

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 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 Regional, Sectoral Planning and Policy Coordination you should contact:

The Deputy Chief National Development Advice
Directorate of Planning and Policy Coordination
National Planning Commission building,
Ground Floor
Office Nr 006
Government Office Park
Luther Street
Private Bag 13356 Windhoek
Namibia

Phone: +264 61 283 4056

Fax: +264 61 302760

E-mail: drspccustomer@npc.gov.na

Website: 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 satisfied 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 Regional, Sectoral Planning and Policy Coordination

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



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

- Identify priorities for National Development Plans.
- Oversee the implementation of National Development Plans.
- Coordinate the preparation, implementation and Monitoring the execution of the national development Budget
- Provide Advise on economic planning and development activities, policies and strategies
- Promote regional and sectoral economic development activities that are in line with the National Development Plans;
- Conduct economic analysis and research on regional strategies for projects and programmes.
- Coordinate the development of government socio-economic policies
- Evaluate the effectiveness of existing Government socio-economic policies;

OUR CUSTOMERS

- Office, Ministries and Agencies (OMAs)
- Regional Councils
- Local Authorities
- State Owned Enterprises
- Civil society Organisations
- Private sector
- Development Partners
- General Public

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely service; and

- ✓ We strive to execute our duties within the following guiding **VALUES**

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.

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 programmes

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

OUR SERVICE PROMISE/STANDARDS

We will:

- Identify priorities for National Development Plans a year before the end of the current plan
- Continuously Oversee the implementation of National Development Plans
- Coordinate the preparation, of national development Budget annually
- Continuously Monitor project implementation and the execution of the national development Budget
- Produce economic development activity reports quarterly
- Provide Advise on economic planning and development activities, policies and strategies at all times
- Conduct awareness sessions on regional and sectoral economic development activities on a quarterly basis.
- Produce economic development activity reports quarterly
- Promote Regional and Sectoral economic development activities at various platforms
- Continuously Conduct economic analysis and research on regional strategies for projects and programmes.
- Provide guidance on the development of government socio-economic policies at all times
- Evaluate at least two (2) existing Government socio-economic policies in a year.

- We will respond to you at Tel: +264 61 283 4056, Fax: +264 61 302760, E-mail: drsppccustomer@npc.gov.na.

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.

