

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 FROM 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 Division;
- Comply with existing Legislation, 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 and telephone, fax number and e-mail address if applicable
- Provide a clear description of your particular concern/s or need/s

Your information will be treated as confidential

Division Finance Contact Details:

Sub-division: Budget Management
Mr. Lineekela Hihepa +264 61 287 2096

Sub-division: Budget Control

Ms. Magda Alcock +264 61 287 2099

FEEDBACK/COMMENT/COMPLAINT

If you have any comment, suggestion or a complaint about the activities or services of the Division you should contact:

**The Permanent Secretary
Attention: The Deputy Director Finance
Office of the Prime Minister
Parliament Building, Love Street
Private Bag 13338, Windhoek, NAMIBIA**

Phone: +264 61 287 2096 • Fax: +264 61 232 58

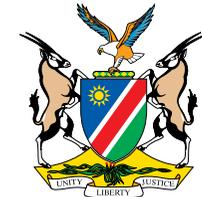
Website: www.opm.gov.na

or use one of the following e-mail addresses:

enquiries@opm.gov.na; info@opm.gov.na;

suggestions@opm.gov.na

- And if you are not satisfied with the response from the Division you may take the matter up with the Director of the Directorate of Human Resources, Administration and Finance.
- Should you still not be satisfied with the response or action taken you can approach the Deputy Permanent Secretary of the Department of Administration and Information Technology Management. If still not satisfied you can take the matter further with Permanent Secretary of the Office of the Prime Minister.
- If the matter is still not attended to satisfactorily you can approach the Deputy Minister in the Office of the Prime Minister. If not yet satisfied you may approach the Prime Minister. If still not yet satisfied you may approach the Office of the Ombudsman.



Republic of Namibia

Office of the Prime Minister

CUSTOMER SERVICE CHARTER

DEPARTMENT: ADMINISTRATION AND INFORMATION TECHNOLOGY MANAGEMENT

DIRECTORATE: HUMAN RESOURCES, ADMINISTRATION AND FINANCE

Division: Finance

Division Finance is responsible for maintaining Prudent Financial Management within the Office of the Prime Minister, which includes amongst others the preparation of the Budget and Budget execution in line with Laws and Regulations governing the State Finances.



THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers.
- Reflects our commitment
- Sets the standard of service that you can expect from us at all times
- States what we will do if you contact us
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

WHAT WE DO

Our core functions are to:

- Prepare and monitor the OPM Budget;
- Control the course of expenditure in relation to appropriated funds;
- Prepare of monthly, quarterly and annual reports on budget execution;
- Ensure compliance to Laws and Regulations governing the State Finance;
- Pay/process staff related expenditures and allowances;
- Process suppliers/creditors payments;
- Reconcile the Suspense and Expenditure Accounts of the Office;
- Collect, safekeeping, banking as well as reporting of different sources of Revenue collected by the Ministry; and
- Prepare the Annual Statements of the Auditor General and respond to audit queries directed to the Accounting Officer.

OUR CUSTOMERS

Our clients are both internal and external. The external clients are

- OMAs;
- SOEs;
- Office of the Auditor General;
- General public (companies and individuals that rendered services to our Office); and
- Regional Councils & Local Authorities.

Our internal stakeholders are:

- OPM staff members; and
- OPM Public Officer Bearers.

OUR COMMITMENT TO YOU

Our commitment to our customers is the provision of accurate and timely financial service; and CORE VALUES

We strive to execute our duties within the following guiding VALUES:

Accountability

We are responsible for our actions or inaction.

Integrity

We act transparent, ethical and behave according to acceptable standards

Professionalism

Conduct business in an objective, friendly, and competent manner.

Responsiveness

Our action will be guided by your needs.

Accessibility

You can reach us easily.

Diversity and equality

We treat all equally and fairly.

OUR SERVICE PROMISE/STANDARDS

- Pay DSA advances and salary advices within 3 days after receipt.
- Ensure that all requests for bank transfer reach the Ministry of Finance within 3 days after receipt from the Departments/ Directorates;
- Release funds by the 20th of each month for spending the following month;
- Ensure payments to service provider within 14 days if all required supporting documents are all attached;
- Reply to queries from both internal and external stakeholders within 24 hours;

- Treat our encounters with our clients in a courteous and professional way; and
- Respect each customer's views/comments.

WHEN YOU CONTACT US

If you phone us

- Answer all calls promptly within five rings and in a polite and friendly manner, and identify ourselves.

Provide information to all callers as quickly as possible and ensure that, if we are unable to deal with a query promptly, we will call customers back as soon as possible.

If you write to us

- Acknowledge receipt of your letter within 10 days and ensure that a substantive reply to a query will be issue within the period indicated in the acknowledgement. Where we cannot meet the time frame, we will inform you accordingly.
- All replies to queries will be in a clear, concise and easily understood tone.

Provide contact particulars in all correspondence.

If you visit us

- Treat you in a polite, courteous, fair and open manner.
- Be honest, consistent, respectful and act professionally in all our dealings.
- Ensure that you have your privacy respected and that all matters are dealt with in a confidential manner.