

## YOUR VIEWS COUNT

- We continuously try to improve our standards. To do this, we need to:
- Know what kind of service you want and how this can be compared with the service we provide.
- We promise to consider your views when setting our standards of service.
- 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

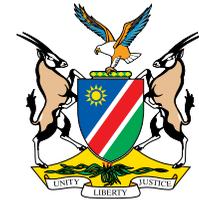
The quality of service we provide you depends on various issues including your co-operation. We therefore, request you to:

- 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 and telephone, fax number, email 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

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



Republic of Namibia

## Office of the Prime Minister

### CUSTOMER SERVICE CHARTER

# PUBLIC OFFICE BEARERS COMMISSION SECRETARIAT (POBCS)

*"We pride ourselves in being the custodian  
of the condition of the Namibia's  
Public Office Bearers"*

The POBC Secretariat is responsible for assisting the Public Office Bearers (Remuneration and Benefits) Commission (POBC) in making recommendations on the remuneration and conditions of services of Public Office Bearers (POBs).



## 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:

**Director**  
**POBC Secretariat**  
**Private Bag 13338**  
**WINDHOEK**  
**Tel: +264 (0) 61 287 2006**  
**Fax: +264 (0) 228 457**  
**Email: [director@pobc.gov.na](mailto:director@pobc.gov.na)**  
**Website: [www.pobc.gov.na](http://www.pobc.gov.na)**

And if you are still not satisfied with the response from the Director, you may take the matter up with the Permanent Secretary of the Office of the Prime Minister. Should you still not get satisfaction, you may approach the Presidency.

**OUR PHYSICAL ADDRESS:**  
Namibia Tourism Board Building  
First Floor, Corner Sam Nujoma Ave & Haddy Street  
Windhoek West

## 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

1. Conduct research for the Commission
2. Serve as a depository for the records of the Commission
3. Perform day-to-day administrative work of the Commission

## OUR CUSTOMERS

- Public Office Bearers (POBs)
  - i. Members of Parliament
  - ii. Members of Regional Councils;
  - iii. Any person who the President has by proclamation in the Gazette, declared to be a Public Office Bearer.

## OUR COMMITMENT TO YOU:

### In partnership with you, we strive to achieve the following:

- Conduct appropriate research and review conditions of service of Public Office Bearers.
- Undertake to communicate regularly on approved conditions of services and changes therein.
- Professional conduct at a times and ensure that our stakeholders are respected and treated with courtesy.

In delivering our services, we are guided and uphold the following  
**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 provide accurate information concerning conditions of service, remuneration and entitlement of POBs;
- We provide guidance concerning the interpretation of approved conditions of service of POBs;
- We liaise with relevant Authorities for implementation of the President's determination
- We compile and produce the Annual Report of the Commission;
- We conduct from time to time consultations with our stakeholders;
- Provide administrative assistance to the Commission.

## 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) three working days of how we are handling your query 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.