



**OFFICE OF THE AUDITOR-GENERAL, NAMIBIA**

# **CUSTOMER SERVICE CHARTER**



**"Enhancing Transparent Accountability"**

# TABLE OF CONTENTS

ABBREVIATIONS.....	2
FOREWORD.....	3
ACKNOWLEDGEMENT.....	4
OUR MANDATE, VISION AND MISSION.....	5
CHARTER OUTLINES.....	6
OUR CUSTOMERS.....	7
OUR COMMITMENT TO YOU.....	8
OUR SERVICE PROMISE/STANDARDS DEPARTMENT: REGULARITY AUDITS.....	9
OUR SERVICE PROMISE/STANDARDS DEPARTMENT: ADMINISTRATION DIRECTORATE.....	11
OUR SERVICE PROMISE/STANDARDS: OFFICE OF THE DEPUTY AUDITOR-GENERAL: SUBDIVISIONS.....	18
WHEN YOU CONTACT US.....	20
WHAT WE ASK OF YOU.....	21

# ABBREVIATIONS

<b>AG</b>	Auditor-General
<b>DAG</b>	Deputy Auditor-General
<b>HR</b>	Human Resource
<b>HPP</b>	Harambee Prosperity Plan
<b>IA</b>	Internal Audit
<b>ISSAIs</b>	International Standards of Supreme Audit Institutions
<b>IT</b>	Information Technology
<b>LA</b>	Local Authorities
<b>NDP</b>	National Development Plan
<b>OMA</b>	Offices/Ministries/Agencies
<b>RC</b>	Regional Councils

# FOREWORD



The Office of the Auditor-General is mandated to audit O/M/As, Regional Councils, and Local Authorities, Funds as well as legally assigned Statutory Bodies and report thereon to the National Assembly according to the State Finance Act, 1991 (Act 31 of 1991).”

The Customer Service charter is an integral strategic objective of the Office that improves the services provided to its clients with consistent and high quality service standards, in order to enhance the importance of providing improved and monitored level of services. Through this charter, our customers are informed and educated of our roles and functions as an Office and are therefore the service-base from which we draw our improvement from.

The audit process as core function of the office requires due diligence daily, and with processes and systems changing in a revolving society, we appreciate substantial comments and suggestions from our customers, in order for us to improve the quality in which we serve them. It is therefore our pledge to keep improving in delivering our service through enhancing transparent accountability of the state revenue.

*Junias Etuna Kandjeke*

*AUDITOR-GENERAL*

# ACKNOWLEDGEMENT

This key document was crafted to intervene in restoring confidence in public service delivery, by being a people-centered and inclusive document through addressing information deficiency, thus resulting in having informed citizens that will question office bearers in what is due to them in terms of service delivery.



I would like to take this opportunity to genuinely thank the office of the Prime Minister, Department of Public Service Management and the OAG Public Relations and Communications sub division that guided and made us own this document by being inclusive in the crafting process and all OAG staff members who came forth and contributed to ensure transparency and accountability for the document, bearing their office name.

At this point, I urge all staff to be more agile in attaining the set targets without losing sight of the end vision.

*Goms Menette*

*DEPUTY AUDITOR-GENERAL*

# Mandate

The Auditor-General's mandate is to audit O/M/As, Regional Councils, and Local Authorities, Funds as well as legally assigned Statutory Bodies and report thereon to the National Assembly according to the State Finance Act, 1991 (Act 31 of 1991).

# Vision

To be a leading Supreme Audit Institution, in enhancing accountability and transparency in the use of public resources.

# Mission

To provide independent audit assurance in accordance with International Auditing Standards to stakeholders.

The Office was established with the key objective to audit the state revenue fund and report thereon to the National Assembly and derives its mandate from the following high level documents:

- o Namibian Constitution Article 20
- o National Development Plan, NDP5
- o State Finance Act, 1991 (Act 31 of 1991)
- o National Vision 2030
- o Harambee Prosperity Plan (HPP, HPP2)

# CHARTER OUTLINES:

1. What we do
2. Our Customers
3. Our commitment to you
4. Our service promise/standards
5. When you contact us
6. Your views count
7. What we ask of you
8. Dealing with your complaint

## WHAT WE DO

The business of the Office of the Auditor-General is steered by two Departments: Regulatory and Performance Audit and one Directorate: Administration, as well as four Sub Divisions that report directly to the Office of the Deputy Auditor-General.

### Regulatory Audits

Provide audit assurance to O/M/A s, Regional Councils (RCs), Local Authorities (LAs) and Legally Assigned Statutory Bodies and Funds in terms of Sections 25, 26 and 27 of the State Finance Act, 1991 (Act 31 of 1991) in accordance with International Standards of Supreme Audit Institutions (ISSAIs).

### Performance Audits

Carry out independent performance and environmental audits on the economy, efficiency, effectiveness and the impact on the environment and report to the National Assembly on the use of public resources by Central Government, Regional Councils, Local Authorities and legally assigned Statutory Bodies.

### Administration

Is responsible for providing administrative support and advisory services on issues pertaining to auxiliary services, human resources management, finance and information technology, to OAG employees and other stakeholders. Ensuring that rules and regulations of administrative processes are correctly understood, implemented and complied to.

### Quality Assurance

Review the compliance and the effectiveness of quality control systems within the various Directorates of the Office both on an Institutional and Individual audit file Level to give assurance to the Auditor-General, that the output of the audit reports is appropriate in circumstance. This is done in accordance with; International Standards of Supreme Audit Institutions (ISSAIs); Quality Assurance Handbook; Quality Assurance Policy.

## Information Systems Audit

Audit information systems and related controls of Offices, Ministries, Agencies (O/M/As) to gain assurance or identify violations of the principles of confidentiality, integrity, availability and compliance of the IT system and related technology. This is done in accordance with; International Standards of Supreme Audit Institutions (ISSAIs); ISO Standards (27001, 38000, 20000); ISACA standards; COBIT 5; Sections 25, 26 and 27 of the State Finance Act, 1991 (Act 31 of 1991).

## Internal Audit and Risk Management

Assisting the Office of the Auditor-General 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.

## Communication and Public Relations

Serve as a link between the Office, and its external and internal customers, to ensure that information is communicated timely, effectively and in an economical manner.

# CUSTOMERS

- o Government Offices, Ministries and Agencies
- o Regional Councils and Local Authorities
- o Legally Assigned Statutory Bodies
- o Parliament
- o Public Accounts Committee (PAC)
- o General Public
- o OAG Staff Members
- o Partners
- o Suppliers
- o Other external stakeholders



# OUR COMMITMENT TO YOU

- We commit to regular communications with you as customers through meetings, correspondence/ reports, and information sharing and to provide quality and timely audit service;
- We strive to execute our duties within the following guiding Values:

## Confidentiality and transparency

We will appropriately protect the information, balancing this with the need for transparency and accountability.

## Independence & Objectivity

We will strive to be free from circumstances or influences that compromise, or may be seen as compromising, professional judgment, and to act in an impartial and unbiased manner.

## Integrity

We will act honestly, reliably, in good faith, and the public interest.

## Professional Behavior

We will comply with applicable laws, regulations, and conventions, and avoid any conduct that may discredit the OAG.

## Accountability

We will strive to comply with legal obligations about our audit mandate and required reporting and will therefore report on the regularity and the efficiency of the use of public funds, including our actions and activities and the use of our resources. We will also evaluate the impact of our audits and the head of OAG, members and OAG personnel will be held responsible for their actions.

# OUR SERVICE PROMISE/ STANDARDS

Our service promise in Regularity and Performance Audit includes the following services:

## ACCRUAL BASED AUDITS

### We will:

- Ensure that audits are conducted in compliance with International Standards of auditing;
- Conduct special audit/ investigation within a month upon receipt of financial statement;
- Examine and audit the account books, accounts, registers, statements, and systems of internal control annually;
- Conduct annual Compliance audit and Transversal audits when need arise;
- Communicate findings and recommendations within seven working days after the conclusion of audits;
- Conduct follow-up audits on recommended implementations within the next financial year audit;
- Provide customer engagement sessions after every three years or when need arise;
- Provide training to PAC when need arise and advisory services at all times;
- Produce annual Audit Reports before the end of the next financial year;
- Respond to your call at **Tel +264 61 285 8000/ Fax + 264 61 224 301.**

## CASH BASED AUDITS

### We will:

- Ensure that audits are conducted in compliance with the International Standards of Supreme Audit Institutions (ISSAI);
- Conduct a special audit/Investigation within three (3) months (depending on the volume of work, location and availability of resources) upon receipt of the request;
- Examine and audit the account books, accounts, registers, statements, and systems of internal control annually;
- Conduct annual assets and revenue inspections;
- Conduct annual Compliance; KPI and Transversal audits;
- Communicate findings and recommendations within ten working days after the conclusion of audits;
- Conduct follow-up audits on recommended implementations within the next financial year audit;
- Provide customer education workshops/ training sessions to O/M/As on an annual basis or when

needed;

- Provide training to PAC when need arise and advisory services at all times;
- Produce annual Audit Reports by 31 March;
- Produce annual consolidated audit report on the accounts of the Government of the Republic of Namibia;
- Respond to your call at **Tel +264 61 285 8000/ Fax + 264 61 224 301.**

## PERFORMANCE, ENVIRONMENTAL, AND COMPLIANCE AUDITS

**We will:**

- Initiate and carry out planned performance and environmental audits as per the set calendar;
- Ensure compliance with set standards, policies, laws, and regulations at all times;
- Continuously identify environmental issues and the impact thereof;
- Compile audit reports for submission to the National Assembly within 3 months after completion of each audit;
- Carry out follow-up audits on implementation of recommendations as per set calendar;
- Respond to your call at **Tel: +264 61 285 8000/ Fax + 264 61 224 301.**

## DIVISION: RESEARCH AND DEVELOPMENT AND FUNCTIONAL TRAINING

**We will:**

- Continuously undertake audit-related research through benchmarking and other methodologies;
- Represent and participate at local and international audit forums as required;
- Provide and monitor technical interpretive and advisory services when need arise;
- Contribute towards Supreme Audit Institutions (SAI) level initiatives;
- Continuously advocate for enhancing capacity building and professional development;
- Update new audit approaches, methods, and procedures as the need arises;
- Steer the internal and external stakeholder survey after every three years;
- Steer the development and application of accounting and auditing standards as required;
- Provide and coordinate annual in-house training;
- As required, collaborate with Audit services to conduct and co-ordinate stakeholder education sessions;
- Continuously monitor and evaluate the impact of training on audit service outputs.
- Respond to your call at **Tel: +264 61 285 8000/ Fax + 264 61 224 301.**

## DIRECTORATE: ADMINISTRATION

Our service promise in Administration includes the following Services:

### AUXILIARY SERVICES: CLEANERS

**We will:**

- Maintain office hygiene weekly;
- Safekeeping and distribution of cleaning materials and equipment daily;
- Report any damages/losses of equipment as the need arise;
- Conduct stock-taking of all cleaning materials once a month;
- Clean dining areas, cafeteria, boardrooms, auditorium, and consulting rooms whenever necessary and after each use;
- Comply with the Health & Safety Policy daily;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**

### AUXILIARY SERVICES: SECRETARY

**We will:**

- Receive and Welcome visitors and staff to Executive Managers daily;
- Upload all tabled reports on the ARMS system within 48 hours of receipt of the minutes;
- Manage ED/Directors diary daily;
- Arrange local and international travels 2 weeks in advance;
- Coordinating and arranging meetings, workshops, and Stakeholder engagement as the need arise;
- Ensure the ED/Director Daily Subsistence Allowance (DSA) claims are submitted and reconciled monthly;
- Type meeting minutes and all related correspondence, as the need arises;
- Ensure submission and request for executive team refreshments, when needed;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**

### AUXILIARY SERVICES: STOCK CONTROL

**We will:**

- Ensure that the required stock is available at all times;
- Ensure regular bookkeeping, safekeeping, issue, and maintain office supplies and storeroom keys;
- Update, safe keep and maintain stock registers monthly;

- Compile a list of all stolen or broken equipment, any losses, and any detected irregularities and a report in writing then;
- Carry out annual general stock-taking;
- Inspect office equipment for completeness annually;
- Inspect office equipment within a day when staff members vacate the office;
- Responsible for the disposal of equipment according to the disposal procedures;
- Ensure that office equipment is serviced when applicable;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**

## AUXILIARY SERVICES: TRANSPORT

### We will:

- Avail transport and issue a trip authority within a day;
- Submit a complete trip authority and log statement of kilometers traveled;
- Scrutinise monthly kilometer returns;
- Inspect vehicles before and after handover;
- Forward request to the bank for new and replacement of lost fuel cards within two working days and provide a new card within two weeks;
- Ensure vehicles are serviced when due and collect and distribute license discs within five working days before the expiry date;
- Verify and submit invoices to Finance within two working days after receipt;
- Safe keep and maintain trip authority books and petrol cards daily;
- Report any accidents or detected irregularities and malfunctioning of the Vehicle Tracking System when the need arises;
- Monitor the movement of vehicles at least once a day to ensure that drivers comply with the regulations;
- Transport staff members to and from required destinations upon request;
- Delivery and return of the post-bag weekly;
- Collect and deliver official documents and supplies to various destinations as the need arise;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301**

## AUXILIARY SERVICES: REGISTRY

### We will:

- Control the filing arrangement system and the distribution of files daily;
- Ensure that documents kept pending are returned to the appropriate officials when the date falls due;
- Correspondence and related alteration to policies should be placed on policy files at all times;
- Manage all incoming and outgoing mail to and from the Registry office daily;
- Ensure that the opening, closing, and disposal of files are done by the National Archives when applicable;
- Ensure the disposal of old records and certificates to archives when applicable;
- Sort, scan, and upload all records on the EDRMS System daily;
- Liaise with the National Archives and the EDRMS team of OPM regularly;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**

## AUXILIARY SERVICES: MAINTENANCE

### We will:

- Do maintenance planning annually;
- Review asset needs quarterly;
- Receive and respond to maintenance call logs – within 1 day;
- Confirm quality over maintenance completed, as it occurred;
- Attend to minor maintenance within 24 hours and major maintenance within three months;
- Issue and control stock daily;
- Continuously conduct preventative building maintenance inspection;
- Attend to all procurement requests within the prescribed time;
- Interact promptly and professionally with external service providers, at all times;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**

## AUXILIARY SERVICES: REPRODUCTION

### We will:

- Photocopy all official documents and annual reports as the need arises;
- Scan minutes and tabled reports and inform secretaries of all tabled reports within 24 hours of the receipt of minutes from the National Assembly;
- Ensure that annual reports are distributed to the various institutions that are on the free services list after tabling;
- Check minutes of the National Assembly regularly for any reports that have been tabled and enter the date of tabling in the stock register;
- Scan minutes and tabled reports to upload on the ARMS system within 48 hours of receipt of minutes;
- Conduct stocktaking on all reports once a month;
- Ensure stock and free services register is updated the same day that any report is received, issued or sold;
- Balance the register at the end of the financial year;
- Ensure that all Acts and Treasury instructions are amended within 48 hours after receipt;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**

## AUXILIARY SERVICES: RECEPTION

### We will:

- Receive, host, and direct OAG visitors and clients, daily;
- Manage and maintain the MAN3000 telephone system, daily;
- Deliver mail received via post/ hand delivery to the recipient daily;
- Record and Maintain incoming job application forms, when necessary;
- Receive and record faxed communication, daily;
- Update of telephone list, telephone account, and fax account monthly;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**

## AUXILIARY SERVICES: PROCUREMENT MANAGEMENT UNIT

### We will:

- Execute procurement by the annual procurement plan;
- Send the bid invitation to run for a period of 30 days;
- Compile the summary sheet of bids received, weekly;
- Implement requests within 2 days upon receipt of the complete document;
- Send the Bidding documents to the Bid Evaluation Committee within 2 days after the closing of the bids;
- Ensure the Bidding documents are returned to the PMU within 21 days after the bid evaluation was performed;
- Facilitate the recommendation from the Procurement Committee to the Deputy Auditor-General, within 1 week;
- Procure the required service/ goods within 1 week (on condition goods/services are available);
- Process receipt of payment within 2 days after receipt of invoices;
- Maintain and keep records of all procurements done daily;
- Submit quarterly procurement reports to the Deputy Auditor-General and Policy Unit;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**

## INFORMATION TECHNOLOGY

### We will:

- Provide adequate IT hardware/software and network infrastructure on the date of assumption of duty;
- Provide day-to-day helpdesk support;
- Prepare all ICT equipment for end users' usage as the need arise;
- Replace hardware components within 24 hours;
- Manage and monitor network performance daily;
- Develop and maintain all in-house systems as the need arise;
- Manage supplies and licenses and plan for software acquisitions annually;
- Continuously monitor and update web services;
- Carry out anti-virus health check daily;
- Backup all servers daily;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**



# HUMAN RESOURCE MANAGEMENT

## We will:

- Update records as per your request within five (5) working days;
- Continuously Update Human Capital Management System (HCMS);
- Ensure that delegated vacant positions are filled within two (2) months, and undelegated within three (3) months;
- Attend to request for leave credit days within one working day;
- Attend to misconduct cases within one month of their occurrence;
- Respond to grievances within five (5) working days;
- Process applications for medical aid, social security, Home loan, and GIPF within one (1) working the day provided all documents are attached;
- Process employee benefits and Social Security claims within 1 working day provided all documents are attached;
- Continuously conduct wellness sessions as per the Annual Wellness Plan;
- Process notice of termination of service within 1 working day upon receipt of notification;
- Interpret policies on request by staff members right away or within two working days if we cannot provide an answer instantly;
- Notify other units of appointments within a day after receipt of acceptance of the offer by the appointed candidate, and on termination of service within five working days from the date of receipt of notification of termination;
- Notify other units of the return of existing staff members from an official assignment/ secondment / release, a week before the member returns;
- Conduct Training Need Analysis (TNA) after every three years and/or when need arise;
- Develop Human Resource Development Plan after every three years;
- Develop annual training plan;
- Attend and provide feedback to non-qualifying training requests within 7 working days;
- Continuously attend to qualifying training requests and provide feedback on application status within working days after the training committee meeting;
- Circulate bilateral agreement courses within a day upon receipt;
- Facilitate induction training to appointed/promoted/transferred staff members within one (1) week from the date of assumption of duty;
- Facilitate the development of a Strategic Plan every five (5) years and Annual Plans in the fourth

quarter;

- Facilitate the development of the Performance Agreements before the first month of the next financial year;
- Ensure quarterly performance review is done within two weeks after the end of each quarter;
- Respond to your call at **Tel: +264 61 285 8000/ Fax: + 264 224 301.**

## FINANCE

**We will:**

- Prepare and submit OAG Budget within the deadline given;
- Monitor and control OAG expenditure every month;
- Prepare monthly, quarterly, and annual reports on budget execution;
- Ensure adherence to legal frameworks that guide or regulate procurement at all times;
- Process Daily Subsistence Allowance (DSA) and salary advice within two working days, after receipt;
- Process overtime claims within 3 working days;
- Process leave gratuity within 1 month;
- Submit the Treasury Authorization Warrant (TAW) within two days of receiving the ceiling of each preceding month for spending;
- Prepare and submit Annual Report to the Auditor-General as per prescribed time frames;
- Reconcile the Suspense and Expenditure Accounts of the Office every quarter;
- Process supplier payments within three working days upon receipt of an invoice provided that they comply with rules and regulations;
- Continuously collect revenue;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**

## OFFICE OF THE DEPUTY AUDITOR-GENERAL: SUBDIVISIONS

Our service promise in the sub-divisions under the Office of the Deputy Auditor-General includes the following services:

### INFORMATION SYSTEMS AUDIT

**We will:**

- Ensure that audits are conducted in compliance with International Standards of Auditing and ISACA standards;
- Communicate and discuss findings and recommendations after the conclusion of audits within one week;
- Report findings to financial, performance, and compliance auditors as required;
- Conduct audits within the timeframes agreed with the team of the audit stream being supported;
- Conduct follow-up audits on recommendations implemented during the following financial year;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**

### QUALITY ASSURANCE

**We will:**

- Ensure that reviews are conducted in compliance with International Standards of Auditing;
- Communicate findings and recommendations within ten working days after the conclusion of reviews;
- Conduct follow-up reviews on recommended implementations within two years after the report;
- Respond to your call at **Tel: +26461 285 8000/ fax: +26461 224 301.**

## INTERNAL AUDIT AND RISK MANAGEMENT

### We will:

- Conduct investigation within one month provided auditors and Auditees are available;
- Conduct routine financial and administration systems audits in accordance with State Finance Act, Treasury Instructions, and other legal documents;
- Issue written report with findings and recommendations within one month after audit review;
- Carry out follow-up audits on the implementation of recommendations within a month after completion of the agreed period of implementation;
- Conduct investigations on request within three working days of receipt of the request;
- Respond to your call at **Tel: +264 61 285 8000/ Fax: + 264 224 301.**

## COMMUNICATION AND PUBLIC RELATIONS

### We will:

- Produce bio-annual newsletter;
- Conduct quarterly stakeholder education sessions with key stakeholders;
- Attend trade and career shows every quarter;
- Conduct awareness sessions bi-quarterly;
- Respond to media queries within 24 hours;
- Continuously update the Office website and internal communication platforms;
- Invite media to cover office events at all times when required;
- Monitor media reports about the Office daily;
- Provide feedback through various media platforms on reported cases regarding the Office within five working days;
- Finalise arrangements for official engagements or meetings of the Office two days before the event;
- Manage the office's online media presence daily;
- Monitor and report on the government communication system every quarter;
- Attend all official engagements or meetings of the office when required;
- Respond to your call at **Tel: +264 61 285 8000, Fax: + 264 224 301.**

## WHEN YOU CONTACT US

### If you phone us

- We will answer 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 a 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.

## 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 the service we can provide to you depends on various issues including the 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;
- Email address and telephone 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.

## 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 timely in providing required information to the Office of the Auditor-General;
- Comply with existing Legislations, Regulations and Procedures;
- Treat our staff members with the necessary respect and inform us if you are not satisfied;
- Give us your comments so that we can improve our service.

## DEALING WITH YOUR COMPLAINTS

### The Deputy Auditor-General (Executive Director)

If you have any comment, suggestion or request about the activities or services of the Office of the Auditor-General you should contact:

*Office of the Auditor-General;*

*123 Robert Mugabe Avenue;*

*Private Bag 13299; Windhoek-Namibia*

*Phone: +264 61 285 8000;*

*Fax: + 264 224 301;*

*E-mail: Goms.Menette@oag.gov.na*

*Public Relation Office*

*Tell: +264 61 285 8202*

*E-mail: publicrelations@oag.gov.na*

*info@oag.gov.na*

**OR**

## FEEDBACK BUTTON

We also encourage our customers to make use of the **“Feedback”** button on our website to provide suggestion, comments and complaints to our Office, alternatively you may submit a hardcopy through our suggestion box at our Head Office in Windhoek.

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And if you are still not satisfied with the response from the Office of the Auditor-General, you may approach the Prime Minister or the Office of the Ombudsman.



Find the E-version of this booklet by scanning the QR code above.