



Republic of Namibia

Ministry of Land Reform

**Customer Service Charter
Booklet**

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1. Introduction and Background

The Namibian Government has embarked on a Public Service Reform Initiative (PSRI) which is intended to transform Public Service into a performance driven organization at all levels-central and sub-national levels. The reform initiative is aimed at improving service delivery to the Public and fosters operational efficiency within the Public Service. This will in return result in effectively achieving National Development Plan 4 (NDP4) and Vision 2030 goals. The government, under the PSRI, has embraced Performance Management System (PMS) as its vehicle to achieve the desired performance oriented culture in the Public Service.

2. Our Service Charter

2.1 This Charter:

- Outlines our service standards and defines what you can expect from us.
- States what you need to know so you can help us help you.
- Explains how you can give us feedback on any aspect of our service.
- Reflects our commitment to deliver a high standard of service at all times
- Explains how and when to get information on our service if needed
- Explains how to make a complaint, if you are not satisfied with our service

2.2 Our Service Standards

Our service standards describe the level of service excellence we aim to deliver.

When we serve you, we will:

- Identify ourselves
- Treat you with courtesy and respect
- Be fair, open and reasonable
- Give you clear, accurate and timely information or help you to find it.
- Explains how to contact us when you are not satisfied with our service.
- Reflects our commitments to deliver services and products to all customers at a reasonable but realistic standard.
- Set out commitments to our customers
- Tell you about your responsibilities
- Highlights our values
- Inform you what to do if you are unhappy with the service you received

- Provide our address information and where you can contact us
- Set deadlines and goals, and adhere to them
- Be accurate and objective in our reporting, and uphold high level of integrity
- Be committed and dedicated to ensure the implementation of policies and monitoring of activities, so as to achieve the goals of the ministry
- Foster closer relationship with our clients and engage in close consultations and information sharing where possible
- Adapt a participatory approach to ensure information sharing, capacity building and team work
- Adopt a positive attitude towards our work and customers at all times
- Be open to suggestions and welcome all criticisms which may lead to improved service delivery.
- Process payments within 3 days after receiving original invoices with all supporting documents.
- Facilitate the auditing of the Land Acquisition and Development Fund within three months after the end of the financial year
- Acknowledge and inform you about the status of your application for employment within one month after the closing date
- Deliver a professional and ethical service at all times
- Attend to maintenance complaints within 10 days.
- Maintain equity, transparent and accountability at all times
- Serve our clients with diligent and integrity at all times
- Embrace innovative practices through continuous improvement of systems and processes
- Perform duties professionally and ethically
- Adopt a culture of sharing duties, responsibilities and resources at our disposal
- Acknowledge our cultural diversity, appreciate the importance of each client, be tolerant and accept constructive criticism
- Register properties and Real rights within 5 working days
- Upon request provide a copy of deed within 1 working day after registration.

We will strive to...

- Meet the needs and expectations of our customers in a fair and responsible manner.
- Deliver an efficient and professional service at all times.
- Give professional advice to the public, government institutions and private sector on land management and administration.
- Take into account any complaints about irregularities in the allocation of land and take appropriate measures to resolve the problem.
- Give professional advice to the public, government institutions and private sector on surveying, mapping

and GIS / LIS matters.

- Examine all surveys diligently giving fair treatment and consideration to all customers.
- Consider any motivated request for urgent approval of surveys and, an appropriate measure will be taken to expedite the examination of such surveys.

WHAT WE EXPECT FROM YOU

The quality of service we provide depends on a sincere feedback from our clients.

As such please:

- Be direct and timely in providing the required information to us.
- Comply with existing Acts, Regulations and Procedures.
- Co-operate with our Officials.
- Inform us when our service rendered is not to your satisfaction.
- Contact us as soon as possible if you are having difficulties
- Inform us as soon as possible about any changes in your circumstances.
- Adopt a participatory and consultative approach and keep us informed of your activities
- Adhere to deadlines, be honest, and provide quality information and documentation as requested
- Keep to appointments and inform us in advance if you cannot keep them
- Work towards achieving the goals of this ministry
- Give us credit when credit is due
- Give us your comments and suggestions so that we can improve our services

When you communicate with us, please provide...

- Your full name, postal address. An added advantage is to include your telephone or fax number and email address.

BY TELEPHONE

We will:

- Answer the telephone calls within 3 rings.
- Identify us by name.
- Transfer your call to someone who can deal with your query within 2 minutes
- If you leave a message we will call you back within 12 working hours
- We will tend to you in a courteous manner.
- If we are unable to help, we will re-direct you to the right person.

When we are out of the office:

- Inform one of our colleagues of our whereabouts and indicate when we will be back in the office.
- Transfer our phones so that someone is always available to attend to your calls.

IN WRITING,**We will:**

- Reply to all your correspondences within 5 working days
- Acknowledge receipt within 3 working days
- If the matter is complex give a date by which a response will be made.
- In case of delays, explain the reason for the delay,
- Give reference of who is dealing with the matter
- If possible say when a definitive response should be available.

PERSONALLY**We will:**

- See you within the agreed time if you have made an appointment.
- If unavailable and detained elsewhere, excuse ourselves in advance or within 30 minutes if you have not made an appointment,
- Answer your questions immediately,
- If we cannot, let you know the reason and when you can expect the feedback.
- Every effort will be made to attend to you.

WHEN WE CARRY OUT OUR WORK IN GENERAL**We will:**

- Set deadlines and goals, and adhere to these
- be accurate and objective in our reporting, and will uphold high levels of integrity
- be committed and dedicated to ensure the implementation of policies and monitoring of activities, so as to achieve the goals of the ministry
- foster closer relationship with other divisions and engage in close consultations and information sharing where possible
- adopt a participatory approach to ensure information sharing, capacity building and team work within our Directorate
- adopt a positive attitude towards our work and customers at all times
- be open to suggestions and welcome all criticisms which may lead to improved levels of service.

IN SUPPLYING SERVICES AND PRODUCTS

We will:

- upon request Provide prompt service to customers who request information on any data and record in our care within 4 days:
- measure performance and achievements against the expectations and standards we have set
- initiate changes and improvements within the ministry.
- apply basic principles of fairness and equity
- be helpful and courteous
- be efficient and professional
- be accountable for our actions
- treat information confidential, if it is privileged information
- publish information on procedures and performance standards we aim to meet
- be responsible and able to justify our decisions and actions
- be honest and professional in dealing with our customers
- provide a value for money and customer focused service
- rate our customers with the necessary respect

IF THINGS GO WRONG

We will:

- Attend to complaints within 2 weeks.
- Offer an apology.
- Provide an explanation,
- Grant an assurance that the same mistake will not happen again.

YOU'RE 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 if you could inform us about your concerns.

We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our service.

If you wish to make a complaint:-

- If we need to investigate further you will be informed of the reason for the delay and a date by which you can expect your complaint to be dealt with
- We will record your complaints and use them to review and improve our service

- talk or write to us so that we can see if we can solve the problem
- follow the hierarchical grievance procedure within the ministry
- Identify yourself
- Be clear on why you are not satisfied
- Say what you would like to happen
- Keep a record of events
- **Specific suggestions, comments, request for more information, or in cases where you are not satisfied with the service rendered by Directorates/Divisions should be directed to the:**

- **DEPARTMENT OF LAND MANAGEMENT:**

- **Directorate Survey and Mapping**

- Surveyor General
- 55 Dr. Robert Mugabe Avenue
- Ausspannplatz
- Private Bag 13343
- Windhoek
- Tel: +264 61 296 5036
- Fax: +264 61 249 802

- **Directorate Deeds**

- Registrar
- 55 Dr. Robert Mugabe Avenue
- Ausspannplatz
- Private Bag 13343
- Windhoek
- Tel: +264 61 296 5021
- Fax: +264 61 243 439

- **Directorate Valuation & Estate Management**

- Valuer General
- 55 Dr. Robert Mugabe Avenue

- Ausspannplatz
- Private Bag 13343
- Tel: +264 61 296 5100
- Fax: +264 61 245 920

Specific suggestions, comments, request for more information, or in cases where you are not satisfied with the service rendered by Departments should be directed to the:

**DEPARTMENT OF LAND REFORM, RESETTLEMENT
AND REGIONAL PROGRAMME IMPLEMENTATION:**

The Deputy Permanent Secretary

Department of Land Reform and, Resettlement and Regional Programme Implementation

55 Robert Mugabe Avenue

Ausspannplatz

Private Bag 13343

Windhoek

Tel: +264 61 2965395/2965337

Fax: +264 61 402183

Directorate Land Reform and Resettlement

Director

55 Dr. Robert Mugabe Avenue

Ausspannplatz

Private Bag 13343

Windhoek

Tel: +264 61 296 5102

Fax: +264 61 296 5384

Directorate Regional Programme Implementation

Director

55 Dr. Robert Mugabe Avenue

Ausspannplatz

Private Bag 13343
Windhoek
Tel: +264 61 296 5143
Fax: +264 61 296 5119

Any suggestions, comments, or a request for more information, not satisfied with the standard of service we render or want to comment on anything we have mentioned in the Customer Service Charter, should be directed to the:

DEPARTMENT OF ADMINISTRATION:

**The Permanent Secretary
Ministry of Lands and Resettlement**

55 Robert Mugabe Avenue

Ausspannplatz

Private Bag 13343

Windhoek

Tel: +264 61 2965000

Fax: +264 61 228240

Directorate PRTIS

Director

55 Dr. Robert Mugabe Avenue

Ausspannplatz

Private Bag 13343

Windhoek

Tel: +264 61 296 5369

Fax: +264 61 296 5353

Division General Services

Deputy Director

55 Dr. Robert Mugabe Avenue

Private Bag 13343

Ausspannplatz

Windhoek

Tel: +264 61 296 5339

Fax: +264 61 296 5322

Division Information Technology

Deputy Director

55 Robert Mugabe Avenue

Ausspannplatz

Private Bag 13343

Windhoek

Tel: +264 61 296 5000

Fax: +264 61 296 5322

3. High Level Statements

3.1 The Mandate

The mandate specifies the core service area in which the Ministry of Lands and Resettlement (MLR) has to perform, i.e. specifying the core functions and responsibilities of MLR to the stakeholders and members of the public. The Ministry's mandate is derived from the following legal documents;

- Namibian Constitution Article 95
- National Land Policy of 1998
- National Resettlement Policy of 2001
- Agricultural (Commercial) Land Reform Act, 1995 (Act No. 6 of 1995)
- Communal Land Reform Act, 2002 (Act No. 5 of 2002)
- Deeds Registries Act, 1937 (Act No. 47 of 1937)
- The Registration of Deeds in Rehoboth Act, 1976 (Act No. 93 of 1976)
- Land Survey Act, 1993 (Act No. 33 of 1993)
- Sectional Title Act, 1971 (Act No. 66 of 1971)
- Flexible Land Tenure Act, 2012 (Act No. 4 of 2012)
- Property Valuers Profession Act, 2012 (Act No.7 of (2012)

MANDATE

To manage, administer and ensure equitable access to Namibia's land resources.

3.2 The Vision Statement

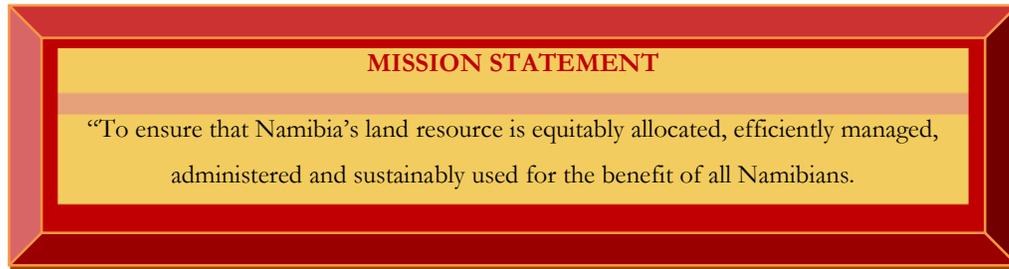
The Vision Statement of the Ministry of Lands and Resettlement defines what it wants to accomplish and become through the implementation of the Strategic Plan and beyond.

VISION STATEMENT

To be a continental leader in land reform and administration.

3.3 The Mission Statement

The Mission statement justifies the reason of existence for the Ministry of Lands and Resettlement in a simple and clear manner. In other words it describes the purpose of the MLR based on the above mentioned Mandate.



3.4

The core values are timeless guiding principles deeply held beliefs within the Ministry of Lands and Resettlement, demonstrated through the day to day behaviors of all staff members whilst implementing the Annual Plan and Strategic Plan.

CORE VALUES	DESCRIPTION
Customer Centric	We place our customers/stakeholders at the center of our efforts, focusing on customer/stakeholder satisfaction within the Mandate.
Integrity	We will adhere to moral values and ethical principles by exhibiting the quality of an intuitive sense of honesty and truthfulness in regard to the motivations for our actions.
Fairness	We will serve our community, customers and stakeholders with uniformity of rule application and interpretation and make decisions that are free from any bias or dishonesty.
Transparency	We will carry out our activities in an open and most acceptable manner without jeopardizing the MLR's strategic interests.
Accountability	We will acknowledge and take responsibility for our actions, decisions and policies including the administration, governance and implementation within the scope of the mandate of the MLR and encompassing the obligation to report, explain and be answerable for resulting consequences.
Professionalism	We will exercise high levels of professionalism in our work and 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
Adaptiveness	We will change unconstructive or disruptive behavior to acceptable and more constructive behavior for the realization of our Vision.
Innovative	We will be creative in response to issues that impact on our business.

4. Different Directorates in the Ministry of Lands and Resettlement

Department of Land Management



4.1 Customer Service Charter of Directorate of Valuation and Estate Management

The Directorate of Valuation and Estate Management is the Central Government Authority on valuation and estate management. The Directorate of Valuation and Estate Management is responsible for:

- Providing valuations in support of land reform as required under the Agricultural (Commercial) Land Reform Act and statutory valuations in accordance with the said Act read together with the Land Valuation and Taxation Regulations.
- Providing expert advice to Government with regard to land and property valuation;
- Providing a range of valuation and property management services in support of Government programmes; and
- Providing leadership to the development of valuation standards and the valuation profession in Namibia.
- Custodian of the property Valuers Profession Act, Act 7 of 2012.

VISON

To be a leader in professional valuation services

MISSION

To provide excellent valuation and tax administration to Central and Local Government.

IF YOU CONTACT US

By telephone, we will:

- answer the telephone within three rings and identify ourselves.
- 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.

Personally, we will:

- see you within agreed time if you have made an appointment.

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 service we provide in comparison to what you expect from us.

If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns.

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 number and e-mail address. Provide a clear description of your particular concern or requirements.

Indicate what kind of response you would expect. Keep a record of the issue at stake and the person who deals with the issue, as well as the date and the time of the communication

IF THINGS GO WRONG**We will:**

- deal with the complaints within two weeks
- offer an apology
- give an explanation and assurance that we will avoid same mistake in future.
- Any comment, suggestion or a request for information about the activities of the Directorate should be directed to:

The Valuer General,**Directorate of Valuation and Estate Management**

Telephone: +264-61-296 5100

Fax: +264-61-245 920

Specific enquiries about services should be directed to the Deputy Valuer General's at the following telephone numbers:

The Deputy: Valuer General (General Valuation)

Telephone: +264-61-296 5100/5106

Fax: +264-61-245 920

OR

The Deputy: Valuer General (Rating and Taxation)

Telephone: +264-61-296 5100/5030

Fax: +264-61-245 920

If you are not satisfied with any responses received, please write to the Office of the Permanent Secretary of the Ministry at:

The Permanent Secretary

Ministry of Lands and Resettlement

Private Bag 13343

Windhoek

NAMIBIA

The Complaints Coordinator of the Ministry will channel the complaints to the Valuer General and if you are not satisfied with the responses from the Valuer General, you need to take the matter up with the Permanent Secretary of the Ministry. Should you nevertheless still not get satisfied, you can approach the Minister and / or the Office of the Ombudsman

This Charter was published on 15th August 2005, reviewed on 10 July 2013 and will be continuously reviewed annually.

Structure

The Directorate has two divisions namely the Division of General Valuation and the Division of Rating and Taxation.

Division of General Valuation

The division is divided into urban valuation, agricultural valuation and market research subdivisions.

Subdivision: Urban Valuation

This subdivision is involved in the valuation of all urban properties, rental assessment of leasehold units and assessment of compensation for land and improvements where land is acquired for township development as requested by Ministries, Offices and Agencies.

Subdivision: Rural Valuation

The objective of the subdivision is to ensure that the State pays a fair price for properties that are acquired for land reform purposes and to ensure that Government disposes of its properties at a value that is in line with the market. The subdivision also provides valuations for rental purposes for both the resettlement units and other rural state land. These valuations are done in line with the provisions of the Agricultural (Commercial) Land Reform Act of 1995 (Act No. 6 of 1995). The division also carries out valuations of agricultural properties as requested by ministry offices and or Government agencies.

Subdivision: Market Research

The objective of this subdivision is to ensure that the division through conducting up-to-date market research and valuation standards produces quality property market reports. The information generated by the subdivision supports valuation process within the Directorate and is also used for decision making purposes.

Division of Rating and Taxation

The Division of Rating and Taxation is responsible for the implementation of property tax such as the agricultural land tax and providing support to local authority taxation. This division is divided into two subdivisions namely the Rating and Taxation subdivisions.

Subdivision: Taxation

The objective of this subdivision is to develop and improve the land tax valuation system and provide guidance on the development of property taxation policies.

Subdivision: Rating

The objective of this subdivision is to provide property rating services to land tax and to support urban local authorities on property rating.



4.2 Customer Service Charter of Directorate of Survey and Mapping

MANDATE

The mandate of the Directorate of Survey and Mapping is to collect, process, maintain and disseminate updated and accurate geo-spatial data to the public.

VISION

To be a premier provider of geo-spatial information and services in Africa.

MISSION

To accelerate the process of providing the most accurate, up-to-date accessible geo-spatial information to our customers.

CORE FUNCTION OF THE DSM

- Establishment and Maintenance of Namibia Geodetic Network
- Survey and Demarcation of State Land
- Examination and approval of cadastral survey records, diagrams and general plans.
- Establishment and maintenance of Cadastral Databases
- Acquisition of Aerial Photography and Production of Orthophotographs
- Production and Revision of Topographic Maps
- Design and Maintenance of GIS and Cartographic Databases
- Production of Customized Maps
- Professional Advice on acquisition and application of geospatial data

DSM is the national organization responsible for surveying and mapping in Namibia.. It is run by a Surveyor General. Our staff includes Professionals in Land Surveying, Geographical Information Systems Experts, Cartographers, Photogrametrists, and Administrators.

DSM offers Topographic Maps, Cadastral Services, Quality control for purposes of Property registration, Customized Maps and advice on the application and use of spatial information.

The DSM is organised into three divisions, namely: The Division of Survey and Land Information (DSLII), The Division of Mapping and Geographic Information System (DMGIS) and the Division of Geomatics.

The DSLII is responsible for examination and approval of cadastral diagrams and general plans for registration of land rights, establishment and Maintenance of National Geodetic Control Network and Survey of State land.

DMGIS is responsible of producing topographic maps, map updating, Acquiring of Aerial photos, Orthophotos, GIS data and Cartographic National database.

The Division of Geomatics deals with administration, research, marketing and planning.

We will strive to...

- Meet the needs and expectations of our customers in a fair and responsible manner.
- Deliver an efficient and professional service at all times.
- Give professional advice to the public, Government institutions and private sector on surveying, mapping and Geographic Information System (GIS) and Land Information System (LIS) matters.
- Examine all surveys diligently giving fair treatment and consideration to all customers.
- Consider any motivated request for urgent approval of surveys and, an appropriate measure will be taken to expedite the examination of surveys that merit urgent attention.
- Take into account any complaints about irregularities in the examination process and take appropriate measures to resolve the problem.

WHAT WE ASK FROM YOU

- The quality of service we can provide depends on a sincere feedback from our clients. As such please:
- Be direct and timely in providing the required information to us.
- Comply with existing Acts, Regulations and Procedures.
- Co-operate with our Officials.
- Inform us when our service rendered is not to your satisfaction.
- Be honest and provide quality information and documentation as requested.

When you communicate with us, please provide...

- Your full name, postal address. An added advantage is to include your telephone or fax number and email address.
- A clear description of your particular concern or requirements.
- An indication of the kind of response you would like to expect.
- A brief description of the subject, the name of the person who attended to your issue and the date and time of the communication.

IF YOU CONTACT US

By telephone, we will:

- Answer the telephone calls within 3 rings.
- Identify us 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 your correspondences within 10 working days or acknowledge receipt within 5 working days and if the matter is complex give a date by which a response will be made.
- This response can be in the form of faxes or e-mail

OUR RESPONSE

Personally, we will:

- See you within the agreed time if you have made an appointment.
- Answer your questions immediately, but if we cannot do so, we will let you know the reason and when you can expect an answer from us.

IN SUPPLYING SERVICES AND PRODUCTS

We will:

- Provide prompt service to customers who request information on any data, map and record in our care; and when required:
- Provide copies within 5 working days through postal service or within 1 hour for those who personally visit our office.
- Supply existing digital data within 4 working days in any of the widely used formats; failing so, the customer will be notified within 3 working days.
- Supply digital and hardcopies of the regional and constituency boundaries within 3 working days of placing an order.
- Supply aerial photo reprints, within 4 working days of placing an order. Failing so, the customer will be notified within 2 working days either by writing or by phone.
- Attend to requests for scanning and vectorising services within 4 working days. Where this is not possible the customer will be notified either in writing or by phone within 2 working days.
- Supply digital copies of existing orthophotos and aerial photos within 4 working days.
- Perform examination of surveys diligently giving fair treatment and consideration to all our customers.
- Supply any existing topographic maps within 2 working days. Where we run out of stock, we will supply scanned hardcopy within 5 working days. Where this is not possible, the customer will be notified within 2 working days.

IF THINGS GO WRONG

We will:

- Attend to complaints within 2 weeks.
- Offer an apology.
- Provide an explanation,
- Grant an assurance that the same mistake will not happen again.

WHAT WE CAN OFFER TO YOU

Upon payment of the prescribed fees we offer:

- Topographic Maps at the scales, 1:50 000; 1:100 000; 1:250 000 and 1: 1 000 000.
- Digital products from maps that are already in digital form. Topographic maps in raster format at 1:50 000; 1:100 000; 1:250 000 and 1: 1 000 000.
- Digital and hardcopy of customised products.
- Aerial photos and orthophotos.
- Scanning and printing of maps and images.
- Copies of erven and farm boundaries.
- Coordinates of Trigonometric points and Benchmark heights.
- Transformation of coordinates.
- Copies of Noting Sheets, General Plans and Survey Diagrams.
- Digital cadastral data.
- Windhoek street map
- Regional maps for Caprivi, Oshana, Ohangwena, Oshikoto, Omusati and Kavango.
- Provide customized digital and hardcopy data/map using the available data in our care.

OUR STANDARDS APPLICABLE TO SPECIFIC WORK AREAS

In examining and approving lodged Survey Records

We will:

- Make every effort to ensure that Survey Diagrams and General Plans will be approved within 15 working days after receiving the final Diagrams and Plans from the Professional Land Surveyor.
- If there is any delay, we will let the Land Surveyor know the reason, by telephone, fax or letter, within 5 working days.
- Ensure that approved surveys will be sent to the respective Professional Land Surveyor within 3 working days of approval of such surveys.

IN REGISTERING AND MAINTENANCE OF RECORDS

We will:

- Maintain an accurate record of all surveys, data and plans that are lodged by Professional Land Surveyors and give acknowledgement of receipt within 5 working days.
- Whenever Survey Records are found incomplete during the lodging process, the Professional Land Surveyor will be notified and when necessary, the survey record will be returned within 4 working days including a letter specifying the reasons for rejection.
- Inform the Professional Land Surveyor in writing within 15 working days when Surveys Records cannot be approved due to errors or technical deficiencies, including a letter stating the nature of the deficiency and what needs to be corrected.

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 it if you could inform us about your concerns.

We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our service.

Any comment, suggestion or a request for information about the activities of the Directorate of Survey and Mapping should be directed to:

The Surveyor-General,
Directorate of Survey and Mapping,
45 Robert Mugabe Avenue
Ausspannplatz

Private Bag 13343, Windhoek, Namibia.
Tel: + 264 61 296 5036 / 5039
Fax: + 264 61 249 802

Specific enquiries about services should be directed to the respective Division using the following contact details:

For the Division of Mapping and GIS:

Telephone: +264 61 296 5009 / 5005 / 5003
Fax: +264 61 249 802

For the Division of Survey and Land Information:

Telephone: +264 61 296 5008 / 5016 / 5029
Fax: +264 61 249 802

For the Division of Geomatics:

Tel: +264 61 296 5003
Fax: +264 61 249 802

If you visit the Office of the Surveyor General in person, our staff at the Front Desk will be your first point of contact.

When all contact with the people within the Directorate of Survey and Mapping are exhausted and you are still not satisfied with the responses received, please write to the Complaints Co-ordinator of the Office of the Permanent Secretary of the Ministry of Lands and Resettlement at:

The Permanent Secretary

For attention: Complaint Co-ordinator
Ministry of Lands and Resettlement
Private Bag 13343
WINDHOEK

The Complaints Co-ordinator of the Ministry will return the complaints to the Director of Survey and Mapping. When the response received from the Director is still not to your satisfaction, you can take the matter to the Permanent-Secretary of the Ministry. Ultimately you can approach the Minister and / or the Office of the

Contacts

Our office is located at:

No. 45 Robert Mugabe Avenue,

Ausspannplatz

Windhoek.

Private Bag 13343,

Windhoek.



4.3 Customer Service Charter of Directorate of Deeds Registry

“Our values color our actions in every situation”

REGISTRAR'S MESSAGE

The Deeds Office values its customers and as part of its strategic actions, it aims to improve its customer service. This will help the office in its quest to strive for excellence in service delivery. To achieve this, all processes of land registration will be re-engineered towards a customer centric approach.

Our new customer service charter which was developed with inputs from our customers is a step in the right direction in providing excellent services to our customers.

The Registrar of Deeds ensures that all documents relating to real property submitted for registration are in proper legal form and are accurately recorded, indexed and filed.

The Deeds Registry is a public registry. The purpose of the Deeds Registry is to provide a single location where information about real rights can be recorded and searched by interested parties. This information is used daily by a host of clients who access our registry including: surveyors, lawyers, utility companies, financial institutions, Audit firms and the general public. Staff is available during business hours to instruct our clients on searching titles using the paper and electronic index. However, staff cannot perform the searches for clients. Searching title can be complex; therefore, clients are encouraged to seek the assistance of a professional search firm or lawyer.

We strive to be recognized as the most professional, efficient and courteous public service office in Namibia. We will build upon our reputation as a highly successful unit, an organization which continuously strives to improve the quality of its service to customers, which brings together the best aspects of public services and which facilitates commerce by providing the confidence and security necessary for a stable market economy.

VISION

To become a world-class provider for land registration services and information

MISSION

The mission of the Deeds Registry is to enhance service delivery to our customers by speeding up computerization process, decentralization and improving security and management of records

CORE FUNCTIONS

- Registration of real rights in land
- Maintenance of land registers
- Provision of land registration information
- Safe keeping of records and data

We know you value good customer service. Our aim is to give you the best service we can. This Service Charter tells you what you can expect from us, what you need to know about your responsibilities and how to let us know if we are doing well or could do better. It also tells you about how we keep an eye on ourselves by measuring whether we are meeting our commitments to you.

Our Service Charter tells you:-

- The standards of services you can expect from the Deeds Office
- The commitments to our customers
- About your responsibilities
- Highlights our values
- What to do if you are unhappy with the service you received
- Our address information and where you can contact us

WHAT WE DO

We provide real property rights registration and information to all customers

WE PLEDGE TO

If you contact us by telephone, we will:

- Answer your call within 3 rings, and give our name and organization when we answer your call
- Transfer your call to someone who can deal with your query within 2 minutes
- Try to answer your queries while you are on the phone and close to 80% of calls at the first point of contactor, where this is not possible we will have someone call you within 12 working hours
- If you leave a message we will call you back within 12 working hours

If you fax, email or write to us, we will:-

- Respond within 2 days of routine requests for information
- Send an interim reply within 4 days on issues requiring detailed consideration. In our reply we will explain the reason for the delay, tell you who is dealing with the matter, and if possible say when a definitive response should be available.

If you come to our office:

- Our customer service officers will help promptly within 15 minutes
- If we cannot deal with your query immediately we will arrange to have someone contact you within 1 working day.

If you need to register a property and real rights:-

- If lodgment is done, property or the real right will be registered within 5 working days
- A copy of the title deed will be provided on request within 1 working day after registration.

If you wish to make a complaint:-

- We will refer your complaint to our Registrar of Deeds (details overleaf) who will aim to provide a response within 5 working days
- If we need to investigate further you will be informed of the reason for the delay and a date by which you can expect your complaint to be dealt with
- We will record your complaint and use them to review and improve our service

OUR CUSTOMER SERVICE VALUES

The Deeds Office is guided by both the Ministry's values and the Public Service Charter, we promised that our values color our actions in every situation.

WE DEDICATE OURSELVES TO THESE VALUES:**Timely and Reliable**

We will respond to all our customers within minimum acceptable time, and our work will be done with conscious of time.

Integrity

We will be professional in conduct, manner and attitudes. We will be honest and trustful in dealing with our customers.

Communication

We will communicate effectively by ensuring that you can easily find out everything you want to know about the Deeds Office services.

WHAT WE EXPECT FROM YOU**We expect that you will:-**

- Treat our staff with respect
- Pay your bill or invoice promptly
- Provide us with information that we request and within the time we specify
- Contact us as soon as possible if you are having difficulties
- Tell us as soon as possible about any changes in your circumstances.

HOW TO CONTACT US

Opening hours are –

Monday to Friday 8:00 to 16:00 pm

(Except for public holidays)

Our physical address:

45 Robert Mugabe Avenue

Ausspannplatz

Private Bag 13343

Windhoek

Registrar of Deeds

DEPARTMENT OF LAND REFORM, RESETTLEMENT AND REGIONAL PROGRAMME IMPLEMENTATION (DLRRRPI)



The Department of Land Reform, Resettlement and Regional Programme Implementation (DLRRRPI) comprises of two main directorates namely, Directorate of Land Reform and Resettlement (DLRR) and the Directorate of Regional Programme Implementation (DRPI).

4.4 Customer Service Charter of the Directorate of Land Reform and Resettlement (DLRR)

Land reform is a pivotal issue to socio-economic development in Namibia. Disparities in land distribution emanating from the successive colonial regimes, coupled with protracted policy of land dispossession of the indigenous Namibians are a major challenge facing the Namibian Government.



The Directorate of Land Reform and Resettlement consists of three main divisions, namely; the Division of Land Boards, Tenure and Advice, and the Division of Land Use Planning and Allocation and Division of Resettlement. The main function of the Directorate is to administer the Agricultural (Commercial) Land Reform Act No. 6 of 1995, the Communal Land Reform Act no 5 of 2002 as well as the Flexible Land Tenure Act No. 4 of 2012 (this Act is administered in liaison with the Ministry of Regional and Local Government and Housing and Rural Development). The National Land Policy of 1998 as well as the National Resettlement Policy of 2001 were also developed and are being implemented by the Directorate.

VISION

To reach out a significant achievement towards sustainable land use, acquisition, allocation/resettlement and security of tenure.

MISSION

The Directorate of Land Reform and Resettlement commits to improve integrated land use planning, adopts best innovative solutions that will ensure increased pace towards land acquisition and distribution and tenure security.

Core functions:

Key functions of the directorate include -

- Integrated Land Management,
- Accelerated Land Acquisition,
- Allocation / distribution of Acquired land,
- Development of Communal Land (Infrastructure Investments and Communal Land Rights Registration),
- Policy review for Improved Efficiency of Land Reform,
- Flexible Land Tenure System Implementation,

DIVISION LAND BOARDS, TENURE AND ADVICE (LBTA)

The Division of Land Boards, Tenure and Advice (LBTA) mission is to fairly administer Namibia's communal land policies and legislation, through Communal Land Boards and Traditional Authorities and to ensure an effective development and sustainable utilization of communal land. The Division is therefore tasked to administer the National Land Policy, the National Land Tenure Policy and the Communal Land Reform Act, to coordinate Communal Land Boards, and develop communal areas (excluding land that falls under the jurisdiction of Local Authorities) and to render advisory service on land tenure systems.

DIVISION OF LAND USE PLANNING AND ALLOCATION (LUPA)

The Division of Land Use Planning and Allocation is the national systematic assessor of the natural resources potential, make alternatives for land use, economic and social conditions in order to select the best land use options; mainly responsible for developing land use plans for commercial and communal land, coordinating inter-sectorial land use activities. Land use Planning is a sector overlapping and integrative decision making process that facilitates the allocation of land to the users that provide the greatest sustainable benefit. It is a crucial instrument for government to manage land resources within the overall context of rural and urban development. It is therefore; from such background that LUPA was established.

DIVISION OF RESETTLEMENT MAIN FUNCTIONS

The Resettlement Division is responsible for the facilitation, coordination and implementation of resettlement process and activities and keeps and maintains the database of the resettled beneficiaries. Its main functions are to:

- Facilitate, Coordinate and implement resettlement process, and serves as a link between various stakeholders,
- Facilitate appointment of statutory bodies and provision of training,
- Ensure allocation acquired land to eligible beneficiaries,
- Facilitate all resettlement related issues and queries at National level,
- Ensure Management of Resettlement database and information,
- Facilitate the issuance of and registration Lease Agreements (Notarial Leases) in Deeds Office,

- Revise and formulate resettlement related policies and strategies
- Facilitate the development and rehabilitation of farm infrastructure on resettlement farms,

The Directorate of Land Reform and Resettlement will strive to...

- Meet the needs and expectations of our customers in a fair and responsible manner.
- Deliver an efficient and professional service at all times.
- Give professional advice to the public, Government institutions and private sector on land management and administration.
- Take into account any complaints about irregularities in the allocation of land and take appropriate measures to resolve the problem.

What we ask from you as a directorate...

- The quality of service we can provide depends on a sincere feedback from our clients. As such please:
- Be direct and timely in providing the required information to us.
- Comply with existing Acts, Regulations and Procedures.
- Co-operate with our Officials.
- Inform us when our service rendered is not to your satisfaction.

When you communicate with us, please provide...

- Your full name, postal address. An added advantage is to include your telephone or fax number and email address.
- A clear description of your particular concern or requirements

IF YOU CONTACT US

By telephone, we will:

- Answer the telephone calls within 3 rings.
- Identify us 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 your correspondences within 10 working days or acknowledge receipt within 5 working days and if the matter is complex give a date by which a response will be made.

OUR RESPONSE

Personally, we will:

- See you within the agreed time if you have made an appointment.
- Answer your questions immediately, but if we cannot do so, we will let you know the reason and when you can expect an answer from us.

IF THINGS GO WRONG

We will:

- Attend to complaints within 2 weeks.
- Offer an apology.

- Provide an explanation,
- Grant an assurance that the same mistake will not happen again.

YOU'RE 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 it if you could inform us about your concerns. We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our service.

Any comment, suggestion or a request for information about the activities of the Directorate of Land Reform should be directed to:

**The Director,
Directorate of Land Reform and Resettlement**
55 Robert Mugabe Avenue
Ausspannplatz
Private Bag 13343,
Windhoek, Namibia.
Tel: + 264 61 296 5102/03
Fax: + 264 61 2965119

4.5 Customer Service Charter of Directorate of Regional Programme Implementation (DRPI)



The Directorate of Regional Programme Implementation consists of fourteen Divisions, i.e. Division Lands for each of the fourteen Regional Offices. It is headed by a Director situated at Head Office in Windhoek. The primary objective of the Directorate is to partake in the implementation of the Communal Land Reform Act, the Agricultural (commercial) Land Reform Act and other land reform policies and legislations. The four (4) core Strategic objectives of the Directorate are as follows:

- Manage and administer Communal Land Boards and Sub-Regional Resettlement Committees of the Land Reform Advisory Commission.
- Assist Communal Land Boards and Traditional Authorities in the allocation and administration of communal lands.
- Manage and administer all Government's resettlement farms and communal small scale commercial farms.
- Assessments and demarcation of farms offered for purchase
- Coordinate and monitor the implementation of Land Use Plans
- Assist Communal Land Boards and Traditional Authorities with the verification and mapping of land rights
- Provide secretariat services to Communal Land Boards and Regional LRAC Resettlement Committees
- Enforce the implementation of the Communal Land Reform Act, Agricultural (Commercial) Land Reform Act and other land reform policies and legislations
- Manage and administer resettlement farms
- Manage and administer communal small scale commercial farms

We will strive to:

- Meet the needs and expectations of our customers in a fair and responsible manner.
- Deliver an efficient and professional service at all times.
- Give professional advice to the public, government institutions and private Government institutions and private sector on land management and administration.
- Take into account any complaints about irregularities in the allocation of land and take appropriate measures to resolve the problem.

WHAT WE ASK FROM YOU:

- The quality of service we can provide depends on a sincere feedback from our clients. As such please:
- Be direct and timely in providing the required information to us.
- Comply with existing Acts, Regulations and Procedures.
- Co-operate with our Officials.
- Inform us when our service rendered is not to your satisfaction.

WHEN YOU COMMUNICATE WITH US

Please Provide:

- Your full name, postal address. An added advantage is to include your telephone or fax number and email address.
- A clear description of your particular concern or requirements.
- An indication of the kind of response you would like to expect.
- A brief description of the subject, the name of the person who attended to your issue and the date and time of the communication.

IF YOU CONTACT US

By Telephone, We Will:

- Answer the telephone calls within 3 rings.
- Identify us 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 your correspondences within 10 working days or acknowledge receipt within 5 working days and if the matter is complex give a date by which a response will be made.

OUR RESPONSE

Personally, we will:

- See you within the agreed time if you have made an appointment.
- Answer your questions immediately, but if we cannot do so, we will let you know the reason and when you can expect an answer from us.

IF THINGS GO WRONG

We will:

- Attend to complaints within 2 weeks.
- Offer an apology.
- Provide an explanation,
- Grant an assurance that the same mistake will not happen again.

Your Views Count

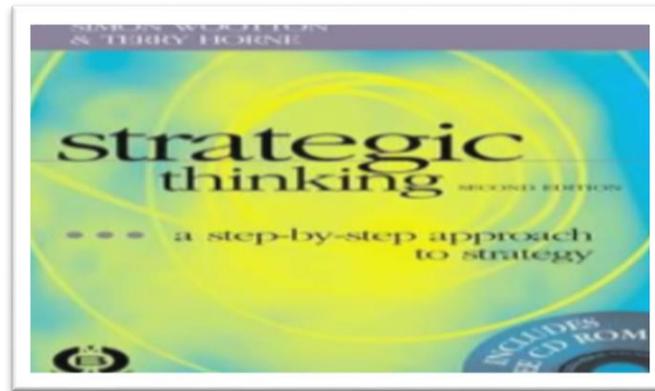
We strive to render a service that will meet your needs and we therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.

If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns. We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our service.

Any comment, suggestion or a request for information about the activities of the Directorate of Regional Programme Implementation should be directed to:

**The Director,
Directorate of Regional Programme Implementation,
55 Robert Mugabe Avenue
Auspannplatz
Private Bag 13343, Windhoek, Namibia.
Tel: + 264 61 296 5143
Fax: + 264 61 2965119**

Administration



4.6 Customer Service Charter of Directorate of Planning, Research, Training and Information Services

The Directorate of Planning, Research, Training and Information Services is a non-sectoral and central directorate whose main responsibility is to coordinate developmental planning, monitor and evaluate programmes and projects, conduct action research and facilitate feasibility studies for the Ministry of Lands and Resettlement. The Directorate is further responsible for the update of the website and production of information and communication materials that serve as a medium of communication with the public and the outside world.

VISION

Striving to be the face of the Ministry by facilitating breakthrough results and engaging key stakeholders in sustainable relationships.

MISSION

To proactively coordinate effective and transparent ministerial strategy execution

Strategic objectives

- Enhance organizational performance
- Ensure access to quality land information
- Strengthen relationship with key stakeholders
- Develop capacity of statutory bodies (Land Reform Advisory Commission)
- Improve financial management and control

COMMITMENT TO YOU

All members of our Directorate are committed towards providing the highest possible level of service to our customers.

We undertake to provide effective, efficient and professional service in the spheres of:

- Planning for the future of the ministry

- Leading the ministry towards attaining our goals by always being at the helm of organizing, facilitating and coordinating the activities of the ministry
- Monitoring the activities of projects
- Evaluating the achievements of projects
- Measuring performance and achievements against the expectations and standards we have set
- Initiating change and improvements within the ministry.

We attend to the needs of our customers by always:

- Bearing in mind the overall role and cause of the ministry as a whole,
- Applying basic principles of fairness and equity
- Being helpful and courteous
- Being efficient and professional
- Being accountable for our actions
- Treating information confidential, if it is privileged information

LEGISLATIVE STANDARDS OF ADHERENCE

In carrying out our duties we will abide by the applicable policies and legislation.

OUR TARGETS TO SPECIFIC WORK AREAS

We have set ourselves the following targets to ensure efficient customer service:

Meetings:

- If you have made an appointment with us, you will be seen within 10 minutes of the appointed time. If unavoidable detained elsewhere, we will excuse ourselves in advance or within 30 minutes if you have not made an appointment, every effort will be made to attend to you.

If you phone us:

- We will answer and identify ourselves. We will tend to you in a courteous manner. If we are unable to help, we will re-direct you to the right person.
- When we are out of the office, we will inform one of our colleagues of our whereabouts and indicate when we will be back in the office. We will also transfer our phones so that someone is always available to attend to your call.

When you write:

- We will respond to your letter within 1 working day of receiving it,
- If we are unable to provide you with a response, we will at least acknowledge receipt of your letter within 1 working day of receiving it, and indicate when you can expect a full response.

When carrying out our work in general:

- We will set deadlines and goals, and adhere to these
- We will strive to be accurate and objective in our reporting, and will uphold high levels of integrity

- We will be committed and dedicated to ensure the implantation of policies an monitoring of activities, so as to achieve the goals of the ministry
- We will foster closer relationship with other divisions and engage in close consultations and information sharing where possible
- We will adapt a participatory approach to ensure information sharing, capacity building and tem work within our division
 - We will adopt a positive attitude towards our work and customers art all times
 - We will be open to suggestions and welcome all criticisms which may lead to improved levels of service.

WORK SPECIFIC GOALS

Development of Strategic and Management Plans

The Ministry has a five (5) year strategic Plan that outlines the goals and objectives to be attained in that specific period. The strategic plan is cascaded into Annual Management Plans that guides the performance of the Ministry on an annual basis; and performance review meetings are held every quarter and at the end of the financial year to assess progress.

Review of the Support to Resettlement Farms/Projects

This is mainly done to review the support given by the MLR, donor agencies, non–governmental organizations and assess progress and performance; whether the Ministry’s objective of post settlement support have been achieved.

Capital/Development Projects

Annual Capital Project Progress Reports are compiled and submitted to the National Planning Commission for evaluation for purposes of future funding.

Research and Socio-Economic Surveys

It is the Ministry’s motto to ensure that its relations with customers are maintained and improved at all times, these surveys include customer satisfaction surveys, Poverty Impact Studies and general studies on land reform and resettlement.

Annual Report

The Ministry's Annual Report will be complete within 3 months of closure of the financial year

Newsletter

The Directorate will publish 3 newsletters (The Land) per financial year; The Newsletter will be available every fourth month of the financial year.

Project Evaluation Reports

The Directorate will:

- monitor and evaluate ministerial projects on an ongoing basis
- produce project evaluation reports within two weeks of the field trip

WHAT WE ASK OF YOU

The quality of service we provide is to a large extent dependent on input and cooperation from your side. We therefore, request you where possible to:

- adopt a participatory and consultative approach and keep us informed of your activities

- adhere to deadlines, be honest, and provide quality information and documentation as requested
- keep to appointments and inform us in advance if you cannot keep them
- work towards achieving the goals of this ministry
- give us credit when credit is due
- give us your comments and suggestions so that we can improve our services when and wherever possible
 - follow the chain of command when requesting assistance from us

WHAT WE WILL DO IF THINGS GO WRONG

We will offer, where necessary:

- an apology
- an explanation
- an assurance that we will avoid the same mistakes from happening again

LODGING A COMPLAINT

If you have any complaints you are welcome to:

- talk or write to us so that we can see if we can solve the problem
- follow the hierarchical grievance procedure within the ministry

If you have any suggestions to make, want more information, are not satisfied with the standard of service we render or want to comment on anything we have mentioned in the Customer Service Charter, you are welcome to contact us:

Director: Planning, Research, Training and Information Services

Telephone: +264 61 296 5369

Fax: +264 61 2965353

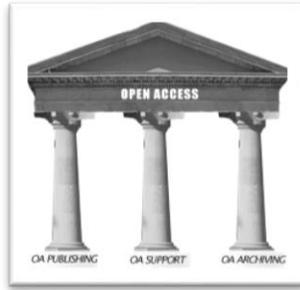
Our Physical Address:

55 Robert Mugabe Avenue

Ausspannplatz

Private Bag 13343

Windhoek



4.7 Customer Service Charter of Division of General Services

General Services is the unit that is responsible for providing administrative support services including budgeting, accounting, human resource management, organizational procedures, provision of logistical services, secretarial and other auxiliary services.

MANDATE

To provide professional administrative and auxiliary services

VISION and MISSION

We strive to be a pillar of support in the process of the equitable allocation, efficient management and responsible use of Namibia's land resources for the benefit of all Namibians, now and in the future.

Objectives

- Process all payments to suppliers within 14 days after receiving original invoices with all supporting documents
- Facilitate the auditing of the Land Acquisition and Development Fund within three months after the end of the financial year
- Acknowledge and inform you about the status of your application within one month after the closing date, if you apply for a post to our Ministry
- Process requisitions for the acquiring of goods and services within 2 days of receipt of all supporting documents
- Maintain an up-to-date record of all Ministerial assets (immovable and movable).
- Reconcile the statements of transport expenditure on a monthly basis
- Facilitate the implementation and maintenance of a uniform security system for the Ministry.
- Deliver a professional service at all times

OUR COMMITMENT TO YOU

Together with, our valued customer, we will assist the Ministry of Lands and Resettlement in ensuring that Namibia's land resource is acquired and allocated within a reasonable time and to the benefit of all Namibians

In doing our work, we focus on the needs of those we provide a service to.

This approach builds on our key values of-

- Publishing information on procedures and performance standards we aim to meet
- Being responsible and able to justify our decision actions
- Being honest and professional in dealing with our customers
- Providing a value for money and customer focused service

- Treating our customers with the necessary respect

WHAT WE ASK FROM YOU

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

- Be honest and timely in providing required information to this Division
- Comply with existing Acts and Regulations
- Handle our staff members with the necessary respect
- Inform us if not satisfied with our service

OUR STANDARDS APPLICABLE TO SPECIFIC WORK AREAS

We will:

- Process all payments to suppliers within 14 days after receiving original invoices with all supporting documents
- Facilitate the auditing of the Land Acquisition and Development Fund within three months after the end of the financial year
- Acknowledge and inform you about the status of your application within one month after the closing date, if you apply for a post to our Ministry
- Process requisitions for the acquiring of goods and services within 2 days or receipt of all supporting documents
- Reconcile the statements of transport expenditure on a monthly basis
- Deliver a professional service at all times

IF YOU CONTACT US

By telephone, we will:

- Answer the telephone within 5 rings
- Identify ourselves by name
- Inform you when you can expect a full reply, if we cannot answer your enquiry immediately

In writing, we will:

- Reply to all written correspondence within ten working days. If we cannot answer all your questions within that time, we will inform you in writing when to expect a full reply

Personally, we will:

- See you within ten minutes of the agreed time if you have made an appointment
- Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us

IF THINGS GO WRONG

We will:

- Deal with complaints within two weeks of receipt
- Offer an apology

- Give an explanation

WHEN COMPLAINING

You need to:

- Identify yourself
- Be clear on why you are not satisfied
- Say what you would like to happen
- Keep a record of events

YOUR VIEWS COUNT

We strive to render a service that is suited to your needs. If something goes wrong, we will be glad to hear about it.

We are continuously trying to improve our standards. To do this, we need to know what kind of service you want and how this compares with the service we provide. We promise to consider your views when reviewing our standards.

We will conduct an annual survey to judge the relevance of our services and how well they are delivered. We will publish the results in our Annual Report.

Contact Persons:

Deputy Director: General Services

Telephone: +264 61 296 5339

Control Administrative Officer

Telephone: +264 61 296 5300

Chief Human Resources Practitioner

Telephone: +264 61 296 5334

Chief Accountant

Telephone: +264 61 296 5340



4.8 Customer Service Charter of Division of Information Technology

THIS CHARTER

- Sets the standards of service you can expect when dealing with the IT Division
- Reflects our commitment to deliver a high standard of service at all times
- Explains how and when to get information on our service if needed
- Explains how to make a complaint, if you are not satisfied with our service

FOREWORD

The Information and Communication Technology is responsible for the acquisition and maintenance of IT equipment, support and implementation of Information Systems and Applications, Systems security, communication lines and user support.

MISSION

Through this service charter, the IT division is committed to deliver quality services to MLR through ICT infrastructure and Network Management, Information Management, User Support, Communication and Maintenance Services.

VISION

The vision of this division is to ensure that all MLR staff members have guaranteed access to ICT resources.

CORE VALUES

The division will be guided by the following core values in order to provide quality service to its customers:

- Quality service to all our clients / customers
- Embrace team spirit and team work
- Ensure that all our services are carried out with excellence, efficiency and effectiveness.
- Maintain ethical behavior, professional etiquette, integrity and honest at all times

COMMITMENT TO YOU

Through this service charter, the IT division is committed to deliver quality services to MLR through ICT infrastructure and Network Management, Information Management, User Support, Communication and Maintenance Services.

Our main goal is to ensure that all MLR staff members have guaranteed access to ICT resources.

PRINCIPLES OF SERVICE DELIVERY

- Maintain equity, transparent and accountability at all times
- Serve all MLR staffs with dignity and respect
- Provide service with diligent and integrity at all times
- Embrace innovative practices through continuous improvement of systems and processes
- Perform duties professionally and ethically
- Adopt a culture of sharing duties, responsibilities and resources at our disposal
- Strive to acknowledge our diversity as a team, appreciate the importance of each member, be tolerant to everyone's idea and accept constructive criticism

WHAT WE ASK FROM YOU

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

- Be honest and timely in providing required information
- Handle our staff members with all respect
- Inform us if you are not satisfied with our service

IF YOU CONTACT US

By telephone, we will:

- Answer the telephone within 2 rings
- Identify ourselves by name
- Inform you when you can expect a full reply, if we cannot answer your enquiry immediately

In writing, we will:

Reply to all written correspondence within 10 working days. If we cannot answer all your questions within that time, we will inform you in writing when to expect a full reply.

Personally, we will:

- See you within five minutes of the agreed time if you have made an appointment
- Answer your question immediately, but if we cannot, we will inform you why and when you can expect an answer from us

If you would like to make a comment, suggestion or get more information on our service, you should...

Please speak to our Deputy Director Information and Communication Technology or any of our staff members

Or

Visit Our Office:

Information and Communication Technology
Ministry of Lands and Resettlement
55 Robert Mugabe Avenue

Ausspannplatz
Windhoek
Namibia

Write to the Division and forward it to the following address:

The Deputy Director
Division Information and Communication Technology
Ministry of Lands and Resettlement
Private Bag 13343
Windhoek
Telephone: +264 61 2965361
Fax: +264 61 247107

4.9 Customer Service Charter for Section: Internal Audit

INSERT INFORMATION HERE.