

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.
- Give us your comments, so that we can improve our service.
- Your information will be treated as confidential.

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 Division;
- 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 and telephone and / or 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 division whom you deal with as well as the date and the time of the communication can improve our services.

FEEDBACK/COMMENT/COMPLAINT

If you have any comment, suggestion or a request about the activities or services of the Subdivision of Auxiliary Services, you should contact:

The Control Administrative Officer
National Planning Commission
Government Office Park
Luther Street
Private Bag 13356
Windhoek
Namibia

Phone: +264 61 283 4006

Fax: +264 61 283 4175

E-mail: auxiliarycustomer@npc.gov.na

Website: www.npc.gov.na

- *If you are not satisfied with the response from the Subdivision, you may take the matter up with the Deputy Director for Finance and Administration.*
- *If still not satisfied with the response or action taken, you may approach the Director of Finance and Administration*
- *Should you still not be satisfied with the response or action taken, you may approach the Executive Director of the National Planning Commission*
- *Should you still not be satisfied with the response or action taken you may approach the Director General.*
- *If still not satisfied, you may approach the Office of the Director General.*
- *If still not satisfied, you may approach the Office of the Prime Minister. If you are then still not satisfied, you may approach the Office of the Ombudsman.*



Republic of Namibia

OFFICE OF THE PRESIDENT

National Planning Commission

CUSTOMER SERVICE CHARTER

Directorate of Administration

Division Finance and Administration

Subdivision: Auxiliary Services

The subdivision is responsible for providing reliable support and administration services such as:

- Transport Services;
- Procure goods and services;
- Manage contracts;
- Stores and Asset management;
- Record management;
- Cleaning services;
- General maintenance



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

The Subdivision provides administrative and support services such as:

- Transport Services;
- Procure Goods and Services;
- Manage contracts;
- Manage Stock and Assets;
- Manage records;
- Maintain Hygiene;
- General maintenance

OUR CUSTOMERS

- Staff members of the National Planning Commission
- Service providers/ Suppliers
- General public
- Offices, Ministries and Agencies (O/M/A's)

OUR COMMITMENT TO YOU

We commit to:

- Regular communications with you as customers through meetings, correspondence, information sharing and media to get your opinions and inputs for the purpose of improving our services.

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, 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 favour.

Transparency

Ensuring openness, communication and provision of information relating to the planning and coordination of national development processes.

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

If you seek access to our services, we will:

- Provide transport and issue trip authority within one (1) working day;
- Renew the license disk within five (5) working days before the expiry date;
- Request for the replacement of lost/damaged fuel/maintenance cards within one (1) working day;
- Scrutinize logbook daily;
- Inspect vehicle before and after handover;
- Prepare Procurement Plans as per the Public Procurement Act, 15 of 2015;
- Prepare the bidding documents for acquiring goods and or services within two (2) working days for minor and within five (5) working days for major procurement as per the procurement plan or upon receipt of an approved submission to incur expenditure;
- Opening of bids immediately after closure time;
- Evaluate bids within one (1) week for minor procurement and two (2) weeks for major procurement;
- Distribute bidding documents and minutes two (2) days before PC meeting;

- Prepare Requisition for Expenditure within two (2) working days upon receipt of bid evaluation report;
- Generate/print purchase order within (2) working days upon receipt of the approved requisition expenditure form;
- Ensure that procurement rules and regulations are adhered to;
- Verify invoices and submit to Accounts Payable section for payment within two (2) working days;
- Conduct annual stock taking and when need arises;
- Order stock and materials once (1) per quarter;
- Issue cleaning materials and stationeries to staff members once (1) per week.
- Ensure that correspondence is sorted, posted and delivered on daily basis;
- Record data on Electronic Document and Records Management System (EDRMS) daily
- Provide requested file within a day;
- Maintain office hygiene daily;
- Conduct monthly inspection on Agency's infrastructures;
- Attend to minor maintenance within a day and major maintenance within a week;

WHEN YOU CONTACT US

If you phone us, we will-

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

If you write to us, we will-

- 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 answer.

If you visit us, we will-

- attend to you within five (5) minutes if you have an appointment with us;
- respond to your questions while you are with us. If we cannot, we will let you know why and give an indication as to when you can expect an answer.

