

## YOUR VIEWS COUNT

- We continuously strive to improve our service 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 unhappy with our service delivery.
- Give us your view, 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 and patient.
- Be timely in providing required and accurate information to the Directorate.
- Comply with existing Legislation, Regulations and Procedures.
- Treat our staff members with respect.

**When you communicate with us, please provide the following information:**

- Your full name.
- Postal address, Email Address, telephone and fax number (if any).
- File number and name.
- Provide a clear description of your particular concern/s or need.
- Keep a record of the issue at stake and the person in our Directorate whom you deal with as well as the date and the time of the communication so that we can improve our services.

## FEEDBACK, COMMENT AND COMPLAINTS

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

**Master of the High Court:  
High Court Building  
John Meinert Street  
Opposite Robert Mugabe Clinic  
Windhoek**

Master of the High Court: Tel: +264-61-292 1201  
Deputy Master of the High Court: Tel: +264-61-292 1119

**Email Address:** info.mohc@moj.gov.na

- If you are not satisfied with the response from the Directorate.
- You can approach 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: Master of the High Court



***“Protection of inheritance is our priority”***

The Directorate is responsible for registering and winding-up of deceased estates; insolvencies; curatorships and trusts, and managing of Guardian's Fund.



## 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

- Register and supervise the administration process of deceased estates.
- Decide upon the validity of Wills.
- Register and supervise the administration process of Insolvencies and Curatorships.
- Register Trusts and issue Trust certificates.
- Ensure compliance with Financial Intelligence Act.
- Manage funds for minors, persons with certain disabilities, absent and unborn heirs.

## OUR CUSTOMERS

- Public members.

## 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**:

### **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:

### **We will:**

- Issue all letters of appointments in deceased estates, insolvencies and curatorship within (10) working days.
- Issue certificates of deceased estates, insolvencies, curatorship and trusts within (10) working days.
- Make payments within (10) working days from date of validation of documents by ministry of home affairs.
- Make sound investments on behalf of minors, mentally challenged persons, absent and unborn heirs. Inheritance depending on the verification when the need arise.

## 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.