

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 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 Directorate;
- Comply with existing Legislations, 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/ email address/ telephone number/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 dealt with as well as the date and the time of the communication to improve our services.

FEEDBACK, COMMENTS AND COMPLAINTS

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

Director: Aquaculture and Inland Fisheries
Ministry of Fisheries and Marine Resources
C/o Kenneth Kaunda & Goethe Street
Brendan Simbwaye Square, Block C
Private Bag 13355
Windhoek

Phone: +264 61 205 3028

E-mail: DAIF@mfmr.gov.na

- If you are not satisfied with the response from the Directorate, you may take the matter up with the Deputy Executive Director.
- If still not satisfied with the response or action taken, you may approach the Executive Director.
- Should you still not be satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Republic of Namibia

**MINISTRY OF FISHERIES AND
MARINE RESOURCES**

CUSTOMER SERVICE CHARTER

DIRECTORATE: AQUACULTURE AND INLAND FISHERIES



The Directorate is responsible for promoting and developing sustainable aquaculture, managing, conserving, protecting and sustaining the use of inland aquatic ecosystems.



THIS CHARTER

- Outlines the services we provide (What we do);
- Defines who our customers are;
- Reflects our commitment;
- Sets standard of service that you can expect from us at all times;
- States what we will do if you contact us;
- States that your views count;
- Indicates 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

- Conduct research on inland fisheries and aquaculture.
- Monitor the environment to ensure the integrity of the aquatic ecosystem is maintained.
- Provide advice on suitable measures for the conservation and sustainable use of inland fisheries ecosystems.
- Provide advisory and technical services on aquaculture.
- Conduct site assessment for aquaculture projects.
- Evaluate applications for registration for importers/exporters of aquatic organisms and make recommendations to the Minister.
- Evaluate applications for aquaculture licenses and make recommendations to the Minister.
- Issue aquaculture and inland fisheries export, import and transfer permits.
- Create awareness on the sustainable utilization of inland fisheries.
- Promote access to inland aquatic resources and insure security of tenure.
- Collaborate on national, regional and international scientific programmes.
- Produce and distribute Fish feeds and Fingerlings.

OUR CUSTOMERS

- Fish Farmers (small-scale and commercial farmers)
- Riparian Communities
- General Public
- Aquarists

OUR COMMITMENT TO YOU

- » Our commitment to our customers is the provision of effective and efficient services; and
- » We strive to execute our duties within the following guiding VALUES;

Transparency

The Ministry will ensure to deliver its service in a transparent manner, while upholding confidentiality and protect information of individual right holders. The Ministry will maintain close links and constructively exchange of information with the fishing industry and other stakeholders, to ensure better cooperation and understanding on sector issues and thus enhance development and good governance for the benefit of the future generation.

Accountability

The Ministry will ensure that complaints about our service delivery are dealt with fairly and that a prompt action is taken to rectify shortcomings in areas where satisfactory standards have not been achieved.

Equity

The Ministry will apply the policy and legislation so as to ensure that equitable access to resources leads to benefit for all interested stakeholders, while facilitating the Namibianisation of the fishing sector.

Honesty

The Ministry will ensure to, at all times, apply the policy and legislative framework in a fair, trustworthy, genuine and equal manner, while upholding the professional standard in delivering the service

Loyalty

The Ministry must ensure the creation of a conducive working environment in which staff members will be motivated as team players to conduct their service and make their contributions toward success diligently.

Diligence

The Ministry and its staff are dedicated to provide its services with full commitment in line with the needs and desires of our client/stakeholders as a team.

OUR SERVICE PROMISE/STANDARDS

We will:

- Conduct research on inland fisheries and aquaculture on a monthly basis.
- Continuously monitor the environment to ensure the integrity of the aquatic ecosystem is maintained.
- Provide advice on suitable measures for the conservation and sustainable use of inland fisheries ecosystems at all times.
- Provide advisory and technical services on aquaculture at all times.
- Conduct site assessment for aquaculture projects within 1 month upon receipt of the requests.
- Evaluate applications for registration of importers/exporters of aquatic organisms and make recommendations to the Minister within 15 working days.
- Evaluate applications for aquaculture licenses and provide feedback within 1 month.
- Issue aquaculture and inland fisheries export, import and transfer permits within 5 working days.
- Continuously promote access to inland aquatic resources and insure security of tenure.
- Continuously create awareness on the sustainable utilization of aquaculture and inland fisheries.
- Provide fish feed and fingerlings within 15 days after request when available.

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 will 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, and provide you with the name of the person to contact, address and contact details.

