

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 Division 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 Division you should contact:

The Deputy Director; Security and Risk Management Service

**Office of the Prime Minister
Parliament Building, 55 Love Street**

**Private Bag 13338
Windhoek
NAMIBIA**

Phone: +264 61287 2065/2483

Fax: +264 61 232 585

E-mail: srm@opm.gov.na

- If you are not satisfied with the response from the Department, you may take the matter up with 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.



REPUBLIC OF NAMIBIA

Office of the Prime Minister

CUSTOMER SERVICE CHARTER

**EXECUTIVE DIRECTOR OFFICE:
DIVISION SECURITY AND RISK MANAGEMENT**

The Division is responsible for providing Security Services for both internal and external environments of the organization.



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

- Monitor suspicious movements around the Office environment.
- Liaise with other law enforcement agencies.
- Safeguard the Office's assets.
- Conduct Investigations on reported security and risk cases / matters.
- Provide security advice and general security services.
- Conduct risk assessment on Office's infrastructures and operations.
- Coordinate the vetting / security clearance process in the Office.
- Provide security and risk awareness amongst the Office's staff members.
- Manage and control access to the buildings.
- Respond to emergencies within the Office.
- Issue staff access cards

OUR CUSTOMERS

- OPM staff members.
- Public Officer Bearers.
- Visitors.

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;

- Continuously monitor suspicious movements around the Office environment.
- Liaise with other law enforcement agencies at all times.
- Safeguard the Office's assets at all times.
- Conduct Investigations on reported security and risk cases / matters within 2 working days.
- Provide security advice when the need arises.
- Continuously provide general security services.

- Conduct risk assessment on Office's infrastructures and operations quarterly.
- Coordinate the vetting process within 2 working days upon request depending on matters at hand.
- Coordinate security clearance process in the Office within 14 working days.
- Provide security and risk awareness amongst the Office's staff members quarterly or when need arises.
- Manage and control access to the buildings at all times.
- Respond to emergencies within the Office within an hour.
- Issue staff access cards within 1 working day.

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.

