

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 our services.

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

- Your full name.
- Postal address and telephone and / or fax number.
- 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.
- 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.
- We give facilitators evaluation forms at all our workshops and make sure that your valid or constructive views are incorporated into our standards,

WHEN YOU COMMUNICATE TO US

- Your full name, postal address, telephone, fax number and e-mail address if applicable.
- A clear description of your particular concerns or requirements and where applicable any reference on the matter of concern.

FEEDBACK/COMMENTS

Contact our Office at:
Deputy Permanent Secretary
Department Public Service Commission Secretariat

P O Box 1117

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

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:

WINDHOEK
Tel: 061- 287 3037; Fax: 061- 245291
Website: www.psc.gov.na
MUTUAL PLATZ BUILDING, 4th FLOOR
POST STREET MALL

And if you are still not satisfied with the response from the PSCS you may take the matter up with the Chairperson Public Service Commission. If not yet satisfied you may approach the office of the Ombudsman.



Republic of Namibia

Office of the Prime Minister

DEPARTMENT PUBLIC SERVICE COMMISSION SECRETARIAT (PSCS)

**“AN ARBITER OF FAIRNESS AND
TRANSPARENCY”**

CUSTOMER SERVICE CHARTER



The Department is responsible to assist Public Service Commission (PSC) to make advises and recommendations on Human Resource Related matters in the Public Service of Namibia.

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

PSCS facilitates:

- Appointments
- Promotions
- Transfers
- Misconducts
- Appeals and
- Grievances
- Discharges

OUR CUSTOMERS

- Government Offices, Ministries and Agencies
- Regional Councils

OU COMMITMENT TO YOU

Our commitment is reflected in:

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

In delivering our services, we uphold the following **VALUES**:

Accountability - *We are responsible for our actions or inaction.*

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

Professionalism - *Conduct business in an objective, friendly, and competent manner.*

Responsiveness - *Our action will be guided by your needs.*

Accessibility - *You can reach us easily.*

Diversity and equality - *We treat all equally and fairly.*

OUR SERVICE PROMISE/STANDARDS

Division: Staffing

- Analyse and finalise requests from Offices/Ministries/Agencies and Regional Councils within 30 working days provided all requirements are met.
- Makes presentations on Tuesdays, Thursdays or when so required to the PSC for recommendations/advice.
- Provide technical advice to PSC, O/M/As and RCs.

Division: Monitoring and Evaluation

- Conduct annual Human Resource audits in O/M/As and RCs;
- Investigate all reported allegations of non- compliance and grievances in Public Service and to recommend appropriate remedies.
- Makes presentations on Tuesdays, Thursdays or when so required to the PSC for recommendations/advice.
- Provide technical advice to PSC, O/M/As and RCs.

Division: Grievances, Misconduct and Appeals (GMA)

- Analyse requests from Offices/Ministries/Agencies and Regional Councils and finalise it within 90 working days provided all relevant documents are submitted.

- Makes presentations on Tuesdays, Thursdays or when so required to the PSC for recommendations/advice.
- Provide technical advice to PSC, O/M/As and RCs.

Support Service Section

- Provide administrative assistance to the PSC and its Secretariats during official hours.
- Receive, register and allocate submissions/ requests from O/M/As and RCs during official hours.
- Compile and produce report on matter PSC dealt with, within six months after the end of financial year.
- Compile and produce quarterly newsletter “the Public Servant”.

WHEN YOU CONTACT US

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 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.