

**2018**

**Ministry for Public Enterprises**

**SERVICE CHARTER**

**Address: Private Bag, Apia, Samoa**

**Location: Level 7, Central Bank Building, Beach Road, Apia**

**Telephone: (685) 34500**

**Email: [info@mpe.gov.ws](mailto:info@mpe.gov.ws)**

**Our Website: <http://www.mpe.gov.ws>**

**Opening Hours: 9am - 5pm, Monday - Friday.**

## Preface

It is with great pleasure to present the Ministry for Public Enterprises first Service Charter which states our commitment to provide high quality service for our clients and our stakeholders.

We hope to advise our clients and stakeholders about the core services we provide and the quality of services they can expect from us. We also hope to inform them of their rights when accessing the services.

The Ministry's engagement with its clients and stakeholders is busy and often quite demanding. Therefore it is important to us that the quality of service we provide is of the highest standard, timely and meets your expectations.

Elita To'oala

CHIEF EXECUTIVE OFFICER.

## Objectives of the Charter

1.

*Increase information about the organisation service delivery for its stakeholders, Public Bodies, customers and general public.*

2

*Increase communication for improvement of quality of service.*

3

*Improve networking with stakeholders, partners and general public.*

## WHO WE ARE AND WHAT WE DO?

We are a Government Ministry mandated under the Public Bodies (Performance & Accountability) Act 2001 to monitor the performance and accountability of Public Bodies. Our efforts are directed at ensuring Public Bodies provide the best possible service to the people of Samoa and make a valuable contribution to economic and social development.

We conduct thorough, quality assessments of the performance (financial and service) and governance practices of Public Bodies and support their efforts to achieve their objectives. We provide evidence based advice to Cabinet through the Minister for Public Enterprises to enable informed decision-making to safe guard Government's interest and investment in its Public Bodies.

## WHO BENEFITS FROM OUR SERVICES?

Agencies and individuals engaged with and utilizing the services provided by Public Bodies who expect quality service and accountability from Government's corporations and state-owned enterprises.

Given the nature of what we do, we regard those who benefit from our services as both our clients and our partners.



### Our Vision

**Ensure a high performing Public Bodies delivering quality services.**

### MISSION



**To monitor and assess the performance and quality of service delivery by Public Bodies to ensure they are making a valuable contribution to economic and social development.**

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# Our Core Values

Our commitment to our service is delivered and realised through the following values:

## **ACCOUNTABILITY AND TRANSPARENCY**

- ❖ Taking action and taking responsibility of those actions.

## **EFFICIENCY AND EFFECTIVENESS**

- ❖ Achieving our goals for the benefit of Samoa's economy and the people.

## **HONESTY AND RESPECT**

- ❖ We commit to be truthful and honest to treat everyone equally and courtesy

## **IMPARTIALITY**

- ❖ Making impartial advice and making decisions on their merits.

# What you can expect from us

## When you telephone us we will:

- ❖ Answer your call within five(5) rings. (in accordance with the customer service standard set by the Public Service Commission)
- ❖ Make sure someone is available to take your call during office working hours. (Monday-Friday from 9am-5pm)
- ❖ Refer your call to the appropriate officer to help your enquiry.

## When you visit our office we will:

- ❖ Greet and assist you in a friendly and professional manner
- ❖ Provide you with a clean waiting area
- ❖ Refer you to the appropriate officer to assist you regarding your enquiry.

## When you write to us we will:

- ❖ Provide respond to your letter within (5) three working days.
- ❖ Strive to provide the information you requested within the due date you've specified.
- ❖ For enquiries requiring in-depth research, we will acknowledge your correspondence and will provide a timeframe for our response.

## When you email us or use our website services we will:

- ❖ Acknowledge receipt of your email within 1 working day.
- ❖ For enquiries requiring in-depth research we will acknowledge your email and provide a time for our response
- ❖ Ensure the website is easy to use with customised content so you can quickly find what you need
- ❖ Post information that is correct and that all information pertaining to the financial performance of a Public Body has been verified and approved by Cabinet for release.

# Our Divisions

The Ministry for Public Enterprises consists of (5) five divisions providing the following services.

## **1. Public Bodies Governance Division.**

*Goal: Strengthen public bodies governance and regulatory framework.*

- 1) Ensure timely recruitment of Directors.
- 2) Strengthen performance of Directors and Boards and;
- 3) Effectively monitor the performance of CEOs and Managing Directors (MD).

## **2. Commercial Entities Monitoring Division.**

*Goal: Enhance profitability, compliance, financial sustainability and service delivery of Public Trading Bodies.*

- 1) Improve compliance to reporting requirements and policies.
- 2) Strengthen financial sustainability and profitability.

## **3. Mutual and Beneficial Bodies Monitoring Division.**

*Goal: Enhance the compliance, financial sustainability and service delivery of Public Beneficial & Mutual Bodies.*

- 1) Improve compliance to reporting requirements and policies.
- 2) Strengthen financial sustainability.

## **4. Public Private Partnership and Privatization Division.**

*Goal: Effective identification, implementation and monitoring of PPP and Privatization programs.*

- 1) Effective identification, implementation and monitoring of privatization programs.
- 2) Effective identification, implementation and monitoring of PPP programs.

## **5. Corporate Services Division.**

*Goal: Efficient institutional support services.*

- 1) Ensure excellent in Human Resource Management and Human Resource Development
- 2) Enhance financial management process
- 3) provide high quality legal support
- 4) Improve and enhance ICT support.

## YOUR FEEDBACK.

We appreciate your feedback to help us improve our service. You may;

- ❖ Call our office to lodge your complaint with our HR department by phone number **(685)34500 ext 206 or 219.**
- ❖ Lodge your complaint/suggestion/compliment to our **SUGGESTION BOX** at our office front desk.
- ❖ Write to us through our complaint section on our website.

## HELP US TO HELP YOU.

You can help us to meet our commitment to you by;

- ❖ treating our staff with respect and courtesy,
- ❖ providing clear and complete information/details
- ❖ providing us with feedback and suggestions on how to improve our service.