



[01- PALACE OFFICE]

**Corporate Plan & Budget
2020/21 - 2022/23**

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4TH March 2020

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List of Abbreviations

CP&B	Corporate Plan and Budget
FY	Fiscal Year
GPA	Government Priority Agenda
SDG	Sustainable Development Goals
KPI	Key Performance Indicator
LC	Office of the Lord Chamberlain
PS	Office of the Private Secretary
LPS	Office of the Lord Privy Seal &
NIDC	National Identity Card Office

1. CORPORATE PLAN EXECUTIVE SUMMARY

This is the Corporate Plan of the Palace Office for the (3) Fiscal Years from 2020/21 – 2022/23. It presents the goals and objectives of the Office and the tasks proposed to be achieved to efficiently provide support to His Majesty the King in His duty to the Nation and the People.

The major events are planned for implementation for FY 2020/21:

(a) Ceremonial Events:

- Royal Visit from Foreign Royal Families (to be confirmed)
- State and Ceremonial visits abroad;
- The State; National and Court Events including the State Opening of the Legislative Assembly; Visits of VVIPs; presentation of Letters of Credence of Heads of Diplomatic Missions accredited to His Majesty’s Court; Traditional and Ceremonial events of the Royal family.
- The official opening of the 97th General Conference of the Free Wesleyan Church in ‘Eua in May/June 2020.
- The celebration of the Official Birthday of His Majesty The King and the attendance of Overseas guests in July 2020;
- Investiture of the Royal Orders, Honours and Decorations.
- The opening of the Agricultural shows to the Outer Islands and Tongatapu;
- Royal Visit to UAE, Dubai for the opening of the Expo 2020 in October 2020.

(b) Administrative:

- Recruitment of senior vacant posts in the Palace Office and re-designation of current junior positions and proposal for creation of new permanent positions for the Royal Residences.
- Proposed renewal of the Maintenance Contract for the National Identity Card Issuing and Control System for an extended period of 2-3 years.
- Proposed international trainings for participation by the Office.

(c) Maintenance:

- Annual insurance of the Royal Palace.
- Upkeep and maintenance of the Royal Palace and Royal Residences- Fangatongo (*Vava’u*); Tau’akipulu (*Ha’apai*) and Ta’anga (*‘Eua*).
- Maintenance and upkeep of the Royal Tombs “Mala’ekula”.
- Re-roofing of Consular House Building.
- Construction and installation of pull-down shutters for the Royal Palace (Fangatapu side) in preparation, for any future Tropical Cyclones.

Since the issuance of the last published **Corporate Plan FY 2019/20**, the Office has completed the following major task:

EVENT	ACTIVITIES
State Visit	<ul style="list-style-type: none"> • State Visit of His Majesty The King Tupou VI and Her Majesty Queen Nanasipau’u to New Zealand at the invitation of Her Excellency The Rt Hon. Dame Patsy Reddy on the 22nd - 28th March 2019.

International Ceremonial Visits	<ul style="list-style-type: none"> ▪ Royal Visit of His Royal Highness Crown Prince Haakon of the Kingdom of Norway to the Kingdom of Tonga on Friday 5th – 6th April 2019; ▪ Official Visit of His Majesty The King Tupou VI to Switzerland on 22nd – 30th August 2019 and the official Opening of the Honorary Consulate in Switzerland by His Majesty King Tupou VI on Friday 23rd August 2019; ▪ Royal Visit of His Majesty The King to New York for the 74th Session of the UN General Assembly, from the 24th – 27th September 2019; ▪ Royal Visit of His Majesty The King Tupou VI to United Arabs Emirates (UAE) to officiate the Official Opening of the Tonga Mission to UAE on the 29th September – 1st October 2019; ▪ Royal Visit of His Majesty The King Tupou VI and HM Queen Nanasipau'u to Tokyo, Japan, to attend the Ceremony of the Enthronement of His Majesty The Emperor, His Majesty Emperor Naruhito and Empress Masako;
Local events:	<ul style="list-style-type: none"> ▪ The State; National and Court Events including the State Opening of the Legislative Assembly; Visits of Foreign VVIPs; presentation of Letters of Credence of Heads of Diplomatic Missions accredited to His Majesty's Court; Traditional and Ceremonial Events of the Royal family and other Ceremonial events including the official opening of the 96th General Conference of the Free Wesleyan Church in Nuku'alofa; ▪ The celebrations of the Official Birthday of His Majesty The King Tupou VI in Nuku'alofa; ▪ Visits to the Outer Islands for the Annual Agricultural shows, Vavau, the Niuas, Haapai and Eua and the Tongatapu Agriculture Show on the 15th July – 2nd August 2019; ▪ The appointment by His Majesty The King Tupou VI of the new Prime Minister Honourable Dr. Pohiva Tu'ionetoa on the 9th October 2019; ▪ Official commissioning by His Majesty The King Tupou VI of His Majesty's Armed Forces' Navy Headquarters Building and VOA Ngahau Koula Patrol Boat on the 16th October 2019; ▪ The official commissioning by His Majesty The King Tupou VI of the Princess Fusipala Hospital in Pangai, Ha'apai on the 6th November 2019; ▪ Investiture of the Royal Orders, Honours and Decorations – in recognition of the outstanding performance and promotion by the National Rugby League Team –on the 14th November 2019.
Administrative:	<ul style="list-style-type: none"> ▪ Recruitment of vacant posts at the Palace Office and re-designation of junior positions.

	<ul style="list-style-type: none"> ▪ Expedited reconstruction of the Royal Residence Ta'anga¹ in 'Ohonua, 'Eua in November 2019 and to be completed by May 2020; ▪ Successful production and processing of National Identity (ID) cards in time for the District/Town Officers Election in May 2019, Ha'apai and Vava'u By Elections in October 2019 and Tongatapu 1 By-election in November 2019; ▪ Third and final payment of National Identity Card Issuing and Control System Maintenance Contract; ▪ Annual insurance of the Royal Palace;
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1.1 MANDATE & LEGISLATION

The mandate of the Palace Office is to effectively and efficiently provide support and advice; and to carry out and implement the direction of His Majesty the King in His duty as the Sovereign and Head of State.

The legislation that is relevant to the operations of the Palace Office includes the following:

- *Act of Constitution of Tonga*
- *Constitutional and Electoral Commission Act 2008*
- *Electoral Commission Boundaries Act 2010*
- *Emergency Powers Act 1988*
- *Government Act 1988*
- *Legislative Assembly Act 1988*
- *Land Act Use 1988*
- *Miscellaneous Amendments Privy Council Act 2010*
- *Nationality (Amendment) Act 2007*
- *National Identity Card Act 2010*
- *Privy Council (Court of Appeal) Rule*
- *Royal Commissions Act 1960*
- *Royal Estates Act 1927*

1.2 STAKEHOLDERS

PALACE OFFICE STAKEHOLDERS AND THEIR RELATIONSHIPS				
STAKEHOLDER	CUSTOMER OF PALACE OFFICE	SUPPLIER TO PALACE OFFICE	PARTNER WITH PALACE OFFICE	OVERSIGHT OF PALACE OFFICE
Monarch	Advice, Recommendations Information	Decisions, Direction	Support of the TSDF towards good governance and support of the efficient operations of Government administration	Direction
Employees	Salaries, wages, job security, job		Operating Effectiveness of	Direction

¹ The Royal Residence was heavily damaged during Tropical Cyclone Gita in February 2018;

	satisfaction and motivation	Services, revenue , staff turnover	Government, Support of the TSDF	
(Executive) Cabinet	Cabinet Decisions Submission to HM Information	Cabinet Decisions	Support of the efficient operations of Government administration	Direction
LA	Advice, Recommendations, Information	Audience Requests, Submissions to HM, Legislation	Support of conveying bills for Royal Assent to become legislation	Direction
MDAs (esp. Prime Minister's Office, Ministry of Foreign Affairs and HMAF)	Policy directions	Information Advice	Operating Effectiveness of Government, Support of the TSDF	Oversight by PSC – for operational regulations
Tonga Electoral Commission	Information	Information	Registration of eligible residents for National ID Card in preparation for General Election/District/Town Officer Elections	Direction
Diplomatic Corps	Letters of Credence, requests for Audience	Information, Direction	Operating Effectiveness of Government, Support of the TSDF	Direction
Businesses	Services, Information	Delivery of Commercial Goods, Services, Fees, Charges	Support of the TSDF, Economic Development	Monitor
NSA, CSO, Churches	Advice, Guidance, Instructions, Services, Information	Goods, Services, Fees, Charges	Support of the TSDF, Community Work and processing of audience requests to the Monarch	Monitor
General Public	Guidance, Information	Goods, Services, Fees, Charges	Support of the TSDF and processing of audience requests to the Monarch and processing of Royal Pardon and Naturalisation applications	Vote, Monitor
Development Partners	Guidance, Information		Delivery of Aid Funded Programs	Oversight of the Use of Development



		Development Assistance and Advice		Funds, General Performance Management
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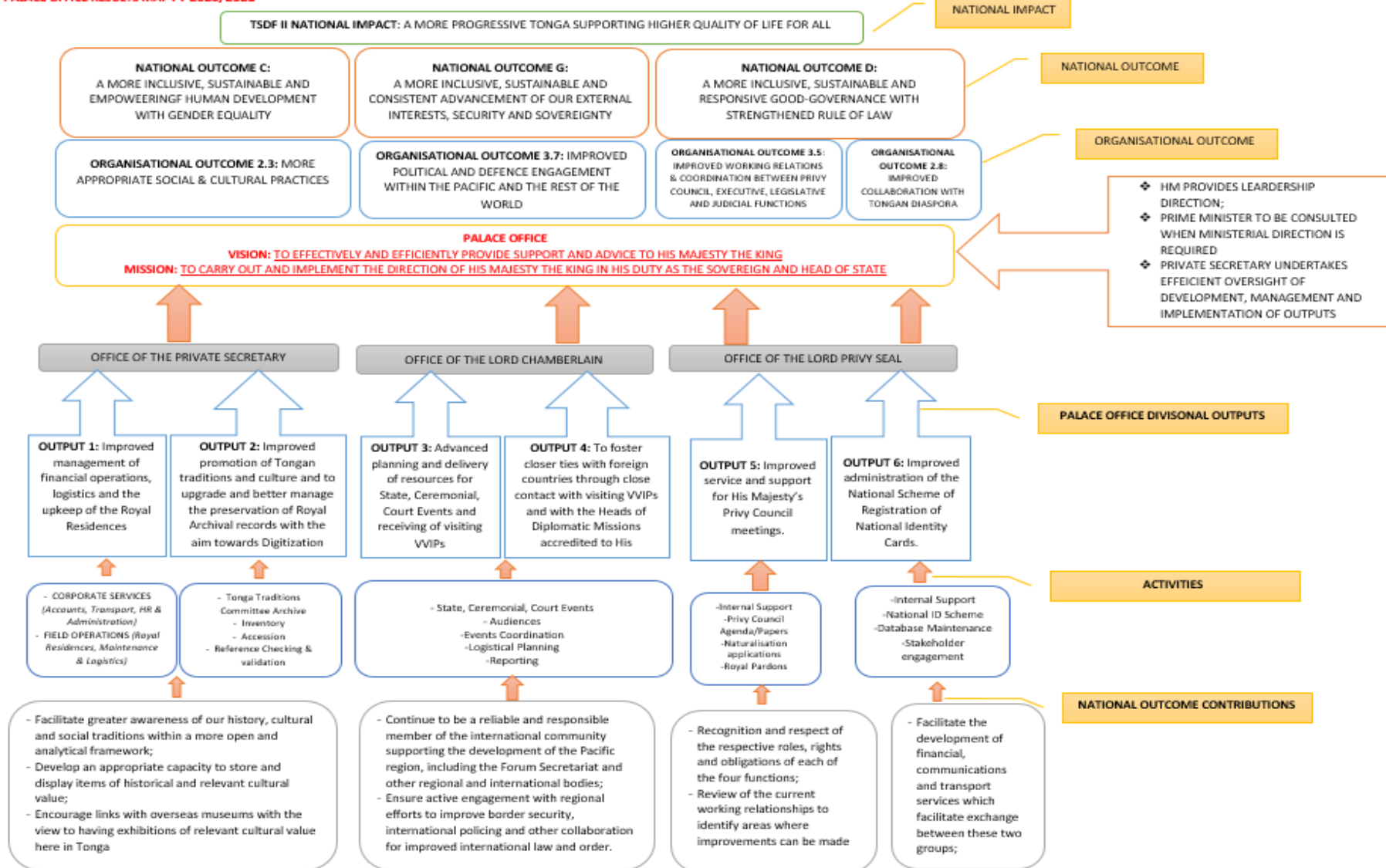
1.3 RESULTS MAP

The results map of the Palace Office clearly illustrates and identifies detailed linkages between the 6 key Outputs (through detailed activities) produced by the Office and how they contribute to the identified Organisational Outcomes and National Outcome and Impact as identified in the Tonga Strategic Development Framework (TSDF II).

The Palace Office has identified 6 **key outputs**:

- (1) Improved management of financial operations; personnel; logistics and the upkeep of the Royal Residences.*
- (2) Improved promotion of Tongan traditions and Culture and to upgrade and better manage the preservation of Royal Archival records with the aim towards Digitization.*
- (3) Advanced planning and delivery of resources for State, Ceremonial, Court Events and Receiving of visiting VVIPs.*
- (4) To foster closer ties with foreign countries through close contact with visiting VVIPs and with the Heads of Diplomatic Missions accredited to His Majesty's Court.*
- (5) Improved service and support for His Majesty's Privy Council meetings; and,*
- (6) Improved administration of the National Scheme of Registration of National Identity Cards.*

PALACE OFFICE RESULTS MAP FY 2020/2021



1.4 TSDF/SDGs/Regional Frameworks

1.4.1 TSDF/SDG IMPACTS AND OUTCOMES

The Palace Office supports all **Sustainable Development Goals (SDG)** with a particular focus on SDG 1-4, 6-9 and 13-17 as outlined in the delivery of the Statement of His Majesty King Tupou VI on the occasion of the General Debate at the Seventy-fourth Session of the United Nations General Assembly on Thursday 26th September 2019.

In addition, to providing support to His Majesty The King, the Palace Office also contributes to the Government's National vision as cited in the Tonga Strategic Development Framework II (*TSDF II*) which is towards "***A more progressive Tonga: Enhancing our Inheritance***" as outlined below:

As derived from the TSDF II 2015-2025 the Palace Office contributes to 3 major **National Outcomes** as follows:

i. National Outcome C: Human development

A more inclusive, sustainable and empowering human development : *The development of our human potential is important in its own right as well as being essential for progress across all the National Outcomes. We need skilled people to operate and maintain infrastructure, to build dynamic businesses, to negotiate better internationally and to improve the public service. We need to have well-educated, skilled and healthy people living in stable communities who can seek to fulfil their potential. This requires good education, health and other services that reach out across the Kingdom, particularly to groups with special needs. Improved gender balance is necessary so that both women and men can progress together. An absence in any of these areas will hold people back, undermine human development, limit growth, equality and development and restrain progress;*

ii. National Outcome D: Good governance strengthening rule of law

A more inclusive, sustainable and responsive good-governance strengthening rule of law: *Our political and legal framework and how we run our national and local administration is critical to all aspects of development. Poor governance can worsen the consequences of our fragile environment, can undermine the delivery of services, and generally weaken progress to more sustainable and inclusive human development, and more dynamic economy. While much has been done in Tonga, much remains to be done to ensure accountable, transparent and responsible governance, from the application of law and order, to the management and performance of the public service. Improvements in these areas will strengthen overall progress, be particularly important for ensuring that services and support are delivered more fairly to all groups, and ensure a sustainable use of resources and management of the environment.*

iii. National Outcome G: External interests and Sovereignty

A more inclusive, sustainable and consistent advancement of our external interests, security and sovereignty: *'No person is an island' applies to Tonga as a country. The traditional lifestyle was sustainable with limited daily engagement with the outer world, though even then movement of people, ideas and special products was still important. Progressive, sustainable and inclusive development and higher quality of life is not possible if we live in isolation from the rest of the Pacific and world. Good access to new knowledge, progressive ideas, trade, employment opportunities as well as foreign investment and development assistance that is accessible to all is essential. At the same time, we will strive to ensure that with this engagement we protect the Sovereignty and security of the Kingdom and advance our external interests.*

Furthermore, the Palace Office has identified the following 4 **Organisational Outcomes** as derived from the TSDF II:

- **TSDF Organisational Outcome 2.3:** more appropriate social & cultural practices which help maintain the positive aspects of our Tongan identity while also helping to promote those changes needed for further development of our democracy and for more sustainable and inclusive institutions better able to interact with the opportunities and threats presented by the wider world;
- **TSDF Organisational Outcome 2.8:** improved collaboration between Tongans in the Kingdom, and the Tongan Diaspora to help develop the social and economic quality of life of both groups;
- **TSDF Organisational Outcome 3.5:** improved working relations and coordination between the Privy Council, Executive, Legislative & Judicial arms of Government so that they work effectively together in support of the Tongan vision;
- **TSDF Organisational Outcome 3.7:** improved foreign and defence relations within the Pacific and with foreign nations, including better engagement with International Organisations, to ensure that we are an effective member of the international community, able to participate more effectively in the support to other countries and consistent advancement of our international interests, security and sovereignty;

1.4.2. GPA SUPPORTED BY PALACE OFFICE OUTPUTS

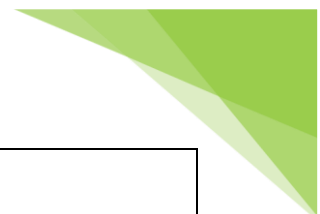
The following Government Priority Agenda areas are identified as being supported by the Palace Office Outputs such as:

PALACE OFFICE OUTPUT	Government Priority Agendas FY 2020/21
<p>Output 1: To foster closer ties with foreign countries through close contact with visiting VVIPs and with the Heads of Diplomatic Missions accredited to His Majesty's Court;</p> <p>Output 4: Improved promotion of Tongan traditions and Culture and to upgrade and better manage the preservation of Royal Archival records with the aim towards Digitization;</p>	<p>Health (NCD, CDs and Universal Health Coverage) (a) <i>promoting healthy lifestyles and preventative measures to address Non Communication Disease (NCD);(b) preventing the spread of Communicable Disease (CD); (c) improving Universal health coverage and service; (d) improving accessibility and infrastructure; and (e) addressing general health issues.</i></p>
<p>Output 6: Improved service and support for His Majesty's Privy Council meetings;</p>	<p>Public Sector System Reform which primarily focus on <i>(a) improving the rule of law and leadership; (b) fostering a public service that delivers more efficient, effective and affordable services; (c) promoting good governance and (d) reviews political structure for better accountability.</i></p>
<p>Output 7: Improved administration of the National Scheme of Registration of National Identity Cards.</p>	<p>Digital Government Framework/E-Government which <i>focusses on ensuring swift access, communication and delivery of government services, dissemination of information and communication between government ministries and major stakeholders.</i></p>

2. PALACE OFFICE OVERVIEW

2.1 PALACE OFFICE OUTPUTS

Program (S)	Ministry's Outputs	Activities/Strategies	Responsible Division
Program 1: Leadership & Policy Advice	Output 1: Improved management of financial operations, personnel, logistics and the upkeep of the Royal Residences;	<ul style="list-style-type: none"> - Compliance measure to ensure the HR Division is compliant with PSC & Financial regulations, processes & procedures. - Training and development aim to boost the Office's performance by teaching and constantly developing employee skills; - Financial and Accounting Management, Budget, Salary and Forecast Preparation; - To assess the quality of work for the Maintenance & Logistics Unit. 	Office of the Private Secretary
	Output 2: Improved promotion of Tongan traditions and Culture and to upgrade and better manage the preservation of the Royal Archives towards Digitization	<ul style="list-style-type: none"> - Transfer/Accession of material into the Archives; - Customer Service, Marketing and Outreach program 	
Program 2: Office of the Lord Chamberlain	Output 3: Advanced planning and delivery of resources for State, Ceremonial, Court Events and receiving of visiting VVIPs;	<ul style="list-style-type: none"> - Preparation and Implementation of Programs for State, Court, Ceremonial events 	Office of the Lord Chamberlain



	<p>Output 4: To foster closer ties with foreign countries through close contact with visiting VVIPs and with the Heads of Diplomatic Missions accredited to His Majesty's Court</p>	<ul style="list-style-type: none"> - Close coordination with Executive on Government matters such as Ministerial Appointments, closing and opening of Parliament and requests for audiences. - Coordination and implementation of programs, logistics and events with Line Ministries, NSA/CSOs. - Coordination with relevant Line Ministries and Foreign Missions and Diaspora 	
<p>Program 3: Office of the Lord Privy Seal</p>	<p>Output 5: Improved service and support for His Majesty's Privy Council meetings;</p>	<ul style="list-style-type: none"> - Preparation and Delivery of PC Agendas, Decisions and Correspondences; - Customer Service 	<p>Office of the Lord Privy Seal</p>
	<p>Output 6: Improved administration of the National Scheme of Registration of the National Identity Card</p>	<ul style="list-style-type: none"> - Identity management metrics - Maintenance of National Identity Card equipment and system 	

2.2: SUMMARY OF PALACE OFFICE PLANNED MAJOR REFORMS

Planned Reform FY 2020/21	Ministry Sub Program	Ministry Operating Expenditure	Reasoning for Reform	Estimated Costing	Ongoing/New proposal
Upgrade of the Royal Palace Fire and Security System	Leadership and Policy Advice	Maintenance of Buildings & Compounds 1318	The current security system is deemed inadequate and hazardous as assessed by the Fire Department. The Office is currently in process of surveying potential replacement vendors for a stable and useful Fire & Security System for the Royal Palace.	\$200,000.00	Ongoing-
Continued Maintenance of Royal Residences with a special focus on Vava'u Royal Palace 'Fangatongo'			- there is a need for the maintenance and refurbishment of Fangatongo Royal Palace especially, the fencing for security purposes. Moreover, the need to maintain upkeep of the Royal Residence is mandatory as Their Majesties frequently visit the Outer Islands during the Christmas holidays as well as, throughout the	\$65,000.00	Ongoing

PALACE OFFICE FY 2020/21

			<p>duration of Agricultural Show.</p> <p>-Currently, all Office maintenance funds have been re-directed to the completion of the construction 'Eua Royal Palace and hence, the request for revival of the fund in the next FY 2020/21.</p>		
Annual Insurance of the Royal Palace in Nuku'alofa			<p>This is an ongoing payment to complete Annual insurance of the Royal Palace.</p>	\$70,500.00	Ongoing
Re-roofing of Consular House			<p>- the task of re-roofing of Consular House was projected for completion in FY 19/20 however, due to delays in assessment by the Ministry of Infrastructure of the condition of the roof, the task was not yet completed. As a result, the projection for inclusion in FY 2020/21.</p> <p>- Currently, all Office maintenance funds have</p>	\$200,000.00	Ongoing

			been re-directed to the completion of the construction 'Eua Royal Palace and hence, the request for revival of the fund in the next FY 2020/21.		
Renewal of the National Identity Card Issuing and Control Database System Maintenance Contract which was due to expire in March 2020.	Lord Privy Seal	To be paid from Ministry of Finance	Currently the funding for this maintenance contract has been paid from MoF vote since 2014-2019.	\$200,00.00	Ongoing – however, request for funding to be revived in Palace Office vote
Staff Vacancies And permanent allocation of daily paid staff to become established staff	Leadership & Policy	Salaries 1001	To fill in current Staff Vacancies and re-designation of posts to allow for permanent allocation of daily paid staff to become established staff <i>(Further details Annex 1)</i>	\$170,000.00	Ongoing

2.3 SUMMARY DONOR FUND PROJECTS

ITEMS	DESCRIPTION
Sponsoring Ministry/Agency Dates Project Name	Thailand International Cooperation Agency (TICA) 2016 – to date Agricultural Development Project Based on Sufficiency Economy

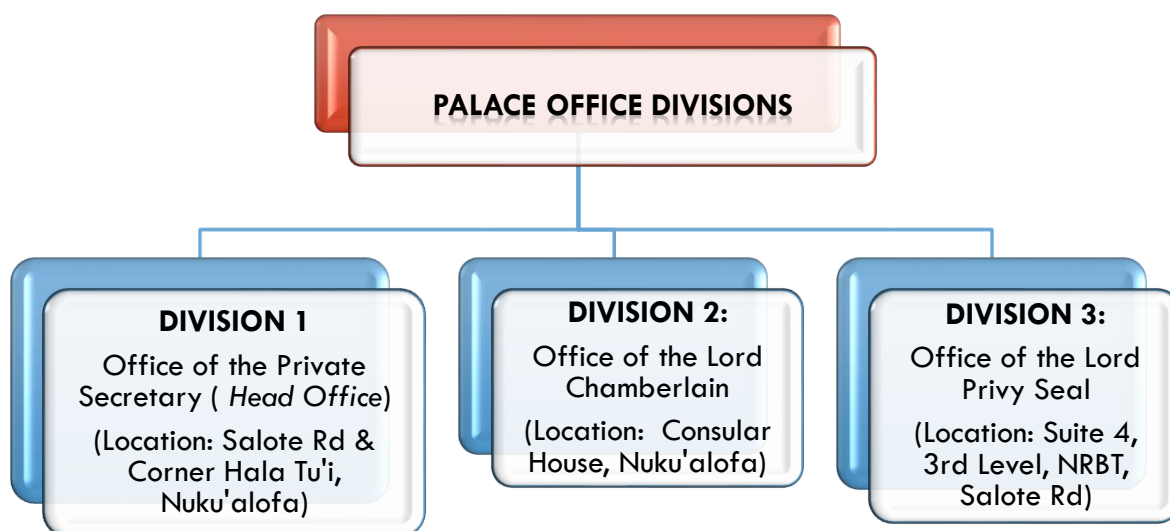


Project Timeframe	2016- to date
Project Development Status	Ongoing
Location and Areas affected	Matatooa, Tongatapu
Sponsoring Ministry/Agency	People's Republic of China Government
Dates	
Project Name	Upgrade of Mala'e Kula
Project Timeframe	
Project Development Status	
Location and Areas affected	Mala'e Kula Royal Tombs, Tongatapu
Sponsoring Ministry/Agency	-
Dates	Digitization Project
Project Name	-
Project Timeframe	1 Concept
Project Development Status	Tonga Traditions Office, Office of the Private Secretary
Location and Areas affected	

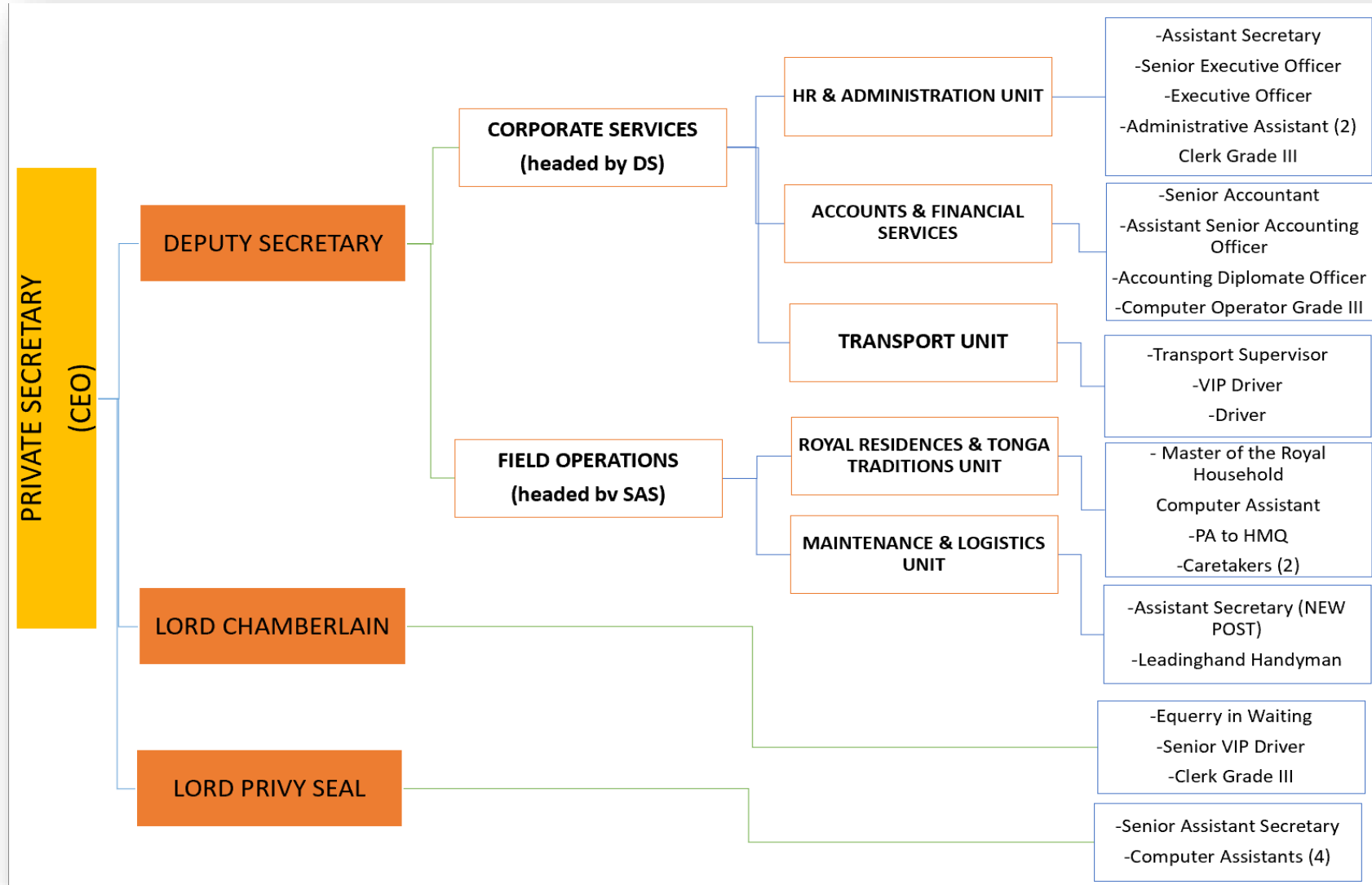
2.4 PALACE OFFICE ORGANISATIONAL STRUCTURE

The Palace Office aims to provide support and advice and to implement His Majesty the King's directions in the performance of His duty as The Sovereign and Head of State. In accordance with the division of labour since the Political Reform in 2010, the Palace Office consists of 3 main divisions (**Further details Annex 3**) namely:

- i. **Office of the Private Secretary:** as Chief Executive Officer (CEO) being responsible for the Privy Purse, financial management; the overall administration and operation of the Head Office; Tonga Tradition and the Royal Residences. Additionally, the maintenance of the welfare of the Royal Family and every day matters relative to Events at the Court of His Majesty. *The Office of the Private Secretary* is the main Office located aside from the Royal Palace and the Pangai at the corner of Salote Road and Hala Tu'i, Nuku'alofa;
- ii. **Office of the Lord Chamberlain:** is responsible for the organisation and management of the State, Ceremonial and Court events; *The Office of the Lord Chamberlain* is located at the Royal Residence of Consular House;
- iii. **Office of the Lord Privy Seal:** responsible for the secretariat to His Majesty's Privy Council and the management of the National Identity Card Office. This division provides support staff during State, Ceremonial and Court Events. *The Office of the Lord Privy Seal* is located at Suite 4, Level 3 of the National Reserve Bank, Salote Road.



PALACE OFFICE ORGANISATIONAL STRUCTURE



3. PALACE OFFICE BUDGET AND STAFFING

3.1: BUDGET

In preparation for the 2020/21 Fiscal Year, the Palace Office has identified and focussed on the following 2 Budget Strategy priorities:

- (1) *Good governance- efficient and effective public service delivery;*
- (2) *Maintain staff cost at no more than 53% of domestic revenue*

The approved Budget 2019/20 and the *given* Proposed New Baseline for the fiscal years 2020/21 - 2022/23 is outlined below:

2.1.2.1: Table 1: Approved Budget Baseline FY 2020/21 -2022/23

Expenditure Outturn 2019/20	Proposed New Baseline 2020/21	Proposed New Baseline 2021/22	Proposed New Baseline 2022/23
	4.74	4.74	4.74

i. Total Payments in the Recurrent and Development Budgets (cash and in kind)

Category	Past spending performance				Corporate Plan & Budget		
	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Budget	Original Budget	Revised Estimate	Budget	Projection	Projection
Established and unestablished staff	2390400		2383400		2383400	2383400	2383400
Ministry operational costs	2370200		2343100		1643100	1643100	1643100
assets	34300		10400		10400	10400	10400
Total Ministry costs	4794900		4736900		4036900	4036900	4036900
Services on behalf of Government							
Total Ministry expenditure	4018451.54		4736900		4036900	4036900	4036900



ii. **Total Payments in the Development Budgets (Cash and In-kind)**

Category	Past spending performance				Corporate Plan & Budget		
	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Budget	Original Budget	Revised Estimate	Budget	Projection	Projection
Ministry Operational Costs							
assets							
Total Ministry costs							
Services on behalf of Government							
Total Ministry expenditure							

3.2: STAFFING

The Office currently employees a total of 39² Established Staff (30 filled posts and 9 Vacant posts) and 24 Daily Paid Staff.

A detailed SUMMARY OF THE STAFFING are listed in **Table 1.6.1.1: Palace Office Staff 2020**

Table 1.6.1.1: Palace Office Staffing 2020

	Position	Budgeted Positions			Total	Filled	Vacant
		PS	LC	LPS			
D	Private Secretary*	1	-	-	1	1	
F	Lord Chamberlain*	-	1	-	1	1	
G	Lord Privy Seal*	-	-	1	1	1	
G	Deputy Secretary	1	-	-	1	1	
H	Equerry in Waiting	1	-	-	1	1	
	Director	-	-	1	1		1
I	Principal Assistant Secretary		1		1		1
J/K	Senior Assistant Secretary	1	-	1	2	1	1
K	Senior Accountant	1			1	1	
L	Press Officer**	1	-	-	1		1
L	Assistant Secretary	2	-	-	2	2	
L	IT Officer**	1	-	-	1	-	1
L	Assistant Senior Accounting Officer	1			1		1
L	Master of Royal Household	1	-	-	1	1	
L	Sr Executive Officer	1	-	-	1	1	
	Executive Officer**	1	-	-	1	1	
N	Personal Assistant Her Majesty	1	-	-	1	1	
M	Accounting Officer Diplomate	1	-	-	1	1	
O	Transport Supervisor	1	-	-	1	1	
P	Computer Operator Grade III	1			1	1	
Q	Senior VIP Driver	-	1	-	1	1	
Q	VIP Driver	2	-	-	2	1	1
Q	Computer Assistant	-	1	4	5	4	1
Q	Administrative Assistant**	2			2	2	
Q	Clerk Grade III	1	-	-	1	1	
Q	Leadinghand-Handyman	1	-	-	1	1	
R	Driver	2	-	-	2	1	1
R	Clerk Grade III		1	-	1	1	
S	Caretaker	2	-	-	2	2	
TOTAL		28	5	7	30	30	9
Daily paid staff	25	-	-	-	-	-	

Key:

*posts are appointed at His Majesty's pleasure and with the approval of Government.

**re-designated posts

² The position of Director is requested by the Office to be revived in the Staff List as it is a required post by the National Identity Card Act (further details in Annex 1)

Ministry Total Staff by Key Category

Category	PAST SPENDING PERFORMANCE				CORPORATE PLAN & BUDGET		
	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Outcome	Original Budget	Revised Estimate	Budget	Projection	Projection
Established Staff							
Executive Staff (Levels 0-2)	5		5		5	5	5
Professional Staff (Levels 3-9)	12		12		13	13	13
Other Staff (Levels 9A-14A)	23		23		19	19	19
Total Established Staff	40		40		37	37	37
Un established Staff	25		25		30	30	30
Total Staff	65		65		67	67	67
Total Recurrent Ministry Costs	2390400		2383400		2383400	2383400	2383400
Staff per TOP 100000							

4. PROGRAMS AND SUB-PROGRAMS

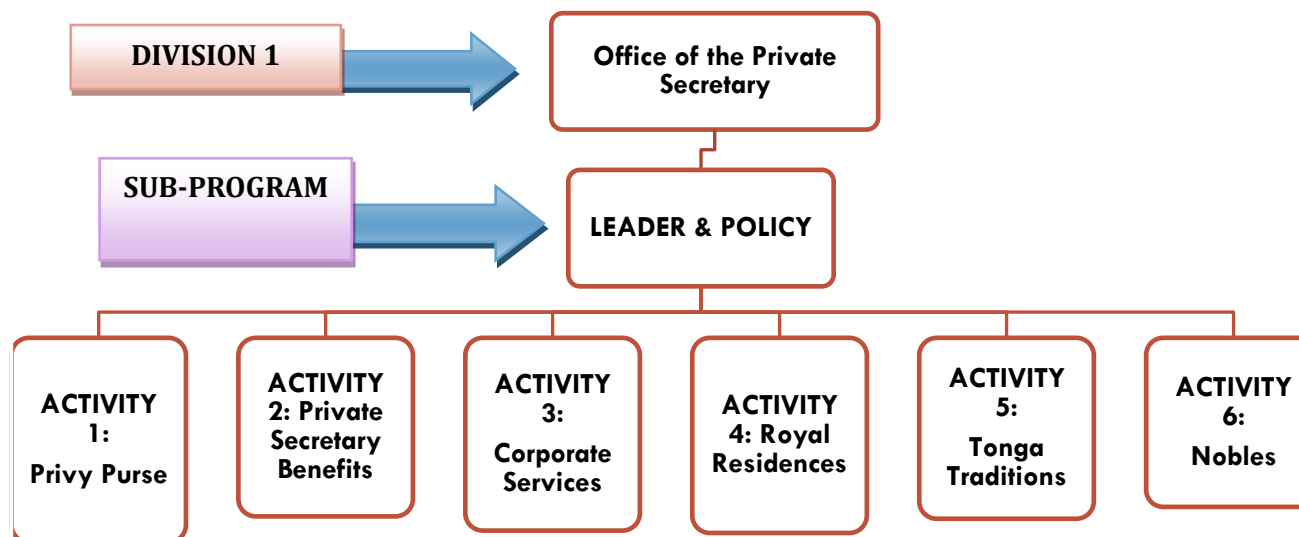
The Palace Office Budget Structure is made up of 1 Program (Palace Office [1]) and is divided into 4 Subprograms ([01], [02], [03], [04]) according to the 3 Divisions which make up the Palace Office. Each of these Subprograms is differentiated by the Activities listed under each Division. *(Please see Figure 2: Palace Office Budget Structure 2020)*



Figure 1: Palace Office Budget Structure 2020

4.1 PROGRAM [01].01: LEADERSHIP AND POLICY ADVICE

4.1.1 DIVISIONS(S)/SUB-PROGRAMS RESPONSIBLE:



4.1.2 PROGRAM RESULT:

The key outputs delegated to this division and programs are as follows:

- **OUTPUT 1:** Improved management of financial operations; personnel; logistics and Royal Residences
- **OUTPUT 2:** Improved promotion of Tongan traditions; Culture and to upgrade and better manage the preservation of Royal Archival records with the aim towards Digitization

The aforementioned activities are grouped under the Program of Leadership & Policy Advice primarily because the Division of the Office of the Private Secretary is the CEO responsible for the Privy Purse, all financial matters; the overall administration and operation of the Head Office; Tonga Tradition and; the Royal Residences.

4.1.3 MAJOR STAKEHOLDERS:

Stakeholder	Main Interests	Power and Influence
Executive	Advice, Guidance, Instructions, Information	Direction; Support of TSDF goals towards good governance.
Legislative Assembly	Advice, Guidance, Information	Direction; Support of TSDF goals towards good governance.
Employees	Salaries, wages, job security, job satisfaction and motivation	Quality service, staff turnover, achievement of Office target goals
MDAs	Advice, Guidance, Information	Partnership on achievement of effective Government operations, Support of TSDF goals towards good governance.
Suppliers	Long/short term contracts, prompt payment, growth of purchasing goods	Pricing, quality goods, product availability
General Public	Advice, Guidance, Instructions, Services, Information	Goods, Services, Fees, Charges
Development Partners	Advice, Guidance, Instructions, Services, Information, Development Assistance and Advice	Delivery of Aid Funded Programs, Oversight of the Use of Development Funds, General Performance Management

4.1.4 TOTAL PAYMENTS IN THE RECURRENT AND DEVELOPMENT BUDGETS (CASH AND IN-KIND)

Category	PAST SPENDING PERFORMANCE				CORPORATE PLAN & BUDGET		
	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Budget	Original Budget	Revised Estimate	Budget	Projection	Projection
1.01 1: Privy Purse							
Total Subprogram Costs	943500	388582	940500		940500	940500	940500
Services on behalf of Government							
1.01 2: Private Secretary Benefits							
Total Subprogram Costs	132000	59825	136700		136700	136700	136700
Total Subprogram Expenditure							
1.01 3: Corporate Services							
Total Subprogram Costs	106790	290998	823700		823700	823700	823700
Total Subprogram Expenditure							
1.01 4: Royal Residences							
Total Subprogram Costs	1260700	436350	1463900		1463900	1463900	1463900
Total Subprogram Expenditure							
1.01 5: Tonga Traditions							
Total Subprogram Costs	60500	12807	52800		54900	54900	54900
Total Subprogram Expenditure							
1.01 6: Nobles							
Total Subprogram Costs	817300	348106	817300		817300	817300	817300
Total Subprogram Expenditure							
1.01 LEADERSHIP & POLICY							
Total Subprogram Costs							
Services on behalf of Government							
Total Program Expenditure							

4.1.5 Total Payments In The Development Budgets (Cash And In-Kind)

Category	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Budget	Original Budget	Revised Estimate	Budget	Projection	Projection
1. 01 Leadership & Policy							
Total Subprogram Costs							
Services on behalf of Government							
Total Ministry Expenditure							

4.1.6 TOTAL STAFF BY KEY CATEGORY PROGRAM 01-LEADERSHIP & POLICY ADVICE (OFFICE OF THE PRIVATE SECRETARY DIVISION)

Category	PAST SPENDING PERFORMANCE				CORPORATE PLAN & BUDGET		
	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Outcome	Original Budget	Revised Estimate	Budget	Projection	Projection
Established Staff							
Executive Staff (Levels 0-2)	2						
Professional Staff (Levels 3-9)	10						
Other Staff (Levels 9A-14A)	16						
Total Established Staff	28						
Unestablished Staff	25						
Total Staff	53						
Total Recurrent Ministry Costs							
Staff per TOP 100000	833400		835200		835200	835200	835200

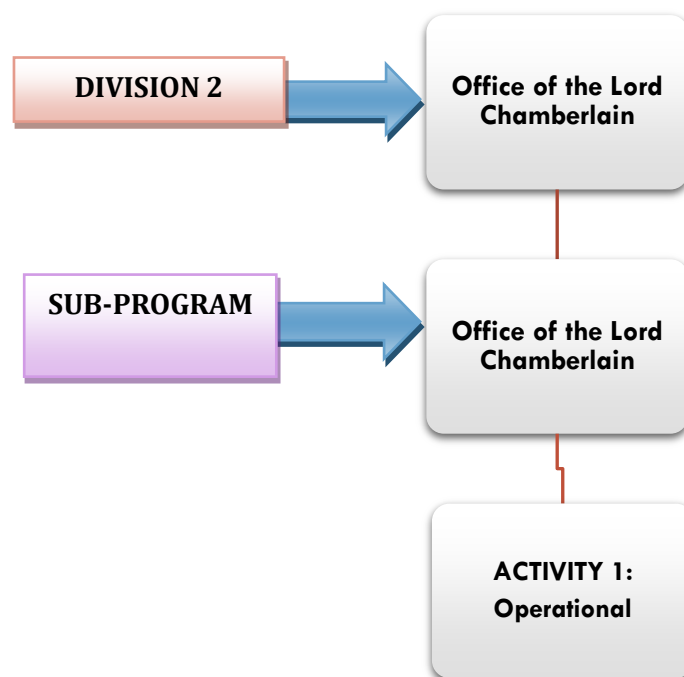
4.1.7: KEY PERFORMANCE INDICATORS

Output 1: Improved Management of financial operations, personnel, logistics and Royal Residences						SDG/TSDF	
Activity	KPIs	2018/19 (baseline)	2019/20	2020/21	2021/22	Targets#	Indicators#
Compliance measure to ensure the HR Division is compliant with PSC & Financial regulations, processes & procedures.	KPI 1: % Development plans completed	5	5	5	6	GPA: SOCIAL PILLAR/ PUBLIC SECTOR REFORM	TSDF: Outcome 2.3: More appropriate social and cultural practices
Training and development aim to boost the Office's performance by teaching and constantly developing employee skills	KPI 2: % of employees that have attended/completed trainings per quarter	40% - 50%	40%- 50%	50%-60%	60%-70%		
Financial and Accounting Management, Budget, Salary and Forecast Preparation	KPI 3: cycle time to process payroll	48-72 hours	48-72 hours	24-48 hours	24-48 hours		
	KPI 4: % of Office assets recorded and updated per quarter	50%	50%-60%+	70%	80%		
To assess the quality of work for	KPI 5: weekly maintenance work	50%	50%	50%	50%-60%		

the Maintenance & Logistics Unit	schedule compliance						
Output 2: Improved Promotion Of Tongan Traditions; Culture And To Upgrade And Better Manage The Preservation Of Royal Archival Records With The Aim Towards Digitization							
Transfer/Accession of material into the Archives	1. % of records examined and cleared within 90 days	40%	40%	40%	60%	GPA: SOCIAL PILLAR/ PUBLIC SECTOR REFORM	TSDF: Outcome 2.3: More appropriate social and cultural practices
	% of records stored in appropriate environment	20%	20%	20%	40%		
Customer Service, Marketing and Outreach program	2. % of reference inquiries responded to within 30 days	90%	90%	90%	80%		
	% of lifelong exhibitions, information and marketing programs delivered	2%	2%	2%	50%		
	Number of formal initiatives	4	4	4	5		

4.2 PROGRAM [01].02: OFFICE OF THE LORD CHAMBERLAIN

4.2.1 DIVISIONS (S) /SUB-PROGRAMS RESPONSIBLE:



4.2.2 PROGRAM RESULT:

The key outputs delegated to this division and program is as follows:

- **OUTPUT 3:** Advanced planning and preparation of resources for State, Ceremonial and Court Events.
- **OUTPUT 4:** Improved foreign relations and working relation with the diplomatic corps accredited to His Majesty's Court.

The activity is grouped under the Office of the Lord Chamberlain because this is the primary responsibility of the Lord Chamberlain to organise and manage the State, Court and Ceremonial Events of the Sovereign.

4.2.3 MAJOR STAKEHOLDERS:

Stakeholder	Main interests	Power and influence
NSA/CSOs	Advice, Guidance, Instructions, Information	Partnership on achievement and implementation of Events in the presence of the Monarch or members of the Royal House. Support of TSDF goal towards maintaining contact and links with Diaspora as well as with local communities during Ceremonial visits of HM The King.
General Public	Advice, Guidance, Instructions, Information	Partnership on achievement and completion of Events attended by the Monarch or members of the Royal House; Support of TSDF goal towards maintaining contact and links with Diaspora and local communities.
MDAs	Advice, Guidance, Information	Partnership on achievement of effective Government operations and services. Support of TSDF goals towards good governance.
Diplomatic Corps	Advice, Guidance, Information	Partnership for the completion of requested audiences including Diplomatic weeks for presentation of Letters of Credence. Achievement of effective Government operations, Support of TSDF goals towards good governance.

4.2.4 TOTAL PAYMENTS IN THE RECURRENT AND DEVELOPMENT BUDGETS (CASH AND IN-KIND)

Category	PAST SPENDING PERFORMANCE				CORPORATE PLAN & BUDGET		
	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Budget	Original Budget	Revised Estimate	Budget	Projection	Projection

1.02 1: Operational							
Total Subprogram Costs	208200	91426	204000		204000	204000	204000
Services on behalf of Government							
1.02 OFFICE OF THE LORD CHAMBERLAIN							
Total Subprogram Costs							
Services on behalf of Government							
Total Program Expenditure							

4.2.5 TOTAL PAYMENTS IN THE DEVELOPMENT BUDGETS (CASH AND IN-KIND)

Category	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Budget	Original Budget	Revised Estimate	Budget	Projection	Projection
1. 02 Office of the Lord Chamberlain							
Total Subprogram Costs							
Services on behalf of Government							
Total Ministry Expenditure							

4.2.6 TOTAL STAFF BY KEY CATEGORY PROGRAM 02- OFFICE OF THE LORD CHAMBERLAIN (OFFICE OF THE LORD CHAMBERLAIN)

Category	PAST SPENDING PERFORMANCE		CORPORATE PLAN & BUDGET				
	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Outcome	Original Budget	Revised Estimate	Budget	Projection	Projection
Established Staff							
Executive Staff (Levels 0-2)	1						
Professional Staff (Levels 3-9)	2						
Other Staff (Levels 9A-14A)	3						
Total Established Staff	6						
Unestablished Staff							
Total Staff	6						
Total Recurrent Ministry Costs							
Staff per TOP 100000	150000						

4.2.7 KEY PERFORMANCE INDICATORS

Output 3: Advanced Planning and Preparation Of Resources For State, Ceremonial And Court Events.						SDG/TSDf	
Activity	KPIs	2018/19 (baseline)	2019/20	2020/21	2021/22	Targets#	Indicators#
	KP1: Number of days to process a COMPLETED audience	6 weeks	6 weeks	6 weeks	4 weeks	GPA: POLITICAL PILLAR/	Outcome 3.5: Improved

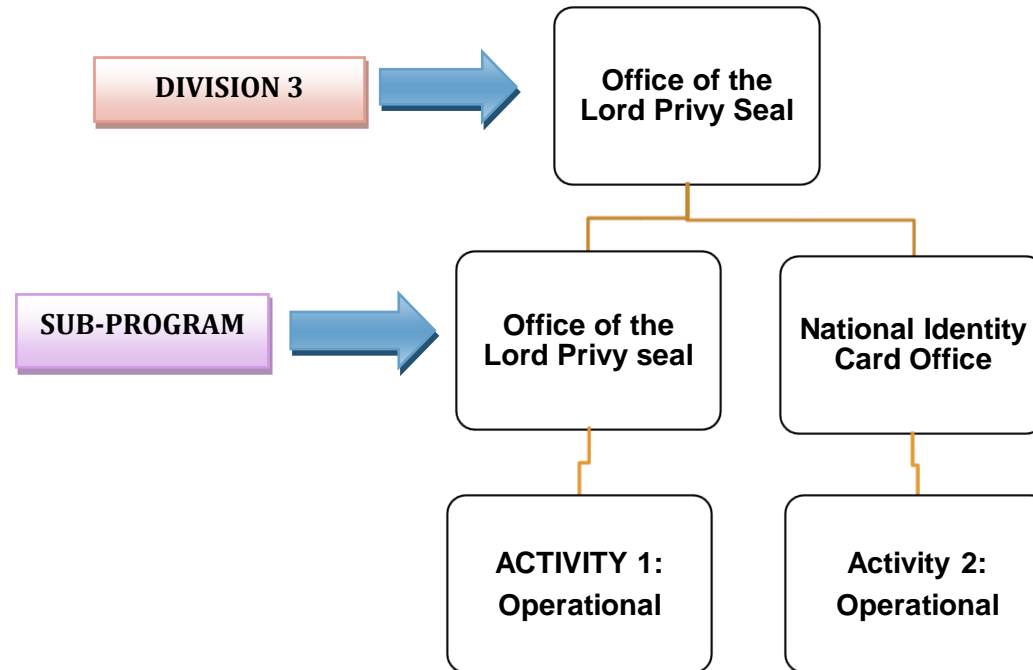
Oversight and Implementation of Logistics for State, Court and Ceremonial Events	request or invitation to the Monarch and reverting to Customer					PUBLIC SECTOR REFORM	working relations and coordination between Privy Council, Executive, Legislative and Judicial Functions.
	KPI 2: Percentage of Compliance by Customer/Government Agencies with Court Protocol and procedures.	60%	60%	60%	90%		
	KPI 3: Percentage of damage control conducted to rectify misunderstanding or mistakes caused by staff overstepping their boundaries	40%	40%	40%	5%	GPA: SOCIAL PILLAR/ PUBLIC SECTOR REFORM	TSDF: Outcome 2.8: Improved Collaboration with Tonga Diaspora
	KPI 4: % of guests who RSVPed for a Royal Event within the given period	70%	70%	70%	90%		
	KPI 5: Number of days for distribution of invitations for Royal Functions	3-4 weeks in advance	3-4 weeks in advance	3-4 weeks in advance	1 month prior		
Output 4: Improved foreign relation and working relations with diplomatic corps accredited to His Majesty's Court						GPA: POLITICAL PILLAR/ PUBLIC	TSDF Outcome 3.7: Improved political and defence
	KPI 1: Number of days between when applicant/customer lodges a general	2 days	2 days	2 days	1 week		

Ties with Foreign Dignitaries, VIPs, members of the Diplomatic/Consular Corps	enquiry via email or telephone and the time it takes for the Office to provide a response.					SECTOR REFORM	engagement within the Pacific and the rest of the world
	KPI 2: Number of days it takes to process requests for audiences for presentation of credentials (coordination with MINOFA and Diplomatic Missions: arrangement of Guard of Honour; Ceremonial staff, Palace staff)	4 week in advance of date of Event	4 week in advance of date of Event	4 week in advance of date of Event	6 weeks		
	KPI 3: Number of completed Diplomatic audiences conducted at the Royal Palace per quarter	5	5	5	8		
	KPI 4: Number of weeks to complete the arrangements for State Visits abroad	3 months prior to Visits	3 months prior to Visits	3 months prior to Visits	2-3 months prior to State Visit		

							with Tonga Diaspora
	KPI 5: Number of Official and Ceremonial Visits abroad successfully coordinated with Consulates/Embassies and High Commissions and Tongan Diaspora	5	5	5	5	GPA: SOCIAL PILLAR/ PUBLIC SECTOR REFORM	TSDf: Outcome 2.3: More appropriate social and cultural practices

4.3 PROGRAM [01]03: OFFICE OF THE LORD PRIVY SEAL

4.3.1 DIVISIONS (S) /SUB-PROGRAMS RESPONSIBLE:



4.3.2 PROGRAM RESULT:

The key output delegated to this division and program is as follows:

- **OUTPUT5:** Improved service and support for Privy Council meetings.
- **OUTPUT 6:** Improved administration of the National Scheme of Registration of National Identity Cards.

The activities are grouped under the Office of the Lord Privy Seal primarily as their core role as secretariat for His Majesty's Privy Council. Furthermore, OUTPUT 6 is due to the National Identity Card Office Unit being under the supervision of the Lord Privy Seal. The National Identity Card Office is

primarily responsible for the Scheme for the Registration of eligible Tongan residents for a National Identity Card. The Office is also responsible for maintaining the National Identity Card Issuance and Control System.

4.3.3 MAJOR STAKEHOLDERS:

Stakeholder	Main interests	Power and influence
Privy Council Members	Advice, Guidance, Information	Direction
Executive	Advice, Guidance, Instructions, Information	Direction; Support of TSDF goals towards good governance.
Tonga Electoral Commission	Advice, Guidance, Instructions, Information	Registration of eligible residents for National ID Card in preparation for General Election/District/Town Officer Elections
General Public	Advice, Guidance, Instructions, Information	Cooperation and compliance in completion of registration procedures for National ID Card applications.
MDAs	Advice, Guidance, Information	Partnership on achievement of effective Government operations, Support of TSDF goals towards good governance.

4.3.4 TOTAL PAYMENTS IN THE RECURRENT AND DEVELOPMENT BUDGETS (CASH AND IN-KIND)

Category	PAST SPENDING PERFORMANCE				CORPORATE PLAN & BUDGET		
	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Budget	Original Budget	Revised Estimate	Budget	Projection	Projection

1.03 1: Operational							
Total Subprogram Costs	107300		86800		91300	91300	91300
Services on behalf of Government							
Office of the Lord Privy Seal							
Total Subprogram costs							
Services on behalf of Government							
Total Program Expenditure							
Total Subprogram Costs							
1.03 1: Operational							
Total Subprogram Costs							
Services on behalf of Government							
1.03 2 National Identity Card Office							
Total Subprogram Costs	197500		209100		209100	209100	209100
Services on behalf of Government							
Total Program Expenditure							

4.3.5 TOTAL PAYMENTS IN THE DEVELOPMENT BUDGETS (CASH AND IN-KIND)

Category	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Budget	Original Budget	Revised Estimate	Budget	Projection	Projection
1. 03 Office of the Lord Privy Seal							
Total Subprogram Costs							

Services on behalf of Government							
Total Ministry Expenditure							

4.3.6 TOTAL STAFF BY KEY CATEGORY PROGRAM 03- OFFICE OF THE LORD PRIVY SEAL

Category	PAST SPENDING PERFORMANCE				CORPORATE PLAN & BUDGET		
	FY2018/19		FY 2019/20		FY 2020/21	FY 2021/22	FY 2022/23
	Original Budget	Provisional Outcome	Original Budget	Revised Estimate	Budget	Projection	Projection
Established Staff							
Executive Staff (Levels 0-2)	1						
Professional Staff (Levels 3-9)							
Other Staff (Levels 9A-14A)	4						
Total Established Staff	4						
Unestablished Staff							
Total Staff	5						
Total Recurrent Ministry Costs							
Staff per TOP 100000	176400		171900		171900	171900	171900

4.3.7 KEY PERFORMANCE INDICATORS

Output 5: Improved service and support for Privy Council Meetings						SDG/TSDF	
Activity	KPIs	2018/19 (baseline)	2019/20	2020/21	2021/22	Targets#	Indicators#
Privy Council Agenda and Decisions Preparations	KPI 1: Number of days to process a Naturalisation Application to be tabled before Privy Council.	60 DAYS	60 DAYS	60 DAYS	20 DAYS	GPA: POLITICAL PILLAR/ PUBLIC SECTOR REFORM	Outcome 3.5: Improved working relations and coordination between Privy Council, Executive, Legislative and Judicial Functions.
	KPI 2: % of Royal Pardon, Naturalisation Pardons processed by the Office has received from the Judicial Panel.	2%	2%	2%	15%		
	KPI 3: % of enquiries responded to by the Office within 30 days	60%	60%	60%	90%		
	KPI 4: % of submissions of papers on time for timely processing for to the Privy Council	2%	2%	2%	20%		
	KPI 5: Number of days PC agendas and papers are delivered to PC members prior to scheduled PC meetings	2 days	2 days	2 days	1 week		

Output 6: Improved administration of the National Scheme of Registration of National Identity Card						GPA: SOCIAL PILLAR/ PUBLIC SECTOR REFORM/ DIGITAL GOVERNMENT FRAMEWORK/E-GOVERNMENT	TSDF: Outcome 2.8: Improved Collaboration with Tonga Diaspora
Oversight and daily operations of the National Identity Card Office and National Scheme for Identity Card Registration	KPI 1: Number of days to process lost, damaged or amended ID applications received at the Office.	10 working days	10 working days	10 working days	5 days		
	KPI 2: Number of computer service (maintenance jobs) conducted at the Office.	5	5	5	2		
	KPI3: % of Government Departments whom has complied with necessary database linkage requirements in order to be able to link with the National Identity Card Issuing Card Control for cross referencing purposes. (database details, level of data storage etc)	10%	10%	10%	50%		
	KPI 4: Number of complaints received by the Office	2	2	2	0	GPA: SOCIAL PILLAR/ PUBLIC	

	regarding customer service					SECTOR REFORM	
	KPI 5: Number of Government Departments whom have been successfully assisted by the Office in verification and validation of citizen's identity.	5	5	5	9	GPA: SOCIAL PILLAR/DIGITAL GOVERNMENT FRAMEWORK/E-GOVERNMENT	

ANNEX 1: STAFFING PROPOSAL

This proposal discusses the Palace Office's Staffing Situation for the FY 2019/20 and proposed Staffing Plan for the coming FY 2020/21.

1. CRITICAL VACANT POSTS:

The following critical posts are **VACANT** within the Palace Office in the current FY 2020/21

Table1: Vacant posts at the Palace Office - FY 2020/21

Post	Division	Band	Total
Director (1)	Office of the Lord Privy Seal (National Identity Card Office)		1
Principal Assistant Secretary (2)	Office of the Lord Chamberlain	I	1
Senior Assistant Secretary (3)	Office of the Lord Privy Seal	K	1
Computer Assistant *	Office of the Lord Chamberlain	Q	1
VIP Driver*	Office of the Private Secretary	Q	1
Driver*	Office of the Private Secretary	R	1

Notes:

1. The post of **DIRECTOR** was previously advertised internally in FY 2012/13 however, the candidates did not satisfy the Academic Qualifications. The re-advertisement of the post has been put on hold for the current FY 2014/15 but is proposed to be re-advertised in the new FY 2016/17. It should be noted that the post was removed from the staff list of FY 2016/17. The Office requests revival of the post as it is a vital element of the National Identity Card Office as cited in **Part 2.3.2 (a)**³ and **Part 2.4 (1)-(2)**⁴ of the National Identity Card Act 2010.
2. The post of **PRINCIPAL ASSISTANT SECRETARY** for the Office of the Lord Chamberlain is considered a vital post and requires attention as the Office is duly understaffed. The position was advertised during FY 2019/20 however, NO applications were received.
3. The post of **SENIOR ASSISTANT SECRETARY** for the Office of the Lord Privy Seal is considered a vital post and requires attention as the Office is duly understaffed. The position was vacated in October 2019 however, the Office is planning to commence re-advertisement of the post in the current FY and FY 2020/21.
4. *- employees were promoted to Senior posts within the Office. The Office is currently working on filling/recruitment for these recently vacant posts.

³ The National Identity Card Office shall have- (a) a Director, who shall be appointed under contract by the Lord Privy Seal with the consent of the Public Service Commission.

⁴ (1) The Director shall be responsible for the proper operation of the National Identity Card Office and shall be responsible to and obey the directions of the Lord Privy Seal; (2) any action by or against the National Identity Card Office shall be taken in the name of the Director of the National Identity Card Office as the person representing the Crown in that matter

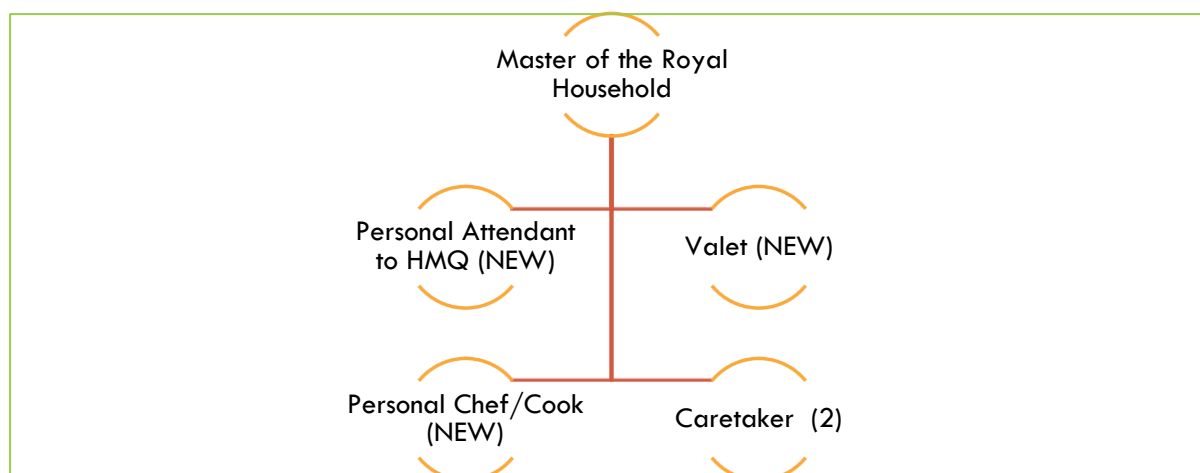
2. PROPOSAL OF NEW POSTS FY 2020/21:

The Palace Office currently employs a total of 24 daily paid staff. The Office aims to submit to PSC 3 HIGH PRIORITY permanent positions for job sizing and evaluation as follows:

POST	DUTIES	REQUIREMENT	COMMENTS
Valet	<ul style="list-style-type: none"> Care and laundry of Garments for HM King Ironing and folding of wardrobe garments Wardrobe organisation Essential valeting skills Packing and unpacking Preparing clothes for travel Wardrobe inventories Boot/shoe cleaning Care of HM King's rooms Runs personal errands for His Majesty the King as required 	HIGH PRIORITY	<p>Request to be exempt from advertisement</p> <p>- Current salary: 37.56 per day - \$9,765.60 per year</p>
Private Chef/ Cook/ Chef (to replace the role of Cook)	<ul style="list-style-type: none"> Running of the kitchen and maintaining high standards Creating menus Be required to handle stock maintain a safe and hygienic work area and develop new recipes and menus Prepare and cook 3 course meals for the Royal Household Performs and coordinates all cooking in the Royal Residence Ensures ingredients are complete and replenished on a monthly basis 	HIGH PRIORITY	<p>Request to be exempt from advertisement</p> <p>-Current salary: \$34.11 per day, \$8868.80 per year</p>
Personal Attendants to Her Majesty the Queen (to replace the role of Assistant Cook)	<ul style="list-style-type: none"> Care and laundry of Garments for HM Queen Ironing and folding of wardrobe garments Wardrobe organisation Essential valeting skills Packing and unpacking 	HIGH PRIORITY	<p>Request to be exempt from advertisement</p> <p>-Current salary: \$33.32 per day, \$8663.20 per year</p>

	<ul style="list-style-type: none"> • Preparing clothes for travel • Wardrobe inventories • Boot/shoe cleaning • Care of HM Queen's rooms • Runs personal errands for Her Majesty the Queen 		
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Proposed Chain of Command for the NEW POSTS: (Under the Royal Residences Unit under the supervision of the Master of the Royal Household:



3. RE-DESIGNATION OF POSTS:

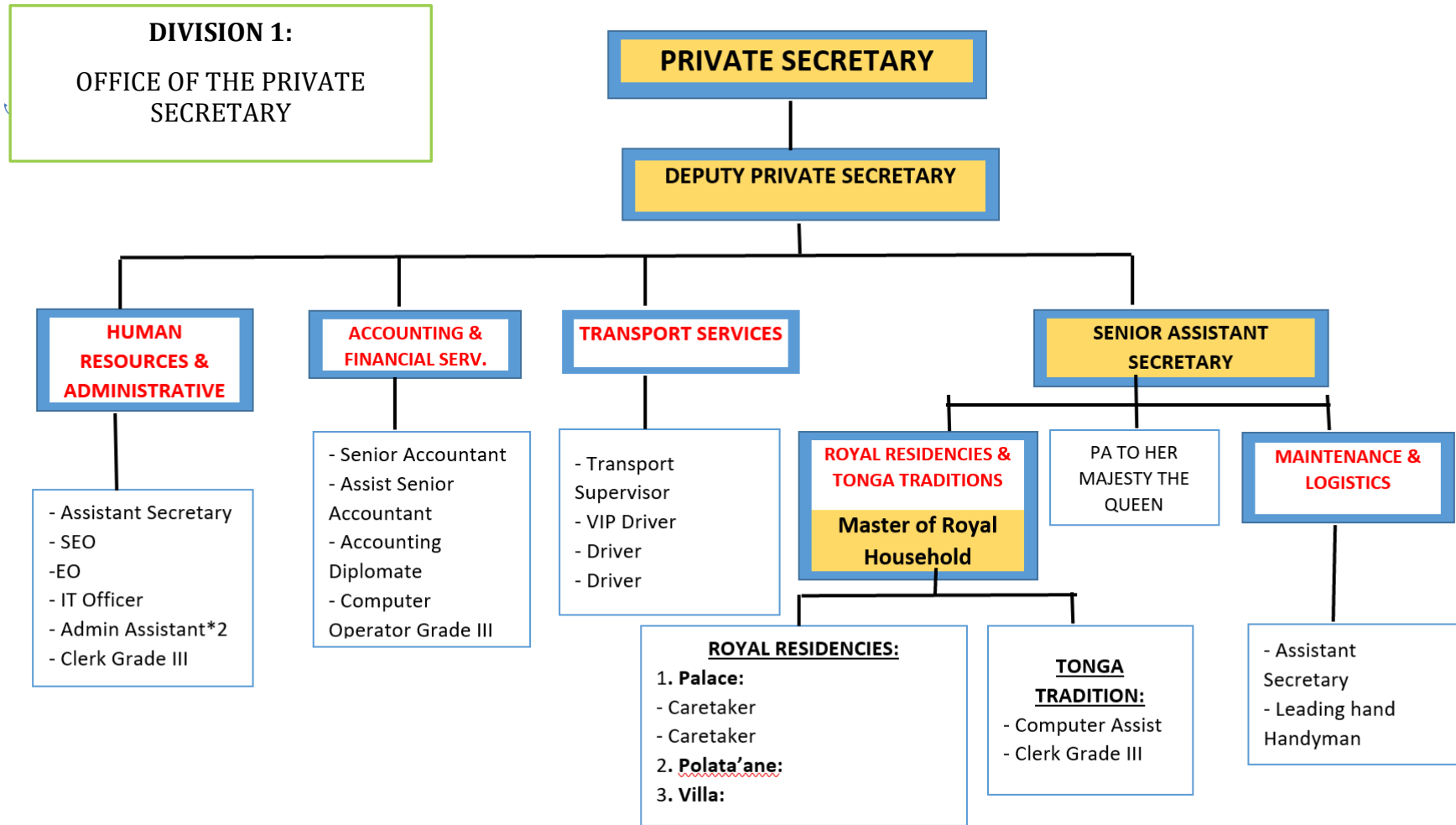
The Office re-designated 7 posts to create new positions which are relevant to the functionality of the Office as follows:

Table 3: Re-designated Posts:

CURRENT POST	CURRENT SALARY BAND	RE-DESIGNATED POST	NEW SALARY BAND	LOCATION	REASON
RESEARCH OFFICER	L	PRESS OFFICER	L	OFFICE OF THE PRIVATE SECRETARY	The need to have a designated PR Officer to take care of the Media releases regarding TMs travel abroad and locally.
ASSISTANT SECRETARY	L	IT OFFICER	L	OFFICE OF THE PRIVATE SECRETARY	The need to have a designated IT Officer in Office to develop the Office's internal network and

					Internet connectivity.
CARETAKER (2) + WAITER (1)	S	ADMINISTRATIVE ASSISTANT (2)	R	OFFICE OF THE PRIVATE SECRETARY	The need for Administrative Assistants was to assist with the HR Unit.
-		EXECUTIVE OFFICER	N	OFFICE OF THE PRIVATE SECRETARY	The post was created to cater and act as a Personal Assistant to the Private Secretary to His Majesty.
TRADESMAN LEADINGHAND + RECEPTIONIST	N+R	ASSISTANT SECRETARY		OFFICE OF THE PRIVATE SECRETARY	The post was created to cater for the Maintenance & Logistics Unit.

ANNEX 2: PALACE OFFICE DIVISIONS (as of 2019)





DIVISION 2:
OFFICE OF THE LORD CHAMBERLAIN

