

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
- Keep a record of the issue at stake and the person in our Directorate of EPAS 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 Division, you should contact:

The Deputy Director
Macroeconomic Analysis and Projections
Head Office, 8th Floor
New Building, Moltke Street

Phone: +264 209 2227

Fax: +264 245 696

E-mail: EPAS@mof.gov.na

- If you are not satisfied with the response from the **Division** you may take the matter up with the Office of the Director of EPAS.
- If still not satisfied with the response or action taken, you may approach the office of the Executive Director of Finance.

All official written correspondence should be addressed to:

The Executive Director
Ministry of Finance
Private Bag 13295
Windhoek
Namibia



MINISTRY OF FINANCE

CUSTOMER SERVICE CHARTER



DIRECTORATE:
ECONOMIC POLICY ADVISORY SERVICES
Division: Macroeconomics Analysis and Projections

The Division is responsible for macroeconomic analysis and projections in Government.



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 and how to make a complaint, if you are not satisfied with our service

WHAT WE DO

- Provide economic policy advice to government
- Conduct macroeconomic analyses and projections
- Analyse and Disseminate Economic Data
- Produce Macroeconomic Framework
- Produce reports on; SADC MEC, Economic Updates, National Budget highlights, Citizen Guide to the Budget, National Climate Change, Global Competitiveness and Data and information for ratings agencies and surveillance missions.
- Conduct Research
- Update Macroeconomic Forecasting Model

OUR CUSTOMERS

- Government Offices, Ministries and Agencies
- General Public and Private sector stakeholders
- Credit Ratings Agencies
- Regional and International Institutions

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely office support service; and
- ✓ Regular communication with our customers through meetings, correspondences and telephonic contact
- ✓ We strive to execute our duties within the following guiding **VALUES**:

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 and objectives of the Ministry of Finance

Accountability

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

Competency

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

OUR SERVICE PROMISE/STANDARDS

We will:

- Provide economic policy advice to government at all time
- Conduct macroeconomic analysis and projections on Annual Basis
- Continuously Analyse and Disseminate Economic Data
- Produce Annual Macroeconomic Framework
- Produce quarterly, ad hoc, bi-annual and annually reports on; SADC MEC, Economic Updates, National Budget highlights, Citizen Guide to the Budget, National Climate Change, Global Competitiveness and Data and information for ratings agencies and surveillance missions.
- Conduct Research continuously
- Update Macroeconomic Forecasting Model continuously

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.

