SECRETARY’S CIRCULAR NO: 06 OF 2016

DATE: 01ST MARCH 2016

FILE: CM2-4-2

TO: ALL PROVINCIAL EDUCATION ADVISORS, PROVINCIAL EDUCATION STAFF, TEACHERS, AND THE GENERAL PUBLIC

SUBJECT: THE CLIENT SERVICE COUNTER USAGE LOCATED AT THE GROUND FLOOR OF FINCORP HAUS, WAIGANI, NATIONAL CAPITAL DISTRICT

AUTHORITY

The authority of this Circular is Section 28 of the Education Act 1983 (consolidated to no. 13 of 1995) and Public Services (Management) Act 2014, No. 22 of 2014 under Section 25.

PURPOSE

The purpose of this Circular is to inform all Provincial Education Advisors, Provincial Education staff, Teachers and the general public on the Client Service Counter on the ground floor of Fincorp Haus, Waigani, National Capital District.

The Teaching Service Commission Circular No. 05/2015 should be read in conjunction with this Circular.

CLIENT SERVICE COUNTER

The Department has been conducting capacity building for the Provincial Salary Staff for the past few years and is still continuing that support. This is in line with the decentralization of payroll functions to the Provinces which was depicted in the “Alotau Resolution No 7/2002” and which read:-- No teacher to come to Fincorp Haus. This is again affirmed by the recent SSM decision to prevent huge numbers of teachers being absent from their duties and affecting students learning in schools.
Therefore, the Department has decided to revert back to its original purpose in the establishment of the Client Service Counter. The Client Service Counter will serve the general queries concerning education matters. The teachers’ salary queries should now go through their respective Provincial Education Offices for Provincial Institutions and Teaching Divisions for National Institutions who will then liaise with the Teaching Service Commission and or the Department’s Payroll Division.

The Client Service Counter will be closed to all teachers with effect from the 31st March 2016 and the Provincial Education Offices and Teaching Divisions to serve the teachers directly thereafter.

No teachers will be served regarding salary queries at the Client Service Counter during the term.

This Circular also reiterates Secretary’s Circular No. 59/2014 which stated that no teacher is to come to the Payroll Division – 3rd Floor, Fincorp Haus. The closure of the Client Service Centre does not permit any teacher to come to the Payroll Division.

The Department will serve the members of the Teaching Service only during the term breaks and Christmas vacation.

For your information and compliance.

[Signature]

DR. UKE KOMBRA, PhD
Acting Secretary
TEACHING SERVICE COMMISSION

CIRCULAR

NO: 5 of 2015
DATE: 21/08/2015
FILE: 1.1.3

SUBJECT: COUNTER SERVICE – TEACHING SERVICE COMMISSION

The authority of this Circular is Section 151 of the Teaching Service Act 1988 (Consolidate to No. 20 of 1995).

The Commission has observed that over the years, members of the Teaching Service have left their place of work and travel to Port Moresby to sort out outstanding salary claims without approval from the Provincial Education Office or the responsible Teaching Division of National Institutions.

The Commission has observed also that once approval is granted members of the Teaching Service do not return to their place of work and are receiving salaries.

Therefore, Teaching Service Counter Service will be closed to all teachers. Teachers with outstanding queries will now go through their respective Provincial Education Offices for Provincial Institutions and Teaching Divisions for National Institutions who will then liaise with the Commission to take appropriate actions.

While Counter Service is closed to in person visits, members of the Teaching Service are encouraged to communicate with the Commission by writing to the Commission under Section 13 sub Section 1 of the Teaching Service Act.

Counter Service will be open from 1.00 to 4.00pm on Wednesdays for resigned and retired teachers seeking assistances with their final entitlements.
Serving members of the Teaching Service will only be served during the term breaks and Christmas vacations.

BARAN SORI
Chairman – Teaching Service Commission

Distribution list:

- All TSC Regional Advisors
- All Provincial Education Advisors
- All Standard Officers – NDoE
- Teaching Divisions – Department of Education
- SSM Members – Ministry of Education
- All Schools/Institutions Principals and Heat teachers
SECRETARY’S CIRCULAR NO: 59/2014

SUBJECT: ENTRY RESTRICTION TO DEPARTMENT PAYROLL & RELATED SERVICES BRANCH 3RD FLOOR B WING

This Circular is to remind all staff in the Education Ministry that Education Salary Section is a restricted area. Therefore, officers below the Assistant Secretaries level, Commissioners of TSC and Director-General of OLA are not authorized to enter Payroll and Related Services branch on third floor without the written permission of the Secretary for Education, Deputy Secretary – Policy & Corporate Services and Chairman TSC. This circular information also directs officers within the Payroll & Related Services Branch not to take any client to their offices or workstations.

Salary matters must come through the relevant and appropriate channels of command and communication. This will assist the Payroll & Related Services Branch to function efficiently and effectively.

There is a Client Services counter on the Ground Floor of Fincorp Haus for all public servants and teachers to use. Client Services Centre operates every Tuesdays and Thursdays from 2 – 4 pm and with special schedules during school holiday periods. Staff can also use the DoE email services.

No unauthorized person is allowed on Floor 3B as of the date of this Circular/Instruction.

DR. MICHAEL F. TAPo, EdD
Secretary for Education

Distribution:
All Staff  –  NdoE
- Teaching Service Commission
- Office of Libraries and Archives

“Quality Teaching and Learning Makes a Difference in Schools”