



Electoral Commission of Namibia

SERVICE CHARTER

OUR MANDATE:

The Electoral Commission of Namibia is mandated to:

- Direct and control all elections and referenda in terms of the Electoral Act;
- Supervise, direct and control the registration of voters, political parties and organisations;
- Implement and Control all aspects of the Electoral Cycle;
- Conduct and promote all voter and civic education.

At the core of this mandate is the strengthening of constitutional democracy and promotion of democracy.

OUR VISION:

To be a centre of excellence in electoral management

OUR MISSION:

To conduct and manage elections and referenda for Namibian citizens with a view to uphold electoral democracy

OUR VALUES:

In execution of the constitutional and legal mandate, the ECN is guided by the following core values:

- **Secrecy of the vote:** To respect and protect the voter's choice;
- **Accountability:** Account to Parliament and Namibian nation;
- **Non-Partisanship:** To maintain political neutrality and refrain from deliberately advancing or prejudicing the interests of political parties, organisations and independent candidates;
- **Professionalism:** Demonstrate the highest level of competence, skills and acumen in the delivery of its mandate;
- **Integrity:** Uphold honesty and transparency in the electoral processes;
- **Inclusiveness:** Involve stakeholders through broad consultation in the delivery of service;
- **Innovation:** Enhance advanced ways of conducting electoral processes,
- **Respect for the rule of law:** Adhere to the Constitution and legislation;

- **Service mindedness:** Develop and implement service delivery standards.

- **Accessibility:**

Ensure the practice of making electoral information, activities, and/or registration/polling venues accessible, meaningful, and usable for all our stakeholders including people with disabilities through providing *equitable* opportunities

WHAT WE DO:

- Conduct elections and referenda
- Register voters, political parties and organisations
- Conduct voter and civic education
- Promote knowledge of sound and democratic electoral processes

OUR COMMITMENT TO YOU:

- Promote active participation through regular engagements/meetings with stakeholders
- Maintain relationship with stakeholders
- Engage electorates from diverse backgrounds with specific emphasis on marginalised communities, youth, women and people with disabilities

- Delivering of free, fair, credible and transparent elections
- Promote voter and civic education to encourage participation in electoral processes
- Providing stakeholders with accurate, timely and impartial information
- Handle clients with dignity, fairness and impartiality
- Respect the confidentiality of personal information
- Uphold the secrecy of the ballot
- Administering the political funding and disclosure aspects of the Electoral Act
- Efficient and timely nomination processes, with relevant and accessible information available to enable submissions within the statutory timeframe
- Provide an up-to-date website and social media platforms containing relevant, accurate and timely electoral information

OUR STAKEHOLDERS:

- Political parties and Organisations
- Independent Candidates
- Government Offices, Ministries and Agencies
- Regional Councils and Local Authorities
- Non-Governmental Organisations
- Faith-Based Organisations
- Community-Based Organisations
- The Electorates
- Civil Society Organisations

- Media
- Suppliers and Intermediaries
- Relevant Regional, Sub-regional and Global Organisations
- Sister Election Management Bodies
- National Assembly
- National and International Observers

OUR SERVICE PROMISE:

- Provide high quality services that are responsive, accessible, impartial, transparent and consistent
- Deliver customer service that is guided by our values and developed with our customers' needs in mind

YOUR VIEWS COUNT:

- We continuously strive to render a service that will meet your needs and expectations, thus need your feedback through all processes
- We commit to consider your views and opinions.

WHAT WE ASK OF YOU:

The quality of service we are able to provide depends on your sincerity and genuine cooperation. We therefore request you to:

- Be honest, sincere and objective in providing required and accurate

information to enable us serve you better

- Act in accordance with the established rules, procedures and the relevant legislation
- Treat all stakeholders involved with respect and dignity
- Give us your comments so that we can improve our service
- Treat our staff with courtesy and respect

WHEN YOU CONTACT US:

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

- Your full name, e-mail address, postal address and telephone and / or fax number
- Provide a clear description of your particular concern, problem, complaint or requirements
- 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, as it can improve our services
- Also ensure to record your complaint in the Occurrence Book at the Registration or Polling station

IN PERSON, WE WILL:

- Treat you in a polite, courteous and fair manner as well as provide you the fastest service possible.

BY TELEPHONE, WE WILL:

- Answer all calls promptly and in a polite and friendly manner, and identify ourselves.
- Respond to queries as quickly as possible and ensure that, if we are unable to deal with a query promptly, we will call clients back within 5 working days.

BY LETTER, FAX, EMAIL OR SOCIAL MEDIA PLATFORMS, WE WILL:

- Acknowledge receipt of your inquiry within 10 working days and ensure that a substantive reply is issued.
- All replies to queries will be clear, concise and easily understood.
- Provide contact particulars in all communications for further enquiries.

DEALING WITH YOUR COMPLAINT:

If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in the Service Charter you should contact:

ELECTORAL COMMISSION OF NAMIBIA

COMMUNICATIONS DEPARTMENT

Phone: 061-376200/288/267

E-mail: info@ecn.na

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SOCIAL MEDIA PLATFORMS:

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

Twitter: @ECN_Namibia

Instagram: @ecn_namibia

LinkedIn: Electoral Commission of Namibia

Youtube: ECN Namibia

Office hours:

08:00 – 17:00

Monday to Friday