

THIS CHARTER

- ◆ Sets the standards of service you can expect from the Ministry's staff members
- ◆ Reflects our commitment to deliver a high standard of service at all times
- ◆ Explains how and where to get more information on our service if needed
- ◆ Explains how to make a complaint, if you are not satisfied with our service

OUR COMMITMENT TO YOU

In partnership with you as our customers, we will strengthen Namibia's position as a leading fishing nation and provide professional, responsive and customer focused services.

We will carry out our duties according to the Ministry's Acts and Regulations

- ◆ We will always respect your rights, explain your rights
- ◆ to you and apply the law in a fair and equal manner
- ◆ All our staff members will have the necessary skills
- ◆ and knowledge to do their work in a professional way
- ◆ All Fisheries Inspectors will at all times carry an official Identification card which will clearly indicate their name and rank

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

- ◆ **Being fair to those who rely upon our services**
- ◆ **Being efficient and professional in our services**
- ◆ **Being accountable for what we do**
- ◆ **Being helpful and courteous at all times**

WHAT WE ASK OF YOU

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

- ◆ Make an appointment if you want to consult with us
- ◆ Make all payments on/before specified dates
- ◆ Be truthful and timely when providing information and documentation
- ◆ Comply with the Ministry's Acts and Regulations at all times



OUR STANDARDS APPLICABLE TO SPECIFIC WORK AREAS

Licensing of fishing vessels and factories, the application for quotas, fees payable

We will:-

- ◆ Ensure availability at our offices of all the forms/books required by legislation all time
- ◆ Issue a license within five working days after having received an application
- ◆ Evaluate all applications according to the criteria set by legislation
- ◆ Allocate quotas a month before the start of the fishing seasons
- ◆ Clear fishing vessels within 24 hours after having received the license from Head Office Windhoek
- ◆ Ensure immediate release of license when all criteria for clearance of the vessel have been met
- ◆ Issue a receipt after having received any payment
- ◆ Give you one month's notice to provide information requested, unless otherwise specified by law
- ◆ Publish information on the allocation of quotas after the quota is allocated

MONITORING OF LANDED FISH AND THE ADMINISTRATION OF BY-CATCH FEES AND RESEARCH LEVIES

We will:-

- ◆ Ensure availability of an Inspector to supervise the offloading of your vessel, if you inform us 48 hours in advance of a landing
- ◆ Supply the Fishing Industry, on an annual basis, with information on the application of research levies
- ◆ Ensure 24 hour availability of Fisheries Inspectors, including weekends and public holidays
- ◆ Provide you with agreed figures within three working days of having received your tally

OUR STANDARDS APPLICABLE TO SPECIFIC WORK AREAS

Assist farmers with site selection, training and technical aspects related to aquaculture after having received a request.

- ◆ Establishing inter-ministerial committee (one stop shop) for processing of aquaculture licenses.
- ◆ Evaluate all applications according to the criteria set by legislation.
- ◆ Issue licenses within ten working days after a meeting of the inter-ministerial committee.

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. If you wish to make a complaint, you should first speak to the manager of the local section concerned, who will be happy to help you resolve any complaint or difficulty you may have. If you are not satisfied yet, feel free to contact the office of the Permanent Secretary in Windhoek tel. No 061-205 3007.

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 setting our standards.

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

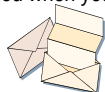
DEALING WITH YOUR ENQUIRY/ COMPLAINTS

If you telephone us –



- ❖ We will answer your call after three rings
- ❖ Our staff members will identify themselves by name
- ❖ Our response will be clear and easy to understand;
- ❖ Where we cannot answer your inquiry immediately,
- ❖ We will inform you when you can expect a full reply

If you write to us –



- ◆ We aim to reply to your correspondence within ten working days of receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by telephone when to expect a full reply
- ◆ Our letters will be clear and easy to understand and will include the writer's name, office and telephone number

*Unless you ask specifically for a written reply,
We may respond to your letter by telephone,
If the queries are straightforward, We will treat
faxes and e-mail as letters.*

If you visit us –



- ◆ If you have an appointment we will see you within ten minutes
- ◆ We aim to answer your queries on the spot, but if we can't we will let you know why not and when you can expect an answer from us.

This Charter was published in August 2005
and will be reviewed annually.



CUSTOMER SERVICE CHARTER

Write to

PERMANENT SECRETARY
MINISTRY OF FISHERIES AND MARINE RESOURCES
PRIVATE BAG 13355
WINDHOEK

OR Call
TEL: +264 61 2053911
FAX: 264 61- 224566



“Securing marine resources for Namibia’s future”

