



Ministry of Education, Arts and Culture

CUSTOMER SERVICE CHARTER

Department: Finance and Administration

Directorate: General Services

Division: Administration and Support Services (DASS)

The Division is responsible for providing administrative support services such as procurement, stock control, transport, registry, domestic services.

THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State 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 and maintain fleet
- Procure goods, works and services
- Manage contracts
- Manage assets and stock
- Maintain office hygiene and provide labor services
- Provide switchboard and registry services

OUR CUSTOMERS

- Staff members
- General public
- Learners
- Service providers

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely office support service; and
- ✓ We strive to execute our duties within the following guiding **VALUES**:

VALUES

- **Integrity** - We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are rules compliant.
- **Accountability** - We shall be accountable for carrying out responsibilities efficiently, timely and with integrity.
- **Professionalism** - We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive.
- **Commitment** - We shall be committed to the Ministry's objectives of providing accessible, equitable and quality education for all.
- **Respect & Empathy** - We shall treat all stakeholders with dignity and politeness at all times. Embracing cultural diversity and tolerance.
- **Transparency** - We shall carry out our activities in an open and most acceptable manner that bears scrutiny to the stakeholders we serve.
- **Teamwork** - We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building.

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 Directorate whom you dealt with as well as the date and the time of the communication to improve our services.

The Deputy-Director: Administration and Support Services
Ministry of Education Arts & Culture
Luther Street, Government Office Park
Private Bag 13186, Windhoek, Namibia

Phone: +264 61 293 3056 | E-mail: dass@moe.gov.na

OUR SERVICE PROMISE/STANDARDS

We will:

- inspect vehicle immediately before and after handover;
- provide Transport & Issue Trip Authorities within a day;
- monitor and maintain fleet expenditure monthly;
- collect and distribute license disks within 5 working days after expiration;
- forward request to banks for new and replacement of lost fuel cards within two weeks;
- prepare and deliver orders for servicing and repairs within two weeks after receiving request;
- scrutinize monthly kilometer returns;
- ensure pool vehicle applications for government garage and ministerial pool are provided within two working days provided there are vehicles at government garage;
- submit annual procurement plan within the prescribed timeframe as per the Procurement Act;
- facilitate Bidding processes (Adverts, Evaluation and Awarding) within four months;
- evaluate bidding document within one month after the closing date;
- award bids within the prescribed timeframe;
- process Purchase Order for Goods, Works & Services within two working days upon receipt of approved requisition;
- distribute procurement committee minutes two days before pc meeting;
- verify, Certify Invoices & Submit to finance for payments within two days;
- facilitate the signing of contracts within 30 days after bid awarding;
- continuously manage contracts as per the agreed terms and conditions;
- carry out general stock taking once a year and as the need arise;
- issue and control stock on a daily basis;
- maintain office hygiene at all times;
- attend to switch board at all times;
- provide labor services at all times when the need arises;
- sort and post mail on a daily basis;
- manage records at all times;

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.
- We will respond to your correspondences received within one (1) week after receipt.

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.

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 Directorate.
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.