

MINISTRY OF JUSTICE

SUB-DIVISION: HUMAN RESOURCE MANAGEMENT

CONDITION OF SERVICE PERFORMANCE STANDARDS

OBJECTIVES:

- To administer employee benefits in terms of the prescribed staff rules.
- To render efficient and effective services with the view to realize customer satisfaction.

PROCESSES	REQUIREMENTS	TIME FRAME (starts from date of receipt until finalization stage)
Motor vehicle allowance	<ul style="list-style-type: none">• Hire purchase agreement and statement from financial institution	3 working days
Overtime request	<ul style="list-style-type: none">• Fully motivated request from requesting office to HRM• Should be submitted at least 2 weeks before commencement;• May not commence until formal approval from ED is obtained	Maximum 10 working days
Ministerial Debts	<ul style="list-style-type: none">• Respond to letter of demand within 30 days from date of receipt on how debt will be settled.• No response within 30 days from date of receipt, deduction from salary will be implemented.	30 days
Medical Aid	<ul style="list-style-type: none">• Duly completed Application form No. 6-0 / 0315• Required documents to be attached:	3 working days

	<p>Main member</p> <ul style="list-style-type: none"> • Certified copy of ID of the staff member, copy of pay slip <p>Dependents</p> <ul style="list-style-type: none"> • Certified copies of full birth certificates of biological, adopted or step children. • Certified copy of the legal adoption letter for adopted children. • If married, ID of spouse, marriage certificate, pay slip (if employed), declaration under oath that the spouse doesn't belong to any other medical Aid, declaration under oath of employment status, declaration of marriage status; proof of termination from previous medical aid • Letter from educational institution for dependents above 18 years • Letter from medical practitioner for dependents above 18 years with medical condition(s) <p>Change of options</p> <ul style="list-style-type: none"> • Request should be submitted on or before 31 August of current year, for the new change to be effected the next financial year from 01st April 	
<p>Termination of service (Retirements, Resignation, Dismissal, Demise, abscondment and end of contracts)</p>	<ul style="list-style-type: none"> • GIPF claim (if applicable) • Completed Exit Checklist • Completed Exit questionnaire <p>The above documents must be submitted within 10 days of notice</p>	<p>15 working days</p>

	<p style="text-align: center;">Resignation</p> <ul style="list-style-type: none"> • Notification of termination of service by the staff member 	
Leave credit days	<p>Leave credit request</p> <ul style="list-style-type: none"> • Letter of request for leave credit days from staff member; <p>Extension of leave days</p> <ul style="list-style-type: none"> • Staff member should only request for extension before the expiry of the 4th month after the end of the cycle 	Maximum 10 working days
HOSSM/Adjustments of subsidy/ application for rent allowance	<p>Application for HOSSM</p> <ul style="list-style-type: none"> • Fully completed HOSSM application form <p>Application for housing subsidy</p> <ul style="list-style-type: none"> • Registration of bond from Financial Institution • Deed of transfer/sale if available • Fully completed stop order for deduction purposes 	5 working days
<p>Claims</p> <ul style="list-style-type: none"> • Overtime claims • Part- time student Claims • Standby claims for approved standby duties • Social security claims 	<ul style="list-style-type: none"> • Ensure that the correct claim form is submitted • Claims should be completed correctly • Supervisor of staff members must certify claims • Attendance register and approval letter from the Executive Director must be attached 	5 working days
Official accommodation	<p><u>Allocation of accommodation</u></p> <ul style="list-style-type: none"> • Form should be completed within 5 days of occupying the official accommodation 	2 working days

	<ul style="list-style-type: none"> Fully completed form should be endorsed by the control supervisor/ representative; Endorsed form should be submitted to Capital projects through the staff members HOD <p><u>Cancellation</u></p> <ul style="list-style-type: none"> Fully completed cancellation and clearance forms should be submitted within 5 days from vacating official accommodation No clearance form attached will result in a deduction for unsettled municipal accounts 	
Payroll verification	<ul style="list-style-type: none"> HoD should disseminate information to all staff members Staff members should be present at their duty stations Should provide copies of identification documents to verification officer 	60 days
Recognition of applicable qualification	<ul style="list-style-type: none"> Certified copies of qualification and academic record acquired (not older than one year) Provide NQA evaluation for foreign qualifications 	5 working days

Your views count

If you are not satisfied with our services, we will appreciate it if you inform us about your concerns and assist us to improve our services

When you communicate with us, please provide

- Your full name, telephone and e-mail – address
- A clear description of your particular concern or requirements

- The expected response to be considered
- A record of the issue at stake and the person who dealt with the issue, as well as the date and time of the communication, it is not a fresh enquiry.

Any comments, suggestions or request for information about the activities of Human Resource Sub-division should be directed via the Executive Director to:

Human Resources Management
Ministry of Justice
Private Bag 13302
Windhoek
Justitia Building, 2nd Floor

Or

hr@moj.gov.na

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Chief Human Resources Practitioner: Tel: +264 61 280 5295/5245

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Human Resource Practitioner: Tel: +264 61 280 5212/5243/5222

~~APPROVED/NOT APPROVED~~


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DR. JOHN SHIMANENI
ACTING EXECUTIVE DIRECTOR



25/01/2025
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DATE