

## 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; and
- 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 Section;
- 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 Section 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 Section you should contact:*

Chief Internal Auditor  
Ministry of Industrialisation and Trade  
C/o Dr. Kenneth Kaunda and Goethe Street  
Private Bag 1682  
Windhoek  
Namibia

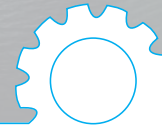
Phone: +264 61 283 7502  
E-mail: [iaudit@mit.gov.na](mailto:iaudit@mit.gov.na)

- If you are not satisfied with the response from the Directorate, you may take the matter up with the Deputy Executive Director for Industrial Development.
- If still not satisfied with the response or action taken, you may approach the Executive Director.
- Should you still not be satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



REPUBLIC OF NAMIBIA

## MINISTRY OF INDUSTRIALISATION AND TRADE



# CUSTOMER SERVICE CHARTER

**DIRECTORATE: GENERAL SERVICES  
DIVISION: FINANCE AND ADMINISTRATION  
SECTION: INTERNAL AUDIT**

The Section is responsible for evaluating and improving the effectiveness of the Ministry's risk management, internal control and governance processes.



## THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who our Customers are
- Reflects our commitment
- Sets standard of services that you can expect from us at all times
- States 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

- Develop risk based audit plan;
- Facilitate the implementation of an effective risk management process;
- Conduct audits on the effectiveness of the internal controls and governance processes;
- Conduct follow-up audits on implementations of audit recommendations (Internal/External);
- Update the Issue Tracker as per observations/findings;
- Conduct investigations on internal and external complaints raised.

## OUR CUSTOMERS

- Management
- Staff members
- Audit, Risk and Compliance Committee

## OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of effective and efficient audit services.
- We strive to execute our duties within the following guiding **VALUES**:

**Teamwork** We recognize the value and benefits of working together in unity of purpose, comradeship and fostering good team spirit and relation within the MIT and with our external partners and stakeholders.

**Transparent** We will be open in our practices to our clients and willing and available to account for all our actions and activities.

**Innovative** We pledge to be innovative in our methods of doing things.

**Professionals** We will exhibit the requisite competencies and skills required in areas of responsibilities.

**Integrity** A pledge to be above board in our behavior and ethical in our conduct and dealings, objective and reasonable in treating each person equitably.

**Accountable** A pledge that will be held accountable for our actions.

## OUR SERVICE PROMISE/STANDARDS

### We will:

- Develop risk based audit plan annually;
- Continuously facilitate the implementation of an effective risk management process;
- Conduct audits on the effectiveness of the internal controls and governance processes annually or when the need arises;
- Send out the audit report to management within five (5) working days after the audit is completed;
- Present the audit reports to the Audit Committee/ Management at all times;

- Conduct follow-up audits on implementation of audit recommendations, six (6) months after the agreed time period with the user department;
- Update the Issue Tracker as per observations/findings on a monthly basis;
- Conduct investigations within fourteen (14) working days upon receipt of a complaint raised.

## 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;
- If you need referral, 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.