

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/Division/Subdivision/Section** 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 of Expenditure and Financial Management you should contact:

The Director: Expenditure and Financial Management

Ministry of Finance
Molke Street
6th floor

Private Bag 13295 Windhoek

Phone: +264 61 2092717

Email Address: EFM@mof.gov.na

- If you are not satisfied with the response from the **Director** you may take the matter up with the Deputy Executive Director **at 204 61 2092061**
- If still not satisfied with the response or action taken, you may approach the Executive Director, Ministry of Finance
- Should you still not be satisfied with the response or action taken you may approach the Deputy Minister of Finance
- Should you still not satisfied 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.

NB: complete according to the channel of communication within your organization



Ministry Finance

CUSTOMER SERVICE
CHARTER

**DIRECTORATE: EXPENDITURE AND FINANCIAL
MANAGEMENT**

The Directorate is responsible for managing public expenditure and providing financial services.



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

- *Facilitate an effective payment services from the Single Treasury Account held at Bank of Namibia.*
- *Authorizes the opening of Ministerial bank accounts at the Commercial banks and manage them thereof.*
- *Develop new and amend existing treasury laws, guidelines and financial directives*
- *Reconcile state account.*
- *Record and account non-tax revenue*
- *Provide financial reports on all OMA's transactions.*
- *Build capacity to OMA's on reconciliation of Government accounts.*

OUR CUSTOMERS

- Offices, Ministries and Agencies
- Bank of Namibia
- Commercial 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 **VALUE**:
 - **Accountability**
We will take responsibility of our actions in the Public Offices.
 - **Transparency**

We will carry out activities in an open manner which is most acceptable to the clients. Information about the activities will be shared in a manner which is straightforward and readily available.
 - **Integrity**

Honesty, trustfulness in the conduct of our business
 - **Confidentiality**

Clientele information will be treated with the highest degree of confidentiality

OUR SERVICE PROMISE/STANDARDS

We will

- Pay via Electronic Funds Transfer (EFT) of N\$ 5 million and below within 5 working days.
- Pay via Bank transfer of above N\$5 million as well as foreign payments within 7 working days.
- Authorize the opening of Ministerial bank accounts within 3 working days upon receipt of request
- Develop new and amend existing treasury laws, guidelines and financial directives when need arises
- Reconcile state account on a daily basis
- Record and account non-tax revenue on a daily basis
- Provide monthly, quarterly and yearly financial reports on all OMA's transactions accounts
- Provide training to OMAs on reconciliation of Government accounts on quarterly basis when need arise

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.

