

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 subdivision;
- 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 subdivision whom you dealt with as well as the date and the time of the communication to improve our services

FEEDBACK, COMMENTS AND COMPLAINT

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

The Chief Internal Audit
Khomas Regional Council
Private Bag 13306
Windhoek
Namibia

Phone: +264 61

Fax: +264 61

E-mail: gov.na

- If you are not satisfied with the response from the division you may take the matter up with the Chief Regional Officer
- Should you still not satisfied you may approach the Office of the Prime Minister: Public Service Commission.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Khomas Regional Council

CUSTOMER SERVICE CHARTER

Office of the Chief Regional Officer

Section: Internal Audit

Internal Audit division assists the Council and its Management in accomplishing its objectives, by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of organizations risk management, control and governance processes.



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 count
- 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

The division provides administrative service in the following areas;

- Conduct audits **and inspection** for the Council.
- Follow-up on implementations of audit recommendations (external/Internal).
- Evaluate the effectiveness of the internal controls.
- Update the Issue Tracker as per findings
- Facilitate the implementation of an effective risk management process
- Conduct investigations on request

OUR CUSTOMERS

- KRC Management

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficiency quality of service; and
- ✓ We strive to execute our duties within the following guiding **VALUES**:

Accountability:

Being responsible and answerable for every action we take.

Transparency:

Discharging our duties and responsibilities in open, fair and pro-active manner

Integrity:

Discharging our mandate with honesty, dignity and honor, in an uncompromising manner.

Professionalism:

Strict and nonpartisan adherence to our core values and responsibilities, embracing partnership with all stakeholders.

Responsiveness:

Being proactive, efficient and effective in addressing the needs and expectations of our people in relation to our mandate.

Teamwork:

Working together towards attaining our strategic objectives in a collective and collaborative manner.

OUR SERVICE PROMISE/STANDARDS

We will:

- Send out Scope letters three (3) days before the audit work commences.
- Send out the audit report to management within two (2) days after the audit is complete.
- Present the audit reports in the next management meeting following/after it are presented to the Audit Committee.
- Conduct follow-up on recommended implementations regularly prior to the agreed time
- Evaluate the effectiveness of the internal controls on quarterly basis.
- Update the Issue Tracker on a weekly basis
- Continuously facilitate the implementation of an effective risk management process
- Acknowledge receipt for investigations within 2 working days.
- Conduct investigation within a week upon receipt of notification;
- **Attend to Ad hoc queries within five (5) working days after preliminary investigation is done by management.**

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 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.