

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 and telephone and / or 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 subdivision 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 Subdivision you should contact:

The Deputy Director: Finance
Ministry of Environment and Tourism
Private Bag 13306
Windhoek
Namibia

Phone: +264 61 284 2232

Fax: +264 61 229936

E-mail: Tukaleni.Emvula@met.gov.na

- ***If still not satisfied with the response from the Division you may approach the Director Administration, Finance and Human Resource.***
- ***Should you still not be satisfied with the response or action taken you may approach the Deputy Permanent Secretary: Department of Tourism, Planning and Administration***
- ***Should you still not satisfied you may approach the Office of the Permanent Secretary***
- ***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 Environment and
Tourism

CUSTOMER SERVICE CHARTER

**Directorate of Administration, Finance and Human
Resources**

Division: Finance

The division is responsible for maintaining prudent financial management within MET, which includes amongst others the preparation of the MET Budget and Budget execution in line with Laws and Regulations governing State Finances.



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

WHAT WE DO

- Prepare and monitor the ministerial Budget;
- Control the course of expenditure in relation to appropriated funds;
- Prepare reports on budget execution;
- Ensure compliance to Laws and Regulations governing the State Finance;
- Process staff related expenditures and allowances;
- Process suppliers payments;
- Compile Financial reports
- Reconcile Suspense and Expenditure Accounts ;
- Collect, safekeeping, banking as well as reporting of different sources of revenue collected by the Ministry;
- Prepare report to Auditor General and respond to audit queries directed to the Accounting Officer;

OUR CUSTOMERS

- MET Staff members
- Suppliers
- OMAs and RCs,
- Members of the public
- Tourists

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 commit to take responsibility and account for our actions.
- **Innovation:** We always seek new and better ways to serve the Namibian public
- **Professionalism:** We conduct ourselves in a manner befitting of a public servant with due regard to all the Public Service standards and norms
- **Commitment:** We pledge to utilise our full capabilities in fulfilling our mandate
- **Excellence:** We perform our duties to the highest standard and always seek to do the best.

OUR SERVICE PROMISE/STANDARDS

We will:

- Prepare and submit the MET Budget within the deadline given;
- Monitor and control the MET expenditure on a monthly basis;
- Prepare monthly, quarterly and annual reports on budget execution;
- Ensure adherence to legal frameworks that guide or regulate procurement at all times;

- Process DSA and salary advices within two working days, after receipt;
- Process overtime claims within 7 working days;
- Process leave gratuity within 2 months;
- Ensure the collection, safekeeping, banking as well as reporting of different sources of Revenue collected by the MET daily;
- Request for the release of funds by the 20th of each preceding month for spending;
- Prepare and submit Annual Report to the Auditor General as per prescribed time frames.
- Reconcile the Suspense and Expenditure Accounts of the Ministry on a monthly basis;
- Ensure that payments for goods and services are processed within 14 working days upon receipt of an invoice provided that they comply with rules and regulations;

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.