

## 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.
- Your information will be treated as confidential.

## 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 subdivision;
- 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 Subdivision whom you dealt with as well as the date and the time of the communication to improve our services.



## FEEDBACK, COMMENTS AND COMPLAINTS

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

**The Control Administrative Officer:  
Auxiliary Services Office of the President**  
State House Auas Blick, 1 Engelberg Street  
Private Bag 13339, Windhoek, Namibia

**Phone:** +264 61 270 7533

**Fax:** +264 61 221 770

**E-mail:** [procurement@op.gov.na](mailto:procurement@op.gov.na)

**Website:** [www.op.gov.na](http://www.op.gov.na)

- If you are not satisfied with the response from the Subdivision you may take the matter up with the Deputy Director General Services;
- Should you still not be satisfied with the response or action taken you may approach the Director: Administration;
- Should you still not be satisfied with the response or action taken you may approach the Deputy Executive Director: State House and Administration;
- Should you still not be satisfied with the response or action taken you may approach the Executive Director: Office of the President;
- Should you still not be satisfied, you may approach the Office of the Prime Minister;
- Should you still not be satisfied you may approach the Office of the Ombudsman.



## OFFICE OF THE PRESIDENT

# CUSTOMER SERVICE CHARTER

## DIRECTORATE: ADMINISTRATION

### SECTION: AUXILIARY SERVICES

The Subdivision is responsible for providing procurement services; stock; record management; support services and ensuring Laws and Regulations are adhered to.



## THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers;
- Reflects our commitment;
- Sets standard of service that you can expect from us at all times;
- States what we will do if you contact us;
- Your view count;
- 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

- Procure goods and services;
- Manage assets and logistics;
- Manage registry services;
- Manage contracts;
- Provide secretarial, switchboard and lithography services.

## OUR CUSTOMERS

- Staff members;
- General public;
- Service providers.

## OUR COMMITMENT TO YOU

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

## VALUES

### Accountability

We will own up to our actions as Public Servants and report accurately;

### Integrity

We conduct business with honesty, trust and fairness;

### Teamwork / Harambee

We learn from each other and collaborate within and across Departments to achieve the mission of the Office and meet the needs of our stakeholders;

### Transparency

We conduct business with honesty and openness;

### Innovation

We strive to think differently and introduce simpler and more effective ways of doing things;

### Confidentiality

We maintain commensurate levels of confidentiality in respect of sensitive information that we deal with in the course of our work.

## OUR SERVICE PROMISE/STANDARDS

### We will:

- Develop the office annual procurement plan;
- Prepare tender document as prescribed in the Procurement Act; 15 of 2015 and its regulations;
- Provide secretarial services to the procurement organisational internal structure committee at all times as the need arise.
- Distribute committee minutes within five days before the meeting
- Ensure evaluation of bids within five working days;

- Process purchase orders within five working days upon receipt of the approved requisition.
- Submit purchase order to suppliers and receive goods/services.
- Submit verified and certified invoices to the Finance Subdivision for payment within two working days from the date of receipt;
- Compile and submit a quarterly progress report on execution of Annual Procurement Plan.
- Issue and control stock on a daily basis and monitor stock level;
- Continuously update the asset register;
- Conduct annual stock taking & submit reports;
- Manage incoming and outgoing correspondences on a daily basis;
- Avail personnel to render secretarial and switchboard services at all times as the need arise;
- Handle all requests and inquiries within a day.

## 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 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.

### 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.

