



MINISTRY OF COMMERCE, INDUSTRY AND LABOUR

SERVICE CHARTER 2011-2012

Our Vision:

“Our vision is to lead and excel in the provision of quality service to foster economic growth for all”.

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Foreword:

We are very pleased to present the Ministry of Commerce, Industry and Labour Service Charter. This is the second publication for this Charter which aims at enhancing the services offered by the Ministry in the implementation of its services to the public. It makes clear for its partners/stakeholders what is expected in terms of service delivery by the Ministry and integrates well with what is expected for the achievement of the Government's overall vision for public service delivery. It also makes clear the Ministry's intention to place greater value in putting customers first to ensure the public is fully satisfied with its service delivery which would translate into the achievements of the Ministry's own vision of *"leading and excelling in the provision of quality service to foster economic growth for all"*.



Auelua Samuelu Enari
Chief Executive Officer
Ministry of Commerce, Industry and Labour

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Introduction:

This is the second Service charter to be published for the Ministry and it highlights how the Ministry will deliver its services to achieve its key results outlined in its Corporate Plan 2010-2012.

- 1. Outlines our services, service standards, and defines what you can expect from us,**
- 2. States what you need to know so you can help us help you,**
- 3. Explains how you can give us feedback on any aspect of our service.**

Our Vision

Our vision is to lead and excel in the provision of quality service to foster economic growth for all.

Our Mission

To provide quality advisory service and develop pragmatic regulatory frameworks to facilitate the development of the private sector to stimulate investment, industry development, fair trade competition create full employment of local workforce and highly qualified trades of people, generate more work opportunities, improve safe work environment, increase innovation and registry integrity in Samoa.

OUR VALUES: Our values encompass those values of the public service which are crucial to the successful delivery of our services. We aspire to keep and respect their importance in the achievement of our Vision and Mission:

- Honesty – we value honesty in the way we perform our duties of service to the public,
- Impartiality – we value impartiality by treating our stakeholders equally and fairly maintaining political neutrality,
- Service and Commitment – we aspire to provide a service that is unconditional with a commitment to satisfy our client needs,
- Respect and empathy – we respect the thoughts, feelings and concerns of others and seek first to understand than to be understood,
- Transparency and Accountability – we encourage open communication and commit to ensure that our actions and decisions are consistent and made with clear reasons in an open manner,
- Efficiency and effectiveness – employment of resources to achieve results of value to the public in the most economical way.

OUR SERVICE MANDATE AND WHAT WE DO?

The Ministry's mandates contained in the 39 legislations provide the key responsibilities in support of developments highlighted in the SDS. Annex 1 provides the list of these legislations. There are current efforts by the Ministry in support of the objectives of the Law Reform Commission under the leadership of the Attorney General's Office to review all of its legislations and regulations with the intention for an updated legal framework to support Private Sector Development that would improve the quality of life for all Samoans. The Ministry is mandated to administer regulatory frameworks that:

1. Promote Industry development, foreign investment and guarantees the rights of citizens to participate in the economy of Samoa,
2. Sets standards to regulate fair competitive practices to promote a fair level playing field in all trade,
3. Administers the Apprenticeship Scheme, Employment Services and collection and dissemination of Labour Market information,
4. Enforces and advocate Labour and Employment Relation's obligations of employers' and employees' and good industrial relations practices, Advocate transparent processes of employment permits and enforce migrant workers' rights, Enforce and promote occupational safety and health in workplaces,
5. Manages the registries of companies and other legal entities and enforces statutory obligations. Management of IP registers and protection of rights of IP holders.

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

1. Office of the Minister:

Objective 2: Provision of an efficient and effective secretariat and administrative support to the Minister.

The Ministry's key role is to support the office of the Minister, through the provision of appropriate staff and resources to support the duties of the Minister. The provision of efficient and an effective secretariat will help facilitate the work of the Minister, particularly in support of any policy issues developed for discussion with Cabinet. It is also the first political point of contact for foreign investors as well as the various areas covered under the portfolio of the Minister which are all interlinked to the functions of the Ministry of Commerce, Industry and Labour.

2. Office of the CEO:

Objective 1: Provide appropriate policy advice to the Minister of Commerce, Industry and Labour on all areas of the Ministry's mandate.

The office of the CEO provides overall leadership and management of the Ministry. The CEO provides leadership and vision in the development of high level policy matters that has an impact on the development of the Ministry's mandate. It boasts itself as the key advisor to the Minister on matters relevant to the achievement of the Governments overarching goals and visions of providing equal opportunities for all.

3. Investment Promotion & Industry Development:

Objective 3: Providing a high level of industry development and facilitating an Investment friendly environment:

To promote and support the development of industries in Samoa through effective and efficient implementation and 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.

4. Fair Trading and Codex Alimentarius:

Objective 4: Setting standards for trade practices and for the production, distribution and trading of goods and services and enforcing compliance and protection of consumers from unfair trade practices,

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.

5. Apprenticeship Scheme, Labour Market and Employment Services:

Objective 5: Encouraging highly skilled workforce of trades people and full employment of local workforce.

Provide effective administration of the Apprenticeship Scheme under 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.

6. Labour and Employment Relations Standards; Employment Permits and promote OSH in the workplaces

Objective 6: Enforcing labour and employment relations, foreign workers and safe work at the workplace

To ensure that employers and employees fully understand their obligations in the enforcement and compliance with the labour and employment relations legislations, employment permits and OSH within the workplaces.

7. Registries of Companies and Intellectual Properties:

Objectives 7: Full protection of rights of intellectual property creators and properties, Full compliance with registration obligations under the companies laws and

other registries administered in the Ministry and Protection of efficiency and integrity of all registries

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

8. Corporate Services Unit:

Objective 8: To ensure that sufficient resources (both financial and human) are available to support the effective delivery of the Ministry's services to achieve its Vision and Mission.

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 Parliament, Cabinet, Audit, Public Service, Public Finance and others; and cultivate a culture of appreciation and allegiance of service to the Public.

SERVICE STANDARDS & EXPECTATIONS:

When you visit our offices, we will serve you as follows:

- Greet you cheerfully with respect and honesty,
- Identify ourselves (verbally or by wearing our staff IDs),
- Serve you promptly and deal with your matter professionally and impartially,
- Inform you of the duration of wait if an appointment had not been scheduled for your issue,
- Provide you with timely, accurate and clear information or help you to find it,
- Be Sensitive and respectful to your needs,
- Be Consistent with information requirements,
- Keep your enquiry confidential,
- Prepare on a timely manner payments for goods/services required/ordered by the Ministry upon receipt of goods, and
- Refer you immediately to the appropriate agency.

Gifts and Rewards: We understand and respect at some point that you will want to express your appreciation of the work that we do through cultural gifts or similar, however, **we do not encourage gifts/rewards/money or any favours** from our clients/stakeholders in the execution of our duties that may constitute a bribe or a breach of any Samoa Public Service Value or working condition as stipulated under the Samoa Public Service Act 2004.

If You Telephone, You Can Expect:

- Our staff to identify the Ministry, their name clearly and with courtesy,
- Answer the telephone within three (3) tone rings,
- Our staff to be helpful and deal with your enquiries and telephone messages promptly,
- Our staff to promptly transfer/refer your call to the appropriate official.

If You Write, You Can Expect:

- An email acknowledgement and provide a likely timeframe for our response within three (3) working days of receiving your email,
- 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.

Your Rights 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

HELP US TO HELP YOU:

To help us help you, we ask that you:

- i) Work collaboratively and in partnership with us,
- ii) Treat our staff with courtesy and respect,
- iii) Ensure all information and documents required to assist us with your request is provided on time,
- iv) Provide any references if you are following up on an issue with us,
- v) Provide us details of any changes of circumstances of your case.

We value your compliments, complaints and suggestions regarding our services and its standards which will be measured through regular client surveys and monitoring. These could be about ***i) a positive experience you had with us, ii) a comment/suggestion on how we can improve our services and iii) complaint if you are not satisfied with the service you have received from us.*** Please feel free to contact us on our contact details provided in this document.

Annex 1: List of Legislations Administered by the Ministry of Commerce, Industry and Labour:

1. Apprenticeship Act 1972	21. Industrial Designs (Amendment of Fees Order) 2007
2. Apprenticeship Amendment Act 1994	22. Industrial Designs Act 1972
3. Apprenticeship Regulations 1973	23. Labour and Employment Act 1972
4. Charitable Trusts Act 1965	24. Labour and Employment Regulations 1973
5. Companies Act 1955 (NZ)	25. Measures Ordinance 1960
6. Companies Act 2001	26. Miscellaneous Fees Amendment Regulations 1998
7. Companies Regulations 2008	27. Occupational Safety and Health Act 2002
8. Consumer Information Act 1989	28. Patent (Fees) Regulations 2007
9. Cooperatives Societies Ordinance 1992	29. Patents Act 1972
10. Cooperatives Societies Regulations 1954	30. Public Holidays Act 2008
11. Copyright Act 1998	31. Receiverships Act 2006
12. Credit Union Ordinance 1960	32. Samoa Companies Order 1935
13. Daylight Saving Act 2009	33. Securities Act 2006
14. Fair Trading (Approved Egg Standards) Regulations 2010	34. The Shops Ordinance 1961
15. Fair Trading Act 1998	35. Trade Commerce and Industry Act 1990
16. Foreign Investment Act 2000	36. Trade, Commerce and Industry Amendment Act 1998
17. Foreign Investment Amendment Act 2011	37. Trademarks (Fees) Regulations 2007
18. Foreign Investment Regulations 2011	38. Trademarks Act 1972
19. Incorporated Societies Ordinance 1952	39. Transitional Provisions Act 2006
20. Incorporated Societies Regulations 1973	

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