familiar with the roles & functions of the Ombudsman, there were two functions that were somewhat new to me. He stated that complaint handling should be fast and informal and the use of Alternative Dispute Resolution (ADR) approach to resolve complaints and conflicts.

One important point that Professor Ayeni highlighted and I think is im-

portant to share with the readers is that when work is strictly binding, it becomes undemocratic and that is not the work of the Ombudsman. The Ombudsman must be independent and free to conduct its activity without fear or favour.

"As long as Human Beings exist on planet Earth, conflicts will continue to be part of human existence but man must learn to handle conflicts in an amicable, harmonious and forgivable manner." (Professor Victor O. Ayeni)

I attended two different short sessions on the fourth day which was Thursday. One was with Ms Elisabeth Parrington of Independence Commission Review (ICR) which is located within the vicinity of British Political and Administrative Government Area.

In this session, I learnt that they only deal with one specific issue and that is the review of land matters and other related issues. This is different from OCPNG's complaint handling mechanism which takes on a wide range of complaints including the supervision of the Leadership Code. In fact some countries are now trying to adapt the Organic Law on Duties &

Responsibilities of Leadership concept.

After that session, I proceeded back to the hotel conference room to join the African participants. The theme of the training was "Building Effectiveness – Enhancing Your Leadership Capabilities." I sat in for Ms Eleanor Goodison's presentation on Building Personal Effectiveness. Ms Goodison's presentation was basically about professionalism of a public servant when discharging his/her duties.

She further stressed that each of us should uphold and protect our integrity from public scrutiny as a public servant. It should not be done only when discharging our designated job descriptions at the workplace but also in all aspects of life. This is because when you are a public servant, the public is watching what you do during official and un-official hours. At the end of the session, all of us were presented our certificates for attending two trainings.

On Friday, we were taken for a sight-seeing trip to some of the famous and historical sites of London City.

And the evening of Saturday, I boarded the British Airways via Singapore to Sydney and finally arrived in beloved PNG in the

afternoon on Monday 3 December 2012.

I would like to thank OCPNG for the opportunity given to me to attend this overseas training being my first. It is now my responsibility to put into action what I obtained from the short but very informative training in a proactive approach.



OC officer manages Ipatas Cup tourney in the Southern Region

One of the officers of the Ombudsman Commission has been actively involved in the administration of sports particularly in Port Moresby.

James Ngune, a Senior Investigator in the Leadership Division of the Commission was appointed Director Operations of the Coca-Cola Ipatas Cup (CCIC) off-season rugby league tournament for the Southern Region recently. The CCIC tournament is set to kick off at the Lloyd Robson oval in Port Moresby from 8-10 February 2013.



*Senior Investigator Mr Ngune,
Director CCIC*

The CCIC tournament is the biggest rugby league competition in the country sanctioned by the Papua New Guinea Rugby Football League (PNGRFL) in 1998.

The tournament was an initiative of Enga Governor, Peter Ipatas to promote local and rural rugby talents and to identify players for semi-professional rugby league competitions in the country. It was a local competition that was played only in Wabag back in the late 90s.

It gradually attracted teams from other highlands provinces and also a team from Lae, Morobe Province. Those who came out from the CCIC tournament proved to be some of the best players in the country in the likes of David Loko and Dion Aiye.

"My responsibilities include making sure that participating teams comply with CCIC requirements and guidelines in terms of team and player registration, medical clearances

for individual players, obtaining consents from players' parents/guardians, and liaising with the (PNGRFL) office through CEO of CCIC and sponsors of the event," he said.

The task is quite challenging for him as a first-timer in organising a big and reputable event. There are three game co-ordinators and a team of executives who work under him as director.

Ngune's appointment and his ability to spearhead the tournament was recognised through his participation in the Highlands leg of the CCIC tournament representing his local team, the Jiwaka Jets in 2002 – 2005.

He said the CCIC Southern leg has eight teams that will be competing in the tournament. The winner would be given a 'gold pass' for the play-offs in Lae with the winners of the other four CCIC tournament legs from Highlands, Northern and New Guinea Islands. "The overall winner of the Lae play-offs walks away with K200,000.00," he stated.

The job is voluntary. Ngune said he accepted the job because of the concept of the tournament to promote raw and rural rugby talent. He wants to at least have a hand in helping the youths.

Ngune added that the confidence in talking to the rugby league administrators would give him the experience to be able to manage bigger competitions like the inter-city teams in the semi-professional competition.

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