

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 directorate;
- 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 Directorate 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 Directorate of Development Partners Coordination you should contact:

*The Deputy Chief: National Development Advice
(Director)*

Directorate of Development Partners coordination

**National Planning Commission, 1st Floor
Government Office Park
Luther Street
Private Bag 13356
Windhoek**

Phone: +264-61-283 4108

Fax: +264 -61-226501

E-mail: dpccustomer@npc.gov.na

Website: www.npc.gov.na

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



OFFICE OF THE PRESIDENT
National Planning Commission

CUSTOMER SERVICE
CHARTER

Directorate of Development Partners Coordination

The Directorate is responsible for Mobilizing external resources from development partners for national priority development Programmes



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

- *Solicit resources from the development partners for national development programmes*
- *Present national priorities to Development Partners*
- *produce briefing materials before consultation or negotiation meetings.*
- *Sign protocols, minutes and framework agreements*
- *Monitor the implementation of committed programs and projects*
- *Manage utilisation of resources from development cooperation*
- *Produce monitoring and evaluation reports for Development Partner-supported projects*

OUR CUSTOMERS

- *Government (Offices, Ministries and Agencies)*
- *Development Partners*
- *Regional Councils*
- *Local Authorities*
- *State Owned Enterprises*
- *Civic Society Organizations*
- *Private Sector*
- *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 to the mandate and resources entrusted to NPC

- **Professionalism.**

Being objective, efficient and effective in performing official duties, using competency and capacity to adhere to set targets and standards in order to deliver quality services and provide timely feedback

- **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

OUR SERVICE PROMISE/STANDARDS

We will:

- *Continuously solicit resources from the development partners for national development programmes as per NDPs' priorities*
- *Present national priorities to Development Partners at every consultation or negotiation.*
- *Produce briefing materials 3 working days before consultation or negotiation meetings.*
- *Sign protocols, minutes and framework agreements within 5 working days after every meeting*
- *Continuously monitor the implementation of committed programs and projects*
- *Manage the utilization of resources from development cooperation at all times*
- *Produce monitoring and evaluation reports for Development Partner-supported projects within 10 working days after every visit*

WHEN YOU CONTACT US

If you phone us

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

If you write to us

- We acknowledge receipt within 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 5 Minutes if you have an appointment with us;
- We will respond to your questions while you are with us, if we are not able 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.

