

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 Division;
- 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 of Human Resources you should contact:

The Deputy Director
Ministry of Works and Transport
6719 Bell Street, Ausspanplatz
Head Office, 1st Floor
Private Bag 13341
Windhoek
Namibia

Phone: +264 61 2088114

E-mail: Human.Resources@mwt.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 Deputy Executive Director Administration and Centralized Support Services.
- Should you still not be satisfied with the response or action taken you may approach the office of the Executive Director.
- Should you still not be satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Republic of Namibia
Ministry of Works and Transport

CUSTOMER SERVICE CHARTER

DIRECTORATE OF ADMINISTRATION DIVISION: HUMAN RESOURCES

The Division is responsible for providing administrative support and advisory services on issues pertaining to Human Resources, managing training and ensuring that laws, rules & regulations are correctly interpreted, implemented and complied with.



THIS CHARTER

- Outlines the services we provide (What we do);
- Defines who our customers are;
- Reflects our commitment;
- Sets standard of service that you can expect from us at all times;
- States what we will do if you contact us;
- States that your views count;
- Indicates 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

- Interpret laws, policies, rules and regulations.
- Update staff member/s files and attend to personnel enquiries.
- Ensure that delegated and undelegated vacant positions are filled.
- Manage staff members leave days.
- Conduct payroll verification.
- Process employee benefit claims.
- Process applications for Medical Aid, Social Security, Home Loans and Government Institution Pension Fund (GIPF).
- Attend to grievances and misconduct cases.
- Conduct Ministerial Wellness Activities.
- Conduct Training Needs analysis.
- Develop Human Resource Development plan
- Develop training calendar from personal development plans
- Provide feedback on qualifying and non-qualifying training requests
- Circulate bilateral and sponsored training course information
- Facilitate induction and orientation to newly appointed staff members.

OUR CUSTOMERS

- MWT Staff members
- General Public

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficient Human Resources (HR) services; and
- ✓ We strive to execute our duties within the following guiding VALUS.

Accountability:

We pride ourselves in being good stewards of all the resources that we have been entrusted with. We will at all times assume full ownership and responsibility of all actions.

Integrity:

We conduct ourselves in a consistency manner in accordance with a strong set of moral, values and following applicable ethical guidelines of the Public Services principles.

Transparency:

We behave in an open, transparent manner when dealing with our internal and external stakeholders (clients).

Innovation:

We focus on practical implementation of new ideas that results in the introduction of new goods and services or improvement in offering goods and services.

Customer Centric:

Our customer is the focal point of all decisions related to delivering quality goods and services. We value the customer's experience and relationship as the first priority.

Teamwork:

We work in a collaborative manner to achieve a common goal or to complete a task in the most effective and efficient way.

OUR SERVICE PROMISE/STANDARDS

We will

- Interpret laws, policies, rules and regulations on a daily basis
- Update staff member/s files and attend to personnel enquiries on a daily basis
- Ensure that vacant delegated positions are filled within 3 months and undelegated positions are filled within 6 months
- Issue the annual vacation leave notification on an annual basis as per leave cycle
- Respond to request for leave credit days and extension within 5

- Conduct payroll verification on an annual basis
- Process employee benefit claims within 1 working day provided all relevant documents are attached.
- Process applications for Medical Aid, Social Security, Home Loans and Government Institution Pension Fund (GIPF) within 2 working days provided all relevant documents are attached.
- Attend to grievances within 5 working days
- Attend to misconduct cases within 1 month of reporting
- Conduct Ministerial Wellness Activities on a quarterly basis
- Conduct Training Needs Analysis every 3 years
- Facilitate the implementation of Human Resource Development plan on a quarterly basis
- Develop training calendar from Personnel Development plans on an annual basis
- Provide feedback on qualifying and non-qualifying training within 5 working days after Ministerial Training Committee meeting
- Circulate bilateral and sponsored training course information within 1 working day upon receipt
- Facilitate induction and orientation to newly appointed staff members on a quarterly basis

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 will 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 upon arrival at the office;
- 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 convey it to you, and provide you with the