

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:

- Allow us free and unrestricted access to the information and documents required for performing our duties;
- Be honest, polite, patient and timely in providing the required accurate information;
- Inform us of any changes that require adjustment on the scheduled audits
- Treat our staff members with the necessary respect;
- Provide us with management response within five (5) Working day after validation of the findings;
- Implement recommendations within the agreed time;
- Provide the appropriate logistical support

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:
Internal Audit
3rd Floor, Justitia Building
Independence Avenue
Windhoek**

Phone: +264 61 280 5235
Fax: +264 61 250 868 / 234 774

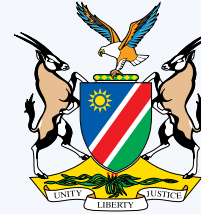
E-mail: info.internalaudit@moj.gov.na

If you are still not satisfied with the response from the Division you may take the matter up with the Permanent Secretary of the Ministry of Justice at:

**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.



Republic of Namibia



MINISTRY OF JUSTICE

CUSTOMER SERVICE CHARTER

DIVISION: INTERNAL AUDIT



The Division is responsible for assisting the management in accomplishing its objectives by evaluating the effectiveness of the Ministry's governance, risk management, and internal controls and recommending improvement.

**DIVISION:
INTERNAL AUDIT**

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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

We provide assurance and consulting services in the following areas:

- Operational audits
- Financial audits
- Compliance audits
- Information system (is) audits
- Quick response audits
- Follow-up on implementations of audit recommendations

OUR CUSTOMERS

- Ministry of Justice's management

OUR COMMITMENT TO YOU

We commit to:

- Render an efficient and effective internal audit service to the ministry by means of assurance as well as responding to the request of consulting service.
- Promote good corporate governance principles
- Treat our customer in a considerate, courteous and open Manner.
- Be honest, consistent and professional in all our dealings.

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

- Perform internal audit services in accordance with the international standards of the professional practice of internal auditing (isppia), government regulatory framework and best practices;
- Adhere to the approved internal audit activity charter at all times;
- Carry out audits as per approved risk-based audit plan;
- Have meeting with clients prior to and after the conclusion of all audits;
- compile draft reports within ten (10) working days after completion of the fieldwork;
- Issue final audit reports within ten (10) working days after exit meeting;

- Carry out follow-up audits within a year after a report has been issued;
- Conduct a quick response audit process within (5) working days upon receipt of a request.

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.

In writing, we will:

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

Personally, we will:

- Attend to 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;
- 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.