



**OFFICE OF THE PRESIDENT  
Department of Public Administration**

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TO:

Attorney General  
Secretary General  
Secretaries of State  
Commissioner of Police  
Chairman Constitutional  
Appointments Authority  
Ombudsman  
Auditor General

Chairman Electoral Commission  
Chairman, Public Service Appeal Board  
Chief Secretary Public Service  
Principal Secretaries  
Clerk of the National Assembly  
Master / Registrar, Supreme Court  
Chief Executives Officers

**POLICY GUIDELINES ON COMMON GOVERNMENT SERVICE STANDARDS**

**1.0 INTRODUCTION**

- 1.1 The Government has approved a policy on Common Service Standards designed to bring about improvement in service delivery in the public service.
- 1.2 In **2014** Government conducted a Public Service Delivery Survey where the overall mean score for all services surveyed were **64.1%** satisfaction. The level of satisfaction sought on **six aspects** of service namely: **accessibility; timeliness; staff competency; fairness; attitude and adequacy** of service delivery showed the need for improvement in all six aspects generally.
- 1.3 Service Standards are made up of a set of commitments that an organization promises to honour when delivering a service. They also describe what a client or user can expect to receive from the service and a level of consistency that allows both client and provider to know where they stand, the manner in which the service will be delivered and the expected outcome.

- 1.4 All public sector organizations are accountable for the service they provide. They are responsible to ensure that they address the purpose and objectives of these organizations and that they work in the public interest. The services they provide should bring positive outcomes for the people who use the services, as well as providing good value for the taxpayers who fund these services.
- 1.5 Through the establishment of service standards public servants can also be made aware of the high expectations and exigencies from members of the public in the discharge of their duties. A template has been provided at **Annex 1** of the policy document for Ministries/Departments and Agencies to publish their standards applicable to their service.

## 2.0 PURPOSE OF THE STANDARD

- 2.1 The Common Service Standard is to be used as a guide to help all public servants concerned with service delivery and customer care not only to understand and apply common principles of service and customer care, but also to assess the strengths and weaknesses of their current practice and improve on them as necessary.

## 3.0 STANDARD PRINCIPLES

- 3.1 The standard principles clarify the basic service expectations to be delivered by all Government Ministries/Departments and Agencies. It is mandatory for Public Sector organizations to show that they are putting the service standards into practice in a way that reflects their structure and is applicable to their mandate. It is also recognised that not all the parts of the standards will be directly applicable to all types of organisations. The standards stand to be adapted in a way that suits the needs of organizations.

## 4.0 SCOPE OF THE STANDARD

- 4.1 A number of common service standards have been developed for use by all Ministries/Departments and public Agencies that provide direct services to members of the public. These are:-

### 4.1.1 Common Service Standards for Customers

They entail:-

- In-person service;
- Telephone normal calls and hot lines;
- Correspondence standard emails, telefax or written correspondence;
- Walk-in service;
- Customer service feedback complaint resolution.

#### 4.1.2 **Common Service Standards for Customer Feedback Complaint Resolution**

This service requires the availability of a Customer Service Officer whether in post or designated to:

- Listen to customer complaints and concerns;
- Encourage customers to give feedback;
- Provide a timely feedback.

Several organizations already have customer service staff. In the case of small organizations this could be an existing employee who is able to absorb the duties and will be compensated for the additional work.

#### 4.1.3 **Common Service Standards for Inter-governmental service**

These cover:-

- Dispatch of correspondence between organizations;
- Attendance at official meetings, working committees and workshops;
- Documents submitted for consultation and comments.

### 5.0 **CUSTOMER SERVICE CODE OF PRACTICE**

5.1 A starter pack of **four** main front desk codes of best practice have been provided as a guide for organizations to use, in the areas of:

- Customer service;
- Telephone calls;
- Counter service;
- Complaints handling.

### 6.0 **CUSTOMER SATISFACTION**

6.1 Ministries/Departments/Agencies shall also make it their responsibility to put in place simple internal survey mechanisms to continuously collect data that will assist in the monitoring of public satisfaction and gauge the performance of their respective functions based on the experience of clients who actually access their service. Clients include members of the public as well as government and private organizations making use of the service.

6.2 A template has been provided at **Annex 2** of the policy document which organizations can use/modify to adapt to their own specific situations.

## 7.0 IMPLEMENTATION GUIDELINES

The following steps shall be followed in the implementation of the Public Service Common Standards:

- publish customer service standards setting out the level of service its customers can expect and measure their performance against these standards;
- provide clear and straightforward information about service provision through a variety of ways;
- make services accessible to customers including people with special needs by doing everything reasonably possible to make the services available;
- consult and involve customers about how services will be delivered, report on consultation and make plans for improvement in areas of weaknesses;
- ensure staff politeness and that they can be identified when dealing with customers;
- ensure that customers are attended to without undue delays with or without appointments;
- answer telephone calls quickly;
- put in place complaints procedures including policy on redress and option for independent review;
- remain alert to public opinion whether expressed through correspondence or social media;
- establish an official Facebook page which could be used to communicate rapidly to the public. The Facebook page could be monitored by Public Relations Officer/designated person in the organization.

## 8.0 TRAINING

8.1 Training sessions in customer service will be provided to front-line staff and training in the development of service standards to research and human resource officers, policy and management analysts and other relevant staff through The Guy Morel Institute (TGMI). Organizations will be contacted separately regarding the training programme.

## 9.0 EFFECTIVE DATE

- 9.1 Adoption of the policy and Implementation of the Common Service Standards take effect immediately.

  
Jessie Esparon (Ms)  
**CHIEF SECRETARY**  
**PUBLIC SERVICE**



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