

## 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 Directorate/Division/Subdivision/Section 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:*

Deputy Director: PSEMAS  
Ministry Of finance  
Medical Aid Department

Physical Address : Fiscus Building, Ground floor west wing  
: 10 John Meinert Street  
Postal Address : P/Bag 1329, Windhoek

Phone: +264 61 209 2532  
Fax: +264 61 234712  
E-mail: [medical.aid@mof.gov.na](mailto:medical.aid@mof.gov.na)

- If you are not satisfied with the response from the **Acting Chief Administrative officer**, you may take the matter up with Ms. Elizabeth Karuchas the *Deputy Director of Medical Aid Department*.
- If still not satisfied with the response or action taken, you may approach the Executive Director, Ministry of Finance.
- Should you still not be satisfied with the response or action taken you may approach the Minister of Finance.
- Should you still not satisfied you may approach the of
- 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.

**NB: complete according to the channel of communication within your organisation**



MINISTRY OF FINANCE

## CUSTOMER SERVICE CHARTER

**DIRECTORATE: ADMINISTRATION  
DIVISION: MEDICAL AID  
(PSEMAS)**

The Division is responsible for administering and managing the Public Service Employee Medical Aid Scheme (PSEMAS).



## **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**

- Register Public Servants, Political Office Bearers (POB) and retired Public Servants Pensioners and their qualified dependents on PSEMAS
- Administer doctors' contracts
- Issue temporary proof of registration letter
- Issue medical aid cards
- Update PSEMAS members profile
- Terminate membership
- Facilitate payments to Fund Administrator
- Request any deviations from OPM on behalf of members

## **OUR CUSTOMERS**

- Public servants
- Political Office Bearers
- Retired Public Servant Pensioners

## **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:**

Enhanced organizational performance.

### **Transparency**

We will carry out activities in an open manner which is most acceptable to the clients. Information about the activities will be shared in a manner which is straightforward and readily available.

## **OUR SERVICE PROMISE/STANDARDS**

We will:

- Register Public Servants, Political Office Bearers (POB) and retired Public Servants Pensioners and their qualified dependents on PSEMAS within 60 days.
- Continuously administer doctors' contracts.
- Issue temporary proof of registration letter within a day upon request.
- Issue medical aid cards within 60 days.
- Update PSEMAS members profile within 60 days.
- Terminate membership within a month upon receipt of notification.
- Continuously Facilitate payments to Fund Administrator
- Request any deviations from OPM on behalf of members upon request

## **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.