

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 FROM 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, fax number and e-mail address if applicable
- Provide a clear description of your particular concern/s or need/s

Your information will be treated as confidential

Division General Administration and Maintenance Contact Details:

Sub-division: Auxiliary and Support Services
Mr. Jesaja Kangandjo +264 61 287 2093

Sub-division: Procurement and Transport
Ms. Esther Amwaalwa +264 61 287 2052

FEEDBACK/COMMENTS/COMPLAINTS

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

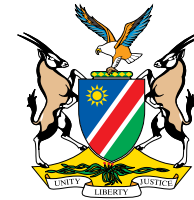
The Permanent Secretary

Attention: The Deputy Director General Administration and Maintenance
Office of the Prime Minister
Parliament Building, Love Street
Private Bag 13338
Windhoek, NAMIBIA

Phone: +264 61 287 2190 • Fax: +264 61 232 585
Website: www.opm.gov.na

or use one of the following e-mail addresses:
enquiries@opm.gov.na; info@opm.gov.na;
suggestions@opm.gov.na

And if you are not satisfied with the response from the Division you may take the matter up with the Director of the Directorate of Human Resources, Administration and Finance. Should you still not be satisfied with the response or action taken you can approach the Deputy Permanent Secretary of the Department of Administration and Information Technology Management. If still not satisfied you can take the matter further with the Permanent Secretary of the Office of the Prime Minister. If the matter is still not attended to satisfactorily you can approach the Deputy Minister in the Office of the Prime Minister. If not yet satisfied you may approach the Prime Minister. If not yet satisfied you may approach the Office of the Ombudsman.



Republic of Namibia

Office of the Prime Minister

CUSTOMER SERVICE CHARTER
DEPARTMENT: ADMINISTRATION AND INFORMATION TECHNOLOGY MANAGEMENT

DIRECTORATE: HUMAN RESOURCES, ADMINISTRATION AND FINANCE

Division: General Administration and Maintenance

The Division General Services and Maintenance is responsible for the provision of support and administration functions such as: Procurement, transport services, stock control, domestic and secretarial services, as well as ensuring the full functional infrastructure.



THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers.
- Reflects our commitment
- Sets the standard of service that you can expect from us at all times
- States what we will do if you contact us
- 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 Division provides administrative services in the following areas;

- Procurement of Goods and services;
- Transport provision and Control;
- Stock Control;
- Contract Management;
- Asset Maintenance;
- Ministerial Tender Committee Secretariat;
- Economizing Committee Secretariat; and
- Administration and Support Services

OUR CUSTOMERS

The followings are some of our clients:

Our clients are both internal and external. The external clients are

- OMAs;
- SOEs;
- Office of the Auditor General;
- General public (companies and individuals that rendered services to our Office); and
- Regional Councils & Local Authorities.
- Our internal stakeholders are:
- OPM staff members; and
- OPM Public Officer Bearers.

OUR COMMITMENT TO YOU

- Regular communications with you as customers through meetings, correspondence and information sharing and to get your opinions and inputs for the purpose of improving our services.
- Treat our customer in a considerate, courteous and open manner.
- Be honest, consistent and professional in all our dealings.
- Provide you with a safe, harassment-free environment, and to treat all our customers fairly while respecting individual difference and needs.

We strive to execute our duties within the following guiding

VALUES:

Accountability

We are responsible for our actions or inaction.

Integrity

We act transparent, ethical and behave according to acceptable standards

Professionalism

Conduct business in an objective, friendly, and competent manner.

Responsiveness

Our action will be guided by your needs.

Accessibility

You can reach us easily.

Diversity and equality

We treat all equally and fairly.

OUR SERVICE PROMISE/STANDARDS

- Generate a purchase order within one (1) day upon receipt of the approved Internal Requisition Form;
- Avail transport and issue trip authority within one (1) day;
- Carry out general stock taking once a year and as need arises;

- Distribute tender documents and minutes 2 days before tender meeting;
- Distribute Economizing Committee (EC) minutes 2 days before EC meeting;
- Ensure that Office premises are cleaned at least twice per day;
- Ensure completion of capital projects as per project plan if funds are sufficiently allocated;
- Reply to queries from both internal and external stakeholders within 24 hours;
- Treat our encounters with our clients in a courteous and professional way; and
- Respect each customer's views/comments.

WHEN YOU CONTACT US

If you write to us

- * Acknowledge receipt of your letter comprehensively within a maximum of seven (7) days.
- * All replies to queries will be in a clear, concise and easily understood tone.
- * Provide contact particulars in all correspondence.

If you phone us

- Answer all calls promptly within five (5) rings and in a polite and friendly manner, and identify ourselves.
- Provide information to all callers as quickly as possible and ensure that, if we are unable to deal with a query promptly, we will call customers back as soon as possible.

If you visit us

- Treat you in a polite, courteous, fair and open manner.
- Be honest, consistent, Respectful and act professionally in all our dealings.
- Ensure that you have your privacy respected and that all matters are dealt with in a confidential manner.