



Ministry of Commerce, Industry and Labour
Matagaluega o Pisinisi, Alamanuia ma Leipa

"to support Government's vision to lead and excel in the provision of quality service to foster economic growth for all"

*"Our vision is to lead and excel in the provision of quality service
to foster economic growth for all".*

SERVICE CHARTER 2013 - 2014

Opening Hours: 9am – 5pm, Monday to Friday



Government of Samoa

Foreword:

We are very pleased to present the Ministry of Commerce, Industry and Labour Service Charter. This is the third publication of this Charter which aims at making more transparent the services offered by the Ministry. It makes clear for our partners/stakeholders what is expected in terms of service delivery by the Ministry staff and integrates well what is expected for the achievement of the Government's overall vision for public service delivery. It also makes clear the Ministry's intention to place greater value in putting customers first to ensure the public is fully satisfied with our service delivery which would translate into the achievements of the Ministry's own vision of *"supporting Governments vision to lead and excel in the provision of quality service to foster economic growth for all"*.

We encourage our partners/clients to help us in providing a high level of service standard by providing feedback about our services.



Auelua T. Samuelu Enari
Chief Executive Officer

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INTRODUCTION

This is the third Service Charter to be published for the Ministry and it highlights how the Ministry will deliver its services to achieve its key results outlined in its Corporate Plan 2012 - 2016.

1. **Our Service Mandate and What we do;**
2. **Our Key Result Areas;**
3. **Our Service Standards and Expectations.**

Our Vision

To support Governments vision to lead and excel in the provision of quality service to foster economic growth for all

Our Mission

To provide an enabling legal environment for the development of the private sector to stimulate investment, industry development to boost productivity, fair trade competition, create full employment of local workforce and highly qualified trades people, generate more work opportunities encompassing temporary movement of natural persons, improve safe work environment, increase innovation and integrity in Samoa.

OUR VALUES

Our values are embedded with those of the Public Service which are crucial to the successful delivery of our services. We aspire to keep and respect their importance in the achievement of our Vision and Mission:

Honesty - we value honesty in the way we perform our duties of service to the public

Impartiality - we value impartiality by treating our stakeholders equally and fairly maintaining political neutrality

Service & Commitment - we aspire to provide a service that is unconditional with a commitment to satisfy our client needs

Respect & Empathy – we respect the thoughts, feelings and concerns of others and seek first to understand than to be understood

Transparency & Accountability – we encourage open communication and commit to ensure that our actions and decisions are consistent and made with clear reasons in an open manner

Efficiency & Effectiveness – employment of resources to achieve results of value to the public in the most economical way

OUR SERVICE MANDATE AND WHAT WE DO?

The Ministry's mandates contained in its 40 legislations provide the key responsibilities in support of Governments national development agendas as highlighted in the SDS 2012 - 2016. Annex 1 provides the list of these legislations. Recent reviews have taken place to update and reform the various Ministry Legislations to comply with the global business demands including the accession of Samoa to the World Trade Organisation (WTO). These reviews will be ongoing for the corporate planning period to bring up to date the various legislation governing Samoa's business environment. The Ministry is mandated to administer regulatory frameworks that:

- ❖ Promote Industry development, foreign investment and guarantees the rights of citizens to participate in the economy of Samoa;
- ❖ Sets standards to regulate fair competitive practices to promote a fair level playing field in all trade;
- ❖ Administers the Apprenticeship Scheme, Employment Services, conducting of labour market surveys, collection and dissemination of Labour Market information;
- ❖ Promote and enforce labour and employment relations, foreign worker employment and occupational safety and health;
- ❖ Manages the registries of companies and other legal entities and enforces statutory obligations, Management of Intellectual Property registers and protection of rights of Intellectual Property holders

OUR KEY RESULT AREAS

1. Our services

- 1) Provide appropriate policy advice to the Minister of Commerce, Industry and Labour on all areas of the Ministry's mandate,
- 2) Provision of an efficient and effective secretariat and administrative support to the Minister,
- 3) Providing a high level of industry development and facilitating an Investment friendly environment,
- 4) Enhance effectiveness of market mechanisms and growth of domestic activities and create a level playing field for all in the domestic market,
- 5) Encouraging highly skilled local workforce and their full employment,
- 6) Enforcing labour and employment relations, foreign workers and safe work at the workplace,
 - ❖ Advocate and promote greater awareness of the new Labour and Employment Relations Act 2013
 - ❖ Promote and enforce transparent processes and systems for effective implementation of contract of service and employment permits in the private sector
 - ❖ Identify risks and enforce health and safety of workers in the workplaces
- 7) Enhance systems and procedures for registration and maintenance of different registries, ensuring full protection of rights of intellectual property creators and proprietors.

2. Our clients/partners

Enhance clients/partners confidence by ensuring our dealings are professional, timely and accountable.

3. Our business capability

Continuously improve our overall performance through service delivery by monitoring and evaluating results/achievements and creating opportunities that lead to innovative solutions.

4. Our people

To have staff with appropriate skills, whom can be managed, valued and committed to the Ministry's purpose

SERVICE STANDARDS & EXPECTATIONS

Our service standards describe the level of service excellence we aim to deliver.

When you visit our offices, we will serve you as follows:

Our Approach When You Visit Our Office:

- ❖ We will see you as soon as practically possible
- ❖ Greet you with respect and honesty,
- ❖ Identify ourselves (verbally or by wearing our staff IDs)
- ❖ Serve you promptly and deal with your matter professionally and impartially
- ❖ Inform you of the duration of wait if an appointment had not been scheduled for your issue
- ❖ Provide you with timely, accurate and clear information or help you to find it

- ❖ Be Sensitive and respectful to your needs
- ❖ Be Consistent with information requirements
- ❖ Keep your enquiry confidential
- ❖ Prepare on a timely manner payments for goods/services required/ordered by the Ministry upon receipt of goods and services
- ❖ Refer you immediately to the appropriate agency

Gifts and Rewards:

We understand and respect at some point that you will want to express your appreciation of the work that we do through cultural gifts or similar, however, **we do not encourage gifts/rewards/money or any favours** from our clients/stakeholders in the execution of our duties that may constitute a bribe or a breach of any Samoa Public Service Value or working condition as stipulated under the Samoa Public Service Act 2004.

If You Telephone, You Can Expect:

- ❖ Our staff to identify the Ministry, their name clearly and with courtesy,
- ❖ Answer the telephone within three (3) tone rings,
- ❖ Our staff to be helpful and deal with your enquiries and telephone messages promptly,
- ❖ Our staff to promptly transfer/refer your call to the appropriate official

If You Write, You Can Expect:

- ❖ An email acknowledgement and provide a likely timeframe for our response within 48 hours of receiving your email,
- ❖ To be sent a response within 48 hours.

When You Are Requested to See Us, You Can Expect:

- ❖ To be advised in advance of your attendance with clear information as to the **date, time** and **place** of your appointment and **what to bring**, where necessary.

Your Rights when Standards are not met:

If you are not satisfied with the treatment you received from an officer, you may:

- ❖ Raise your concern directly with the officer concerned;
- ❖ Inform the Division supervisor;
- ❖ Speak or write to the CEO of the Ministry;
- ❖ Write a note to us and leave it in the Suggestion Box at the reception area

HELP US TO HELP YOU

To help us help you, we ask that you:

- i) Work collaboratively and in partnership with us,
- ii) Treat our staff with courtesy and respect,
- iii) Ensure all information and documents required to assist us with your request is provided on time,
- iv) Provide any references (including identifying the name of the officer and date when your case was dealt with) if you are following up on an issue with us,
- v) Provide us details of any changes of circumstances of your case.

We value your compliments, complaints and suggestions regarding our services and its standards which will be measured through regular client surveys and monitoring and our suggestion box at the reception area at Level 4. These suggestions or comments will be treated confidential. These could be about ***i) a positive experience you had with us ii) a comment/suggestion on how we can improve our services and iii) complaint if you are not satisfied with the service you have received from us.***

Please feel free to contact us on our contact details provided in this document.

Annex 1: List of Legislations Administered by the Ministry of Commerce, Industry and Labour

1	Apprenticeship Act 1972
2	Apprenticeship Amendment Act 1994
3	Apprenticeship Regulations 1973
4	Charitable Trusts Act 1965
5	Companies Act 2001
6	Companies Amendment Act 2006
7	Companies Regulations 2008
8	Consumer Information Act 1989
9	Cooperatives Societies Ordinance 1952
10	Cooperatives Societies Regulations 1954
11	Copyright Act 1998
12	Copyright Amendment Act 2011
13	Credit Union Ordinance 1960
14	Daylight Saving Act 2009
15	Fair Trading (Approved Egg Standards) Regulations 2010
16	Fair Trading Act 1998
17	Foreign Investment Act 2000
18	Foreign Investment Amendment Act 2011
19	Foreign Investment Regulations 2011
20	Incorporated Societies Ordinance 1952
21	Incorporated Societies Regulations 1973
22	Incorporated Societies Amendment Act 2012
23	Industrial Designs (Amendment of Fees Order)2007
24	Intellectual Property Act 2011
25	International Date Line 2011
26	Labour and Employment Relations Act 2013
27	Measures Ordinance 1960

28	Miscellaneous Fees Amendment Regulations 1998
29	Occupational Safety and Health Act 2002
30	Patent (Fees) Regulations 2007
31	Personal Property Securities Act 2013
32	Public Holidays Act 2008
33	Receiverships Act 2006
34	Securities Act 2006
35	The Shops Ordinance 1961
36	Trade Commerce and Industry Act 1990
37	Trade, Commerce and Industry Amendment Act 1998
38	Trademarks (Fees) Regulations 2007
39	Transitional Provisions Act 2006

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