

## 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 **Division: Financial Services** 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: Financial Services** you should contact:*

Deputy Director: Financial Services  
Ministry of Finance  
Head Office  
Windhoek  
P.O.Box 13295

Phone: +264 61 209 2173

Fax: +26461 236454

**E-mail:** [financialservices@mof.gov.na](mailto:financialservices@mof.gov.na)

- If you are not satisfied with the response from the Sub **Division: Financial Services** you may take the matter up with the Deputy **Director Financial Services**. If still not satisfied with the response or action taken, you may approach the Director Administration
- Should you still not be satisfied with the response or action taken you may approach the Executive Director
- 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.



Ministry of Finance

## CUSTOMER SERVICE CHARTER

### **Division: Financial Services**

The division is responsible for maintaining prudent financial management within MoF, which includes amongst others the preparation of the MoF Budget and Budget execution in line with Laws and Regulations governing State Finances.



## 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

- Prepare and submit the ministerial Budget;
- Regulate the ministerial expenditure in relation to appropriated funds;
- Control the Ministry's budget execution and requesting the release of funds.
- Prepare and compile Financial Management Reports
- Ensure compliance to Laws and Regulations governing the State Finance Act ,(Act no 31 of 1991)
- Process staff related expenditures and allowances;
- Process suppliers payments;
- Reconcile Suspense and Expenditure Accounts ;
- Receive any revenue/debts owed to Government,
- Safe keep, bank and allocate funds collected to relevant OMA's
- Prepare Financial statements to Auditor General
- Respond to all audit queries

## OUR CUSTOMERS

- MoF Staff members
- Suppliers
- OMAs and RCs,
- General public

## 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**  
(Guiding value must be copied from your strategic plan)  
e.g

### **COURTESY AND HELPFULNESS**

Provide a courteous and helpful service suitable to the convenience of those entitled to the service.

### **ACCOUNTABILITY**

Provide details of performance against targets and identify who is responsible. Such services are being provided by public servants who can be identified readily by their customers as they should be wearing name badges. To ensure that public servants are accountable for their actions at all times.

### **NON – DISCRIMINATION**

Ensure that services are available and provided equally and fairly to all.

### **VALUE FOR MONEY**

Provide efficient, effective and affordable public services.

### **INFORMATION**

Provide information about public services in a prompt straightforward and open manner that is readily understandable.

### **CONSULTATION AND PARTICIPATION**

Ensure that there is a regular consultation and communication with our service users and, taken their views and priorities into account, provide a choice wherever possible.

### **TRANSPARENCY**

Disclose how public services are managed together with the cost and performance of specific services which are open to public scrutiny in all actions taken in public office.

### **QUALITY OF SERVICE**

Publicise straightforward feedback procedures. Provide where errors have been made, an apology, full explanation and early correction of the error.

### **ACCESSIBILITY**

Ensure accessibility to public service by accommodating the service needs of our service users.

## OUR SERVICE PROMISE/STANDARDS

We will:

- Prepare and submit the ministerial Budget within the deadline given;
- Continuously regulate the ministerial expenditure in relation to appropriated funds;
- Control the Ministry's budget execution at all times and requesting the release of funds on a monthly bases
- Prepare monthly, quarterly and annual financial mannaement reports

- Ensure compliance to Laws and Regulations governing the State Finance Act ,(Act no 31 of 1991)
- Process DSA and salary advices within two working days, after receipt;
- Process overtime claims **within 7 working days;**
- Process leave gratuity within 2 months;
- Ensure that payments for goods and services are processed within 14 working days upon receipt of an invoice provided that they comply with rules and regulations;
- Monthly reconcile Suspense and Expenditure Accounts
- Receive any revenue/debts owed to Government on a daily basis
- Safe keep, bank and allocate funds collected to relevant OMA's on a daily basis
- Prepare annual Financial statements to Auditor General
- Respond to all audit queries as per prescribed time frames

## 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.