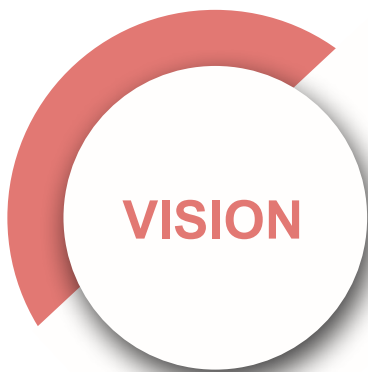




# **CUSTOMER SERVICE CHARTER**

**MINISTRY OF GENDER EQUALITY, POVERTY ERADICATION  
AND SOCIAL WELFARE**

29 June 2022



A caring and inclusive society where all  
Namibians enjoy a dignified life.

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To create and promote an enabling environment and equal  
opportunities for sustainable socio-economic development  
for the wellbeing of targeted groups.

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To ensure gender equality, poverty eradication and  
socio-economic development of targeted groups.

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## THIS CHARTER

- Outlines the service we provide (What we do);
- Defines who our customers are;
- Reflects our commitment;
- Sets standard of service delivery 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; and
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service delivery.

### OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of accurate and timely services, and
- We strive to perform our functions within the following guiding VALUES:
  - Integrity
  - Teamwork
  - Empathy
  - Inclusivity
  - Professionalism
  - Accountability
  - Accessibility

### WHEN YOU CONTACT US

#### If you phone us

- We will answer your call within five (5) rings and in a polite and friendly manner, and identify ourselves.
- We will return your call within a maximum of five (5) days or any other reasonable timeframe beyond Five (5) days if we can't provide an answer immediately.

#### If you write to us

- We acknowledge receipt of your letter comprehensively within a maximum of seven (7) working days.
- All replies to queries will be in a clear, concise and easy-to-understand tone.
- Provide contact particulars in all correspondence.

#### If you visit us

- We will treat you in a polite, courteous, fair and open manner.
- We will be honest, consistent, respectful, and act professionally in all dealings.
- We will ensure that you have your privacy respected and that all matters are dealt with in a confidential manner.

## **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 not happy with our service delivery;
- Give us your comments so that we can improve on our service delivery.

## **WHAT WE ASK OF YOU**

The quality of service we can provide to you depends on various issues, including inputs and the co-operation we receive from you. We, therefore, request you to:

- Be honest, polite and patient;
- Be timely in providing required and accurate information;
- Comply with existing Legislation, 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 and surname;
- Postal address and telephone and/or fax number;
- A clear description of your particular concern/s or need; and
- Keep a record of the issue at stake and the person in our Ministry whom you dealt with as well as the date and the time of the communication.

## **FEEDBACK/COMMENT/COMPLAINT**

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

The Executive Director  
Ministry of Gender Equality, Poverty Eradication and Social Welfare  
Private Bag 13359  
Windhoek, Namibia

Phone: +264 61 283 3111  
E-mail: [Genderequality@mgepesw.gov.na](mailto:Genderequality@mgepesw.gov.na)

- If you are not satisfied with the response from a particular Division, you may take up the matter with the relevant Director.
- Should you still not be satisfied, you may approach the Office of the Executive Director.
- If not yet satisfied, you may approach the Office of the Prime Minister.
- Should you still not be satisfied, you may approach the Office of the Ombudsman.

Your information will be treated as confidential.



## **Division: Child Care Facilities and Protection**

### **WHAT WE DO**

- Monitor the implementation of the minimum standards for Residential Child Care Facilities (RCCF);
- Identify unregistered RCCF and conduct an initial inspection;
- Allow unregistered RCCF, shelters, and other facilities to register and receive technical assistance;
- Provide subsidy to registered RCCF;
- Manage the Namibia Children's Home and After School Centre (street children program);
- Conduct inspections and register shelters for Gender-Based Violence (GBV), Violence Against Children (VAC), and Trafficking In Persons (TIP) victims; and
- Support the administration and supervision of GBV, VAC and TIP shelters.

### **We will:**

- Conduct annual regional and national inspections on the implementation of RCCF minimum standards;
- Visit identified unregistered RCCF within thirty working days from the date of receipt of notification for initial inspection;
- Facilitate registration and provide technical support to unregistered (RCCF), shelters, and other facilities as prescribed in the Child Care and Protection Act, 2015 (Act No. 3 of 2015);
- Provide registered residential childcare facilities with a monthly subsidy
- Provide reports within a month after the completion of the inspection;
- Manage the Namibia Children's Home and After School Centre on a daily basis;
- Register shelters for GBV, VAC and TIP victims as prescribed in the Child Care and Protection Act, 2015 (Act No. 3 of 2015);
- Conduct quarterly and annual inspections at shelters for GBV, VAC and TIP to ensure adherence to the Standards Operating Procedures for shelters of GBV, VAC and TIP victims; and
- Support administration and supervision of GBV, VAC and TIP shelters on a regular basis.

## **Division: Child Care Services**

### **WHAT WE DO**

- Facilitate access to basic services (health, education, protection and care) for all children;
- Investigate cases of child abuse, neglect, labour and trafficking.
- Remove children from abusive and harmful environments (child labour and trafficking) and place them in a safe environment;
- Conduct investigations and make recommendations for foster care, adoptions, custody, access and control of children;
- Screening and diversion of children in conflict with the law;
- Provide prevention, therapeutic and after-care services for survivors of GBV and VAC;
- Sensitize communities on children rights and responsibilities;
- Create awareness on negative effects of baby dumping and alternative solutions;
- Sensitize stakeholders on the Child Care and Protection Act, 2015 (Act No. 3 of 2015);
- Recruit, assess and register prospective adoptive and foster parents;
- Facilitate International Social Work Services;

- Implement the Monitoring and Evaluation of the Child Care and Protection Programs and Reporting (CRC, ACRWC);
- Coordinate the implementation of the National Agenda for Children (Permanent Task Force (PTF) for children and Child Care Protection (CCPA Forums);
- Conduct capacity building of the DCCP staff members and key stakeholders;
- Provide supportive supervision to staff members.

#### **We will:**

- Facilitate access to basic services on a regular basis;
- Investigate cases of child abuse, neglect, labour and trafficking within ten working days upon notification.
- Attend to reported cases of child abuse within five working days;
- Remove children from abusive and harmful environments and place them in a safe environment as prescribed in the Child Care and Protection Act, 2015 (Act No. 3 of 2015);
- Conduct investigations and make recommendations for foster care, kinship care, adoptions, custody, access and control of children within six months;
- Screen and divert children in conflict with the law within ten working days upon receipt of notification;
- Conduct community education awareness on children's rights and responsibilities, VAC, GBV and the negative effects of baby dumping and alternative solutions;
- Provide therapeutic and after-care services on regular basis or when the need arises;
- Sensitize stakeholders on the Child Care and Protection Act, 2015 (Act No. 3 of 2015) as the need dictates.
- Recruit, assess and register prospective adoptive and foster parents within three months;
- Facilitate International Social Work Services on a regular basis;
- Implement the Monitoring and Evaluation of the Child Care and Protection Programs as prescribed in the M & E Plan for Child Welfare Services and Reporting (CRC, ACRWC);
- Coordinate the implementation of the National Agenda for Children on a quarterly basis (PTF and CCPA forums);
- Conduct capacity building of the DCCP staff members and key stakeholders on a regular basis;
- Provide supportive supervision to staff members on a regular basis;
- Implement and popularize services for children as per applicable legislation and guidelines (the CCPA and others); and
- Strengthen the capacity of stakeholders in childcare and protection, through training, as the need dictates.

#### **OUR CLIENTS/CUSTOMERS**

- Children;
- Women and men; and
- General public.

#### **FEEDBACK/COMMENT/COMPLAINT**

If you have any comment, suggestion or request about the functions or services of the Directorate, you should contact:

The Director: Child Care and Protection Services

Phone: +264 61 2833167

E-mail: [Helena.Andjamba@mgepesw.gov.na](mailto:Helena.Andjamba@mgepesw.gov.na)

## **Division: Community Empowerment Programmes**

### **WHAT WE DO**

- Support community members with materials and equipment for Income-Generating Activities (IGA);
- Conduct mobilization meetings on community development activities;
- Build the capacity of IGA recipients and Women in Business Association (WBA) members.
- Appraise IGAs for possible support;
- Monitor and assess supported IGAs;
- Provide technical support to Women in Business Association;
- Equip eligible IGA beneficiaries with production skills;
- Facilitate the most effective use of Community Empowerment Centers;
- Provide IGA beneficiaries or Micro-Entrepreneurs with stalls to market or sell their products; and
- Provide feedback upon receipt of a request for community functions, training workshops, accommodations and other recreational activities.

### **We will:**

- Provide material and equipment support to the community for IGA as prescribed in the IGA guidelines;
- Conduct mobilization meetings bi-annually on community development activities;
- Provide capacity building to beneficiaries of IGA annually prior to handing over of materials and equipment;
- Appraise IGAs for possible support within one month;
- Monitor and assess supported IGAs quarterly; and
- Provide technical support to Women in Business Association on a quarterly basis.
- Equip eligible Income Generating Activities (IGAs) beneficiaries with production skills on a quarterly basis;
- Ensure that the Community Development Centre is used to its full potential at all times;
- Avail stalls to IGA beneficiaries/Micro Entrepreneurs to market/or sell their products as per Service Level Agreement (SLA); and
- Provide feedback upon receipt of request for community functions, training workshop, accommodations and other recreational activities within 1 working day.

## **Division: Early Childhood Development**

### **WHAT WE DO**

- Provide technical and advisory support on Early Childhood Development (ECD) to communities;
- Provide Educarers training to ECD centres heads, parents and community;
- Provide quality integrated ECD services;
- Provide Integrated ECD operational structures;
- Provide subsidy to Educarers;
- Assess ECD centres and subsidised Educarers; and
- Monitor Integrated Early Childhood Development (IECD) programmes and service provision.

**We will:**

- Conduct bi-annual mobilization meetings to provide technical and advisory support on ECD to communities;
- Provide ECD training to Educarers, parents and community members annually;
- Provide subsidy to Educarers on a monthly basis;
- Assess ECD centres and subsidized Educarers at least once a year;
- Conduct quarterly NIECD meetings to monitor the implementation of Integrated Early Childhood Development (IECD) programmes and service provision.

**Division: Special Programmes Implementation****WHAT WE DO**

- Identify and map out community/village and regional economic competitive advantages;
- Coordination of special programmes design, implementation, monitoring, and evaluation; and
- Organize resource mobilization activities for the implementation of special programmes.

**We will:**

- Conduct community/village economic profiles at least once a year;
- Conduct site visits at least once a quarter to monitor and evaluate the implementation of special programmes; and
- Organize resource mobilization activities for the implementation of special programmes as and when the needs arise.

**OUR CUSTOMERS**

- Staff members,
- OMAs, RCs and LAs;
- General public

**FEEDBACK/COMMENT/COMPLAINT**

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

The Director: Community Development and Poverty Eradication

Phone: +264 61 2833124

E-mail: Rosina.Mubonenwa@mgepesw.gov.na



## **Division: Gender Mainstreaming**

### **WHAT WE DO**

- Analyse national policies and programmes for gender responsiveness;
- Develop and provide guidelines & strategies on Gender Mainstreaming (GM) and Gender Responsive Budget (GRB);
- Monitor the implementation of gender mainstreaming programmes and activities;
- Coordinate and maintain networks at national, regional and international forums;
- Facilitate gender mainstreaming capacity building at all levels;
- Advocate and strengthen family support systems; and
- Raise awareness about gender issues such as Gender-Based Violence (GBV) and Human Trafficking (TIP).

### **We will:**

- Carry out a gender analysis for at least four (4) OMAs' policies/programmes, and budgets in each financial year;
- Develop and provide guidelines and strategies on Gender Mainstreaming (GM) and Gender Responsive Budgeting (GRB) as the needs arise;
- Monitor the implementation of gender mainstreaming programmes and activities bi-annually;
- Coordinate and maintain networks at national, regional and constituency levels on a quarterly basis;
- Facilitate capacity building on Gender Mainstreaming at all levels bi-annually;
- Advocate and strengthen family support systems when the needs arises;
- Create monthly awareness of gender issues, such as GBV and TIP.

## **Division: Research & Legislation**

### **WHAT WE DO**

- Analyse and propose amendments to national legal instruments for gender responsiveness;
- Promote women's and girls' rights;
- Conduct and facilitate research;
- Monitor and evaluate the implementation of the National Gender Policy and other gender related international instruments on women empowerment programmes across sectors; and
- Produce and disseminate gender-related publications/material on GBV and TIP through resource centres and regional offices.

### **We will:**

- Analyse and propose amendments to at least two national legal instruments per year;
- Continuously promote women and girl's rights;
- Conduct and facilitate gender research when the need arises;
- Evaluate the implementation of the National Gender Policy and other gender-related international instruments on women's empowerment programmes across sectors after every five years;
- Produce gender-related publications/materials on GBV and trafficking in persons through resource centres annually;
- Continuously disseminate gender-related publications/materials on GBV and trafficking in persons through resource centres and regional offices.

## **OUR CLIENTS/CUSTOMERS**

- Offices/Ministries and Agencies;
- Regional Councils and Local Authorities;
- Traditional Authorities;
- Non-Governmental Organisations;
- Faith-Based Organisations; and
- General public.

## **FEEDBACK/COMMENT/COMPLAINT**

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

The Director: Gender Equality and Women's Empowerment

Phone: +264 61 283 3204

E-mail: [Penoshinge.Shillilifa@mgepesw.gov.na](mailto:Penoshinge.Shillilifa@mgepesw.gov.na)

## **Division: Policy and Planning**

### **WHAT WE DO**

- Conduct socio-economic research;
- Develop and review socio-economic policies and strategies;
- Coordinate the implementation of socio-economic policies and strategies;
- Coordinate the development of the Ministerial Strategic Plan;
- Coordinate strategic and annual work plan reviews;
- Coordinate the planning and monitor the implementation of ministerial capital projects; and
- Conduct inspections of ministerial infrastructure.

### **We will:**

- Continuously conduct socio-economic research;
- Engage stakeholders on socio-economic issues at all times;
- Develop and review socio-economic policies and strategies when the need arises;
- Coordinate the implementation of socio-economic policies and strategies at all times.
- Coordinate the development of the ministerial strategic plan as the need arises;
- Facilitate the review of the annual work plan two (2) weeks before the end of each financial year;
- Coordinate the planning of capital projects annually;
- Monitor the progress of ministerial capital projects in accordance with the project schedule;
- Conduct inspections on ministerial infrastructure when the need arises;
- Evaluate the implementation of ministerial policies, strategies and programmes when the need arises.

## **Division: Programs Reviews, Monitoring and Evaluation**

### **WHAT WE DO**

- Monitor and evaluate ministerial policies, strategies and programmes;
- Develop ministerial Integrated Monitoring and Evaluation Plan; and
- Produce ministerial and sectoral implementation progress reports.

### **We will:**

- Continuously monitor the implementation of ministerial policies, strategies and programmes;
- Develop ministerial Integrated Monitoring and Evaluation Plan and continuously update the plan; and
- Prepare quarterly and annual progress reports on ministerial and sectoral implementation.

### **OUR CUSTOMERS**

- Staff members;
- OMAs, RCs and LAs; and
- General public.

### **FEEDBACK/COMMENT/COMPLAINT**

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

The Director: Policy, Planning and Research

Phone: +264 61 4355 125

E-mail: Wilbard.Nashandi@mgepesw.gov.na

## **Division: Social Assistance**

### **WHAT WE DO**

- Create and spread awareness on the criteria and requirements for Old Age, Disability Grants and the Funeral Benefit;
- Register eligible applicants of Old-Age and Disability grants;
- Verify beneficiaries' existence;
- Facilitate the provision of funeral benefits to all beneficiaries of Old-Age and Disability grants;
- Effect changes regarding beneficiary details, reinstatement of payments, the appointment of procurators; and pay point changes; and
- Capture and update data on the Integrated Social Assistance System (ISAS).

### **We will:**

- Continuously create awareness on various platforms;
- Conduct awareness sessions bi-annually per region;
- Attend at least two stakeholders' meetings per quarter;
- Register eligible applicants within three months;
- Conduct verification of the existence of beneficiaries at least once a year;
- Effect changes regarding beneficiary details pay points, reinstatement of payments, and the appointment of procurators within three months; and
- Continuously update the SAS database.

## **Division: Grants Commitment & Reconciliation**

### **WHAT WE DO**

- Facilitate the payment of old-age grants for people over the age of sixty and disability grants (for people who have been certified as having a disability by a State Medical Officer) between the age of 16 and 60;
- Facilitate the provision of funeral benefits to all beneficiaries of old age and disability grants;
- Facilitate the payment of Cash-Based Transfers to identified beneficiaries; and
- Develop appropriate processes to reconcile fund accounts (contracted agents).

### **We will:**

- Facilitate the transfer of funds for Old Age and Disability Grants, Cash-Based Transfers and funeral benefits before the 20<sup>th</sup> of each month;
- Enable the transfer of funeral benefits to a contracted agent before the 20<sup>th</sup> of each month; and
- Validate and prepare the monthly reconciliation of fund accounts (contracted agents).

### **OUR CUSTOMERS**

- Staff members;
- OMAs, RCs and LAs;
- General public;
- Poorer and vulnerable urban and peri-urban residents; and
- Suppliers.

### **FEEDBACK/COMMENT/COMPLAINT**

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

The Director: Social Protection Services

Phone: +264 61 435 5016

E-mail: [Valentina.Mulongeni@mgepesw.gov.na](mailto:Valentina.Mulongeni@mgepesw.gov.na)



## **DIRECTORATE DISABILITY AFFAIRS AND MARGINALISED COMMUNITIES**

The Directorate is responsible for increasing the access of persons with disabilities to education, employment, health, and other services, as well as strengthening the implementation of national and international legal frameworks on disability, and ensuring the integration of marginalized communities into the mainstream of society and the economy.

### **Division: Disability Affairs**

#### **WHAT WE DO**

- Advocate and raise awareness on disability issues;
- Coordinate the implementation of the disability mainstreaming plan;
- Identify, register and refer persons with disabilities to improve access to services;
- Issue recommendation letters to persons with disabilities to access socio-economic services;
- Assess and provide financial support to students with disabilities;
- Provide individual support to persons with severe disabilities; and
- Facilitate disability mainstreaming at the regional and national level.

#### **We will:**

- Continuously advocate and raise awareness on disability issues, using various platforms;
- Conduct awareness sessions on disability issues quarterly;
- Coordinate the implementation of disability mainstreaming plan at all times;
- Continuously identify, register & refer persons with disabilities to increase access to services;
- Issue recommendation letters to persons with disabilities to access socio-economic services within five (5) working days;
- Assess and provide financial support to students with disabilities when the need arises;
- Provide individual support to persons with severe disabilities as per the guidelines when the need arises;
- Continuously facilitate disability mainstreaming at the regional & national level.

### **Division: Marginalized Communities**

#### **WHAT WE DO**

- Register and keep record for marginalized communities;
- Create awareness programmes that advocate for the human rights of marginalized communities;
- Facilitate the acquisition of National Identification Documents;
- Provide financial support to marginalized students;
- Provide transportation to and from school for marginalized students;
- Facilitate land acquisition for marginalized communities;
- Facilitate the provision of basic services (health, education and sanitation);
- Distribute food parcels to all registered marginalized community households;
- Provide decent funeral services for marginalized communities;
- Plan, design and develop programmes and projects to improve the livelihoods of marginalized communities;
- Mobilise resources for marginalized communities; and
- Monitor the implementation of socio-economic programmes and projects for marginalized communities.

**We will:**

- Continuously register and maintain records for marginalised communities;
- Advocate for human rights for marginalised communities through various platforms.
- Continuously facilitate the acquisition of national identification documents;
- Provide financial support to Marginalised students when the need arises;
- Provide transport to learners from marginalised communities at all times;
- At all times, facilitate land acquisition for marginalised communities;
- Facilitate the provision of basic services (health, education and sanitation) at all times;
- Distribute food parcels to all registered marginalised community households every month;
- Provide decent funeral services to marginalised communities as per marginalised community funeral guidelines;
- Continuously plan, design and develop programmes and projects to improve the livelihoods of marginalised communities;
- Continuously mobilise resources for marginalised communities; and
- Continuously monitor the implementation of socio-economic programmes and projects aimed at marginalised communities.

**OUR CLIENTS/CUSTOMERS**

- Persons with Disabilities;
- Personal Assistants/Caretaker of Persons with Disabilities;
- Marginalized Communities;
- Organizations of Persons with Disability; and
- OMAs.

**FEEDBACK/COMMENT/COMPLAINT**

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

The Director: Disability Affairs and Marginalised Communities

Phone: +264 61 435 5118  
E-mail: [Niitaa.lipinge@mgepesw.gov.na](mailto:Niitaa.lipinge@mgepesw.gov.na)

## **DIRECTORATE ADMINISTRATION & GENERAL SERVICES**

The Directorate is responsible for enhancing an enabling environment for a high performance culture through effective human resources management and development, financial management, information technology, procurement management, fleet management and other auxiliary services.

### **Division: General Services**

#### **WHAT WE DO**

- Transport services;
- Procurement and Stock Control;
- Asset and logistics management;
- Construction and renovation of offices and community centres;
- General maintenance;
- Record management;
- Secretarial services; and
- Public Relations.

#### **We will:**

- Provide transport and issue trip authority within one (1) day;
- Conduct vehicle inspection and stock taking once a year and as the need arises;
- Distribute bid documents, agendas and minutes two (2) days before the Procurement Committee (PC) Meetings;
- Evaluate bids within two (2) weeks after the closing date;
- Generate Purchase Orders within two (2) working days upon receipt of the approved Requisition for Expenditure Form;
- Verify and certify invoices, and submit to Finance Division for payment within two working days;
- Conduct site inspection on work in progress monthly;
- Clean office premises at least once a day;
- Attend to minor maintenance within a day and major maintenance within a month;
- Conduct weekly inspection on Ministry infrastructure;
- File and distribute mail daily;
- Provide requested files within a day;
- Avail personnel to render secretarial services when the need arises;
- Invite media to cover all Ministerial events when required;
- Attend and respond to media enquiries within five working days;
- Monitor media reports about the Ministry daily; and
- Provide feedback through various media platforms on reported cases regarding the Ministry within five working days.

### **Division: Finance**

#### **WHAT WE DO**

- Prepare and monitor the Ministerial budget;
- Control the course of expenditure in relation to appropriated funds;
- Prepare reports on budget execution;
- Ensure compliance to legislation and Regulations governing State Finance;
- Pay/process staff-related expenditures and allowances;
- Process supplier's /creditor's payments;
- Reconcile the Suspense and Expenditure Accounts of the Ministry;

- Collect, safekeeping, banking and reporting of different sources of revenue collected by the Ministry; and
- Prepare a report to the Auditor General and respond to audit queries directed to the Accounting Officer.

**We will:**

- Monitor vote's 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 S&T and salary advice payments within two working days after receipt;
- Ensure that payments for goods and services are processed within 3 days upon receipt: Provided that they comply with rules and regulations;
- Reconcile the Suspense and Expenditure Accounts of the Ministry every month;
- Collect, safekeeping, banking and reporting of different sources of revenue collected by the Ministry daily;
- Release funds by the 4th of each month for spending; and
- Prepare Annual Report to the Auditor General.

**Division: Human Resource Management**

**WHAT WE DO**

- Human Resource Administration
- Human Resource Development
- Industrial Relations
- Employee Wellness

**We will:**

- Update personal files of staff members as per request within three (3) working days;
- Ensure that delegated vacant positions are filled within three (3) months and undelegated within four (4) months from the date of the advertisement;
- Attend to misconduct cases within one month of their occurrence;
- Respond to grievances within five (5) working days;
- Ensure capacity development of staff members as per the Ministerial Human Resource Development Plan;
- Conduct induction training to newly appointed staff members within three (3) months from the date of assumption of duty; and
- Process applications on medical aid, social security, Home Loan, and GIPF within one (1) working day: Provided all documents are attached.

**Division: Information Technology**

**WHAT WE DO**

- Provide adequate IT hardware/software and network infrastructure;
- Provide ICT support, backup and maintenance;
- Prepare all ICT equipment for end-users' usage;
- Manage and monitor network performance;
- Manage, administer and monitor all systems within the office;
- Manage supplies and licenses and plan for software acquisitions;
- Provide on-site local and remote (out of town) technical support;
- Provide IT training to our staff members;
- Monitor and update our website; and
- Provide day to day helpdesk support.

**We will:**

- Attend to all requests and enquiries within a day;
- Backup all servers daily;
- Monitor network infrastructure daily;
- Resolve hardware failures within three days;
- Replace hardware components within 3 months, if funds are available;
- Manage all licenses yearly or upon expiration;
- Update the website as and when the needs dictate;
- Develop major systems within two years, and minor systems within 6 months when the needs arise or upon request, subject to availability of funds; and
- Train staff members on new applications within six months from the date of implementation.

**OUR CUSTOMERS**

- Staff Members;
- OMAs, RCs and LAs;
- General public;
- Media;
- Service Providers; and
- Suppliers.

**FEEDBACK/COMMENT/COMPLAINT**

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

The Director: Administration & General Services  
Ministry of Gender Equality, Poverty Eradication and Social Welfare  
Private Bag 13359  
Windhoek, Namibia

Phone: +264 61 283 3263  
E-mail: [Nichlas.Mbingeneeko@mgepesw.gov.na](mailto:Nichlas.Mbingeneeko@mgepesw.gov.na)



## **SUBDIVISION INTERNAL AUDIT**

The Subdivision is responsible for examining and assessing the adequacy and effectiveness of the Ministry's governance architecture and risk management with a view to strengthening internal controls.

### **WHAT WE DO**

- Examine and evaluate the adequacy and effectiveness of the Ministry's governance, risk management, and internal controls
- Consulting engagements i.e tasked to conduct investigations, involvement in system

### **We will:**

- Issue written audit reports within two (2) months of the conclusion of each internal audit engagement and appropriate distribution thereof;
- Communicate audit results to the Audit Committee within 30 days;
- Ensure those audit recommendations for improvement of operations are implemented within the agreed period;
- Adherence to the Institute of Internal Auditors' mandatory guidelines, including the Definition of Internal Auditing, the Code of Ethics, and the International Standards for the Professional Practice of Internal Auditing (Standards)

### **OUR CUSTOMERS**

- Staff members.

### **FEEDBACK/COMMENT/COMPLAINT**

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

Subdivision: Internal Audit  
Attention: Chief Internal Auditor: Internal Audit

Phone: +264 61 283 435 5005  
E-mail: Monikka.Mberema@mgepesw.gov.na

Ministry of Gender Equality, Poverty Eradication and Social Welfare  
2111 Juvenis Building, Independence Avenue  
P/Bag 13359 Windhoek, Namibia

Tel: +264 61 283 3111  
E-mail: [genderequality@mgepesw.gov.na](mailto:genderequality@mgepesw.gov.na)

Website: [www.mgepesw.gov.na](http://www.mgepesw.gov.na)  
Facebook: [@MGEPESWNAMIBIA](https://www.facebook.com/MGEPESWNAMIBIA)  
Twitter: [@MGEPESW\\_Namibia](https://twitter.com/MGEPESW_Namibia)  
Find us on YouTube