



CUSTOMER SERVICE CHARTER

September 2018

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8 February 2019

BOARD CHAIRPERSON

GOTTLIEB HINDA



Vision

To be a leading regulator for achieving optimum viability and competition in the Namibian energy industry, whilst upholding the principles of fairness, integrity and transparency.

Mission

To exercise control over and regulate the Namibian energy industry in a sustainable manner, in the interest of all stakeholders with regards to price, quality, reliability, viability and safety.

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1. Introduction

The Electricity Control Board is committed to provide excellent service to its customers and stakeholders. The ECB's Customer Service Charter guides the behavior of our staff and sets out minimum standards of service delivery. The Customer Service Charter gives effect to the Vision and Mission of the ECB.

2. Organizational Values of the ECB

The ECB's organizational values define the acceptable standards which govern the behavior and conduct of employees.

Professionalism

To conduct every task to a standard of excellence and to maintain the highest level of competence and personal integrity / efficiency so as to ensure the satisfaction of all stakeholders;

Integrity

To be transparent, open, honest and fair in all dealings and communications with stakeholders;

Accountability

To be accountable and act in accordance with government policy and accept full responsibility for decisions and actions;

Innovation

To innovate through continuous learning, knowledge-sharing and teamwork while delivering excellent service;

Sustainability

To ensure the endowment of Namibia's energy resources are available to present and future generations by considering our economic, environmental and social responsibility.

3. The Rights of ECB Customers in terms of Service Delivery

ECB customers have certain rights pertaining to ECB's service delivery. These rights are not forced onto the ECB by any outside entity, but are a standard that the ECB voluntarily subscribes to.

The rights of ECB's customers in terms of service delivery are:

- The right to be treated in accordance with the Constitution, legislation and approved ECB policies and agreed timelines
- The right to be treated according to the ECB's values
- The right to complain about standards of service delivery and a right to a simplified complaints process
- The right to privacy and to have confidential information respected and protected
- The right to equal treatment, free of discrimination, prejudice or disadvantage

4. The Relationship between the ECB and its Customers

The relationship between the ECB and its customers is based on mutual respect and courtesy.

5. The Responsibilities of Customers

- To respond to information requested by ECB staff accurately, thoroughly and in a timely manner
- To abide by any legal requirements and other obligations that customers must meet according to laws, rules and regulations of our country.

6. Sharing of Information

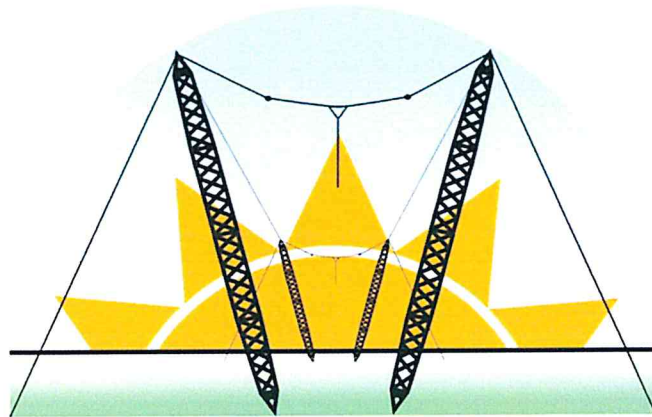
The ECB shares information on its activities on its website (www.ecb.org.na), and social media platforms in line with the ECB Communication Policy. The ECB undertakes to regularly update the contents of the website.

7. Customer Complaints

Although the ECB strives to deliver excellent customer service, the ECB realizes that there unfortunately will be times where disputes or unsatisfactory service delivery will occur. The ECB therefore commits itself to dealing with the concerns or complaints of customers promptly, fairly, and completely in line with the ECB Customer Complaints Handling Procedure which is available on the ECB website.

8. Customer Feedback

The ECB values customers feedback on its service. Should a customer not be satisfied with the level of service received, or be of the opinion that the ECB failed to live up to its organizational values, the customer has the right to contact the ECB directly, or by email at info@ecb.org.na.



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