

## 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:**

Chief National Development Advice

### **Department of Regional and Sectoral Planning and Policy Coordination**

National Planning Commission building, Ground Floor

Government Office Park

Luther Street

Private Bag 13356

Windhoek\_Namibia

**or**

Tel: +264-61-283 4042

Fax: +264-261-302760

E-mail: [ahaiphene@npc.gov.na](mailto:ahaiphene@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 Chief National Development Advice. We will deal with complaints within two weeks. If you are still not satisfied with the response from the Chief, 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.

Chief National Development Advice:



Republic of Namibia  
Office of the President  
National Planning Commission

# CUSTOMER CHARTER

## Department of Regional and Sectoral Planning and Policy Coordination



**The Department is responsible for** Regional and Sectoral planning, oversee the implementation of the National Development Plans and coordinate the formulation and review of socio-economic policies.



## This Charter

- Sets the standards of service you can expect when dealing with the Department of Regional and Sectoral Planning and Policy Coordination
- 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
- Regional Councils
- Local Authorities
- State Owned Enterprises
- Development Partners
- 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

### Regional and Sectoral Planning and Policy Coordination

We will:

- Identify priorities, coordinate, monitor and evaluate the implementation of plans and programmes to contribute to the realization of the national development objectives;
- Coordinate the development of government socio-economic policies to ensure consistency  
Evaluate the effectiveness of Government socio-economic policies;
- Oversee the implementation of National Development Plans;
- Promote regional and sectoral economic development activities that are in line with the National Development Plans;

- Provide expert advice in the undertaking of a variety of economic analysis, research, strategies, projects and programmes designed to support efforts to promote and enhance regional and sectoral economic vitality
- Advise line Ministries, Regional Councils, Local Authorities and non-governmental bodies on economic planning and development activities, policies and strategies
- Coordinate the preparation, implementation and Monitoring the execution of the national development Budget

## 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.

