

Our Commitment to Quality Service

We are committed to serving you without discrimination, irrespective of social and professional status, language, religion or gender.

We will:

- Be informative, helpful and efficient in the delivery of our service;
- Uphold the Samoan culture;
- Consistently aim to improve our service;
- Publish & report our service outcomes and performance to Parliament.

You can expect us to:

- Serve you on a first come first serve basis;
- Identify ourselves and greet you with respect;
- Conduct ourselves with professionalism, integrity and sensitivity;
- Listen to you carefully and deal with your inquiry in a timely manner;
- Keep your information confidential;
- Communicate clearly to you verbally and written in Samoa and English when required.

Our Service Standards

If you telephone us, we will:

- Answer your call promptly;
- Identify ourselves;
- Transfer your call to the right person or division to assist with your inquiry.

If you visit our office, we will:

- Attend to you as soon as possible/promptly;
- Direct you to the right person or division to assist with your inquiry.

If you write to us, we will:

- Acknowledge your inquiry accordingly within one (1) to five (5) working days subject to the seriousness of the matter;
- Provide you with detailed information regarding your inquiry.

Your Responsibility:

Help us to help you

- Provide us with accurate and complete information about your required service;
- Be patient and treat our staff with respect;
- Do not bribe staff with monetary gifts;
- Do comply service policies and other requirements of the Law.

Lodging a Complaint:

- If dissatisfied with services rendered, we welcome your comments and feedback;
- You can lodge your complaint by:
 - Appearing in person;
 - Via Telephone;
 - Or via Mail/email
- If you are still not satisfied, a written complaint addressed to the Chief Executive Officer can be lodged.

Your complaint will be thoroughly investigated and you will be advised of the outcome promptly.



Mulinuu Office

Address- Mulinuu, Apia
Telephone: +685 22671-74
Fax: +685 21050
Post Mail 49 Apia, Samoa

Tuasivi Office

Address- Tuasivi, Savaii
Telephone: +685 53514, 53552, 53521
Fax: +685 53513
Post Mail 49 Apia. Samoa



MINISTRY OF JUSTICE AND COURTS ADMINISTRATION



SERVICE CHARTER 2020-2021

VISION

“Quality and Accessible Justice for All”

MISSION

“To provide a service that is **SAFER**
(Simple; Accessible; Fair; Efficient &
Efficient; Responsive”



Our Services

Our Valus and Principles: We serve you with *equity, integrity, respect, accessibility, efficiency & effectiveness, empowerment, innovation, accountability.*

✘ CRIMINAL AND CIVIL COURT:

To manage and process cases for the Criminal and Civil Court (in the Court of Appeal, Supreme Court, ADC, District Court, Family and Youth Court and the Faamasino Fesoasoani Court) and servicing the public on any requirements with regards to court matters.

Court Annexed Mediation Unit:

To administer and manage matters for mediation from the courts.

✘ LANDS AND TITLES COURT:

To provide administrative services to the lands and Titles Court and the Public. (Lands and Titles Court inclu the Court of First Instance and the Court of appeal)

✘ MEDIATION AND MATAI REGISTRATION:

To facilitate mediation for settlement of land and title disputes and maintain and update the matai registration system.

✘ CORRECTIONS, ENFORCEMENT AND MAINTENANCE:

Probation and Parole:

To provide quality information to the Courts and the Prison Parole Board and to effectively manage community based sentences.

Warrants and Bailiff:

To provide support services to enforce court decisions and court process

Maintenance:

To administer and monitor maintenance for destitute persons, to prosecute affiliation matters to court and to undertake consultation and promotion of social harmony.

✘ INFORMATION MANAGEMENT AND REGISTRY :

To provide effective and efficient information management. Services to the Judiciary, Ministry and Stakeholders.

✘ TUASIVI OFFICE:

To provide quality support services to the District Court; Lands and Titles Court; Mediation and Registration, Probation and Parole; Warrants and Bailiff; Maintenance and Affiliation

✘ LPC DIVISION: LAW AND JUSTICE SECTOR, POLICY AND CENSOR DIVISION:

To assist the Steering Committee in the coordination of sector programmes and activities that will deliver on the goals of the sector. It is also responsible for the Planning Budgetting, Monitoring and Evaluation of Sector Projects..

Policy, Planning & Evaluation:

To effectively and efficiently monitor the development of ministry policies and Plans; Annual Training Schedule and Annual Awareness Programme;

Censor:

To provide quality censoring service through accurate classification, effective enforcement and educational measures adherence to Samoan cultural values and Religious beliefs for maintaining order and stability.

✘ LEGAL:

To provide high quality and sound legal advice to the Chief Executive Officer and the Staff on legal matters arising to ensure the Minister and Ministry operate within its legal mandates as prescribed by legislations.

✘ CORPORATE SERVICE

Accounts:

To provide quality financial support services to the Ministry, Judiciary and Stakeholders to ensure effective and efficient monitoring of the utilization of the approved Annual budget;

Human Resource:

To provide good quality services to the Ministry and the public through effective and efficient management of human resources related issues;

Information Technology:

To provide technological and information support to core functions through effective management of computer and other office automated system;

Building Manager:

To sustain a safe and healthy environment ny keeping the Court House premises and Compound clean, in good repair and structurally sound.

