

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:

Deputy Director: Trade Promotion
Ministry of Industrialisation and Trade
C/o Kenneth Kaunda & Goethe Street
Brendan Simbwaye Square Block B
Private Bag 13355
Windhoek

Phone: +264 61 2837305
E-mail: Tradepromotion@Mit.gov.na

- If you are not satisfied with the response from the Division, you may take the matter up with the Director for International Trade.
- If still not satisfied with the response or action taken, you may approach the Deputy Executive Director for Trade and Commerce
- 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 be 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: INTERNATIONAL TRADE

DIVISION: TRADE PROMOTION

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



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

- Support the participation of local enterprises at exhibition and trade fairs
- Disseminate information on trade and market opportunities;
- Issue trade permits;
- Manage trade measure instruments;
- Provide technical assistance to Namibian exporters
- Coordinate the country's trade facilitation programme
- Oversee the implementation of the Import/export control Act
- Compile the calendar for local and international trade fairs

OUR CUSTOMERS

- Business community
- General Public

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**

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:

- 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.

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.