



LAE CHAMBER OF COMMERCE INC.

WEEKLY NEWS UPDATE

19 July 2013

VOLUME: 29 - 13

LAE CHAMBER OF COMMERCE INC.

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Thank you

FROM THE PRESIDENTS DESK

NEWSLETTER DISTRIBUTION

Thank you for all the very positive and encouraging responses to our new Newsletter distribution system. As with any new system there were a few hiccups, with different firewalls and security systems preventing the delivery of the newsletter. Our webmaster is addressing these small issues and hopefully they will have been ironed out by this afternoons posting.

Again we ask if there are still any problems with the delivery of the newsletter, please let us know and we will give it our immediate attention.

PUBLIC HOLIDAY

Please take note the following gazettal notice for the public holiday on Tuesday next week. It is worth noting also that there is no official holiday for Monday.

No. G316—23rd August, 2012

2

National Gazette

Public Notice—continued



National Remembrance Day, Tuesday, 23rd July, 2013.
The National Covenant Day, Monday, 26th August, 2013.
Independence Day, Monday, 16th September, 2013.
Christmas Day, Wednesday, 25th December, 2013.
Boxing Day, Thursday, 26th December, 2013.

Dated this 23rd day of August, 2012.

Sir. MICHAEL OGIO,
Governor-General.

COUNTERFEIT PRODUCTS

The PNG Chamber has received complaints of blatant copycat of famous PNG products which companies have invested heavily in. Some five years ago the ICCG held a series of meetings with various companies on this matter. It appears that the problem is resurfacing.

To the companies and members affected this can be a critical issue to their business.

There are not just lost sales to the counterfeit products but often the inferior counterfeit product end up damaging the sales of the original if not differentiated.

We ask the regional chambers to circulate this notice to their member companies to see if any companies in their area have suffered from counterfeit products or copycat "passing off" of products. We would like to get a picture of the extent of this commercial practice.

An assembly of some cases would assist the PNGCCI in assisting its membership through nationwide action on stamping it out. Given enough examples it is likely that the ICCG can resume some meetings to take action to remove offending products from shelves pending more permanent solutions.

PLEASE NOTIFY THE LCCI IF YOU HAVE A CONCERN ABOUT COUNTERFEIT GOODS AND WE WILL PASS THIS INFORMATION ONTO THE PNGCCI TO TAKE UP WITH AUTHORITIES.



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**Objectives
of the LCCI**

- To promote the business interests of the private sector;
- To further the economic development in Lae;
- To ensure the provision of services and utilities essential to such development;
- To provide a representative body for business people, which government can consult;
- To promote support or oppose legislation; or take any other measures to improve the business community;
- To provide a forum for discussion of private sector goals;
- To pool the strengths of business people so that together, they can accomplish tasks that each one alone cannot achieve;
- To promote the economic viability of the area, so those current businesses will grow and new ones will be developed locally;



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Sir Bob receives award from World Travel Awards Director October 2012



Prime Minister Kevin Rudd visits PNG

Published on Jul 14, 2013

Prime Minister Kevin Rudd has announced that the Australian Government will bring forward design and scoping work for the Ramu-Madang Highway as well as scoping and design work for the lower court complex in Port Moresby.

The Prime Minister also recognized the importance of law and order to PNG's economic prosperity by agreeing to deploy 50 Australian police in visible policing roles in Port Moresby and Lae by year's end.

Bottom-up planning in remote Papua New Guinea

Posted on [July 15, 2013](#) by [Engage](#)

By Cathryn Buis, [Governance Program](#), AusAID

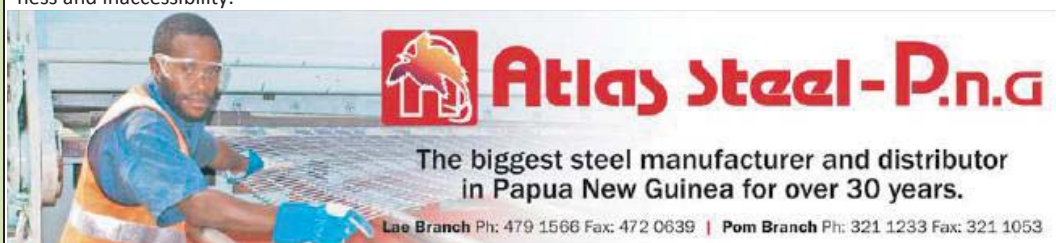
The unprecedented devolution of funding in the Government of Papua New Guinea's (PNG) 2013 [budget](#) saw around \$700 million allocated in development grants to provinces, districts and local-level governments. This devolution of funding has confirmed the need to support 'bottom-up' planning among local communities and increase local level government engagement on service delivery.

The big challenge for PNG and development partners is working out how to effectively help communities identify and give voice to their needs, whilst allowing their local governments to respond with services that will meet these needs effectively.

Australia and CARE International in PNG are piloting an approach in the remote district of Obura-Wonenara in Eastern Highlands Province. The CARE Integrated Community Development Project operates [in one of the most disadvantaged districts of PNG](#).

We are helping communities in wards – a sub-level below local level government – to document the service delivery gaps in their wards and plan the services they need.

This type of planning has its roots in PNG's [Organic Law on Provincial and Local Level Governments](#). This law lays the foundation for the government's efforts to bring services to the people of PNG, in the face of remoteness and inaccessibility.



ADVERTISE YOUR BUSINESS IN THE LCCI WEB- SITE

Ever thought of promoting your business through the LCCI Website? At the moment this can be easily set up and is currently operating as a free service. Go to your LCCI website at www.lcci.org.pg and see what is on offer.

As well as this you will see that many companies have linked their website to the LCCI website. The benefit of this is that potential clients may just hook up after seeing your business when browsing our Website. If of course you run an advertisement on the same page, the potential customer may see exactly what he or she is seeking to find.

Click here to - [Contact the LCCI Website to find out how!](#)

PROMOTE YOUR BUSINESS THROUGH THE NEWSLETTER

Whilst we do run regular paid advertisements in the newsletter, we have a standard offer to Profile your business, as a one off opportunity – free of charge deal. All we need is for you to put together information on your business, what it does and the main contacts. This can be up to one page in size with limited graphics. Send it electronically to the Chamber and we will include it in the next newsletter publication **Free of Charge**.



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Bottom-up Planning (Cont)

Ward planning aims to enable communities to lobby government for their development needs, and for the government to allocate and spend resources in line with community priorities. It's an avenue for bureaucrats to engage with communities and re-draw the lines of accountability for service delivery.

This process also allows communities to explore for themselves what their priorities are, whilst considering collectively what they can do themselves to address their own needs.

For example, it encourages the pooling of community resources, as demonstrated in the village of Simogu, which I visited recently. In isolated parts of PNG, such as Obura-Wonenara, lack of government infrastructure is a deterrent to public servants making the choice to re-locate, instead of working in a location that would allow them access to basic services. In Simogu, villagers allowed the primary school headmaster to live in health staff accommodation in the absence of teachers' housing.

In Simogu, communities identified maternal mortality as one of the greatest setbacks they faced. As one villager put it, "If the mother dies, who will take care of the children left behind—plant their food gardens and cook for them?"

Ward plans identified the need for trained Maternal Health Volunteers to, in part; address [fears among women](#) about attending health clinics.

The clinic volunteers are now chosen by the women of their community and trained to recognise the signs of high risk pregnancy and to counsel women to go to the health centre for an antenatal check-up.

Volunteers accompany mothers to the health centre to translate and explain what the health workers are doing. CARE has trained 82 maternal health volunteers throughout the district, which has resulted in more women from nearby villages choosing to attend Simogu clinic for a supervised delivery.

On this visit I saw first-hand how ward planning has contributed to higher rates of attendance in expectant mothers to government-run clinics for a supervised delivery.

The pilot program in Obura Wonenara complements ward planning with community activities such as maintaining walking tracks, planting drought resistant crops and rehabilitating coffee farms.

Through ward planning, elementary school teachers are now provided with support to upgrade their qualifications whilst teaching elementary school. This encourages villagers with basic literacy and numeracy to remain in the village, helping teach the next generation, instead of moving to urban areas in search of better opportunities. In 2013, with CARE's support, the community in Simogu was able to re-open the primary school for grades three and four after it had been closed for 30 years.

75 ward development committees across the district have participated in development planning workshops, receiving basic training in community consultative planning as well as the roles and responsibilities of committee membership. Participation from women has also increased; almost 30 per cent of committee members in the district are female.

The sustainability of these changes depends in a large part on obtaining genuine commitment from the community – *kisim bel blo komuniti* in Tok Pisin. Whether the community perceives the potential benefits to be derived from ward planning determines their willingness to work with a non-government organisation (NGO) and the government on ward planning and spin-off service delivery activities. It is equally dependent on the response of bureaucrats and politicians to this participatory and inclusive planning process.

Author bio

Cathryn Buis joined AusAID's Governance program in 2011. She started working in development as a Young Professional at the Pacific Islands Forum Secretariat in 2008. Her interest in development began as child visiting her grandfather's cacao plantation. She is still trying to answer the question she asked back then, "So how come we don't have chocolate factories in PNG?"

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ADVERTISING IN THE NEWS- LETTER

The advertisements that appear in this newsletter have for a long time been at the phenomenal rate of K75 per issue. We have been encouraged to increase the rate for some time now but we have kept it as budget priced as possible, in an effort to provide a cheap means of promoting our members businesses.

Unfortunately we have been forced to increase the rates from the 2nd August 2013 to K95 per insert. This is due to the cost and unreliability of the internet as well as the measures that we have had to take to get the publication to you as quickly and to the best standard that we can.

There will be no change to the pre-paid long term advertisements, until the payment expires, after which the new rate will apply.

Unfortunately these rates are due to circumstances beyond our control.

**Business Advantage
articles of the week!**

**More stories are
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Digicel

NEW DIGICEL MOMASE AREA MANAGER



Digicel PNG is happy to announce the appointment of **Richard Buttenshaw** as the new Momase Area Manager based in Lae, where he takes over from Cameron Hebley. Richard originally came to PNG with Digicel in the role of Head of Corporate Sales - PNG and was later posted to Mt Hagen as the Highlands Regional Manager and now to Lae.

Prior to joining the Digicel world Richard ran his own business consultancy focusing on business and leadership development, working closely with the NZ Trade and Enterprise Board, Wellington and Hutt Valley Chamber of Commerce, Red Bull NZ, Telstra, Telecom and NZ Post Office.

Richard's main strengths are in Leadership, project management, revenue creation and helping to develop, motivate and guide individuals and teams to achieve outstanding success.

Richard's book on sales was published in NZ in April 2009 - "Ready Set Sell" is available through bookstores in NZ and online.

Business Advantage PNG

YOUR GATEWAY TO PAPUA NEW GUINEA AND THE REGION

Australia will send police to Papua New Guinea and make it easier for Papua New Guinean visitors

17 Jul 2013 by [Business Advantage](#) [Leave a Comment](#)

Australia will send up to 50 police officers to Papua New Guinea by the end of the year to help tackle the country's growing law and order problem. The deal is one of a series of agreements arising from the 21-hour visit to Papua New Guinea this week by Australia's Prime Minister, Kevin Rudd, to meet his PNG counterpart, Peter O'Neill.



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Australia will send up to 50 Police Officers to Port Moresby and Lae (Cont)

Australian Prime
Minister Kevin Rudd



‘Recognising the importance of law and order to PNG’s economic prosperity, we have agreed importantly that by year’s end Australia will deploy 50 police in visible policing roles in Port Moresby and Lae,’ Rudd said.

This deployment is in addition to the exchange of up to 150 officers, arranged with the Queensland State government, he said.

Australia’s Trade Minister Richard Marles said talks have also focused on the wider issue of establishing a Pacific economic bloc.

‘We will be talking about the PACER Plus negotiations which are going on in the region, and offer an opportunity to really build,’ he told Radio Australia.

‘If we can get those negotiations going, an economic community throughout the Pacific which would include Australia and PNG.’

There was no firm agreement on the issue of asylum seekers, but both leaders said they were working through a United Nations’ report that heavily criticised the Australian-run asylum seeker processing centre at Manus Island in PNG.

‘There will be in the future more illegal immigrants and refugees and asylum seekers who will continue to come into this part of region,’ O’Neill said.

‘That is why we need to establish a permanent regional processing centre.’

Other key points to come out of the visit:

Both governments agreed to bring forward design and scoping work for the Ramu-Madang Highway;

The scoping and design work for the lower courthouse complex in Port Moresby will be sped up;

New dedicated passenger lane arrangements for Papua New Guinean citizens will be put in place at Brisbane and Cairns airports from 1 September, to streamline the arrivals process. PNG citizens will use the same processing lanes as holders of Australian and New Zealand passports.

An additional AUD\$160 million for health over four years to 2016. This will go in part to buy medical supplies at 2,700 health facilities. It will also support the rehabilitation of rural and remote health facilities in Western Highlands, Eastern Highlands, Milne Bay, Western Province, and Bougainville, as well as the refurbishment and expansion of training schools and colleges for nurses, midwives and other health workers.

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Telikom PNG Chairman,
Mahesh Patel

Telikom Papua New Guinea rings the changes

17 Jul 2013 by [Business Advantage](#) [Leave a Comment](#)

Telikom PNG is upgrading and expanding its network. Chairman Mahesh Patel talks to *Business Advantage PNG* about its K600 million (US\$200 million) deal with Chinese technology provider Huawei and its commitment to improving customer service.

With its revenues from fixed line phone calls falling, Telikom will concentrate on developing its growing fixed-line broadband business and developing 4G mobile internet services, according to the company's Chairman Mahesh Patel.

The K600 million (US\$200 million) deal signed earlier this month with Huawei will enable the state-owned telecommunications provider to embark on a two-year program of investment.

'The first stage will be to fix our current infrastructure. The second will be concurrently to put on 4G mobility and get high speed data,' Patel tells *Business Advantage PNG*.

The deal with Huawei will allow Telikom to offer faster broadband speeds, capable of delivering new services such as e-Health, e-Education, Digital TV and e-Government applications, while also providing a new backbone for fixed and mobile services.

'Fixed line voice is going to keep declining, with the international trend. I think our growth is going to come from fixed line broadband prospects,' says Patel.

The new investment is intended to enable Telikom to compete more effectively with its main competitor, Digicel, as Public Enterprise and State Investments Minister Ben Micah told *The National* last week:

'Telikom at this stage really needs a complete upgrade of its systems ... If we do not upgrade Telikom, this major state asset owned by the people of Papua New Guinea will be run down to the ground by Digicel'.

Commitment to service improvement

Patel says the Huawei deal will also allow Telikom to greatly improve customer service and reliability—two areas where he admits Telikom needs to improve.

'We've been working on really changing the culture of customer service. We've set up what we call a service assurance team, which is on the job all the time—we've got a call centre open 24/7.

'I think there has been a positive change of culture.

'All the new infrastructure will be all IP [internet protocol] based. We'll be setting up National Operating Centre so we'll be able to fix issues before the customer knows, and we'll be able to see where the faults are happening rather than wait for people to call in.

'With the change of this technology, I think the efficiencies will come.'

Patel also flagged a more aggressive approach to sales and marketing:

'We've got some very switched on Papua New Guinean engineers at the back end of the organisation, but Telikom has never been driven by front-line sales and marketing and the aggression that the private sector has. We're going out selling aggressively into the front-line, concentrating on fixed line broadband.'

Refinancing

In preparation for its next stage of investment—Telikom has had to tighten its belt. A recently-completed voluntary exit scheme has seen the number of employees fall from 1400 to 900.

While the majority of the money for the Huawei deal will come from a China Eximbank loan brokered by the Independent Public Business Corporation, Telikom will have to fund about K100 million (US\$44 million) internally.

'We have done some restructuring with our debt ... with refinancing to bring our interest costs down,' says Patel.

But Patel points out Telikom is a profitable enterprise, with an annual EBITDA [earnings before interest, taxation, depreciation and amortisation] of 'between K80 million and K90 million'.



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Further from Business Advantage

THIS IS THE DEAL!

AIR NIUGINI'S DIRECT FLIGHT TO BALI

The future of Citifon

Having watched its old B-Mobile subsidiary become a stand-alone business in 2008, Telikom launched a new CDMA-based mobile phone service, Citifon, in early 2011, to compete with rivals Digicel and Bemobile. Patel suggests the days of CDMA, an older mobile technology, may be numbered.

'It looks like we will not be investing further in [CDMA], because with the new Huawei deal coming on, it basically will give us the opportunity of LTE, or 4G, technology,' he says. 'It would be silly to try and build on CDMA when we know we can easily replace it with far superior technology.'

Turning around such an established enterprise was never going to be a quick job but, with money to spend and a new approach to service delivery, Patel is beginning to see progress.

'When the new board took over in January this year, I had calls from the banks almost every day about issues and down time. In the last month or six weeks, since we've set up this service assurance, there's been a lot of positive feedback. There will always be a whole bunch of negatives, but it's nice to see positives coming out from a lot of people.'

'A lot of customers who actually migrated away from Telikom have actually now come back to us because we've got a far superior system.'



Air Niugini - direct flights each week from Port Moresby to Bali

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WHAT'S GOING ON
AT THE INTERNAT-
IONAL CHAMBER
OF COMMERCE?



International Chamber of Commerce

The world business organization



News
Alert

ICC names three new Banking Commission Technical Advisors

Paris, 16 July 2013

The International Chamber of Commerce (ICC) today announced the appointment of three new technical advisors for its Commission on Banking – a leading global policy and rule-making body for the banking industry known worldwide for its trade finance products and services including Uniform Customs and Practice for Documentary Credits, the most successful privately drafted rules for trade ever developed.

<http://www.iccwbo.org/News/Articles/2013/ICC-names-three-new-Banking-Commission-Technical-Advisors/>

IMB Piracy Report highlights violence in West Africa

London, 15 July 2013

Somali piracy has fallen to its lowest levels since 2006, focusing attention on violent piracy and armed robbery off the coast of West Africa, the International Chamber Commerce (ICC) International Maritime Bureau (IMB)'s global piracy report revealed today.

<http://www.iccwbo.org/News/Articles/2013/IMB-Piracy-Report-highlights-violence-in-West-Africa/>


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LAE BRANCH SEMINAR

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GUEST SPEAKER: FLORENCE WILLIE
EXECUTIVE DIRECTOR, EMPLOYERS FEDERATION OF PNG

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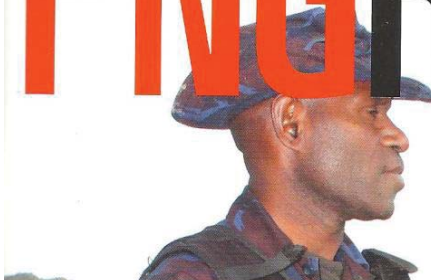
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PNGREPORT

JUNE 2013

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for Middle / Senior Managers and High Achievers.*

Based upon International Standard, ISO 21500 Guidance on project management, and the PMBOK Guide, the BSB51407 Diploma of Project Management is ideal for those who have had experience in managing projects, or have been involved as a team member and looking to progress your career as a Project Manager.

This course will provide you with the skills and knowledge to manage projects from planning them to implementing, monitoring and reviewing them. You will also gain the skills to manage the work of a team as well as learn how to manage timelines, budgets, control the quality of projects, and generate maximum team performance.

Course syllabus comprises 9 subjects:

BSBPMG501A Manage application of project integrative processes

BSBPMG502A Manage project scope

BSBPMG503A Manage project time

BSBPMG504A Manage project costs

BSBPMG505A Manage project quality

BSBPMG506A Manage project human resources

BSBPMG507A Manage project communications

BSBPMG508A Manage project risk

BSBPMG509A Manage project procurement



In cooperation with IEA TAFE, the course is delivered through our eCampus with 9 webinar sessions (1 – 1.5 hours each, once per month), online training materials and concluding with a **one week full time workshop** at our modern training centre in Cairns, enabling International experience and the opportunity to complete assignments with experienced mentors.

Course presenters are experienced industry professionals with many years of experience in managing and implementing complex projects in the construction, manufacturing and IT industries.

Minimum Student numbers apply to this course.

English literacy test mandatory on enrolment.

Cost: Cost: Kina: 14,597.93 Plus GST if applicable

Facilitated by : IEA College of TAFE

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