

YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and 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:

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Division;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

WHEN YOU COMMUNICATE WITH US, PLEASE PROVIDE THE FOLLOWING INFORMATION:

- Your full name
- Postal address/ email address/ telephone number/fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our Division whom you dealt with as well as the date and the time of the communication to improve our services.

FEEDBACK, COMMENTS AND COMPLAINTS

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

The Deputy Director
Ministry of Works and Transport
6719 Bell Street, Ausspanplatz
Head Office, 3rd Floor
Private Bag 13341
Windhoek
Namibia

Phone: +264 61 2088310

E-mail: finance@mwt.gov.na

- If you are not satisfied with the response from the Division, you may take the matter up with the Director of Administration.
- If still not satisfied with the response or action taken, you may approach the Deputy Executive Director of Administration and Centralized Support Services.
- Should you still not be satisfied with the response or action taken you may approach the office of the Executive Director.
- Should you still not be satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Republic of Namibia
Ministry of Works and Transport

CUSTOMER SERVICE CHARTER

DIRECTORATE OF ADMINISTRATION DIVISION: FINANCE

The Division is responsible for maintaining prudent financial services, in line with laws and regulations



THIS CHARTER

- Outlines the services 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;
- States what we will do if you contact us;
- States that your views count;
- Indicates 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

- Prepare and submit the Ministerial budget.
- Monitor and control the expenditure.
- Prepare financial reports
- Ensure adherence to legal frameworks that guide or regulate state finances.
- Process staff payments, allowances and deductions
- Process suppliers and creditors invoices.
- Compile and submit financial statements to the Auditor General (AG)
- Respond to audit queries from AG
- Collect, safe keep and bank revenue
- Compile Ministerial accountability report
- Update and file financial records
- Reconcile suspense and general ledger accounts
- Provide financial advisory services
- Provide training on financial management to the ministry's staff members

OUR CUSTOMERS

- Ministry of Works and Transport Staff members
- Service Providers/Suppliers
- Offices, Ministries and Agencies (OMAs)
- Regional Council's (RC's)
- State Owned Enterprises (SOE's)

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely financial services; and.
- ✓ We strive to execute our duties within the following guiding VALUES;

Accountability:

We pride ourselves in being good stewards of all the resources that we have been entrusted with. We will at all times assume full ownership and responsibility of all actions.

Integrity:

We conduct ourselves in a consistency manner in accordance with a strong set of moral, values and following applicable ethical guidelines of the Public Services principles.

Transparency:

We behave in an open, transparent manner when dealing with our internal and external stakeholders (clients).

Innovation:

We focus on practical implementation of new ideas that results in the introduction of new goods and services or improvement in offering goods and services.

Customer Centric:

Our customer is the focal point of all decisions related to delivering quality goods and services. We value the customer's experience and relationship as the first priority.

Teamwork:

We work in a collaborative manner to achieve a common goal or to complete a task in the most effective and efficient way.

OUR SERVICE PROMISE/STANDARDS

We will:

- Prepare and submit the Ministerial budget on an annual basis
- Monitor and control the expenditure on a daily basis
- Prepare financial reports on an annual basis
- Ensure adherence to legal frameworks that guide or regulate state finances at all times
- Process staff payments, allowances and deductions on a daily basis
- Process suppliers and creditors invoices on a daily basis
- Compile and submit financial statements to the Auditor General (AG) on an annual basis
- Respond to audit queries from AG when the need arise
- Collect, safe keep and bank revenue on a daily basis
- Compile Ministerial accountability report on an annual basis
- Update and file financial records on a daily basis
- Reconcile suspense and general ledger accounts on a monthly basis
- Provide financial advisory services on a daily basis
- Provide training on financial management to the ministry's staff members when the need arise

WHEN YOU CONTACT US

If you phone us

- We will answer to your call within 3 rings;
- We will return your call within 2 days if we can't provide an answer immediately.

If you write to us

- We will acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

If you visit us

- We will attend to you within 5 Minutes if you have an appointment with us;
- We will 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.