DEPARTMENT: ADMINISTRATION AND CENTRALISED SUPPORT SERVICES
DIRECTORATE: ADMINISTRATION
YOUR VIEW COUNT

- We continuously strive to improve our services and standards.
- We welcome your views and comments as vital ingredient in helping us to improve our services.
- We promise to consider your views in our planning for service improvement.
- Give us your comments so that we can improve our service.

WHAT WE ASK OF YOU

The quality of service we will provide to our customers will depend on the input and co-operation we receive. We therefore request our customers to:

- Be prompt and honest in providing documents that are required when requested.
- Inform us of any changes that require adjustment or recording on your personal files.
- We treat our staff members with the necessary respect in that inform us if you are not satisfied with our services.
- We welcome suggestions for improvement of our services to our customers.
- Comply with existing Legislations, Regulations and Procedures.

COMMENT/SUGGESTION/COMPLAINT

- If you have suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter, you should contact our office at:

Division: Human Resources
Mr. Eugene Grotzinger
Tel: +264 61 208 8037
Fax: +264 61 208 8141
Email: egrotzinger@mwtc.gov.na

Sub-Division: Wellness
Ms. Monica Nganjone
Tel: +264 61 208 8108
Fax: +264 61 208 8141
Email: mnganjone@mwtc.gov.na

Sub-Division: Learning and Development
Ms. Zita Kwenani
Tel: +264 61 208 8438
Tel: +264 61 208 8108
Fax: +264 61 208 8141
Email: zkwenani@mwtc.gov.na

If you are not satisfied with any response received, from the above mentioned contacts, you may take the matter up with the Director: Administration. Should you still not be satisfied with the response or action taken you may approach external bodies.

The Permanent Secretary
Ministry of Works and Transport
Private Bag 13341
WINDHOEK
Tel: 061-2088111
THIS CHARTER

Outline

• What we do
• Our Customers
• Our Commitment to you
• Our service promise/standards
• When you contact us
• Your view count
• What we ask of you
• Dealing with your complaint

WHAT WE DO

• Human Resources Administration and management
• Provision of Employee health and Wellness Services
• Industrial Relations
• Training and Development, and

OUR CUSTOMERS

Our clients are both internal and external.

• OMA's,
• General public and ministerial staff members (companies that rendered services to our office and individuals);
• Regional Councils & Local Authorities, and
• SOEs.

OUR COMMITMENT AND VALUES

The Division of Human Resources delivers high quality advice, services and support to our internal and external customers on all aspects of HR and customer matter including:

• Execute proficiency and professionalism in our work
• Inform our customers about new policies and regulations
• The right to privacy and confidentiality
• Give precedence to customers who visit us on our facilities
• We aim to treat all customers fairly while respecting individual difference and needs.
• Regular communication with you as customers through meetings, correspondence and information sharing and to get your opinions and inputs for the purpose of improving our services.

In delivering our services, we uphold the following:

VALUES:

➢ Accountability
We shall be accountable for carrying out responsibilities efficiently, timely and with integrity

➢ Integrity
We will be honest and truthful in our dealings with our customers.

➢ Professionalism
We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive

➢ Responsiveness
We will be act flexibility, timely and accurate in realizing our customers' expectations.

➢ Accessibility
We will avail ourselves in order to provide our customers with service they need.

➢ Diversity and equality
We are different but equal and united in purpose to produce excellent services to our customers.

OUR SERVICES PROMISE/STANDARDS

• Update personal files within two working days;
• Ensure that vacant positions are filled within 3 months period.
• Interpret policies on request by staff members and management right away or within 1 day if we cannot provide an answer immediately.
• Respond to your grievances within 10 working days, depending on the urgency of the matter.
• Ensure capacity development of staff members as per Ministerial Human Resource Development Plan,
• Respond to your request on HR Statistical data's within 5 working days
• Process employees benefit claims and applications on medical aid, social security, home loans and GIPF within 10 days provided all documents are attached
• Terminate service within 3 working days upon receipt of notification
• Promote employee wellness within the Ministry.
• Finalized misconduct cases within 6 months.
• Reply to queries from both internal and external customers within 2 days.
• Conduct induction to newly appointed staff members within one (1) month
• Request to attend training will be dealt with within 14 working days
• Staff Performance Agreement are assessed on quarterly basis
• Training committee meeting once a month.

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 of your letter and provide you with an explanation on how we will handle your case within 5 working days

If you visit us
• We will attend to you within 5 minutes
• We will respond to your questions while you are with us, if we cannot we will let you know when you can expect an answer

By e-mail we will;
• We will respond to your email immediately, depending on the
YOUR VIEWS COUNT

- We continuously strive to improve our services and standards.
- We welcome your views and comments as vital ingredient in helping us to improve our services.
- We promise to consider your views in our planning for service improvement.

WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and cooperation 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
- Treat our staff members with the necessary respect

WE COMPLY WITH

- Treasury instruction
- Tender Board Act, 1996 (Act 16 of 1996)

DEALING WITH YOUR COMPLAINT

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

Ministry of Works and Transport
The Deputy Director Finance
Mr. Chris Mungandjela
Tel: +26461 2088 310
Email: cmungandjela@mwtc.gov.na

If you are not satisfied with any response received, from the above mentioned contacts, you may take the matter up with the Director: Administration. Should you still not be satisfied with the response or action taken you may approach external bodies.

The Permanent Secretary
Ministry of Works and Transport
Private Bag 13341
WINDHOEK
Tel: 061- 2088111

CUSTOMER SERVICE CHARTER
DIVISION: FINANCE

Division Finance is responsible to maintain Prudent Financial Management within the Ministry, which includes amongst others the preparation of the Ministerial Budget and Budget execution in line with Laws and Regulations governing the State Finances.
THIS 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 view count
7. What we ask of you
8. Dealing with your complaint

WHAT WE DO

Division Finance wants to ensure and regulate the provision of effective and efficient financial accountabilities. These objectives are achievable through prudent financial planning, management and timely execution.

OUR CUSTOMERS

Our clients are both internal and external.

The external clients are
- Government Office, Ministry and Agencies (OMAs)
- General public (companies and individuals that rendered services to the Ministry)
- Regional Councils/Offices

Our internal stakeholders are
- Ministry’s staff members,

OUR COMMITMENT TO YOU

✓ Our commitment to our customers is the provision of accurate, timely, inflows and disbursement of financial services in accordance with Treasury Instruction and State Financial Act.

✓ We strive to execute our duties within the following guiding VALUES:

➢ Integrity
   We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are rules compliant

➢ Accountability
   We shall be accountable for carrying out responsibilities efficiently, timely and with integrity

➢ Commitment
   We shall be committed to the Ministry's objectives of providing accessible, equitable and quality education for all.

➢ Respect & Empathy
   We shall treat all stakeholders with dignity and politeness at all times. Embracing cultural diversity and tolerance

➢ Teamwork
   We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building

➢ Professionalism
   We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive

OUR SERVICE PROMISE/STANDARDS

Processing overtime
- Takes 1 hour to process 1 overtime claim, this is a daily task.
- Actual payment is 1-2 weeks, payment will be reflecting in the bank account on Friday, this is done weekly.

Leave gratuity
- Takes 30 working days, this is done monthly.

Bank rejection
- 15 minutes if load report is received from Ministry of Finance, this is done weekly.

Tax or Payroll reconciliation
- 1 hour per file, this is done monthly.

Advance and claim- Foreign trips
- 35 minutes per claim, this is done daily.

Advance and claim- Local trips
- 10 minutes per claim, this is done daily.

Reconciliation for S&T
- 1 hour, this is done daily.

Main budget split
- 14 working days, this is done annually.

Fund release (TAW)
- 5 working days, this is done monthly.

Budget preparation
- 3 to 4 months depending on Ministry of Finance, this is done twice yearly.

Budget reconciliation
- 1 month, this is done monthly.
FDC report analysis
- Takes 1 working day, this is a weekly process.

Management report
- Takes 3 working days, this is a monthly process.

Funds available certificate or check funds.
- 10 Minutes, this is done daily.

Financial Statements/ Cash book review
- This takes 2 hours and is done daily.

Issuing receipts
- 5-10 minutes (Provided the client has the correct information/documents for what they are paying), this is done daily.

Closing books and banking
- 1 hour for verification by senior, complete the deposit book and taking to Bank of Namibia for banking, this is done daily.

Filling and capturing of receipts
- 10 minutes to capture 1 receipt, this is done daily. Printing out and verification of batch report on a daily report 45 minutes

Monthly revenue reconciliation
- 7 working days per sub receiver, this is done monthly.

Auditing/scrutinizing of the Supplier invoices/ accounts (eg. Municipal account)
- Takes 30 minutes per general expense, with 15 invoices. With an interval of 3 weeks, this is done daily.

Payment process
- 15-45 minutes (1 General Expense with 1 invoice), this is done daily.

Reconciliation process
- Source documents (e.g. 1 general expense with 1 invoice) 5 minutes, this is done daily.

Encumbrance report review
- 2 working days, this is done weekly.

**WHEN YOU CONTACT US**

In person, we will:
- Treat you in a polite, courteous and fair manner.
- Ensure that you have your privacy respected and that all matters are dealt with in a confidential manner

By telephone, we will:
- Answer all calls promptly within three rings and in a polite and friendly manner, and identify ourselves.
- Provide information to all callers as quickly as possible and ensure that, if we are unable to deal with a query promptly, we will call customers back as soon as possible all correspondence

By letter, fax or email, we will:
- Acknowledge receipt of your letter within 10 days and ensure that a substantive reply to a query will issue within the period indicated in the acknowledgement. Where we cannot meet the time frame, we will inform you accordingly. All replies to queries will be in a clear, concise and easily
• Details of relevant facts, person and dates when you make the complaint.
• When your expectation does not meet tell us as soon as possible.
• We will investigate your complaint and inform you accordingly.
• The complaint must be made to person dealing with or the supervisor to that specific person.

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.
• 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 Division.
• Inform us of any changes that require adjustment or recording on your personal files.
• Comply with existing Legislations, ReAgulations and Procedures.
• Treat our staff members with the necessary respect.

WE COMPLY WITH

• Labour Act, 2007 (Act 11 of 2007)
• Treasury instruction
• Tender Board Act, 1996 (Act 16 of 1996)

COMMENT/SUGGESTION/COMPLAINT

If you have suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter, you should contact our office at;

The Deputy Director: Management Support and Auxiliary Services
Ms. M H Veico
Tel: +264 61 2088 424
Email: mveico@mwtc.gov.na

If you are not satisfied with any response received, from the above mentioned contacts, you may take the matter up with the Director: Administration. Should you still not be satisfied with the response or action taken you may approach external bodies.

The Permanent Secretary
Ministry of Works and Transport
Private Bag 13341
WINDHOEK
Tel: 061 2088 111
THIS CHARTER

Outlines:
9. What we do
10. Our Customers
11. Our commitment to you
12. Our service promise/standards
13. When you contact us
14. Your view count
15. What we ask of you
16. Dealing with your complaint

WHAT WE DO

The Division provides:
• Support Services
• Office Services and ,
• Secretarial services

OUR CUSTOMERS

Our Clients are:
• All functional directorate of the Ministry
• All the Regional Councils

OUR COMMITMENT TO YOU

Management Support and Auxiliary Services is aiming of being efficient, professional, accountable and transparent in:
• Rendering support services to ensure cleanliness of Ministerial buildings
• Allocation of transport to all functional Directorates of the Ministry
• Recovery of losses and damages of state properties from members held liable

• Managing and control of the Ministry’s resources
• Providing secretarial services to senior Management
• Providing maintenance services to the Ministerial Head Office

Integrity
We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are rules compliant

➤ Accountability
We shall be accountable for carrying out responsibilities efficiently, timely and with integrity

➤ Commitment
We shall be committed to the Ministry’s objectives of providing accessible, equitable and quality education for all

➤ Respect & Empathy
We shall treat all stakeholders with dignity and politeness at all times. Embracing cultural diversity and tolerance

➤ Teamwork
We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building

➤ Professionalism
We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive

OUR SERVICE PROMISE/STANDARDS

If you seek access to our services we will:
• Conduct stock control inspection once each financial year as per Treasury Instructions.
• Order cleaning material for internal use on quarterly basis.
• Do monthly routine inspection of the head Office building for maintenance
• Provide stationaries to the Directorate of Administration 3 time a week

WHEN YOU CONTACT US

In person, we will:
• Treat you in a polite, courteous, fair and open manner.
• Be honest, consistent, and respectful and act professionally in all our dealings.
• Ensure that you have your privacy respected and that all matters are dealt with in a confidential manner.

By telephone, we will:
• Answer all calls promptly within three rings and in a polite and friendly manner, and identify ourselves.
• Provide information to all callers as quickly as possible and ensure that, if we are unable to deal with a query promptly, we will call customers back as soon as possible.

By letter, fax or email, we will:
• Acknowledge receipt of your letter comprehensively within a maximum of seven (7) days depending from the workload at hand and the complexity of the document.
• All replies to queries will be in a clear, concise and easily understood tone.

DEALING WITH YOUR COMPLAINT

We will try to resolve complaints satisfactorily, and promptly. You can help us by providing information.
DIRECTORATE: CENTRALISED SUPPORT SERVICES
YOUR VIEWS COUNT

• We continuously strive to improve our standards. To do this, we need to know what kind of transport service you want.

• We promise to consider your views when setting our transport service standards.

• We give our customers/clients evaluation forms at all our workshops and make sure that your valid or constructive views are incorporated into our service standards.

• We also avail our customers/clients time and opportunity to air their views through monthly Transport Officer meetings and Inter-Ministerial Transport Committee Members meetings.

Your information will be treated as confidential.

When you communicate with us, please provide the following information:

• Your full name.

• Postal Address, Telephone, Cellphone, Email and 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 Division whom you deal with as well as the date and the time of the communication can improve our services.

FEEDBACK/COMMENTS

If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter.

Windhoek (Head Office)
Tel: (061) 2946235
Fax: (061) 236139
P/Bag 13235

Khorixas
Tel: (067) 331479
Fax: (067) 331033
PO Box 236

Rundu
Tel: (066) 255051
Fax: (066) 255115
PO Box 63

Opumo
Tel: (065) 273175
Fax: (065) 273396
P/Bag 3005

Keetmanshoop
Tel: (063) 222179
Fax: (063) 223833
PO Box 435

Katima Mulilo
(066) 253081
(066) 253624
P/Bag 5003

Otiwarongo
Tel: (067) 304014
Fax: (067) 302118
PO Box 291

Ondangwa
Tel: (065) 240689
Fax: (065) 240184
P/Bag 2027

Gobabis
Tel: (062) 562105
Fax: (062) 562106
P/Bag 2008

Swakopmund
Tel: (064) 463868
Fax: (064) 400385
P/Bag 5021

Grootfontein
Tel: (067) 242460
Fax: (067) 242811
PO Box 326

MINISTRY OF WORKS AND TRANSPORT

Customer Service Charter

DIVISION GOVERNMENT GARAGE

CHAMPIONING CONTINUOUS PUBLIC SERVICE TRANSPORT DELIVERY

The Division is responsible for providing:

• Safer, reliable and cost effective transport

• Mechanical services

• Technical advice to O/M/As on transport matters

And if you are still not satisfied with the response from the Division, you may take the matter up with the Director: Centralized Support Services, Deputy Permanent Secretary: Administration and Centralized Support Services and the Permanent Secretary.
1. What we do
2. Our customers
3. Our commitment to you
4. Our service promises/standards
5. What we ask from you
6. When you contact us
7. Your views count
8. When you communicate with us, please provide the following information.

**WHAT WE DO**
The Division provides services such as:

- Safer vehicles
- Reliable vehicles
- Cost effective transport services
- Mechanical services

**OUR CUSTOMERS**
- Government Offices, Ministries and Agencies
- Regional Councils
- Local Authorities
- State-Owned Enterprises

**OUR COMMITMENT TO YOU**
Government Garage is committed to provide world-class transport service delivery as required by our customers through meetings, correspondence and telephonic contact to expand on continuous improvement of customer relations and quality of services we render.

**OUR SERVICE PROMISES/STANDARDS**

**Standard of Services:**

- Provide suitable vehicles as per request within an hour if available at the local depot / within 12 hours from nearby depots.
- Replace vehicles at the end of life span; Four years for sedans, Kombis and Pick ups, Seven years for Busses and Trucks
- Provide relief vehicles upon breakdown; within an hour in urban areas and 3-4 hours in rural areas.
- 24/7 recovery services throughout the country.
- Share operational information with Transport Officers and Financial Advisors of O/M/As on monthly basis.
- Dispose off old vehicles through public auction within 5 months.
- Pay for services received within a 30 days time frame.
- Recover/bill clients on monthly basis.
- Maintain, service and repair vehicles within two (2) working days as per manufacture's specifications and recommendations.
- Inspect, monitor and control (wrong) usage of its fleets on daily basis.
- Provide professional technical support services to client O/M/As within 2 working days upon receipt of such a request.
- Develop and finalize tender documents within30 days in accordance with Tender Board Acts and State finance Acts and regulations.

*We will monitor, review and evaluate the implementation of these initiatives.*

**Vehicle under service**

**WHAT WE ASK FROM YOU**
The quality of service we provide depends on the input and co-operation we receive. We therefore request you to:

- Be timely in providing transport needs of your office when requested.
- Keep and honour your transport request and timely advise on any new development/change.
- Timely report to Government Garage and nearest police stations of the misuse, abuse and/or theft of Government vehicles.
- Timely inform Government Garage on the changing of operational areas and terrain of any vehicles allocated to your O/M/A.
- Monthly report on vehicles involved in accidents and allow easy access to Ministry of Works and Transport Ministerial Investigators.

*Give us your comment and advise where we can improve.*

**WHEN YOU CONTACT US**

By telephone, we will:

- Answer the telephone within three (3) rings.
- Identify ourselves by name.
- Inform you when you can expect a full response if we cannot answer your enquiry immediately.

In writing, we will:

- Reply to all correspondence within three (3) working days. If we cannot answer all your questions within that time, we will inform you when to expect a full reply.

Personally, we will:

- see you within the 3 minutes of agreed time of appointment.
- Answer your questions immediately, but if we cannot we will let you
know why and when you can expect an answer.

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 FROM 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 Division;
• 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
• 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 Directorate whom you deal with as well as the date and the time of the communication so that we can improve our services.

COMMENT/ COMPLAINT

If you have any comment, suggestion or complaint about the activities or services of the Division you should contact:

Ministry of Works and Transport
The Director: Centralised Services
Ms. A Black
Tel: 061 2088 400
E-mail: ablack@mwtc.gov.na

And if you are still not satisfied with the response from the Division you may take the matter up with the Director of the Directorate of Human Resources, Administration and Finance.

Should you still not be satisfied with the response or action taken you can approach the Deputy Permanent Secretary of the Department of Administration and Information Technology Management. If still not satisfied you can take the matter further with Permanent Secretary of the Office of the Prime Minister.

If the matter is still not attended to satisfactorily you can approach the Deputy Minister in the Office of the Prime Minister. If still not yet satisfied you may approach the Office of the Ombudsman.
THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who our Customers are.
- Reflects our commitment
- Sets the standard of service that you can expect from us at all times
- States what we will do if you contact us
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

Our core functions are to:

- stock provisioning services to Offices/Ministries/Agencies;
- Purchase and supply standard stock items;
- Conduct auction on behalf of O/M/A.s on absolute and redundant items;
- Reproduce and produce letterheads, examination papers, business cards, leaflets, posters, and bronchus for O/M/A.s

OUR CUSTOMERS

- OMAS and RCs

OUR COMMITMENT TO YOU

- Improve our relations with our customers;
- Provide quality of services to our esteem customers;
- Ensuring equal treatment and feel of entitlement of our customers cards, leaflets, posters, books and bronchus for O/M/A.s
- We strive to execute our duties within the following guiding VALUES:

Professionalism

We will exercise high levels of professionalism in our work, never compromise our set standards and values. We will use the most appropriate skills and competencies, continually seeking opportunities to improve through innovative approaches. We will work collaboratively towards our common goal of serving the customers/stakeholders regardless of individual roles or functions and apply the same ethos with our stakeholders.

We will share our knowledge of best practices with colleagues at all levels to enhance the quality of our services.

Integrity

We will adhere to moral values and ethical principles by exhibiting the quality of intuitive sense of honesty and truthful with regard to the motivation for our actions.

Accountability

We will acknowledge and take responsibility for our actions, decisions and policies including the administration, governance and implementation within the scope of our role and encompassing the obligation to report, explain and be answerable for resulting consequences.

Transparency

We will carry out our activities in an open and most acceptable manner without jeopardizing the MWT’s strategic interests.

Equity

We will treat all our stakeholders/customers in a fair and impartial manner towards all concerns, based on the principles of even-handed dealing.

Innovative

We will be creative in response to issues that impact on our.

Value for Money

We will ensure that we obtain the maximum benefit from the goods and services we both acquire and provide within the resources that are available.

OUR PROMISE/STANDARDS

That we will

- Advertise auction day two weeks prior to actual auction date;
- Conduct viewing sessions of items to be auctioned a day before auction day;
- Register bidders on the day of auction;
- Respond to auction request within two working days;
- Review, update and distribute catalogue to OMAS/RCs catalogue on quarterly basis;
- Items on contract will be delivered within thirty (30) working days;
- Items to be manufactured will be delivered within three (3) months;
- Furniture will be delivered within four (4) weeks;
- Reproduce and produce letterheads, business cards, leaflets, posters, and bronchus within one (1) working days;
- Reproduce and produce books within one month;
- Reproduce and produce examination papers within three weeks;

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. We will provide you with the name of the person to go to, 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 REQUIRE FROM YOU

The quality of service we can provide to you depends on various issues including input and cooperation 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.
• Explain your problem thoroughly and in details.

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/
• Keep a record of the issue at stake and the person in our Directorate whom you deal with as well as the date and the time of the communication can improve our services

FEEDBACK, COMMENT AND COMPLAINT

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

Ministry of works and transport
Division: information and technology
Deputy Director: Information Technology
Ms. Johanna T Pohamba
Tel: 061 2088 606
E-mail: j.pohamba@mwtc.gov.na;
mgideon@mwtc

If you are not satisfied with the response from the Subdivision you may take the matter up with the Deputy Director of Information and Technology.

If you still not be satisfied with the response or action taken you can approach the Deputy Permanent Secretary, Ministry of works and Transport

If still not satisfactorily you can approach the Permanent Secretary, Ministry of works and Transport

If still not yet satisfied you may approach the Office of the Ombudsman.

Snyman Circle
6719 Bell Street
AusspannplatZ
Private Bag 13348
Windhoek
Namibia
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
• 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
• Managing of supplies and licenses and, planning 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.

OUR CUSTOMERS
• Ministry of Works and Transport staff members
• Liaising with our Ministries
• General public

OUR COMMITMENT TO YOU
✓ Our commitment to our customers is the provision of accurate and timely ICT support; and
✓ We strive to execute our duties within the following guiding VALUES:

Transparency
Activities will be carried out in an open manner that is most acceptable to the clients. Information about the activities will be shared in a manner that is straightforward and readily available.

Accountability
We shall be accountable for carrying out responsibilities efficiently, timely and with integrity.

Innovative
To be creative, strive for best practices and approaches in providing services to the clients.

Professionalism
We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive.

Accessibility
We will avail ourselves in order to provide our customers with service they need.

OUR SERVICE PROMISE/STANDARDS
We will:
• Handle all requests and enquiries within two (2) working days;
• Carry out anti-virus health check on a weekly basis;
• Backup all servers daily;

• Monitor network infrastructure daily;
• Provide hardware and software maintenance at regional offices annually;
• Manage all licenses on a yearly basis or upon expiration; and
• Monitor and update our website on a monthly or on a need be basis.

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. We will provide you with the name of the person to go to, address and contact details.
DEPARTMENT: WORKS
DIRECTORATE CAPICAT PROJECT MANAGEMENT
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.

WHAT WE ASK OF YOU

The quality of service we provide depends on the input and co-operation we receive. We therefore request you to:

- Be honest and timely in providing Required information when requested.
- Maintain a high standard of professionalism during interaction with us.
- Keep your appointment and inform us in advance if you cannot make it for the appointment.
- Give us your comments so that we can improve our services.
- Involve us when changing personnel.

*Your information will be treated as confidential*

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 Directorate whom you deal with as well as the date and the time of the communication so that we can improve our services.

We commit to:

- Ensure realistic planning and budgeting buy assisting O/M/A’s.
- Improve customer relations and quality of service.
- To make things happen and think out of the box
- Ensure proper coordination of government projects
- Give feedback politely by phone or in writing
- Account for our mistakes and correct them diligently.

DEALING WITH YOUR COMPLAINT

If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter you should: contact our office at:

Ministry of Works and Transport
DIRECTORATE CAPITAL PROJECT MANAGEMENT

The Director
Phone: 061-2088 713
Fax: 061-2088736

Snyman Circle
6719 Bell Street
AusspanplatZ
Private Bag 13348
Windhoek
Namibia

And if you are still not satisfied with the response from the Directorate, you may take the matter up with the Deputy Permanent Secretary in the Department of Works. Should you still not be satisfied with the response or action taken, you can approach the Permanent Secretary of MWT. If not yet satisfied, you may approach the Prime Minister or the Office of the Ombudsman.

All written official correspondences are address to the Permanent Secretary who channels them through.

DIRECTORATE: CAPITAL PROJECT MANAGEMENT
ENSURE MODERN AND RELIABLE INFRASTRUCTURE

The Directorate is responsible for:

- Implementation of all capital projects construction, renovation and maintaining of all functional and institutional buildings.
- Planning, supervision, monitoring and finally hand over of completed capital construction projects.
- Regulating, coordinating and initiating building quality and technical standards
- Administering and regulating the Acts on professional bodies involved in the construction industry (Architects, Quantity Surveyors and Engineers)
We will ensure that we obtain the maximum benefit from the goods and services we both acquire and provide within the resources that are available.

**OUR SERVICE PROMISE /STRANDED**

- Providing technical and cost advice on the management of capital projects to O/M/A’s, Regional Councils and general public to achieve the desired execution rate daily
- Implement Understudy programme to build capacity building daily and quarterly review
- Provide training on SME’s on quarterly basis
- Carry out project site visits/inspections and prepare report weekly
- Evaluation and make recommendations of tenders on weekly basis
- Prepare detailed estimate s for tendering on six months basis and prepare project cost projections quarterly
- Oversee preparation of tender documents by consultants and in-house weekly
- Review and approval of feasibility study by consultants and in-house on six weeks basis
- Check Bill of quantities on weekly basis
- Prepare valuations and interim payment Certificate for in-house projects on monthly basis
- Check and approve Interim Certificate Payment for Contractors and fee Accounts for Consultants weekly
- Scrutinize, check and approve Bill of Quantity for technical documentation prepared by Consultants and in-house every after six weeks
- Oversee practical and final completion of projects after six months and three years.

**SUBDIVISION ADMINISTRATIVE SUPPORT SERVICES**

- Perform administrative task and Process payments daily
- Facilitate Contract signing weekly
- Prepare Tender Board submission weekly

**DIVISION ENGINEERING SERVICES PROMISE TO:**

- Providing technical advice on the management of capital projects to O/M/A’s Regional Councils and general public to achieve the desired execution rate daily
- Implement Understudy programme to build capacity building daily and quarterly staff performance review
- Provide training on SME’s and in-house on quarterly basis
- Carry out project site visits/inspections and prepare report weekly
- Evaluation and make recommendations of tenders weekly
- Review and approval projects feasibility studies by consultants and in-house after every six weeks
- Assess, check and approve engineering drawing weekly
- Check Consultants fees payments weekly
- Review and approve technical documentation prepared by Consultants and in-house after every six weeks
- Oversee practical and final completion of projects after six months and three years.

**DIVISION ARCHITECTURAL SERVICES PROMISE TO:**

- Providing technical advice on the management of capital projects to O/M/A’s , Regional Councils and general public achieve the desired execution rate daily
- Implement Understudy programme to build capacity building daily and quarterly review
- Provide training on SME’s on quarterly basis
- Carry out project site visits/inspections and prepare report weekly
- Evaluation and make recommendations of tenders weekly
- Check Architectural drawings weekly
- Check and approve fees payments for Consultants weekly
- Review and approve technical documentation prepared by Consultants and in-house every after six weeks
- Oversee practical and final completion of projects after six months and three years.

**WE COMPLY WITH**

- Public Service Act, Act 13 of 1995 and Public Service Staff Rules.
- Affirmative Action Act, Act ……..
- Labour Act, Act 11 of 2007
- Treasury Instructions
- Procurement Act, 2015
- SABS standards

**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 5 working days
- We provide you with an explanation within three working days 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

**WHAT WE DO**
The Directorate provides services in:

- Management of the capital works programme on the development budget for government in conjunction with O/M/A’s and Regional Councils

**OUR CLIENTS/CUSTOMERS**

- Government Offices, Ministries and Agencies
- Regional Councils

**OUR COMMITMENT TO YOU**

Our commitment is reflected in:

- regular communication with you as customers, through meetings, workshops, correspondence, and telephonic contact.
- professional conduct at all times and ensure that our customers are respected and treated with courtesy.

In delivering our services, we uphold the following VALUES:

**Professionalism**

- Conduct business in an objective, friendly, and competent manner.

**Integrity**

- We will adhere to moral values and ethical principles by exhibiting the quality of intuitive sense of honesty and truthful with regard to the motivation for our action.

**Accountability**

- We are responsible for our actions or inaction.

**Innovative**

- We will be creative in response to issues that impact on our business.

**Transparency**

- We will carry out our activities in an open and most acceptable manner without jeopardizing the MWT’s strategic interest.

**Equity**

- We will treat all our stakeholders/customers in a fair and impartial manner towards all concerns, based on the principles of evenhanded dealings.

**Value for money**

- We will ensure that we obtain the maximum benefit from the goods and services we both acquire and provide within the resources that are available.
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. We will provide you with the name of the person to go to, address and contact details.

We will do a telephonic or email follow up with you to check if you have been assisted.

Your View Count

- We continuously strive to improve our services and standards.
- We welcome your views and comments as vital ingredient in helping us to improve our services.
- We promise to consider your views in our planning for service improvement.
- Give us your comments so that we can improve our service.

What We Ask of You

The quality of service we will provide to our customers will depend on the input and co-operation we receive. We therefore request our customers to:

- Adequate care, proper usage and cleaning of office and official accommodation.
- No alteration to Government buildings without our approval.
- Sustain the conditions of buildings and their related infrastructure.
- Compliance to condition of contract related to official accommodation.

What We Comply With

- Treasury instruction
- Tender Board Act, 1996 (Act 16 of 1996)

Comment/Suggestion/Complaint

If you have suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter, you should contact our office at:

Ministry of Works and Transport
Directorate of Maintenance
Director: Maria Iyambo
Tel: +264-61-2088613
Fax: +264-61-2088617
Email: mijambo@mwtc.gov.na

If you are not satisfied with any response received, from the above mentioned contacts, you may take the matter up with the Director: Administration. Should you still not be satisfied with the response or action taken you may approach external bodies.

The Permanent Secretary
Ministry of Works and Transport
Private Bag 13341
WINDHOEK
Tel: 061-2088111

Maintenance

The Directorate of Maintenance under the Department of Works is a service rendering division responsible for management and maintenance of government real estate and related infrastructure.
THIS CHARTER

Outline

• What we do
• Our Customers
• Our Commitment to you
• Our service promise/standards
• When you contact us
• Your view count
• What we ask of you
• Dealing with your complaint

WHAT WE DO

• Establish and Maintenance of government facilities
• Establish the additional need for office space of all Ministries/Agencies/Offices
• Facilitating agreements

OUR CUSTOMERS

Our clients are both internal and external.
• Government Ministries/ Agencies/ Offices
• Regional Councils

OUR COMMITMENT AND VALUES

Applicable to Maintenance
• Ensure the maintenance of government facilities and related infrastructure to the best possible standard according to the available resources.
• Monitoring the performance of Ministries/Agencies/Offices and Decentralized Regional Council’s maintenance units to ensure they are following proper standard.
• Ensure good care of provided decorative plants to Ministries/Agencies/Office

Applicable to Fixed Asset Management
• To establish the additional need for office space of all Ministries/Agencies/Offices by inspecting all leased buildings.
• To compile and conclude lease agreements on behalf of the various Ministries/Agencies/Offices.
• To negotiate lease terms, tariffs and lease conditions with the private sector.

In delivering our services, we uphold the following: VALUES:

➢ Accountability
We shall be accountable for carrying out responsibilities efficiently, timely and with integrity

➢ Integrity
We will be honest and truthful in our dealings with our customers.

➢ Professionalism
We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive

➢ Responsiveness
We will be act flexibility, timely and accurate in realizing our customers’ expectations.

➢ Accessibility
We will avail ourselves in order to provide our customers with service they need.

➢ Diversity and equality
We are different but equal and united in purpose to produce excellent services to our customers.

OUR SERVICE PROMISE/STANDARDS

• Maintenance and repairs to government buildings and related infrastructure within 24 hour upon the receiver of the complaint
• Renovations and Upgrading of government buildings and related infrastructure within 10 to 15 years after occupation by the responsible O/M/A
• Establish new and maintain existing gardens to Government offices and institutions on a routine basis
• Provide pot-plants for Government offices within a week upon request
• Ongoing developing, supervising, maintaining and management of the immovable Asset Register on professional lines
• Acquisition and disposal (alienation) of property for and on behalf of Government within a month upon treasury approval
• Giving input on the establishment of new towns, townships and extension to towns on request basis
• Analyze and study survey diagrams for possible consolidations or subdivisions of government properties when the need arise
• Facilitate the transfer of properties purchased by the government.
• Negotiations with various Town councils and Municipalities on property transactions, i.e, exchanges, donations, sales etc.

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 of your letter and provide you with an explanation on how we will handle your case within 5 working days

If you visit us
➢ We will attend to you within 5 minutes
➢ We will respond to your questions while you are with us, if we cannot we will let you know when you can expect an answer

By e-mail we will;
➢ We will respond to your email immediately, depending on the
complexity of the content of the email or what is required

DEPARTMENT: GOVERNMENT AIR TRANSPORT SERVICES
YOUR VIEW COUNT

Continuous improvement the quality of our services relies to a great extent on contributions in terms of relevant inputs, suggestions, advises and co-operation we receive from our customers; Customers’ views make a difference and it is that difference which counts for our services. We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our service.

WHAT WE ASK OF YOU

- Not to smoke since GATS is a smoke free environment
- Comply with Government Air Transport Services’ Safety Standard Procedures prevailing limitations and prohibitions
- Follow the right communication channels
- Make appointment whenever consultation is required
- Inform Government Air Transport Services immediately in the case of cancellation of reservation of programme
- Keep appointments or at least advise Government Air Transport Services of time change or adjustment
- Be honest and straightforward when dealing with Government Air Transport Service’s staff members
- Complete our Customer feedback form at the end of the flight and submit by fax or email

DEALING WITH YOUR COMPLAINT

We will deal with complaints immediately, offer an apology Explain the rules and regulations guiding our department give an assurance that we will avoid the same mistakes happening again

Department: Government Air Transport Services Contact Details:

Deputy Permanent Secretary
Tel: +264 (61) 379810
Email: jshippepe@gatsnam.org

Quality Assurance
Tel: +264 (61) 379805
Email: ckmakoni@gatsnam.org

The Permanent Secretary
Ministry of Works and Transport
Private Bag 13341
WINDHOEK
Namibia

And if you are still not satisfied with the response from the Department, you may take the matter up with the Permanent Secretary of the Ministry of Works and Transport. If not yet satisfied, please approach the Prime Minister Office

WE COMPLY WITH

- Treasury instruction
- Tender Board Act, 1996 (Act 16 of 1996)

MINISTRY OF WORKS AND TRANSPORT

DEPARTMENT: GOVERNMENT AIR TRANSPORT SERVICES

The Department is mandated by the Cabinet to provide safe, secure, reliable and efficient air transport services to His Excellency, the President of the Republic of Namibia, His Excellency the Vice President, the Right Honourable Prime Minister, the Honourable Deputy Prime Minister, Cabinet Ministers, VVIP and VIP Government Officials to local and international destination
THIS CHARTER

Outlines:
• What we do
• Our Customers
• Our commitment to you
• Our service promise/standards
• When you contact us
• Your view count
• What we ask of you

WHAT WE DO
The Department of Government Air Transport Services is focused to provide quality service in so doing we will:
• Execute proficiency and professionalism in our work;
• Inform our customers about new safety demonstrations and procedures;
• Consult our customers;
• Give precedence to customers who visit us on our facilities.

We request our customers not to smoke in our aero planes and building facilities.

OUR CUSTOMERS
The followings are some of our clients
• His Excellency the President of the Republic of Namibia
• His Excellency the Vice President
• The Right Honourable Prime Minister
• The Right Honourable Deputy Prime Minister
• Cabinet Ministers, VVIP and VIP Government Officials

OUR COLLECTIVE COMMITMENT TO YOU
✓ We commit to:
• Be customer/client focused
• Dedicate ourselves to satisfying your needs
• Rendering quality services
• Be effective, efficient, transparent and dutiful
• Be consistent, responsive, enthusiastic and accessible
• Be sensitive to issues of cultural diversity, gender, disability and any other needs
✓ We strive to execute our duties within the following guiding VALUES:

Openness
We are open to our customers in disclosing the cost of our services and other information deemed necessary. We operate on non-discriminatory principles and ensure the highest quality of service to all our customers.

Accountability
Government Air Transport Services is made up of Flight Operations, Aircraft Maintenance, Safety and Security, and Office Services Section with managers that are responsible for the smooth operation of these sections. Each head of the section is responsible for the performance of his/her section. All our staff members are responsible for quality and safety.

Courteous and Helpfulness
We are ready to provide a courteous and helpful service matching the convenience of our customers. Our personnel are readily available 24 hours a day to render the service requested.

Information Dissemination
Government Air Transport Services will disseminate any safety and security related information to:
• Our customers on safety standards and procedures
• DCA on new development in our aircraft fleet
Flight Operations and Airworthiness activities
• Our Customers on new equipment
We welcome constructive criticisms, complaints, suggestions and advice for the continuous improvement of our service.

Consultation and Choice
Views, preferences and priorities of our customers are highly considered and we provide a choice whenever possible.

Integrity
We will demonstrate adherence to ethical principles while carrying out our professional duties with integrity and ensuring systems and procedures are rules complaint.

OUR SERVICE PROMISE/STANDARDS
We promise to:
• Provide air transport service of high standards of quality and safety within an hour. In so doing the department comply with the set of rules and regulations of our Directorate of Civil Aviation (DCA) and of the International Civil Aviation Organisation (ICAO)
• Maintain services & repair each aircraft as per its maintain schedule in terms of calendar days or flight hours executed
• Recover/bill clients on monthly basis

WHEN YOU CONTACT US
In person we will:
• Respect all customers/clients and will be polite, helpful and professional all the time.

When you call us for any information, we will:
• Answer your call promptly in a polite and friendly manner and identify ourselves.
• Provide up to date information immediately.
• Where we cannot provide the required information or attend to your query, we will inform you accordingly.

When you visit us, we will:
• Ensure that you are dealt with promptly and professionally.

When you contact us in writing by letter, email or fax, we will:
• Acknowledge receipt of your letter
• Reply to you as soon as possible.

When you complain about a service, we will:
• Reply to you as soon as possible.
• Review and rectify our performance if necessary and ensure
DEPARTMENT: TRANSPORT
IF YOU CONTACT US

By telephone, we will: answer the telephone within less than three rings and in official language (English) identify ourselves by name and office/ section or agency.
Inform you when you can expect a full response if we cannot answer your enquiry immediately.
In writing, we will: reply to all letters within ten working days. If we cannot answer all your questions within that time, we will inform you when to expect a full reply.
We will treat faxes and e-mail as letters.
Personally, we will: See you within the agreed time if you have made an appointment answer your questions immediately, and if we cannot we will inform you why and when you can expect an answer from us.

YOUR VIEWS COUNT

We strive to render a service that will meet your needs and we therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.
If you are not satisfied with our services, we will appreciate you informing us about your concerns and recommendations.
We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our service.

WHEN YOU COMMUNICATE WITH US, PLEASE PROVIDE THE FOLLOWING INFORMATION

Your full name, postal address, telephone and / or fax numbers.
Provide clear descriptions of your particular concerns or requirements.
Indicate the kind of response you are expecting.
Keep a record of the issue at stake and the person who deals with the issue, together with the date and the time of all communications.

If things go wrong

We will:
Deal with complaints within two weeks, offer an apology if appropriate, provide an explanation, provide assurance that we will make every effort to avoid making the same mistake again.

Any comment, suggestion or a request for information about the activities of the directorate should

Be directed to:
Director of Civil Aviation
Private Bag 12003
Ausspannplatz
WINDHOEK
Tel: +264-61-702 212
Fax: +264-61-702 066
Website: www.dca.com.na

If you are not satisfied with any response received, please write to the Complaints Co-ordinator in the Office of the Permanent Secretary of the Ministry at:

The Permanent Secretary
For attention: Complaint Co-ordinator
Ministry of Works and Transport
Private Bag 13341
WINDHOEK
Tel: 061- 2088111

The Complaints Co-ordinator of the Ministry will channel the complaints to the Director of Civil Aviation, who will provide feedback and if you are not satisfied with the response from the Director, you need to take the matter up with the Permanent Secretary of the Ministry. Should you nevertheless still not get satisfaction, you can approach the Minister and / or the Office of the Ombudsman.

Re- published in 2011 and will be reviewed after 2 years.
THIS CHARTER

Outlines:
- What we do
- Our Customers
- Our commitment to you
- Our service promise/standards
- When you contact us
- Your view count
- What we ask of you

The Directorate of Civil Aviation (DCA) is a regulatory public service provider within the Ministry of Works and Transport. It is located at Rudolf Hertzog and Dr. W. Kulz Street.

OUR CORE FUNCTIONS ARE:
- Licensing of Aviation Personnel and Aerodromes;
- Aviation Safety and Security;
- Air Traffic Services;
- Air Navigation and other Technical Services;
- Aeronautical Information Services.

In partnership with the aviation industry we provide safety oversight services in compliance with the Standards and Recommended Practices of the International Civil Aviation Organisation (ICAO).

OUR COMMITMENT TO OUR CLIENTELE:
The Directorate of Civil Aviation (DCA) is committed to provide quality service. In doing so, we will:
- Be efficient and effective in our work;
- Be friendly and helpful;
- Consult our clientele about new developments in the aviation industry;
- Give precedence to clients who visit us by appointment.

WHAT WE ASK FROM YOU
- Not to smoke since the DCA is a smoke free environment.
- To properly complete application forms
- To ensure all supporting documents accompany each application.
- To pay all the necessary fees

OUR STANDARDS/ SERVICE PROMISE
Application for the issue, renewal and validation of licenses
- Issue, renew and validate a license within a maximum of 2 working days from the date of receipt of a fully completed application. Urgent applications will be dealt with on its merits.

Issue of Air Operator’s Certificate
- Normally issue an Air Operator’s Certificate within 60 days from date of receipt of a fully completed application.

Renewal of Air Operator’s Certificate
- Renew an Air Operator’s Certificate within 60 days from the date of receipt of fully completed application.

Issue / Renewal of Aerodrome License
- Issue an Aerodrome License within 60 days from the date of receipt of fully completed application. A renewal will be issued within 30 days from the date of receipt of a fully completed application.

Registration of Aircraft
- Register an Aircraft within 14 working days after all documents have been verified with the previous registration authorities.

OUR STANDARDS APPLICABLE TO SPECIFIC WORK AREAS

Airworthiness Inspections
- Carry out an Airworthiness Inspection as scheduled or as necessary, and upon request by an operator.

Flight Operation Inspection
- Carry out flight operation inspections as scheduled or as necessary.

Aeronautical Information
- On request, provide aeronautical information between 06H00 and 20H00, 7 days a week.

Air Traffic Services
- Approach an Area Control and Flight Information Services are provided 24 hours daily.

At other Air Traffic Service Units (ATSUs) the relevant Air Traffic Manager should be contacted or the relevant ATSU during normal business hours

Search and Rescue
We will:
Provide assistance to and, if necessary, the rescue of survivors of aircraft accidents or forced landing and of crews and passengers of vessels in distress and survivors of maritime casualties.

The reaction time and alert phases are as follows:

Incerfa : 30 minutes after the expected of arrival.
Alerfa : 60 minutes after the expected time of arrival.
Distresfa : 90 minutes after the expected time arrival
WHAT WE ASK FROM YOU

- Be honest and timely in providing documents when requested.
- Keep your appointment and inform us in advance if you cannot make it for the appointment.
- Give us your comments so that we can improve our services.

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.
- We welcome your views and comments as vital ingredients in helping us to improve our service.

COMMENTS/SUGGESTIONS/COMPLAINTS

We welcome your comments, suggestions and views on any aspect of our service because we believe this will help us to serve you better. Regarding anything mentioned in this Charter, you should contact our office at:

DIRECTORATE OF TRANSPORTATION POLICY AND REGULATION
The Director
Phone: 061-2088152;
Fax: 061 232783
E-mail: climbo@mwtc.gov.na
6719 Bell Street
Snyman Circle
Private Bag 12005,
Windhoek

If you are not satisfied with the response from the Directorate, you may take the matter up with the Deputy Permanent Secretary in the Department of Transport. Should you still not be satisfied with the response or action taken, you can approach the Permanent Secretary of Ministry of Works and Transport.

The Permanent Secretary
Ministry of Works and Transport
Private Bag 13341
WINDHOEK
Tel: 061-2088111
THIS CHARTER

Outline:
• What we do
• Our Customers
• Our commitment to you
• Our service promise/standard
• When you contact us
• Your view count
• What we ask of you
• Dealing with the complaint

WHAT WE DO

• Policy formulation and implementation
• Ensure compliance to standards
• Legislative oversight
• Promotion of Road Safety

OUR CUSTOMERS

INTERNAL AND EXTERNAL
• Government Offices, Ministries, Agencies
• SOEs
• Civil Society
• Regional and International Bodies

OUR COMMITMENT TO YOU

The Directorate of Transportation Policy and Regulation is committed to provide quality service. In doing so:

• Providing a good quality transportation related services
• In delivering our services, we uphold the following core values:

Accountability
• We shall be accountable for carrying out responsibilities efficiently, timely and with integrity

Integrity
• We will be honest and truthful in our dealings with our customers

Professionalism
• We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive.

Responsiveness
• We will act flexibility, timely and accurate in realizing our customers’ expectations.

Accessibility
• We will avail ourselves in order to provide our customers with service they need.

Diversity and equality
• We are different but equal and unity in purpose to produce excellent services to our customers.

OUR STANDARDS /SERVICE PROMISE

• Review and implement policies annually.
• Process payments daily.
• Update payments files within two (2) working days.
• Conduct inspections for testing stations on a quarterly basis.
• Provide legal advice within seven (7) days.
• Publish all notices within three (3) months.
• Review at least two legislation annually.
• Respond to all communications within ten (10) working days.
• Process exemptions daily
• Stakeholders meetings monthly.
• Issued Air Services License within thirty (30) working days

WHEN YOU CONTACT US

If you phone us we will:
• Answer all calls as promptly as possible
• Identifying ourselves
• Provide requested information

If you write to us we will:
• Acknowledge your email within two working days and give you the contact details of the division and staff member responsible.
• Give a full reply within 10 working days in the majority of cases; if not full explaining will be provided.

If you email to us we will:
• Acknowledge your email within two working days and give you the contact details of the division and staff member that is dealing with your query.
• Give a full reply within 10 working days in the majority of cases; if not full explaining will be provided.

If you visit of our offices we will:
• Be polite and fair in our dealings with you
• Make sure our offices are clean and accessible for our customers, including those with special needs.
• Arrange meetings for a time that suits you and to meet you at the appointed time.
WHAT WE ASK OF YOU

The quality of service we provide depends on the input and cooperation we receive. We therefore request you to:

• Be honest and timely in providing draft documents when requested.
• Keep your appointment and inform us in advance if you cannot make it for the appointment.
• Give us your comments so that we can improve our services.

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.

Your information will be treated as confidential

When you communicate with us, please provide the following information:

• Your full name
• Postal address and telephone and / or email
• 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 Directorate whom you deal with as well as the date and the time of the communication can improve our services

DEALING WITH YOUR COMPLAIN

If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter you should:

DIRECTORATE OF AIRCRAFT ACCIDENT INVESTIGATIONS

The Director: DAAI
Mr.: Erickson Nengola
Phone: 061-2088410/2088411
E- 6719 Bell st —4th Floor
Synman Circle
Private Bag 13341
Windhoek
Namibia

E-mail: Daaai@mwtc.gov.na

And if you are still not satisfied with the response from the Directorate you may take the matter up with the Deputy Permanent Secretary the Department Public Service Management. Should you still not be satisfied with the response or action taken you can approach the Permanent Secretary of OPM. If not yet satisfied you may approach the Prime Minister or the Office of the Ombudsman.

Ministry of Works and Transport

CUSTOMER SERVICE CHARTER

DIRECTORATE: AIRCRAFT ACCIDENT INVESTIGATIONS

Mandate

The DAAI is an independent investigation authority, primarily responsible for the investigation of aircraft accidents and serious incidents, to determine the facts, conditions and circumstances pertaining to the accident, the dissemination of safety information and for carrying
We will identify safety deficiencies as evidenced by accidents and incidents and make recommendations designed to eliminate or reduce any safety deficiencies; upon completion of the report 90 days.

We will investigate accidents and incidents in compliance with the provisions and procedures of Annex 13 to the Chicago Convention.

We will monitor the implementation of safety recommendations as issued by Contracting States and ensure action within 90 days.

tel: 061 2088410

- We will attend to you within 5 minutes, if you have an appointment.
- We will respond to your questions immediately, but if we cannot we will let you know why not and when you can expect an answer from us.
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.

WHAT WE ASK OF YOU

The quality of service we provide depends on the input and co-operation we receive. We therefore request you to:

• Be honest and timely in providing draft documents when requested.
• Keep your appointment and inform us in advance if you cannot make it for the appointment.
• Give us your comments so that we can improve our services.

Your information will be treated as confidential.

When you communicate with us, please provide the following information:

• Your full name
• Postal address, email, 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 Directorate whom you deal with as well as the date and the time of the communication so that we can improve our services

We commit to:

• To make things happen and think out of the box
• Handle your written communication within 3 days after receipt.
• Give feedback politely by phone or in writing
• Account for our mistakes and correct them diligently.

DEALING WITH YOUR COMPLAINT

If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter you should:
Contact our office at;

MINISTRY OF WORKS AND TRANSPORT
DIRECTORATE OF RAILWAY INFRASTRUCTURE
MANAGEMENT
The Acting Director
Mr. Justice Ncube
Phone: 061-2088207
E-mail: jncube@mwtc.gov.na

And if you are still not satisfied with the response from the Directorate, you may take the matter up with the Deputy Permanent Secretary in the Department of Transport. Should you still not be satisfied with the response or action taken, you can approach the Permanent Secretary at
P/bag 13341
Windhoek
Namibia

If not yet satisfied, you may approach the Prime Minister or the Office of the Ombudsman.

CUSTOMER SERVICE CHARTER

DIRECTORATE OF RAILWAY INFRASTRUCTURE MANAGEMENT (RIM)

The Directorate is responsible for:

• Strategic planning
• Policy development and Implementation
• Safety standards and Compliance
• Management of construction of all new railway infrastructure development projects.
• Rehabilitation and maintenance of existing railway network.
• Supervision and monitoring of TransNamib.
OUTLINE:
- What we do;
- Our clients/customers;
- Our Commitment to you;
- Our service promise standard;
- When you contact us
- Your views count;
- What we ask of you;
- Dealing with your complaints

WHAT WE DO
The Directorate provides services in:
- Planning and financial administration
- Ensure adherence to standards, regulations and safety standards
- Procurement services
- Management of construction of all new railway infrastructure development projects.
- Rehabilitation and upgrading of existing railway network.
- Supervision and monitoring of TransNamib

OUR CLIENTS/CUSTOMERS
- Government Offices, Ministries and Agencies
- Regional Councils
- Consulting Engineers
- Contractors
- TransNamib

OUR COMMITMENT TO YOU
Our commitment is reflected in:
- regular communication with you as customers, through meetings, workshops, correspondence and telephonic contact.
- professional conduct at all times and ensure that our customers are respected and treated with courtesy.

In delivering our services, we uphold the following VALUES:
Accountability
We are responsible for our actions or inaction.
Integrity
We act transparent, ethical and behave according to acceptable standards
Professionalism
Conduct business in an objective, friendly, and

Responsiveness
Our action will be guided by your needs.
Accessibility
You can reach us easily.
Diversity and equality
We treat all equally and fairly.

OUR SERVICE PROMISE /STANDARD
Railway Infrastructure Management will:
- Plan, design, construct, maintain, manage and control the railway infrastructure network in the country
- ensure the provision of railway services, and compliance with National Transport Services Holding Company Act (Act No. 28 of 1998).
- Planning and control of annual budget
- Carrying out feasibility studies together with consultants and TransNamib
- Preparation of tender documents, evaluation and tender awarding
- Ensure payment certificates are paid within 45 days of receiving them
- Railway Network Development, Maintenance, Rehabilitation
- Modernization of rolling stock fleet and related railway equipment
- Supervision of TransNamib
- General Management of directorate projects

WE COMPLY WITH
- Public Service Act, Act 13 of 1995 and Public Service Staff Rules.
- Affirmative Action Act, Act ………
- Labour Act, Act 11 of 2007

WHEN YOU CONTACT US
In person:
- Will provide you with a friendly, positive, professional and efficient service;
- Will listen and discuss your requirements in full;
- Will take ownership of your enquiry and strive for first contact resolution; and
- If the person you have requested is unavailable, ensure that an appropriate person contacts you to attend to your enquiry.

On the telephone:
- Will endeavor to answer your call within six (6) rings;
- Will provide a 24 hour answering service;
- Will respond to every message and missed call; and
- Will answer all calls courteously and introduce ourselves using our first name.

In writing (letters, email, fax)
- Will write to you in clear, concise language that is easily understood;
- Will respond to general correspondence within seven (7) working days; and
- Will acknowledge your correspondence if we are unable to attain this response target.

How can our customers help Railway Infrastructure Management?
Treat our staff how you would like to be treated;
Supply us with complete and accurate information; and
Inform us promptly of any changes
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.

WHAT WE ASK OF YOU

The quality of service we provide depends on the input and co-operation we receive. We therefore request you to:

• Be honest and timely in providing correct information on condition of the transport network.
• Keep your appointment and inform us in advance if you cannot make it for the appointment.
• Give us your comments so that we can improve our services.

Your information will be treated as confidential.

When you communicate with us, please provide the following information:

• Your full name
• Postal address, telephone, email 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 Directorate whom you deal with as well as the date and the time of the communication can improve our services

We commit to:

• To provide reliable transportation infrastructure
• Maintain our transport infrastructure network
• Maintain standards
• Account for our mistakes and correct them diligently.

Feedback (comments)

If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter you should: contact our office at:

MINISTRY OF WORKS & TRANSPORT
DIRECTORATE OF TRANSPORTATION INFRASTRUCTURE
The Director
Phone: (061) 208 8624/8421
4th Floor
SNYMAN CIRCLE
6719 BELL STREET
Windhoek
Namibia

And if you are still not satisfied with the response from the Directorate, you may take the matter up with the Deputy Permanent Secretary in the Department of Transport. Should you still not be satisfied with the response or action taken, you can approach the Permanent Secretary of the Ministry of Works and Transport. If not yet satisfied, you may approach the Minister of Works and Transport.

All written official correspondences are addressed to the Permanent Secretary.
Outline:
• What we do;
• Our stakeholders/customers;
• Our commitment to you;
• Our service promise/standard;
• When you contact us;
• Your views count;
• What we ask of you;
•Dealing with your complaints;

WHAT WE DO
• To ensure the development of modern transport infrastructure for roads, aerodromes, harbors and waterways.
• To ensure optimal utilization and management of transport infrastructure projects assigned to the Directorate.
• To ensure integrated sectoral planning.
• Advise the Minister on all transport infrastructure planning matters.

OUR STAKEHOLDERS/CUSTOMERS
• Government Offices, Ministries and Agencies
• Regional Councils
• General Public

OUR COMMITMENT TO YOU
Our commitment is reflected in:
• regular communication with you as stakeholders/customers, through meetings, workshops, correspondence and telephonic contact.
• professional conduct at all times and ensure that our customers are respected and treated with courtesy.

In delivering our services, we uphold the following VALUES:
Accountability
We are responsible for our actions or inaction.
Integrity
We act transparent, ethical and behave according to acceptable standards
Professionalism
Conduct business in an objective, friendly, and

COMPETENT MANNER.
Transparency
We will carry out our activities in an open and most acceptable manner.
Equity
We will treat all our stakeholders/customers in a fair and impartial manner.
Innovative
We will be creative in response to issues that impact on our business.
Value for money
We will ensure that we obtain the maximum benefit from the goods and services we both acquire and provide within the resources that are available.

OUR SERVICE PROMISE / STANDARD
DIRECTORATE TRANSPORTATION INFRASTRUCTURE
• Planning of road, aerodrome, marine and river transport infrastructure.
• Undertaking feasibility studies and master plans and liaising with consultants appointed to undertake such studies.
• Setting up of a database of the National Transport Infrastructure.
• Planning and control of the annual budget.
• Liaising with the National Planning Commission secretariat on infrastructure development programme and on the annual development budget.
• Development, operation and management of national road network, aerodrome, marine and river transport infrastructure.
• Attending for the procurement of consultancy services.
• Liaising with the Roads Authority, Namibia Airports Company and Namport on the development of the Road Network, Aerodrome Network and harbour infrastructure respectively.

WHEN YOU CONTACT US
If you phone us
• we will answer to your call within 3 rings
• We will respond to your queries within 2 working days if we can’t provide an answer immediately.

If you write to us
• We acknowledge receipt within 2 working days
• We provide you with an explanation within 3 working days 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. We will provide you with the name of the person to go to, address and contact details.
• We will do a telephonic or email follow up with you to check if you have been assisted.
YOUR VIEW COUNT

- We continuously strive to improve our services and standards.
- We welcome your views and comments as vital ingredient in helping us to improve our services.
- We promise to consider your views in our planning for service improvement.
- Give us your comments so that we can improve our service.

WHAT WE ASK FROM YOU

- Our improved services to our customers depend on contributions in terms of the relevant inputs and cooperation we receive from them.

WE THEREFORE REQUEST YOU TO:

- Comply with our Merchant Shipping rules and regulations, which can be obtained from DMA offices in Windhoek, Walvis Bay and Luderitz.
- If the regulations are not clear to you, our staff will explain them to you.
- Prepare or compile documents and present them truthfully and on time.
- Make appointments if consultation is required.
- Be punctual when appointments are made.

Comment/Suggestion/complaint

- If you have suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter, you should contact our office at:
  - Directorate: Maritime Affairs
    Private Bag 12005
    Ausspannplatz
    Windhoek
    Tel: 061 – 226848
  - Walvis Bay Branch:
    Private Bag 5004
    Walvis Bay
    Tel: 064-2086300
  - Luderitz Branch:
    Private Bag 2015
    Luderitz
    Tel: 063-203969
    063-203905

If you are not satisfied with any response received, from the above mentioned contacts, you may take the matter up with the Director: Administration. Should you still not be satisfied with the response or action taken you may approach external bodies.

The Permanent Secretary
Ministry of Works and Transport
Private Bag 13341
WINDHOEK
Tel: 061-208811

MINISTRY OF WORKS AND TRANSPORT

CUSTOMER SERVICE CHARTER

DIRECTORATE: MARITIME AFFAIRS (DMA)

The Division is responsible for enforcing rules and regulations, ensuring the sea worthiness of Namibian and International ships as well as ensuring the prevention of pollution of the sea by the Namibian’s sea users all the time.

THIS CHARTER

Outline

- What we do
- Our Customers
- Our Commitment to you

NA MIBIAN PUBLIC SERVICE CHARTER
We are here for you!
WHAT WE DO:

- Enforce maritime rules and regulations enshrined in the Namibian Merchant Shipping Act.
- Ensure the safety of life and property on board Namibian ships;
- Ensure the seaworthiness of Namibian ships, and ships of other nationalities calling at Namibian ports;
- Ensure the prevention of pollution of the sea by ships e.g. fishing vessels, cargo ships and passenger ships;
- Ensure continuous training of DMA staff members in various maritime disciplines.

OUR CUSTOMERS:

- General Public
- O/M/As
- International ships/citizens

OUR COMMITMENT TO CUSTOMERS

In close cooperation with you our customers, we will ensure safe ships and clean seas. We are committed to providing you with quality service, based on our key values of:

- Being friendly, helpful and courteous;
- Being accountable for what we do;
- Being efficient and professional when opinions and inputs for the purpose of improving our services.

In delivering our services, we uphold the following:

VALUES:

- **Accountability**
  We shall be accountable for carrying out responsibilities efficiently, timely and with integrity

- **Integrity**
  We will be honest and truthful in our dealings with our customers.

- **Professionalism**
  We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive

- **Responsiveness**
  We will act flexibility, timely and accurate in realizing our customers’ expectations.

- **Accessibility**
  We will avail ourselves in order to provide our customers with service they need.

- **Diversity and equality**
  We are different but equal and united in purpose to produce excellent services to our customers.

OUR SERVICES PROMISE/STANDARDS

1. **Inspection and registration of ships**

   We will:
   Conduct random inspection on local and foreign ships calling at Namibian ports for verification of seaworthiness in accordance with international laws.
   Require regular health examinations for all sea men every six months as required by the Merchant Shipping Act.
   Issue seafarers Record Books for Namibian citizens sailing on board ships within 10 days.
   Register and licence Namibian ships within two weeks of application date provided all required documents have been submitted.
   Record of Namibian ships and seafarers within one day provided all requirements are met.

2. **Emergencies**

   We will:
   Carry out preliminary investigation of marine accidents and incidents on board Namibian ships within 3 days.
   Conduct inquiries and solve crew safety problems on board ships.
   Provide a 24 hour service to our customers in case of an accident.