

## 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 Subdivision;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.
- Explain your problem thoroughly and in details.

### **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 dealt with as well as the date and the time of the communication to improve our services.

## FEEDBACK, COMMENT AND COMPLAINT

***If you have any comment, suggestion or a request about the activities or services of the Division you should contact:***

The Deputy Director of Information Systems Center  
National Planning Commission

Government Office Park, Luther Street

Private Bag 13356

Windhoek

Namibia

Phone: +264 61 2834199

Cellphone: +264812779842

Fax: +264 61226501

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

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

- 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 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
- 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

## **Directorate of Finance and Administration**

### **Division: Information Systems Center**

This Division is responsible for providing ICT services, Systems administration and networking to all NPC staff members.



## 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

- Provide adequate IT hardware/software and network infrastructure.
- Provide ICT support , Backup and Maintenance
- Prepare all ICT equipment for end users' usage;
- Manage and monitor network performance;
- Manage, administer and monitor all systems within the office
- Manage supplies and licenses and plan for software acquisitions;
- Provide on-site local and remote technical support.
- Provide training of new developments of IT systems
- Monitor and Update our website.
- Provide help-desk support
- Provide Systems development and support.

## OUR CUSTOMERS

- NPC staff members
- Offices, Ministries, Agencies (OMA's)

## OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely ICT support; 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:

- Handle all requests and enquiries within a day;
- Carry out anti-virus health check daily;
- Backup all servers daily;
- Monitor network infrastructure daily;
- Respond within 5 minutes On hardware failure or need;
- Replace hardware components within 3 months;
- Manage all licenses on a yearly basis or upon expiration;
- Monitor and update our website on a daily basis;
- Ensure that users data is backed up daily, kept for a week and can be restored within a day
- Develop major system within two years, and minor system within six (6) months when need arises or upon request;
- Train staff members on new applications within six month from the date of implementation when need arises.

## 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. We will provide you with the name of the person to go to, address and contact details.