

## 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 department;
- 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 Department 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 Department of Macroeconomic Planning you should contact:

The Chief: National Development Advice  
Macroeconomic Planning  
National Planning Commission  
Government Office Park, Block D,  
Luther Street  
Private Bag 13356  
Windhoek  
Namibia

Phone: +264 61 283 4123

Fax: +264 61 226 501

E-mail: [dmpcustomer@npc.gov.na](mailto:dmpcustomer@npc.gov.na)

Website: [www.npc.gov.na](http://www.npc.gov.na)

- If you are not satisfied with the response from the Department you may take the matter up with the Executive Director.
- If still not satisfied with the response or action taken, you may approach the Director General.
- Should you still not be satisfied with the response or action taken you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Republic of Namibia

OFFICE OF THE PRESIDENT

NATIONAL PLANNING COMMISSION

## CUSTOMER SERVICE CHARTER

### DEPARTMENT OF MACROECONOMIC PLANNING

The Department is responsible for conducting socio-economic research to inform national development through knowledge creation and evidence based planning for the formulation of short, medium and long term development goals.



## THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State 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

- *Coordinate the development of national development plans.*
- *Conduct research on social and economic spheres for evidence-based planning.*
- *Analyze the socio-economic development in the country.*
- *Conduct stakeholder/partners development dialogue on socio-economic challenges.*
- *Develop and update models to analyze macroeconomic issues, human resource development and climate change impact in the country.*

## OUR CUSTOMERS

- Government Offices, Ministries and Agencies
- Development Partners
- Regional Councils & Local Authorities
- Public Enterprises
- Civil Society & Private Sector
- General Public
- Academia

## OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely policy support services; and
- ✓ We strive to execute our duties within the following guiding **VALUES**

**Transparency:** Ensuring openness, communication and provision of information relating to the planning and coordination of national development process and programmes

**Integrity:** Serving with honesty without fear or favour.

**Accountability:** To be answerable for 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.

**Team Work:** Recognising that our effectiveness as an institution is not determined by individual performance but by our collective performance as a team.

## OUR SERVICE PROMISE/STANDARDS

We will:

- *Coordinate the formulation of national development plans a year before end of the current plan.*
- *Produce at least two (2) research papers on social and economic spheres for evidence-based planning annually.*
- *Continuously analyze socio-economic development and produce report annually.*
- *Conduct stakeholder/partners development dialogue on socio-economic challenges at least once a year.*
- *Develop macroeconomic models when need arise.*
- *Continuously update models to analyze macroeconomic issues in the country.*

## WHEN YOU CONTACT US

### **If you phone us**

- We will answer to your call within three (3) rings;
- We will return your call within two (2) days if we can't provide an answer immediately.

### **If you write to us**

- We acknowledge receipt within two (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 five (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;
- 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.