

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

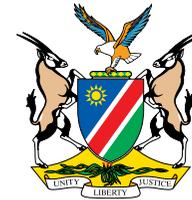
The quality of service we provide depends on the input and co-operation we receive. We therefore request you to:

- 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.

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

- Your full name
- Postal address, telephone, fax number and e-mail 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 can improve our services.

Your information will be treated as confidential



Republic of Namibia

Office of the Prime Minister

CUSTOMER SERVICE CHARTER

DIRECTORATE PERFORMANCE IMPROVEMENT (DPI)

CHAMPIONING CONTINUOUS PUBLIC SERVICE DELIVERY

The Directorate is responsible for providing advice, and coordinating the implementation of public service improvement initiatives such as:

- Performance Management (PM)
- Business Process Re-Engineering (BPR)
- Customer Service Charters (CSC)



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 Charter you should contact our office at:

OFFICE OF THE PRIME MINISTER
DIRECTORATE PERFORMANCE IMPROVEMENT

The Director: DPI

Phone: 061-287 3004

or use one of the following e-mail addresses:

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

BPI House, 4th Floor
Independence Avenue
Private Bag 1117, Windhoek, Namibia

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

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

The Directorate provides advisory and technical services in the development and implementation of:

- Strategic Planning
- Business Process Re-Engineering
- Performance Management System and
- Charters

OUR CUSTOMERS

- Government Offices, Ministries and Agencies
- Regional Councils
- Local Authorities
- State-Owned Enterprises

OUR COMMITMENT TO YOU

Our commitment is reflected in:

- Regular communication with you as customers, 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

- Respond to a request to assist with the development of a Strategic Plan, Annual Plan, Charters, and BPR intervention, within two (2) working days upon receipt of such request;
- Ensure that Strategic and Annual Planning, Charters development and BPR intervention in the Public Service adhere to the approved frameworks;
- Analyse drafted Strategic Plan within ten (10) working days of receiving it;
- Analyse drafted Annual Plan within three (3) working days of receiving it;
- Submit analysis of Annual/Quarterly plan reviews/reports within ten (10) working days upon receipt;
- Respond to BPR training request within seven (7) working days;
- Attend to request for charter reviews within seven (7) working days;

We will monitor, review and evaluate the implementation of these initiatives.

WHEN YOU CONTACT US

If you phone us

- Answer the telephone within less than three (3) rings
- Identify ourselves by name
- Inform you when you can expect a full response if we cannot answer your enquiry immediately

If you write to us

- Reply to all correspondence within four (4) working days.
- If we cannot answer all your questions within that time.
- We will inform you when to expect a full reply
- We will treat faxes and e-mail as letters

If you visit us

- See you within the agreed time if you have made an appointment
- Answer your questions immediately, but if we cannot we will let you know why and when you can expect an answer from us.

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