

If you visit us:

- We will deliver exceptional service by responding to your enquiry in a professional and timely manner
- Respond to your enquiry at the first point of contact, emails enquiry within one working day and mail correspondence within 10 working days
- Respect and protect your personal information at all times .

YOUR VIEWS COUNT

Tell us if we fall short in our service delivery in order to ensure a continuous improvement and exceptional service.

WHAT WE EXPECT FROM YOU

- Extend punctuality, honest, polite , integrity and confidentiality in your dealing with us
- Provide accurate information free from any material error at all times.
- Work with us to solve problems

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

Grievances

We will:

- Acknowledge the complaints when they arise.
- Examine the best way to handle complaints within a reasonable time frame and manage their outcomes .

DEALING WITH YOUR COMPLAINT

For any comments, suggestions, information and complaints , please contact:

MINISTRY OF FINANCE

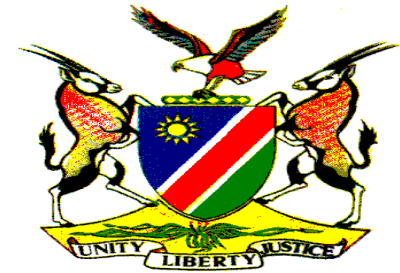
DIRECTOR OF EXPENDITURE & FINANCIAL MANAGEMENT

Head Office , 6th floor,
New Building
Molke Street
Private Bag 13295
Windhoek
Namibia

Telephone number: 061-2092717 or 2092705

Email: maru.tjihumino@gov.mof.na

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



MINISTRY OF FINANCE

Customer Service Charter

DIRECTORATE OF EXPENDITURE AND FINANCIAL MANAGEMENT

The Directorate is responsible to ensure that public expenditure deliver results and value for money and in line with the adopted standards and legal framework



THIS CHARTER

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1. Sets the framework within which our Directorates operates.
2. Clearly outlined our key activities and commitments to all our stakeholders in delivering service of excellence in line with legal framework (State Finance Act, Act 31 of 1991 and the accompanying Treasury Instruction.
3. Reflects our commitments to deliver a high standard of customer's service expected to exceed all customers service expectations at all times.
4. Outline expectations from our Clients in dealing with us.
5. Explain where to contact us and how to obtain the required information about our services.
6. Spells out our major services that the Directorates provide.
7. Lays down the standards and targets for the provision of these services.

WHAT WE DO

The Directorate:

1. Provides financial and accounting services and guidance through reports, updated regulations, manuals and circulars to the whole government and the public at large
2. Facilitate an effective payment services system from Single Treasury Account held at Bank of Namibia.
3. Authorises the opening of bank accounts at the Commercial Banks, manage them and the closure thereof.
4. Provide training and capacity building to all government accounting personnel in areas of IPSAS, Procurement Processes and reconciliation of accounts.
5. Ensure that the Accounts of the Government are properly maintained and Year-End financial statements for the Auditor's General are prepared in line with the adopted accounting standards.
6. Provide over all administrative support to the activities of the Ministry and the Treasury.
7. Maintain an updated Chart of Accounts (COA) and ensure that financial data is recorded in conformity with the COA.

OUR CLIENTS

Whole of Government, Central Local and Regional, including Government institutions.
Bank of Namibia and Commercial Banks
Suppliers & Creditors
General Public

OUR CORE VALUES

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Our core values, which serves as guiding principles and beliefs are as follows:

Accountability

We account and take responsibility for actions taken in the Public Offices.

Professionalism

Striving to apply skills, competence and character expectancy for highly trained professional in the conduct of business.

Transparency

Openness to public scrutiny.

Confidentiality

Clientele information is treated with the highest degree of confidentiality .

Integrity

Honesty, and truthfulness in the conduct of business.

OUR SERVICE PROMISE

1. Effect Electronic Payments System (EFT) within (2) two days.
2. Effect local payments above N\$5 million and foreign payments within (7) seven days
3. We promise a monthly reconciliation of the Government Accounts.
4. Keep daily allocations of the Revenue Accounts to date
5. Provide training and guidance to the OMA's on the reconciliation of accounts.
6. Respond promptly to enquiries through our phone, web service and office network within one working day.
7. Respond promptly to memoranda and other correspondences within 10 working days of receipt.

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