



Republic of Namibia
OFFICE OF THE PRESIDENT
NATIONAL PLANNING COMMISSION

Request for Quotations for non-consultancy services

**Re-design, Translate, Edit, proof read and Printing of the
NPC Institutional, library brochures and Departmental
Charters**

Bidder Name: _____

Total Bid Amount: _____

Procurement Reference No: NCS/RFQ/26-74/2023

Closing Date: 01 March 2024

Time:11:00

National Planning Commission
Private Bag 13356 Windhoek,
Tel: +26461 283 4111, Fax: +26461 226 501
Government Office Park Luther Street



Republic of Namibia

OFFICE OF THE PRESIDENT
NATIONAL PLANNING COMMISSION

Letter of Invitation

20 February 2024

To: All Bidders

Procurement Reference Number: NCS/RFQ/26-74/2023

Dear Sir / Madam,

Re-design, Translate, Edit, proof read and Printing of the NPC Institutional, library brochures and Departmental Charters

National Planning Commission invites you to submit your best quote for the items described in detail hereunder.

Any resulting contract shall be subject to the terms and conditions referred to in the document.

Queries, if any, should be addressed to: pmu@npc.gov.na or Mr Johannes Aipanda 061283 4199/0812779842

Please prepare and submit your quotation in accordance with the instructions given or inform the undersigned if you will not be submitting a quotation.

Yours faithfully,

Sylvia Kaune

SECRETARY: PROCUREMENT COMMITTEE

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

The National Planning Commission reserves the right:

- (a) to accept or reject any quotation; or
- (b) to cancel the quotation process and reject all quotations at any time prior to contract award.

2. Preparation of Quotations

You are requested to quote for the services mentioned in Section III by completing, signing and returning:

- (a) the Quotation Letter in Section II with its annex for Bid Securing Declaration, where applicable;
- (b) the Priced Activity Schedule in Section IV;
- (c) the Specifications and Performance Standards Compliance Sheet in Section V; and;
- (d) any other attachment as deemed appropriate.

You are advised to carefully read the complete Request for Quotations document, including the Special Conditions of Contract in Section VII, before preparing your quotation. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction.

3. Validity of Quotations

The quotation validity period shall be 120 days from the date of bid submission deadline.

4. Eligibility Criteria

To be eligible to participate in this Quotation exercise, the Bidder must submit the following documents:

- (a) A valid certified copy of the Company registration certificate/ Founding statement clearly indicating shareholders' and principals contact details (as registered with the BIPA) (Attach certified copies of identification Document of all shareholders), Printing must be among core business responsibilities
- (b) A valid original / certified copy of the company's good standing certificate from Ministry of Finance (NAMRA).
- (c) A valid original / certified copy of the company' good standing certificate from Social Security Commission.
- (d) A valid certified copy of Affirmative Action Compliance Certificate, proof from Employment Equity Commissioner that bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998.
- (e) Written undertaking in terms of section 138 of the Labour Act, 2015.
- (f) Submit signed Bid-securing Declaration.
- (g) Procurement reserved in terms of the code of good practice on preferences

5. Bid Security/Bid Securing Declaration

Bidders are required to subscribe to a Bid Securing Declaration for this procurement process.

6. Services Completion Period

The completion period for services shall be immediately after acceptance/issue of Purchase Order. Deviation in completion period shall be considered if such deviation is reasonable and put in writing for consideration by the Procurement Committee

7. Documents to be submitted

Bidders shall submit along with their quotation's documents giving company's profile, past experience and evidence of similar services provided together with customers reference details.

8. Sealing and Marking of Quotations

Quotations should be sealed in a single envelope, clearly marked with the Procurement Reference Number, addressed to the Public Entity with the Bidder's name at the back of the envelope.

9. Submission of Quotations

Quotations should be deposited in the Quotation/Bid Box located at **National Planning Commission, Government Office Park, Block D, First floor, office #104C**, not later than **01 March 2024 by 11:00** at latest. Quotations hand delivered should reach National Planning Commission by the same date and time at latest. Late quotations will be rejected. Quotations received by e-mail will not be considered.

10. Opening of Quotations

Quotations will be opened internally by the Public Entity immediately after the closing time referred to in section 9 above. A record of the Quotation Opening stating the name of the Bidders and the amount, the presence or absence of a /Bid-Securing Declaration will be available to any bidder on request within three working days of the Opening.

11. Evaluation of Quotations

The Public Entity shall have the right to request for clarifications in writing during evaluation. Offers that are substantially responsive shall be compared on the basis of evaluated cost to determine the lowest evaluated quotation.

12. Scope of Services, Specifications and Performance Standards

The Scope of Services and Performance Standards Compliance Sheet detailed in Sections III and V are to be complied with. Bidders may propose alternative for part of the scope substantiating that such alternatives will equally serve the interest of the Public Entity. However evaluation will be carried out as per the defined scope. Alternatives will only be considered from bidders having submitted the lowest evaluated quotation as per the base requirements.

Bidders have to substantiate in what manner the deviation in set specifications and performance standards, if any, are not material deviation.

13. Prices and Currency of Payment

Prices for the execution of services shall be fixed in Namibian Dollars as quoted. Quotations shall cover all costs of labour, materials, equipment, overheads, profits and all associated costs for performing the services, and shall include all duties. The whole cost of

performing the services shall be included in the items stated, and the cost of any incidental services shall be deemed to be included in the prices quoted.

14. Margin of Preference

14.1. The applicable margins of preference and their application methodology are as follows:

Not Applicable

14.2. Bidders applying for the Margin of Preference shall submit, **upon request**, evidence of:

Not Applicable

15. Award of Contract

The Bidder having submitted the lowest evaluated responsive quotation and qualified to perform the services shall be selected for award of contract. Award of contract shall be by issue of a Purchase Order/Letter of Acceptance in accordance with terms and conditions contained in Section VI: Contract and General Conditions of Contract.

16. Notification of Award and Debriefing

The Public Entity shall after award must promptly inform all unsuccessful bidders in writing of the name and address of the successful bidder and the contract amount and post a notice of award on its website within seven (7) days. Furthermore, the Public Entity shall attend to all requests for debriefing made in writing within seven days (7) days of the unsuccessful bidders being informed of the award.

SECTION II: QUOTATION LETTER

(to be completed by Bidders)

[Complete this form with all the requested details and submit it as the first page of your quotation with the Priced Activity Schedule and documents requested above. A signature and authorisation on this form will confirm that the terms and conditions of this RFQ prevail over any attachments. If your quotation is not authorised, it may be rejected.]

Quotation Addressed to:	
Procurement Reference Number:	
Subject matter of Procurement:	

We offer to provide the services detailed in the Scope of Service, in accordance with the terms and conditions stated in your Request for Quotations referenced above.

We confirm that we are eligible to participate in this Quotation Exercise and meet the eligibility criteria specified in Section 1: Request for Quotations.

We undertake to abide ethical conduct during the procurement process and the execution of any resulting contract.

We have read and understood the content of the Bid Security/Bid Securing Declaration (BSD) attached hereto and subscribe fully to the terms and conditions contained therein. We further understand that this subscription could lead *[forfeiture of the security amount / disqualification on the grounds mentioned in the BDS]*

The validity period of our Quotation is _____ days *[insert number of days]* from the date of the bid submission deadline.

We confirm that the prices quoted in the Priced Activity Schedule are fixed and firm and will not be subject to revision or variation, if we are awarded the contract **prior to the expiry date** of the quotation validity.

The services will commence within _____ *[to insert number]* days from date of issue of Purchase Order/ Letter of Acceptance.

The services will be completed within _____ *[to insert number]* days from date of issue of Purchase Order/ Letter of acceptance.

Quotation Authorised by:

Name of Bidder		Company's Address and seal	
Contact Person			
Name of Person Authorising the Quotation:	Position:	Signature:	
Date		Phone No./Fax	

Appendix to Quotation Letter

BID SECURING DECLARATION
(Section 45 of Act)
(Regulation 37(1)(b) and 37(5))

Date:[Day/month/year].....

Procurement Ref No.: NCS/RFQ/26-74/202

To: National Planning Commission

I/We* understand that in terms of section 45 of the Act a public entity must include in the bidding document the requirement for a declaration as an alternative form of bid security.

I/We* accept that under section 45 of the Act, I/we* may be suspended or disqualified in the event of

- (a) **a modification or withdrawal of a bid after the deadline for submission of bids during the period of validity;**
- (b) **refusal by a bidder to accept a correction of an error appearing on the face of a bid;**
- (c) **failure to sign a procurement contract in accordance with the terms and conditions set forth in the bidding document, should I/We* be successful bidder; or**
- (d) **failure to provide security for the performance of the procurement contract if required to do so by the bidding document.**

I/We* understand this bid securing declaration ceases to be valid if I am/We are* not the successful Bidder

Signed:
[insert signature of person whose name and capacity are shown]

Capacity of:
[indicate legal capacity of person(s) signing the Bid Securing Declaration]

Name:
[insert complete name of person signing the Bid Securing Declaration]

Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____, _____
[insert date of signing]

Corporate Seal (where appropriate)

[Note*: In case of a joint venture, the bid securing declaration must be in the name of all partners to the joint venture that submits the bid.]

***delete if not applicable / appropriate**



Republic Of Namibia

Ministry of Labour, Industrial Relations and Employment Creation

Written undertaking in terms of section 138 of the Labour Act, 2015 and section 50(2)(D) of the Public Procurement Act, 2015

1. EMPLOYERS DETAILS

Company Trade Name:.....

Registration Number :.....

Vat Number:

Industry/Sector:

Place of Business:.....

Physical Address:.....

Tell No.:.....

Fax No.:.....

Email Address:.....

Postal Address:.....

Full name of Owner/Accounting Officer:.....

.....

Email Address:.....

2. PROCUREMENT DETAILS

Procurement Reference No.:.....

Procurement Description:

.....
.....

Anticipated Contract Duration:

Location where work will be done, good/services will be delivered:

3. UNDERTAKING

I[insert full name], owner/representative
of[insert full name of company]

hereby undertake in writing that my company will at all relevant times comply fully with the relevant provisions of the Labour Act and the Terms and Conditions of Collective Agreements as applicable.

I am fully aware that failure to abide to such shall lead to the action as stipulated in section 138 of the labour Act, 2007, which include but not limited to the cancellation of the contract/licence/grant/permit or concession.

Signature:

Date:

Seal:.....

Please take note:

1. *A labour inspector may conduct unannounced inspections to assess the level of compliance*
2. *This undertaking must be displayed at the workplace where it will be readily accessible and visible by the employees rendering service(s) in relations to the goods and services being procured under this contract.*

SECTION III: SCOPE OF SERVICES

Translation, edit, design/layout, proof reading and printing of NPC Customer Service Charter from English into 8 Namibian Languages: Afrikaans, Oshindonga, Khoekhoegowab, Otjiherero, Silozi, Setswana, Rukwangali and Ju/hoansi as specified in Specifications and Performance Standard Compliance Sheet

Requirements

- i. The bidder must have proven experience in editing and design/translation/proof reading/ printing of similar work, size and magnitude- attach at least three reference letters in similar work done in the past and **provide samples**.
- ii. The bidder is expected to be able to deliver **within 7 working days** after acceptance of Purchase Order.
- iii. In terms of requirement (ii) above, the bidder should submit a delivery schedule outlining the timelines for the activities (re-design, translate, edit, proof read, printing)

SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: NCS/RFQ/26-74/2023

[Complete the unit and total prices for each item listed below in Namibian dollars. Authorize the prices quoted in the signature block below.]

Item No	Brief Description of Services	Quantity	Unit of measure	Price per unit NAD ¹	Total price without VAT NAD	VAT: NAD	Delivery weeks) (days/month	Country of Origin
A*	B*	C*	D*		E	F	G	H
	Charters)							
1	<p>Re-design, editing, Proof reading and Printing of the NPC Charter Booklet (Nine (9) specified Languages in one Booklet)</p> <p>Paper size: A5</p> <p>Binding: Stapler bound</p> <p>Paper type: 128 gsm Gloss full colour</p> <p>Cover Type: 250 gsm Gloss full colour</p>	400	Each					
2	<p>Translation, Edit and Proof Reading of the NPC Charter from English Version to;</p> <p>Afrikaans, Otjiherero, Oshindonga, Khoekhoegowab, Silozi, Setwana, Rukwangali, Ju/hoansi</p>	8	Lang uages					

3	Voice over of the NPC Charter Booklet (Audio Version) English Version Only	1	Each					
4	Re-design, Edit, Proof Reading and Printing for Directorate: Monitoring and Evaluation charter (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour	200	Each					
5	Re-Design, Edit, Proof Reading and Printing Sub-Division: Auxiliary Services (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour	150	Each					
6	Re-Design, Edit, Proof Reading and Printing for Division: Finance (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour	150	Each					
7	Re-Design, Edit, Proof Reading and Printing Division: IT (English Version Only)	150	Each					

	Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour							
8	Re-Design, Edit, Proof Reading and Printing of Department: of Macroeconomics (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour	200	Each					
9	Re-Design, Edit, Proof Reading and Printing of Department of Regional & Sectoral Planning (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour	200	Each					
10	Re-Design, Edit, Proof Reading and Printing for Division of HR (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour	150	Each					
11	Re-Design, Edit, Proof Reading and Printing of Directorate for Development Partners Co-ordination (English Version Only) Paper size: A4 Folded to DL	200	Each					

	Paper type: 128 gsm Gloss full colour						
12	Re-Design, Edit, Proof Reading and Printing for NPC Library Brochures (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour	200	Each				
				Other additional costs			
				Subtotal			
<i>Enter 0% VAT rate if VAT exempt.</i>				VAT @ %			
				Total			

* Columns A to D to be completed as applicable by Public Entity

Note: Layout is a new design and a sample based (for all Department/Directorate/Divisions brochures and the NPC Charter booklet) will be required and on the quote, Layout is a new design and a sample based (for all Department/Directorate/Divisions brochures and the NPC Charter booklet) will be required and on the quote suppliers should specify the amount for translations & proofreading, layout/design, printing separately and must be ready to commit to work with CSC committee to make changes on the design should there be a need before printing and quoted price should remain the same.

Priced Activity Schedule Authorised By: *[insert company seal]*

Name of signatory:		Signature:	
Position:		Date:	
Company Name:			

SECTION V: SPECIFICATIONS AND PERFORMANCE STANDARD COMPLIANCE SHEET

Procurement Reference Number: **NCS/RFQ/26-74/2023**

[Bidders should complete columns C and D with the specifications of the services offered. Also state “comply” or “not comply” and give details of any non-compliance/deviation to the specification required. Attach detailed technical literature if required. Authorise the specification offered in the signature block below.]

Item No	Specifications and Performance Required	Compliance of Specifications and Performance Offered	Details of Non-Compliance/ Deviation (if applicable)
<i>A*</i>	<i>B*</i>	<i>C</i>	<i>D</i>
1	<p>Re-design, editing, Proof reading and Printing of the NPC Charter Booklet (Nine (9) specified Languages in one Booklet)</p> <p>Paper size: A5</p> <p>Binding: Stapler bound</p> <p>Paper type: 128 gsm Gloss full colour</p> <p>Cover Type: 250 gsm Gloss full colour</p>		
2	<p>Translation, Edit and Proof Reading of the NPC Charter from English Version to;</p> <p>Afrikaans, Otjiherero, Oshindonga, Khoekhoegowab, Silozi, Setwana, Rukwangali, Ju/hoansi</p>		
3	<p>Voice over of the NPC Charter Booklet (Audio Version)</p> <p>English Version Only</p>		
4	<p>Re-design, Edit, Proof Reading and Printing for Directorate: Monitoring and Evaluation charter (English Version Only)</p> <p>Paper size: A4 Folded to DL</p> <p>Paper type: 128 gsm Gloss full colour</p>		
5	<p>Re-Design, Edit, Proof Reading and Printing Sub-Division: Auxiliary Services (English Version Only)</p> <p>Paper size: A4 Folded to DL</p> <p>Paper type: 128 gsm Gloss full colour</p>		
6	<p>Re-Design, Edit, Proof Reading and Printing for Division: Finance (English Version Only)</p> <p>Paper size: A4 Folded to DL</p> <p>Paper type: 128 gsm Gloss full colour</p>		

Item No	Specifications and Performance Required	Compliance of Specifications and Performance Offered	Details of Non-Compliance/ Deviation (if applicable)
<i>A*</i>	<i>B*</i>	<i>C</i>	<i>D</i>
7	Re-Design, Edit, Proof Reading and Printing Division: IT (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour		
8	Re-Design, Edit, Proof Reading and Printing of Department: of Macro-economics (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour		
9	Re-Design, Edit, Proof Reading and Printing of Department of Regional & Sectoral Planning (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour		
10	Re-Design, Edit, Proof Reading and Printing for Division of HR (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour		
11	Re-Design, Edit, Proof Reading and Printing of Directorate for Development Partners Co- ordination (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour		
12	Re-Design, Edit, Proof Reading and Printing for NPC Library Brochures (English Version Only) Paper size: A4 Folded to DL Paper type: 128 gsm Gloss full colour		

* Columns A and B to be completed by Public Entity.

Specifications and Performance Standard Compliance Sheet Authorised By:

Name:		Signature:	
Position:		Date:	

Authorised for and on behalf of:	Company	
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SECTION VI: CONTRACT AGREEMENT AND GENERAL CONDITIONS OF CONTRACT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) Ref: NCS-LS/RFQ-GCC for procurement of services (lump-sum) available on the website of the Public Entity (*insert website address*) except where modified by the Special Conditions below.

SECTION VII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: **NCS/RFQ/26-74/2023**

The clause numbers given in the first column correspond to the relevant clause numbers of the GCC

Subject and GCC Reference	Special Conditions
Definitions GCC 1.1(a)	Adjudicator is Not Applicable for this contract
Definitions GCC 1.1(l)	The Member is: <i>[to be inserted at contract signing]</i>
Definitions GCC 1.1(o)	The Service Provider is: <i>[to be inserted at contract signing]</i>
Notices GCC 1.4	<p>Any notice shall be sent to the following addresses: For the National Planning Commission</p> <p>The Procurement Management Unit</p> <p>National Planning Commission</p> <p>Government Office Park</p> <p>Luther Street</p> <p>P/Bag 13356</p> <p>Windhoek</p> <p>Tel: +264612834006</p> <p>E-Mail: skaune@npc.gov.na</p> <p>For the [Service Provider], the address and contact name shall be <i>[to be inserted at contract signing]</i>:</p> <p>_____</p>
Authorised Representatives	<p>The Authorised Representatives are:</p> <p>For the Public Entity: <i>[to be inserted at contract signing]</i></p>

GCC 1.6	For the Service Provider <i>[to be inserted at contract signing]</i> : _____
Effectiveness of Contract GCC 2.1	The date on which this Contract shall come into effect is <i>[to be inserted at contract signing]</i>
Starting Date GCC 2.2.2	The intended starting date for the commencement of Services is As soon as receiving the confirmation and Purchase Order.
Intended Completion Date GCC 2.3	The intended completion date is _____.
Prohibition GCC 3.2.3(c)	List of Activities: _____.
Service Provider's Actions Requiring Public Entity's Prior approval GCC 3.7(c)	The other actions are _____.
Documents Prepared by Service Provider to be the Property of the Public Entity GCC 3.9	Restrictions on the use of documents prepared by the Service Provider are: _____
Payments of Liquidated Damages GCC 3.10.1	Liquidated damages for the whole contract are <i>[insert percentage of the final contract price]</i> per week. The maximum amount of liquidated damages for the whole contract is <i>[insert percentage]</i> of the final contract price.
Lack of Performance Penalty GCC 3.10.3	The percentage _____ to be used for the calculation of lack of Performance Penalty(ies) is _____. (<i>Where applicable</i>)
Performance Security GCC 3.11	(i) No Performance Security is required*
Assistance and	The assistance and exemptions provided to the Service Provider are <i>(where</i>

Exemptions GCC 5.1	<i>applicable</i>): _____
Contract Price GCC 6.2(a)	The amount in local currency is _____.
Terms and Condition of Payment GCC 6.4	Insert the payment terms in line with the GCC.
Interest on Delayed Payments GCC 6.5	Payment shall be made within 30 working days of receipt of the invoice and the relevant documents, and within 30 Working days in the case of the final payment. The interest rate is _____.
Price Adjustment GCC 6.6.1	Price adjustment <i>is/not</i> applicable.
Identifying Defects GCC 7.1	The following inspections shall be carried out: _____ The defect liability period is: _____
Dispute Settlement GCC 8.2	In cases where no adjudicator has been appointed the disputes shall be subject to the procedures of the laws of Namibia. If any dispute arises between the Employer and the Contractor in connection with or arising out of the Contract, the parties shall seek to resolve any such dispute by amicable agreement. If the parties fail to resolve such dispute by amicable agreement, within days after one party has notified the other in writing of the dispute, then the dispute may be referred to court by either party.
Dispute Settlement GCC 8.2.3	Not Applicable
Dispute Settlement GCC 8.2.4	The arbitration procedures of _____ will be used (applicable to overseas service provider)
Dispute Settlement GCC 8.2.5	Not Applicable

SCHEDULE 3**QUOTATION CHECKLIST SCHEDULE****Procurement Reference No.: NCS/RFQ/26-74/2023**

Description	Indicate Attached	Indicate Not Attached
Quotation Letter		
List of Goods and Price Schedule		
Specification and Compliance Sheet		
Bid Securing Declaration Signed		
Valid and certified company registration certificate		
Original /Certified valid good standing tax certificate (NAMRA)		
Original/ Certified valid good standing Social Security certificate		
Original /certified valid Affirmative Action Compliance certificate		
Written undertaking as contemplated in section 138 (2) of the Labour Act, 2015 (signed)		

Disclaimer: The list defined above is meant to assist the Bidder in submitting the relevant documents and shall not be a ground for the bidder to justify its non-submission of major documents for its quotation to be responsive. The onus remains on the Bidder to ascertain that it has submitted all the documents that have been requested and are needed for its submission to be complete and responsive.

Supporting Documents

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 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 Macroeconomic Planning you should contact:

The Chief: National Development Advice
Macroeconomic Planning
National Planning Commission
Government Office Park, Block D,
Luther Street
Private Bag 13356
Windhoek
Namibia

Phone: +264 61 283 4123

Fax: +264 61 226 501

E-mail: dmpcustomer@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 be satisfied with the response or action taken 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 MACROECONOMIC PLANNING

The Department is responsible for conducting socio-economic research to inform national development planning through knowledge creation and evidence-based planning for the formulation of short, medium- and long-term development goals.



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

- *Coordinate the development of national development plans.*
- *Conduct research on social and economic spheres for evidence-based planning.*
- *Analyze the socio-economic development in the country.*
- *Conduct stakeholder/partners development dialogue on socio-economic challenges.*
- *Develop and update models to analyze macroeconomic issues, human resource development and climate change impact in the country.*

OUR CUSTOMERS

- Government Offices, Ministries and Agencies
- Development Partners
- Regional Councils & Local Authorities
- Public Enterprises
- Civil Society & Private Sector
- General Public
- Academia
- Private Sector

OUR COMMITMENT TO YOU

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

- *Coordinate the formulation of national development plans a year before end of the current plan.*
- *Produce at least two (2) research papers on social and economic spheres for evidence-based planning annually.*
- *Continuously analyze socio-economic development and produce report annually.*
- *Conduct stakeholder/partners development dialogue on socio-economic challenges at least once a year.*
- *Develop and continuously update models macroeconomic models to analyze macroeconomic phenomena and inform stakeholders about prospects annually.*
- *to analyze macroeconomic issues in the country.*

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.



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**

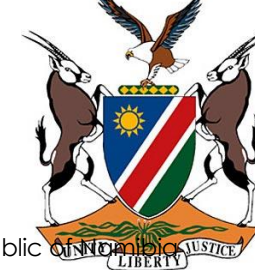
Phone: +264-61-283 4108

Fax: +264 -61-226501

E-mail: dpccustomer@npc.gov.na

Website: www.npc.gov.na

- If you are not satisfied with the response from Directorate of Development Partners Coordination you may take the matter up with the Ex Director
- Should you still not be satisfied with the response taken you may approach the Attorney 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.



Republic of Namibia

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 to

- ur 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

h our

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.



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

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
Department of Regional and Sectoral Planning
and Policy Coordination
National Planning Commission building,
Ground Floor
Office Nr 015
Government Office Park
Luther Street
Private Bag 13356 Windhoek
Namibia

Phone: +264 61 283 4056/ 4063

Fax: +264 61 302760

E-mail: drspccustomer@npc.gov.na

Website: www.npc.gov.na

- If you are not satisfied with the response of the Department you may take the matter up with Executive Director
- If still not satisfied with the response or action 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 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.



CHARTER

Defines the services we provide (What we do)
Names who are our Customers
Sets our commitments
Standard of services that you can expect from us at all times
Explains what we will do when you contact us
States that your views count
Explains 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 projects 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-

- We will respond to you at Tel: +264 61 283 4056/ 4063
- Fax: +264 61 302760,
- E-mail: drspccustomer@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.



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

FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or a request about the activities or services of the Directorate of Monitoring and Evaluation you should contact:

The Deputy Chief National Development Advice (Director)
Directorate of Monitoring and Evaluation
National Planning Commission, 1st Floor
Government Office Park
Luther Street
Private Bag 13356
Windhoek
Phone: +264-61-283 4135
Fax: +264 -61-226501
E-mail: dmecustomer@npc.gov.na
Website: www.npc.gov.na

- *If you are not satisfied with the response from the Directorate you may take the matter up with the Executive Director.*
- *If still not satisfied with the response or action taken, you may approach the office of 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.*



Republic of Namibia

OFFICE OF THE PRESIDENT

National Planning Commission

**CUSTOMER SERVICE
CHARTER**

**Directorate of Monitoring
and Evaluation**

The Directorate is responsible for the development of Monitoring and Evaluation (M&E) mechanisms and ensure their application and the compilation of implementation progress reports



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

WHAT WE DO

- *Develop/Review M&E mechanisms*
- *Compile NDPs Progress Report to appraise Cabinet.*
- *Monitor the implementation of capital Projects*
- *Compile Progress Reports on the measures implemented to improve competitiveness*
- *Capacitate O/M/As in M&E*
- *evaluate public policies and programmes*

OUR CUSTOMERS

Government (Offices, Ministries and Agencies)

- *Regional Councils*
- *Local Authorities*
- *State Owned Enterprises*
 - *General Public*

OUR COMMITMENT TO YOU

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

- *Develop/review M&E mechanisms when need arises*
- *Compile NDPs Progress Report to appraise Cabinet after every 6 months*
- *Monitor the implementation of capital Projects on a quarterly basis*
- *Compile Progress Reports on the measures implemented to improve competitiveness*
- *Provide training to O/M/As on M&E at least once a year or upon request*
- *Provide M&E advisory services to O/M/As at all times*
- *evaluate identified public policies and programmes in a year*

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.



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, you should contact:

The Chief Accountant
National Planning Commission
Government Office Park
Luther Street
Private Bag 13356
**Windhoek
Namibia**

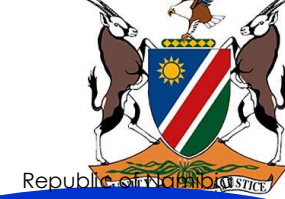
Phone: +264 61 2834096

Fax: +264 61 2834175

E-mail: financecustomer@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 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.*



Republic of Namibia

OFFICE OF THE PRESIDENT

National Planning Commission

CUSTOMER SERVICE CHARTER

Directorate of Administration

Division Finance and Administration

Subdivision: Finance

The subdivision is responsible for maintaining Prudent Financial Management and optimal use of financial resources through sound planning and monitoring.



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

WHAT WE DO

- Prepare, monitor and control the Agency's Budget;
- Control the course of expenditure in relation to appropriated funds;
- Prepare budget execution reports;
- Ensure compliance to Laws and Regulations governing the State Moneys;
- Process staff related expenditures and allowances;
- Process suppliers payments;
- Process subsidy payments to Namibia statistics Agency;
- Reconcile the Suspense and Expenditure Accounts;
- Collect, safekeeping, banking of revenue
- Prepare Financial statements to the Auditor General and respond to Audit query.

OUR CUSTOMERS

- Staff members of the National Planning Commission
- Service providers/ Suppliers
- Namibia Statistics Agency

OUR COMMITMENT TO YOU

Our commitment to our customers is the provision of accurate and timely financial 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, 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 favors.

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:

- Prepare the Agency's budget within the given deadline by Treasury;
- Prepare monthly TAW within 3 working days upon receipt of the ceilings.
- Monitor and control the vote's expenditure on a monthly basis;
- Prepare quarterly and annual on budget execution reports;
- Prepare Annual Financial Statements to the Auditor General and respond to audit queries within the prescribed time frame;
- Ensure adherence to legal frameworks at all times;
- Process DSA application forms and claims within two (2) working days provided that the forms are fully completed, approved and relevant documents are attached;
- Process Leave Gratuity within two (2) working days

- Process all other payroll related advices within (2) working days;
- Ensure that payments for goods and services are processed within five (5) working days upon receipt of an invoices provided that it complies with rules and regulations;
- Process subsidy payments to NSA within Seven (7) working days provided that all relevant documents are attached;
- Reconcile the Suspense and Expenditure Accounts of the Agency on a quarterly basis;
- Deposit revenue collected and update cashbook daily;

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 (3) 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.



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.



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.*



Republic of Namibia

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.



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

Website: 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.



NPC LIBRARY BROCHURE SAMPLE

Visit Us:

Explore our physical space or engage with us online.

National Planning Commission Library Office of the President Government Office Park, Luther Street Private Bag 13356, Windhoek

We are here to serve you during the following hours:

Monday - Friday:

Morning: 08:00 AM - 01:00 PM

Afternoon: 02:00 PM - 05:00 PM

Contact Us:

Tel: +264 61 283 4214

Fax: +264 61 226 501

Email: wndemufao@npc.gov.na

Website: www.npc.gov.na

Facebook: National Planning Commission page



NATIONAL PLANNING COMMISSION

Excellence in Economic Insight,
Planning Wisdom

Library



About:

The **National Planning Commission Library** is more than just a repository of information – we ensure you access to accurate, relevant, and up-to-date information in timely manner. we serve a diverse community, including agency staff members and all other stakeholders. Our primary focus lies in providing comprehensive information on economic development. We are your gateway to understanding the affairs of the nation's economy.

Vision

“To serve as a beacon of knowledge, fostering innovative thinking and informed decision-making”.

Mission

“To facilitate comprehensive resources and deliver quality services that cater to the research and learning needs of planners and researchers”.

Benefits of using the Library:

- **Research Assistance:** Our team of knowledgeable professionals is ready to assist you in your quest for knowledge, helping you find the information you need.
- **Resourceful Collections:** Explore a diverse range of resources, from books and journals

NPC Collection Materials:

- **National Development Plans (NDPs) 1-6:** The blueprints that shape our nation's economic growth.
 - **Vision 2030:** Offer the nation's aspirations through Vision 2030 – a guidepost toward prosperity and sustainability.
 - **National Human Resource Plans (2010-2025):** Understand the foundation of our human capacity of the nation's holistic development strategy.
 - **Harambee Prosperity Plan:** A guide for social and economic advancement, promoting unity and collective effort for a prosperous Namibia.
 - **Fiscal Policy and the National Economy Reports:** Gain insights into our economic progress through reports that reflects our national economy.
 - **Human Development & Annual Reports:** records that provide a dynamic view of our nation's progress year by year. Presenting the milestones, challenges, and triumphs.
- Development Budget:** Providing the nation's financial strategies

Other covered areas:

Information Technology, Human Resources, Administration, and Finance, offering insights that empower you in diverse fields.

Beyond books: extending into the realm of periodicals and newspapers, ensuring you stay current and informed through our selection of magazines and journals:

- **Insight Magazine:** Uncover in-depth analyses of socio-economic trends and cultural phenomena.
- **Who is Who:** Connect with the profiles of influential individuals shaping our nation's narrative.
- **Prime Focus:** Engage with perspectives on national development and strategic planning

Stay Connected with News: We bring you a broad spectrum of newspapers:

- New Era
- The Namibian
- Republikein
- Namibian Sun
- Windhoek Observer
- Confidante



Ser-

Services

- Reference services,
- Selective dissemination of information services (*as per their subject interest and requirements*)
- Photocopying service
- Access to computers for the sole purpose of research and internet usage.

Exclusive Borrowing :

Borrowing privileges are reserved for NPC staff members. However, for materials beyond our walls, we facilitate interlibrary loans within our network of libraries.

All users are welcome to engage with our collection