

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 you should contact:

**The Director: POBC Secretariat
Namibia Tourism Board Building
First Floor, Corner Sam Nujoma Ave & Haddy Street
Windhoek West**

**Private Bag 13338
Windhoek
NAMIBIA**

**Tel: +264 (0) 61 287 2006
Fax: +264 (0) 61 228 457
Email: pobc@opm.gov.na**

- If you are not satisfied with the response from the Department, you may take the matter up with the Executive Director in the Office of the Prime Minister.
- Should you still not be satisfied you may approach the Prime Minister.
- If you still not yet satisfied you may approach the Office of the Ombudsman.



REPUBLIC OF NAMIBIA

Office of the Prime Minister

CUSTOMER SERVICE CHARTER

DIRECTORATE PUBLIC OFFICE BEARERS (REMUNERATION AND BENEFITS) COMMISSION:

The Directorate is responsible for providing secretarial services to the Public Office Bearers Commission on remuneration, benefits and conditions of services of the Public Office Bearers (POBs).



THIS CHARTER

- Outlines the service we provide (What we do);
- Defines who our Customers are;
- Reflects our commitment;
- Sets standard of service that you can expect from us at all times;
- States 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

- Conduct research, benchmark and provide advice on conditions of services for Public Office Bearers.
- Review and recommend on conditions of services.
- Provide secretarial services to the Commission.
- Administer and safe keep of records.
- Provide technical support to the Commission.
- Issue directives to OMAs for implementation of remuneration, benefits and conditions of services.
- Compile Commission Reports.

OUR CUSTOMERS

- Public Office Bearers (POBs)
- Offices / Ministries /Agencies (OMAs)
- Regional Councils (RCs)

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of effective and efficient services; and
- We strive to execute our duties within the following guiding VALUES:

CORE VALUES

Accountability

We will take responsibility for our actions.

Integrity

We shall be honest and ensuring systems and procedures are rules compliant.

Responsiveness

We will provide services when they are needed.

Accessibility

We will allow ourselves at all times to meet customer expectations.

Diversity and equality

We shall treat others with respect and in a manner that we would want to be treated.

Transparency

Our decisions shall be overt and open to criticism.

Innovative thinking

We will always look for innovative solutions to our challenges.

OUR SERVICE PROMISE/STANDARDS

We will;

- Continuously conduct research and benchmark on conditions of services for Public Office Bearers.
- Review and recommend on conditions of services annually or when need arises.
- Provide advice on remuneration, benefits and conditions of services for Public Office Bearers at all times.
- Provide secretarial services to the Commission at all times.

- Administer day-to-day activities of the Commission.
- Safe keep records on a daily basis.
- Continuously provide technical support to the Commission.
- Issue directives to OMAs for implementation of remuneration, benefits and conditions of services when need arises.
- Compile Commission Reports annually.
- Liaise with relevant Authorities for implementation of the President's determination at all times

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 cannot we will let you know why, and when you can expect an answer;and
- 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.

