

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 Tax Identification number / ID number
- 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 **Department Inland Revenue** 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 you should contact:

The Director: Small and Medium Tax Payers
Ministry of Finance
Inland Revenue Building– 5th Floor
Moltke Street
Private Bag 13295, Windhoek

Phone: +264 61 209 2507

Fax: +264 61 225300

E-mail: tax.administration@mof.gov.na

- If you are not satisfied with the response from the **Directorate** you may take the matter up with the **Director of Tax Administration - Inland Revenue Department**.
- If still not satisfied with the response or action taken, you may approach the office of the **Commissioner of Inland Revenue Department**.
- Should you still not be satisfied with the response or action taken you may approach the office of the **Executive Director of Ministry of Finance**.
- Should you still not satisfied you may approach the office of the **Minister of Ministry 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

**DEPARTMENT: INLAND REVENUE
DIRECTORATE: SMALL & MEDIUM TAX PAYERS**

The Directorate is responsible for providing tax services for small & medium tax payers



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

- Register Tax payers; provide basic tax information & issue Tax certificate (Individual & Business)
- Process tax returns
- Conduct tax audits and ensure compliance
- Collect tax and pay out tax refunds
- Attend to tax disputes
- Issue good standing certificate; tax directives and tax clearance certificates
- De-register tax payers

OUR CUSTOMERS

- Tax Payers (e.g. Individuals/Business / Farmers)
- Close Corporation/ Companies
- Trust

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

We will provide courteous and helpful service suitable to the convenience of those entitled to the service of the Division Internal Audit

Accountability

We will ensure accountability of our action at all times

Quality of Service

We will ensure publicised straightforward procedures. Provide where errors have been made, apology, full explanation and early correction of the error

Accessibility

We will ensure accessibility to public service by accommodating the service needs of our service users.

OUR SERVICE PROMISE/STANDARDS

We will:

- Register Tax payers; provide basic tax information & issue Tax certificate within 5 working days provided all required documents are attached.
- Process income tax returns before the due date of the following tax return provided it was submitted on time;
- Process VAT tax returns within 60 working days provided that VAT return is not pending for audit.
- Conduct tax audits and ensure compliance 10 working days provided all required information /records are submitted.
- Continuously collect tax
- pay out tax refunds within 10 working days from the date of receipt of notification.
- Continuously attend to tax disputes as need arise
- Issue good standing certificate right away
- Issue tax directives within 10 working days provided that all required information is provided
- Issues tax clearance certificates right away
- De-register tax payers within 10 working days provided all tax compliance are met.

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.