



MINISTRY OF INDUSTRIALISATION AND TRADE



CUSTOMER SERVICE CHARTER



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ABBREVIATIONS

CSC	Customer Service Charter
GIPF	Government Institution Pension Fund
HR	Human Resource
ICT	Information Communication Technology
MIT	Ministry of Industrialisation and Trade
MICT	Ministry of Information and Communication Technology
OPM	Office of the Prime Minister
TNA	Training Needs Analysis

FOREWORD FROM THE MINISTER



The Ministry of Industrialisation and Trade (MIT) presents the Institutional Customer Service Charter in pursuance of the Ministry's goal of improving service delivery to clients, gathering the staff members' support and stimulating them to act in the enhancement of service delivery.

This Ministerial Customer Charter outlines our customer service commitments and provides details of what is expected when stakeholders deal with us. The establishment of this Charter is a testament of the Namibian Government's Commitment towards providing efficient and excellent people-centered service delivery.

Every employee of the Ministry is a contact point with potential clients utilizing our services. Therefore, we all have to render the best service required by our clients. If, for any reason, the client is not satisfied with the service received, details are outlined on how that individual/group can lodge a complaint.

May the kind, courteous and understanding attitude towards customer service orientation be meaningful to provide you with worthwhile and fruitful customer service.

"Customer service is the new marketing" – Derek Sivers

A handwritten signature in black ink, appearing to read 'LL', with a long horizontal line extending to the right.

Lucia Lipumbu, MP
MINISTER

ACKNOWLEDGEMENT



This Institutional Customer Service Charter is our commitment to continually improve our products/services to exceed our client's expectations. It sets out clear service standards, time frames, and how we attend to complaints.

The Ministry of Industrialisation and Trade (MIT) strives to provide high echelons of customer service and is committed to being a high-performing organisation to provide value for all our stakeholders.

This Institutional Customer Service Charter outlines our customer service commitments and provides details of what you can expect in your dealings with us. We are confident that with the implementation of this Charter, customer service experience will be enhanced, and foster lasting and impactful contributions to the Namibian people and the world.

A handwritten signature in black ink, appearing to read 'Sikongo Haihambo', with a long horizontal line extending to the right.

Sikongo Haihambo
EXECUTIVE DIRECTOR

HIGH-LEVEL STATEMENT



VISION:

To create and sustain a conducive business environment through value addition, market access, enterprise development and investment promotion for the benefit of all.



MISSION:

A leading agent for economic structural transformation.



MANDATE:

To develop and manage Namibia's economic regulatory framework, promote economic growth and development through the formulation and implementation of appropriate policies with the view to attract investment, increase trade, develop and expand the country's industrial base.

ABOUT THIS CHARTER

- Outlines the service 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.

1. WHAT WE DO

DIRECTORATE: INDUSTRIAL DEVELOPMENT

The Directorate is responsible for promoting industrialisation, manufacturing, and entrepreneurial development.

DIVISION: CONSUMER PROTECTION AND INTERNAL MARKET REGULATION

The Division is responsible for creating a conducive and competitive environment for the establishment and growth of businesses and overseeing the formulation and implementation of consumer policies, programmes and regulations.

DIVISION: TRADE AGREEMENT SERVICES

The division is responsible for promoting intra-regional trade and regional economic integration.

DIVISION: TRADE POLICY

The division is responsible for formulating and analysing of Trade Policy, coordination of bilateral, regional, and multilateral trade relations.

DIVISION: TRADE PROMOTION

The division is responsible for promoting and managing Namibian products and services in foreign markets.

DIVISION: WEIGHTS, MEASURES AND STANDARDS

The Division is responsible for administering the Liquor Act and overseeing the implementation of the National Quality Policy.

DIVISION: SECURITY AND RISK MANAGEMENT SERVICES

This Division is responsible for providing safety and security services for both internal and external environments of the Ministry.

SUBDIVISION: AUXILIARY

The Subdivision is responsible for providing administrative support services on procurement, fleet, record and asset management; hygiene services, office accommodation and maintenance to the Ministry.

SUBDIVISION: FINANCE

The Sub-division is responsible for maintaining prudent financial management within MIT, which includes amongst others the preparation of the MIT Budget and Budget execution in line with Laws and Regulations governing State Finance.

SUBDIVISION: HUMAN RESOURCE MANAGEMENT AND TRAINING

The Sub-Division is responsible for providing administration support and advisory services on issues pertaining to human resources management, industrial relations, well being of staff members and ensuring that rules and regulations are adhered to.

SUBDIVISION: INTERNAL AUDIT

The Section is responsible for evaluating and improving the effectiveness of the Ministry's risk management, internal control and governance processes.

SUBDIVISION: INFORMATION TECHNOLOGY

The Division is responsible for providing ICT services, systems and networking administration within the Ministry.

SUBDIVISION: PUBLIC RELATIONS

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

SUBDIVISION: HUMAN RESOURCE DEVELOPMENT

The Sub-Division is responsible for managing learning, development, and facilitating performance management system within the Ministry.

2. OUR CUSTOMERS

- MIT Staff
- Media
- Service Provider/ suppliers
- Business People, Community & General Public
- Traders, Exporters and Importers of goods and services
- Industries & Investors

3. OUR COMMITMENT TO YOU

Our commitment to our customers is the provision of efficient and effective services; and We strive to execute our duties within the following guiding VALUES:

- **Professionalism:** We shall render quality services in a consistent and competent manner.
- **Integrity:** We shall discharge our mandate in an ethical manner that exhibits honesty, mutual respect and loyalty.
- **Efficiency:** We shall be time-bound, responsive and utilise resources economically in the execution of our duties.
- **Transparency:** We shall treat our customers and discharge our mandate in an open and fair manner without fear or favour.
- **Accountability:** We shall be answerable for all our actions in executing our duties.

CORE 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 behaviour 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.

4. OUR SERVICE PROMISE/STANDARDS

DIRECTORATE: INDUSTRIAL DEVELOPMENT

The Directorate is responsible for promoting industrialisation, manufacturing, and entrepreneurial development.

We will;

- Provide production equipment to prospective business people within four (4) months after closing of the advert;
- Continuously monitor and evaluate production equipment;
- Conduct surveys on industrial, trade and manufacturing performance when the need arises;
- Conduct census on the manufacturing, trade sectors, and produce industrial statistics annually;
- Provide training and mentorship to micro, small and medium enterprises (MSMEs) and entrepreneurs annually;
- Promote regional economic development at all times;
- Formulate and review the Industrial Policy after every five (5) years;
- Oversee the implementation of the Industrial Policy for Namibia at all times;
- Identify and promote value addition opportunities in the manufacturing industry at all times;
- Facilitate the construction of industrial facilities when the need arises;
- Avail trading and factory space to small and medium enterprises and entrepreneurs within two (2) months provided there is vacant space available;
- Create awareness on green industrial development continuously;
- Provide feedback on the registration of companies at regional level within two (2) months.

Phone: +264 61 283 7335

E-mail: DID@mit.gov.na

DIVISION: CONSUMER PROTECTION AND INTERNAL MARKET REGULATION

The Division is responsible for creating a conducive and competitive environment for the establishment and growth of businesses and overseeing the formulation and implementation of consumer policies, programmes and regulations.

We will;

- Promote fair competition and welfare of consumers in the domestic market at all times;
- Facilitate the registration of businesses and intellectual property rights in Namibia at all times;
- Ensure compliance and conformity with the Consumer Protection Policy in Namibia at all times;
- Formulate and review regulatory frameworks and policies when the need arises;
- Approve royalty payments within five (5) working days upon receipt of applications;
- Ensure compliance and conformity of regional and international trade agreements at all times;
- Investigate consumer complaints and unfair business practices within three (3) working days upon notification;
- Create awareness on consumer rights quarterly;
- Provide guidance and support to Agencies at all times
- Conduct Trade inspections annually.

Phone: +264 61 283 7239

E-mail: consumerprotection@mit.gov.na

DIVISION: TRADE AGREEMENT SERVICES

The division is responsible for promoting intra-regional trade and regional economic integration.

We will;

- Provide technical and legal advice to Namibia's negotiators when the need arise;
- Continuously coordinate all activities of national committees, commissions and other trade bodies;
- Maintain an updated database of all trade agreements and relevant legislations at all times;
- Ensure Namibia's compliance with commitments under different trade agreements at all times;
- Continuously coordinate the Implementation of trade agreements, and national trade bodies;
- Advice on trade disputes when the need arise;
- Disseminate information on trade agreements when the need arise.

Phone: +264 61 283 7333

E-mail: Tradeagreements@mit.gov.na

DIVISION: TRADE POLICY

The division is responsible for formulating and analysing of Trade Policy, coordination of bilateral, regional, and multilateral trade relations.

We will;

- Continuously manage Namibia's foreign trade policy;
- Promote regional economic integration at all times;
- Continuously coordinate the participation of Namibia in the bilateral, and multilateral trade system;
- Conduct national consultation with relevant stakeholders when the need arise;
- Advance Namibia position in trade negotiations at bilateral, regional, multilateral negotiation forums when the need arise;
- Coordinate the implementation of the trade agreements at all times;
- Continuously manage external trade office;
- Compile Trade statistics on weekly basis; and
- Disseminate trade information when the need arise.

Phone: +264 61 283 7306

E-mail: Tradepolicy@Mit.gov.na

DIVISION: TRADE PROMOTION

The division is responsible for promoting and managing Namibian products and services in foreign markets.

We will;

- Support the participation of local enterprises at exhibition and trade fairs when the need arise provided funds are available;
- Provide technical assistance to Namibian exporters when the need arises provided funds are available;
- Continuously disseminate information on trade and market opportunities;
- Issue trade permits within two (2) working days;
- Manage trade measure instruments when the need arises;
- Coordinate the country's trade facilitation programme at all times;
- Oversee the implementation of the Import/export control Act at all times;
- Compile the calendar for local and international trade fairs on annual basis
- Issue an import/export permit within one and five working days for sensitive products;
- Pay the costs related to the transportation of samples and the stands for Namibian companies to participate in international trade fairs as approved and organized by the Ministry;
- Reply to written trade inquiries within five working days;
- Provide export marketing assistance to exporting manufactured.

Phone: +264 61 283 7305

Email: Tradepromotion@mit.gov.na

DIVISION: WEIGHTS, MEASURES AND STANDARDS

The Division is responsible for administering the Liquor Act and overseeing the implementation of the National Quality Policy.

We will:

- Ensure compliance to the Liquor Act at all times;
- Facilitate the development and adoption of Standards when the need arises;
- Create awareness on Accreditation Services, Standardisation, Metrology and the Liquor Act in Namibia on a quarterly basis;
- Ensure the implementation of the National Quality Policy at all times;
- Formulate and review regulatory frameworks when the need arises;
- Inspect business premises in the Liquor Industry on a monthly basis;
- Provide training to Liquor Licensing Committee members when the need arises;
- Issue brewers and distillers' licenses within five (5) working days upon receipt of applications;
- Renew brewers and distillers' licenses annually;
- Facilitate the renewal of Liquor Licenses annually;
- Provide support and guidance to Agencies at all times;
- Collaborate with regional and international bodies at all times.

Phone: +264 61 283 7240

E-mail: WeightsMeasuresStandards@mit.gov.na

DIVISION: SECURITY AND RISK MANAGEMENT SERVICES

This Division is responsible for providing safety and security services for both internal and external environments of the Ministry.

We will:

- Continuously monitor suspicious activities and movements around the Office environment;
- Liaise with other law enforcement agencies at all times or when the need arises;
- Safeguard the Ministry's assets at all times;
- Conduct investigations on suspected security and risk cases / matters within three (3) days;
- Provide security advice and general security services when the need arises;
- Conduct risk assessment on the Ministry's infrastructures and operations annually or when the need arises;
- Coordinate the vetting / security clearance process in the Ministry within two (2) working days upon request;
- Provide security advice and general security services when the need arises;
- Conduct risk assessment on the Ministry's infrastructures and operations annually or when the need arises;
- Coordinate the vetting / security clearance process in the Ministry within two (2) working days upon request;
- Provide security and risk awareness on a yearly basis and when the need arises;
- Manage and control access to the buildings at all times;
- Register staff members on the biometric system within one (1) working day;
- Ensure compliance with security standards at all times;
- Mitigate security threats at all times;
- Respond to emergencies within the Ministry within an hour.

Phone: +264 61 283 7367

E-mail: security@mit.gov.na

SUBDIVISION: AUXILIARY

The Subdivision is responsible for providing administrative support services on procurement, fleet, record and asset management; hygiene services, office accommodation and maintenance to the Ministry.

We will:

- Avail transport and issue trip authority within one (1) working day;
- Scrutinize log book daily;
- Inspect vehicles before and after handover at all times;
- Collect and distribute renewal of license disc within five (5) working days after the expiring date;
- Issue replacement of maintenance cards within eight (8) working days;
- Prepare and submit annual procurement plan one (1) month after end of financial year;
- Prepare and submit bidding documents for acquiring works, goods and services within seven (7) working days for minor and ten (10) working days for major procurement as per the procurement plan or upon receipt of an approved submission;
- Verify and submit invoices to Finance within three (3) working days after receipt;
- Issue purchase order within three (3) working days upon approval of the procurement award;
- Ensure that correspondences are posted, sorted and delivered on a daily basis;

Phone: +264 61 283 7206

E-mail: auxiliary@mit.gov.na

SUBDIVISION: FINANCE

The Sub-division is responsible for maintaining prudent financial management within MIT, which includes amongst others the preparation of the MIT Budget and Budget execution in line with Laws and Regulations governing State Finance.

We will;

- Prepare and submit the Ministerial Budget within the deadline given;
- Monitor and control the Ministerial expenditure on a daily basis;
- Prepare monthly, quarterly and annual reports on budget execution;
- Ensure adherence to legal frameworks that guide or regulate State finance at all times;
- Process Daily and Subsistence Allowance (DSA) within two (2) working days after receipt, provided all documents are attached;
- Process overtime claims within thirty (30) working days; and
- Process leave gratuity and severance allowance within thirty (30) days provided all documents are attached;
- Process salary advices within two (2) working days after receipt, provided all documents are attached;
- Process suppliers'/creditors invoices payment within seven (7) working days provided they comply with the rules and regulations;
- Submit financial statements to the Ministry of Finance and Public Enterprises and Auditor General within the deadline given;
- Respond to Auditor General's management letter, audit queries and provide response on draft audit report within the prescribed time-frame;
- Reconcile suspense and general ledger accounts on a monthly basis;
- Safe keep financial records at all times.

Phone: +264 61 283 7202

E-mail: Finance@Mit.gov.na

SUBDIVISION: HUMAN RESOURCE MANAGEMENT AND TRAINING

The Sub-Division is responsible for providing administration support and advisory services on issues pertaining to human resources management, industrial relations, well-being of staff members and ensuring that rules and regulations are adhered to.

We will;

- Interpret policies, rules and regulations right away or within three (3) working days.
- Update personnel file(s) on a daily basis
- Attend to personnel enquiries right away or within three (3) working days.
- Ensure that delegated positions are filled within three (3) months and undelegated positions are filled within four (4) months;
- Issue leave credit days notification within two (2) working days upon employee's request.
- Conduct payroll verification annually.
- Process employee benefit claims within one (1) working day provided all relevant documents are attached.
- Process applications of Medical Aid, social security, Government Institution Pension Fund (GIPF) within one (1) working day provided all relevant documents are attached.
- Terminate employee services within two (2) working days upon receipt of notification.
- Process applications of home owner's scheme for staff members within three (3) working days
- Attend to misconduct cases within one (1) month of their occurrence;
- Respond to grievances within five (5) working days;
- Coordinate wellness activities on quarterly basis.
- Manage office records at all times.

Phone: +264 61 283 7519

E-mail: HRM@Mit.gov.na

SUBDIVISION: INTERNAL AUDIT

The Section is responsible for evaluating and improving the effectiveness of the Ministry's risk management, internal control and governance processes.

We will:

- Develop risk based audit plan annually;
- Continuously facilitate the implementation of an effective risk management process;
- Conduct audits on the effectiveness of the internal controls and governance processes annually or when the need arises;
- Send out the audit report to management within five (5) working days after the audit is completed;
- Present the audit reports to the Audit Committee/ Management at all times;
- Conduct follow-up audits on implementation of audit recommendations, six (6) months after the agreed time period with the user department;
- Update the Issue Tracker as per observations/findings on a monthly basis;
- Conduct investigations within fourteen (14) working days upon receipt of a complaint raised.

Phone: +264 61 283 7502

E-mail: iaudit@mit.gov.na

SUBDIVISION: INFORMATION TECHNOLOGY

The Division is responsible for providing ICT services, systems and networking administration within the Ministry.

We will;

- Provide adequate IT hardware/software and network infrastructure on date of assumption of duty
- Attend to requests and enquiries within one (1) working day upon receipt
- Backup all servers daily
- Prepare all ICT equipment for end users within three (3) working days
- Monitor network performance daily
- Respond to hardware failures within an hour or when the need arises
- Replace hardware components within three (3) months
- Manage, administer and monitor all systems within the Ministry on a daily basis
- Manage licenses for software applications on an annual basis or upon expiration
- Provide technical support on-site and at regional offices when the need arises
- Create IT awareness to staff annually
- Monitor and update the Ministry's website when the need arises
- Acquire major systems within two (2) years and minor systems within six (6) months or when the need arises
- Continuously monitor the Ministry's network against Cyber Security incidents.

Phone: +264 61 283 7407

E-mail: TechnicalSupport@Mit.gov.na

SUBDIVISION: PUBLIC RELATIONS

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

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.

Phone: +264 61 238 607 / 283 7223

E-mail: pro@mit.gov.na

SUBDIVISION: HUMAN RESOURCE DEVELOPMENT

The Sub-Division is responsible for managing learning, development, and facilitating performance management system within the Ministry.

We will,

- Process applications for qualifying training annually and non-qualifying training quarterly;
- Conduct Induction and orientation bi-annually;
- Conduct Training Needs Analysis (TNA) after every three (3) years or when the need arises;
- Develop human resource development plan and training calendar annually;
- Facilitate training when the need arises;
- Facilitate internship programmes when the need arises;
- Facilitate the development of the Ministry's Strategic Plan three (3) months prior to the expiry of proceeding Strategic Plan and according to approved framework;
- Facilitate the review of the Ministry's Strategic Plan according to approved framework;
- Facilitate the development of Annual Plan according to approved framework;
- Facilitate the reviews of Annual Plan and Performance Agreements on a quarterly basis;
- Coordinate Ministerial Training Committee activities when the need arises.

Phone: +264 61 283 7400

E-mail: HRD@mit.gov.na

5. 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.

When you contact us

If you phone us

- We will answer to your call within three rings;
- We will return your call within 2 days if we can't provide an answer immediately.

If you write to us

- 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 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.

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 Department/Directorate/ Division/Subdivision whom you dealt with as well as the date and the time of the communication to improve our services.



DEALING WITH YOUR FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or request about the activities
or services of the Ministry you should contact:

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Ministry of Industrialisation and Trade
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WINDHOEK

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