

## IF YOU CONTACT US

By telephone, we will:

- Answer the telephone within three rings
- Identify ourselves by name and department
- Inform you when you can expect a full response if we cannot answer your enquiry immediately

In writing, we will:

- Reply to all letters within ten working days. If we cannot answer all your questions within that time, we will inform you when to expect a full reply
- We will treat faxes and emails as letters

Personally, we will:

- See you within 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 COUNTS

We will strive to render a service that will meet 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.

We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our services.

## WHEN YOU COMMUNICATE WITH US PLEASE PROVIDE THE FOLLOWING INFORMATION

- Your full name, email address, postal address, telephone and/or fax number
- Provide a clear description of your particular concern or requirements
- Indicate what kind of response you would expect
- Keep 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

## IF THINGS GO WRONG

We will:

- Deal with complaints within two weeks
- Offer an apology
- Give an explanation
- Give an assurance that we will avoid the same mistakes happening again

Any comment, suggestion or a request for information about the activities of the Directorate should be directed to:

Director: Labour Market Services  
P/Bag 19005  
Khomasdal  
Windhoek

Or  
Tel: +264 61 206 6262  
Fax: +264 61 206 6270

Or  
Use our suggestion boxes at our regional offices.

Specific enquiries about certain services should be directed to the following relevant offices at the following telephone numbers:

Labour Market Information	+264 61 206 6242
Employment Services	+264 61 206 6259
Vocational Counselling Services	+264 61 206 6276
Productivity Promotions	+264 61 206 6246
Chief Employment Officer	+264 61 206 6237

Or

Use the following Email Addresses:

Director	Albius.Mwiya@mol.gov.na
Deputy Director	David.ligonda@mol.gov.na
Deputy Director	Josephine.Sifani@mol.gov.na
Chief Development Planner	Julia.Hamhata@mol.gov.na
Chief Psychologist	Oletu.Nakaambo@mol.gov.na
Chief Employment Officer	Arnold.Ngeama@mol.gov.na

If you are not satisfied with any response received, please write to the Complaints Coordinator in the office of the Permanent Secretary of the Ministry at:

The Permanent Secretary  
P/Bag 19005  
Khomasdal  
Windhoek

For attention: Complaint Coordinator  
At the above mentioned address

The Complaint Coordinator of the Ministry will channel the complaints to the Director of Labour Market Services and if you are not satisfied with the response from the Director, you may take the matter up with the Permanent Secretary of the Ministry. Should you nevertheless still not get satisfaction, you can approach the Minister and/or the Office of the Ombudsman.



REPUBLIC OF NAMIBIA

MINISTRY OF  
LABOUR, INDUSTRIAL  
RELATIONS AND EMPLOYMENT CREATION

DIRECTORATE LABOUR  
MARKET SERVICES

CUSTOMER SERVICE CHARTER



## THIS CHARTER

Sets the standards of services you can expect when dealing with the Directorate of Labour Market Services  
Reflects our commitment to deliver a high standard of service at all times  
Explains the types and quantity of services offered  
Explains how and when to get more information on our services if needed

## OUR RESPONSIBILITIES TO YOU THROUGH EMPLOYMENT CREATION

We offer registration of Jobseekers, Prospective Employers and Training Institutions on the Namibia Integrated Employment Information System (NIEIS). We avail these services to employer in need of personnel to ensure job opportunities for job seekers in various organisations  
We issue private employment agencies with licences  
We offer career guidance and vocational counselling to the nation  
We regularly collect comprehensive and up to date labour market information to shape labour market policies and programs  
We raise productivity awareness for the attainment of higher levels of productivity in all sectors of the economy  
In doing our work we focus on the needs of those we provide a service to

This approach builds on our key values of:

Providing Customer oriented service  
Empathy for the plight of others, respect other people's different views, be supportive and caring in our relationships with others  
Be fair to those who rely on our services  
Being efficient and professional in rendering our services  
Being accountable to what we do  
Being helpful and courteous at all times  
Treating your information as confidential  
Proper time management  
Being transparent in all our actions and communications as this creates trust and confidence

## WHAT WE EXPECT FROM YOU

Be honest and timely in providing required information to this Directorate  
Arrange and keep appointments and inform us in advance if you cannot meet the appointments or when arrangements have changed

Give us your comments and suggestions so that we can improve on our services  
Treat our staff members with the necessary respect  
Follow the correct channels of authority  
**OUR STANDARDS APPLICABLE TO SPECIFIC WORKS AREAS IN EMPLOYMENT CREATION**  
Registration of all jobseekers and job canvassing  
We will:

Register all job seekers requiring registration every Tuesday and Thursday from 08H00 to 13h00 and 14h00 to 17h00  
Advise jobseekers on self-employment schemes, programs and projects every working day from 08h00 to 13h00 and 14h00 to 17h00, and inform them when there are vacancies  
Assist employers requiring jobseekers every working day from 08h00 to 13h00 and 14h00 to 17h00, with in two days upon receipt of the request  
Arrange for meetings with employers for job canvassing purposes a week before the actual meeting day  
Provide private employment agencies with licences every day from 09h00 to 13h00

## Provision of Labour Market Information

We will:  
Provide quality labour related information in the form of reports within 12 months after collecting and analysing data from our researches and surveys  
Update the Labour Market Information System  
Deal with collected data confidentially according to the Revised Statistics Act: Act No. 9 2011  
Provide available requested information in the requested format within three days upon receipt of the request  
Ensure easy access to such information at no cost to members of public every working day from 08h00 to 13h00 and 14h00 to 17h00

## Provision of productivity promotion and awareness

We will:  
Promote and spearhead the national productivity movement  
Measure and analyse productivity indices and trends in the country  
Encourage company competitiveness in the country  
Encourage company competitiveness in the global market for the best investment and employment creation to lower unemployment in the country

Develop local productivity expertise through training and consultancy services  
Provide quality information in the form of reports on productivity levels in the country  
Conduct productivity awareness campaigns in the country  
Conduct workplace productivity interventions both in public and private sector

## Provision of career and vocational counselling services

We will:  
Assess individuals and groups by means of various psychometric tests such as Aptitude tests, Personality tests etc., within five days after receipt of the request  
Carry out one-on-one interviews as part of assessment for vocational counselling purposes within one week after testing  
Provide comprehensive written reports to clients within 14 working days after administering the tests  
Provide career guidance and vocational counselling within three weeks after the psychometric tests and interviews  
  
Review career guidance book within two years after the latest publication  
Provide the latest national career information in a book form six months after the review  
Assist clients with training in life skills as well as career guidance every working day from 08h00 to 13h00 and 14h00 to 17h00  
To standardise available psychometric tests to ensure adaptive usage in Namibia within three years after procurement  
Arrange for school orientation talks to encourage school learners to study hard and advise them on the relevant career options a week in advance  
Provide Pre-Retirement counselling workshops every year in all regions

## Consultations

We will:  
Consult all stakeholders/social partners within six months prior to conducting our researches and surveys to include their inputs  
Incorporate these inputs, views and priorities of our clients within two days after receiving them  
Continuously solicit views and comments from our clients every working day from 08h00 to 13h00 and 14h00 to 17h00 through readily accessible suggestion boxes  
Strive to accommodate possible suggestions and comments every end of the month.