

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.
- 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 thus request you to:

- Be honest and patient.
- Be timely in providing required and accurate information to the Division.
- 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 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 Division you should contact:

**Deputy Director Security and
Risk management Services
Ministry of Justice
2nd floor, Justitia Building,
Independence Avenue
Private Bag 13302
Windhoek**

Phone: +264 61 280 5371

Fax: +264 61 250 868

E-mail: info.security-risk@moj.gov.na

- If you are not satisfied with the response from the Division 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

Office of the Executive Director Division: Security & Risk Management Services



The Division supports the Ministry of Justice by providing strategic oversight of protective security across information, personnel and physical security to assist continuous delivery of business operations.



THIS CHARTER

- Outlines the service we provide (What we do).
- Defines who are our Customers.
- 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.
- Your view counts.
- 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

- Identifying and managing physical security risks.
- Ensuring a safe and secure physical environment for MOJ personnel, contractors, clients and the public.
- Ensuring a secure physical environment for official resources.
- Managing physical security measures and access controls to protect facilities, information and physical assets, for example certification of security zones.
- Identifying and managing personnel security risks.
- Developing and conducting security awareness training programs.
- Provide security advice.
- Coordinate the vetting/security clearance process.
- Liaising with other law enforcement agencies and managing security contractors in the delivery of security services including security guard (guarding).

OUR CUSTOMERS

- MOJ Staff Members
- MOJ Public Office Bearers
- MOJ Clients and Stakeholders

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of accurate and timely office support service; 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:

- Develop the Security and Response Plan after every three years.
- Ensure adherence to legal frameworks that guide or regulate security at all times.
- Conduct security awareness session on a quarterly basis.
- Conduct the investigation on security / risk incidents and security breach and submit report after (7) days and submit a full report within (1) month to the Executive Director.
- Conduct periodic auditing of assets, recording the location and authorized custodian of assets.
- Review security clearance after (3) years.
- Visit security guards on duty during the day and night shifts twice a week.

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.