



Ministry of Education, Arts and Culture

CUSTOMER SERVICE CHARTER

Department: Finance and Administration
Division: Human Resources Administration (HRA)

The Division is responsible for providing administration support and advisory services on issues pertaining to human resources management, training and development within the Ministry.

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

- Update personal files
- Update Human Capital Management System (HCMS)
- Ensure the filling of vacant posts
- Attend to misconduct cases and respond to grievances
- Process applications on medical aid, social security, Home loan, and GIPF
- Process employees benefit and Social Security claims
- Conduct wellness sessions
- Terminate employee services
- Interpret policies
- Conduct Training Need Analysis (TNA)
- Develop the Human Resource Development Plan and annual training Calendar
- Attend and provide feedback on training requests
- Circulate bilateral agreement courses
- Facilitate induction training

OUR CUSTOMERS

- Staff members
- Members of the Public

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely 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.

OUR SERVICE PROMISE/STANDARDS

We will:

- update personal file as per request within five (5) working days;
- update Human Capital Management System (HCMS) daily;
- ensure that vacant posts are filled within three (3) months;
- attend to request for leave credit days within one working day;
- attend to misconduct cases within one (1) month of their occurrence;
- respond to grievances within five (5) working days;
- process applications on medical aid, social security, Home loan, and GIPF within one (1) working day provided all documents are attached;
- process employees benefit and Social Security claims within 1 working day provided all documents are attached;
- conduct wellness sessions on a quarterly basis;
- terminate employee services within 1 working day upon receipt of notification;
- interpret policies on request by right away or within two working days if we cannot provide an answer instantly;
- conduct Training Need Analysis (TNA) after every three years and/or when needs arises;
- develop the Human Resource Development Plan annually;
- develop annual training Calendar;
- attend and provide feedback to non-qualifying training request within 7 working days;
- attend to qualifying training requests on quarterly basis and provide feedback on application status within 5 working days after training committee meeting;
- circulate bilateral agreement courses within a day upon receipt;
- facilitate induction training to staff members within one (1) month from the date of assumption of duty;

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.

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.

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