



REPUBLIC OF NAMIBIA

OFFICE OF THE PRIME MINISTER
Department Public Service Management

CUSTOMER SERVICE CHARTER (CSC) CHECKLIST

OBJECTIVE

The purpose of this Audit Checklist form is to establish the level of CSC Implementation in respective Offices/Ministries/Agencies (OMAs) and Regional Council (RCs).

The CSC Framework is divided into three areas/parts such as:

- Development (Institutionalisation) of CSC– Part I;
- Implementation (Internalisation) of CSC – Part II and;
- Sustainability (Living the Charter) – Part III.

O/M/A and RC will therefore be audited in these areas to establish at which level they have implemented CSC Initiative and also to determine the required interventions from Office of the Prime Minister (OPM) and support them to fully implement this Initiative.

The audit scores is weighing **100%** points in total of all three parts of CSC Framework.

Example of scale for scoring:

- Development (Institutionalisation) = 30%;
- Implementation (Internalisation) = 40%
- Sustainability (Living the Charter) = 30%.

NAME of the OMA/ RC:

PART I – DEVELOPMENT OF CSC				
	COMPLETED ACTIVITIES	Y/N	% ALLOCATED	% AUDIT
1.	CSC implementation committee Constituted		4	
2.	Functional service areas identified		3	
3.	Stakeholders identified for each service area		1	
4.	CSC template (Tool) used		2	
5.	Involvement of direct operational staff members in setting up standards		2	
6.	Service promises/standards set in terms of times/quality are in a clear and easily understandable terms and language		4	
7.	Values in line with the Guiding principle of the Namibian PS Charter		2	
8.	Effective feedback system and control measures in place		2	
9.	CSC drafted and circulated to internal stakeholder for inputs		2	

10	Drafted CSC forwarded to OPM for endorsement		3	
11	CSC translated into local languages		1	
12	CSC published (<i>in styling brochures, letters, internet, local paper or flat screen etc</i>); launched, and distributed		4	
TOTAL			30%	
PART II – IMPLEMENTATION OF CSC				
	COMPLETED ACTIVITIES	Y/N	% ALLOCATED	% AUDIT
1.	CSC standards communicated to all staff members and customers (through various platform such as posters at receptions desk (3), service points (10) and GRN Website (2).		15	
2.	Monitoring and evaluation measures are in place to determine achieved standards e.g. ICT applications (2), reporting mechanism (7) and statistical records (6).		15	
3.	CSC are of quality (1), accessible (3), available(3) and visible (3)		10	
TOTAL			40%	

PART III – SUSTAINABILITY OF CSC				
	COMPLETED ACTIVITIES	Y/N	% ALLOCATED	% AUDIT
	CSC committee responsibilities:			
1.	Conduct Internal spot audit on standards compliance		10	
2.	Recommend training courses on “ Customer care ”		4	
3.	Held Staff member accountable on non-achievement of standards (<i>Operational targets and feedback report</i>).		3	
4.	CSC induction conducted for new Entrants		5	
5.	CSC reviewed after 2 years or when a need arise		3	
6.	CSC activity plan in place (meetings, spot audits and quarterly reports)		5	
TOTAL			30%	

Overall score of rolling-out CSC Initiative	100%	
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Audit conducted by Nakashona, Lubinda and Mogotsi

Date: 02 March 2021

Recommendations and feedback by OPM Audit Team

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