

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:

Control Administrative Officer

Division: Fisheries Administration

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 3077

E-mail: FisheriesAdministration@mfmr.gov.na

- If you are not satisfied with the response from the Division, you may take the matter up with the Deputy Director of Policy, Planning and Economics.
- If still not satisfied with the response or action taken, you may approach the Director of Policy, Planning and Economics.
- Should you still not be satisfied with the response or action taken you may approach the Office of the Deputy Executive Director.
- Should you still not be satisfied with the response or action taken you may approach the Office of 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: POLICY, PLANNING
AND ECONOMICS**

DIVISION: FISHERIES ADMINISTRATION



The Division is responsible for administering fishing rights, licenses, quotas, fees and levies.



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

- Capture and update data (rights, quotas, vessels and species) on Fisheries Information Management System.
- Administer fishing rights and quotas.
- Issue fishing vessel licenses.
- Issue invoices to right holders on fees and levies.
- Produce reports on fees and levies collected.
- Verify and reconcile fish landings, fees and levies per right holder for each fishery species.
- Attend to general public enquiries on applications of fishing rights and allocation of quotas.

OUR CUSTOMERS

- MFMR Staff members
- Fishing industry
- General public
- OMAs

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:

- 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.

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.