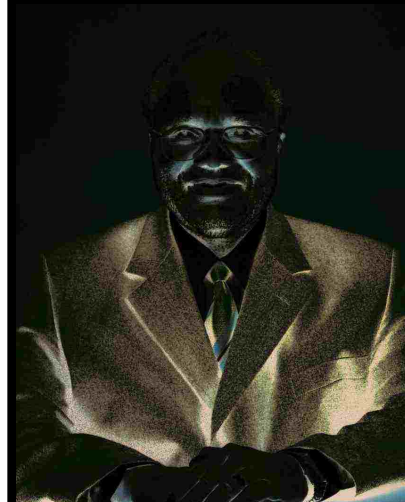




Republic of Namibia

NAMIBIAN PUBLIC SERVICE CHARTER



President Hifikepunye Pohamba

The President of the Republic of Namibia launches the revised Namibian Public Service Charter

There is a growing international trend for governments, in both developed and developing countries, to focus on the need to provide greater value for money in the delivery of public services. This has led to greater awareness that public services must improve the quality of the service being rendered to the customers: citizens, tourists and visiting businessmen and women.

For Namibia to realize Vision 2030, we must “walk to talk” and sharpen our commitment to improve the quality of the services delivered to all who live in or visit our country. The Public Service Charter initiative comprises of three Charters namely: the African Charter on the Values and Principles of Public Service and Administration, the Namibian Public Service Charter and Customer Service Charters. The Namibian Public Service Charter with nine general principles was launched by the Founding President, Sam Nujoma in 1997. The Namibian Public Service Charter has now been reviewed and consists of ten general principles. These principles are, of course, part of the wider programme of reform designed to provide professional, efficient, effective and economic public services.

Let us continue make Namibia a country that we can all be proud of.

Hifikepunye Pohamba

President of the Republic of Namibia

PUBLIC SERVICE CHARTER GENERAL PRINCIPLES

STANDARDS

Set, publish and monitor clear standards of service public servant should uphold.

COURTESY AND HELPFULNESS

Provide a courteous and helpful service suitable to the convenience of those entitled to the service.

ACCOUNTABILITY

Provide details of performance against targets and identify who is responsible. Such services are being provided by public servants who can be identified readily by their customers as they should be wearing name badges. To ensure that public servants are accountable for their actions at all times.

NON - DISCRIMINATION

Ensure that services are available and provided equally and fairly to all.

VALUE FOR MONEY

Provide efficient, effective and affordable public services

INFORMATION

Provide information about public services in a prompt straightforward and open manner that is readily understandable.

CONSULTATION AND PARTICIPATION

Ensure that there is a regular consultation and communication with our service users and, taken their views and priorities into account, provide a choice wherever possible.

TRANSPARENCY

Disclose how public services are managed together with the cost and performance of specific services which are open to public scrutiny in all actions taken in public office.

QUALITY OF SERVICE

Publicize straightforward feedback procedures. Provide where errors have been made, an apology, full explanation and early correction of the error.

ACCESSIBILITY

Ensure accessibility to public service by accommodating the service needs of our service users.

