



Republic of Namibia
OFFICE OF THE PRIME MINISTER



CUSTOMER SERVICE CHARTER





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ABBREVIATIONS

OPM	Office of the Prime Minister
OMAs	Offices/Ministries/Agencies
RCs	Regional Councils
LAs	Local Authorities
DPSM	Department Public Service Management
DPSEM	Department of Public Service E-Government Management
DPSCS	Department Public Service Commission Secretariat
DAITM	Directorate of Administration and Information Technology Management
DCSPAC	Department of Cabinet Secretariat, Policy Analyst and Coordination
PMB	Prime Minister's Bureau
DDRM	Directorate Disaster Risk Management
HCMS	Human Capital Management System
BPR	Business Process Re-Engineering
PMS	Performance Management System
HR	Human Resources
HRPD	Human Resources Planning and Development
ICT	Information Communication Technology
CSC	Customer Service Charter
PM	Prime Minister

FOREWORD BY THE PRIME MINISTER



The Customer Service charter is considered to be a significant milestone in the Public Service as it integrates the functions and inputs of offices in Public Institutions, and ensuring that our customers are informed and educated of our operations and services, as well as to influence quality service at all levels. Customer Service does not only provide customers with a clear and unambiguous statement of the level of service they can expect, but also includes a framework that allows us to measure and improve the quality of services provided and to report this openly.

Public offices and other front-line locations provide the public interface between citizens and the Public Service. It is in this interaction with the general public and other customers that opinions are formed. We all know that Namibia is a rapidly changing country, with an increasingly complex diverse customer base and growing customers' expectations. To this end, charters allow Public Institutions to deal with the changing demands and to become more flexible and responsive to the needs of our

customers. While the charters initiative proved to be successful, we owe it to our customers and to ourselves to continuously aim higher when delivering services.

In view of the above, the Office of the Prime Minister has developed its Customer Service Charter (CSC) for its customers and the public at large, with the objective to inform and educate them on our defined service standards that are being rendered by the OPM's Departments/ Directorates/ Divisions/ Units.

I am now pleased to introduce the CSC for the Office of the Prime Minister to you as our primary customers and the general public as a whole. Customer Service Charters is a process (not an event) that requires continuous concerted efforts and regular communication of all stakeholders in order to facilitate an improvement in delivering services.

It is, therefore, our pledge to keep improving in delivering our service for the prosperity of all Namibians.



Dr. Saara Kuugongelwa-Amadhila
Prime Minister

ACKNOWLEDGEMENT

The Office of the Prime Minister has embarked upon the process of developing its Customer Service Charter (CSC) and has finally produced quality service charter which defines and describes level/standard of services a customer can expect from our office's Departments/ Directorates/ Divisions/ Units.

The Office of the Executive Director would like to take this opportunity to sincerely thank all the heads of organizations' Units and their staff members who have supported the process of developing our Office's charter and most importantly, their valuable contributions to finalize this process.

At the same time, I, specifically, would, like to thank and acknowledge with gratitude the Directorate Performance Improvement (DPI) which is tasked with the responsibility of coordinating the development and implementation of performance improvement initiatives, for providing technical assistance to the Office of the Prime Minister throughout the development process of this charter.

I trust that we all find our self within this charter and be able to identify our contribution towards the provision of quality service to all our customers.



I-BEN NATANGWE NASHANDI

EXECUTIVE DIRECTOR



Mandate

To lead Government business in parliament, coordinate the work of Cabinet as Head of Administration and manage the efficiency of the Public Service.

Vision

A better Namibia that is driven by innovative and citizen-centric Public Service.

Mission

To act as a centre of expertise that transforms, facilitates, coordinates and capacitates Public Service for effective service delivery.

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.

1. WHAT WE DO

The business of the Office is centered on these key departments as well as specialized Directorates, namely:

DEPARTMENT OF PUBLIC SERVICE MANAGEMENT (DPSM)

Directorate Benefits and Industrial Relations (DBIR):

Develop human resource regulatory frameworks and providing advice pertaining to conditions of employment; remuneration, benefits and industrial relations; promotion of ethics and integrity and wellness of staff members in the Public Service.

Directorate Performance Improvement (DPI):

Coordinate the development and monitor the implementation of; Performance Management System (PMS), Business Processes Re-engineering (BPR) and Customer Service Charters (CSC).

Directorate Organisational Development and Grading (DODG)

Manage and provide technical support and advice pertaining to Organisational Development, Job Evaluation and Grading in the Public Service.

Directorate Human Resource Planning and Development (DHRPD)

Division; Human Capital Management

Manage the Human Capital Management System in the Public Service.

Division: Human Resource Development

Formulate and coordinate the implementation of Human Resource Development Policy Framework.

Division: Human Resource Planning

Formulate and coordinate the implementation of Human Resource Planning Policy Frameworks.

DEPARTMENT OF PUBLIC SERVICE E-GOVERNMENT MANAGEMENT (DPSEM)

Coordinate, develop and implement e-governance projects and provide quality assurance, technical support and network services in the public service.

DEPARTMENT OF PUBLIC SERVICE COMMISSION SECRETARIAT (DPSCS)

Provide technical and administrative support to the Public Service Commission on matters related to Human Resources and ensure adherence to Human Resources Policies in the Public Service.

DEPARTMENT OF ADMINISTRATION AND INFORMATION TECHNOLOGY MANAGEMENT (DAITM)

DIRECTORATE: HUMAN RESOURCES, ADMINISTRATION AND FINANCE

Division: General Administration and Maintenance

Provide the support and administration functions such as: Procurement, Transport, Record and Stock management, Hygiene services, Office Accommodation and Maintenance.

Division: Human Resources

Provide administration support and advisory services on issues pertaining to management of human resources, learning and development within the Office of the Prime Minister and ensuring that rules and regulations are correctly interpreted and adhered to.

Division: Finance

Maintain Prudent Financial Management within the Office of the Prime Minister in line with Laws and Regulations governing the State Finances.

Sub-Division: Information Technology

Provide ICT services, systems administration and networking to the Office of the Prime Minister.

DEPARTMENT CABINATE SECRETARIAT, POLICY ANALYSIS AND COORDINATION (DCSPAC)

Provide efficient and effective technical and professional services to Cabinet and its standing Cabinet Committee.

PRIME MINISTER'S BUREAU (PMB)

Provide administrative, logistical and technical support to the Prime Minister.

PUBLIC OFFICE BEARERS COMMISSION SECRETARIATE (POBCS)

Provide secretarial services to the Public Office Bearers Commission on remuneration, benefits and conditions of services of the Public Office Bearers (POBs).

DIRECTORATE DISASTER RISK MANAGEMENT (DDRM)

Coordinate disaster risk management and implement the appropriate interventions to mitigate disaster impacts on vulnerable communities.

DIRECTORATE PUBLIC SERVICE INNOVATION AND REFORM (DPSIR)

Spearhead Public Sector Innovation and facilitate the provision of citizens and employee engagement platforms.

Sub-Division: Internal Audit

Evaluate and improve the effectiveness of Office risk management, control and governance processes.

Division: Security and Risk Management

Provide Security Services for both internal and external environments of the organization.

2. OUR CUSTOMERS

- Government Offices, Ministries and Agencies (OMAs)
- Regional Councils and Local Authorities (RCs & LAs)
- Public Enterprises
- General Public
- OPM staff members
- Political Office Bearers
- Office of the Auditor General
- Municipalities
- The Private Sector
- Communities
- Audit Committee
- Cabinet Members
- Service Providers/Suppliers
- Public Office Bearers
- Prime Minister
- OPM Visitors



3. OUR COMMITMENT TO

Our commitment to our customers is the provision of effective and efficient services

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 avail 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.

4. OUR SERVICE PROMISE/STANDARDS

4.1. DEPARTMENT: ADMINISTRATION AND INFORMATION TECHNOLOGY MANAGEMENT (DAITM)

Directorate: Human Resources, Administration and Finance

Our service promise in Human Resources, Administration and Finance includes the following Services:

Division: Human Resources (HR)

We will:

- Update your Personal file within three (3) working days with availed information;
- Ensure that delegated vacant positions are filled within two (2) months and undelegated within three (3) months;
- Respond to grievances within 10 working days;
- Attend to misconduct cases within one (1) month upon receipt of request;
- Process application on medical aid, social security, home loan and GIPF within two (2) working day provided all documents are attached;

- Process employee benefit and social security claims within two (2) working day provided all documents are attached;
- Process advise of termination of service with in one (1) working day;
- Interpret policies on requests by staff members right away or within two (2) working days if we cannot provide an answer instantly;
- Conduct induction to newly appointed staff members within one (1) month from the day of assumption of duty;
- Conduct training needs analysis after every three (3) years or when need arises;
- Develop Human Resource Plan and Training calendar annually;
- Attend and provide feedback to non-qualifying training requests within five (5) working days after consideration by training committee;
- Attend to qualifying training request on a monthly basis and provide feedback on application status within five (5) working after consideration by training committee;
- Circulate bilateral agreement courses within a one day upon receipt;
- Facilitate financial assistance within 15 working days after approval has been granted;
- Conduct wellness sessions quarterly and;
- Facilitate the implementation of the Institutional Human Resource Development Plan quarterly.

Phone: [+264 61 287 2058](tel:+264612872058); Fax: [+264 61 242 776](tel:+26461242776); E-mail: daitm.hr@opm.gov.na.

Division: Finance

We will:

- Prepare and submit the OPM Budget within the deadline given;
- Monitor and control the OPM expenditures on a daily basis;
- Respond to Auditor General's management letter, audit queries and provide response on draft audit report within the prescribed timeframe;
- Submit Statements to the Auditor General and Ministry of Finance by 30 June and 30 September;
- Ensure adherence to legal frameworks that guides or regulate procurement at all times;
- Process DSA within 1 day after receipt;
- Process payroll allowances and overtime claims within 15 days after receipt;
- Process leave gratuity within 2 months;
- Process supplier payments within 15 working days upon receipt of invoice provided that they comply with rules and regulations;
- Request for the release of funds by the 15th of each preceding month for spending;

Phone: [+264 61 287 2100](tel:+264612872100); Fax: [+264 61 224910](tel:+26461224910); E-mail: daitm.fd@opm.gov.na

Division: General Administration and Maintenance

We will:

- Avail/provide transport and issue trip authority within one (1) day;
- Conduct vehicle inspection before and after handover.
- Request for the replacement of lost/damage fuel cards within one (1) working day.
- Scrutinize and reconcile log book daily.
- Prepare Procurement Plans as per the Public Procurement Act 15 of 2015.
- Prepare the bidding documents for acquiring goods and or services within two (2) working days for minor and within five (5) working days for major procurement as per the procurement plan or upon receipt of an approved submission to incur expenditure;
- Open bids after closure time.
- Evaluate bids within one (1) week for minor and two (2) weeks for major procurement.
- Distribute Agenda items and minutes two days before the Procurement Committee meeting.
- Prepare requisition for expenditure within two days upon approval by PC.
- Generate/print purchase order within (2) working days upon receipt of the approved requisition expenditure form.
- Verify invoices and submit to Accounts Payable section for payment within two (2) working days
- Ensure that procurement rules and regulations are adhered to as prescribed in the Act.
- Conduct stock taking annually and when need arises;
- Issue cleaning materials and stationeries to staff members once (1) per week.
- Ensure that correspondences are sorted, posted and delivered on daily basis;
- Record data in the Electronic Document and Records Management System (EDRMS) daily;
- Provide requested file within a day.
- Maintain office hygiene daily;
- Conduct monthly inspection on office's infrastructures;
- Attend to minor maintenance within a day and major maintenance within a week;

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Sub-Division: Information Technology (IT)

We will:

Provide adequate IT hardware/software and network infrastructure on the date of assumption of duty.

- Inspect network equipment and server data backup daily.
- Continuously monitor system failure logs.
- Handle all IT related requests and enquiries within a day.
- Carry out anti-virus health checks daily.
- Substitute hardware components within five (5) working days;
- Train staff members on new application quarterly;
- Provide day-to-day help desk support;
- Continuously create IT awareness;
- Manage licenses on a yearly basis;
- Avail IT equipment for end users usage when need arises; and
- Maintain application systems at all times.

Phone: +264 61 287 2666; Fax: +264 61 232 585; E-mail: daitm.it@opm.gov.na

4.2. DEPARTMENT: PUBLIC SERVICE E-GOVERNMENT MANAGEMENT

Our service promise in Public Service E-Government Management includes the following Services:

We will:

- Coordinate the implementation of e-government projects continuously;
- Continuously promote e-government initiatives;
- Develop information and application systems within 2 years;
- Develop OMAs and RCs websites within 3 months;
- Provide ICT technical support and network services to OMAs/RCs as per service level agreement;
- Manage and maintain government network services at all times;
- Mitigate cyber security threats 24/7;
- Develop and coordinate the implementation of ICT policies and standards when need arise; and
- Provide advice on ICT services to OMAs/RCs at all times.

Phone: +264 61 2056203; Fax: +264 61 257529; E-mail: e.gm@opm.gov.na

4.3. PUBLIC OFFICE BEARER COMMISSION SECRETARIAT (POBCS)

We will:

- Continuously conduct research and benchmark on conditions of services for Public Office Bearers (POBCs);
- 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; and
- Liaise with relevant Authorities for implementation of the President's determination at all times.

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

4.4. DEPARTMENT: CABINATE SECRETARIAT, POLICY ANALYSIS AND COORDINATION (DCSPAC)

We will:

- Provide timely scrutiny and analysis of incoming memoranda and provide feedback to affected Offices/Ministries/Agencies (O/M/As) within three (3) hours upon receipt of Agenda memoranda;
- Provide technical and administrative support to Cabinet, Cabinet Standing Committees, and ad-hoc Cabinet Committees at all times;
- Prepare and dispatch documents for Cabinet meetings and the Standing Committees at all times;
- Manage Cabinet documents/records;
- Issue Cabinet decisions to Offices/Ministries/Agencies for implementation within one day;
- Monitor and evaluate the implementation of cabinet decisions Bi- Annually;
- Facilitate and organize National Events as the needs arise;
- Continuously coordinate the implementation of Government programs;
- Ensure accurate recording of Cabinet and its Standing and Ad-Hoc Committees recommendations/decisions and issuance thereof within four (24) hours after every Cabinet meeting; and
- Ensure maximum safety and security of Cabinet documents in our custody at all times.

Phone: +264 61 287 2122; Fax: +264 61 226 189; E-mail: cs2@opm.gov.na

4.5. PRIME MINISTER'S BUREAU (PMB)

We will:

- Assist in soliciting inputs for policy formulation when the need arise;
- Conduct research within 2 days upon request;
- Draft the Prime Minister speech 3 days before the event;
- Continuously provide advisory services on various issues to the Prime Minister;
- Serve as a secretariat of the Prime Minister's meetings and produce meeting records within 2 days;
- Draft Cabinet memoranda on various issues when the need arise;
- Continuously analyze social economic issues and provide feedback reports at all times;
- Provide administrative support to the Prime Minister on a daily basis;
- Coordinate Prime Minister's public engagements (weekly monthly/quarterly/annually) and communicate messages to stakeholders.

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4.6. DEPARTMENT: PUBLIC SERVICE COMMISSION SECRETARIAT (DPSCS)

We will:

- Analyze OMAs/RCs requests in the areas of:
- Staff movements within 30 days;
- Misconduct within 90 days;
- Appeals and Grievances within 90 days;
- Leaves within 30 days;
- Probation within 90 days;
- Deviations within 30 days;
- Suspension within 30 days; and
- Remunerative work outside Employment in the Public service within 30 days.
- Make presentation to the Public Service Commission (PSC) for the recommendation/advice every Tuesday and Thursday;
- Conduct HR compliance and post-implementation Audit and compile reports within 30 days after audit;
- Conduct investigation on reported allegation of non-compliance and grievances within 90 days;
- Provide inputs on Litigations cases when need arises.
- Receive, register and allocate request from OMAs/RCs on daily basis.
- Compile and produce reports on matters that the Public Service Commission annually.

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4.7. DIRECTORATE: PUBLIC SERVICE INNOVATION AND REFORM (DPSIR)

We will:

- Continuously coordinate the establishment of innovation champion in the Public Sector;
- Continuously create awareness and provide capacity building on innovation policy on quarterly basis;
- Continuously evaluate and monitor the implementation of innovation policy;
- Benchmark and initiate new Public Service Reforms when needs arises;
- Facilitate citizens and employee engagement through various platforms at all time;
- Conduct citizen satisfaction survey every after five years and employee satisfaction survey every four years;
- Produce satisfaction survey report within three months after the survey was conducted; and
- Monitor implementation of Remedial Action Plan on a quarterly basis, after the survey was conducted.

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4.8. DEPARTMENT: PUBLIC SERVICE MANAGEMENT (DPSM)

4.8.1. DIRECTORATE: PERFORMANCE IMPROVEMENT (DPI)

We will:

- Respond to request to assist with the development of a Strategic Plan, Annual Plan, BPR and Charter within two (2) working days upon receipt of such request;
- Ensure that Strategic Plan, Annual Plan, Performance Agreement and Customer Service Charter are developed as prescribed in the approved frameworks;
- Provide technical support on Performance Management System /BPR/CSC within seven (7) working days;
- Analyse drafted Strategic Plan within five (5) working days from the date of receipt;
- Analyse drafted Annual Plan within five (5) working days from the date of receipt;
- Analyse quarterly review reports of Annual Plan, Executive Directors' and Ministers 'PA within five (5) working days from the date of receipt;
- Analyse annual review reports of Annual Plan, EDs' and Ministers 'PA within five (5) working days from the date of receipt;
- Produce consolidated Ministers' quarterly and annual reports within 30 days after the end of the quarter/Financial Year;
- Analyse drafted CSC within five (5) working days from the date of receipt; and
- Continuously monitor the implementation of Performance Reform initiatives.

Phone: [+264 61 287 3004](tel:+264612873004); Fax: [+264 61 225 076](tel:+26461225076); E-mail: psm.dpi@opm.gov.na

4.8.2. Directorate: Human Resources Planning and Development (DHRPD)

Division: Human Resources Planning (HRP)

We will:

- Submit Affirmative Action plan and reports of OMAs/RCs annually;
- Facilitate the training of Affirmative Action Committee members as need arises;
- Process deviation request for appointment in acting capacity within 5 working days;
- Compile and publish vacancy circular monthly;
- Coordinate and consolidate HR staff movement statistics quarterly; and
- Audit the implementation of the HR vacancy plan quarterly.

Phone: [+264 61 287 3105](tel:+264612873105), Email: psm.hrp@opm.gov.na

Division: Human Resources Development (HRD)

We will:

- Coordinate the implementation of Human Resource Development Framework and Internship; policy continuously;
- Conduct Induction and Orientation of newly appointed Learning Development Officers quarterly;
- Facilitate the Learning and Development Officers Forums bi-annually;
- Develop and Review the Namibia Public service Competency Framework after every 3 years or when need arises;
- Provide technical support to Training Committees continuously;
- Analyse and consolidate Training and Development Plans within 1 month upon receipt; and
- Coordinate Africa Public Service Day Celebration annually.

Phone: [+264 61 287 3008](tel:+264612873008); Fax: [+264 61 245 187](tel:+26461245187); E-mail: psm.hrd@opm.gov.na

Division: Human Capital Management (HCM)

We will:

- Continuously provide training to Human Resources Practitioners;
- Provide support to OMAs on the implementation of HCM system continuously;
- Recommend HR Policies review for alignment to the HCM System when need arises;
- Verify and update Personnel Administration Measures (PAM) on a HCM system when need arises; and
- Verify and reconcile OMAs and RCs payroll monthly.

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4.8.3. DIRECTORATE: BENEFITS AND INDUSTRIAL RELATIONS (DBIR)

We will:

- Continuously coordinate the establishment of innovation champion in the Public Sector;
- Continuously create awareness and provide capacity building on innovation policy on quarterly basis;
- Continuously evaluate and monitor the implementation of innovation policy;
- Benchmark and initiate new Public Service Reforms when needs arises;
- Facilitate citizens and employee engagement through various platforms at all time;
- Conduct citizen satisfaction survey every after five years and employee satisfaction survey every four years;
- Produce satisfaction survey report within three months after the survey was conducted; and
- Monitor implementation of Remedial Action Plan on a quarterly basis, after the survey was conducted.

Phone: +264 61 287 3155;

Fax: +264 61 245 187;

E-mail: pms.dbir@opm.gov.na

4.8.4. DIRECTORATE: ORGANISATIONAL DEVELOPMENT AND GRADING (DODG)

We will:

- Develop policies and guidelines on Organizational Development, Job evaluation and Grading within twelve months when the need arises;
- Review policies and guidelines on Organizational Development, Job evaluation and Grading within six months when the need arises;
- Provide advice on Organizational Development, Job evaluation and Grading at all times;
- Analyze organizational structures requests for possible creation and amendment;
- Departmental within 90 working days;
- OMA or Regional Council within 180 working days;
- Analyze and process requests of Farming Out of work within 30 working days;
- Coordinate the creation of Temporary Employment within 30 working days;
- Review and formalize Government Forms upon request by OMAs/RCS within 14 working days; and
- Determine and review the process of Job Evaluation and Grading when the need arises.

Phone: +264 61 287 3014;

Fax: +264 61 222 166;

E-mail: psm.odg@opm.gov.na

4.9. DIRECTORATE: DISASTER RISK MANAGEMENT (DDRM)

We will:

- Facilitate the development of response, recovery and conduct simulation of Multi-Hazard Disaster plans for the regions within ten working days upon request;
- Facilitate the conducting of the development of Multi-Hazard Disaster plans in all regions within five working days;
- Ensure the functionality of the established coordinated disaster risk management structures at all times;
- Continuously provide support to DRM Committees at all levels;
- Monitor the implementation of integrated Disaster risk management systems at all times;
- Serve as the Secretariat to the National Disaster Risk Management Committee all times;
- Conduct disaster risk assessments within a day;
- Process supplier payments within 14 working days;
- Mobilize and provide personnel, equipment's safety and security and materials to assist affected areas according to identify needs within one day;
- Carry impact assessment of stricken areas within two days;
- Conduct needs assessment within one month;
- Execute a post disaster review within three months; and
- Compile a comprehensive annual report on the implementation of disaster programme.

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Fax: [+264 61 306020 / 226867](tel:+26461306020);

E-mail: drrm2@opm.gov.na

4.10. EXECUTIVE DIRECTOR'S OFFICE

Division: Security and Risk Management

We will:

- Continuously monitor suspicious movements around the Office environment;
- Liaise with other law enforcement agencies at all times;
- Safeguard the Office's assets at all times;
- Conduct Investigations on reported security and risk cases / matters within 2 working days;
- Provide security advice when the need arises;
- Continuously provide general security services;
- Conduct risk assessment on Office's infrastructures and operations quarterly;
- Coordinate the vetting process within 2 working days upon request depending on matters at hand;

- Coordinate security clearance process in the Office within 14 working days;
- Provide security and risk awareness amongst the Office's staff members quarterly or when need arises;
- Manage and control access to the buildings at all times;
- Respond to emergencies within the Office within an hour; and
- Issue staff access cards within 1 working day.

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Fax: [+264 61 232 585](tel:+26461232585),

E-mail: srm@opm.gov.na

Sub-Division: Internal Audit

We will:

- Develop a risk-based plan annually;
- Provide advisory services to the Office's management at all times;
- Conduct investigations within 14 working days upon receipt of complaints;
- Acknowledge receipt for audit request within 2 working days;
- Conduct audits on the effectiveness of internal controls, governance and risk management process annually;
- Send out engagement letter five (5) days before the audit work commences;
- Send out the audit report to management within three (3) days after the audit is complete;
- Follow-up on recommended implementations 6 months after the agreed time; and
- Continuously facilitate the implementation of an effective risk management process.

Phone: [+264 \(61\) 287 2315](tel:+264612872315),

Email: ia@opm.gov.na

5. WHEN YOU CONTACT US

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.

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.

6. 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.

7. 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 us.
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

If you are still not satisfied with the response from the Office the Executive Director, you may approach the Prime Minister or the Office of the Ombudsman.

8. DEALING WITH YOUR FEEDBACK COMMENTS AND COMPLAINTS

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

The Executive Director
Office of the Prime Minister
Parliament Garden
55 Love Street
Private Bag 13338
Windhoek
Namibia

Phone: +264 61 287 2002

Fax: +264 61 249546

E-mail: info@opm.gov.na

Website: www.opm.gov.na

or

Public Relations Unit +264 61 287 2032

E-mail: pro@opm.gov.na

Feel free to engage us through our social media platforms.



Office of the Prime Minister OPM_Namibia



Republic of Namibia

OFFICE OF THE PRIME MINISTER

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