

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.
- Give us your comments so that we can improve our services.

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;
- 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
- 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 deal with as well as the date and the time of the communication to improve our services.

COMMENTS/SUGGESTIONS/COMPLAINTS

If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter, you should contact our office at;

Ministry of Environment and Tourism
Director: Planning and Technical Services
C/o Robert Mugabe Avenue & Dr. Kenneth David Kaunda
Private Bag 13306
Windhoek

Tel: +264 61 284 2372

Fax: +264 61 309 071

www.met.gov.na

Email: Boas.Erckie@met.gov.na

If you are still not satisfied with the response from the Directorate Planning and Technical Services you may approach the Office of the Deputy Permanent Secretary: Department Tourism, Planning and Administration. If still not satisfied, you may take the matter up with the office of the Permanent Secretary. Should you still not be satisfied with the response or action taken you may approach the Office of the Prime Minister. Should you still not be satisfied, you may approach Ombudsman



Ministry of Environment and Tourism

CUSTOMER SERVICE CHARTER

Directorate of Planning and Technical Services

The Directorate is responsible for planning, facilitating, implementing, monitoring and evaluating all developmental activities and Capital Projects within the Ministry, to enhance natural resource management, environmental management and tourism development in Namibia.



THIS CHARTER

- Outlines the service we provide (What we do)
 - Defines who our Customers are.
 - Reflects our commitment
- Sets the standard of service that you can expect from us at all times
 - States what we will do if you contact us
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

WHAT WE DO

- Spearhead strategic planning, development planning, and coordination of programs and projects;
- Monitor and evaluate the ministerial strategies, programmes and projects and their alignment to the national development priorities
- Plan, manage, monitor, evaluate and oversee progress of capital projects;
- Manage Ministerial knowledge systems, library services and information management system
- Prepare budgetary reports
- Facilitate the payment process of contractors and consultants;
- Provide technical advice to the Ministry and stakeholders

OUR CUSTOMERS

- MET staff members
- Service providers
- Namibia Wildlife Resorts (NWR)
- Researchers

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 utilize 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

We Will:

- Review and formulate ministerial strategic and development plans after five years intervals;
- Ensure that implementation of capital projects is aligned to Annual work plan and Strategic plan Provide technical;
- Monitor progress of planned activities on quarterly basis;
- Continuously monitor and evaluate work process;
- Prepare monthly monitoring reports on capital projects;
- Ensure that Ministerial programmes and projects are aligned to the national development priorities;
- Manage and update Ministerial knowledge systems, and information management system daily;
- Reviewing of Strategic Plans and Bi-Annual Progress Reports at set intervals.
- Prepare monthly, quarterly and annual reports on budget execution;
- Ensure that invoices received are verified and submitted to finance within 2 working days ;
- Procure goods and services in line with the Tender Board and Treasury Regulations.
Provide technical advice to the Ministry and stakeholders upon request.

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 acknowledge receipt of your letter and provide you with an explanation on how we will handle your case within 2 working days

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 when you can expect an answer

By e-mail we will

- We will respond to your email immediately, depending on the complexity of the content of the email or what is required or requested by you

