



Government of Samoa

Public Service Commission

Service Charter

2019

FA'AVAE I LE ATUA SAMOA

Malo o Samoa



Ofisa o le Komisi o Galuega

Ta'iāla o Auunāga

2019

FA'AVAE I LE ATUA SAMOA

SERVICE CHARTER FOR THE OFFICE OF THE PUBLIC SERVICE COMMISSION

The Office of the Public Service Commission (PSC) is committed to providing you with high quality service. Should you feel you have received sub-standard service, we encourage you to let us know.

WHAT YOU CAN EXPECT FROM US

We will act in accordance with the Public Service Code of Conduct, Public Service Values and therefore we shall:

- Be courteous and sensitive and act in accordance with our values;
- Identify ourselves to you;
- Answer your enquiries with clear and accurate information;
- Refer you to the right person to assist you the first time you contact us;
- Follow up with you if we cannot provide an immediate answer to your inquiry;
- Keep your information private;
- Use simple language you can understand and;
- Be objective and impartial in our decision making.
- If you contact us:
 - a) In writing – we respond within 3 working days
 - b) In person – we will attend to you within 5 minutes (appointment) or 15 minutes (no appointment)
 - c) By telephone – we will answer promptly

YOUR RESPONSIBILITY

In order for us to provide you with high standard and quality service delivery, it is essential that you:

- Give us accurate and complete information about your circumstances;
- Provide all relevant documents and information within the specified times - delays in providing information may delay a decision on your case;
- Let us know as soon as possible if you cannot keep an appointment;
- Treat our staff with courtesy and respect;
- Do not offer gifts, money or other favors to our staff in exchange for our services. **THIS is strictly prohibited under the Public Service Act 2004.**

HOW TO MAKE A COMPLAINT

What you can complain about

You may complain about the quality of our services, not the decisions that we make on requests.

How to Complain

- Express your dissatisfaction immediately to the staff member concerned or request to speak with their supervisor;

TA'IALA O AUAUNAGA – OFISA O LE KOMISI O GALEUGA A LE MALO

O le nanautāiga o le Ofisa o le Komisi o Galeuga o le tu'ina atu o le nanautāiga o le Ofisa nei (silasila i le Pepa Faapipi'i A i le Auaunaga (Feedback Form) a le Ofisa nei (silasila i le Pepa Faapipi'i A i le itulau xxx)).

AUAUNAGA E TU'INA ATU E LE OFISA O LE KOMISI

O le faatūiga o le auaunaga e ao ina lima fa'itā'ia e le tulafono o Ami-oga Pulea ma uiga Tauloa a tagata faigaluega uma a le Malo, e pei ona taua i lalo:

- tū ma amioaga fa'atūiga ma le tauloa e tatau ma soo se tagata faigaluega a le Malo;
- Faailoa atu le suafa o le o loo tu'ina atu le auaunaga;
- la tu'ina atu faamatalaga manino ma le sa'o e tusa ai ma la tu'ina atu faamatalaga ma le puipuia ma faamatalaga e uiga vave le tali o la matapu;

• Faailoa atu le sui o le au faigaluega poo le vae ga talafegaal e fito-tonu ma la matapu;

• Mautinoa e toe logoina atu oe pe a fapea ua le maua i se taimi vave le tali o la matapu;

• la faatūiga le faiga o faigaluega e aunoa ma se faatūiga; la faaogaina le gagana faigofie;

• la mautinoa le faiga o faigaluega e aunoa ma se faatūiga; la faaogaina le gagana faigofie;

• A e faatūiga i ma i so'o se ala e pei ona taua i lalo: a) Matapu tūstusia – e tatau ona matou toe tūstū atu i totonu o le 3 totonu o le: 5 minute pe a fapea sa e vaila'au muamua mai i le Ofisa e faamautinoa sou avanoa. 15 minute pe afai e te le'i vaila'au muamua mai i le Ofisa mo sou avanoa.

• Vala'au mai i le telefoni – e tatau ona tali vave atu la matou Ofisa Matou te moomia lau fesosoga e ala i vae ga ua tu'ina atu ina vave ona maua se tali o la matapu;

• Tu'ina mai faamatalaga atoatoa e uiga i la matapu i le taimi e tu'ina mai ai sau talosaga mo se fesosoga i le Ofisa;

• O le fa'atūiga ona fa'atūiga mai, e tūstū ai foi ona maua se tali o la matapu.

matapu pe a faapea e misi se faamatataga;

- Ia vave faailoa mai le Ofisa pe a faapea ua le mafai ona e auai mai i se fonotaga na tuafua ma le Ofisa;
- Ia tausisia le va felelei ma sui o le Ofisa pe a fa'atooi mai lau matapu;
- Ia qua nei o'foina pe tuuina atu se meaalofo, tupo poo se isi lava ituaga tui i le au'faigaluega i soo se taimi, mo le fa'atinoina o o latou fiute. Afai ae tallia e le au'faigaluega so'o se vae e pei ona ta'ua i luga, o le'a ono molia ai i lalo o le Tulafono mo Tagata Faigaluega uma a le Malo 2004.

TUUNIA MAI O SE FASEA POO NI FAUTUAGA MO LE FALELEIA O LE

AUUNAGA

Pe faapea ona tuuina mai lau faasea

E tava lou fingingalo mo le faaleia o la matou auunaga. Faamolemole fa'afeso'oi mai la matou Ofisa pe a faapea ua le fa'amalilieina oe i soo se vae o la matou auunaga, e ala i auai e pei ona ta'ua i lalo:

- Faailoa vave i le sui o le Ofisa o loo faia lau matapu pe a ia se faaletonu, pe fa'afesili foi mo le fa'ailuuluga o le vae e fito'itono ai le sui o le Ofisa na fa'atooi mai lai lau matapu.

- A faapea e ma'ea ona sodalupule lau matapu oe e le'o fa'amalilieina lava lou fingingalo, e mafai ona tuuina mai lau faasea tustusia i le Taitaifono o le Komiti o Galuega e ala i lou fa'atumuina o le Pepa mo faasea ma fautuaga e pei ona tuuina atu i le pito i tua o lena Tusi Tai-ala. E mafai foi ona e fesili i se sui o le Ofisa mo se kopi o lena pepa. O loo maua foi lena pepa i luga o le upegatafalaigi a le Ofisa: <https://eforms.psc.gov.ws/eForm.aspx/Feedback-Form>

Afai ua matou tuuina lau faasea, o le'a matou:

- Fesootai atu i tonu o le 3 aso faigaluega e afua mai i le aso sa tau-llimaina ai e le Ofisa lau tusi. O le'a faailoa atu ia te oe isi laasaga ma le taimi fa'atugaina o le liloiga e tusa ai ma lau faasea.
- Fesootai atu ma momoli atu malu i puega e tusa ai ma tu ma aga masani a le atunuu, pe afai ae fa'amalilieina sa ia se tulaga faaletonu o le auunaga a le Ofisa.
- Fesootai atu ma fa'amaliamala le tulaga o lau faasea pe a faapea e ma'ea ane le suesuega e le fa'amalilieina na ia se tulaga faaletonu o le auunaga sa tuuina atu.

- If after consulting with the supervisor you are still NOT satisfied, you can lodge a formal complaint by filling in our **Feedback Form** or by writing a Complaint letter to the Chairman of the PSC. The Feedback form is also available for download at the following link: <https://eforms.psc.gov.ws/eForm.aspx/Feedback-Form>

Once we receive your complaint, we will:

- Contact you within **3 working days** after receiving your complaint to confirm the process and timeframe;
- Keep you informed about what is happening with your complaint;
- Apologize if it is confirmed that you have received sub-standard service;
- Explain why our investigation has shown no further action should be taken on your complaint.

HOW TO CONTACT US

You can contact us at the following address:

Location:
 2nd Floor, Fiame Mataafa Faumuina Mulinu II Building, Matagalalua
 Telephone: +685-22123
 Facsimile: +685-24215
 E-mail: psc@psc.gov.ws
 Mailing Address: Public Service Commission P. O. Box 73, Apia Samoa.

You can also access our services through our website at <http://www.psc.gov.ws> or on our Facebook page: <https://www.facebook.com/samoapsc>
 Our business hours are: **9am – 5pm, Monday to Friday.**

You can contact us:

- In person
- By telephone
- By letter, fax or e-mail

Please address all correspondence to the Chairman of the Public Service Commission.



ABOUT THE PUBLIC SERVICE COMMISSION

WHAT WE DO

Our Vision

To lead a Public Sector that delivers good services to the people of Samoa.

Our Mission

To strengthen Inclusiveness Leadership, People, Capacity, Integrity and Coordination towards realizing good public service delivery.

OUR CORE BUSINESS

- **Policy Advice to the Responsible Minister:**

Strategic policy advisor to Government on all HRM matters in the Samoan Public Service.

- **Legal & Investigations (LI):**

The Legal & Investigations Division provides legal advice to the Chairman of the Public Service Commission, conduct Commission approved investigations with the breach of the code of conduct within the Public Service.

- **Senior Executive Services (SES):**

Provides strategic policy advice to Commission on contractual employment and ensure proper management and administration of all human resource management functions pertaining to Senior Executives.

- **Human Resource Management (HRM):**

Provides advice to the Commission and line Ministries on human resource policies, monitor and evaluate the implementation of HRM devolved functions in Ministries.

- **Human Resource Management & Information Systems (HRMIS):**

HRMIS manages the Human Resource Management Information system for the Public Service and provide IT support for PSC and Ministries when required.

- **Public Service Performance & Policy Service (PSPP):**

PSPP provides comprehensive policy advice and effective monitoring, evaluation, reporting on Public Service performance.

- **Human Resource Development (HRD):**

HRD provides advice on all Human Resources Planning and Development Training matters.

- **Public Administration Sector Coordination (PASC):**

AUATA E FESOOTAI MAI AI LE OFISA O LE KOMISI O GALUEGA A LE MALO

Nofoaga:

Fogafale 2, Flame Matatara Faumua Mulinu II, Matagialua

Telefoni: +685 22123

Telesi: +685 24215

Email: psc@psc.gov.ws

Pusa Melli: Komisi o Galuega a le Malo

P.O Box 73, Apia

Samoa

Upega tafailagi a le Ofisa – <http://www.psc.gov.ws> Facebook – <https://www.facebook.com/samopsc>

O tula faigaluega a le Ofisa o le Komisi: 9 i le taega – 5 i le afaifi, mai le

Aso Gafua i le Aso Faralile.

Faamolemole fafatuafusi uma mai tusi i le Taitaifono o le Komisi o Galue-

ga, Ofisa o le Komisi o Galuega a le Malo.

OFISA O LE KOMISI O GALUEGA

Va'iga Taula'i

Ia taulamua i le faatinoina o pulega e aupito sili ona lelei mo le puleina o tagata faigaluega a le Malo ma le tuiina atu o auunaga lelei i le atunuu.

Anagata

Ia una'ia maiosi ta'itiga lelei o galuega ma pulega, aemaise le galilue faatasi o tagata faigaluega uma a le Malo oia le tuiina atu o auunaga-

ga lelei ma le maod'e i tagata nuu o Samoa.

AUUNAGA MA GALUEGA FAATINO A LE OFISA O LE KOMISI O GALUEGA

- **Faufautua i Tau Faiga Faavae i le Minisitā**

Tuina atu fautuaga talafega ile Minisitā ma le kapeneta i faiga faavae mo pulega; ma le fa'afaiigaluegaina o le au'faigaluega i totonu o le Malo, e tusa ai ma le Tulafono mo Tagata Faigaluega uma a le Malo 2004.

- **Fautuaga ma Suesuega Faalelutafono**

Tuina atu fautuaga talafega i faalelutafono i le Komisi mo faaluga fai, faapea ai ma le faatautai o suesuega pe a faapea ua faamaonia le solia e se tagata faigaluega a le Malo o le Tulafono o Amioga Pulea a Tagata faigaluega a le Malo.

• **Pulega o le Aʻuʻtaiga Konekare**
 Tuina atu faʻtuaga talafaga i le Komisi o Galuega i faiga faavae mo tagata faigaluega faʻakonekare, ma mātāʻitua le faʻatino o latou tute e pei ona mai o ai i totonu o latou konekare.

• **Faufautua i Tagata Faigaluega a le Malo**
 Tuina atu faʻtuaga talafaga i le Komisi ma Matagaluega e tusa ai ma tulafoano mo tagata faigaluega a le Malo ua uma ona faʻatātiti; fapea ai ma le mātāʻitua ma iloilole faʻatino o galuega o faʻaiga a le Malo e patino i Matagaluega faʻatātiti.

• **Pulega ma Faamaunuga Faletetele o Tagata Faigaluega a le Malo**
 Tuina atu faʻamaunuga o tagata faigaluega e ala i le Polokalame faletetele ua tūa o le People One system, ma vaaia lelei auala faletetele e aofia ai ma le fesosani atu i Matagaluega e ma-faletetele i so se taimi.

• **Matāitu & Iloilo Aunanga a Matagaluega ma le Talala Tau Faamanuia mo Tagata Faigaluega a le Malo**
 Tuina atu faʻtuaga talafaga e faʻatātiti i talala ma aifua mo Tagata Faigaluega a le Malo i le Komisi, fapea ai ma le mātāʻitua, ma iloilole faʻatino o aunanga o loo tūina atu e Matagaluega a le Malo i le mamalu lautele.

• **Fuaga mo le Aʻtina o le Tomai ma le Agava o le Aʻtaiga a le Malo**
 Tuina atu le aunanga e ala i le aʻtina o tomai ma agava mo tagata faigaluega a le Malo, e ala i aʻoʻoga, aʻtina o tomai mo faʻatātiti, avanoa sikolasi, fonotaga ma semina e faʻatūpūa ai le faʻamaunuga ma le agava o tagata faigaluega a le Malo.

• **Tuʻataisa, Faʻoʻina ma le Faʻatūa o Fuaga o Pulega ma Talala o Aunanga a le Malo**
 O le vagea leni o loo nata ma le mātāʻitua ma le iloilole o tūnuga ma aifua o galuega faʻatino o le Fuaga ma Pulega ma Talala o Aunanga a le Malo.

• **Aunanga Lautele ma Fauautua i Matapu tau Tagata Faigaluega a le Malo**
 Fauautua i matapu tau tagata faigaluega, ma lagolagosua i isi vagea o le Ofisa o le Komisi o Galuega a le Malo.

The Public Administration Sector Coordination Division is responsible with the facilitation, coordination, monitoring and evaluation of the Public Administration Sector Plan (PASP)

• **Corporate & Human Resource Advisory Services (CHRAS):**
 Corporate & HR Advisory Service Division provides support services for the Office of the Public Service Commission and other Divisions of the PSC.

OUR MANDATE

The Public Service Commission mandate derives from:

- Part VII of the Constitution of the Independent State of Samoa 1960
- Public Service Act 2004
- Public Service Regulations 2008
- Public Service Determinations & Employment Instructions
- Public Service Policies & Procedures
- Public Administration Sector Plan
- Cabinet Directives

OUR CLIENTS AND STAKEHOLDERS

The PSC works closely with line Ministries under its jurisdiction, other government agencies under the Public Administration Sector, the private sector and the community.

OUR COMMITMENT TO HIGH QUALITY SERVICE DELIVERY

We provide our services without discrimination, irrespective of a person's social and professional status, language, religion or gender.

OUR VALUES

We endeavor to serve you in accordance with our values of honesty, transparent, accountability, integrity, impartiality, fairness, respect and kindness in an effective and efficiency manner.

QUALITY ASSURANCE

We will use the data collected from the feedback form to continually review and improve our services. We also value the confidentiality of such information and will only be used solely for the purpose of providing a solution to your complaint or feedback.

REVIEW OF THE CHARTER

We measure and monitor our performance against our service commitments and standards outlined in this Charter by recording and acting on your feedback and complaints about our service. We will review the terms and effectiveness of this charter annually.

Appendix 1.

OFFICE OF THE PUBLIC SERVICE COMMISSION FEEDBACK FORM

Our service commitment is to provide high quality care in meeting your needs. We value your feedback – including complaints. Please let us know what we do well and where we can improve our services.

Indicate your response below with an **X**.

This is a:	Compliment		Complaint		Feedback	
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Section 1: Your Details

Do you want to remain anonymous? (Indicate your response with an X)

Yes		No	
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Personal details

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Do you require an interpreter?

Yes		No		If Yes, which language?	

FAASINOA MA GALUEGA A LE OFISA O LE KOMISI
ILILOIINA O LE TAIALA O AUAUNAGA A LE KOMISI O GALUEGA A LE MATO
 O le faatinoina o ona tute tau'ave, e galilue so'oso'otau'au ai le Ofisa o le Komisi o Galuega ma Matagaluega o loo lalo o le faamalu a le Komisi; faapea ai ma Ofisa ma Pulega a le Malo o lo'o aofia i le itumalo o Pulega ma Talala o Auaunaga, dema'ise faalapotopotoga ma'oti o Pulega ma Talala o Auaunaga, dema'ise faalapotopotoga tumalo ma le mamalu lautele o le atunuu.

AGGA TAUSILI O GALUEGA
 E ao ina usitua ma mulimuilua e le aufaigaluega aga tausili e pei ona faatutufoina, e aofia ai le galilue faamamoni, mamoni, le faatutua, fa'alalo, amio pule, vave ma ia mautinoa le lelei atoatoa o le auaunaga o tuiina atu. O faamatalaga uma e tuiina mai e uiga i faasesa o le a malupu'ia e le Ofisa, ma o le fa'afaa'aina tatau e tuufaatasi ai nisi auala e faalea ai la matou auaunaga.

NA ATU
NAUNAUATAIGA INA IA SIITIA LE TULAGA TELEI O LE AUAUNAGA E TUU-
 Matou te tuiina atu auaunaga e aupito sili ona lelei, e leai se fa'atutua i soo se taimi e te afa ai la matou Ofisa mo soo se matapu.

O MATOU PAAGA
 I le faatinoina o ona tute tau'ave, e galilue so'oso'otau'au ai le Ofisa o le Komisi o Galuega ma Matagaluega o loo lalo o le faamalu a le Komisi; faapea ai ma Ofisa ma Pulega a le Malo o lo'o aofia i le itumalo o Pulega ma Talala o Auaunaga, dema'ise faalapotopotoga ma'oti o Pulega ma Talala o Auaunaga, dema'ise faalapotopotoga tumalo ma le mamalu lautele o le atunuu.

- Vaega VII o le Faavae o le Malo Tutotatasi o Samoa 1960
- Tuitonono o Galuega a le Malo 2004
- Tuitonono Lagolago o Tagata Faigaluega a le Malo 2008
- Faatonuga o Galuega
- Faiga Faavae ma Alafua
- Fuafuaga mo Pulega ma Talala o Auaunaga a le Malo
- Faatonuga a le Kapenefa

O tuitonono nei o loo lila fa'ititia ai galilue ma auaunaga a le Ofisa o Komisi o Galueg:

**PEPA O FAAMATALAGA E TUUNIA MAI AI LAU FASEA POO SE FAUTUAGA
E FAATELEIA ATILI AI LE AUAUNAGA A LE OFISA O LE KOMISI O GALUEGA**

Matou te fa'atuaina le tuuina atu o le auunaga e aupto sili ona lelei ma faamaleina ai lou finagalo. Faamolemole faailoa mai pe sa faamaleina oe ile auunaga na tuuina atu pe leai. A leai, faailoa mai le vaega tonu o lape ai le auunaga. Faailoa mai lau taiti ile faailoga X i totonu o pusa; e pei o le fa'atuaiga ua faailoa atu i lalo:

O le a le faa- matataga lelei Faamalo/ Faafetai le	o loo e fia matataga faa- matataga lelei Faamalo/ Faafetai le	o le auunaga Faasea ile le lelei X	Faa- matataga e faaleia atili ai le Auaunaga
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Faata'ita'iga:

Vaega 1: Faamatalaga i lou tagata
E te finagalo e faailoa lou suafa ma faamatalaga e uiga ia te oe? (Faailoa mai e ala i le faailoga mai o le X i totonu o le pusa avanoa ua tuuina atu i lalo.)

loe	leai	
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tuuina mai. o loo e fia matataga faa- matataga lelei Faamalo/ Faafetai le	o loo e fia matataga faa- matataga lelei Faamalo/ Faafetai le	o le auunaga	Faa- matataga e faaleia atili ai le Auaunaga
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Section 2: Please state your concerns

Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate date & time and who was involved.

Section 3: What outcomes would you like as a result of providing your feedback?

Section 4: Privacy

The Public Service Commission is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding and will not disclose it to any other parties. The PSC will only use your information in accordance with relevant privacy and other regulations within the office that deals with the matters identified in your feedback. However, if you choose to remain anonymous, PSC may be unable to deliver the full range of services you require.

Section 5: Declaration

I understand and declare that information provided in this form are true, correct and complete to the best of my knowledge and belief.

Signature:		Date:	
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Thank you for taking the time to provide feedback about our service.

Afai e te talli mai i le **lee**, faamolemole fa'acau e talli fesili o loo i lalo ifo " **Faamatalaga Aviiiii**." Ae afai e te talli ile **leai** faamolemole fa'acau e talli le **Vaega 2** o lenei Pepa o Faamatalaga.

Faamatalaga Aviiiii

Igaa Muamua:	
Faaiu:	
Tuatusi poo le Pusa Melli:	
Numera o le Telefoni:	
Numera o Te-lefoni Feavea'i:	
Imeli:	

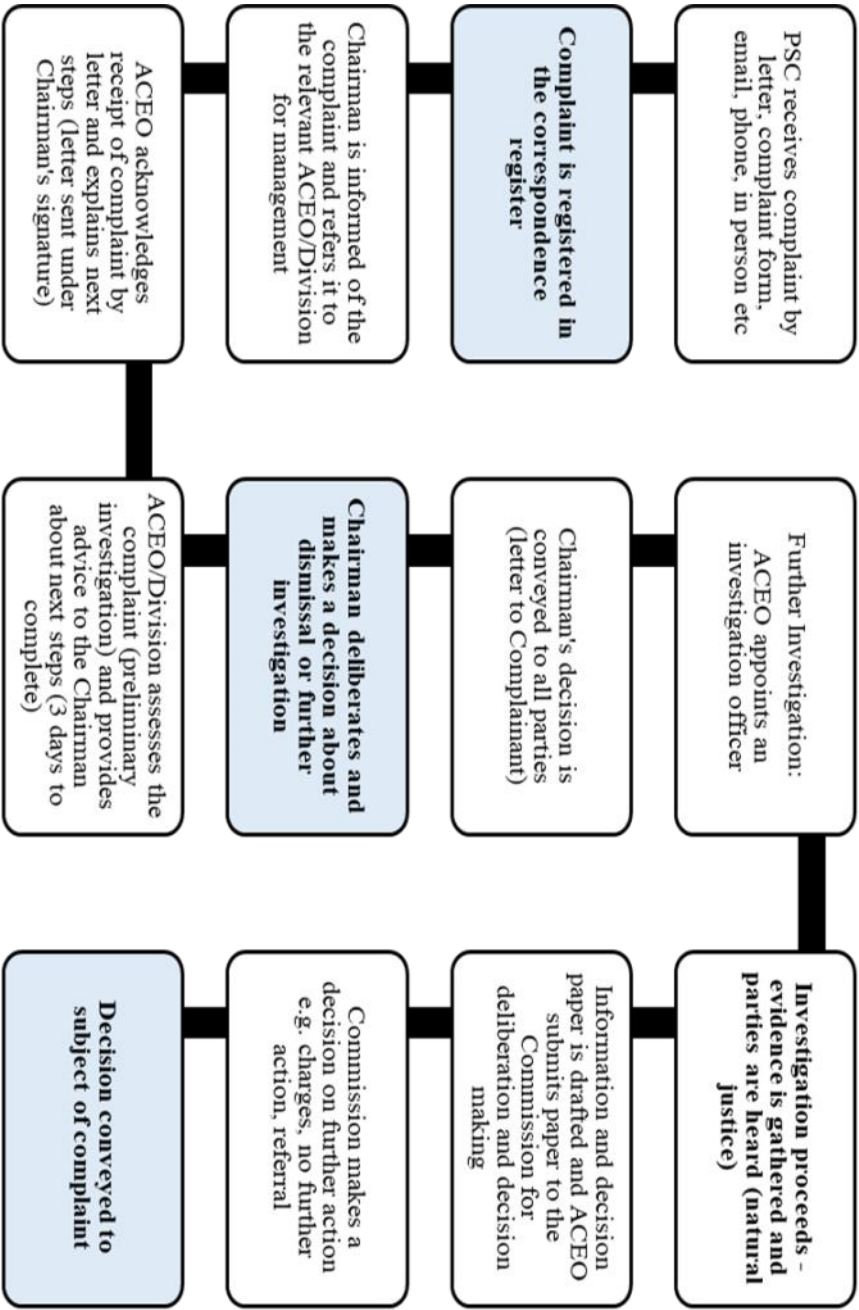
E manamoa se faaliliu upu (interpreter)?

lo	le	ai		
Afai e manamoa, faaliloa mai le gagana o loo e manamoa ai se faaliliu upu.				

Vaega 2: Faamatala aviiiii mai lau faasea/faiioga.

Faamolemole faamatala aviiiii mai le mafuaga tonu o lau faasea poo lau faiioga i se auunaga ua tuuina atu e le Ofisa, atoa ai ma le aso, taimi, ma le sui o le ofisa sa e fesootai mai iai. A faapea o se fau-tuaga o loo fia tuuina mai, faamolemole faamatala aviiiii mai nisi auunaga la e faaleia ai le auunaga a le Ofisa, poo se itu lelei o le auunaga sa faamaliina ai oe.

Appendix 2. Process of how we deal with your filed complaint



Vaega 3: O a ni tavnuga o loo e finagalo e tatau ona tuuina atu ai le auunaga a le Ofisa, e fusa ai ma faamatalaga ua e tuuina mai (i le

vaega 1)

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Vaega 4: Puiiuga o Faamatalaga Tuuina Mai
E taua tele i le Ofisa o le Komisi o Galuega le malu puiiuga o faamatalaga e tuuina mai e soo se tasi. Ma e soo se faamatalaga e tuuina mai i le pepa o faamatalaga, o le a faaogaina lea mo le iloiloina, suesue ma talli atu ai i faasea ua tuuina mai ile Ofisa. E le mafai ona faailoaina e le Ofisa faamatalaga ua e tuuina mai, i soo se tasi poo se Ofisa o le Malo, poo se Ofisa tumaciti e talosaga mai. E faato'a faaoga lava e le Ofisa o le Komisi faamaumauga e patino ia te oe, pe a oo i le taimi e tuuina atu ai le iuga o lau mataupu poo le faasea. E ono iai se tulaga e le mafai ona atoaotoa atu ai se talli a le Ofisa a le Komisi i lau mataupu pe a faapea e te finagalo e le faailoaina mai faamatalaga e patino ia te oe i totonu o le pepa o faamatalaga.

Vaega 5: Tuiinoga

Ua ou malamalama lelei ma tuiino atu o faamatalaga ua tuuina i totonu o lenei pepa o faamatalaga, e moni ma sa'o e fusa ai ma lo'u talli-tonuga ma lo'u iloa.

Saini:		Aso:	
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Faafetai lava mo lou taimi e tuuina mai ai faamatalaga e uiga i la matou auunaga.

