

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 Division 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: Legislative Drafting
Sanlam building 8th Floor,
Independence Avenue
Windhoek

Tel: Directorate: Legislative drafting +264 61 280 5337

Tel: Government Gazette +264 61 280 5275 / 5227

Email: info.legislativedrafting@moj.gov.na
and
drafters@moj.gov.na

- If you are not satisfied with the response from the Directorate you may take the matter up with 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.

If you are still not satisfied with our response, you may approach the Ombudsman.



Ministry of Justice

Customer Service Charter

Directorate: Legislative Drafting



The Directorate is responsible for translating policies into legislation and publishing legislation, notices and other legal publications in the Gazette.



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

- We scrutinize and draft proposed:
 - » Bills for offices Ministries Agencies (O/M/As).
 - » Proclamations for the President.
 - » Regulations, rules and other regulatory measures for O/M/As.
 - » Administrative notice for O/M/As.
- We advise the Cabinet Committee on Legislation (CCL) in their legislative capacity.
- We publish legislation, proclamations and notices of O/M/As and other legal publications of the public in the Government Gazette.
- We avail Gazettes.

OUR CUSTOMERS

- Government Offices, Ministries and Agencies (O/M/As).
- Members of the 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:

- Advise the Cabinet Committee on Legislation (CCL) on proposed legislation at all times.
- Publish legislation, notices and other legal publications within (9) working days from the date of submission of instructions.
- Provide Gazettes within a day upon request provided copies are available.

Instructions	Standards
Bills - New or Amendment Bills	1 to 6 Months
Proclamations	1 day to 3 days
Regulations	1 day to 120 days
Government Notices	1 day to 15 days

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;
- 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.