

## 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 with our service delivery, and;
- Give us your comments so that we can improve our service.

## WHAT WE ASK OF YOU

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

The quality of service we can provide to you depends on various factors including input and co-operation we receive from you. We therefore request you to:

- Forward to us **immediately** all letters of demand and legal processes namely summonses and notices once you receive the same
- Forward to us all information and documentation concerning the case, urgently
- Reply to our letters without delay and within the time limits specified by legal officers
- Be available for consultation, when required
- Be honest in providing required information
- Quote our reference number at all times when corresponding with us
- Address all correspondence to the government attorney

*For more information, you may obtain a copy of the Government Attorney handbook from the office.*

**DIRECTORATE:  
GOVERNMENT ATTORNEY**

## FEEDBACK, COMMENTS AND COMPLAINTS

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

**Government Attorney  
Offices of the Government Attorney  
2<sup>nd</sup> Floor, Sanlam Centre  
Independence Avenue  
Windhoek**

**Tel:** +264-61-281 2451

**Fax:** +264-61-222 428 or 264-61-229 788

**Email:** [info.civillitigation@ag.gov.na](mailto:info.civillitigation@ag.gov.na)

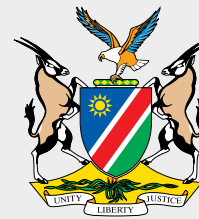
If you are not satisfied with the response from the Directorate you may take the matter up with the Attorney-General via the Permanent Secretary of the Ministry of Justice at:

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

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

If still not yet satisfied you may approach the Ombudsman.

**DIRECTORATE:  
GOVERNMENT ATTORNEY**



Republic of Namibia



**MINISTRY OF JUSTICE**

**CUSTOMER SERVICE  
CHARTER**

**DIRECTORATE:  
GOVERNMENT  
ATTORNEY**

**OFFICE OF THE ATTORNEY - GENERAL**



The Directorate is responsible for providing litigation, notarial and conveyancing services to the Offices, Ministries and Agencies and representation of staff members in criminal cases.

## 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

- Act on behalf of Government in civil and labor matters
- Act on behalf of staff members in criminal matters
- Provide the following services to Government:
  - » Litigation in courts and tribunals
  - » Notarial
  - » Conveyancing
  - » Debt Collection
  - » Render legal advice concerning the aforesaid

## OUR CLIENTS

- The President
- O/M/As
- Public service employees;

## OUR COMMITMENT TO YOU

- Is to render timeous, quality legal representation and services to O/M/A/s,
- To report progress regularly to our clients

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

- Act on behalf of government in civil and labor
- Matters and provide legal services in accordance with the applicable rules upon receipt of instructions
- Represent staff members in criminal matters upon receipt of instruction and in accordance with the rules of the court
- Certify and issue notarial certificate within two weeks

## WHEN YOU CONTACT US

**By phone, we will:**

- Answer to your call within three (3) rings;
- Return your call within two (2) days if we can't provide an answer immediately
- Inform you of the name and contact details of the Legal Officer to whom the matter is assigned to.

**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.

**Personally, we will:**

- See you within 5 minutes if you have an appointment with us;
- 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;
- Do referral 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.