



# THE Public Servant

Public Service Commission's quarterly e-newsletter

Volume 5

Issue no.1

April-June 2024



PSC on a courtesy meeting with  
**His Excellency President Nangolo Mbumba**

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## THE PUBLIC SERVANT CONTACT DETAILS

The Public Servant is a quarterly e-newsletter published by the Public Service Commission and produced by the Division: Support Services, Information Officers.

The Public Servant is one of the channels through which information and news about the Public Service Commission is disseminated in and around Namibia. The Public Servant is one of the channels through which news about Public Service

## “THE PUBLIC SERVANT”

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# Editor's Note



**Editor: Mr. Chalo Chainda**  
Chief Information Officer

We are thrilled to present Vol 5, issue No. 1 of our online newsletter “The Public Servant” after a short hiatus. This edition underscores our unwavering commitment to raising awareness about the mandate of the Public Service Commission and fostering a vibrant, dedicated public service. Your contributions are pivotal to our success as we uphold our core values and service promise. It is crucial to adhere to Human Resources policies in the public service. Together, we are dedicated to shaping a public service that not only fulfils present needs but also pioneers a more professional future.

This edition features noteworthy events and stakeholder engagements such as the PSC joint courteous meeting with the office of the President and Vice President of the Republic of Namibia to brief and advise on matters about the mandate, functions, powers and reforms being undertaken by the Commission, PSC attends the SADC Public Service Commissioners meeting in Cape Town, South Africa, PSC Pays a courteous meeting with the Ministry of International Relations and Corporation, stakeholders engagement with the Human Resource Office President of the Republic Of Turkey on Human Resources matters and Chairpersons’ working visit: African Centre for Applied Research and Social Development Training (CAFRADES), Public Service Commission (PSC) jointly with the Public Office Bearers Remuneration and Benefits Commission (POBC) joint benchmarking visit to Botswana and South Africa.

Furthermore, we highlight news stories on recent PSC staff training on United Nations Convention 190 on combating violence and harassment in the World of Work, PSC extends a warm welcome to its new team members, tips on how to stay in the game this winter for Public Servants, PSC pays Homage/ life well lived to the belated Head of state President Hage G. Geingob, tips on how to curb HR anomalies in the Public Service and how to submit grievances, complaints and appeals and other events attended by the Public Service Commission. Join us as we delve into our quarterly newsletter and enjoy the enriching content.



# Chairperson's Foreword



**Commissioner. Salmaan D. Jacobs**  
Chairperson: Public Service Commission

The mandate of the Commission is derived from the Constitution of the Republic of Namibia and the relevant laws. What remains inconspicuous is how the implementation of the work of the Commission is progressively brought to life, therefore launching of initiatives such as this magazine addresses such obstacles.

This magazine, the Public Servant, will be the mouthpiece of the Commission and through it, the work of the Commission will be shared. It will strengthen engagement, which the Commission wishes to continually have with the general public and its stakeholders.

While efforts to reform the Commission continue, to align it with the provisions of the Constitution, it is imperative to have an information-sharing platform, to convey the message to the wider audiences, of how that process should be embarked upon.

Public Service Commission (PSC) is proud to bring yet another edition to life, of the Public Servant, a magazine which deserves to be in print, showcasing topical issues around Namibian public service and the general governance structure.

One of the strategic objectives of the Commission is to strengthen stakeholder engagement thereby enhancing awareness about the functions of the Commission. With this initiative, the Commission will not only meet one of its objectives, but visibility of the Commission will be strengthened and information about activities of the Commission will be disseminated and shared timeously and factually.

The Commission would like to congratulate the Editorial Team for bringing to life this magazine, thereby enabling the Commission to convey its message to the public servants, the stakeholders, and the general public at large. Let this initiative continue to serve the general public, and create an environment where public servants embrace the public service, as the employer of choice.

**COMMISSIONER. SALMAAN D. JACOBS**  
CHAIRPERSON PSC



**Mr. Alfred T. Tjihambuma**  
Deputy Executive Director

Welcome to the latest publication of The Public Servant, Quarterly Newsletter! The Quarterly Newsletter is back after long absent due to fact beyond our control, parked with valuable information for you.

The Public Service Commission Secretariat is excited to share with you some activities/ engagements the Public Service Commission of Namibia undertook. It is once again, that time were we bring the latest events/ engagements about

the public service in general and the Public Service Commission in particular. In addition, awareness raising/ clarifications of the Public Service Staff Rules and regulation are expected to fixture prominently in our future editions. Moreover, Human Resource Practitioners across office/ ministries and agencies as well as regional councils are welcome to share contemporary human resource issues or best practices. We hope you will enjoy reading our re- activated newsletter *“The Public Servant”*.

One would like to applaud public servants and wish all good health and conducive working environment as we are celebrating 23rd June (Africa Public Service Day). Africa Public Service Day (APSD) is a special day for public servants to mark and recognized the role of public servants and public sector’s organization. On 20th December 2002, United Nations General Assembly designated 23rd June as public service day by adopting resolution 57/277. Let us all salute all men and women who have dedicated their live to public service worldwide!

To boost the recognition of the day and the value of public service, the United Nations(UN) established UN Public Service Awards (UNPSA). UNPSA is the most prestigious event international recognition of excellence in the public service. It rewards the creative achievements and contribution of public service institutions worldwide that lead to more effective and responsive public administration. Equally, the Public Service Commission will introduce a Policy of recognizing and rewarding Offices/Ministries/ Agencies and Regional Councils (O/M/As and RCs) in accordance with their performance in the execution of the human resources management functions in future

Africa Public Service Day celebration. The Policy will be called: *“Public Service Commission Human Resource Annual Excellence Award”*

We would also like to request public servants who are eligible, to go in numbers and exercise their democratic right and register during the ongoing national registration of voters, 3 June – 1 August 2024. Let us be part of the future of Namibia! Around the end 2024 Namibians will vote for Parliamentary and Presidential election. Toward the end of 2025, Namibians will once again vote during Regional and Local Authority election. As public servants, as we are preparing and participating in build- up political activities for the above- mentioned elections let us behave within the provisions of Section 30 of Public Service Act, Act 13 of 1995 and other relevant laws.

I am looking forward to more exciting editions of the Public Servant without yet another interruption in future.

## PSC COURTESY MEETINGS WITH THE PRESIDENCY



The Public Service Commission (PSC) of Namibia embarked on a courtesy meeting season at the beginning of the year, where they met with the President His Excellency Dr. Nangolo Mbumba on 16 April 2024 at State House.

Subsequently, on 03 June 2024 the Commission met with the Vice President Honourable Dr. Netumbo Nandi Ndaitwah.

The purpose of these meetings was to brief, consult, and advise on issues they are dealing with at the Public Service Commission and to understand where the PSC is coming from and envisioned.

The meeting stressed the functions and mandate of the Public Service Commission per Article 112/13 of the constitution which stated that the Commission should be independent and impartial body.

In terms of Article 113 of the Constitution, the functions of the Commission shall be defined by an Act of Parliament and shall include the powers:

To advise the President and the Government on:

The appointment of suitable persons to specified

categories of employment in the Public Service, with special regard to the balanced structuring thereof;  
The exercise of adequate disciplinary control over such persons to assure the fair administration of personnel policy;

The remuneration of any such persons  
All other matters, which by law, pertain to the public service.

The meeting touched on various aspects such as digitalization, legal framework, PSC structure and reform, stakeholder engagements, leave days for teachers, Human Resource audits, etc.

“Our people should be recruited on merit and choose the public service as an employer of choice and not to be salary collectors”, these are the words of one of the commissioners as commissioners presented their items to the Head of State, on different occasions.

The chairperson highlighted the Namibia PSC visit to Botswana and South Africa last year and updated that the reform at the Public Service Commission has started. The meeting also shed light on the upcoming Africa Public Service Day slated for 23 June 2024.



The courtesy meeting to the Vice President Her Excellency Dr. Netumbo Nandi-Ndaitwah also highlighted the mandate of the Commission, unpacked their challenges, and touched on digitalization, professionalisation of the PSC, as done at the Office of the President.

The Vice President supported the PSC delegation, however, she emphasised on education system. Said that parents should keep their children in school and encourage them to finish school in order for the country to have balanced skilled labour. “You can not develop a country with unskilled labour, with no education the balancing may not get you what you want to achieve, keep children in schools to have a skilled labour force” said honourable Netumbo.

The Public Service Commission was advised on numerous areas too such as to prepare for digitalization before implementation, and people to understand government systems for capacity building and accountability. “I have never been a public servant and I think the government has a lot of papers and a lot of readings that appear to be contradicting, what is the intake of PSC in this regard? Therefore, PSC should look in all that to speed up the government systems” said honourable Netumbo.

The commissioners assigned to the Office of the President are; Commissioner Nashilongo, K. Shivute (PhD), and Commissioner Batseba, U. Katjiuongua.



PSC courtesy meeting with Her Excellency Dr. Netumbo Nandi-Ndaitwah, Vice-President of Namibia.



## PUBLIC SERVICE COMMISSION (PSC) ATTENDS THE SOUTHERN AFRICA DEVELOPMENT COMMUNITY (SADC) PUBLIC SERVICE COMMISSION'S MEETING IN CAPE TOWN, SOUTH AFRICA

On Tuesday, 14 May 2024 the Public Service Commission of Namibia under the leadership of its Chairperson Mr. Salmaan D. Jacobs, Commissioner Batseba U. Katjiuongua, Commissioner Gerson H. Kamatuka and Chief Information Officer Chalo Chainda (PSC Secretariat) as the delegation secretary attended the SADC Public Service Commission Chairperson's meeting in Cape Town South Africa from 14 – 15 May 2024.

Facilitated and hosted by the Public Service Commission of South Africa (PSC) South Africa's Chairperson, Professor Somadoda Fikeni at its offices in Cape Town, the purpose of the meeting was to discuss the possibilities of establishing a Forum within the SADC region. Once established the forum will be known as the "SADC Public Service Commission Forum" and will serve as a conduit where members of the Public Service Commissions in the region can convene and engage on matters of common interest, including, inter alia, collaboration, sharing expertise, experiences and best practices, mobilisation of resources and coordination of the SADC inputs to the Association of African Public Service Commissions (AAPSCOMS), as an organised SADC block.

During the meeting, Professor Fikeni emphasised that the fundamentals of forum creation recognised three guiding principles which are the need for co-creation, transparency, and cooperation and the value of Ubuntu to humanise public service to make it people-centric and responsive, and diversity IQ- respect our diversities and as equals.

At this meeting, the Chairperson of the PSC South Africa, Professor Somadoda Fikeni was nominated interim convenor/chairperson whereas Namibia's PSC Chairperson will serve as deputy, whereas the PSC South Africa Director-General, Advocate Dinkie Dube will lead the Secretariat of the newly created Southern African Development Community (SADC) Public Service Commission Forum.

The meeting was attended by the Public Service

Commission representatives from Lesotho, Namibia, Mauritius, Seychelles, Eswatini, Tanzania and Zimbabwe. Furthermore, the Namibian delegation paid courtesy visits to forums, and institutions supporting democracy: Finance and Fiscal Commissions and independent constitutional institutions and hopefully use it as a benchmark for learning exchange for the betterment of excellent service delivery in the public service.

### **The following resolutions were made:**

1. Approach the AAPSCOM Secretariat to provide a report the on status of membership and financials
2. Establish a SADC Forum- to engage as a block. Share best practices and work towards one common purpose.
3. An Interim Committee of Principals was established to oversee the process of creating the SADC PSC Forum. Prof Fikeni of PSC South Africa to be the Convenor and Chairperson Jacobs of PSC Namibia to be the Deputy Convenor. All member countries present to form part of the interim structure. PSC South Africa to be the lead Secretariat supported by all member countries present.
4. The first Annual General Meeting of the SADC-PSC Forum to be held by 15 August 2024, hosted by South Africa. The actual date will be communicated in due course. Preparations and communication are to be done timeously.



5. Mandate Secretariat to develop a concept paper on available options for consideration of this body, and constitution of similar structures including resource mobilisation and approaches for donor funding.
  6. Mobilise resources as a SADC block
  7. Establish relationships and reporting lines to AU and SADC structures. Engage SADC on proper reporting lines.
  8. Collaboration on the commemoration of Africa Public Service Day.
  9. Share conference invitations of similar stakeholder Forums
  10. Take advantage of conferences to arrange bi-laterals for benchmarking as a cost-saving measure
  11. Mobilise and Leverage each other's resources, especially in the ICT sector and share E-Systems. NB to use technology as a service delivery method.
  12. Collaborate with the National School of Governments for the training of Public servants
  13. Build strong public service institutions and capacity building to respond to emerging trends such as VUCA, Crises, Disasters and AI. Need for continuous review, innovation and quick responses
  14. Need for repositioning PSCs and redefining the mandate and role of PSCs for more strategic interventions.
  15. Share enabling legislations, standard tools of trades, and capacity building for Commissioners.
- The Forum will hold its inaugural Annual General Meeting from 6 – 8 August 2024 in Cape Town, South Africa to elect the new leadership as per the meeting's resolution.



Delegates at the SADC PSC Chairperson' meeting pictured at the Sun Hotel in Cape Town, South Africa.



## PUBLIC SERVICE COMMISSION PAYS A COURTESY VISIT TO THE MINISTRY OF INTERNATIONAL RELATIONS AND COOPERATION

The Public Service Commission embarked on a courtesy visit to the Ministry of International Relations and Cooperations (MIRCO) on 22 May 2024, to foster stronger ties enhance mutual understanding, look into multilateral issues, and share best practices.

The PSC delegation was led by the Chairperson Mr. Salmaan D. Jacobs, its five Commissioners, and the management.

They were warmly welcomed by the Minister of International Relations and Cooperation, honourable Peya Mushelenga, and higher-ranking officials in the Ministry.

The delegation was particularly interested in rubbing shoulders with the Ministry in facilitating PSC of Namibia to be affiliated with international bodies, and be represented internationally through secondments.

The courtesy meeting held at MIRCO also highlighted their recent attendance at the Southern Africa Development Community (SADC) Public Service Commission forum meeting. Where Namibia has been chosen second as the Vice Chairperson for the SADC Public Service Commission (SADCPSC).

The two entities discussed issues related to Human Resource

Management, PSC structures, digitalization, and professionalization of the Public Service Commission. In relation to HR anomalies detected at the Ministry, the HR department assured the Commission of rectification and updated files.

The meeting closed off with proposals such as that of having a PSC ethics and integrity day for the public servants and a policy of seconding Namibians to international bodies open to both the Public Sector and the Private Sector.

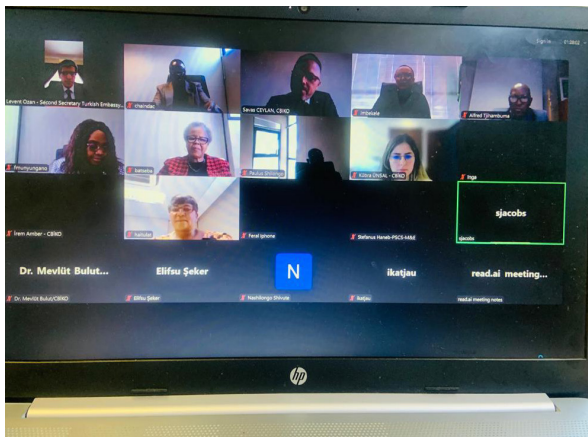


PSC consultative meeting with the Minister of International Relations and Cooperation.





## STAKEHOLDER ENGAGEMENTS: PSC ON A COURTESY MEETING'S SEASON



Here are some of the stakeholder engagements held:



Office of the President - State House

Office of the Vice-President - old State House

Türkiye - Online

Ministry of International Relations and Cooperation.

Ministry of Environment, Forestry and Tourism

Ministry of Education Arts and Culture



## HOW TO STAY ON THE GAME THIS WINTER FOR THE PUBLIC SERVICE OFFICE

The challenge of shorter days and long nights has befallen again on this leap year and the fact that that winter is one of the inactive seasons where people do not want to do much due to cold, makes it a season where diseases find host in one's body.

This article focuses on the tips to stay healthy and fit for winter so you keep up with and deliver as expected of every public servant.

Winter comes with lethargic energy but it is always recommended to exercise to keep warm and boost your immune systems to assist it in fighting colds and flu. Hence the saying goes *"Summer bodies are made in winter"* ~ Unknown. Having survived COVID-19, one wouldn't want to catch the flu one after the other, who knows if it will not turn into COVID. Therefore, exercise regularly for immunity and an active mind for the office to increase productivity.

Secondly, eat enough proteins such as fish, beans etc to increase your energy level throughout the day and boost your concentrations. Food such as nuts, dairy products, and plenty of meat or poultry help in building tissues, bones, and metabolism which keeps warm.

Loads of fruit and vegetables, help you keep immunity and protect you from different diseases. *"An apple a day keeps the Doctor away"* ~Unknown, without these protective barriers, your body may become susceptible to winter ailments.

Next time get your flu shot on time, just before winter starts to prepare the body to fight cold and flu viruses way.



## TIPS ON HOW TO ADDRESS HR ANOMALIES IN THE PUBLIC SERVICE

**There is inconsistency in the enforcement of policies, regulations, and procedures as outlined in the following acts:**

- Public Service Act, 1995 (Act 13 of 1995)
- Public Service Act, 1980 (Act 2 of 1980)
- Regional Council Act, 1992 (Act 22 of 1992)
- Labour Act, 2007 (Act 11 of 2007)
- Social Security Act, 1994 (Act 34 of 1994)
- Affirmative Action (Employment) Act, 1998 (Act 29 of 1998)
- And any other relevant Act's concerning Human Resources functions.

Therefore, Human Resources Practitioners in the Public Service must be well-informed about the rules, regulations, and procedures to effectively perform their duties:

- By attending HR Management capacity-building courses
- Holding HR Forums to clarify rules and regulations for consistency
- Establishing clear and consistent communication channels between Human Resources Practitioners at different levels and the Public Service Commission Secretariat for consultation and guidelines
- Providing feedback to HR Practitioners on their shortcomings.

There is a lack of compliance in the implementation of policies, regulations, and procedures outlined in the following acts:

- Public Service Act, 1995 (Act 13 of 1995)
- Public Service Act, 1980 (Act 2 of 1980)
- Regional Council Act, 1992 (Act 22 of 1992)
- Labour Act, 2007 (Act 11 of 2007)
- Social Security Act, 1994 (Act 34 of 1994)
- Affirmative Action (Employment) Act, 1998 (Act 29 of 1998)
- And any other pertinent acts related to Human Resources functions.

## PSC PAYS HOMAGE/ A LIFE WELL LIVED: DECEASED HEAD OF STATE HIS EXCELLENCE PRESIDENT HAGE G. GEINGOB



Photo: Office of the Prime Minister

**CONDOLENCES:** On the 15 February 2024, The Public Service Commissioners converged at Casa Rosalia to offer their condolences to the late Geingob's family. During the visit the Chairperson Mr. Salmaan D. Jacobs asked the family to have faith and that, the entire nation is with them during this difficult time.



Commissioner. Salmaan D. Jacobs Chairperson of the Public Service Commission signs the book of condolences in honor of the late President Dr. Hage G. Geingob.



## CHAIRPERSON'S WORKING VISIT: AFRICAN CENTRE FOR APPLIED RESEARCH AND SOCIAL DEVELOPMENT TRAINING (CAFRAD)

On the invitation of the African Training and Research Center in Administration and Development (CAFRAD), Mr. Salmaan Dhameer Jacobs, Chairperson of Public Service Commission accompanied by Mr. Alfred T Tjihambuma, Deputy Executive Director: Public Service Commission, attended the 58th Meeting of CAFRAD Governing Board on 22nd May 2023 in Rabat, Morocco.

In his remarks at the CAFRAD Governing Board meeting, Chairperson Salmaan Jacobs stressed the importance of Namibia attached to the vision, mission, and objectives of CAFRAD. He said that the Public Service Commission of Namibia, intends to move in the same direction of wanting to modernize and automate the human resource services of the Public Servants of Namibia in particular, and that of the whole government of the Republic of Namibia in general.

He, therefore, expressed the importance of Namibia and other African countries to benefit from the programmes of CAFRAD. He also stated that although Namibia last attended the CAFRAD Governing Board meeting in 2015, it continued to pay its annual subscription fees, because, Namibia believes that the programmes of the Organization stand to benefit the public servants of all the countries and that timely payment of the membership fees ensured continuity of the planned programmes. Other African countries who spoke at the meeting also expressed similar sentiments that African governments should move away from manual operation of their human resource and governance infrastructure, and embrace digitalization.

Namibia was appointed by SADC countries present at the meeting, as the new member of the Executive Committee of CAFRAD, representing Southern Africa. Other members of the Executive Committee are Bukina Faso, Niger, and the Gambia representing West Africa; Chad and Central Africa Republic representing Central Africa; Sudan representing East Africa; Mauritania representing North Africa while Morocco as the host country is a permanent member.

Mr. Jacobs engaged the Ministry of Digital Transformation and Administration Reform of the Government of the Kingdom of Morocco, during his visit. The purpose was to learn how it operates, their structures and systems. The Ministry of Digital Transformation and Administration Reform plays a coordination role for all Moroccan Government Ministries to provide facilities to these Ministries to embrace digitalisation.

The Ministry of Digital Transformation and Administration Reform of Morocco made significant progress in digitalisation and transformation of the public service of Morocco. Hence, these two governments indicated a willingness to cooperate in this regard, and the Chairperson accepted that such cooperation and coordination would be welcomed by the country and the Public Service Commission of Namibia.

CAFRAD is the Pan African Intergovernmental Organisation created in 1964 by African governments with the support of UNESCO. CAFRAD was created with the mission to improve and promote the system of public administration and governance through research and various interdisciplinary training activities based on contemporary challenges and opportunities needed for development of African countries.





## PUBLIC SERVICE COMMISSION OF NAMIBIA (PSC) AND THE PUBLIC OFFICE BEARERS REMUNERATION AND BENEFITS COMMISSION (POBC) ON A JOINT BENCHMARKING VISIT TO BOTSWANA AND SOUTH AFRICA

The Public Service Commission of Namibia (PSC) and the Public Office Bearers Remuneration and Benefits Commission (POBC) jointly organized a benchmarking visit to Botswana and South Africa from 23rd to 27th July 2023. The purpose of the visit was to enhance the understanding of the public service structures within the sub-region. The delegation from Namibia, headed by Ms. Milka Mungunda, Deputy Chairperson of the POBC, also comprised Mr. Salmaan D. Jacobs, Chairperson of the Public Service Commission, as well as Mr. Benhardt Kukuri, Mr. Deon van Zyl, Mr. Gerson H Kamatuka, Mr. Alfred T Tjihambuma, and Mr. Oscar S Muyatwa.

During the visit, the team gained insights into the operating structures of the Public Service Commissions in both Botswana and South Africa. In Botswana, the PSC appoints commissioners for a three-year term on a part-time basis, without offering gratuity at the end of the term. Furthermore, the recruitment process in Botswana has been decentralized to government offices, ministries, and agencies, while staff transfers are centralized.

Conversely, the Public Service Commission in South Africa has a broader mandate, including functions such as investigation, monitoring, and evaluation. In South Africa, commissioners are appointed for a five-year term and have the possibility of renewal for an additional term based on recommendations and approvals. The South African PSC is also accountable to the National Assembly and reports annually through the Parliament Portfolio Committee.

Both the Botswana and South Africa Public Service Commissions have shifted their focus from operational activities such as recruitment and transfers. The Botswana PSC primarily deals with staff grievances and serves as a conflict resolution body, while the South African PSC is responsible for maintaining effective and ethical public administration.

The benchmarking visit provided valuable insights into the different structures and functions of the Public Service Commissions in Botswana and South Africa, facilitating the exchange of knowledge and experiences. The benchmarking team concluded the visit at the Namibia High Commissions both in Botswana and South Africa.



Chairpersons' and the Members of the SADC PSCs' Regional Chairperson Structure.

## PSC STAFF TRAINED ON UNITED NATIONS CONVENTION 190 ON COMBATING VIOLENCE AND HARASSMENT IN THE WORLD OF WORK

The Public Service Commission (PSC) staff members have undergone a comprehensive in-house series of training sessions held from 22 – 29 May, 5th and 7th June 2024 by the International Labour Organization (ILO) through the Ministry of Labour Relations, on Violence and Harassment in the World of Work.

Two dedicated PSC staff members, Mr. Petrus Muhepa and Ms. Patrisia Ashivudhi, have been empowered as ILO Change Agents through rigorous training. As influential change agents, they are entrusted with the vital role of mentoring their colleagues to eliminate violence, harassment, intimidation, bullying, and discrimination in the workplace. This initiative aims to cultivate a safe and welcoming environment for all employees and clientele.

This inclusive approach also extended to the management cadres and information officers, ensuring that every level of the organisation is equipped to foster a culture of respect and safety in the workplace. In line with this initiative all PSC staff members, spanning various divisions attended the training which is an annual refresher engagement with the staff members at PSC.

As an integral member of the International Labour Organization (ILO), Namibia ratified Convention 190 on Violence and Harassment in the World of Work in 2020.







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"Empowering a Citizen-Centric Public Service for an Inclusive  
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Learning and Technological Transformation."



# AFRICA PUBLIC SERVICE DAY CELEBRATION

**26-27 JUNE 2024**  
**NIPAM - WINDHOEK**



**ACTIVITIES:** Exhibitions, sports, wellness and panel discussions

For enquiries: 061 287 3049 / 061 287 3124



Office of the Prime Minister OPM\_Namibia



### Division: Grievances, Complaints and Appeals

The Division Grievances, Complaints and Appeals is headed by a Deputy Director and is responsible for ensuring that the provisions of all Public Service legal frameworks and the Public Service Staff Rules are complied with at all times

*As such, the prescribed procedures for grievances/complaints to PSC as stipulated in PSSR.J/1/11 and PSC Circular No. 04 of 2019 are viz:*

1. First exhaust the internal avenue by lodging a complaint to the concerned Executive Director (ED) or Chief Regional Officer (CRO);
2. Make at least three (3), monthly interval follow ups with the ED or CRO when no response received before approaching the PSC;
3. When approaching PSC the following must be noted:
  - Complaint to PSC must be of the same contents as the one to ED or CRO;
  - All copies of correspondences with Executive Director or Chief Regional Officer must be attached;
  - Personal details of the complainant;
  - Failure to comply with the above requirements, the complaint is referred back to the complainant to follow the laid procedures;
4. Complaint lodged with complete pack, responded within three (3) months;
5. Complainant not satisfied with the PSC's response, appeal to other avenues of choice.



## MEET TEAM PSC NEW STAFFS:

PSC EXTENDS A WARM WELCOME TO ITS NEW TEAM MEMBERS



**Ms. Tangeni O.T. Haitula**  
**Director of Human Resource Compliance**



**Mr. Chalo Chainda**  
**Chief Information Officer**



**Ms. Selma Nalusha**  
**Information Officer**



**Ms. Jullien Van Wyk**  
**Human Resources Policy Analyst**

The commission welcomed its new staff members, where three of them under the same division started the same day on 01 April 2024, and those are; the Director of Human Resource Compliance Mrs. Tangeni, O.T Haitula, Chief Information Officer Mr. Chalo Chainda, and Information Officer Ms. Selma Nalusha. Consecutively, Ms. Julien Van Wyk followed this triple appointment on 01 June 2024. The staff members were warmly welcomed and introduced to everyone at the Office of the Prime Minister and the department. Consequently, Ms. Julien Van Wyk, a Human Resources Policy Analyst followed the trio appointment on 01 June 2024. They were warmly welcomed and introduced to everyone at the Office of the Prime Minister and the department. We wish them well on their journey to dedicated service to the Public Service.

## **FEEDBACK/COMMENTS/COMPLAINTS:**

**For any suggestions, want more information, not satisfied with the standard of service we render or wish to comment about anything we have mentioned, contact our office at:**

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## **YOUR VIEWS AND OPINIONS MATTERS:**

**Log on to : [www.psc.gov.na](http://www.psc.gov.na)  
and talk to us through the feedback button**

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 **psc\_namibia**

