

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 and telephone and / or 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 subdivision 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 Subdivision you should contact:

The Chief Human Resource Practitioner
Ministry of Environment and Tourism
Private Bag 13306
Windhoek
Namibia

Phone: +264 61 284 2846

Fax: +264 61 305 933

E-mail: Sister.Kapwanga@met.gov.na

- ***If you are not satisfied with the response from the Subdivision you may take the matter up with the Deputy Director of Administration and Human Resource.***
- ***If still not satisfied with the response or action taken, you may approach the Director Administration, Finance and Human Resource.***
- ***Should you still not be satisfied with the response or action taken you may approach the Deputy Permanent Secretary: Department of Tourism, Planning and Administration***
- ***Should you still not satisfied you may approach the Office of the Permanent Secretary***
- ***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 Environment and
Tourism

CUSTOMER SERVICE
CHARTER

Directorate of Administration, Finance and
Human Resources

Division: Administration and Human
Resources

Subdivision: Human Resource Management

The Subdivision is responsible for providing administration support and advisory services on issues pertaining to human resources management within the Ministry and ensuring that rules and regulations are correctly understood, implemented and complied with.



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 Subdivision provides administrative service in the following areas;

- Human Resource Administration
- Industrial and Labour Relations
- Employee Wellness

OUR CUSTOMERS

- Staff members,
- OMAs and RCs
- Members of the Public

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**:
 - **Accountability:** We commit to take responsibility and account for our actions.
 - **Innovation:** We always seek new and better ways to serve the Namibian public
 - **Professionalism:** We conduct ourselves in a manner befitting of a public servant with due regard to all the Public Service standards and norms
 - **Commitment:** We pledge to utilise our full capabilities in fulfilling our mandate
 - **Excellence:** We perform our duties to the highest standard and always seek to do the best.

OUR SERVICE PROMISE/STANDARDS

We will:

- Update your Personal file as per your request within two (2) working days;
- Update Human Capital Management System (HCMS) daily;
- Ensure that delegated vacant positions are filled within two (2) months, and undelegated within three (3) months;
- Attend to request for leave credit days within one working day;
- Attend to misconduct cases within one month of their occurrence;
- Respond to your grievances within five (5) working days;

- Process applications on medical aid, social security, Home loan, and GIPF within one (1) working day provided all documents are attached;
- Process employees benefit and Social Security claims within 1 working day provided all documents are attached;
- Conduct wellness session on quarterly basis;
- Terminate service within 1 working day upon receipt of notification;
- Interpret policies on request by staff members right away or within two working days if we cannot provide an answer instantly;

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.