

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:

- Submit your request in writing with concise information and necessary documentation included
- Approach our office within ten (10) working days if you have not received any feedback from us;
- In matters of serious and very urgent nature, make enquiries within five (5) working days;
- Always provide us with all particulars of the person at your O/M/A/s who have forwarded your correspondence and request.

When making enquiries please provide the following information:

- Our reference number provided to you;
- The name of the legal advisor who is dealing with your request.

**DIRECTORATE:
LEGAL ADVICE**

FEEDBACK, COMMENTS AND COMPLAINTS

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

**Chief: Legal Advice
Directorate: Legal Advice
11 Floor, Sanlam Building
Independence Avenue
Windhoek**

Tel: +264-61-281 2243

Fax: +264-61-253 845

Email: info.legaladvice@ag.gov.na

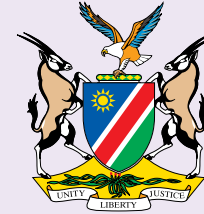
If you are not satisfied with the legal / advice, or response from the directorate, you may take up the matter with the Attorney-General via the Permanent Secretary of the Ministry of Justice at:

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

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

If you are still not satisfied with the response, you may approach the Ombudsman.

**DIRECTORATE:
LEGAL ADVICE**



Republic of Namibia



MINISTRY OF JUSTICE

CUSTOMER SERVICE CHARTER

DIRECTORATE: LEGAL ADVICE

OFFICE OF THE ATTORNEY - GENERAL



The Directorate is responsible for assisting the Attorney-General to provide Legal Advice to the President and Government.

THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who our Customers are
- Reflects our commitment
- Sets standards 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 assist the Attorney-General:

- To provide legal advice and opinions to the president and government (O/M/As);
- By acting as negotiators and representatives of government on national and international forums;
- To verify bills and proclamations for constitutional compliance and possible conflict with other existing laws;
- By acting in commissions of inquiry and disciplinary hearings at O/M/As.

OUR CUSTOMERS

- Offices, Ministries and Agencies (O/M/As)

OUR COMMITMENT TO YOU

- Is to provide you with timeous and quality legal advice.

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

- Provide legal advice/feedback within 30 working days from the date of request;
- In urgent matters, you can expect our legal advice within five (5) working days
- Represent government at national and international forums when required;
- Serve in commissions of inquiry and disciplinary hearings at O/M/As when required provided suitable staff are available.

WHEN YOU CONTACT US

By phone, we will:

- Answer your call within three (3) rings;
- Return your call on the same day if we can't provide an answer immediately
- Inform you of the name and contact details of the legal advisor to whom the proposed legislation or notice was assigned to.

In writing, we will:

- Acknowledge receipt of all emails within the same day
- Repond to all correspondence within 5 working days
- Provide you with an explanation of how we are handling your case and inform you 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 will let you know why, and when you 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, our contact details and our address.