


**MINISTRY OF HIGHER EDUCATION,
TECHNOLOGY AND INNOVATION**

**CUSTOMER SERVICE
CHARTER**

2024





A highly skilled,
innovative
and competitive
Nation
for Prosperity.



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ABBREVIATIONS

AP	Annual Plan
GIPF	Government Institution Pension Fund
ICT	Information and Communications Technology
IT	Information Technology
MHETI	Ministry of Higher Education, Technology and Innovation
NATCOM	Namibia National Commission
NDP	National Development Plan
OMAs	Offices/Ministries/Agencies
PDP	Personal Development Plans
RSTI	Research, Science, Technology and Innovation
SMEs	Small Medium Enterprises
SP	Strategic Plan
TAW	Treasury Authorization Warrant
TNA	Training Needs Analysis
TVET	Technical Vocational Education and Training
UNESCO	United Nations Educational, Scientific and Cultural Organization
VTCs	Vocational Training Centers

FOREWORD BY THE MINISTER



The Ministry of Higher Education, Technology and Innovation (MHETI) came into existence following the inauguration of Namibia's third President on 21 March 2015. The MHETI derives its mandate from the Supreme Law of the Republic of Namibia, the Constitution, within the purport of Article 20 and the Higher Education Act, 2003 (Act No. 26 of 2003), and Acts that govern Public Enterprises of the Ministry. In line with the three pillars on which the MHETI is premised, namely: Higher Education, Technical Vocational Education and Training, and Science, Technology and Innovation, the MHETI embarked on its mandate to ensure that quality higher education is delivered to the Namibian Nation through the advancement of quality programmes and credible projects at the Tertiary Education Institutions (TEIs) such as University of

Namibia (UNAM), Namibia University of Science and Technology (NUST) and Vocational Training Centres (VTCs).

These programmes entail provision of Higher Education, TVET, Science, Technology and Innovation, which are all geared towards accelerating economic growth, sustainable development and poverty eradication through the implementation of government policies and strategies, i.e. Vision 20230, NDPs and HPPs. The Customer Service Charter of MHETI comprises the commitments made and services promised by the Ministry to its identified customers. This Customer Service Charter integrates the functions of all Departments, Directorates and Divisions of the Ministry ensuring that all staff members are properly sensitized to its importance and are fully engaged in the execution of their duties to meet customers' demands as set out in the Charter. It is therefore my sincere hope that the implementation of the Ministry's Customer Service Charter will improve the efficiency and effective service delivery by staff members and enhance cooperation between customers and the Ministry.

**Hon. Dr. Itah Kandjii-Murangi, MP
MINISTER**

ACKNOWLEDGEMENT BY THE EXECUTIVE DIRECTOR



The development of the Ministry's Customer Service Charter is well received by management and staff members, as it calls for improved service delivery that is responsive to customer needs. The timeframe in which the Customer Service Charter was prepared and presented to the Office of the Prime Minister is testimony that the Ministry is ready to implement the commitments made by all Departments, Directorates and Divisions to customers and stakeholders.

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

I, therefore, would like to make a clarion call to all Departments, Directorates and Divisions of the Ministry to keep in mind at all times that the promises made and the service standards we have set ourselves during the implementation of this Charter. MHETI stands ready to deliver quality services to our valued customers.

A handwritten signature in black ink, appearing to read 'Alfred Van Kent', written over a horizontal line.

Alfred Van Kent (PhD)
EXECUTIVE DIRECTOR

MANDATE, VISION AND MISSION



OUR MANDATE

The Ministry of Higher Education, Technology and Innovation is mandated to ensure that quality higher education, as well as TVET, and Science, Technology and Innovation (STI) programmes are provided at internationally competitive quality standards to the Namibians. Thereto, Namibia's National System of Innovation are being strengthen through enhancing academic output, strengthening research, sensitizing business and civil society.



OUR VISION

A highly skilled, innovative and competitive Nation for Prosperity.



OUR MISSION

Accelerate the development of high level skills and competencies through equitable funding and access to quality higher education, training and innovation.

THIS CHARTER

- Outlines the service we provide (What we do);
- Defines who our Customers are;
- Reflects our commitment;
- Sets standard of service that you can expect from us at all times;
- States what we will do if you contact us;
- States that your views count;
- Indicates what we ask of you; and
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service.

WHAT WE DO

DIRECTORATE: NATIONAL COUNCIL FOR HIGHER EDUCATION (NCHE)

- Promote a coordinated higher education system, ensure quality higher education and enhance students' access to higher education.

DIRECTORATE: TECHNICAL VOCATIONAL EDUCATION AND TRAINING

- Ensure that Technical Vocational Education and Training in Namibia respond to the socio-economic demands of the country.

DIRECTORATE: RESEARCH AND INNOVATION

- Coordinate, monitor and supervise the implementation of National Research, Science, Technology and Innovation in Namibia..

DIRECTORATE PLANNING & QUALITY ASSURANCE

- Coordinate the development of Ministerial Plans and oversee the implementation of Capital Projects, Bilateral and Multilateral Agreements.

DIRECTORATE: NAMIBIA NATIONAL COMMISSION FOR UNITED NATIONS EDUCATIONAL, SCIENTIFIC AND CULTURAL ORGANISATION (NATCOM-UNESCO)

- Manage the relations between Namibia and UNESCO.

SUB-DIVISION FINANCE

- Maintain prudent financial management within the Ministry, in line with Laws and Regulations governing State Finances.

SUB-DIVISION HUMAN RESOURCES

- Provide administrative support and advisory services on issues pertaining to Human Resources Management, and ensure rules and regulations are correctly interpreted, implemented and complied with.

SUB-DIVISION AUXILIARY SERVICES

- Provide support services related to maintenance, transport, stores and procurement.

SUB-DIVISION INFORMATION TECHNOLOGY

- Provide Information and Communications Technology (ICT) Services, Systems Administration and Networking to all staff members.

SECTION INTERNAL AUDIT

- Evaluate and improve the efficiency and effectiveness of the Ministry's Risk Management, Internal Control and Governance Processes.

SECTION PUBLIC RELATIONS

- Serve as a link between the Ministry, Media and the General Public.

OUR CUSTOMERS

- Development Partners;
- Education & Training Experts;
- General Public;
- Management;
- Media;
- Ministry of Finance;
- Namibian Permanent Delegation to UNESCO;
- NATCOM Executive Committee;
- NATCOM Programme Committees;
- Non-Governmental Organizations/ Civil Society;
- Offices/Ministries/Agencies(OMAs);
- Office of the Auditor General;
- Public Enterprises;
- Public Higher Education Institutions;
- Public Schools;
- Public and Private VTCs and Trainees;
- RSTI Management Institutions;
- Researchers;
- Research & Development Institutions;
- Service Providers;
- Suppliers /Bidders;
- SMEs and Innovators;
- Staff Members;
- Student Organizations; and
- Tertiary Institutions.

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of efficient and effective services; and
- We strive to execute our duties within the following guiding VALUES:

CORE VALUES

Ethics and Integrity

We will demonstrate adherence to ethical principles in the way we carry out our professional duties. We will conduct ourselves in a dignified manner in order to uphold the reputation of our Ministry by being honest and truthful in our dealings.

Public Accountability

We will acknowledge and take responsibility for our action, decision and policies including the administration, governance and implementation within the scope of our role and encompassing the obligation to report, explain and be answerable for resulting consequences.

Effective Governance

We shall promote good practices and principles by managing public resources in an effective and efficient manner in order to meet the needs of the Namibian citizens at all levels.

Teamwork

We will encourage teamwork to be the modus operandi for achieving our strategic objectives, as this is the most important and most effective way of working.

Empathy and Mutual Respect

Every member of the Ministry will show respect for the opinion and work of a colleague. We will uphold high morals and ethical principles and standards of honesty, fairness to all, trust and respect.

Professionalism

We will exercise a high level of professionalism, and never compromise the Ministry's values and standards.

Commitment

We will demonstrate commitment to the Ministry's objectives of providing accessible, equitable, inclusive and high quality tertiary education.

Innovation

We encourage innovation and creativity through continuous learning and acquiring of new knowledge and skills to enhance individual and Ministry's performance.

OUR SERVICE PROMISE/STANDARDS

DIRECTORATE: NATIONAL COUNCIL FOR HIGHER EDUCATION (NCHE)

We will:

- Continuously coordinate the development of higher education to ensure a knowledge-based society;
- Continuously enhance the relevance and responsiveness of higher education to national development goals;
- Accredite programmes of higher education institutions when the need arises;
- Continuously audit higher education institutions;
- Continuously provide advice on efficient and equitable funding for public higher education.

We will respond to you at **Tel:** +264 61 287 1500, **E-mail:** info@ncche.org.na

DIRECTORATE: TECHNICAL VOCATIONAL EDUCATION AND TRAINING

We will:

- Formulate and review Technical Vocational Education and Training (TVET) Policies and Regulations when the need arises;
- Promote industry participation in TVET programmes on an annual basis;
- Create awareness about inclusive TVET programmes and promote Lifelong Learning bi-annually;
- Oversee the implementation of the National TVET Policy of 2021 bi-annually.

We will respond to you at **Tel:** +264 61 435 6025, **E-mail:** Secretary.Dvet@mheti.gov.na

DIRECTORATE: RESEARCH AND INNOVATION

We will:

- Facilitate the development and review of national Research, Science, Technology and Innovation (RSTI) Laws, Policies and Programmes when the need arises;
- Continuously monitor implementation of RSTI Laws, Policies and Programmes;
- Ensure compliance with national RSTI Laws and Policies at all times;
- Create awareness on RSTI Laws, Policies and Programmes quarterly;
- Facilitate the provision of funding for Research & Development and Innovation activities when the need arises;
- Promote capacity building and skills development in RSTI at all times;
- Conduct awareness to promote Innovation and Entrepreneurship quarterly;
- Conduct stakeholder engagements and promote Strategic Partnerships at all times;
- Provide National Data on RSTI when the need arises.

We will respond to you at **Tel:** +264 61 435 6028/6, **Fax:** +264 61 435 6058,
E-mail: info.dri@mheti.gov.na

DIRECTORATE: POLICY, PLANNING AND QUALITY ASSURANCE

We will:

- Coordinate the development of Strategic Plan (SP) after every five years;
- Coordinate the development of Annual Plans (AP) and Performance Agreements annually;
- Monitor and Evaluate implementation of Capital Projects quarterly;
- Coordinate the implementation of Medium Term Expenditure annually;
- Manage data base of Development Partners at all times;
- Coordinate the development of the Ministerial Accountability and Annual Reports annually;
- Compile National Development Plans (NDP) Reports quarterly;
- Oversee the implementation of Bilateral and Multilateral agreements when the need arises;
- Facilitate Policy formulation and reviews when the need arises.

We will respond to you at **Tel:** +264 61 435 6038, **Fax:** +264 61 245 144,

E-mail: Secretary.planning@mheti.gov.na

DIRECTORATE: NATIONAL COMMISSION FOR UNITED NATIONS EDUCATIONAL, SCIENTIFIC AND CULTURAL ORGANISATION (NATCOM-UNESCO)

We will:

- Continuously provide technical and administrative support to the structures of the Namibia National Commission for UNESCO;
- Liaise with and support the Namibian Permanent Delegation to UNESCO in Paris, France at all times;
- Continuously provide technical advice on UNESCO related matters to the Government and representatives on the UNESCO Governing Bodies;
- Ensure that Namibia as a member state derives maximum benefits from the UNESCO resources and expertise at all times;
- Coordinate the ratification of UNESCO related conventions and protocols when the need arises;
- Continuously disseminate information from UNESCO;
- Represent Namibia interest at national, regional and international platform at all times.

We will respond to you at **Tel:** +264 61 435 6044, **Fax:** +264 61 293 3580,

E-mail: Natcom.Secretariat@mheti.gov.na

SUB-DIVISION FINANCE

We will:

- Prepare and submit the Ministerial budget within the deadline given;
- Monitor and control the expenditure on a daily basis;
- Prepare financial reports on budget execution at all times;
- Ensure adherence to legal frameworks that guide or regulate state finances at all times;
- Process staff related expenditures and allowances (Salary Advances, leave gratuity) on a monthly basis.
- Process Daily subsistence and Travelling Allowance within two working days provided all relevant documents are attached.
- Process suppliers'/creditors invoices within 7 working days once all relevant supporting documents are submitted to finance office;
- Compile and submit financial statements to the Ministry of Finance and the Office of the Auditor General within the given deadline.
- Respond to audit queries within the given deadline;
- Safely keep financial records at all times;
- Reconcile suspense and general ledger accounts on a quarterly basis;
- Provide financial advice to staff members at all times;
- Process payment of subsidy requests of Public Enterprises and Student Organisations within 7 working days provided all relevant documents are attached;
- Submit Treasury Authorization Warrant (TAW) within 5 working days upon receiving the ceiling of each preceding month for spending.

We will respond to you at **Tel:** +264 61 435 6051, **E-mail:** finance.desk@mheti.gov.na

SUB-DIVISION HUMAN RESOURCES

We will:

- Interpret policies, rules and regulations within 3 working days;
- Update personnel file(s) and attend to personnel enquiries when the need arises;
- Ensure that delegated positions are filled within one month and undelegated vacant positions are filled within three months;
- Ensure Employee benefit claims are processed within one day provided all relevant documents are attached;
- Process applications of Medical Aid, Social Security, Home Loans and Government Institution Pension Fund (GIPF) within one day provided all relevant documents are attached;
- Attend to misconduct cases within one month since the occurrence;
- Attend to grievances within 5 working days;
- Coordinate wellness activities on a quarterly basis;
- Conduct Training Needs Analysis (TNA) every three years;
- Develop the Human Resource Development Plan annually;
- Develop training calendar from Personal Development Plans (PDP) annually;
- Provide feedback on qualifying and non-qualifying training requests within one working day after training committee meeting;

- Circulate Bi-literal and sponsored training courses within one working day;
- Facilitate induction and orientation to the newly appointed/promoted/transferred staff members within one month from date of assumption of duty;
- Coordinate Ministerial Training Committee activities when a need arises.

We will respond to you at **Tel:** +264 61 435 6033, **Fax:** +264 61 435 6060,
E-mail: hr.desk@mheti.gov.na

SUB-DIVISION AUXILIARY SERVICES

We will:

- Scrutinize transport reports for mileage, fuel consumption, license renewal and maintenance on a monthly basis;
- Issue of trip authority within one working day;
- Report lost fuel cards/tags to the bank within one working day;
- Facilitate replacement and renewals of lost fuel cards/tags within two working days;
- Submit accident reports to Loss Control Committee within 5 working days;
- Clean office premises on a daily basis;
- Develop maintenance schedule for regular maintenance of office/buildings infrastructure and equipment on a quarterly basis;
- Manage incoming and outgoing correspondences on a daily basis;
- Update file plan on a quarterly basis;
- Conduct annual stock taking and submit reports;
- Issue and control stock levels on a daily basis;
- Develop the Office Procurement Plan on an annual basis;
- Prepare tender document as prescribed in the Procurement Act No.15 of 2015, and its regulations;
- Compile and submit reports on the execution of Procurement Plan on a quarterly basis;
- Verify and submit invoices to Finance within two working days after receipt of invoices;
- Submit evaluation reports of bids to the procurement committee within five working days;
- Process purchase order within five working days upon receipt of the approved requisition for expenditure;
- Submit purchase order to supplier within two working days after the approval by the Accounting Officer;
- Provide switchboard services at all times.

We will respond to you at **Tel:** +264 61 435 6041, **Fax:** +264 61 245 144,
E-mail: Auxillary.Desk@mheti.gov.na

SUB-DIVISION INFORMATION TECHNOLOGY

We will:

- Provide adequate IT hardware/software and network infrastructure on the date of assumption of duty;
- Replace hardware components within 2 months;
- Respond to hardware failure within 5 minutes or when need arises;
- Carry out anti-virus health check daily;
- Conduct backup of data at all offices on a daily basis;
- Plan and acquire all ICT equipment for end users' usage when the need arises;
- Monitor Network performance daily;
- Maintain application systems at all times;
- Provide on-site and remote technical support within one working day;
- Train staff members on new applications within 6 months from the date of implementation;
- Train staff members within 3 weeks upon request;
- Maintain websites at all times;
- Respond to all ICT requests and enquiries within a day.
-

We will respond to you at **Tel:** +264 61 435 6056, **E-mail:** ithelp.desk@mheti.gov.na

SECTION INTERNAL AUDIT

We will:

- Conduct investigations on internal and external complaints raised within 14 working days upon receipt of complaint;
- Conduct audits on the efficiency and effectiveness of internal controls and governance processes quarterly;
- Conduct follow-up audits on implementations of audit recommendations (External/Internal) annually;
- Continuously facilitate the implementation of an effective risk management process;
- Present audit reports to management quarterly;
- Conduct inspections on the safeguarding and existence of assets annually;
- Develop risk based audit plan annually.

We will respond to you at **Tel:** +264 61 435 6064, **E-mail:** internalaudit@mheti.gov.na

SECTION PUBLIC RELATIONS

We will:

- Disseminate information pertaining to the Ministry at all times;
- Serve as a spokesperson for the Ministry when the need arises;
- Provide feedback to the media and the public through various media platforms within three working days;
- Monitor media reports at all times;
- Send out media invitations three days before events;

- Continuously promote the services and programmes of the Ministry;
- Promote the image of the Ministry at all times;
- Coordinate and cover all official engagements and events of the Ministry at all times;
- Update Ministry's website and social media pages at all times;
- Produce Ministerial publications on a quarterly basis;
- Coordinate communication between the Ministry and the public at all times.

We will respond to you at **Tel:** +264 61 435 6012, **Fax:** +264 61 245144,
E-mail: Public.relations@mheti.gov.na

WHEN YOU CONTACT US

If you phone us

We will:

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

If you write to us:

- We acknowledge receipt within two (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 five (5) minutes if you have an appointment with us;
- We will respond to your questions while you are with us, if we cannot, we will let you know why, and when you can expect an answer;
- If you need referral, we will do it on your behalf by phone or by email and copy it to you and provide you with the name of the person to contact, address and contact details.

YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and;
- Give us your comments so that we can improve our service.

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, polite and patient;
- Be timely in providing required and accurate information to the directorate;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

When you communicate with us, please provide the following information:

- Your full name
- Postal address/ email address/ telephone number/fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our Department/Directorate/ Division/Subdivision whom you dealt with as well as the date and the time of the communication to improve our services.

DEALING WITH YOUR FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or request about the activities or services of the Ministry you should contact:

Ministry of Higher Education, Technology and Innovation
Government Office Park
Luther Street
Private Bag 13406
Windhoek, Namibia

Phone: +264 61 435 6000 • Fax: +264 61 245 144

E-mail: Public.relations@mheti.gov.na

Website: www.mheti.gov.na

or

Public Relations Office: +264 61 435 6012

E-mail: Public.Relations@mheti.gov.na

Feel free to engage us through our social media platform:



<https://www.facebook.com/MoHETI>




https://twitter.com/higher_na



<https://www.instagram.com/highereducationnamibia/>

And if you are still not satisfied with the response from Ministry of Higher Education, Technology and Innovation, you may approach the Office of the Prime Minister or the Office of the Ombudsman.



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