



## Ministry of Education, Arts and Culture

### CUSTOMER SERVICE CHARTER

**Department:** Finance and Administration  
**Directorate:** Financial Management

**The Directorate is responsible for maintaining prudent financial management within the Ministry, in line with Laws and Regulations governing State Finances**

#### THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State 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

- Compile the Ministry's Budget
- Control the expenditure in relation to appropriated funds
- Ensure compliance to Laws and Regulations governing the State Finance
- Process staff related expenditures and allowances
- Collect, safe keep, bank as well as report on different sources of revenue collected by the Ministry
- Prepare report to Auditor General and respond to audit queries directed to the Accounting Officer
- Process supplier's payments
- Safe keeping of financial records

#### OUR CUSTOMERS

- Staff members
- Service providers
- Ministry of Finance
- Members of the public
- Auditor General

#### OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely financial services; and
- ✓ We strive to execute our duties within the following guiding **VALUES**:

#### VALUES

- **Integrity** - We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are rules compliant.
- **Accountability** - We shall be accountable for carrying out responsibilities efficiently, timely and with integrity.
- **Professionalism** - We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive.
- **Commitment** - We shall be committed to the Ministry's objectives of providing accessible, equitable and quality education for all.
- **Respect & Empathy** - We shall treat all stakeholders with dignity and politeness at all times. Embracing cultural diversity and tolerance.
- **Transparency** - We shall carry out our activities in an open and most acceptable manner that bears scrutiny to the stakeholders we serve.
- **Teamwork** - We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building.

#### OUR SERVICE PROMISE/STANDARDS

##### We will:

- compile and submit the ministerial budget within the deadline given;
- request for the release of funds by the 20th of each preceding month for spending;
- monitor and control the ministerial expenditure on a daily 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 advances within three (3) working days after receipt, and process salary advices within two (2) working days;
- process leave gratuity within 2 months;
- collect, safe keep, bank as well as report of different sources of revenue collected by the ministry daily;
- prepare and submit annual report to the auditor general as per prescribed time frames;
- process payments for goods and services are processed within fourteen (14) working days upon receipt of an invoice provided that they comply with rules and regulations;
- continuously safe keep financial records;

#### 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 will 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.
- We will respond to your correspondences received within one (1) week after receipt.

##### 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.

#### 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 Directorate.
- 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 Directorate whom you dealt with as well as the date and the time of the communication to improve our services.

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