

## 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.

*Your information will be treated as confidential*

## FEEDBACK/COMMENTS

In giving us feedback, please provide the following information:

- Your full name
- Postal address, telephone, fax number and e-mail address
- Provide a brief and clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in the our Directorate whom you deal with as well as the date and the time of the communication

### We will:

- Handle your concerns as soon as possible
- Give an explanation telephonically or in writing
- Admit our mistake, rectify where applicable and offer an apology when applicable

If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Service Promise you should contact:

**THE DIRECTOR: ORGANISATIONAL  
DEVELOPMENT AND GRADING:**

**Phone: 061-287 3014**

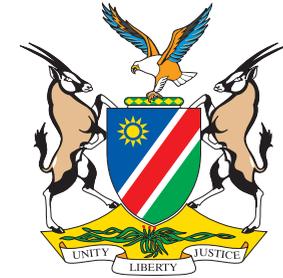
**Fax: 061-222 166**

**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)**

If you are still not satisfied with the response from the Directorate you may take the matter up with the Deputy Permanent Secretary of the Department Public Service Management. Should you still not be satisfied with the response or action taken you can approach the Permanent Secretary in the Office of the Prime Minister.



Republic of Namibia

## Office of the Prime Minister

# DIRECTORATE ORGANISATION DEVELOPMENT AND GRADING (DODG)

## CUSTOMER SERVICE CHARTER



**The Directorate is responsible to provide technical assistance and advice in the areas of:**

- Organizational Development
- Farming out
- Temporary Employment
- Procedures and Methods
- Form Design
- Grading of Job Content and Job Categories

## **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 provide technical assistance and advice with regard to:
  - efficient, effective and economic service delivery, and
  - policies and practices relating to organisational development matters.

## **OUR CUSTOMERS**

- Government Offices, Ministries and Agencies
- Regional Councils

## **OUR COMMITMENT TO YOU**

- In partnership with you, as our customer, we strive to achieve our vision to have an institution that enables Government to operate at developed country level in pursuance of Namibia's Vision 2030
- We focus on improving performance in the Public Service.

**This commitment is reflected in:**

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

**In doing our work we focus on the needs of our customers. In delivering our services, we uphold the following VALUES:**

### **Professionalism**

*Conducting business in an objective, friendly, timely, competent and transparent manner.*

### **Accountability**

*Answerable for decisions and actions or lack thereof and taking ultimate responsibility for implications.*

### **Integrity**

*Congruence to transparency, ethics and norms.*

### **Responsiveness**

*Flexibility, timely and accurate realization of customer expectations.*

### **Accessibility**

*Easy to access and user friendly Public Service.*

### **Diversity and equality**

*We are different but equal and united in purpose to provide excellent services to citizens.*

## **OUR SERVICE PROMISE/STANDARDS**

Applicable to the provision of technical assistance and advice;

**We will:-**

- Acknowledge correspondence within two (2) working days
- Advise on your routine requests within seven (7) days
- Complete all requests for Organisation Development and Grading within the timeframe agreed below, with the understanding that the request/submission from the client is fully motivated as per the project plan:

- Temporary Employment, Farming out and Form Design within 14 working days.
- Organisation and Establishment (Departmental) within 34 working days.
- Organisation and Establishment (OMA or Regional Council) within 104 working days.

## **WHEN YOU CONTACT US**

**If you phone us:**

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

**If you write to us:**

- We will reply to your request within 2 working days after receipt of your communication.
- Unless you ask specifically for a written reply, we may respond to your letter by telephone, if the questions are straightforward.

**If you visit us:**

- We will attend to you within 5 minutes, if you have an appointment.
- We will respond to your questions immediately, but if we cannot we will let you know why not and when you can expect an answer from us.

## **WHAT WE ASK OF YOU**

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

- Be honest and timely in submitting your queries and requests for assistance.
- Keep your appointment and inform us in advance if you cannot make it for the appointment.
- Give us your comments and suggestions - so that we can improve our services.