

## 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 **Division** you should contact:*

The Deputy Director Budget Management  
Ministry of Finance  
Moltke Street  
P/Bag 13295  
Windhoek

Phone: +26461-2092916

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

- If you are not satisfied with the response from the **Division** you may take the matter up with the Director: Budget Management and Control
- Should you still not be satisfied with the response or action taken you may approach the Deputy Executive Director: State Accounts
- Should you still not satisfied you may approach the Executive Director
- 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: Budget Management**

*The Division is responsible for the formulating and managing the National Budget*



## **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 national budget framework
- Issue the national budget template to OMA's
- Facilitate the Budget hearings at ministerial & Technical level.
- Coordinates the development of the Medium Term expenditure Framework (MTEF)
- Prepare and publish the MTEF and Estimate of Income, Revenue & Expenditure books.
- Prepare and publish the Mid-year budget review
- Manage Contingency budget provision

## **OUR CUSTOMERS**

- Government Offices, Ministries and Agencies
- Regional Councils
- State-Owned Enterprises.
- 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**

### **Competency**

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

### **Accountability**

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

### **Loyalty**

We shall be committed to hard work and ensure that our actions are dedicated to the priorities and objectives of the Ministry

### **Integrity**

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

## **OUR SERVICE PROMISE/STANDARDS**

We will:

- Prepare national budget framework before end of November each year.
- Issue the national budget template to OMA's before end of November each year.
- Facilitate the Budget hearings at ministerial & Technical level on mid-December of each year.
- Coordinates the development of the Medium Term expenditure Framework (MTEF) two weeks before end of the financial year
- Prepare and publish the MTEF and Estimate of Income, Revenue & Expenditure books two weeks before the end of the financial year
- Prepare and publish the Mid-year budget review before end of October each year
- Continuously manage Contingency budget provision

## **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.