

## 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 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.

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

- Your full name
- Postal address, 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

***Your information will be treated with utmost confidentiality***

## FEEDBACK/COMMENTS/COMPLAINTS

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:

**Director: Benefits and Industrial Relations**

**Phone: 061-287 3155**

**Deputy Director: Conditions of Employment**

**Phone: 061-287 3099**

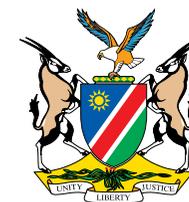
**Deputy Director: Employee Wellness**

**Phone: 061-287 3100**

**E-mail: [Deon.Vanzyl@opm.gov.na](mailto:Deon.Vanzyl@opm.gov.na)**

**or use one of the following e-mail addresses:**  
**[enquiries@opm.gov.na](mailto:enquiries@opm.gov.na); [info@opm.gov.na](mailto:info@opm.gov.na);**  
**[suggestions@opm.gov.na](mailto:suggestions@opm.gov.na)**

- If you are still not satisfied with the response from the Directorate you may take the matter up with the Deputy Permanent Secretary: Department Public Service Management.
- Should you still not be satisfied with the response or action taken you can approach the Permanent Secretary Office of the Prime Minister.
- If not yet satisfied by the intervention of the Permanent Secretary of the OPM you are free to approach the Prime Minister or the Office of the Ombudsman



Republic of Namibia

## Office of the Prime Minister

### CUSTOMER SERVICE CHARTER

# DIRECTORATE BENEFITS AND INDUSTRIAL RELATIONS (DBIR)

The Directorate is responsible for providing human resource regulatory framework in the Public Service on conditions of employment, remuneration, benefits and industrial relations and the wellbeing of staff members.



## 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

Develop policy, provide advice and guidance on:

- Conditions of Employment
- Remuneration and Benefits
- Industrial Relations and
- Employee Wellness.

## OUR CUSTOMERS

The public service which comprises of OMAs and RCs

## OUR COMMITMENT TO YOU

Our commitment is reflected in -

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

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

- Normal policy advisory requests -1 month
- Cases that require investigation - 3 months
- Cases that require extensive research and investigation – 6 months.
- Projects that require in-depth investigation, research and consultation – 12 months
- If we are unable to respond to your request within a stated timeframe, we will inform you when to expect a response.

## 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 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.