



Republic of Namibia



MINISTRY OF PUBLIC ENTERPRISES (MPE)

MINISTERIAL CUSTOMER SERVICE CHARTER

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MANDATE

“To position Namibia’s key Public Enterprises to play their meaningful role in the country’s developmental agenda”

OUR MISSION

“To provide principled leadership and create a conducive environment for Public Enterprises to contribute to socio-economic Development”

OUR VISION

“Public Enterprises are positioned as key contributors towards sustainable development of Namibia”

CORE VALUES

- Ethical Leadership
- Harambee (Pulling Together)
- Creative/Innovation
- Agility

ABBREVIATIONS

PE(s)	Public Enterprises
DGFA	Directorate: Governance and Financial Advice
DLA	Directorate: Legal Advice
GS	Division: General Services
IA	Internal Audit
ICT	Information Communication Technology
GS	General Services
MPE	Ministry of Public Enterprises
OMA	Offices/Ministries/Agencies
MoF	Ministry of Finance
GRN	Government of the Republic of Namibia
HR	Human Resources
AS	Auxiliary Services
SO	Security Operator
FA	Financial Advice
FA	Finance and Administration
MP	Member of Parliament

HIGH LEVEL STATEMENT

The Ministry of Public Enterprises (MPE) is established with the key objective to position Namibia's key public enterprises for them to play their meaningful role in the country's developmental agenda. The Ministry will also ensure that public enterprises are placed in a position where they will be well managed, and not exist to be a financial burden to the state.

MPE is also tasked to enhance the skills and knowledge of those who are at the helm of fulfilling the legal policy and administrative responsibilities of PEs as well as those that are ensuring accountability and sense of achievement/accomplishment.

The Customer Service charter is considered to be a significant milestone by MPE as it integrates the functions and inputs from all directorates/units of the Ministry, ensuring that our customers are informed and educated on our operations and services enabling them, to influence quality service at all levels.

Reforming PEs is a process (not an event) that requires continuous concerted efforts and commitment of all key stakeholders in order to facilitate an improvement in the outcomes. It is therefore our pledge to keep improving our service delivery for the prosperity of all Namibians.



Leon Jooste, MP.
MINISTER

1 THIS CHARTER -

Outlines:

1. Outlines the service we provide (What we do)
2. Defines who are our Customers
3. Reflects our Commitment
4. Sets standard of service that you can expect from us at all times
5. State what we will do if you contact us because
6. Your views count
7. 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

2 WHAT WE DO -

The mandate of the Ministry of Public Enterprises is to position Namibia's key Public Enterprises to play their meaningful role in the country's developmental agenda. This mandate is primarily carried out by Directorate of Governance and Financial Advice, Division General Services, Division Security and Risk Management Services and Directorate Legal Advice.

2.1 DIRECTORATE: GOVERNANCE AND FINANCIAL ADVICE

The Directorate's mandate:

The Directorate therefore aims to measure and evaluate the entire performance spectrum of public enterprise in the country, with reference to the effective implementation of business strategic plans; a critical and comprehensive evaluation of the annual financial performance of specific PE's; analysis of information about institutional efficiency; socio-economic impact assessment and evaluation and the extent to which effective service delivery takes place within specific PEs, for them to realize their national mandates.

2.2 DIVISION: GENERAL SERVICES (Finance and Administration, Auxiliary Services, Human Recourses, Internal Audit & Information Technology)

The Division's mandate:

The Division General Services consists of five sub-divisions namely Finance and Administration, Human Resources, Auxiliary Services, Information Technology and Internal Audit. The Division is responsible to provide prudent financial management, advisory services on issues pertaining to Human Resources, Support Services, ICT Services, and evaluate and improve the effectiveness of risk management, control and governance process.

2.3 DIVISION: SECURITY AND RISK MANAGEMENT SERVICES (Security Operations)

The Division's mandate:

The Division Security and Risk Management Services is responsible for assisting MPE management in their duty to evaluate controls over security and risk operational processes. And also to report any findings and make recommendations for improvements.

2.4 DIRECTORATE: LEGAL ADVICE

The Directorate's mandate:

The Directorate is responsible for proving legal advice in terms of the Public Enterprises, Governance Act, 2006 (Act no 2 of 2006)

3 OUR CUSTOMERS

- MPE Staff Members
- Public Enterprises
- Portfolio Minister of PEs (Chief Executive Officers, Managing Directors and Boards of PEs)
- Line Ministries

4 OUR COMMITMENT TO YOU

- To treat our customers with dignity and respect
- To proactively respond to our customers' needs
- To enhance shareholder's value
- To embrace honesty and fairness
- To take responsibility for our actions
- To put the greater good ahead of our own interests

We strive to execute our duties along the following guiding **VALUES**:

Ethical Leadership

We respect the moral and ethical principles and hence we shall always act with integrity

Team work (Harambee)

We believe in the culture of helpfulness, where we need to work together in achieving our objectives

Agility

We must be responsive to the changes in the environment in which we operate. Therefore we shall proactively adapt our strategies to ensure that Public Enterprises contribute to the Prosperity of the Namibian nation

Innovation/Creativity

We are on a journey of continuous improvement and therefore we are in pursuit of excellence by creating unique solutions

5 OUR SERVICE PROMISE/STANDARDS

5.1 DIRECTORATE: GOVERNANCE & FINANCIAL ADVICE

Our service promise in Economics & Public Governance / Financial Advice includes the following Services:

5.1.1 *ECONOMICS AND PUBLIC GOVERNANCE*

We will:

- » Continuously monitor economic performance of the PEs
- » Analyse annual reports on performance of PEs
- » Evaluate the impact of the performance of the PEs in line with the strategic plans;
- » Facilitate training for Boards and Chief Executive Officer/Managing Directors when needs arise;
- » Undertake audit assessment of the assets base of the PEs after every two (2) years;
- » Continuously conduct economic research for PE reforms;
- » Continuously update and administer the data base for potential PE boards for recruitment purposes
- » Respond to your call at **Tel: +264 61 2023615, Fax: 264 61 252 914, Deputy Director, Old FNB Building, Private Bag 13408, Windhoek**

5.1.2 *FINANCIAL ADVICE*

We will:

- » Analyse and provide feedback on draft business and financial plans of the PEs within fourteen (14) working days;
- » Monitor and evaluate financial performance of the PEs in line with the business and financial plans;
- » Evaluate audited financial statements of the PEs within (2) two months after receipt
- » Continuously provide financial advice to the PEs;
- » Follow up on the implementation of the provided financial advice/ recommendations within two (2) months after the agreed time.
- » Respond to your call at **Tel: +264 61 2023614, Fax: 264 61 252 914, Deputy Director, Old FNB Building, Private Bag 13408, Windhoek**

6 DIVISION: GENERAL SERVICES

Our service promise in Finance and Administration, Auxiliary Services, Human Resource, Internal Audit and Information Communication includes the following Services:

6.1 FINANCE

We will:

- » Facilitate and submit the MPE Budget within the deadline given
- » Monitor and control the MPE expenditure on a monthly basis;
- » Prepare monthly, quarterly and annual reports on budget execution;
- » Ensure adherence to legal frameworks that guide or regulate state finance at all times;
- » Process salary advices within two working days, after receipt provided all documents are attached;
- » Process DSA within two (2) working days, after receipt provided all documents are attached;
- » Process overtime claims within seven (7) working days;
- » Process leave gratuity within two (2) months;
- » Request for the release of funds for spending on monthly basis;
- » Prepare and submit Annual statement to the Auditor General as per prescribed time frames.
- » Reconcile the Suspense and Expenditure Accounts of the Ministry on a monthly basis;
- » Ensure that payments for goods and services are processed within seven (7) working days upon receipt of an invoice provided that they comply with rules and regulations.
- » Respond to your call at **Tel: +264 61 2023647, Fax: 264 61 252 914, Chief Accountant, Old FNB Building, Private Bag 13408, Windhoek**

6.2 AUXILIARY SERVICES

We will:

- » Avail transport and issue trip authorities within two (2) day;
- » Scrutinize monthly kilometer returns;
- » Ensure pool vehicle applications for government garage are processed within four working days provided vehicles are available;
- » Inspect vehicles before and after handover;
- » Ensure that correspondence are posted, sorted and delivered on a daily basis;
- » Verify and submit invoices to finance within two working days after receive;
- » Process purchase order within two (2) working days upon receipt of the approved Requisition for Expenditure Form;

- » Distribute procurement committee's minutes two (2) days before procurement committee meeting;
- » Keep offices hygiene at all time;
- » Carry out general stock taking once a year and as need arise.
- » Issue and control stock on a daily basis;
- » Ensure the development of a Ministerial Annual Procurement Plan for goods and Services.
- » Respond to your call at **Tel: +264 61 2023641, Fax: 264 61 252 914, Control Administrative Officer, Old FNB Building, Private Bag 13408, Windhoek**

6.3 HUMAN RESOURCE (HR)

We will:

- » Update your Personal File as per request within two (2) working days;
- » Update Human Capital Management System (HCMS) daily;
- » Ensure that delegated vacant positions are filled within two (2) months, and undelegated within three (3) months;
- » Attend to requests for leave credit days within one working day;
- » Attend to misconduct cases within one month of their occurrence;
- » Respond to grievances within five (5) working days;
- » Process applications on medical aid, social security, Home Loans, and GIPF within one (1) working day provided all documents are attached;
- » Process GIPF benefits and Social Security claim within one (1) working day provided all documents are attached;
- » Process staff benefits upon termination of service within five (5) working days when all required documents are submitted;
- » Terminate service within one (1) working day upon receipt of notification;
- » Interpret policies on request by staff members right away or within two (2) working days if we cannot provide an answer instantly;
- » Conduct wellness sessions on quarterly basis;
- » Conduct Training Need Analysis (TNA) after every three years and/or when need arise;
- » Develop the Human Resource Development Plan after every three (3) years;
- » Develop quarterly and annual Training Calendar from Personal Development Plan (PDP);
- » Provide feedback to non-qualifying training request within a five (5) working days after Ministerial Training Committee (MTC) meeting
- » Attend to qualifying training requests on annual basis and provide feedback on application status within 5 working days after Training Committee meeting;

- » Circulate bilateral agreement courses within a day upon receipt of notification;
- » Facilitate induction training to appointed/promoted/transferred staff members within one (1) month from the date of assumption of duty.
- » Respond to your call at **Tel: +264 61 2023624 Fax: 264 61 252 914, Chief Human Resource Practitioner, Old FNB Building, Private Bag 13408, Windhoek**

6.4 INTERNAL AUDIT

We will:

- » Conduct investigation within one (1) month provided all information are available;
- » Conduct routine operational and financial review;
- » Issue written report with findings and recommendations within three (3) weeks after audit review;
- » Continuously update risk register;
- » Conduct follow-up audits on recommended implementations within one (1) month after the agreed time;
- » Conduct investigations on request within three (3) working days upon receipt of request;
- » Enforce compliance as per relevant policy and regulations
- » Respond to your call at **Tel: +264 61 2023618/Fax: 264 61 252 914, Internal Auditor, Old FNB Building, Private Bag 13408, Windhoek**

6.5 INFORMATION TECHNOLOGY (IT)

We will:

- » Handle all requests and enquiries within a day;
- » Carry out anti-virus health check daily;
- » Back up server on a weekly basis;
- » Monitor network infrastructure daily;
- » Respond within five (5) minutes On hardware failure or need; or as soon as it is practically possible
- » Replace hardware components within three (3) months;
- » Manage all licenses on a yearly basis or upon expiration;
- » Ensure that back up of data is done on a weekly basis
- » Develop major systems within two (2) years, and minor system within six (6) months or when need arises or upon request;
- » Continuously maintain systems;

- » Train staff members on new applications within a month from the date of implementation;
- » Train staff members within three (3) weeks upon request;
- » Continuously provide day to day helpdesk support.
- » Respond to your call at **Tel: +264 61 2023649/Fax: 264 61 252 914, Computer Technician, Old FNB Building, Private Bag 13408, Windhoek**

7 DIVISION: SECURITY AND RISK MANAGEMENT SERVICE

Our service promise in SECURITY AND RISK includes the following Services:

7.1 SECURITY OPERATIONS

We will:

- » Provide security services within ministry at all times;
- » Facilitate the issuing of staff access cards at least within a day;
- » Continuously monitor and control safety and security risks to staff members
- » Investigate any cases/ matters related to security risks within a reasonable time upon receiving this request;
- » Conduct awareness presentation sessions on safety and security matters on monthly basis;
- » Safeguard state properties at all time;
- » Attend to any reported potential risk within five (5) minutes
- » Respond to your call at **Tel +264 62 2023600/ Fax: 264 61 252 914, Head: Security Operations , Old FNB Building, Private Bag 13408, Windhoek**

8 DIRECTORATE: LEGAL ADVICE

8.1 LEGAL ADVICE

We will:

- » Provide regulatory policy and legal frameworks on the operations of PEs;
- » Continuously conduct legal research on corporate governance and best practices;
- » Provide legal advisory services within two (2) weeks upon request
- » Issue directives, common policy frameworks on PEs Governance Act as amended and establish generally accepted common principles when needs arises;
- » Create awareness on new developments pertaining to corporate governance at all times;

- » Disseminate new information on a regular basis
- » Ensure full compliance with the various directives set out in the Act (eg. With respect to common policy frameworks, restructuring etc) by PEs
- » Provide research on legal issues in the context of PEs
- » Respond to your call at **Tel: +264 61 2023610/Fax: 264 61 252 914, Old FNB Building, Private Bag 13408, Windhoek**

9 WHEN YOU CONTACT US:

When you communicate with us, please provide the following information:

- Your full name, postal address and telephone and / or fax number and email address.
- Provide a clear description of your particular concern or requirements.
- Indicate what kind of response you would expect.
- Keeping a record of the issue at stake and the person who deals with the issue, as well as the date and the time of the communication can improve our services

If you visit us:

- We will attend to you within five (5) minutes, if you have an appointment.
- 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.

10 YOUR VIEWS COUNT

We strive to render a service that will meet your needs and expectations. We therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.

11 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 and timely in providing required information to the Ministry.
- Comply with existing Legislations, Regulations and Procedures.
- Treat our staff members with the necessary respect and inform us if you are not satisfied.
- Give us your comments so that we can improve our service.

12

SUGGESTIONS/COMMENTS/ COMPLAINTS

If you have any comment, suggestion or request about the activities or services of the Ministry you should contact:

**The Permanent Secretary
Ministry of Public Enterprises
Independence Avenue
Private Bag 13408
Windhoek
Namibia**

Phone: +264 61 2023600

Fax: 264 61 252 914

E-mail: info@mpe.gov.na

Website: www.mpe.gov.na

If you are still not satisfied with the response from the Permanent Secretary you can approach the Office of the Director-General of the Anti-Corruption Commission. Should you still not be satisfied you may approach the Office of the Prime Minister or the Ombudsman.

