

## WHAT TO EXPECT FROM US

- Attend to you within appointment time
- Attend to you during the official Government working hours: 08h00-13h00 to 14h00-17h00 hours from Monday to Friday.
- Reachable 24 hours on mobile phone during emergencies

## YOUR VIEWS COUNT

We strive to render a service that will meet your needs and we therefore need to know your views on the quality of the service we provide in comparison to what you expect from us. If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns.

*Drop your comment in the suggestion box at the entrance of our office.*

## GRIEVANCE MANAGEMENT

**We will:**

- Attend to your queries/ complaints within two days to two weeks depending on the nature of the query
- Refer your query/complaints to the relevant institution where we are unable attend to it
- Inform you when to expect a reply if we cannot satisfy your inquiry immediately
- Be open to suggestions on how we can improve our service delivery.

## WHEN YOU COMMUNICATE WITH US

- Postal address, telephone, fax number and e-mail address
- A clear description of your particular concerns or requirements and where applicable any reference on the matter of concern.

## FEEDBACK/COMMENTS

Any comment, suggestion or a request for information about the activities of the Directorate should be directed to:

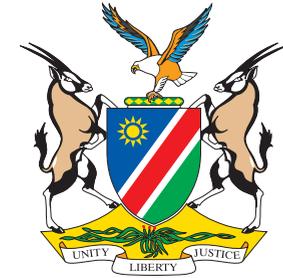
Director: Directorate Disaster Risk Management  
C/O Titanium & Nickel Street  
No: R231, Prosperita, Windhoek

P.O. Box 11479, Windhoek  
Tel: 061-4351 000 / 1-4 / 081 129 7117  
Fax: 061-306 020 / 226 867

You can also make use one of the following e-mail addresses  
suggestions@opm.gov.na  
comments@opm.gov.na  
info@opm.gov.na

If you are not satisfied with any response received, please refer your complaints to the office of the Permanent Secretary;

Permanent Secretary  
Office of the Prime Minister  
Private Bag 13338  
Windhoek



Republic of Namibia

Office of the Prime Minister

**DIRECTORATE DISASTER  
RISKMANAGEMENT  
(DDRM)**

**CUSTOMER SERVICE  
CHARTER**



### **The Directorate is responsible for:**

- Ensuring that appropriate interventions are implemented to mitigate disaster impacts on vulnerable populations.

### **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 role is to:**

- Strengthen and Coordinate disaster risk management activities in Namibia.
- Facilitate the establishment of coordinated system of disaster risk management in Namibia.
- Provide support to Regional, Constituencies, Settlement and Local Authorities DRM Committee
- Serve as the Secretariat to the National Disaster Risk Management Committee

### **OUR CUSTOMERS**

- All government offices, ministries and agencies at national, regional and municipal level
- Relevant statutory bodies
- The private sector
- Other non-state role-players who are involved in disaster risk management in Namibia
- Communities.

### **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**

#### **OUR STANDARDS APPLICABLE TO SPECIFIC WORK AREAS**

- Supplies claims are paid within 14 working days
- Notification of OPM\DDRM on the actual emergencies 1 day
- Mobilize and provide personnel, equipments safety and security and materials to assist affected areas according to identify needs – 2 days
- Impact assessment of stricken areas – 23 day
- Conducting need assessment – 2 weeks

- Conducting lesson learned – of emergency after 12 week
- Compile a report to NDRMC
- Attending to stakeholder\customer\supplies 08-17hoo
- Post disaster Review – within 3 months after natural disaster

### **WHAT WE ASK FROM YOU**

- The quality of service we provide to you depends on various issues including input and co-operation we receive from you. We therefore request you to:
  - Be honest and timely in providing information and documentation as requested.
  - Give us your comments and suggestions so that we can improve our services whenever and wherever possible.

### **WHEN YOU CONTACT US**

#### **If you phone us:**

- Our staff members will identify themselves by name
- Our response will be clear and easy to understand
- Where we cannot address your complaint immediately, we will inform you when you can expect a full reply

#### **If you write to us:**

- We will reply to your correspondence within 24 hours after receipt.
- If we cannot answer all questions within that time we will inform you in writing and/or by telephone when to expect a full reply.
- We respond to your queries in writing in a straightforward manner.
- We will treat faxes and e-mail as letters and will always respond in writing.

#### **If you visit us personally:**

- We will attend to you within five minutes, if you have an appointment.
- We will answer your questions immediately, but if we cannot we will let you know why not and when you can expect an answer from us