

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

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 Monitoring and Evaluation and Development Partners' Coordination

National Planning Commission building, 1st Floor

Government Office Park

Luther Street

Private Bag 13356

Windhoek Namibia

or

Tel: +264-61-283 4110

Fax: +264-261-302760

or

E-mail: rsampati@npc.gov.na

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

The Permanent Secretary

For attention: Public Relations Officer

Private Bag 13356

Windhoek, Namibia

The Complaints Co-ordinator 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.

This Charter will be reviewed annually.

Republic of Namibia
Office of the President
National Planning Commission



CUSTOMER CHARTER

Department of Monitoring and Evaluation and
Development Partners' Coordination



The Department is responsible for mobilizing, coordinating and managing external development resources, as well as developing and maintaining the integrated national monitoring and evaluation system for the whole government.

This Charter

- Sets the standards of service you can expect when dealing with the Department of Monitoring and Evaluation and Development Partners' 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
- 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

Monitoring of implementation progress for National Development Plan

We will:

- Remind you about upcoming reporting requirements a month before the due date.
- Send you the relevant reporting template(s) a month before the due date.
- Respond to requests for M&E capacity-building and support within 5 working days after the receipt of the request, and provide capacity-building opportunities on an ongoing basis at our own initiative.
- Acknowledge receipt of correspondence within 2 working days after receipt of the communication
- Inform you about upcoming project monitoring visits as early as possible before undertaking them
- Compile field visit reports and share them with stakeholders within 3 weeks after the visit.
- Provide necessary information and assistance every working day from 08h00 to 13h00 and 14h00 to 17h00.
- Conduct ongoing outreach to clients

Mobilizing, coordinating and managing external development resources to augment government resources

We will:

- Update the Development Partners on the priorities of the country at every consultation or negotiation
- Inform you about upcoming consultations and negotiations with Development Partners to source funds and technical support, 3 weeks before the meeting date.
- Provide you with relevant briefing materials 3 days before consultation or negotiation meetings.
- Provide you with signed minutes of the consultations and negotiations within a week after the meeting.
- Keeping you informed of the status of your appraised submission for funding within two weeks
- Maintain friendly relations with existing and potential Development Partners.
- Keep relevant stakeholders informed about the sectors that Development Partner are supporting.
- Ensure that Development Partner resources are used effectively for their purpose, in line with the set objectives.
- Acknowledge receipt of correspondence within 2 two working days after receipt of the communication
- Compile field visit reports on Development Partner-supported projects and share them with stakeholders within 3 weeks after the visit.

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.

