

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
- date of meeting
- Postal address and telephone and / or 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:

Deputy Director: Security and Risk Management Services
Ministry of Industrialisation and Trade
C/o Kenneth D. Kaunda and Goethe Street
Private Bag 13340
WINDHOEK

Phone: +264 61 283 7367
E-mail: security@mit.gov.na

- If you are not satisfied with the response from the Deputy Director, you may take the matter up with 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

EXECUTIVE DIRECTOR'S OFFICE

**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.



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
- State 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

- Monitor suspicious activities and movements around the Office environment;
- Liaise with other law enforcement agencies;
- Safeguard the Ministry's assets;
- Conduct Investigations on suspected security and risk cases / matters;
- Provide security advice and general security services;
- Conduct risk assessment on the Ministry's infrastructures and operations;
- Coordinate the vetting / security clearance process in the Ministry;
- Provide security and risk awareness amongst the Ministry's staff members;
- Manage and control access to the premises;
- Ensure compliance with security standards;
- Mitigate security threats;
- Respond to emergencies within the Ministry.

OUR CUSTOMERS

- Staff members
- Visitors
- General public

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of effective and efficient security 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:

- 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.

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.