

WHAT WE REQUIRE FROM YOU

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

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Sub-Division;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

Sub-Division Information Technology Contact Details:

Mr. Toivo Kamati +264 61 287 2051
Toivo.Kamati@opm.gov.na

Help Desk:

Ms. Victoria Munenge +264 61 287 2051
Victoria.Munenge@opm.gov.na
Mr. Gideon Muteka +264 61 287 2406
Gideon.Muteka@opm.gov.na

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

FEEDBACK/COMMENTS

If you have any comment, suggestion or a request about the activities or services of the Division you should contact:

The Permanent Secretary
Attention: The Deputy Director General
Administration and Maintenance
Office of the Prime Minister
Parliament Building, Love Street
Private Bag 13338, Windhoek, NAMIBIA

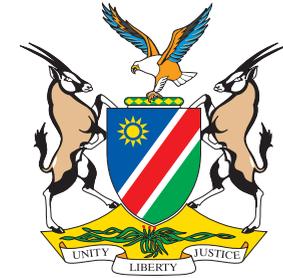
Phone: +264 61 287 2406

Fax: +264 61 232 585

Website: www.opm.gov.na

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

And if you are still not satisfied with the response from the Division you may take the matter up with the Director of the Directorate of Human Resources, Administration and Finance. Should you still not be satisfied with the response or action taken you can approach the Deputy Permanent Secretary of the Department of Administration and Information Technology Management. If still not satisfied you can take the matter further with Permanent Secretary of the Office of the Prime Minister. If the matter is still not attended to satisfactorily you can approach the Deputy Minister in the Office of the Prime Minister. If not yet satisfied you may approach the Prime Minister. If not yet satisfied you may approach the Office of the Ombudsman.



Republic of Namibia

Office of the Prime Minister

DEPARTMENT: ADMINISTRATION
AND INFORMATION TECHNOLOGY
MANAGEMENT

DIRECTORATE: HUMAN RESOURCES,
ADMINISTRATION AND FINANCE

SUB-DIVISION: INFORMATION TECHNOLOGY

CUSTOMER SERVICE CHARTER



Sub-Division: Information Technology

The Sub-Division of Information Technology is responsible for providing ICT services, systems administration and networking to the Office of the Prime Minister.

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

Our core functions are to:

- Implement Government ICT Policy, Regulations and Strategies,
- Develop systems, acquire and customize application systems, implement and maintain systems
- Develop ICT infrastructure
- Provide ICT services, systems administration and networking
- Maintain ICT equipment
- Provide helpdesk, training and support services

OUR CUSTOMERS

Our clients are both internal and external. The external clients are

- OMAs;
- SOEs;
- Office of the Auditor General;
- General public (companies and individuals that rendered services to our Office); and
- Regional Councils & Local Authorities.
- Our internal stakeholders are:
- OPM staff members; and
- OPM Public Officer Bearers.

OUR COMMITMENT TO YOU

- We always greet and treat you with respect, offering a friendly and polite service
- We will respect your privacy, protect your information in confidence and ensure that it is not disclosed except as provided for by law
- Consistently measure our customer feedback
- Our aim is to keep you informed of progress
- We strive to execute our duties within the following guiding VALUES:

Accountability

We shall be accountable for carrying out responsibilities efficiently, timely and with integrity

Integrity

We will be honest and truthful in our dealings with our customers.

Professionalism

We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive

Responsiveness

We will be act flexibly, timely and accurate in realizing our customers' expectations.

Accessibility

We will avail ourselves in order to provide our customers with service they need.

Diversity and equality

We are different but equal and united in purpose to produce excellent services to our customers.

OUR SERVICE PROMISE/STANDARDS

If you seek access to our services, we will;

- Answer all calls promptly within five (5) rings and in a polite and friendly manner, and identify ourselves;
- Reply to queries from both internal and external stakeholders within 24 hours;
- Document all actions to maintain an accurate record of your query/matter.
- Ensure that ICT equipment in all Departments are maintained three (3) times a year;
- We shall maintain ethical IT systems to the highest possible standard, to ensure that our systems are reliable;
- Commit to deliver our services effectively and efficiently as possible;

WHEN YOU CONTACT US

In person, we will:

- Treat you in a polite, courteous, fair and open manner.
- Be honest, consistent, and respectful and act professionally in all our dealings.
- Ensure that you have your privacy respected and that all matters are dealt with in a confidential manner.

By telephone, we will:

- Answer all calls promptly within five rings and in a polite and friendly manner, and identify ourselves.
- Provide information to all callers as quickly as possible and ensure that, if we are unable to deal with a query promptly, we will call customers back as soon as possible.

By letter, fax or email, we will:

- Acknowledge receipt of your letter comprehensively within a maximum of seven (7) days depending on the workload at hand and the complexity of the document.
- All replies to queries will be in a clear, concise and easily understood tone.
- Provide contact particulars in all correspondence.