

## 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 Directorate;
- 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 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: Public Private Partnerships  
Ministry of Finance – 8<sup>th</sup> Floor  
Moltke Street  
Private Bag 13295, Windhoek, Namibia

Phone: +264 61 209 2083

Fax: +264 61 245 696

E-mail: [PPP@mof.gov.na](mailto:PPP@mof.gov.na) /

[Nashilongo.Embumbulu@mof.gov.na](mailto:Nashilongo.Embumbulu@mof.gov.na)

- If you are not satisfied with the response from the Directorate you may take the matter up with the Executive Director of Ministry of Finance.
- If still not satisfied with the response or action taken, you may approach the Office of the Minister.
- Should you still not be 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



#### **DIRECTORATE: PUBLIC PRIVATE PARTNERSHIPS**

**The Directorate is responsible for promoting private sector participation in infrastructure development and provision of public services through public-private partnership projects in Namibia.**



## **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**

- Create awareness on PPPs
- Provide foundation trainings on PPPs
- Provide Technical support to Public Entities in developing robust and bankable PPP projects.
- Facilitate PPP Projects preparations for Public Entities
- Facilitate the selection process of Private Partners after the feasibility study is approved
- Assess the PPP projects at different stages (transaction approvals) and make recommendations to the PPP Committee

## **OUR CUSTOMERS**

- Government Offices, Ministries and Agencies (including Regional and Local Authorities)
- Private companies

## **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**

### **Value for money**

Provide efficient, effective and affordable public services.

### **Accountability**

Continuously provide information on performance against targets and person responsible for implementation.

### **Integrity**

We shall be fair, honest, respectful, transparent and consistent.

### **Consultation and Participation**

Ensure regular consultation and communication with customers.

## **OUR SERVICE PROMISE/STANDARDS**

We will:

- Create awareness on PPPs when need arise
- Provide quarterly foundation trainings on PPPs
- Continuously provide Technical support to Public Entities in developing robust and bankable PPP projects.
- Facilitate with PPP Projects preparations for Public Entities within 5 working days upon receipt of the request
- Facilitate the selection process of Private Partners within 5 working days after the feasibility study is approved
- Make recommendations to PPP Committee on transaction approvals within 30 days upon receipt of the request

## **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.