

MoJ Launches Customer Service Charter

Hon. Yvonne Dausab, Minister of Justice launched the ministry's Customer Service Charter (CSC). The CSC is a document that outlines the Ministry's commitment to provide high-quality services to its clients and 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.

In an effort to make sure that this important document is accessible to all diverse clients, the CSC have been translated and printed in 8 local languages and as well as in braille format. The creation of a Customer Service Charter, is government commitment in improving the service delivery offered by public institutions to its clients.

The Charter outlines the standards of service the Ministry's clients should expect when interacting with the Ministry of Justice. In line with the Namibia's Public Service vision which is to delight customers through provision of quality delivery of public services. In her keynote address at the launch, the Minister emphasised the duty and obligation the staff have, in offering outstanding service to the public "the goal is to deliver 'quality legal services and justice for all' to the nation and its citizenry.

A new mindset and way of doing business is essential for the Ministry to live up to its promises set out in the Charter. I am confident, the capable staff complement of the Ministry will be able to achieve. I have observed with satisfaction, and still want more, of the efforts the Ministry is making in trying to enhance its image of commitment to excellence. This is a trend I hope to see continuing." Hon. Minister echoed.

The launch was attended by Hon. Christine //Hoebes, Minister in the Presidency, Hon. Laura McLeod-Katjirua, Governor of Khomas Region, His Worship. J Uapingene, Mayor of Windhoek and other key stakeholders in the justice sectors such as Office of the Prime Minister, Office of the Judiciary, Namibian Police Force, Law Society of Namibia, among others.