



Government of Samoa

MINISTRY OF WOMEN, COMMUNITY AND SOCIAL DEVELOPMENT



SERVICE CHARTER

2013-2017

3rd EDITION

Table of Contents

Foreword from the Chief Executive Officer.....	3
Our Locations.....	4
Opening Hours	5
What We Do	5
Vision	
Mission	
Objectives	
Mandates	
Our Services.....	6
Division for Internal Affairs	
Division for Women	
Division for Youth	
Division for Research Policy Planning and Information Processing	
Division for Printing	
Division for Corporate Services	
Our Service Standards.....	7
Expectations of our Customers.....	8
Our Contacts.....	10

Foreword from the Chief Executive Officer :



In keeping with the Ministry of Women, Community and Social Development's current review of its Corporate Plan 2008/2012 and its near final Strategic Plan which stands as the 3rd Corporate Plan for the Ministry, together with the implementation of its ongoing Six Monthly evaluations of performance measures, measuring our work progress as well as the Ministry's shift to its new location namely the "Tooa Salamasinga Community Centre" after its recent renovations, except for the Division for Printing housed in one location like never before hence the need to revise and update its Service Charter along with the same aim of providing convenient and reachable services to our valued customers, clients and stakeholders.

The Charter sets out standards of our services, our expectations of our customers as well as avenues for them to raise their concerns regarding any dissatisfaction with how we accommodate their needs. We are compelled to ensure that the standards of the services we provide has been lifted to the next level, are exceptional and that are beyond our customers' expectations.

The Government has continued its commitment to achieving "Empowering communities for sustainable community development promote good governance, social safety and mainstreaming gender and disability into policy development" as per SDS 2012-2016. Thus, this Charter verifies the MWCSA's obligation as party to that commitment.

A handwritten signature in black ink, appearing to read "Leituāla".

Leituāla Kuiniselani Toelupe Tago Elisara

Chief Executive Officer

Ministry of Women, Community and Social Development

1. OUR LOCATION(S)

Government Building 'Fiame Mataafa Faumuina Mulino II (FMFMII) – Ele'ele Fou

Office of the Honorable Minister

Floor: 4th Floor

Telephone: (685) 20854

Tooa Salamasina Community Centre, Sogi

Main Telephone Number: (685) 27752/53/54

Office of the Chief Executive Officer

Floor: 2nd Floor

Telephone Extensions: 201, 229 & 230

Division for Corporate Services

Floor: 2nd Floor

Telephone Extensions: 202, 217, 218, 219, 221, 223, 224, 225, 226, 227, 227, 268, 269, 253, 254 & 255.

Division for Research, Policy Planning & Information Processing

Floor: 2nd Floor

Telephone Extensions: 206, 256, 257, 258, 259, 260, 261, 262, 263, 264 & 265.

Division for Women

Floor: 1st Floor

Telephone Extensions: 203, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240 & 241.

Division for Youth

Floor: 1st Floor

Telephone Extensions: 204, 271, 272, 273, 274, 275, 277 & 278.

Division for Internal Affairs

Floor: 1st Floor

Telephone Extensions: 205, 243, 244, 245, 246, 247, 248, 249, 250, 251 & 252.

Community Development, Sector Coordinator

Floor: 2nd Floor

Telephone: (685) 23512

Extension: 207

Tooa Salamasina Community Centre Hall

Floor: 1st Floor

Tooa Salamasina Community Centre VIP Conference Room

Floor: 1st Floor

Projects housed within the Ministry:

Commonwealth Local Governance Forum (CLGF)

Telephone: (685) 23698

Water Support Sector Programme (WaSSP)/ Independent Water Scheme (IWS)

Telephone: (685) 23698

Other Offices Locations:

Maota Pulenuu Matagalalua (Matafele)

Government Printing Office, Matautu-Tai

Division for Printing

Telephone: (685) 21355/ (685) 21356

Manutoao Hall, Salelologa

Telephone: (685) 51174

Savaii Women's Center, Salelologa

Telephone: (685) 51341 **Facsimile:** (685) 51016

2. OPENING HOURS

Monday to Friday: 9:00 a.m – 5:00 p.m

- (core hours of work is 10am – 12noon & 2pm -4pm)
- (except for flexi-hours that requires prior approval of the CEO only.)

- Flexible Hours are from 8am – 9am & 12noon

3. WHAT WE DO

3.1 OUR VISION

“The people of Samoa become productive citizens through their participation in sustainable community and social development”

3.2 OUR MISSION

“To lead community and social development to enable social and economic wellbeing for all”

3.3 OUR OBJECTIVES

1. To have relevant legislation(s) in place for the Ministry.
2. To strengthen policy development, strategic planning and research analysis.

3. To develop and implement an effective strategy for strengthening local governance.
4. To empower communities to manage and implement social and economic development initiatives.
5. To promote gender responsiveness in national policies, plans and initiatives so as to provide more choices and opportunities for all.
6. To strengthen the Ministry's institutional capacity and organisational culture in order to realise its Vision and Mission.
7. To sustain the provision of quality and affordable Printing Services for Government Stakeholders and private customers (*refer to MWCSD Corporate Plan 2008/2012*)

3.4 OUR MANDATE

The work of the MWCSD is governed by the following Mandates:

Main Legislations:

1. Ministerial and Departmental Arrangements Act 2003
2. Ministry of Women Affairs Act 1990 and Amendment Act 1998
3. Ministry of Youth Sports and Cultural Affairs Act 1993 (*provisions pertaining to Youth*)
4. Ministry of Internal Affairs Act 1995 & Amendment Act 1997
5. Public Service Act 2004
6. Public Finance Management Act 2001

4. OUR SERVICES

4.1 Division for Internal Affairs

*** Village Based Development Services**

- 4.1.1) Coordination, implementation and monitoring of Village agricultural promotion and micro-enterprises development
- 4.1.2) Village based development – capacity building programs and consultation
- 4.1.3) Traditional/Cultural heritage initiative through work of the Komiti o le Faafaleula

4.2 Division for Women: focal Point for the CEDAW/CRC

*** Advancement of Women Services**

- 4.2.1) National promotion, implementation and monitoring of the CEDAW in tandem with related international and regional instruments.
- 4.2.2) Coordination, promotion and implementation of national initiatives for the advancement of women.

*** Protection of Children Services**

- 4.2.3) National promotion, implementation and monitoring of the CRC in tandem with related international and regional instruments for the protection of children's rights
- 4.2.4) Coordination, promotion and implementation and national initiatives for the protection of children.

4.3 Division for Youth

* Coordination, promotion, implementation and monitoring of national initiatives for the development of youth in line with international and regional programs

for youth development.

4.3.1) Youth Economic Initiatives – capacity building

4.3.2) Youth Social Skills Development

4.3.3) Youth Entrepreneurial Development

4.4 Division for Research, Policy & Planning and Information Processing

4.4.1) Conduct, Initiate and Monitor Research on issues related to the initiatives pertaining to the MWCSD.

4.4.2) Policy & Planning – coordinate, monitor, implement, facilitate and review Policies & Planning documents of the MWCSD.

4.4.3) Information Processing & Information Dissemination

4.4.4) Monitoring & Evaluation for the Ministry's Programs/Services

4.5 Division for Printing

Printing Services

4.6 Division for Corporate Services

4.6.1) Accounts

4.6.2) Administration and Records

4.6.3) Human Resources Development

4.6.4) Audio Visual

5. OUR SERVICE STANDARDS

We would like you to know about the standards you can expect from us. We aim to achieve the standards set out below throughout the organization:

Professionalism, Quality Management and Performance

- Upholding professionalism in decision making and smart leadership in service provision

Respect and Cultural Etiquette

- Serving the people of Samoa based on the fundamental spiritual and cultural principles of respect, while at the same time respecting differences in values, beliefs and principles.

Good Governance - Accountability and Transparency

- Being able to explain the reason for actions taken and taking responsibility for those actions and making decisions in an open way.

Gender Equity

- Gender responsiveness in policies, plans and budget in order to enhance access to resources, programmes and services by men, women, youth and children in Samoa.

People Focus / Community Strengths-based Focus

- Providing people-oriented services, facilitated through consultation with partners and participation by the community inclusive of families and individuals.

Public Service Code of Conduct

- Upholding the values of the Public Service Code of Conduct as stipulated in the Public Service Act 2004 section 17.

(Honesty, Impartiality, Service, Respect, Transparency, Accountability, Efficiency and Effectiveness, Integrity)

In all our dealings with you, we will:

- ✍ treat everyone who uses our services fairly and equally
- ✍ work in partnership, co-operating with other individuals and organizations

- ✍ be punctual (on time), reliable, courteous and friendly
- ✍ identify ourselves by name and wear name badges
- ✍ send you information within the time limits set out as follows
- ☺ we are committed to making payments promptly. We will pay suppliers and contractors on, or before the date specified in our legal agreements. If there is no date specified, we will make payment within 30 days of receiving a valid invoice.

If you telephone us, we will:

- ✍ Ensure our staff are helpful and polite
- ✍ Answer calls promptly, generally within 3 rings.
- ✍ Identify the name of the Ministry/Division and the person speaking in a pleasant manner
- ✍ Connect you to the person to whom you wish to speak, or to the relevant officer
- ✍ Determine the nature of the enquiry
- ✍ Advise you of another officer who can assist where necessary,
- ✍ Return your call within one working day.

If you write to us, we will:

- ✍ Acknowledge receipt of the letter if we cannot give answer within ten working days
- ✍ Advise on who is dealing with your case or query and when you can expect an answer.

If you visit us, we will:

- ✍ Greet you pleasantly
- ✍ Ensure that our staff will always be polite and helpful and deal with questions efficiently and quickly
- ✍ See you within 10 minutes if you have an appointment
- ✍ Tell you how long it will take to serve you if you do not have an appointment and the officer is currently occupied.
- ✍ Advise you of whom you should see if the Ministry is not responsible for a particular subject
- ✍ Advise you of an appointment date, if necessary, to discuss your concerns/issues with an Officer on our staff

6. OUR EXPECTATION OF OUR CUSTOMERS

All our customers are expected:

- To encourage friendly and collaborative working relationship with our staff, be polite and considerate to our staff.
- To feel ownership in matters concerning them by participating in consultations and programs of the Ministry
- To provide constructive and honest suggestions on how we can improve our services to meet their needs.

RIGHTS OF CUSTOMERS

You have the rights to:

- ✍ Lodge a complaint and review our response with an option to appeal

- ✍ Privacy and confidentiality
- ✍ Access to basic social welfare services and facilities
- ✍ Be consulted and/or informed on major policies and programme developments

OR

Grievances Procedures

If you are dissatisfied with the level of service you received from us and wish to voice your grievance, you may write to the CEO of the MWCSD, who will respond within five (5) working days.

If the complaint requires detailed investigation and research, we will notify you as to when you will receive a response.

If you are still dissatisfied with the decision, you may send your complaint to the Minister of MWCSD, who will respond to you within fifteen (15) working days if detailed research is required.

How you can help us:

You can help us serve you better if you:

- ✍ Treat our staff courteously
- ✍ Submit the correct information when requested
- ✍ Ask you for a feedback at least once a year on the level of service you have received.

OR

Suggestion Procedures

We encourage you to provide constructive comments to enhance our services to meet your needs. This can be done by

- ✓ Filling evaluation forms after workshops
- ✓ Written comments to be put in the Suggestion Box at the Division for Corporate Services.
- ✓ All customers written requests must be addressed to the:

Chief Executive Officer

Ministry of Women, Community and Social Development

Private Bag, Apia

7. OUR CONTACTS

Leituala Kuiniselani Toelupe Tago Elisara
Chief Executive Officer
Ministry of Women, Community and Social Development
Telephone: (685) 25240
Facsimile: (685) 23639
Extension: 201
Email: ceo@mwcsd.gov.ws

Faauga Mulitalo
Assistant Chief Executive Officer
Division for Corporate Services
Telephone: (685) 29776
Facsimile: (685) 32358
Extension: 202
Email: fmulitalo@lesamoa.net/ fmulitalo@mwcsd.gov.ws

Louisa Apelu
Assistant Chief Executive Officer
Division for Women
Telephone: (685) 26057
Facsimile: (685) 22539
Extension: 203
Email: pccpsamoa@samoa.ws/ lapelu@mwcsd.gov.ws

Lemalama Taaloga Fa'asalaina
Assistant Chief Executive Officer
Division for Internal Affairs
Telephone: (685) 26602
Extension: 205
Facsimile: (685) 24028
Email: tfaasalaina@mwcsd.gov.ws

Seletuta Visesio Pita
Assistant Chief Executive Officer
Division for Youth
Telephone: (685) 21997
Facsimile: (685) 21997
Extension: 204
Email: seletuta.pita@gmail.com/ spita@mwcsd.gov.ws

Levaopolo Rosa Toese Siaosi
Sector Coordinator
Community Development, Sector Coordination
Telephone: (685) 23512
Extension: 207
Email: rtmene@mwcsd.gov.ws

Tifitifi Uitime-Fetu
Assistant Chief Executive Officer
Division for Printing
Telephone: (685) 21355
Facsimile: (685) 20098
Email: tifi.fetu@samoaaonline.gov.ws

Faafetai Koria
Assistant Chief Executive Officer
Division for Research, Policy & Planning and Information Processing
Telephone: (685) 21032
Facsimile: (685) 23639
Extension: 206
Email: tai.mwcsd@gmail.com/ tkoria@mwcsd.gov.ws

Ministry of Women, Community and Social Development Official Website:
www.mwcsd.gov.ws