



Republic of Namibia



National Council

CUSTOMER SERVICE CHARTER



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FOREWORD

Customer Service Charters are tools for Institution's Management and staff to continuously improve service delivery to the general public and other stakeholders, whether it be across the counter, via the telephone or through electronic means.

Institutions including Parliaments are recognizing the benefits of customer service charters and various models have been adopted to reshape a client-focused, open and accountable entity. The National Council therefore has also recognized the benefits of using Customer Service Charters as a tool to drive this cultural change.

In supporting the National Council, its Secretariat has committed itself to assist visitors to the National Council or everyone who would like to know more about or contributes to the work of Parliament through the National Council.

It is with great pleasure that I present the revised Customer Service Charter that serves as a tool to consolidate the important work that we do and to establish a strong service delivery culture within the Namibian Parliament.

I therefore commend the National Council Secretariat that have demonstrated a commitment to good service delivery to the Namibian public.



Margaret Mensah-Williams
Chairperson

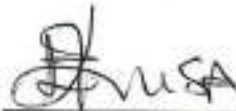
ACKNOWLEDGEMENT

This charter explains what we do and how we provide our services. It has been developed in consultation with staff members. We set out our service commitments, and we seek your feedback and advice to help us improve our service.

I would like to sincerely thank the Office of the Prime Minister; Department Public Service Management for their guidance, at the same time acknowledge with gratitude, the collective contribution and efforts made by all staff members of the National Council throughout the development process of this charter.

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

We intend to report annually on our performance in relation to this Charter and would welcome any comments you have on the services we provide. We therefore invite you to forward your comments to customerservice.nc@parliament.na or deposit it in our Suggestion Box at the entrance of the National Council



Emilia Ndinelao Mkusa
SECRETARY

Our Mandate:

The National Council has the following powers and functions according to Article 74 of the Constitution

- ✓ To consider in terms of Article 75 of the Constitution, bills passed by the National Assembly.
- ✓ To investigate and report to the National Assembly on any subordinate legislation, reports and documents which under law must be tabled in the National Assembly which are referred to it by the National Assembly for advice.
- ✓ Recommend legislation on matters of regional concern for submission to and consideration by the National Assembly

Our Vision: "A House of Review that truly represents the interest of the people of Namibia"

Our Mission: "To effectively carry out the legislative and investigative review and oversight function to fulfil the true aspirations of the people."

THIS CHARTER -

Outlines:

1. What we do
2. Our Customers
3. Our commitment to you
4. Our service promise
5. When you contact us
6. Your views count
7. What we ask of you
8. Dealing with your complaint

1. WHAT WE DO -

- ✓ Our role is to support the National Council to achieve the interest of the Namibian people through:
- ✓ Enabling the Council, its Committees and Members to carry out their Parliamentary business.
- ✓ Meeting the members needs as people's representatives in relation to Parliamentary business

2. OUR CUSTOMERS

- ✓ Members of Parliament
- ✓ Staff members
- ✓ Suppliers and Creditors
- ✓ Government Offices, Ministries and Agencies
- ✓ Regional Councils and Local Authorities
- ✓ Development Partners and Non-Governmental Organizations
- ✓ Media Practitioners

3. OUR COMMITMENT TO YOU

The National Council is committed to providing quality service to all its customers. These includes:

- ✓ Members of Parliament, staff members and those of OMAs
- ✓ Provide clear and accurate research and information which is responsive to your needs.
- ✓ Visitors and general public
- ✓ People attending meetings at the National Council

This is built on 7 core Values of the National Council:

Integrity

- *To be honest, ethical and uphold principles and practices that are of the of the highest standards.*

Accountability

- *Shall assume responsibility over resources and duties assigned to it.*

Impartiality

- *Serving all Members of Parliament and citizens with respect and dignity without bias or favour.*

Loyalty

- *To faithfully and willingly serve Members of Parliament and the Government of the Republic of Namibia.*

Teamwork

- *Shall promote effective co-operation and co-ordination among its staff*

Professionalism

- *Shall demonstrate a high level of competence and uphold high ethical standards.*

Transparency

- *Should use transparent processes in the execution of duties.*

4. OUR SERVICE PROMISE

4.1 SECRETARIAT:

✓ **Equality**

We shall give all our customers the same standards of treatment when delivering our services.

✓ **Communication with customers on phone calls**

We shall respond promptly to all calls and give our name when we answer the phone.

If we are out of the office, we shall provide an alternative contact person.

✓ **Correspondence**

We shall reply to letters and emails within 10 working days.

We shall update you on the progress within 10 working days if we have not given you a final reply.

When we are out of the office, we will send you an automatic response to emails giving an alternative contact person.

✓ **Please take note:** Anonymous letters will not be responded to.

4.2 DIRECTORATE: SPECIALISED SERVICES

✓ Provide objective, impartial and timely procedural advice to the House, Committees and Secretariat.

✓ Provide efficient and effective administrative support to the House and Committees.

✓ Provide efficient and effective security, protocol and maintenance services to Members and Secretariat.

✓ Produce and distribute the official report of the House within 3 months from the last sitting day.

4.3 DIRECTORATE: LEGAL SERVICES

- ✓ **Bills referred to the National Council:**

We shall

Compile Bill summaries and cross-check all Bills for compliance with the Constitution and other existing laws; and disseminate relevant concerns on Bills within 2 weeks of receipt of the Bill.

- ✓ **Requests for Legal Advice:**

We shall

Provide reliable, well researched and objective legal opinions within 14 working days;

- ✓ **Drafting proposed legislation on matters of Regional concern:**

We shall:

Provide feedback on constitutional and other legal conflicts of the proposed legislation within 21 working days; Provide a Draft Bill within 4 months of approval of proposed legislation; and Provide a final Draft within 2 months after approval of the first draft.

- ✓ **Conducting Public Hearings:**

We shall:

Provide legal advice and guidance on legal concerns of Bills referred to Committees within the National Council; and Assist Committees during the Public Hearing with all legal matters that may arise.

4.4 DIRECTORATE: GENERAL SERVICES:

4.4.1 SUBDIVISION HUMAN RESOURCES

We shall:

- ✓ Ensure selection process is concluded within one month of the closing date of the advert.
- ✓ Prepare submissions for the Secretary's approval to fill vacant posts within five (5) working days of the interview.
- ✓ Process admission / amendment / withdrawal of pension / other claims within five (5) working days of receiving all supporting documents.
- ✓ Process the general salary adjustments / increment within one month of receiving the PSM Circular.

- ✓ Process medical aid admission within five (5) days of receiving all supporting documents.
- ✓ Process social security registration within five (5) days of assumption of duty.
- ✓ Process change of interest rate within five (5) working days of receiving the notice.
- ✓ Record and note the leave credit days within two days of receiving the request.
- ✓ Submit statistics for Affirmative Action report to the Affirmative Action Committee within two weeks of the notice from the AA Committee.
- ✓ Submit yearly staffing statistics to the PSC fin the first quarter of the financial year.
- ✓ Stop salary for termination of service within one day of receiving the notice / approval.
- ✓ Work out leave gratuity within five (5) days after termination of service.
- ✓ Transfer the personal file to O/M/A/RCs within five working days of receiving the notice.
- ✓ Adhere to prescribed time frame in the PSSR for misconduct.
- ✓ Facilitate the training needs assessment exercise for staff members every three years.
- ✓ Analyze Personal Development Plans for staff members and develop yearly Training Plan.
- ✓ Facilitate, coordinate or conduct training for Members of Parliament (MPs) of the National Council and staff within two weeks of receiving the request.
- ✓ Facilitate and conduct Induction for new appointees and supervisory courses annually.
- ✓ Process applications for qualifying and non-qualifying training within 14 working days of receiving the application.

4.4.2 SUBDIVISION AUXILIARY SERVICES

We shall:

- ✓ Procure goods, small value items, works and services for the institution within one month of receiving the request.
- ✓ Ensure that sufficient quantities of consumable stock / items are available on a daily basis.
- ✓ Print Purchase Order within two (2) days of approval of requisition.
- ✓ Carry out general stock taking once a year and as need arise.
- ✓ Distribute tender documents and minutes 2 days before tender meeting
- ✓ Clean all offices twice a week.
- ✓ Clean the outside floor once a week.
- ✓ Empty dustbins twice a day.
- ✓ Keep the rest rooms clean at all time.
- ✓ Answer incoming calls within three rings.
- ✓ Ensure that correspondences / mails are sorted, posted or delivered within two (2) hours of receipt.
- ✓ Issue trip authorities for each trip (local & national)
- ✓ Inspect vehicles before handing over and receiving of keys.
- ✓ Ensure vehicles are clean and available to carry out official duties as requested.
- ✓ Ensure cleanliness of the vehicles at all-time especially after long journeys / trips.
- ✓ Inform Government garage and Government Attorney about vehicle accident once accident report is received.

4.4.3 SUBDIVISION FINANCE

We shall:

- ✓ Process advices for salary and benefits for Members of Parliament and staff members received from HR within two (2) working days.
- ✓ Process Daily Subsistence Allowance advance & claim forms within two (2) working days of receiving the approved request with all supporting documents.
- ✓ Process payment to creditors within five (5) days of receiving all supporting documents.
- ✓ Pay Suppliers within 30 days of receiving the invoice.
- ✓ Ensure availability of funds for the following month provided that notice for the needs is received before the 15th of the current month

(Treasury Authorization Warrant).

- ✓ Facilitate the preparation of NC budget in Quarter 2 of each financial year.
- ✓ Prepare two Annual statements and Accounts for the Report of Auditor General on the Accounts of National Council (before 31st July and 31st October).
- ✓ Prepare Appropriation Accounts for the Financial Year within 15 days from the day of receipt of appropriation account.
- ✓ Reconcile Suspense, Expenditure and Revenue Accounts every month end.
- ✓ Recover departmental debt within period of 12 months.

4.5 DIVISION: RESEARCH AND INFORMATION SERVICES

We shall:

- ✓ Be prompt and courteous in provision of research and information services.
- ✓ Meet your expectations where possible and explain where we cannot.
- ✓ Provide clear and accurate research and information which is responsive to your needs.
- ✓ Be consistent in the responses and information we provide.
- ✓ Maintain confidentiality and respect your privacy at all times.
- ✓ Prompt responses to your enquiries, comments or complaints.
- ✓ Professional conduct at all times and ensure that our stakeholders are respected and treated with courtesy.
- ✓ Appointment requests made telephonically or in person will be acknowledged immediately.
- ✓ Appointment requests in writing will be acknowledged within one (1) working day upon receipt
- ✓ Confirmation of appointments will be communicated telephonically or in writing.
- ✓ Change of appointment time will be communicated to you within twenty four (24) hours from the time the change has been realized.
- ✓ You will be expected to proactively communicate appointment time change.
- ✓ Deal with complaints within two (2) weeks
- ✓ Offer apology where it is due.
- ✓ Give explanations of our actions.
- ✓ Give assurance that we will avoid the same mistake from happening again.

- ✓ Our staff will identify themselves by office and names.
- ✓ Messages will be passed on to relevant offices forthwith for action.
- ✓ Our staff will track feedback with relevant offices.
- ✓ We will attend to you within 5 minutes, if you have an appointment.
- ✓ We will acknowledge receipt of incoming letters within 2 working days and reply to them within 3 working days.
- ✓ We will respond to your questions immediately, but if we cannot we will let you know why not and when you can expect an answer from us.

Please take note: Anonymous letters will not be responded to.

5. WHEN YOU CONTACT US

✓ *Telephonically, we shall*

- Answer the telephone within less than three rings identify ourselves by institution and name.
- Inform you when you can expect a full response if we cannot answer your enquiry immediately.

✓ *In writing, we shall:*

- Acknowledge receipt of incoming letters within two (2) working days.
- Reply to incoming letters within three (3) working days.
- If we cannot answer all your questions within that time, we will inform you when to expect a full response.

✓ *Personally, we shall:*

- Attend to you within the agreed time.

If you visit us:

- We shall attend to you within 3 minutes.
- We shall respond to your queries as soon as possible, and if not we shall provide valid reasons and let you know when you can expect a satisfactory answer.

6. YOUR VIEWS COUNT

- ✓ We continuously strive to improve our standards. To do this, we need to know what kind of service you want.
- ✓ Questionnaires will be made available at the National Council
- ✓ Administrative building for you to provide feed-back.
- ✓ Completed questionnaires can be deposited in the Suggestion Box at the National Council.
- ✓ Service Delivery Evaluation forms will also be made available for completion and depositing in the suggestion box.

7. WHAT WE ASK OF YOU

The quality of service we provide depends on the input and co-operation we receive. We will therefore:

- ✓ Welcome your feedback on our service;
- ✓ Provide all our stakeholders with on line comments form;
- ✓ Have customer consultations through surveys and interviews; and
- ✓ Provide school outreach evaluation form

8. DEALING WITH YOUR COMPLAINTS

If you are unhappy with any aspect of our service, please tell us and we shall try to fix the problem. Please Contact our office at.

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