

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.
- * Inform us if you are not satisfied and are unhappy with our service delivery; and
- * Give us your comments so that we can improve our service.

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.

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
- 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



Republic of Namibia

Office of the Prime Minister

CUSTOMER SERVICE CHARTER

CABINET SECRETARIAT (CS)

FEEDBACK/COMMENTS/COMPLAINTS

In the event that you are not satisfied with the response or help/assistance from the Department you may take up the matter with the Deputy Permanent Secretary: Cabinet Secretariat, Policy Analysis and Coordination. If still not satisfied, you may take up the matter with the Permanent Secretary, Cabinet Secretariat and Secretary to Cabinet, respectively.

**Phone No: (061) 2879111
Office of the Prime Minister
Private Bag 13338, Windhoek , Namibia**

**You can also make use one of the following
E-mail addresses
suggestions@opm.gov.na; comments@opm.gov.na
info@opm.gov.na**

And if you are still not satisfied with the response from the Division you may take the matter up with the Permanent Secretary of OPM. Should you still not be satisfied with the response or action taken you can approach the Prime Minister or the Office of the Ombudsman.

Cabinet Secretariat is responsible for:

- Day-to-day running of the business of the Cabinet of the Government of the Republic of Namibia.
- Recording Cabinet policy decisions and functions as rapporteur of existing and anticipated actions to be executed.



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

- Provision of efficient, professional, technical and administrative support to Cabinet through:
- Scrutiny and analysis of incoming memoranda to ensure compliance with the Cabinet Handbook, before it is placed on the Cabinet Agenda;
- Provision of efficient professional, technical and administrative support to Cabinet, Cabinet Standing Committees, and ad-hoc Cabinet Committees created by Cabinet from time to time;
- Preparation and dispatching of documents for Cabinet meetings and the Standing Committees;
- Management and safe-keeping of Cabinet documents/records;
- Issuance of Cabinet decisions to Offices/Ministries/Agencies for implementation;
- Implementation of Cabinet decisions and monitoring thereof on bi-annual basis;
- Facilitation and organisation of National Events (e.g Independence celebrations, Heroes Day Commemoration and Heroes Funerals; and
- Coordination of the implementation of Government Programs.

OUR CUSTOMERS

- Cabinet Members,
- Offices/Ministries/Agencies

OUR COMMITMENT TO YOU

Our commitment is reflected in:

Regular communication with you as customers, through meetings, correspondence and telephonic contact

We strive to execute our duties within the following guiding **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/STANDARD

- We strive to provide timely scrutiny and analysis of incoming memoranda and provide feedback to affected Offices/Ministries/Agencies within 3 hours upon receipt of the Agenda memoranda;
- We will ensure accurate recording of Cabinet recommendations/decisions and issuance thereof within 24 hours after every Cabinet meeting;
- We will strive to maintain the required safety and security standards when dispatching Cabinet documents to O/M/As within the prescribed timeframes.
- We will ensure maximum safety and security of Cabinet documents in our custody.
- We promise to provide requested information within 8 hours after such information has been requested by relevant Offices/Ministries/Agencies.

- We strive to timely produce implementation feedback reports as per set standards.
- We promise to provide professional and informed policy advice to Cabinet and its Standing Committees.
- We commit to continuously monitor and review our service promise to ensure consistent customer satisfaction.

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 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.