

**PROGRESS REPORT ON ACTIVITIES AND PROGRAMS BETWEEN 2009 AND 2011,  
HIGHLIGHTING STATUS AND ACHIEVEMENT OF EACH ACTIVITY AND  
THE PLAN FOR 2012 AND BEYOND.**

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**INTRODUCTION**

I feel it an honour that I produce this Special Report covering the three year period from 2009 to 2011. In fact this is the three year of the five years which I should serve as an Ombudsman.

My current Term as Ombudsman lapsed on 08th November 2011. The period from 2006 to 2008 has not been easy. While my term should have been effective on 08th November 2006 on the recommendation of the Appointing Committee, the Executive government dispute caused a delay to appoint me for two years. I was at last sworn in on 25th July 2008 after a two year legal battle. My appointment was made retrospective to 09th November 2006 and was paid salaries for two years. However, I did not serve the full five years on the post.

I feel that the executive government unfairly treated me hence I did not serve my full five year

term which fell short by two years. I performed the tasks of the office as an Ombudsman only from 25/07/08 to 09/11/11. I am proud to reiterate that during the three years I serve as an Ombudsman the office has regained its status and profile. This is evident by the comments received locally, regionally and even internationally about the office and the work it is performing.

**Challenges**

The office has faced up with a lot of challenges with regards to finance and manpower. While the office would want to advance in its programs, its plans would be hampered by lack of resources and manpower. Despite the limited resources available, the office has achieved a lot during the period under review.

**Acknowledgement**

I would like to acknowledge the Secretary to Prime Minister and the Support staff of the Administration and Accounts Section of the Office of the Prime Minister and Cabinet for their tireless effort in ensuring that the administration and financial back up of the office continue to function.

The Accountability Program of the RAMSI Machinery of Government Program too has assisted a lot in ensuring that the office continues with its service delivery. The funding of the construction of the new Office Complex for the Ombudsman and the Leadership Code Commission is one of the outstanding contributions from the Program towards the office. Also the continuous funding of trainings, outreach programs and equipment and other minor incidental expenses has assisted the office in its operations.

I produce here a brief Report on the Activities during the three years from 2009 to 2011 when I actually started work on the Ombudsman Post upon formally sworn in on 25th July 2008.

**STATUS AND ACHIEVEMENT OF EACH ACTIVITY AND THE PLAN FOR 2012 AND BEYOND.**

<b>ACTIVITY</b>	<b>COMPLETED AND ACHIEVEMENTS MADE BETWEEN 2009 AND 2011</b>	<b>PLAN FOR 2012 AND BEYON</b>
<b><u>1. LEGISLATIVE MATTERS</u></b>		
<b>Review of the Ombudsman Act</b>	The Ombudsman (Further Provisions) Act enacted in 1980 has not been amended until I came into office started work on the proposed amendments. This was made and is now with the AG Cambers for finalization.	I want to see that this long awaited Amendment Bill finalised in 2012 and have it through Parliament as soon as possible.

<p><b>Anti corruption Task Force</b></p>	<p>The Taskforce established by the CNURA Regime collapsed with the change of government in 2010. This was a lesson to learn from that such important issues should be spearheaded by an independent body. As such it was suggested and agreed that the Integrity Group Forum which comprises the Integrity Institutions to take on board the Anti Corruption Taskforce responsibilities.</p> <p>The then Prime Minister, Hon. Danny Philip was briefed on this proposal which he agreed to the intention in principal.</p>	<p>The Ombudsman with the other Integrity Institutions are planning to take on board the revival of the then Anti corruption Task Force. I also want to see this development gone through.</p>
<p><b>Political Party Integrity Reform</b></p>	<p>The Ombudsman was invited to the inaugural meeting of the Political Party Integrity Task Force set up by the NCRA government.</p>	<p>Prepared to engage with the Taskforce established by the current NCRA Government.</p>
<p><b>Freedom of Information Legislation</b></p>	<p>In 2008/2009 two Workshops; one for the Pacific Region Countries and one for the Chief Executives of local Agencies were hosted by the Ombudsman in Honiara with funding by UNDP. Government then was supportive of the concept by it did not pursue with it. Concentration then was on the Anti corruption Taskforce activities.</p>	<p>Start on the ground work in preparation for the Freedom of Information Regime for the country. As soon as the government endorses the proposal, work on the legislations, etc should proceed. This will be supervised by the Ombudsman instead of making it a separate entity. I want to get this off the ground during the next five years.</p>
<p><b><u>2. CORPORATE PLAN</u></b></p>	<p>The 2009/2011 Corporate Strategic Plan has come to the end of its term. I am due to have it reviewed and will soon work on the 2012/2014 Plan.</p>	<p>In 2012 to engage a Strategic Planner under the RAMSI MOG Program to assist with the review and the new Plan for 2012 – 2014. Work in the first quarter of 2012 as soon as the Contractor is appointed.</p>
<p><b><u>3. OFFICE POLICIES</u></b></p>	<p>I have just completed five Policies for the Office administration and operation which will soon be put to Parliament for endorsement.</p> <ul style="list-style-type: none"> <li>• Office Meetings – Policy and Management Policy</li> </ul>	<p>As soon as they are endorsed, I need to supervise their implementation as from 2012.</p>

	<ul style="list-style-type: none"> <li>• Security Responsibility Policy</li> <li>• Internet and Email Policy</li> <li>• Vehicle Control and Usage Policy</li> <li>• Customer Service and Communication Policy.</li> </ul>	
<b>4. REPORTS</b>		
<p>Prior to my taking up office, no Reports were made from the office. For example no Annual Reports were made for the entire period 2001 to 2006. On resumption of office, I completed all Annual Reports up to 2008 and Special Reports.</p>		
<b>Annual Reports</b>	<ul style="list-style-type: none"> <li>• Annual Report for period 01st September 2006 to 31st July 2008 (<b>Tabled in Parliament in December 2008</b>)</li> <li>• Annual Report for remaining five months from 01st August to 31st December 2008 inclusive of activities during period 01st September 2001 to 31st August 2006. (<b>Tabled in Parliament on 30/03/09</b>)</li> </ul> <p>I completed all Annual Reports from 2001 to 2006 which were then in arrears. I completed all Annual Reports up to 2008.</p>	<p>Work in progress on the 2009, 2010 and 2011 Annual Reports. These should be completed to have them presented in National Parliament meetings during the first half of 2012.</p>
<b>Special Reports</b>	<p>The following Special Reports were produced and tabled in Parliament in 2009 and 2010:</p> <ul style="list-style-type: none"> <li>• Special Report No: 01/08 – Outreach Tour Report (<b>Tabled in Parliament on 30/03/09</b>)</li> <li>• Special Report No: 02/08 – 1st 100 Days Work Program (<b>Tabled in Parliament on 30/03/09</b>)</li> <li>• Special Report No: 01/09 – Ombudsman Progress of Work for period 01st January to 30th June 2009 (<b>Tabled in Parliament on 18/12/09</b>)</li> <li>• Special Report No: 02/09 – Annual Report of the Training and Information Unit for 2006 and 2007 (<b>Tabled in</b></li> </ul>	

	<p><b>Parliament on 18/12/09)</b></p> <ul style="list-style-type: none"> <li>Special Report No: 01/10 - Annual Report of the Training and Information Unit for 2009 <b>(Tabled in Parliament on 20/04/10)</b></li> </ul>	
<b>Own Motion and Systemic Investigation Reports</b>		
<p>Over the entire period since 1981, only three Own Motion Investigations were made. Since 2009 I have initiated a proactive approach, focusing on Own Motion and Systemic Investigations. As from 2012, I will prioritize 60% of my investigations on such Investigations and 40% on the routine investigations.</p>		
	<p>So far I have completed the following Reports:</p> <p>(i) Own Motion Investigation on Reported misuse of public funding by Public Officers in Choiseul Province.</p> <p>(ii) Major Own Motion Investigation into Honiara Municipal Services provided by SIEA, SIWA, SIPC, Inland Revenue and the MID.</p> <p>(iii) Education Systemic Issues</p> <p>(iv) Leakage of Examination Papers</p> <p>(v) Education Scholarship Awards</p>	<p>1. <b><u>Reports in progress.</u></b></p> <ul style="list-style-type: none"> <li>Reports (i) already finalised to be presented in Parliament.</li> <li>Report (ii) and (iii) have gone through National Justice stages. Already finalized for Parliament</li> <li>Reports (iv) and (v) yet to complete. In 2012, to go for National Justice Stages.</li> </ul> <p>2. <b><u>Planned Investigations for 2012 and beyond</u></b></p> <p>For 2012, I will focus more on Own Motion and Systemic Investigations.</p>
<b><u>5. COMPLAINTS AND CASE MANAGEMENT</u></b>		
<b>File Review Committee and Complaints Backlog</b>	<ul style="list-style-type: none"> <li><b>File Review and Allocating Committee</b> The Ombudsman established the File Review and Allocating Committee (FRAC) in late 2008 to deal with the complaints backlog the Office had during the period prior to my appointment. To date, the FRC has become a full time committee which resolved the backlog complaints being arrears from the previous management.</li> <li><b>Internal Investigation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>File Review and Allocating Committee</b> Strengthen the File Review and Allocating Committee to ensure that backlog cases are controlled to avoid being recurring as has happened in the past.</li> <li><b>Backlog of Statistics</b> Currently working on Statistics of cases status for years 2000 to current. Being someone well verse with the cases registered since the nineties, I need to tidy up the statistics, especially as from 2000 to 2006 when no Annual</li> </ul>

	<b>Guideline</b> I established new policy and procedural guidelines, which were implemented in 2009.	Reports were produced until 2006.
<b>Case Register</b>	During the years 2009 to 2011, a total of 608 cases were received and investigated. Investigations continue with about a quarter of them being resolved and closed.	Consolidate effort to vigorously investigate cases to have them resolved in timely manners. I will ensure that: - <ul style="list-style-type: none"> <li>• Cases are investigated as and when received to have them then concluded and complainants informed of conclusions.</li> <li>• Case Backlog is controlled to avoid what happened during 2000 to 2006.</li> </ul>
<b>Cases received and their status</b>	Below is the status of cases registered and dealt with between 2009 and 2011: <b><u>Year No. of cases Closed</u></b> <b><u>Pending</u></b> 2009 259 73 186 2010 239 50 189 2011 117 n/a 117 Unaccounted 400 <b>Total 615 523 492</b>	<b><u>Plans for 2012:</u></b> <ul style="list-style-type: none"> <li>• The File Review and Allocation Team will continue to prioritize working on the outstanding cases to have them cleared.</li> <li>• Will put in place a proper monitoring and assessing of cases to avoid unnecessary delays and quick resolutions.</li> <li>• To have the Electronic Case Management System in place.</li> </ul>
<b><u>6. OUTREACH</u></b>		
Outreach is the lifeline of the office in as far as educating the citizens about the roles and functions. Dissemination of information is done through presentations at meetings, tours to rural communities and schools; through the broadcast and print media.		
	Between 2009 and 2011, the office has embarked on Outreach Tours to rural schools, covering 80% of rural Community High Schools. Started on the combine Outreach Programs with the other Accountability Institutions; Office of the Auditor General and the Leadership Code Commission.	Plan for 2012 and beyond <ul style="list-style-type: none"> <li>• Complete the school Outreach Program</li> <li>• Embark on Outreach Program to rural communities</li> <li>• Continue with the combined Outreach Program.</li> <li>• Under the proposed network with the Church of Melanesia to use the Mission transport whenever the Church arranges tours to the uneconomic areas of the country.</li> </ul>
<b><u>7. INFRASTRUCTURE</u></b>		
<b>Office Accommodation</b>		
It has been me since being in the office since late 1990 had been pushing for the office to have its own		

Office Complex, something which successive governments failed to see as important and could not afford due to continuous funding problems.		
<b>New Office Complex.</b>	I continued until the arrival of RAMSI which made it possible that in 2006 the matter was pursued under the RAMSI Program as part of its package of assisting and strengthening the Accountability Institutions. I see it an achievement when in 2009, an Office Complex was constructed and handed to the SIG in 2010. The office is the Isaac Qoloni House now co-occupied by LCC and the Ombudsman.	There are some incomplete items to be pursued with Solomon Islands Government to take on as the building already handed over to SIG. The immediate one is the installation of six Air conditioning Units which I am in the process of arranging with a contractor to work on.
<b>Office Leaf Recreation/Conference House</b>		I started work on a Traditional Recreation/Conference House. This when completed would be used as a Recreational centre and a supplement to the Office Conference Room
<b>Extension of current Office Building</b>		The Office Building is just big enough to cater for the current number of staff of both LCC and the Ombudsman's Offices. I have a plan to build on top of the two single wings to accommodate more spaces for staff if increased. This is a Project I want to pursue in 2012.
<b>New Perimeter Fence</b>		In 2012 to start work on the new perimeter Fence with concrete reinforcement. This will include extension of the eastern end to accommodate internal cemented Car Park.
<b>Land Acquisition</b>		To work with the Ministry of Finance through the Prime Minister's Office to acquire the vacant unutilized land adjacent to the Isaac Qoloni House. This is to accommodate expansion of the two offices.
<b>8. STAFFING</b>		
I have been trying to have the office well staffed and have the staff trained in their specialised areas and fields.		
Staff Establishment	<ul style="list-style-type: none"> <li>The office started off with only four staff until 1996</li> </ul>	<b>I have a plan to:</b> <ul style="list-style-type: none"> <li>Upgrade and promote staff to the</li> </ul>



	<p>when the staffing increased to five.</p> <ul style="list-style-type: none"> <li>• In 2005 to six staff.</li> <li>• 2010 I have a staff compliment of 21 including the Ombudsman.</li> </ul> <p>As part of the staff incentive and to boost their work moral, I have under my leadership encouraged trainings, going on conferences and meetings both locally and internationally. Up to now all staff has gone through trainings both locally and overseas.</p>	<p>upper segment of their composite grade levels.</p> <ul style="list-style-type: none"> <li>• Have all Office Units into Divisions to be headed by Directors.</li> <li>• Recruit two staff; Directors to head two Divisions of Corporate Services and Communication, Training and Public Relations</li> <li>• Recruit Security Guards</li> <li>• Negotiate with Provincial Authorities for officers of the office to be based in two Provincial Centers respectively.</li> <li>• I will work with the other Integrity Institutions; LCC and OAG to have an office to accommodate officers from the three offices.</li> <li>• By 2013, Regional Offices should be established.</li> </ul>
<b>Staff Exposure</b>	Up until recent 13 of the 17 staff has been exposed overseas in either attending conferences or trainings.	From 2012 and beyond to continue encourage staff to be exposed to meetings, conferences both locally and overseas.
<b>Staff Training</b>	All Staff, even the Driver and the Cleaner has attended trainings both locally at IPAM and USP/UPNG and overseas Institutions.	An internal Training Policy will be in place as a guideline when selecting officers on trainings both local and overseas.
<b>Staff Succession Plan</b>	Currently the office lacks qualified staff especially in the Investigation Unit. Most staff were drawn from the Police Force with Investigation background and knowledge.	To recruit Graduates to be included in my Staff Establishment. To start the 2012 Succession Plan, 2012, the two vacant positions of Senior Instigation Officers
<b>New Staff</b>	Settle in the newly appointed staff as they resume in January 2012.	In January 2012, arrange an Induction Course for the new starters.
<b><u>9. EXTERNAL ASSISTANCE AND ENGAGEMENT</u></b>		
<b>Regional Assistance Mission to Solomon Islands (RAMSI)</b>		
The MOG Program has provided a lot of assistance to my office in terms of provision of Equipment		

<p>and staff development. The Program maintains the respect towards the current leadership of the office. The profile of the office has been high among the MOG Program, momentum which I would not like to lose track of.</p>		
	<ul style="list-style-type: none"> <li>• In 2009 provided the services of a Corporate/Strategic Planner to work on the 2009/2011 Office Corporate Strategic Plan.</li> <li>• Provision of an Advisor – Investigation Manager/Advisor from 2009 to 2010.</li> <li>• Paid for Security Guards for the Isaac Qoloni House from 2010 to 2011</li> <li>• From 2009 assisted in provision of funding for Outreach Programs and staff trainings and conferences overseas.</li> <li>• Funded activities of the Ombudsman 30th Anniversary in July.</li> </ul>	<ul style="list-style-type: none"> <li>• To pay for the services of a short term Corporate/Strategic Planner to assist with the office Corporate Strategic Plan for 2012 – 2014.</li> <li>• To pay for one Position of Director/Corporate Services</li> <li>• To negotiate with RAMSI to pay for Graduates to be recruited in 2012.</li> <li>• <b>Pillar Plan</b> - Progress is being made to start work on the RAMSI Pillar Plan with the Accountability Institutions.</li> <li>• RAMSI Exit Plan – As the RAMSI MOG Program is scaling down, in 2012 I need to be close with the MOG Program in working with it until 2013.</li> </ul>
<b>Pacific Ombudsman Alliance</b>		
<p>A member of the Pacific Ombudsman Alliance Network established by the Commonwealth Ombudsman. Under the recognition of the leadership of the office by the good relationship established, the Network continues to assist the office in funding some of its activities since 2006 to date.</p>		
	<p>In recognition of my leadership, the Pacific Ombudsman Alliance Network assisted the office in funding of:</p> <ul style="list-style-type: none"> <li>• Training and conferences both regionally and locally</li> <li>• Touring equipment for the office.</li> <li>• The SI Ombudsman hosting of the Pacific Ombudsman Alliance Conference in 2011.</li> </ul>	<p>To involve me in the Bilateral Agreement to be signed with Ausaide Honiara Office for 2012. 2012 – To advance the arrangements for staff exchanges, twining, trainings, etc between Ombudsman Offices in the Pacific Region.</p>
<b>Commonwealth Ombudsman</b>	<p>Assisted the office in the release of one of its officers to be on a two years assignment as an Investigation Manager Advisor from 2009 to 2010</p>	<p>In 2012, plan to sign an informal Memorandum of Understanding with the Office for the assistance in investigation of foreign entities; for example the RAMSI and the PPF for some of their actions which the</p>

		communities might feel as unfair.
<b>Other Regional Organisations</b>		
<p>With the good work and reputation of the office since 2009, other Agencies have "opened their arms" to assist the office in whatever means if requested. Also knowing that RAMSI is scaling down so they would want to assist the office even if RAMSI assistance scales down.</p> <p>The MOG Program has provided a lot of assistance to my office in terms of provision of Equipment and staff development. The Program maintains the respect towards the current leadership of the office. The profile of the office has been high among the MOG Program, momentum which I would not like to lose track of.</p>		
<b>(i) UNDP</b>	Has assisted the office in terms of sponsoring trainings and attendance of Workshops, etc. Notable ones are the FOI Workshops held in Honiara in 2008 and 2009.	Prepared to assist with an Technical Assistant and funding to work on the proposed FOI Legislation if the government approves the Ombudsman's intension for an Freedom Of Information for the country.
<b>(ii) Pacific Islands Forum Secretariat</b>	Indicated that it would assist the office if it requests assistance from the Forum.	In 2012, the office Executive will draw up a shopping list for assistance to be handed to the Forum. This is to pursue request to the Forum for assistance as it indicated.
<b>10. <u>MOU WITH OTHER OFFICES</u></b>		
<b>Accountability Institutions</b>		
Under the current leadership of the three Accountability Institutions; the OAG, the LCC and the Ombudsman there has been a very close and good working relationship.		
<b>Relationship with the Accountability Institutions</b>	<b>(i) Integrity Group Forum</b> Active member of the IGF, members of which include Auditor General Office, Leadership Code Commission, Customs, Central Bank of Solomon Islands, Police, Correctional Services and the Ombudsman's Office.	<ul style="list-style-type: none"> <li>• I to sign an MOU with the Chairman/Leadership Code Commission and the Auditor General.</li> <li>• Now that the term of the current Chairman/LCC has been renewed on his part there will be no disruption to the ongoing work we established to continue interaction between the institutions.</li> </ul>
<b>11. <u>INITIATIVES</u></b>		
Knowing the problems encountered by the office with regards to accessibility by the community in access to the office and non responsiveness by Authorities, I have started two initiatives: the Complaint Aerogram Form and the Focal Point Arrangement.		
<b>Complaint Aerogram</b>	The Ombudsman Act requires	<b>Plan for 2012/2013</b>

<p><b>Form</b></p>	<p>that all complaints must be in writing. For convenience of the rural people, I have initiated this Initiative. Pre addressed and pre-paid Aerogram Forms are to be available in Post Offices for the people to use when wanting to submit a complaint to the office. In 2009 I signed an MOU with the Postmaster General to have the Aerogram Form placed at Provincial Post Offices. Under the MOU, the Aerogram Forms would be free of charge with pre-paid postage which the people could collect and complete and post to the Ombudsman's Office through the Postal System. As of end of 2010 all Provincial Post Offices have been allocated with 200 Aerogram Forms each.</p>	<p>I have the following Plans for 2012.</p> <ul style="list-style-type: none"> <li>• Organise an Induction Workshop for all Provincial Post masters on the Aerogram Complaint Form Initiatives.</li> <li>• Make the first audit of all AEROGRAM Forms at Provincial Post Offices.</li> <li>• By 2013, the Initiative should be in full operation.</li> </ul>
<p><b>Focal Point Arrangement</b></p>	<p>I have been in the office since 1990 to date. One area which I have a bad experience in is non responsiveness from Authorities. Whenever the office deals with complaints and writes letters or contact Authorities for their sides of raised complaints, the responses are either not forthcoming or delayed. With this, I have introduced the Focal Point Officer Arrangement Initiatives. In 2010, two conferences were held with Chief Executive Officers of Ministries and made country-wide Provincial Tours to Provinces to talk with Provincial Secretaries and Divisional Heads on the Initiative. The aim of the initiatives is for Authorities to appoint officers within their Establishment to be the Focal Point or Contact Officers to follow up letters and queries from</p>	<ul style="list-style-type: none"> <li>• Organise an Induction Workshop for all appointed Focal Point Officers.</li> <li>• To hold conferences for remaining Ministries/Departments and Statutory Authorities.</li> <li>• By end of 2012 all Agencies to have their Focal Point Officers appointed.</li> <li>• By 2013, the Initiative should be in full operation.</li> </ul>

	the Ombudsman on complaints. The initiative received support from the Authorities and so far about five Ministries and have their Focal Point Officers appointed. They will soon be formally appointed.	
<b><u>12. NETWORKING WITH NGO GROUPS AND CHURCHES</u></b>	So far the office has its network with NGO's and Churches. Workshops held for NGO Groups and the Churches through the Associations representing the church groups; Solomon Islands Christian Association and the Solomon Islands Full Gospel Association. Following those, the Entities started to run their own trainings, the fruit of what the office has started since 2009.	My next initiative is to go into MOU with the churches; for example in 2012 I will have talk with the Archbishop of the Anglican Church of Melanesia for the possibility of signing an MOU for the use of their ship on their Missionary trips to the uneconomical routes like the Malaita Outer Islands of Sikaiana and Lord Howe Islands; the Temotu Outliers and the Makira Whether Coast and Ulawa Island.
<b>13.. MISCELLANEOUS</b>		
As from 2012, the Ombudsman will pursue with relevant stakeholders ensure that work on enabling legislations are picked up and housing and administration issues are sorted out.		
<b>Freedom of Information</b>	Since 2008, work has started on the FOI Initiative but never got off the ground.	I will pursue the draft FOI Bill and to have it passed for implementation. This should be administered by the Ombudsman
<b>Human Rights Initiatives</b>	Work on Human Rights has started	To work with relevant stakeholders <ul style="list-style-type: none"> <li>• For the work on the Human Rights Legislation.</li> <li>• To consider its location and administration.</li> </ul>
<b>United Nations Commission Against Corruption (UNCAC)</b>	UNCAC was adopted at the recent UNDP Funded UNCAC Workshop held for Parliamentarians. MOFATR will take it further for ratification	<u>Anti - corruption Agency</u> (i) To see the work of the enabling Legislation go through to pave a way for an Anti corruption body in Solomon Islands. (ii) To work with other stakeholders in its Administration and location.
<b>Disable People Policy</b>	A member of the Disabled People's Policy. Taskforce. Meetings held but could not	To continue to work of the Taskforce in 2012.

	continue.	
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