

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 Division;
- 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 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
Finance
Office of the Prime Minister Parliament
Building, 55 Love Street
Private Bag 13338
Windhoek
NAMIBIA**

Phone: +264 61 287 2100

Fax: +264 61 224910

E-mail: daitm.fd@opm.gov.na

- If you are not satisfied with the response from the Division, you may take the matter up with the Director of Human Resources, Administration and Finance.
- If still not satisfied you may approach the Deputy Executive Director of the Department of Administration and Information Technology Management.
- If still not satisfied you may approach the Executive Director in the Office of the Prime Minister.
- Should you still not be satisfied you may approach the Prime Minister.
- If you 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

The Division is responsible for maintaining Prudent Financial Management within the Office of the Prime Minister in line with Laws and Regulations governing the State Finances.



THIS CHARTER

- Outlines the services we provide (What we do);
- Defines who our Customers are;
- Reflects our commitment;
- Sets standard of service that you can expect from us at all times;
- States what we will do if you contact us;
- States that your views count;
- Indicates 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

- Prepare the OPM Budget and Accountability Report Annually and Medium Term Plan;
- Control the expenditure in relation to appropriated funds;
- Compile budget execution and financial reports;
- Prepare Annual Statements to Auditor General and respond to audit queries directed to the Accounting Officer, as and when required;
- Ensure compliance to Laws and Regulations governing the State Finance;
- Promptly Process staff related expenditures and allowances;
- Process suppliers payments;
- Reconcile suspense and general ledger accounts;
- Collects, safekeep bank and report on different sources of Revenue.

OUR CUSTOMERS

- OPM staff members;
- OPM Public Officer Bearers;
- Office of the Auditor General; and
- Service Providers/Suppliers.

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of effective and efficient services; and
- We strive to execute our duties within the following guiding VALUES:

CORE VALUES

Accountability

We will take responsibility for our actions.

Integrity

We shall be honest and ensuring systems and procedures are rules compliant.

Responsiveness

We will provide services when they are needed.

Accessibility

We will avail ourselves at all times to meet customer expectations.

Diversity and equality

We shall treat others with respect and in a manner that we would want to be treated.

Transparency

Our decisions shall be overt and open to criticism.

Innovative thinking

We will always look for innovative solutions to our challenges.

OUR SERVICE PROMISE/STANDARDS

We will;

- Prepare and submit the OPM Budget within the deadline given;
- Monitor and control the OPM expenditures on a daily basis;
- Respond to Auditor General's management letter, audit queries and provide response on draft audit report within the prescribed timeframe;

- Submit Statements to the Auditor General and Ministry of Finance by 30 June and 30 September;
- Ensure adherence to legal frameworks that guides or regulate procurement at all times;
- Process DSA within 1 day after receipt;
- Process payroll allowances and overtime claims within 15 days after receipt;
- Process leave gratuity within 2 months;
- Process supplier payments within 15 working days upon receipt of invoice provided that they comply with rules and regulations;
- Request for the release of funds by the 15th of each preceding month for spending;

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;and
- 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.

