

## YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want.
- We promise to consider your views when setting our service standards.
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

## WHAT WE ASK FROM YOU

The quality of service we provide depends on the input and co-operation we receive. We therefore request you to:

- Be honest and timely in providing draft documents when requested.
- Keep your appointment and inform us in advance if you cannot make it for the appointment.

When you communicate with us, please provide the following information:

- Your full name
- Postal address and telephone, fax number and e-mail address if applicable
- Provide a clear description of your particular concern/s or need/s

*Your information will be treated as confidential*

## FEEDBACK/COMMENTS/COMPLAINTS

All feedback or requests for information about the activities of the ECU should be directed to:

The Director : Efficiency and Charter Unit  
Office of the Prime Minister  
Namibia Tourism Board  
Cnr of Sam Nujoma & Haddy Street  
Tel: +264-61-2872195  
Fax: +264-61-230741  
E-mail: [Steven.Isaack@opm.gov.na](mailto:Steven.Isaack@opm.gov.na)

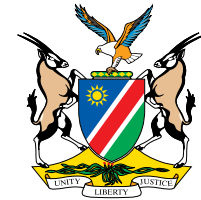
or

If you are not satisfied with any response received, please write to the Office of the Permanent Secretary at:

Office of The Prime Minister  
For attention: Public Relations Officer (PRO)  
Private Bag 13338  
WINDHOEK

or use one of the following e-mail addresses:  
[enquiries@opm.gov.na](mailto:enquiries@opm.gov.na); [info@opm.gov.na](mailto:info@opm.gov.na);  
[suggestions@opm.gov.na](mailto:suggestions@opm.gov.na)

The PRO will channel the complaints to the Director. If you are not satisfied with the response from the Director, you need to take the matter up with the Permanent Secretary of OPM. If not yet satisfied, you may approach the Prime Minister or the Office of the Ombudsman.



Republic of Namibia

Office of the Prime Minister

CUSTOMER SERVICE CHARTER

EFFICIENCY AND CHARTER  
UNIT (ECU)



## THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers.
- Reflects our commitment
- Sets the standard of service that you can expect from us at all times
- States what we will do if you contact us
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

## WHAT WE DO

We advise Cabinet through the Prime Minister on:

- Securing value for money;
- Imparting ethical practices ;
- Institutionalizing innovation in the Namibian Public Service.
- In doing so, we will work with various functional units and stakeholders to ensure consistency in our work processes.
- Assisting OMAs to facilitate various Service delivery improvements Initiatives (SDI) and innovations.

## OUR CUSTOMERS

- OMAs and RCs

## OUR COMMITMENT TO YOU

**Our commitment is reflected in:**

- Regular communication with you as customers, through meetings, workshops, correspondence and telephonic contact.
- Professional conduct at all times and ensure that our customers are respected and treated with courtesy.

We strive to execute our duties within the following guiding

**VALUES:**

### Accountability

*We are responsible for our actions or inaction.*

### Integrity

*We act transparent, ethical and behave according to acceptable standards*

### Professionalism

*Conduct business in an objective, friendly, and competent manner.*

### Responsiveness

*Our action will be guided by your needs.*

### Accessibility

*You can reach us easily.*

### Diversity and equality

*We treat all equally and fairly*

## OUR SERVICE PROMISE/STANDARDS:

- Information on administrative reform / Public sector innovation, SDI initiatives will be provided within three (3) days of the request.
- Feedback on service delivery improvements and consultation will be provided within three (3) working days of the submitted request.
- Feedback on other project-related activities will be given within seven (7) working days.
- Feedback on customer satisfaction survey
- Information outside our mandate will be forwarded to the relevant institution within two (2) working days to enable us to provide you with the feedback you require
- Customer satisfaction survey will be published annually in November.

## WHEN YOU CONTACT US

**If you phone us**

- We will answer to your call within 3 rings
- We will return your call within 2 days if we can't provide an answer immediately.

**If you write to us**

- We acknowledge receipt within 2 working days
- We provide you with an explanation within three working days of how we are handling your case and inform you when to expect an answer.

**If you visit us**

- We will attend to you within 5 Minutes if you have an appointment with us
- We will respond to your questions while you are with us, if we cannot we will let you know why and when you can expect an answer
- If you need referral, we will do it on your behalf by phone or by email and copy it to you. We will provide you with the name of the person to go to, address and contact details.
- We will do a telephonic or email follow up with you to check if you have been assisted.