

## 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.
- Explain your problem thoroughly and in details.

**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, COMMENT AND COMPLAINTS

*If you have any comment, suggestion or a request about the activities or services of the Sub Division you should contact:*

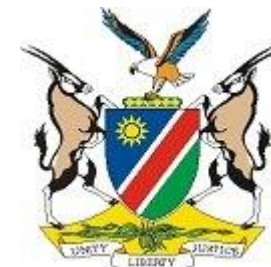
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- *If you are not satisfied with the response from the Subdivision you may take the matter up with the Deputy Director of Administration and Human Resource.*
- *If still not satisfied with the response or action taken, you may approach the Director 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: Information Technology

The subdivision Information Technology is responsible for providing ICT services, Systems administration and networking to all MET staff members.



## 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 views 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

- Provide adequate IT hardware/software and network infrastructure.
- Provide ICT support , Backup and Maintenance
- Prepare all ICT equipment for end users' usage;
- Manage and monitor network performance;
- Manage, administer and monitor all systems within the office
- Managing of supplies and licenses and, planning for software acquisitions;
- Provide on-site local and remote (out of town) technical support.
- Provide IT training to our staff members.
- Monitor and Update our website.
- Provide day to day helpdesk support

## OUR CUSTOMERS

- MET staff members

## OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely ICT support; 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:

- Handle all requests and enquiries within a day;
- Carry out anti-virus health check daily;
- Backup all servers daily;
- Monitor network infrastructure daily;
- Respond within 5 minutes On hardware failure or need;
- Replace hardware components within 3 months;
- Manage all licenses on a yearly basis or upon expiration;
- Monitor and update our website on a daily basis ;
- Ensure that backup of data at regional offices is done quarterly and at head office on a daily basis;
- Develop major system two years, and minor system within 6 months when needs arises or upon request;
- Train staff members on new applications within six month from the date of implementation;
- Train staff members at head office within a day and at regional office within three weeks 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. We will provide you with the name of the person to go to, address and contact details.