

## 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 Section;
- 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 Section 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 Section you should contact:**

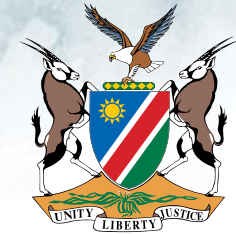
### Internal Auditor

Ministry of Fisheries and Marine Resources  
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Brendan Simbwaye Square, Block C  
Private Bag 13355  
Windhoek

**Phone:** +264 61 205 3065

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- If you are not satisfied with the response from the Section, you may take the matter up with the Executive Director.
- Should you still not be satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Republic of Namibia

## MINISTRY OF FISHERIES AND MARINE RESOURCES

## CUSTOMER SERVICE CHARTER

## DIVISION: GENERAL SERVICES SUB-DIVISION: INTERNAL AUDIT



The section is responsible for evaluating and improving the efficiency and effectiveness of the Ministry's risk management, internal control and governance processes.



## 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
- States that your view 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

- Facilitate the development of a risk-based plan.
- Conduct investigations on internal and external complaints raised.
- Conduct audits on the efficiency and effectiveness of internal controls and governance processes.
- Conduct follow-up audits on implementations of audit recommendations (External/Internal).
- Facilitate the implementation of an effective risk management process.

## OUR CUSTOMERS

- MFMR Staff members
- Audit Committee

## 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;

### Transparency

The Ministry will ensure to deliver its service in a transparent manner, while upholding confidentiality and protect information of individual right holders. The Ministry will maintain close links and constructively exchange of information with the fishing industry and other stakeholders, to ensure better cooperation and understanding on sector issues and thus enhance development and good governance for the benefit of the future generation.

### Accountability

The Ministry will ensure that complaints about our service delivery are dealt with fairly and that a prompt action is taken to rectify shortcomings in areas where satisfactory standards have not been achieved.

### Equity

The Ministry will apply the policy and legislation so as to ensure that equitable access to resources leads to benefit for all interested stakeholders, while facilitating the Namibianisation of the fishing sector.

### Honesty

The Ministry will ensure to, at all times, apply the policy and legislative framework in a fair, trustworthy, genuine and equal manner, while upholding the professional standard in delivering the service

### Loyalty

The Ministry must ensure the creation of a conducive working environment in which staff members will be motivated as team players to conduct their service and make their contributions toward success diligently

### Diligence

The Ministry and its staff are dedicated to provide its services with full commitment in line with the needs and desires of our client/stakeholders as a team.

## OUR SERVICE PROMISE/STANDARDS

### We will:

- Facilitate the development of a risk-based plan
- Provide advisory services to the management at all times.
- Provide Audit Reports within a month upon receipt of complaints.
- Provide audit reports on the efficiency and effectiveness of internal controls and governance processes annually.
- Notify offices of audits 5 working days before the audit work commences.
- Submit audit report to management within 7 working days after the audit is complete.
- Present the audit reports to the Audit Committee/ management meeting at all times.
- Follow-up on recommendations 6 months after the agreed time.
- Continuously facilitate the implementation of an effective risk management process.

## 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.

### 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.

