



REPUBLIC OF NAMIBIA



CUSTOMER SERVICE CHARTER

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ABBREVIATIONS

AGS	Administration and General Services
CSC	Customer Servicer Charter
DAGS	Directorate Administration and General Services
DCE	Directorate Community Empowerment
DCWS	Directorate Child Welfare Services
GM	Gender mainstreaming
DGR	Directorate Gender and Research
GBV -	Gender Based Violence
HRM-	Human Resource Management
HRD-	Human Resource Development
IA	Internal Audit
IGA	Income Generating Activities
IT	Information Technology
PS	Permanent Secretary
UNDP	United Nations Development Programme
UNESCO	United Nations Education Scientific and Cultural Organisation
UNICEF	United Nations Children's Fund
UNFPA	United Nations Funds for PopulationActivities
UNODC	United Nations Office on Drugs and Crime
WBA	Women in Business Association

FOREWORD

As a Ministry of Gender Equality and Child Welfare, our vision is to be A Namibia grounded in gender equality, care and protection of children. Our pledge is to achieve effective partnership towards gender equality, the well-being of children and to be answerable to the public and institutions we serve, for our actions and conduct. In our actions, we will strive to and be guided by our following core values, that: we don't discriminate, we are professionals, we are accountable, we maintain confidentiality, we are driven by teamwork, and we are accessible

I therefore, would like to make a plea to all directorates and divisions of the Ministry of Gender Equality and Child Welfare, to keep in mind at all times the promises of the service standards they have committed themselves to during the implementation of the charter and deliver quality services to our valued customers.

DOREEN SIOKA
MINISTER

ACKNOWLEDGEMENT

The process leading to the development of the Ministry of Gender Equality and Child Welfare Customer Service Charter is well received by management and staff members as it calls for improved services delivery to ensure gender equality and equitable socio-economic development of women and men and the wellbeing of children.



I want to thank all staff members who participated in the development of the Customer Service Charter for their commitment and dedication. On behalf of the Ministry, I want to thank the officials from the Office of the Prime Minister for their guidance throughout the developmental stage of the Charter.

The timeframe in which the Customer Service Charter was prepared and presented to the Office of the Prime Minister is a testimony that the Ministry is extra ready to implement the commitment made by all Directorates and Divisions to customers and stakeholders.

I therefore would like to make a clear call to all directorates and divisions of the Ministry to keep in mind at all times the promises of the service standards they have committed themselves to during the implementation of the Charter and deliver quality services to our valued customers.

A handwritten signature in black ink, appearing to read 'W. Uiras'.

WILHENCIA UIRAS
PERMANENT SECRETARY

OUR MANDATE:

To ensure gender equality and equitable socio-economic development of women and men and the wellbeing of children.

OUR VISION:

A Namibia grounded on gender equality, care and protection of children.

OUR MISSION:

To create and promote sustainable socio-economic development opportunities for the attainment of gender equality and well-being of children.

THIS CHARTER -

Outlines:

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 mandates of the MGECW are mainly carried out by Directorates of Gender Equality and Research, Child Welfare Services, Community Empowerment and Administration and General Services which renders support services.

1.1 DIRECTORATE GENDER EQUALITY AND RESEARCH

Promote gender equality and empowerment of women through dissemination of information, coordination and networking with stakeholders, mainstreaming of gender at all levels, and advocate for gender responsive policies and laws. The Directorate also conduct awareness campaigns against gender based violence including Trafficking in Persons.

1.2 DIRECTORATE CHILD WELFARE SERVICES

Promote care and protection of children through development of legislation, policies and guidelines in child protection sector; guide strategic planning; coordinate programs for children; support capacity strengthening and supervision of staff members at regional and constituency level; as well as reporting on international conventions on children.

1.3 DIRECTORATE COMMUNITY EMPOWERMENT

Promote community based programmes by providing technical and material support for Community Empowerment and early childhood development programmes.

1.4 DIRECTORATE ADMINISTRATION AND GENERAL SERVICES

Provide Policy guidance, planning, prudent Financial Management, Human Resources Management, Information Technology and all administrative support to the activities of the Ministry. The Directorate evaluates the operational systems to improve the effectiveness of risk management, control and governance process.

2. OUR CUSTOMERS

- Community members
- Non-Governmental Organization & Faith Based Organization
- Civil Society
- Early Childhood Development Centres
- Government Offices, Ministries, and Agencies
- United Nations Agencies(UNICEF, UN Women, UNFPA, UNDP, UNESCO, IOM, and UNODC)
- Other Development Partners
- Private Sector
- Research Institutions/Tertiary Institutions

3. OUR COMMITMENT TO YOU

In addition to the Namibia Public Service Charter, we strive to execute our duties within the adopted standards core values

We don't Discriminate:	Namibia is a country with diverse cultures, race, beliefs, traditions and religions. In dealing with this diversity, the Ministry will be transparent, impartial and non-judgmental.
We are Professional	We conduct our business and ourselves in accordance with the Public Service Act (Act 13 of 1995) and other relevant professional bodies with high level of integrity.
We are Accountable	We are answerable to the public and other institutions we service, for our actions and conduct.
We maintain Confidentiality	All information regarding clients will be kept private and confidential.
We are driven by Teamwork (Harambee)	We are a team, and will cooperate using our individual skills and providing constructive feedback, despite any personal conflict between individuals.
We are Accessible	We will make provision of our service at the time it is needed, in a manner that is based upon the principles of dignity, independence, integration and equal opportunity to all of our customers.

4. OUR SERVICE PROMISE / STANDARDS

4.1 DIRECTORATE OF GENDER EQUALITY AND RESEARCH:

Our service promise in Gender Equality and Research includes the following services:

DIVISION: GENDER MAINSTREAMING

We Will:

- Carry out a gender analysis for at least four (4) OMAs' policies/ programs/projects and budget in each financial year;
- Develop and provide guidelines and strategies on Gender Mainstreaming (GM) and Gender Responsive Budgeting (GRB);
- Monitor the implementation of gender mainstreaming programmes and activities bi-annually;
- Coordinate and maintain networks at national, regional and constituency level on quarterly basis;
- Facilitate capacity building on Gender Mainstreaming at all levels bi - annually;
- Advocate and strengthen family support systems
- Create awareness on gender issues including Gender Based Violence (GBV) and trafficking in persons on a monthly basis.

DIVISION: RESEARCH & LEGISLATION

We Will:

- Analyse and propose amendments to at least two national legal instruments per year;
- Continuously promote women and girls rights;
- Conduct and facilitate gender research;
- Evaluate the implementation of the National Gender Policy and other gender related international instruments on women empowerment programmes across sectors after every five years, for each specific instrument or program;
- Produce gender related publications/materials on GBV and trafficking in persons annually continuously disseminate gender related publications/materials on GBV and trafficking in persons through resource centres and regional offices.

4.2 DIRECTORATE OF CHILD WELFARE SERVICES

- Our service promise in the Directorate Child Welfare Services includes the following services:

DIVISION: CHILD CARE FACILITIES AND PROTECTION

We Will:

- Create awareness on criteria for children state grants on regular basis via different modes of communication
- Register eligible children for state grants (maintenance, foster care, disability under sixteen years and vulnerable child grant)
- Identify and conduct initial inspection of unregistered Residential Child Care Facilities (RCCF)
- Facilitate registration and provide technical support to unregistered (RCCF), Shelters and other facilities
- Provide subsidy to registered Residential Child Care Facilities(RCCF),
- Monitor the implementation of RCCF minimum standards;
- Manage the Namibia Children's Home and After School Centre (street children program)

DIVISION: CHILD CARE SERVICES

We Will:

- Facilitate access to basic services on a regular basis;
- Attend to reported cases on child abuse within five working days;
- Remove children from abusive and harmful environment and place them in safe environment as prescribed in the Child Care and Protection Act, Act No. 3 of 2015
- Conduct investigations and make recommendations for foster care, adoptions, custody, access and control of children within six months;
- Screening and diversion of children in conflict with the law within five working days upon receipt of notification;
- Conduct community education awareness on children rights and responsibilities, Violence Against Children, Gender Base Violence, and on negative effects of baby dumping and alternative solutions
- Provide therapeutic and after care services on regular basis or when need arises;
- Asses and register prospective adoptive and foster parents within three months;

4.3 DIRECTORATE OF COMMUNITY EMPOWERMENT

Our service promise in the Directorate Community Empowerment includes the following services:

DIVISION COMMUNITY EMPOWERMENT PROGRAMME

We Will:

- Provide material and equipment support to the community for income generating activities;
- Conduct mobilization meetings on community development activities;
- Provide capacity building to Income Generating Activities (IGAs) beneficiaries and Women in Business Association (WBA) members ;
- Appraise IGAs for possible support;
- Monitor and assess supported IGAs;

DIVISION: COMMUNITY DEVELOPMENT CENTRES

We Will:

- Facilitate production skills training programme to Income Generating Activities (IGA) beneficiaries;
- Assist IGA beneficiaries with mentorship programme
- Lease stalls to IGA beneficiaries to market/or sell their products.
- Avail space for community functions, training workshop, accommodations and other recreational activities.
- Host various ministerial functions such as training and others sensitization programmes to educate communities.

DIVISION: EARLY CHILDHOOD DEVELOPMENT (ECD)

We Will:

- Provide Technical and advisory support on ECD to communities;
- Provide Educarers to head of ECD centres; parents and communities;
- Promote provision of quality integrated ECD service;
- Establish Integrated ECD operational structures;
- Assess ECD centres and subsidise Educarers
- Monitor Integrated Early Childhood Development (IECD) programmes and provision of service.

4.4 DIRECTORATE OF ADMINISTRATION AND GENERAL SERVICES

Our service promise in the Directorate Administration and General Services includes the following services:

DIVISION FINANCE

We Will:

- Monitor vote's expenditure on a monthly basis;
- Prepare monthly, quarterly and annual reports on budget execution;
- Ensure adherence to legal frameworks that guides or regulate procurement at all times;
- Process S&T and salary advices payment within two working days, after receipt;
- Ensure that payments for goods and services are processed within 3 days upon receipt provided that they comply with rules and regulations;
- Reconcile the Suspense and Expenditure Accounts of the Ministry on a monthly basis;
- Collect, safekeeping, banking as well as reporting of different sources of Revenue collected by the Ministry daily;
- Release funds by the 4th of each month for spending.
- Prepare Annual Report to the Auditor General

DIVISION GENERAL SERVICES

We Will:

- Provide transport and issue trip authority within one (1) day;
- Conduct vehicle inspection and stock taking once a year and as need arise;
- Distribute tender documents and minutes 2 days before tender meeting;
- Evaluate tenders within two (2) weeks' time;
- Generate purchase order within two (2) working days upon receipt of the approved Requisition for Expenditure Form;
- Verify and certify invoices, and submit to finance for payment within two working days;
- Conduct site inspection on work in progress monthly;
- Clean office premises at least once a day;
- Attend to minor maintenance within a day and major maintenance within a month;
- Conduct weekly inspection on ministry infrastructures;
- File and distribute mails on a daily basis;
- Provide requested file within a day;
- Avail personnel to render secretarial service when need arises;
- Invite media to cover all Ministerial events when required;
- Attend and respond to media inquiries within five working days;
- Monitor media reports about the Ministry on a daily basis;

- Provide feedback through various media platforms on reported cases regarding the ministry within five working days;
- Conduct public education campaigns on quarterly basis;

DIVISION HUMAN RESOURCE MANAGEMENT

We will;

- Update your Personal file as per your request within three (3) working days;
- Ensure that delegated vacant positions are filled within two (2) months, and undelegated within three (3) months;
- Attend to misconduct cases within one month of their occurrence;
- Respond to your grievances within five (5) working days;
- Ensure capacity development of staff members as per the Ministerial Human Resource Development Plan;
- Conduct induction training to newly appointed staff members within one (1) month from the date of assumption of duty;
- Process applications on medical aid, social security, Home loan, and GIPF within one (1) working day provided all documents are attached;
- Process employees benefit and Social Security claims within 1 working day provided all documents are attached;
- Conduct wellness session quarterly;
- Terminate service within 1 working day upon receipt of notification
- Process employees benefit claims within 1 day provided all documents are attached;
- Interpret policies on request by staff members right away or within two working days if we cannot provide an answer instantly;
- Conduct Training Need Analysis (TNA) annually;
- Request to attend training will be dealt with within 5 working days.

DIVISION INFORMATION TECHNOLOGY

We Will;

- Answer all calls promptly within five (5) rings and in a polite and friendly manner, and identify ourselves
- Attend to all emails and voicemail messages within one (1) working day
- Ensure that ICT equipment of the Ministry is maintained once per year
- Maintain ethical IT systems to the highest possible standard, to ensure that our systems are reliable
- Commit to deliver our services effectively and efficiently as possible
- Document all actions to maintain an accurate record of your queries/ issues.

SECTION INTERNAL AUDIT

We Will:

- Issue written audit reports within two (2) months of the conclusion of each internal audit engagement and appropriate distribution thereof.
- Communicate audit results to the Audit Committee within 30 days
- Ensure that audit recommendations for improvement of operations are implemented within the agreed period
- 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)*

5. 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 phone us, we will:

- Answer to your call within 3 rings;
- Return your call within 2 days if we can't provide an answer immediately.

If you write to us, We Will:

- 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;
- 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;

6. 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.

7. 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.

8. DEALING WITH YOUR COMPLAINTS

If you have any comment, suggestion or a request about the activities or services of the Ministry of Gender Equality and Child Welfare, you should contact:

The Permanent Secretary
Ministry of Gender Equality and Child Welfare
Juvenis Building, Independence Avenue Street
Private Bag 13359
Windhoek, Namibia
Phone: +264 61 283 3111
Fax: +264 61300952
E-mail: Wilthencia.Uiras@mgecw.gov.na
Website: www.mgecw.gov.na

If you are still not satisfied with the response from the Ministry of Gender Equality and Child Welfare, you may approach the Office of the Prime Minister or the Office of the Ombudsman.

REGIONAL OFFICES CONTACT DETAILS:

Oshikoto Regional Head

Mr. Trives Shuudifonya

Tel: + 265 244 046

Cel: +264 811422769

Fax: +265 244 035

Email: tshuudifonya@gmail.com

PHYSICAL ADDRESS: MGECW Regional Office,
67 Nakaziko Street, Omuthiya

Khomas Regional Head

Ms. Uaeteendo Kavari

Tel: +264 61 283 3258

Cel; +264 811 289059

Fax: +264 61 226 842

Email: kautjaerua@gmail.com

PHYSICAL ADDRESS: Juvenis Building,
Independence Avenue, Windhoek

Kavango West Regional Head

Ms. Brenda Swaniso Mwiya

Tel: +264 66 258 070

Cel: +264 812896655

Fax: +264 66 264 818

Email: mwiyaibrenda@yahoo.com

PHYSICAL ADDRESS: MGECW Nkurenkuru,
NHE House, Erf 155, 154 and 153

Oshana Regional Head

Ms. Rosida Petema

Tel: +264 65 231 320

Cel: +264 812328671

Fax: +264 65 231 737

Email: rprosida@gmail.com

PHYSICAL ADDRESS: Ongwediva Women
Centre, opposite Ongwediva Town Council.

Kunene Regional Head

Mr. Fares Karutjaiva

Tel: +265 273 086

Cel: +264 813057369

Fax: +264 65 273 393

Email: E.Karutjaiva@gmail.com

PHYSICAL ADDRESS: MGECW Community
Centre, Nampost Street. Opuwo

Hardap Regional Head

Mr. Rodrick Mbinga

Tel; +263 342 542

Cel: +264 81 2759664

Fax: +263 242 670

Email: rmbinga@yahoo.com

PHYSICAL ADDRESS: Danie Joubert Hostel
Complex, Sam Nuyoma Street, Mariental

Zambezi Regional Head

Ms Ursurua Gawanas

Tel: +264 66 252286

Cel: +264 812115143

Fax; +264 66 252217

Email: ugawanas2@gmail.com

PHYSICAL ADDRESS: Boma, Katima Mulilo

Otjozondjupa Regional Head

Resigned

Tel: +264 67 301 269

Fax: +264 67 304 037

PHYSICAL ADDRESS: Dr Frans Indongo
Street, Otjiwarongo

Omusati Regional Head

Ms. Loide Velishavo

Tel: +264 65 251 141

Cel: +264 81 61384

Fax: +254 65 251 189

Email: lvelishavo@yahoo.com

PHYSICAL ADDRESS: MGECW Community Empowerment Centre, Namaungu Street, Outapi

Omaheke Regional Head

Ms. Elizabeth Tjijetekera

Tel: +264 62 564 287

Cel: +264 81 2750189

Fax: + 264 62 564 650

Email: ikkakavari@yahoo.com

PHYSICAL ADDRESS: Epako Women Centre, Thlabanelo Street, Gobabis

//Kharas Regional Head

Ms Jeanatta H. Claasen

Tel: +264 63 222 535/067

Cel: +264 811 434807

Fax: +264 63 225 945

Email: meisieclaassen@yahoo.com

PHYSICAL ADDRESS: Hampie Plichta Avenue, GRB Building, Keetmanshoop

Kavango East Regional Head

Ms. Benedikta Nayita Kamunoko

Tel: +264 66 255 767

Cel: +264 812976740

Fax: +264 66 255 603

Email: nkoreb@yahoo.com

PHYSICAL ADDRESS: Rundu Town Council Complex, Block E

Ohangwena Regional Head

Ms. Lydia M. Shipuata

Tel: +264 65 263 047

Cel: +264 812628834

Fax: +264 65 263 178

Email: shipuata1@gmail.com

PHYSICAL ADDRESS: MGECW Regional Office, Mandume Ndemufayo Street, Eenhana

Erongo Regional Head

Ms. Margret Richter

Tel: +264 64 462 580

Cel: +264 812564733

Fax: +264 64 403 294

Email: margretrichter1@gmail.com

PHYSICAL ADDRESS: Old Alfa Koop Building, Tobias Hainyeko Street. Swakopmund

