

## 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 OF YOU

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

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Directorate;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

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

- Your full name
- Postal address/ email address/ telephone number/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 dealt with as well as the date and the time of the communication to improve our services.

## FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or a request about the activities or services of the Directorate you should contact:

**The Director  
Performance Improvement  
Office of the Prime Minister  
BPI House, 4th Floor  
Private Bag 1117  
Windhoek  
Namibia**

**Phone: +264 61 287 3004**

**Fax: +264 61 225 076**

**E-mail: [psm.dpi@opm.gov.na](mailto:psm.dpi@opm.gov.na)**

- If you are not satisfied with the response from the Directorate you may take the matter up with the Deputy Executive Director of the Department Public Service Management
- If still not satisfied you may approach the Executive Director in the Office of the Prime Minister.
- Should you still not be satisfied you may approach the Prime Minister.
- If you still not yet satisfied you may approach the Office of the Ombudsman.



## CUSTOMER SERVICE CHARTER

### DIRECTORATE PERFORMANCE IMPROVEMENT (DPI)

The Directorate is responsible for coordinating the development and monitoring the implementation of; Performance Management System (PMS), Business Processes Re-engineering (BPR) and Customer Service Charters (CSC).



## THIS CHARTER

- Outlines the service we provide (What we do);
- Defines who our Customers are;
- Reflects our commitment;
- Sets standard of service that you can expect from us at all times;
- States what we will do if you contact us;
- States that your views count;
- Indicates what we ask of you;
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service.

## WHAT WE DO

- Provide advisory and technical services in the development and implementation of:
  - Strategic Plan
  - Annual Plan
  - Performance Agreement (PA)
  - Customer Service Charters (CSC)
  - Business Processes Reengineering (BPR)

## OUR CUSTOMERS

- Offices, Ministries and Agencies (OMAs)
- Regional Councils (RCs)



## OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of effective and efficient services; and
- We strive to execute our duties within the following guiding VALUES:

### CORE VALUES

#### Accountability

We will take responsibility for our actions.

#### Integrity

We shall be honest and ensuring systems and procedures are rules compliant.

#### Responsiveness

We will provide services when they are needed.

#### Accessibility

We will avail ourselves at all times to meet customer expectations.

#### Diversity and equality

We shall treat others with respect and in a manner that we would want to be treated.

#### Transparency

Our decisions shall be overt and open to criticism.

#### Innovative thinking

We will always look for innovative solutions to our challenges

## OUR SERVICE PROMISE/STANDARDS

### We will;

- Respond to request to assist with the development of a Strategic Plan, Annual Plan, BPR and Charter within 2 working days upon receipt of such request;
- Ensure that Strategic Plan, Annual Plan, Performance Agreement and Customer Service Charter are developed as prescribed in the approved frameworks;

- Provide technical support on Performance Management System /BPR/CSC at all times when the need arise;
- Analyse draft Strategic Plans within 5 working days from the date of receipt;
- Analyse annual review reports of Annual Plan, Executive Directors' and Ministers 'Performance Agreement within 5 working days from the date of receipt;
- Produce consolidated Ministers' quarterly and annual reports within 30 days after the end of the quarter/Financial Year;
- Analyse drafted CSC within 5 working days from the date of receipt;
- Continuously monitor the implementation of Performance Reform initiatives.

## 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, provide you with an explanation 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;and
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.