

**If you contact us****By telephone, we will:**

- answer the telephone within three rings 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:

**VALUER GENERAL****WINDHOEK**

on

**Telephone:** +264-61-296 5100  
**Fax:** +264-61-245 920  
**E-mail:** Rudolf!Nanuseb@mlr.gov.na

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

Deputy: Valuer General (General Valuation)  
 Monika Hakalume@mlr.gov.na  
 +264-61-296 51000/5106

**OR**

Deputy: Valuer General (Rating and Taxation)  
 Protasius Thomas@mlr.gov.na  
 +264-61-296 5000/5030

If you are not satisfied with any responses received, please write to the Complaints Co-ordinator in the Office of the Executive Director of the Ministry at:

The Executive Director  
 For attention: Complaints Co-ordinator  
 Ministry of Agriculture, Water and Land Reform  
 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 Executive Director 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 November 2022 and will be continuously reviewed annually.

**MINISTRY OF AGRICULTURE,  
WATER AND LAND REFORM****CUSTOMER SERVICE CHARTER****DEPARTMENT OF LAND  
MANAGEMENT****DIRECTORATE OF VALUATION AND  
ESTATE MANAGEMENT**

## **This Charter**

Sets the standards of service you can expect when dealing with the Directorate of Valuation and Estate Management.

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.

### **Our Commitment to you**

Our vision is that by the year 2016 we will ensure that our clients receive a comprehensive valuation and estate management service.

In partnership with you our clients, we ensure that the service we will provide will be in accordance with internationally acceptable valuation standards.

In doing our work we focus on the needs of those we provide a service to. This approach builds on our key values of:-

### **Customer Centric:**

We place our customers/stakeholders at the centre of our efforts, focusing on customer/stakeholders' satisfaction with 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.

### **Accountability**

We will acknowledge and take responsibilities 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.

### **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.

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

## **Transparency**

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

## **Adaptiveness**

We will change unconstructive or disruptive behaviour to acceptable and more constructive behaviour for the realization of our vision.

## **Innovative**

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

## **Our Request to you**

Our success depends on your co-operation in providing us the appropriate support in delivering a valuation service to you. We therefore request you to:

-be honest and timely in providing required information to the Valuer General's office.

-comply with existing Acts, Regulations and Procedures and treat our staff members with the necessary respect. Specific Acts and Regulations can be obtained through an inquiry with the Office of the Valuer General.

-inform us if you are not satisfied with our service.

## **Our Standards Applicable to Specific Areas**

### **1. Valuation of commercial agricultural land**

A farm shall be inspected and valued within one (1) month of instruction or request to do so.

The instructing client of commercial agricultural land shall receive feedback on the valuation within one (1) month of farm inspection.

## **2. Valuation of non-agricultural property**

We shall acknowledge receipt of your request within Five (5) working days

Inspection and valuation shall be done within Twenty-One (21) working days of receiving instructions.

## **3. Provision of advisory services**

We shall be available to give advice to you our clients at all times by phone.

If required, advice on valuation matters shall be given within Five (5) working days.

## **4. Application for Land Tax Clearance Certificate**

A land tax clearance certificate shall be processed within a period of Five (5) working days

## **5. Application for Land Tax Exemption**

A land tax exemption shall be processed within Ten (10) working days and posted to your mailing address. You will be contacted within Five (5) working days of receipt of your application if there is additional information required.

## **6. Inquiries on Valuation and Land Tax**

All inquiries on valuation and land tax will be attended to immediately. You, our client, will be informed should we require additional time to attend to your inquiry.

## **7. Land Tax Assessments**

Land Tax assessments shall be mailed to you during the months of April and May each year.

You are required to ensure that your property is registered for land tax and your mailing details are correct to ensure that you receive your assessment.

A land tax assessment request shall be issued within a period of Five (5) working days

On visiting our offices, a copy of the assessment can be obtained while waiting.