

YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you need.
- We promise to consider your views when setting our service standards.
- Inform us if you are not satisfied or 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:
- Inform us of any changes that require adjustment or recording on your
- personal files;
- Be honest, polite and patient;
- Be timely in providing required and
- accurate information to the Division;
- Comply with existing Legislations,
- Regulations and Procedures; and
- Conduct yourself in a respectful manner.

Division: Development Plans & Fixed Assets

Contact Details:

Mr. Ello Shaanika +264 61 280 5218
Mr. Patrick Sitwala +264 61 280 5357

**DIVISION:
DEVELOPMENT PLANS
& FIXED ASSETS**

FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or a request for information about the activities or services of the Subdivision you should contact:

**The Deputy Director:
Development Plans & Fixed Assets
1st Floor, Justitia Building
Independence Avenue
Windhoek**

Phone: +264 61 280 5218
Fax: +264 61 250 868

Email: Info.centraladministration@moj.gov.na

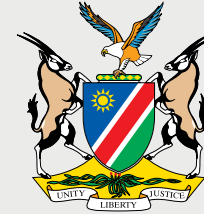
If you are not satisfied with the response from the Division you may take the matter up with the Director: Central Administration. If still not satisfied, you may take the matter further with the Permanent Secretary, Ministry of Justice at:

**The Permanent Secretary
Ministry of Justice
Private Bag 13302
Windhoek**

**Physical Address:
3rd Floor, Justitia Building
Independence Avenue
Windhoek**

If still not yet satisfied you may approach the Ombudsman.

**DIVISION:
DEVELOPMENT PLANS
& FIXED ASSETS**



Republic of Namibia



MINISTRY OF JUSTICE

CUSTOMER SERVICE CHARTER

DIVISION: DEVELOPMENT PLANS & FIXED ASSETS

DIRECTORATE: CENTRAL ADMINISTRATION



The Division is responsible for maintaining and developing infrastructures for the Ministry of Justice.

THIS CHARTER

Outline:

- Outlines the service 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
- State what we will do if you contact us
- Confirm that your views count
- Reflects 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 and monitor the Budget;
- Conduct inspection on progress of constructions
- Facilitate the renovation of infrastructure;
- Inspect and maintain infrastructure;
- Facilitate construction of new and upgrading existing infrastructure

OUR CUSTOMERS

- MoJ staff members
- Public Officer Bearers of MOJ.
- Office of the Judiciary
- Office of the Attorney-General

OUR COMMITMENT TO YOU

- We Commit to regular communication with you as customers through meetings, correspondence and information sharing;

We strive to execute our duties within the following guiding **VALUES**:

Integrity

Staff members should possess the qualities of having strong moral principles and being honest.

Transparency

Activities will be carried out in an open manner which is most acceptable, straightforward and readily understandable to our customers.

Impartiality

It is expected from all staff members to treat all persons, rivals or disputants equally.

Accountability

A staff member is required or expected to justify his/her actions or decisions and providing details of performance against targets and identifying who is responsible.

Compassion

Sympathetic pity and concern for the sufferings or misfortunes of others.

OUR SERVICE PROMISE/STANDARDS

We will comply with the following applicable standards

- Prepare quarterly and annual reports on budget execution
- Conduct monthly inspection on progress of constructions;
- Conduct quarterly inspection on maintenance of infrastructures;
- Attend to minor maintenance within two days and major maintenance within a month.
- Facilitate the construction of new and upgrading existing infrastructure as per strategic plan;

WHEN YOU CONTACT US

By telephone, we will:

- we will answer to your call within three (3) rings;
- We will return your call within two (2) days if we can't provide an answer immediately.

In writing, we will:

- Acknowledge receipt of all emails within the same day
- Reply to all correspondence within 2 working days
- Provide you with explanation of how we are handling with your case and inform you of when to expect an answer

If you visit us

- 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.