

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 Subdivision;
- 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 Subdivision 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 Human Resources, you should contact:

The Chief Human Resource Practitioner
National Planning Commission
Government Office Park
Luther Street
Private Bag 13356
Windhoek
Namibia

Phone: +264 61 2834176

Fax: +264 61 2834175

E-mail: hrcustomer@npc.gov.na (HR administration)
trainingcustomer@npc.gov.na (Training)

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 of the National Planning Commission*
- *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.*



OFFICE OF THE PRESIDENT
National Planning Commission

CUSTOMER SERVICE CHARTER

Directorate of Administration

Division Finance and Administration

Subdivision Human Resources

This Subdivision is responsible for providing administration support and advisory services on issues pertaining to human resources management, managing training and development within the Agency and ensuring that rules and regulations are correctly understood, implemented and complied to.



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 service in the following areas:

- Human Resource Administration
- Human Resource Development
- Provide advisory services in Human Resource Development
- Employee Wellness

OUR CUSTOMERS

- Staff members of the National Planning Commission
- Offices, Ministries and Agencies (OMA's and Regional Councils (RCs)
- General public

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely administrative support services; 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, 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

We will-

- update employee's personal file within one (1) working day with availed information;
- fill vacant positions within three (3) months from the date of advertising if delegated, and within four (4) months if not delegated;
- attend to misconduct cases within one month of their occurrence;
- respond to employees' grievances within five (5) working days;
- facilitate the implementation of the Institutional Human Resource Development Plan;
- conduct induction training to newly appointed staff members within one (1) month from the date of assumption of duty;

- process applications on medical aid, social security, Home loan, and GIPF within one (1) working day provided all documents are attached;
- process employees benefit and Social Security claims within one (1) working day provided all documents are attached;
- conduct wellness session bi-annually;
- terminate service within one (1) working day upon receipt of notification
- process employees benefit claims within one (1) day provided all documents are attached;
- interpret policies on request by staff members right away or within two working days if we cannot provide an answer instantly;
- conduct a Training Need Analysis (TNA) every three (3) years (done every 3rd year);
- attend to training requests for short courses within 5 (five) working days and in case of longer courses within 1 (one) month.

WHEN YOU CONTACT US

If you phone us, we will-

- answer to your call within three (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.