



Republic of Namibia

MINISTRY OF FISHERIES AND MARINE RESOURCES

CUSTOMER SERVICE CHARTER

2023





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and Functional charters by scanning
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ABBREVIATIONS

ED	Executive Director
EEZ	Exclusive Economic Zone
FA	Fisheries Administration
FOA	Fisheries Observer Agency
FI	Fishing Industry
GS	General Services
HPP	Harambee Prosperity Plan
HR	Human Resources
IA	Internal Audit
IAC	Inland Aquaculture Centre
ICT	Information Communication Technology
KIFI	Kamutjonga Inland Fisheries Institute
MCS	Monitoring, Control and Surveillance
MRA	Marine Resources Act, 2000
MRR	Marine Resources Regulations, 2001
MFMR	Ministry of Fisheries and Marine Resources
MRAC	Marine Resources Advisory Council
MTC	Ministerial Training Committee
NatMirC	National Marine Research and Information Centre
NDP	National Development Plan
NPC	National Planning Commission
NSA	Namibia Statistics Agency
OMAs	Offices/Ministries/Agencies
OPM	Office of the Prime Minister
PDP	Personal Development Plan
PMS	Performance Management System
PPE	Policy, Planning and Economics
RC	Regional Council
TNA	Training Needs Assessment
VMS	Vessel Monitoring System

MINISTERIAL HIGH-LEVEL STATEMENT



Our Mandate

To sustainably manage the living aquatic resources and promote the aquaculture sector

The Ministry was established to sustainably manage the living aquatic resources and promote the aquaculture sector as key objective. The objective is translated into the following legal and regulations instruments:

- » Marine Resources Act, 2000 (Act no. 27 of 2000)
- » Marine Resources Regulations, 2001 (Regulations relating to the exploitation of marine resources)
- » Inland Fisheries Resources Act, 2003 (Act no.1 of 2003)
- » Aquaculture Act 2002 (Act no.18 of 2002)



Our Vision

To be a leading fishing nation with a well-developed aquaculture industry.



Our Mission

To responsibly manage living aquatic resources to continuously ensure a conducive environment for the fishing and aquaculture sector to prosper.

FOREWORD BY HONORABLE MINISTER



The Customer Service Charter outlines the commitment made by the Ministry of Fisheries and Marine Resources (MFMR) to its clients/stakeholders.

The charter forms part of Government's commitment towards the execution of the Public Service Charter, which is geared towards provision of professional, efficient and effective public services.

It is therefore, our outmost pleasure to present the MFMR Customer Service Charter in support of our commitment to the realization of the Harambee Prosperity Plan and the Fifth National Development Plan (NDP5) pillar "Effective governance and service delivery". The charter aims to guide the Ministry in setting standards and the delivery of expected services realistically within budget and time.

It includes the Ministerial pledges on service delivery by Divisions and Directorates, benchmarks to be met by the Ministry, responsibilities of stakeholders and clients, and details on how to communicate with the Ministry and major contacts.

As per our mandate, we are committed to enhancing the quality of services to our clients and stakeholders. Therefore, customers and stakeholders are urged to help the Ministry to keep the charter relevant and up-to-date by providing feedback, which will assist the Ministry to continuously improve our services and serve our community optimally.

A handwritten signature in black ink, appearing to read 'Derek Klazen', written over a horizontal line.

**Hon. Derek Klazen, MP
MINISTER**

ACKNOWLEDGEMENT BY THE EXECUTIVE DIRECTOR



The development of the Ministry of Fisheries and Marine Resources (MFMR) Customer Service Charter depicts commitment towards maintaining and improving service delivery in the public service, not only is the Ministry committed to improving service delivery to its clients and stakeholders, but, intends to be responsive to their expectations and needs.

The Ministry would like to take this opportunity to applaud all the staff members who participated in the development of the Customer Service Charter for their commitment and dedication in ensuring the completion of the Charter.

In addition, I would like to sincerely thank the Office of the Prime Minister; Department Public Service Management in particular, for guidance in the development of this Charter.

Finally, I urge all staff members of the MFMR to keep at all times the promises and pledges they make to clients to deliver quality services to our valued customers and stakeholders. We have to be a service provider of choice at all times.

A handwritten signature in black ink, appearing to read 'A. Haiphene', written over a horizontal line.

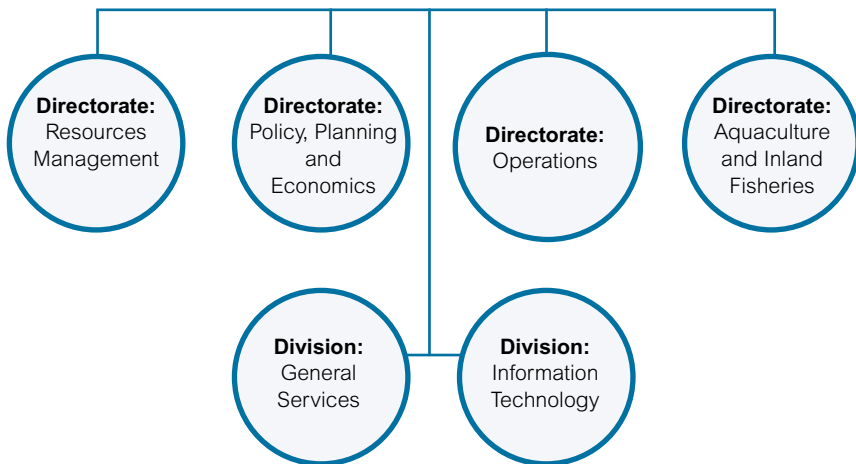
Mrs. Annely Haiphene
EXECUTIVE DIRECTOR

THIS CHARTER

- 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

The business of the ministry is based on four (4) Directorates and two (2) Divisions as follows:



1. RESOURCE MANAGEMENT

Provide scientific advice on the sustainable utilization of living marine resources and their eco system.

2. POLICY, PLANNING AND ECONOMICS

The Directorate is divided into five Divisions, and their responsibilities are as follows;

2.1 DIVISION: POLICY

Formulate, review and ensure compliance with fisheries policies and legislations.

2.2 DIVISION: PLANNING

Manage developmental activities and capital projects within the Ministry.

2.3 DIVISION: ECONOMICS

Conduct social economics research on the fishing and aquaculture sector.

2.4 DIVISION: STATISTICS

Manage fisheries statistics.

2.5 DIVISION: FISHERIES ADMINISTRATION

Administer fishing rights, licenses, quotas, fees and levies.

3. OPERATIONS

The Directorate is divided into two Divisions, and their responsibilities are as follows;

3.1 DIVISION: TECHNICAL SERVICES

Manage the Ministry's vessels and air craft.

3.2 DIVISION: MONITORING, CONTROL AND SURVEILLANCE

Regulate fishing sector activities within the Exclusive Economic Zone (EEZ) and inland water bodies of Namibia.

4. AQUACULTURE AND INLAND FISHERIES

Promote and develop sustainable aquaculture, manage, conserve, protect and sustain the use of inland aquatic ecosystems.

5. GENERAL SERVICES

The Division is divided into four Sub-Divisions and two Sections, and their responsibilities are as follows;

5.1 SUB-DIVISION: HUMAN RESOURCES

Provide administrative support and advisory services on issues pertaining to Human Resource Management and ensure that rules and regulations are correctly interpreted, implemented and complied with.

5.2 SUB-DIVISION: FINANCE

Maintain prudent financial services, in line with laws and regulations governing State Finances.

5.3 SUB-DIVISION: AUXILIARY SERVICES

Provide support services on maintenance, transport, stores and procurement.

5.4 SUB-DIVISION: TRAINING AND DEVELOPMENT

Manage training, and human resources development within the Ministry.

5.5 SECTION: PUBLIC RELATIONS

Coordinate communication between the Ministry, the media, the public and its stakeholders.

5.6 SECTION: INTERNAL AUDIT

Evaluate and improve the efficiency and effectiveness of the Ministry's risk management, internal control and governance processes.

6. INFORMATION TECHNOLOGY

Provide Information and Communications Technology (ICT) Services, Systems Administration and Networking within the Ministry.

7. OUR CUSTOMERS

- General Public
- Fishing and Aquaculture Industries
- Government Offices, Ministries and Agencies (O/M/As)
- Regional Councils, Local Authorities and Traditional Authorities
- Public Enterprises and Private Institutions/SMEs
- Development Partners and Non-Governmental Organizations
- Institutions of Higher Learning

8. OUR COMMITMENT TO YOU

- » Our commitment to our customers is the provision of efficient and effective 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.

9. OUR SERVICE PROMISE/STANDARDS

1. DIRECTORATE RESOURCE MANAGEMENT

Our service promise for Resource Management is based on the two (2) Divisions, Research Management and Applied Research.

We Will:

- Conduct research surveys on the commercial living marine resources annually.
- Conduct research surveys on the marine eco system quarterly.
- Continuously collect, manage and analyze data from the fishing industry.
- Conduct stock assessment on the commercial and recreational resources annually
- Provide scientific data and advice on an annual basis.
- Continuously manage the National Marine Aquarium to promote public awareness on Namibia's marine ecosystem.
- Provide recommendations on environmental impact assessments of proposed marine activities as the need arises.
- Collaborate on national, regional and international scientific at all times.

We will respond to you at: **Tel:** +264 61 205 3015
E-mail: DRM@mfmr.gov.na

2. DIRECTORATE OF POLICY, PLANNING AND ECONOMICS (PPE)

2.1 Division: Policy

We Will:

- Provide policy advice and recommendations on matters relating to the utilization, management, and conservation of the aquatic resources at all times.
- Provide advice and recommendations on matters relating to legislations and regulations on the aquatic resources at all times.
- Coordinate the formulation and review of Fisheries and Marine Resource policies and legislations when the need arises.

- Continuously ensure the implementation of Fisheries and Marine Resource policies and legislations.
- Collaborate with the Ministry of Justice and Office of the Attorney General on legal matters when the need arises.
- Coordinate the gazetting of MFMR policies and legislations at all times.
- Ensure the implementation of Bilateral Agreements at all times.

We will respond to you at: **Tel:** +264 61 205 3120
E-mail: Policy@mfmr.gov.na

2.2 Division: Planning

We Will:

- Facilitate the formulation of the Ministerial Strategic Plan 6 months prior to the expiry of the preceding Strategic Plan.
- Facilitate the formulation of the Ministerial Annual Plan before the end of February every fiscal year.
- Coordinate the implementation of capital projects per project duration.
- Monitor and evaluate capital projects on a quarterly basis.
- Coordinate the Ministerial development budget within the financial year.
- Produce Ministerial annual reports on an annual basis.

We will respond to you at: **Tel:** +264 61 205 3120
E-mail: Planning@mfmr.gov.na

2.3 Division: Economics

We Will:

- Compile fisheries economic contribution to the national economy report on a quarterly basis.
- Produce socio-economic reports annually.
- Analyze patterns of ownership within 2 working days provided all necessary documents are attached.
- Assess and revise requests for extension of fishing rights within 6 months.
- Assess quota applications of right holders within 4 months.
- Prepare submission on allocation of fishing quotas within 3 working days.
- Continuously attend to general enquiries on fisheries management.

- Continuously participate in national, regional and international.
- Carry out any other fisheries economic research and assessment within 6 months.

We will respond to you at: **Tel:** +264 61 205 3083

E-mail: Economics@mfmr.gov.na

2.4 Division: Statistics

We Will:

- Capture and verify fish landings and provide information within 5 working days.
- Collect, verify and provide fishing industry employment data within 5 working days.
- Produce fisheries statistical reports on a quarterly and annual basis.
- Attend to statistical enquiries at all times.
- Continuously participate in national, regional and international fora.

We will respond to you at: **Tel:** +264 61 205 316

E-mail: Statistics@mfmr.gov.na

2.5 Division: Fisheries Administration

We Will:

- Capture and update data (rights, quotas, vessels and species) on Fisheries Information Management System within 7 working days.
- Administer fishing rights and quotas within 5 working days.
- Issue fishing vessel licenses within 2 working days.
- Issue invoices to right holders on fees on a quarterly basis.
- Issue invoices to right holders on levies on monthly basis.
- Produce reports on quotas fees and levies collected on quarterly and annual basis.
- Reconcile landings, fees and levies on a quarterly basis.
- Calculate the payment of fees and levies payable by right holders on a daily basis.
- Attend to general public enquiries on applications of fishing rights and allocation quotas on a daily basis.

We will respond to you at: **Tel:** +264 61 205 3077,

E-mail: FisheriesAdministration@mfmr.gov.na

3. DIRECTORATE OF OPERATIONS

3.1 Division: Technical Services

We Will:

- Ensure facilities are maintained at all times.
- Ensure patrol & research vessels and aircraft are available for operation at all times.
- Avail and participate in combating of oil pollution, search and rescue operations when the need arises.
- Ensure that seafarers, air crew, patrol and research craft certificates are renewed as scheduled.
- Ensure that patrol and research craft are dry-docked as per schedule or when the need arises.
- Ensure that Statutory Surveys, Class renewal and survey are carried out annually.
- Coordinate statutory inspections for the patrol aircraft as per Aviation Legislations on an annual basis.
- Avail Ministry craft for patrol and research activities as per schedule or when the need arise.
- Continuously provide technical advice on fisheries patrol and research craft.
- Continuously coordinate statutory training for seafarers and air crew.

We will respond to you at: **Tel:** +264 64 201 6202

E-mail: DDTS@mfmr.gov.na

3.2 Division: Monitoring, Control and Surveillance

We Will:

- Ensure compliance with national, regional and international fisheries legislations of all fishing activities at all times.
- Collaborate with regional and international partners on combating, deterring and eliminating Illegal, Unreported and Unregulated (IUU) fishing at all times.
- Conduct regional joint patrols across shared waterbodies on a quarterly basis.
- Provide advice on conservation measures or strategies at all times.
- Continuously create public awareness on compliance with fisheries legislations.
- Continuously monitor offloading of fish and fish products at all landing sites.
- Conduct inspections at sea on a monthly basis.

- Conduct coastal, rivers and inland patrols on a daily basis.
- Conduct aerial surveillance on a weekly basis.
- Ensure a functional Vessel Monitoring System (VMS), Fisheries Management Centre (FMC) and Operation Centre at all times.
- Collect and provide accurate fishing/landing information within 1 day upon request.
- Issue recreational fishing permits within 15 minutes upon receipt of application, provided all required documents are presented.

We will respond to you at: **Tel:** +264 61 205 3013

E-mail: MCS@mfmr.gov.na

4. DIRECTORATE OF AQUACULTURE AND INLAND FISHERIES

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.

We will respond to you at: **Tel:** +264 61 205 3028

E-mail: DAIF@mfmr.gov.na

5. DIVISION: GENERAL SERVICES

5.1 Sub-division: Human Resources

We will:

- Interpret policies, rules and regulations right away or within 3 working days.
- Update personnel file(s) on a daily basis.
- Attend to personnel enquiries right away or within 3 working days.
- Ensure that delegated positions are filled within 2 months and undelegated positions are filled within 6 months.
- Issue the annual vacation leave notifications on an annual basis as per leave cycle.
- Respond to request for leave and extension within 5 working days.
- Verify Ministerial staff payroll annually.
- Process employee benefit claims within 1 day.
- Process applications for Medical Aid, Social Security, and Government Institution Pension Fund (GIPF) within 1 day.
- Process applications for Home Owner's Scheme for staff members within 3 working days.
- Attend to misconduct cases within 1 month of reporting.
- Respond to grievances within 5 working days.
- Coordinate Ministerial wellness activities on a quarterly basis.

We will respond to you at: **Tel:** +264 61 205 3053

E-mail: HR@mfmr.gov.na

5.2 Sub-division: Finance

We will:

- Produce and submit Ministerial Budget annually.
- Monitor and control the expenditure on a monthly basis.
- Provide monthly, quarterly and annual reports on budget execution.
- Ensure adherence and compliance to statutory provisions that guide or regulate procurement at all times.
- Process Daily and Subsistence Allowance within 5 working days after receipt
- Process overtime claims within 14 working days.
- Process leave gratuity and severance allowance within 2 months provided all documents are in order.

- Process salary advices within 2 working days after receipt.
- Process suppliers/creditors invoices payment within 30 working days provided they comply with the rules and regulations.
- Submit financial statements to the Ministry of Finance and Auditor General within the deadline given.
- Respond to Auditor General's management letter, audit queries and provide response on draft audit report within the prescribed timeframe.
- Collect, safe keep and banking of revenue on a daily basis.
- Safe keep financial records at all times.
- Reconcile suspense and general ledger accounts on a monthly basis.

We will respond to you at: **Tel:** +264 61 205 3024

E-mail: Finance@mfmr.gov.na

5.3 Sub-division: Auxiliary Services

We will:

- Scrutinize transport reports for mileage, fuel consumption, license renewal and maintenance on a monthly basis.
- Issue trip authority within 1 working day.
- Report lost fuel cards/tags to the bank within 1 working day.
- Facilitate replacement and renewals of lost fuel cards/tags within 2 working days.
- Submit accident reports to Loss Control Committee within 5 working days.
- Clean office premises on a daily basis.
- Develop maintenance schedule of office/buildings infrastructure and equipment on a quarterly basis.
- Manage incoming and outgoing correspondences on a daily basis.
- Update file plan on a quarterly basis.
- Submit annual stock taking reports.
- Issue and control stock levels on a daily basis.
- Compile and provide the Office Procurement Plan on an annual basis.
- Ensure bidding document are prepared within 2 working days.
- Provide and submit reports on the execution of Procurement Plan on a quarterly basis.
- Submit invoices to finance section within 2 working days after receipt of invoices.
- Submit evaluation reports of bids to the Procurement Committee within 5 working days.

- Process purchase orders within 5 working days upon receipt of the approved requisition for expenditures.
- Submit purchase order to suppliers within 2 working days after the approval of the Accounting Officer.
- Provide switchboard and secretarial services at all times or when the need arises.

We will respond to you at: **Tel:** +264 61 205 3044

E-mail: AuxillaryServices@mfmr.gov.na

5.4 Sub-division: Training

We will:

- Conduct Training Needs Analysis (TNA) every 3 years
- Develop Human Resource Development Plan within a Month after conducting TNA.
- Develop training calendar from Personal Development Plans within a Month.
- Provide feedback on qualifying and non-qualifying training requests within 5 working days after Ministerial Training Committee meeting.
- Circulate bi-lateral and sponsored training courses information within 1 working day upon receipt.
- Conduct induction and orientation to the newly appointed/promoted/ transferred staff members on a quarterly basis.
- Coordinate Ministerial Training Committee activities on a monthly basis.

We will respond to you at: **Tel:** +264 61 205 3012

E-mail: Training@mfmr.gov.na

5.5 Section: Public Relations

We will:

- Disseminate accurate information pertaining to the Ministry at all times.
- Serve as a spokesperson for the Ministry at all times.
- Continuously create awareness on the mandate, services and programs of the Ministry.
- Cover official engagements and events of the Ministry when the need arises.
- Produce ministerial publications on a quarterly basis.
- Send out media invitations 3 days before the event.

- Provide feedback through various media platforms within 3 working days.
- Monitor media coverage about the Ministry on a daily basis.
- Update the Ministry's website and social media pages at all times.
- Continuously promote the Ministry's brand and image.

We will respond to you at: **Tel:** +264 61 205 3084,
E-mail: PR@mfmr.gov.na

5.6 Section: Internal Audit

We will:

- Facilitate the development of a risk-based plan annually.
- Provide advisory services to the management at all times.
- Provide Audit Reports within a month upon receipt of complaints.
- Provide audit reports on the efficiency and effectiveness of internal controls and governance processes annually.
- Notify offices of audits 5 working days before the audit work commences.
- Submit audit report to management within 7 working days after the audit is complete.
- Present the audit reports to the Audit Committee/management meeting at all times.
- Follow-up on recommendations 6 months after the agreed time.
- Continuously facilitate the implementation of an effective risk management process.

We will respond to you at: **Tel:** +264 61 205 3017
E-mail: Internal.Audit@mfmr.gov.na

6 INFORMATION TECHNOLOGY

We will:

- Respond within 5 minutes to hardware failure or when the need arises.
- Provide ICT helpdesk support on a daily basis.
- Backup all servers daily
- Run anti-virus health check daily
- Replace hardware components within 6 months upon requests.
- Provide on-site local and remote technical support at all times
- Plan and acquire ICT equipment for end users within 6 months upon request.
- Monitor network performance daily.
- Develop major system within 2 years, and minor system within 6 months or when the need arises.
- Maintain application systems at all times.
- Manage all licenses on an annual basis or upon expiration.
- Train staff members on new applications within 6 months from the date of implementation.
- Manage the Ministerial website when a need arises.

We will respond to you at: **Tel:** +264 61 205 3065
E-mail: IT@mfmr.gov.na

WHEN YOU CONTACT US:

If you phone us:

We will:

- Answer to your call within three (3) rings
- Return your call within two (2) days if we can't provide an answer immediately.
- If you write to us:
- We acknowledge receipt within two (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 five (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.

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 Department/ Directorate/Division/Subdivision whom you dealt with as well as the date and the time of the communication to improve our services.

DEALING WITH YOUR FEEDBACK, COMMENTS AND COMPLAINTS

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

The Executive Director

Ministry of Fisheries and Marine Resources
C/o Dr Kenneth Kaunda and Goethe Street
Brendan Simbwaye Square, Block C
Private Bag 13355
WINDHOEK

Telephone: +264 61 205 3007

Facsimile: +264 61 224 566

Email: MFMRenquiries@mfmr.gov.na

Website: <https://mfmr.gov.na/>

Or

Public Relations Office

Telephone: +264 61 205 3084

E-mail: PR@mfmr.gov.na





Republic of Namibia

MINISTRY OF FISHERIES AND MARINE RESOURCES



Telephone: +264 61 205 3007 • **Facsimile:** +264 61 224 566

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Website: <https://mfnr.gov.na>



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and Functional charters by scanning
the QR code above.