



The Ministry of Finance

SERVICE CHARTER



***“WE ARE COMMITTED TO EXCELLENCE IN
CUSTOMER SERVICE”***



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INTRODUCTION

The Ministry of Finance Service Charter outlines our commitment to provide you, OUR CUSTOMERS, with quality services and standards for evaluating our performance. It outlines the standards for customer service the Ministry of Finance's employees strive for, in alignment with its Vision, Mission, Principles and Values as per Corporate Plan 2022/23 – 2026/27.

VISION, MISSION AND PRINCIPLES AND VALUES

The Ministry of Finance is committed to the following:

Vision

A professional organization that leads and contributes to the enhancement of financial and socio –economic stability, for the prosperity of the people of Samoa

Mission

To strengthen Public Finance Management through responsible fiscal management, and sound financial and economic advice, that is conducive to inclusive and sustainable growth

Principles & Values

Leadership by
Example

Commitment and
Integrity

Accountability and
Transparency

Respect and
Courtesy in
interacting with all
stakeholders

Teamwork to the
deliver efficient and
effective services

Balance in personal
and occupational
health and safety
wellness

SERVICE STANDARDS YOU CAN EXPECT FROM OUR EMPLOYEES

In General

- We will respect and value our customers
- We will provide prompt, courteous and efficient customer service
- We will always maintain professionalism
- We will take ownership of your enquiries, provide follow-up, and keep you informed
- We will set realistic expectations and timeframes
- We will respect your privacy and the confidentiality of information discussed
- We will provide accurate and consistent information
- We will strive for continuous improvement through customer surveys and feedback

Face to Face

- We will uphold the ‘Talofa with a SMILE’, treating you with respect, courtesy, and professionalism
- We will promptly refer you to the appropriate person, unit, or division
- We will acknowledge and attempt to attend to you within 10 minutes, even during the busyness

Over the Telephone

We will answer your call:

- We will answer your calls respectfully and within 3 rings
- We will identify ourselves by name, unit, and division when asked
- We will transfer your call to the appropriate person or unit

In Writing or Email

If you write to us about any matter pertaining to the Ministry of Finance’s mandate and services:

- We will provide a full written response within ten (10) working days
- If more time is needed, we will inform you of the reason and provide an estimated response time

Unless otherwise specified in this charter, please address all correspondences to the **Chief Executive Officer**

Via Internet

- We will maintain our website with relevant and up-to-date information that is easily accessible
- We will respond to enquiries in a timely and professional manner
- We will continuously review our website to improve engagement with you, our customers

Appointments

- For specific issues, please schedule an appointment three (3) working days in advance to ensure commitment and availability of our staff
- We will ensure that the right person is available and will aim to see you within five (5) minutes of your appointment time
- For unscheduled visits/appointments, we will do our best to accommodate you promptly.

Customer Service Feedback

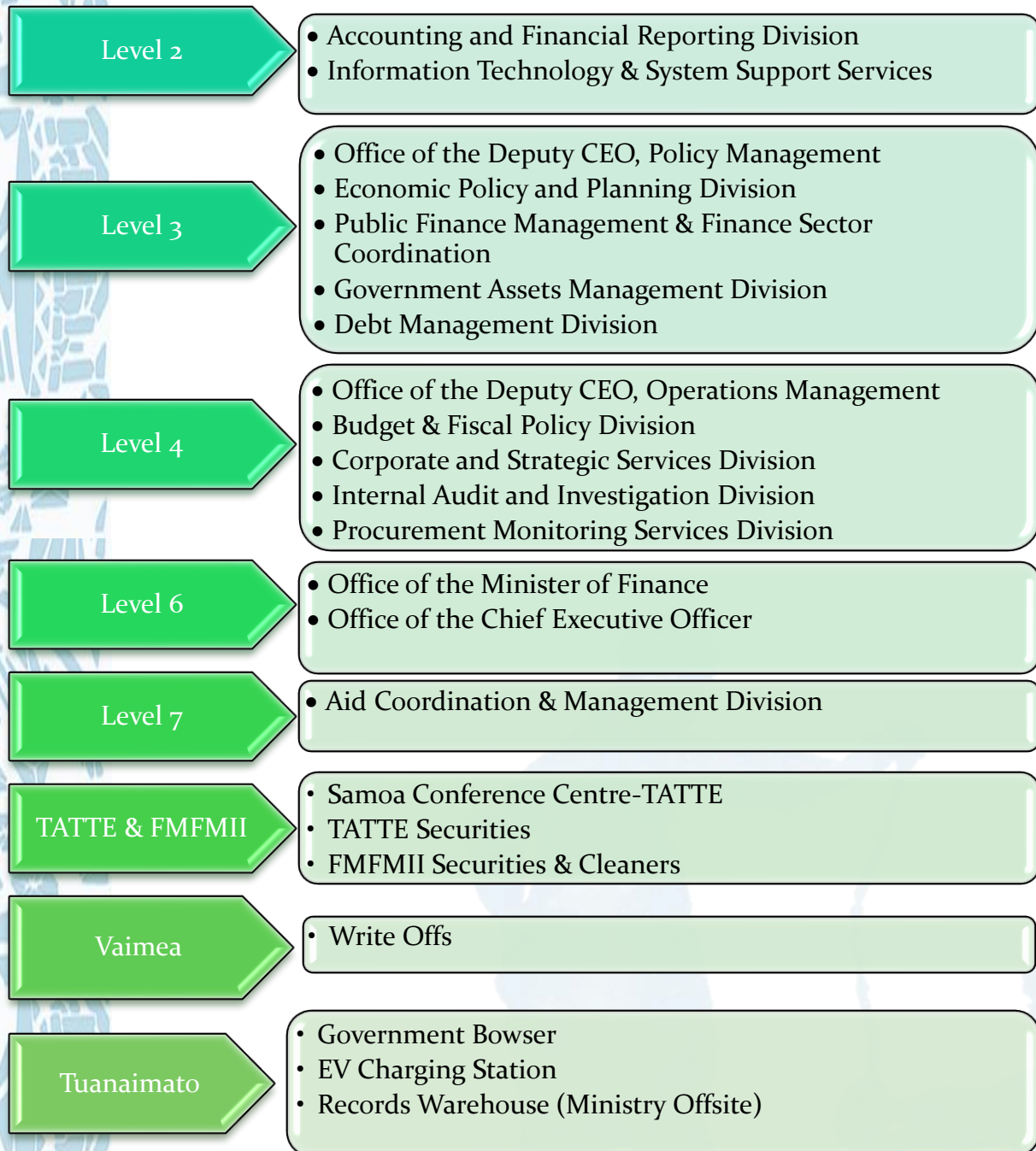
- We would like to hear from you whether to action a request, a compliment or a complaint
- We encourage you to provide feedback to improve our customer services
- We will consider all feedback and listen to our customers' suggestions on how we can improve our services.
- We want to operate in an environment of continuous improvement and your input can assist us going forward.
- We welcome your feedback on our Ministry Service Charter
- We endeavor to contact you within three (3) working days of receiving your feedback

Handling Complaints

- We are committed to a swift and fair resolution of complaints and will ensure your complaint is taken seriously and thoroughly investigated.
- We will provide a detailed written response to your complaint which will be sent to you within seven (7) working days of the date of receipt of your complaint.
- Staff connected with the complaint will also have an opportunity to respond to matters raised in the complaint when we conduct an internal review/investigation to make an informed decision.

LOCATION

The Ministry of Finance is headquartered at the Central Bank of Samoa Building. In addition, Ministry staff are located across several operational sites, supporting the delivery of services and functions in various work areas.



BUSINESS HOURS & SERVICE COUNTERS OPENING TIMES

SERVICE LOCATION	DAYS	OPENING HOURS
Level 2 - Cashier	Monday to Friday	9.00- 3.00pm
Level 3 - Asset Management	Monday to Friday	9.00- 4.00pm
Level 4 - General Services	Monday to Friday	9.00-5.00pm
-Stamp Duty		9.00-3.00pm
-Tender Submissions		9.00-4.00pm
Government Bowser & EV Charging Station -Tuanaimato	Monday to Friday Saturday	9.00-4.00pm 9.00-12.00pm
Vaimea Write Offs		Open upon Request

HELPING US HELP YOU

You can assist us by:

- Being courteous and respectful towards our employees
- Respecting the rights of other customers
- Providing accurate and complete information when contacting us
- Using appropriate channels for customer requests, complaints and compliments
- Working with us to help address any issues and resolve problems for improvement of service
- Telling us where we fall short on our service in any aspect so that we may improve our services to the public
- Helping us recognize our employees by telling us when you have received excellent customer service.

ACCOUNTABILITY

Monitoring and Reporting on our Service Charter

We will measure and improve the quality of our service by:

- Conducting an annual Customer Satisfaction survey & using the results to inform service improvements and training
- Implementing quality training and coaching activities for our staff
- Using key performance indicators in the Budget
- Recognizing our staff for customer service delivery excellence.

Reviewing our Service Charter

We aim to review our Service Charter annually. For each review, we will consider customer comments, suggestions and findings of our most recent customer survey. We may also on occasion, consult you in order to gauge public views on specific initiatives.

CONTACT US

If you would like to suggest ways in which we can improve our service, you can:

CALL



Main telephone
+685 34333

VISIT US



Level 4, CBS
Building

EMAIL US



[information@mof](mailto:information@mof.gov.ws)
[.gov.ws](mailto:information@mof.gov.ws)

WRITE TO US



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Ministry of Finance
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