

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 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 and telephone and / or fax number.
- 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.

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:

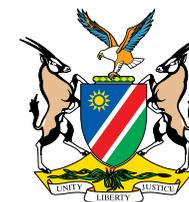
**Deputy Permanent Secretary
Department Public Service Commission Secretariat**

**P O Box 1117, WINDHOEK
Tel: 061- 287 3037; Fax: 061- 245291**

**Website: www.psc.gov.na
MUTUAL PLATZ BUILDING, 4th FLOOR
POST STREET MALL**

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

And if you are still not satisfied with the response from the PSCS you may take the matter up with the Chairperson Public Service Commission. If not yet satisfied you may approach the office of the Ombudsman.



Republic of Namibia

Office of the Prime Minister

CUSTOMER SERVICE CHARTER

**DEPARTMENT PUBLIC SERVICE
COMMISSION SECRETARIAT
(PSCS)**

**“AN ARBITER OF FAIRNESS AND
TRANSPARENCY”**

The Department is responsible for assisting Public Service Commission (PSC) to make advises and recommendations on Human Resource Related matters in the Public Service of Namibia.



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

PSCS facilitates the following in the Namibian Civil Service

- Appointments
- Promotions
- Transfers
- Misconducts
- Appeals and
- Grievances
- Separations

OUR CUSTOMERS

- Government Offices, Ministries and Agencies
- Regional Councils

OU COMMITMENT TO YOU

Our commitment is reflected in:

- regular communication with you as customers, through meetings, correspondence and telephonic contact.

In delivering our services, we 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

Division: Staffing

- Analyse and finalise requests from Offices/Ministries/Agencies and Regional Councils within 30 working days provided all requirements are met.
- Makes presentations on Tuesdays, Thursdays or when so required to the PSC for recommendations/advice.
- Provide technical advice to PSC, O/M/As and RCs.

Division: Monitoring and Evaluation

- Conduct annual Human Resource audits in O/M/As and RCs;
- Investigate all reported allegations of non-compliance and grievances in Public Service and to recommend appropriate remedies.
- Makes presentations on Tuesdays, Thursdays or when so required to the PSC for recommendations/advice.
- Provide technical advice to PSC, O/M/As and RCs.

Division: Grievances, Misconduct and Appeals (GMA)

- Analyse requests from Offices/Ministries/Agencies and Regional Councils and finalise it within 90 working days provided all relevant documents are submitted.
- Makes presentations on Tuesdays, Thursdays or when so required to the PSC for recommendations/advice.
- Provide technical advice to PSC, O/M/As and RCs.

Support Service Section

- Provide administrative assistance to the PSC and its Secretariats during official hours.
- Receive, register and allocate submissions/ requests from O/M/As and RCs during official hours.
- Compile and produce report on matter PSC dealt with, within six months after the end of financial year.
- Compile and produce quarterly newsletter “the Public Servant”.

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.