

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.
- 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 factors, including your input and co-operation.

We therefore request you to:

- Be honest and patient.
- Be timely in providing required information to the Directorate.
- Comply with existing Legislation, Regulations and Procedures.
- 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 about the activities or services of the Directorate you should contact:

Chief: Legal Services

Directorate: Legal Services & International Cooperation
Justitia Building, 1st Floor, Room 141A
Independence Avenue
Windhoek

Tel: + 264 61 280 5333

Fax: + 264 61 254 054

Email: info.legalservices@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.



MINISTRY OF JUSTICE

Customer Service Charter

Directorate: Legal Services



The Directorate is responsible for providing legal services to national and international stakeholders.



THIS CHARTER

- Outlines the service we provide (What we do).
- Defines who our Customers are.
- Reflects our commitment.
- Sets standards 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

- Issue Apostille.
- Process requests for extradition and Mutual Legal Assistance in criminal matters.
- Process requests for reciprocal service of civil process on behalf of foreign Governments.
- Process requests for reciprocal enforcement of maintenance orders and foreign civil judgment on behalf of foreign governments.
- Provide administrative functions to the Inter-Ministerial Committee on Human Rights.
- Compile, draft and submit periodic human rights state reports to international human rights bodies.
- Respond to queries and questions on human rights and international humanitarian law.
- Represent government at SADC, AU, commonwealth countries and UN meetings on legal matters.

OUR CUSTOMERS

- Offices, Ministries and Agencies (O/M/As).
- Public.

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of timeous, quality legal services to O/M/As and the general public; and
- 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

- Issue Apostille within three (3) working days.
- Process requests for extradition and Mutual Legal Assistance in criminal matters within ten (10) working days upon receipt of request.
- Process reciprocal service of court process on behalf of foreign Governments within ten (10) working days of receipt.
- Process reciprocal enforcement of maintenance orders and foreign civil judgement on behalf of foreign governments within ten (10) working days.

- Arrange quarterly meetings of the Inter-Ministerial Committee (IMC) on Human Rights and humanitarian law.
- Submit minutes of the IMC meetings within fourteen (14) working days from the date of the meeting.
- Compile, draft and submit periodic human rights state reports to international human rights bodies as required by the international instrument.
- Respond to queries and questions on human rights and international humanitarian law according to the time-limit.
- Represent government at SADC, AU, commonwealth countries and UN meetings on legal matters upon request.

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.