



***LOCAL GOVERNMENT SERVICE
COMMISSION***

CUSTOMER CHARTER

LOCAL GOVERNMENT SERVICE COMMISSION

CUSTOMER CHARTER

LOCATION

Louis Pasteur Street

FOREST SIDE

OPENING HOURS

Mondays to Fridays from 0845 hours to 1600 hours

TABLE OF CONTENTS

FOREWORD	5
INTRODUCTION	6
MEMBERSHIP OF THE COMMISSION	7
SECRETARY AND STAFF OF THE COMMISSION	7
POWERS OF THE LOCAL GOVERNMENT SERVICE COMMISSION	8
OUR VISION.....	9
OUR MISSION.....	9
OUR OBJECTIVES.....	10
OUR CORE VALUES.....	11
OUR CUSTOMERS	12
MAIN SERVICES OFFERED BY THE.....	13
LOCAL GOVERNMENT SERVICE COMMISSION	13
TO LOCAL AUTHORITIES	13
OUR COMMITMENT TO THE PUBLIC.....	14
WHAT WE EXPECT FROM OUR CUSTOMERS	15
INFORMATION AND COMMUNICATION.....	16

FOREWORD

It's a pleasure to present the Customer Charter of the Local Government Service Commission which represents a systematic effort to focus on the commitment of the organisation towards its customers in respect of standard of services, quality and timeframe of service delivery. This is an appropriate tool to bring in customer-centric governance.

This charter aspires to meet the present needs of the customers in an efficient manner by **inter-alia** reducing the time frame of service delivery and providing quality services. Undoubtedly, the issuance of the Charter will not change overnight the mindset of the staff and the customers at large, developed over a period of time. Consequently, regular and persistent efforts are required to bring about attitudinal changes.

The implementation of this Charter is a continuous and endless journey which needs constant striving for excellence, as it has to reflect the continual changes taking place in the domain of local government services.

INTRODUCTION

The Local Government Service Commission was established under the Local Government Act 1975 and came into operation on 18 August, 1983.

It is an independent body classified under Vote One of the Budget and its expenses are charged on the Consolidated Fund.

MEMBERSHIP OF THE COMMISSION

The Commission is composed of a Chairman and four other Members appointed by the President after consultation with the Prime Minister and the Leader of the Opposition.

No person shall be qualified for appointment as Member of the Commission if he is :-

- (a) a member of, or a candidate for election to, the Assembly or a local authority; or
- (b) a public officer or a local government officer.

SECRETARY AND STAFF OF THE COMMISSION

There shall be a Secretary to the Commission whose office shall be a public office and such number of public officers as may be required to enable it properly to exercise its powers.

The Secretary is the Responsible Officer for the Commission and the Accounting Officer for the Vote of the Commission.

All correspondence to and for the Commission shall be addressed to the Secretary.

POWERS OF THE LOCAL GOVERNMENT SERVICE COMMISSION

(1) Subject to Section 4 of the Local Government Service Commission Act 1975 and to the Local Government Act, the power to :-

- (a) appoint;
- (b) exercise disciplinary control;
- (c) remove from office or approve retirement; and
- (d) select candidates for the award of scholarships or other similar privileges,

shall in relation to local government officers vest exclusively in the Commission.

(2) Subject to subsection (3), the Commission shall not, in the exercise of its functions, be subject to the direction or control of any other person or authority.

(3) Nothing in this Act shall preclude the Supreme Court from exercising jurisdiction in relation to any question whether the Commission has performed its functions in accordance with any law in force or should not perform any function.

OUR VISION

To be recognised as an organisation aimed at establishing excellence in all matters relating to Human Resource Management and Human Resource Development in the Local Government Service.

OUR MISSION

- ❖ To ensure as far as possible a timely and quality service to all stakeholders.
- ❖ To always add the professional and ethical touch in the services offered to our valued customers.
- ❖ To serve within legal and ethical parameters and ensure professionalism in the delivery of quality services to all our valued customers.

OUR OBJECTIVES

- ❖ To have regard to the maintenance of the high standard of efficiency necessary in the Local Government Service.
- ❖ To provide, to the best of our ability, local authorities with adequate, qualified and suitable human resources
- ❖ To adopt fair, acceptable and modern recruitment techniques
- ❖ To review regularly schemes of service so as to adapt to the ever-changing competitive environment and attract as well as retain suitable candidates in the Local Government Service

OUR CORE VALUES

- ❖ Integrity : To be guided by the highest standards of professional ethics and to serve with integrity and objectively.

- ❖ Quality : Committed to providing quality services to all our customers.

- ❖ Efficiency : To have regard to the maintenance of the high standard of efficiency necessary in the Local Government Service and shall –
 - (a) give due consideration to qualified officers serving in the local government service;

 - (b) in the case of officers in the Local Government Service, take into account qualifications, experience and merit before seniority in the local government service.

- ❖ Teamwork : To foster team spirit in the performance of various activities of the Commission.

- ❖ Timeliness : To be committed to delivering services within the least possible delay.

- ❖ Loyalty : To serve without fear and favour.

OUR CUSTOMERS

- ❖ Local Authorities (Municipal Councils & District Councils)
- ❖ Ministry of Local Government
- ❖ Other Ministries/Department
- ❖ Members of the Public

MAIN SERVICES OFFERED BY THE LOCAL GOVERNMENT SERVICE COMMISSION TO LOCAL AUTHORITIES

- ❖ Recruitment of staff for the Local Authorities

- ❖ Approval of assignment of higher duties/acting appointments

- ❖ Exercising of disciplinary control on local government officers

- ❖ Approval for payment of pension benefits and gratuities in respect of local government officers.

- ❖ Approval of retirement from the service of local government officers between 50 and 55 years

- ❖ Approval of sponsorship for candidates who are recommended for courses in the context of in-service training.

OUR COMMITMENT TO THE PUBLIC

- ❖ We will commit ourselves to serve efficiently and effectively.
- ❖ We will ensure that applicants are provided with all relevant information when applying for a post.
- ❖ All information received with regard to any application shall be treated in strict confidentiality.
- ❖ We will ensure, to the best of our ability that all vacant posts are filled within a reasonable delay.
- ❖ We are committed to provide timely services to all our stakeholders.

WHAT WE EXPECT FROM OUR CUSTOMERS

- ❖ We rely on the collaboration and co-operation of our customers.
- ❖ Applicants should always submit accurate and adequate information as requested as per application forms. They should fill in the forms correctly and submit all relevant documents.
- ❖ Responsible Officers of Local Authorities should submit their recommendations supported by all related documents on time to enable the Commission to take timely decisions.

INFORMATION AND COMMUNICATION

Should you need more information about the Local Government Service Commission and the various services provided, you may feel free to visit its website at <http://lgsc.gov.mu>

The public may consult the website for regular information on the existing vacancies in the Local Government Service and on on-going progress in the various stages of the recruitment/selection process.

The website of the Commission reflects its latest developments/achievement as appropriate. It is, therefore, regularly visited and updated.

The Commission may also be contacted on

**Tel No : 6746513
6746514**

Fax No : (230) 6746962

Email : lgsc@mail.gov.mu

Address : Louis Pasteur Street, FOREST SIDE

This Charter establishes the guidelines within which the Local Government Service Commission will strive to operate.

These guidelines may be reviewed regularly to meet the exigencies of the service.