

YOUR VIEWS COUNT

- We strive to render a service that will meet your needs and we therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.
- If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns.
- We are continuously trying to improve the standards of our service and will appreciate your views when reviewing the quality of 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 from you. We therefore request you to:

- Be honest and timely in providing required information to us
- Co-operate with our officials
- Inform us if you are not satisfied with our service
- You can also apply for legal aid at any Magistrate's Court

FEEDBACK, COMMENTS AND COMPLAINTS

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

The Director:
Directorate: Legal Aid
Directorate at Kisting House
Opposite Magistrates Court
Mungunda Street, Katutura
Windhoek

Phone: +264 61 420 200
Fax: +264 61 230 204
E-mail: info.legalaid@moj.gov.na

Specific enquiries about services should be directed to:

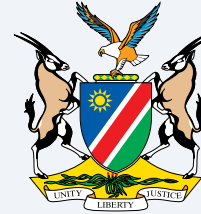
Chief Legal Clerks: +264-61-420 200
Senior Legal Clerks: +264-61-420 200

If you are not satisfied with the response received from the Directorate, you may take up the matter 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 still not satisfied with the response, you may approach the Ombudsman.



Republic of Namibia



MINISTRY OF JUSTICE

CUSTOMER SERVICE CHARTER

DIRECTORATE: LEGAL AID



The Directorate:
Legal Aid provides legal aid to
indigent persons.

DIRECTORATE:
LEGAL AID

DIRECTORATE:
LEGAL AID

THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers
- 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

- Consider applications for legal aid;
- Notify applicant of the outcome;
- Instruct legal aid counsel and legal practitioners to represent eligible persons;
- Process invoices for payment;
- Terminate legal aid when appropriate.

OUR CUSTOMERS

- Persons with insufficient means to afford legal representation as defined in the Regulations under the Legal Aid Act, 1990

OUR COMMITMENT TO YOU

We commit to:

- Deal with your application in a timely and impartial manner.
- Always treat you with courtesy
- Respect your right to confidentiality

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

- Consider applications for legal aid within 10 working days
- Notify applicant of the outcome within 10 working days;
- Instruct legal aid counsel and legal practitioners to represent eligible persons within 10 working days;
- Process invoices for payment within 5 working days;
- Terminate legal aid when appropriate

WHEN YOU CONTACT US

Personally, we will:

- See you within the agreed time if you have made an appointment;
- In the unlikely event of not giving you an answer immediately, we will inform you to expect a full reply within 5 working days.

By phone, we will:

- Answer the telephone within less than 3 rings;
- Identify ourselves by name and position;
- Request you to give us a brief description of our enquiry;
- Inform you to expect a full response within.

In writing, we will:

- Acknowledge receipt of all emails within the same day
- Reply to all correspondence within 5 working days;
- Provide you with explanation of how we are handling with your case and inform you of when to expect an answer;
- We will treat faxes and e-mail as letters.