

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: General & Auxiliary Services

Contact Details:

Subdivision: Human Resource Management:

Mr. Elifas Simon: +264 61 280 5295

Ms. Meriam Kapofi: +264 61 280 5270

Subdivision: Training and Development

Mr. Danny van Rooyen: +264 61 281 2233

**SUBDIVISIONS:
HUMAN RESOURCE MANAGEMENT
HUMAN RESOURCE DEVELOPMENT**

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:
General and Auxiliary Services
2nd Floor, Justitia Building
Independence Avenue
Windhoek**

Phone: +264 61 280 5242

Fax: +264 61 309520

Email: Info.centraladministration@moj.gov.na

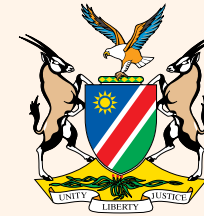
If you are not satisfied with the response from the Deputy Director of the Division General and Auxiliary Services. You may approach the Director: Central Administration. If still not satisfied, you may take the matter further with the Permanent Secretary of the Ministry of Justice at:

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

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

Should you still not satisfied, you may approach the Office of the Prime Minister. If still not yet satisfied you may approach the Ombudsman.

**SUBDIVISIONS:
HUMAN RESOURCE MANAGEMENT
HUMAN RESOURCE DEVELOPMENT**



Republic of Namibia



MINISTRY OF JUSTICE

CUSTOMER SERVICE CHARTER

**SUBDIVISIONS:
HUMAN RESOURCE MANAGEMENT
HUMAN RESOURCE DEVELOPMENT**

**DIRECTORATE:
CENTRAL ADMINISTRATION**



The Subdivision Human Resource Management is responsible for providing administration support and advisory services on issues pertaining to human resources management, managing training and development within the Ministry and ensuring that rules and regulations are correctly

THIS CHARTER

- 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

The Division provide administrative services in the following areas:

- Human Resource Administration and Management
- Industrial relations
- Capacity Development
- Employee Wellness
- Recruitment and Retention of staff
- Performance Management

OUR CUSTOMERS

- MoJ staff members
- General Public
- OMAs and RCs

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

We act with honesty and impartiality

Transparency

Activities must be done in an open, straight forward and easily understandable manner

Service Excellence

We are ready to go the extra mile

Accountability

We take responsibility for our decisions and actions

Professionalism

We take pride in what we do and deliver quality and timely work

Synergy

We value our staff and those whom we serve and promote teamwork

OUR SERVICE PROMISE/STANDARDS

We will comply with the following applicable standards

- Update your Personal file as per your request within one (1) working day;
- Update Human Capital Management System (HCMS) daily;
- Ensure that delegated vacant positions are filled within two (2) months, and undelegated within three (3) months;
- Attend to request for leave credit days within one working day;
- Attend to misconduct cases within one month of their occurrence;
- Respond to grievances within five (5) working days;
- Process applications on medical aid, social security, Home loan, and GIPF within two (2) working day provided all documents are attached;
- Process employees funeral benefit for GIPF and Social Security claims within one (1) working day
- Conduct wellness interventions bi-annually;
- Terminate service within 1 working day upon receipt of notification;
- Process staff benefits upon termination of service within 15 working days provided all required documents are submitted;

WHEN YOU CONTACT US

By phone, we will:

- Answer to your call within three (3) rings;
- 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.

Personally, we will:

- See 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.