

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 subdivision;
- 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 and subject matter
- Keep a record of the issue at stake and the person in our Directorate Asset, Cash & Debt Management with 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 Directorate Asset, Cash & Debt Management you should contact:

The Director: Asset, Cash & Debt Management
Ministry Of Finance- 5th Floor
Moltke Street
Private Bag 13295, Windhoek

Tel: 061-209 2172/4
Fax: 061-242632

E-mail: ACDM@mof.gov.na

- If you are not satisfied with the response from the Directorate ACDM you may take the matter up with the Deputy Executive Director of Ministry of Finance.
- If still not satisfied with the response or action taken, you may approach the Executive Director of Ministry of Finance.
- Should you still not be satisfied with the response or action taken you may approach the Minister of Finance
- Should you still not satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Ministry of Finance

CUSTOMER SERVICE CHARTER

DIRECTORATE ASSET, CASH & DEBT MANAGEMENT

The Directorate is responsible for ensuring optimal management of Government asset and liabilities.



THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers
- Reflects our commitment
- Sets standard of service that you can expect from us at all times
- State what we will do if you contact us
- Your view count
- What we ask of you
- Explains how to provide us with feedback

WHAT WE DO

- ❖ Authorise the acquisition; disposal; donation and transfer of movable and immovable assets.
- ❖ Conduct training on stock taking.
- ❖ Register; maintain state asset records and state shares.
- ❖ Monitor SOEs financial performance and governance
- ❖ Provide subsidy to government projects through financial intermediaries under MOF.
- ❖ Issue housing Collateral to government employees; pay bank claims and refunds.
- ❖ Manage domestic and foreign debt.
- ❖ Monitor state account balances
- ❖ Provide both domestic and foreign government guarantee.

OUR CUSTOMERS

- ❖ General Public
- ❖ Public servants
- ❖ OMA's; RCs; LAs and SOE
- ❖ Domestic and Foreign Investors.
- ❖ Government
- ❖ Banks

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely office support service; and
- ✓ 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 the Ministry.

Integrity

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

OUR SERVICE PROMISE/STANDARDS

We will:

- ❖ Authorise
 - The acquisition of movable assets within 14 working days and immovable assets within a month from the date of receipt.
 - Disposal movable assets within 14 working days and immovable assets within a month from the date of receipt.
 - Donation for movable assets within 14 working days and immovable assets within a month from the date of receipt.
 - transfer for movable assets within 14 working days and immovable assets within a month from the date of receipt.
- ❖ Conduct training on stock taking within one month per session.
- ❖ Continuously register; maintain state asset records and state shares.
- ❖ Monitor SOEs financial performance and governance on quarterly basis.
- ❖ Provide subsidy to government projects through financial intermediaries under MOF on quarterly basis.
- ❖ Issue housing Collateral to government employees within 10 days;
- ❖ Pay bank claims and refunds within a month.
- ❖ Manage domestic debt portfolio on a daily basis and continuously manage foreign debt portfolio.
- ❖ Monitor state account balances on daily basis.
- ❖ Provide domestic guarantees within three months and foreign guarantees guarantee within six months.

WHEN YOU CONTACT US

If you phone us

- We will answer to your call within 3 rings;
- We will return your call within 2 days if we can't provide an answer immediately.

If you write to us

- We acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

If you visit us

- We will attend to you within 5 Minutes if you have an appointment with us;
- We will 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 email and copy it to you, and provide you with the name of the person to contact, address and contact details.