

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 you should contact:

The Deputy Director: Information Technology
Ministry of Works and Transport
6719 Bell Street, Ausspannplatz
Head Office, 6th Floor
Private Bag 13341
Windhoek
Namibia

Phone: +264 61 2088606

E-mail: support@mwt.gov.na

- If you are not satisfied with the response from the Division you may take the matter up with the Director of Centralised Support Services(CSS)
- If still not satisfied with the response or action taken, you may approach the Deputy Executive Director: Administration and Centralised Support Services (ACSS)
- Should you still not be satisfied with the response or action taken you may approach the Office of 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

DEPARTMENT OF ADMINISTRATION DIRECTORATE: CENTRALISED SUPPORT SERVICE DIVISION: INFORMATION TECHNOLOGY

The Division is responsible for providing Information and Communications Technology (ICT) Services for Systems Administration, System Development and Technical Support



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

- Provide IT hardware, software and network infrastructure
- Facilitate the Procurement of ICT equipment
- Repair ICT equipment
- Develop and update in-house system
- Provide on-site and remote ICT support and advice
- Perform backup services
- Design network infrastructure
- Maintain ICT infrastructure
- Identify ICT equipment needs
- Monitor network performance
- Manage all systems within the ministry
- Manage the ICT licenses
- Renew ICT application subscriptions
- Provide IT training to staff members
- Maintain and update ministerial website
- Manage Service Level Agreements (SLA)
- Ensure that information is protected
- Ensure that a disaster recovery system is in place
- Participate in ICT summits and emerging technological trends

OUR CUSTOMERS

- MWT staff members
- Suppliers
- General Public

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficient ICT services; and.
- ✓ We strive to execute our duties within the following guiding VALUES;

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.

- Perform backup services on a daily basis
- Design network infrastructure when the need arise
- Maintain ICT infrastructure on a daily basis
- Identify ICT equipment needs on an annual basis
- Monitor network performance on a daily basis
- Manage all systems within the ministry on a daily basis
- Manage the ICT licenses on a daily basis
- Renew ICT application subscriptions annually
- Provide IT training to staff members as the need arise
- Maintain and update ministerial website on a daily basis
- Manage Service Level Agreements (SLA) on a daily basis
- Ensure that information is protected at all times
- Ensure that a disaster recovery system is in place at all times
- Participate in ICT summits and emerging technological trends when the need arises

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 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.