

## YOUR VIEWS COUNT

We continuously try to improve our standards. To do this, we need to:

- Know what kind of service you want and how this can be compared with the service we provide.
- We promise to consider your views when setting our standards of service.
- Your information will be treated as confidential.

## WHAT WE ASK OF YOU

The quality of service we provide you depends on various issues including your co-operation. We therefore, request you to:

- Provide adequate information with supporting documents.
- Be honest and timely in submitting your queries/requests.
- Identify the contact person for further enquiries.
- Give us your comments and suggestions so that we can improve our services.

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

- Your full name
- Postal address and telephone, fax number, email 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

*Your information will be treated with utmost confidentiality*

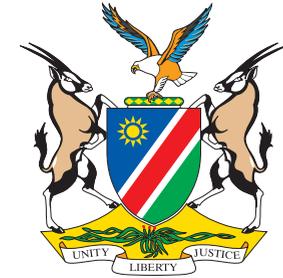
## DEALING WITH YOUR COMPLAINT

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:

**Director**  
**POBC Secretariat**  
**Private Bag 13338**  
**WINDHOEK**  
**Tel: +264 (0) 61 287 2006**  
**Fax: +264 (0) 228 457**  
**Email: [director@pobc.gov.na](mailto:director@pobc.gov.na)**  
**Website: [www.pobc.gov.na](http://www.pobc.gov.na)**

And if you are not satisfied with the response from the Director, you may take the matter up with the Permanent Secretary of the Office of the Prime Minister. Should you still not get satisfaction, you may approach the Presidency.

**OUR PHYSICAL ADDRESS:**  
Namibia Tourism Board Building  
First Floor, Corner Sam Nujoma Ave & Haddy Street  
Windhoek West



Republic of Namibia

Office of the Prime Minister

**PUBLIC OFFICE BEARERS  
COMMISSION SECRETARIAT  
(POBCS)**

**CUSTOMER SERVICE  
CHARTER**



We pride ourselves in being the Custodian of the Conditions of Service of Namibia's POBs"

The POBC Secretariat is responsible to assist the Public Office Bearers (Remuneration and Benefits) Commission (POBC) in making recommendations on the remuneration and conditions of services of Public Office Bearers (POBs).

## THIS CHARTER

- Highlights the services we provide and our customers;
- Reflects our commitment to deliver service of high standards;
- Sets the service standards you can expect from the Secretariat at all times;
- Outlines the services the POBC Secretariat provides;
- Explains how to give comments, if you are not satisfied with our service.

## WHAT WE DO

1. Conduct research for the Commission
2. Serve as a depository for the records of the Commission
3. Perform day-to-day administrative work of the Commission

## OUR CUSTOMERS

- Public Office Bearers (POBs)
  - i. Members of Parliament
  - ii. Members of Regional Councils;
  - iii. Any person who the President has by proclamation in the Gazette, declared to be a Public Office Bearer.

## OUR COMMITMENT TO YOU:

**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.

**In delivering our services, we are guided and uphold the following values**

### ACCOUNTABILITY

We are responsible for our actions or inactions;

### INTEGRITY

*We act transparent, ethical and behave according to acceptable standards;*

### PROFESSIONALISM

*Conduct business in an objective, friendly and competent manner;*

### TRANSPARENCY

*Adequate disclosure*

### RESPONSIVENESS

*Act flexibly, timely and accurately*

### ACCESSIBILITY

*Avail ourselves to our customers*

### DIVERSITY AND EQUALITY

*We are different but equal and united in purpose to produce excellent services to our customers.*

## OUR SERVICE PROMISE/STANDARDS

- We provide accurate information concerning conditions of service, remuneration and entitlement of POBs;
- We provide guidance concerning the interpretation of approved conditions of service of POBs;
- We liaise with relevant Authorities for implementation of the President's determination
- We compile and produce the Annual Report of the Commission;
- We conduct from time to time consultations with our stakeholders;
- Provide administrative assistance to the Commission.

## 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.

### If you write to us

- We acknowledge receipt within 2 working days
- We provide you with an explanation within (3) three working days of how we are handling your query 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.