

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 Sub-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

Sub-Division Information Technology Contact Details:

Mr. Toivo Kamati +264 61 287 2051
Toivo.Kamati@opm.gov.na

Help Desk:

Ms. Victoria Munenge +264 61 287 2051
Victoria.Munenge@opm.gov.na
Mr. Gideon Muteka +264 61 287 2406
Gideon.Muteka@opm.gov.na

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

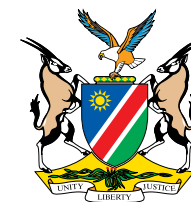
Phone: +264 61 287 2406

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 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

SUB-DIVISION: INFORMATION TECHNOLOGY

The Sub-Division of Information Technology is responsible for providing ICT services, systems administration and networking to the Office of the Prime Minister.



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

Our core functions are to:

- Implement government ICT policy, regulations and strategies,
- Develop systems, acquire and customize application systems, implement and maintain systems
- Develop ICT infrastructure
- Provide ICT services, systems administration and networking
- Maintain ICT equipment
- Provide helpdesk, training and support services

OUR CUSTOMERS

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

- We always greet and treat you with respect, offering a friendly and polite service
- We will respect your privacy, protect your information in confidence and ensure that it is not disclosed except as provided for by law
- Consistently measure our customer feedback
- Our aim is to keep you informed of progress

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

If you seek access to our services, we will;

- Answer all calls promptly within five (5) rings and in a polite and friendly manner, and identify ourselves;
- Reply to queries from both internal and external stakeholders within 24 hours;
- Document all actions to maintain an accurate record of your query/matter;
- Ensure that ICT equipment in all departments are maintained three (3) times a year;
- We shall maintain ethical IT systems to the highest possible standard, to ensure that our systems are reliable;
- Commit to deliver our services effectively and efficiently as possible;

WHEN YOU CONTACT US

If you phone us

- Answer all calls promptly within five 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 write to us

- Acknowledge receipt of your letter comprehensively within a maximum of seven (7) days depending on the workload at hand and the complexity of the document.
- All replies to queries will be in a clear, concise and easily understood tone.
- Provide contact particulars in all correspondence.

If you visit us

- Treat you in a polite, courteous, fair and open manner.
- Be honest, consistent, and 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.