



Malawi Government

Malawi Public Service Charter

Raising the Bar of Excellence

Our Vision

“A highly motivated, productive, professional and results oriented public service”

Our Mission

“To deliver quality services to the public in an efficient, effective and responsive manner in order to satisfy national aspirations and promote the advancement of the people of Malawi”

Table of Contents

	Page
Foreword	2
Preface	3
1. Introduction	4
• The Public Service Mandate	5
2. Core Principles of the Public Service	6
3. Our Core Values	7
4. Our Services	8
5. Our Clients	9
• Client rights	9
• Client Obligations	9
6. Our Service Standards	11
• Proximity and accessibility of services	11
• Participation & Consultation	11
• Speed and responsiveness	12
• Reliability and confidentiality of information concerning citizens	12
• Client Orientation	12
• Redress & Remedial Action	12
7. Operating Hours	13
8. Feedback	14
9. This Charter	15
10. Amendment of the Charter	15

Foreword

The Malawi Vision 2020 envisages a Public Service which is market oriented and sustaining an environment of good governance. This Vision cannot be realized without dedicated strategies. The Malawi Growth and Development Strategy is Malawi's current overarching medium term policy for directing development efforts towards sustainable economic growth and ultimately achieve the Malawi Vision 2020.

My Government, through the Malawi Growth and Development strategy, recognizes that successful achievement of the objectives of the MGDS is more likely if the country has an efficient Public Service. My Government is implementing a Public Sector Reform Programme with a view to improving service delivery and restore public confidence. Public confidence requires that the quality of public service meets acceptable international standards. This Public Service Charter is, therefore, aimed at creating a value system for the Public Service that will improve public service delivery.

This Public Service Charter further fulfils one of the objectives of my Government which is to establish a responsive Public Service which will dutifully serve people and enable them to meet their legitimate expectations in a new Malawi. It is also useful source of guidance and reference in the quality of expected services of your Public Service. It is, therefore, my hope that this Public Service Charter will transform the relationship and general environment of Public Service delivery and greatly improve public service delivery in the country.

I once again wish to reaffirm my Government's commitment to improving the standard of living of the general public through an efficient and effective Public Service.

Professor Bingu wa Mtharika, PhD
PRESIDENT OF THE REPUBLIC OF MALAWI
AND MINISTER RESPONSIBLE FOR THE PUBLIC SERVICE

Preface

The Malawi Public Service Charter - MPSC was developed with the participation of Public Servants under the institutions established under the Malawi Constitution and other stakeholders. The MPSC was developed as a result of Government's desire to improve service delivery in the Public Service.

The MPSC is consistent with the provisions of the Constitution of Malawi, the Malawi Public Service Act and the Malawi Public Service Regulations. The Malawi Public Service Charter seeks to:

- To make public institutions become more transparent by outlining to the public the standards they can expect – and how agencies shall perform against those standards;
- To encourage public institutions and agencies to improve performance where promised standards have not been achieved and subsequently increase satisfaction of service users; and
- Provide a framework for consultations with service users and assist these public institutions manage the expectations of service users.

Therefore, this Service Charter outlines key Public Service values and fundamental principles on the Public Service and serves as reference material for the promotion of high quality standards of public services. Individual public service institutions are expected to prepare specific Service Charters.

It is my sincere hope that the Charter will set a basis for the creation of a culture of responsiveness to public demand on expected standards of services. It will also form a basis on which all public institutions shall be assessed on their performance. It is expected that it will help the Public Service to create a new image for itself.

I, therefore, urge all Public Servants and the public to familiarize themselves with this Public Service Charter and the Malawi Public Service Code of Ethics and Conduct.

Bright Msaka SC

CHIEF SECRETARY AND HEAD OF THE PUBLIC SERVICE

1. Introduction

The Malawi Public Service Charter is a statement of intent of the Public Service's commitment to provide the best possible service standards to the people of Malawi. It sets out the standards of services the public can expect from its Public Service. It is also the evidence of our resolve to offer the best services.

The charter is a cornerstone of the Malawi Public Service initiative to improve the service delivery. It serves as a benchmark, a gauge against which our Public Service can measure its performance.

This Charter is a framework designed to introduce service charters in all public institutions and guide those institutions in taking such legislative, regulatory, technical and practical measures as may be required to create effective conditions for the proper functioning of the public service and ensure that public services are available, accessible and acceptable.

In addition the public service charter shall help to establish new relationship between the public service and its environment in order to meet citizens' expectations, development needs and adapt to the profound changes taking place in this new millennium.

The Charter is based on the African Public Service Charter and is consistent with the provisions of the Constitution of Malawi, the Malawi Public Service Act and other key government policies and regulations. More specifically it has been designed to respond to the situation in Malawi taking into account the following:

1. The growing desire to improve service delivery that has necessitated various Public Sector Reforms
2. The need to put the Output Based Budget and Performance Management Systems into perspective, that encourages public agencies to measure and assess performance ; and
3. The need to help internalize the culture of standards service, non-discrimination, participation, responsiveness, transparency and accountability both in the public servants and the citizens

The Public Service Mandate

The Malawi Public Service consists of the Civil Service, Parastatals, the Judicial Service, Parliamentary Service, the Malawi Defense Forces, the Malawi Police Service, Immigration and Prison Services, and the Constitutional bodies.

The Public Service's core mandate as derived from the Constitution of Malawi and the Public Service Act (2004) is to provide;

- Finance & Economic Management Services
- Natural Resources Management Services
- Social Services
- Security and Rule of Law
- Governance Management Services

Services are delivered to the public for sustained economic growth and human development of all Malawians. Public services shall be provided to all the people of Malawi, regardless of tribe, race, gender, colour, physical condition, religion or creed, political belief or affiliation.

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2. Core Principles of the Public Service

The Public Service commits itself, through this Charter, to the following fundamental principles:

- **Principle of equality of treatment**

The public services shall recognize the equality of citizens before the law and that they will not be discriminated against based on the place of origin, race, gender, religion, ethnic group, philosophical or political convictions or other personal considerations.

- **Principle of neutrality**

The public service shall not discriminate against its employees because of their personal traits. The public service shall remain non partisan and support policies and programmes of the government of the day.

- **Principle of legality**

Public services shall be provided in strict compliance with the law. Administrative decisions shall be taken in conformity with existing regulations.

- **Principle of continuity**

The public service shall be impartial, independent and permanent to enable the delivery of uninterrupted services so that the functions of the Government continue irrespective of which political party is in power.

3. Our Core Values

The core values of the Public Services are as follows:

Accountability Being responsible and accountable for decisions and actions.

Honesty Acting in good faith and truthfully.

Impartiality Acting solely according to the merits of a case and serving the public fairly

Loyalty Being loyal and committed to the policies and programmes of the government of the day regardless of ones political, religious, social or cultural beliefs

Integrity Putting the obligations of the Public Service above one's own personal interests and conducting oneself in a manner that is beyond reproach. Being ready to serve the most humble member of the public

Justice Adhering to the principles of natural justice.

<i>Objectivity</i>	Favouring meritocracy and basing one's advice and decisions on rigorous analysis of evidence.
<i>Selflessness</i>	Being noble and avoid seeking personal gain or financial or other material benefits for one's family or friends through one's official position.
<i>Transparency</i>	Being as open as possible in all their dealings and give reasons for any administrative decisions and actions if required.
<i>Excellence</i>	Being diligent, committed, efficient, and effective in the execution of one's duties

4. Our Services

The Public Service is responsible for the provision of the following products and services

- Finance & Economic Management Services
- Natural Resources Management Services
- Social Services
- Security and Rule of Law services
- Governance Management Services

5. Our Clients

The foremost client of the public service is the citizen of Malawi. More specifically the public service serves and interacts with the following:

- The Public
- Civil Society
- Private Sector
- Development Partners

Client rights

Public Service clients and stakeholders have the right to:

- Access services and public information that best meet their distinct needs.
- Be treated with courtesy and respect
- Information on the nature of our services
- Privacy and confidentiality
- Be heard and provide feedback on the performance of service delivery
- Participate in arriving at solutions or recommendations aimed at addressing their respective issues

Client Obligations

To help the Public Service provide them with high quality services and to ensure a meaningful continuing relationship, clients and stakeholders are obliged to:

- Treat Public Servants with courtesy and respect
- Desist from offering gifts, favours, and inducements to or exerting undue pressure on Public Servants
- Respond to requests for information by Public Servants comprehensively and promptly

- Punctually attend scheduled appointments
- Contribute to service provision in accordance with laid down policies and regulations
- Abide with the legal requirement(s) that make them eligible for the services sought

6. Our Service Standards

The Public Service shall strive to improve service delivery and forge closer relationships with its clients. It is the Public Service policy and commitment to consistently and reliably provide accessible and sustainable public services that meet and exceed the quality expectations of our clients.

The public service will strive to provide services that are consistent with acceptable international standards. Public institutions will define the specific service standards in their charters.

- **Proximity and accessibility of services**

The Public Service shall be organized along functional and decentralized lines designed to bring public service management closer to the people and provide them with appropriate and accessible basic services.

Accessibility shall also be enhanced by application of appropriate information and communication technologies (e-governance).

- **Participation and Consultation**

The Government shall ensure that individuals, the public and all stakeholders are consulted in arriving at solution or recommendations aimed at addressing their respective needs.

The government shall ensure mechanisms of participation and consultation involving the public, and all other stakeholders are effectively put in place.

- **Speed and responsiveness**

The Public Service shall be delivered in a timely manner. Time limits must be established by regulations and communicated to the public. Evidence of unusually long delays shall be subject to investigation.

- **Reliability and confidentiality of information concerning citizens**

With the exception of administrative departments such as the police and the judiciary who may be authorized by law, no files kept by the Public Service shall contain information that would violate personal privacy, individual freedoms or human rights, without the express authorization of the individuals concerned.

Any person who can prove his/her identity shall have the right to be informed about any personal information concerning him/her, and to challenge and have such information removed or corrected.

- **Client Orientation**

In delivering services the Public Service shall ensure that all clients are treated with courtesy and respect. Members of the Public Service shall attend to clients with promptness and shall listen and make every effort to find solutions to client needs.

- **Redress and Remedial Action**

The Public Service shall ensure the availability of mechanisms for redress, where clients have not received services according to guaranteed standards.

The Public Service shall acknowledge and apologize when it fails in delivering services according to standards, and strive to rectify the mistake promptly.

7. Operating Hours

All Public Servants are ideally employed for 24 Hours

The Malawi Public Service offices are open from

07:30 Hrs to 12:00 Hrs

Lunch break 12.00 Hrs to 13.00 Hrs

13.00 to 17.00 Hrs from Monday to Friday except on Public holidays.

Strategic public services e.g. health services, security services; ambulance services operate twenty-four hours a day and seven days a week.

8. Feedback

- Let us know as soon as possible when we do not meet your expectations and when we have exceeded your expectations
- To help us give you best possible services, Clients are encouraged to make genuine complaints, suggestions and compliments to Chief Secretary.
- The staff in the Office of the President and Cabinet is committed to handle issues raised by the public on services all the time.

Please contact us through:

The Chief Secretary
Office of the President and Cabinet
Capital Hill
Private Bag 301
Capital City
Lilongwe 3

Tel: 01 789 411

Fax. 01 788 456

email: opc@malawi.gov.mw

9. This Charter

Copies of this charter will be available to the citizens through all public offices and on the government website: www.malawi.gov.mw.

10. Amendment of the Charter

In light of the changing circumstances, we will, in consultation with our clients and stakeholders, subject this Service Charter to constant amendments with a view to continuously improving our services.

The Secretary for Public Sector Reforms Management

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