

## 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 of Internal Audit 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 DGIAPC you should contact:*

### **The DGIAPC**

Ministry of Finance  
TransNamib Building - First Floor  
Mburumba Kerina Street 16  
P/Bag 13295  
Windhoek

**Phone:** +264 61 209 2602  
**Fax:** +264 (61) 234 977  
**E-mail:** [giapc@mof.gov.na](mailto:giapc@mof.gov.na)

- If you are not satisfied with the response from the **Directorate Government Internal Audit and Policy Coordination** you may take the matter up with the *Director of GIAPC*
- 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 the 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 (MOF)

## CUSTOMER SERVICE CHARTER

### **DIRECTORATE GOVERNMENT INTERNAL AUDIT AND POLICY COORDINATION (DGIAPC)**

The Directorate's Mandate is to play the function of a 'Centre of Excellence', or 'Central Harmonisation Unit' mandated to develop the profession and provide support to other Government Entities' Internal Auditors. Encourage a mixed of audit teams (Directorate staff and other Public-Sector staff) working together on audit assignments which would lead to a learning environment and enhanced capacity for audits within the public sector. Learning from each other would streamline and standardise the approach to implementing effective audit function.



## 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

- Developing policies of the public sector internal audit
- Promoting and monitoring policies of the public sector internal audit;
- Developing the regulatory framework for public sector internal audit and harmonize it with international standards;
- Updating the regulatory framework for public sector internal audit and harmonize it with international standards;
- Coordinating an organizing training programs for public sector internal auditors;
- Issuing guidelines /working papers on the practical application of the internal audit manual.
- Developing a quality assurance improvement program;
- Maintaining a quality assurance improvement program;
- Cooperation with international organizations and speciality institutions in the field of public sector internal audit;
- Conduct special audits,
- Conduct stakeholder engagements.

## OUR CUSTOMERS

- Audit Committees
- MOF Managements
- Offices/Ministries/Agencies, Regional Councils and Local Authorities.

## OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of value adding internal audit service; and
- ✓ We strive to execute our duties by applying and upholding the following guiding **VALUES:**
- **Integrity**  
The integrity of internal auditors establishes trust and thus provides the basis for reliance on their judgment.
- **Objectivity**  
Internal auditors exhibit the highest level of professional objectivity in gathering, evaluating, and communicating information about the activity or process being examined. Internal auditors make a balanced assessment of all the relevant circumstances and are not unduly influenced by their own interests or by others in forming judgments.
- **Confidentiality**  
Internal auditors respect the value and ownership of information they receive and do not disclose information without appropriate authority unless there is a legal or professional obligation to do so.
- **Competency**  
Internal auditors apply the knowledge, skills, and experience needed in the performance of internal audit services.

## OUR SERVICE PROMISE/STANDARDS

We will:

- promote and monitor policies of the public sector internal audit on a quarterly basis;
- update the regulatory framework for public sector internal audit and harmonize it with international standards on a quarterly basis;
- coordinate and organize training programs for public sector internal auditors on a quarterly basis;

- issue guidelines /working papers on the practical application of the internal audit manual on a quarterly basis.
- maintain a quality assurance improvement program periodically;
- cooperation with international organizations and speciality institutions in the field of public sector internal audit on a monthly basis;
- conduct special audits on a quarterly basis;
- conduct stakeholder engagements on a monthly basis.

## 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.