

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.

WHAT WE ASK OF YOU

- To always provide us with correct and punctual information.
- Ensure that Standard Budget Templates (MoF forms) are completed in full.
- That set dead-line dates are met and honoured.
- Set limits for Virements are met at all times.
- Budget Splits and TAW's are handed in on time.
- Original Treasury Submissions are forward well before deadline dates for High Court Settlements.
- Requests for Treasury Authorisation are always within the law and Treasury Instructions.
- That our Office shall always be provided with original documents and not copies.
- Ensure that payments are processed in line with the guidelines and procedures.
- Requests for Write-offs, Virements and Submissions must be handed in well before the dead-line dates of payments to be made.

When you communicate with us, please provide the following information:

- Your full name
- Postal address and telephone and / or 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 Directorate whom you deal with as well as the date and the time of the communication which can improve our services

DEALING WITH YOUR COMPLAINT

If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter you should:

Contact our office at

The Director
Budget Management and Control
Room 7.08
New Ministry of Finance Building
Moltke Street
Windhoek
Tel : 061—209 2916
E-mail: Taina.nankela@gov.mof.na

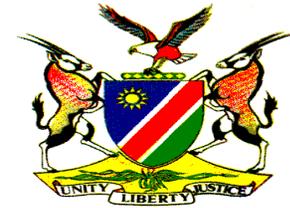
Or

Written correspondence must be addressed to:
The Permanent Secretary
Ministry of Finance
P/Bag 13295
Windhoek
Republic of Namibia

And if you are still not satisfied with the response from the Directorate you may take the matter up with the Deputy Permanent Secretary of the Department State Accounts .

Should you still not be satisfied with the response or action taken you can approach the Permanent Secretary of the Ministry of Finance.

If not yet satisfied you may approach, the Office of the Ombudsman.



Ministry of Finance

Customer Service Charter

DIRECTORATE: Budget Management and Control

The Directorate is entrusted with the responsibility of coordinating the preparation, finalization, managing and controlling of the National Budget as well as the maintenance of an efficient payment system of the government.



Outlines

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- Our Customers
- Our Commitment to you
- Our Service promise/Standards
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- What we ask of you
- Dealing with your complain

WHAT WE DO

1. Drive the formulation of national budget.
2. Coordinates the development of the Medium Term Expenditure Framework (MTEF).
3. Provide the Continuation Authorisation.
4. Process Virement requests from OMA's.
5. Prepares Treasury Submissions.
6. Maintain supplier and employee profiles and process payments.
7. Provide Help-Desk services with regard to Payroll, DSA and Accounts Payable Modules.

OUR CUSTOMERS

- Government Offices, Ministries and Agencies
- Regional Councils
- State-Owned Enterprises

OUR COMMITMENT TO YOU

Our commitment is reflected in:

- regular communication with you as customers, through meetings, correspondence and telephonic contact.
- professional conduct at all times and ensure that our customers are respected and treated with courtesy.
- We will inform you in advance by treasury circular of new changes in methodology and policy.

In delivering our services, we uphold the following **VALUES**:

Competency

We continuously improve on knowledge, skills and attitude and ensure quality service delivery.

Accountability

We shall be answerable for our actions and responsive to our stakeholders.

Loyalty

We shall be committed to hard work and ensure that our actions are dedicated to the priorities and objectives of the Ministry

Integrity

We shall be honest, fair, respectful, transparent and consistent

OUR SERVICE PROMISE /STANDARDS

- To ensure that Government Budget is ready for tabling in Parliament before the end of the current Financial Year.
- That the Continuation Authorisation is made available before the start of the new Financial Year.
- We will ensure the Budget Split is done within 72 hours.
- We will ensure that Treasury Authorisation Warrants are issued within 24 hours.
- We will ensure that Virements are completed within a 72 hour cycle.
- We will ensure that Treasury Submissions are handled within 5 days.

WHEN YOU CONTACT US

- We will attend to you within 5 minutes, if you have an appointment.
- We will respond to your questions **immediately**, but if we cannot we will let you know why not and when you can expect a reply from us.
- We will be able to help you, if you can provide us with reference numbers or copies of any correspondence regarding the enquiry.

