

If you contact us

By telephone, we will:

- answer the telephone within three rings
- identify ourselves by name and position
- inform you when you can expect a full response if we cannot answer your enquiry immediately

In writing, we will:

- Reply to all letters, faxes and e-mails within five working days. If we cannot answer all your questions within that time, we will inform you when to expect a full reply

In person, we will:

- See you at the agreed time if you have made an appointment, answer your questions immediately, but if we cannot we will let you know why and when you can expect an answer from us.

Your views count

- The service we render is aimed at meeting your needs and we therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.
- If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns (see contact details provided).
- We are continuously improving our service standards and will consider your views in this process.

Our commitment to you

- Regular communication with you as clients, through reports, public releases, consultations, written and telephonic correspondence
- Professional conduct at all times and ensures that our customers are respected and treated with courtesy

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

- Your full name, e-mail address, postal address and telephone or fax number
- Provide a clear description of your particular concern or need/s
- Indicate what kind of response you expect
- Keep a record of the issue at stake and the person who deals with the issue in our department as well as the date and the time of the communication

Any comments, suggestions or requests for information should be directed to:

National Planning Commission building
Government Office Park
Luther Street
Private Bag 13356
Windhoek_Namibia
or
Tel: +264-61-283 4204
Fax: +264-261-236794
or
E-mail: info@npc.gov.na

If you are not satisfied with any service rendered, or with the response given, please write to the Permanent Secretary:

The Permanent Secretary
National Planning Commission
Private Bag 13356
Windhoek, Namibia

Should you nevertheless still not get satisfaction, you may approach the Minister. If you are still not satisfied you may approach the Office of the Ombudsman.



Republic of Namibia
Office of the President
National Planning Commission

CUSTOMER SERVICE CHARTER



Centre of Excellence



Our Vision

To be the Centre of excellence at the forefront of the course of national development

Our Mandate

To plan, prioritize and direct national development through effective coordination, monitoring and evaluation by providing advisory services to achieve sustainable socio-economic development

Our Functions

- Spearhead the identification of Namibia's socio-economic development priorities;
- Formulate short-term, medium-term and long-term national development plans in consultation with O/M/As and Regional councils;
- Develop monitoring and evaluation mechanisms to ensure effective implementation of the national development plans;
- Evaluate the effectiveness of Government socio-economic policies;
- Coordinate the development of government socio-economic policies to ensure consistency;
- Mobilize, manage and coordinate international development cooperation.

Our clients

- Government Offices, Ministries and Agencies
- Regional Councils
- Local Authorities
- State Owned Enterprises
- Development Partners
- Civil society
- Private sector
- The public

Service Standards Applicable to Specific Work Areas

Macroeconomic Planning

- We will:
- Coordinate the development of national development plans;
- Conduct research in social and economic spheres for evidence based planning;

- Analyze the socio– economic developments in the country and advice government;
- Engage our partners in development dialogue to find lasting solutions to Namibia's socio-economic challenges;
- Develop models to analyze macroeconomic issues, human resource development and climate change impacts in the country;
- Hold developmental forum once every year;
- Provide feedback to our clients every time;
- Uphold ethic values in conducting research

Monitoring of implementation progress for National Development Plan

We will:

- Remind you about upcoming reporting requirements a month before the due date.
- Send you the relevant reporting template(s) a month before the due date.
- Respond to requests for M&E capacity-building and support within 5 working days after the receipt of the request, and provide capacity-building opportunities on an ongoing basis at our own initiative.
- Acknowledge receipt of correspondence within 2 working days after receipt of the communication
- Inform you about upcoming project monitoring visits as early as possible before undertaking them
- Compile field visit reports and share them with stakeholders within 3 weeks after the visit.
- Provide necessary information and assistance every working day from 08h00 to 13h00 and 14h00 to 17h00.
- Conduct ongoing outreach to clients

Mobilizing, coordinating and managing external development resources to augment government resources

We will:

- Update the Development Partners on the priorities of the country at every consultation or negotiation
- Inform you about upcoming consultations and negotiations with Development Partners to source funds and technical support, 3 weeks before the meeting date.
- Provide you with relevant briefing materials 3 days before consultation or negotiation meetings.
- Provide you with signed minutes of the consultations and negotiations within a week after the meeting.
- Keeping you informed of the status of your appraised submission for funding within two weeks
- Maintain friendly relations with existing and potential Development Partners.

- Keep relevant stakeholders informed about the sectors that Development Partner are supporting.
- Ensure that Development Partner resources are used effectively for their purpose, in line with the set objectives.
- Acknowledge receipt of correspondence within 2 two working days after receipt of the communication
- Compile field visit reports on Development Partner-supported projects and share them with stakeholders within 3 weeks after the visit

Regional and Sectoral Planning and Policy Coordination

We will:

- Identify priorities, coordinate, monitor and evaluate the implementation of plans and programmes to contribute to the realization of the national development objectives;
- Coordinate the development of government socio-economic policies to ensure consistency Evaluate the effectiveness of Government socio-economic policies;
- Oversee the implementation of National Development Plans;
- Promote regional and sectoral economic development activities that are in line with the National Development Plans;
- Provide expert advice in the undertaking of a variety of economic analysis, research, strategies, projects and programmes designed to support efforts to promote and enhance regional and sectoral economic vitality
- Advise line Ministries, Regional Councils, Local Authorities and non-governmental bodies on economic planning and development activities, policies and strategies
- Coordinate the preparation, implementation and Monitoring the execution of the national development Budget

Administration

We will:

- Process payments within 30 days after receiving invoices with all supporting documents;
- Acknowledge in writing and inform you about the status of your application within one month, after closing date, if you apply for a post in our Agency;
- Respond to queries within five working days;
- Publish accurate and timely information about NPC activities and engagements within two days after the event;
- Provide library services every working day from 08h00 to 13h00 and 14h00 to 17h00.

