



# Ministry of Information & Communication Technology



## DIRECTORATE OF GENERAL SERVICES CHARTER

### THIS CHARTER

- Sets the standards of service you can expect when dealing with the Division General Services.
- Reflects our commitment to deliver a high standard of service at all times.
- Explain how to make a complaint, if you are not satisfied with our service.

### Our Commitment to you

In partnership with you as our customer, we aim to render an efficient and effective support service to the Ministry and its customers and to promote sound financial, personnel, auxiliary, auditing and information technology services.

In doing our work we focus on the needs, and expectations of those we provide a service to. This approach builds on our key values to:

- Set, monitor and publishing clear standard of service to our customers.
- Ensure equal access to our service.
- Promote greater transparency in the way we account for our activities.
- Value our staff members as the Ministry's greatest assets and facilitate their development of expertise and competency.
- Enhance professionalism in our dealing with you to treat you as our customer with respect & dignity.

### What we ask from you

The quality of service we can provide to you depends on your cooperation with the Division General Services. We therefore request that you:

- Send the invoice directly to the Procurement Section.
- Comply with existing Acts and Regulations.
- Treat our staff members with the necessary respect
- Inform us if you are not satisfied with our services
- Regularly reconcile your financial transaction with us.

### Our Standards Applicable to Specific Work Areas

To our outside customers  
We will:

- Process payments to suppliers within 30 days after receipt of original invoices accompanied by all the supporting documents.
- Upon receipt of payment we will issue you immediately with proof of payment.
- Acknowledge and inform an applicant about the status of his/her application within three months for a promotion/entry post after the closing date.

### To our internal customers

Finance Services will:

- Provide you with a purchase order within 3 working days after the request for expenditure has

- been approved by the procurement committee.
- Process your salary advance within 24 hours after receipt of the approved request.
- Pay you a salary on the last working day of each month.
- Process your S&T claim / balance within three (3) working days.

Personnel Services will:

- Acknowledge and inform you about the status of your application within one month of the closing date for an entry level post and within two months for a promotion post.

Auxiliary Services will:

- Provide you with basic stationery within 24 hours;
- Provide you with official transport upon receipt of your request for in-town official business within 24 hours.
- Provide alternative transport within 24 hours when stranded outside your duty station with an official vehicle.
- Retrieve running files immediately and files with the National Archives within 3 working days.
- Dispatch post items within 24 hours.

IT Services will:

- Provide IT support within 24 hours for official businesses.

### If you contact us by;

By telephone, we will:

- Answer the telephone within less than one minute;
- Identify ourselves by name;
- Ensure that you are connected to the correct person and/directorate/division;
- Inform you when you can expect a full response, if we cannot answer your enquiry immediately.

In writing, we will:

- Reply to all written communication within five working days.
- If we cannot answer your questions within that time, we will inform you in writing when to expect a full reply.

Personally, we will:

- See you within five minutes of the agreed time you have made an appointment;
- If you don't have an appointment we will try our best to accommodate you.

### If things go wrong

We will welcome any suggestions to improve on our service delivery and commit ourselves to;

- Deal with complaints within 10 working days;
- Offer an apology where an apology is necessary;
- Give assurance that we will avoid the same mistakes happening again.

### Your views count

We strive to render a service that is acceptable to all our clients – whether internal or external. We will continuously try to improve our standards. To be successful in this, we need to know what kind of service you require. Your views are very important to assist and guide us when we review our standards and priorities.

### When complaining

You need to:

- Identify yourself
- Be clear about the reason for your dissatisfaction or complaint.
- Say how you would like to rectify the problem.
- Keep a record with your complaint.

Any comment, suggestion or request for information about the activities of the Directorate should be directed to:

**Deputy Director; General Services**  
**Ministry of Information and Communication Technology**  
**Private Bag 13344**  
**Windhoek**  
**OR**  
**Tel: +264-61-2832342**  
**Fax: +264-61-251297**  
**Email: gs@mict.gov.na**  
**website: www.mict.gov.na**

Specific enquiries about services should be directed to the relevant Heads at the following telephone numbers:

**Auxiliary Services : +264-61-2832382**  
**Finance Services : +264-61-2832354**  
**Personnel : +263-61-2832385**  
**Information System : +264-61-2832357**  
**Ministerial Support : +264-61-2832386**

If you are not satisfied with any response received or the way in which your complaint had been handled, kindly communicate to:

**The Permanent Secretary**  
**Attention: Complaint Coordinator**  
**Private Bag 13344**  
**Windhoek**  
**Tel: +264 61 2839111**  
**Fax: +264 61 251297**

The Complaint Coordinator will channel your complaint to the Permanent Secretary or concerned Director. Should you still not be satisfied, you can approach the Ministry or the Office of the Ombudsman.