

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.
- 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.

FEEDBACK, COMMENTS AND COMPLAINTS

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

The Director:
Directorate: Legal Aid
Directorate at Kisting House
Opposite Magistrates Court
Mungunda Street, Katutura
Windhoek

Phone: +264 61 420 200
Cell: +264 81 144 0146
Fax: +264 61 230 204
E-mail: info.legalaid@moj.gov.na

- If you are not satisfied with the response from the Directorate you may take the matter up with the Executive Director of the Ministry of Justice.
- Should you still not be satisfied you may approach the office of the Prime Minister.
- If you are still not satisfied with our response, you may approach the Ombudsman.



Republic of Namibia

MINISTRY OF JUSTICE

Customer Service Charter

Directorate: Legal Aid



**The Directorate is responsible for providing
Legal Aid to indigent persons.**



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

- Consider applications for legal aid.
- Notify applicants of the outcome.
- Ask for the contribution towards legal aid, if required by law.
- Instruct legal aid counsel or legal practitioner to represent eligible persons.
- Process invoices for payment.
- Terminate legal aid when appropriate.

OUR CUSTOMERS

- Members of the public who qualify for legal aid

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of timeous, quality legal services to O/M/A/s and the general public; and
- We strive to execute our duties within the following guiding **VALUES**:

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:

- Consider applications for legal aid within (10) working days.
- Notify applicant vis SMS and or Clerk of the Court of the outcome withi (3) working days.
- Ask for the contribution towards legal aid, if required by law.
- Instruct legal aid counsel and legal practitioners to represent eligible persons within (3) working days.
- Process invoices for payment within (5) working days.
- Terminate legal aid when appropriate.

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.
- 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 referrals, 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.