



Republic of Namibia
National Planning Commission

CUSTOMER SERVICE CHARTER



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ABBREVIATIONS

NPC	National Planning Commission
M&E	Monitoring and Evaluation
DPC	Development Partners Coordination
IT	Information Technology
OMA	Offices/Ministries/ Agencies
TNA	Training Need Analysis
HPP	Harambee Prosperity Plan
TAW	Treasury Authorisation Warrant
DSA	Daily Subsistence Allowance
PC	Procurement Committee



FOREWORD



The National Planning Commission (NPC) was established with the mandate to plan and spearhead the course of national development. The mandate is derived from article 129 (1) of the constitution of the Republic of Namibia and the National Planning Act of 2013 (Act No. 2 of 2013). The objectives of the Commission in terms of Section 4 of the NPC Act (Act No. 2 of 2013) are to: spearhead the identification of Namibia's socio-economic development priorities; formulate short-term, medium term and long-term national development plans in consultation with regional councils; develop monitoring and evaluation mechanisms to ensure effective implementation of the national development plans; evaluate the effectiveness of Government socio-economic policies; coordinate the development of government socio-economic policies to ensure consistency and; mobilise, manage and coordinate international development cooperation.

In fulfilling the above mandate, the Agency provides a variety of services to various stakeholders and customers through our core business areas of the different departments, directorates, and divisions. These services include soliciting inputs on development priorities prior to the formulation of plans, mobilise resources to augment available government resources and the dissemination of produced plans and reports to various stakeholders.

This Charter also represents an important contribution to the goals of the Harambee Prosperity Plan (HPP), in particular the achievement of the Strategic Pillar on Effective Governance and Service Delivery. It is also where we pledge our commitment to effective service delivery towards our clients and the Namibian nation at large.

I therefore trust that the implementation of this charter will lead to an efficient and effective service delivery to all our customers. I encourage our stakeholders to take ownership of this document as you are the core owners of it.



Obeth Mbuipaha Kandjoze
DIRECTOR GENERAL

ACKNOWLEDGEMENT



The process leading to the development of the NPC Customer Service Charter has been an exciting yet educative experience for many of us in the Agency. It is evident that success is built into the culture of working together towards influencing the quality of service offered to our stakeholders.

The NPC would like to take this opportunity to sincerely thank the Office of the Prime Minister, the Department Public Service Management in particular for its guidance to this process. At the same time, I acknowledge with gratitude, the collective contribution and efforts made by all staff members of this Agency throughout the development process of this Charter.

I trust that we will collectively work hard to achieve all the promised service standards made to customers, thereby making our customers happier and make Namibia a prosperous nation.

I trust that we will all find ourselves within this charter and be able to identify our contribution towards the provision of quality services to all our customers.

A handwritten signature in black ink, appearing to read 'Wilhencia /Uiras', written over a horizontal line.

Wilhencia /Uiras
EXECUTIVE DIRECTOR

Mandate:

To plan and spearhead the course of national development.

The NPC mandate is derived from Article 129 (1) of the constitution of the Republic of Namibia and the National Planning Commission Act (Act No.2 of 2013).

Vision:

To be a center of excellence at the forefront of the course of national development.

Mission:

To plan the priorities and direct national development through effective coordination for sustainable socio-economic development

THIS CHARTER -

Outlines:

1. the services we provide (What we do);
2. Defines who our customers are;
3. Reflects our commitment;
4. Sets standard of service that you can expect from us at all times;
5. States what we will do if you contact us;
6. States that your views count;
7. Indicates what we ask of you;
8. Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service.





1. WHAT WE DO -

The business of the Agency is centered on two key departments and three directorates namely: Department of Macroeconomic Planning; Regional, Sectoral Planning and Policy Coordination; Monitoring and Evaluation and Development Partners Coordination and the directorate of Administration.



Department of Macroeconomic Planning:

Conduct socio-economic research to inform national development through knowledge creation and evidence-based planning for the formulation of short, medium and long-term development goals.



Department of Regional, Sectoral Planning and Policy Coordination:

- Carry out regional, sectoral planning, and oversee the implementation of the National Development Plans;
- Coordinate the formulation and review of socio-economic policies.



Directorate of Monitoring and Evaluation (M&E):

Develop M&E mechanisms and ensure their application and the compilation of implementation progress reports.



Directorate of Development Partners Coordination:

Mobilise external resources from development partners for national priority development programmes.



Directorate of Administration

- Provide administrative support and advisory services through

rendering of human resources management and development, financial management, auxiliary, Information Technology and internal audit services to NPC employees and other stakeholders.

- Ensures rules and regulations of administrative processes are correctly understood, implemented and complied to.

2. OUR CUSTOMERS

- 🇳🇦 Government Offices, Ministries and Agencies
- 🇳🇦 Regional Councils
- 🇳🇦 Local Authorities
- 🇳🇦 State Owned Enterprises
- 🇳🇦 Development Partners
- 🇳🇦 Civil society
- 🇳🇦 Private sector
- 🇳🇦 Public Enterprises
- 🇳🇦 General public
- 🇳🇦 Service providers/ Suppliers
- 🇳🇦 Staff members of the National Planning Commission
- 🇳🇦 Namibia Statistics Agency
- 🇳🇦 Academia



The Director-General of NPC during an exclusive interview with NAMPA on major projects Namibia had embarked upon after Independence, NPC, 19 February 2020

3. OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of accurate and timely services; and
- We strive to execute our duties within the following guiding VALUES:

Accountability	<i>To be answerable for the mandate and resources entrusted to NPC.</i>
Professionalism	<i>Being objective, efficient and effective in performing official duties, using competency and capacity to adhere to set targets and standards in order to deliver quality services and provide timely feedback.</i>
Integrity	<i>Serving with honesty without fear or favour.</i>
Transparency	<i>Ensuring openness, communication and provision of information relating to the planning and coordination of national development processes</i>
Teamwork	<i>Recognizing that our effectiveness as an institution is not determined by individual performance but by our collective performance as a team.</i>

4. OUR SERVICE PROMISE/STANDARDS

4.1 Department of Macroeconomic Planning:

We will:

- 🚩 Coordinate the formulation of national development plans a year before end of the current plan.
- 🚩 Produce at least two (2) research papers on social and economic spheres for evidence-based planning annually.
- 🚩 Continuously analyze socio-economic development and produce reports annually.
- 🚩 Conduct stakeholder/partners development dialogue on socio-economic challenges at least once a year.
- 🚩 Develop macroeconomic models when need arise.
- 🚩 Continuously update models to analyze macroeconomic issues in the country.

We will respond to you at Tel: +264 61 283 4123, Fax: +264 61 226 501,
E-mail: dmpcustomer@npc.gov.na

4.2 Department of Regional, Sectoral Planning and Policy Coordination

We will:

- 🚩 Identify priorities for National Development Plans a year before the end of the current plan.
- 🚩 Continuously oversee the implementation of national development plans
- 🚩 Coordinate the preparation, of national development Budget annually.
- 🚩 Continuously monitor project implementation and the execution of the National Development Budget.
- 🚩 Produce economic development activity reports quarterly.
- 🚩 Provide advice on economic planning and development activities, policies and strategies at all times.
- 🚩 Conduct awareness sessions on regional and sectoral economic development activities on a quarterly basis.
- 🚩 Produce economic development activity reports quarterly.
- 🚩 Promote Regional and Sectoral economic development activities at various platforms.
- 🚩 Continuously conduct economic analysis and research on regional strategies for projects and programmes.

- ▣ Provide guidance on the development of government socio-economic policies at all times.
- ▣ Evaluate at least two (2) existing Government socio-economic policies in a year.

We will respond to you at Tel: +264 61 283 4056, Fax: +264 61 302760, E-mail: drspccustomer@npc.gov.na.

4.3 Directorate of Monitoring and Evaluation (M&E):

We will:

- ▣ Develop/review M&E mechanisms when need arises.
- ▣ Compile NDPs Progress Report to appraise Cabinet after every six (6) months.
- ▣ Monitor the implementation of capital Projects on a quarterly basis.
- ▣ Compile Progress Reports on the measures implemented to improve competitiveness biannually.
- ▣ Provide training to O/M/As on M&E at least once a year or upon request.
- ▣ Provide M&E advisory services to O/M/As at all times.
- ▣ Undertake evaluation of identified public policies and programmes at least once in a year.
- ▣ Compile capital project monitoring reports within three (3) weeks after completion of field work.

We will respond to you at Phone: +264-61-283 4135, Fax: +264 -61-226501, E-mail: dmecustomer@npc.gov.na

4.4 Directorate of Development Partners Coordination (DPC):

We will:

- ▣ Continuously solicit resources from the development partners for national development programmes as per NDPs' priorities.
- ▣ Present national priorities to Development Partners at every consultation or negotiation.
- ▣ Produce briefing materials three (3) working days before consultation or negotiation meetings.
- ▣ Sign protocols, minutes and framework agreements within five (5) working days after every meeting.

- 🚩 Continuously monitor the implementation of committed programs and projects.
- 🚩 Manage the utilization of resources from development cooperation at all times
- 🚩 Produce monitoring and evaluation reports for Development Partner-supported projects within ten (10) working days after every visit.

We will respond to you at Tel: +264-61-283 4108, Fax: +264 -61-226501, E-mail: dpccustomer@npc.gov.na

4.5 Directorate of Administration

Subdivision: Finance

We will:

- 🚩 Prepare the Agency's budget within the given deadline by Treasury.
- 🚩 Prepare monthly Treasury Authorisation Warrant (TAW) within five (5) working days upon receipt of the ceilings.
- 🚩 Monitor and control the vote's expenditure on a monthly basis.
- 🚩 Prepare quarterly and annual budget execution reports.
- 🚩 Ensure adherence to legal frameworks at all times.
- 🚩 Process Daily Subsistence Allowance (DSA) application forms and claims within two (2) working days provided that the forms are fully completed, approved and relevant documents are attached.
- 🚩 Process Leave Gratuity within two (2) working days upon receipt of the tax directive.
- 🚩 Process Overtime claims within two (2) working days provided that the forms are fully completed, approved and relevant documents are attached.
- 🚩 Process all other payroll related advices within (2) working days;
- 🚩 Ensure that payments for goods and services are processed within five (5) working days upon receipt of an invoices provided that it complies with rules and regulations;
- 🚩 Process subsidy payments to NSA within five (5) working days provided that all relevant documents are attached;
- 🚩 Reconcile the Suspense and Expenditure Accounts of the Agency on a monthly basis;
- 🚩 Deposit revenue collected and update cashbook daily;
- 🚩 Prepare Annual Financial Statements to the Auditor General and respond to audit queries within the prescribed time frame;

We will respond to you at Phone: +264 61 2834096, Fax: +264 61 2834175,

E-mail: financecustomer@npc.gov.na

Subdivision: Human Resources (HR)

We Will:

- 🚩 Update employee's personal file within one (1) working day with availed information.
- 🚩 Fill vacant positions within three (3) months from the date of advertising if delegated, and within four (4) months if not delegated.
- 🚩 Attend to misconduct cases within one month of their occurrence.
- 🚩 Respond to employee grievances within five (5) working days.
- 🚩 Facilitate the implementation of the institutional human resource development plan.
- 🚩 Conduct induction training to newly appointed staff members within one (1) month from the date of assumption of duty.
- 🚩 process applications on medical aid, social security, Home loan, and GIPF within one (1) working day upon receipt provided all documents are attached.
- 🚩 process employees benefit and Social Security claims within one (1) working day provided all documents are attached.
- 🚩 conduct wellness sessions bi-annually.
- 🚩 terminate service within one (1) working day upon receipt of notification.
- 🚩 process employees benefit claims within one (1) day provided all documents are attached.
- 🚩 interpret policies on request by staff members right away or within two working days if we cannot provide an answer instantly.
- 🚩 conduct a Training Needs Analysis (TNA) every three (3) years (done every 3rd year).
- 🚩 attend to training requests for short courses within five (5) working days and in case of longer courses within one (1) month.

We will respond to your call at Tel: +264 61 2834176, Fax: +264 61 2834175,
E-mail: hrcustomer@npc.gov.na (HR administration)
trainingcustomer@npc.gov.na (Training)

Subdivision: Information Technology (IT)

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 five (5) minutes on hardware failure or need.
- 🚩 Replace hardware components within three (3) months.
- 🚩 Manage all licenses on a yearly basis or upon expiration.
- 🚩 Monitor and update our website on a daily basis.
- 🚩 Ensure that users data is backed up daily, kept for a week and can be restored within a day.
- 🚩 Develop major system (e.g. National Integrated Monitoring & Evaluation System [NIMRES] within two years, and minor system (e.g. asset management systems) within six (6) months when need arises or upon request.
- 🚩 Train staff members on new applications within six (6) months from the date of implementation when need arises.

We will respond to your call at Tel:+264 61 2834199, Cellphone: +264812779842, Fax:+264 61226501, E-mail: isccustomer@npc.gov.na

Subdivision: Auxiliary Services

We will:

- 🚩 Provide transport and issue trip authority within one (1) working day upon receipt of the approved request.
- 🚩 Renew the license disk within five (5) working days before the expiry date.
- 🚩 Request for the replacement of lost/damaged fuel/maintenance cards within one (1) working day.
- 🚩 Scrutinize logbook daily.
- 🚩 Inspect vehicles before and after handover.
- 🚩 Prepare procurement plans as per the Public Procurement Act, 15 of 2015.
- 🚩 Prepare the bidding documents for acquiring goods and or services within two (2) working days for minor and within five (5) working days for major procurement as per the procurement plan or upon receipt of an approved submission to incur expenditure.
- 🚩 Opening of bids immediately after closure time.
- 🚩 Evaluate bids within one (1) week for minor procurement and two (2) weeks for major procurement.
- 🚩 Distribute bidding documents and minutes two (2) days before Procurement Committee (PC) meeting.
- 🚩 Prepare Requisition for Expenditure within two (2) working days upon receipt of bid evaluation report.

- 🚩 Generate/print purchase order within two (2) working days upon receipt of the approved requisition expenditure form.
- 🚩 Ensure that procurement rules and regulations are adhered to.
- 🚩 Verify invoices and submit to Accounts Payable section for payment within two (2) working days.
- 🚩 Conduct annual stock taking and when need arises.
- 🚩 Order stock and materials once (1) per quarter.
- 🚩 Issue cleaning materials and stationaries to staff members once (1) per week.
- 🚩 Ensure that correspondence is sorted, posted and delivered on daily basis.
- 🚩 Record data on Electronic Document and Records Management System (EDRMS) daily.
- 🚩 Provide requested file within a day.
- 🚩 Maintain office hygiene daily.
- 🚩 Conduct monthly inspection on Agency's infrastructures.
- 🚩 Attend to minor maintenance within a day and major maintenance within a week.

We will respond to your call at Tel: +264 61 283 4006, Fax: +264 61 283 4175, E-mail: auxiliarycustomer@npc.gov.na, Website: www.npc.gov.na





FRONT ROW LEFT: NPC Leader cleaner, Ms. Elfriede Keramin and her team


5. WHEN YOU CONTACT US

If you phone us




We will:

-  Answer to your call within three (3) rings
-  Return your call within two (2) days if we can't provide an answer immediately.

If you write to us:

-  We acknowledge receipt within two (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 five (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.



6. YOUR VIEWS COUNT

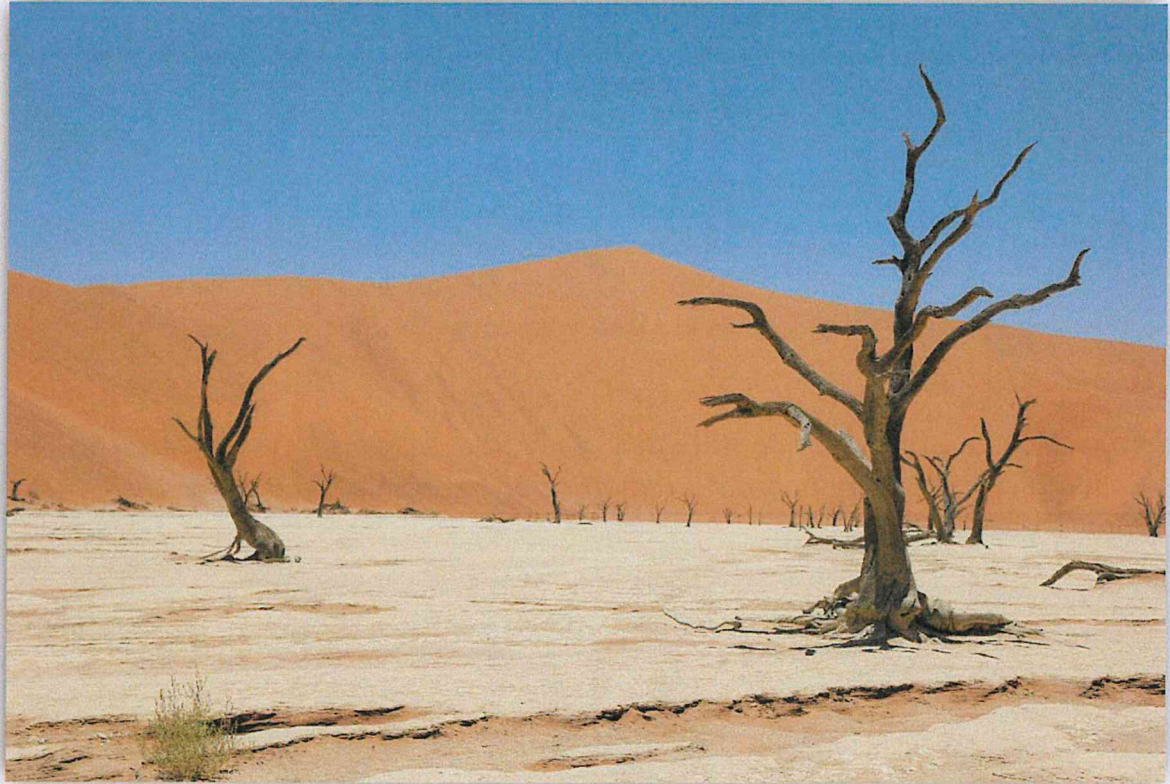
- 🚩 We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- 🚩 We promise to consider your views when setting our service standards;
- 🚩 Inform us if you are not satisfied and are unhappy with our service delivery; and;
- 🚩 Give us your comments so that we can improve our service.

7. 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 directorate;

- 🚩 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 Department/Directorate/Division/Subdivision whom you dealt with as well as the date and the time of the communication to improve our services.

8. DEALING WITH YOUR COMPLAINTS

If you have any comment, suggestion or request about the activities or

services of the Ministry you should contact:

National Planning Commission
Government Office Park, Block D
Luther Street
Private Bag 13356
Windhoek
Namibia
Phone: +264 61 283 4225
Fax: +264 61 226501
E-mail: info@npc.gov.na
Website: www.npc.gov.na

And if you are still not satisfied with the response from National Planning Commission, you may approach the office of the Prime Minister or the Office of the Ombudsman.

