

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.
- 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

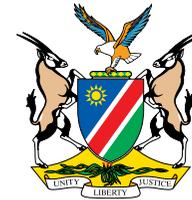
The quality of service we provide you depends on various issues including the input and co-operation we receive from you. We therefore request you to:

- Be honest and timely in submitting your queries and requests for assistance.
- Keep your appointment and inform us in advance if you cannot make it for the appointment.

In giving us feedback, please provide the following information:

- Your full name
- Postal address, telephone, fax number and e-mail address
- Provide a brief and clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in the our Directorate whom you deal with as well as the date and the time of the communication

Your information will be treated as confidential



Republic of Namibia

Office of the Prime Minister

CUSTOMER SERVICE CHARTER

DIRECTORATE ORGANISATION DEVELOPMENT AND GRADING (DODG)

The Directorate is responsible for providing technical assistance and advice in the areas of:

- Organizational Development
- Farming out
- Temporary Employment
- Procedures and Methods
- Form Design
- Grading of Job Content and Job Categories

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 we have mentioned in this Service Promise you should contact:

**THE DIRECTOR: ORGANISATIONAL
DEVELOPMENT AND GRADING:**

Phone: 061-287 3014

Fax: 061-222 166

or use one of the following e-mail addresses:

enquiries@opm.gov.na; info@opm.gov.na;

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 of the Department Public Service Management. Should you still not be satisfied with the response or action taken you can approach the Permanent Secretary in the Office of 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 provide technical assistance and advice with regard to:
- Efficient, effective and economic service delivery, and
- Policies and practices relating to organisational development matters.

OUR CUSTOMERS

- Government Offices, Ministries and Agencies
- Regional Councils

OUR COMMITMENT TO YOU

- In partnership with you, as our customer, we strive to achieve our vision to have an institution that enables Government to operate at developed country level in pursuance of Namibia's Vision 2030
- We focus on improving performance in the Public Service.
- Regular communication with you as customer, through meetings, correspondence and telephonic contact.
- Professional conduct at all times and ensure that our customers are respected and treated with courtesy.

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/STANDARDS

- Acknowledge correspondence within two (2) working days;
- Advise on your routine requests within seven (7) days;
- Complete all requests for Organisation Development and Grading within the timeframe agreed below, with the understanding that the request/submission from the client is fully motivated as per the project plan;
- Temporary Employment, Farming out and Form Design within 14 working days;
- Organisation and Establishment (Departmental) within 34 working days;
- Organisation and Establishment (OMA or Regional Council) within 104 working days;

WHEN YOU CONTACT US

If you phone us:

- Our staff members will identify themselves by name and unit.
- Our response will be clear and easy to understand.
- Where we cannot attend to your query immediately, we will inform you when you can expect a full response.

If you write to us:

- We will reply to your request within 2 working days after receipt of your communication.
- Unless you ask specifically for a written reply, we may respond to your letter by telephone, if the questions are straightforward.

If you visit us:

- We will attend to you within 5 minutes, if you have an appointment.
- We will respond to your questions immediately, but if we cannot we will let you know why not and when you can expect an answer from us.