



# Office of the Public Service Commission

## Service Charter

2024

***“SERVICE EXCELLENCE IS OUR PRIORITY”***

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## **DOCUMENT INFORMATION**

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## FOREWORD

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:

- Serve you courteously and efficiently and act in accordance with our values;
- Identify ourselves when communicating with you;
- Respond to your enquiries with clear and accurate information;
- Refer your enquiry to the most relevant personnel to provide accurate assistance;
- 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 request.
- Provide all relevant documents, information and contact details within the specified times - delays in providing information may delay a decision on your request.
- Let us know as soon as possible if you cannot keep a planned 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.
- 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 Secretary/Chief Executive Officer of the PSC. The Feedback form can be downloaded from [here](#); or you can fill it online using this [link](#).

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 Mulino II Building, Matagalalua

Telephone: +685-22123

Facsimile: +685-24215

E-mail: [psc@psc.gov.ws](mailto: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 The Secretary/Chief Executive Officer of the Public Service Commission.

## **ABOUT THE PUBLIC SERVICE COMMISSION**

### **WHAT WE DO**

#### **Our Vision**

Public Service Excellence

#### **Our Mission**

To provide quality public service.

#### **Corporate Objectives:**

##### **3 PILLARS**

- ❖ Performance & Ethics
- ❖ Good Governance
- ❖ Leadership Development

##### **GOALS**

- Improve Quality of Public Service Delivery*
- Improve Public Policy Development & Implementation*
- Strengthen Public Servants' Capabilities*

## **OUR CORE BUSINESS**

### ➤ **Policy and Advice to the Responsible Minister:**

Provision of policy advice to the Minister and Ministries on human resource management and public administration matters.

### ➤ **Legal & Investigations (LI):**

Provision of accurate and reliable Legal Advice to the CEO, Public Service Commission and Cabinet.

### ➤ **Senior Executive Services (SES):**

To advise the CEO, Ministries and other stakeholders on Senior Executive Service and contractual employment matters and manage the people management functions for the SES and CE group.

### ➤ **Human Resource Management (HRM):**

To advise the CEO, Ministries and other stakeholders on HRM policies, monitor and evaluate their effective implementation in Ministries and institute a values-based Samoa Public Service.

### ➤ **Human Resource Management & Information System (HRMIS):**

To provide information technology and communication services in support of the PSC's work.

### ➤ **Public Service Policy, Performance & Ethics (PSPPE):**

Provision of effective monitoring, evaluation, reporting and policy advice on public service performance and provision of effective and efficient support services.

### ➤ **Human Resource Development (HRD):**

Provision of policy advice to the CEO, Commission, Ministries and other Stakeholders on all Human Resources Development and Monitoring and Evaluation of Human Resource Development and Capability activities in Ministries.

### ➤ **Public Administration Sector Coordination (PASC):**

Provision of Secretariat Services to ensure effective coordination and implementation of the Public Administration Sector Plan.

### ➤ **Corporate Services (CSD):**

Provision of support role to ensure effective and efficient services to Technical Branches in areas of; Capability Development, Procurement and Payment, Budget Compilation & Monitoring, Records Services, Administrations Services and Transportation Services.

## **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: FEEDBACK FORM

### 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

#### Section 1: Your Details

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

Yes  No

#### **Personal details:**

<b>First Name:</b>	
<b>Last Name:</b>	
<b>Postal address:</b>	
<b>Telephone number:</b>	
<b>Mobile number:</b>	
<b>Email address:</b>	

Do you require an interpreter?

Yes  No  If **Yes**, which language? \_\_\_\_\_

**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.

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

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**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:**

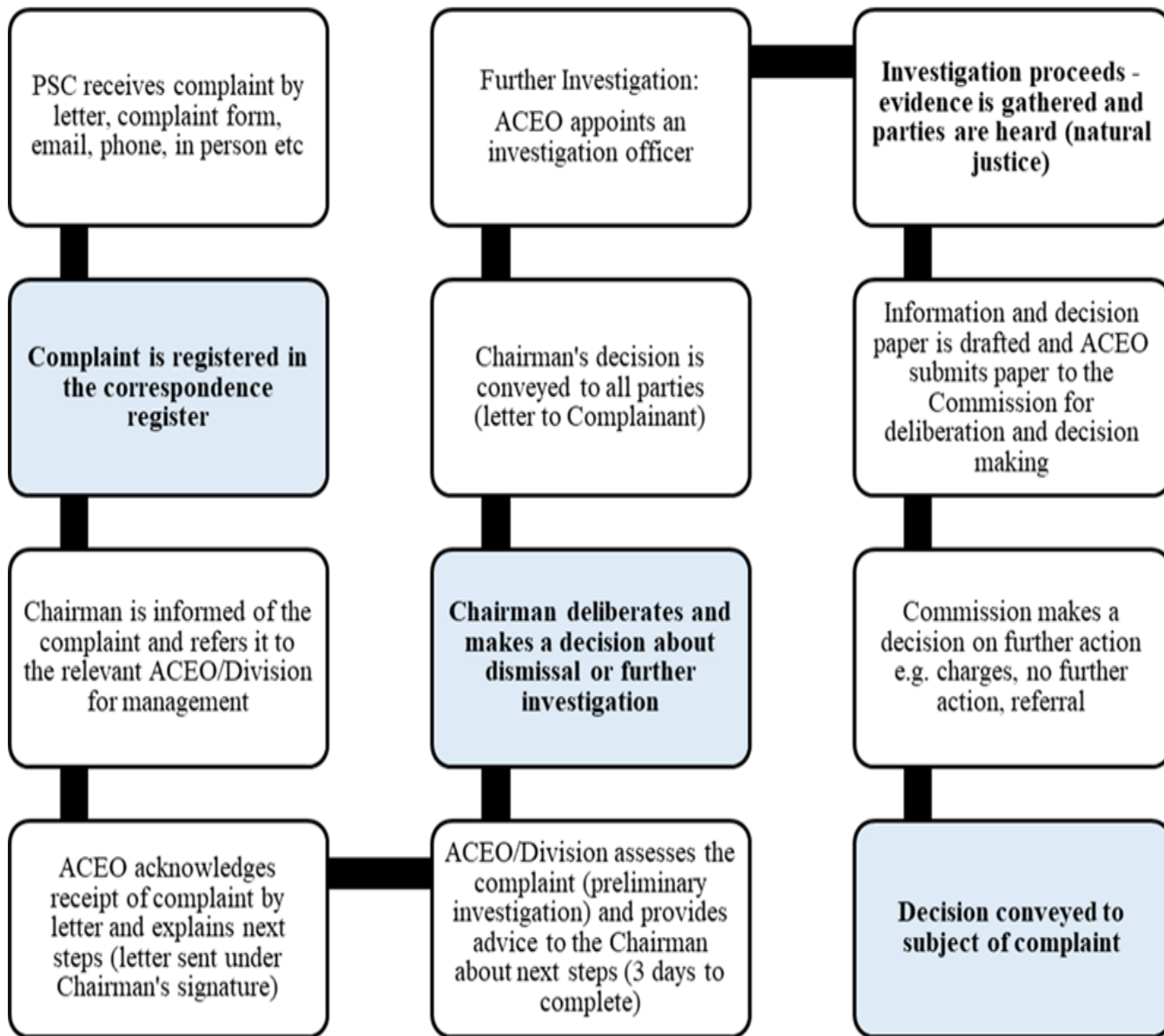
**Date:**

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**Thank you for taking the time to provide feedback about our service**



APPENDIX 2: PROCESS OF HOW WE DEAL WITH YOUR FILED COMPLAINT.





**APPENDIX 3 – CUSTOMER COMPLAINTS FORM**

Your views are important to us and will assist us in improving our services to the public. Please do not fill in your name and address in the space provided below unless you would like to receive a response to your complaint. If you provide us with your name and address, they will only be used to enable us to contact you in order to respond to your complaint/or suggestions.

**PLEASE HAND IN THIS FORM TO STAFF OR MAIL TO THE ADDRESS BELOW:**

**CLIENT CONTACT DATA IS STRICTLY CONFIDENTIAL**

Your Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Description of Complaint (include date and time of complaint).

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Do you have any suggestions as to how your complaint should be resolved?

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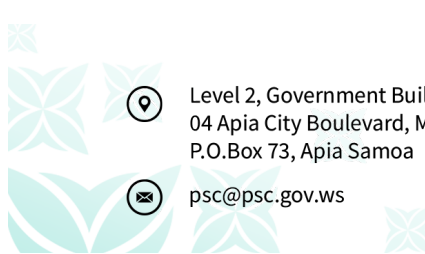
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We will respond to your complaint within 3 working days of it being received.

Your co-operation is appreciated.

If you have any questions regarding the information collected on this form, please contact the Office of the PSC 22123.





# PSC Service Charter 2024

## APPENDIX 4 – CUSTOMER SERVICE SURVEY

In order for us to provide the best level of customer service, we need your feedback to tell us what needs improvement, which will be essential to our success to better serve you. Please take a moment to complete this survey. Thank you for your feedback.

### Commission / Management.

\*\*\*\*\*

1. **Gender:** Female / Male

2. **Age:** \_\_\_\_\_

### 3. Please select the service provider:

- Receptionist       Secretary       Management  
 Office in General       Other Staff       Commission

### 4. What was the nature of your enquiry? (Please select only one).

- General information       Uplift Circular       Visit the Commission  
 Counting of Service       End of Contract       Obtain Scholarship Clarification

Other: Specify \_\_\_\_\_

5. STATEMENTS <i>Tick (/) as appropriate:</i>	Strongly Agree	Agree	Disagree	Strongly Disagree	No Comment
Staff was courteous and helpful.					
Staff provided complete, accurate information.					
Staff referred me to the right person.					
A timely response was provided.					
My overall experience was positive.					

### 6. Additional Comments if any:

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FA'AFETAI LAVA!

