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 Sub-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 Sub-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 a request about the activities or services of the Sub-Division you should contact:

The Chief Internal Auditor
Ministry of Works and Transport
6719 Bell Street
Ausspannplatz
Private Bag 13341
Windhoek
Namibia

Phone: +264 61-208830/1
E-mail: Internal.Audit@mwt.gov.na

- If you are not satisfied with the response from the Sub-Division you may take the matter up with the Executive Director
- Should you still not be satisfied with the response or action taken 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

OFFICE OF THE EXECUTIVE DIRECTOR
SUB-DIVISION: INTERNAL AUDIT

The Sub-division is responsible for evaluating and improving the efficiency and effectiveness of the ministry's risk management, internal control and governance processes

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

- Develop audit risk based plan
- Conduct audits on the effectiveness of the internal controls and governance processes.
- Conduct follow-up audits on implementations of audit recommendations
- Provide recommendation to management through audit report
- Present audit report of the Audit Committee
- Update Issue Tracker as per observation/findings

OUR CUSTOMERS

- MWT Staff members
- Audit Committee

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficient audit 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:

- Develop audit risk based plan annually
- Conduct audits on the effectiveness of the internal controls and governance processes annually and when the need arise
- Conduct follow-up audits on implementations of audit recommendations bi-annually
- Provide recommendation to management through audit reports within 7 working days after the completion of the audit
- Present audit report to the Audit Committee quarterly
- Update Issue Tracker as per observation/findings within 1 day upon completion of an audit

WHEN YOU CONTACT US

- By phone, we will:
- Answer to your call within 3 rings;
- Return your call within 2 days if we can't provide an answer immediately.

In writing, we will:

- Acknowledge receipt of all e-mails within 2 working days,
- Respond to all correspondences within 2 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:

- 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 e-mail and copy it to you, and provide you with the name of the person to contact, address and contact details.