



Ministry of Information & Communication Technology

MICT CUSTOMER SERVICE CHARTER

THIS CHARTER

Sets standards of the services you can expect from the Ministry of Information and Communication Technology and provides you with an opportunity to help us improve our service.

1. HIGH LEVEL STATEMENTS

Mandate

The mandate of the Ministry is to lay the foundation for the accelerated use and development of ICT in Namibia, and Coordinate information management within Government.

Vision

A catalyst for an informed and inclusive ICT smart Namibia

Mission

To create an enabling environment for ICT development and access to information for socio-economic growth

Core Values

Helpfulness

Providing a courteous and helpful service which is run to suit the convenience for those entitled to the service

Innovation

Using ICTs creatively as an enabler for service delivery

Transparency

Openly, timely and accurately provide government information services to our customers

Accessibility

To enhance the quality of being able to be reached or easy to obtain or used and easily understood

Accountability

Accepting our responsibilities and consequences for our actions

2. MINISTERIAL STRATEGIC OBJECTIVES

- Accelerate ICT development, access and use for an inclusive ICT smart Namibia
- Enhance unhindered access to information for an informed nation
- Promote Namibia as a preferred film destination
- Enhance organisational performance

3. WHAT WE DO

DIRECTORATE: INFORMATION AND COMMUNICATION TECHNOLOGY DEVELOPMENT

Roles and functions

- Formulate, review, oversee implementation and advise on ICT policies and laws;
- Liaise with entities responsible for ICT technology development and innovation to promote successful introduction of new technologies and services;
- Ensure appropriate regulation of ICT state-owned and other ICT enterprises;
- Coordinate the implementation of regional and international obligations in the ICT sector;
- Facilitate the implementation of high level ICT related programs, projects as well as investments on a national level.

DIRECTORATE: AUDIO VISUAL MEDIA

Roles and functions

- Implement Capital Projects and promote use of ICT for development;
- Produce government multi-media products and services;
- Facilitate Screen culture development amongst rural communities;
- Provide sound system services to the public;
- Market Namibia as a desired film and investment destination
- Develop local film industry
- Manage the national film intensive programs

DIRECTORATE: PRINT MEDIA AFFAIRS

Roles and Functions

- Render a timely and professional information dissemination service to Government institutions, the local and foreign media, as well as the general public.
- Publish factual information and images on government policies and development programmes
- Provide regional and national platforms for the promotion of information, knowledge and dialogue through GRN campaigns such as the Nationhood and National Pride (NNP) and HIV/AIDS.

DIVISION: GENERAL SERVICES

Core Roles and Functions

Human Resource Development

- Ensure efficient and effective Human Capital Management System;
- Provide Human Resources advisory services to all staff;
- Enhance capacity development in the Ministry
- Ensure training of staff through training opportunities.
- Ensure compliance to the Affirmative Action Act;

Financial Management

- Advice on budget planning and execution
- Facilitate the compilation of Medium Term Plan and Auditor General reports
- Ensure timely processing of payroll, accounts receivable, payable and Daily Subsistence Allowance
- Ensure funds are used optimally

Auxiliary and Logistics

- Carry out Stock Control Management;
- Provide effective and efficient Transport and Maintenance Management;
- Ensure effective and efficient Procurement of goods and Services;
- Ensure quality of work and timely completion of Capital projects.
- Ensure and update retrievable record management

Information Technology Management

- Assist Directorates/Divisions to enhance productivity through the innovative use of technology;
- Support and train, Intra/Internet security
- Ensure the management of the website and operational systems

Audit Management

- Compile internal audit plans and programme
- Compile final audit reports
- Review audit reports

4. OUR MARKET (CLIENTS/CUSTOMERS)

- The public
- Government Offices/Ministries/Agencies
- Parastatals resorting under the ambit of MICT
- Electronic and print media
- ICT industry
- Institutional bodies
- International Bodies
- Suppliers of goods and services
- MICT's staff

5. OUR COMMITMENT TO YOU

In executing our functions:

- We focus on the needs and expectations of those to whom we provide services
- We guarantee equal access to our services.
- We shall promote greater transparency in the way we account for our activities.
- We shall endeavor to enhance professionalism in our services and treat all our customers with respect and dignity.

- We commit to regular communication with you as customers through media briefings, meetings, correspondence and information sharing sessions.

6. OUR SERVICE PROMISE

By telephone, we will

- Answer within three (3) rings
- Identify ourselves by Ministry/ Directorate/ Division and name
- Provide you with factually and timely correct information
- In case your call falls outside our ambit or jurisdiction we will direct you accordingly.

In writing, we will

- Acknowledge receipt of your correspondence within five (5) working days from the date of receipt.

In Person by appointment, we will

- Attend to you at the agreed time.

In Person without appointment, we will

- Try our outmost best to accommodate you or arrange an appointment for you.

In case of an error, we will

- Rectify the error and offer an apology as soon as possible.
- Undertake to avoid making the same mistake.

7. YOUR VIEWS COUNT

We strive to render the services that will meet your needs and therefore need to know your views on the quality of the service we provide in comparison to what you expect from us. 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 services.

8. DEALING WITH YOUR COMPLAINT

When complaining

- Identify yourself
- Be clear about the reason for your dissatisfaction or complaint.
- Say how you would like the problem to be rectified.
- Keep a record of your complaint.

We will:

- Deal with your complaints within five (5) working days.

If you are not satisfied with any response received or the way in which your complaint had been handled by any Directorate/ Division, kindly communicate to:

The Permanent Secretary
Ministry of Information and Communication Technology
Government building
Robert Mugabe Avenue
Private Bag 13344
Windhoek
Tel: +264 61 2839111
Fax: +264 61 251297
Fax2E-mail: 0886523710
Email: info@mict.gov.na
Website: www.mict.gov.na