

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:

- Respect, honest, polite and patient
- Accurate and timely information
- Report all sorts of fraudulent and corrupt practices
- Adherence to legislations, regulations and procedures
- Provide us your full details and those of your site or office

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 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: Security and Risk Management
Services
Ministry of Finance – 1st Floor Fiscus Building
Johnmeinert Street
Private Bag 13295, Windhoek, Namibia

Phone: +264 61 209 2604

E-mail: security.risk@mof.gov.na

- If you are not satisfied with the response from the Division 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



DIVISION:

SECURITY AND RISK MANAGEMENT SERVICES
The Division is responsible for providing Security Services for both internal and external environments of the Ministry and assessing the risks involved.



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
- Highlights how to provide us with feedback and how to lodge complains, in case of dissatisfaction with our service

WHAT WE DO

The Division provides the following services:

- Monitor suspicious movements around the Ministry's environments
- Liaise with other law enforcement agencies
- Safeguard the Ministry's assets
- Conduct Investigations on reported security and risk cases / matters
- Provide security advise
- Conduct risk assessment on Ministry's infrastructures and operations
- Coordinate the vetting / security clearance process in the Ministry
- Create security and risk awareness amongst the Ministry's staff members
- Manage and control access to the buildings
- Provide general security services

OUR CUSTOMERS

- All Ministry of Finance staff members
- Visitors

OUR COMMITMENT TO YOU

- Our commitment is to create safe and conducive environment in and around the Ministry of Finance infrastructures and installations
- Striving to execute our duties within the Laws, Regulations and guidance's of the state,

SERVICE STANDARD

We will:

- Continuously monitor suspicious movements around the Ministry's environments
- Liaise with other law enforcement agencies at all times
- Safeguard the Ministry's assets at all times
- Conduct Investigations on reported security and risk cases / matters within 5 working days
- Conduct risk assessment on Ministry's infrastructures and operations at all times
- Provide security advise when need arises
- Coordinate the vetting / security clearance process in the Ministry within 2 days upon request
- Create security and risk awareness amongst the Ministry's staff members on annual basis or when need arises
- Manage and control access to the buildings at all times
- Continuously provide general security services

HOW TO GET US

- You can write us a letter and we will respond as soon as possible
- You can visit our office and we will attend to you instantly
- If you call, you will attended to you instantly and revert to you back within 2 days in case we can't provide an answer instantly.
- 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.

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.