

## 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.

### **MINISTRY OF FINANCE DIRECTORATE PUBLIC PRIVATE PARTNERSHIPS**

The Director: PPPs  
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Ministry of Finance Head Office—8th Floor  
Moltke Street  
Windhoek, Namibia

*And if you are still not satisfied with the response from the Directorate you may take the matter up with the Permanent Secretary of Ministry of Finance. Should you still not be satisfied with the response or action taken you can approach the Minister of Finance. If not satisfied you may approach the Office of the Ombudsman.*



MINISTRY OF FINANCE

## Customer Service Charter

### DIRECTORATE: PUBLIC PRIVATE PARTNERSHIPS

**PPP Unit  
NAMIBIA**  
MINISTRY OF FINANCE

The Directorate is responsible for promoting private sector participation in infrastructure development and provision of public services through public-private partnership projects in Namibia



1. Outlines the services our Directorate offers.
2. The list of our customers.
3. Reflects our commitment to deliver service of high standards as well as the VALUES we live by
4. Sets the service standards you can expect from our Directorate.
5. Explains how to give comments, if you are not satisfied with our service.

**WHAT WE DO****The Directorate provides the following services:**

- Developing capacity and awareness with respect to PPPs in the country.
- Supporting Public Bodies in developing robust and bankable PPP projects.
- Assistance in determining whether PPP is the best procurement option for a given project submission and making suitable recommendations to PPP Committee on approval or rejection of application request.
- In cases where a project approach and feasibility study is approved, assisting the Public Body in taking the project to the market and selecting a developer through a transparent and competitive process
- Ensuring that best practices are adhered to and a consistent approach for PPPs project preparation and procurement is followed by Public Bodies.
- Assisting the PPP Committee in issuing regulations, circulars and guidance pertaining to PPPs.
- Monitoring and evaluation of PPP projects in the country.

**EXPECTATIONS FROM THE CLIENT**

- **Early engagement with the PPP Directorate while conceptualising relevant projects**
- **Transaction request applications to be in compliance with applicable procedures and accompanied - as relevant - by comprehensive feasibility studies, procurement documents and draft PPP agreements.**
- **Timely responses to queries raised**

**OUR MARKET**

- Government Offices, Ministries and Agencies
- Regional Councils
- Local Authorities
- State-Owned Enterprises
- Private companies

**OUR COMMITMENT TO YOU**

Our commitment is reflected in:

- regular communication with our customers, through meetings, correspondence and telephonic contact.
- professional conduct at all times and ensure that our customers are respected and treated with courtesy.

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

We strive to continuously improve our knowledge, skills and attitude and ensure quality service delivery

**Integrity**

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

**Loyalty**

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

**Accountability**

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

**OUR SERVICE PROMISE****APPLICABLE TO PUBLIC-PRIVATE PARTNERSHIP INITIATIVES**

- We will make sure we respond within 10 working days to your application request.
- We will make sure we communicate every stage of PPP Transaction Approval to the Public body within 5 working days.

**YOUR VIEWS COUNT**

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want.
- We will keenly to consider your feedbacks and views while setting our service standards.