

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 Directorate you should contact:

Deputy Director: Technical Services

Ministry of Fisheries and Marine Resources
1st Street East, 14
P O Box 1594
Walvis Bay

Phone: +264 64 201 6202

E-mail: DOTS@mfmr.gov.na

- If you are not satisfied with the response from the Division, you may take the matter up with the Director.
- If still not satisfied with the response or action taken, you may approach the Deputy Executive Director.
- Should you still not be 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: TECHNICAL SERVICES



The Division is responsible for managing the
Ministry's vessels and air craft.

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 the maintenance and repair of on shore facilities, patrol and research vessels and aircraft.
- Participate in combating of oil pollution, search and rescue operations.
- Renew seafarers, air crew, patrol and research craft certificates.
- Dry-dock patrol and research craft.
- Conduct statutory Surveys, Class renewal and annual survey.
- Coordinate statutory annual inspections for the patrol aircraft as per Aviation Legislations.
- Prepare Ministry craft for patrol and research activities.
- Provide technical advice on fisheries patrol and research craft.
- Coordinate statutory training for seafarers and air crew.

OUR CUSTOMERS

- MFMR Staff members
- General public
- Fishing/Shipping Industry
- Regional Fisheries Management Organizations

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 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.

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.