

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 unhappy with our service delivery.
- Give us your comments, so that we can improve our service.
- Your information will be treated as confidential.

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 Division;
- 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 and telephone and / or 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 deal with as well as the date and the time of the communication can improve our services.

FEEDBACK/COMMENT/COMPLAINT

If you have any comment, suggestion or a request about the activities or services of the Subdivision, you should contact:

The Chief Accountant
National Planning Commission
Government Office Park
Luther Street
Private Bag 13356
Windhoek
Namibia

Phone: +264 61 2834096
Fax: +264 61 2834175
E-mail: financecustomer@npc.gov.na
Website: www.npc.gov.na

- *If you are not satisfied with the response from the Subdivision, you may take the matter up with the Deputy Director for Finance and Administration.*
- *If still not satisfied with the response or action taken, you may approach the Director of Finance and Administration.*
- *Should you still not be satisfied with the response or action taken, you may approach the Executive Director of the National Planning Commission.*
- *Should you still not be satisfied with the response or action taken you may approach the Director General of the National Planning Commission*
- *If still not satisfied, you may approach the Office of the Prime Minister. If you are then still not satisfied, you may approach the Office of the Ombudsman.*



Republic of Namibia

OFFICE OF THE PRESIDENT

National Planning Commission

**CUSTOMER SERVICE
CHARTER**

Directorate of Administration

Division Finance and Administration

Subdivision: Finance

The subdivision is responsible for maintaining Prudent Financial Management and optimal use of financial resources through sound planning and monitoring.



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

- Prepare, monitor and control the Agency's Budget;
- Control the course of expenditure in relation to appropriated funds;
- Prepare budget execution reports;
- Ensure compliance to Laws and Regulations governing the State Moneys;
- Process staff related expenditures and allowances;
- Process suppliers/creditors payments;
- Process subsidy payments to Namibia statistics Agency;
- Reconcile the Suspense and Expenditure Accounts;
- Collect, safekeeping, banking and report on different sources of revenue collected by the Agency;
- Prepare Financial statements to the Auditor General.

OUR CUSTOMERS

- Staff members of the National Planning Commission
- Service providers/ Suppliers
- Namibia Statistics Agency

OUR COMMITMENT TO YOU

Our commitment to our customers is the provision of accurate and timely financial service; and

We strive to execute our duties within the following guiding **VALUES**:

Accountability

To be answerable for the mandate and resources entrusted to NPC.

Professionalism

Being objective, efficient and effective in performing official duties, using competency and capacity to adhere to set targets and standards in order to deliver quality services and provide timely feedback.

Integrity

Serving with honesty without fear or favour.

Transparency

Ensuring openness, communication and provision of information relating to the planning and coordination of national development processes.

Teamwork

Recognizing that our effectiveness as an institution is not determined by individual performance but by our collective performance as a team.

OUR SERVICE PROMISE/STANDARDS

We will:

- Prepare the Agency's budget within the given deadline by Treasury;
- Prepare monthly TAW within 5 working days upon receipt of the ceilings.
- Monitor and control the vote's expenditure on a monthly basis;
- Prepare quarterly and annual on budget execution reports;
- Ensure adherence to legal frameworks at all times;
- Process DSA application forms and claims within two (2) working days provided that the forms are fully completed, approved and relevant documents are attached;
- Process Leave Gratuity within two (2) working days upon receipt of the tax directive;
- Process Overtime claims within two (2) working days provided that the forms are fully completed, approved and relevant documents are attached;

- Process all other payroll related advices within (2) working days;
- Ensure that payments for goods and services are processed within five (5) working days upon receipt of an invoices provided that it complies with rules and regulations;
- Process subsidy payments to NSA within five (5) working days provided that all relevant documents are attached;
- Reconcile the Suspense and Expenditure Accounts of the Agency on a monthly basis;
- Deposit revenue collected and update cashbook daily;
- Prepare Annual Financial Statements to the Auditor General and respond to audit queries within the prescribed time frame;

WHEN YOU CONTACT US

If you phone us, we will-

- answer to your call within three (3) rings; and
- return your call within two (2) days if we can't provide an answer immediately.

If you write to us, we will-

- Acknowledge receipt within two (2) working days, provide you with an explanation of how we are handling your case and inform you when to expect answer.

If you visit us, we will-

- attend to you within five (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 give an indication as to when you can expect an answer.

