

## 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 Learning and Development Officer  
Ministry of Environment and Tourism  
Private Bag 13306  
Windhoek  
Namibia

Phone: +264 61 284 2253

Fax: +264 61 243 869

E-mail: [Irona.Nakanyala@met.gov.na](mailto:Irona.Nakanyala@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 Development**

The Subdivision is responsible for managing training and development within the Ministry.



## 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

## WHAT WE DO

- Provide advisory services in Human Resource Development

## OUR CUSTOMERS

- MET Staff members,

## 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 utilize 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:

- Conduct Training Need Analysis (TNA) after every three years and/or when need arise;
- Develop the Human Resource Development Plan after every three years;
- Develop annual training Calendar ;
- Attend and provide feedback to non-qualifying training request within 7 working days;

- Attend to qualifying training requests on quarterly basis and provide feedback on application status within 5 working days after training committee meeting;
- Circulate bilateral agreement courses within a day upon receipt
- Facilitate induction training to appointed/promoted/transferred staff members within one (1) month from the date of assumption of duty;

## 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.