

If you contact us

By telephone, we will:

- answer the telephone within three rings
- identify ourselves by name and position
- inform you when you can expect a full response if we cannot answer your enquiry immediately

In writing, we will:

- reply to all letters, faxes and e-mails within five working days. If we cannot answer all your questions within that time, we will inform you when to expect a full reply

In person, we will:

- see you at the agreed time if you have made an appointment, answer your questions immediately, but if we cannot we will let you know why and when you can expect an answer from us.

Your views count

- The service we render is aimed at meeting your needs and we therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.
- If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns (see contact details provided).
- We are continuously improving our service standards and will consider your views in this process.

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

- Your full name, e-mail address, postal address and telephone or fax number
- Provide a clear description of your particular concern or need/s
- Indicate what kind of response you expect
- Keep a record of the issue at stake and the person who deals with the issue in our department as well as the date and the time of the communication

Any comments, suggestions or requests for information should be directed to: be directed to:

Director:

Directorate of Finance and Administration

National Planning Commission building, 1st Floor

Government Office Park

Luther Street

Private Bag 13356

Windhoek

Namibia

or

Tel: +264-61-283 4103

Fax: +264-261-302760

or

E-mail: mmutonga@npc.gov.na

If you are not satisfied with any service rendered, or with the response given, please write to the Complaints Co-coordinator in the Office of the Permanent Secretary:

The Permanent Secretary

For attention: Public Relations Officer

Private Bag 13356

Windhoek, Namibia

The Complaints Co-coordinator will channel the complaints to the Director. We will deal with complaints within two weeks. If you are still not satisfied with the response from the Director, you may take the matter up directly with the Permanent Secretary of the National Planning Commission. Should you nevertheless still not get satisfaction, you may approach the Minister. If you are still not satisfied you may approach the Office of the Ombudsman.



Republic of Namibia
Office of the President
National Planning Commission

CUSTOMER CHARTER

Directorate of Administration



The Directorate is responsible for providing supervision and coordination of NPC support services by rendering auxiliary services to all NPC component parts and constituents.



This Charter

- Sets the standards of service you can expect when dealing with the Directorate of Finance and Administration
- Reflects our commitment to deliver a high standard of service at all times as well as the values we live by
- Explains the types of services the Department provides, and related service standards
- Explains how and when to get more information on our services if needed
- Explains how to comment on the services we deliver
- Explains procedures to follow if you are not happy with services we render

Our clients

- Government Offices, Ministries and Agencies
- NPC Staff
- Development Partners
- Regional Councils
- Local Authorities
- State Owned Enterprises
- Civil society
- Private sector
- Namibian residents

What we expect from you

- Be accurate and timely in providing required information to the Department.
- Arrange and keep appointments and inform us in advance if you cannot meet the appointment or when arrangements are changed
- Give us your comments and suggestions so that we can improve on the rendering of services to you.
- Follow the correct channels of authority

Our commitment to you

- Regular communication with you as clients, through reports, public releases, consultations, written and telephonic correspondence
- Professional conduct at all times and ensures that our customers are respected and treated with courtesy

In delivering our services, we uphold the following VALUES:-

- **Accountability**
To be answerable to the mandate and resources entrusted to NPC
- **Professionalism**
Being objective and neutral in performing official duties, using competency and capacity to adhere to set targets and standards in order to deliver quality services
- **Integrity**
Serving with honesty, without fear or favor
- **Transparency**
Ensuring openness, communication and provision of information relating to the planning and coordination of national development processes and programs
- **Teamwork**
Recognizing that our effectiveness as an institution is not determined by individual performance but by our collective performance as a team in a competent manner

Service Standards Applicable to Specific Work Areas

Finance and Administration

We will:

- Process payments within 30 days after receiving invoices with all supporting documents;
- Acknowledge in writing and inform you about the status of your application within one month, after closing date, if you apply for a post in our Agency;
- Respond to queries within five working days;
- Publish accurate and timely information about NPC activities and engagements within two days after the event;
- Provide library services every working day from 08h00 to 13h00 and 14h00 to 17h00.

Consultations

We will:

- Consult relevant stakeholders two weeks in advance on any matter relevant to our operations and where appropriate consider their inputs and advices.
- Incorporate these inputs, views and priorities of our clients within two days after receiving them.
- Continuously solicit views and comments from our clients every working day from 8h00 to 13h00 and 14h00 to 17h00 through meetings and readily accessible suggestion boxes.
- Strive to accommodate possible suggestions and comments every working day from 8h00 to 13h00 and 14h00 to 17h00 a week after receiving them.

