

# CHARTER

## Public Service Delivery Standards

### Service Delivery Principles

The following principles apply to the service delivery by all Ministries, Departments and Agencies:

- 1.The Public Service shall perform its functions in an impartial, professional and competent manner
- 2.When dealing with members of the public, demonstrate at all times respect, integrity, honesty, diligence, and accountability; and
- 3.Perform duties at all times in a manner that meets and promotes effectiveness, efficiency and transparency
- 4.Use all Government resources responsibility and efficiency

### Service Delivery Standards

The following standards are to be follow by all public servants:

- 1.Services delivered to the public must be made in a timely manner without undue delay
- 2.There shall be no discrimination in the manner in which the services are delivered
- 3.The public are to be informed of the timeline for services to be delivered which must be adhered to
- 4.Only the appropriate professionals or skilled personnel will provide the service
- 5.Members of the public have the right to complain against the services provided and can lodge a complaint to an appointed officer
- 6.A response by the appointed officer must be provided within 5 working days to complaints from a member of the public
- 7.Members of the public have the right to know how services are delivered, when they will be delivered and who will deliver them
- 8.The public must be provided with the correct information at all times or provided with direction on where to obtain them
- 9.All public officers shall maintain the highest level of integrity and honesty in delivering services
- 10.All services to the public must be delivered to the best of the ability of all officers in the Public Service
- 11.All resources dedicated to service delivery must be used in the best possible manner to deliver services to the satisfaction of the beneficiaries
- 12.Conflict of interest in service delivery must be declared an avoided