

## 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 services.

## 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 respect.

### Division: General Auxiliary Services

#### Contact Details:

**Subdivision:** Transport  
Ms. P Du Toit: +264 61 280 5334

**Subdivision:** Procurement  
Ms. R Puteho: +264 61 280 5271

**DIVISION:  
GENERAL AUXILLARY SERVICES**

## FEEDBACKS, COMMENTS AND COMPLAINTS

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

**The Deputy Director:  
General and Auxiliary Services  
2nd Floor, Justicia Building  
Independence Avenue  
Windhoek**

**Phone:** +264 61 280 5242

**Fax:** +264 61 309 520

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

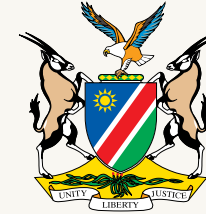
If you are not satisfied with the response from the Subdivision you may take the matter up with the Deputy Director of the Division of General and Auxiliary Services. Should you still not be satisfied with the response or action taken, you can approach the Director: Central Administration. If still not satisfied, you can 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 still not satisfied, you may approach the Ombudsman.

**DIVISION:  
GENERAL AUXILLARY SERVICES**



Republic of Namibia



## MINISTRY OF JUSTICE

### CUSTOMER SERVICE CHARTER

## DIVISION: GENERAL AUXILIARY SERVICES

### DIRECTORATE: CENTRAL ADMINISTRATION



The Division Auxiliary Services is responsible for providing reliable, safe and road worthy transport and to render timely procurement of goods and services to the customers of MoJ

## 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

The Division provide support services in the following areas:

- Provide and maintain fleet
- Procure goods and services;
- Maintain Office Hygiene;
- Manage contracts;
- Provide registry services;
- Manage assets and stock
- Provide Secretariat Services to various Procurement committees

## OUR CUSTOMERS

### Transport Subdivision

- Internal customers: MOJ staff members and
- Political Office Bearers
- External Customers: Ministry of Works and Transport (Government Garage)

### Procurement Subdivision

- Internal Customers: MOJ staff members
- External Customers: Government Stores
- Retailers/Suppliers, Parastatals and Contractors

## OUR COMMITMENT TO YOU

### We commit to:

- Regular communication through meetings, correspondence and information sharing.
- To get opinions and inputs for the purpose of improving service delivery.
- Treat our customers in a considered, courteous and open manner.
- Be honest, consistent and professional in all our dealings.
- Provide a safe and conducive environment.
- Treat all customers fairly while respecting individual differences and needs.

### 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

### If you seek access to our services we will:

- Generate purchase order within five (5) working days upon receipt of approved Internal Requisition Form.
- Avail transport and issue trip authority within one (1) day.
- Conduct annual stock taking once a year and as need arise.
- Distribute tender documents and minutes 2 days before tender meeting.
- Distribute Economizing Committee minutes 2 days before EC meeting.
- Ensure that Offices are cleaned twice per week
- Reply to queries from both internal and external clients within 24 hours.

## 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 three (3) 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 the customer back as soon as possible.

### 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