

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 Sub-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
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 Sub-Division whom you dealt with as well as the date and the time of the communication to improve our service delivery.

FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or a request about the activities or services of the Sub-Division you should contact:

Chief Information Officer
Ministry of Industrialisation and Trade
C/o Kenneth Kaunda & Goethe Street
Brendan Simbwaye Square Block B
Private Bag 13340
Windhoek

Phone: +264 61 238 607 / 283 7223
E-mail: pro@mit.gov.na

- If you are not satisfied with the response from the Sub-Division, you may take the matter up with the Deputy Director for Finance and Administration.
- If still not be satisfied with the response or action taken you may approach the Director of General Services.
- Should you still not 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

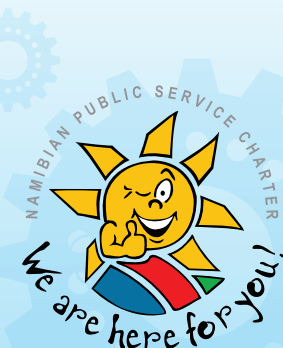
MINISTRY OF INDUSTRIALISATION AND TRADE



CUSTOMER SERVICE CHARTER

DIRECTORATE: GENERAL SERVICES
DIVISION: FINANCE AND ADMINISTRATION
SUB-DIVISION: CORPORATE COMMUNICATIONS

This sub-division is responsible for serving as a link between the Ministry, the media, the public and its stakeholders.



THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers
- Reflects our commitment
- Sets standard of service that you can expect from us at all times
- State what we will do if you contact us
- Your view count
- 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

- Disseminate information pertaining to the Ministry
- Serve as a spokesperson for the Ministry
- Provide accurate information from the Ministry to the Public and the Media
- Promote the mandate, services and programs of the Ministry
- Coordinate and cover all official engagements and events of the Ministry
- Produce ministerial publications
- Manage media relations
- Update Ministry's website and social media
- Promote the Ministry's brand and image

OUR CUSTOMERS

- Staff Members
- Media
- General Public
- Agencies

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of accurate and timely information services; and
- We strive to execute our duties within the following guiding **VALUES**:

Teamwork We recognize the value and benefits of working together in unity of purpose, comradeship and fostering good team spirit and relation within the MIT and with our external partners and stakeholders.

Transparent We will be open in our practices to our clients and willing and available to account for all our actions and activities.

Innovative We pledge to be innovative in our methods of doing things.

Professionals We will exhibit the requisite competencies and skills required in areas of responsibilities.

Integrity A pledge to be above board in our behavior and ethical in our conduct and dealings, objective and reasonable in treating each person equitably.

Accountable A pledge that will be held accountable for our actions.

OUR SERVICE PROMISE/STANDARDS

We will:

- Disseminate information pertaining to the Ministry at all times
- Serve as a spokesperson for the Ministry when the need arises
- Continuously promote the mandate, services and programs of the Ministry
- Coordinate and cover official engagements and events of the Ministry and Agencies when the need arises
- Produce ministerial publication on a quarterly basis
- Send out media invitations two (2) days before the event
- Provide feedback through various media platforms within two (2) working day
- Monitor media coverage about the Ministry on a daily basis
- Update Ministry's website and social media pages at all times
- Continuously promote the Ministry's brand and image

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.
- We 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 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.