

## 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

## 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 clear 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.

### Division Information Technology Contact Details:

#### Help Desk:

Tel: +264 61 280 5411

Email: [helpdesk@moj.gov.na](mailto:helpdesk@moj.gov.na)

**DIVISION:  
INFORMATION TECHNOLOGY**

## FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or a request for information about the activities or services of the Division you should contact:

**The Deputy Director:  
Division: Information Technology  
1st Floor, Justitia Building  
Independence Avenue  
Windhoek**

Phone: +264 61 280 5237

Fax: +264 61 250 868

Email: [info.centraladministration@moj.gov.na](mailto:info.centraladministration@moj.gov.na)

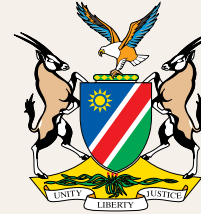
If you are not satisfied with the response from the Division you may take the matter up with the Director of the Directorate of Central Administration. Should you still not be satisfied with the response or action taken you can approach the Permanent Secretary of the Ministry of Justice at:

**The Permanent Secretary  
Ministry of Justice  
Private Bag 13302  
Windhoek**

**Physical Address:  
3rd Floor, Justitia Building  
Independence Avenue  
Windhoek**

If you are still not satisfied with the response, you may approach the Ombudsman.

**DIVISION:  
INFORMATION TECHNOLOGY**



Republic of Namibia



## MINISTRY OF JUSTICE

### CUSTOMER SERVICE CHARTER

## DIVISION: INFORMATION TECHNOLOGY

### DIRECTORATE: CENTRAL ADMINISTRATION



The Division of Information Technology is responsible for providing access to ICT services, systems and networking administration to the Ministry of Justice.

## 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
- Confirm 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 service

## WHAT WE DO

### Our core functions are to:

- Implement Government ICT Policy, Regulations and Strategies,
- Implement and maintain ICT systems
- Uphold ICT infrastructure
- Provide access to ICT services, systems administration and networking administration
- Maintain ICT equipment
- Provide helpdesk, in-house training and support services

## OUR CUSTOMERS

Our clients are only internal.

### Our stakeholders are:

- Directorate of Central Administration
- Directorate of Legal aid
- Directorate of Law reform
- Directorate of Legal services
- Directorate of Masters of High court
- Directorate of Prosecutor General
- Directorate of Legal advice
- Directorate of Government Attorney
- Deputy and the Minister of Justice's offices
- Directorate of Government Attorney
- Deputy and the Minister of Justice's offices

## OUR COMMITMENT TO YOU

- We always greet and treat you with respect, offering a friendly and polite service
- We will respect your privacy, protect your information in confidence and ensure that it is not disclosed except as provided for by law
- Consistently measure our customer feedback
- Our aim is to keep you informed of progress

**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 comply with the following applicable standards

- Answer all calls promptly within five (5) rings and in a polite and friendly manner, and identify ourselves;
- Attend to helpdesk requests within two (2) hours
- Document all actions to maintain an accurate record of your query/matter.
- Ensure that ICT equipment in all Directorates have an average age not more than three (3) years;
- We shall maintain all IT systems to the highest possible standard, to ensure that our systems are reliable;
- Commit to provide eligible staff with access to ICT resources within 5 working days after receiving a formal request. (this is subject to availability of equipment)

## WHEN YOU CONTACT US

### Personally, we will:

- Treat you in a polite, courteous, fair and open manner.
- Be honest, consistent, and respectful and act professionally in all our dealings.
- Ensure that you have your privacy respected and that all matters are dealt with in a confidential manner.

### By telephone, we will:

- Answer all calls promptly within five rings and in a polite and friendly manner, and identify ourselves.
- Provide information to all callers as quickly as possible and ensure that, if we are unable to deal with a query promptly, we will call customers back as soon as possible.

### In writing, we will:

- Acknowledge receipt of all emails within the same day
- Respond to all correspondence within 5 working days
- Provide you with explanation of how we are handling with your matter and inform you of when to expect an answer.