



MINISTRY OF COMMERCE, INDUSTRY & LABOUR

SERVICE CHARTER 2009-2010

December 2009

Our Vision

It is our vision to become one of the best Government Ministries in terms of:

- Full legislative and policy compliance
- Quality service delivery
- Excellent governance
- Being innovative and a catalyst for change for the better

Our Mission:

To achieve our Vision, our mission would be to:

- Continuously review and update legislation under our jurisdiction and policies relevant to our functions,
- Ensure our staff is given appropriate training and their capacities enhanced to meet the work demands effectively and efficiently,
- Ensure service delivery is of the highest level of professionalism,
- Promote innovative management systems that are transparent and accountable to support good governance,
- Ensure full compliance with our legal mandate and reporting obligations,
- Cultivate a culture of empathy, consultation and encourage innovative mechanisms and tools to support the Ministry's efficiency and effectiveness.

Our Values

- Commitment to the task,
- Integrity and Honesty,
- Impartial and
- Respect for authority, for ones peers and for those we serve irrespective of their social status.

OUR SERVICE MANDATE AND WHAT WE DO?

We endeavor to ensure statutory compliance as mandated in the thirty seven (37) legislations that we administer and review them regularly to keep abreast with the changes.

1. Apprenticeship Act 1972	19. Industrial Designs (Amendment of Fees Order) 2007
2. Apprenticeship Amendment Act 1994	20. Industrial Designs Act 1972
3. Apprenticeship Regulations 1973	21. Labour and Employment Act 1972
4. Charitable Trusts Act 1965	22. Labour and Employment Regulations 1973
5. Companies Act 1955 (NZ)	23. Measures Ordinance 1960
6. Companies Act 2001	24. Miscellaneous Fees Amendment Regulations 1998
7. Companies Regulations 2008	25. Occupational Safety and Health Act 2002
8. Consumer Information Act 1989	26. Patent (Fees) Regulations 2007
9. Cooperatives Societies Ordinance 1992	27. Patents Act 1972
10. Cooperatives Societies Regulations 1954	28. Public Holidays Act 2008
11. Copyright Act 1998	29. Receiverships Act 2006
12. Credit Union Ordinance 1960	30. Samoa Companies Order 1935
13. Daylight Saving Act 2009	31. Securities Act 2006
14. Fair Trading (Approved Egg Standard) Regulation 2009	32. The Shops Ordinance 1961
15. Fair Trading Act 1998	33. Trade Commerce and Industry Act 1990
16. Foreign Investment Act 2000	34. Trade, Commerce and Industry Amendment Act 1998
17. Incorporated Societies Ordinance 1952	35. Trademarks (Fees) Regulations 2007
18. Incorporated Societies Regulations 1973	36. Trademarks Act 1972
	37. Transitional Provisions Act 2006

These legislations mandate our policy advice, regulatory and administrative services administered through the following divisions:

1. Investment Promotion & Industry Development

Promote, assist and support the development of industries in Samoa through effective administration of existing assistance programs; to effectively promote Samoa as the ideal location for doing business by enhancing the development of a sound enabling environment through fast tracking investment procedures and providing investors with relevant updated information; and to facilitate continuous review of regulatory framework and policies that contributes to providing a favourable environment for investing in Samoa.

2. Fair Trading and Codex Alimentarius

Provide and enhance the promotion of consumer and trader awareness of their rights and obligations in the marketplace to achieve a satisfactory fair level playing field for all to interact and transact; to ensure achievement of voluntary compliance by traders thus reducing costly prosecutions; and to successfully develop a safe and quality products standards for the protection of consumer health in the country and to facilitate the achievement of international trader confidence in Samoa's export products

3. Apprenticeship Scheme, Labour Market and Employment Services

Administration of the Apprenticeship Act through the Apprenticeship Council Training scheme, trade training and testing scheme in collaboration with the Training Service provider; facilitation of the registration and referral of job seekers to employers; and to explore employment opportunities through timely collection and assessment of labour market information to ensure continuous development and growth of private sector.

4. Labour Standards and Work Permits, Enforcement of Occupational, Safety and Health Standards

To ensure full compliance with all national labour legislation so that risks' to peoples' safety, health and conditions of employment are appropriately addressed; to promote a fair, safe, healthy, stable and productive working environment in all workplaces under the responsibility of Samoa labour inspection services; to ensure national and foreign workers are treated equally and fairly under the law; and to support compliance through the promotion of a preventative, safe and healthy culture.

5. Registries of Companies and Intellectual Properties

To ensure integrity of all Registers through the compliance of all registered legal entities, and intellectual property rights holders and users with statutory requirements; to provide a relevant regime for the protection of intellectual property rights such as trademarks, patents, industrial designs and copyright; and to facilitate the development of a regulatory framework and policies that supports an environment that is conducive for doing business in Samoa

6. Corporate Services

To provide timely and relevant advice to the Minister on all matters relating to the mandate of the Ministry; to work in collaboration with the Ministry of Finance and the Public Service Commission on financial and human resource development matters; responsible for creating and monitoring of an information and communication system that supports budget planning, personnel management and general administration of the Ministry as required under legislations of the Public Service, Public Finance and others; and create an enjoyable working environment that supports a service delivery that is efficient and effective.

HOW WE DO IT?

Advisory Services:

We are committed to the provision of high quality technical advice to Cabinet, Minister, stakeholders and the public on matters pertaining to our Ministry's mandate.

Regulatory Services:

We endeavor to ensure statutory compliance as mandated in all legislations the Ministry administers.

Administrative Services:

We are committed in ensuring that our clients are aware of the services we provide and that we excel in the delivery of such services to our customers.

We undertake the following activities from time to time to achieve our commitment to our clients: i) Public awareness and Training programmes, ii) database creation and maintenance, iii) inspections, investigations and field visits and iv) conciliation and mediation.

EXPECTATIONS:

When you visit our office for an enquiry, you can expect to:

- Be served promptly by a staff member and dealt with professionally and impartially,
- Be provided timely, accurate and transparent information,
- Sensitive and respectful to your needs,
- Consistent with information requirements,
- Provide with fast and updated information,
- Keep your enquiry confidential,
- Refer you immediately to the appropriate agency.

If You Telephone, You Can Expect:

- Our staff to answer the phone courteously,
- Our staff to be helpful and deal with your enquiries and telephone messages promptly,
- Our staff to transfer your call to the appropriate official.

If You Write, You Can Expect:

- To be sent a response within three (3) working days.

When You Are Requested to See Us, You Can Expect:

- To be advised in advance of your attendance with clear information as to the date, time and place of your appointment and what to bring, where necessary.

What to do when Standards are not met:

If you are not satisfied with the treatment you received from an officer, you may: -

- Raise your concern directly with the officer concerned;
- Inform the Division supervisor;
- Speak or write to the CEO of the Ministry

LET US HAVE YOUR VIEWS

We value your views regarding our services. Please let us have your views through the following:-

- **Office Lines:** (685) 20441/20442/20882/28093/28094/28095/30503
- **Facsimile:** (685) 20443
- **Email:** mpal@mcil.gov.ws
- **Our website:** www.mcil.gov.ws
- **Postal Address:** P.O. Box 862, Apia, Samoa
- **Physical Location:** Level 4, ACC Building, Beach Road