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## VISION

A responsible, transparent & accountable leadership and governmental bodies who are responsive to the needs and aspirations of the people of Papua New Guinea.

## MISSION

Working in partnership with all leaders and governmental bodies to implement Section 218 of the Constitution:

- Ensure all governmental bodies are responsive to the needs and aspirations of the People;
- Help in the improvement of the work of governmental bodies to eliminate unfairness and discriminatory practices; and
- Help in the elimination of unfair and defective legislations and practices affecting or administered by the governmental bodies;
- Supervise the enforcement of Division III.2 – the (Leadership Code).

## VALUES

- ◇ Unity
- ◇ Impartiality
- ◇ Integrity
- ◇ Confidentiality
- ◇ Transparency
- ◇ Independence
- ◇ Professionalism



Members of the public attending the inaugural Sepik Agricultural Show posing with OCPNG merchandise at the Sir Michael Somare Stadium in Wewak, East Sepik province. See editorial Page 2 and story Back Page.

# Retired soldier back on payroll after OC intervention

A retired soldier had alleged that his employer, the PNG Defense Force (PNGDF) had improperly removed his name from the payroll prior to settling his final entitlements.

The complainant had applied for voluntary retirement in August 2016 which was approved in April 2017.

He was put off payroll in August 2017 while still awaiting his final entitlements to be processed. He was advised that his request for reinstatement on the payroll was not approved as he was deemed an ex member of the PNGDF waiting for final entitlements to be settled as soon as funding became available.

The PNGDF Manual of Personnel Administration (MPA) states that before any retrenchment, final entitlements must be processed within three months.

PNGDF failed to comply with the MPA in putting off the complainant on payroll well before he received his final entitlements which showed negligence and unprofessional conduct on the part of officers responsible.

The matter was initially referred back to PNGDF to adequately address with a feedback to the Commission within 14 days from the date of receipt of the letter.

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## Retired soldier back on payroll after OC intervention

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PNGDF however failed to respond and hence the Commission issued Section 17 (1) Notice on 11 February 2019 to PNGDF.

On 4 March 2019, Major General Gilbert Tolopo responded advising that the personnel who resigned, retired or were discharged from 2014 up to 2016 have been paid their entitlements.

Those who were discharged from 2017 to 2018 have their final entitlements processed awaiting availability of funds for payments.

On 19 September 2019, a follow up

letter was written to the Secretary of PNGDF requesting to advice on the status of the case.

On 3 October 2019, the Secretary wrote and advised that officer's name was on the list to be reinstated and backdated with his lost salaries.

On 17 February 2020, the Commission was informed that he was put back on payroll and was backdated with his lost salaries.

Matter has been successfully resolved by PNGDF by putting the unlawful discharged soldier on the payroll and backdated him from lost salaries.

## Health worker to receive K55,005 in allowances

A community health worker will be paid a total of K55,005.28 in industrial allowances after the Ombudsman Commission intervened in a case between the health worker and the Oro Provincial Administration.

The health worker, who is currently employed by the Oro General Hospital, laid a complaint with the Ombudsman Commission that he had not been paid his entitlements while being attached to the Rural Health services under the Oro Provincial Administration.

The complainant approached the commission on March 7, 2018, after the provincial administration refused to pay the health worker.

After initial assessment, the Ombudsman Commission saw that the case was genuine and notified the Oro Provincial Administration on 25 June 2020 to pay the health worker the allowances as per the Industrial Awards Memorandum of Understanding signed in 2010 between the PNG Nurses Association and the Department of Personnel Management.

The MoU includes housing, risk, clothing and other components.

The commission did several follow ups

through letters and a site visit to hear from them.

On 6 October 2020, the Oro Provincial Administration's Human Resource Division responded to the Commission that they were liaising with the Nursing Association authorities to settle the outstanding payments of K55,005.28.

The Commission thanked the Oro Provincial Administration for taking the action to address the matter and the complainant was advised to follow up with the administration.

The complainant's matter had previously been brought up with the Allied Health Workers Association in 2016.

The association found out that a lot of hospitals had not been paying the industrial allowances for years.

Association president Alfred Vaieke wrote letters to the hospitals urging them to pay the industrial allowances as per the agreement.

## editorial

### Are our PEPs effective enough?

The OC Public Education Program (PEP) has been going on for years yet we come across countless number of people who appear to have very little to no knowledge, let alone understanding of the role and functions of the Ombudsman Commission.

The recent Sepik Agriculture show was a good opportunity for OC officers on the ground to see firsthand the extent of this somewhat lack of knowledge and understanding of the work of the Commission.

This brings us to the question of whether these PEP Programs are effective enough and whether they were planned properly.

There are certain pointers to remember in any given awareness program/activity:

#### Target Audience

Identifying Target Audience is important for all awareness activities because an awareness campaign designed for everyone ends up being for no one.

The more thoroughly we understand our target audience, the higher the probability of our communication success.

Our target may vary from time to time depending on the type of awareness carried out.

#### Audience Profiling

Create a profile of each of the audience - the more you understand your audience, the more refined and focused your message will be.

#### Crafting Key Message per Target Audience

This is a critical step after you have profiled your audience. The message you craft must suit your target audience.

All in all, PEPs are very important awareness outreaches and can be effective if they are strategically planned out.

Every PEP must have a target audience and key message. Understand your target audience.

Ask the necessary questions and always seek assistance from other technical units within the Commission who can assist in crafting effective messages.



# New officer joins commission's legal team

**T**he Ombudsman Commission has welcomed a new officer to bolster its legal services team.

The officer, Sabine Dusava joined the Commission in December 2020 as a Senior Legal Officer.

Ms Dusava comes from Yangoru in the East Sepik province.

Prior to her joining the Commission, Ms Dusava was the Prosecutor-in-Charge of the Autono-

mous Region of Bougainville for three years. She also worked with the Public Prosecutor's Office for eight years before her posting to AROB.

Ms Dusava has a Bachelors Degree in Law (LLB) from the University of Papua New Guinea. Her experience in the law and justice sector of over 10 years is a big boost for the Commission's legal team.

The Commission wishes Ms Dusava all success in her time with the Commission.



Senior Legal Officer Sabine Dusava signs the Oath of Secrecy before Chief Ombudsman Richard Pagen while Counsel Tabitha Suwae looks on.

## Commission farewells long-serving officers

**T**he commissioned bid farewell to two of its long-serving employees on December 18, 2020.

The two officers, Christy Aranima and Cecelia Masuin finally called it a day with the organization after having served a combined 54 years.

Along with the duo the Commission also bid farewell to John Gemb who has been a senior investigator with the Commission for 10 years. Mr Aranima joined the commission on 13th of January 1992 (28 years) as a driver before making his way up to be the driver to the chief ombudsman, while Ms Masuin joined on 19 January 1994 as a key board operator and retired as an assistant investigator.

The commission wishes all three officers good fortune in their future endeavours.



Chief Ombudsman Richard Pagen presenting the three officers with their deeds of release. From the top : Cecilia Masuin, John Gemb and below, Christy Arinamo.



# OC takes part in the Sepik Agricultural Show

The Ombudsman Commission was privileged to be part of the inaugural Sepik Agricultural Show that was held in Wewak, East Sepik Province, from December 11-13, 2020 at the Sir Michael Somare Stadium. The theme of the show was 2020 Sepik Culture and Agriculture.

The OC was represented by a team from the Momase regional office in Lae led by Regional Manager Stanley Siloi and also two officers from the OC Media and GBLP units.

The aim of the show was to promote the various agricultural activities in the province as well as awareness and information sharing.

The Commission promoted its work through the distribution of brochures, booklets, complaint forms and also customized items like keytags, calico bags, lanyards and T-Shirts.

Offices also provided advice and answers to general enquiries and also collected complaints from the public.

The highlight of the show was a visit from a happy client – an employee of the health sector who the commission helped to achieve a successful outcome to his issue.

He joined the team to encourage those visiting the stall to lodge their complaints with commission whose services were “free of charge”.

The number of materials given out are as follows.

1. Roles and Functions Brochure - 420
2. Duties and Responsibilities of Leadership Brochure - 420
3. Anti-Discrimination and Human Rights Brochure - 100
4. Human Rights Booklet - 50
5. How to Make a Complaint Brochure - 320
6. Complaint Forms - 250



OC officer Joanne Laukai (RIGHT) talking to three men who visited the OCPNG booth.



OC Momase Regional Manager Stanley Siloi (LEFT) and officer Joanne Laukai talking to a visitor to the OCPNG booth while another visitor fills out a complaints form.

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