

## 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.

## 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:

- Inform us of any changes that require adjustment or recording on your personal files;
- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Division;
- Comply with existing Legislations, Regulations and Procedures; and
- Conduct yourself in a respectful manner.

### Division: Finance & Budgeting

#### Contact Details:

##### Subdivision: Finance and Budgeting:

Mr. Jeremia Baisako +264 61 280 5296  
Ms. Emilie Hindjou +264 61 280 5286  
Ms. Hilde lindombo +264 61 280 5315

## 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: Finance & Budgeting**  
**2nd Floor, Justitia Building**  
**Independence Avenue**  
**Windhoek**

**Phone:** +264 61 280 5286

**Fax:** +264 61 309 520

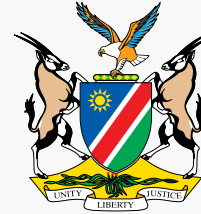
**Email:** [Info.centraladministration@moj.gov.na](mailto:Info.centraladministration@moj.gov.na)

And if you are not satisfied with the response from the Division you may take the matter up with the Director: Central Administration. If still not satisfied, you may take the matter further with 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 not yet satisfied you may approach the Ombudsman.



Republic of Namibia



## MINISTRY OF JUSTICE

### CUSTOMER SERVICE CHARTER

## DIVISION: FINANCE AND BUDGETING

### DIRECTORATE: CENTRAL ADMINISTRATION



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

**DIVISION:  
FINANCE AND BUDGETING**

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## 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

- Prepare and monitor the Ministerial Budget;
- Control the course of expenditure in relation to appropriated funds;
- Prepare reports on budget execution;
- Ensure compliance to Laws and Regulations governing the State Finance;
- Pay/process staff related expenditures and allowances;
- Process suppliers/creditors payments;
- Reconcile the Suspense and Expenditure Accounts of the Ministry;
- Prepare report to the Auditor General and respond to audit queries directed to the Accounting Officer;

## OUR CUSTOMERS

- MoJ staff members
- Public Officer Bearers of MOJ.
- OMAs and RCs
- Members of Public
- Service Providers

## OUR COMMITMENT TO YOU

We commit to provide accurate and timely financial services.

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:

- Monitor vote's expenditure on a monthly basis;
- Prepare monthly, quarterly and annual reports on budget execution;
- Ensure adherence to legal frameworks that guides or regulate procurement at all times;
- Process and pay S&T within five (5) working days
- Process salary advices payment within a month;
- Ensure that payments for goods and services are processed within a month;
- Reconcile the Suspense and Expenditure Accounts of the Ministry on a monthly basis;
- Release funds by the 4th of each month for spending.
- Prepare Annual Report to the Auditor General;
- Process arrear payments and refunds for salaries within a month.

## WHEN YOU CONTACT US

### By phone, we will:

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

### In writing, we will:

- Acknowledge receipt of all emails within the same day
- Reply to all correspondence within 2 working days
- Provide you with explanation of how we are handling with your case and inform you of when to expect an answer

### 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;
- If you need referral, 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.