

IF YOU CONTACT US

By telephone, we will:

Answer the telephone within less than five rings and identify ourselves by name

We will;

Reply to all letters, emails and faxes within five working days. If we cannot answer all your question within that time, we will inform you when to expect a reply.

We will treat faxes, emails, letters and appointments with utmost importance.

We will:

See you within the agreed time if you have an appointment

YOUR VIEWS COUNT

We strive to render a service that will meet your needs and we therefore need to 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 will consider your views when reviewing the quality of our service.

WHEN YOU COMMUNICATE WITH US PLEASE PROVIDE THE FOLLOWING INFORMATION

Your full name, postal address and telephone, email address and of 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 communication

IF THINGS GO WRONG

We will:

Deal; with complaints within two weeks

Offer an apology

Give an explanation

Rectify the matter and try to avoid repeating same or similar mistakes in future.

Any comments, suggestions or requests for specific enquiries about services should be directed to the relevant heads of Sub-Divisions or the Head of the Division at the following telephone numbers:

Chief Public Relations Officer
Public and Media Liaison Sub-Division
Tel: +264 61 2066255

Or

Control Labour Relations Officer:
Sub-Division
Labour Advisory Council Subdivision
Tel: +264-61 2066229

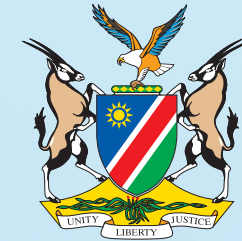
Or

Control Labour Relations Officer
International Relations Subdivision: International Relations
Tel: +264 61 2066214

Control Labour Relations Officer
Legal Advice and Exemptions Subdivision
Tel: +264 61 2066271

Or

Deputy Director
International Relations and Advice
Tel: +264 61 2066213



REPUBLIC OF NAMIBIA

MINISTRY OF LABOUR, INDUSTRIAL RELATIONS AND EMPLOYMENT CREATION

CITIZEN SERVICE CHARTER

INTERNATIONAL RELATIONS AND ADVICE DIVISION

**32 MERCEDES STREET
PRIVATE BAG 19005
KHOMASDAL
TEL: 061- 2066111
FAX: 061-212323
www.mol.gov.na**

THIS CHARTER

- Sets the standards of service you can expect when dealing with the Division: International Relations and Advice.
- Reflects our commitment to deliver a high standard of service at all times.
- Explains how and when to get more information on our service if needed.
- Explains how to make a complaint, if you are not satisfied with our service.

COMMITMENT TO CITIZENS

In partnership with citizens as our customers, the division will:

- Maintain and further develop cooperation relations and liaison with regional and international organisations;
- Promote and encourage tripartism;
- Administer Labour Advisory Council;
- Manage Media and public relations;
- Administer exemptions as per provisions in the Labour Act.

In doing our work we focus on the needs of those we provide a service to. This approach builds on our key values of-

- Serving customers in a polite and helpful way without discrimination;
- Providing a user-friendly approach to aspects such as opening hours, phone etiquette and efficient service rendering to all stakeholders and the public at large.

WHAT DIVISION ASK FROM CITIZENS

The quality of services the division can provide to the citizens depend on various issues including input and cooperation we as a division receive from citizen. It is therefore requested that citizens-

- Be honest and timely in providing required information and documentations to this Division.
- Comply with existing Acts, Regulations, and Procedures.
- Treat the division's staff members with the necessary respect.
- Inform the division if you are not satisfied with our service.
- Make and keep appointments and arrangements.

- Give the division your comments and suggestions, so that the division can improve services whenever and wherever possible.
- Follow the correct channels of authority.

STANDARDS APPLICABLE TO SPECIFIC WORK AREAS

Sub-Division: International Relations:

The sub-division is the focal point responsible for all matters related to the-

- International Labour Organisation (ILO);
- African Union (AU) Labour and Social Affairs Commission;
- Southern African Development Community (SADC) Employment and Labour Sector;
- ILO Turin Training Centre in Italy, and
- African Regional Labour Administration Centre (ARLAC).

Sub-division: Labour Advisory Council: We will deal with issues on:

- Collective bargaining;
- National policy in respect of basic conditions of employment, health, safety and welfare at work;
- The prevention of unemployment;
- Issues arising from the International Labour Organisation (ILO);
- Issues raised by any other international or regional association of States which Namibia is a member;
- Legislation concerning labour matters- including amendments to the Labour Act or any other relevant law, laws aimed to achieve the objects of Article 95 of the Constitution and laws to give effect to Namibia's international law obligations;
- Codes of good practice and guidelines;
- Collection and compilation of information and statistics relating to the administration of the Labour Act;
- Designation of Essential Services
- Rules of conduct for conciliation and arbitration
- Policies and guidelines on dispute prevention and resolution for the application by the Labour Commissioner and the users of the Labour Commissioner's services;
- The performance of dispute prevention and resolution by the Labour Commissioner and on any other activities of the Labour Commissioner;
- Codes of ethics for conciliators and arbitrators;

- The qualifications and appointments of conciliators and arbitrators; and
- Any other labour matters that the Council considers useful to achieve the objects of the Labour Act or is referred to the Council by the Minister.

Sub-division: Public and Media Liaison. We will:

- Develop annual plan of action for the media and uphold public relations for the Ministry;
- Reply to queries raised by the public and media within reasonable time;
- Ensure the publication of the Ministry's newsletter, preferably on a quarterly basis;
- Facilitate media attendance at Ministry news releases; and
- Facilitate public contributions for incorporation into the newsletter.

The Sub-Division of Legal advice and Exemptions is tasked with the following Functions:

- Receive, scrutinize and process applications for exemptions on overtime, Sundays and Public holidays for the Permanent Secretary's approval in terms of sections 17(4), 21(4) and 22 (4) of the Labour Act (Act no. 11 of 2007);
- Receive, scrutinize and process applications for exemptions on minimum wages in terms of section 72 (3) of the Labour Act (Act no. 11 of 2007);
- Receive, scrutinize and process applications on exemptions from the requirement to hold a valid affirmative action compliance certificate for the Minister's approval in terms of section 42(2) (b) of the Affirmative Action Act (Employment Act) of 1998;
- Receive, scrutinize and process applications for exemptions from the provisions contained in chapter 3 of the Labour Act in terms of section 139 (1) of the Labour Act (Act no. 11 of 2007);
- Receive, scrutinize and process applications for variations from the provisions in chapter 3 in terms of section 139 (8) of the Labour Act (Act no. 11 of 2007)
- Receive, scrutinize and process applications for continuous operation for the Minister's approval as per section 15 (1) (2) (3) of the Labour Act (Act no. 11 of 2007); and
- Conduct awareness sessions and educational campaigns on the above listed functions and provide any legal advice as the case maybe in terms of the Acts as indicated in its functions.