

If you visit us personal:

- 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

WHAT WE ASK FROM YOU

- * Adherence to the provisions of the Cabinet handbook in preparation of Cabinet memoranda;
- * Adherence to deadlines for submission of Cabinet Memoranda on or before Wednesday preceding the Cabinet meeting;
- * Confidentiality pertaining to the handling of Cabinet documents in your custody; and
- * Adherence to deadlines and format set for submission of implementation feedback reports
- * Full Implementation of Cabinet Decisions.

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 and telephone, fax number and e-mail address if applicable
- Provide a clear description of your particular concern/s or need/s

FEEDBACK/COMMENTS

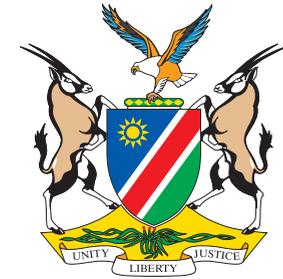
If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything, contact us at:

Executive Secretary of the Prime Minister
Prime Minister's Bureau
Private Bag 133338
WINDHOEK
Phone: 061-287 2002
Fax: 264-61-249546

If you are not satisfied with the response from the Prime Minister 's Bureau you may take the matter up with the Permanent Secretary: OPM

Should you still not be satisfied with the response or action taken you can approach the Prime Minister.

If not yet satisfied by the intervention of the Prime Minister you are free to approach the Ombudsman



Republic of Namibia

Office of the Prime Minister

PRIME MINISTER'S BUREAU

CUSTOMER SERVICE CHARTER



Our Purpose

To assist the Prime Minister in carrying the constitutional and political responsibilities of the portfolio.

Our Services

To provide administrative, logistics and technical support to the Prime Minister.

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 help formulate Policy, carry out Research and do Speech Writing for PM
- Serve the Prime Minister as strategic aide/Assistants.
- Provide managerial and advisory services on various issues to the Prime Minister.
- We Draft Cabinet Memoranda on issues initiated by the Prime Minister.
- We write feedback reports to the Executive, Legislative, Judiciary, Civil Society and other stakeholders on socio-economic issues.
- We Provide support to the Prime Minister to fulfil her role in the National Assembly, Cabinet and to achieve other national objectives entrusted Office of the Prime Minister.
- We Facilitate the Prime Minister's Public Engagements with the various stakeholders of OPM
- We communicate the Prime Minister's messages to the public.
- We strive to uphold and enhance the virtuous image of the Prime Minister's Bureau and practice good corporate governance at all time.
- We analyze questions and concerns received from members of parliament and the public.

OUR CUSTOMERS

- The public service which comprises of OMAs and RCs
- State-owned Enterprises
- All stakeholders who interact and interface with the OPM in lieu of the execution of its mandate.

IN DELIVERING OUR SERVICES, WE UPHOLD THE FOLLOWING VALUES AND PRINCIPLES

PROFESSIONALISM AND TEAMWORK

*We are efficient professionals, impartial and innovative.
We work collaboratively to attain the best outcomes for the people we serve.*

NON-DISCRIMINATION

We ensure that our services and public goods are availed equally and equitably to all.

ACCESSIBILITY

Ensure that our regulatory frameworks are accessible to all.

ACCOUNTABILITY

Answerable for our decisions and actions or lack thereof

CONSULTATION, PARTICIPATION AND CHOICE

Ensure regular consultation with stakeholders.

INFORMATION AND OPENNESS

We undertake to timeously disseminate information on how public services are managed in an understandable manner.

COURTESY AND HELPFULNESS

We provide services in a courteous and helpful manner to our clients and customers.

In partnership with you, we strive to achieve the following:

- Conduct appropriate research and review conditions of service of Public Office Bearers.
- Undertake to communicate regularly on approved conditions of services and changes therein.
- Professional conduct at a times and ensure that our stakeholders are respected and treated with courtesy.

OUR COMMITMENT TO YOU

Our commitment is reflected in:

- Keeping regular communication with you;
- Professional conduct ; and
- Dealing with concerns and complaints with outmost urgency and seriousness

OUR SERVICE PROMISE

We attend to cases in the following timeframe:

- We respond to normal enquiries within 1 working days.
- We draft Cabinet memorandum within 3 days of receipt of such directive.
- We respond to request for appointment with the PM within 2 days about her availability.
- If we are unable to respond to your request within a stated timeframe, we will inform you the President's determination;

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 .