



MINISTRY OF THE PRIME MINISTER AND CABINET

SERVICE CHARTER 2018 - 2021



CEO'S FOREWORD

In our dedication to provide quality and timely services to our clients and stakeholders, it is with pleasure that the Ministry of the Prime Minister and Cabinet present its Service Charter 2018 - 2021.

This charter sets out the Ministry's functional responsibilities apropos its mandate, values and principles upon which its services are guided. It highlights the standards that guide the provision of the Ministry's services. Essentially, this charter provides a platform to inform the Ministry's clients of its services and assists them to use the mechanisms developed by the Ministry to address any difficulty they had encountered upon being served. The charter will also be used as a monitoring tool to assess and evaluate the Ministry's service delivery periodically.

We are committed to serving our clients and are determined to ensuring a well governed and informed Samoa.

We can do all things through Jesus Christ who strengthens us, for we are His workmanship created in His image to do good works for His glory.

God bless.



Agafili Shem Leo

Chief Executive Officer

Ministry of Prime Minister and Cabinet

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1. WHAT WE DO

1.1 OUR VISION:

Ensuring a well governed, secured and informed Samoa.

1.2 OUR MISSION:

To strengthen policy and program coordination throughout the whole of government, bolstering national security and responses, strengthening information dissemination throughout government and the community and effective support to the Executive Offices.

1.3 OUR VALUES:

- ❖ Leading and promoting good governance in all operations.
- ❖ Commitment in providing professional, honest, effective, efficient and faithful service to the government and Samoa.
- ❖ Transparent, impartial and accountable decision making.
- ❖ Respect and courtesy towards everyone.
- ❖ Collaborative and durable working partnerships with all stakeholders.
- ❖ Integrity in all transactions, communications and information.
- ❖ Results driven and time management.

1.4 OUR STRATEGIC GOALS

- ❖ GOAL 1: Strengthen whole of government policy and program coordination and monitoring.
- ❖ GOAL 2: Efficient and effective secretariat services and support.
- ❖ GOAL 3: Efficient and accurate communications.
- ❖ GOAL 4: Vigilant and coordinated national and border security.
- ❖ GOAL 5: Organizational efficiency and effectiveness.

1.5 OUR MANDATE

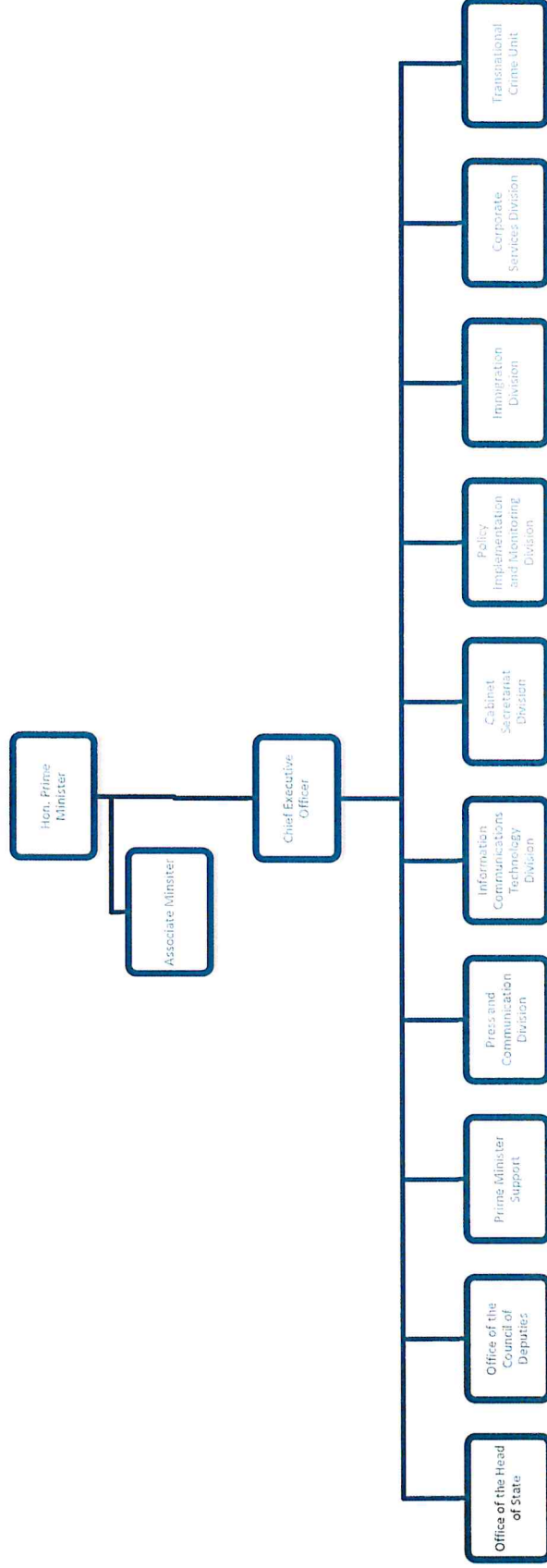
LEGISLATIONS

- ❖ Citizenship Act 2004
- ❖ Constituencies Act 1963
- ❖ Constitution of the Independent State of Samoa 1960
- ❖ Head of State Act 1965
- ❖ Honors and Awards Act 1999
- ❖ Immigration Act 2004
- ❖ Media Council Act 2015
- ❖ Ministerial Departmental Arrangement Act 2003
- ❖ Parliamentary Under Secretaries Act 1988
- ❖ Passport Act 2008
- ❖ Public Finance Management Act 2001
- ❖ Public Seal and Crest of Samoa Act 1973
- ❖ Public Service Act 2004
- ❖ Samoa Antiquities Ordinance 1954
- ❖ Samoa Status Act 1963

POLICIES AND PLANS:

- ❖ Strategy for the Development of Samoa 2016/17 - 2019/20
- ❖ Public Administration Sector Plan 2013 - 2018
- ❖ Treasury Instructions
- ❖ Cabinet decisions (F.Ks)
- ❖ National Security Policy 2018
- ❖ Policy on the Issuance of Diplomatic and Official Passports 2018
- ❖ Samoan Deportees with Criminal Conviction/Returnees Policy 2017
- ❖ Human Remains Repatriation Policy 2016
- ❖ Samoa National Cyber Security Strategy 2016 - 2021
- ❖ Anti-Spam Policy 2008
- ❖ Internet and email policies 2016
- ❖ Corporate Plan 2017 – 2021
- ❖ Annual Management Plans
- ❖ Divisional Operations Procedural Guidelines

1.6 OUR ORGANISATIONAL STRUCTURE.



1.7 OUR SERVICES.

❖ Office of the Head of State

The role of the Office of the Head of State is to provide administrative, secretarial and advisory support to the Head of State to enable him to perform his constitutional, ceremonial and community leadership responsibilities for the State.

These activities include:

- Communicating of Cabinet Decisions to the Head of State for his assent.
- Coordinating of all official documents for the Head of State to endorse.
- Coordinating of official visits for and appointments with the Head of State.
- Coordinating the safety and smooth proceedings of the Head of State's attendance at official functions, invitations etc.
- Organising official and personal travel for the Head of State and Masiofo as required and ensuring all relevant protocols are in place for such.

❖ Office of the Council of Deputies

The role of the Office of the Council of Deputies mirrors that of the Office of the Head of State in providing administrative, secretarial and advisory support services to the Members of the Council of Deputies, to enable them to perform the roles normally performed by the Head of State, when the Head of State is absent from the country.

These include:

- Communicating of Cabinet Decisions to the Members of the Council of Deputies for their approval.
- Coordinating of all official documents for the Members of the Council of Deputies to endorse.
- Coordinating of official visits for and appointments with the Members of the Council of Deputies.
- Coordinating the safety and smooth proceedings of the Members' attendance at official functions, invitations, ensuring all relevant protocols are in place.
- Organising official travel for the Members of the Council and their spouses.

❖ **Office of the Prime Minister**

The role of the Office of the Prime Ministerial is to provide administrative and secretarial support services to the Prime Minister to ensure the smooth running of the Prime Minister's appointments and daily work.

These include:

- Organising daily appointments with and for the Prime Minister.
- Coordinating the receiving and despatching of documents for the Prime Minister's approval/endorsement and his daily mail.
- Coordinating 24 hour security for the Prime Minister.
- Coordinating logistical arrangements for the Prime Minister's attendance at official ceremonies, invitations and official travel.
- Perform public relations liaison role and prepare research and advice to the Prime Minister on general matters referred to by the Prime Minister from time to time.

❖ **Policy Implementation and Monitoring Division.**

The Policy Division is responsible for leading the coordination of policy advice to the CEO, Prime Minister and Cabinet.

These include:

- Leading the development and review of national policies from a whole of government perspective.
- Supporting whole of government policy advice to the Prime Minister and Cabinet working collaboratively with government Ministries and Corporations, civil society, private sector and the community.
- Leading research on the most up to date findings on national, regional and global policy issues that are relevant to Samoa.
- Strengthening whole government governance systems and processes.
- Coordinating the national security committee's programme of action.
- Monitoring and evaluation of the implementation of Cabinet major policy and programme decisions working closely with government Ministries and Corporations.

- Coordinating government's honours and awards programme in compliance with the Honours and Award Act.
- Coordinating policy advisory support to the National Policy Coordination Committee (NPCC)
- Leading the Ministry's policy reviews.
- Working collaboratively with the Cabinet Secretariat Division to monitor annual reports for the whole public sector.

❖ **Cabinet Secretariat Division.**

The Cabinet Secretariat is responsible for providing effective and efficient procedural and secretarial support services to the Prime Minister, Cabinet, Office of the Council of Deputies and Office of the Head of State.

These include:

- Administrative preparations for weekly and special Cabinet meetings, Cabinet Sub-Committee meetings and Cabinet Advisory Committee meetings.
- Seeking further information and following up pending documents required for Cabinet's decisions from relevant Ministries/Agencies.
- Communicating of Cabinet decisions to the Head of State or Council of Deputies for their assent, especially 24 hour decisions as required under the Constitution.
- Preparation of warrants and other official documents for the promulgation of the Head of State or Council of Deputies.
- Conveying of Cabinet Decisions (F.K) to implementing agencies.
- Procedural advisory support to newly sworn in Head of States, Members of the Council of Deputies and Cabinet Ministers on their portfolio responsibilities.

❖ **Immigration Division.**

The Immigration Division is responsible for the administration and provision of policy advice on all immigration matters.

These include:

- Assessing eligibility and granting of Samoan citizenship.

- Assessing eligibility and granting entry permits and temporary and permanent residency.
- Assessing eligibility and issuance of travel documents (passports, Document of Identity (DOI), Certificate of Identity (CI)).
- Effective monitoring and managing of border security for Samoa in close coordination with local, regional and overseas border agencies.
- Managing intel and information sharing on border security working closely with law enforcement agencies.
- Managing inflow of Samoan citizens being returned from overseas countries.

❖ **Press and Communication Division.**

The Press and Communication houses the Savali newspaper and the Press Secretariat and their main responsibility is to disseminate government information to the Samoan public.

These include:

- Leading the implementation of the National Communication Strategy in communicating of Press releases on government developments, projects, forum meetings, Cabinet Decisions as relevant and government responses.
- Manage and update the online government website and government social media forums.
- Preparing Government response to any major issues that require Government intervention or response and correct any misinformation if needed.
- Coordinating of the media for government events, interviews etc.
- Production and issuance of the weekly bilingual Savali and monthly Savali Samoa newspaper.

❖ **Information Communication and Technology Division.**

The ICT Division provide technical support for the whole Ministry in:

- Providing technical support for the maintenance of all hardware and software used by the Ministry including backup of information.
- Monitoring of all systems engaged by the Ministry.
- Developing policies and advisory support for the administration and oversight of the Ministry's IT equipments and resources.
- Monitoring and updating the Ministry's official website.

❖ **Corporate Services Division.**

The Corporate Services is responsible for the overall:

- Financial management for the Ministry in terms of procurement, payments, revenue collection and asset management.
- Leading and administration of all human resource management and development matters for the Ministry and oversight of health and safety issues for the Ministry's employees.
- Centralised records management and incoming and outgoing mail for the Ministry.
- Oversight of Government lands under the trusteeship of the Ministry (Aai o Fiti, Aai o Niue, Elise Fou).
- Leading the coordination of the Ministry's preparations for annual and ad hoc State functions and events.

❖ **Transnational Crime Unit**

The role of the Transnational Crime Unit is to contribute to ensuring the safety of Samoa using high level intelligence networks to detect and prevent transnational criminal activities from entering Samoa's borders. These include undertaking intelligence led investigations relating to transnational crimes and border protection issues to determining current and future threat trends.

2. OUR SERVICE STANDARDS

In our pursuit to provide effective services to the public and our stakeholders, we aim to meet these standards:

- Providing services in accordance with our mandate, the Public Service Values and Code of Conduct and customary principles of respect and courteousness.
- If you **telephone** us, we aim to :
 - Answer your call within 3 rings or as promptly as possible.
 - Greet you professionally and cordially over the phone.
 - State our names and that of the Ministry and ask how we may assist your call.
 - Answer your queries with clear and accurate information and/or direct your call to the right person or Division you may be requiring or can provide the information you seek.
 - If the person you require is unavailable, we can direct you to someone else that can assist with your enquiry or take a message and your contact details for the relevant person to return your call.
- If you **visit** our Office, we aim to :
 - Attend to you immediately or within 15 minutes if there is a long queue of people waiting.
 - Greet you professionally and cordially over the counter.
 - See you within 5 minutes of your appointment. However, in the event of an unforeseen situation or an emergency happens at the time of the appointment, you will be informed immediately of the next course of action.
 - Refer you to the right person for your enquiry or make an appointment for you if the person you need to see is unavailable.
- If you **write** to us for any assistance, request or advice with regards to any of our functions and services, we aim to:
 - Generally acknowledge and address your enquiry or request within 24 hours or up to 5 working days depending on the simplicity or complexity of the matter or in accordance with our set response times laid out in our specific Divisional Operational Manuals and policies.
 - Request further information if needed in order to inform our advice/response to your query and inform when you can expect to receive a response to your query if more than 5 days.

- For the effective and efficient delivery of our support services, we aim to:
 - Facilitate delivery of daily mail at 10am and 2pm every day or immediately for urgent mail.
 - Check and collect any posted mail by 11am daily.
 - Provide an up to date website with the Ministry's available services and information.
 - Ensure the availability of reliable email services for the Ministry so that we can communicate effectively internally and externally.

3. YOUR RESPONSIBILITIES

In order for us to provide you with timely and excellent service, it is essential that you:

- Provide us with complete and accurate information about your query or complaint including your contact details for further communication using the template attached.
- Provide all the relevant documents and information requested as soon as possible or within the given timeframe if required.
- Let us know immediately if you cannot make an appointment.
- Treat our staff with respect and courtesy and without coercion or harassment.
- Do not offer gifts of any sort, money or any favours to our staff in return for any services.
- In the event of an emergency and/or the alarms are triggered for the building whilst you are visiting our Office, please remain calm and quickly follow our ushers who will direct you to the emergency exits for the building and direct you to a safe location outside, away from the building during an emergency.

4. CONTACT US

You can contact us at the following addresses and please address all correspondences to:

The Chief Executive Officer
Ministry of the Prime Minister and Cabinet
APIA

Main Office	Ministry of the Prime Minister and Cabinet 4 th Floor, Faumuina Mataafa Fiame Mulinu'u (FMFM) II Building, Apia Samoa
Telephone	685 – 63222, 0685-22940 OR <ul style="list-style-type: none"> ▪ Immigration Division: 0685-20291/2 Lev 1, FMFMII Building, Apia, Samoa ▪ Immigration – Faleolo: 0685-24391 Faleolo International Airport ▪ Press and Communications Division: 0685-26398 ▪ Information, Communication & Technology Division: 0685 -21474 ▪ Policy Implementation and Monitoring Division: 0685-23205 ▪ Corporate Service Division: 685 – 63222, 0685-22940 Lev 4, FMFMII Building, Apia, Samoa. ▪ Office of the Council of Deputies: 0685-22201 ▪ Office of the Prime Minister: 0685-21639/23636 ▪ Cabinet Secretariat Division: 0685-21700 Lev 5, FMFMII Building, Apia, Samoa ▪ Transnational Crime Unit: 0685-31523/4 Level 6 (Falesamoa), FMFMII Building, Apia, Samoa ▪ Office of the Head of State: 0685-26400 Motootua
Facsimile	685 - 21339
E-mail	www.mpmc.gov.ws
Mailing Address	mail@mpmc.gov.ws

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Savaii Office	Ministry of the Prime Minister and Cabinet 2 nd Floor, Salelologa Market Savaii
Telephone	685 – 51049

Our normal working hours are 9am – 5pm, Mondays to Fridays.

For the Immigration Division in Upolu, (Level 1, FMFMII Building, Apia) the Cashier is closed to the public from 4pm – 5pm daily for financial administrative processes. Our immigration border services at Faleolo Airport is available 24 hours and for any urgent immigration related matters at the border, please contact (0685) 757-5720 or 771-2166 or 752-1474 or our contact number at Faleolo (0685) 24391.

You can contact us by:

- Appearing in person.
- By telephone.
- By letter, fax or email.

5. HOW TO LODGE A COMPLAINT, COMPLIMENT OR MAKE A SUGGESTION.

8.1 How to make a complaint, suggestion or compliment for a service provided by the Ministry.

It is important that we provide the utmost services to you and keep improving on our service delivery to our guests and stakeholders. As such, we would appreciate any suggestions and constructive feedback or any compliments on our services and if you can please address all suggestions, complaints or compliments to the Chief Executive Officer at the address given in section 4 above under “CONTACT US”.

8.2 What you can complain about.

This charter sets out the standards we aim to perform our services by, therefore any complaints must be towards the services and not any decisions made by the Ministry or administered by the Ministry. If you believe the service we provided you did not meet the standards set out in this charter, we encourage you to contact us and let us know how we failed to meet these standards using the contact address under “CONTACT US”.

8.3 What Will Happen if You Lodge a Complaint.

Stage 1:

If you are not satisfied with the service you have received, please ask to make an appointment to meet with the responsible Manager of the staff that served you, or if the service provided unsatisfactorily by a Manager, ask for an appointment with the CEO of the Ministry.

In the meeting, we will:

- Give you an opportunity to be heard on what happened and listen to what you have to say; and
- Apologize if it is clear that you have received sub-standard service; and
- Give our concerned Officer/Manager a warning on proper conduct and performance of service; and
- If you are satisfied with the apology, then the matter will be considered closed.

Stage 2:

If you are still not satisfied, you are welcome to provide a written complaint addressed to the Chief Executive Officer on the address provided in “CONTACT US” and using the form attached at the back of this service charter.

Upon receipt of your written complaint, we will:

- Acknowledge your letter within 2 working days.
- Refer your written complaint to our Corporate Services Division to perform a preliminary assessment of the matter if it is a potential breach of the code of conduct by our concerned officer(s) and proceed accordingly or otherwise.
- Get back to you within 15 working days or soonest to advise of the decision made against your complaint including any remedial measures put in place concerning your complaint.
- Apologize if it is confirmed that you have received substandard service or explain why no further action on your complaint will be taken.

6. MINISTRY OF THE PRIME MINISTER AND CABINET - SERVICE FEEDBACK FORM

Name: <i>Igoa:</i>	
Date: <i>Aso :</i>	
Contact details: <i>Faamatalaga mo Fesootaiga:</i>	
<ul style="list-style-type: none"> • Cellphone number <i>Telefoni feavea'i</i> 	
<ul style="list-style-type: none"> • Home number <i>Numera telefoni o le fale</i> 	
<ul style="list-style-type: none"> • Office number <i>Numera o lou Ofisa</i> 	
<ul style="list-style-type: none"> • Email address <i>Imeli</i> 	
<p>Your contact details are important in order for us to get back to you for further information/clarification if needed, as well as advising you of the outcome of the matter you have raised. Your contact details will be kept in confidence.</p> <p><i>E taua le tuuina mai o ou faamatalaga aua ni fesootaiga e ono manaomia mo nisi faamatalaga poo le faapupulaina atili o lau mataupu, aemaise mo le fesootai atu i le taunuuga o lau mataupu e pei ona tuuina mai. O nei faamatalaga o le a teu maluina e le matou Ofisa.</i></p>	
Subject matter: <i>Pogai o le mataupu.</i>	<p>Please tick one of the following to indicate what you are completing this form for: <i>Faamolemole, sei faailo mai poo le a le pogai o lau mataupu i vaega ua taua i lalo:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Complaint/Faasea. <input type="checkbox"/> Compliment/Faaleo se auaunaga lelei sa tuuina atu. <input type="checkbox"/> General comment/Faamatalaga e fia tuuina mai. <input type="checkbox"/> Other/Se isi mataupu
Date and time the service was provided: <i>Aso ma le taimi na tuuina atu ai le auaunaga:</i>	
Place where the service was performed: <i>Nofoaga sa tuuina atu ai le auaunaga:</i>	
Name of the employee that served you and/or the Division they work under (if known to you): <i>Igoa o le tagata ofisa sa tuuina atu le auaunaga ma/po'o le Vaega e faigaluega ai (pe a e silafia)</i>	

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<p>Detail of the complaint/compliment or general comment: <i>Faamatalaga o le mataupu sa tula'i mai</i></p>	
<p>Required/recommended action from the Ministry, for us to consider: <i>Faailoa mai se manaoga o loo sailia mo le isi laasaga o lau mataupu e tusa ma lou tusi mai, mo le silafia e le Matagaluega.</i></p>	