

### If you write to us

- We acknowledge receipt within 2 working days
- We provide you with an explanation within three working days of how we are handling your case and inform you when to expect an answer.

### If you visit us

- We will attend to you within 5 Minutes if you have an appointment with us
- We will respond to your questions while you are with us, if we cannot we will let you know why and when you can expect an answer
- If you need referral , we will do it on your behalf by phone or by email and copy it to you. We will provide you with the name of the person to go to, address and contact details.
- We will do a telephonic or email follow up with you to check if you have been assisted.

### WHAT WE ASK FROM 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 our services.

*Your information will be treated as confidential*

### 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.

### FEEDBACK/COMMENTS

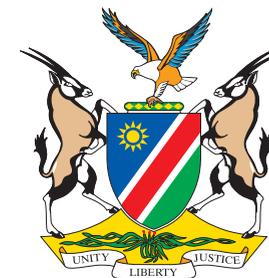
If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this charter you should contact our office at.

**OFFICE OF THE PRIME MINISTER  
DIRECTORATE HUMAN RESOURCES PLANNING AND  
DEVELOPMENT**

The Director  
Phone: 061-2873051  
E-mail: [hrpd.feedback@opm.gov.na](mailto:hrpd.feedback@opm.gov.na)

BPI House-6th Floor  
Independence Avenue  
P.O. Box 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 in 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 HUMAN  
RESOURCES PLANNING AND  
DEVELOPMENT (HRPD)**

**ENHANCING CAPACITY BUILDING IN  
THE PUBLIC SERVICE**

**CUSTOMER SERVICE CHARTER**



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

- Formulation of Human Resource Planning and Development Policy Frameworks.
- Implementation of Human Resource Planning and Development Policy Frameworks.
- Implementation and maintenance of Human Capital Management System.

### **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 services in:**

- Human Resources Planning
- Human Resource Development
- Human Capital Management System

### **OUR CUSTOMERS**

- Government Offices, Ministries and Agencies
- Regional Councils

### **OUR COMMITMENT TO YOU**

#### **Our commitment is reflected in:**

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

- 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.*

### **OURSERVICE PROMISE /STANDARD**

#### **DIVISION HUMAN CAPITAL MANAGEMENT SYSTEM PROMISE TO:**

- Upload new or revised structures on the Human Capital Management System in 5 day after receiving the new and revised approved structures
- Train for 1 week IT staff members, Human Resources Practitioners and Accountants on implementation of the Human Capital Management System within 1 month after uploading the new or revised structures.
- Clear the data of a specific Offices Ministries Agencies in 6 months.

#### **DIVISION HUMAN RESOURCES PLANNING PROMISE TO:**

- Submit the Affirmative Action Plans/Reports of respective Office Ministries Agencies/Regional Councils within 12 Months to the Public Service Commission and Employment Equity Commission.
- Continuous training of Affirmative Action Committee members of Office Ministries Agencies/Regional Councils for 1 day within 12 months.
- Develop the Public Service Human Resources Profile of respective Office Ministries Agencies/Regional Councils within 6 months.
- Develop a four year Human Resources Plan for Office Ministries Agencies/Regional Councils within 6 months.

#### **DIVISION HUMAN RESOURCES DEVELOPMENT PROMISE TO:**

- Update the Namibia Public Service Competency Framework every three years.
- Coordinate the Training Needs Assessment every three years.
- Compile Training Needs Assessment Reports a month after completion of the Training Needs Assessment exercise.
- Analysis Training and Development Plans of respective Office Ministries Agencies/Regional Councils in 1 month after the receiving them.
- Attend Training Committee Meetings every month.
- Host Learning and Development Officers Forum in every three months (Quarter)
- Conduct Induction and Orientation of Learning and Development Officers.
- Continuously Monitor and Evaluate Training and Development.

#### **We comply with**

- Public Service Act, Act 13 of 1995 and Public Service Staff Rules.
- Affirmative Action Act, Act 23 of 1998
- Labour Act, Act 11 of 2007

### **WHEN YOU CONTACT US**

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

- We will answer to your call within 3 rings
- We will return your call within 2 days if we can't provide an answer immediately.