

**MINISTRY OF FINANCE AND DEVELOPMENT PLANNING**

**SERVICE CHARTER**

**Minister: Honourable Rets’elisitsoe A. Matlanyane (Phd)**

**Principal Secretary: Nthoateng Lebona (MS)**

**Deputy Principal Secretary - Finance: Rethabile Maluke (Mrs)**

**Deputy Principal Secretary – Development Planning: Mahlape Ramoseme (Ms.) a.i.**

**The VISION**: The Ministry is dedicated towards being a leading institution in promoting results-based national integrated planning, public finance management for inclusive economic growth and sustainable development.

**The MISSION:** The Ministry coordinates other line ministries, departments and Agencies (MDAs) towards achieving economic development through developing macro-fiscal policy, national sector policies, strategies, plans, based on quality information, and promotion of efficient utilization and management of public funds.

The Ministry aims to achieve it’s mandate mainly by contributing towards Extended NSDP II priorities; through the following objectives;

* To strengthen national statistics, policy and planning systems
* To enhance and enforce an effective Public Financial Management and Accountability (PFMA) system and legal framework and systems to ensure accountability, transparency and value for money
* To Promote Macro-fiscal sustainability
* To improve resource mobilisation and allocation efficiency
* To improve the investment climate and access to finance to support private sector growth and job creation
* To contribute towards Human capital development (Manpower Planning and NMDS Bursaries)
* Promote regional integration and cooperation

**SERVICE CHARTER**

| **NO** | **SERVICES/GOODS** | **REQUIREMENTS TO OBTAIN SERVICES/GOODS** | **COST** | **TIMELINE** |
| --- | --- | --- | --- | --- |
| 1 | **Bureau of Statistics**  Provision of Data as per requests | Written request | Cost determined by amount of work/number of data variables requested | Within 10 working days |
| 2 | Provision of population and Housing Census reports | Log onto BOS website  [Bureau of Statistics (bos.gov.ls)](https://www.bos.gov.ls/) | Free | Available instantly after publication date (updated every 10 years) |
| 3 | Provision of Demographic survey reports | Log onto BOS website | Free | Available instantly after publication date (updated every 5 years) |
| 4 | Provision of Continuous multi-purpose survey report | Log onto BOS website | Free | Available instantly after publication date  (Updated Quarterly) |
| 5 | Provision of Household budget survey report | Log onto BOS website | Free | Available instantly after publication date (updated every 5 years) |
| 6 | Provision of Agricultural census report | Log onto BOS website | Free | Available instantly after publication date (updated every 10 years) |
| 7 | Provision of Annual Agricultural Production Survey Reports | Log onto BOS website | Free | Available instantly after publication date |
| 8 | Provision of Economic Census Report | Log onto BOS website | Free | Available instantly after publication date |
| 9 | Provision of Annual National Accounts Report | Log onto BOS website | Free | Available instantly after publication date |
| 10 | Provision of Quarterly Gross Domestic Product (GDP) estimates/report | Log onto BOS website | Free | Available instantly after publication date |
| 11 | Provision of Consumer Price Index (CPI) | Log onto BOS website | Free | Available instantly after publication date |
| 12 | Provision of Business Register | Written request | Free | 10 working days |
| 13 | Provision of User Satisfaction Survey | Log onto BOS website |  | Available instantly after publication date |
| 14 | Provision of other Socio-economic Surveys reports or data | Written request for data  Log onto BOS website for reports | Free/at a cost | 10 working days  Available instantly after publication date |
| 15 | Provision of Compendium of concepts & definitions report | Log onto BOS website | Free | Available instantly after publication date |
| 16 | Provision of Lesotho Quality Assurance Framework report | Log onto BOS website | Free | Available instantly after publication date |
| 17 | Provision of Master Sampling Frame | Written request | Free | 10 working days |
| 18 | Provision of Enumeration Area Maps | Written request | Soft copy is Free  Hardcopy provided at M35 | 10 working days |
| 19 | Provision of Enumeration Area Boundaries | Written request | Free | 10 working days |
| 20 | Provision of Library Services | Visit library | Free | Service available from 9:00 am to 4:00 pm |
| 21 | Provision of technical assistance in survey undertakings | Written request | At a cost to be determined by the magnitude of the work to be undertaken | Depends on the magnitude of work to be undertaken |
| 22 | Provision of Survey clearance | Written request | Free | 10 working days |
| 23 | **NATIONAL MANPOWER DEVELOPMENT SECRETARIAT (LOAN BURSARY FUND)**  Application for student Loan Bursaries | * Local Institutions Applications: * Student submit application for a sponsored programme at the local sponsored tertiary institution as published on *NMDS Update* Facebook page * The institution submit admission list to NMDS * People with Disability: * Application letter from applicant. * Motivational letter from the relevant association for people with disability. * Motivational letter from the Institution applicant has been admitted to. * Regional and International Institutions Applications: * Student submit proof of application to a sponsored programme and institution at NMDS as published on *NMDS Update* Facebook page, * Filled Application form obtainable from *NMDS Update* Facebook page, * Original and certified academic certificates and transcripts * National Identity Document (ID) * Original and certified birth certificate * Updated NMDS loan bursary statement and bank proof of payment * Qualification evaluation for foreign and unknown qualifications by Council on Higher Education (CHE) * Curriculum Vitae | Determined by institution  None  None  None | Determined by institution  2 months prior opening of institution  At the time when the respective institution submits admission list  As advertised on *NMDS Update* Facebook page |
| 24 | Award of student Loan Bursaries | * Online registration and application at [www.scholarships.manp.gov.ls](http://www.scholarships.manp.gov.ls) * Acceptance of bursary * Admission letter for a sponsored awarded bursary for programme signed by the Registrar * Prospectus for the sponsored admitted programme for Regional Institutions applicants * Original and certified academic certificates and transcripts * National Identity documents (ID) * Qualification evaluation for foreign and unknown qualifications by Council on Higher Education (CHE) * Updated NMDS loan bursary statement and bank proof of payment * Confirmation of permanent residence by village Chief * Original and certified birth certificate * Marriage certificate (Where applicable) * Change of Name gazette (where applicable) * Confirmation of bank account of applicant with full banking details (full names and account number) * Curriculum Vitae * Study leave or resignation letter for working applicants * Contracting for awarded bursary * Guarantor’s(Immediate family, spouse and legal guardian) valid National Identification document * Letter from village Chief confirming applicant’s relationship with the guarantor   Signing of contract by awardee, guarantor and Government official | No cost for applying for a bursary | Within 1 day (prior to acceptance of bursary)  Within 1 day |
| 25 | Withdrawals and change of programmes | * Student withdrawal/change of programme application letter   Institution letter of approval | None | Within 3 days |
| 26 | Renewal | * Filling of renewal form * Original official academic results and their certified copies * Progress report (postgraduate) * Confirmation of bank account of applicant with full banking details (full names and account number) * Loan Bursary Contract * Updated NMDS loan bursary statement and proof of payment | None | Within 3 days |
| 27 | Reinstatement | * Application letter for reinstatement * Filling of renewal form * Original official academic results of both failed and passed years and their certified copies * Official medical fitness letter (where applicable) * Re-admission letter (where applicable) * Confirmation of bank account of applicant with full banking details (full names and account number) * Loan Bursary Contract * Updated NMDS loan bursary statement and proof of payment | None | Within 4 days |
| 28 | Projects(clinical & excursion) Attachments, medical equipment | * Renewed Loan bursary contract * Letter of request from international students * Employers attachment letter   Confirmation of research/project proposal approval cosigned by Supervisor and Head of Department (Postgraduate) | None | 2 weeks |
| 29 | Replacement of lost contract | * Proof of payment from the bank * Affidavit   Request letter for contract replacement | M100.00 | 3 weeks |
| 30 | Refund of overpayments | * Self-paid fees refunds * Refund application letter * Original proof of payment * Institution fee statement reflecting the claimed amount * Confirmation of bank account of applicant with full banking details (full names and account number * Loan bursary repayment refund * Refund Application letter * Current loan bursary statements * Copy of proof of payment (all pay slips or cash deposit receipts) * Confirmation of bank account of applicant with full banking details (full names and account number) * Transcripts * Copy of Loan Bursary Contract   Filled claim form | None | Within 5 days |
| 31 | **Treasury**  Payment of suppliers/vendors | Line Ministry generated and submitted payment voucher in IFMIS  Stable IFMIS | none | 10 days after submission |
| 32 | Provide Annual Financial statements | Log on to Ministry website  www.finance.gov.ls | none | Immediately |
| 33 | **Planning and Public financial Management information**  Provide e- budget book and --budget reports; Debt bulletins, Fiscal reports, Project information, Policy documents, National Development Plans | Log on to Ministry website  www.finance.gov.ls | none | Immediately |
| 34 | **Pensions Department**  Payment of terminal benefits | Employment history and corresponding payment records  Submission of fully audited employee file by Line Ministry with all queries attended  Submission of file to Pension fund | none | File attended within 10days in Pensions dept  Payment within 20 days after submission to pension fund |
| 35 | **Procurement –**  Registration of suppliers and creation of database | Submission of company details  Copy of Tax clearance certificate  Copy of license | none | 10 days |
| 36 | Publication of procurement plans | Submission of procurement plans by Ministries | none | End of April  Reviewed Monthly |
| 37 | **Public relations office**  Press releases and Responses to media questions | Obtain releases on www.finance.gov.ls  Submission of questions to PRO office  Analysis by technical departments and drafting of responses or reference material provision | none | Monthly updates  7 -14 days (depending on the complexity) |

**Contacts:**

**Ministry of Finance and Development Planning**

**Government Complex II**

**Maseru**

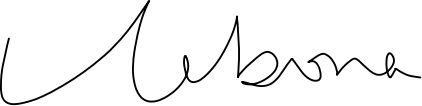
**[www.finance.gov.ls](http://www.finance.gov.ls)**

**Tel: 22311100**

**Facebook page – FINANCE.GOV.LS**



**Signed:**



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**Nthoateng Lebona(MS)**

**PRINCIPAL SECRETARY**

**DATE: 30 April 2024**