



WASDOK NIUS

A bi-monthly publication by the Ombudsman Commission's Media Unit

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March-April 2019

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VISION

Ombudsman Commission is seen as a vibrant, premier institution in pursuit of promoting good governance and quality leadership in Papua New Guinea by 2019.

MISSION

Promote and protect the integrity of leaders and to help improve the work of government bodies and investigate any complaints against them to ensure there is good governance, accountability, transparency and quality leadership in the public sector.

The Ombudsman Commission is committed to (8) fundamental values in all dealings with government bodies, the private sector, members of the public and the leaders.

The values upheld are;

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

Commission farewells long serving officers



(L-R) Mr Fred Liwa, Ms Margaret Kila, Mr Willie Gawi, Ms Catherine Mamui and Mrs Gae Kila cutting their farewell cake. Missing in the picture is Mr Patrick Niebo.

You have planted a seed, the next generation will water and prune it and another generation will enjoy the fruits. These were the parting words of Ombudsman Kevin Kepore in his closing remarks at the farewell gathering of six retrenched officers of the Ombudsman Commission on 29 March 2019 at Laguna Hotel in Port Moresby.

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Oath of Secrecy is life binding: Pagen

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"Along the way, you may have sweated and even shed a couple of tears. Please remember that God counts every tear and every sweat," said Ombudsman Kepore. He thanked the retrenched officers for their commitment and endless sacrifice to Papua New Guinea.

Meanwhile, the retrenched officers were reminded to abide by the Oath of Secrecy when they retire.

"Let me remind you that your Oath of Secrecy binds you for life," Ombudsman Richard Pagen told them besides thanking them for their loyalty to the Commission.

Chief Ombudsman Michael Dick echoed similar sentiments saying, thank you seems not enough but it is the only word we can say. "I salute you for your incredible service and unique contribution to the Commission."

The retrenched officers include Margaret Kila – Executive Secretary to Chief Ombudsman, Patrick Niebo – T/Leader Anti-Discrimination & Human Rights, Fred Liwa – Driver (MOMASE Regional Office), Willie Gawi – Technical Officer, Catherine Mamui – Librarian, and Gae Kila – Executive Secretary to Ombudsman.



Mr Gawi receiving his certificate of appreciation from Ombudsman Pagen while other Members await their turn.

editorial

Oath of Secrecy: Are we Living up to it?

Much has been discussed on the Oath of Secrecy that Officers and our partners take when entering the Ombudsman Commission for the first time.

The Oath clearly states that confidential information that employees/partners receive through their employment/involvement must not be divulged to anyone other than persons who are authorized to receive the information. Employees/partners must also not use these confidential information, for the purpose of furthering any private interest or as a means of making personal gains.

For Officers of the Commission, the Oath of Secrecy 'binds you for life' which simply means that you are bound under this oath during your term of employment and even after you have terminated your employment with the Commission.

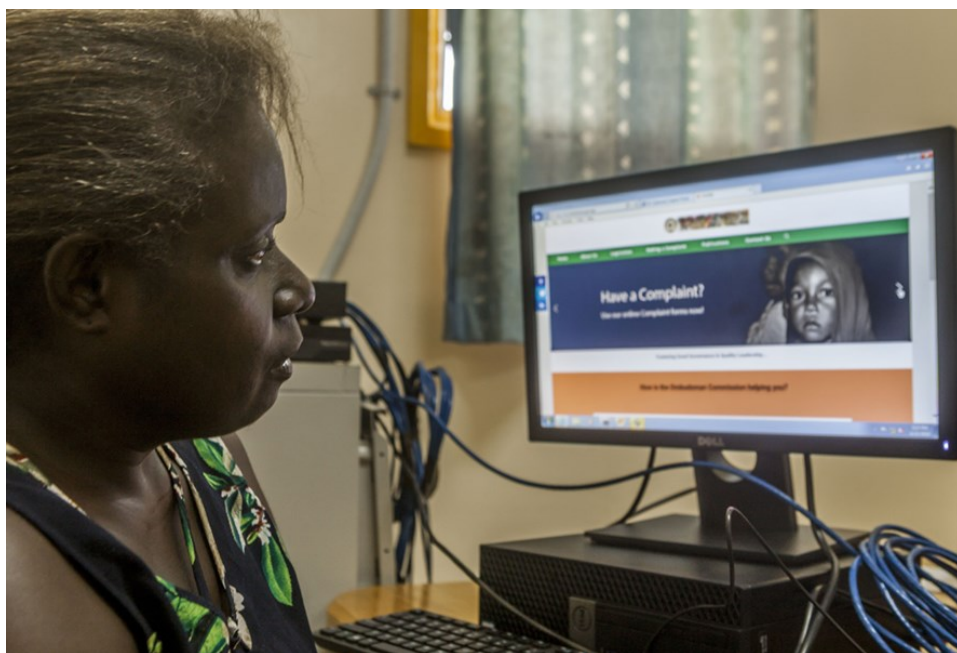
The Oath of Secrecy is basically to protect all complainants; those who are complained against and most importantly, the integrity of the Commission.

Release of confidential information as we all know may have a significant impact on the Commission's image and integrity.

There has been one too many occasions in the past and recently where certain information appears to have been divulged and may amount to a clear breach of the Oath.

This raises the question of whether we the Officers of the Commission are truly living up this Oath of Secrecy.

☺



AROB Office hooked Up!

The AROB Regional Office in Buka is now connected to the rest of the Ombudsman Commission computer network and the internet, thanks to our hard-working officers at IT Unit.

The Buka office has been operating remotely since its establishment in 2017. Pictured (left) is Investigator Serah Anugu accessing the internet.

Quality assessment is the basis of good investigation

It is important to have good assessment of complaints in the first place to avoid backlog of cases going back for 5 or more years.

This was a message received by OCPNG staff from the Secretary to the Commission Mr Joseph during the closing of a two day workshop on OCPNG processes, assessing complaints, assessing jurisdiction, working efficiently and lean management, quality assurance and dealing with difficult complaint behaviour.

Among other topics discussed, officers were taken through strategies to resolve or minimize conflict, complaint management, stress and motivation.

"Quality initial assessment is the basis of a good investigation, said Mr Moli-ta. He added that the Commission would like to see good assessment and good recommendations of complaints in their initial stages.

The Training was provided under the



Participants (L-R) Mary Leo, James Paul, Daphney Awono and Ellen Manhi taking part in an exercise during the training.

Twinning Program between the OCPNG and the Commonwealth Ombudsman.

The training was well received with OCPNG staff expressing positive feedback on the informative and practical nature of the topics and group discussions. It was also an excellent opportunity for both agencies to share insights and best practices in relation to their jurisdictions.

Retrenchment Farewell



A collage of 15 photographs capturing various moments from a community event. The photos show people socializing at tables, standing in groups, and participating in a presentation ceremony. The event appears to be a formal dinner or reception held in a large hall with red walls and white curtains. The photos are arranged in a grid-like fashion, with some larger images and some smaller ones. The subjects are diverse in age and ethnicity, and they are dressed in a mix of formal and semi-formal attire. The overall atmosphere is festive and celebratory.

Effective Reporting - Way forward for the Commission

Effective reporting has become the focus of the Commission this year to improve its data management system.

The Commission's Policy and Planning unit stressed that it is critical to present collected data well especially to key stakeholders for their use during the Commission's first quarter Performance Management Review on the 4th to 5th April 2019.



Human Resources Manager Dickson Morehari making his presentation during the PMR while the rest of the officers listen attentively to him.

According to the Policy and Planning unit, presentation of performances is a critical part of M&E, because no matter how well data may be collected, if it is not presented well, it cannot be used; this can be considered as waste of valuable time, resources and personnel- valuable data can be proved valueless when it is poorly reported on.

PPU as a result has revised the PMR reporting template for effective reporting on performance. This revised template is designed to focus more on the outputs/ activities or the immediate results in order to ensure that the performance indicators are systemically monitored and analysed through the newly developed data management system which is the Indicator Tracking Table (ITT). This ITT will be used by PPU for effective data management and reporting.

The PMR template is simple and user-friendly in which we encourage a mature culture of learning, transparency and accountability in the way we do business in the Commission, and ultimately, enhance and strengthen the Commission's internal governance and reporting system.

HEAD OFFICE

Ombudsman Commission of PNG
Petromin Haus, Hubert Murray Highway
PO Box 1831
Port Moresby 121, NCD
PAPUA NEW GUINEA
Phone: 675-308 2600
Fax: 675-320 3260
Toll free: 180 1800
Email: ombudspng@ombudsman.gov.pg

REGIONAL OFFICES:

Highlands Regional Office
1st Floor, Agilta Kona Haus,
Sec 12, Lot 26
PO Box 745, HAGEN 281
Western Highlands Province
PAPUA NEW GUINEA
Phone: 675-542 1986
Fax: 675-542 2497

Momase Regional Office
3rd Floor, N.S Building,
2nd Street
PO Box 2259, LAE 411
Morobe Province
PAPUA NEW GUINEA
Phone: 675-472 1695
Fax: 675-472 2755

Islands Regional Office
Tropicana Matanitu Building,
Kamuk Street, Sec 33, Lot 33
PO Box 359, KOKOPO 613
East New Britain Province
PAPUA NEW GUINEA
Phone: 675-982 8792
Fax: 675-982 8953

AROB Regional Office
KUBU HILL
PO Box 170
BUKA
Autonomous Region of
Bougainville
Phone: 675-7922 2226 or
675-7627 3465

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