



Republic of Namibia

MINISTRY OF JUSTICE

INSTITUTIONAL CUSTOMER SERVICE CHARTER



English • Afrikaans • Damara>Nama • Otjiherero • Oshiwambo • Setswana • Silozi • Rukwangali



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INSTITUTIONAL CUSTOMER SERVICE CHARTER

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ABBREVIATIONS AND DEFINITIONS

O/M/As	Offices/Ministries/Agencies
MOJ	Ministry of Justice
ICT	Information Communication Technology
IT	Information Technology
CSC	Customer Service Charter
SADC	Southern African Development Communities
LRDC	Law Reform and Development Commission
AU	African Union
UN	United Nations
CCL	Cabinet Committee on Legislation
ISPPIA	International Standards of the Professional Practice of Internal Auditing
HCMS	Human Capital Management System
GIPF	Government Institution Pension Fund
IMC	Inter-Ministerial Committee
TNA	Training Needs Analysis
Gazette	It is the official publication / newspaper of the Government of Namibia

HIGH LEVEL STATEMENTS



OUR MANDATE

The Ministry of Justice is mandated to provide legal services and facilitate access to justice



OUR MISSION

To deliver quality, timely and accessible legal services and to provide quality, timely and independent legal representation, advice, and prosecutions.



OUR VISION

To be a leading provider of legal services

CORE VALUES

INTEGRITY

We act with honesty and impartiality

TRANSPARENCY

Activities must be done in an open, straight forward and easily understandable manner

SERVICE EXCELLENCE

We are ready to go the extra mile

ACCOUNTABILITY

We take responsibility for our decisions and actions

PROFESSIONALISM

We take pride in what we do and deliver quality and timely work

SYNERGY

We value our staff and those whom we serve and promote teamwork

FOREWORD BY THE MINISTER



The Ministry of Justice's Customer Service Charter is a document that outlines the Ministry's commitment to providing high-quality services to the Namibian public at large. The Charter emphasizes the Ministry's dedication to treating its customers with respect and providing them with timely, efficient, and effective services. The Customer Service Charter sets out the Ministry's service standards for various services it offers.

These standards include timely response to customer queries and requests, timely processing of applications and efficient handling of customer complaints.

The Charter also highlights the Ministry's commitment to accessibility and inclusivity. The Ministry endeavours to provide services that are accessible to all customers, regardless of their physical or mental abilities, language or cultural background.

The Ministry recognizes the importance of feedback from its customers and encourage customers to provide feedback on its services. The Charter outlines the Ministry's process for handling customer feedback and complaints and the Ministry is committed to using this feedback to improve its services continuously.

In conclusion, the Ministry of Justice's Customer Service Charter demonstrates the Ministry's commitment to providing high-quality services to its customers driven by accessibility and inclusivity.

A handwritten signature in black ink, appearing to read 'Y. Dausab', written over a horizontal line.

HON. Yvonne Dausab, MP
MINISTER OF JUSTICE

ACKNOWLEDGEMENT



The Ministry of Justice is committed to providing high-quality services to our customers. We recognize that our customers are at the heart of everything we do, and we are dedicated to ensuring that they receive timely, efficient, and effective services.

We understand that our customers have diverse needs and come from different backgrounds, and we are committed to providing services that are accessible and inclusive to all.

Our Customer Service Charter outlines our commitment to customer service excellence. The Charter sets out our service standards and expectations for the legal services rendered in terms

of the mandate of the Ministry. We are committed to meeting these standards and ensuring that our customers receive the best possible service from us.

At the Ministry of Justice, we value customer feedback and encourage our customers to provide us with feedback on their experiences in respect of the services we render. We believe that customer feedback is essential to improving our services and meeting our customers' needs. We have put in place processes for handling customer feedback and complaints, and we are committed to addressing any concerns raised by our customers promptly.

The Ministry of Justice Customer Service Charters are living documents that will evolve over time as we continue to learn from our customers' feedback and changing needs. We are committed to regularly reviewing and updating the Charter to ensure that it remains relevant and responsive to our customers' needs.

We invite you to read our Customer Service Charter and hold us accountable to the standards outlined therein. We are committed to providing the best possible service to our customers, and we look forward to continuing to serve you with excellence.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Pickering', written over a horizontal line.

Mrs. Gladice Pickering
EXECUTIVE DIRECTOR



ENGLISH

1. HIGH LEVEL STATEMENTS

Our Mandate

The Ministry of Justice is mandated to provide legal services and facilitate access to justice.

Our Mission

To deliver quality, timely and accessible legal services and to provide quality, timely and independent legal representation, advice, and prosecutions.

Our Vision

To be a leading provider of legal services

THIS CHARTER -

- Outlines the service we provide (What we do)
- Defines who our customers are
- Reflects our commitment to you
- Sets out service promise/standards (standard of services that you can always expect from us)
- States what we will do if you contact us
- Confirms that your views count
- Reflects what we ask of you
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our services

Office of the Executive Director

- » Division: Internal Audit
- » Division: Public relations
- » Division: Security and Risk Management

Directorate: Central Administration

- » Division: Finance & Budgeting
- » Division: Development Plan & Fixed Assets
- » Division: Information Technology
- » Division: Auxiliary & General Services
 - Subdivision: Human Resources Management and Development

Directorate: Legal Advice

- This directorate provides capacity to the Attorney General on legal matters to enable the Attorney General as principle legal advisor to the President and Government to execute his/her Constitutional mandate.

Directorate: Civil Litigation

- This directorate is mandated to represent Government O/M/A's in civil cases and also individual staff members of Government O/M/A's when they have acted in their professional capacity.

Directorate: Public Prosecution

- The Public Prosecutors working in this directorate are delegated by the Prosecutor-General to prosecute crimes on behalf of the State.

Directorate: Legal Aid

- This directorate is charged with the responsibility of providing legal aid, i.e. legal advice and legal representation at Government expense to indigent litigants who meet the requirements in terms of the Legal Aid Act 29 of 1990 as determined in regulations promulgated by the Minister of Justice in terms of the Act .

Directorate: Master of the High Court

- This directorate is required by statute to supervise the administration of deceased estates, liquidations and insolvencies, registration of trusts and the administration of the Guardian's Fund.

Directorate: Legal Services

- This directorate is responsible for the administration and execution of legal processes on national, regional, and international level relating to mutual legal assistance in criminal and civil matters; extraditions; human rights and humanitarian law; reciprocal enforcement of maintenance matters, investigating and presenting of maintenance matters to the court; bilateral and multilateral legal matters; providing administrative support to the Board for Legal Education; Disciplinary Committee for Legal Practitioners and issuing of Apostilles in terms of the Hague Convention of 05 October 1961.

Directorate: Legislative Drafting

- This directorate is responsible for scrutinizing and drafting Bills for Parliament, Proclamations of the President, Regulations and Government Notices from O/M/A's (including Regulations, Rules and General Notices from local authorities and parastatals that are subject to approval or consultation with Ministers), Rules of the Supreme Court, High Court, and Magistrates Courts. It further advises O/M/A's in their legislative capacity, publishes legislation and administrative notices in Government Gazette, binds Gazettes and distributes Gazettes to the clients/customers.

Directorate: Law Reform

- The Law Reform and Development Commission Act 29 of 1991 establishes the LRDC. The core function of the directorate is to render support to the LRDC by conducting research in connection with and to examine all branches of the Namibian Law to enable the LRDC to make recommendations for reform and development of the said law. The directorate also provides policy and research capacity for legislation administered by the Ministry of Justice.

2. WHAT WE DO

The operation of the Ministry is centered on these key Offices, Directorates and Divisions, namely:

Office of the Executive Director

- Serve as the Accounting Officer in terms of the execution of the budget allocated to the Ministry in terms of the applicable legal framework. Serve as Accounting Officer for the human and other resources of the Ministry in terms of the applicable legal framework. Responsible for overall administrative oversight and accountability for the operations of the Ministry. Serve as Central Authority for Mutual Legal Assistance requests and Extraditions. Serve as liaison with other O/M/As. Provide support to the Minister of Justice on administrative and other matters.

Division: Internal Audit

The Division is responsible for:

- Evaluating the effectiveness of the Ministry's governance, risk management and internal controls and recommending improvement. Providing the following services:
 - » Operational audits.
 - » Financial audits.
 - » Compliance audits.
 - » Information system (is) audits.
 - » Quick response audits.
 - » Follow-up on implementations of audit recommendations.

Division: Public Relations

The Division is responsible for:

- Coordinating strategic corporate communications and all public relations services within the Ministry.
- Serving as a link between the Ministry and its stakeholders.
- Disseminating information internally and externally.
- Acting as the official spokesperson for the Ministry.

- Marketing the activities of the Ministry.
- Coordinating and attending official engagements of the Ministry as required.

Division: Security and Risk Management

The Division is responsible for:

- Providing strategic oversight of protective security across information, personnel, and physical security to assist continuous delivery of business operations.
- Identifying and managing physical security risks.
- Ensuring a safe and secure physical environment for MOJ personnel, service providers, clients and the public.
- Ensuring a secure physical environment for official resources.
- Managing physical security measures and access controls to protect facilities, information, and physical assets, for example certification of security zones.
- Identifying and managing personnel security risks.
- Developing and conducting security awareness training programs.
- Providing security advice.
- Coordinating the vetting/security clearance process.
- Liaising with other law enforcement agencies and managing security.

Directorate: Legal Advice

The Directorate is responsible for:

- Assisting the Attorney-General in fulfilling his/her Constitutional mandate.
- Providing legal advice and opinions to the President and O/M/As.
- Acting as negotiators and representatives of Government at national and international forums.
- Verifying Bills and Proclamations for Constitutional compliance and possible conflict with other existing laws.
- Acting in Commissions of Inquiry and Disciplinary Hearings at O/M/As.
- Serving on National and International technical committees.
- Protecting and upholding the Constitution of the Republic of Namibia.

Directorate: Civil Litigation

The Directorate is responsible for:

- Conducting litigation on behalf of Government in civil, labour and criminal cases, rendering notarial services, doing debt collection, rendering legal advice and conveyancing services to the Government O/M/As and the State.
- All other powers provided for in the Government Attorney Proclamation of 1982.

Directorate: Public Prosecution

The Directorate is responsible for:

- Prosecuting crimes, handling asset forfeiture applications and conducting maintenance enquiries in Namibia on behalf of the State.
- Making decisions whether to prosecute crimes or not.
- Prosecuting appeals in criminal matters in the high and supreme courts on behalf of the state.
- Issuing a certificate of nolle prosequi (a certificate that authorizes private prosecution).
- Making asset forfeiture application in terms of the Prevention of Organized Crime Act 29 of 2004.
- Conducting maintenance inquiries in terms of the Maintenance Act 9 of 2003.
- Providing support services & court preparation for victims of crime before, during and after criminal trials.

Directorate: Legal Aid

The Directorate is responsible for:

- Providing Legal Aid to indigent persons.
- Considering applications for legal aid.
- Notifying applicants of the outcome.
- Asking for the contribution towards legal aid, if required by law.
- Instructing legal aid counsel or legal practitioner to represent eligible persons.
- Processing invoices for payment.
- Terminating legal aid when appropriate.

Directorate: Master of the High Court

The Department is responsible for:

- The registration and winding-up of deceased estates, insolvencies, curatorship, and trusts, and managing of Guardian's Fund.
- Registering and supervising the administration process of deceased estates.
- Deciding upon the validity of Wills.
- Registering and supervising the administration process of Insolvencies and Curatorship.
- Registering Trusts and issuing of Trust certificates.
- Ensuring compliance with the Financial Intelligence Act 13 of 2012.
- Managing funds for minors, persons with certain disabilities, absent and unborn heirs.

Directorate: Legal Services:

The Directorate is responsible for:

- Providing legal services to national and international stakeholders.
- Issuing Apostille for authentication of public documents.
- Processing requests for extradition and Mutual Legal Assistance in criminal matters.

- Processing requests for reciprocal service of civil process on behalf of foreign Governments.
- Processing requests for reciprocal enforcement of maintenance orders and foreign civil judgment on behalf of foreign governments.
- Providing administrative functions to the Inter-Ministerial Committee on Human Rights.
- Compiling, drafting, and submitting periodic human rights state reports to international human rights bodies.
- Responding to queries and questions on human rights and international humanitarian law.

Division: Maintenance

The Division is responsible for:

- Handling maintenance complaints, court hearings and investigations.
- Reviewing maintenance applications.
- Mediating maintenance applications.
- Processing maintenance applications in a court of law.
- Forwarding maintenance court orders to relevant stakeholders where necessary.
- Investigating the financial standing of parties to a case.
- Investigating complaints against persons alleged to have violated the duty to maintain and/or failed to comply with maintenance orders.
- Referring matters for criminal prosecution.
- Receiving and registering reciprocal maintenance orders.

Division: Community Courts

The Division is responsible for:

- Facilitating the recognition and establishment of the community courts.
- Supervising the administration of community courts.
- Providing training to personnel of the community courts.

Directorate: Legislative Drafting

The Directorate is responsible for:

- Translating policies into legislation, publishing and avail legislation, proclamations, notices, and other legal publications of the public in the Gazette.
- Scrutinizing and drafting proposed Bills for offices Ministries Agencies O/M/As, Proclamations for the President, Regulations, rules and other regulatory measures for O/M/As and administrative notice for O/M/As.
- Advising the CCL in their legislative capacity.
- Availing Gazettes.

Directorate: Law Reform:

The Directorate is responsible for:

- Providing secretarial and functional support to the LRDC who has the mandate to recommend the repeal of outdated and unnecessary laws; consolidate and/or codify branches of Namibian law; enact laws that promotes Human Rights and harmonize customary law and common law with statutory law and the constitution.
- Providing technical advice and assistance to O/M/A/s on their law reform initiatives, including policy formulation.
- Undertaking research on all branches of law.
- Making the law accessible.
- Conducting public and stakeholders' consultations on law reform projects.
- Preparing reports on recommendations made by the LRDC on reform of the law to the Minister of Justice.
- Submitting LRDC activity reports to the Minister of Justice, for tabling in National Assembly.

Directorate: Central Administration;

The Directorate is responsible for:

- Providing various administrative support services to the rest of the MoJ and the Office of the Attorney-General.
- Ensuring an enabling environment and high-performance culture.

3. OUR CUSTOMERS

- The President
- Political Office Bearers
- Government Offices, Ministries and Agencies
- General Public
- Namibia Central Intelligence Service
- Foreign governments and International Organisations
- MOJ Staff members
- Media

4. OUR COMMITMENT TO YOU

- We commit to regular communications with you as customers through meetings, correspondence/ reports, and information sharing.
- We strive to execute our duties within the following guiding VALUES:

CORE VALUES

Integrity

We act with honesty and impartiality

Transparency

Activities must be done in an open, straight forward and easily understandable manner

Service Excellence

We are ready to go the extra mile

Accountability

We take responsibility for our decisions and actions

Professionalism

We take pride in what we do and deliver quality and timely work

Synergy

We value our staff and those whom we serve and promote teamwork

5. OUR SERVICE PROMISE/STANDARDS

Office of the Executive Director

Division: Internal Audits

We will:

- Perform internal audit services in accordance with the International Standards of the Professional Practice of Internal Auditing (ISPPA), government regulatory framework and best practices.
- Always adhere to the approved internal audit activity charter.
- Carry out audits as per risk-based audit plan.
- Have a meeting with clients prior to and after the conclusion of all audits.
- Compile draft reports within 10 working days after completion of the fieldwork.
- Issue final audit reports within 10 working days after the validation meeting.
- Carry out follow-up audits within a year after a report has been issued.
- Conduct a quick response audit process within (5) working days upon receipt of a request.
- Render an efficient and effective internal audit service to the MOJ by means of assurance as well as responding to the request of consulting service.

Division: Public Relations

We will:

- Timely disseminate information internally and externally through quarterly newsletters, ministry's Annual Report, publishing of brochures as required, participate in annual expos and trade shows, when possible, continuously update the ministerial website and social media platforms.
- Coordinate events of the Ministry with Stakeholders when the need arise.

- Reply to your enquiries within 2 working days.
- Invite media to cover all Ministerial events when required.
- Monitor media reports about the Ministry on a daily basis.
- Provide feedback through various media platforms on reported cases regarding the ministry within five working days.

Division: Security and Risk Management

We will:

- Develop the Security and Response Plan every 3 years.
- Ensure adherence to legal frameworks that guide or regulate security at all times.
- Conduct security awareness sessions on a quarterly basis.
- Conduct investigation on security / risk incidents and security breach and submit report after 7 days and a full report within 1 month to the Executive Director.
- Conduct periodic auditing of assets, recording the location and authorized custodian of assets.
- Review security clearance after 3 years.
- Visit security guards on duty during the day and night shifts twice a week.

Directorate: Legal Advice

We will:

- Provide legal advice/feedback within 25 working days from the date of request.
- In urgent matters, you can expect our legal advice within 5 working days.
- Continuously represent government at national and international technical committees when required.
- Serve in commissions of inquiry and disciplinary hearings at O/M/As when required provided suitable staff are available.

Directorate: Civil Litigation

We will:

- Act on behalf of government in civil and labor proceedings at all times.
- Provide legal services to OMAs in accordance with the applicable laws and policies upon receipt of instructions when the need arise.
- Represent staff members in criminal matters upon receipt of instruction and in accordance with the rules of the court when the need arise.
- Certify and issue notarial certificate within 2 weeks.

Directorate: Prosecutor-General

We will:

- Prosecute crimes in accordance with the rule of law.
- Provide quality decisions to prosecute crimes at all times.
- Lodge and defend appeals in criminal matters in high and supreme Courts on behalf of the state when need arise.
- Issue a certificate of nolle prosequi (not to prosecute) on application by interested party when need arise.
- Apply for restraints or seizure, preservations, assets forfeiture & orders of proceeds of crimes in terms of the Prevention of Organized Crimes Act 29 of 2004.
- Conduct maintenance inquiries in terms of the Maintenance Act 9 of 2003.

Directorate: Legal Aid

We will:

- Consider applications for legal aid within 10 working days from date of receipt of application.
- Notify applicant of the outcome within 3 working days from date of decision.
- Ask for the contribution towards legal aid, if required by law.
- Instruct legal aid counsel and legal practitioners to represent eligible persons within 3 working days from date of approval of application.
- Process invoices for payment within 5 working days.
- Administering Legal Aid within parameters of Legal Aid Act 1990.

Directorate: Master of the High Court

We will:

- Issue all letters of appointments in deceased estates, insolvencies and curatorship within 10 working days.
- Issue certificates of deceased estates, insolvencies, curatorship and trusts within 10 working days.
- Make payments within 10 working days from date of validation of documents by ministry of home affairs.
- Make sound investments on behalf of minors, mentally challenged persons, absent and unborn heirs. Inheritance depending on the verification when the need arise.

Directorate: Legal Services

We will:

- Issue Apostille within 3 working days.
- Process requests for extradition and Mutual Legal Assistance in criminal matters within 10 working days upon receipt of request.

- Process reciprocal service of court process on behalf of foreign Governments within 10 working days of receipt.
- Process reciprocal enforcement of maintenance orders and foreign civil judgement on behalf of foreign governments within 10 working days.
- Arrange quarterly meetings of the IMC on Human Rights and humanitarian law.
- Compile, draft and submit periodic human rights state reports to international human rights bodies as required by the international instrument.
- Respond to queries and questions on human rights and international humanitarian law according to the time-limit.
- Represent government at SADC, AU, commonwealth countries and UN meetings on legal matters upon request.

Division: Maintenance

We will:

- Litigate maintenance applications in accordance with the law.
- Continuously process maintenance court orders to the relevant stakeholders.
- Investigate the financial standing of parties when the need arises.
- Finalize investigations within 3 months.
- Finalize enforcements of maintenance orders against defaulters within 1 month.
- Enforce reciprocal maintenance orders within one month.

Division: Community Courts

We will:

- Facilitate the recognition and establishment of the community courts within 3 months upon receipt of request;
- Supervise the administration of community courts at all times.
- Provide training to personnel of the community courts twice a year.

Directorate: Legislative Drafting

We will:

- Advise the CCL on proposed legislation at all times.
- Publish legislation, notices and other legal publications within (9) working days from the date of submission of instructions.
- Provide Gazettes within a day upon request provided copies are available.

Instructions	Standards
Bills - New or Amendments Bills	1 day to 6 Months
Proclamations	1 day to 3 days
Regulations	1 day to 3 days
Government Notices	1 day to 15 days

Directorate: Law Reform

We will:

- Provide a response to a request for technical advice and assistance to O/M/As on law reform initiatives within 14 working days.
- Continuously undertake comprehensive research on all branches of law.
- Make the law accessible through various media platform on a monthly basis.
- Conduct public and stakeholders' consultations on law reform projects quarterly.
- Prepare reports on recommendations made on reform and development of law to the Minister of Justice annually.
- Submit an LRDC annual activity report to the Minister of Justice, for tabling in National Assembly.

Directorate: Central Administration

Division: Finance & Budgeting

We will:

- Process and pay Daily Subsistence Allowances within 5 working days.
- Process new appointment salary payment within a month.
- Ensure that payments for goods and services are processed within a month.
- Prepare financial statements to the Auditor General yearly.
- Ensure compliance with the State Finance Act 31 of 1991, Treasury Instruction, Public Procurement Act 15 of 2015 at all times.

Subdivision: Human Resources and Human Development

We will:

- Ensure the recruitment process for vacancies is finalized within 3 months.
- Attend to request for leave credit days within 5 working days.
- Process applications on medical aid, social security, Home loan, and GIPF within 14 working day provided all documents are attached.

- Process staff members funeral benefit for GIPF and Social Security claims within one 14 working days.
- Process staff benefits upon termination of service within 30 working days provided all required documents are submitted.
- Facilitate induction training to appointed staff members.

Division: Development Plan & Fixed Assets

We will:

- Conduct monthly inspection on progress of constructions.
- Conduct quarterly inspection on maintenance of infrastructures.
- Attend to minor maintenance within 2 days and major maintenance within a month.
- Facilitate the construction of new and upgrading existing infrastructure as per the ministerial strategic plan.

Division: Information Technology

We will:

- Ensure that ICT equipment in all Directorates have an average age not more than 3 years; (this is subject to availability of funds).
- Maintain all IT systems to the highest possible standard, to ensure that our systems are reliable.

Division: Auxiliary & General Services

We will:

- Adhere to the Public Procurement Act 15 of 2017 at all times.
- Reply to queries from both internal and external clients within 24 hours.

6. WHEN YOU CONTACT US

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

- Your full name, email address, postal address, and telephone number and / or fax number.
- Provide a clear description of your particular concern or requirements.
- Keeping a record of the issue at stake and the person whom you dealt with as well as the date and the time of the communication to improve our services

If you visit us:

- We will attend to you within 5 minutes if you have an appointment with us.
- We will respond to your questions while you are with us, if we cannot, we will let you know why, and when you can expect an answer;

- And if you need referrals, we will do it on your behalf by phone or by email and copy it to you and provide you with the name of the person to contact, address and contact details.

7. YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you need.
- We promise to consider your views when setting our service standards.
- Inform us if you are not satisfied or are unhappy with our service delivery, and
- Give us your comments so that we can improve our service.

8. WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including inputs and cooperation we receive.

We, therefore, request you to:

- Be honest and patient.
- Be timely in providing required & accurate information to the Office.
- Comply with existing Legislation, Regulations and Procedures.
- Treat our staff members with the necessary respect.

9. DEALING WITH YOUR COMPLAINTS

If you have any comment, suggestion or request about the activities or services of the Office, you should contact:

**The Executive Director
Ministry of Justice
Independence Avenue
3rd floor, Justitia Building
Private Bag 13302
Windhoek, Namibia**

Phone: +264 61 280 5335 / 5244

E-mail: info@moj.gov.na

Website: <https://moj.gov.na>

Or

Public Relations Office

Phone: +264 61 280 5371 / 5280

E-mail: info@moj.gov.na

And if you are still not satisfied with the response from the Office the Executive Director, you may approach the Prime Minister or the Office of the Ombudsman.



AFRIKAANS

1. HOOG STAANDE VERKLARING

Ons Mandaat

Die Ministerie van Justisie is volmag om regs diens te lewer en om toegang tot geregtigheid te fasiliteer.

Ons Gesantskap

Om kwaliteit, tydige en toeganklike regsdienste te lewer en om kwaliteit, tydige en onafhanklike regs verteenwoordiging, advise en vervolging te verskaaf.

Ons Visie

Om n leidende regs verskaver te wees

Hierdie Handves

- Set uiteen die dienste wat ons voorsien (Wat ons doen)
- Bepaal wie ons kliente is
- Reflekteer ons toegewydheid aan u.
- Set uiteen die dienste belofte/standarde (standard van diens wat u altyd kan verwag van ons)
- Stel wat ons sal doen indien u ons kontak
- Bevestig dat u mening tel
- Weergee wat ons van u vra
- Verduidelik hoe om ons met terugvoering te voorsien en hoe om n klag te le, waneer u nie tevrede is met ons dienste nie.

2. WAT ONS DOEN

Die werking van die Ministerie is gesentreer op hierdie sleutel Kantoor en Direktooraat en Afdelings naamlik:

Kantoor van die Uitvoerende Direkteur

- Afdeling Interne Oudit Afdeling reklame kantoor
 - » Afdeling: Sekuriteit en Risiko Bestuur

Direktooraat: Sentral Administrasie

- » Afdeling: Finansies & Begroting
- » Afdeling: Ontwikkelings Plan & Vaste Bates
- » Afdeling: Inligting Tegnologie
- » Afdeling: Hulp & Algemene Dienste
- » Sub-Afdeling: Menslike Hulpbronne en Menslike Ontwikkeling

Direktooraat: Regs Advies

- Hierdie direktooraat voorsien kapasiteit aan die Prokureur-General oor regs sake om die Prokureur-General in staat te stel om die Prokureur-General as Prinsipaal regs adviseur aan die President en Regering om sodoende sy/haar Konstitusionele mandaat uit te voer.

Direktooraat: Siviele litigasie

- Hierdie Direktooraat is bemagtig om die regering O/M/A's te verteenwoordig in siviele sake sowel as individuele personeel lede of Regerings O/M/A's waneer hulle in hul professionele kapasiteit opgetree het.

Direktooraat: Publiek Vervolging

- Die Staats Aanklaers wat in hierdie Direktooraat werk is deleger deur die Aanklaer-General om names die Staat klagtes aan te bring

Direktooraat: Regs Hulp

- Hierdie Direktooraat is belaa met die verantwoordelikheid van voorsiening van regshulp, o.a. regs advies en regs verteenwoordiging op Staats onkoste aan behoeftige litigante wat aan die vereistes voldoen in terme van die Regs Hulp Wet, 1990 soos bepaal in regulasies promulgeer deur die Minister van Justisie, in terme van die Wet.

Direktooraat: Meester van die Hoër Hof

- Hierdie Direktooraat word deur Wetgewing vereis om die administrasie van bestorwe boedels, likwidasies en insolvensies, registrasie van trust en die administrasie van die Voogdy Fonds.

Direktooraat: Regs Dienste

Hierdie Direktooraat is verantwoordelik vir die administrasie en uitvoering van regs proses op nasionale, streeks en internasionale vlak, aangaande wedersydse regs hulp in kriminele en siviele sake; uitlewerings; mense regte sowel as filantropiese wet; wedersydse uitvoering van onderhouds sake , ondersoek en voorlegging van onderhoud sake aan die hof; Tweesydig en veelsydige regs aangeleenthede, voorsiening van administratiewe ondersteuning aan die Raad vir Regs Opvoeding, Dsiplinêre Komitee vir Regs Praktiseerders en die uitreik van Apostiles in terme van die Hague Konvensie van 05 Oktober 1961.

Direktooraat: Wetgewende Ontwerping

Hierdie Direktooraat is verantwoordelik vir die keuring and ontwerping van Wette vir die Parlement, Proklamasie van die president, Regulasies en regerings Kennisgewings van die O/M/As (Insluitende Regulasies, Reëls en Algemene Kennisgewings van Plaaslike Owerhede en parastats wat onderhewig is aan die goedkeuring van of konsultasie met die Ministers), Reëls van die Hooggeregs Hof, Hoër Hof en Landroshowe. Verder aan adviseur die O/M/As in hul Regtelike kapasiteit, publiseer wetsontwerping en administratiewe kennisgewings in Regerings Koerant, bind van Koerante en verdeling van Koerante aan die kliente/klansie.

Direktooraat: Regs Hervorming

Die Regs Hervorming en Ontwikkelings Kommissie Wet (1991) skep die LRDK. Die kern funksie van die Direktooraat is om ondersteuning te bied aan die LRDK deur navorsing te doen in verband met en om alle sake te ondersoek van die Namibiese Reg om sodoende die LRDK in staat te stel om aanbevelings te doen vir die hervorming en ontwikkeling van die gesegde wet. Die Direktooraat voorsien ook beleids en naavorsing bevoegdheid vir wetgewing toediening by die Ministerie van Justisie.

Kantoor van die Uitvoerende Direkteur

Dien as die Rekenpligtige Beampte in terme van die uitvoering van die begrotings alokasie aan die Ministerie, in terme van die toepaslike regs raamwerk. Dien as Rekenpligtige Beampte vir die Menslike en ander bronne van die Ministerie in terme van die toepaslike regs raamwerk. Verantwoordelik vir die algehele administratiewe oorsig en aanspreeklikheid van die operasies van die Ministerie. Dien as die Sentrale Owerheid vir Gesamentlike Regs Hulp aanvraag en uitlewerings. Dien as skakeling met ander O/M/A's. Voorsien ondersteuning aan die Minister van Justisie oor administratiewe en ander aangeleenthede.

Afdeling: Interne Oudit

Die Afdeling is verantwoordelik vir:

- Waarde bepaling van die doeltreffendheid van die Ministerie se leiding, risiko bestuur en interne beheer en bevel verbeterings aan.
 - » Voorsiening van die volgende dienste:
 - » Operasionele audits.
 - » Finansiële audits.
 - » Nakomings audits.
 - » Informasie stelsel(s) audits.
 - » Spoedige reaksie audits.
 - » Opvolging van implimentering van oudit aanbevelings

Afdeling: Openbare Betrekkings

Die Afdeling is verantwoordelik vir:

- Koördineering strategiese korporatiewe kommunikasies en alle openbare betrekkings dienste, binne die Ministerie.
- Dien as skakel tussen die Ministerie en sy insithouers.
- Verspreiding van inligting intern en ekstern.
- Dien as die amptelike segspersoon vir die Ministerie.
- Bemaking van die aktiwiteite van die Ministerie.
- Koördineering en bywooning van amptelike inskakeling van die Ministerie soos vereis.

Afdeling: Sekuriteit en Risiko Beheer

Die Afdeling is verantwoordelik vir:

- Voorsiening van strategiese oorsig van beskermende sekuriteit oor inligting, personeel, en fisiese sekuriteit om deurlopende lewering van besigheids operasie.
- Identifisering van en beheer fisiese sekuriteits risikos.
- Waarborg van veilige en versekerde fisiese omgewing vir MOJ personeel, diens verskaffers, kliente en die publiek.
- Waarborg 'n veilige fisiese omgewing vir amptelike hulpbronne.
- Beheer fisiese sekuriteit matreels en toegang

beheer tot beskermde fasiliteite, informasie en fisiese bates byvoorbeeld sertifisering van sekuriteit sone.

- Identifisering en beheer van personeel sekuriteit risikos.
- Ontwikkeling en uitvoering van sekuriteits bewusmaking opleidings programme.
- Voorsien sekuriteit's advies.
- Koördineer die vetting/sekuriteit klaringsproses.
- Skakel met die ander regs handhawings agentskape en bestuur sekuriteit kontrakteurs in die lewering van sekuriteit dienste, insluitende sekuriteits wagte (bewaking).

Direktoraat: Regs Advies

Die Direktoraat is verantwoordelik vir:

- Assisteer die Prokureur-General in vervulling van sy/haar Konstitusionele mandaat.
- Om regs advise te voorsien en opinies aan die President en Kantore, Ministeries en Agentskappe (O/M/A's).
- Dien as bemiddelaars en verteenwoordigers van die Regering op nasionale en internasionale forums.
- Veriveer Wetsontwerp en Proklamasies vir Konstitusionele voldoening en moontlike konflik met ander bestaande wette.
- Dien as 'n Kommissie van ondersoek en Disiplinêre Verhore by O/M/A's.
- Dien op die Nasionale en Internasionale tegniese komitees.
- Beskerm en handhaaf die Konstitusie van die Republiek van Namibië.

Direktoraat: Siviele Litigasie

Die Direktoraat is verantwoordelik vir:

- Handel litigasie namens die Regering in siviele, arbeid en kriminele sake, lewer notariale dienste, doen skuld kollektering, lewer regs advies aan transport dienste aan die Regering O/M/A's en die Staat.
- Alle ander magte soos voorsien in die Staats Prokureur Proklamasie van 1982.

Direktoraat: Staats Aanklaers

Die Direktoraat is verantwoordelik vir:

- Vervolg misdaad, hantering van bates verbeur-verklaring aansoek en voer onderhouds navrae in Namibië namens die Staat.
- Neem besluite of om misdaad te vervolg al dan nie.
- Vervolg appelle in kriminele sake in die hoër en Hoogsgeregs Hof namens die Staat.
- Reik sertifikaat uit of nolle prosequi ('n sertifikaat wat private vervolging bemagtig).

- Doen bates verbeuring aansoeke in terme van die Voorkoming van Organiseerde Misdaad Wet, Wet no 29 van 2004.
- Uitvoering van onderhoud navrae in terme van die Onderhouds Wet 9 van 2003.
- Voorsiening van ondersteuning dienste & hof voorbereiding vir slagoffers van misdaad, voor, gedurig en na kriminele verhore.

Direktoraat: Regs Hulp

Die Direktoraat is verantwoordelik vir:

- Voorsiening van Regs Hulp aan nooddrufte persone.
- Oorweeg aansoeke vir Regs Hulp.
- In kennis stelling van die aansoeker van die uitslag.
- Vra vir bydrae tot regs hulp, indien so vereis deur die wet.
- Instruksies gee aan regs hulp verteenwoordiger van regspraktisyn om die wenslike person te verteenwoordig.
- Prosessering van kwitansies vir betaling.
- Beëindiging van regs hulp wanneer toepaslik.

Direktoraat: Meester van die Hoër Hof

Die Departement is verantwoordelik vir:

- Die registrasie en likwidasië van oorlede se boedels, insolvensies, kuratorskap, en die bestuur van Voogdyskap Fonds.
- Registreer en toesighouding van die administrasie proses van die oorlede se boedels.
- Besluit op die geldigheid van Wille.
- Registreer en toesighouding van die administrasie proses van Insolvensies en Kuratorskap.
- Registreer Trusts en die uitreik van Trust Sertifikate.
- Verseker die voldoening van die Finansiële Intelligensie Wet.
- Bestuur die Fonds vir minderjariges, persone met sekere ongeskikhede, afwesige en ongebore erfgename.

Direktoraat: Regs Dienste

Die Direktoraat is verantwoordelik vir:

- Voorsiening van regs advies aan nasionale en internasionale insithouers.
- Uitreik van Apostile.
- Proseseer versoeke vir uitlewering en Gesamentlike Regs Hulp in kriminele sake.
- Proseseer versoeke vir resiproke dienste van siviele proses namens Buitelandse Regerings.
- Proseseer versoeke vir resiproke handhawing van onderhouds orders en uitheemse siviele uitsprake namens Buitelandse Regerings.

- Voorsien administratiewe funksies aan die Inter-Ministeriale Komitee op Mense Regte.
- Samestelling, formulering en voorliging van periodieke mense regte status verslae aan die internasionale mense regte liggaame.
- Beantwoord navrae en vrae oor mense regte en internasionale humanitêre wet.

Afdeling: Onderhoud

Die Afdeling is verantwoordelik vir:

- » Hantering van onderhouds klagtes, hof verhoor en ondersoek.
- » Hersien onderhouds aansoeke.
- » Bemiddel onderhouds aansoeke.
- » Proseseer onderhouds aansoeke in 'n geregshof.
- » Versending van onderhoud hof bevele na die toepaslike insithouer waar nodig.
- » Ondersoek die finansiële stand van partye in 'n saak.
- » Ondersoek klagtes teen persone wat beweerlik die plig om te onderhou oortree en/of versuim om die onderhouds orders na te kom.
- » Verwys sake vir kriminele vervolging.
- » Ontvang en registreer resiproke onderhoud orders.

Afdeling: Gemeenskaps Howe

Die Afdeling is verantwoordelik vir:

- » Fasiliteering en die erkenning en vestiging van die Gemeenskaps Howe.
- » Toesighouding oor die administrasie van Gemeenskaps Howe.
- » Voorsien opvoeding vir die personeel van die Gemeenskaps Howe.

Direktoraat: Wetgewende Ontwerping

Die Direktoraat is verantwoordelik vir:

- Opvatting van beleid in wetgewing, publikasie en beskikbaar making van wetgewing, proklamasies, kennis en ander regs publikasies van die publiek in die Koerant.
- Bestudering en die opstel van voorgestelde Wetsontwerp vir Kantore, Ministeries en Agentskappe (O/M/As), Proklamasies vir die President, Regulasies, reëls, en ander regulerende maatstawwe vir O/M/As en administratiewe kennisgewings vir O/M/As.
- Adviseer die Kabinet Komitee op Wetgewing (KKW) in hul wetgewende hoedanigheid
- Beskikbaarmaking van Koerante.

Direktoraat: Regs Herforming

Die Direktoraat is verantwoordelik vir:

- Voorsiening van sekretariale en funksionele ondersteuning aan die Regs Herforming en Ontwikkelings Kommissie (LRDK) wie die mandaat het om aanbevelings te doen vir die herroeping van

verouderde en onnodige wette, kosolideer en/of kodifiseer sake van die Namibiese wette; verorden wette wat Mense Regte bevorder en harmoniseer gewoontereg en gemene reg met wettereg en die konstitusie.

- Voorsien tegniese advies en assisteer aan O/M/A/s op hul regs hervormings inisiatiewe.
- Onderneem navorsing op alle take van die wet.
- Maak die wet toeganklik.
- Behandel publieke en insithouers' konsultasies op regs hervormings projekte.
- Voorberei verslae op aanbevelings gemaak deur die LRDK op hervorming van die wet, na die Minister van Justisie.
- Indiening van LRDK aktiviteit verslae aan die Minister van Justisie, vir ter tafel liging in die Nasionale Byeenkoms.

Direktoraat: Sentrale Administrasie

Die Direktoraat is verantwoordelik vir:

- Voorsiening van verskeie administratiewe ondersteunings dienste aan die res van die MoJ en die Kantoor van die Prokureur-Generaal.
- Verseker 'n magtigings omgewing en hoogs-vervullende kultuur.

3. ONS KLIENTE

- Die President
- Politiese Ampdraers
- Regerings Kantore, Ministeries en Agentskappe
- Algemene Publiek
- Namibië Sentrale Intelligensie Diens
- Klein handelaars en Kontraakteurs
- MOJ Personeel lede
- Media
- Buitelaandse regerings en Internasionale Organisasies

4. ONS PLEGING AAN U

- Ons pleeg om gereelde kommunikasie met u as klient te hou deur vergaderings, korrespondensie/verslae en inligting uitdeel
- Ons strew om ons pligte uit te voer binne die volgende WAARDES:

KERN WAARDES

Integriteit

Ons handel met eerlikheid en onpartydigheid

Deursigtigheid

Aktiweiteite moet in die ope gedoen word, opreg en op 'n maklike verstaanbare manier

Diens Voortreflikheid

Ons is bereid om die ekstra myl te gaan

Aanspreeklikheid

Ons neem verantwoordelikheid vir ons besluite en aksies

Professionalisme

Ons is vervul met trots in wat ons doen en lewer kwaliteit en tydige werk

Sinergie

Ons warden ons personeel en hulle wie ons dien en promoveer spanwerk

5. ONS DIENS BELOFTE/STANDARDE

Kantoor van die Uitvoerende Direkteur

Afdeling: Interne Oudits

Ons sal:

- Interne audit dienste uitvoer in ooreenstemming met die Internasionale Standarde van die Professionele Praktisyn van Interne Ouditering (ISPPA), Regering geregleerde raamwerk en beste praktyke.
- Altyd die goedgekeurde interne audit aktiwiteite Handves nakom.
- Oudits uitvoer soos per die risiko-gebaseerde audit plan.
- 'n vergadering hou met kliente voor en na die afhandeling van alle oudits.
- Samestelling van 'n opstel verslag binne 10 werks dae, na die voltooiing van die veldwerk.
- Uitreik van finale audit verslag binne 10 werks dae na die bekragtigings vergadering.
- Opvolg oudits uitvoer binne 'n jaar nadat 'n verslag uitgereik is.
- 'n vinnige reaksie audit proses uitvoer binne 5 werks dae, by ontvangs van 'n versoek.
- Lewer 'n doeltreffende en effektiewe interne audit diens aan die MOJ deur middle van versekering sowel as antwoord op die versoek van konsultasie dienste.

Afdeling: Publieke betrekings

Ons sal:

- Tydig inligting versprei intern en extern deur kwartaalike nuusbriewe, die Ministerie se Jaarlikse verslag, publiseering van brosjure soos vereis, deelname aan jaarlikse ekspos en handels tentoonstellings wanneer moontlike, deurgaans die ministeriele webtuiste en sosiale media platform harsien.
- Koordineer okkasies van die Ministerie met insithouers waneer die nood ontstaan.
- Antwoord op u navrae binne 2 werks dae.
- Nooi die media om okkasies van die Ministerie te dek wanneer vereis.
- Monitor media verslae oor die Ministerie op 'n daglikse basis.

- Voorsien terugvoering deur verskeie media platforms op gereporteerde sake betreffende die Ministerie binne vyf werks dae.

Afdeling: Sekuriteit en Risiko Bestuur

Ons sal:

- Die Sekuriteit en Reaksie Plan na elke drie jaar ontwikkel.
- Verseker die nakoming te alle tye aan die regs raamwerke wat die sekuriteit lei of reguleer
- Uitvoer sekuriteit bewustheid sessies op 'n kwartaalike basis.
- Uitvoer van die ondersoek op sekuriteit / risiko insidente en sekuriteit breek en veslae, indien na 7 dae en 'n volle verslag binne 1 maand na die Uitvoerende Direkteur.
- Uitvoer van periodieke ouditering van bates; aantekening van die ligging en bemaatigde bewaarder van bates.
- Hersien sekuriteit klaring na 3 jare.
- Besoek sekuriteits wagte aan diens gedurende die dag en nag skofte twee keer 'n week.

Direktoraat: Regs Advies

Ons sal:

- Regs advies/terugvoering voorsien binne 25 werks dae vanaf die datum van versoek.
- In dringende sake, kan u ons regs advies binne 5 werks dae verwag
- Deurgaans die Regering verteenwoordig op nasionale en internasionale tegniese komitees wanneer so vereis.
- Dien op kommissies van ondersoek en disiplinerê verhoor by O/M/As wanneer so vereis, mits paaslike personeel beskikbaar is.

Direktoraat: Siviele Litigasie

Ons sal:

- Namens die Regering optree in siviele en arbeids verrigtinge te alle tye.
- Voorsien regs advise aan OMAs in ooreenstemming met die toepaslike wette en beleide wanneer instruksies ontvang word wanneer nodig geag word.
- Verteenwoordig personeel lede in kriminele sake wanneer instruksies ontvang word en in terme van die reëls van die Hof, wanner dit nodig is.
- Sertifiseer en reik notariële sertifikate binne twee (2) weke.

Direktoraat: Prokureur-General

Ons sal:

- Vervolg misdaad in terme van die oppergesag van die reg.
- Voorsien gehalte beslissings om misdaad te vervolg te alle tye.
- Aanteken en verdediging van appèl in kriminele sake, in die Hoër en Hoogsgeregs Howe, namens die Staat, wanneer dit nodig is.

- Uitreik van 'n sertifikaat of nolle prosequi (om nie te vervolg) op aansoeke deur belanghebbende partye, wanneer dit nodig geag word.
- Aansoek doen vir die beperking of beslagliging, bewaaring, bates verbeuring & order opbrengs van organiseerde misdaad, in terme van die Voorkoming van Georganiseerde Misdaad Wet, Wet. No. 29 van 2004.
- Uitvoer onderhoud navrae in terme van die Onderhoud Wet 9 van 2003.

Direktoraat: Regs Hulp

Ons Sal:

- Aansoeke oorweeg vir regs hulp binne 10 werks dae.
- Applikante kennis gee van die uitslag binne 3 werks dae
- Vra vir die bydrae tot regs hulp, indien so deur die wet vereis.
- Instruksies gee aan regs hulp verteenwoordiger en regs verteenwoordiger om die wenslike persoon binne 3 werks dae, te verteenwoordig.
- Proseseer kwitansies vir betaling binne 5 werks dae.
- Administreering van Regs Hulp binne Regs Hulp Wet, 1990

Direktoraat: Meester van Die Hoërhof

Ons Sal:

- Alle briewe van aanstelling uitreik in oorlye boedels, insolvensies en kuratorskap binne 10 werks dae.
- Sertifikaate uitreik van oorlye boedels, insolvensies, kuratorskap en trusts binne 10 werks dae.
- Betalings maak binne 10 werks dae van datum van walidering van dokumente by die Ministerie van Binnelandse Sake.
- Gesonde bellegings maak namens minderjariges, geestelik gestremde persone, afwesig en ongebore erfgenaame. Erfenis afhangend van die verifikasie wanner dit nodig geag is.

Direktoraat: Regs Dienste

Ons Sal:

- Reik Apostille uit binne 3 werks dae.
- Proseseer versoeke vir uitlewering en Wedersydse Regs Hulp in kriminele sake binne tien 10 werks dae na ontvangs van versoek.
- Proseseer resiproke dienste van hof proses namens buitelandse Regerings binne tien 10 werks dae na ontvangs.
- Proseseer resiproke handhawing van onderhouds orders en buitelandse sivile uitsprake namens buitelandse Regerings binne tien 10 werks dae.
- Organiseer kwartaalike vergaderings van die Inter-Ministeriale Komitee (IMK) op Menseregte en humanitêre regte.

- Saamstelling, voorberei en lê voor periodieke mense regte staat verslae aan internasionale mense regte ligaame soos versoek deur die internasionale instrument.
- Antwoord op navrae en vrae op mense regte en internasionale humanitêre wet volgens die tyds beperking.
- Verteenwoordig die Regering by SADK, AU, statebond lande en UN vergaderings op regs sake, op versoek.

Afdeling: Onderhoud

Ons Sal:

- Geding voer onderhoud aansoekes in terme van die wet.
- Proseseer deurgaande onderhouds hof orders aan die relevante insithouers
- Ondersoek die finansiële stand van partye wanneer dit nodig geag is.
- Finaliseer ondersoek binne drie 3 maande.
- Finaliseer afdwinging van onderhoud orders teen wanbetalers binne een 1 maand.
- Afdwinging van resiproke onderhouds orders binne een maand.

Afdeling: Gemeenskaps Howe

Ons Sal:

- Die erkenning en skepping fasiliteer van die Gemeenskaps howe binne 3 maande met ontvangs van versoek;
- Te alle tye die administrasie van Gemeenskaps howe waarnaem.
- Twee keer per jaar opleiding voorsien aan die personeel van die Gemeenskaps howe.

Direktoraat: Wetgewende Ontwerp

Ons sal:

- Te alle tye die Kabinet Komitee op Wetgewing (KKL) adviseer oor voorgestelde wetgewing
- Publiseer wetgewing, kennis en ander regs publikasies binne 9 werks dae vanaf die datum van submitisie van instruksies.
- Voorsien Staats Koerante binne 1 dag op versoek, op voorwaarde dat afskrifte beskikbaar is.

Instructions	Standards
Bills - New or Amendment Bills	1 to 6 Months
Proclamations	1 day to 3 days
Regulations	1 day to 120 days
Government Notices	1 day to 15 days

Direktoraat: Regs Herforming

Ons Sal:

- 1 antwoord voorsien aan 1 versoek vir tegniese advise en hulp aan O/M/As oor regs hervorming initiatiewe binne 14 werks dae.
- Onderneem om deurgaans omvattende navorsing te doen op alle take van die wet.
- Om op 1 maandelikse basis die wet toegaanklik te maak deur verskeie media platforms.
- Om kwartaaliks konsultasies uit te voer aan die publiek en insithouers' oor regs hervormings projekte.
- Om jaarlikse verslae voor te berei oor aanbevelings wat gemaak is oor herforming en ontwikkeling van die wet, aan die Minister van Justisie.
- Voorleging van jaarlikse aktiwiteit verslae van die LRDK en aan die Minister van Justisie, vir ter tafel ligging voor die Nasionale Vergadering.

Direktoraat: Sentrale Administrasie

Afdeling: Finansies & Begroting

Ons Sal:

- Proseseer en betaal Daglikse Onderhouds Toelae binne five (5) werks dae.
- Proseseer nuwe aanstellings salaris betalings binne 1 maand.
- Verseker dat betalings vir goedere en dienste proseseer word binne 1 maand.
- Berei finansiële state na die Ouditor-General jaarliks voor.
- Verseker te alle tye die onderworpenheid met die Staats Finansiële Wet (Wet. No. 31 of 1991), Tesourie Instruksies, Publieke Verskaffers Wet. (Wet. No. 15 of 2015).

Sub-Afdeling: Menslike Hulpbronne en Menslike Ontwikkeling

Ons Sal:

- Waarborg dat die werwings proses vir vakature binne 3 maande finaliseer word.
- Ag gee op versoek vir verlot krediet dae binne 5 werks dae.
- Proseseer aansoeke vir mediese fonds, bestaansbeveiliging, behuisingslenings, sowel as GIPF binne 2 werks dae, mits alle dokumente aangeheg is.
- Proseseer personeel lede begrafnis voordele vir GIPF en bestaansbeveiliging eise binne veertien 14 werks dae.
- Proseseer personeel voordele met be-eindiging van dienste binne 30 werks dae, mits alle dokumente aangeheg is.
- Fasiliteer inleidings opvoeding aan aangestelde personeel lede.

Afdeling: Ontwikkelings Plan & Vaste bates

Ons Sal:

- Uitvoer maandelikse inspeksies oor vordering van konstruksies.
- Uitvoer kwartaalikse inspeksie oor instandhouding van infrastrukture.
- Ag gee op mindere instandhouding binne twee dae, groter instandhouding binne 1 maand.
- Fasiliteer die konstruksie van nuwe en opgradering van bestaande infrastruktuur, soos per die ministeriele strategiese plan.

Afdeling: Inligting tegnologie

Ons Sal:

- Ag gee dat IKT uitrusting in alle Direktoraate 1 gemiddelde ouderdom bereik van nie meer as (3) jaar; (Hierdie is onderworpe aan die beskikbaarheid van fondse).
- Instandhouding van alle IT stelsels tot die hoogste moontlike standard, om te verseker dat ons stelsels betroubaar is.

Afdeling: Hulp & Algemene Dienste

Ons Sal:

- Te alle tye gadeslaan op die Publieke Verskaffings Wet, 15 van 2015.
- Antwoord op navrae vanaf beide interne en eksterne kliente binne 24 uur.

6. WANEER U ONS KONTAK

Wanneer u met ons kommunikeer, voorsien asseblief die volgende inligting:

- U volle naam, epos adres, posbus adres, en telefoon nomer en/of faksmile nomer.
- Voorsien 1 duidelike beskrywing van u besondere aantgeleentheid of vereistes.
- Behou 1 rekord van die tersaklike aantgeleentheid sowel as die persoon met wie u te doen het sowel as die datum en die tyd van kommunikasie, om diens lewering te verbeter.

Indien u ons besoek

- Sal ons u binne 5 minute ag gee, indien u met ons 1 afspraak het.
- Sal ons op u vrae beantwoord onderwyl u by ons is, indien ons nie kan nie, sal ons u in kennis stel hoekom, en wanneer u 1 antwoord kan verwag;
- En indien u verwyssings nodig het sal ons dit namens u doen per telefoon of per epos en u kopieer en u voorsien van die naam of die persoon om te kontak, adres sowel as kontak besonderhede.

7. U MENING TEL

- Ons strewende voortdurend om ons standarde te verbeter. Om dit sodoende te doen benodig ons kennis te neem wat se sort diens u benodig.
- Ons belowe om u mening in ag te neem wanneer ons ons diens standard stel.
- Lig ons in indien u nie tevrede is of ongelukkig is met ons diens lewering; en
- Lewer u kommentaar so dat ons ons diens kan verbeter.

8. WAT ONS VAN U VEREIS

Die gehalte dienste wat ons kan voorsien aan u hang af aan verskeie faktore insluitend insitte en samewerking wat ons ontvang.

Ons versoek dus u om:

- Eerlik en geduldig te wees.
- Tydig te wees deur vereiste & akurate inligting te verskaf aan die kantoor.
- Gehoor gee aan bestaande Wetgewing, Regulasies en Prosedure.
- Ons personeel met die nodige agting handhaaf.

9. HANDEL MET U KLAGTES

Indien u enige kommentaar, voorstel of versoek het aangaande die aktiwiteite of dienste van die kantoor, moet u kontak:

**Die Uitvoerende Direkteur Ministerie van Justisie
Independence Avenue, 3rd floor, Justitia Building
Privaat Saak 13302 Windhoek Namibië**

Telefoon: +264 61 280 5335 / 5244

E-pos: info@moj.gov.na

Webtuiste: <https://moj.gov.na>

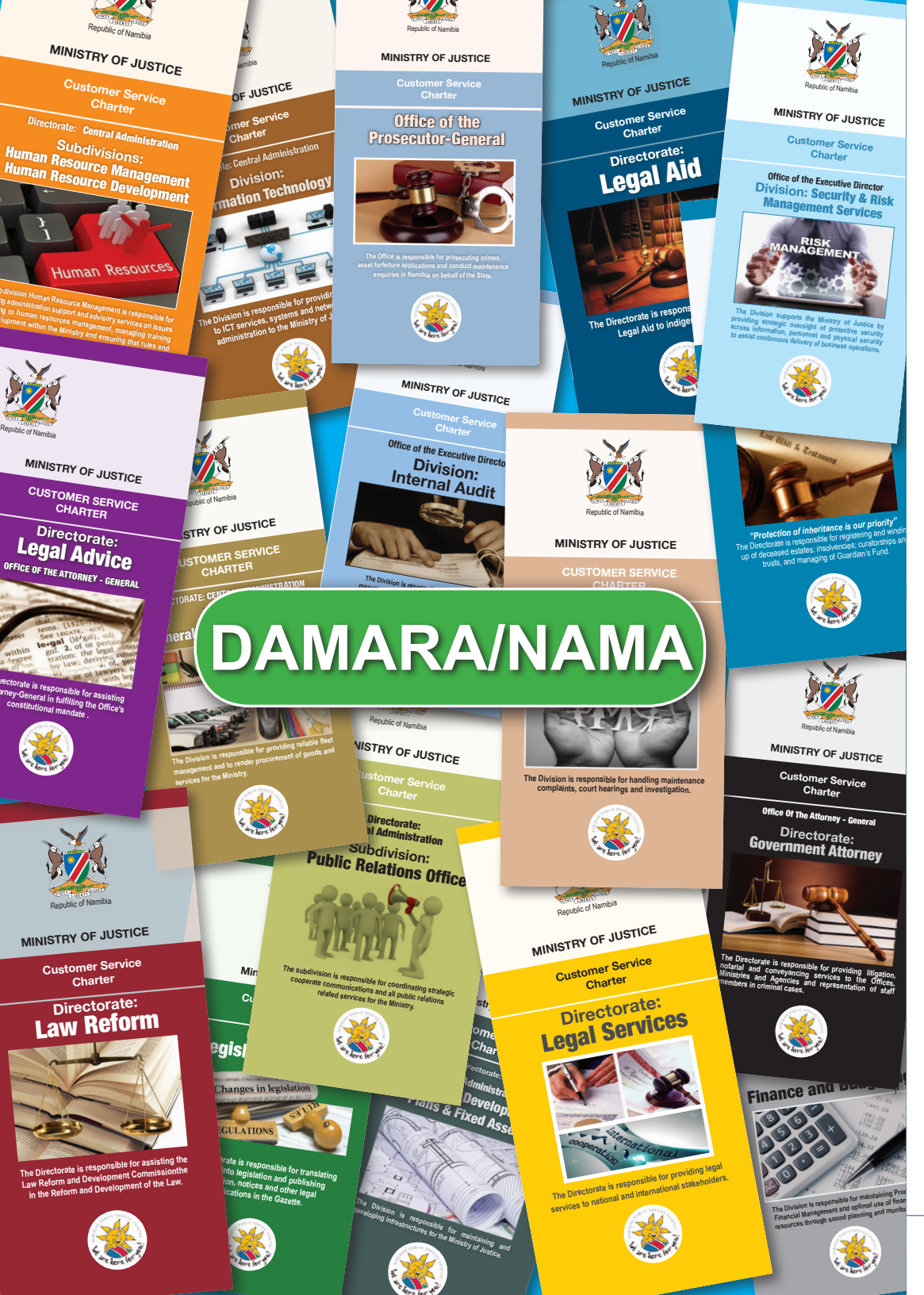
Of

Die Skakel Beampte

Telefoon: +264 61 280 5371 / 5280

E-pos: info@moj.gov.na

En indien u steeds nie tevrede is met die antwoord vanaf die kantoor van die Uitvoerende Direkteur nie, mag u die Eerste Minister of die Kantoor van die Ombudsman nader.



MINISTRY OF JUSTICE

Customer Service Charter

Directorate: Central Administration

Subdivisions:
Human Resource Management
Human Resource Development

Human Resources

The Division is responsible for providing administrative support and advisory services on issues relating to human resources management, managing training and development within the Ministry and ensuring that rules and

MINISTRY OF JUSTICE

Customer Service Charter

Office of the Prosecutor-General



The Office is responsible for prosecuting crimes, asset forfeiture applications and conduct maintenance enquiries in Namibia on behalf of the State.



MINISTRY OF JUSTICE

Customer Service Charter

Directorate: Legal Aid



The Directorate is responsible for providing Legal Aid to indigent



MINISTRY OF JUSTICE

Customer Service Charter

Office of the Executive Director
Division: Security & Risk Management Services



The Division supports the Ministry of Justice by providing strategic oversight of protective security across information, personnel and physical security to assist continuous delivery of business operations.

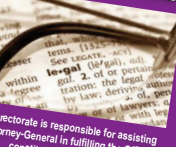


MINISTRY OF JUSTICE

CUSTOMER SERVICE CHARTER

Directorate: Legal Advice

OFFICE OF THE ATTORNEY - GENERAL



The Directorate is responsible for assisting the Attorney-General in fulfilling the Office's constitutional mandate.



MINISTRY OF JUSTICE

CUSTOMER SERVICE CHARTER

DIRECTORATE: CENTRAL ADMINISTRATION



The Division is responsible for providing reliable fleet management and to render procurement of goods and services for the Ministry.



MINISTRY OF JUSTICE

Customer Service Charter

DIRECTORATE: CENTRAL ADMINISTRATION

Subdivision: Public Relations Office



The subdivision is responsible for coordinating strategic corporate communications and all public relations related services for the Ministry.



The Division is responsible for handling maintenance complaints, court hearings and investigation.



MINISTRY OF JUSTICE

Customer Service Charter

Office Of The Attorney - General

Directorate: Government Attorney



The Directorate is responsible for providing litigation, legal and conveyancing services to the Offices, Ministries and Agencies and representation of staff members in criminal cases.



MINISTRY OF JUSTICE

Customer Service Charter

Directorate: Law Reform



The Directorate is responsible for assisting the Law Reform and Development Commission in the Reform and Development of the Law.



MINISTRY OF JUSTICE

Customer Service Charter

Directorate: Legal Services



The Directorate is responsible for providing legal services to national and international stakeholders.



Finance and Budget



The Division is responsible for maintaining the Financial Management and optimal use of financial resources through sound planning and monitoring.



1. IGAPI !HARIB !NURIGU

Sida !Gui!ams

Ministries #Hanu-aisib dis ge a !gui-aisa is #hanusi !oabadi ts! #hanu-aisib !oa hâ !gû#gâsa !khôdana.

Sida !Gûbas

!Khaelnâ !gâisib, !laeb ais ts! !gû#gâ!nâhe !khâ #hanusi !oabadi ts! mǎ !gâisib, !lae#am ts! !norasa #hanusi #nû!khaebas, !apemās ts! !gora!gâsa.

Sida Mû#uib

#Gae#gui ra mǎ-ao #hanusi !oabadi di kais

NĒ Mǎ-AMS-

- !Nô#ui !oabadi sida ra mǎde ((Tare-e da ra dīs)
- Xoa!gǎ!gǎ tarin a sida !oaba-ao !khaisa
- Kō-oa sida di !gui-aisens sadu !oa hâsa
- #Nûi#ui !oabas mîmâis / !gaugu (!gaugu !oabas sadu hoallae sida xu a !âubasen !khâba.
- !Nuri tarena da nî dîsa sadu ga sida !khamio
- !Apollapo sadu di mû#gǎb ra !gôa !khaisa
- Kō-oa mǎti du sida !nuriba mǎ ts! mǎti du !gaesende sida !oabadi !kha du ka #khîo!nǎo a mǎ !khâ !khaisa.

2. SIDA RA DĪN

Sisen#uib Ministries dîb ge Beros ts! !Khôdanadi ts! !Âgu ai a !gao!gaosa, !on#gais ai:

Beros of the Sisen#ui ra !Khôdana-ao-i

- » !Âb: #Ganakab Kō!gās
- » !Âb: !Hûhâsi !gaellaredi
- » !Gora#gǎb: !Norasasib ts! !Aorosasib #Gae#guis!Khôdanas

!Gora#gǎb: !Aegub #Gae#guis

- » !Gora#gǎb: Marisi & #Nûi#uis
- » !Gora#gǎb: Omkhâisens Awes & !Awosa Xûn
- » !Gora#gǎb: #Ans ts! Texnologib
- » !Gora#gǎb: Hǎlaro ra xûn & Hoa!nâ-aixa !Oabadi
- » !Nâkab di !Gora#gǎb: Khoellkhâsib ts! Khoesi Omkhâisens.

!Âb: #Hanusi !Apemās

- Nē !âb ge !khâsiba Hoa!nâ-aixa !Gora!gǎ-ao-e #hanusi !lhôgu ai ra mǎ i-i !li-e danamâisa #hanusi !apemǎ-ao-i Presidenti ts! #Hanub tsin dise ts! !lis / !lib di !Hû#hanu mǎ-amsa sisen#uiga.

!Âb: #Hanusi !Nāugus

- Nē !âb ge a mǎ-amsa !b #Hanub di O/M/A's #hanusi !lhôgu ts! !gulguibe sisenao #Hanub O/M/A's dina !lin di sisen!khâsib !nân ga dî soab ai #nû!khaeba.

!Âb: !Hûhâsib !Nâu!gās

- !Hûhâsib hîa nē !âb !nâ ra sisenni ge Hoa!nâ-aixa !Nâu!gǎ-ao-i xa ra #nû!khaeba kaihe !n #khawadîga #Hanub di lons !nâ !gora!gâ.

!Âb: #Hanusi Huib

- Nē !âb ge #hanusi huiba mās di !ereams !kha a !gui-aisa, aillgaue #Hanub xa marisise a #khâ!nâsa #hanusi !apemās ts! #hanusi #nû!khaebasa mǎ!oa-aon hîa #hâbasa #gaolkhâdi #Hanusi Huib di #Hanumās, 1990 kurib dis hîa Minister-i #Hanu-aisib di-i xa sisenxa kaihe hās di !lgaragu !oa.

!Âb: Dana-i !Gapi !Nâu!gǎ !Khaib di-i

- Nē !âb ge #hanumās xa ra #gaolkhâhe !b !lō hâ khoen di xûn, xûllamaxûs ts! !gǎ!ganus, xoamâis xûna !khaubas dis ts! #gae#guis mǎba !lgû-i di Mari#gues dis tsina #gae#gui

!Âb: #Hanusi !Oabadi

- Nē !âb di !ereams ge #gae#guis ts! sisen#uis #hanusi saogugu !haosi, !kharisi, ts! hoa!hûbaisi !harib ai hâ #hanusi !nâugudi di huib hîa tsûdî-aon ts! #hanusi !lhôgu, tsûdî-ao mǎ!khunigudi, khoesi ai#hanugu ts! khoesi #hanub, !nâugusa !lgarillnâdi #ûmās di !lhôgu ais, ôalnās ts! aollguis #ûmās di !lhôga !nâu!gǎ !khaib tawas, !gam!khâxa ts! #guil!khâxa #hanusi !lhôgu, #gae#guis di huiba #Hanusi !Gau!nās !Nansa mās, #Ūsi Komites #Hanusi Sîensoan dis ts! Apostillesna (#naodi ts! xoa!gaodi) Hague !Nāugus, 05 #Nûllnâiseb 1961 dis !oa mās disa.

!Âb: #Hanuma Xoa

- Nē !âb di !ereams ge kō!gās ts! #gaekhâis #Hanu-aollguigu !Haosi #Nûs digu, President-i di #Gaimâis, #Nûi#gǎdi ts! O/M/A'sa xu hâ #Hanub #An#andi, (#Nûi#gǎdi, !lgaragu ts! Hoa!nâ-aixa #An#andi hîa !â!nâsi #gae#gûide xu hâdi ts! !kharese #hanub xa a !honkhoebahe #nûi#gǎdi hîa Ministern di mǎ-ams ai !gâsen hâdi), !lgaragu !Gapi !Nâu!nâ !Khaib digu, Danadana !Nâu!nâ !Khaib ts! !Gora!gǎ !Nâu!gǎ!khaiga !khô#gǎ hâ!Arulib ge O/M/A's tsina !lin #hanusi !khâsib !nâ !apemǎ, #hanumǎde ts! #gae#guis, #an#ande #Hanub di #Hôa#khanib !nâ mǎ#ui, #Hôa#khaniba !gaellae ts! !oaba-aon !oa ra sî#ui.

!Áb: #Hanub Dī-ūnu!gās

- #Hanuba Dī-ūns tsī Omkhāisens !Nans di Dīb (1991) ge LRDCsa ra #nuwī. Dana sisenxasib nē !áb díb ge LRDCsa huiba māsā ōa!nāde dīs !nā-ū tsī hoa !nāngu Namibiab di #Hanub diga kō!gāru!nāsa, is LRDCsa aolluiga dī-ūns tsī omkhāisens nē #Hanub dīs !aroma kuru. Nē !áb ge !khāti xoalluigu tsī ōa!nās !khāsiba #hanumās hīa Minister-i #Hanu-aisib di-i xa ra #gae#guihesa ra mā.

Beros Sisen#ui ra !Khōdana-ao-i dis

- !Oaba !Nurimās di Māisa-i mari#nūi#uis !lhōga sisen#uis hīa Ministris !gau ra #hanusi !lgaragu ai a !gao!gaosas ase. !Oaba !Nurimās di Māisa-i khoesi tsī !ni hā sisenūxūn Ministris dīn ais tsīna !gau hā #hanusi !lgaragu !nāka ase. !Ereamxa #gae#guis #am mū#am-aose tsī Ministris di dīxūn di !reamxasib tsīn !nā. !Oaba !Aegub di Gao#amaos #Hanusi !Nāugus Huib #gandi tsī Tsūdi-aon Mā!khunigudi ase.
- !Oaba sisenllare-aose nau O/M/A's di !kha. Mā #khā!nāde Ministris #Hanu-aisib disa #gae#guis tsī !ni hā !lōgu #ama.

!Áb: #Ganakasi Kō!gās

Nē !áb ge sao ra !reamxasiga ūhā:

- !Hara!āi !nā sisen#uixasib Ministris di #hanu#gaes, !llkhāsib #gae#guis tsī #ganagab kō!gās tsī !gāi!gāidi aolluigu.
 - » Mā sao ra !oabade:
 - » Sisenxa kō!gās
 - » Marisi kō!gās
 - » !Nāumāsens kō!gās
 - » #Ans !gaugu kō!gās
 - » !Hae-oe-ams kō!gās
 - » Sao!gā dī#uis kō!gās aolluiga

!Áb: !Hūhāsib !Gaellares

Nē !áb ge sao ra !reamxasiga ūhā:

- !Guilgui !hoa#harugudi tsī hoa !hūhāsi !gaellare !oabade Ministris !nā
- !Gora#ui #ande #ganaga tsī !augab !ga
- Sisenba #hanulli gowaba-aose Ministrisa.
- !Guilgui tsī !hao #hanulli !hūllaredi Ministris didi !nā #gaolkhās !oa.

!Áb: !Norasasib tsī !llkhāsib #Gae#guis

Nē !áb ge sao ra !reamxasiga ūhā:

- Mā !lapelluiga mū#ams sâullkhāxa !norasasiba #ans, sisenaoon, tsī sorosi !norasasib ai garu a #harugub sisenxasiba mās !aroma

- #An#ui tsī #gae#gui !norasasib !llkhāsib.
- !Apollapo !norasa tsī !nomasa #namipeba Ministris #Hanu-aisib di sisenaoon, !oaba mā-aon, #harugu-aon tsī !hūhāsib !aroma.
- !Apollapo !nomasa #namipeba #hanulli sisenūxūn !aroma.
- #Gae#gui !norasasib dī!gaugu tsī #gās !llkhaelgauga xūn, #ans, tsī kurumāisa & kurumāisa tama xūn ai.
- #An#ui tsī #gae#gui sisenaoon !norasasib !llkhaosigu diga
- Omkhāi tsī !llkhaelnā sisenaoon di hōhō!nās !llkhāllkhākhās saogu gu disa
- Mā !norasasib huiba.
- !Guilgui ōa!nās / !norasasib !gātsis !gauga
- Sisenllare nau #hanuga ra kuru #nūi#gādi !kha tsī #gae#gui !norasasib sisenaoon !norasasib !oabadi hīa !norasasib !ūi-aon !khō#gā hān !kha.

!Áb: #Hanusi !Ape mā

Nē !áb ge sao ran !reamxasiga ūhā:

- Hui!nā Hoa!nā-aixa !Nāu!gā-ao-e !lis / !lib di !Hū#hanu !gui-aidi !nā.
- Mā #hanusi !apemās tsī #ailgauga President-i tsī Māisan, Ministris tsī O/M/A's #Nūi#gāde.
- #Nūllkhaeba #Hanuba !nāngu-ao-i ase tsī #nūllkhaeba-ao-i ase !hūlli tsī hoa!hūbaisi !khaidi tawa.
- !Apollapo #Hanu-aolluigu tsī #An#ande !Hū#hanixa !nāumāsens tsī !llkhā #ailhuri#gagous !nai hā #hanugu !khasa.
- #Nūllkhaeba Ōa!gaos di !nans tsī #Ūsib !Nāu!gāsa O/M/A's tawa.
- !Oaba !Hūlli tsī Hoa!hūbaisi komitedi !nā.
- !Khauba tsī !lapollapo !Hū#hanub Namibiab diba

!Áb: #Hanusi !Nāugus

Nē !áb ge sao ran !reamxasiga !khō#gā hā:

- Dī !nāugude #Hanub lons !nā, #hanusi, isennni tsī #khawadi !lhōgu, !lis !oa hā !oabadi, surudega !haolhao, #hanusi huiba mās tsī mā!kharus !oabade #Hanub di O/M/A's tsī !Hūb !oa.
- Hoa !gaigu hīa #Hanub di !Nāu!gā-ao #An#ans 1982 dis !nā xoamāisase.

!Áb: !Hūhāsib Sao!gons

Nē !áb ge sao ran !reamxasiga !khō#gā hā:

- Sao!gon #khawadi, #ganamsendi !haolhaosa xūn di !nā!gāde sisen#am tsī Namibiab !nā #Hanub lons !nā !ūi!gās di dī!gāde dī
- Dī mīmāide #khawadi!gu soa!gons nī dīhes tamasa ios dīhe tides.
- Sao!gon #khawadi !lhōgu #ganamsende !gapi !nāu!gā !khaib tsī danallāu!gā !khaigu tawa !Hūb di lons !nā.
- Mā “nolle prosequi” #hawega #hawegu hīa !guri hā sao!gonsa ra mā-amga)
- Dī !haolhaosa xūn !nā!gās #ganamsensa !Khaubas

!Awelguisa #Khwadĩb di 29!i #hanumās 2004 kurib dis !oa.

- Mā #khā!nā !oabadi tsī !nāu!gā ai#homisende tsūdī-aihe hā khoe-e, !nāu!gās ai!gā tsī !nāu!gās !laeb ai.

!Āb: #Hanusi Huib

Nē !āb ge sao ran !ereamxasiba !khō#gā hā:

- Mā #Hanusi Huiba !gāsa khoena.
- #Āi!gā #ganamsendi #hanusi huib dide.
- #An#an #ganamsenaona #ganamsens lam#oas xa.
- #Gan #hanusi huib !oaroma hā #khā!nāde, #hanub ka #khaolkhāo.
- Mīmā #hanusi huib !nans tamas ka io sisenao-e i-i mā-amsa khoe-e hui.
- Sisen#amai mātare-ūs di #hawega.
- !Amlam #hanusi huiba #hābasa !laeb ai.

!Āb: Dana-i !Gapi !Nāu!gā !Khaib di-i

Nē !āb ge sao ran !ereamxasiba !khō#gā hā:

- Xoamāisens tsī khui!nās tsī lamlams !lōlkhai hā khoen di xūn, mari#oa!nās,!khō!oasis, #gom!gāsa mari#gaes, #gae#guis Māba-ao-i di Mari#gae.
- Xoamāis tsī kō!gās #gae#guis !lōxūsa xūn dis.
- Mīlguī !lawosasib !Umixoa!lguī#khanis dib.
- Xoamāis tsī mū#ams #gae#guis di !gaub Mari#oa!nās tsī Sāu-aosis dib.
- Xoamāis #Gom!gāsa Mari#gae dis tsī xoa#uis !lis di #hawegu dis.
- !Apollapo mū#amsa Marisi Ga-aisib #Hanumās !kha.
- #Gae#gui marina #kham !gōan, sorosi !nubusina ūhā khoen, !khai tsī !nae tama lumi-aon !aroma.

2.7 !Āb: #Hanusi !Oabadi

Nē !āb ge sao ran !ereamxasiba !khō#gā hā:

- Mā #hanusi !oabade !hūllī tsī hoa!hūbaisi !ālhuru-aona.
- Mā#ui #noa!gaosa #hawega. (Appostille)
- Sisen#am #gandi mā!khunigus tsī Hoalkhā #Hanusi Huiba #khwadĩb !hōgu !nā.
- Sisen#am #gandi !gau ra !oabadi #hanusi !gaugu dide !hao !hūgu #Hanugu di lons !nā.
- Sisen#am #gandi !gau ra !gā!līnās kō!gās mīlguigu tsī !hao #hanusi !gora!gāde !hao !hūgu di #hanugu londi !nā.
- Mā #gae#guis !laxasiga !lī!nābe- Ministris Komites Khoesi Ai#hanugu disa.
- !Amlare #gaekhāi, tsī mā#gā !nākorobe khoesi ai#hanugu di !hūb !nuriga hoa!hūbaisi khoesi ai#hanugu !nandi tawa.
- !Eream di!gādi tsī didi khoesi ai#hanugu tsī hoa!hūbaisi khoexa!nāsib #hanub diga.

!Āb: Kō!gās

Nē !āb ge sao ran !ereamxasiba !khō#gā hā:

- Sisenū kō!gās !gaesendi, !nāu!gādi tsī ōa!nāde.
- Kō#gā kō!gās #ganamsende.

- !Nāugu kō!gās #ganamsende.
- Sisen#amai kō!gās #ganamsende !nāu!gā !khaigu !nā
- Sī!kharu !lgaros !nāu!gās !lguī-aide !gau hā !ālhuru-aon !lga #hābasapa.
- Ōa!nā marisi mā!harodi !hōb !nā hā !nandi diba.
- Ōa!nā !gaesendi #āisāhe ra khoen hīa !līn di !lgaros di !ereamdi !lgaros di xoa!lguib !oa hāde dīloa tama i tsī ra !nā!gāna.
- !Nael!gau !hōgu #khwadĩb !nāu!gās diga.
- !Khō!oa tsī saomāi !nānguasa !lgaros xoa!lguib.

!Āb: !Hūhāsib !Nāu!gā !khaigu

Nē !āb ge sao ran !ereamxasiba !khō#gā hā:

- Supusupu #an!gās tsī #nuwis !hūhāsib !nāu!gā !khaigu disa.
- Mū#am #gae#guis !hūhāsib !nāu!gā !khaigu disa.
- Mā !khā!khā!khāide sisenao !hūhāsib !nāu!gā !khaigu dina.

!Āb: #Hanuma Xoas

Nē !āb ge sao ra !ereamxasiba !khō#gā hā:

- #Nūi!khunis xoa!lguigu dis #hanumādi, mā#uis tsī !khael!nās #hanumādi, khorat#uisasis, #an#ans tsī !nī hā #hanusi mā#uidi !hūhāsib dide #Hanub #Hōa#khanib !nā.
- !Oe!ā tsī !amlare aolguisa #Hanu-aolguiba berodi Ministris #Nūi#gādi O/M/A/'s didi !aroma, Khorat#uidi President-i !aroma, Xoa!lguigu, !lgaragu, tsī !nī hā !ūi!gā ra !gaugu O/M/As tsī #gae#guxa #an#ans O/M/As disa.
- !Apemā !#Hanub danam!lguira #gae#guis !Nansa #Hanusigu !līn #hanusi !khāsigu !nā.
- Mā #Hanub #Hōa#khaniga.

2!Āb: #Hanub Dī-ūnu!gās

Nē !Āb ge sao ra !ereamxasiba !khō#gā hā:

- Mā xoa-aosis tsī !laxasis #khā!nāsa #Hanub Dī-ūnu!gās tsī Omkhāisens !Gui#ams (LRDC) Bhia #gae-oas loro tsī #hābasa tama #hanugu di aolguigu !kha a !ereamxasa; !lguiguis !nāugu Namibiab #Hanugu dis, #nūi#gā #hanugu hīa Khoesi Ai#hanuga ra #nūikhāi!nāga, tsī !lguī!nāxa kai !naetisa #hanugu tsī hoa!nā-aixa #hanugu tsī xoa!lguisa #hanub tsī !hū#hanub !kha.
- Mā lapemādi tsī huiba O/M/Asa !līn di #hanu dī-ūnu!gās a!lgaugu ai.
- Dī ōa!nāde hoa !nāugu #hanub digu ai.
- Dī #hanuba !hao!nāhe !khāb nise.
- !Khael!nā !hūhāsi tsī !ālhuru-ao !nāu#harugude #hanu dī-ūnu!gās sisenxasiga.
- Ai#thomi !nuriga, aolguigu hīa Omkhāisens !Gui#ams xa #hanu dī-ūnu!gās #ama Minister-i #Hanu-aisib di-i !oa dīhe hā ga.
- Mā#gā Omkhāisens !Gui#ams (LRDC) di

llaxasigu !nuriga Minister-i #Hanu-aisib kdi-i tawa, !Haosi #Nûs tawa sî aollguis !aroma.

!Âb: !Aegub #Gae#guis

Nê !âb ge sao ran !ereamxasiba !khô#gâ hâ:

- Mâ !kharaga #gae#gûi #khâ!nâ !oabade hoan Ministris #Hanu-aisib din tsî Beros #Hanub !Nâu!gâ-ao-i disa.
- !Apollapo !khâ kai ra #namipeb tsî !gapilgau dillgau !hoa!nâsiba.

3. SIDA !OABA-Û!OA-AON

- President-i
- #Gî#gô Beros #Aitani-ao-i
- #Hanub Berodi, Ministridu tsî #Nû!gâdi
- Hoa!nâ-aixa !Hûhâsib
- Namibiab di !Aegub Ga-aisib di !Oabadi
- !Amaxû-aon tsî !Gaellare-aon
- Ministris #Hanu-aisib di Sisen!lanin
- #Hôa#ui!oabadi

4. SIDA !GUI-AISENS SADU !OA

- Sida ge ra !lgu-i-ai î da !nâkorobese !hoa#harugu sadu lkha !oaba-ao du ase #nûdi, xoa#harugudi / !nurigu tsî #ande !goragus !nâ-û.
- Sida ge ra !lgû î da sida !lgu!amde sao ra daollgau ra ANUSIGU !oa dî#ui

!GAO!GAO ANUSIGU

#Hau!nâsib

Sida ge #hau!nâse tsî !khâllhûi tamase ra sîsen

Mû!kharu!nâsib

!lAxasin ge !oa!û, #gâ!garase tsî subu !nâu!âsa !gaub !nâ nî dîhe.

!Oabas #Oa#amsasib

Sida ge a #homisa hâ!aro ra !nûsiba !gûsa

!Ereamxasib

Sida ge !ereamxasiba sida mîllguigu tsî dîgu dîba ra û.

!Khâsib tsî #Ans Tanisens

Sida ge sida ra dî xûn ai #nîsa tsî !gapilgau tsî !laeb ai sîsenna ra !khaellnâ

Sisen!lareb

Sida ge sida sîsenaona tsî naun hîa da ra !oabana !gôa hâ tsî !nansisenna ra #nûikhâ!nâ

5. SIDA !OABAS DI MÎMÂIS / !HARIGU

Beros Sisen#ui ra Mâisa-i (Daollgau-ao-i)

!Âb: #Ganakab di Kô!gâs

Sida ge nî:

- Dî #ganakab di kô!gâ !oabade Hoa!hûbaisi #gaolkhâdi !Khâsib tsî #Ans Tanisen !Gaugu #Ganakab di Kô!gâs digu !oa, #Hanub xoallgui tsî !gaugu ai.

- Hoallae mâ-amsa #gânakasi kô!gâs !laxasi mâ-ams !oa #apellae re.
- Dî#ui kô!gâde xoallguisa !llkhâsib ai a !gao!gaosa kô!gâ lawes !oa.
- Ûhâ #nûde !oaba-aon lkha ai!â tsî !khô!namis hoa kô!gâdi dis khao!gâ
- !Amlare aibekam !nuriba disi (10) sîsentsêdi û!oas #nûs dis khao!gâ.
- Dî#ui sao!gâgu ra kô!gâsa kurib !laeb !nâ !nurib mât#uihe hâs khao!gâ.
- Dî#ui !hae oe-ams kô!gâs !laxasib disa koro (5) sîsentsêdi !khô!oas #gans dis khao!gâ.
- Mâ sisen#uixa tsî !gâise #homisa #ganakab kô!gâs !oabade Ministris #Hanu-aisib disa !lapollapos lkha tsî !khâti lapelhao !oabadi di #gandi ai ra !ereamse.

!Âb: !Hûhâsi !Gaellares

Sida ge nî:

- !Ae#amxase #ansa !gora#ui #ganaka tsî !augab !ga #hòasi#khanidi !nâ-û !guihakali !âgu !nâ, Ministris Kurikorobe !Nurib, mât#uidi #an#an#hawegu didi #gaolkhâhe ra khami, !lhao kurikorobe hâ !lgau#uidi tsî #harugu !lgau#uidi tawa, !llkhâ i apa ministris di !nû!kham#haweb (website) tsî khoesi #hòa#ui #hawagu ai #an#an.
- !Goellae !laxasin Ministris dina !Âlhuru-aon lkha #hâb ka hâo.
- !Eream sa dî!gâdi ai !gam(2) sîsentsêra di !laeb !nâ.
- !lKhaui #hòa#gawaga in !laxasin Ministris din #ama !nuri #hâbasa i kao.
- !Khê #hòa#gawa !nurigu Ministris !laxasin diga tsêkorobese.
- Mâ !nuriba !kharaga #hòa#gawagu !nâ-û !nurihe go !lhôgu ministris digu #ama koro tsêdi !laeb !nâ.

!Âb: !Norasasib tsî !llKhâsib

Sida ge nî:

- Omkhâi !Norasasib tsî Khomam !Awesa mâ koro kurigu hoagu khao!gâ.
- !Apollapo #apes hîa #hanusi !nam!amllareb hîa daollgau tamas ka io ra mât#am
- !norasasiba hoa !laegu ai.
- #Gae#gûi !norasasib di hîhî!nâs !laxasiba !guihakali!âb !gaub ai.
- #Gae#gûi ôa!nâde !norasasib xa / !llkhâsib mâsigu tsî !norasasib
- !khom!nâde tsî !nuriba hû 7 tsêdi khao!gâ mât#gâ tsî !oasa !nuriba 1 !llhâb di !laeb !nâ Sisen#ui ra Mâisa-i tawa mât#gâ.
- #Gae#gûi !laekorobe kô!gâs !lhaolhaosa xûn disa, xoamâi !khaib tsî mât#amsa
- mâisa-i nê xûn dî-e.
- Kô#gâ !norasasib !anubes #haweba 3 kurigu khao!gâ.
- Sari !norasasib !ûi-aogu sisen!khaib tawa hâ ga tsêllae tsî !oes !nâ !gam !nâra wekheb !nâ.

!Āb: #Hanusi !Apeṃs

Sida ge nī:

- Mā #hanusi lapemās / !nuri-oasa 25 sisentsēdi laeb !nā #gans di tsa xu tsoatsoa tsī.
- !Garillgarisa !lhōgu laeb ai, sida #hanusi lapemāsa (5) sisentsēdi laeb !nā #gans di tsēsa xu !aubasen re.
- Garu ase #hanuba #nūllkhaeba re !haosi tsī hoa!hūbaisi komitedi tawa #gaolkhā-i ka o.
- !Oaba re ōa!nās !nandi tsī #ūb !nāu!gādi !nā O/M/ As !harigu ai #hābahe ra !khā a sisenaoṃ ga hā o.

!Āb: #Hanusi !Nāugus

Sida ge nī:

- Sisen #hanub lons !nā #hanusi tsī siseni !laxasigu !nā hoa !lae.
- Mā #hanusi !oabade OMAsa !gau ra #hanugu tsī xoallguigu !nōb !nā #gaolkhādi ka !khō!oahe tsī #hāba hāo
- #Nūllkhaeba sisenaoṃa #khawadī !lhōgu !nā !gaolkhādi !khō!oas khao!gā !khāti !lgaragu !nāu!gā!khaib digu !nā #hāb ka hāo.
- Xoa!gao tsī mā #nao!gaosa #haweḃa 2 wekhekha laeb !nā.

!Āb: Dana !Nāu!gā-ao-i

Sida ge nī:

- !Nāu!gā #khawadīga !lgaragu #hanub di gu !nā.
- Mā !guitiḃō mīlguiga #khawadīga !nāu!gāsa hoallae.
- Mā#gā tsī !khauba !khoma #ganamsende #khawadī !lhōgu !nā lapi tsī Dana !Nāu!gā !khaigu tawa #hanub di lons !nā #hābasa i kao
- Xoa#ui nolle prosequi (!nāu!gā tama is) di #hawega #ganamsen !gā!gāibasensa ūhā !nansa xu #hāb ka hāo.
- #Ganamsen mā!llkhaes tamas ka io ūlhanas, !khaemāis, !haolhaosa xūna #ao!nās tsī mīmās di hō#gādi #khawadīb dīdi !Khaubas !Apellguixa #Khawadī #Hanumas, #Hanumas 29, 2004 kurib dis !oa.
- Sisen!lgaros dī!gāde !lgaros di #Hanumās 9 , 2003 kurib dis !oa.

!Āb: #Hanusi Huib

Sida ge nī:

- #Ai#am #ganamsende #hanusi huib !aroma 10 sisentsēdi laeb !nā
- #An#an #ganamsenaona !nurib xa 3 sisentsēdi laeb !nā.
- #Gan mālarosa #hanusi hui !aroma, #hanub ka #gaolkhā o
- !Gui#am #hanusi huib lapemā !nans tsī #hanusi sisenaoṃa in #noabahe !khā khoena #nūllkhaeba 3 sisentsēdi laeb !nā
- Mā#ui mātars !gaullgau #hawega 5 sisentsēdi laeb !nā.
- !amlam #hanusi huiba #hābasa i ka o

!Āb: Dana-i !Gapi !Nāu!gā !Khaib di-i

Sida ge nī:

- Mā#ui hoa si#khanidi !gaes dide !lolkhai hā i !haolhaosa xūn !nā
- Mā#ui #hawegu !lolkha hā i di !haolhaosa xūn di-e
- Dī mātarede 10 sisentsēdi !nā !nā !khābtsēs #haweb ge ministris om!nāsi !lhōgu dis xa a mā-amhesa xu.
- Dī !gaisa !guiride #khamn, gagasi !nubusina ūhā khoen, !khai tsī !nae tama lumi-aon. !Umis ge !lapolapos ai a !gao!gaosa #hāb ka hā o.

!Āb: #Hanusi !Oabadi

Sida ge nī:

- Mā#ui Apostille (#hunuma #haweba) 3 sisentsēdi laeb !nā.
- Dī#ui #gandi mā!khunigus dide tsī Hoalkhā #Hanusi Huib dide #khawadī !lhōgu !nā 10 sisentsēdi laeb !nā #gansa !khō!oas khao!gā.
- Dī#ui !bagulgaub !oabadi !nāu!gā !khaib dide !hao #Hanub di lons !nā 10 sisentsēdi laeb !nā.
- Dī#ui !bagulgaub sisenxa kais !lgaros !lgaraga tsī !hao #hanusi !gora!gāde !hao #hanugu dide 10 sisentsēdi laeb !nā.
- !Gaulgau !guihakali!āb #nūdi #Ganakab-Ministrill Komites (IMC) dīdi Khoesi Ai#hanugu tsī khoexa!nā #hanub ai.
- !Amlare, #nuwī tsī mā#gā !laekorobe khoesi ai#hanugu !hūb !hūb di !nuriba hoa!hūbaisi khoesi ai#hanugu !nans !oa hoa!hūbaisi !lgaragu !oa.
- Oe dī!gādi tsī dīdi khoesi ai#hanugu tsī hoa!hūbaisi khoexa!nāsi #hanub !oa mīmāisa laeb !nā.

!Āb: Kō!gās

/Ū!gās

Sida ge nī:

- !Kkhoma !lgaros #ganamsensa xoallguisa !lgaragu #hanub digu !oa.
- Garu-ase !lgaros !nāu!gās di !gui#amde !gau ra !ālhuru-aon tawa mā#gā.
- Ōa!nā marisi mā!haros !nandi disa #hāb ka hā o.
- Dītoā ōa!nāde 3 !khāgu di laeb !nā.
- !amlam !gari#gās !lgaros !nāu!gās di !gui#amde !nā mātare taman !oagu 1 !khāb laeb !nā.
- Dī#ui !bagulgaub !lgaros mīmāde 1 !khāb laeb !nā

!Āb: !Hūhāsib !nāu!gā !khaigu

Sida ge nī:

- Supusupu #gan!gās tsī #nuwis !hūhāsib !nāu!gā !khaigu disa 3 !khāgu laeb !nā #gans khao!gā.
- Mū#am !hūhāsi !nāu!gā !khaigu #gae#guisa hoallae.
- Mā !khāllkhākhāide sisenlanin !nāu!gā !khaigu dina !gam !nāra kurib !nā.

!Âb: #Hanumā Xoa

Sida ge nî:

- !Apemā #Hanub di Dana mǎlguī ra Komitesa #Hanumādi ai aollguisa #hanumādi ai hoallae.
- Mā#ui #hanumās, #an#ans tsǐ lnǐ #hanusi mā#uide 9 sǐsentsēdi laeb !nā, llgui#ams di mā#gās llkhābtsēs disa xu .
- Mā #Hanub #Hōa#khaniba lgui tsēs laeb !nā hānan llkhāillnā #hawena nǐ hās ka o.

llGui#amdi	lGaugu
#Hanu-aollguib tamas ka io !Gāi!gāi!nā #Hanu-aollguib	1-6 llKhāgu
Khōa#uisib	1 – 3 tsēdi
#Nūi#gādi	1 – 120 tsēdi
#Hanub #An#ans	1 – 15 tsēdi

!Âb: #Hanumāsa !gāi!gāis

Sida ge nî:

- Mā oe-amsa #gans lapemās tsǐ hui!nāsa o/m/as #hanumā !gāi!gāis dǐtsādi ai 14 sǐsentsēdi laeb !nā.
- Garu-ase !khō!namisa ōa!nāde hoa llnāugu #hanumās di gu ai dǐ.
- Dǐ #hanuba llhao!nāhe llkhāse !kharaga #hōa#gawagu !nā-ū llkhākorobese.
- Dǐ llhūhāsib tsǐ !ālhuu-aon di !hoa#harugude #hanumās di !gāi!gāis Sisenxasib ai lgui haka!āb !nā.
- Ai#thomi !nuriga aollguigu hīa !gāi!gāis tsǐ omkhāisens #hanumās dis ai Ministris #Hanua-isib dis !oa a dǐsas ai.
- Mā#gā (LRDC) kurikorobe llaxasib !nuriba Ministris #Hanua-isib disa, !Haosi #Nūs tawa sǐ aollguis !aroma.

!Âb: llAegub #Gae#guis

llGora#gās: Marisi llHōgu & Marisi #Nūi#uidi

Sida ge nî:

- Dǐ tsǐ mātare Tsēkorobe #Khā!nās Mā-ams Maris 5 sǐsentsēdi !nā
- Dǐ lasa !gae#gās di mari!khō!oas mātarede llkhāb laeb !nā.
- llApollapo llnā mātaredi xūn tsǐ !oabadi di di llkhāb laeb !nā a dǐsa !khaisa.
- Ai#thomi marisi #hawega Dana llNāu!gā-ao-i !oa kurikorobe.
- llApollapo māsensexasiba !Hūb di Marisi #Nūi#gās (#Nūi#gās.31, 1991 kurib di, Mari#gae#guis #Gaolkhās, llHūhāsib llAmas #Nūi#gās. (15, 2015 kurib dis)

Khoesillkhāsib tsǐ Khoesi Omkhāis

Sida ge nî

- llApollapo !gaegus sabi!nās lgaub sisensoan diba 3

llkhāgu laeb !nā dǐtoasa !khaisa.

- Sisenai #gandi sǐsensāllaeb tsēdi dide 5 sǐsentsēdi laeb !nā.
- Dǐ #ganamsende #urusib huib ai, khoesi !norasasib, Om lkuwis, tsǐ GIPF (#Hanub xa lOnkhoeba Sisenlūs di Maris di #Nūi#gās).
- Dǐ sisenlanin llkhōs di domdorea GIPF tsǐ Khoesi !Norasasib #gande 14 sǐsentsēdi laeb !nā.
- Dǐ sisenlanin di domdorea sisenlūs disa 30 sǐsentsēdi laeb !nā hoa #hābasa #khanin ka mā#gāhe soab ai.
- Supusupu (llkhā kai) mǎi#gās di llkhāllkhākhāisa sisenlanina !gae#gās !aroma.

llGora#gās: Omkhāisens llApes & llAwosa llHao!haosa Xūn

Sida ge nî:

- Dǐ llkhākorobe kō!gādi di ai!gūs kurus disa.
- Dǐ lguihakali!āb kō!gāde !ūi!gās #nuwimāisa xūn disa.
- Sisenai #khari !ūi!gādi ai lgam tsēra di laeb !nā tsǐ kaina llkhāb laeb !nā.
- Supusupu #nuwis lasa tsǐ !gāi!gāis lmai mā kurumāisa xūn disa ministris di #ai#uisa lapes !oa.

#Ans Texnoloxib

Sida ge nî:

- llApollapo #Ans Texnoloxib di (ICT) hoa !Āgu !nā hā sisenūxūn 3 kurigu xa !nāsa tama laeb di ūillkhāsiba ūhā !khaisa.
- Kō!gā hoa #Ans Texnoloxib (IT) sisenxasib hoan xa llkhā lgaipi lgaub !nā, llawollawo sida sisenxasib a #gom!gāhe llkhā !khaisa.

!Âb: Hui-ao & Hoa!nā-aixa !Oabadi

Sida ge nî:

- !Gūllara Khoesi llAmas di #Hnaumās, 15 -2017ll kurib disa lkha hoallae.
- !Eream dǐ!gādi #ganaka tsǐ !augab llanin dina 24 irgu laeb !nā.

6. SIDA DU A llKHAMI / !NĀI llKHĀ llAEB

Sida lkha du ka llnāu#haru, toxaba sao rana mā re:

- Sa loasa lons, emails, xoa!nā!khais, tsǐ llāllawa!gōas / tsǐ tamas ka io faks !gōas.
- Mā !gāsa xoa!gā!gās sa #ai#hansens tamas ka io #gaolkhāde.
- Ūhālgara xoamāis llnā #hā#hāsa !khais tsǐ khoe-i #harugu-ūts gere-e tsǐ llkhāti llkhābtsēs tsǐ laeb !hoa#haru-ūgus diba !oabade !gāi!gāis !aroma.

Sida du ka sida sari o

- Sida ge lhaos llnāugus khao!gā 5 haigu laeb !nā nǐ hui du.

- Sida ge sadu dīde sida tawat du hā hā nī !eream, dī tama da ka io o da tare-i !aromas tsī māllae ga !ereamsa nī mā !khaisa nī #an#an, tsī
- Tsī du ka !naellgauhe #gao, o da ge !nāsa sadu lons !nā !ālawab tamas ka io emails !nā-ū dī tsī sa !oa nī sī tsī lons, xoa!nā!khais , lhao-ūhe nī khoe-i dis tsīna nī mā du.

7. SADU MŪ#GĀB GE RA !GŌA

- Sida ge garu-ase sida lgauga !gāi!gāis !oa ra !lgū. Nēsa dīs !aroma da ge mā !oaba!nōasa du ra #hāba !khaisa nī #an.
- Sida ge ra mīmāi sadu di mū#uiba da sida sisenlgauga da ka #nūi#ui o nī #āi!gā ti.
- #An#an da #khī tama du ka io tamas ka io du sida !oaba mā#uis lkha #khīo!nā !khaisa, tsī
- Mā da sadu mī#gāga,ī da sida !oabade !gāi!gāi.

8. SIDA TARE-E RA #GAN DU:

!Khāsib !oabas mā du !khā da as ge !kharaga xūna xu hā, mī#gās tsī sisenlreb !khō!oa da raba !khō#gā hāse

Sida ge, !nā-amaga ra #gan du, ī du:

- #Hau!nā tsī !nū!nāxa
- !Aeb ai #hābasa & #hanu #ansa Berosa mā.
- Dīloaloa !nai hā #Hantumādi, !Garagu tsī !Gaugu lkha.
- Sisenū sida sīsenaoa #hābasa !gōasib lkha.

9. SADU DI !GAESENDI IKHA SĪSENS

Hana du ka mī#gā-e ūhā, aollgui-i tamas ka io !lax-asigu tamas ka io Beros di !oabade, sao rapa lhao-ū da re:

Sisen#uira Danamāisa-i Ministris #Hanu-aisib Dis ,
!Norasasib !Ganni

3!Ī #gapab, Justitis Ommi
!Gurihā !Hōb 13302 !Aellgams, Namibia
!Āllawa!gōas : +264 61 280 5335 / 5244
E-mail: info@moj.gov.na
Website: <https://moj.gov.na>

Tamas ka io
!Hūhāsib !Gaellares Sisenao-i
!Āllawa!gōas: +264 61 280 5371 / 5280
E-mail: info@moj.gov.na

Tsī du ga noxoba sida !ereamdi Beros Sisen#uira
Māisa-i disa xu hādi lkha #khī#āixa tama io, #Guro
Ministeri-i tamas ka io Ombudsman Beros lkha
!haolhaosen re.



1. OMATJANGUA UO NDONDO JO KOMBANDA

O Ministry jo veta nozombanguriro ja peua ousemba okujandja ombatero moviune vyo veta no upareka omairo kovyombanguriro.

Oruhindo ruetu okujamdja ombatero jondengu jokombanda, nu ndjimaivazeua oupupu moviune vyoveta, okujandja omukuramene po moviune vyoveta, onduge moveta nomarondororero ja tjimanga no makutuke.

ONDANDO YETU

Oveta ndji mai nyotorora ombatero ndjituyandja (mbituu ungura):

- Maiseturura kutja ozo kastoma zetuu ouani;
- Mairaisa omeriyandjerero uetu kove;
- Maituapo oruyano ruo mbatero (ondengu jombatero aruhe ndji moundjire ku ete)
- Maituapo kutja matutjitivi indu tjiuhakaene kunaete;
- Maizeuparis kutja oumune uoje ounahepero;
- Majarisa imbi mbimatu undjire ku
- Maiseturura kutja usokutupa vi oumune uje ohunga nombatero ndjituekupe nokutja omutjemo utjitua vi indu tjiuhakarere nohange nomekuvaterero jetu.

2. MBITUTJITA

Omakaendisiro joviungura vyo Ministeri vyazikamena kozomberoo notupa tuo horomende tu matutamunua kehi mba:

- » Okarupa: Omatarero uomoukoto;
- » Okarupa: Omahakaeneno motjiuana;
- » Okarupa: Omatjururiro uoumba;

Orupa: Omananeno uo mondivitivi

- Okarupa: otjimariva no mahaneno uatjo
- Okarupa: ondjero jomekurisiro no uini mbuhanjinganjinga
- Okarupa: Ounongo uakandino uomahandjauriro uozombuze;
- Okarupa: Oviungura vyakauriri;
- Okarupa okatiti: ondjindiro jovaungure no mekurisiro uauo;

Orupa: Omandjero uondunge moveta

- Orupa ndui rujandja omasa no masorero kohahende onene yo horomende otja nguri otjuru otjijandja ndunge kotjiuru tjeji no horomende kutja tjiyenene okuungura oviungura mbi tjapeua iyo ngundeveta.

Orupa: Omaruisiro uoviposa

- Orupa ndui rapeua omasa nousemba okukuramena poo ohomende/o Ministeri noutupa pekepeke moviposa nauina okukuramena poo ovaungure uohoromende kourike uauo oveni indi tjiyahunguamua iyoviposa ngunda amaveungura oviungura vyo horomende.

Orupa: Ruozohahende zohoromende

- Ozohahende ndeungura morupa ndui zeurikua ijomurondore uohoromende uokombanda okurondororero horomende oviposa vjogatkuro joveta.

Orupa: Ombatero Moveta

- Orupa ndui runomerizirira okujandja ombatero moviune vyoveta tjimuna onduge moveta; nokukuramenua po motjiposa amo zutirua po iyo horomende nderi uajenenisa mbiundjirua ko otja kezeva RO MBATERO MOVETA RO MBURA 1990, amirisembamisua ko mazeva nga zembamisua I jo Ministera kehi je Zeva 1990.

Orupa ruo Master of High Court

- Orupa ndui rua nyingirua ijoveta okutarera omananeno ueta romuti, omapatero jo zongetjefa.
- Omambangorotero, omatjangisiro uo tjimariva otjitiziua, omananeno uombuko jovanatje tjiene imba ozoseua.

Orupa ruo mavaterero moviune vyo veta

- Orupa ndui runomerizirira komapitisiro yoviungura vyoveta po Ndongdohi, jorukondua na pondondo jouye mo mbii jomavaterasaneno tjipeya koviposa vyo horomende naimbi ombirivate, omakotorore jo vakatuke vo veta, omavaterasaneno moviune vyo veta ndjino tjina nousemba uovandu no mavaterero moruveze ruouzeu, omaetero momaunguriro uotjimariva otjihupise tjomundu, okukondonona nokutuara kotjombanguriro oviposa vyomatumbiro uomundu, oveta ndjinotjina noviposa pokati komahi yevari na uina pokati komahi omengi. Okujandja ombatero momananeno uetjirata tjomahongero uoveta, o committee jomavatero uozohahende no mazeuparisiro uo zo document otja ko NDUVASANENO jo HAQUE, ja tjiyari 5 OCTOBER 1961.

Orupa: Ruo Matjagero uo veta

- Orupa ndui runo merizirira no matorero ua naua no matjagero uo veta onduungua ko ndjiuo ua naua no matiero uo zoveta . Eraabo ro munane ue hi . Omaseva no matjangua uozongivisiro uohoromende okuza
- ko za mberoo, ozo ministeri no tupa (muuo mu na omazeva, ozoveta no matjangua ua Kauriri okuzako unane uovihuro no tu pa otuhinginga kohoromende ane so kujakura ijo Minista poo o Minister muisa kukara no ndjiviro nauo, amzeva uo tjombanguriro tjo kombanda mbanda, otjombanguriro tjo kombanda navio mbanguriro vio magestrata. Ko murungu orupa ndui rujandja onduge ko O/M/A's mo matuapero uo zo veta. Orupa ndui rupitisa ozoveta no zo ndjivisiro zo mananeno mo ngoramambo/ Gazzete. imanga kamwe ozongora mambo/ Gazette zo horomende nai rimbi zo kastoma zajo.

Orupa: Ruo ndunino yo zo veta

Oveta (jo 1991) jo rupa ruo matunino no mekurisiro uo veta rua zikamisa o LRDC. Otjiungura otjinene tjo rupa ruo ndunino yo zoveta okujandja omasa ko LRDC okupitira mo manongoneno no ma piaseo uo tutavi atuhe tuo veta ja Namibia ko kutja o LRDC ijenene okutuapo omuhunga no matunino no me kurisiro uo veta otjingejo. Orupa ndui rujandja oveta no masa uo manongoneno ko matuapero uo zo veta ijo Ministeri jozombangurirono veta.

Omberoo yo Tjiuru Otjikaendise Tjo Viungura

- Otjiuru otjikaendise tjo viungura oomuna merizirira uo kombanda momatiero uo tjimariva tji jandja ko Ministeri otja koveta ndja puire po. Omuna merizirira uo kombanda mo ndjindiro ombua jo vaungure otjomburo no zomburo zarue otja ko mazeva ngeripo nu nga puire po. Eye uno merizirira aehe kokutarera oma naneno no makaendisiro uo viungura po ministeri. Eye uungura otjo uhonapare ondivitivi ko materasaneno mo vio veta no maningiriro uo makamburiro no makotorero uo vakatuke uo veta. Eje Makara otjo mahakaeneno kuna ozo O/M/A zarue. Eye majandja amsa ko Minister moviune vio mananeno na mu viarue.

Orutavi: Omatarero uo Moukoto

Orutavi: runo me rizirria kuimbi:

- Omatarero uo makaendisiro uo viungura;
- Omatarero uo tjimariva;
- Omatarero uo meritiziro poveta;
- Omatarero uo tungovi tuozondjuvisiro
- Omatarero uo ku zirira ko tjimanga
- Okutara kutja imbi mbi kuazu ngavitjitue via etua mo maunguriro.

Orutavi: Omahakaeneno kuno otjiuana

- Okutuna omapitisiro uozo ndjivisiro no mahakaeneno ua kuno tjiuana uo Ministeri.
- Okukaraotjo kuamo ehakaenise pokati ko Ministeri na imba ovana rupa mujiu.
- Omahandjauriro uozo ndjivisiro moukoto no pendje.
- Okuungura otjo muhungirire po uo kotjiveta uo Ministeri
- Okutjiukisa no kuhurisisa oviungura vio Ministeri
- Okukongokisa no kukara po vitjitua vio Ministeri otja tji pa tjabgua.

Orutavi: Ondjeverero yo Merirongerero Koumba

- Okuyandja ondaveho ko ndjeverero ko ndjivisiro ko vaungure mo muano uo kuvatera no makaendisiro uo viungura mbima vitunu ko ndjeverero jo korutu ruo vaungure
- Okutjita ouatjiri kutja ovaungure uo MOJ veungurire po ruveze ruo ndjeverero ombua nauina ku imba mbee kungura oviungura po Ministeri, kozo kastoma zajo na ko tjiauna.
- Okutjita ouatjiri kutja ozomburo zo Ministeri zeri poruveze ruo ndjeverero osemba.
- Okutuna naua omiano vio ndjeverero jo ko rutu no mahitiro okutjevera oviungurisiua, ondjivisiro no uini oumanikua okuurika no kutjurura ouba ko vaungure. Okukurisa no kuka nozo ngongarasaneno zo mahongero uondjiviro mondjeverero.
- Okujandja onduge mo ndjeverero
- Okusembamisa otjiungura tjo kondonona avihe kutja viri naua.
- Okuhakaena kuna otupa tuare tuo ndjeverero ndeno kondaraka jo ku janda ondjeverero ngandu ko vatjevere vazo (okutjevera).

Orupa: Oruyandja ndunge mo veta

- Okuvatera ohahende onene yo horomende oviungura otja tjivia tieua ijo ngunde veta.
- Okujandja onduge no umune mo veta ko tjiuru tjehe, kozo mberoo na kotupa tuo horomende.
- Okuungura otjo vahungirire no vakuramene po uo horomende povihungiriro vio moukoto na pondondo jo uje.
- Okutjita ouatjiri kutja ozoveta ozondungua no maraambo maje hitasana no ngunde veta. Naiuna okutjita ouatjiri kutja ozo kazena oku vetasana oviuru no zo veta zarue ndazikama.
- Okukara no rupa motutu okukondonone no mapurateneno uozomberero. Okuhaama mozo komiti zo viungura moukoto uehi na pondondo jo uje.

- Okutjevera no ku jandja omasa ko ngunde veta jo Replika ja Namibia.

Orupa: Omaurisiro uo viposa ombirivate

- Orupa ndui runo merizirira ku imbi:
- Okukuramena po ohomende mo viposa ombirivate. Oviposa vio vaungure no voposa viongatukiro jo veta mbi rapotuaijo horomende, okuvatera no matuiro uo minue kembo, omaongarero uo zondjio, omaandjero uondunge mo vio veta no tupa tuatjo mo marundururiro uo uini.
- Oruo vina ruso kuungurisa omasa aehe jarue otja tjirua peua ijo veta johahende onene johoromende (1992).

Orupa: ruo marondororero uo viposa vio tjiuana

Orupa ndui runo merizirira nga:

- Okurondora oviposa, okutara momaningiri uo uo ma kamburiro uo uini nokutjita omapuriro ohunga no mahupisiro mo Namibia mena rohoromende. Okutjita kutja ongatukiro jo veta ngai rondorue poo inde.
- Okurondora omaarurakisiro uo viposa vio ngatukiro jo veta motjombanguriro tjokombanda nai ihi tjo kombanda mbanda mena ro horomende. Okujandja outuu ruo usemba uo marondororero ombirivate.
- Okutjita omaningiriro komakamburiro uo uini otja kezeva ndino tjina no matjuriro uo ngatukiro.

Orupa: Ombatero mo veta

- Okusutira mbehina okuyenena ozohahende.
- Okutara mo maningiriro uo kusuritua ozohahende.
- Okutjivisa ovatjite uomaningiriro ohunga no maningiriro uauo.
- Okuningira ohambuarakana ko kusutirua ohahende ondeeri mo veta mape ningirua nao mo veta.
- Okuzika ohahende ku imba uo maningiriro nga tona.
- Okutuna ozombapira zo masutiro.
- Okuisapo ombatero jo hahende ndeeri ohepero.

Orupa: Masters of the High Court

Orupa ndui runo merizirira ku imbi:

- Omatjangisiro no matunino ueta ro muti, omambo ngorotero, omutize uo uini otjimariva otjitiziu, no mbutiko ndjitizirua ovandu varue.
- Omatjangisiro no matjeverero uo mananeno ueta romuti.
- Okutjangisa otjimariva otjitiziu no ku jandja orukuu ruatjo.

- Okutjita ovatjiri kutja mavihitasana no veta jo tji mariva ndji kutuna ovimariva vio vanatje uo kehi jo zombura, vio varemene, ovarumate mbeheripo na mbe hijakuatua.

Orupa: Omavaterero mo Viao Veta

- Oku jandja omavaterero mo viune vio veta po ndondo jehi nap o ndondo jo ujê.
- Okuzeuparisa omatuire ko uo minue kembo okusembamisa omaningiriro uoma kotorero uo vakatuke uo veta no omavatererasaneno moviposa vio ngatukiro jo veta.
- Okusembamisa omaningiriro mo viposa ombirivate mena to zo hoiromende zo mahi uo pendje.
- Okusembamisa omaningiriro komaraambo uatjo mbanguriro ngeno tjina no ndumbiro no kujeta mo maunguriro ozongurameno zatjo mbanguriro mena rozo horomende zo mahi uo pendje.
- Okujandja oviungura ko komiti yo-pokati kozo Ministeri ndji no tjina no Usemba uo Vandu.
- Okuooronganisa, okutjanga no ku jandja movikando, orapota ohunga nongaro jo usemba uo vandu ko tutu two uje.
- Okuzira amapuriro ohunga no usemba uo vandu moruveze ruo uzeu.

Okarupa: Ondumbiro

Okarupa inga kena omerizirira ku imbi:

- Okuzirira ko mitjemo ohunga no ndumbiro, oku vatera na mbi ma vi kaenda motjo mbanguriro no ku vatera no zo ngongdononeno okutarurua otutuu tuo maningiriro uo ndumbiro okujapura mo maningiriro uo ndumbiro okusembamisa omaningiriro ko ndumbiro mo tjo mbanguriro.
- Okuzasisa omaraambo ua tjombanguriro ku jeso kujenda.
- Oku kondonona kutja imba mbena tjiposa kumue veno tji mariva tji tjitapi auhe kuje omuini.
- Oku kondonona omitjemo mbia hungamisiua imba mbukuza vatomba omazeve uo ndimbiri okujandja otjiposa ko marondororero uo ngatukiro jo veta.
- Okujakura no ku tjanga omaraambo ua tjombanguriro ohunga no ndumbiro ngazu munda mbo ouarue.

Okarupa: Oviombanguriro Vio Tjiuana

- Oku kongomikisa ma jakuriro no ma zikamisiro uo vio mba nguriro vio tjiuana
- Oku tjivera omananeno uo vio mbanguriro vio tjiuana.
- Oku jandja omahongero ko vaungure uo mo vio mbanguriro vio tjiuana.

Urupa: Omatjangero uo Zoveta

Orupa ndui runa merizirira na imbi:

- Okutanaurira omazeve mo zo veta, oku nduruka no kupitisa ozo veta, omatuapero, omatjivisiro no matjangua uarue uo veta mo ngasete poo ongoramambo jo horomende.
- Oku paisa no kutja ozo veta Ozondungua ko zo (O/M/As) omatuapero ko tjiuru tjeji, amazeve no mirari vairue vio veta ko zo O/M/As, no zo ndjivisiro zo mana neon ko O/M/As.
- Oku jandja onduge ko Komiti Yo Kabineta Yo Veta.

Urupa: Omatjunino Uo Veta

Orupa ndui runo meriziriz na imbi:

- Oku jandja omasa uo maunguriro ko Komiti Yo Matjunino no mekurisiro uo veta (LRDC) otja ndji no masa moveta oku urika ozoveta nga kurupa nu nde ha zerua rukuao kutja ze nanunune okupamisa otutavi tuo veta ja Namibia, okutuapo ozoveta ngu maze tu nduza o usemba uo vadu na ng maze hanganisa oveta jo mbazu kuna onduge veta.
- Okujandja onduge no mbatero kozo O/M/As mo viungura via zo vio kutjuna oveta.
- Okutjita omanongoneno mo tutavi atuhe tuo veta.
- Okukara no tji hungirio kuno tjiuana no vanarupa varue ohunga no tjiungura tjo matjunino uo veta.
- Okutjangera o ministera yo veta no Zombanguriro ozo rapota ongondoroka no matuapero uo LRDC ohunga no matjunino uo veta.
- Okujandja ozoz rapota zo vititua vio LRDC ko Minista Yo Veta no Zombanguriro kutja ituare zo ko Ndjiuo Yo Matiero Uo Zoveta.

Urupa: Omananeno uo mo Ndivitivi

- Orupa ndui runa omerizirira na imbi:
- Okujandja omasa uo mananeno ko MOJ na ko Mberoo jo Hahende Otjiuru jo Horomende.
- Okutjita kutja pe kare ongaro ndji ma l jeta ombazu jo maunguriro uo ndondo jo ko mbanda.

3. OZO KASTOMA ZETU

- Otjiuru tjeji
- Ovatjinde uo vihavero vio Polotika
- Otjiuana Tjakauriri
- Orupa Rouhoze Rua Namibia
- Ovarandise nova na zo kontaraka
- Ovaungure uo MOJ
- Oupa two Zombuze

4. OMERIJANDJERERO UETU KOVE

- Tue ri jandjera okukarara no mahakaeneno aruhe kuno zo kastoma zetu okupitira mo zo mbongarero, omatjangero uo zo mbapira no ma hana saneno uo zo ndji visiro.

Ozongunde Ozonene ku tua kura mena**Okuhinavineja**

Okuungura na ku hina vineja na
Kuhina ngarera

Oupaturuke

Oviungura nga viu ngurue mo muano omupa
turuke, ongarate nu mbu mau zuvaka oupupu.

Omavatero ua katjoruhonga

Ete turi ko vitonge oku ruruma ondondo
katjoruhonga

Ourizirira

Ete tu kambura omerizirira ko zo ndiero
no vi tjitua vietu.

Ounongo

Ete tuno outongatima mu imbi mbi matuungura
nu tu uungura oviungura vio ngengu jo nu jo mo
ruveze.

Epango

Ete tu vara onduge jo vaungure vetu nu tu
njomona ombepo jo ku ungura otje pango.

5. ORUJANO RUO MBATERO JETU

**Omberoo Yo Tjiuru Otjikaendise tjo Viungura
karupa: Omatarero uoMoukoto**

Ma tu:

- Ko Matatrerero mouko Omaua maua pondondo jouje (ISPPIA) otja komazeua uohoromende nu otja komaunguriro omatie.
- Aruhe matu ri tizire po mazeve nga ja kurua uo mata rero uo moukoto.
- Kaendisa omatarero ko ndunge jo kutjurura oumba Kara no mbongarero kuno zo kastoma ko murungu na kombunda ku mana omatarero ajehe.
- Matu jandja orapota osenina jo matarero mo ndjiuo 10 uo viungura tjitua mana imbi viungura.
- Matu kara no matarero omakongorere moure uo majuva 10 uo viungura.
- Matu tjanga ozo rapota ozngundarora tjituaazu no mana oviungura vio mokuti.
- Kaendesisa otjiungura tjo ku zikira kotjimango ko matarero moure uo majucva 5 tjituaazu no kuja kura omaningira ngo.
- Jandja otjiungura tjo matarero otjiua no ttipame ko MOJ mo muano uo ngui zikiro.

Okarupa: Omahakaeneno ku no tjiuaṅa**Ma tu:**

- Matu handjaaura ondjivisiro moruveze moukoto no pendje ama tu ungurisa oumbo uo mbuze ko mbundo mieze vitatu avihe, a Rapota Zo Mombura zoMinisteri, okunduruka oumbo uo ndjivisiro otja ko maningiriro, oku kara no rupa mo vitjitua vio maarisiro uo viṅa otja tjiṁapejenenua nu aruhe okutuamo ozo ndjivisiro ozombe mo tungovi tuo mahakaeneno tuo ministeri.
- Matu sembamisa ovitjitua vio Ministeri puno Vakaenda Tjituve-no-Tjituve najo tjarire ohepero.
- Matu ziri omapuriro uauomoure uo majuva jevari 2.
- Matu nanga otupa two zo mbuze atuhe okuje kukara po vitjitua vio Miniteri tji pa ningirua nao.
- Okutara naua omatjangua motupa tuo zombuze ohunga no Ministeri pe vapa juva.
- Okuzirira ku imbi mbia tjangua ohunga no Ministeri moure uo majuva jetano jo viungura ama tu pitire motupa pekepeke two zo mbuze.

Okarupa: Ondjevero no**Matu Tju:**

- Tuapoondunge jo Ndjeverero no kuziri ko kombundo zo mbura azehe ndatu.
- Tjiti ouatjiri kutja aruhe ma pe ritizirua po mirari vio veta mbi tumbura ondjevero
- Kaendisa orukosi ruo ndjivisiro ohunga no ndjevero ko mbundo mieze avihe vitatu.
- Tjiti ongondononeno ohunga no ndjevero na mbi ma peja avi jeta oumba no mateero uo maza uo ndjevero na tu jandja o rapota ko mundo majuva hambo mbari 7 nu ko mbundo mueze indjii okuura moure uo mueze ko tjiru otjikaendise tjo viungura.
- Movikando novikando matu tara ouini, no kutjanga kutja uripi nu uri kehi jo ndjevero jaune.
- Po tuvari mo tjivike matu varura ovatjevere mbu mave ungura ozo skofa oo indji jo mutenja no no utuku.
- Kombundo zo mbura ndatu matu tutarura ongaro jo ndjevero.

Orupa: Ondunge Mo Veta**Ma tu:**

- Moure uo majuva 25 uo viungura matu jandj ondunge moveta okuza ke juva ndi ja ningirua.
- Moviposa vio hakahana undjira ko ondunge jetu moveta moure uo majuva jetano 50 uo viungura.
- Na kuhina kuporera matu kara ama kuramene po ohoromende mozo komiti zo viungura zo mehi ngandu ku inda zo uje otja tji paningirua.
- kara mo tukosi tuo zo ngondonono no mahaameno uozomberero po zo O/M/As tji tua ningirua nu ndeeri ovaungure mba puire po puveri.

Orupa: Omaruisiro uo vu posa Ombirivate**Ma tu:**

- kuramene po ozohoromende mo viposa ombirivate no vio vaungure aruhe.
- Jandja oma vaterero mo vio veta ko zo O/M/As okupitira mo zo veta no maza nga puire po tji tau jakura maraa indu tja rire ohepero.
- Kuramene po ovaungure vetu mo viposa mbi ra potua ijo horomende tji tua munu omaraa ngo nu ama tu ritizire po maza uo tjambanguriro.
- Jandja no ko stampa ombapira ku kua turua omunue kembo kotjiveta.

Orupa: Omurondore-Omunene**Ma tu:**

- Rondora ozo ngatukiro zo veta otja ko mirari vio veta.
- Jeta natu ruire omapiruriro uo ma jarura kisiro uo viposa mo tjombanguriro tjo kombanda naihi tjo ko mbanda-mbanda ndeeri jarire ohepero.
- Jandja orutuu ruo kutja ape rondorua tji paningituo nao ii mba mbe no rupa mo tjiposa ndeeri peno hepero ndjo.
- Tjiti omaningiriro komakamburiro uo uini mbuaza ko vitjitua via ngatukira jo veta otja kezeva indi: Omatjurukiro Uo Ngatukiro Yoveta Ngeviuoroka oveta onomora 29 jo mbura 2004.
- Matu kaondjisa ongondonono ohunga no ndumbiro otja kezeva onomora o 9 jo mbura 2003.

Orupa: Ombatero Yo Mo Vio Veta**Ma tu:**

- Tara mo maningiriro ko mbatero mo vio veta moure uo mauve 10 wo viungura.
- Matu tjivisa omutjite uo maningiriro mo ure uo majuva 3 wo viungura.

- Raere ohahende okukuramena po ingui uo maningiriro ngatona moure uo majuva 3 ju viungura.
- Kongomokisa ozombapira zo masutiro mo majuva 5
- Jandisa ombatero mo vio veta tjarire ohepero.

Urupa: Master of the High court

Ma tu:

- Jandja otutuu tou ma zikiri momata uo vati, mo ma mbangorotero, na mo matiziro uo uini moure uo majuva 10.
- Janfja ozo mbapira zo maŋa uo vaŋi zo mambangoretero no zo tjiŋariva otjiŋizua moure uo majuva omurongo uo viungura.
- Sutu moure uo majuva okuza mejuva ndi o Ministeri Jo Vititua Vio Moukoto Urhi tji ja zepaurisa kutja ozo mba pira azehe zeri naua.
- Tjiti ozombuiko ozomba mena rovanatje uo kehi jo zo mbura, imba mbeno matokero mo urizemburuka na varumate mbe hina po na imba mbe hija kautua.
- Omarumatero uo kutja ozo mbapira azehe zeri naua tjeri ohepero.

Orupa: Ombatero Mo Vio Vta

Ma tu:

- Zeuparisa ozo mbapira otja ngeri ozohomonena mo moma juva jetatu 3.
- Ungura omaningiriro uo makotorero uo vakatuke uo veta no Mavaterasaneno mo viposa vio makatukiro uo veta mo ure uo majuva 10 uo viungura kombundo maningiriro.
- Moure uo majuva 10 uo viungura matujeta omaraambo uo tjo mbanguriro mo ma unguriro mena ro zo horomende zo mahi uopendje.
- Moure uo majuva 10 uo viungura matu jeta mo maunguriro omaraambo ua tjo mbanguriro uo matumbiro nauina ondiero jo vio mbanguriro vio mahi uo pendje.
- Kombundo mieze avihe vitatu matu sembamisa ozo mbongarero zo komiti Yo zo Ministeri (IMC) ngeno tjina no usemba uovandu no veta jo uje.
- Uoronganisa, nokutjanga natu jandja ozo rapota no vikando ohunga no ngaro jo usemba uo vandu ko tutu to uje tuo usemba uo vandu otja tji paningirua ito.
- Zirire ko mapuriro ohunga nou semba no veta jouje jo ma vatero uo vandu otja ko vika sengo vio ruveze.
- Kuramene po ohoromende po SADC, OAU,

omahi nge riuoronga mo utume nap o UN mo zo mbongarero nde notjina no viune vio veta otja tji pa ningirua.

Orupa: Ondumbi ro

Ma tu:

- Ruisa omaningiriro/oviposa vio ndumbiro otja ko veta.
- Na kuhina okuporera matu ungurire ko maraa uo tjo mbanguriro ngeno tjina no ndumbiro.
- Kondonona kutja imba mbeno tjiposa kumue verivi mo zo ndjaŋu zauo ohunga notji mariva.
- Mana ozo ngondononeno moure uo mieze vitatu.
- Mana omaetero mo maungurire uo maraa uotjo mbanguriro uo ndumbiro ku imba mbe hasutu moure uo muezze 1.
- Okujeta mo maunguriro omaraa uo tjo mbanguriro ngeno tjina no ndumbiro.

Orupa: Ovio mbanguriro Vio Tjiuŋa

Ma tu:

- Tjiti kutja ovio mbanguriro vio tjiuŋa vi ja kurue no kuzi kamisiau mou re uo mieze vitatu tji pazu no ku ningirua nao.
- Tarere no kuthevera omananeno uo vio mbanguriro vio tjiuŋa otuveze atuhe.
- Jandja omahongerero ko vaungure uo mo vio mbanguriro vio tjiuŋa.

Orupa: Omatjangero Uo Zoveta

Ma tu:

- Jandja ondunge ko Komiti Yo Kambineta ndji tjina no matuaperoo uo veta ohunga no veta ndjiri mondungiro motuveze atuhe.
- Nduruka ozoveta, ozondjivisiro no matjangua uareu uo veta mo ure uo majuva muvii uo viungura okuza mo majuva ngu jandjua.
- Jandja ozo Ngasete moure uo juva indi tji za ningirua okuza ndoo vazu ovi herengurirua opuviri.

Orupa: Omatunino Uo Veta

Ma tu:

- Jandja eziriro ko maningiriro nga tjitua ko ndunge no mbatero ko O/M/As moviungura via zo vio matunino uo vwta moure uo majuva 14.
- Nakuhina okuporera matu tjiti omanongoneno

omakoto motutavi atuhe tuo veta.

- Tjiti kutja ovate I vase ku avehe okupitira mo tupa tuo zo mbuze omueze auhe.
- Kara nozo mbongarero kuno tjuanga no van a rupa ohunga no tjiungura tjo ma tunino uo veta ko mbundo mieze vitatu avihe.
- Tjanga o rapota jam bi mavisio kutjitua ohunga no matunino no me kurisiro uo veta ko ministera jo Zo mbanguriro No Veta ombura aihe.
- Tjanga o rapota ohunga no vitjitua vio mbura ko Miniter jo Zombanguriro Noveta kutja ika hitisiue mo Ndjiou Jo Matiero Uo zo Veta.

Orupa: Omananeno Uo Mondivitivi

Okarupa: Otjimariva No Matiero Uatjo

Ma tu:

- Tunu na tu sutu Otjisuta Tjo Merihupisiro Pejuva mo ure uo majuva 5 uo viungura.
- Tjiti ouatjiri kutja omasutiro kovina no viungura mbia ungurua vitjitue moure uo mueze.
- Jandja omatjangua kutja maperitizirua po maze va nga: Ezeva Ro Tjimariva Tjo Horomende (Ezeva onomora 31 ro 1991) Eraa Ro Miniteri Jo Tjimariva, Omarandero (Ezeva onomora 15 ro 2015), otuveze atuhe.

Okarutavi Kokarupa: Ovanungure no

Mekurisiro

Ma tu:

- Tjiti ouatjiri ku otjiungura tjo makutiro mo vihavero tja manua mo , mo mieze vitatu
- Tjipaningirua omajuva jo uo lifa ngaje jandjeue moure uo majuva jetano 50 uo kuu ngura.
- Omaningiriro ko mbatero jo mapangero, social security otjimariva otjijazemua okuranda ondjiuo, no GIPF nga je ungurue moure uo majuva 2 ju kuungura ndeeri ozo documenta azehe opuzeri.
- Mana okuungura majuva uo vaungure ngenotjina no mbakero ko maningiriro nga mejo kusutua ijo GIPF no Social Security mo ure uo majuva omurongo najane 14 uo kuungura.
- Omuungure oviungurua vie tjivia jandisiua omauva ue maje ungurua mo ure uo majuva omirongo vitatu ndeeri ozo mbapira azehe ngu mazeheperua po opuzeri.
- Kondjisa omahongero uo kutjiukisa omuungure ngua kutua koruveze rou maunguriro.

Ondunge Jo Mekurisiro & Ouini Mbu Hanjinganjinga

Ma tu:

- Omueze auhe matutara kutja otji ungura tjo matungiro matji kaundja vi.
- Kombundo mieze vitatu mapetarerua kondjindiro no matunino uo mbia tungua Omatunino omatiti maje tjitua momajuva jevari nu inga omanene maje tjitua mo ure uo mueze.
- Kaendisa omatungiro uo uini uope no kujera ondgu ja imbui mburipo otja ko ndunge onene jo Miniteri.

karupa: Ounongo Uo Ndjivisiro

Ma tu:

- Tjiti ouatjiri kutja ozomahina azehe zo ICT (ounongo uo mahakaenisiro no zo ndjiviro) mo Otupa atuhe kazena ozombura nderi kombanda ja ndatu 3; (itji ma Tjizu ko vimariva mbiripo)
- Seevesa ozo mahina azehe IT mo ndondo jo ko mbanda-mbanda, okutjita ouatjiri kutja ozo mahina zetu ma ku jenena okutarerua.

Okarupa

Ma tu:

- Aruhe matu ritizire pezeva Rohoromende Ro Marandero 15 Ro Mbura 2015.
- Ziri mo zo iri 24 omapuriro uozo kastoma zetu oo zo moukoto no zo pendje.

6. TJI MO HAKAENE KUNA ETE

Tji mo hungire kuna ete arikana ondjivisiro indji;

- Ofano no mana uoje okuura, orungovi, otjikesa tjoposa, onomora jo ngoze no Yo fax.
- Jandja omakahukuriro maua ohunga no mu tjemo uoje poo mbi movanga.
- Tiza omatjangua uotjiune poo amutjemo mbu uatamuna no kutja ua hingire kuna une no kutja jari ejuva rine no mongapi tjimua hungire kutja tu jerereko ondengu ju kuvatera.

Tji uee k utu varua

- Matu utu okukuvatera moure uo zo-minute 5 ndeeri uatjivisa omeero uoje komurungu ruveze.
- Matu ziri omapuriro uoje ngunda uri puna ete, nu tji tuhina okutjita na, matu kuraere kutja onguaje nu oruje tji mo muni ezeriro.
- Nu tji mohepa okuka vaterua kuarue ete matu vatere no ku kutonena ongoze poo

okupitira morungivi, atuku tjitire otji herungurua okuzamba atu kupe ena ro mundu nguma muso ku hakaena no nomora je.

7. OUMUNE UOJE UONAHEPERO

- Eṭe na kuhina okporera tue ri upikira okujera ondondo jetu jo ma unguriro. Kutja tu tjiṭe imbi matu hepa okutjiua kutja ove mo zeri okuvaterua vi.
- Eṭe matu tjiṭi orujano ro ku tua oumune uoje mo urize mburuka indu tji ma tu tuapo ozo ndondo zo mbatero.
- Tu tjiṭisa tji u hatjaterue poo tjiu hina hange no maunguriro uetu nu
- Tupa uomune uoje kutja tu jerere ko onḡngu jo viungura vietu.

8. MBI MATU NINGIRE KOVE

- Ondengu jo viungura mbi ma tu jenene oku kuu ngurira mavi rekareka kovina peke muvio mumuna ohambaurakana no maunguriro ua kumue ngu ma tu ja kura.

Kehi ja nao eṭe matu ningire ove oku:

- Okurira omunauatjiri nu ukare no muretima
- Okujandja ondjivisiro indjiri jo nu mo ruveze nduriro otja tji ja ningirua k Mberoo.
- Okuritizira po zoveta, omazeva no Mirari.
- Tjinda ovaungure vetu no ndengero ndja puire po.

9. OMUUANO UO KUU NGURIRA KO MUTJEMO UOJE

Tjiuno okambo okutuapo, poo onduṅge, poo omaningiro ohunga no viungura vio Mberoo; Hakaena kuna eṭe nai:

**The executive Director
Ministry of Justice
Independence Avenue
3rd Floor, Justitia Building
Private Bag 13302
Windhoek
Namibia**

Phone: +264 61 280 5335/5244

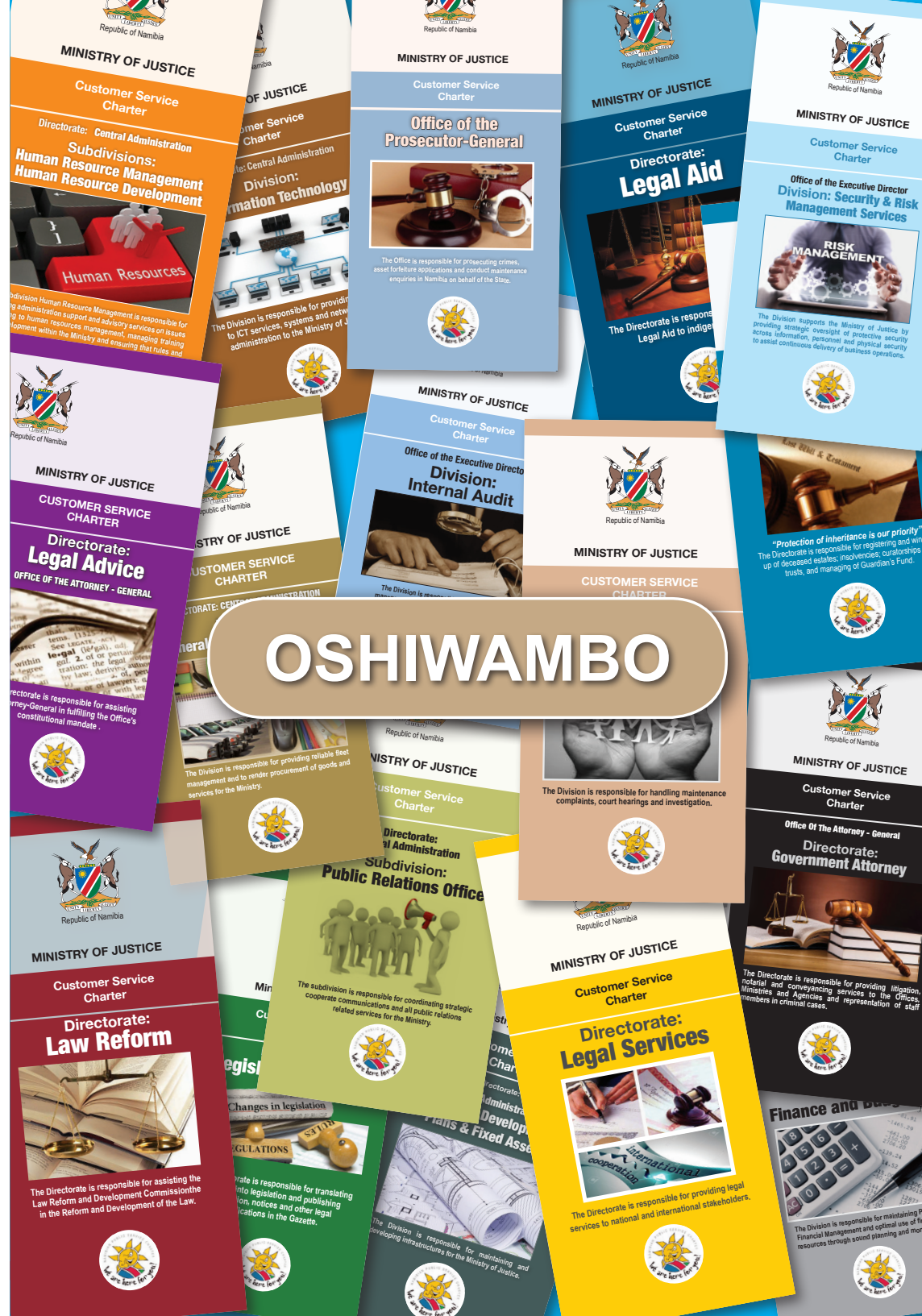
E-mail: info@moj.gov.na

Website: <https://moj.gov.na>

Or

**Public Relations Office
Phone: +264 61 280 5371/5280
E-mail: info@moj.gov.na**

Nu ngunda ngamba tjiu hina ohange neziriro ndazu ko Mberoo jo Tjiuru Otjikaendise Tjo Viungura (Executive Director), peri kamuaha kove oku hungama ozo mberoo inda: Oministera Ondenga (Prime Minister) poo omberoo jo Tjiuru Otjitjevere tjo Usemba uo Vandu (Ombudsman)



OSHIWAMBO

1. OMISHANGWAHOKOLOLO DHONDON DO YOPOMBANDA

Oshinakugwanithwa shetu

Uuministeli wUyuyuki owu na oshinakugwanithwa okugandja omayakulo Gopaveta nokukwashilipaleka ewiliko lyuyuyuki. .

Etumo lyetu

Okushilipaleka omayakulo gopaveta gongushu, pethimbo notaga monika nuupu, okugandja omayele gopaveta gongushu, pethimbo nekalelopo li ithikamena po lyopaveta oshowo egandjo lyomageelo, gopaveta, pethimbo

Ontengenekwathaneko yetu

Okukala omunashiholelwa dhingi megandjo lyomayakulo gopaveta

OMUKANDAUVANeko NGUKA

- Otagu totha mo eyakulo hatu gandja (Shoka hatu longo)
- Yelitha kutya aayakulwa yetu oolye
- Ulike eitulomo lyetu kune
- Tula po oohedhi dheuvaneke lyeyakulo yetu (Oohedhi dhoshilongaitano dhoka tamu vulu okutegelela okuza kutse)
- Tumbula shoka tatu ka ninga ngele wa kwatathana natse pangodhi
- Koleke kutya iyetwapothaneko yeni oya simana nenge oyi na oshilonga
- Yelitha shoka twa tegelela kune
- Yelitha nkene to vulu oku tu pa omayele oshowo nkene wu na okugandja enyenyeto, ngele ino nyanyukilwa eyakulo lyetu,

2. SHOKA HATU NINGI/LONGO

Oshilonga shUuministeli osha kankamekelwa kOombeleva dhika dha simana, oshowo likondo/iitayi-mbelewa mbika ngaashi:

Ombelewa yOmukuluntuwiliki

- » Ombelewa yOmuyaluli-mambo mUuministeli
- » Ombelewa yOmakwatathano nOshigwana
- » Ombelewa:Egamen nEungaungo lyEtonatelo

Oshikondo: lilonga yOpauambelewa

yOpendingandinga

- » Oshikondo: limaliwa & Omulekenenothaneko gwElongitho lyOshimaliwa
- » Ombelewa:Ondungethaneko yOmapendulopo & Omaliko gUuministeli ihaga lunduluka (Omatungo nsht)
- » Ombelewa: Omauyelele gOpautekenika
- » Ombelewa:Ombelewa yOmayakulo & lilonga yaKwalukeshe

- » Oshitayimbelewa: Oonzo dhOpantu nOmapendulo gOonzo dhOpantu (aanambelewa)

Oshikondo: Omayele gOpaveta

- Oshikondo shika otashi gandja owino nomaye kuHahende-Ndjayi shi nasha niipambe yopaveta, oshoka Hahende-Ndjayi oye omugandjimaye omunene gOmupresitende nEpangelo opo ya vule okutula milonga nawa oshinakugwanithwa shawo shOpakotampango.

Oshikondo:Ekaturkonkatu lyOpaveta lyilipotha yOpashigwana

- Oshikondo shika oshi na oshinakugwanithwa okukalela po Epangelo nOmahangano gEpangelo oshowo aakwashigwana pauhandimwe miipotha yopaveta yopashigwana, uuna ya katuka oonkatu dhopailonga yawo nenge paithano gawo giilonga.

Oshikondo: Egandjo lyOmahandukilo/Omageelo kOshigwana

- Aagandji yOmahandukilo kOshigwana ohaya longo ihe moshikondo shika nokuwilikwa kuHahende-Ndjayi mokugandja omageelo ge nasha niimbuluma/omakaulonyanga peha lyOholomende/Epangelo.

Oshikondo: Omakwatho gOpaveta

- Oshikondo shika oshi na oshinakugwanithwa okugandja omakwatho gopaveta ngaashi egandjomaye lyopaveta oshowo ekalelopo lyopaveta pashimaliwa shEpangelo koonakuyona mboka ya gwanitha po iipumbiwanima pamautho gOveta yOmakwatho gOpaveta, oveta yomumvo 1990 ngaashi tashi uthwa komalandulathano ga tulwa po kUuministeli wUuyuyuki pamautho gOveta ndjoka.

Oshikondo: Ombelewa yOpangu yOpombanda yOmauthiga (Master of the High Court)

- Oshikondo shika otashi uthwa koveta okuwilika nokuungaunga netonatelo lyilonga yi nasha nomaliko guuthiga woonakusa, omahulithopo gookampani, omambangoloto, omashangitho giiketha newiliko lyOshiketha shAasilishimpwiyu – yoonakuthigwapo nenge aatekuli yoonakuthigwapo.

Oshikondo: Omayakulo/lilonga yOpaveta

- Oshikondo shika oshi na oshinakugwanithwa shiilonga yopambelewa netulumilonga lyomalandulathano gopaveta giipotha pamuthika gopashilongo, pashitopolwa nopaigwana oku shi talela momalongelokumwe gopaveta nogopamuhanga miipambe yi nasha nomakwatho gopaveta ga guma omakwatho oku shi talela miinima ya nika iimbuluma yaakwashigwana,

egalulilo koshilongo lyaakaulinyanga, uuthemba womuntu, oveta yomakwatho gopauntu, iinima yekwathelathano lyopamihanga, omakonaakono giimbuluma, egandjo lyekalelopo lyiinima yopaveta moompangu; omalongelokumwe giilongo, omalongelokumwe gopaveta giilongo, okugandja omayambidhido gopambelewa kOlaata yOpaveta yElongo; Okomitiye yEvolukitho kAanaveta oshowo okugandja Omauthemba gOpaveta/Omashaino kaanamblewa koondokumende pamautho gEtsokumwe lyokoHaque, Iyomomasiku 5 Kotoba 1961.

Oshikondo: Evuto/Etotepe lyOoveta

- Oshikondo shika oshi na oshinakugwanithwa okusimonona nawa nokuvuta Oontotwaveta dhOparliamende, dhOmupresitende, Ompango nOmatseyitho gEpangelo okuza klikondo, Uuministeli nOmahangano ga yama kEpangelo (mwa kwatela Oompango, Ooveta nOmatseyitho gaKwalukeshe okuza komalelo goondoolopa nomahangano gepangelo, ano iipambele keshe mbyoka ya pumbwa eziminino nenge tayi ningwa mekwatathano nOominista, Oompango dhOmpango Onene yomoshilongo, Ompango yOpombanda oshowo oompangu dhOpamengestrata. Oshikondo shika natango ohashi gandja omayeke kOmahangano, Uuministeli nlikondo yEpangelo pamithika dhawo shi nasha niikwaveta, ohashi nyanyangidha wo ooveta nomatseyitho gEpangelo moshifokundaneki shEpangelo (*government gazette*), okutula kumwe nokwaandjaganeka iinyanyangidhomwa yepangelo kaayakulwa/ookasitoma dhawo. .

Oshikondo: Elundululo lyOmpango/Oveta

- Elundululo lyOmpango/Oveta oshowo Okomisi yOmapendulopo, Oveta yomumvo 1991 otayi utha etote po lyoshikondo shika sha tsikwa oshinakugwanithwa okugandja eyambidhido kElundululo lyOmpango/Oveta nOkomitiye yOmapendulopo, unene okuninga omapekepeko mekwatathano, oshowo okukonaakona iitayi-mbelewa ayishe yOmpango yaNamibia opo Elundululo lyOmpango nOkomitiye yOmapendulopo yi vule okuya po niyetwapothaneko yi nasha nelundululo nependulopo lyompango/oveta ndjoka. Oshikondo shika ohashi gandja ishewe omusindalandu oshowo omadheulo ge nasha nomapekepeko ge nasha newiliko lyoveta kUuministeli wUuyuku..

Ombelewa yOmunambelewakuluntu

- Omunambelewakuluntu pamautho nomulanduveta oye ta wilike nenge e na oshinakugwanithwa shelongitho lyiimaliwa ya pewa Uuministeli. Omunambelewa Omukuluntu oye wo ta wilike

nokutonatela oonzo dhopantu oshowo oonzo adhihe dhUuministeli ngaashi tashi uthwa pamulanduveta. Oku na wo oshinakugwanithwa shiilonga ayihe yopambelewa noshimpwiyu shiilonga ayihe yUuministeli. Oye e na oonkondo adhishe dhuuministeli shi nasha nomaindilo gomakwatho gopaveta gopamuhanga oshowo omagalulilo gaakaulinyanga koshilongo miipotha/iimbuluma. Oye e na oonkondo uuna tashi ya komakwatathano pokati komahangano, uuministeli nookampani dha yama kepangelo. Oye na okugandja omakwatho kUuministeli wUuyuku shi nasha niipambele yopambelewa oshowo iinima yilwe.

Ombelewa: Omuyaluli-mambo mUuministeli

Ombelewa ndjika oyi na oshinakugwanithwa:

- Okutula koshiyalo ewilikonawa lyUuministeli, ewiliko li nasha naashoka tashi vulu okuholoka po oshowo okukondolola elongitho nawa lyiiniwe muuministeli nokugandja omayeke nkene li na okweendithwa nawa.
- Ombelewa ohayi gandja omayakulo taga landula mpaka:
 - » Iilonga yomayalulo-mambo.
 - » Omayalulo-mambo giimaliwa.
 - » Omaiuyutho komayalulo-mambo.
 - » Omukalo gomauelele gomayalulo-mambo
 - » Ekaturkonkatu mbala lyopamayalulo-mambo
 - » Okutala kushoka sha ningwa po komatulomilonga giyyetwapothaneko yeyalulo-mambo,.

Ombelewa: Omakwatathano nOshigwana

Ombelewa oyi na oshinakugwanithwa:

- Okuunganeka omikalo omiwanawa dhopamakwatathano nuuministeli oshowo omayakulo agehe gopamakwatathano noshigwana mUuministeli.
- Okulonga ongekwatathano pokati kuuministeli naalongeli-kumwe nawo
- Okwaandjaganeka omauelele muuministeli nopondje
- Okulonga Ongomupopiliko gopambelewa gUuministeli,
- Okuhaliitha/okutseyitha iilonga/omayakulo agehe gUuministeli
- Okuunganeka nokugongala piigongi/iiningwanima ayihe yopambelewa yUuministeli ngaashi tashi pumbiwa.

Ombelewa: Egameno nEwiliko lyEtonatelo

Ombelewa oyi na oshinakugwanithwa:

- Okugandja ondugethaneko yegameno miipambele ayishe yuuministeli; omauelele, aanilonga nomatungo opo ku shilipalekwe iilonga yuuministeli

tayi tsikile yi li megameno,

- Okutotha mo nokuwilika omikalo adhishe dhegameno lyomatungo.
- Okukwashiipaleka egameno nomudhingoloko gomatungo gwa gamenwa gwaaniilonga yUuministeli wUuyuuiki, okuyakula aagandji yomayakulo, ookasitoma oshowo aakwashiwana,
- Okukwashiipaleka egameno lyomudhingoloko gomatungo shi nasha noonzo adhihe dhopambelewa,
- Okuwilika omikalo adhihe dhi nasha negameno lyomatungo oshowo omikalo dhekondololo lyokuya nokuza momatungo, omauyelele nomaliko agehe, pashiholelwa, okukoleka omahala ga gamenwa.
- Okuwilika nokutotha mo iipambe yegameno lyaanambelewa
- Okweeta po nokutula miilonga ooproholama dhomadheulo gepashulo dhi nasha negameno,
- Okugandja omayele ge nasha negameno.
- Okuunganeka omukalo gwekonaakono li nasha negameno,
- Okukwatathano niikondo/omahangano gekaleko po lyoveta nelandulathano oshowo okuwilika ookampani/omahangano haga gandja omayakulo ge nasha negameno, mwa kwatelwa aatonateli yomaliko/aagamani yomatungo/omaliko.

Oshikondo: Egandjo lyOmayele gOpaveta

Oshikondo shika oshi na oshinakugwanithwa:

- Okukwatha Hahende-Ndjayi okugwanitha po oshinakugwanithwa she shOpakotampango.
- Okugandja omayele niyetwapothaneke yopaveta kOmupresitende oshowo Oombeleva. Omauministeli nOmahangano ga yama kEpangelo.
- Okulonga ongaapotokononi moonkundathana oshowo aakalelipo yEpangelo piigongi moshilongo nopondje yoshilongo.
- Okukoleka Oontotwaveta nOmauthompango opo ga tse kumwe nEkotampango opo pwaa kale okalamauka tashi vulika ka holoke po shi nasha nooveta dhoka dhi li po nale.
- Okulonga mUukomisi wOmapulapulo nlihokolola yOmaulikitho mOmahangano, Omauministeli nlikondo ya yama kEpangelo.
- Okulonga mUukomitiye wOpautekenika mOshilongo nOpaigwana/Ililongo yiwe.
- Okugamena nokukaleka po Ekotampango lyOrepublika yaNamibia.

Oshikondo:liipotha yOpashigwana

Oshikondo oshi na oshinakugwanithwa:

- Okuungaunga niipotha peha lyEpangelo moontamanana dhaakwashiwana, iipotha yomiilonga oshowo iipotha yiimbuluma, okugandja omayakulo gomikanda dhopaveta, okukonga ko omikuli, okugandja omayele gopaveta, nomayakulo

ge nasha nomikanda dhi nasha nokulanda omaliko kEpangelo, Omahangano nOokampani dha yama kepangelo oshowo Oholomende/Oshilongo,

- Oonkondo adhihe dhilwe ngaashi tashi uthwa mEtseyitho lyOpambelewa lyahahende gwEpangelo lyomumvo 1982,

Oshikondo: Epulakeno lyihokolola lyOshigwana

Oshikondo oshi na oshinakugwanithwa:

- Okugandja oimageelo komiyonena/iikulumuna, okuungaunga nomaindilo gekutho ko lyeliko oshowo okuninga omapulapulo shi nasha nesiloshisho lyaanona moNamibia peha lyOholomende,
- Okuninga omatokolo ngele omiyonena/iikulumuna otayi pewa oimageelo nenge aawe,
- Okuninga iihokolola yomatalululo giipotha yomiyonena moompangu dhopombanda oshowo oompangu oonene dhoshilongo peha lyOholomende..
- Okugandja onzapo yokupethitha egandjo lyegeelo paumwene.
- Okuninga eindilo li nasha nekuthoko lyeliko lyontumba pamautho gOveta yOkukeelela Omiyonena dha Longekidhwa, Oveta onti-29 yomumvo 2004.
- Okuninga omapulapulo ge nasha nesiloshisho lyaanona pamautho gOveta onti-9 yomumvo 2003.
- Okugandja iilonga yomayambidhidho neilongekidhilo lyompangu kiihakanwa yomiyonena/iimbuluma, omanga iihokolola inayi tameka, pethimbo lyihokolola nokonima yomapangulo ge nasha nomiyonena/iikulumuna.

Oshikondo: Omakwatho gOpaveta

Oshikondo oshi na oshinakugwanithwa:

- Okugandja Omakwatho gOpaveta kaantu mboka kaa ye na iiyemo/aathigona.
- Okutala ngele omaindilo oga gwana tuu okumonenwa omakwatho gopaveta.
- Okutseyithila oonakuninga omaindilo shi nasha noshizemo shomaindilo gawo.
- Okupula shi nasha noshimaliwa/eyambidhidho li nasha nekwatho lyopaveta, ngele otashi uthwa koveta/ompango..
- Okugandja elombwelo komunaveta nenge omukalelipo gopaveta pakwatho lyopaveta okukalela po aantu mboka taya vulu okukalelwa po paveta.
- Okulonga mo uumbapila womafutulo.
- Okuhuliitha po ekwatho lyopaveta uuna tashi vulika/ tashi wapalele.

Oshikondo: Ompangu yOpombanda yOmauthiga (Master of the High Court)

Oshikondo oshi na oshinakugwanithwa:

- Okushangitha nokumanitha omauthiga

goonakuthigwapo, omatopolo gomauthiga, omambangoloto gomahangano, omahangano gomakwatho, nokuwilika Oshiketha shAasilishisho yoonakuthigwapo

- Okunyolitha nokutonatela omukalo gwiilonga yopambeleva yomauthiga goonakuthigwapo..
- Okuninga amatokolo ge nasha noongushu dhOmatestamendi (gOmauthiga).
- Okunyolitha nokutonatela omukalo gwiilonga yopambeleva gu nasha nomatopolo gomauthiga oshowo omambangoloto.
- Okunyolitha Omahangano gomakwatho (*trusts*) nokugandja oonzapo kugwo.
- Okukwashilipaleka omaiyutho kOveta yililonga yilimaliwa (*Financial Intelligence Act*).
- Okuwilika iiketha yuunona uushona, aantu ye na omaulema oshowo oohanona inadhi valwa natango dhoka dhi li oonakuthigulula.

Oshikondo: Omayakulo gOpaveta

Oshikondo oshi na oshinakugwanithwa:

- Okugandja omayakulo gopaveta kaakuthimbinga yomoshilongo nopondje yoshilongo.
- Okugandja omauthemba gopaveta pamikanda/ omashaino (*Issuing Apostille*).
- Okulonga mo omaindilo gegalulilo moshilongo lyaakulinyanga ya ya ontuku oshowo Omakwatho gOpamuhanga gOpaveta miinima ya nika iimbuluma/omiyonena.
- Okulonga mo omaindilo ge nasha noshilonga shelongelokumwe shomukalo gwopashigwana peha lyOmapangelo omakwiilongo.
- Okulonga mo omaindilo gopalongelokumwe okutula miilonga omalombwelo gopaveta shi nasha nomasiloshisho gaanona oshowo egandjo lyegeelo lyopashigwana koshilongo shilwe peha lyomapangelo omakwiilongo..
- Okugandja omayakulo gopambeleva kOkomitiye yOmauministeli shi nasha nUuthemba wOmuntu.
- Okungonga po, okuvuta nokugandja omishangwahokololo paempito dhi nasha nonkalo yuuthemba womuntu komalutu gopaigwana ge nasha nuuthemba womuntu.
- Okuyamukula komapulo kombinga yuuthemba womuntu oshowo oveta yopaigwana yi nasha nomakwatho gopantu.

Ombelewa: Esiloshisho lyAanona (*Maintenance*)

Ombelewa oyi na oshinakugwanithwa:

- Okuungaunga nomakwatho gaanona, omanyenyeto, iihokolola yopampangu oshowo omakonaakono.
- Okutalulula omaindilo ge nasha nomakwatho gaanona.
- Okupotokonona omaindilo gomakwatho gaanona.
- Okulonga mo omaindilo gomakwatho gaanona paveta yompangu

- Okutuma omalombwelo gompangu ge nasha nomakwatho gaanona kaakuthimbinga taya opalele uuna sha pumbiwa.
- Okukonaakona onkalo yopashimaliwa yaantu yaali mboka ye li moshikumungu/oshipotha.
- Okukonaakona omanyenyeto ga ningilwa aantu mboka taku tiwa oya ndopa/yona oshinakugwanithwa shesiloshisho nenge inayi iyutha komalombwelo gesiloshisho.
- Okutuma omayonagulo opo ga ka pangulilwe omiyonena/iikulumuna.
- Okuyakula nokushangitha etsokumwe lyomalombwelo gomasiloshisho gaanona.

Ombelewa: Oompangu dhOpashigwana

Ombelewa oyi na oshinakugwanithwa:

- Okuungaunga neziminino lyopambeleva nokutota po oompangu dhopashigwana
- Okutonatela/okutalela iilonga yopambeleva yoompangu dhopashigwana.
- Okugandja omadheulo/oontseyo kaaniilonga yoompangu dhopashigwana.

Oshikondo: Evuto lyOoveta/oompango

Oshikondo oshi na oshinakugwanithwa:

- Okulundululila omilandu mooveta/oompango, okunyanyangidha, okutseyitha ooveta, omatseyitho gopambeleva, oshowo iinyanyangidhomwa yilwe yopaveta koshigwana moshifonkundana shepangelo.
- Okusimonona nuukeka nokuvuta Oontotwaveta dha thanekwa dhi nasha noombeleva dhOmauministeli, Omahangano nOokampani dha yama kepangelo, Omatseyitho gopambeleva gOmupresitende, Omilanduveta, oompango oshowo iipambeleva yilwe yopaveta yi nasha nOmahangano, Omauministeli nOokampani dha yama kepangelo oshowo ewiliko lyomatseyitho gopambeleva gOmahangano, Omauministeli nOokampani dha yama kepangelo..
- Okugandja omayele kOkomitiye yOkabinete yi nasha nlikwaveta, shi ikwatelela paenkondo/owino yawo yoveta.
- Okukwashilipaleka kutya lifokundana yepangelo oya monika nuupu.

Oshikondo: Elundululo lyOveta

Oshikondo oshi na oshinakugwanithwa:

- Okugandja omayakulo gopailonga nopambeleva kOkomisi yOmapendulopo nElundululo lyOveta (*Law Reform and Development Commission (LRDC)*) ndjoka yin a oshinakugwanithwa okugandja omayele/liyetwapothaneko yetalululo lyooveta dhoka itadhi wapalele we nenge dha kulupa uuna tashi pumbiwa, nokunkondopaleka nenge okutula melandulathano iitayi yoveta yaNamibia, okutula

miilonga oompango dhoka tadhi yambula po Uuthemba wOmntu oshowo okuhanganitha ooveta adhishe dhi kale tadhi tsu kumwe nekotampango.

- Okugandja omayele gopautekenika oshowo omakwatho galwe kOmahangano, Omauministeli oshowo Ookampani dha yama kepangelo shi nasha niyetwapothaneko kombinga yelundululo lyoooveta/ oompango dhawo.
- Okuninga omapekaepko kombinga yiitayi ayihe yompango/oveta
- Okushilipaleka kutya ooveta/oompango otadhi monika nuupu.
- Okuninga iigongi naakuthimbinga oshowo oshigwana shi nasha nooprojeka dhelundululo lyoooveta.
- Okulongekidha omishangwa/oolopota kombinga yiitwetwapothaneko ya ningwa kOkomisi yElundululo lyOveta nOmapendulopo shi nasha nooveta kUuministeli wUuyyuki.
- Okugandja omishangwa/oolopota dhiilonga yOkomisi yElundululo lyOveta nOmapendulopo kOminista yUuyyuki opo dhi vule oku ka kundathanwa mOmutumba gwOpashigwana.

Oshikondo: lilonga yOpambelewa yUuministeli

Oshikondo oshi na oshinakugwanithwa:

- Okugandja omayakulo/lilonga ayihe yayooloka yopambelewa kUuministeli wUuyyuki oshowo Ombelewa yaHahende-Ndjayi yEpangelo.
- Okukwashiipaleka onkalonawa yiilonga ya ndjunguka/yomuthika gopombanda oshowo omudhingoloko gwiilonga tagu opalele.

3. AAYAKULWA/OOKASITOMA DHETU

- Omupresitende
- Aanambelewa yOpapolotika
- Oombelewa dhEpangelo, Omauministeli, nOmahangano ga yama kepangelo
- Oshigwana Kwalukeshe
- Oshikondo shililonga yOmonanguwi shaNamibia
- Aanangeshefa nAatungi
- Aaniilonga yUuministeli yUuyyuki
- likundaneki

4. EITULOMO LYETU KUNE

- Tse otwi itula mo okuninga omakwatathano paempito adhihe okupitila miigongi, omakwatathano gopangodhi oombapila, omishangwahokololo/ oolopota, oshowo etopolelathano lyomaueyelele
- Otatu kambadhala okulonga iinakugwanithwa/ omayakulo getu meni lyewiliko lyOOHEDHI tashi landula mpaka:

OOHEDHI DHEIHUMBATONAWA PAILONGA

Uukwashili

Tse ohatu longo nuukwashili nokwaahenombinga

Ewiliko li iwitikile

lilonga oyi na okulongwa yi iwetikile/kaayi shi yomeholamo noya ukilila/, oshowo yi li pamukalo tagu vulu okuuvika ko nuupu.

Eyakulo Dhingi

Tse otwa pyakudhukwa okuya onkatu ya gwedhwa po.

Okukala noshisho

Tse otatu kutha ko neitulomo oshinakugwanithwa shiilonga nomatokolo getu.

Endjunguko pailonga

Tse otu uvite uuntsa mushoka hatu ningi/longo nokugandja omayakulo gongushu noge li pethimbo.

Elongelokumwe

Tse otwa simaneka aaniilonga yetu oshowo mboka hatu yakula nokuyambula po elongelokumwe lya kwata miiti.

5. EUVANEKO LYEYAKULO LYETU

Ombelewa yOmunambelewakuluntu

Ombelewa:Eyalululo-mambo mUuministeli

Tse otatu ka:

- Longa mo omayakulo geyalulo-mambo muuministeli pamautho noohedhi dhopaigwana dhi nasha nomayalulo-mambo, omilandu dhepangelo oshowo omikalo dhomondjila.
- Dhiginina aluhe elandulathano lyeuvaneko lyoshilonga sheyalulo-mambo lya ziminwa muuministeli
- Longa omayalulo-mambo pandungethaneko lyeyalulo-mambo.
- Gongala naayakulwa/ookasitoma komeho nokonima yemaniitho lyomayalulo-mambo agehe.
- Ngonga oolopota dhopetameko muule womasiku 10 giilonga konima yemaniitho lyegongelo lyuuyelele.
- Gandja oolopota dhahugunina muule womasiku 10 giilonga konima yomutumba gwekoleko/eshilipaleko lyaashoka sha longwa po.
- Ninga etalelo lya gwedhwa po komayalulo-mambo muule wumvula yimwe konima sho olopota ya gandjwa.
- Yamukula mbala komukalo gweyalulo-mambo muule womasiku 5 giilonga sho eindilo lya yakulwa.
- Gandja eyakulo ewanawa lyeyalulo-mambo lyomeni kUuministeli wUuyyuki pamukalo gweshilipaleko neyamukulo keindilo lyehangano lya pewa oshinakugwanithwa.

Ombelewa: Omakwatathano nOshigwana**Tse otaku ka:**

- Andjaganeka pethimbo omauyeleele meni lyuuministeli nopondje okupitila miifokundaneki muule woomwedhi 4 keshe, Omushangwahokololo gokOmumvo gUuministeli, okunyanyangidha ufo womayeleele ngaashi tashi pumbiwa, okukutha ombinga momauliko gopaipindi gokomumvo, ngele tashi vulika, nokutsikila okutula omauyeleele gopethimbo kepanja lyuuministeli (website) oshowo komakwatathano gokomalungula.
- Unganeka iinyangadhalwa yUuministeli nAakuthimbinga uuna ompumbwe ya holoka po.
- Yamukula komapulo geni muule womasiku 2 giilonga.
- Hiya iikundaneki yi ye okutoola oonkundana piinyangadhalwa yUuministeli uuna sha pumbiwa.
- Lesha oonkundana miikundaneki kombinga yUuministeli esiku nesiku.
- Gandja omayakulo okupitila miikundaneki yayooloka kombinga yiiningwanima tayi kundane kwa shi nasha nuuministeli muule womasiku 5 giilonga.

Ombelewa: Ewiliko lyEtonatelo nEgameni:**Tse otaku ka:**

- Ngonga po Ondungethaneko yOkuyamukulo koonkalo dha nika oshiponga nEgameni konima yomimvo ndatu keshe.
- Shilipaleka eyutho komilanduveta tadhi wilike egameni omathimbo ageshe.
- Ninga oshinyangadhalwa shepashulo li nasha negameni muule woomwedhi 4 keshe.
- Ninga ekonaakono li nasha negameni noonkalo dha nika oshiponga, okwaaiyutha kegameni nokugandja omushangwa konima yomasiku 7, oshowo okugandja omushangwa gwi ihwapo muule womwedhi kOMunambelewakuluntu.
- Ninga eyalulo lyomaliko/iilongitho yuuministeli, nokundhindhilika mpoka yi li oshowo mboka ye yi na.
- Talulula ekwashilipaleko lyegameni konima yomimvo 3.
- Talela po aatonateli yomaliko ye li miilonga uusiku nomutenya lwaali moshiwike keshe.

Oshikondo: Omayele gOpaveta**Tse otaku ka:**

- Gandja omayele gopaveta/omayamukula muule womasiku 25 giilonga okuza esiku lyeindilo.
- Yamukula oonkalo dhopalumompumbwe, okugandja omayele gopaveta muule womasiku (5) giilonga.
- Kalela po epangelo mookomitiye dhopautekenika moshilongo nopaigwana uuna sha pumbiwa..
- Gongala mookomisi dhomapulapulo oshowo iihokolola yomavulikitho miilonga momahangano,

omauministeli nookampani dha yama kepangelo uuna sha pumbiwa, nangele aanambeleva yetu taya opalele otaya vulu okugongala.

Oshikondo: lipotha yOshigwana**Tse otatu ka:**

- Kalela po epangelo miihokolola yoshigwana oshowo yopailonga paempito adhihe.
- Gandja omayakulo gopaveta kOmahangano, Omauministeli nOokampani dha yama kepangelo pamautho goompango/ooveta nomilandu tadhi opalele uuna omalombwelo ga yakulwa sho ompumbwe ya holoka.
- Kalela po aaniilonga miipotha yomiyonena/iimbuluma uuna elombwelo lya yakulwa oshowo paempango dhompangu ngele ompumbwe oya holoka.
- Kwashilipaleka nokugandja onzapo yuuthemba womashaino/omikanda dhopambelewa muule wiiwike 2.

Oshikondo: Omutamaneki-Ndjayi**Tse otatu ka:**

- Pulakena komageelo giimbuluma/omiyonena pamautho gompango/oveta..
- Gandja omatokolo gongushu okupulakena iihokolola yomiyonena/iimbuluma paempito adhihe.
- Tula mo omatalululo nokugamena omatalululo miipotha yiimbuluma/omiyonena mOompangu dhopombanda oshowo Oompangu onene dhomoshilongo peha lyOholomende uuna sha pumbiwa.
- Gandja onzapo yokwaahapulakena/okwaahandja egeelo koshimbuluma/omuyonena keindilo lyomutulimo goshipotha uuna sha pumbiwa.
- Tula miilonga eyugoko lyomaliko oshowo omalombwelo ge nasha nekutho ko lyomaliko ga za miilonga yiimbuluma pamautho gOveta yEkeelelo lyilimbuluma, Oveta onti-29 yomumvo 2004..
- Ninga omapulapulo ge nasha nesiloshisho lyaanona pamautho gOveta onti-9 yomumvo 2003 yEsiloshisho lyAanona (*Maintenance Act*).

Oshikondo: Omakwatho gOpaveta**Tse otatu ka:**

- Tula koshiyalo omaindilo gomakwatho gopaveta muule womasiku 10 giilonga.
- Tseyithila omuningi gweindilo oshizemo muule womasiku 3 giilonga.
- Pula eyambidhidho lyopashimaliwa li nasha nekwatho lyopaveta, ngele otashi uthwa koveta.
- Lombwela omugandjimaye gopaveta oshowo aanaveta okukalela po aantu taya pewa omakwatho gopaveta muule womasiku 3 giilonga.

- Longa mo uumbapila womafutulo muule womasiku 5 giilonga.
- Hulitha po ekwatho lyopaveta uuna tashi opalele.

Oshikondo: Ompangu yOpombanda ylipambeleyOmauthiga (Master of the High Court)

Tse otatu ka:

- Gandja oombapila adhihe dhomauthiga goonakusa, omambangoloto oshowo omatopolo/omasiloshisho goonakuthigwapo muule womasiku 10 giilonga.
- Gandja oonzapo dhuuthiga woonakusa, omambangoloto, omasiloshisho goonakuthigwapo oshowo aasilishisho yomaliko/uuthiga woonakusa (trusts) muule womasiku 10 giilonga.
- Ninga oofuto (okufuta iimaliwa) muule womasiku 10 giilonga okuza esiku lyekwashilipaleko lyomikanda kuuministeli wiikwameni (Ministry of Home Affairs).
- Ninga omapungulo omawanawa peha lyaanona, aantu ye na omaulema gopamadhilaadhilo, aathigululi mboka kaa ye po oshowo oohanona inadhi valwa natango. Omathigululo shi ikwatelela kekwashilipaleko uuna sha pumbiwa.

Oshikondo: lilonga/Omayakulo gOpaveta

Tse otatu ka:

- Gandja oositambe/omashaino okukwashilipaleka oondokumende/omikanda dhopambeleva (apostille) muule womasiku 3 giilonga.
- Longa mo omaindilo gokugalulila aakaulinyanga koshilongo oshowo Omakwatho gOpamalongekumwe gOpaveta miipotha yomiyonena/iimbuluma muule womasiku 10 giilonga uuna eindilo lya yakulwa.
- Longa mo omikalo dheyakulo koompangu peha lyOmapangelo omakwilongo muule womasiku 10 giilonga uuna eindilo ya yakulwa
- Longa mo etulomiilonga lyomalombwelo ge nasha nesiloshisho lyaanona oshowo omapangulo giipotha yopashigwana giilongo yilwe peha lyomapangelo omakwilongo muule womasiku 10 giilonga.
- Longekidha iigongi muule woomwedhi 4 keshe yOkomitiye yOmauministeli kombinga yUuthemba wOmntu oshowo oveta yomakwatho gopantu.
- Ngonga, okutota nokugandja paempito omishangwahokololo konkalo yuuthemba womuntu komalutu/omahangano gopaigwana ngaashi tashi uthwa koveta yopaigwana.
- Yamukula komapulo nomaindilo kombinga yuuthemba womuntu noveta yopaigwana yi nasha nomakwatho gopantu muule wethimbo lya ngambekwa.
- Kalela po epangelo momitumba dhEhangano lyOmapendulopo giilongo yUumbugantu waAfrika (SADC), Uukumwe waAfrika (AU), iilyolongo yocommon wealth (common wealth countries) oshowo

ligwanahangano (UN) shi nasha niipambeleyopaveta uuna sha pumbiwa.

Ombelewa: Esiloshisho lyaanona (Maintenance)

Tse otatu ka:

- Ungaunga paveta nomaindilo gesiloshisho lyaanona pamautho gompango/oveta.
- Longa mo omalombwelo gompangu ge nasha nesiloshisho lyaanona naakuthimbinga ayeshe.
- Konaakona omithika dhiyemo yaayeshe moshikumungu uuna sha pumbiwa.
- Manitha omakonaakono muule woomwedhi 3.
- Manitha omatulomiilonga gomalombwelo gomasiloshisho gaanona kumboka taa ndopa okufuta iimaliwa yesiloshisho lyaanona muule woomwedhi gumwe 1.
- Tula miilonga omalombwelo gesiloshisho lyaanona muule woomwedhi gumwe.

Ombelewa: Oompangu dhOshigwana

Tse otatu ka:

- Wilika omukalo gweziminino netotepo lyoompangu dhoshigwana muule woomwedhi 3 okuza esiku eindilo lya yakulwa.
- Tonatela iilonga yopambeleva newiliko lyoompangu dhoshigwana omathimbo ageshe.
- Gandja omadheulo kaanambelewa/aaniilonga yoompangu dhoshigwana iikando iyali komumvo.

Oshikondo: Evuto lyOoveta

Tse otatu ka:

- Gandja omayeleye omathimbo ageshe kOkomitiye yOkabinete yi nasha nOoveta kombinga yoooveta dha thanekwa okutotwa po.
- Nyanyangidha ooveta, omatseyitho oshowo iinyanyangidhomwa yilwe yopaveta muule womasiku 9 giilonga okuza esiku omalombwelo ga gandiwa.
- Gandja iinyanyangidhomwa yepangelo (Gazettes) muule wesiku ngele osha pulwa, shampa ashike ookopi opo dhi li.

Omautho-lombwelo	Uulethimbo
Oontotwaveta – Ompe nenge Elundululo lyOontotwaveta	Omwedhi 1sigo oomwedhi 6
Omatseyitho gOpambeleva giisimani-nima	esiku 1 sigo omasiku 3
Omilanduvela	esiku 1 sigo omasiku 120
Omatseyitho gEpangelo	esiku 1 sigo omasiku 15

Oshikondo: Elundululo lyOveta

Tse otatu ka:

- Gandja eyamukulo keindilo lyegandjo lyomayekele gopautekenika oshowo ekwatho keshe komahangano, omauministeli nookampani dha yama kepangelo kombinga yiyyetwapothaneko lyelundululo lyoveta muule womasiku 14 giilonga.
- Ninga omapekaepoko gomuule taga tsikile kombinga yiitayi ayishe yoveta.
- Shilipaleka oveta yi monike nuupu okupitila miikundaneke yayooloka omwedhi keshe.
- Unganeka omakwatathano noshigwana oshowo aakuthimbinga kombinga yoooprojeka dhelundululo lyoveta konima yoomwedhi 4 keshe.
- Longekidha omishangwahokololo niyyetwapothaneko ya ningwa momapendulopo nelundululo lyoveta kOminista yUuyuku omumvo keshe.
- Gandja omumvo keshe omushangwahokololo gwiilonga yOkomisi yOmapendulopo nElundululo lyOveta kOminista yUuyuku, opo gu ka kundathanwe mOmutumba gwOpashigwana.

Oshikondo: lilonga yOpambeleva

Ombeleva: limaliwa & Omutengenekwathaneke gwElongitho lyOshimaliwa

Tse otatu ka:

- Longa mo nokufuta iimaliwa yomalweendo, iikulya nomalukalwa (*Daily Subsistence Allowances -DSA*) muule womasiku 5 giilonga.
- Longa mo oofuto dhaaniilonga aape muule womwedhi.
- Shilipaleka kutya omafuto giyakulitho nomayakulo ga pewa uuministeli komahangano/aantu koohandimwe oya futwa iimaliwa yawo muule womwedhi..
- Longekidha omishangwahokololo dhelongitho lyiimaliwa kOmuyaluli-Ndjayi komumvo.
- Shilipaleka eiyutho omathimbo ageshe kooveta dhepangelo, Oveta yilimaliwa yOholomende/Epangelo (Oveta Onti-31 yomumvo 1991, Elombwelo lyOshikondo dhilimaliwa, Oveta yEpangelo okumona omayakulo, iiyakulitho nomaliko nosho tuu, Oveta onti-15 yomumvo 2015 (*Public Procurement Act, Act. No. 15 of 2015*)).

Oshitayi-mbeleva: Oonzo dhOpantu nOmapendulopo gOonzo dhopantu

Tse otatu ka:

- Kwashilipaleka kutya omukalo gwekuto miilonga ogwa manithwa muule womwedhi 3.
- Longa mo omaindilo gomasiku gaaniilonga mboka ye na ko omasiku muule womasiku 5 giilonga.

- Longa mo omaindilo ge nasha nomakwatho gopaunamiti negameno lyopankalonawa (*social security*), omikuli dhomagumbo oshowo iipambele yoGIPF muule womasiku 2 giilonga, shampa ashike omikanda adhihe dhi ihwapo.
- Longa mo omauwanawa gaaniilonga nomaindilo gokufutwa omafumbiko koGIPF oshowo (*Social Security*) muule womasiku 14 giilonga.
- Longa mo omauwanawa gaaniilonga uuna ya thiga po iilonga muule womasiku 30 giilonga shampa ashike omikanda adhihe tadhi pumbiwa dhi ihwapo.
- Longekidha omadheulo kaaniilonga mboka opo ya kutwa muuministeli.

Ombeleva: Ondungethaneko yOmapendulopo & Omaliko ihaga lunduluka (omatungo)

Tse otatu ka:

- Ninga omatalelo omwedhi keshe kombinga geyokomeho lyomatungo.
- Talela konima yoomwedhi 4 keshe kombinga yekatonawa lyiyakulitho/omatungo.
- Ninga omawapaleko omashona muule womasiku gaali oshowo omawapaleko omanene muule womwedhi.
- Wilika omatungo omape oshowo okuyambula po iiyakulitho mbyoka ya kala po nale pandungethaneko yuuministeli.

Ombeleva: Omauyelele gOpautekenika

Tse otatu ka:

- Kwashilipaleka kutya iiyakulitho yOmauyelele, Omakwatathano nUutekenika (ICT) mlikondo ayishe otayi kala nomimvo inadhi konda ndatu, (ngele iimaliwa opo yi li),
- Kaleka moonkalo dhi li nawa notadhi longo iiyakulitho ayishe yOmauyelele gOpautekenika yi kale pandondo yopombanda ngaashi tashi vulika, nokushilipaleka kutya iiyakulitho/iilongitho yetu oyi shi okwiinekelwa notayi longo nawa.

Ombeleva: lilonga yaKwalukeshe & nliilonga yOpambeleva

Tse otatu ka:

- lyutha kOveta yEpangelo yOkulanda nokukonga omayakulo, iilongitho, iilonga okuza komahangano/aantu koohandimwe,ookampani nosho tuu, Oveta Onti-15 yomumvo 2015 (*Public Procurement Act, 15 of 2015*) omathimbo ageshe.
- Yamukula omapulo okuza kaayakulwa yomeni nopondje yuuministeli muule wootundi 24.

6. NGELE TO KWATATHANA NATSE

Ngele to kwatathana natse, onawa wu gandje omauyelele taga landula:

- Edhina lyoye li ihwapo, omukithi yo-email, ondjukithi yopoosa, onomola yongodhi nenge onomola yo-fax,
- Gandja omaukwata ga yela nawa genyeneyeto lyoye nenge shoka wa pumbwa.
- Kaleka po omukanda goshinima shoka wa hala wu yakulwe musho oshowo omuntu ngoka ta ungaunga nasho, esiku nethimbo ekwatathano mwa ninga opo ku hwepopalekwe ekwatathano li nasha nomayakulo/iilonga yetu.

Ngele to tu talele po

- Otatu ke ku yakula muule wominute 5, ngele owa ninga oshilage natse.
- Otatu ka yamukula omapulo gwoye, omanga wu li putse, nangele itatu vulu, otatu ku tseyithile kutya omolwashike itatu vulu, oshowo kutya uunake tashi vulika wu mone eyamukulo.
- Oshowo ngele oto pumbwa okutumwa palwe, otatu shi ningi peha lyoye pakudhenga ongodhi nenge okutuma o-email noku ku ningila mo okopi, oshowo tatu ku pe edhina lyomuntu ngoka wu na okukwatathana naye nomaukwatya ge ageshe gopamakwatathano.

7. OMAIYUVO GWOYE OGE NA OSHILONGA

- Tse otatu tsikile okuyambula po nokunawapaleka oohedhi dhomayakulo getu. Oku shi ninga, otwa pumbwa okutseya kutya omayakulo goludhi luni wa pumbwa.
- Otatu uvanekwe okusimaneka omaiyuvo gwoye ngele tatu gwanitha po oohedhi dhomayakulo getu.
- Tu tseyithila ngele ino nyanyukilwa eyakulo lyetu oshowo,
- Tu pa omaiyuvo gwoye opo tu vule okuyambula po eyakulo lyetu.

8. SHOKA TATU TEGELELE KUNGOYE

Onrushu yeyakulo tatu ku pe oli ikolelela kiinima yayooloka, mwa kwatelwa iyyetwapo/omayeleye oshowo elongelokumwe hatu mono.

Onkee, tse otatu ku pula wu ninge ngeyi

- Wu kale nuushili neidhidhimiko.
- Wu gandje kOmbelewa omauyelele pethimbo noge li mondjila/gi ihwapo.
- Wi iyuthe kOveta, Omilandumpango nOmalundulathano ngoka ge li po.
- Wu simaneke aanambeleva yetu ngaashi tashi vulika.

9. OKUUNGAUNGA NOMANYENYETO GENI

Ngele omu na omayele gwontumba, osheetwapo nenge eindilo kombinga yiilonga/omayakulo gOmbelewa, otamu vulu okukwatathana:

**Omunambelewakuluntu
Uuministeli wUuyuuki
Epandaanda-Independence Avenue
3rd floor, Justitia Building
Private Bag 13302 Windhoek Namibia**

Phone: +264 61 280 5335 / 5244

E-mail: info@moj.gov.na

Website: <https://moj.gov.na>

Nenge

Ombelewa yOmakwatathano nOshigwana

Phone: +264 61 280 5371 / 5280

E-mail: info@moj.gov.na

Nangele natango ino nyanyukilwa eyamukulo okuza mOmbelewa yOmunambelewakuluntu, oto vulu okuya kOmuprima-minista nenge Ombelewa yo-Ombudsman.



MINISTRY OF JUSTICE

Customer Service Charter

Directorate: Central Administration
Subdivisions:
Human Resource Management
Human Resource Development



Division Human Resource Management is responsible for providing administrative support and advisory services on issues relating to human resources management, managing training and development within the Ministry and ensuring that rules and



MINISTRY OF JUSTICE

CUSTOMER SERVICE CHARTER

Directorate: Legal Advice

OFFICE OF THE ATTORNEY - GENERAL



Directorate is responsible for assisting the Attorney-General in fulfilling the Office's constitutional mandate.



MINISTRY OF JUSTICE

Customer Service Charter

Directorate: Law Reform



The Directorate is responsible for assisting the Law Reform and Development Commission in the Reform and Development of the Law.



MINISTRY OF JUSTICE

Customer Service Charter

Office of the Prosecutor-General



The Office is responsible for prosecuting crimes, assessing forfeiture applications and conduct maintenance enquiries in Namibia on behalf of the State.



MINISTRY OF JUSTICE

Customer Service Charter

Directorate: Legal Aid



The Directorate is responsible for providing Legal Aid to indigent



MINISTRY OF JUSTICE

Customer Service Charter

Office of the Executive Director Division: Security & Risk Management Services



The Division supports the Ministry of Justice by providing strategic oversight of protecting security across information, personnel and physical security to assist continuous delivery of business operations.



MINISTRY OF JUSTICE

Customer Service Charter

Office of the Executive Director Division: Internal Audit



The Division is responsible for



MINISTRY OF JUSTICE

CUSTOMER SERVICE CHARTER

SETSWANA



"Protection of inheritance is our priority"
The Directorate is responsible for registering and winding up of deceased estates, insolventcies, curatorships and trusts, and managing of Guardian's Fund.



MINISTRY OF JUSTICE

Customer Service Charter

Office of The Attorney - General Directorate: Government Attorney



The Directorate is responsible for providing litigation, notarial and conveyancing services to the Offices, Ministries and Agencies and representation of staff members in criminal cases.



The Division is responsible for handling maintenance complaints, court hearings and investigation.



MINISTRY OF JUSTICE

Customer Service Charter

Directorate: Legal Services



The Directorate is responsible for providing legal services to national and international stakeholders.



Changes in legislation
REGULATIONS



Directorate is responsible for translating legislation into legislation and publishing notices and other legal regulations in the Gazette.



The Division is responsible for maintaining Public Financial Management and optimal use of financial resources through sound planning and monitoring.



1. DIPOLELO TSA MAEMO A KWA GODIMO

Taelo Ya Rona

Lefapha la Bosiamisi le laetšwe go aba ditirelo tsa molao le go nlofatsa phithhelelo ya tshiamo.

Thomamo Ya Rona

Go aba ditirelo tsa molao tsa ntle, tseo di lego nakong le tseo di fihlelelwago le go aba boemedi jwa molao jwa ntle, jo bo lego nakong le jo bo ikemetšego, keletšo, le botšgotšhisi.

Pono Ya Rona

Go nna moabi wa pele wa ditirelo tsa semolao

TSHATA E

- E tlhalosa tiro e re e neelang (Se re se dirang)
- E tlhalosa gore ba ke bomang
- E bontsha boikemisetso jwa rona go wena
- E baakanya tshepiso/maemo a tirelo (maemo a ditirelo tse o ka di bonang go tswa mo go rona)
- E bolela ka se re tla se dirang fa o ikgolaganya le rona
- E netefatsa gore dipono tsa gago di mosola
- E bontsha se re se kopang mo go wena
- E tlhalosa ka mo re fang matshwao le ka fa o ka dirang ngongorego fa o sa kgotsafala ka tirelo ya rona

2. SE RE SE DIRANG

Tsamaiso ya Lefapha la Bosiamisi e tlabagane le di Ofisi le Bokaedi le Dikarolo, tse di bidiwang:

Ofisi ya Motlhankedi Mogolo

- » Karolo: Tlathlitho ya Mo Gare/Mo teng
- » Karolo: Dikamano tsa Setshaba
- » Karolo: Tshireletso le Taolo ya Kotsi

Bokaedi: Taolo ya Mogare

- » Karolo: Madi le Tekanyetso
- » Karolo: Leano la Tlhabololo & Matlotlo a sa Fetogeng
- » Theknoloji ya Tshedimošetso
- » Karolo: Ditirelo tsa Thušo & Kakaretšo
- » Karolwana: Thoto tsa Batlhankedi le Tlhabololo ya Batho

Bokaedi: Keletso ya Molao

- Bokaedi jo bo fa bokgoni go Moatlhodi Mogolo ka ga merero ya molao go kgonisa Ramola
- Kakaretšo jwa lo ka molaotseo moeletši wa molao go Tautona le Mmušo go diragatsa taelo ya gagwe ya Molaotseo.

Bokaedi: Ditsheko tsa Setshaba

- Bokaedi bona bo neetswe taelo ya go emela O/M/A tsa Mmušo mo ditshekong tsa setshaba gammogo le mongwe wa batlhankedi ba Mmušo ba O/M/A's ha ba dirile ka maemo a bona a boprofeshenale.

Bokaedi: Phatlhalatso ya Sechaba

- Baatlhodi ba Setshaba ba ba dirang mo Bokaeding jo ba abetšwe ke Moatlhodi Mogolo go sekiša bosenyi sebakeng sa Mmušo.

Bokaedi: Thuso ya Molao

- Bokaedi jo bo filwe maikarabelo a go aba thušo ya molao, i.e. keletšo ya molao le ya molao boemedi ka ditshenyegelo tsa Mmušo go basekiši ba ba fitheleng dipatlo go ya ka Molao wa Thušo ya Molao, wa 1990 jalo ka fa go beilwe ka melawana e e phatlaladisitweng ke ona ya Bosiamisi go ya ka Molao.

Bokaedi: Mong wa Kgotsatshekelo e Kgolo

- Bokaedi jo bo batlega ka molao go tlhokomela taolo ya dithoto tsa baswi go fedišwa le go palelwa ke go dituelo, kwadišo ya ditrasete le taolo ya Letlole la Motlhokomedi.

Bokaedi: Ditirelo tsa Molao

- Bokaedi jo bo na le maikarabelo a taolo le phethagatšo ya ditsamaiso tsa molao maemong a bosetshaba, a selete, le a boditshabatshaba a a amanang le thušo ya molao wa kutlwano mererong ya bosenyi le jwa setshaba; go gafelwa ga batho; ditshwanano tsa batho le molao wa botho; phethagatšo ya go fetolana ya merero ya tlhokomelo, go nyakišiša le go tšwitsese merero ya tlhokomelo kgorong ya tsheko; merero ya molao wa maloko a dinaga tše pedi le tsa maloko a dinaga tše dintsi; go aba thušo ya taolo go Boto ya Thuto ya Molao; Komiti ya Kgalemo ya Babereki ba Molao le go ntsha di Apostilles go ya ka Tumulano ya Hague ya di 05 Diphallane 1961.

Bokaedi: Go Kwala Molao

- Bokaedi jo bo na le maikarabelo a go tlathlitha le go kwala Melawana ya Palamente, Dikgoeletšo tsa Mopresidente/Tautona, Melawana le Dikitsiso tsa Mmušo go tšwa go O/M/A's (go akaretša Melawana, Melawana le Dikitsiso tsa Kakaretšo go tšwa go balaodi ba selegae le diparastatal tše di leng ko tlase ga tumalano kgotsa ditherišano le Ditona), Melawana ya Kgorokgolo ya Tsheko, Kgorokgolo ya Tsheko, le Dikgotlatshekelo tsa Bomasetserata. E itsese gape di-O/M/A ka bokgoni jwa tšone jwa go

dira melao, go phatlalatsa Dikitsiso tsa molao le tsa taolo ka Kuranta ya Mmušo, go tlama Dikhasete le go aba Dikhasete go bareki.

Bokaedi: Phetolo ya Molao

- Molao wa Khomišene ya Phetogo ya Molao le Tlhabololo (1991) o hloma LRDC. Motheo wa motheo, Tiro ya Bokaedi ke go fa thuso go LRDC ka go dira ditshekotsheko mabapi le go tshlathoba dikala tsotlhe tsa Molao wa Namibia go neela bokgoni go LRDC go dira dikopo tsa phetogo le tlhabololo ya molao o go buiwang ka one. Bokaedi bo neela gape bokgoni jwa leano le kitsiso bakeng sa molao o o laolwang ke Lefapha la Bosiamisi.

Ofisi ya Motlankedi Mogolo

- Dira jaaka Motlankedi wa Diakhaonto go ya ka tiragatso ya tekanyetšo e e abetšweng Lefapha go ya ka kelothoko ya molao o o dirisiwang. Dira jaaka Motlankedi wa Diakhaonto ya metlotlo le ye mengwe ya batho le tse dingwe tsa Lefapha go ya ka tlhako ya molao o o dirisiwang. Go nna le boikarabelo ka tlhokomelo ya taolo ka kakaretšo le boikarabelo jwa ditiro tsa Lefapha. Dira Bokaedi jwa Bogare jwa dikopo tsa Thušo ya Molao wa Tirisano mogo le Dikgatišo. Dira jaaka mogokagani le di-O/M/A tše dingwe. Neela thuso go Tona ya Bosiamisi ka ga merero ya taolo le tse dingwe.

Karolo: Tlathlatho ya mo Gare

Karolo e na le maikarabelo a:

- Go sekaseka go dira sentle ka taolo ya Lefapha, taolo ya kotsi le taolo ya ka gare le go tsitsibolola ntlatfatso.

Go aba ditirelo tse di latelang:

- » Ditlathlatho tsa tshepišo.
- » Ditlathlatho tsa madi.
- » Ditlathlatho tsa go obamela melao.
- » Tshepišo ya tshedimisetso (ke) Ditlathlatho.
- » Ditlathlatho tsa karabo ya potlako.
- » Go latela ditiragatšo tsa dikopo tsa ditlathlatho.

Karolo: Dikamano tsa setšhaba

Karolo e na le maikarabelo a:

- Go kgokagana dikgokagano tsa maano tsa dikhamphani le ditirelo tsotlhe tsa dikamano tsa setšhaba mo gare ga Lefapha.
- Go šoma jwa lo ka kgokagano magareng ga bodiredi le batsaakarolo ba jona.
- Go phatlalatsa tshedimisetso ka mo gare le kwa ntle.
- Go dira jaaka mmueledi wa semmušo wa Lefapha.
- Go bapatsa ditiro tsa Lefapha.
- Go kgokaganya le go tsenela ditirishano tsa semmušo tsa Lefapha ka moo go tlokegang ka gone.

Karolo: Tšhireletšo le Taolo ya Kotsi

Karolo e na le maikarabelo a:

- Go aba tlhokomelo ya maano a tšhireletšo ya tšhireletšo go ralala le tshedimisetso, batlhankedi, le tšhireletšo ya mmele go thuša kabo e e tšweletseng pele ya ditiro tsa kgwebo.
- Go šupa le go laola tšhireletšo ya mmele, dikotsi.
- Go netefatsa tikologo ya mmele e e bolokesezileng le go batlhankedi ba MOJ, baabi ba ditirelo, bareki, le setšhaba.
- Go netefatsa tikologo ya mmele e e bolokesezileng ya dithoto tsa semmušo.
- Go laola dikgato tsa tšhireletšo ya mmele le taolo ya philithelelo go šieletsa meago, tshedimisetso, le dithoto tsa teng, jaaka netefatšo ya mafelo a tšhireletšo.
- Go šupa le go laola dikotsi tsa ditšhireletšo tsa batlhankedi.
- Go tlhoma le go tshwara mananeo a katiso ya temošo ya tšhireletšo.
- Neela keletšo ya tšhireletšo.
- Go gokaganya tsamaiso ya go tshlathoba/tetlelelo ya tšhireletšo.
- Go ikgokaganya le mekgatlo e mengwe ya tiragatšo ya molao le go laola borakotraka ba tšhireletšo mo kabelong ya ditirelo tsa tšhireletšo go akaretšwa modisa wa tšhireletšo (go diša).

Bokaedi: Keletšo ya Molao

Bokaedi bo na le maikarabelo a:

- Go thuša Moemedimogolo wa Kgotla go diragatsa taelo ya gagwe ya Molaotheo.
- Go neela ka keletšo ya molao le megopolo go Tautona le DiOfisi, Ditona le Metho (O/M/A's).
- Go dira jalo jaaka baeletši le baemedi ba Mmušo ko diforamo tsa bosetšhaba le tsa boditšhabatšhaba.
- Go netefatsa Melawana le Dikgoeletšo tsa kobamelo ya Molaotheo le thulano e e kgopang go nna teng le melao e mengwe ya tholego.
- Go dira mo Dikhomišeneng tsa Ditshekatsheko le Ditheletšo tsa Kgalemo ko O/M/A's.
- Go dira mo dikomiti tsa sethekniki tsa Bosetšhaba le tsa Boditšhabatšhaba.
- Go šieletsa le go tsholetsa Molaotheo wa Repabliki ya Namibia.

Bokaedi: Ditsheko tsa Setšhaba

Bokaedi bo na le maikarabelo a:

- Go dira ditsheko sebakeng sa Mmušo mo melatong ya setšhaba, ya batlhankedi le ya bosenyi, go aba ditirelo tsa bonotara, go dira kgobokanyo ya dikoloto, go neela thuso ya molao le ditirelo tsa go fetisa dilo go di-O/M/A tsa Mmušo le Mmušo.
- Maatla a mangwe otlhe a a filweng mo Kgoeletšong ya Ramolao wa Mmušo wa 1982.

Bokaedi: Tshekiso ya Setshaba

Bokaedi bo na le maikarabelo a:

- Go sekisa bosenyi, go tshwara dikgopo tsa go tseelwa dithoto le go dira ditshekatsheko tsa tlhokomelo mo Namibia sebakeng sa Mmušo.
- Dira diphetogo tsa go sekiša bosenyi kgotsa nya.
- Go sekisa boipilešo mererong ya bosenyi ko kgotlatshekelo Tse Kgolo le tsa Makgaolagang sebakeng mmušo.
- Go ntšha setifikeiti sa nolle prosequi (setifikeiti se se dumalang le boalthodi jwa ko thoko).
- Go dira tiro ya go tseelwa dithoto go ya ka Molao wa Thibelelo ya Bosenyi jo bo Rulagantšweng wa 29 wa 2004.
- Go dira ditshekatsheko tsa tlhokomelo go ya ka Molao wa Tlhokomelo wa 9 wa 2003.
- Go aba ditirelo tsa thuso & go dirisa kgotlatshekelo go batšwasethabelo ba bosenyi pele, nakong le ko morago ga ditsheko tsa bosenyi.

Bokaedi: Thuso ya Molao

Bokaedi bo na le maikarabelo a:

- Go aba Thušo ya Molao go batho ba ba o tlhokang.
- Go akanya dikopo tsa thušo ya molao.
- Go itsise bakopi ka ga seemo.
- Go kopa seabelo go thušo ya molao, fa go tlhokega ka molao.
- Go laela mogakolodi wa thušo ya molao kgotsa moitse molao go emela batho ba ba nang le tshwanelo.
- Go dira ka di-invoice bakeng sa dituelo.
- Go emisa thušo ya molao ga go tshwanetse.

Boakedi: Mong wa Kgotlatshekelo e Kgolo

Lephata le na le maikarabelo a:

- Go kwadisa le go feleletsa ga dithoto tsa baswi, go palelwa le go lesa, go nna mothokomedi, le ditrasete, le go laola Letlole la Mothokomedi.
- Go kwadisa le go tlhokomela tsamaišo ya ditaolo tsa dithoto tsa baswi.
- Go tsa maikaelelo ka bonnete jwa testamente.
- Go kwadisa le go tlhokomela tsamaišo ya taolo ya go Palelwa le ya Bothokomedi.
- Go Kwadisa Ditrasete le go ntsha disetifikeiti tsa Trasete.
- Go netefatsa kobamelo ya Molao wa Bothale jwa Madi.
- Go laola madi a bana ba ba ko tlase ga dingwaga, batho ba ba golafetseng gongwe, ba ba seong le ba ba ise ba belegweng.

Bokaedi: Ditirelo tsa Molao

Bokaedi bo na le maikarabelo a:

- Go aba ditirelo tsa molao go batsaakarolo ba bosetšhaba le ba boditšhabatšhaba.

- Go ntšha Apostille.
- Go dira dikopo tsa go gafelwa le Thušo ya Mmogo ya Molao mererong ya bosenyi.
- Go dira dikopo tsa tirelo ya go fetolana ya ditrisano mmogo tsa setšhaba sebakeng sa mebušo ya dinaga disele.
- Go dira dikopo tsa phethagatšo ya go fetolana ya ditaelo tsa tlhokomelo le dikatholo tsa setšhaba tsa dinaga disele sebakeng sa mebušo ya dinaga disele.
- Go aba ditiro tsa taolo go Komiti ya Magareng ga Ditona ya Ditshwanelo tsa Botho.
- Go kgoboketsa, go kwala, le go romela dipego tsa mmušo tsa ditshwanelo tsa botho tsa nako le nako go mekgatlo ya boditšhabatšhaba ya ditshwanelo tsa botho.
- Go araba dipotšišo le dipotšō ka ga ditshwanelo tsa botho le molao wa boditšhabatšhaba wa botho.

Karolo: Tlhokomelo

Karolo e na le maikarabelo a:

- Go tshwaragana le dingongorego tsa tlhokomelo, ditheeletšo tsa kgotlatshekelo le ditshekatsheko.
- Go tlhathloba dikopo tsa tlhokomelo.
- Go tsena gare ga dikopo tsa tlhokomelo.
- Go dira dikopo tsa tlhokomelo mo kgotlatshekelo ya molao.
- Go fetisetša ditaelo tsa kgotlatshekelo ya tlhokomelo go batsaakarolo ba maleba mo go tlhokegang gone.
- Go sekaseka boemo jwa tsa ditšhelete jwa bao ba amegago molatong.
- Go sekaseka dingongorego kgatthanong le batho ba go tweng ba robile tiro ya go tlhokomela le/kgotsa go palelwa ke go obamela ditaelo tsa tlhokomelo.
- Go fetisetša dikgetse gore di sekisiwe tsa bosenyi.
- Go amogela le go kwadisa ditaelo tsa tlhokomelo tse di tshwanang.

Karolo: Dikgotlatshekelo tsa Setšhaba

Karolo e na le maikarabelo a:

- Go nolofatsa kamogelo le go tlhoma dikgotlatshekelo tsa setšhaba.
- Go hlakomela taolo ya dikgotlatshekelo tsa setšhaba.
- Go katisa bathlankedi ba dikgotlatshekelo tsa setšhaba.

Bokaedi: Kwalo ya Molao

Bokaedi bo na le maikarabelo a:

- Go fetolela melawana go molao, go phatlalatsa le go šomiša molao, dikgoeletšo,
- Dikitsiso, le dikgatšō tše dingwe tsa molao tsa setšhaba ka go Kuranta.
- Go tlhahloba le go kwala Melawana e e renilweng ya diofisi Metheo Ditona (O/M/As), Dikgoeletšo tsa Tautona, Melawana, melao, le dikgato tse dingwe

tša ditaolo tša O/M/As le tsamaiso ya dikitsiso tša taolo tša O/M/As.

- Go itsese Komiti ya Kabinete ya Melao (CCL) mo maemong a bone a go dira melao.
- Go neela Dikhasete.

Bokaedi: Phetololo ya Molao

Bokaedi bo na le maikarabelo a:

- Go aba thuso ya bokwaledi le ya tiro ya go thusa Khomišene ya Phetololo le Tlhabololo ya Molao (LRDC) e e nang le taolo ya go dumelana phumolo ya melao e e fetileng nako le e e sa batlegeng; go kopanya le/kgotsa go kwala dikala tša molao wa Namibia; go dira melao e e tšweletsang pele Ditshwanelo tša Botho le go dumelana le molao wa setšo le molao wa tiwaelo le molao wa molao le molaotheo.
- Go neela tlhagiso ya sethekniki le thušo go O/M/As ka ga jwa bone jwa phetogo ya molao.
- Go dira ditshekatsheko ko dikaleng tsotlhe tša molao.
- Go dira gore molao o fitlhelele.
- Go dira ditherisano tša setšhaba le tša batsaakarolo ka ga diprojeke tša phetogo ya molao.
- Go baakanya dipego ka ga dikopo tse di dirilweng ke LRDC ka ga phetogo ya molao go Tona ya Bosiamisi.
- Go romela dipego tša tiro ya LRDC go Tona ya Bosiamisi, gore di buisiwe ko Sebokeng sa Maloko a Palamente.

Bokaedi: Taolo ya Bogare:

Bokaedi bo na le maikarabelo a:

- Go aba ditirelo tša thuso ya taolo ya go fapaneng go MoJ yotlhe le Ofisi ya Moatlhodi Mogolo.
- Go netefatsa tikologo ye e kgotsofatsang le sa tšhepiso ya tiro ya setšo se se kwa godimo.

3. BAREKI BA RONA

- Tautona
- Bathankedi ba di ofisi tša polotiki
- Diofisi tša Mmušo, Ditona le Metheo
- Setšhaba Ka Kakaretso
- Tirelo ya Bothale ya Bogare jwa Namibia
- Barekisi le ba Dikonteraka
- Babareki ba MOJ

4. BOITLAMO JWA RONA GO WENA

- Re ikemiseditse go buisana le wena ka metlha lo le bareki ka dikopano, dikwalo/dipego, le go abelana tshedimosetso.

- Re leka go diragatsa tiro ya rona ka tsela ya DITEKANYETSO tse di latelang:

DITEKANYETSO TSA MOTHEO

Botshepegi

Re dira ka tšhepo gape re se na tlhalela

Go ba pepenenen

Ditiro di tshwanetse go dirwa ka mokgwa o o bulegile, o o tlotlegile le ka mokgwa o o bonolo

Bokgoni jwa Tirelo

Re ikemiseditse go ya maele e e kwa pele

Boikarabelo

Re tša maikarabelo a maikaelelo le ditiro tša rona

Botswerere

Re ikgantšha ka seo re se dirang gape re tliša tiro e e ntle le ka nako

Tirisano mmogo

Re tšeele godimo bathankedi ba rona le bao re ba direlang gape re rotloetsa tirisano mmogo ya setlhopa

5. TSHEPISO/MAEMO A RONA A TIRELETSO

Ofisi ya Motlhankedi Mogolo

Karolo: Ditlathlombo tša mo Gare

Re tla:

- Dira ditlathlombo tša mo gare go ya ka Maemo a Boditšhabatšhaba a Mokgwa wa boProfešenale wa
- Bothathlobi jwa mo Gare (ISPPIA), thako ya taolo ya mmušo le mekgwa e mentle.
- Obamela ka metlha tšhatara ya tiro ya ditlathlombo tša mo gare tse di dumeletšweng.
- Dira ditlathlombo go ya ka leano la ditlathlombo le le thailweng godimo ga kotsi.
- Go nna le kopano le bareki pele le morago ga go fetsa ditlathlombo tsotlhe.
- Kopanya mmogo dipego tša tshimologo mo malatsing a tiro a 10 morago ga go fetsa tiro ya kontle.
- Ntšha dipego tša mafelelo tša ditlathlombo mo malatsing a 10 a tiro morago ga kopano ya netefatšo.
- Dira ditlathlombo tse di latelalanag mo ngwageng morago ga pego e ntšitšwe.
- Dira tlathlombo ya karabo ya potlako mo malatsing a 5 a tiro fa go amogetšwe kopo.
- Neela tirelo ya ditlathlombo tša mo gare tse di siameng le tse di tsamayang sentle go MOJ ka mokgwa wa netefatšo ga mmogo le go arabela kopo ya tirelo ya go rerisana.

Karolo: Dikamano tsa Setshaba

Re tla:

- Phatlalatsa tshedimosetso ka nako mo bogare gare le ko ntle ka dikwalo tsa dikgang mo kgweding tse tharo, Pego ya Ngwaga le Ngwaga ya Lefapha, go phatlalatsa dibukana jaaka go tlhokega, go tsaa karolo dipontshong tsa ngwaga le ngwaga le dipontshong tsa kgwebo, fa go kgonega, go tšwelela pele go ntshafatsa weposaete ya lefapha le diforamo tsa dikgang tsa lwaago.
- Go gokagana ditiragalo tsa Lefapha le ba ba Amegang fa go tlhokega.
- Araba dipotšišo tsa gago mo malatšing a 2 a tiro.
- Laletsa boradikgang go akaretsa ditiragalo tsotlhe tsa Bodiredi jwa Lefapha fa go tlhokega.
- Go tlhokomela dipego tsa boradikgang ka ga Lefapha letsatsi le letsatsi.
- Go neela maikutlo ka diforamo tse di farologaneng tsa boradikgang ka ga melato e e begilweng mabapi le bodiredi mo malatšing a matlhano a tiro.

Karolo: Leano la Tshireletso le Karabelo

Re tla:

- Tlhabolola Leano la Tshireletso le Karabelo ko morago ga dingwaga tse tharo ka methla.
- Netefatsa go shomarela ditaello tsa molao tše di kaelang kgotsa tse di laolang tshireletso ka dinako tšotlhe.
- Dira dithulaganyo tsa ditemošo tsa tshireletso kgwedi tse tharo gangwe le gape.
- Dira ditshekatshoko ka ga ditiragalo tsa tshireletso / kotsi le go tshela molao wa tshireletso le go romela
- pego kwa morago ga malatši a 7 le romelela pego e e tletseng mo kgweding e 1 go Motlhankedi Mogolo.
- Dira tlhahlobo ya nako le nako ya matlotlo, go rekota lefelo le mothokomedi yo o dumeletšweng wa dithoto.
- Tlathloba tumalano ya tshireletso morago ga dingwaga tse 3.
- Etela batlhankedi ba tshireletso ba a ba dirang ditšhifi tsa motshegare le bosigo gabeli ka beke.

Bokaedi: Keletso ya Molao

Re tla:

- Neela keletšo/matshwao a molao mo malatšing a tiro 25 go tloga kgwedi ya kopo.
- Mo mabakeng a a akofile, o ka letela keletšo ya rona ya molao mo malatšing a 5 a tiro.
- Emela mmušo ka go tšwelelopele ka dikomiti tsa sethekniki tsa bosetšhaba le tsa boditšhabatšhaba fa go tlhokega.
- Dira mo dikhomišeneng tsa ditshekatshoko le ditheletšo tsa kgalemo ko o /m/as fa go tlhokega mme fela batlhankedi ba maleba ba le gone.

Boakedi: Ditsheko tsa Setshaba

Re tla:

- Dira sebakeng sa mmušo ditshepedišo tsa setšhaba le tsa batlhankedi ka dinako tšotlhe.
- Aba ditirelo tsa molao go di-OMA go ya ka melao le melawana e e siameng fa o amogetse ditaello fa go tlhokafala.
- Emela maloko a batlhankedi mererong ya bosenyi fa o amogetse taelo le go ya ka melawana ya kgotlatshekelo fa go tlhokega.
- Netefatsa le go ntsha setifikeiti sa notaria mo dibekeng tse pedi 2.

Bokaedi: Moatlhodi Mogolo

Re tla:

- Sekiša bosenyi go ya ka taolo ya molao.
- Neela diphetololo tse dintle go sekiša bosenyi ka dinako tšotlhe.
- Go dirisa le go sireletsa boipiletšo mererong ya bosenyi Dikgorong tsa Kgotlatshekelo tse di kwa godimo sebakeng sa mmušo fa go tlhokega.
- Ntsha setifikeiti sa nolle prosequi (go sa sekisa) ka kopo ya motho yo a nang le kgatlhego fa go tlhokega.
- Dira kopo ya dithibelo kgotsa go thopa, dipolokelo, go tseelwa dithoto & ditaello tsa dipolelo tsa bosenyi go ya ka Molao wa Thibelelo ya Bosenyi jo bo Rulagantšweng, Molao. Wa bo. 29 wa 2004.
- Dira ditshekatshoko tsa tlhokomelo go ya ka Molao wa Tlhokomelo wa 9 wa 2003.

Bokaedi: Thuso ya Molao

Re tla:

- Akanya dikopo tsa thušo ya molao mo malatšing a 10 a tiro.
- Itsise bakopi ka ga seemo mo malatšing a 3 a tiro.
- Kopa seabelo go thušo ya molao, fa go tlhokega ka molao.
- Laela bagakolodi ba thušo ya molao le batlhankedi ba molao go emela batho ba ba tshwanetseng mo gare ga 3 malatsi a tiro.
- Dira dituelo tsa di invoice mo malatšing a 5 a tiro.
- Emisa thušo ya molao fa go tshwanetse.

Bokaedi: Kgotla Tshekelo e Kgolo

Re tla:

- Ntšha dikwalo tsotlhe a go thwala ka dithotong tsa bahu, go palelwa ke go lefa le go ba mohlakomedi mo malatšing a 10 a tiro.
- Go ntsha disetifikeiti tsa dithoto tsa baswi, go palelwa ke go lesa, go ba mohlakomedi le ditrasete

mo malatsing a 10 a tiro.

- Dira dituelo mo malatsing a 10 a tiro go tloga letsatsi la netefatšo ya didokumente ka lefapha la merero ya selegae.
- Dira dipeeletšo tše di tlhamaletseng sebakeng sa bana ba ba kwa tlase ga dingwaga, batho ba ba nang le mathata a monagano, bajaboswa ba ba seong le ba ba seng ba belegwe. Boswa go ya ka netefatšo fa ga tlhokega.

Bokaedi: Ditirelo tsa Molao

Re tla:

- Ntsha Apostille mo malatsing a mararo 3 a tiro.
- Dira dikopo tsa go busetsa le Thušo ya Molao ya Bobedi mererong ya bosenyi mo nakong ya malatsi a 10 a tiro fa kopo e amogetšwe.
- Dira tirelo ya go fetola ya tshepedišo ya tshekelo sebakeng sa Mebušo ya dinaga tsa kwa ntle mo malatsing a lesome 10 a tiro a kamogelo ya reciti.
- Dira phethagatšo ya go fetola ditaello tsa tlhokomelo le katlholo ya setšhaba ya dinaga tsa ka ntle sebakeng sa mebušo ya dinaga tsa kwa ntle mo malatsing a lesome 10 a tiro.
- Rulaganya dikopano tsa kotara tsa Komiti ya Magareng a Ditona (IMC) ya Ditshwanelo tsa Botho le molao wa botho.
- Go kgoboketsa, go kwala le go romela dipego tsa mmušo tsa ditshwanelo tsa botho tsa nako le nako go mekgatlo ya boditšhabatšhaba ya ditshwanelo tsa botho jaaka go tlhokega ka sedirisiwa sa boditšhabatšhaba.
- Araba dipotso le dipotšišo ka ditshwanelo tsa botho le molao wa boditšhabatšhaba wa botho go ya ka nako e e beilweng.
- Emela mmušo ko SADC, AU, dinaga tsa setšhaba le dikopano tsa UN ka ga merero ya molao morago ka kopo.

Karolo: Tlhokomelo

Re tla:

- Sekiša dikopo tsa tlhokomelo go ya ka molao.
- Tšwelelapale go diraa ditaello tsa kgotlatshekelo ya tlhokomelo go batsaakarolo ba maleba.
- Sekaseka maemo a ditšhelete a mekgatlo fa go tlhokega.
- Feleletsa ditshekatsheko mo dikgweding tše tharo 3.
- Feleletsa tsamaišo ya ditaello tsa tlhokomelo kgathahanong le ba ba sa kgoneng mo kgweding e ngwe 1.
- Gatelela ditaello tsa tlhokomelo tsa poelo mo kgweding e ngwe.

Karolo: Makgotla a Setšhaba

Re tla:

- Diragatsa temogo le go tlhongwa ga dikgotlatshekelo tsa setšhaba mo dikgweding tše 3 morago ga re amogetse kopo;
- Tlhokomela taolo ya dikgotlatshekelo tsa setšhaba ka dinako tšohle.
- Aba katiso go batlhankedi ba dikgotlatshekelo tsa setšhaba gabedi ka ngwaga.

Bokaedi: Go Kwala Molao

Re tla:

- Gakolola Komiti ya Kabinete ya Molao (CCL) ka ga molao o o šišintšwego ka dinako tšothle.
- Phatlalatša molao, Dikitsiso le dikgatšho tše dingwe tsa molao mo malatsing a 9 a tiro go tloga letsatsi ja tliso ya ditaello.
- Neela Dikhasete mo letsatšing morago ga kopo fa e le gore dikopi di teng.

Ditaello	Maemo
Melao kgolo – Molao e Mesha kgotsa Ya Phetolo	Kgwedi 1 go ya go tse 6
Dikueletso	Letsatsi le le 1 go ya malatsi a 3
Melawana	Letsatsi le le 1 go ya malatsi a 120
Dikitsiso tsa Mmuso	Letsatsi le le 1 go ya malatsi a 15

Bokaedi: Phetololo ya Molao

Re tla:

- Ntsha karabo ya kopo ya keletšo ya sethekniki le thušo go o/m/as ka bokgoni jwa phetogo ya molao mo malatsing a 14 a tiro.
- Go tšwela pele go dira ditshekatsheko tše di feleng ka dikala tsothe tsa molao.
- Go dira gore molao o fitlhelele ko diforamo tsa go mefutafuta tsa boradikgang kgwedi le kgwedi.
- Go dira diherišano tsa setšhaba le tsa batsaakarolo ka ga diprotšeke tsa phetogo ya molao ga nne mo ngwageng.
- Dira dipego ka dikopo tse di dirilweng ka phetogo le tlhabololo ya molao go Tona ya Bosiamisi ngwaga le ngwaga.
- Romelela pego ya tiro ya ngwaga le ngwaga ya LRDC go Tona ya Bosiamisi, gore e e tšweletšwe ko Sebokeng sa Maloko a Palamente.

Bokaedi: Taolo ya Bogare
Karolo: Madi & Ditekanyetso

Re tla:

- Dira le go duela madi a go lphediša ka Letsatsi le Letsatsi mo malatsing a matlano 5 a tiro.
- Dira tuelo ya bathapiwa ba basha mo kgwedeng e ngwe.
- Netefatsa gore dituelo tsa dithoto le ditirelo di dirwa mo kgwedeng e ngwe.
- Baakanya dipego tsa madi go Motlathobi Mogolo ngwaga le ngwaga.
- Netefatsa kobamelo ya Molao wa Madi wa Mmušo (Molao No. 31 wa 1991), Taelo ya Matlotlo, Molao wa Theko ya Setšhaba. (Molao No. 15 wa 2015) ka dinako tšotlhe.

Karolwana: Metlhopo ya Batlhankedi le Tlhabololo ya Batho

Re tla

- Netefatsa gore tsamaiso ya go thapa batho mo tirong e feleletswa mo dikgweding tše 3.
- Ela tlhoko kopo ya malatsi a a teng boikhutšo mo malatsing a 5 a tiro.
- Dira kopo ka ga thušo ya kalafo, tšhireletšo ya loago (social security), kadimo ya legae, le GIPF mo malatsing a 2 a tiro fela fa didokumente tšotlhe di kgomareditšwe.
- Dira tuelo tsa poloko tsa maloko a bathakendi bakeng sa ditheleimi tsa GIPF le Tšhireletšo ya Loago (Social Security) mo malatsing a 14 a tiro.
- Dira bobotlana jwa batlhankedi fa ba rola tiro go felela mo malatsing a tiro 30 fela fa didokumente tšotlhe tše di tlhokegang di romeletšwe.
- Diragatsa katiso ya go tsena tiro go maloko a batlhankedi ba ba thapilweng.

Karolo: Leano la Tlhabololo & Matlotlo a sa Fetogeng

Re tla:

- Dira tlhatlhobo tsa kgwedi le kgwedi ka tswelelopele ya meago.
- Dira tlhatlhobo ya kotara ka tlhokomelo ya dikago tse dikgolo.
- Ela tlhoko ditlhokomelo tse di nyenyane mo sebakeng sa malatsi a mabedi le tlhokomelo e kgolo mo sebakeng sa kgwedi.
- Nlofatsa kago tse ntsha le go ntlafatsa meago ya kgale jaaka leano la togamaano ya lefapha.

Karolo: Tekhnoloji ya Tshedimosetso

Re tla:

- Netefatsa gore didirišwa tsa ICT mo Bokaedi johlhe di nne le palogare ya dingwaga tse di sa feteng 3; (se se laolwa ke go re a letlole le teng).
- Tlhokomela ditirišo tšotlhe tsa IT go fitlha maemong a kwa godimodimo a a kgonegang, go netefatsa gore ditirišo tsa rona di a tshepagala.

Karolo: Ditirelo tsa Thušo & Kakaretšo

Re tla:

- Shomarela Molao wa Theko ya Setšhaba, wa 15 wa 2017 ka dinako tšotlhe.
- Araba dipotšo go tšwa go bareki ba ba mo gare le ba ba ko ntle mo diureng tse 24.

6. FA O IKGOKAGANA LE RONA

Fa o bua le rona, re neele tshedimosetso e e latelang

- Leina la gago ka botlalo, aterese ya imeile, aterese ya poso, le nomoro ya mogala le / kgotsa nomoro ya fekse.
- Ntsha tlhalošo e e tlhamaletseng ya matshwenyego a gago kgotsa bothhoki.
- Go boloka rekoto ya mabaka yeo e lego kotsing le motho yo o ne le dirisana le ene ga mmogo le letsatsi le nako ya kgokagano go ntlafatsa ditirelo tsa rona.

Fa o re etela:

- Re tla go thusa mo metsotsong e 5 fa o na le kopano le rona.
- Re tla araba dipotšo tsa gago fa ontse o na le rona, fa re sa kgone, re tla go itsese gore ke ka lebaka la eng, le gore o ka amogela karabo leng;
- Gongwe fa o batla go shupelwa go sele, re tla go direla ka mogala kgotsa ka imeile gape re tla go direla kopi gape re go fa leina la motho yo o tshwanetseng go ikgokaganya le ene, aterese le dintlha tsa kgokagano.

7. DIPONO TSA GAGO DI BOTLHOKWA

- Re lwanela nako tšotlhe go ntlafatsa maemo a rona. Go dira se, re tshwanetse go itse gore o batla tirelo ya mohuta mang.
- Re tshepisa go ela tlhoko dipono tsa gago fa re baa maemo a rona a tirelo.
- Re itsise fa o sa kgotsofala kgotsa o sa itumelela kabo ya rona ya ditirelo, gape

- Re fe maikutlo a gago gore re kgone go ntlafatsa tirelo ya rona.

7. SE RE SE KOPANG GO WENA

Bontle jwa tirelo e re ka go e neelang e tswa mo mabakeng a a farologaneng go akaretsa ditsenyo le tirišano tse re di amogelang.

Ke fao, rona, re go kopang gore:

- Nna le nnete le pelotelele.
- Nna nakong ya go neela tshedimosetso e e tlhokegang & e e tlhamaletseng ko Ofising.
- Latela Melao ya tlhologo, Melawana le Mekgwa ya ditiro.
- Tshwara maloko a rona a babereki ka tlhompō e e batlegang.

8. GO DIRA KA DINGONGOREGO TSA GAGO

Fa o na le tshwaelo ngwe le ngwe, tlhagiso kgotsa kopo mabapi le ditiro kgotsa ditirelo tsa Ofisi, o tshwanetše go ikgokaganya le:

Motlhankedi Mogolo Lefapha la Bosiamisi
Independence Avenue
3rd floor, Justitia Building
Private Bag 13302 Windhoek Namibia

Mogala: +264 61 280 5335 / 5244
Imeile: info@moj.gov.na
Webosaete: <https://moj.gov.na>

Kgotsa

Motlhankedi wa Dikamano tsa Setshaba
Mogala: +264 61 280 5371 / 5280
Imeile: info@moj.gov.na

Le gone fa o sa kgotsofala ka karabo go tswa ko Ofising ya Motlhankedi Mogolo, o kgona go atamela Tonakgolo kgotsa Ofising ya Mošireletsi wa Setshaba.



MINISTRY OF JUSTICE

Customer Service
Charter

Directorate: Central Administration
Subdivisions:
Human Resource Management
Human Resource Development

Human Resources

MINISTRY OF JUSTICE

Customer Service
Charter

Office of the
Prosecutor-General



The Office is responsible for prosecuting crimes,
assess forfeiture applications and conduct maintenance
enquiries in Namibia on behalf of the State.



MINISTRY OF JUSTICE

Customer Service
Charter

Directorate:
Legal Aid



The Directorate is responsible for
Legal Aid to indigent



MINISTRY OF JUSTICE

Customer Service
Charter

Office of the Executive Director
Division: Security & Risk
Management Services



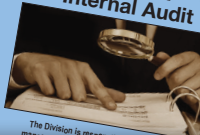
The Division supports the Ministry of Justice by
providing strategic oversight of protective security
across information, personnel and physical security
to assist continuous delivery of business operations.



MINISTRY OF JUSTICE

Customer Service
Charter

Office of the Executive Director
Division:
Internal Audit



The Division is responsible for

MINISTRY OF JUSTICE

CUSTOMER SERVICE
CHARTER

SILOZI

MINISTRY OF JUSTICE

CUSTOMER SERVICE
CHARTER

Directorate:
Legal Advice

OFFICE OF THE ATTORNEY - GENERAL



Directorate is responsible for assisting
Attorney-General in fulfilling the Office's
constitutional mandate.



Republic of Namibia

MINISTRY OF JUSTICE

CUSTOMER SERVICE
CHARTER

DIRECTORATE: CENTRAL ADMINISTRATION

General

The Division is responsible for providing reliable fleet
management and to render procurement of goods and
services for the Ministry.



The Division is responsible for handling maintenance
complaints, court hearings and investigation.



Republic of Namibia

MINISTRY OF JUSTICE

Customer Service
Charter

Office Of The Attorney - General
Directorate:
Government Attorney



The Directorate is responsible for providing litigation,
advisory and conveying services to the Offices,
Ministries and Agencies and representation of staff
members in criminal cases.



MINISTRY OF JUSTICE

Customer Service
Charter

Directorate:
Law Reform



The Directorate is responsible for assisting the
Law Reform and Development Commission in the
Reform and Development of the Law.



Changes in legislation

REGULATIONS

STILL

The Directorate is responsible for translating
legislation into legislation and publishing
regulations, notices and other legal
instruments in the Gazette.

REGULATIONS

STILL

The Division is responsible for maintaining and
developing infrastructure for the Ministry of Justice.

STILL

STILL

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STILL

MINISTRY OF JUSTICE

Customer Service
Charter

Directorate:
Legal Services



The Directorate is responsible for providing legal
services to national and international stakeholders.



Finance and Budget

The Division is responsible for maintaining Public
Financial Management and optimal use of financial
resources through sound planning and monitoring.



1. ITATIMENDE ZAMAYEMO APAHAMI

Tumo yaLuna

Likolo laLitukelo zaSicaba lifilwe mata akufa lisebelezo zamulao nikutusa sicaba kuzamaiza nikuba fitisa kapili kwalitukelo zamulao.

Musebezi waLuna

Kikufitisa lisebelezo zangana zamulao, kabunako nikufa likemelo zefumaneha zamulao ili zeikemezi, nikufa likelezo mane nilitaba zeamani niza mizeko cwalo.

Kuba babacilikile mwakufa lisebelezo zamulao.

BUKANAYANA YE -

- Italuhanya sebelezo yelufa (Selu eza)
- Italusa kuli sicaba saluna kifi
- Kukengela buitamo bwaluna kumina
- Kutiiseza lisepeiso zasebelezo/mayemo (mayemo alisebelezo zemu libelezi kufumana kuluna)
- Kutalusa zelu kaeza haiba inge muluswala
- Kutiseza kuli maikuto amina kiabutokwa
- Kukengela kuze lumi buza
- Kutalusa kamo mukona kulufela maikuto amina nimo kufelwa linonge, haiba hamu ikolwisisi nilisebelezo zaluna.

2. ZELU EZA

Sebelezo yaLikolo iyemi famitomo yaLiofesi niMaluko niLikalulo, zecwale ka:

Ofesi yaMuzamaizi yoMuhulu

- » Kalulo: Butatubi mwaLikolo
- » Kalulo: Silikani niSicaba
- » Kalulo: Kamaizo yaSilelezo niLikozi

Liluko: Kamaizo

- » Kalulo: Mali ni Musulo waMali
- » Kalulo: Milelo yaZwelopili niLiluo
- » Kalulo: Bucaziba bwaLitaba
- » Kalulo: Lisebelezo zeShutana
- » Kalulonyana: Limbule zaBatu niZwelopili

Liluko: Kelezo yazaMulao

- Liluko le likonisa kufa mata kuMuyemeli yoMuhulu waMulao kuamana nilitaba zamulao, sina hali muelezi wamulao kuMuteleli waNaha niMubuso kuli atazeleze tumo yahae kakuya kaMutomo Puso.

Liluko : Kemelo yaMizeko mwaKuta yaMulao

- Liluko le, lifilwe mata akuyemela Liofisi, Makolo niTutengo twaMubuso mwamizeko hape nikwabatu fela beli babeleki baMubuso haiba basebelelize kanzila yelukile mwamusebezi waMubuso.

Liluko: Mizeko yaSicaba

- Bazekisi baSicaba babasebeza mwaliluko le, bafilwe mata kiMuzekisi yoMuhulu kuzekisa litaba zabubangoki fahalimwa Mubuso.

Liluko: Tuso yaMali

- Liluko le, lifilwe mata akuba nibuikalabelo bwakufa tuso yecwale ka kelezo yamulao nikuyemelwa mwakuta kalisinyehelo zamali aMubuso, kwabazeki, baba lumelelana nize tokwahala kakuya kaKalulo yaMulao wasilimo sa1990, sina moku shaezwi kiLikwambuyu waLikolo laLitukelo zaSicaba kakuya kamulao.

Liluko: YoMuhulu waKuta yeTuna

- Liluko le, litokwahala kamulao kuetelela liluo labatu baba timezi, litaba zapisinisi zewile kuñolisa tutengo twamali nikamaizo yaMali aBabaleli.

Liluko: Lisebelezo zaMulao

- Liluko le lina nibuikalabelo bwakamaizo nikubona kuli misebezi yaezahala ili yamulao yanaha, famayemo alikliti mane nilifasi kaufela, kuamana nikusebelisana hamoho mwalitaba zabubangoki, nimizeko yasicaba, kukupa sifosi kukutiswa kwanaha yahabo, liswanelo zabutu nimulao waliswanelo zabutu, kusebelisana kwakubeya mulao, kubatisisa nikutisa litaba zapabalelo yabanana kwakuta, litumelelana zamulao mwahala linaha; kufa tuso kwaKatengo kaTuto yaMulao; Katengo kaZekiso yaBazekisi nikufa Katulo kakuya kaTumeleleano yaHague ya 5 Yenda 1961.

Liluko: Kuñola Mulao

- Liluko le lona lina nibuikalabelo bwaku alunguta nikuñola Milao kakalezo yeiswa kwaNdu yaMilao, Misha yaMuteleli waNaha, Milao niLizibiso zaMubuso zezwelela kwaLiofesi, Makolo niTutengo (kungelela cwalo niMilao niLizibiso zezwelela kwatutengo twamilonganyana nitutengo twakwamukunda ili zelukela kulumelelwa kakubulelisana niMakwambuyu), Milao yaKuta yePahami Hahulu, Kuta yePahami niLikuta zaBabusisi. Hape liluko le, lieleza Liofesi, Makolo niTutengo mwakukona kupanga milao, kuhatisa milao nilizibiso zakamaizo mwaBuka yaMubuso, kutama Libuka zaMubuso nikuhasanya Libuka zaMubuso kwabasebelisi/nisicaba.

Liluko : Sikuluho yaMulao

- Mulao waSilimo sa 1991 waKatengo kaSikuluho niZwelopili upangile Sikuluho niZwelopili yaMulao. Musebezi omutuna waliluko le, kikufa tuso kwa Katengo ka, kakueza lipatisiso nikutauba mitai yaMilao yaNamibia kuli Katengo kakone kueza

likakalezo kuamana nikulundulula nizwelopili yamulao wo. Liluko hape lifa mulao nikukonisa kupanga milao yezamaiswa kiLikolo laLitukeelo zaSicaba.

Ofisi yaMuzamaisi yoMuhulu

- Usebeza sina Muofisa yoMuhulu mwaku tazeleza musebezi wamusulo wamali afiwa kwaLikolo kakuya kamilao yesebeza. Usebeza sina Muofisa yoMuhulu walimbule zabatu nizefiwi zaLikolo kakuya kamulao. Una nibuikalabelo kakamaiso kaufela yaLikolo. Usebeza sina Muofisa yaMata mwaLitumelelano nilikupo zaTuso yaMali nimwa Tumelelano yakukutiseza lifosi kuyo zekisezwa kwalinaha zabona. Usebeza sina muofisa yasebelisana niLiofesi, Makolo niTutengo. Ufa tuso kwaLikolo laLitukelo zaSicaba kalitaba zakamaiso nizefiwi cwalo.

Kalulo: Butatubi mwaLikolo

Liluko le, lina nibuikalabelo bo:

- Kutatuba musebezelezo hande wakamaiso yaLikolo, kufukuza likozi nikamaiso mwahala liluko nikutisa milelo yakumbweshafaza likolo.
- Kufa lisebezelezo zelatelela:
 - » Kutatuba misebezelezo.
 - » Butatubi bwamali.
 - » Butatubi mwaliluko bobuzamaelela.
 - » Kutatuba (litaba).
 - » Butatubi bwalikalabo bobu akufile.
 - » Kutatuba zwelopili yalisebezelezo zeezizwe.

Kalulo: Silikani niSicaba

Kalulo ye yona ina nibuikalabelo bo:

- Kuongaonga lingambolo zabutokwa nilisebezelezo zasilikani kaufela mwahala Likolo.
- Kusebeza sina mutai mwahala Likolo nisisicaba.
- Kuhasanya litaba mwahali nikwande.
- Kuba sibubai waLikolo.
- Kuzibahaza lisebezelezo zaLikolo.
- Kuzamaisa hamoho nikukena mikopano yasimubuso yaLikolo moku tokwahalela.

Kalulo : Kamaiso yaSilelezo niLikozi

Liluko lina ni buikalabelo bwa:

- Kufa silelezo yabutokwa bwalitaba, babeleki nisilelezo yabatu ili kutusa lisebezelezo kuzwelapili.
- Kunyakisisa ni kufukuza likozi zekona kutisa butata kwaisilelezo.
- Kubona kuli kuna nisilelezo mwasibaka samusebezi kwababeleki baLikolo, kuba lisebezelezo, sicaba mane nibatu fela.
- Kufa silelezo kwalimbule zaLikolo.
- Kuzamaisa silelezo yalisebeliso, litaba, liluo, kamutala kutiiseza libaka zasilelezo.

- Kuzibaza nikufukuza likozi kwababeleki.
- Kuzwisezapili nikuzamaisa lituto zelibani nisilelezo.
- Kufa kelezo kuamana nisilelezo.
- Kuongaonga mihato yasilelezo.
- Kusebelisana nitutengo totufiwi twamulao nilikontiraka mwakutisa lisebezelezo zasilelezo kungelela cwalo nisilelezo (yababalibelela) libaka nilibiyana.

Kalulo : Kelezo yazaMulao

Liluko le lona lina nibuikalabelo bwa:

- Kutusa Muzekisi yoMuhulu mwaku tazeleza tumo yahae kakuya kaMutomo Puso.
- Kufa kelezo kamulao nimaikuto kuMuteleli waNaha niLiofesi, Makolo niTutengo.
- Kuba muyemeli mwalingambolo nibayemeli baMubuso mwalitaba zanaha nimafasi amafiwi.
- Kutiseza Milao Kakalezo niMisha yezamaelela niMutomoPuso niye lwanisana nimilao yemiwi yesebeliswa..
- Kuba mwalitaba zaLipatisiso nimwaLitaba zaMizeko yababeleki.
- Kusebeza mwaTutengo twaNaha niKwande anaha.
- Kusileleza nikukuteka Mutomo Puso wanaha yaNamibia.

Liluko: Kemelo yaMizeko mwaKuta yaMulao

Liluko le, lina nibuikalabelo bwa:

- Kuzamaisa mizeko fahalimwa Mubuso mwalitaba zasicaba, zamisebezi nilitaba zabubangoki, kufa lisebezelezo kalizibiso, kulifisa likoloti, kufa kelezo kwaLiofesi, Makolo niTutengo niNaha.
- Nimata kaufela ainzi mwaMusha waMuzekisi waMubuso waSilimo sa1982.

Liluko : Mizeko yaSicaba

Liluko lina nibuikalabelo bwa:

- Kuzekisa bubangoki, kubona zaliluo leli amuhilwe batu nikuzamaisa litaba zapabalelo yabanana mwaNamibia mwasibaka saMubuso.
- Kufa maikuto aku zekisa kapa kusaeza cwalo.
- Kuzekisa zalitaba zekutezwi zabubangoki mwalikuta zepahami nizetuna, mwasibaka saMubuso.
- Kufa liholo leli lumeleza (muzeko wakwa tuko).
- Kukupa liholo laliluo leli amuhilwe batu kakuya kaMulao waSilelezo waBubangoki wa29 waSilimo sa2004.
- Kuzamaisa litaba zapabalelo yabanana kakuya kaMulao waPabalelo yaBanana wa9 waSilimo sa2003.
- Kufa tuso nibuitukiso kwabatu babataselizwe kilibangoki pili muzeko ukala, kanako yamuzeko mane ni muzeko hause ufelele.

Liluko: Tuso kaMali

Liluko lina nibuikalabelo bwa:

- Kufa Tuso yaMali kwabatu babashebile.
- Kusinganyeka zabakupi batuso yamali.
- Kuzibisa bakupi balituso zalikupo zabona.
- Kukupula lineo zamali haiba kulumelwa kamulao.
- Kulaela baelezi bamulao kuyemela bazeki mwakuta.
- Kusebeza zalitifo.
- Kuyemisa lituso zamulao haiba kutokwahala cwalo.

Liluko : Yo Muhulu waKuta yeTuna

Liluko lina nibuikalabelo bwa:

- Kuñolisa nikufoleleza liluo lababa timezi, lipisinisi zewile, tutengo nibabaleli Sikwama saBabaleli.
- Kuñolisa nikuzamaisa liluo lababa timezi.
- Kusinganyeka faMañolo aTaelo faLibyana.
- Kuñolisa nikuzamaisa kamaiso yaPisinisi yewile ni LiKa zaMazoho.
- Kuñolisa Tutengo twaMali niMañolo aTutengo.
- Kubona kuli lika lizamaelela ni Mulao waMali.
- Kuzamaisa mali abanana, liyanga, bomucalifa baba saliyo nibaba sika pepwa kale.

Liluko: Lisebelezo zaMulao

Liluko lina nibuikalabelo bwa:

- Kufa lisebelezo zamulao kwabatu bamwahala naha nibakwanda naha.
- Kufa Zibiso.
- Kusebeza zalikupo zakutisa lifosi kuto zekisezwa mwalina zabana kaKutwano niTuso mwalitaba zabubangoki.
- Kusebeza falikupo zakutwano mwalisedelezo zamulao mwasibaka saMibuso..
- Kusebeza falikupo zaku tazeleza mulao kuamana nilitaba zabanana kalikatulo zalinaha lisili.
- Kufa misebezi yakamaiso kwaKatengo kaMakolo kuamana niLiswanelo zaButu.
- Kulukisa nikuñola lipiho nako ninako zeama liswanelo zabutu, zeya kwalikwata zalifasi.
- Kualabela kwalinonge nilipuzo zaliswanelo zabutu nimulao walifasi kaufela oama butu.
- Kuyemela mubuso kwa Katengo kaManaha aMboela waAfrica, Kopano yaAfrica, linaha zaCommonwealth niKopano yaMacaba kalitaba zamulao.

Kalulo: Pabalelo

Kalulo ye, ina nibuikalabelo bwa:

- Kusebeza zalinonge za pabalelo yabanana, mizeko nilipatisiso.
- Kutatuba likupo zamali abanana.
- Kuyemela likupo zamali abanana.
- Kusebeza falikupo zamali abanana mwakuta yamulao.
- Kuisa litaelo zamali abanana zezwa kwakuta kwabatu babaswanela.

- Kubatisisa mayemo amali amutu yazekiswa.
- Kubatisisa linonge zabatu babapalezwi kulifa mali abanana nikusa zamaya kamulao.
- Kuisa litaba kwamuzeko.
- Kuamuhela nikuñolisa litaba zabanana.

Kalulo: Likuta zaSicaba

Kalulo ye in ani buikalabelo bwa:

- Kuzamaisa zibahazo nikutoma likuta zasicaba.
- Kuetelela zakamaiso yalikuta zasicaba.
- Kuluta babeleki balikuta zasicaba.

Liluko: Kuñola Mulao

Liluko le, lina ni buikalabelo bwa:

- Kutoloka milao, kuhatisa nikuhasanya milao, misha, lizibiso, nize hatisizwe zeñwi zeamani nimulao zasicaba mwaBuka yaMubuso.
- Kunyakisisa nikuñola Milao Kakalezo yaLiofisi, Makolo, Tutengo, Misha yaMueteleli waNaha, Milaonyana, litaelo nimihato yemiñwi.
- Kueleza Katengo kaMakwambuyu kaza milao.
- Kuhasanya Libuka zaMubuso.

Liluko: Sikuluho yaMulao

Liluko le, lona lina nibuikalabelo bwa:

- Kufa tuso kwaKatengo kaSikuluho niZwelopili yaMulao kakana nimata akulumelela nikuhanana milao yakale yesa tokwahali, kutiiseza mitai yamilao yaNamibia, kupanga milao yezwisezapili Liswanelo zaButu nikuutwanisa milao yasizo niMutomo Puso.
- Kufa kelezo kwaLiofisi, Makolo niTutengo kuamana nimihato yakulundulua milao.
- Kueza patisiso mwamitai kaufela yamulao.
- Kueza kuli sicaba sifumane mulao.
- Kuswala lingambolo nisisaba kuamana ni mihato yakuncafaza milao.
- Kulukisa lipiho famulao olumezwi kiKatengo kaSikuluho niZwelopili yaMulao, nikutambeka kuLikwambuyu waLikolo laLitukelo zaSicaba
- Kufa lipiho kuLikwambuyu waLikolo kuisa kwaNdu yaMilao.

Liluko: Kamaiso

Liluko le lina ni buikalabelo bwa:

- Kufa lituso zasebelezo yakamaiso kwaLikolo laLitukelo zaSicaba niOfesi yaMuzekisi yoMuhulu.
- Kubona kuli kuna nimayemo amande alisebelezo.

3. SICABA SELU SEBELEZA

- Mueteleli waNaha
- Balitaba zaNaha
- Maofesi aMubuso, Makolo niTutengo
- Sicaba kaufela

- Katengo kaNamibia kakabona Litaba zakwaMukunda
- Baleki niMakontiraka
- Mamembala baLikolo laLitukelo zaSicaba
- BaMitende niMakande

4. BUITAMO BWALUNA KUMINA

- Luitama kuba nimina kalingambolo mwamikopano mañolo/lipihlo, nikuikabela litaba maikutoe commit to regular communications with you as customers through
- Lulika kueza misebezi yaluna kakulatelela lika zaBUTOKWA zelatelela:

LIKA ZABUTOKWA LULI

Busepahali

Lusebeza kabuniti nikutokwa sobozi

Kusina kupata

Lika kaufela liswanela kuezwa kanzila yekwaluhile niye utwahala kabunolo

Sebelezo yende Hahulu

Luitukiselize kuzamaya maili yefiwi

Buikalabelo

Lunga buikalabelo kamihupulo nilikezo zaluna.

Zibo yaMusebezi

Lutabela zelu eza nikufa musebezi wangana kanako

Mata aluna

Lufa butokwa kwababeleki baluna nibao lusebeza nibona nikususueza kusebeza hamoho kasikwata.

5. SEBELEZO YALUNA, LISEPIISO/ MAYEMO

Ofisi yaMuzamaisi yoMuhulu

Kalulo: Butatubi mwaLikolo

Luka:

- Eza lisebelezo zamwahali kuzamaelela niMayemo alifasi kaZibo yaMusebezi, kamaiso yaMubuso nimusebelezo omunde.
- Latelela milao yabutatubi kamita yelumelazwi.
- Nganga litatubo kuamana nilikozi zeli teni.
- Ba nimukopano niscaba pili tataubp isika fela.
- Lukisa lipihlo mwahala mazazi alishumi kasamulaho apatisiso.
- Fa pihlo yamafelelezo mwahalamazazi alishumi kasamulaho amukopano wakutiiseza tatubo.
- Latelela litatubo zeo kasamulaho asilimo.
- Alabela kwapiho mwahalamazazi aketalizoho kasamulaho aku amuhela kupo.

- Fa tatubo yamwahala yende kwalikolo laLitukelo zaSicaba ili nzila ya tiisezo nikulabela kwalikupo.

Kalulo: Silikani niSicaba

Luka:

- Hasanya litaba kanako mwahali nikwande kamitende, kaLipihlo zaLikolo zaSilimo niSilimo, kuhatisa mapampili moku tokwahalela, kuitenga mwaliponiso zasilimo kuli haku konahala, nikuno zibahaza fawebisaiti yalikolo nifa mitende yasicaba.
- Ongaonga likezahalo zaLikolo niSicaba haku tokwahala kueza cwalo.
- Alabela kwalipuzo zamina mwamazazi amabeli fela mwalinako zamusebezi.
- Mema bamitende kanako yalikezahalo zaLikolo hakutokwahala cwalo.
- Tatuba lipihlo zabamakande kuamana niLikolo zazi nizazi.
- Fa maikuto kamitende falitaba ze bihilwe kuamana nilikolo mwahala mazazi aketalizoho amusebezi.

Kalulo: Kamaiso yaSilelezo niLikozi

Luka:

- Zwisezapili Mulelo waSilelezo kasamulaho alilimo zetalu nako ninako.
- Bona kuli kulatelwa mulao woliba kwasilelezo nako kaufela.
- Zamaisa tuto yakupuzo yasilelezo kakota.
- Eza patisiso yasilelezo/likozi nikuloba mulao wasielezo nikutambeka pihlo, kasamulaho amazazi asupile nikufa pihlo yetezi mwahala kweli kuMuzamaisi yoMuhulu.
- Kano tatubanga liluo kubuluka libaka nimubuluki ya lumelazwi kubuluka liluo.
- Tatuba muhato wakukeniswa kasilelezo kasamulaho alilimo zetalu.
- Potela basilelezi babali famusebezi kanako yamusihali nibusihu habeli mwaviki.

Liluko: Kelezo yaMulao

Luka:

- Fa kelezo yamulao/maikuto mwahala mazazi amashumi amabeli kaaketalizoho kuzwa izazi lakupo.
- Mwalitaba zeakufile, muka libelela kelezo yaluna yamulao mwamazazi aketalizoho.
- Zwelapili kuyemela Mubuso mwatutengo twamwahali nikwanda naha, hakutokwahala cwalo.
- Sebeza mwatutengo twalipatisiso nitutengo twamizeko yababeleki mwaliofesi nimakaolo haiba kutokwahala cwalo sihulu haiba babeleki babaswanela inge bali teni.

Liluko: Kemelo yaMizeko mwaKuta yaMulao

Luka:

- Yema mwasibaka samubuso mwamizeko yaicaba niya famisebezi nako kaufela.
- Fa lisebelezo zamulao kwaLiofesi, Makolo niTutengo kakuya kamilao yeli teni, mwakuamuhela fela taelo yeo.
- Yemela babeleki mwamizeko yalitaba zabubangoki kusa amuhelwa fela taelo nikakuya kamilao yakuta haku tokwahala cwalo.
- Kufa liñolo mwahala liviki zepeli.

Liluko: Muzekisi yoMuhulu

Luka:

- Zekisa litaba zabubangoki kakuya kamulao
- Fa likatulo zangana haku zekiswa libangoki nako kaufela.
- Tisa nikulwanela kuli taba ikutele mwalitaba zabubangoki mwaKuta yePahami Hahulu niKuta yeTuna mwasibaka saMubuso haiba inge kutokwahala kueza cwalo.
- Fa liñolo lakusa zekisa haiba kukupilwe cwalo kibaba itengile mwamuzeko, haiba kutokwahala cwalo.
- Kupa kusa amuhiwa liluo kakuya kaMulao wabu29 waSilelezo yaBubangoki waSilimo sa2004.
- Eza patisiso kuamana nilitaba zapabalelo yabanana kakuya kaMulao wabu9 waSilimo sa2003.

Liluko: Tuso yaMali

Luka:

- Sebeza falikupo zamali abanana mwahala mazazi alishumi amusebezi.
- Zibisa bakupi zalikupo zabona mwahala mazazi amalalu amusebezi.
- Kupa lineo kutusa liluko le, haiba kutokwahala cwalo kamulao.
- Laela baelezi nilicaziba zamulao kutisa bakupi bao mwamazazi amalalu amusebezi.
- Sebeza falitifo mwahala mazazi aketalizoho amusebezi.
- Yemisa mali ao, haku tokwahala cwalo.

Liluko: YoMuhulu waKuta yeTuna

Luka:

- Fa mañolo mwalitaba zakuketa bayemeli bamaluo abonyandi, lipisinisi zewile nize ezizwe kamazoho mwahala mazazi alishumi amusebezi.
- Fa mañolo amaluo abonyandi, lipisinisi zesinyehile, mwahala mazazi alishumi amisebezi.

- Lifa mwahala mazazi alishumi amusebezi kuzwa fokulumelwa zalikupo kuzwelela kwaLikolo laLitaba zaMwahala Naha.
- Buluka mali abanana, liyanga, babasaliyo nibaba sika pepwa kale ili bona bayoli basanda. Sanda sakuyola inge kuitingile fakutiisezwa cwalo haiba inge kutokwahala.

Liluko: Lisebekezo zaMulao

Luka:

- Fa zibiso mwahala mazazi amalalu amusebezi.
- Sebeza falikupo zakukutiseza lifosi kwalinaha zabona kaTumelano niTuso yaMali mwahala mazazi alishumi amusebezi.
- Sebeza famukwa waku abelana lisebelezo zalikuta fahalimwa mibuso yemiñwi mwahala mazazi alishumi.
- Sebeza falitaelo nilikatulo zapabalelo yabanana mwasibaka salinaha lisili mwahala mazazi alishumi.
- Lukisa mikopano kakota yaKatengo kaMakolo kazeama Liswanelo zaButu nimulao wabutu.
- Lukisa nikufa lipiho kwatutengo twalifasi ili zeama liswanelo zabutu nako ninako, sina moku tokwela kimulao watutengo to.
- Alabela kwalinonge nilipuzo zeamani niliswanelo zabutu nimulao waliswanelo zabutu mwalifasi kakuya kanako yelikani.

Kalulo: Pabalelo

Luka :

- Isa likupo zamali apabalelo yabanana kakuya kamulao.
- Sebeza falikupo zamali azezwelela kwakuta nako ninako nikuafa baba aswanela.
- Batisisa mayemo amali alikalulo zabatu baba itengile mwalitaba ze.
- Feleleza lipatisiso ze mwahala likwel zetalu.
- Feleleza kufa litaelo zamulao kulifa mali apabalelo yabanana kwabatu babasa lifi mwahala kweli.
- Eza taelo yeswana kuba mali apabalelo yabanana mwahala kweli.

Kalulo: Likuta zaSicaba

Luka:

- Zamaisa zibahazo nikutomwa kwalikuta zasicaba mwahala likweli zetalu kuzwa falikupo zazona;
- Etelela kamaiso yalikuta zasicaba nako kaufela.
- Luta babeleki balikuta zasicaba habeli mwasilimo.

Liluko: Kuñola Mulao

Luka:

- Eleza Katengo kaMakwambuyu kamilao yakakalezo nako kaufela.

- Hatisa milao, lizibiso nilikatiso zeŋwi zamilao mwahala mazazi asupile kaamabeli kuzwa lizazi likatiso zeo lihatiswa.
- Fa Libuba zaMubuso mwahala lizazi haiba libuka zeo inge lifumaneha.

Litaelo	Mayemo
Milao-Yeminca kapa YeCincizwe	Kweli kuya kuzesilezi
Misha	Kuzwa lizazi lililiŋwi kua malalu
Litaelo	Kuzwa lizazi lililiŋwi kuya kuamwada nimashumi amabeli
Lizibiso zaMubuso	Kuzwa lizazi lililiŋwi kuya kua lishumi niaketelizo

Liluko: Sikuluho yaMulao

Luka:

- Fa kalabo kwakupo yatokwa kezezo kwaliofesi, makolo nitutengo kuamana nimuahto waku sikuluha mulao mwahala mazazi alishumi kaamane amusebezi.
- Zwelapili kueza lipatisiso nako ninako falitaba zamitai yamulao kaufela.
- Eza kuli mulao ube teni kamitende yefapana kakweli.
- Ezanga mikopano yasicaba kuambola zasikuluho yamulao kakota.
- Lukisanga lipiho zezwelela falingambolo nizwelopili yamulao nikli tambeka Likwambuyu waLikolo laLitukelo zaSicaba kasilimo.
- Tambeka piho nilikezahalo zezwelela kwaKatengo kaSikuluho niZwelopili yaMulao kuLikwambuyu waLitukelo zaSicaba kuisa kwaNdu yaMilao.

Liluko: Kamaiso

Kalulo: Mali niMusulo waMali

Luka:

- Lifa Mali aBabeleki babazamaezi zamusebezi mwahala mazazi aketalizoho.
- Sebeza falituwelo zababeleki babanca mwahala kweli.
- Bona kuli litifo zalisebelezo nizalibyana zaeziwa mwahala kweli.
- Lukisa masitatimenti amali atambekwa kuMutatubi waMali yoMuhulu kasilimo.
- Kolwisa kuli Likolo lizamaelela niMulao waTaelo yaLukau lwaNaha wabu15 waSilimo sa2015, nako kaufela.

Kalulonyana: Limbule zaBatu niZwelopili

Luka:

- Bona kuli mungendenge wakubata babeleki wafeleleza mwahala likweli zetalu.
- Sebeza falikupo zamazazi apumulo mwahala mazazi aketalizoho amusebezi.
- Sebeza falikupo zatuso yalikalafu, silelezo yamisebezi, Mali aMandu niKatengo kaBabeleki babaTuhezi Musebezi mwahala mazazi amabeli amusebezi.
- Sebeza falikupo nilituso zalikepelo zakwaKatengo kaBabeleki mwahala mazazi lishumi kaamane
- Sebeza famali alifiwa babeleki haba lisela musebezi mwamazazi amashumi amalalu, hakubona mapampili kaufela atambekilwe kwakalulo yebona zeo.
- Zamaisa mungendenge wakuluta babeleki babanca mwaLikolo.

Kalulo: Mulelo waZwelopili niMaluo

Luka:

- Tatuba zwelopili yamiyaho kakweli nikweli.
- Tatuba kakota kulukisiwa kwamiyaho.
- Lukisa lisinyehelo zenyinyani mwahala mazazi amabeli mi lisinyehelo zetuna mwahala kweli.
- Zamaisa miyaho yeminca nikumbweshafaza miyaho yeli teni kakuya kamulelo waLikolo.

Kalulo: Bucaziba bwaLitaba

Luka:

- Bona kuli lipangaliko zamakompyuta mwaMaluko kaufela lina nililimo zetalu zakusebeliswa (kuitingile hakuna nimali).
- Lukisanga mikwa yaBucaziba bwaLitaba kamayemo apahami akonahala, kuba kuli misebelezo yamishini yakona kuitingwa kuyona.

Kalulo: Lisebelezo zeShutana

Luka:

- Kumalela kwaMulao waSicaba waKufuamana Lika wabu15 waSilimo sa2017 nako kaufela.
- Alabela kwa linonge zezwelela mwahali nikwande mwahala lihora zemashumi amabeli nizene.

6. HAMU LUSWALA

Hamu ambola niluna kapa kulu swala, mubone kuli mufa litaba zelatelela:

- Libizo lamina kakutala, imelu, keyala yaposo ninombolo yatelefonti kapa nomolo yafakisi.

- Mufe kakutala mufuta wanonge yaamia kapa zetokwahala.
- Kubuluka litaba kapa linonge nimutu yemu ambozi niyena nilizazi ninako yangambolo lika mbweshafaza lisebezezo zaluna.

Hamu lupotela

- Lukaba nimina mwamizuzu yeketalizoho, haiba nemu lukisize nako yakulubona pili mutaha.
- Luka alabela kwalipuzo zamina hamu inzi niluna, haiba halu koni, luka mi bulelela libaka nikanako yemu swanezi kulibelega kalabo.
- Haiba mutokwa kuyo kuta, luka mi ezeza cwalo kafoni kapa kaimelu nikumi lumelea yona, nikumifa libizo lamutu yemu swanela kubulela niyena, keyala ni litaba zakwa fumaneha.

7. MAIKUTO AMINA KIABUTOKWA

- Lusweli kulika kumbweshafaza musebezezo waluna. Kueza cwalo, lutokwa kuziba mufuta wasebezezo yemu bata.
- Lusepisa kusinganyeka maikuto amina halu kala kupanga musebezezo waluna.
- Muluzibise haiba hamu sika kolwisisa kapa kusa tabela nimusebezezo waluna niku
- Lufa maikuto amina ili kuli lukone kumbweshafaza lisebezezo zaluna.

8. SELU KUPA KUMINA

- Mayemo amusebezezo olukona kumifa, uitingile falika zeshutana, kungelela cwalo nimaikto alu amuhela.

Kacwalo, lwami kupaku:

- Kuba niniti nipilutelele.
- Mufe litaba zetokwahala kabuniti kwaliOfesi kabunako.
- Muzamaelele niMilao yeliteni, Litaalo niMikwa yeswanela.
- Muswalisane nibabeleki baluna kalikute leli swanela.

9. KUSEBEZA FALINONGE ZAMINA

Haiba muna nimaikuto, mulelo kapa kupo kaza likezahalo zaOfesi, muswanela kuswala kapa kuñolela:

**Muzamaisi yoMuhulu
Likolo laLitukelo zaSicaba
Likululu laTukuluho
Bulilo bwaBulalu, Muyaho waJustitia
Mukotana waPoso 13302 Windhoek Namibia**

Foni: +264 61 280 5335 / 5244

I-melu: info@moj.gov.na

Webisaiti: <https://moj.gov.na>

Kapa

**Muofisa yaBona zaSilikani
Foni: +264 61 280 5371 / 5280
I-melu: info@moj.gov.na**

Kapa haiba hamu sika ikolwisisa kakalabo yezwa kwaOfesi yaMuzamaisi yoMuhulu, musa kona kuya kwaOfesi yaNgambela niOfesi yaMuofisa Yo Muhulu yaBona zaLinonge zaSicaba.



1. MATANTO GOPONTAMBO ZOKUZERUKA

Mpangera Zetu

Uminisiteli woYipangura (woUhungami) kwa u pa mpangera zokugana maruganeno gopaveta nokurerupika nompito dokoyipangura (dokugwana uhunga).

Erwameno Lyetu

Kugava maruganeno gomulyo, posiruwo gokuvhura kugwana nkenye ogu gopaveta, ntani hena kugava makwafo gomulyo, pasiruwo goukareli po mompanguro wopaveta, kugava magano gopaveta nokupangura.

Sitambo Setu

Kukara mpitisili mokugava maruganeno (makwafo) gopaveta

MALIZUVHASANO AGA -

- Kwa singonona maruganeno (makwafo) aga atu gava (Eyi atu rugana)
- Kwa singonona asi wolye varandiyirugana vetu
- Kulikida elituro mo lyetu kukweni
- Kwa fwaturura matumbwidiro/nonkarero domaruganeno (nkarero zomakwafo aga nomu vhura kundindira nkenye apa kwetu)
- Kwa tanta asi yinke natu rugana nsene o gwanekera nose
- Kupameka asi magano goge mulyo
- Kulikida eyi natu vhura kukupura
- Kwa fwaturura omu no tu pa nkumbu nomu no tura po esivano lyoge, nsene kapi ono hafere maruganeno (makwafo) getu

2. EYI ATU RUGANA

Yirugana yoUminisiteli kwa diginina poNombere wa noNodirektorata noMaruha gomulyo ogo gana kukwama ko:

- Mberewa zoMukuronagendesi Mugendesi
- » Ruha: Mavaruro goMonda
 - » Ruha: Yinka yaNavenye
 - » Ruha: Ugameni nEgendeso Yimpagwa

Direktorata: Ugendesi woPokatji/woNtjimatjima

- » Ruha: Yimaliva nEyerekoyimaliva
- » Ruha: Eganokuliko nEmona lyoMatungo
- » Ruha: Mapukururo noUdivinongononi
- » Ruha: Makwafo noYirugana yaNayinye
- » Ruhagona: Marunone goPantu nEkuliko lyoVantu

Direktorata: Ugavimagano goPaveta

- Direktorata ezi kugava mapukururo koMupangulintoni gokuhamena yinka yopaveta yokuninkisa Mupangulintoni ngoMugavimagano gomunene kwaPresidente nEpangero a vhure kusikisa mo mpangera zendi zopaDiveta.

Direktorata: Ezaverero Paveta lyoVanamvharerwa

- Direktorata ezi kwa zi pa mpangera zokukarera po Nombere wa/Mauminisiteli/noMaukareli po gEpangero momaudigu ganavenye naga gombungarugani zomoNombere wa/moMauminisiteli/nomoMaukareli po gEpangero nsene asi maudigu ogo kuna wizire po morwayirugana yawo.

Direktorata: Upanguli waNavenye

- Vakwamakwamipanguli ava ava rugana modirektorata ezi kw ava tuma Mupangulintoni va pangure maukorokotji medina lyoHoromende/Epangero.

Direktorata: Mbatero zoPaveta

- Direktorata ezi kwa zi pa sinakugwanesa sokugava mbatero zopaveta, kuninka asi magano gopaveta nokukarera po paveta nohepere moyipangura komukosero gEpangero, nohepere edi dina sikisa mo yihepwa kukwama koVetagona zoMbatero zoPaveta zomo-1990 ngwendi moomu ya tokokwa monongendesoveta edi a divisa paveta Minisiteli goYipangura kukwama Vetagona.

Direktorata: Mugendesikurona goMpaguro zoNene

- Direktorata ezi kwa zi nangwira paveta kunomena egendeso lyemona lyovafe, epateso lyomalipakererongesefa gokumbangorota, etjangeso lyonombungapungwiso negendeso lyoSikesa soVareli.

Direktorata: Yirugana yoNoveta

- Direktorata ezi kwa kara nositumbukira sokugendesa nokusikisa mo nongendeseso dopaveta pantambo zopasirongo, paruhayirongo nopauzuni kuhamena kombatero zopaveta momaudigu gokorokotji naga gopamvharerwa; matjido moyirongo; nompango nonoveta dountu womuntu; eturomoyirugana lyokulifana lyoyinka yomatekuro govanona, kukonakona nokulikida yinka yetekurovanona mompanguro; yinka yopaveta yoyirongo yivali ndi yirongo yoyinzi; kugava mbatero zougendesi koNdango zErongo lyoVeta, Komitivuyukiso zoVanaveta nokugava Nonturwapoveta kukwama koMalizuvhasano goHague go- 05 Sikukutu 1961.

Direktora: Kutjanga Noveta

- Direktora ezi kwa tumbukira kokukonakona nokutjanga Nonturwapoveta doParlemende, Madivisoveta gaPresidente noMadiviso gEpangero gokutunda koNomberewa/Mauminisiteli/noMaukarelipe (rambanga ko Nongendesoveta, Nompango noMadiviso gaNayinye gokutunda komagendeso gonodoropa nonongesefa depangero eyi ava vhuru kupulisira ndi kulikunda kumwe noVaminisiteli), Nompango doMpanguro za ka hura ko, Mpanguro zoNene noNompangurogona (Nomangasitarata). Azo hena kugava magano koNomberewa/Mauminisiteli/noMaukarelipe mounankondo wawo wopaveta, kuhanesa patjanga noveta nomadiviso gopagendeso moSaitunga zEpangero, kupandeka Nosaitunga dEpangero nokudihanesa kovarandiyirugana (vakasitoma).

Direktora: Kusinta Noveta

- Vetagona zoKomisi zoKusinta noKukulika Noveta Vetagona (1991) yizo za totesa po Komisi ezi. Yirugana yontjimanjima yodirektora ezi kuna kara kugava mbatero koKomisi zoKusinta noKukulika Noveta pokutulisa po makonakono gokuhamena nomutayi nadinye doVet zaNamibia mokuvhulisa Komisi zi rugane mapamperekedo gokusinta nokukulika veta zongandi. Direktora kugava hena maganoveta nokukonakona unankondo wonoveta edi au gendesa Uminisiteli woYipangura.

Mberewa zoMukuronagendes

- Kurugana ngoMunamberewasikisimo kukwama egendesoyeyerekoyimaliva ava gava koUminisiteli kukwama komutungo gokuhamena ko gopaveta. Kurugana ngoMunamberewasikisimo gomarunone gopantu nomarunone makwawo hena goUminisiteli kukwama komutungo gokuhamena ko gopaveta. Kwa tumbukira ketaruro lyanayinye lyougendesinounakugwanesapo woyirugana yoUminisiteli. Kurugana ngoUpangeli woNtjimanjima woMakwafo ganayinye gomahundiro goPaveta gokukwata nokutundisa moyirongo. Kukara ngompitakatji mokuruganena kumwe noNomberewa/Mauminisiteli/noMaukarelipe. Kugava mbatero kwaMinisiteli goYipangura kuhamena koyinka yougendesi noyinka yapeke.

Ruha: Makonakonovaruro goMonda

Ruha oru kwa kara netumbukiro lyo:-

- Kukonakona esikisimositambo lyoUminisiteli kukwama koupangeli, ugendesiyimpagwa nomanomeno gomonda nokupamperekeda mawapukururo.

- Kugava maruganeno/makwafo ogo gana kukwama ko:
- Mavarurokonakono goyirugana.
- Mavarurokonakono goyimaliva.
- Mavarurokonakono gokugwanesa po yininke.
- Mavarurokonakono gongendeseso zomapukururo.
- Mavarurokonakono gelimburo lyopangenderera.
- Kusikura ko ketumoyirugana lyomapamperekedo gomavarurokonakono.

Ruha: Malitundakano ganavenye/gombunga

Ruha oru kwa kara netumbukiro lyo:-

- Kukwakanesa malizuvhasano gopagendeso gelipakerero nomalitundakano nagenye gopambunga moUminisiteli.
- Kwa kara ngosigwanekedeso pokatji kouminisiteli novahameniko vamwe.
- Kuhanesa mapukururo monda zouminisiteli noponze zawo.
- Kwa kara ngomuuyungilimo goUminisiteli.
- Kutjingisa yiviyauko yoUminisiteli.
- Kukwakanesa nokupakera mbili magwanekero gopamberewa goUminisiteli moomu tupu yina karere hepero.

Ruha: Ugameni nougendesi yimpagwa

Ruha oru kwa kara netumbukiro lyo:-

- Kugava enomeno lyopangendesoyoyirugana yougameni momaruha nagenye gomapukururo, gombungarugani nougameni wevega mokuvatera egawo lyopatwikido lyoyirugana.
- Kudimbura nokugendesa yimpagwa yougameni pevega.
- Kudivilisa egameno lyevegaruganeno kombungarugani zoUminisiteli woYipangura, kovagavimaruganeno, kovarandiyirugana nokombunga nazinye.
- Kudivilisa evegaruganeno lyopapopero komarunone gopamberewa.
- Kugendesa nongendeseso doupopeli wevega nokunomena mauhwiliro mokupopera mavega, mapukururo, nemona ngwendi kupameka mavega gegameno.
- Kudimbura nokugendesa egameno lyoyimpagwa yombungarugani.
- Kutulisa po nokugendesa malikwamo gomadeuro gokudivisa epopero.
- Kugava magano gepopero/gougameni.
- Kukwakanesa ngendeseso zokuzeresa maugameni.
- Kuruganena kumwe nomaukerelipo makwawo gokusikisa mo noveta nokugendesa nokondaraka dovakungi vemona mokugava yirugana youkungi emona (yousekuliti).

Direktorata: Egawomagano lyoPaveta

Direktorata ezi kwa kara netumbukiro lyo:-

- Kuvatera Mupangulintoni mokusikisa mo mpangera zendi zoPadiveta.
- Kugava magano nomadiviso gopaveta kwaPresidente nokoNomberewa, Mauminisiteli noMaukarelipo (O/M/A's).
- Kuviyauka ngompitakatiji novakarelipo vEpangero panotambo dosirongo nouzuni.
- Kutarurura Nonturwapoveta noMadivisoveta yipo yi lize nEdiveta nokupira kulirwanesa nonoveta edi da kara po.
- Kuviyauka moNokomisi doMapuragero nomoYipangura yEpisuro koNomberewa/ Mauminisiteli/noMaukarelipo (O/M/A's).
- Kurugana monokomiti doudivinongononi paSirongo noPauzuni.
- Kupopera nokusikisa mo Ediveta lyoRepublika zaNamibia.

Direktorata: Ezaverero paveta lyovanamvharerwa

Direktorata ezi kwa kara netumbukiro lyo:-

- Kugendesa ezaverero paveta medina lyEpangero mononkango dopamvharerwa, doyrugana nedi doukorkotji, kugava maruganeno gouhahende, kupongaika nomukuli, kugava magano gopaveta nomakwafo gokurundurura mamona goNomberewa/Mauminisiteli/noMaukarelipo gEpangero noHoromende.
- Maunankondo nagenye aga va gava mEdivisoveta lyomo-1982 Mupangulintoni gEpangero.

Direktorata: Yipangura yaNavenye

Direktorata ezi kwa kara netumbukiro lyo:-

- Kupangura maukorokotji, kulipyakidira nomahundiro gokuzaka emona kepangero nokugendesa makonakono gokurera vana moNamibia medina lyEpangero/lyoHoromende.
- Kutulisa po matokoro gokupangura ndi kudira kupangura maukorokotji.
- Kupangura matjiliro kompanguro mononkango domaukorokotji mompanguro zonene mompanguro za ka hura ko medina lyepangero.
- Kugava nzapo zokupulisira epanguro lyokulikarera (nolle prosequi).
- Kurugana mahundiro gokuhekona emona kukwama koVetagona zoKukandana po Maukorokotji goKulizuvha, Vetagona 29 zomo-2004.
- Kutulisa po makonakono gokurera vana kukwama Vetagona zoKurera/Kutekura vana 9 zomo-2003.
- Kugava mbatero mokuliwapayikira mpanguro kovahepekwa womaukorokotji komeho, posiruwo nokonyima zonompanguro doukorokotji.

Direktorata: Mbatero zoPaveta

Direktorata ezi kwa kara netumbukiro lyo:-

- Kugava mbatero zopaveta kovantu vovahepere.
- Kutarurura mahundiro gombatero zopaveta.
- Kudivisa vahundilimbatero yitundwamo.
- Kupura va kambeke ko kuwoko kombatero zopaveta, nsene yimo zina hepa veta.
- Kutantera hahende a ka karere po muntu ogu yina wapere mompanguro.
- Kurongikida nompapira domafuturo.
- Kuhagekesa po mbatero zopaveta nsene hepero.

Direktorata: Mugendesikurona goMpanguro zoNene

Ruha oru kwa kara netumbukiro lyo:-

- Kutjangesa nokumanesa emona lyovanakufa, mambangoroto, utekuli noyimaliva yomomahuguvareso nokugendesa yimaliva yoUtekuli/yoUreli.
- Kutjangesa nokunomena ngenndeseso zemona lyovanakufa.
- Kutokora kuhamena mulyo goNonzago (Nompapira doUpingwa).
- Kutjangesa nokunomena ngendeseso zoMambangoroto noUreli/Utekuli.
- Kutjangesa Yikesa yoYimalivahuguvareso nokugava nonzapo dayo
- Kudivilisa elizokumwe noVetagona zoUdivi woYimaliva.
- Kugendesa yimaliva yovasesugona, vantu womaurema gongandi, vapingi ava va pira mo nav ava pira simpe kuhampuruka.

Direktorata: Yirugana yoNoveta

Direktorata ezi kwa kara netumbukiro lyo:-

- Kugava makwafo gonoveta kovahamenimo womonda zosirongo nomouzuni.
- Kugava mafwatururoveta.
- Kurugana mahundiro gokupwagesa ndi kutuma vanzoni wovakorokotji mosirongo nokugava makwafo goPaveta.
- Kurugana mahundiro gomakwafo gokulisinta monongendeseso domaudigu gomvharerwa medina lyoMapangero goyirongo.
- Kurugana mahundiro gokutura moyirugana nompangera dokurera vana noyipangura yomapangero goponze.
- Kugava yirugana yomakwafo koKomiti zoMonda zoMauminisiteli kuhamena Untu woMuntu.
- Kutura kumwe, kutjanga nokutuma nondimbuli dokuhamena untu womuntu komaruha gountu womuntu gomouzuni.
- Kulimburura komahundiro nomapuro gokuhamena untu womuntu noveta zopauzuni zountu womuntu.

Ruha: Etekuro lyovanona / Sapota

Ruha oru kwa kara netumbukiro lyo-:

- Kulipyakidira nomasivano gokurera vana, kupangura monompanguro nokukonakona masivano gangoso.
- Kutarurura mahundiro gokutekura vana / sapota.
- Kukara mpitakatji zomahundiro gosapota.
- Kugendesa mahundiro gokurera vana mompanguro zopaveta.
- Kutuma nompangera dompanguro zokurera vana komaruha gohepero.
- Kukonakona nkarero zoyimaliva yovantu vana hamene moudigu owo.
- Kukonakona masivano gokuhamena vantu va taguruka mpangera zokurera vana.
- Kurudwilira maudigu aga kompanguro zopaukorokotji.
- Kutambura nokutjangesa nomangera dokurera vana dokoyirongo peke.

Ruha: Nompanguro doNkarapamwe

Ruha oru kwa kara netumbukiro lyo-:

- Kurerupika nokutambura ko etotopo lyonompanguro donkarapamwe.
- Kunomena egendeso lyonompanguro donkarapamwe.
- Kugava madeuro kombungarugani zonompanguro donkarapamwe.

Direktorata: Kutjanga Noveta

Direktorata ezi kwa kara netumbukiro lyo-:

- Kusinta maganoveta ga kare noveta, kuhanesa patjango nokuninkisa veta zi divikwe, kurugana madivisoveta, madiviso nomatjangwa gopeke gopaveta moSaitunga zEpangero.
- Kukonakona nokutjanga Nontuwapoveta doNamberewa/Mauminisiteli/noMaukarelipo gepangero, Madivisoveta gaPresidente, Nongendesoveta, nompango nonongendeseso dopagendeseso doNamberewa/Mauminisiteli/noMaukarelipo ntani madiviso gopagendeseso goNamberewa/Mauminisiteli/noMaukarelipo.
- Kugava magano koKomiti zoKabinete zokuhamena Noveta (CCL) mokukara kwawo kopaveta.
- Kupwagesa Nosaitunga dEpangero.

Direktorata: Kuwapukurura Noveta

Direktorata ezi kwa kara netumbukiro lyo-:

- Kugava mbatero zoparugano zouhamutjanga koKomisi zEwapukururo nEkuiliko lyoNoveta (LRDC) ezi za kara nompangera zokupamperekeda nokutundisa po noveta dokupwa mulyo da hana hepero; kupameka nokusingonona nomutayi doveta zaNamibia; kutulisa po noveta edi adi zerura Untu woMuntu nokuwatakanesa veta

zopampo kumwe nonoveta demediveta.

- Kugava magano goudivi nombatero ko-O/M/A/kuhamena makambadaro gawo gokuwapukurura veta.
- Kutulisa po makonakono gomaruha nagenye goveta.
- Kuninka vet ava zi gwane.
- Kutulisa po mapongo gokuliyonga mawapukururoveta kumwe novahamenimo navenyes.
- Kurongikida nondimbuli kukwama komapamperekedo go-LRDC gokuhamena ewapukururo lyoveta zongandi kwaMinisiteli goYipangura.
- Kutumba nondimbuli doyivyauko yo-LRDC kwaMinisiteli goYipangura yipo a di divide moSigongi saNavenye.

Direktorata: Egendeso lyoNtjimatjima

Direktorata ezi kwa kara netumbukiro lyo-:

- Kugava yirugana yokulisiga-siga yombatero komaruha nagenye goUminisiteli woYipangura noMberewa zoMupangulintoni.
- Kudivilisa nokutulisa po nkarero zompo zokurugana unene.

3. VARANDIYIRUGANA/VAKASITOMA VETU

- Presidente
- Vanayipundi woPapolitika
- Namberewa dEpangero, Mauminisiteli noMaukarelipo
- Mbunga nazinye
- Yirugana yoUporosi woMoyineya (*Namibia Central Intelligence Service*)
- Vanayitora novanakondaraka
- Mbungarugani zoUminisiteli woYipangurra (MOJ)
- Vanambudi

4. ETUMBWIDIRO LYETU KWENI

- Ose tuna litura mo kukwatakana kumwe none nkenye apa ngovarandiyirugana vetu kupitira momapongo, momalikundo/monondimbuli, nomokuligavera mapukururo.
- Ose natu rwamena kusikisa mo yitumbukira yetu kukwama koNOMULYO odo dina kukwama ko:

NOMULYO DONTJIMANTJIMA

Uhungami

Ose kuviyauka pausili twa hana kuhamena mbinga

Umoneneni

Yiviyauko va hepa kuyirugana pankedi zokuzeguruka, zokuvuyukilira nonderu kuzuvha ko

Yirugana yoKutompoka

Ose tuna liwapaikira kurugana kupitikanena

Utumbukili

Ose kugusa etumbukiro lyomatokoro noyiviyaiko yetu

Udivisirugana

Ose kulipandadeka mweyi atu rugana nokugava yirugana yomulyo pasiruwo/moruveze

Eruganenokumwe

Ose kupanda mbungarugani zetu kumwe nowo atu rugana nawo kumwe mokuzerura eruganenokumwe

5. ETUMBWIDIRO/NONKARERO DERUGANE NO LYETU

Mberewa zoMugendesisikisimo

Ruha: Mavarurokonakono goMonda

Ose ngatu:

- Rugana yirugana yomavarurokonakono gomonda kukwama koNonkarero doPauzuni doVavarulikakonani (*International Standards of the Professional Practice of Internal Auditing*) (ISPPA), ndunganeso zongendesoveta zepangero nokomaruganeno gomawa.
- Kwama nkenye apa nongendeseso domavarurokonakono edi va pulisira.
- Rugana makonakonavaruro kukwama kegano lyokuhama simpagwa.
- Pakesa po yigongi kumwe novarandiyirugana vetu komeho ntani konyima zomavarurokonakono.
- Kutura kumwe nondimbuli monda zomazuva murongo (10) goyirugana konyima zokumana yirugana yetu.
- Kugava nondimbuli dokuhulilira domavarurokonakono monda zomazuva murongo (10) goyirugana konyima zosigongi setarururo.
- Kutulisa po mavarurokonakono gokukwama ko monda zelima limwe konyima zokupwagesa ndimbuli.
- Kutulisa po ngendeseso zelimburo lyopangenderera monda zomazuva gatano (5) gokutambura ehundiro lyangoso.
- Kugava eruganeno lyewa lyopasikisimo lyevavurokonakono lyomonda koUminisiteli woYipangura pankedi zokudivilisa nokulimbura hena kehundiro lyomalikundo.

Ruha: Malitundakano gaNavenye

Ose ngatu:

- Hanesa mapukururo noruveze monda ntani ponze kupitira moyifombudi yomoyinema, Ndimbuli zElima zoUminisiteli, kuhanesa patjango tubukegona nsene hepero, kuhamena momarudiko gankenye elima, nsene kuvhura, kuwapukurura nkenye apa websaiti zouminisiteli noyipukwilisi yombunga.
- Kukwatakanesa yihoroka yoUminisiteli kumwe

novahamenimo nsene pa kara hepero.

- Kulimbura komapuro geni monda zomazuva gavalu 2 goyirugana.
- Kuzigida vanambudi va ya kwateke yihoroka yoUminisiteli nsene yi kara hepero.
- Kunomena nondimbuli doyiwanombudi dokuhama Uminisiteli nkenye ezuva.
- Kugava nkumbu kupitira moyikwambudi yokulisigisa kuhamena maudigu ava va tanta gokuhamena Uminisiteli monda zomazuva gatano goyirugana.

Ruha: Egendeso lyEpopero noYimpagwa

Ose ngatu:

- Tulisa po egano lyoKulimbura kEpopero konyima zankenye nomvhura ntatu.
- Kudivilisa kusikisa mo nkenye apa nongendeseso dopaveta dokuhama epopero.
- Kutulisa po yigendo yokupukurura kuhamena epopero mwankenye sinanone.
- Kutulisa po makonakono gokuhamena yihoroka yepopero / yosimpagwa nomatagururo gonongendeseso depopero nokugava ndimbuli zayo monda zomazuva ntambali 7 ntani kutuma ndimbuli zokuzura monda zokwedi kumwe 1 kwaMugendesisikisimo.
- Kutulisa po mararurokonakono gankenye apa gemoni, kudivilisa oku lya kara nogu va pulisira a li takamesa.
- Kutarurura mazereko gepopero konyima zonomvhura ntatu 3.
- Kudingura vakungi vemona ava vana kara moyirugana posiruwo somutenya nosiruwo somasiku ruvali mosivike.

Direktorata: Egawomagano goPaveta

Ose ngatu:

- Kugava magano/nkumbu zopaveta monda zomazuva 25 goyirugana kutunda komazuva geturomo ehundiro lyangoso.
- Moyipimo yompatakani, kuvhura kundindira egawomagano lyopaveta monda zomazuva 5 goyirugana.
- Nkenye apa kukarera po epangero pasirongo nopauzuni monokomiti doudivinongononi nsene hepero.
- Kurugana monokomisi domapuragero nomapisuro moNamberewa/Mauminisiteli/noMaukarelipo nsene hepero hena nsene varugani wokuwagera po ve li.

Direktorata: Yipangura yoPamvharerwa

Ose ngatu:

- Kukarera po epangero mononkango domvharerwa nedi doyirugana nkenye apa.
- Kugava mbatero zopaveta ko-OMAs kukwama

konoveta edi da kara po nsene mpangera zangoso zi kara po.

- Kukarera po mbungarugani momaudigu goukorokotji pokugwana mpangera zangoso ntani kukwama nompango dompanguro nsene hepero.
- Kupameka nokugava nonzapo zouhahende/doupanguli monda zoyivike yivali 2.

Direktorata: Muhetintoni/Mukwamakwamintoni

Ose ngatu:

- Pangura maukorokotji kukwama kompangera zoveta.
- Kugava matokoro gomulyo gokupangura maukorokotji nkenye apa.
- Kutulisa po nokugamena makanduropo getu momaudigu goukorokotji mompanguro zonene nompanguro za ka hura ko medina lyepangero nsene pa kara hepero.
- Kugava nzapo zokupira kupangura (nolle prosequi) kehundiyo lyovahamenimo nsene pa kara hepero.
- Kuninka mahundiyo gokusilika ndi kukwata emona lyomoukorokotji kukwama koVetagona zoKukandana po Maukorokotji goKurongikida (Prevention of Organized Crimes Act,) Vetagona. No. 29 zomo-2004.
- Kutulisa po makonakono gokurera vana kukwama koVetagona zoKurera vana 9 zomo-2003.

Direktorata: Mbatero zoPaveta

Ose ngatu:

- Tarurura mahundiyo gombatero zopaveta monda zomazuva murongo 10 goyirugana.
- Divisa muhundili gombatero zangoso monda zomazuva gatatu 3 goyirugana.
- Kupura ekambekeko kuwoko kombatero zopaveta nsene yimo zina yi seyere veta.
- Kudivisa ndango zombatero zopaveta novahahende va karere po muhundilimbatero monda zomazuva gatatu 3 goyirugana.
- Kuwapaika yimbapira yomafutiro monda zomazuva gatano 5 goyirugana.
- Kuhagekesa po mbatero zopaveta nsene hepero.

Direktorata: Mugendesikurona goMpanguro zoNene

Ose ngatu:

- Gava nombilive nadinye dokuhamena madiviso gomamona govanakufa, mambangoroto nomakungo monda zomazuva murongo 10 goyirugana.
- Gava nombilive nadinye dokuhamena madiviso gomamona govanakufa, mambangoroto nomakungo noyikesahuguvareso monda zomazuva murongo 10 goyirugana.
- Futa monda zomazuva murongo 10 goyirugana

kutunda kezuva lyokutarurura nodokumende kouminisiteli woyinka yomonda zosirongo.

- Kurugana mapungwiso gomawa medina lyovasesugona, vantu womaurema gopauruvi, vantu ava va pira po nav ava pira simpe kuhampuruka ngovapingi. Upingwa kukwama ketarururo lyoyihepwa.

Direktorata: Yirugana yoNoveta

Ose ngatu:

- Kugava matarururo goYipangura monda zomazuva gatatu (3) goyirugana.
- Kurugana mahundiyo gokutuma vanzoni noyinka yimwe youkorokotji kukwama koMbatero zoPaveta monda zomazuva murongo 10 goyirugana gokugwana ehundiyo lyangoso.
- Kurongikida ngendeseso zoyirugana yoyipanguro yonompanguro doMapangero goyirongo peke monda zomazuva murongo 10 goyirugana pokugwana ehundiyo lyangoso.
- Kurongikida ngendesepeki lyonompangera dokurera vana doyirongo peke monda zomazuva murongo 10 goyirugana.
- Kutulisa po yigongi yoyinanone yoKomiti zoMonda zoUminisiteli yokuhamena koveta zoUntu woMuntu.
- Kutura kumwe, kutjanga nokutuma nondimbuli dankenye sinema dokuhamena untu womuntu konombunga domouzepi dountu womuntu.
- Kulimburura komapuro nokoasivano gokuhamena untu womuntu kukwama kosiruwu oso vana tura po.
- Kukarera po epangero moyigongi yo-SADC, AU, noyirongo yougawo wokulipakerera neyi yo-UN kuhamena yinka yopaveta pokugwana ehundiyo lyangoso.

Ruha: Kurera/Kutekura vana

Ose ngatu:

- Pangura mahundiyo gokuhamena erero lyovana kukwama veta.
- Twikira kurugana nompangera donompanguro dokurera vana kovahameniko.
- Kukonakona nkarero zopayimaliva zovantu vana hamene mo nsene pa kara hepero.
- Kumanesa makonakono monda zomakwedi gatatu 3.
- Kumanesa eturomoyirugana lyonompangera dokurera vana monda zokwedi kumwe 1.
- Kutura moyirugana nompangera dokurera vana doyirongo peke monda zokwedi kumwe.

Ruha: Nompanguro doNkarapamwe

Ose ngatu:

- Rerupika edimbururo netotopo lyonompanguro dokarapamwe monda zomakwedi gatatu 3 konyima zokugwana ehundiyo lyangoso;
- Nomena egendesolo lyonompanguro donkarapamwe

poyiruwu nayinye.

- Gava madeuro kombungarugani zonompanguro donkarapamwe ruvali melima.

Direktorata: Kutjanga Noveta

Ose ngatu:

- Gava magano koKomiti zoKabinete zoKuhamena Noveta (CCL) kuhamena veta zongandi poyiruwu nayinye.
- Hanesa patjango noveta, madivisoveta nomatjango gamwe gonoveta monda zomazuva ntane 9 goyirugana kutunda kezua lyokugwana mpangera zangoso.
- Kugava Nosaitunga depangero monda zezuva limwe nsene ko di li kutunda posiruwu sokugwana ehundiro lyangoso.

Instructions	Standards
Bills - New or Amendment Bills	1 to 6 Months
Proclamations	1 day to 3 days
Regulations	1 day to 120 days
Government Notices	1 day to 15 days

5Direktorata: Ewapukururo Noveta

Ose ngatu:

- Gava elimbururo kehundiro lyombatero zopaudivinongononi nombatero ko-o/m/ as kuhamena mawapukururo goveta monda zomazuva ronane 14 goyirugana.
- Twikira kutura po makonakono gokuwapera gonomotayi nadinye donoveta.
- Ninka noveta va di gwane kupitira moyipukwilisi yokulisiga-siga nkenye kwedi.
- Tulisula po maliyongo ganavenye nava wokuhamena ko gokuhamena ewapukururo noveta mwankenye sinanone.
- Rongikida nondimbuli domapamperekedo va rugana kuhamena ewapukururo lyonoveta nekuliko lyado koUminisiteli woYipangura nkenye elima.
- Tuma ndimbuli zelima zoyiviyauko yo-LRDC koUminisiteli woYipangura va ka zi gave koSigongi saNavenye.

Direktorata: Egendeso lyoNtjmantjima/lyoPokatji

Ruha: Yimaliva nEyerekoyimaliva

Ose ngatu:

- Wapaika nokufuta yimaliva yomorugendo (S&T) monda zomazuva gatano 5 goyirugana.
- Rongikida nzambi zovakutwa wovape monda

zokwedi kumwe.

- Divilisa asi yifutirwa yoyininke noyirugana va yi rongikide monda zokwedi kumwe.
- Rongikidira Muvarulintoni nondimbuli doymimaliva nkenye elima.
- Divilisa nkenye apa esikisomo lyoVeta zoYimaliva (Vetagona No. 31 zomo-1991), Mavyukiso gEpungwisoyimaliva, Vetagona zoMatjingiso gaNavenye (Vetagona No.15 zomo-2015).

Ruhagona: Marunone goPantu nEkuliko Vantu

Ose ngatu:

- Divilisa asi ngendeseso zokukuta moyirugana zi pwe monda zomakwedi gatatu 3.
- Pakera mbili mahundiro gomazuva gepwizumuko monda zomazuva gatano 5 goyirugana.
- Rugana mahundiro gombatero zoyimaliva youhaku neyi yegameno lyanavenye, Mukuli gEmbo no-GIPF monda zomazuva gavali 2 goyirugana nsene nodokumende nadinye vana di kakadeke ko.
- Rongikida mahundiro gombungarugani gomauwa getamu go-GIPF naga gEgameni lyaNavenye (Social Security) monda zomazuva ronane 14 goyirugana.
- Rongikida yifutwa yomauwa gomurugani pehageko lyoyirugana monda zomazuva norontatu 30 goyirugana nsene nodokumende nadinye dina gwana po.
- Rerupika madeuro getwaromo kovarugani wovape.

Ruha: Eganokuliko noMatungo

Ose ngatu:

- Tulisula po makonakono gankenye kwedi gezokomeho lyoyirugan yomatungo.
- Tulisula po makonakono nkenye sinanone gepakerombili lyomatungo.
- Wapeka mazonauko gomanunu monda zomazuva gavali ano gomanene monda zokwedi kumwe.
- Gendesa etungo lyomatungo gomape newapukururo lyaga ga kara po kugwama eganogendeso lyouminisiteli.

Ruha: lMapukururo noUdivinongononi

Ose ngatu:

- Divilisa asi yiruganeso yoUdivinongononi (ICT) ya ha kara noukurona wonomvhura dokupitakana pwantatu(3); (kukwama nsene yimaliva po yi li).
- Karesa po monkarero zokuwapera zokuzeruka vamahina navenye wo-IT mokudivilisa asi nongendeseso detu di kare dokuhuguvara.

Ruha: Yirugana yaNayinye yoMbatero

Ose ngatu:

- Sikisa mo nkenye apa Vetagona zoMatjingiso gaNavenye, Vetagona 15 zomo-2015.

- Limburura komasivano govarandiyirugana womonda nava woponze monda zonovili 24.

6. APA NO GWANEKERA NOSE

Nsene to gwanekere nose, mepindi tuna kwata , tu pa mapukururo ogo gana kukwama ko:

- Madina goge nagenye,aderesi zoge zo-email, sikesa soposa, nomora zongodi ndi fakisi.
- Gava esingonono lyokuwopera lyosinka sogi ndi eyi ono hepa.
- Kara norekota zoudigu owo nomuntu ogu ono zogere nendi ntani mazuva novili ezi muna zogere yipo tu wapukurure yirugana yetu.

Nsene to tu dingura:

- Ose natu ku kwafa monomminute 5 nsene ko livinduka kutudivisa.
- Ose natu limburura mapuro goge siruwo oso ono kara nose, nsene kapi tuna kuvhura, natu ku tantara asi morwasinke, hena asi siruwoke no vhura kundindira elimbururo;
- Ano nsene ono hara kukutuma kwapeke, ose natu yi ku ruganana pokutoonena ko ngodi ndi kutuma ko email nokukudivisa edina lyomuntu ogu no vhura kugwanekera nendi noaderesi zendi.

7. MAGANO GOGI MULYO

- Ose nkenye apa kurwamena kuwapukurura nonkerero detu. Mokuyirugana eyi, ose twa hepa kudiva asi makwafo mukwasinke muna hepa.
- Ose tuna tumbwidire kugazara ko komagano goge nsene tatu tura po nonkarero detu doyrirugana.
- Tu divisa nsene kapi ono hafere makwafo getu; ntani
- Tu tantara omu ono kulizivha yipo tu wapukurure yirugana yetu.

8. EYI NATU KU HUNDIRA

- Mulyo gomakwafo aga natu vhura kukupa kukwama koyininke yokulisiga-siga rambanga ko neruganenokumwe eli natu gwana.

Yipo nye, ose, tatu ku hundire:

- Kara mousili nelididimiko.
- Kara mondika mokugava mapukururo gohepero gomontenta koMberewa.
- Gwanesa po Noveta edi da kara po, Nongendesoveta noNongendeseso.
- Kutekura mbungarugani zetu nomfumwa ezi za va wopera.

9. KULIPYAKIDIRA NOMASIVANO GOGI

Nsene ono kara ko nomafwatururo gongandi, yiturwapo ndi ehundi lyokuhamena yiviyauko ndi yirugana yoMberewa, wa hepa kugwanekera no-:

The Executive Director Ministry of Justice
Independence Avenue
3rd floor, Justitia Building
Private Bag 13302 Windhoek Namibia

Ngodi: +264 61 280 5335 / 5244

E-mail: info@moj.gov.na

Website: <https://moj.gov.na>

Or

Public Relations Officer
Ngodi: +264 61 280 5371 / 5280

E-mail: info@moj.gov.na

Ano nsene simpe kapi ono hafere elimbururo lyokutunda koMberewa zoMukuronagendes, kuvhura o hedere Mberewa zaNkuruminisiteli ndi zaOmbudsman.

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Republic of Namibia

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