



MINISTRY OF FOREIGN AFFAIRS AND
INTERNATIONAL COOPERATION

SERVICE CHARTER

KINGDOM OF ESWATINI

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ACROYNMS

DAs	Defence Attachés
FDI	Foreign Direct Investment
GO's	General Orders
GPA	Government Programme of Action
HoS	Heads of States
IAEA	International Atomic Energy Agency
IRC	International Relations and Cooperation
IRO	International and Regional Organisations
ITC	International Treaties and Conventions
JBCC	Joint Bilateral Commission for Cooperation
MA	Missions Abroad
MFAIC	Ministry of Foreign Affairs and International Cooperation
MSD	Management Services Division
NGO's	Non-Government Organisations
PAC	Public Accounts Committee
PS	Principal Secretary
SADC	Southern African Development Community
SDP	Sector Development Plan
UN	United Nations
US	Under Secretary

FOREWORD



SENATOR THULSILE DLADLA

Honourable Minister for Foreign Affairs and International Cooperation

On behalf of the Ministry of Foreign Affairs and International Cooperation (MFAIC), I have the pleasure to present the Ministry's Service Charter and Pledge. This charter provides information to our clients and stakeholders on the quality of service the Ministry of Foreign Affairs and International Cooperation offers; it clarifies the relative rights, expectations and obligations of our clients as well as our service commitments. It will act as a tool aimed at enhancing performance across all departments and missions abroad, to foster professionalism and encourage excellence

in the Ministry of Foreign Affairs and International Cooperation (MFAIC). It will help in facilitating a process of defining service standards in various sectors of the MFAIC.

The Ministry's main objective is to maintain robust and friendly diplomatic relations with the international Community. As clearly outlined in the country's National Development Strategy, the Ministry declared that it will continue to maintain close bilateral ties with friends of the Kingdom and, wherever possible, play an active part in continental and global initiatives. This includes identification of key areas for development support that can stimulate economic growth. The execution of these activities - is commensurate with the country's effort to achieve vision 2022.

This document is meant to disseminate information about the Ministry to the public, clients, Government and Missions Abroad and all countries aligned with the Kingdom of Eswatini. This charter is also available on the Government Website (www.gov.sz) under the link ascribed to the Ministry of Foreign Affairs and International Cooperation. I trust it will bring clear direction to all end users on the operations and functions of the Ministry and details the services provided in the Ministry.



SENATOR THULISILE DLADLA

HON. MINISTER OF FOREIGN AFFAIRS AND INTERNATIONAL COOPERATION

ACKNOWLEDGEMENT



AMB. JOEL M. NHLEKO

Principal Secretary for the Ministry of Foreign Affairs and International Cooperation

I take this opportunity to express my profound gratitude to the technical team that worked tirelessly in developing the Ministry's Service Charter and Service Pledge. The team composed a charter contingent from the Ministry of Foreign Affairs and Cooperation guided by their technical counterparts from the Ministry of Public Service. This charter is our Ministry's declaration of the intention to embrace the high principles of transparency, accountability, information and world class standards.

This manuscript has been developed through a consultative process which involved multi-sectoral stakeholders. It was developed taking into account the Ministry's Strategic plan, Government General Orders, Sector Development Plan (SDP) and other Government planning frameworks.

Sincere gratitude to all the Ministry's Heads of Department that contributed and participated in the development of this very important document. This document will be a guiding framework for the Ministry with its various departments, including our Missions Abroad.

Let me conclude by thanking our development partners for their contribution and support to the Ministry's activities.



AMB. JOEL M. NHLEKO

Principal Secretary in the Ministry of Foreign Affairs and International Cooperation

OBJECTIVES OF THE CHARTER

The main objectives of this Charter are the following:

1. To inform our clients and stakeholders of the quality of services our Ministry offers.
2. To clarify the relative rights, expectations and obligations of our clients and the service commitments.
3. To provide a framework for defining service delivery standards to be provided by Ministry of Foreign Affairs and International Cooperation (MFAIC).
4. To act as a tool towards enhancing performance across all departments.
5. To professionalize and encourage excellence in the MFAIC.

EXECUTIVE SUMMARY

In order to fulfill the mandate of MFAIC, the Ministry must address several policy issues. Amongst them is the development of the Ministry Service Charter and Service Pledge, which provide comprehensive direction on what expectations of its personnel and relevant stakeholders. It details the different responsibilities from the highest authority to the lowest level. It provides a guiding framework for the Ministry's personnel as it executes its mandate and ensures that government policies and procedures are respected and complied with.

The development of the Government Service Charter is coordinated by the Ministry of Public Service which is responsible for all Public Administrative Reform issues. In so doing, Ministries were tasked to develop their own Customer Service Charters and Pledges and with technical support from the Management Services Division under the Ministry of Public Service, the Ministry embarked on this exercise and subsequently produced this document.

This Service Charter further outlines the following:

- Portfolio Responsibilities, Vision, Mission and Mandate, Objectives and Core Values.
- The Departments and Sections that are responsible for executing MFAIC's mandate.
- MFAIC Customers, Clients and Stakeholders.
- MFAIC Service Standards and Commitments, what we do and how the Ministry renders the services.
- It also states what the client can expect from MFAIC.
- This Charter further gives room for client complaints/compliments and Redress Mechanisms.
- And finally the Ministry's Customer Services Pledge.

1.0 INTRODUCTION

In an effort to strengthen institutional capacity and improve service delivery in the long term, the Government of Eswatini, through the Ministry of Public Service, instituted an exercise to develop the Eswatini Public Service Charter. The Public Service Charter explains in detail Government's commitment in doing business with her clientele and stakeholders. In view of the different mandates and responsibilities of the Government Ministries, each Ministry was assigned to develop its own operations policy.

In that regard, the Ministry of Foreign Affairs and International Cooperation developed its own service charter taking into account the Ministry's mandate and functions. These include the local Office and Missions Abroad.

The Ministry of Foreign Affairs and International Cooperation was established to advance the interests of Eswatini through enhancing national security, contributing to growth in the economy, job creation and standard of living, assisting Eswatini nationals abroad, strengthening global cooperation, fostering public understanding of the country's Foreign Policy and projecting a positive image of the Kingdom.

The Missions abroad have been mandated to promote, maintain and strengthen relations between countries and International Organizations of accreditation, represent the Kingdom of Eswatini in defending and protecting her interests, promote trade, tourism, culture and investment in the countries of accreditation, amongst others. In that regard, MFAIC connects the Kingdom of Eswatini with the rest of the world. Given this monumental task, the Ministry is made up of different departments, locally and abroad, which are expected to diligently execute these responsibilities in the best interest of Eswatini nationals.

Below is the Ministry of Foreign Affairs and International Cooperation's Strategic Intent:

1.1 Vision Statement

To advance the interests of Eswatini through contributing to national security; growth in the economy; job creation and standard of living; assisting Eswatini nationals abroad; strengthening global cooperation; nurturing public understanding of the country's Foreign Policy and projecting a positive brand of the Kingdom.

1.2 Mission Statement

The Ministry seeks to provide a professional diplomatic service, capable of delivering quality advice and services to all clientele on international issues, projecting a positive image of the country on political and socio-economic issues in a rapidly globalizing world and suitably poised to promote and effectively represent Eswatini internationally.

The Ministry of Foreign Affairs and International Cooperation has a Master Goal and eight Strategic Objectives from which its strategy is developed.

1.3 Strategic Objectives

- To promote and protect the interests of Eswatini regionally and globally.
- To observe and promote the policy of non-interference in the internal affairs of other nations.
- To promote peaceful settlement of international disputes.
- To uphold the principles, aims and ideals of international organizations to which Eswatini is a member.
- To empower Eswatini nationals by sourcing education opportunities from our partners regionally and abroad for onward transmission to line Ministries.
- To provide professional diplomatic service.

- To strengthen and deepen bilateral relations (existing and potential) between Eswatini and other countries.
- To project a positive image of the country on political and socio-economic issues.

1.4 Core Values

The overriding disaggregated core values that will guide the behaviour of staff are:

A. Commitment

- We face and serve all customers with quality services provided by our departments.
- We provide correct and effective information, in the right time, within minimum cost.
- We are punctual at work, attend to all enquiries and are dedicated to our mandate.

B. Professionalism

- We exhibit excellence in service delivery.
- We demonstrate appropriate dress and language code.
- We are prepared and willing to serve objectively, without bias.
- We exercise efficiency, effectiveness and economic use of financial resources and working tools.

C. Integrity

- We are honest in our dealings and display self-respect to one another.
- We are dedicated to the task at hand and uphold the mission of the Ministry.
- We demonstrate confidentiality, non-disclosure of Government secrets and information.

D. Teamwork

- We work and deliver results as one big seamless team across all departments.
- We respect the chain of command and thrive on peer coaching and support.
- We emphasize sharing of work and support each other in delivering our tasks.

1.5 Portfolio Responsibility

The Ministry of Foreign Affairs and International Cooperation's Portfolio and responsibilities are articulated under Legal Notice No. 189 of 2015. They include the following:

- a) International Relations and Cooperation
- b) International and Regional Organizations
- c) Protocol
- d) Management of Eswatini Diplomatic Missions Abroad
- e) International Treaties and Conventions
- f) Foreign Policy

1.6 Functions

To carry out the above mentioned portfolio and tasks, the Ministry undertakes the following functions:

- a) Develop protocol standards and procedures and apply these consistently to enhance Eswatini's foreign policy and foreign relations objectives.
- b) Establish and manage Eswatini's foreign missions as external arms for realizing the objectives of Eswatini's Foreign policy and relations.
- c) Analyse and keep the Government including the general public informed about politics abroad and how they affect national interests and development programmes.
- d) Safeguard the interests of Eswatini nationals abroad and provide consular services.

- e) Ensure effective performance and efficient management of the Ministry, both at headquarters and missions abroad.

1.6.1 Functions of our Missions Abroad:

- a) Maintain good relations between Eswatini and the countries and/or organizations of accreditation.
- b) Represent or attend relevant meetings in countries of accreditation as part of Eswatini Delegations representing the country.
- c) Promote Culture, Trade, Investment and Tourism.
- d) Promote Tinkhundla system practiced in the country.
- e) Search for markets for Eswatini goods and services as mandated by Government Ministries and agencies through MFAIC.
- f) Serve the interests of Eswatini nationals residing or travelling abroad, particularly those travelling on official duties.
- g) Arrange and facilitate travel logistics for His Majesty the King, Her Majesty the Queen Mother, Royalty and the Right Honourable Prime Minister's Visits in countries of accreditation by way of soliciting appropriate accommodation, transportation and setting up relevant appointments and activities. All this is done in full consultation with the Ministry.

1.6.2 Functional Structure Abroad:

- 1) Head of Mission
- 2) Counsellor/Head of Chancery
- 3) Consul General
- 4) First Secretaries (First Secretary Information, First Secretary Administration, First Secretary Trade, First Secretary Legal)
- 5) Defence Attachés (DAs)
- 6) Third Secretaries (Financial Controllers/Accountants)
- 7) Administrative Attaché (Secretaries to head of mission)

2.0 DEPARTMENTS UNDER THE MINISTRY OF FOREIGN AFFAIRS AND INTERNATIONAL COOPERATIONS.

2.1 Minister's Office

The mandate of the Minister's office is to implement the state's diplomatic principles, policies, related laws, and regulations; safeguard national sovereignty, security and interests on behalf of the Kingdom; run diplomatic affairs on behalf of the Kingdom and the government; and handle diplomatic-related activities. In addition to these, manage bilateral relations with individual nations and its representation in international organizations.

2.2 Principal Secretary's office

The office of the Principal Secretary (PS) is the controlling and administrative head of the Ministry responsible for the overall administration and accounting of all transactions of the Ministry. The PS office works with all the ministry departments including the Minister's office and relevant stakeholders to defend the interest of the State and Government in other countries and in all regional and international forums in which the country is represented. The Principal Secretary executes his functions through the heads of departments and sections. This office provides strategic direction and further interprets and implements policies to guide the Ministry's direction. The Principal Secretary further ensures that the resources of the Ministry are used in a manner that is in accordance with the provisions of Public Finance Management law; examining and developing means that will improve the provision by the ministry or department of cost-effective public services.

2.3 Administration Department (US-Administration)

The office of the US (Administration) is responsible for the general administration and coordination of the Ministry's activities, including Missions Abroad. It liaises with other government departments in implementing government policies within the Ministry.

2.3.1 Legal Office (Legal Advisor)

The legal office is accountable for taking the day-to-day legal responsibilities and providing legal advice that includes all the aspects of the analysis, investigation and drafting process.

2.3.2 Planning Section (Economist)

The general duties of the Planning Unit include analysis of economic data; project identification, screening, appraisal and monitoring; sectoral planning; budgetary analysis; analysis of economic policy issues and provision of advice; preparation of national development plans; and assistance in the implementation and monitoring of those plans. The office is also expected to be familiar with relevant statistical information and Government publications relevant to planning the activities of the Ministry.

2.3.3 Human Resource Section

The responsibility of the Human Resource section is to advise employees on issues of government policies and procedures regarding all establishment matters. The department also ensures compliance to all administrative policies and regulations within the Ministry and the Country's Missions abroad.

2.3.4 Accounts Section

The responsibilities of this section include financial accounting, preparation, reporting, analysis and budgeting as well as establishing and enforcing the accounting principles based on statutory requirements and auditing policy. Rephrase add procurement office, Principal Accountant, Senior Accountant and the Assistant Accountant.

2.3.5 Communications Office

The Communications Office relays information to the Government Spokesperson, Missions abroad and the public at large on activities taking place in the Ministry.

The Office works in collaboration with the office of the Government Spokesperson for the provision of support and advice on communication matters relevant to the Ministry.

2.4 Political Department (US-Political)

The Political Department serves to forge, monitor and promote sound relationships between Eswatini and the rest of the world. It also focuses on establishing and cementing relations between Eswatini and other States.

The department is also active in the upkeep and maintenance of the Kingdoms relations on bilateral and multilateral levels. This is done through constant communication with other States on a bilateral level and also through representation in the numerous multilateral institutions that exist in the furtherance of international cooperation. The department is also responsible for the dissemination of information from other countries, International and Regional Organisations to relevant Ministries in the Kingdom of Eswatini.

2.5 International Cooperation (US-International Cooperation)

The mandate of the International Cooperation Department is to strengthen the Kingdom's international platform, reinforcing its visibility abroad and promoting the country's economic interests by encouraging and facilitating economic and technical co-operation with other countries, Regional and International Organizations. It is the responsibility of the department to plan, co-ordinate and oversee all Regional and International co-operation programs and initiatives.

2.6 Protocol Department

The department is headed by the Chief of Protocol. The Protocol office is charged with the duty to manage International Relations on behalf of the country and also the provision of protocol services for the Kingdom of Eswatini. The department also provides protocol services to His Majesty The King, Her Majesty The Queen Mother (Indlovukazi), The Royal Household, Government dignitaries and Heads of Diplomatic Missions.

2.7 Missions Abroad

The mandate of our Missions Abroad is to advance the interests of the Kingdom of Eswatini by strengthening global cooperation thereby contributing to growth in the

economy. The Missions further provide consular services to Eswatini Nationals living abroad, enhance national security, promote public understanding of the country's Foreign Policy and project a positive image of the Kingdom.

3.0 LIST OF SERVICES PROVIDED BY THE DEPARTMENTS

3.1 Minister's Office

- a) Maintains relations with other States, Regional and International Organisations.
- b) Represents and protects the interests of the country, Eswatini Nationals and legal entities abroad.
- c) Cooperates with Eswatini Nationals living abroad and encourage them to promote their culture.
- d) Fulfils the Ministry's mandate and responsibilities in cooperation with other Ministries, National and Local Government Bodies, the Business Community, Trade Unions and Social Organizations.
- e) Represents the country in International, Regional and Multilateral Organizations.

3.2 Principal Secretary's Office

- a) Monitor and control the use of financial resources allocated to the Ministry and Missions abroad.
- b) Provide the Ministry with support services including but not limited to human resources, legal, finance, assets and advises the Ministry on administrative matters.
- c) Advise the Minister's office on development, implementation and monitoring of the Ministry's strategic plan.
- d) Provide advice on administrative, political and economic issues.
- e) Provide financial management direction and advisory services to the Ministry, including the Missions abroad.

3.3 US-Administration

- a) Deploy staff within the Ministry and Missions abroad and manages the procedures for assessing performance.
- b) Organize and supervises the activities of the country's diplomatic missions and consulates.
- c) Advises on human resources administration, and ensures compliance on policies and procedures on personnel issues (both locally and abroad).
- d) Ensure compliance with International Labour Laws to avoid litigation.
- e) Assist in the development and implementation of the Ministry's strategic plan.
- f) Ensure timely preparation of departmental budgets in order to facilitate acquisition of financial resources.
- g) Communicate new administrative procedures and policies through the government communication channels.

3.3.1 Legal Office

The Legal Office shall take charge of all legal matters and perform some of the functions as delegated by the Attorney-General as stated by the Constitution in Section 77 (6), and perform the following duties:-

- a) Give sound legal advice to the Ministry (including Missions) on any matter, including policy issues.
- b) Assist in the conceptualization and drafting of Local Agreements, Contracts, Memorandum of Understanding and International Agreements including Government Bills.
- c) Draw and/or peruse agreements, contracts, treaties, conventions and documents to which the Government is a party or in respect of which the Government has an interest and present same to the Attorney-General for approval.
- d) Provide in-house legal expertise on specific and general issues concerning international law.
- e) Advise other Ministries on issues related to international instruments, conventions, treaties, protocols and international agreements especially with information concerning the procedural steps to take with regards to ratification, accession and acceptance.

- f) Give guidance on treaty-implementation and reporting.
- g) Act as the critical gatekeeper and facilitator of governance with the view of identifying and managing potential legal threats and inherent challenges faced and or experienced by the Ministry.
- h) Play a more central role towards ensuring that the Administration makes informed decisions and potential solutions in responding to a crisis.
- i) Take an advisory role in disciplinary proceedings before the employing bodies such as the Civil Service Commission.
- j) Represent the Ministry, through instruction from the Attorney General's office, on civil litigation in court and at the Conciliation, Mediation and Arbitration Commission and other such boards and further draft legislation related to the Ministry.

3.3.2 Planning Section

- a) Prepare periodic sectoral development reviews, and update sectoral strategy documents.
- b) Advise the Principal Secretary on policy matters and resource allocation decisions.
- c) Coordinate the inputs of technical departments required for the preparation of the annual budget and the rolling development plans.
- d) Ensure close cooperation of the Ministry with Government Central agencies.
- e) Investigate possible cost-saving measures and improvements to encourage greater efficiency and accountability within the Ministry and its Missions Abroad.
- f) Coordinate the preparation and compilation of the Ministry's Performance Report.
- g) Responsible for the technical, financial, management and economic analysis and evaluation of development projects and programmes of the Ministry and its Missions Abroad.
- h) Analyse recurrent and capital budget issues of the Ministry and its Missions Abroad.

- i) Assist in evaluating consultations' proposals for studies, appraise bids for projects implementation and participate in contract negotiations.
- j) Liaise closely with the technical departments of the Ministry and Missions Abroad.
- k) Coordinates and participates in project planning for the acquisition of resources for the Ministry and Missions abroad to enable them to achieve their respective objectives.

3.3.3 Accounts Section

- a) Responsible for administering adherence to the Public Finance Management Act of 2017 and General Orders by all the Ministry's employees.
- b) Responsible for the overall payment of salaries/Allowances and suppliers for services rendered. Work in conjunction with the Human Resource department to ensure that salary payments are not in violation of General Orders and Circulars.
- c) Advise the Controlling Officer on financial issues.
- d) Prepare and monitor the budget of the Ministry including Missions Abroad
- e) Establish internal controls and audit queries at Ministerial level.
- f) Attend Public Accounts Committee meetings and facilitate the implementation of PAC recommendations/Parliament resolutions.
- g) Responsible for local and foreign payments including transfer of funds to Missions abroad.
- h) Responsible for ensuring that procurement procedures are adhered to and regulations are not violated.
- i) Receive cashbooks from Missions Abroad, examine and submit to Treasury Department.
- j) Liaise with accounting staff in the Missions Abroad, establish if all financial regulations, General Orders and Circulars are observed.
- k) Ensure that all financial transactions are in accordance with the requirements and the procurement Act 2017.
- l) Ensure all reconciliations are properly done on a monthly basis.

3.3.4 Human Resources Section

- a) Advises the Ministry on grading, job descriptions and structures.
- b) Develop systems which allow for flexible responses to changing staff requirements
- c) Facilitates the training of the Ministry staff and Missions Abroad with the skills and attributes necessary to carry out all aspects of its function.
- d) Supervise support operations such as communications, transport, registry and housekeeping.
- e) Oversee logistical and administrative support needs such as transport and secretarial services. In particular, the section oversees the smooth transition of diplomats to their duty stations by facilitating passport applications, visa applications and payment of air tickets. Furthermore, the Office communicates with Embassies on the arrival dates, provide transport to the airport, and any other needs that may arise.
- f) Facilitate the filling of vacant posts through attrition (retirement, death, resignation, transfers and dismissals).
- g) Recommend for the creation and filling of posts to the Ministry of Public Service, in line with the ministry's operational structure and organogram.

3.3.5 Communications Office

- a) Facilitates information dissemination and develop a media data base.
- b) Develops Ministerial communication objectives.
- c) Advises the Ministry on communication related matters.
- d) Maintain Media relations.
- e) Liaise with the Office of the Government Spokesperson in terms of compiling, updating Government Calendar, Ministerial/Missions Abroad Websites and other media related issues.
- f) Assist in the preparation of press statements and interviews, news releases and articles.
- g) Compose, edit, design, record, produce publications and audio/visual material;
- h) Keep staff and the public up to-date with relevant information, events and news.

- i) Member of the Government Communications Coordinating Committee.

3.4 Political Department

- a) Inform the Kingdom of Eswatini's Missions abroad and Foreign Missions accredited to Eswatini about socio-political, economic and other important developments in the country
- b) Attends and represents Eswatini's interests in meetings and conferences of Regional and International Organizations.
- c) Analyze United Nations Draft Resolutions in order to recommend to Government the voting position Eswatini should adopt.
- d) Ensure regular processing and dispatching of communication from Eswatini's Missions Abroad for immediate circulation to Government Ministries and other Organizations.
- e) Coordinate and chair preparatory meetings for Political Dialogue between the European Union and the Kingdom of Eswatini
- f) Prepare messages of Congratulations for Heads of States and Heads of Government that have won elections.
- g) Prepare messages of Condolences where there has been reports of the demise of Head of State or Head of Government, natural disasters and loss of lives due to such calamities for the Right Honourable Prime Minister's signature.
- h) Prepare the Ministry's contribution on International Relations to the Speech from the Throne as well as the Right Honourable Prime Minister's remarks.
- i) Participate in national committees that prepare Eswatini's reports to various International Organizations.
- j) Analyse and advise Government on requests of United Nations Member States to establish diplomatic relations with the Kingdom of Eswatini.

3.5 International Cooperation

- a) Supervise the promotion of commercial and cultural diplomacy in our Missions abroad and oversee and contribute to the development of these activities

- b) Reconcile, manage and co-ordinate requests for support towards the election of country candidates to UN bodies and other international organizations, in line with Eswatini's national interests.
- c) Facilitate opportunities for training, up-skilling and capacity building for the public service within existing bilateral cooperation arrangements and further seek to secure new cooperation in this area.
- d) Monitor the implementation, by relevant institutions, of International Co-operation initiatives agreed by the country and development partners.
- e) Represent the country in statutory International Co-operation meetings and those of developing partner entities.
- f) Organize and co-ordinate the contributions and participation of local stakeholders in bilateral and multilateral co-operation and exchange with foreign governments and International Organizations/ Institutions.
- g) Inform the Kingdom of Eswatini's Missions abroad and Foreign Missions accredited to Eswatini about socio-political, economic and other important developments in the country.
- h) Coordinate and chair preparatory meetings of the Joint Bilateral Commission for Cooperation (JBCC), as well as facilitate negotiations for the eventual signing of Joint Bilateral Commissions for Co-operation.
- i) Prepare, review and approve the technical content of country statements, presentations and speeches from the Throne, of the Prime Minister and Minister.
- j) Ensure regular processing and dispatching of communication from Eswatini's Missions Abroad for immediate circulation to Government Ministries and other Organizations.

3.6 Protocol Department

- a) Carry out Protocol duties to His Majesty Ingwenyama, Her Majesty Indlovukazi, His/Her Majesty's Representatives, Royalty, visiting Heads of State and Government, His Excellency the Right Honourable Prime Minister, the Honourable Deputy Prime Minister, Honourable Cabinet Ministers,

Special Envoys, the Chief Justice, Heads of International Organizations and Heads of Diplomatic Missions accredited to the Kingdom of Eswatini.

- b) Carry out Protocol duties to His Majesty the King, Her Majesty the Queen Mother, Royalty, His Excellency the Right Honourable Prime Minister and the Honourable Deputy Prime Minister when travelling abroad.
- c) Process requests for accreditation of both Eswatini Heads of Mission (Ambassadors/High Commissioners/Permanent Representatives) and Foreign Heads of Mission and arrange the formal presentation of credentials to His Majesty King Mswati III in close consultation and collaboration with the King's Office.
- d) Facilitate and safeguard the rules governing Diplomatic immunities and privileges, including inviolability of persons and premises, the issuance of diplomatic identity and tax exemption cards.
- e) Arrange protocol for national events, e.g. Opening of Parliament, Incwala, Reed Dance, His Majesty's birthday, National Prayers and also protocol VVIPs.
- f) Facilitate the official arrival and departures of Foreign Heads of Mission, including welcoming and farewell audiences with Their Majesties, the Right Honourable Prime Minister, Minister of Foreign Affairs and International Cooperation and other important dignitaries. The department is also responsible for facilitating their official visit of non-resident Ambassadors/High Commissioners after their first arrival and presentation of credentials to His Majesty the King.
- g) Working in close collaboration with the King's Office to provide protocol services including but not limited to the preparation of programs, itineraries, seating plans, accommodation and transportation for visiting Heads of State and other important dignitaries.
- h) Arrange and attend official receptions and State Banquets hosted by Their Majesties.
- i) Attend and provide protocol services to members of the Diplomatic Corps at official functions.
- j) Keep custody of international flags and anthems.

- k) Draft messages of congratulations and condolences to foreign governments.
- l) Facilitating the application for overflight and landing clearances for Diplomatic Flights.
- m) Arrange for the registration and deregistration of the license plates of motor vehicles of the Diplomatic and Consular Corps.
- n) Secure the provision of the VIP Lounge and all requisite protocol services at King Mswati III and Matsapha International Airport for visiting dignitaries as well as facilitate the provision of VIP Lounge services for qualifying dignitaries.

3.7 Missions Abroad

- a) Maintain good relations between the kingdom of Eswatini, countries of accreditation and international organisations including attending meetings with/in these countries/organisations.
- b) Promote Trade, Investment and Tourism.
- c) Promote Swazi culture and traditions through various activities.
- d) Promote the Tinkhundla system of governance.
- e) Search for markets for Eswatini goods and services as mandated by stakeholders through both the Ministry and the Ministries of Commerce and Trade.
- f) Serve the interest of Eswatini nationals residing or travelling abroad.
- g) Arrange and facilitate Visits for His Majesty the King, Her Majesty the Queen Mother and the Right Honourable Prime Minister in countries of accreditation by way of soliciting appropriate accommodation, transportation and setting up relevant appointments and activities.

4.0 PARTNERS, CLIENTS AND STAKEHOLDERS OF MFAIC

The Ministry has the following but not limited to Partners, Clients and Stakeholders:

- a) King's Office
- b) Foreign missions' resident and non-resident
- c) Foreign dignitaries

- d) Eswatini nationals
 - e) Government Ministries
 - f) International organizations
 - g) Foreign Investors
 - h) Tourists
 - i) Government suppliers
-

5.0 EXPECTATIONS AND OBLIGATIONS

5.1 What the client should expect;

MFAIC shall;

- Facilitate the acquisition of education opportunities for Eswatini nationals sourced from international partners.
- Provide professional diplomatic services.
- Promote and protect national interest of Eswatini abroad.
- Strengthen and deepen bilateral relations (existing and potential) between Eswatini and other countries.
- Project a positive image of the country abroad.

5.2 What the client is obligated to do

Clients should;

- a) Treat MFAIC employees with courtesy, respect, patience and understanding.
- b) Desist from offering gifts, favours and inducements to or exerting undue pressure on the Officers of the Ministry.
- c) Respond to requests for information comprehensively and promptly.
- d) Punctually attend scheduled appointments.
- e) Contribute to service provision in accordance with laid down policies and regulations.
- f) Contribute to solutions towards arriving at recommendations.
- g) Abide with the legal requirements that make them eligible for the services sought.

- h) Be presentable when visiting offices.
- i) Timely and appropriate delivery of services and goods by suppliers.
- j) Neutrality in dealing with Government and Missions Abroad.
- k) Submit all required documents.

6.0 COMPLAINTS, COMPLIMENTS AND SUGGESTIONS REPORTING

We encourage you to help us improve our products and services by contacting us to offer suggestions on what we might do differently, compliment us on the services we provide efficiently as well as send a complaint. Complaints/compliments/suggestions should be forwarded to the following offices:

<p>Principal Secretary Ministry of Foreign Affairs and International Cooperation P.O. Box 518 Mbabane Tel: (+268) 2404 2661/2/3 Tel fax: (+268) 2404 2669 Cell: (+268) 7606 2419 Email: jmkiller42@hotmail.com</p> <p>mofaiceswatini@gmail.com</p>	<p>Under Secretary Ministry of Foreign Affairs and International Cooperation P.O. Box 518 Mbabane Tel: (+268) 2404 Cell: (+268) 7606 2472 Email: smsibi@hotmail.com</p>
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If you have a complaint that you do not wish to raise directly with us, or after dealing with us you are not satisfied with the outcome you may refer the matter to:

Secretary to Cabinet

Private and Cabinet office

Tel: (+268 24042251)

Cell :(+268 76062710)

Email : dlaminimb@gov.sz

6.1 PHYSICAL ADDRESS

The Ministry's Headquarters is located along Hospital Road/ Mhlambanyatsi Road Mbabane, Inter Ministerial Building, 3rd Floor. Our Postal Address is:

Ministry of Foreign Affairs and International Cooperation
International Cooperation Department
P. O. Box 518
Mbabane, H100
Inter-ministerial Building 3rd Floor
Kingdom of Eswatini

7.0 MFAIC SERVICE PLEDGE

The Ministry pledges to:

- A. Continue to promote and protect the interests of the Kingdom of Eswatini both in the country and abroad;
- B. Effectively and efficiently carry out Royal Protocol duties , States Protocol duties, Members of Diplomatic Corps;
- C. Process request for Accreditation of both Swati and Foreign Heads of Mission, presentations of Credentials by Foreign Heads of Mission;
- D. Strengthen Global Cooperation by employing all equitable strategies.

- E. Effectively contribute to growth in the economy through the promotion of Foreign Direct Investments;
- F. Foster Public understanding of the country's Foreign Policy by educating the public.
- G. Facilitate the establishment of relations between Eswatini nationals (Government, Private Sector, NGO's etc) and Foreign States /Investors ;
- H. Effectively ensure that the International Conventions/Protocols are fully implemented and respected by the Kingdom of Eswatini as a signatory and ensure that Members of the Diplomatic Corps adhere to these protocols;
- I. Ensure smooth operations of the Ministry and Missions abroad.
- J. Facilitate in human resource policies and procedures when dealing with personnel matters;
- K. Provide in-house legal expertise on specific and general questions of International law;
- L. Effectively administer the rules Governing diplomatic immunities , privileges and facilitate tax exemptions (timeliness);
- M. Plan and facilitate high standard Protocol arrangements for all National events;
- N. Inform at all times the Kingdom of Eswatini's Missions abroad & Foreign Missions accredited to Eswatini about political, economic & other important developments in the country;
- O. Attend and appropriately present the best of Eswatini's interests in meetings and conferences of Regional and International Organizations;
- P. Facilitate negotiations for the eventual signing of Joint Bilateral Commissions for Cooperation (JBCC) at a high level of advocacy;
- Q. Coordinate effectively and chair preparatory meetings of the Joint Bilateral Commission for Cooperation (JBCC);
- R. Analyse effectively and advise Government on requests of United Nations Member States to continuously establish diplomatic relations with the Kingdom of Eswatini.
- S. Effectively facilitate and coordinate the Implementation of the Regional Integration Agenda at National level;

- T. Ensure and instil a culture of transformation across our Ministry;
 - U. Communicate with all Ministry staff about progress and how the Ministry is responding to change; and
 - V. Continuously track and report on progress to management, employees and central agencies and Parliament.
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DEFINITION OF TERMS

Ambassador – an accredited diplomat sent by a country as its official representative to a foreign country.

Bilateral relations - refers to the relationship between two independent regions. Cultural, economic, and political factors influence this relationship.

Consulate - the place or building in which a consul's duties are carried out.

Credentials – a qualification, achievement, personal quality, or aspect of a person's background, typically when used to indicate that they are suitable for something.

Diplomatic corps – all the people from one country who work in another country as diplomats.

Diplomatic immunity - the special rights that diplomats have while working in a country that is not their own, such as freedom from legal action.

Multilateral - Involving more than two nations or parties

Diplomatic relations – the arrangement between two countries by which each has representatives in the other country

High Commissioner – the main representative of one Commonwealth country in another Commonwealth country, or a person in charge of a High Commission.

Protocol - the official procedure or system of rules governing affairs of state or diplomatic occasions.