



Republic of Namibia
**Ministry of Environment
and Tourism**



CUSTOMER SERVICE CHARTER

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ABBREVIATIONS

| | |
|---------------|--|
| CITES | Convention on International Trade in Endangered: Species of Wildlife Fauna and Flora |
| GIPF | Government Institution Pension Fund |
| HCMS | Human Capital Management System |
| ICT | Information Communication Technology |
| MET | Ministry of Environment and Tourism |
| MoU | Memorandum of Understanding |
| NGO | Non - Governmental Organisations |
| O/M/As | Offices/Ministries/Agencies |
| PMU | Procurement Management Unit |
| RCs | Regional Councils |
| TFCA | TransFrontier Conservation Areas |
| TNA | Training Needs Assessment |

FOREWORD



Hon. Pohamba Shifeta
Minister

The Ministry of Environment and Tourism is responsible for ensuring environmental sustainability, biodiversity conservation and tourism growth for the equitable benefit of the current and future generations of all Namibians.

In fulfilling this mandate, the Ministry provides a variety of services to a broad range of stakeholders. These services include issuing environmental clearance certificates, permits for the utilization of wildlife and plant species and the issuing of gambling licenses among others.

This Customer Service Charter sets our service standard and commitment to excellent delivery of all services offered by the Ministry.

I therefore trust that the implementation of this charter will improve the efficiency and effective quality service to all our customers.

A handwritten signature in black ink, appearing to read 'M.S. 18', written over a horizontal line.

Pohamba Shifeta, MP
MINISTER

ACKNOWLEDGEMENT



Malan Lindeque
Permanent Secretary

The process leading to the development of the MET Customer Service Charter has been an exciting experience for many of us here at the Ministry. It is evident that MET's success is built onto the culture of working together and influencing the quality of life through sustainable use of our natural resource.

The MET would like to take this opportunity to sincerely thank the Office of the Prime Minister - Department Public Service Management - in particular for its guidance to this process. At the same time I acknowledge the with gratitude, the collective contribution and efforts made by all staff members of the Ministry in the development and finalization of the Customer Service Charter.

I trust that we will all find a place for ourselves within this charter and will be able to identify and make our contribution towards the provision of quality service to all of our customers.

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke extending to the right.

Malan Lindeque
PERMANENT SECRETARY

Mandate:

Ensure “the maintenance of ecosystems, essential ecological processes and biological diversity and the utilization of living natural resources on a sustainable basis for the benefit of all Namibians, both present and future”.

Vision:

To be a leading nation in biodiversity conservation, environmental management, climate resilience and sustainable tourism development.

Mission:

To ensure environmental sustainability, biodiversity conservation and tourism growth for the equitable benefit of current and future generations.

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

1. WHAT WE DO

Department of Environmental Affairs

- Protect environment through environmental assessment and pollution control;
- Provide environmental information on sustainable use of natural resources and implementation of multilateral environmental agreements.

Department of Natural Resource, Parks and Regional Services

Directorate of Scientific Services

Provide scientific support to ensure protection and management of:

- Key species, natural habitats through research and monitoring of wildlife species;
- Sustainable wildlife utilization such as conservation hunting and tourism concessions.

Directorate of Wildlife and National Parks

- Promote the conservation of natural resources and wildlife habitat in Namibia and across large landscape;
- Ensure the sustainable use of wildlife resources.

Department of Tourism, Planning and Administration

Directorate of Administration, Finance and Human Resources

- Provide administrative support and advisory services on issues pertaining human resources management and development, finance, auxiliary services and information technology to MET employees and other stakeholders;
- Ensure rules and regulations of administrative processes are correctly understood, implemented and complied to.

Directorate of Planning and Technical Services

- Plan, facilitate, coordinate strategic planning, policy development, donor coordination and implementation of capital projects;
- Monitor and evaluate all planning, developmental activities and capital projects within the Ministry.

Directorate Tourism and Gaming

- Plan, promote sustainable tourism development and regulate the gaming industries.

2. OUR CUSTOMERS

- OMAs and RCs; Traditional Authorities; Private Sectors
- Individuals and General Public
- Industries and Environmental Assessment Practitioner
- Farmers, Conservancies, Hunters and Guides, Film makers, Educational Institutions
- Tourists and Tourism Operators
- Local, Regional and International Clients
- Local/international Tourism Investors
- Lottery, Casino and Gambling House Operators
- Gamblers
- Business Community
- MET staff members
- State Owned Enterprises and Agencies under MET
- Suppliers
- Policy Makers/Policy Analysts and Natural Resource Managers
- Researchers, Schools, Youth Clubs and Associations
- Donor Agencies and NGOs
- Members of the Media

3. OUR COMMITMENT TO YOU

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

Accountability

- We commit to take responsibility and accountability for our actions.

Innovation

- We always seek new and better ways to serve the Namibian public.

Professionalism

- We conduct ourselves in a manner befitting of a public servant with due regard to all the Public Service Standards and norms.

Commitment

- We pledge to utilize our full capabilities in fulfilling our mandate.

Excellence

- We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive.

4. OUR SERVICE PROMISE/STANDARDS

Department of Environmental Affairs



We will:

Promote environmental protection, through environment assessment and pollution control, provide environmental information on sustainable use of natural resources; and implement multilateral environmental agreements.

Division: Environmental Assessment, Waste Management and Pollution Control, and Inspection

We will:

- Develop at least one environmental management regulation yearly;
- Coordinate at least five promotion workshops on the implementation of Environmental Management Act yearly;
- Process all applications for environmental clearance certificates within three (3) months from receipt of application;
- Process all screening questionnaires and mining claims applications within a month from the date of receipt;

- Continuously monitor and enforce compliance of environmental management requirements;
- Report the implementation of Basel, Stockholm and Minamata Conventions on annual basis;
- Maintain an online database of all applications for environmental clearances and mining claims at all times.

Division: Environmental Information and Natural Resource Economics

We will:

- Establish at least one natural resource account yearly;
- Update at least two natural resource accounts on annual basis;
- Conduct natural resource economic research annually;
- Review natural resource economic policies when the need arises;
- Produce, disseminate environmental education materials and create environmental awareness at various platform (e.g. shows, trade fairs and career fairs) or as per set calendar.

Division: Multilateral Environmental Agreements

We will:

- Develop, review and coordinate the implementation of environmental policies and legislation on biodiversity, sustainable land management and climate change as the need arises;
- Coordinate the national implementation of Rio Conventions on Biodiversity, Climate Change and Desertification on quarterly basis;
- Negotiate and promote Namibia's interests at international Conventions meetings/ conferences annually;
- Raise awareness at national and local levels on Rio Conventions at various platforms (e.g. shows, trade fairs and career fairs) and on international environmental day;
- Ensure the fulfillment of Namibia's reporting requirements to the Rio Conventions after every five years;
- Commit to implement the donor funded projects in pursuance of our national development objectives.

Department of Natural Resource, Parks and Regional Services

Directorate of Scientific Services



We will:

- Provide scientific support to ensure protection and management of key species, natural habitats through research and monitoring of wildlife species; sustainable wildlife utilization such as conservation hunting and tourism concessions.

Division: Wildlife Research, Survey and Monitoring

We will:

- Conduct aerial or ground surveys to determine population estimates annually;
- Produce survey results within a month after completion of survey and produce report annually;
- Produce research results on key species and natural habitat with recommendation to management within (1) month and produce report annually;

Division: Wildlife Utilization

We will:

- Capture, care and translocate wildlife species during capture seasons (March-October);
- Issue wildlife utilization permits within five (5) working days;
- Comply with the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES);
- Issue a head concession contract within ten (10) working days upon approval

Directorate of Wildlife and National Parks



We will:

- Manage Namibia's National Parks on a daily basis;
- Coordinate the implementation of Transfrontier Conservation Areas (TFCAs) as per master integrated development plans;
- Negotiate and promote Namibia's interests at various TFCAs forums as per treaties and Memorandum of Agreements (MoAs);
- Facilitate and provide technical support on the establishment of communal conservancies within 14 working days from the date of receipt of request;
- Continuously support the management of communal conservancies;
- Protect wildlife and enforce law at all times;
- Attend to human wildlife conflict reports within a day;
- Monitor wildlife populations daily;
- Conduct farm inspection within 14 working days upon request;
- Determine offtake rates annually;
- Continuously maintain infrastructure;
- Collect revenue daily;

- Issue permits within 14 working days;
- Continuously maintain landscape management relationships;
- Provide information to tourists on a daily basis.
- We will respond to your call at Tel: +264 61 284 2372 Fax: +264 61 309 071

| Name of Regional Office | Station | Responsible Person | Contact Number |
|-------------------------|--|--------------------|----------------|
| North East | Zambezi and Kavango east and west region | Deputy Director | 066- 262300 |
| North West | Outjo | Deputy Director | 067-255403 |
| Central | Windhoek | Deputy Director | 061-2842521 |
| Southern | Keetmanshoop | Deputy Director | 063-223223 |
| North Central | Ongwediva | Deputy Director | 065-232130 |
| Etosha | Okaukuejo | Deputy Director | 067-229854 |



Department of Tourism, Planning and Administration

Directorate Tourism and Gaming



We will:

- Plan policy, promote sustainable tourism development and regulate gaming industries.

Division: Tourism Development

We will:

- Develop legislation and policies on tourism as and when the need arises;
- Review policies on tourism after every five years;
- Conduct tourism research and produce reports annually;
- Compile annual tourism arrival statistic report;
- Continuously monitor and facilitate the implementation of bi-lateral, multilateral and twinning agreements on intergovernmental tourism cooperation;
- Produce and disseminate tourism promotional materials and create tourism awareness at various platform (e.g. shows, trade fair and career fairs) or as per set calendar;
- Facilitate training upon request or when need arises.

Division: Gaming Control

We will:

- Develop legislation and policies on gaming as and when the need arises;
- Review policies on gaming after every five years;
- Process all applications submitted within five working days;
- Continuously supervise and control lottery and gambling industries;
- Provide a consistent and effective regulatory environment at all times;
- Consistently inspire public confidence through public fora;
- Collect revenue from gambling activities daily;
- Provide administrative support services to the Casino Board and Lottery Board daily.
- We will Respond to your call at Phone: +264 61 284 2330/2178 Fax: +264 61 229936



"Stop the poaching of our rhinos and elephants"

Directorate of Planning and Technical Services



We Will:

- Facilitate the review and formulation of the ministerial strategic and development plans after every five years;
- Ensure implementation, monitoring and evaluation of MET capital projects;
- Monitor implementation of MET Annual Management planned activities on a quarterly basis;
- Prepare monthly and quarterly reports on capital projects and management plan;
- Ensure that ministerial programmes and projects are aligned to the national development priorities;
- Manage and implement ministerial Knowledge Management Systems, and information management system daily;
- Reviewing of Strategic Plans, NDP5, Harambee Prosperity Plan (HPP) and Annual Management Plan Progress Reports at set intervals;
- Ensure that invoices received from contractors are verified and submitted to Division Finance within 2 working days;
- Procure goods and services in accordance with the Public Procurement Act, Act no 15 of 2015 and Treasury Regulations;
- Provide technical advice to the Ministry and stakeholders in the areas of DPTS mandate as and when required;
- We will respond to your call at Tel: +264 61 284 2372 Fax: +264 61 309 071

Directorate of Administration, Finance and Human Resources

We will:



- Provide administrative support to the ministries activities and operations, in particular services such as budgeting, accounting, personnel, auxiliary services and ICT;
- Advise the management of the Ministry on the application, interpretation and implementation of policies and legislative guidelines in the areas of the mandate of the Directorate;
- Develop policies and guidelines in the area of mandate as and when necessary;
- Ensure implementation and compliance of the Performance Management System;
- Facilitate planning and implementation of the Decentralization Policy and prepare annual reports thereof.

Division: Administration and Human Resources

Subdivision: Human Resources Management

We will:

- Update your Personal file as per your request within two (2) working days;
- Update the Human Capital Management System (HCMS) daily;
- Ensure that delegated vacant positions are filled within two (2) months, and undelegated within three (3) months;
- Attend to requests for leave credit days within one working day;
- Attend to misconduct cases within one month of being recorded with HR -
- Respond to your grievances within five (5) working days;

Subdivision: Human Resource Development

We will:

- Conduct Training Need Analysis (TNA) after every three years and/or when need arise;
- Develop the Human Resource Development Plan after every three years;
- Develop annual training calendar;
- Attend and provide feedback to non-qualifying training request within 7 working days;
- Attend to qualifying training requests on quarterly basis and provide feedback on application status within 5 working days after training committee meeting;
- Circulate bilateral agreement courses within a day upon receipt;
- Facilitate induction, orientation and mentoring to appointed/promoted/transferred staff members within one (1) month from the date of assumption of duty;
- Summarized and analyzed Personal Development Plans and make recommendations to directorates.

Subdivision: Information Technology and Communication

We will:

- Handle all requests and enquiries within a day;
- Carry out anti-virus health check daily;
- Backup all servers daily;
- Monitor network infrastructure daily;
- Respond within 5 minutes on hardware failures or needs;
- Replace hardware components within 3 months;
- Manage all licenses on a yearly basis or upon expiration;

- Monitor and update our website on a daily basis ;
- Ensure that backup of data at regional offices is done quarterly and at head office on a daily basis;
- Develop major systems within two years, and minor systems within 6 months when needs arise or upon request;
- Train staff members on new applications within six month from the date of implementation;
- Train staff members at head office within a day and at regional office within three weeks upon request.

Subdivision: Auxiliary Service

We will:

- Avail transport and issue a trip authority within one (1) day;
- Collect and distribute license discs within five working days after the expiring month;
- Forward request to bank for new and replacement of lost fuel cards within two working days and provide a new card within two weeks;
- Prepare and deliver an order for servicing and repairs within two weeks after the request was received;
- Verify and submit invoices to finance within two working days after receipt;
- Scrutinize monthly kilometer returns;
- Ensure pool vehicle applications for government garage and ministerial pool are processed within four working days provided vehicles are available;
- Inspect vehicles before and after handover;
- Ensure that correspondence are posted, sorted and delivered on a daily basis;
- Process purchase order within two (2) working days upon receipt of the approved Internal Requisition Form;
- Evaluate tender document within one month after the closing date;
- Distribute Economizing Committee (EC) minutes 2 days before EC meeting;
- Clean office premises daily;
- Carry out general stock taking once a year and as needs arise;
- Issue and control stock on a daily basis;
- Conduct office inspection in Khomas Region once a week.

Division: Finance

We will:

- Prepare and submit the MET Budget within the deadline given;
- Monitor and control the MET expenditure on a monthly basis;
- Prepare monthly, quarterly and annual reports on budget execution;
- Ensure adherence to legal frameworks that guide or regulate procurement at all times;
- Process DSA and salary advices within two working days after receipt;
- Process overtime claims within 7 working days;
- Process leave gratuity payments within 2 months;
- Ensure the collection, safekeeping, banking as well as reporting of different sources of revenue collected by the MET daily;
- Request for the release of funds by the 20th of each preceding month for spending;
- Prepare and submit Annual Report to the Auditor General as per prescribed timeframes;
- Reconcile the Suspense and Expenditure Accounts of the Ministry on a monthly basis;
- Ensure that payments for goods and services are processed within 14 working days upon receipt of an invoice provided that they comply with rules and regulations;
- Respond to your call at Tel: Phone: +264 61 284 2202 Fax: +264 61 229936.

Subdivision: Internal Audit

We will:

- Issue written audit reports within one month of the conclusion of each internal audit engagement and appropriate distribution thereof;
- Communicate audit results to the Audit Committee if any within 30 days;
- Ensure that audit recommendations for improvement of operations are implemented within the agreed period or that management understands and accepts the risks involved when no action is taken;
- On regular basis maintain quality assurance and improvement programme;
- Adherence to The Institute of Internal Auditors' mandatory guidance including the Definition of Internal Auditing, the Code of Ethics, and the International Standards for the Professional Practice of Internal Auditing (Standards);
- Respond to your call at Tel: +264 61 284 2839.

Subdivision: Public Relations

We will:

- Monitor and respond to negative publicity on a daily basis;
- Respond to media inquiries within two days where possible;
- Assist in drafting speeches;
- Draft Media releases and arrange press briefings;
- Administer social media pages on a daily basis;
- Contribute content for the website on a regular basis;
- Attend to public queries and provide feedback continuously;
- Respond to your call at Tel: +264 61 284 2840.

5. WHEN YOU CONTACT US

If you phone us

We will:

- Answer your call within 3 rings;
- 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;
- 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;
- Do referral on your behalf by phone or by email and copy it to you and provide you with the name of the person to go to, address and contact details.

6. 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.

7. WHAT WE ASK OF YOU

The quality of service we 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 Ministry;
- Comply with existing Legislation, 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 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 Ministry whom you dealt with, as well as the date and the time of the communication which can improve our services.

8. DEALING WITH YOUR COMPLAINTS

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

And if you are still not satisfied with the response from the Ministry of Environment and Tourism you may approach the Prime Minister or the Office of the Ombudsman.



The Permanent Secretary
Ministry of Environment and Tourism.
Private Bag 13306
WINDHOEK
Tel +264 61 2842333
Fax +264 61 229936

www.met.gov.na



Ministry of Environment and Tourism Namibia