

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

Your information will be treated as confidential



Republic of Namibia

Office of the Prime Minister

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:

Executive Secretary of the Prime Minister
Prime Minister's Bureau
Private Bag 133338
WINDHOEK
Phone: 061-287 2002
Fax: 264-61-249546
Email: info@opm.gov.na

If you are still not satisfied with the response from the Prime Minister's Bureau you may take the matter up with the Permanent Secretary: OPM

Should you still not be satisfied with the response or action taken you can approach the Prime Minister.

If not yet satisfied by the intervention of the Prime Minister you are free to approach the Ombudsman

CUSTOMER SERVICE CHARTER

PRIME MINISTER'S BUREAU (PMB)

Prime Minister's Bureau is responsible for providing administrative, logistics and technical support to 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 help formulate policy, carry out research and do speech writing for PM;
- Serve the Prime Minister as strategic aide/assistants;
- Provide managerial and advisory services on various issues to the Prime Minister;
- We draft Cabinet memoranda on issues initiated by the Prime Minister.
- We write feedback reports to the Executive, Legislative, Judiciary, Civil Society and other stakeholders on socio-economic issues;
- We provide support to the Prime Minister to fulfil her role in the National Assembly, Cabinet and to achieve other national objectives entrusted Office of the Prime Minister;
- We facilitate the Prime Minister's public engagements with the various stakeholders of OPM;
- We communicate the Prime Minister's messages to the public;
- We strive to uphold and enhance the virtuous image of the Prime Minister's Bureau and practice good corporate governance at all time;
- We analyze questions and concerns received from members of parliament and the public.

OUR CUSTOMERS

- The public service which comprises of OMAs and RCs
- State-owned Enterprises
- All stakeholders who interact and interface with the OPM in lieu of the execution of its mandate.

OUR COMMITMENT TO YOU

Our commitment is reflected in:

- Keeping regular communication with you;
- Professional conduct ; and
- Dealing with concerns and complaints with outmost urgency and 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/STANDARDS

- We respond to normal enquiries within 1 working day;
- We draft Cabinet memoranda within 3 days of receipt of such directive;
- We respond to request for appointment with the PM within 2 days;

WHEN YOU CONTACT US

If you phone us:

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

If you write to us:

- We will reply to your correspondence within 24 hours after receipt.
- If we cannot answer all questions within that time we will inform you in writing and/or by telephone when to expect a full reply.
- We respond to your queries in writing in a straightforward manner.
- We will treat faxes and e-mail as letters and will always respond in writing .

If you visit us:

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