

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.

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P/Bag 13299
Windhoek

Phone: +264 (061) 209 2918

Fax: +264 (061) 234977

E-mail: internal.audit@mof.gov.na

- If you are not satisfied with the response from the **Division Internal Audit** you may take the matter up with the *Deputy Director of Internal Audit*
- 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

DIVISION OF INTERNAL AUDIT

The Division is responsible for assisting MOF and its Management in accomplishing its objectives, by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of organizations risk management, control and governance processes.



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

- Conduct audit for the ministry
- Organizational Governance and Compliance processes
- System of Internal controls structure
- Security processes
- Insert corrections

OUR CUSTOMERS

- *Audit Committees*
- *MOF management*
- *Offices, Ministries, Agencies and Regional Councils'*

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**

Accountability

We will ensure accountability of our action at all times

Integrity

We act transparent, ethical and behave according to acceptable standards

Professionalism

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

Confidentiality

Documents and information provided to the internal audit unit shall be handled in the same prudent and confidential manner. The code of ethics shall also be adhered to.

OUR SERVICE PROMISE/STANDARDS

We will:

- Ensure internal audit activities remain free of influence by any element in the organization, including matters of audit selection, scope, procedures, frequency and the timing of the audit.
- Ensure adherence to Internal audit International procedures, Public Service Operating Procedures, MOF guiding policies
- Ensure no conflict of interest by Internal Auditors when carrying out their audit activities
- functionally report to the audit committee and administratively to the Executive Director of Ministry of Finance;

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.