

SERVICE CHARTER OF THE MINISTRY OF FOREIGN AFFAIRS AND TRADE

The Ministry and its services

The Ministry of Foreign Affairs and Trade was officially established on 1 July 2003, under the Ministerial and Departmental Act 2003.

The Ministry provides advice to the Government on Samoa's foreign relations and International Trade. Advice is also provided to individual governmental agencies on foreign relations and trade issues that bear on their areas of responsibility. The Ministry provides advice and assist exporters in seeking access to overseas markets and where possible help in product promotion in such markets.

The Ministry administers the obligations of the government to Diplomatic Missions, agencies of overseas governments and intergovernmental organisations, either resident or working in Samoa in accordance with the provisions of the Diplomatic Privileges and Immunities Act 1978 and government to government agreements.

Samoa's overseas missions in Brussels, Canberra, New York and Wellington as well as the Consulate General in Auckland provide consular services to Samoans overseas. Consular services include replacement of travel documents and providing assistance where appropriate to Samoan nationals and companies with enquiries for information or helping where possible to resolve unforeseen problems and difficulties. Obtaining information or providing help shall be in accordance with the laws of the foreign country involved.

The Scholarship Scheme of the Government is implemented by the Ministry's Scholarship Division.

The Ministry also authenticates public documents under the Hague Convention of 5 October 1961 (Convention de La Haye du 5 Octobre 1961).

Note: A more detailed background on the Ministry and its functions is available in the Ministry's Corporate Plan; a public document.

Our Customers

- Government (Minister and Cabinet)
- Government agencies
- Diplomatic Missions and Representatives
- Regional and International Organisations
- Private Sector
- Non-government organisations
- Students
- General Public

Service to Customers

The principles governing the Ministry's service to its customers follow the values and requirements of the Public Service Code of Conduct.

The Ministry in responding to customers would:

- Treat everyone courteously
- Refer enquiries promptly to an officer who is able to help
- Depending on the nature of the enquiry would either respond immediately or undertake further research and arrange consultations with the customer as required.

Customers may make enquiries over the phone, by visiting our offices or by correspondence. The divisions of the Ministry that deal with enquiries are:

1. Political and Economic Relations
2. Trade
3. Scholarships
4. Corporate Services/Accounts

The address and contact telephone of the Ministry are:

Ministry of Foreign Affairs and Trade
 P.O. Box L1859
 Level 3
 Mataafa Faumuina II Government Building
APIA
 Ph: (685) 21171
 Fax: (685) 21504

All written enquires and correspondence should be addressed to “The Chief Executive Officer”.

Overseas

For individuals and companies who need the assistance of Samoa’s overseas missions, the addresses and telephones of the missions and offices follow below. For individuals and companies in Samoa, enquiries requiring the assistance of overseas missions should be made through the Ministry.

Australia

Samoa High Commission
 13 Culgoa Circuit
 O’Malley ACT 2606

CANBERRA

Ph: (61 2) 6286 5505
 Fax: (61 2) 6286 5678

Written correspondence to be addressed to “The High Commissioner”

Europe

Samoa Embassy
 123 Avenue Franklin
 Roosevelt, Bte 4
 B-1050 Brussels

BELGIUM

Ph: 0322 660 8454/5051
 Fax: 0322 675 0336

Written correspondence to be addressed to “The Ambassador”

New Zealand

Wellington - Samoa High Commission
 1A Wesley Road
 Kelburn
 P.O. Box 1430
WELLINGTON
 Ph: 0644 4720 953
 Fax: 0644 4712 479

Written correspondence to be addressed to “The High Commissioner”

Auckland - Samoa Consulate General
3rd Floor, Samoa House
Karangahape Road
P.O. Box 68 147
AUCKLAND
Ph: 0649 303 1012
Fax: 0649 302 1168

- (i) *Written correspondence to be addressed to “The Consul General”*
- (ii) *If an enquiry is trade related, correspondence may be addressed to the “Trade Commissioner”*

United States

Samoa Mission to the United Nations
800 2nd Avenue, (btw. 42 & 43rd Sts.)
Fourth Floor, Suite 400J
NEW YORK N.Y. 10017
Ph: 01 212 599 6196/6197
Fax: 01 212 599 0797

Written correspondence to be addressed to “The Ambassador”

Complaints and suggestions for improvement to service

Customers who feel that the service provided by the Ministry was inadequate are encouraged to lodge a complaint with the Chief Executive Officer either by correspondence or by appointment to enable the Ministry to take appropriate action and improve its service.

Ministry of Foreign Affairs and Trade

March 2004