

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 Division;
- 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 Division 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 Division you should contact:

**Deputy Director: Monitoring,
Control & Surveillance**

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 3013

E-mail: MCS@mfmr.gov.na

- If you are not satisfied with the response from the Division, you may take the matter up with the Director of Operations.
- If still not satisfied with the response or action taken, you may approach the Deputy Executive Director.
- If still not satisfied with the response or action taken, you may approach the Executive Director.
- Should you still not 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: OPERATIONS
DIVISION: MONITORING, CONTROL
AND SURVEILLANCE**



The Division is responsible for regulating fishing sector activities within the Exclusive Economic Zone (EEZ) and inland water bodies of Namibia.



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

- Ensure compliance with national, regional and international fisheries legislations of all fishing activities.
- Collaborate with regional and international partners on combating, deterring and eliminating Illegal, Unreported and Unregulated (IUU) fishing.
- Conduct regional and national joint patrols across shared waterbodies.
- Provide advice on conservation measures or strategies.
- Create public awareness on compliance with fisheries legislations.
- Monitor offloading of fish and fish products at all landing sites.
- Conduct inspections at sea, coastal, rivers and inland patrols, and aerial surveillance.
- Ensure a functional Vessel Monitoring System (VMS), Fisheries Management Centre (FMC) and Operation Centre.
- Collect and provide accurate fishing/landing information.
- Issue recreational fishing permits.

OUR CUSTOMERS

- Fishing Sector
- Regional Fisheries Management Organizations
- General public
- Ministry of Fisheries and Marine Resources



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:

- 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.

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.