

FANGUNA 'A E 'OMIPATIMENI MONTHLY NEWSLETTER JULY 2017

First edition July

2017

Inaugural Newsletter

Welcome to the inaugural Office of the Ombudsman Monthly Newsletter. The aim of the newsletter is to provide brief information to the community regarding the developments of the Office of the Ombudsman in Tonga.

With the start of the new financial year (2017/2018), the Office commenced at full swing with the aim of covering Tongatapu towns and villages in delivering good governance presentations. Once this is completed, the Office will continue outreach to the Government Ministries, Agencies and Public Enterprises and outreach activities to the outer islands.

Short-term Training Scholarship

Investigation Officer 'Elisiva Lui has been selected on a Government of New Zealand funded short-term scholarship attachment with the Office of the Ombudsman New Zealand - Auckland Office. Mrs. Lui commences her attachment on 14th August until 8 September 2017.



Good Governance Outreach

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Three teams commenced Good Governance Outreach presentations covering all the villages of Tongatapu. Team A (Vahe Kolo) – led by CEO Mrs. Linda Folaumoetu'i; Team B (Vahe Hihifo) – led by Principal Investigator Mr. Pilmisolo Tamo'ua; and Team C (Vahe Hahake) led by Director of Investigations, Mrs. Lepaola Vaea.

The purpose of these presentations is to create awareness about the Office and its functions and also to promote the principles of good governance.

This Good Governance program will conclude in August and would have covered 77 villages in Tongatapu.



FREE CALL NUMBER: As part of our service to the community, the Office of the Ombudsman has initiated a free call number from any mobile (network provider) or landline. Call us or enquire today on: **0800 OMB** or **0800 662**

ROYAL AGRICULTURE SHOW



The Investigation Team set up an information booth at the Royal Agriculture Show on 28th and 29th of July 2017. Here the team promoted the Office and handed out information brochures, Ombudsman pens and bumper stickers

Corporate Services Division

The Corporate Services Team welcomed a new staff member – Mrs. Lesieli Fangatua as the Accountant. Mrs. Fangatua was formerly an Accounting teacher at the Latter Day Saints Middle School at Haveluloto.

She joins the Accounts Team which comprises of Lea'asi Tonga and Me 'Aholelei. The Office welcomes Mrs. Fangatua and looks forward to her positive contribution.



Welcome
aboard

QUICK STATS

	July 2016	July 2017
Complaints	5	28
Visits	5	36
Phone calls	3	30
Outreach	4	48

In comparison to the previous year, our operations have increased which is a direct reflection of our Outreach incentives. The more we are out there in the community, the more people are aware of the office and the more complaints we receive.

FUN FACTS

The 6 principles of Good Governance:

- i. Independence
- ii. Accountability
- iii. Clarity of Purpose
- iv. Integrity
- v. Transparency
- vi. Effective & Efficient

STAFF OF THE MONTH

Corporate Division – Takina Pupu

Investigation Division – Mo'onia Taufua and 'Elisiva 'Etika (tie)

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Promoting Good Governance and the
Rule of Law in Tonga!!