

## 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.

**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 Division 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 Division you should contact:**

The Executive Director  
Attention: The Acting Deputy Director: Human Resource  
Training and Development,  
Ministry of Finance, Head Office Building, Moltke Street  
Private Bag 13195 Windhoek, Namibia

Phone: +264 61 209 2830

Fax: +264 61 307 958

**E-mail: [HR@mof.gov.na](mailto:HR@mof.gov.na)**

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



**MINISTRY OF FINANCE**

## CUSTOMER SERVICE CHARTER

### **DIVISION: HUMAN RESOURCE, TRAINING AND DEVELOPMENT**

The Division is responsible for providing administration, support and advisory services on matters relating to Human Resource Management. Manage and coordinating training and development within the Ministry of Finance. Ensure that rules and Regulations are well understood, abide by all staff members and implemented.

**NB: Red: in cooperate your information**

**Black: Instruction**

**Green: Do not change**



## **THIS CHARTER**

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

- Human Resource Administration and management
- Industrial Relations
- Training and Development
- Compilation of AA Report
- Coordinate wellness activities

## **Our Customers**

Our clients are both internal and external

### **The external clients are**

- OMA's
- Office of the Auditor General
- Regional Councils
- General Public (companies and individual that rendered services to our Ministry)

### **Our internal Stakeholders**

- OPM

## **OUR COMMITMENT TO YOU**

- ✓ Our commitment to our customers is the provision of accurate and timely office support service; and
- ✓ We strive to execute our duties within the following guiding **VALUES**

### **Value for money**

Provide efficient, effective and affordable public services.

### **Accountability**

Continuously provide information on performance against targets and person responsible for implementation.

### **Integrity**

We shall be fair, honest, respectful, transparent and consistent.

### **Consultation and Participation**

Ensure regular consultation and communication with customers.

## **OUR SERVICE PROMISE/STANDARDS**

We will:

- *Update staff member's personal files as per request within five (5) days*
- *Ensure vacant position are filled within three (3) months.*
- *Respond to grievances with ten (10) working days*
- *Finalise the Misconduct cases with the prescribed time frame*
- *Ensure capacity building/development of staff members as per the Ministerial Training Development Plan.*

- Reply to enquire from both internal and external stakeholder within two days.
- Treat our client with in courteous and professional ways.
- Respect each of our customers view/suggestions

## **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;
- 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.