

WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive, we therefore request you to:

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

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

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

FEEDBACK, COMMENTS AND COMPLAINTS

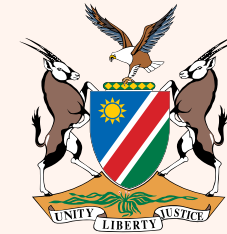
If you are not satisfied with the services/responses from the respective regional offices you may approach the Prosecutor-General's Head Office at the following address:

**The Prosecutor-General
Private Bag 13191
Windhoek**

Tel: 061-374 200 / 1

Email Address: info.prosecution@opg.gov.na

- If you are not satisfied with the response from the Office you may take the matter up with the Executive Director of the Ministry of Justice.
- Should you still not be satisfied you may approach the office of the Prime Minister.
- If you are still not satisfied with our response, you may approach the Ombudsman.



Republic of Namibia

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.



THIS CHARTER

- Outlines the service we provide (What we do).
- Defines who our Customers are.
- Reflects our commitment.
- Sets standard of service that you can expect from us at all times.
- State what we will do if you contact us.
- States that your views count.
- Indicates 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 service.

WHAT WE DO

- Make decisions whether to prosecute crimes or not
- Prosecute crimes.
- Prosecute appeals in criminal matters in the high and supreme courts on behalf of the state.
- Issue a certificate of nolle prosequi (a certificate that authorizes private prosecution).
- Make asset forfeiture application in terms of the Prevention of Organized Crime Act 29 of 2004.
- Conduct maintenance inquiries in terms of the Maintenance Act 9 of 2003.
- Provide support services & court preparation for victims of crime before, during and after criminal trials.

OUR CUSTOMERS ARE

- The State.
- Public members.

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of a timeous and quality prosecutorial services; and

- **we strive to execute our duties within the following guiding 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

OUR SERVICE PROMISE/STANDARDS

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, Act. No. 29 of 2004.
- Conduct maintenance inquiries in terms of the Maintenance Act 9 of 2003.

WHEN YOU CONTACT US

If you phone us

- We will answer to your call within (3) rings.
- We will return your call within (2) days if we can't provide an answer immediately.

If you write to us

- We will acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

If you visit us

- We will attend to you within (5) minutes if you have an appointment with us.
- 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.

YOUR VIEWS COUNT

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