

UoG STUDENT UNDERGOES INDUSTRIAL TRAINING WITH PSC



Image: Staff of the Corporate Services Division who were on hand to farewell Patrick Landi (seated in the centre).

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TIPNG AIMS TO RESTORE PUBLIC CONFIDENCE IN GOVERNMENT INSTITUTIONS

By Nadia Marai

THE Public Services Commission in its effort to help develop the right skills for tertiary students to before joining the workforce has taken on – board a student studying Business at the University of Goroka (UoG) to undertake a six (6) week industrial training program.

Patrick Landi, a final year student majoring in Business Accounting (BBA) was attached to the Finance Branch under the Corporate Services Divisions for six weeks, and has completed his training on a high note.

Landi is now is looking forward to returning to Goroka with the various skills and knowledge he has gained about the government business processes.

“ During my six weeks of Industrial training I learnt a lot from all the officers. I was also given the opportunity to experience the workflow in the finance section and I gained little experience on the IFMS process with the help of the Travel and Purchasing Officer. I also learnt a lot from the Budget Officer on how the monthly ceilings are distributed and allocated according to each economic item”, said Landi.

He added that he was more than happy to be part of the Public Services Commission since and was fortunate to meet so many helping hands in the Corporate Services Division.

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Message from the Chairman



In this third Issue of "PSC TODAY", I would like to briefly reflect on some highlights and challenges that the Public Services Commission (PSC) has gone through.

I would like to acknowledge and thank Mr Patrick Landi a final year student majoring in Business Accounting (BBA) at the University of Goroka (UoG) for completing a six weeks program with the Finance Branch of the Corporate Service Division. I trust that Mr Landi has gained the required skills and knowledge about the Government systems and processes. The Commission has and continuous to play its part in training and developing required skills for tertiary students before joining the workforce.

I would also like to congratulate Registry Clerk, Mr Daera Papua for having successfully completed a *Certificate in Middle Management* at the Pacific Institute of Leadership and Governance (PILAG). I'm confident that the course has equipped Mr Papua with the necessary knowledge and skills in managing day-to-day operations, addressing problems, systems and process improvements championing innovation and most importantly, developing others and facilitating change.

I would like to thank the team from

Transparency International PNG (TIPNG) led by its Deputy Director, Mr. Yuambari Haihuie and the PSC Senior Management Committee (SMC) led by the Secretary, Mr Terence Tupi, for conducting a meaningful meeting in September, 2021 to discuss the possibility of a TIPNG and PSC partnership to develop an 'Anti-Corruption & Integrity Strategy' for the Commission. This initiative is part of TIPNG's key reforms in the lead-up to the 2022 National Election and I commend the work TIPNG has been doing to address the issue of corruption in PNG since its inception in 1997, and welcome the initiative proposed by TIPNG to work in partnership with PSC on this important activity.

We acknowledge PNG's 46th Independence that was celebrated on the 16th September 2021 throughout the country. This year, we celebrated without the presence of PNG's founding father, Grand Chief Sir Michael Thomas Somare who passed away on the 25th of February 2021 at 84 years of age. We hope that his legacy will inspire all Papua New Guineans to continue to live together in peace, harmony and unity, as we look to the future with great hope and expectation for our nation.

In this quarter, I noted that PSC continued to implement some of its planned activities or projects which are in line with our five-year Corporate Plan 2019-2023. These activities include firstly, the Case Management System (CMS) project funded by the European Union. This project is at the final consultation stage and is expected to 'kick off' in February 2022. It is anticipated that the CMS will greatly help in improving our internal processes to keep track of all cases and complaints; and that they are all attended to within the statutory time frame. Secondly, we have the *PSC Awareness Program* with preparations now underway for the second phase that will be carried out in year 2022.

This is a program that began in 2016 and has covered 97% of all Government Departments, Provincial Administrations, Hospitals and state agencies with plans to take the awareness program into all the districts.

To date, the main challenges facing our nation has been the ongoing global COVID-19 pandemic and the surge in the new delta and omicron variant, coupled with the financial and economic challenges. As usual this continuous to put enormous strain on proper funding for all government departments and agencies inclusive of the Public Service Commission. Lack of adequate funding as per our 2021 PSC Budget Appropriation, continues to hamper the Commission's ability to fully carry out its mandated roles and functions.

The funding issue has greatly hindered the Commission from travelling into provinces to conduct proper hearings and to undertake other Commission business. I hope that this issue will be rectified in the near future to allow us to perform our roles and functions.

To the Commission Members, Secretary, Directors, staff and our valued clients, it is important to note that despite the current financial constraints the Commission will continue to do its best to promote and maintain the Commission's vision, which is to '*transform the National Public Service into a vibrant, effective and efficient service delivery machinery*'.

See you in the Fourth Issue for this year and keep reading "PSC TODAY".

Apeo Fuata Sione, LM, M. PP
Chairman

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“With the help of all officers I experienced how it is in the workforce and it has been very helpful. I wish I could stay and help the organization through any means, but unfortunately, I must return to complete my studies”, said Landi.

Patrick Landi is not the only tertiary student that has passed through the doors of the Public Services Commission, two (2) students from the University of Papua New Guinea have also undergone their Industrial Training with PSC, and are now contributing to the development of this nation through their profession as journalists.



Image: Students from the School of Journalism/Public Relations at UPNG, Stephen Mase (l) and Abbegail Wafi (r) have both undertaken their industrial training with PSC.

CMS UPGRADE FOCUSED ON IMPROVING PSC'S SERVICE



Image: Members of the Commission and the Senior Management Committee listening to a presentation from the consultants of the Public Services Commission's Case Management System (CMS).

By Cecila Miolol—UPNG Trainee Student

“In this digital age, it is imperative that we must try to enhance the way things are done within the Public Services Commission to improve the review process in-order to meet the 90 Days mandatory time-frame”.

Secretary of the PSC Secretariat Mr. Terence Tupi said this when highlighting the progress of the current upgrade of the Case Management System being undertaken by consultants from the European Union.

“The upgrade of the Case Management System is a project under the PSC Corporate Plan 2019 – 2023 and is basically to improve our internal process to keep track of cases and complaints. PSC wants to make sure that

cases and complaints brought to PSC by the aggrieved must be completed on time”, said Mr. Tupi.

He further mentioned that the CMS upgrade is not solely focused on the review function but will also capture internal processes from the other divisions within PSC that includes Assessment, Investigation, Legal, Advisory & Litigation and the Corporate Services Division.

“It is our aim to enhance the efficiency and effectiveness of the service PSC provides”, said Mr. Tupi.

The upgrade of the CMS project is funded by the European Union at a cost of K1.4 million.

PSC COMMEMORATES PNG'S 46TH INDEPENDENCE



Image: PNG's first Prime Minister Sir Michael Somare (l) and Sir John Guise was the first indigenous Governor General of PNG on Independence Day, September 16th, 1975. (Pic. Courtesy of ABC)

By Dorah Gawi

THE month of September is a spectacle of colours in Port Moresby and other parts of the country as the streets are lined with Papua New Guinea flags. This is a great time for street vendors to ply their wares of PNG flags, t-shirts, sunglasses, wigs and flowers. It is also a time for mothers and daughters in the SME to start sewing the famous meri blouses with the colours of old; the red, black and gold.

But, unlike previous years, Papua New Guinea this year will begin its journey without the guiding presence of PNG's founding father and first Prime Minister, the Late. Grand Chief Sir Michael Thomas Somare. Sir Michael passed away on the 25th of February, 2021 at the age of 84, after being diagnosed with pancreatic cancer.

NCD Governor Powers Parkop in his speech on Independence Day, urged citizens to reflect on Sir Michael's leadership, and honour his legacy by celebrating in unity. Prime Minister James Marape also delivered similar sentiments stating that respecting each other and the rule of law will ensure our country moves forward.

"The best effort can be felt in the respect for the rule of law; this means for us in public offices to cease white collar crimes and complacencies at the workplace; this means we all must respect our daughters, mothers and

sisters; we must respect our children and elderly people in our communities; we must respect all our lawful guests and residents and above all, we must respect each other", said the Prime Minister.

Mr. Marape said by respecting each other, will ensure our country gets better, and we will pass onto the next generation a better country that has equal opportunities for all children born in this beautiful nation of ours.

In 2017, upon his retirement from politics, late. Grand Chief Sir Michael Somare stressed that his wish for PNG is to continue to develop and prosper using our wealth and resources to achieve this.

"Government must, increasingly empower the population so that they have dignity, confidence and clarity on our future. Have open discussions on where we want our country to be. Most importantly, provinces must have the power to generate their own revenue", said Sir Michael.

Sir Michael further urged leaders in Parliament and public servants to ensure they do the right thing to keep PNG together as a great nation.

A wish for each of us to reflect upon and carry on the vision and aspirations of what our founding fathers envisioned for this nation when they brought independence to our shores on the 16th of September, 1975.



Image: Female staff of the PSC Secretariat are all smiles in their beautiful array of meri blouses and t-shirts in PNG colours.

SECOND PHASE OF AWARENESS PROGRAM TO BEGIN IN 2022

By Dorah Gawi

THE Public Services Commission plans to roll out the 2nd phase of its Awareness Program in 2022. The program that began in 2016 has so far covered 97% of all Government Departments, Provincial Administrations, Hospitals and state agencies, with plans to now take the awareness program into all districts in the country.

The purpose of the awareness program is to create opportunities for all our clients and stakeholders in the National Public Service to learn and understand the process of administering the *Public Service (Management) Act 1995 (as amended)* and *Public Service General Orders* in relation to the personnel review matters and to also understand the role the Public Services Commission performs in the public service.

In August this year, a notice was sent out to all



Image: Awareness program in the Autonomous Region of Bougainville in 2019.

However, funding continues to be a major hinderance to fully implementing this project, as was the case in the 1st phase of the awareness program, which is an issue that the Senior Management Committee of the PSC Secretariat have said they will take on board and address in the 2022 Budget.

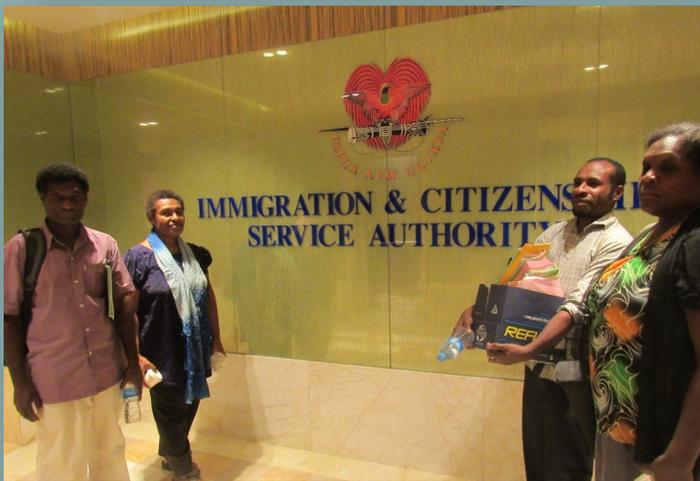


Image: Officers from PSC visit the Department of Immigration & Citizenship Service Authority in 2019 to carry out the PSC Awareness Program.

government institutions and agencies advising them of the roll-out of the 2nd phase of the PSC Awareness Program, inviting interested agencies to appoint an officer within their respective organization to liaise with the PSC Awareness Committee, so arrangements can be made to conduct the awareness program. This initiative was met with a tremendous amount of feedback and support for the program.



Image: PSC Awareness Team undertake awareness for Officers at the Oro Provincial Administration in 2018.

TIPNG AIMS TO INCREASE TRANSPARENCY AND ACCOUNTABILITY IN THE PUBLIC SERVICE

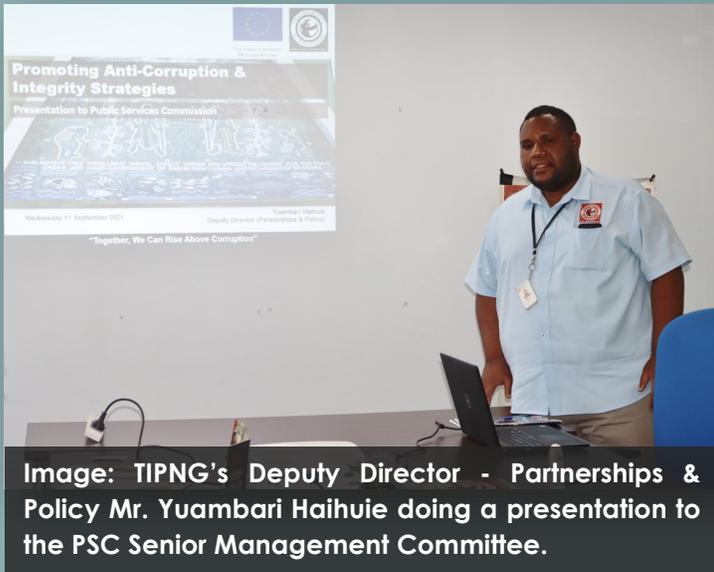


Image: TIPNG's Deputy Director - Partnerships & Policy Mr. Yuambari Haihuie doing a presentation to the PSC Senior Management Committee.

By Dorah Gawi

Transparency International PNG (TIPNG) in its endeavour to strengthen public trust in State agencies is looking at working in partnership with government institutions like the Public Services Commission to develop its own internal Anti-Corruption & Integrity Strategy.

Streamlined under TIPNG's National Integrity Systems approach, it will focus on developing anti-corruption strategies to strengthen legislation and improve implementation which is relatively weak in the National Public Service.

TIPNG's Deputy Director - Partnerships & Policy Mr. Yuambari Haihuie met with PSC's Senior Management Committee (SMC) in September to discuss the possibility of TIPNG and PSC partnering to develop an Anti-Corruption & Integrity Strategy for the Commission. This initiative is part of TIPNG's key reforms in the lead-up to the 2022 National Election.

In a National Integrity Systems Assessment (NISA) Report published by TIPNG this year, indicates that the lack of transparency and accountability among political institutions and leaders are the primary challenge of PNG's National Integrity System and is largely due to a strained or weak relations between the state and its citizens.

There are fourteen (14) Integrity Pillars identified under the NISA, of which PSC falls under the Public Administration Pillar. The NISA report found that organizations that fall under this pillar even though had a strong legal framework governing its activities were not fully independent in practice because of undue political influence, due to a weak

enforcement of legislative provisions designed to prevent corruption.

Mr. Haihuie further proposed to PSC that TIPNG is more than willing to assist the organization to develop an internal Anti-Corruption Strategy aimed at empowering employees, clients and stakeholders; reinforce the mandate of the organization; enforce effective cooperation between agencies and to demonstrate leadership.

"There are a lot of government institutions working hard to curb the level of corruption within their organizations, however, they need assistance in terms of an objective assessment to critically identify integrity gaps that can be addressed through tailored strategies and TIPNG is able to assist in this capacity", stressed Mr. Haihuie.

Meantime, he commended PSC on the work it has been doing by ensuring its service is accessible and information on its roles and functions is disseminated on its social media platforms; and he further commended the Commission for also conducting surveys for clients and stakeholders to gauge their views in order to improve the service it provides.

"I wanted information on PSC and all I did was go online to find it. Your social media page highlights the review process, investigation process and also talks about the rights of public servants and how they can seek a review so it's bridging the gap between the public and your organization, which is highly commendable", he said.



Image: TIPNG's Deputy Director Communications Ms. Yvonne Ngutlick and Project Lead—PAIS Program Ms. Daera Ganiga.

Meantime, Secretary of the PSC Secretariat Mr. Terence Tupi commended TIPNG on the work it has been doing to address corruption in PNG since its inception in 1997 and added that the initiative proposed by TIPNG to work in partnership with PSC is welcomed, further adding that a committee will be set up to work with TIPNG to develop and further implement this very important activity.

HARD WORK AND DETERMINATION PAYS OFF

By Nadia Marai

Daera Miria Papua from Hanuabada in the Nation's Capital, Port Moresby has come a long way since joining the Public Services Commission in 2009.

Mr Papua's story is a story of determination and perseverance of being a high school leaver to becoming a Manager in an organization that believes in up skilling and developing its Human Resource.

Mr Papua graduated with a Grade 10 certificate from Dela Salle Secondary in 1993 and started working with PNG Dockyard. In 2007 he joined Crown Plaza Hotel in down town Port Moresby working in the finance section and two years later he was recruited as an Admin Driver for the Public Services Commission.

In 2010 he was promoted to acting Pay Master and with his commitment and drive saw him promoted to acting Review Officer in the National Review Division. A year later Mr Papua was appointed the Registry Clerk, the position he holds to date.

In 2012, Mr Papua undertook training for Records Management—Level 1 and after two years (which is the public service requirement to be eligible for further training) he continued his studies to complete Levels 2, 3 and 4, with the sponsorship of the PSC.

Mr Papua was again sponsored by PSC in 2020 to undertake a Certificate in Middle Management at the Pacific Institute of Leadership and Governance (PILAG).

Mr Papua said he will always be thankful to the Public Services Commission for having faith in him and for its continued support in ensuring its officers like himself attain the much needed skills and knowledge they need, to perform to the best of their ability in the workplace.

"I would like to give my utmost appreciation to the Public Services Commission for believing in me and for its continuous support up to now that I've received my Certificate in Middle Management.



Image: Mr. Daera Miria Papua and wife Mrs. Iduu Papua at PILAG's 3rd Graduation ceremony in Port Moresby.

The skills and knowledge I have gained will be put to use in my line of work in the Registry Branch. One important skill that I have learnt is the skill of managing people and conflicts as dealing with them is important in any organization," said Mr. Papua.

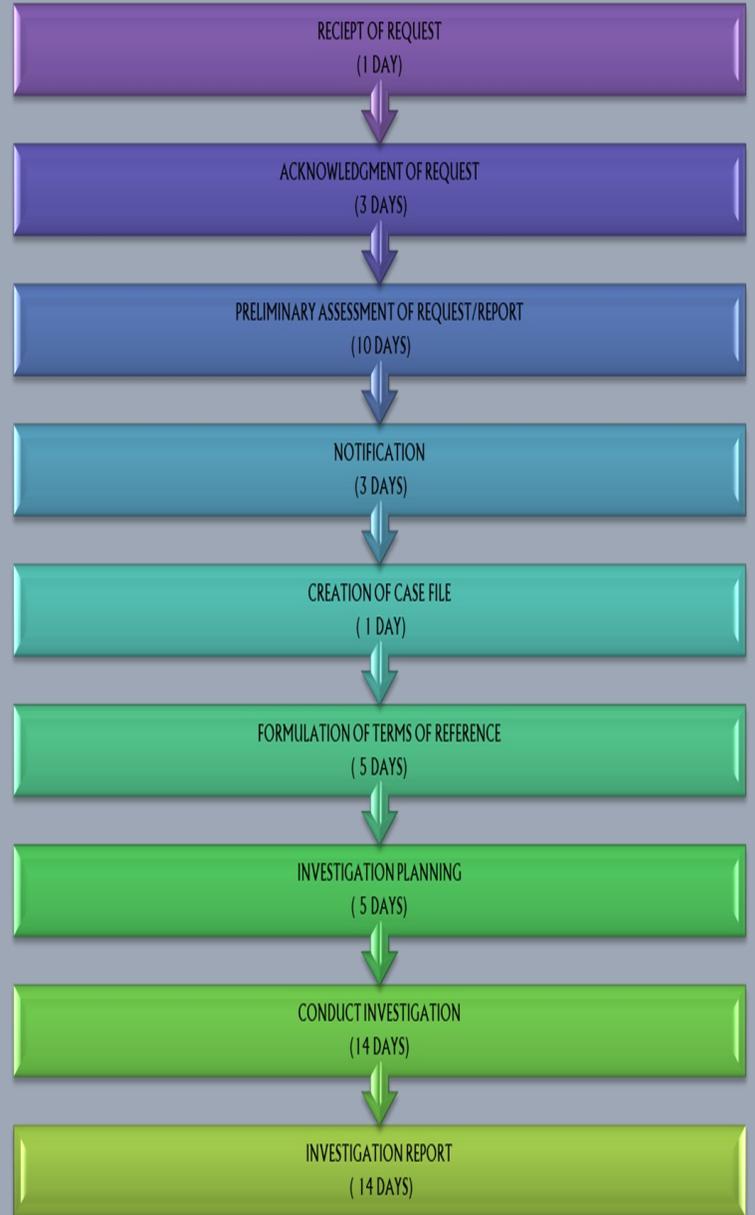
Mr .Papua is one of the many officers employed in PSC who have been given the opportunity to up- skill themselves to help them to perform their duties more effectively and efficiently that allows them to grow into managerial roles in the Commission by offering equal opportunities for both men and women.

The Commission through the PSC Secretariat has been investing in up-skilling and enhancing the competencies of its human resource in the last 5 years. This goal is outlined in the Public Services Commission's Corporate Plan 2019 – 2023 and is further streamlined through the PSC Training and Development Policy 2020-2023.

ROLE OF THE INVESTIGATION DIVISION

- The role of the Investigation Division is to conduct investigations into allegations and circumstances relating to the revocation of appointment and suspension of a Departmental Head or Provincial Administrator.
- The Division also conducts investigations into the conduct, activities or performances of the Chief Executive Officer (CEO) in relation to the revocation of appointment of the CEO.
- The appropriate bodies that by law, can request PSC to undertake an investigation includes; National Executive Council, Minister for Public Service, Provincial Executive Council and Boards of Regulatory Statutory Authorities (RSA).
- PSC can conduct its own investigations when it learns or obtains credible information about misconduct or serious allegations have been raised against Departmental Heads or Provincial Administrators.
- The Division manages all investigation and reports to the Commission and offer appropriate recommendations resulting from the investigation conducted.
- A request for an investigation is submitted in writing by way of a letter to PSC, specifying the grounds for investigation.
- However, PSC WILL NOT investigate requests that are not eligible for an investigation and may be referred to the appropriate authorities or rejected by PSC.
- If you have any queries in relation to the investigation function, we are more than happy to answer them. Please contact us on 325 7722 or email enquiries@psc.gov.pg.

INVESTIGATION PROCESS



The Public Services Commission as part of its obligation to safeguard the health and safety of its staff and clients is strictly adhering to the Niupla Pasin protocols. Therefore, we ask that ALL our clients, service providers and stakeholders wear a mask and sanitize your hands upon entering the PSC office. We are learning to adapt to this 'new normal' and therefore sincerely ask that you also play your part in reducing the spread of COVID in PNG.

If you would like to get in touch with the Public Services Commission you can do so by:

Ph: 325 7722

Email: enquiries@psc.gov.pg

Website: www.psc.gov.pg

We are also on:



Protect yourself and others from COVID-19:

- Wash your hands frequently with soap and water or alcohol-based hand rub.
- Cover coughs and sneezes with a bent elbow. Wash hands after.
- Avoid touching your eyes, nose & mouth.
- Keep at least 1m distance away from others.
- Avoid close contact with someone who is sick.
- Clean and disinfect frequently touched objects and surfaces.

