

## Appropriation Bill.

Contribution by Hon Agnes Tjongarero

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Hon Speaker.

Hon Members.

Allow me to thank and congratulate the Minister of Finance, Hon Saara Kuugongelwa-Amadhila and her team for the job well done.

When we talk about the Budget, most of us think in terms of improvement of circumstances. I said it in the past and I am saying again that the issue of monies returned to Treasury from the Ministries must be addressed. Ministries budget for vacancies and rightfully so because there are shortages of manpower in the Ministries, but it is the same story every end of the financial year that vacancies are not filled.

As a member of Public Accounts Committee, it is disheartening to find the same issue over and over every year and my question is, why are there no penalties for those who budget for vacancies and do not fill them? Monies so returned to Treasury could have been use for other needs somewhere.

Hon Speaker.

Hon Members.

My next point is about service delivery and customer care. People apply for jobs in the Ministries, but once employed, do not want to work, Here I must say not all of them But the majority are already

angry early in the morning, even if you greet , you will not get an answer. Customer care is almost non existing unless someone knows you. The other worrisome thing is the issue of writing a letter when you want an appointment. I said it in the past and I am asking again, what about an elderly person who cannot write and especially in English, If such a person have an issue to discuss, then he/she must pay someone to write a letter just to get an appointment, after getting the appointment, go and put the case only to be requested to put whatever that complain in writing which means another expense. My question is, is this to deter people from bringing up issues bothering them or what is the purpose? Service delivery and customary care are very important parts of the civil servants, thus *SOMETHING MUST BE DONE.*

Hon Speaker.

Hon Members.

On the issue of Gender Based Violence, I think there must be a platform where men can given an opportunity to tell us, why all this killings all of a sudden. We might get the answers we are looking for.

Hon Speaker.

Hon Members.

With this very short contribution, I support the Appropriation Bill.