

## 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 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 Directorate;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

## 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 Services**  
**Directorate: Legal Services & International Cooperation**  
**Justitia Building, 1st Floor, Room 141A**  
**Independence Avenue**  
**Windhoek**

**Tel:** + 264 61 280 5333

**Fax:** + 264 61 254 054

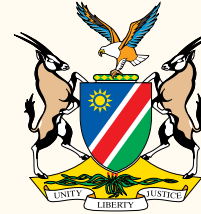
**Email:** [info.legalservices@moj.gov.na](mailto:info.legalservices@moj.gov.na)

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



Republic of Namibia



## MINISTRY OF JUSTICE

## CUSTOMER SERVICE CHARTER

# DIRECTORATE: LEGAL SERVICES



The Directorate provides legal services to national and international stakeholders.

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LEGAL SERVICES**

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## 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

- Issue apostille;
- Process requests for extradition and Mutual Legal Assistance in criminal matters;
- Process requests for reciprocal Service of court process on behalf of foreign Governments;
- Process requests for reciprocal enforcement of maintenance orders and foreign civil judgment on behalf of foreign governments.
- Provide administrative functions to the Disciplinary Committee of legal practitioners;
- Provide administrative functions to the Board of Legal Education in terms of the Legal Practitioners Act
- Provide administrative functions to the Inter-Ministerial Committee on Human Rights
- Draft and submit state reports to international human rights bodies.
- Respond to queries and questions on human rights and international humanitarian law.
- Represent government at SADC, AU, commonwealth countries and UN meetings on legal matters
- Facilitate the recognition and establishment of the community courts
- Supervise the administration of community Courts;
- Provide training to personnel of the community courts

## OUR CUSTOMERS

- O/M/As
- General public.

## OUR COMMITMENT TO YOU

To provide timeous, quality legal services to O/M/As and the general public.

**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**

- Issue apostille within three (3) working days.
- Process requests for extradition and Mutual Legal Assistance in criminal matters within 30 working days upon receipt of request;
- Process reciprocal service of court process on behalf of foreign Governments within 30 working days and inform you of the outcome within 14 working days thereafter;
- Process reciprocal enforcement of maintenance orders and foreign civil judgement on behalf of foreign governments within 30 working days and inform you of the outcome within 14 working days thereafter.
- Process complaints about legal practitioners within 30 working days and inform the complainant about the decision of the Disciplinary Committee within 14 working days
- Provide secretarial services to the Disciplinary Committee of Legal Practitioners and to the Board of Legal Education

- Arrange quarterly meetings of the Inter-Ministerial Committee (IMC) on Human Rights and humanitarian law
- Submit minutes of the IMC meetings within 14 working days from the date of the meeting
- Draft and submit state reports to international human rights bodies as required by of the international instrument;
- Respond to queries and questions on human rights and international humanitarian law within 14 working days before the due date;
- Represent government at SADC, AU, commonwealth countries and UN meetings on legal matters upon request;
- Facilitate the recognition and establishment of the community courts within 3 months upon receipt of request;
- Supervise the administration of community Courts at all time;
- Provide training to personnel of the community courts twice a year provided funds are available.

## 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 lawyer to whom a matter was 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.