



# Service Charter

2016-2020



Enabling Stakeholders formulate policies, plan and make decisions.







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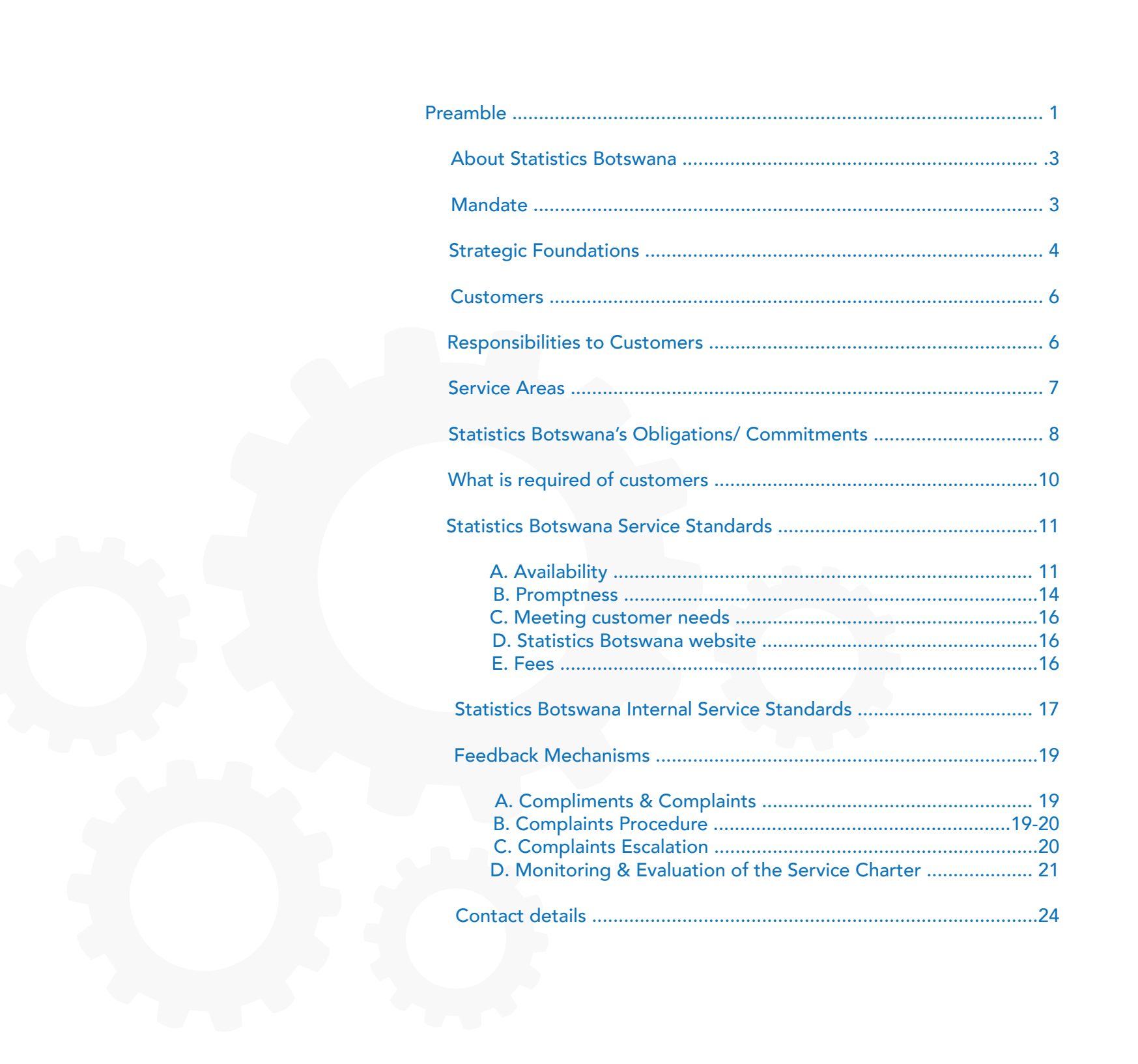
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# Preamble

Statistics Botswana developed a five year corporate strategic plan for the period 2015 – 2020. Efficient and effective implementation of the strategic plan requires high level service standards, hence the development of this Service Charter.

I am pleased to release the Statistics Botswana Service Charter for the period [2016-2020](#) which is aligned to the Organization's five (5) year strategic plan.

The Service Charter was developed through a process that included benchmarking on international best practices, and has taken into account input provided by staff, management, and stakeholders through a consultative process. The Service Charter will be monitored and evaluated regularly.

The Service Charter, which is the first for the organisation, demonstrates Statistics Botswana's commitment to increasing availability and access to Botswana's wealth of statistical information by delivering timely, relevant and accurate statistical information, the use of which contributes to informed decision-making, research and discussion within government, the private sector, the international community, and Botswana in general. The charter is aligned to the provisions of the [Statistics Act of 2009](#).

Through implementation of its data dissemination policy, Statistics Botswana ensures that its various data dissemination platforms such as the website, data portals and social media sites avail data to all users of statistics. These dissemination platforms are supported by a telephone inquiry service to assist customers to access data. Customers can also walk-in for assistance at the Statistics Botswana offices in Gaborone and Francistown. Some statistical outputs (maps, data, etc) are provided on a cost-recovery basis.

This Service Charter outlines the organisation's commitment to providing quality customer service, and specifies what can be expected when the organisation is approached for statistical and/or other related services through any of the service channels.

Statistics Botswana, therefore, appreciates feedback on the customer service received, and on its performance on the standards identified in this Service Charter. This feedback is critical as it will be continually used to improve the development and provision of quality statistics.



**Ms Anna Majelantle**  
Statistician General  
August 2016





## Executive Management Team

Service Charter  
2016-2020

# 1. About Statistics Botswana

## Mandate

Statistics Botswana is a parastatal organisation established by the Government of the Republic of Botswana in 2009 through an Act of Parliament (i.e. [Statistics Act of 2009](#)) for the production and coordination of official statistics. The organization was previously the Central Statistics Office, operating under the Statistics Act of 1967, and housed under the Ministry of Finance and Development Planning. Official statistics assist government organisations, private sector, international organisations, and the general public in evidence-based decision making for planning, policy development and investment purposes. The Statistics Act provides for a Board of Directors appointed by the Minister of Finance and Development Planning. The Board is the governing and policy making body of Statistics Botswana.

## 2. MANDATE

**2.1** Statistics Botswana (SB) is a body corporate with perpetual succession and a common seal, capable of suing and being sued in its own name and subject to the provisions of the 2009 Statistics Act. SB is the pre-eminent national agency responsible for the development and management of official statistics, and the official source and custodian of official statistics in the country.

**2.2** The statutory mandate also includes the responsibility of providing advisory and technical services to all users on statistical matters.

**2.3** Specific Aims and Objectives:

More specifically, the aims and objectives of SB may be outlined as follows:

- i. To collect, process, compile, analyse, publish, disseminate and archive official statistics;
- ii. Advise Government and other agencies on policy, procedure and regulations relating to the development of official statistics;
- iii. Collaborate with Government ministries, departments and other agencies in the collection, compilation, processing, publication, dissemination and archiving of statistical information including statistics derived from routine administrative activities;
- iv. Develop and promote the use of statistical standards and appropriate methodologies;
- v. Conduct the population and housing census every ten years and any other censuses such as the agricultural, business censuses and surveys, as the Board may determine;
- vi. Organise and maintain a central depository of statistical reports, publications, documents and data from both within and outside Botswana;

## Strategic foundations

### Vision

### Mission

### Values

vii. Develop and maintain a business register for the purpose of creating a sampling frame;

viii. Develop and maintain a comprehensive national socio-economic database;

ix. Provide a focal point of contact with international agencies on statistical matters;

x. To act as the nodal agency for planned development of the statistical system in the country.

## 3. STRATEGIC FOUNDATIONS

### VISION

To be world-class provider of quality official statistics and related services.

### MISSION

To enable stakeholders formulate policies, plan and make decisions.

This is done through:

- Providing authoritative official statistics,
- Promoting the use of official statistics,
- Developing and maintaining the National Statistical System, and
- Providing statistical and related services.

### VALUES

The values below form the basis of SB's decision-making and interactions with stakeholders and customers, both internal and external, and influence the way in which the organization discharges its mandate:

i. **Focus to customer:** Timeliness, accuracy, quality, and innovation;

ii. **Focus on quality:** Consistent production of good quality work;

iii. **Professionalism:** Exercise scientific principles and data analysis, abide by professional code of conduct and continuously develop staff;

iv. **Integrity:** Botho, adherence to moral and ethical (standards of conduct) principles and honesty;

v. **Accountability:** Transparency, obligation to account, accept responsibility and being answerable;

vi. **Teamwork:** Unity, compromise, harmony and participation;





# Directorate of Corporate Services

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2016-2020

## Customers

## Responsibilities to customers

vii. **Confidentiality:** High level of protection of information providers and the information collected. Maintaining the confidentiality of individual and corporate information.

### 4. CUSTOMERS

Users of statistics come from many sectors of the Botswana community. These include, but are not limited to:

- Government
- Traditional & Local Authorities
- The Public
- Researchers and Librarians
- Private Sector
- The academic sector
- Media
- Non-Governmental Organisations
- Parliamentarians & Councilors
- Development partners

### 5. RESPONSIBILITIES TO CUSTOMERS

Statistics Botswana's responsibilities to customers include the following:

- i. act as the nodal organisation for planned development of the statistical system in the country;
- ii. lay down and maintain the norms and standards in the field of statistics, involving concepts and definitions, methodology of data collection, processing of data and dissemination of results;
- iii. provide an advisory service to Government and other users on all-statistical matters and related subjects;
- iv. provide regular and timely statistical information on the economic and social state of the country and its people;
- v. provide statistical information on the socio-economic status of households and families in Botswana;
- vi. provide information on the country's population characteristics from time to time;

Customers

Responsibilities  
to customers

Service areas

vii. conduct the large scale all-Botswana sample surveys for creating a database needed for studying the impact of specific problems for the benefit of different population groups in diverse socio-economic areas such as employment, consumer expenditure, literacy levels, health, informal sector activity, etc;

viii. provide an in-house facility to process data;

ix. conduct and arrange training programmes in statistics and related subjects;

x. disseminate statistical information on various aspects through a number of regular or ad-hoc publications to Government, parastatals, Southern African Development Community member countries and various other national and international organisations; and through seminars/workshops;

xi. ensure that the work programme for the office reflects the needs of users and to encourage frequent communication with users in order to assess these needs; and

xii. expand the scope for statistical services as and when resources permit.

## 6. SERVICE AREAS

Statistics Botswana has four service areas, otherwise known as Directorates and they provide the following:

**Economic Statistics** - this service area compiles, analyses and reports on economic statistics indicators such as GDP, Consumer Price Index, International Merchandise Trade, Tourism, Production levels, Information and Communication Technology (ICT), Agriculture, and Environment. These statistics are provided through four divisions: National Accounts & Prices; Tourism, Trade and Industry; Agriculture & Environment; and Transport, Infrastructure and ICT.

**Socio-Demographic Statistics** – the service area compiles, analyses and reports on socio-demographic indicators such as population, employment, poverty, crime, vital and civil registration, education and health. The directorate provides service in three divisions: Census & Demography, Labour & Poverty, and Education & Health. The directorate provides informed relevant indicators, analysis, periodic reports and statistics on various population indicators including employment, poverty, crime, vital and civil registration, education and health.



Service areas

Obligations/  
commitments

**Stakeholder Relations** – This directorate is responsible for the overall coordination and maintenance of effective relations with data providers, users and other producers of statistics within the National Statistics System (NSS). The directorate also manages collaboration with line ministries/departments, private sector, non-governmental organisations and development partners involved in the statistical production process. Other responsibilities include ensuring effective communication, advocacy, dissemination and documentation of statistical products and services.

These activities are implemented through the services of the National Statistical System Coordination and External Relations as well as the Communication, Dissemination & Documentation divisions.

**Standards, Methods & Information Systems (DSMIS)** – This service driven directorate is mandated to collect and process data from various household and business surveys, censuses and administrative records; provides Cartographic and GIS services for census Enumeration Area (EA) maps; provides sampling frames support for household and business surveys and censuses; and maintains and updates the Statistical Business Register. The Directorate also provides technical and statistical services to internal and external stakeholders on surveys and data management; statistical standards; quality assurance; training and certification; and development of statistical systems. The directorate has four divisions, namely: Fieldwork and Regional Services Coordination, Sampling Frames Support, Statistical Standards and Data Management.

**Support Services** – three service areas under support services are available: Corporate Services (Finance, Human Resources; Administration & IT) which is mandated to create an enabling environment that allows optimum output from all service areas. Internal Audit which maintains and reports internal audit issues to the Finance and Audit Committees of the Board of Statistics Botswana, and, Legal Services and Board Secretary which provides legal advice, review of legislation and Board Secretarial Services.

## 7. STATISTICS BOTSWANA OBLIGATIONS/COMMITMENTS

The organisation's obligations or commitments to customers include:

- i. being professional and treating customers with courtesy, respect, transparency, and fairness;
- ii. seeking to understand customer requirements and responding to queries in a timely and accurate manner;
- iii. helping customers access and understand the statistical information as well as all services received from Statistics Botswana;



# Directorate of Economic Statistics

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## Customer requirements

- iv. keeping customers' personal data and information confidential;
- v. providing comprehensive, accurate and timely information that is clear and easy to understand;
- vi. honouring commitments, and notifying customers of any changes in a timely manner;
- vii. listening to customers' concerns and comments, and responding to all complaints as outlined in the complaints procedures;
- viii. providing opportunities for customers to give feedback on Statistics Botswana services through the various channels which include customer evaluation forms;
- ix. safe-guarding all information in order to maintain confidentiality on information provided by stakeholders during data collection (through surveys, censuses and collection of administrative data), and information obtained from the organisation by users of statistics;
- x. protecting the safety and security of all visitors entering Statistics Botswana premises.

## 8. WHAT IS REQUIRED OF CUSTOMERS

Customers are required to:

- i. allow Statistics Botswana to collect various statistical data from them. The Statistics Act makes it mandatory for all individuals and organisations to furnish Statistics Botswana with all required information;
- ii. use official statistics to formulate policies, plan and make decisions;
- iii. provide Statistics Botswana with their information requirements, so that they can be provided with the statistics or product/service which best suits their needs;
- iv. inform Statistics Botswana of any particular access or other needs so that they can be accommodated;
- v. provide feedback on the products and services received from Statistics Botswana staff using the range of feedback options provided;
- vi. adhere to all policies, procedures and guidelines of Statistics Botswana ( this will include the pricing guidelines)
- vii. Welcome and treat Statistics Botswana staff with courtesy and respect.

## 9. STATISTICS BOTSWANA SERVICE STANDARDS

Statistics Botswana is committed to serving its customers in a prompt, reliable, courteous, and fair manner. The organization therefore makes the following commitments:

### A. AVAILABILITY

As per the core mandate, making information readily available and accessible for decision making is an important part of Statistics Botswana's business. The organisation will therefore:

i. provide data electronically through the:

- Website: [www.statsbots.org.bw](http://www.statsbots.org.bw)
- Data portals: <http://botswana.opendataforafrica.org>
- Microdata portal: <http://botswana.microdatahub.com>
- Social Media Platforms

ii. provide information in multiple formats such as, PDF, MS Excel, hard-copy, soft copy, etc. through requests made through the Information Desk Officer (contact details under section 12):

iii. Publish the Statistics Botswana Release Calendar/Schedule on the website and other media platforms on 1st April every year.

iv. Avail different periodic statistics reports as follows:

#### a) Monthly Statistical Reports

The following reports will be made available every month:

- i. Consumer Price Index statistics (CPI) on the 15th
- ii. International Merchandise Trade Statistics Brief (Stats Brief) from 25th to the last day of every month.

#### b) Quarterly Statistical Reports

On a quarterly basis, Statistics Botswana will produce and avail these reports as per the Advance Release Calendar:

- i. Formal sector employment Stats Brief
- ii. Transport and Infrastructure Stats Brief
- iii. Information and Communication Technology Stats Brief
- iv. Quarterly GDP Statistics Stats Brief



# Directorate of Social & Demographic Statistics

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2016-2020



## Service standards

- v. Index of Mining Production Stats Brief
- vi. Electricity Generation and Distribution Stats Brief
- vii. Marriage Stats Brief
- viii. Work Permits Holders Stats Brief
- ix. Causes of Mortality Stats Brief
- x. Maternal Mortality Ratio (MMR) Stats Brief
- xi. Stats Update

### c) Annual Statistical Reports

The following reports produced using administrative and survey data obtained from government departments and agencies, including Statistics Botswana will be availed as per the Advance Release Calendar. Annual Statistical Reports will be available every 12 months, Annual Stats Briefs will be available 9 months after data collection.

- i. Transport and Infrastructure
- ii. Information and Communication Technology
- iii. National Accounts
- iv. International Merchandise Trade Statistics
- v. Tourism
- vi. Agriculture
- vii. Health
- viii. Education
- ix. Crime
- x. Vital
- xi. Demography
- xii. Labour
- xiii. Environment

### d) Population and Housing Census

The population and housing census is conducted every 10 years; the last was in 2011. The Preliminary Results Population and Housing Census Stats Brief will be availed 6 months after the actual census count and the final main results report will be available in 12 months. Selected Indicators Reports will be availed as per annual release calendar.

### e) Inter Census Programme of Surveys and Censuses

Stats Briefs for survey and census reports will be available 6 months after data collection, and the full survey reports will be available 12 months following the year of data collection. The inter census program can be found on the Statistics Botswana website.

#### f) Policies, Guidelines, frameworks and other products

In order to effectively coordinate the National Statistical System, Statistics Botswana will make available, to its customers, policies, guidelines, frameworks, and strategy documents such as the ones listed below:

- i. Data Quality Policy
- ii. Editorial Policy
- iii. Data Dissemination Policy
- iv. Pricing Guidelines
- v. Operational Manual
- vi. Enumeration Area Maps
- vii. A compendium of concepts, definitions and classifications
- viii. Census and Survey Manuals
- ix. Botswana Strategy for the Development of Statistics (2015-2020)
- x. Statistics Botswana Strategic Plan (2015-2020)
- xi. Botswana Population Atlas
- xii. Botswana Population Projections 2011-2026

## B. PROMPTNESS

To ensure prompt service, Statistics Botswana shall:

- maintain website up time at 95%, and update website and data portals content monthly
- provide service during regular business hours, 7:30am to 12:45pm and 1:45pm to 4:30pm, Monday to Friday;
- communicate in the two Botswana official languages, English and Setswana;
- answer telephone calls from clients within two rings during normal business hours, 7:30am - 12:45pm and 1:45pm - 4:30pm, Monday to Friday, and return customer phone calls within one (1) business day of receipt;
- respond to e-mail requests within 24 hours during normal business hours, 7:30am to 12:45pm and 1:45pm - 4:30pm, Monday to Friday, even if it is just acknowledgement of receipt;
- acknowledge receipt of 99% of e-mail enquiries within two (2) business days;
- acknowledge receipt or answer letters received through mail or fax within five (5) business days of receipt;



# Directorate of Stakeholder Relations

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## Service standards

- respond to basic information requests and orders for readily available products within two (2) business days of receipt;
- advise customers of any change in delivery time and clearly explain the reason for the change;
- attend to statistics requests promptly for readily available information (simple request), and within 2 business days if information is not readily available (normal requests);
- respond to complex data requests (requests requiring further processing) within 1 month.

### C. MEETING CUSTOMER NEEDS

To meet the information needs of customers, Statistics Botswana shall:

- consult with the customers to understand their needs. This will be done through the organisation's various customer feedback mechanisms, for example through suggestion boxes, website and other on-line based surveys.
- advise customers immediately in the event of differences between the request and the product to be delivered, and agree on the differences with the customer before delivery of the product;
- announce to customers whenever there is a new release/development through different dissemination platforms;
- follow-up with customers to investigate complaints within 3 business days of receipt.

### D. STATISTICS BOTSWANA WEBSITE

The website **will:**

- provide quality official statistics;
- be available 24 hours a day and seven days a week, subject to availability of electricity, internet and other factors outside of the organisation's control.

### E. FEES

Fees are based on factors such as complexity of data requests, time required to compile/produce/deliver the required product/service, technology requirements and data transmission costs.

Statistics Botswana shall apply a cost to its products and services in line with the pricing guidelines. Customers shall be informed of costs of products and services prior to work being undertaken. Any changes to the pricing guidelines will be communicated promptly to customers.

## 10. STATISTICS BOTSWANA INTERNAL SERVICE STANDARDS

Internally, Statistics Botswana aims to meet the following standards to ensure that statistical products are delivered on time:

### Statistical Support

- provide the updated business surveys sampling frame by the end of March annually;
- keep network, e-mail, website uptime at 95%;
- provide quality and cleaned data sets for routine business surveys and administrative records not more than 3 months after data collection;
- provide quality and cleaned data sets for household and business surveys as well as census Stats Briefs not more than 6 months after data collection;
- provide main census reports 12 months after end of data collection
- respond to the methodological support required 3 business days from date of request;
- provide methodological and other statistical and technical advisory services 10 business days from date of request;
- provide accurate and up-to-date census mapping 2 years before the population and housing census; and
- produce thematic maps and shape files 2 business days from date of request.

### Corporate Support

- ensure that all employees wear nametags at all times;
- receive all data requests through the information desk officer, who will, in turn, refer them to the relevant subject matter specialists (Readily available data will be issued straight away, otherwise it will be availed in 2-3 business days depending on the complexity of the request
- follow up with clients to investigate complaints within 3 business days of receipt;
- complete the formal tendering process within 60 business days, and the informal tendering process within 10 business days;





# Directorate of Standards, Methods & Information Systems (DSMIS)

Service Charter  
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- respond to correspondence within 10 business days;
- have suggestion boxes on every floor. These will be used for complaints and compliments. The boxes will be checked weekly and referred to relevant directorates/divisions. Customers will be notified of receipt of their complaints and will be given feedback within 14 business days.

## 11. FEEDBACK MECHANISMS

### a. Compliments & Complaints

Statistics Botswana values all feedback from customers. Customers are encouraged to provide constructive feedback, suggestions, complaints and compliments. All these will be collated and evaluated to develop and maintain excellent customer service.

#### Compliments

Compliments for good service help the organization to continuously improve its service delivery. Several channels are provided for registration of compliments (Compliment Record Forms, suggestion boxes, and questionnaire on the website, and information desk).

#### Complaints

All complaints from customers will be taken seriously. Customers will be contacted within 3 business days of receipt of a complaint. Complaints will be resolved within 14 business days of receipt. Several channels are provided for registration of complaints (Complaints Record Forms, suggestion boxes, questionnaire on the website, information desk).

### b. Complaints Procedure

This is the official complaints procedure through which Statistics Botswana will handle all complaints lodged by customers in order to deliver a consistent, high-quality and accountable response to complaints.

## Feedback mechanisms

- 1** **RECEIVE** complaint through suggestion boxes, website, email, fax, mail and in person reports.
- 2** **ACKNOWLEDGE** receipt of complaint within 3 business days, and assure customer that the complaint will be investigated and resolved within 14 business days.
- 3** **INVESTIGATE** the internal and external facts of the complaint to ensure that the problem is appropriately addressed.
- 4** **RESOLVE** the complaint and determine the corrective course of action through engagement of relevant internal authorities.
- 5** **GIVE CUSTOMER FEEDBACK** in writing within 14 business days.

### c. Complaints Escalation

- 3** **Statistician General** If dissatisfaction ensues, a customer may escalate their complaint in writing to this office.
- 2** **Communication Manager** If dissatisfied with the response, contact this office directly through mail, email, fax, telephone or in person. The complaint will be reviewed, and resolved, and a written response will be provided promptly.
- 1** **Information Officer** Address complaint to this office through suggestion boxes, website, email, fax, mail and in person reports, and await written resolution.



## Feedback mechanisms

### d. Monitoring & Evaluation of the Service Charter

This service charter will be monitored and evaluated on a regular basis through administering website and other on-line questionnaires, and through the Statistics Botswana Customer Satisfaction survey. Results of the monitoring and evaluation exercises will be used to improve the service charter, and ultimately service delivery.





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