

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 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 General Services you should contact:

Deputy Director: General Services
Ministry of Finance ,Fiscus Building,
10 John Meinert Street,
1st Floor, Room 127 A
Private Bag 13295
Windhoek,
Namibia

Phone: +264 2092479

Fax: +264

E-mail: general.services@mof.gov.na

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

The Division is responsible for:

- Providing and maintaining fleet
- Procuring goods and services;
- Managing contracts;
- Maintaining Offices hygiene and infrastructure
- Rendering secretarial services
- Providing record management services;
- Managing assets and stock



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 and maintain fleets
- Provide record management services
- Procure goods and services;
- Maintain Offices hygiene and infrastructure
- Manage contracts;
- Render secretarial services
- Manage assets and stock

OUR CUSTOMERS

- MoF staff members;
- Suppliers

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**

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

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

Competency - We continuously improve on knowledge, skills and attitude and ensure quality service delivery

OUR SERVICE PROMISE/STANDARDS

- Avail transport and issue trip authority within one (1) day;
- Collect and distribute license disc within five working days after the expiring month;
- Forward request to bank for new and replacement of lost/damage fuel tags within two working days and provide new maintenance card within two weeks;
- Process job cards and authorize payment within a day
- Verify and submit invoices for payment within two working days after receipt;
- Scrutinize monthly kilometer returns;
- Ensure pool vehicle applications for government garage and ministerial pool are processed within four working days provided vehicles are available;
- Inspect vehicles before and after handover;
- Ensure that correspondence are posted, sorted and delivered on a daily basis;
Record data on Electronic Document Record Management System (EDRMS) on a daily basis

- Provide requested files within one hour (1)
- Process purchase order within two (2) working days upon receipt of the approved Internal Requisition Form;
- Evaluate bid documents within 14 working days after the closing date;
- Distribute Procurement Committee (PC) minutes 2 days before PC meeting;
- Clean office premises daily.
- Render secretarial services at all times
- Continuously manage contracts agreements
- Carry out general stock taking once a year and as need arise.
- Issue and control stock on a daily basis;
- Conduct office inspection twice a week.

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.