



## Electoral Commission of Namibia

# SERVICE CHARTER

### THE PURPOSE

The purpose of this Service Charter is to re-affirm our commitment to continue providing quality services to our stakeholders. It informs our desire to align our corporate values towards a result-driven institution in a distinctive manner, setting standards and the delivery of expected services realistically within the budget and time. It also presents an opportunity to create and exchange ideas with our stakeholders.

The charter further signifies our commitment to the legal framework that underpins our mandate in order to be responsive to the expectations and needs of our stakeholders.

### OUR MANDATE

The Electoral Commission of Namibia is mandated to:

- Direct and control all elections and referendum 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 and
- 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

- Secrecy of the vote
- Accountability
- Non-Partisanship
- Professionalism
- Integrity
- Inclusiveness
- Innovation
- Respect for the rule of law
- Service mindedness
- Accessibility

### WHAT WE DO

- Direct, supervise, manage and control the conduct elections and referendum for Namibian citizens
- Register voters, political parties and organisations/associations
- Conduct voter and civic education
- Promote knowledge of sound and democratic electoral processes

### OUR SERVICE STANDARDS AND 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 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

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

- Your full name and contact details (such as postal address, telephone, fax number and email address, if available)
- A clear description of your particular concern, comment, suggestion, feedback or request
- Indicate what kind of response you would expect
- You are encouraged to record your complaint in the Occurrence Book at the Registration or Polling station, and
- Keep a record of the issue, the person who dealt with the issue, as well as date and time of interaction

### FEEDBACK AND COMMENTS

**We strive to render a high standard service that will meet your needs and expectations.** Therefore, ECN needs to know your views on the quality and standards of the service we provide. We would therefore appreciate your feedback on our service delivery, either positive or negative to enable us to continuously improve and exceed expectations of our service to you.

### HOW YOU CAN HELP US SERVE YOU BETTER

**We ask you to help us provide quality and a high standard of service that we have pledged in this charter.**

We therefore request you to:

- When required, provide all information within the specified timeframe
- Provide your feedback both positive and negative to improve our service through complaints, compliments and suggestions
- Update your contact details whenever there are changes to maintain accurate records
- Comply with legal requirements and other obligations you are to meet to be eligible for sought services
- Inform us of fraudulent activities, and
- Treat our Staff members with necessary respect

### 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

### DEALING WITH YOUR COMPLAINT

**If you wish to lodge a comment, complaint, suggestion, or commend our service and products, please do so through:**

The Corporate Communications Department  
Election House  
67-71 Van Rhijn Street  
Private Bag 13352  
WINDHOEK

<https://www.ecn.na>

Email : [info@ecn.na](mailto:info@ecn.na)

+264 61 376200/288/267



Electoral Commission of Namibia

**OUR OFFICE HOURS ARE 08:00 to 17:00, Monday to Friday**

Mr Peter Shaama  
CHIEF ELECTORAL AND  
REFERENDA OFFICER

Dr Elsie T. Nghikembua  
CHAIRPERSON OF THE COMMISSION