

All feedback or requests for information about the activities of the ECU should be directed to:

The Director : Efficiency and Charter Unit
Office of the Prime Minister
Namibia Tourism Board
Cnr of Sam Nujoma & Haddy Street
Tel: +264-61-2872195
Fax: +264-61-230741
E-mail: Steven.Isaack@opm.gov.na

or

If you are not satisfied with any response received, please write to the Office of the Permanent Secretary at:

Office of The Prime Minister
For attention: Public Relations Officer (PRO)
Private Bag 13338
WINDHOEK

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

The PRO will channel the complaints to the Director. If you are not satisfied with the response from the Director, you need to take the matter up with the Permanent Secretary.

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.

If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns.

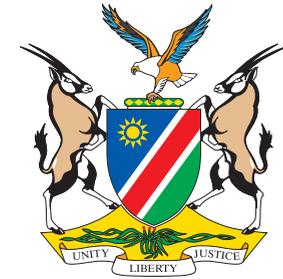
We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our service.

Feedback/Comments

- Provide us with your full name, Unit / Directorate, O/M/A, telephone, email address and / or fax number
- Provide a clear description of your particular concern or requirements
- Indicate what kind of response you would expect
- Keep a record of your request and the person who deals with the issue, 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



Republic of Namibia

Office of the Prime Minister

**EFFICIENCY AND CHARTER
UNIT (ECU)**

**CUSTOMER SERVICE
CHARTER**



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 advise Cabinet through the Prime Minister on:

- Securing value for money;
- Imparting ethical practices ;
- Institutionalizing innovation in the Namibian Public Service.
- In doing so, we will work with various functional units and stakeholders to ensure consistency in our work processes.

We will assist OMAs to facilitate various Service delivery improvements Initiatives (SDI) and innovations.

We strive towards

- Inculcating a culture of professionalism and ethical behaviour in the Public Service
- Citizens and staff engagement through customer feedback , citizen & staff surveys
- Modernising public service through reforms and subsequent reviews
- Promoting public sector innovation by unearthing, rewarding, replicating and implementing innovative solutions

- Benchmarking best practices, knowledge creation, sharing and networking pertaining to public administration and public sector innovation .
- Ensuring efficiency, effectiveness and economic use of public resources

Our commitment to you

- 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:

- Information on administrative reform / Public sector innovation, SDI initiatives will be provided within three (3) days of the request.
- Feedback on service delivery improvements and consultation will be provided within three (3) working days of the submitted request.
- Feedback on other project-related activities will be given within seven (7) working days.
- Feedback on customer satisfaction survey
- Information outside our mandate will be forwarded to the relevant institution within two (2) working days to enable us to provide you with the feedback you require
- Customer satisfaction survey will be published annually in November.

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