

WHAT WE ASK OF 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.
- Give us your comments so that we can improve

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.
- We give facilitators evaluation forms at all our workshops and make sure that your valid or constructive views are incorporated into our standards.

Your information will be treated as confidential

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

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

FEEDBACK/COMMENTS

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 Charter you should contact our office at:

OFFICE OF THE PRIME MINISTER
DIRECTORATE PERFORMANCE IMPROVEMENT

The Director: DPI

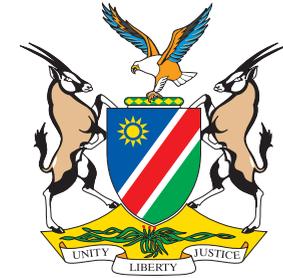
Phone: 061-287 3004

or use one of the following e-mail addresses:

enquiries@opm.gov.na; info@opm.gov.na;
suggestions@opm.gov.na

BPI House, 4th Floor
Independence Avenue
Private Bag 1117, Windhoek, Namibia

And if you are still not satisfied with the response from the Directorate you may take the matter up with the Deputy Permanent Secretary the Department Public Service Management. Should you still not be satisfied with the response or action taken you can approach 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

**DIRECTORATE PERFORMANCE
IMPROVEMENT (DPI)**

**CHAMPIONING CONTINUOUS
PUBLIC SERVICE DELIVERY**

**CUSTOMER SERVICE
CHARTER**



The Directorate is responsible for provide advice, and coordinate the implementation of improvement initiatives such as:

- Performance Management (PM)
- Business Process Management (BPM)
- Customer Service Charters (CSC)

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

The Directorate provides advisory and technical services in the development and implementation of:

- Strategic Planning
- Business Process Re-Engineering
- Performance Management System and
- Charters

OUR CUSTOMERS

- Government Offices, Ministries and Agencies
- Regional Councils
- Local Authorities
- State-Owned Enterprises

OUR COMMITMENT TO YOU

Our commitment is reflected in:

- Regular communication with you as customers, through meetings, correspondence and telephonic contact.

- Professional conduct at all times and ensure that our customers are respected and treated with courtesy.

Our commitment to our customers is the provision of accurate and timely financial service; and CORE VALUES

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 demonstrate adherence to ethical principles while caring out professional duties. Perform duties with integrity.

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.

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

OUR SERVICE PROMISE

We will:

- Respond to a request to assist with the development of a Strategic Plan, Annual Plan, Charters, and BPR intervention, within two (2) working days upon receipt of such request.
- Ensure that Strategic and Annual Planning, Charters

development and BPR intervention in the Public Service adhere to the approved frameworks.

- Analyse a Draft Strategic Plan within ten (10) working days of receiving it.
- Analyse a Draft Annual Plan within three (3) working days of receiving it.
- Submit analysis of Annual/Quarterly plan reviews/reports within ten (10) working days after receiving it.
- Respond to BPR training request within seven (7) working days.
- Attend to request for charter reviews within seven (7) working days.

We will monitor, review and evaluate the implementation of these initiatives.

WHEN YOU CONTACT US

By telephone, we will:

- Answer the telephone within less than three (3) rings
- Identify ourselves by name
- Inform you when you can expect a full response if we cannot answer your enquiry immediately

In writing, we will:

- Reply to all correspondence within four (4) working days.
- If we cannot answer all your questions within that time.
- We will inform you when to expect a full reply
- We will treat faxes and e-mail as letters

Personally, we will:

- See you within the agreed time if you have made an appointment
- Answer your questions immediately, but if we cannot we will let you know why and when you can expect an answer from us.