

# MINISTRY FOR PUBLIC ENTERPRISES

*The Service Charter*

## ABOUT US

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

**Location:** *NPF Plaza, Level 1*

**Telephone:** *(+685) 34500*

**Email:** *info@mpe.gov.ws*

**Website:** *www.mpe.gov.ws*

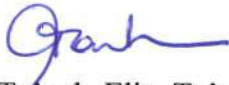
## PREFACE

The Ministry for Public Enterprises presents its Service Charter 2024 that aims to highlight our commitment in prioritising our customer services that reflects our values and principles to our clients and stakeholders.

This Service Charter also highlights our commitment in instilling our recent campaign *'Talofa with a Smile'* to our customers, promoting efficient and quality customer services.

We also hope to advise our clients and stakeholders about the core services we provide and what they can expect from us.

Therefore, it is important to us that the quality of service we provide is of the highest standard, timely and meets customers' expectations.



To'oala Elita To'oala  
**CHIEF EXECUTIVE OFFICER.**

## OBJECTIVE OF THE CHARTER

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

*Increase communication for improvement of quality of service.*

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

## ABOUT THE MINISTRY FOR PUBLIC ENTERPRISES

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.

### OUTCOME 1:

*“Improve Compliance”* To foster full compliance by Public Bodies with the legislative and policy frameworks approved by Government for the SOE sector.

### OUTCOME 2:

*“High standard, efficient services”* To provide timely and sound policy advise to Public Bodies to ensure high standard and efficient services to the public.

### OUTCOME 3:

*“Government Investment”* To support the efforts of public bodies to provide an Economic & Social return on Government investment.



## VISION

SOUND POLICIES, HIGH PERFORMING PUBLIC BODIES



## MISSION

TO STRENGTHEN PUBLIC BODIES PERFORMANCE BY PROVIDING QUALITY ADVICE TO ENSURE THEY ARE MAKING A VALUABLE CONTRIBUTION TO ECONOMIC AND SOCIAL DEVELOPMENT

# OUR VALUES AND PRINCIPLES

## 1. ACCOUNTABILITY

Taking action and taking responsibility

## 2. HONESTY & RESPECT

Being truthful and treating everyone with courtesy and respect

## 3. EFFICIENCY & EFFECTIVENESS

Achieving our goals for the benefit of Samoa

## 4. IMPARTIALITY

Providing impartial advice and making decisions on merits

## 5. SUPPORT & COLLABORATION

To be supportive and work collaboratively with stakeholders

## 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.
- ❖ If you want to leave a message, we will note down message and personal details on our 'phone message pads' and inform our staff about it as soon as they get back into the office and/or use email for their information in case it is urgent.



### *When you visit our office, we will;*

- ❖ Greet you with a “Talofa Lava” with a smile 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 three (3) 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.



### ***When you are not satisfied with our service;***

- ❖ ***Customer Complaints Form*** are made available on our front desk where you can submit your complaints and suggestions regarding our services
- ❖ ***Complaints/Suggestions Box*** is checked by our HR Unit every day and we will acknowledge receipt of your complaints within 24 hours it was received.
- ❖ It will take three (3) days to assess and research about enquiry submitted by the respective division the matter is for and will provide response through a formal letter.
  - ❖ Complaints forms are also available on our website through link [Customer Complaints Form](#) where you can download and edit.  
When completed, send it through our email [info@mpe.gov.ws](mailto:info@mpe.gov.ws).
- ❖ As soon as we receive your complaints form, we will send you an acknowledgement letter of complaints form received.
- ❖ It will take three (3) days to assess and research about enquiry submitted by the respective division the matter is for and will provide response through a formal letter which can be uplifted from our front desk and/or sent through email.
- ❖ If you are still not satisfied with our response on the matter, you can write a formal letter to our Chief Executive Officer.

# OUR DIVISIONS

## PUBLIC BODIES GOVERNANCE DIVISION

**The goal of the Public Bodies Governance Division (PBGD) is to improve the performance of Public Bodies by strengthening their governance and regulatory frameworks in accordance with the Public Bodies (Performance & Accountability) Act 2001.**

1. Ensure competent Directors are appointed on time to the Boards of Public Bodies.
2. Strengthen the performance of Boards & Directors
3. Efficient recruitment & selection of Public Body Chief Executive Officers and General Managers
4. Effectively monitor the performance of Public Body Chief Executive Officers and General Managers.

## MUTUAL AND BENEFICIAL MONITORING DIVISION

**Mutual & Beneficial Monitoring Division focuses on strengthening monitoring to enhance compliance, financial sustainability and service delivery of Public Beneficial and Mutual Bodies.**

1. Develop and Implement policies to strengthen the monitoring role
2. Improve compliance to Reporting Requirements (PB Act 2001) and Government Policies.
3. Strengthen Financial Sustainability of Mutual & Beneficial Bodies.

## COMMERCIAL ENTITIES MONITORING DIVISION

**The goal of this division focuses on effective monitoring & policy advice via consultative approaches that drives improved performance of Public Trading Bodies.**

1. Improve compliance of PTBs to reporting requirements, planning frameworks and policies.
2. Strengthening Fiscal Risk Management.
3. Strengthen transparency and accountability by PTBs.
4. Establish a sound legal and regulatory framework to enhance commercialization of PTB.

## PUBLIC PRIVATE PARTNERSHIP & PRIVATIZATION DIVISION

**The Privatization Division is having effective identification, implementation and monitoring of Public Bodies and effective facilitation of PB Rationalization and Divestment.**

1. Policy developments, guidance and promotion.
2. Policy implementation.
3. Policy Monitoring.

## CORPORATE SERVICES DIVISION

**The main goal of CSD is providing efficient and full support services within the Ministry.**

1. Sound and effective implementation of overall Ministry plans, Financial Management and activities.
2. Effective Management of resources.

## **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**.
- ❖ Lodge your complaint/suggestion/feedback to our **COMPLAINTS/SUGGESTION BOX** at our office front desk.
- ❖ OR 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.