CUSTOMER SERVICE CHARTER

DEALING WITH YOUR 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 Education, Arts & Culture
Government Office Park (GOP), Luther Street
Private Bag 13186
Windhoek
Namibia
Phone:  +264 61 293 3111
Fax:  +264 61 253671
E-mail: ps.secretary@moe.gov.na
Website: www.moe.gov.na
Or
Public Relation Office:      +264 61 293358
E-mail: Johanna.Absalom@moe.gov.na
info@moe.gov.na
And if you are still not satisfied with the response from the Ministry of Education, Arts and Culture you may approach the Prime Minister or the Office of the Ombudsman.
“We pledge to **deliver** with **Speed** for the **Prosperity** of all **Namibians**”
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<th>ABBREVIATIONS</th>
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<tr>
<td>CLS</td>
<td>Community Library Service</td>
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<td>DAE</td>
<td>Directorate of Adult Education</td>
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<td>DNEA</td>
<td>Directorate: National Examination and Assessment</td>
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<td>ECD</td>
<td>Early Childhood Development</td>
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<td>FA</td>
<td>Finance and Administration</td>
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<tr>
<td>FE</td>
<td>Formal Education</td>
<td></td>
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<td>GS</td>
<td>General Service</td>
<td></td>
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<td>HR</td>
<td>Human Resource</td>
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<td>IA</td>
<td>Internal Audit</td>
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<td>ICT</td>
<td>Information Communication Technology</td>
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<td>LIS</td>
<td>Library Information Service</td>
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<td>LLAC</td>
<td>Lifelong Learning, Arts and Culture</td>
<td></td>
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<tr>
<td>MoEAC</td>
<td>Ministry of Education, Arts and Culture</td>
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<tr>
<td>NDP</td>
<td>National Development Plan</td>
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<td>NIED</td>
<td>National Institute for Education Development</td>
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<tr>
<td>NLAS</td>
<td>Namibia Library and Archives Service</td>
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<td>OMA</td>
<td>Offices/Ministries/Agencies</td>
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<td>PAD</td>
<td>Planning and Development</td>
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<td>PMS</td>
<td>Performance Management System</td>
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<td>PQA</td>
<td>Programmes and Quality Assurance</td>
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<tr>
<td>SACMEQ</td>
<td>Southern and Eastern Africa Consortium for Monitoring Educational Quality</td>
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<tr>
<td>TRC</td>
<td>Teacher Resource Centre</td>
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<td>UIS</td>
<td>UNESCO Institute for Statistic</td>
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<td>UNESCO</td>
<td>United Nation Educational, Scientific and Cultural Organisation</td>
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FOREWORD

The Ministry of Education Arts and Culture is established with the key objective of providing accessible, equitable and inclusive quality education and preserve arts and culture thereby purposefully aiming at advancing the development of our citizens in all aspects relevant to national development.

The Customer Service charter is considered to be a significant milestone by MoEAC as it integrates the functions and inputs from all offices within the Ministry, ensuring that our customers are informed and educated of our operation and services, to influence quality service at all levels.

Education is a process (not an event) that requires continuous concerted efforts and commitments of all stakeholders in order to facilitate an improvement in the teaching and learning outcomes. It is therefore our pledge to keep improving in delivering our service for the prosperity of all Namibians.

Katrina Hanse-Himarwa, MP
MINISTER
ACKNOWLEDGEMENT

The process leading to the development of the MoEAC Customer Service Charter has been an exciting yet educative experience for many of us in the Ministry. It is evident that success is built into the culture of working together towards influencing the quality of life through education.

The MoEAC would like to take this opportunity to sincerely thank the Office of the Prime Minister; Department Public Service Management in particular for guidance, at the same time acknowledge with gratitude, the collective contribution and efforts made by all staff members of the Ministry throughout the development process of this charter.

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

____________________________
Sanet L. Steenkamp
PERMANENT SECRETARY
Our Mandate: “To educate and train for sustainable national development and promote Arts and Culture”

The Ministry was established with the key objective to provide quality inclusive education and training for national development and derives its mandate from the following high level statements:

- Namibian Constitution, Article 20,
- Vision 2030,
- National Development Plan, NDP4
- Education Act, 2001 (Act No. 16 of 2001)
- Namibia LIS Act, (Act No.4 of 2000)
- Archives Act, 1992 (Act No.12 of 1992)

Our Vision: “To be the Ministry of excellence in providing quality education and promoting Arts and Culture for the prosperity of the Nation”

Our Mission: “To provide accessible, equitable and inclusive quality education for a tolerant skilled, productive and competitive nation, to promote and preserve Arts and Culture for nationhood and unity in diversity”
THIS CHARTER -

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

1. WHAT WE DO -

The business of the ministry is centered on three key departments namely: Formal Education, Lifelong Learning, Arts and Culture and Finance and Administration.

**FORMAL EDUCATION:**
Facilitate the implementation of the Education Act and related policies. Improve the quality of education. Administer and conduct national examination and assessment.

**LIFELONG LEARNING:**
Provide services pertaining to the library and archives services, adult education, Arts and National Heritage and Culture Programmes.

**FINANCE AND ADMINISTRATION:**
Provide Policy guidance, Planning, Financial Management, Human Resources Management, Information Technology and all administrative support to the activities of the Ministry.

2. OUR CUSTOMERS

- Learners and Communities
- Government Offices, Ministries and Agencies
- Regional Councils and Local Authorities
- State Own Enterprises and Private Institutions
- Development Partners and Non-Governmental Organizations
3. OUR COMMITMENT TO YOU

- We commit to regular communications with you as customers through meetings, correspondence/reports and information sharing.
- We strive to execute our duties within the following guiding VALUES:

<table>
<thead>
<tr>
<th>VALUE</th>
<th>Description</th>
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<tbody>
<tr>
<td>Integrity</td>
<td>We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are rules compliant.</td>
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<tr>
<td>Accountability</td>
<td>We shall be accountable for carrying out responsibilities efficiently, timely and with integrity.</td>
</tr>
<tr>
<td>Commitment</td>
<td>We shall be committed to the Ministry’s objectives of providing accessible, equitable and quality education for all.</td>
</tr>
<tr>
<td>Respect &amp; Empathy</td>
<td>We shall treat all stakeholders with dignity and politeness at all times. Embracing cultural diversity and tolerance.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building.</td>
</tr>
<tr>
<td>Professionalism</td>
<td>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.</td>
</tr>
<tr>
<td>Transparency</td>
<td>We shall carry out our activities in an open and most acceptable manner that bears scrutiny to the customer/stakeholders we serve without jeopardizing the MoEAC’s strategic interest.</td>
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4. OUR SERVICE PROMISE/STANDARDS

4.1 DEPARTMENT: FORMAL EDUCATION

Our service promise in formal education includes the following Services:

**NATIONAL INSTITUTE FOR EDUCATIONAL DEVELOPMENT (NIED)**

**We will:**
- Print, produce, and distribute curriculum documents to regional education directorates within 12 months.
- Avail library services to the public, schools and other educational stakeholders.
- Evaluate learning support materials (including textbooks) from publishers and individuals on time.
- Conduct in-service teacher training for curriculum implementation and updating teachers’ skills and competencies three months before implementation day.
- Support the professional development of staff members at Teacher Resource Centre (TRC) at all times.
- Assist regional education directorates with continuing Professional Development Programmes for mentor teachers and newly qualified teachers.
- Respond to your call at Tel +264 62 509002, Fax: +264 62 509073 within reasonable time

**NATIONAL EXAMINATIONS AND ASSESSMENT (NAE)**

**We will:**
- Ensure the smooth coordination of the administration and conducting of the October/November national examinations.
- Ensure that the registration process of private tuition and examination centres as well as government examination centres is completed in three weeks after approval granted by the National Examination, Assessment and Certification Board.
- Ensure that rules and regulations for the appointment of invigilators, cashiers and head of centres reach the regions and school by the end of May yearly.
• Ensure that rules and regulation for the appointment of staff members involves in the marking and setting of examinations materials reach the schools by end February each year.
• Ensure the training of markers and examiners in the principle of assessment in August of each year.
• Issue certificates to full-time and part-time candidates in June of each year.
• Evaluate certificates for appointment and other related cases throughout the year.
• Provide statistics and related information to schools, public, etc, after the releasing of the result in December and January annually or as per request.
• Maintain the security of the examinations and data at all levels.
• Respond to your call at Tel +264 61 2933432/ Fax +264 61 2933431/12

PROGRAMMES AND QUALITY ASSURANCE (PQA)

We will:

• Develop and review policy framework to ensure relevance at all times.
• Conduct regional continuous monitoring and evaluation visits every second year.
• Facilitate eight (8) different training Programmes for professionals in our functional areas annually.
• Launch awareness events from time to time for major school activities (e.g. application for space in school, are you ready for examination).
• Cooperate with other stakeholders for the benefit of the Namibian child
• Respond to your call at Tel: +264 61 2933204/ Fax +264 61 2933922
4.2 DEPARTMENT: LIFELONG LEARNING, ARTS AND CULTURE

Our service promise in Life Long Learning includes the following Services:

**NAMIBIA LIBRARY AND ARCHIVES SERVICE (NLAS)**

**We will:**

- Respond to all reference queries in a timely and professional way within a day.
- Provide clients with local interlibrary lending requests within (5) five working days and within two weeks for foreign sourced requests.
- Provide free membership to library users within a day of application.
- Provide free public access to computers, internet and ICT training.
- Provide access to local daily newspapers and periodicals.
- Provide Study space for learners and students throughout the year.
- Provide Literacy programs and children’s programs such as homework help.
• Ensure preservation of records and other vital collections.
• Respond to your call at Tel: +264 61 2933180/1, Fax: +264 61 293316

**ADULT EDUCATION**

**We will:**

• Keep our clients informed about our literacy centers, Programmes and new developments in the Directorate within 10 days.
• On a quarterly basis, monitor PMS to determine our level of service delivery in terms of set targets.
• Provide up to date information on events through the directorate stakeholders within 30 days.
• Monitor our performance against standards to ensure we are providing you with excellent services and disseminate quarterly reports every after four months.
• Respond to you at Tel: +264 61 2933187/8, Fax: +264 61 2933913

**ARTS**

**We will:**

• Provide arts training through workshops, 10 times annually.
• Provide arts tuition to 1000 students annually through the College of the Arts.
• Provide funding opportunities twice a year to artists and arts institutions for artistic projects.
• Provide funding once a year for at least 10 new bursaries for studies towards arts related fields.
• Avail College of the Arts application forms for potential students by 31 October annually.
• Advertise for applicants for bursary opportunities for art specific fields by 31 October annually.
• Provide opportunities for Namibian artists to participate internationally, six times a year (twice every quarter).
• Respond to your call at Tel: +264 61 293 3543/3363/3517, Fax: +264 61 293 3209
NATIONAL HERITAGE AND CULTURE PROGRAMMES (NHCP)

We will:

• Provide you with quality professional service when visiting our offices, monuments and sites
• We will collect and document information on objects and specimen within 6 months
• We will carry out research for intangible and tangible heritage within 12 months.
• We acknowledge the main key activities of providing services to the Namibian people by preserving, understanding and explaining the tangible materials, underwater and intangible aspects of the cultural and natural heritage of Namibia.
• Respond to your call at Tel: +264 61 221 916

4.3 DEPARTMENT: FINANCE AND ADMINISTRATION

Our service promise in Finance and Administration includes the following Services:

PLANNING AND DEVELOPMENT (PAD)

We will:

• Ensure the development of Ministerial Annual Management Plans before the beginning of each financial year and ensure printing and distribution thereof by May of each year to all key stakeholders.
• Conduct quarterly review of the Ministerial Annual Management Plan and produce quarterly and annual review reports in less than four weeks after the end of each quarter and closure of the financial year, respectively.
• Ensure the review and development of the Ministerial Strategic Plan every five years to ensure relevance and alignment to the National Development Plans.
• Monitor and Evaluate progress regarding the implementation of Capital projects and ensure timely implementation thereof as per the Ministerial Procurement Plan.
• Compile and produce quarterly and annual financial execution reports on all capital projects.
• Analyze, produce, publish 15th School Day Statistics annually, as well as
Educational Census Report within 3 months after the start of each academic year and distribute them to key stakeholders.

- Analyze, produce, publish, monitor and evaluate Annual education reports per term, including NDP reports, Bi Annual reports.
- Develop and manage/maintain development partners’ data profile.
- Produce and distribute SACMEQ project and UNESCO/UIS reports annually (within 4 weeks after they are received from UIS. SACMEQ projects every 5 years).
- Respond to all correspondences received within one (1) week after receipt.
- Respond to your call at Tel: +264 61 293343/ Fax: +264 61 2933932

**FINANCIAL MANAGEMENT (FM)**

**We will:**

- Keep our customers/clients informed of the normal process time before the final payment which will be within 30 days from date of receipt of invoice.
- Immediate processing of S&T payments as well as salary advices within 4 days after receipt.
- Ensure that all requests for bank transfer reach the Ministry of Finance within 3 days after receipt from the regions.
- On request by the relevant budget holders, release funds by the 20th of each month for spending the following month.
- Ensure the timely production of relevant financial reports, monthly, quarterly and annually.
- Reply to queries from both internal and external stakeholders within 24 working hours.
- Ensure that our encounters with our clients will be in a courteous and professional manner.
- Respect each customer’s views/comments.
- Respond to your call at Tel: +264 61 2933064/ Fax: +264 61 2933925
GENERAL SERVICES (GS)

We will:

- Ensure the development and distribution of a Ministerial Annual Procurement Plan for goods and Services to be procured through tender at least in the 2nd month of the 1st quarter of each financial year,
- Generate purchase orders within one (1) day upon receipt of the approved Internal Requisition Form,
- Avail transport and issue trip authorities within one (1) day.
- Ensure that Office premises are cleaned at least once a day.
- Carry out general stock taking once a year and as need arise and produce relevant reports thereof.
- Distribute tender documents and minutes at least 2 days before tender meetings.
- Ensure full and timely completion of capital projects as per project plan.
- Ensure that payment to service providers are processed within 30 days after submission of invoices by our clients.
- Respond to all correspondences and or queries received within one (1) week after receipt.
- Respond to your call at Tel: +264 61 2933374/3056/42, Fax: +264 61 2933039

HUMAN RESOURCE (HR)

We will:

- Update your Personal files as per your request within 5 working days.
- Ensure that vacant positions are filled within 5 months.
- Respond to your grievances and or queries within 10 working days.
- Finalize Misconduct cases within 200 days.
- Respond to your request on HR statistical data’s within 10 working days.
- Ensure capacity development of staff members as per the Ministerial Human Resource Development Plan.
- Respond to your queries pertaining to Teaching Service Committee Secretariat issues within 3 working days.
- Respond to all correspondences received within one (1) week after receipt.
- Respond to your call at Tel: +264 61 2933239/40/ Fax +264 61 2933925.
INTERNAL AUDIT

We will:

- Issue written audit reports within one month of the conclusion of each internal audit engagement and appropriate distribution thereof.
- Communicate audit results to the Audit Committee if any within 30 days.
- Ensure that audit recommendations for improvement of operations are implemented within the agreed period or that management understands and accepts the risks involved when no action is taken.
- On regular basis maintain quality assurance and improvement program
- Adherence to The Institute of Internal Auditors’ mandatory guidance including the Definition of Internal Auditing, the Code of Ethics, and the International Standards for the Professional Practice of Internal Auditing (Standards).
- Respond to your call at Tel: +264 61 2933124.

INFORMATION TECHNOLOGY (IT)

We will:

- Answer all calls promptly within five (5) rings and in a polite and friendly manner, and identify ourselves.
- Attend to all your queries (i.e. emails and voicemail messages) within one (1) working day.
- Ensure that ICT equipment in all education facilities are maintained and in good working order at all times.
- Maintain ethical IT systems to the highest possible standard, to ensure that our systems are reliable.
- Ensure the delivery of effective and efficient ICT services to the best of our ability.
- Document all actions to maintain an accurate record of your query/issue.
- Respond to your call at Tel: +264 61 2933068/69, Fax +264 61 2933139, NETSS Tel: + 264 61 219861, School link +264 61 256106.
WHEN YOU CONTACT US

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

• Your full name, postal address, 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 5 minutes, if you have an appointment.
• We will respond to your questions immediately or at least timely.
• But if we cannot, we will let you know why not and when you can expect an answer from us.

If you call us:

• We will answer your call promptly within five rings, in a polite and friendly manner, and identify ourselves.
• We will provide you with information as quickly as possible and ensure that, if we are unable to deal with your query promptly, we will call you back with feedback.

If you visit us:

• We will acknowledge receipt of your letter within 7 working days and ensure that a substantive reply to your query will be issued within the period indicated in our acknowledgement. Where we cannot meet the time frame, we will inform you accordingly.
• All replies to queries will be clear, concise and in an easily understood tone.
• We will provide contact particulars in all correspondences.

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.
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 from our customers.

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.
DEALING WITH YOUR COMPLAINTS

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And if you are still not satisfied with the response from the Ministry of Education, Arts and Culture you may approach the Prime Minister or the Office of the Ombudsman.