

Papua New Guinea

Public Services Commission Anti-Corruption & Integrity Strategy 2022-2025





Public Services Commission Port Moresby, National Capital District 111

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FOREWORD



Apeo. Fuata Sione

The Public Services Commission (PSC) is an independent constitutional office that performs its duties and functions without fear, and or favour, and has a moral obligation to its staff, clients and stakeholders to carry out its duties and functions fairly and transparently.

In October 2021, PSC signed a Memorandum of Agreement (MoA) with Transparency International Papua New Guinea (TIPNG) to develop the PSC Anti-Corruption and Integrity Strategy to deal with and combat corruption, regardless of the type and level of the alleged complaint made, especially concerning the conduct of our staff and our stakeholders.

We have already shown how serious we are with our anti-corruption stance by aligning ourselves to other institutions of integrity who are promoters of 'good governance' and who are also at the fore front in the fight against corruption. Therefore, when it came to signing the MoA with TIPNG, the Commission did not hesitate to do so.

I am very pleased to announce that the Commission now has an Anti-Corruption and Integrity Strategy that is home grown and specifically tailored for PSC, where even the Glossary consists of terms that have mostly been defined and contextualized for the PSC and its usage.

The Anti-Corruption and Integrity Strategy provides an avenue for our clients, stakeholders and staff to report allegations of corrupt practices by staff of PSC. In the past, the Commission received numerous complaints on allegations of corruption, but our biggest challenge was being able to properly address the complaints. However, I am now more confident that through the Anti-Corruption and Complaints Desk that has been created through this Strategy, the Commission can now efficiently and effectively take action on its staff, and even refer them to relevant authorities, if need be, regardless of the nature of the alleged complaint made.

The Commission hopes this will reinforce trust and confidence in our decisions and recommendations, and further uphold PSC's Mission, which is to 'promote a highly competent, non-partisan and representative Public Service that is based on the values of fairness, integrity, transparency and accessibility'.

I would like to acknowledge and thank Transparency International PNG as well as Dr. Michael Spann and Dr. Kamil Shah of Square Circle in Australia for their support and invaluable input throughout the development of the Strategy. Furthermore, I would also like to commend the PSC Anti-Corruption and Integrity Strategy Committee led by Team Leader Mr. David Hanaromo – Director Investigation and members Ms. Rachel Wii – Director Assessment and Ms. Dorah Gawi – Principal Media & Publication Officer for the work that each of them has put into developing this important Strategy for the Commission to implement.

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BACKGROUND



Corruption is systemic and widespread at all levels of society in Papua New Guinea today. The Government has recognized that poor corporate governance and leadership provides an enabling environment for corruption to thrive.

The Commission has a moral obligation to its staff, clients and stakeholders to carry out its roles and functions fairly and transparently. At Public Services Commission (PSC), we believe that integrity is a barrier to corruption and therefore our staff are expected to perform their duties to the highest principles of honesty, fairness, accountability and transparency without fear or favour.

The Public Services Commission stands on the pillars of 'good governance' and has aligned itself to other institutions of integrity who also promote good governance, integrity and anti-corruption. In doing so, PSC has engaged in programs that include participating in Transparency International PNGs' (TIPNG) Walk Against Corruption; the United Nations Development Program (UNDP) have partnered with PSC through its Awareness Program to roll-out its 'Phones Against Corruption' initiative. Internally, PSC has an Internal Audit Committee that meets on a quarterly basis to ensure there is prudent management and usage of public funds in compliance with the Public Finance (Management) Act 1995. Furthermore, we have also developed a plan under the National Anti-Corruption

Plan of Action 2020 – 2025 that is focused on Institutional Strengthening, Strengthening Leadership & Good Governance and Strengthening Coordination and Oversight of Anti-Corruption Programs.

Through such mechanisms, the PSC ensures there is an efficient and effective reporting system in place to evaluate and monitor the Commissions' performance on its core functions and activities.

However, the biggest challenge for the Public Services Commission, is to properly address complaints on allegations of corruption. This Anti-Corruption and Integrity Strategy will assist the Commission to take action on its staff and refer them to relevant authorities, if need be, regardless of the type or level of the alleged complaint made.

PSC has a moral obligation to perform its role free of corruption"

VISION





CORE VALUES



transparency.

OBJECTIVE

PROMOTING AND STRENGTHENING HONEST LEADERSHIP IN PSC

EXPECTED OUTCOMES

- ✓ PSC is known for a strong culture that values, promotes and rewards honesty and ethical leaders.
- ✓ PSC is respected and seen as a flag bearer for its honest leadership and integrity.

INITIATIVES

- ✓ Provide leadership training based on the National Public Service Ethics and values Based Executive Leadership & Management Capability Framework.
- ✓ Provide GESI Workshop for Staff of the PSC.

KEY INDICATOR(S)

- ✓ Less complaints received from clients on our service.
- \checkmark 60% 70% of Commissions Review Advice implemented/challenged in the courts that are upheld.
- √ 80% of Commission's recommendations to NEC are endorsed.
- ✓ Senior Management attend GESI Workshop in August, 2022.
- ✓ Middle Management attend GESI Workshop in August, 2022.
- ✓ Officers attend GESI Workshop in August, 2022.



OBJECTIVE

ENSURING COMPLIANCE AND ACCOUNTABILITY IN PSC

EXPECTED OUTCOMES

- ✓ PSC is fully compliant with the Public Finance (Management) Act 1995 and Public Services (Management) Act 1995 (as amended), government policies and other relevant laws and PSC's internal policies and procedures.
- ✓ Strengthened compliance and enforcement of PSC decisions within the mandatory time-frame.
- ✓ PSC has developed and strengthened internal mechanisms to detect and counter theft, fraud and misappropriation.

INITIATIVES

- ✓ Conduct refresher training every 6 months for staff on standard Public Service legislations, regulations and PSCs' internal processes.
- ✓ Staff who attend duty travel are required to complete an Acquittal Form and submit their acquittals within 5 days of their return.
- ✓ Divisional Heads submit their performance reports on a quarterly basis to Secretary and Commission Members.
- ✓ Provide training to staff on the automated workflow system like the CMS, ALESCO and IFMS.
- ✓ Commissions financial reports and corporate risk matters are compiled and submitted to the Audit Committee during their meeting with the Finance Branch and Senior Management Committee each quarter.

KEY INDICATOR(S)

- √ 80% of staff will be randomly selected to participate in the PSC Awareness
 and Public Service Induction programs to inform public servants on the Public
 Service legislations, regulations and PSCs' internal processes.
- ✓ Finance Branch consistently reports to the Officer and his/her Divisional Head stating whether the officer has used the funds for its intended purpose in a timely manner.
- ✓ Feedback from Commission Members are given during Quarterly Presentations on the performance of each Division and recommendations for way forward are followed up on in the next quarterly presentation.
- ✓ At least 80% of staff are able to use the automated systems to perform their duties.
- ✓ PSC's Audit Reports are in full compliance to the Public Finance (Management)
 Act 1995 and other relevant legislations and policies.



OBJECTIVE

FOSTERING AN ANTI-CORRUPTION CULTURE IN PSC

EXPECTED OUTCOMES

- ✓ Clients and stakeholders are confident that their complaints are efficiently and effectively addressed within the required time-frame of 30 days.
- ✓ PSC clearly identifies corruption complaints involving bribery, extortion and conflict-of-interest.

INITIATIVES

- ✓ Set up an Anti-Corruption & Complaints Desk in PSC.
- ✓ Conduct an Aptitude Test every 6 months and one-on-one interviews with staff to test their knowledge to identify the different forms of corruption.
- ✓ Provide Anti-Corruption Workshops or training for staff.
- ✓ Include Key Ant-Corruption Messages on PSC's Zero Tolerance on Corruption on our weekly social media Posting Schedule to Facebook, LinkedIn and the PSC Website.
- ✓ Promote Key Anti-Corruption messages through PSC's quarterly newsletters, all awareness materials like brochures, leaflets and all official documents.
- ✓ Provide awareness on the PSC Anti-Corruption & Integrity Strategy to staff during Staff Orientation Programs, Public Servants through the Public Service Induction Programs and include it as part of the presentation in the PSC Awareness Program for public servants.

KEY INDICATOR(S)

- ✓ Commission endorses the set-up of PSCs' Anti-Corruption and Complaints Desk and a Complaints Handling Process is developed by August, 2022.
- ✓ All staff are able to identify the different forms of corruption and know the process to report it to the Anti-Corruption and Complaints Desk.
- ✓ Anti-Corruption & Complaints Desk is able to successfully address all new complaints within the mandated time frame of 30 days by December, 2022.
- ✓ Percentage of complaints each quarter addressed within the mandated 30 days time frame.
- ✓ Number of Government departments, agencies, staff and members of the general public who are informed and are more aware of PSC's Anti-Corruption and Integrity Strategy by December, 2023.



OBJECTIVE

BUILDING CAPACITY AND MAINTAINING EFFECTIVE PEOPLE MANAGEMENT SYSTEMS

EXPECTED OUTCOMES

✓ Officers promote personal standards of integrity, honesty and a sense of professional responsibility and equal participation.

INITIATIVES

✓ Provide annual refresher training for staff on legislations relevant to PSC's mandate, Public Service General Orders, Public Service Code of Business Ethics and Conduct.

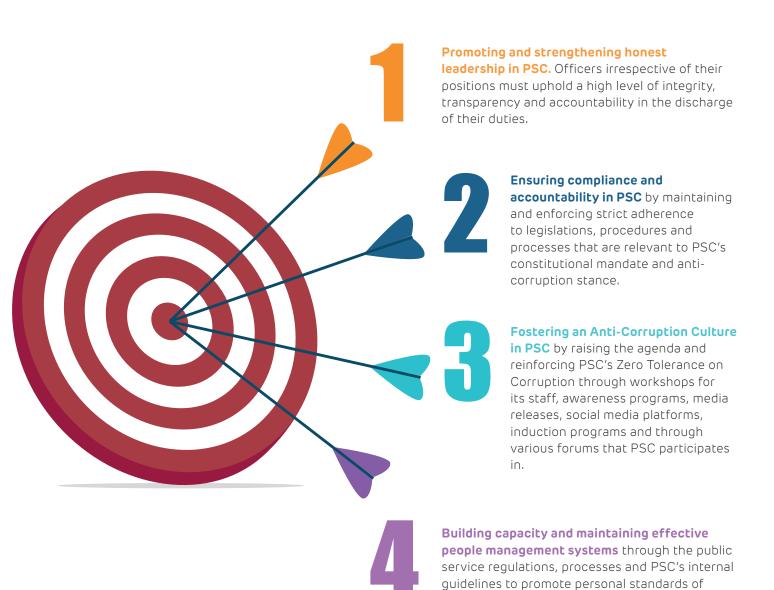
KEY INDICATOR(S)

✓ Number of staff who are able to present legislations relevant to PSC's mandate, P.S General Orders, P.S Code of Business Ethics and Conduct in PSC's Awareness Program, Public Service Induction Programs and in-house training for new staff by December, 2023.



THE FOUR KEY OBJECTIVES

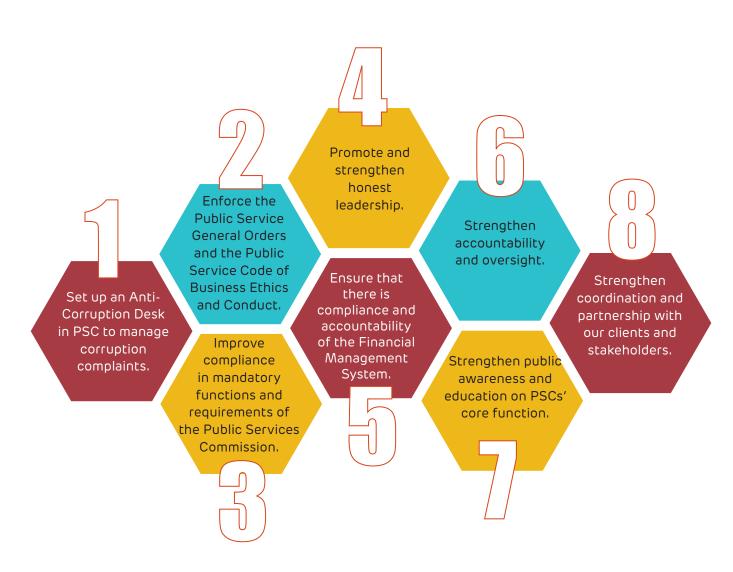
The Anti-Corruption and Integrity Strategy 2022-2025 is driven by four Key Objective Areas.



integrity, honesty and a sense of professional responsibility and equal participation, leaving no room for conflict-of-interest situations to arise.

THE EIGHT KEY PRIORITY AREAS

The Anti-Corruption and Integrity Strategy 2022-2025 focuses on eight Key Priority Areas to advance the Key Objectives.



KEY OBJECTIVE AREA 1 - PROMOTING AND STRENGTHENING HONEST LEADERSHIP IN PSC

Promoting and strengthening honest leadership in PSC is central to this Anti-Corruption and Integrity Strategy. Officers irrespective of their positions must uphold a high level of integrity, transparency and accountability in the discharge of their duties.

Outcomes

PSC is known for a strong work culture that values, promotes and rewards honesty and ethical leaders.

The Public Services Commission is respected and seen as a flag bearer for its honest leadership and integrity.

Key Initiatives

Provide leadership training based on the National Public Service Ethics and values Based Executive Leadership & Management Capability Framework.

This is to reinforce trust and confidence in the leadership of the Commission and the decisions PSC makes in our review and recommendation on appointment matters. Furthermore, it is mandatory for all public servants to undertake some form of leadership training for succession planning and ethical leadership.

Provide GESI Workshop for Staff of the PSC

Staff are sensitized and made aware of the relevance of the GESI Policy in the workplace and to embrace the GESI principles of respect, equity, and diversity which will enable PSC to introduce inclusion and equity initiatives in the workplace and help the management to make better decisions.

Success Measures

The key success measures for promoting and strengthening honest leadership in PSC are:

- Fewer complaints received from clients on our service.
- 60% 70% of Commissions Review Advice implemented/challenged in the courts that are upheld.
- 80% of Commission's recommendations to NEC are endorsed.
- Number of people from Senior Management to attend GESI Workshop in August, 2022.
- Number of people from Middle Management to attend GESI Workshop in August, 2022.
- Number of Officers to attend GESI Workshop in August, 2022.



KEY OBJECTIVE AREA 2 - ENSURING COMPLIANCE AND ACCOUNTABILITY IN PSC



Ensuring compliance and accountability in PSC

by maintaining and enforcing strict adherence to legislations, procedures and processes that are relevant to PSC's constitutional mandate and anti-corruption stance.

Outcomes

PSC is fully compliant with the Public Finance (Management) Act 1995 and Public Services (Management) Act 1995 (as amended), government policies and other relevant laws and PSC's internal policies and procedures.

Strengthened compliance and enforcement of PSC decisions within the mandatory time-frame.

PSC has developed and strengthened internal mechanisms to detect and counter theft, fraud and misappropriation.

Initiatives

Conduct refresher training every 6 months for staff on standard Public Service legislations, regulations and PSCs' internal processes.

This is to keep staff abreast with changes to government legislation, policies, and internal business processes that may arise and to re-emphasize the importance of their duties in the roles they perform in PSC.

Staff who attend duty travel to be required to complete an Acquittal Form and submit their acquittals within 5 days of their return.

This complies with the Public Finance (Management) Act 1995 and ensures that funds are spent responsibly and for their intended purpose.

Divisional Heads submit their performance reports on a quarterly basis to Secretary and Commission Members.

At PSC we believe in good and responsible management by providing quarterly performance reports as a means to measure our success and weakness. If any weaknesses are identified, workable solutions are provided to achieve the Commission's objectives.

Provide training to staff on the automated workflow system like the CMS, ALESCO and IFMS.

The staff of PSC can use the automated systems to perform their duties efficiently which will lead to an increase in productivity levels and ensure that the turnaround time of cases will also improve. Additionally, this will also make monitoring and reporting to management easier.

KEY OBJECTIVE AREA 2 - ENSURING COMPLIANCE AND ACCOUNTABILITY IN PSC



Commissions financial reports and corporate risk matters are compiled and submitted to the Audit Committee during their meeting with the Finance Branch and Senior Management Committee each quarter.

This complies with the Public Finance (Management) Act 1995, National Procurement Act 2018, Public Service General Orders, and all other relevant legislation and policies so that funds allocated to PSC annually are spent responsibly and for their intended purpose.

Success Measures

The key success measures for ensuring compliance and accountability in PSC are:

- 80% of staff will be randomly selected to participate in the PSC Awareness and Public Service Induction programs to inform public servants on the Public Service legislations, regulations and PSCs' internal processes.
- Finance Branch consistently provides a report to the Officer and his/her Divisional Head stating whether the officer has used the funds for its intended purpose in a timely manner.

- Feedback from Commission Members are given during Quarterly Presentations on the performance of each Division and recommendations for way forward are followed up on in the next quarterly presentation.
- At least 80% of staff are able to use the automated systems to perform their duties.
- PSC's Audit Reports are in full compliance to the Public (Finance) Management Act 1995 and other relevant legislation and policies.

KEY OBJECTIVE AREA 3 – FOSTERING AN ANTI-CORRUPTION CULTURE IN PSC



Fostering an Anti-Corruption Culture in PSC by raising the agenda and reinforcing PSC's Zero Tolerance on Corruption through workshops for its staff, awareness programs, media releases, social media platforms, induction programs and through various forums that PSC participates in.

Outcomes

Clients and stakeholders are confident that their complaints are efficiently and effectively addressed within the required time-frame of 30 days.

PSC clearly identifies corruption complaints involving bribery, extortion and conflict-of-interest.

Initiatives

Set up an Anti-Corruption & Complaints Desk in PSC.

The PSC Anti-Corruption and Complaints Desk is an avenue were complaints from the public and staff are recieved on alleged corrupt activities of staff of PSC and action is taken on its staff who are even refered to relevant authorites if need be, regardless of the nature of the alleged complaint made.

Conduct an Aptitude Test every 6 months and one-onone interviews with staff to test their knowledge to identify the different forms of corruption. To assess each staff to identify their level of understanding on the different forms of corruption and level of understanding on the different forms of corruption and also to learn from them through the interviews conducted whether they have encountered such corrupt activities in the course of their duties.

Provide Anti-Corruption Workshops or training for staff.

Through the Aptitude tests that are conducted, specific training is developed for staff on the different forms of corruption and how to deal with it. The training will also emphasize the internal process of reporting a corruption complaint.

Include Key Ant-Corruption Messages on PSC's Zero Tolerance on Corruption on our weekly social media Posting Schedule to Facebook, LinkedIn and the PSC Website.

Government Departments, agencies, staff of PSC, and the general public are informed and more aware of PSC's Anti-Corruption and Integrity Strategy and are told to report instances of alleged corrupt activities involving our staff to the PSC Anti-Corruption and Complaints Desk.

KEY OBJECTIVE AREA 3 – FOSTERING AN ANTI-CORRUPTION CULTURE IN PSC



Promote Key Anti-Corruption messages through PSC's quarterly newsletters, all awareness materials like brochures, leaflets and all official documents.

From the complaints received and the information gathered through the Staff Aptitude Test, key messages are developed each quarter to remind and re-emphasize the importance of PSC's stand on corruption.

Provide awareness on the PSC Anti-Corruption and Integrity Strategy to staff during Staff Orientation Programs, Public Servants through the Public Service Induction Programs and include it as part of the presentation in the PSC Awareness Program for public servants.

This is to promote PSC's Zero tolerance on corruption and how it deals with its officers so other agencies can also adopt or improve on their internal processes in dealing with their staff who are allegedly taking part in corrupt activities.

Success Measures

The key success measures for fostering an anticorruption culture in PSC are:

- Commission endorses the set-up of PSCs' Anti-Corruption & Complaints Desk and a Complaints Handling Process is developed by August, 2022.
- All staff can identify the different forms of corruption and know the process to report it to the Anti-Corruption and Complaints Desk.
- Anti-Corruption & Complaints Desk is able to successfully address all new complaints within the mandated time frame of 30 days by December, 2022.
- Percentage of complaints each quarter are addressed within the mandated 30 days time frame.
- Number of Government departments, agencies, staff and members of the general public who are informed and are more aware of PSC's Anti-Corruption and Integrity Strategy by December, 2023.

KEY OBJECTIVE AREA 4 – BUILDING CAPACITY AND MAINTAINING EFFECTIVE PEOPLE MANAGEMENT SYSTEMS

Building capacity and maintaining effective people management systems through the public service regulations, processes and PSC's internal guidelines to promote personal standards of integrity, honesty and a sense of professional responsibility and equal participation, leaving no room for conflict-of-interest situations to arise.

Outcome

Officers promote personal standards of integrity, honesty and a sense of professional responsibility and equal participation.

Initiative

Provide annual refresher training for staff on legislations relevant to PSC's mandate, Public Service General Orders, Public Service Code of Business Ethics and Conduct.

This is to keep staff abreast with changes to government legislation, Public Service General Orders, and Public Service Code of Business Ethics and Conduct and for staff to know their rights as a public servant and what is expected of them as officers of the Commission.

Officers of the Commission are expected to perform their duties to the highest principles of honesty, fairness, accountabilty and transparncy and have a sense of professional responsibilty in their roles.

Key Success Measure

The key success measure for building capacity and maintaining effective people management systems is:

 Number of staff who are able to present legislations relevant to PSC's mandate, P.S General Orders, P.S Code of Business Ethics and Conduct in PSC's Awareness Program, Public Service Induction Programs and in-house training for new staff by December 2023.

PSC performs its duties to the highest principles of honesty, fairness, accountability and transparency"

GLOSSARY

OBJECTIVE	EXPECTED OUTCOMES
Accountability	Refers to the obligation of an individual or organization to account for activities, accept responsibility for them, and to disclose the results in a transparent manner. It also includes the responsibility for money and other entrusted property.
Anti-Corruption and Complaints Desk	Acts as a platform to facilitate corruption complaints by PSCs' clients (external & internal) and is managed by the Media & Publication Branch.
Bribery	Money or favour given or promised in-order to influence the judgement or conduct of an Officer of the Public Services Commission.
Chairman	Head of the Public Services Commission
Commission	Refers to the Public Services Commission. The Commission consists of three (3) Members: a Chairman, Commissioner National and Commissioner Provincial.
Conflict-of-interest	when an Officer places his/her personal or self-serving interest above the interest of the Public Services Commission.
Corruption	the use of entrusted power for private or personal gain.
Director Investigation	the Officer in-charge of the Investigation Division within the PSC Secretariat.
Extort	to seek money or a favour from a client of the PSC with the promise to provide confidential information on the mandate of the Commission.
General Order	National Public Service General Orders that cover recruitment, selection appointment and termination, terms & conditions of employment and other personnel matters.
Gender Equity and Social Inclusion Policy	a policy designed to develop and maintain a positive, respectful work culture that ensures equity and diversity for all employees and is free from discrimination.
Integrity	the quality of being honest and having strong moral principles.
Investigator	an officer of the Investigation Division or a person designated by the Commission to conduct investigation relating to corruption complaints.
Misconduct	Wrongful, improper or unlawful conduct in breach of the Public Service Code of Business Ethics and Conduct.
Media & Publication Branch	a Branch under the Corporate Services Division tasked to manage the Anti-Corruption and Complaints Desk.
National Anti-Corruption Plan of Action 2020 – 2025	an implementation plan outling the Program of Works (POWs) of all institutions of Integrity to combat corruption in PNG between 2020 – 2025.

GLOSSARY

OBJECTIVE	EXPECTED OUTCOMES
Office of the Secretary, PSC Secretariat	Head of the PSC Secretariat who serves as the Secretary.
Processes	are methods employed by PSC to facilitate all corruption complaints received.
PSC Disciplinary Committee	a committee tasked to ensure that the disciplinary process is in compliance with the relevant General Orders.
Public Services Commission	established by Section 190 (1) of the Constitution of the Independent State of Papua New Guinea.
Public Service Code of Business Ethics and Conduct	an important pillar in the establishment of good governance and ethical conduct of public servants. It raises issues in respect to human rights, the rule of law, accountability and transparency in government, personal conduct and private interests.
Request	a formal application or a report requesting for an investigation to be conducted by the Commission.
Senior Management Committee	a Committee comprising of all Directors of the six (6) Divisions that make up the PSC Secretariat.





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