

DIRECTORATE: PUBLIC-PRIVATE PARTNERSHIP

- We will make sure we respond within a short period of time to the Public body application request. And if the Public body does not get a response from us within 10 working days, they must make a follow up with our office.
- We will make sure we communicate every stage of PPP Transaction Approval to the Public body soonest, and if the Public body does not get any response from us within 5 working days, they must make a follow up with our office.

DIRECTORATE: ADMINISTRATION

Provide policy supervision and overall administrative support to the activities of the Ministry and the Treasury.

PUBLIC SERVICE EMPLOYEE MEDICAL AID SCHEME

We ensure effective coordination and management of the Public Service Employee Medical Aid Scheme (PSEMAS) through the registration of members, coordinating of members services with regard to PSEMAS

TENDER BOARD ADMINISTRATION

- Administer tendering services in an efficient and effective manner in order to ensure the provision of appropriate procurement services to the Government.
- We will respond to tenderers within seven working days, depending on the nature of the matter.
- We will provide tenderers with concise information, documentation and services.
- The Tender Board Training and Inspection section will provide general information on tendering procedures and any other related assistance you may so require. An annual training programme may be obtained from the same office.
- Tenders will be advertised within one week from date of approval of advertisement request

WHEN YOU CONTACT US

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 or requirements
- Indicate what kind of response you would expect
- Keep a record of the issue at stake and the person who deals with the issue, as well as the date and the time of the communication
- can improve our services

If you visit 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 an answer from us.

YOUR VIEWS COUNT

We strive to render a service that will meet your needs and we therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.

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 and timely in providing required information to the Ministry
- Comply with existing Legislations, Regulations and Procedures
- Treat our staff members with the necessary respect and inform us if you are not satisfied.
- Give us your comments so that we can improve our service

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:

MINISTRY OF FINANCE

OFFICE OF THE PERMANENT SECRETARY

Phone: 061-209 9111

E-mail: ericah.shafuda@gov.mof.na

Ministry of Finance Head Office—9th Floor

Moltke Street

Private Bag 13185

Windhoek

Namibia



MINISTRY OF FINANCE

MINISTERIAL CUSTOMER SERVICE CHARTER

The Ministry of Finance mandate is to:

(i) be responsible for managing the State Revenue Fund,

(ii) Overseeing Government assets and liabilities and

(iii) Formulating the budget.

Further embedded in this core mandate is providing stewardship for Public Finance



THIS CHARTER

Outlines:

- What we do
- Our Customers
- Our commitment to you
- Our service promise
- When you contact us
- Your view count
- What we ask of you
- Dealing with your complain

WHAT WE DO

- Economic Policy Advice
- Revenue Management
- Government Expenditure Management
- Public Service Employee Medical Aid Scheme
- Government Procurement Management
- Policy Supervision and Support Services

OUR CUSTOMERS

- Government Offices, Ministries and Agencies
- Regional Councils
- Local Authorities
- Taxpayer
- Traders
- Travelers
- State-Owned Enterprises

OUR COMMITMENT TO YOU

- We commit to regular communications with you as customers through meetings, correspondence and information sharing.
- We strive to execute our duties within the following guiding 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

Integrity

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

OUR SERVICE PROMISE

DEPARTMENT: INLAND REVENUE

The role of the Inland Revenue Department is to administer the tax laws in an efficient and effective manner to maximize State Revenue from internal sources.

- Income tax returns will be processed before the due date of the next return
- VAT returns will be processed within 60 days after the due date, provided there are no pending audits
- Income tax refunds will be processed within 120 days
- VAT refunds will be processed within 60 days after verification.

DIRECTORATE: CUSTOMS & EXCISE

The role of the Customs and Excise Directorate is to facilitate and control the movement of all goods involved in international trade, as well as collect and manage customs and excise duties, fuel levies and import VAT on imported goods and locally imported goods.

- If your goods declaration/entry is complete and correct we will release your consignments:
- Within 5 working hours for declarations processed through the ASYCUDA++ / ASYCUDA World System.
- Within 16 working hours for manually processed entries or entries selected for additional documentary check, both automated and manual.
- Within 24 working areas for declarations selected for documentary checks and goods stopped for physical examination.

Within 2 (two) working hours for goods declarations/entries processed through the Direct Trader Input (DTI) facility

DIRECTORATE: BUDGET MANAGEMENT AND CONTROL

- 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

DIRECTORATE ASSETS CASH AND DEBT MANAGEMENT

- We to offer an effective and efficient service delivery in an expected timeframe
- We provide training on stock taking for proper management of Government assets
- We enforce compliance of State Finance act and Treasury Instruction
- Facilitate better living condition to Government employees
- We provide tailor made service to our clients interested in participating on the government financial instruments such as bonds and treasury bills.

DIRECTORATE ECONOMIC POLICY ADVISORY SERVICE

- We will respond to request for advice and comments on development of economic and Financial policies within five (5) working days
- We ensure that we proactively investigates and research subjects for which policy advice/comments is sought within ten (10) working days
- We will provide informed and appropriate economic advice at all time