

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 FROM 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 Department;
- 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 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 Department whom you dealt with as well as the date and the time of the communication to improve our services.

SUGGESTION/COMMENTS/ COMPLAINTS

If you have any suggestions; comments, or request about the activities or not satisfied with the services of the Department you should contact:

The Environmental Commissioner: Department of
Environmental Affairs
Ministry of Environment and Tourism
Private Bag 13306
Windhoek
Namibia

Tel: +264 61 284 2701

Fax: +264 61 229936

Email address: Teofilus.Nghitila@met.gov.na

Should you still not be satisfied with the response from the Department you may take the matter up with the Permanent Secretary. If not yet satisfied you may approach the office of the OMBUDSMAN.



Ministry of Environment and Tourism

CUSTOMER SERVICE CHARTER

Department of Environmental Affairs

The Department is responsible for environmental protection, through environment assessment and pollution control, providing environmental information on sustainable use of natural resources; and implementation of multilateral environmental agreements.



Keep Namibia Clean.



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

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

- Develop, promote and coordinate the implementation of Environmental Management legislation;
- Review environmental impact assessments and issue environmental clearance certificates;
- Conduct Environmental inspection;
- Monitor and enforce compliance on environmental management;
- Ensure the implementation of Basel, Stockholm and Minamata Conventions.

Division: Environmental Information and Natural Resource Economics

- Establish and update natural resource accounts
- Conduct natural resource economic research and policy review
- Create environmental awareness;
- Conduct environmental education for sustainable development across the country.

Division: Multilateral Environmental Agreements

- Develop and coordinate the implementation of environmental policies and legislations on biodiversity, sustainable land management and climate change;
- Coordinate the national implementation of Rio Conventions on Biodiversity, Climate Change and Desertification;
- Negotiate and promote Namibia's' interests at international Conventions meetings/conferences;
- Raise awareness at national and local levels on Rio Conventions;
- Ensure the fulfillment of Namibia's reporting requirements to the Rio Conventions
- Mobilize resources for the national implementation of the Rio Conventions.

OUR CUSTOMERS

- OMAs and RCs; Individuals and General public,
- Industries and Environmental assessment practitioner;
- Policy makers/policy analyst and Natural Resource managers
- Researchers, Schools, youth clubs and Environmental Associations
- Donor agencies and NGOs

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 account 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 utilise our full capabilities in fulfilling our mandate
- **Excellence:** We perform our duties to the highest standard and always seek to do the best.

OUR SERVICE PROMISE

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

We will:

- Develop at least one Environmental management regulations yearly;
- Coordinate at least five promotion workshop 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;
- Conduct Environmental inspection within two working days upon approval by the directors;
- Continuously monitor and enforce compliance on environmental management;
- 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 need arises;
- Produce, disseminate environmental education materials and create environmental awareness at various platform (e.g. Shows, trade fair and career fairs) or as per set calendar;

Division: Multilateral Environmental Agreements

We will:

- Develop, review and coordinate the implementation of environmental policies and legislations on biodiversity, sustainable land management and climate change as needs 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 fair and career fairs) and as per international environmental days calendar;
- 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.

WHEN YOU CONTACT US

If you phone us

We will:

- Answer to 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