



**REPUBLIC OF NAMIBIA**

**STATEMENT**

**BY**

**RIGHT HONORABLE SAARA KUUGONGELWA-AMADHILA**

**PRIME MINISTER OF THE REPUBLIC OF NAMIBIA**

**AT THE STAFF MEETING OF THE OFFICE OF THE PRIME  
MINISTER**

**WINDHOEK  
18 APRIL 2018**

Director of proceedings Mr. Shivute Indongo

Honorable Christine //Hoabes, former Deputy Minister in the Office of the Prime Minister and Deputy Minister in the Ministry of International Relations and Cooperation.

Honorable. Dr Samuel Ankama, Deputy Minister

Dr George Simataa, Secretary to the Cabinet

Mr. Paul Hartmann, Advisor to the Prime Minister

Ms. Nangula Mbako, Advisor to the Prime Minister  
Management and Staff of the OPM

Good morning!

It gives me a great pleasure to be with you this morning to share with you my expectations for the year. This meeting, is coming just at the time when the Government is starting its financial year and this is the time when we also have to initiate our plans to guide our activities for the 2018/2019 financial year.

In Parliament, law makers are busy discussing the appropriation bill which, once enacted, will avail resources to us to carry out the mandate of the Office as clearly stipulated in the Namibian Constitution.

This is thus a very important period on the Government calendar as it requires all of us to take a moment to ponder and reflect on the contribution we want to make that will enable Government to realize its goals of delivering quality services to the nation and fulfill our mandates

Through individual dedication and collaborative teamwork, this Office should endeavor not only to meet our mandate but to continuously enhance the quality of our work. To achieve this, I will rely on your full cooperation and your support.

Director of proceedings

Right at the onset, I need to emphasize the importance of the Customer Service Charters. Recently, I have been receiving complaints on the Prime Minister's Question Time from the members of the public about the low level quality of services we are delivering to the nation and that we are not polite in our conduct with our customers. That in itself, is a clear indication that we are not living up to the letter and spirit of the Customs Service Charters. I, therefore, strongly call upon you to desist from such tendencies and fulfil your responsibility as a public servant.

I call upon Supervisors to ensure that Customer Service is evaluated as part of the performance management and that failure to meet set standard is appropriately dealt with. Firstly, our staff must be identifiable and complaints of in proper conducts made about our staff should be timeously and decisively be dealt with and feedback provided to the complaints.

The remedial measures to address citizen concerns raised through the customer satisfactory survey should be finalized and immediately implemented. This measures should be specific with measurable benchmarks and targets and their implementation should be monitored and evaluated. I will hold you accountable for implementation of these measures and I will not accept any excuse of "lack of funds" for failure to meet performance targets.

The President has declared 2018 as a year of reckoning. What does that mean? It means individually you will be accountable for your actions. It also means that it is required of you to move from business as usual mentality and pull up your socks in the delivery of public services.

A lot is expected from us as OPM. As such, we need to play our role as a coordinating office that creates a strong interface between OPM and OMAs, thereby making it easy for us to evaluate the work of OMAs and to provide required support and we should be clear about how this coordination is to be realized. To achieve this, we must ensure that our strategic and annual plans clearly outlines these roles and there is a common understanding between us and our stakeholders about the role of each party, and that our activities are synchronized to ensure complementarity and optimization of resources.

One important responsibility of OPM is the coordination of the implementation of Performance Management. Under this role, we need to ensure streamlining of GRN processes through the Business Process Re-engineering (BPR), which focuses on analyzing and designing the workflows within Government. BPR is aimed to help us to fundamentally rethink how we do our work in order to improve customer service, cut operational costs, and become effective and efficient in the delivery of public service. The BPR process goes hand-in-hand with e-governance.

These activities should be integrated into the plans of all O/M/A's and we should ensure that they receive due prioritization by O/M/A's as well as ensuring that support is provided to O/M/A's to implement them.

This Office launched the e-Government Strategic Action Plan of the Public Service in April

2014 for implementation by 2018. The Plan is aimed at offering online government services on a 24/7 basis through a 'one-stop shop' for the benefit of citizens, businesses Government institutions and visitors. The implementation of this Action Plan needs to be accelerated in line with HPP.

We should also continue with efforts to improve connectivity of Public Service to the internet and to be able to benefit from e-governance and ICT infrastructure. We must continue to improve the ICT infrastructure coverage and to ensure that it is correctly used for improved public service delivery. I, therefore, encourage the department responsible for this function to ensure that Government employees are adequately trained to be able to make good use of ICT in providing better public services. We should also ensure that we evaluate the value realised from the use of ICT systems so that there is optimal benefits de from their use to GRN and the country.

Digitalisation and automation of our service delivery processes through information technology should revolutionise the way we offer services as government: faster, more effective and efficient, around the clock service delivery capacity that defies geographical confines.

Director of proceedings

Hon. Deputy Minister

We need to finalize our innovation policy to reinvigorate our institutional framework. The world today is undergoing fundamental changes. Many countries have an increased focus on developing the innovation culture of their countries and we cannot afford to lag behind. Namibia needs to be more innovative to meet the global societal challenges, to increase the competitiveness and to renew the future welfare of its citizens.

We need to work together with the various stakeholders to ensure that there is productivity in the public service. Innovation is not just about creating new systems, but its real values lies in the improvement that it brings to the way we do things and how in turn better the lives of the people we serve.

I therefore urge you to deploy your skills, knowledge and experiences, to reach out to fellow Namibians to deliver quality service, to help bring about significant and long lasting changes in the lives of Namibians. I expect OPM Staff to become more outcome focused instead of dedicating our attention on carrying out our daily tasks and duties in a routine way.

I also expect that we embrace the initiatives aimed at cutting costs, reducing bureaucratic bottle necks and promoting ethics.

The cost cutting measures that are reflected in the limited budget allocation should not be seen as a constrain to performance, but it should rather spur us to find innovative ways to meet our performance targets. Similarly, we must maintain a sense of purpose in everything we do, and not see our duties as routine tasks that we carry out just so that we are not non-compliant. We should be passionate about what we do and must appreciate the duty that we have as civil servants to meet the expectation of our people.

There is after all, greater satisfaction in realizing one's full potential than there is in receiving financial reward for our work. That is what makes the rights to employment and to practicing one's profession a human right that is protected under International Conventions.

Finally the issue of Ethical conduct in the Public sector is one that cannot be over emphasized. The government will not tolerate any unethical conduct on the part of any public servant. The requirement to declare assets and remunerative work outside of the

Public sector will thus be fully enforced and non-complaint decisively dealt with. Similarly misuse and misappropriation of public resources will be seriously dealt with.

The Governance Framework is being strengthened in this regard and measures to operationalize this framework is included the Anti-Corruption Act, its Strategy and the Public Service Act and its regulations.

I want to conclude by announcing that GRN has embarked on an initiative to assist Public servants to establish their own SACCO to assist with access to finance for those who cannot access funding from existing Funding Institutions. Please use this facility in a way that will help to improve your lives and not to burden yourself with debt.

I thank you.