

WHAT WE ASK OF YOU

The quality of service we provide depends on the input and co-operation we receive. We therefore request you to:

- Be honest and timely in providing draft documents when requested.
- Keep your appointment and inform us in advance if you cannot make it for the appointment.
- Give us your comments so that we can improve our services.

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.

Your information will be treated as confidential

When you communicate with us, please provide the following information:

- Your full name
- Telephone and / or email
- 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 Directorate whom you deal with as well as the date

DEALING WITH YOUR COMPLAINT

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.

DIRECTORATE OF AIRCRAFT ACCIDENT AND INCIDENTS INVESTIGATIONS

The Director: DAAll

Phone: 061-2088410/2088411

E-mail: Magnus.Abraham@mwt.gov.na, Daaii@mwt.gov.na

6719 Bell st —4th Floor

Synman Circle

Private Bag 13341

Windhoek

And if you are still not satisfied with the response from the Directorate you may take the matter up with the Deputy Executive Director the Department Public Service Management . Should you still not be satisfied with the response or action taken you can approach the Executive Director of OPM. If not yet satisfied you may approach the Prime Minister or the Office of the Ombudsman.



Ministry of Works and
Transport

Customer Service Charter

**DIRECTORATE AIRCRAFT
ACCIDENT AND INCIDENT
INVESTIGATIONS**

- **Safety is No Accident**

Mandate

The DAAll is an independent investigation authority, under the direct supervision of the Minister of works and Transport. The sole objective is advancing air transportation safety by conducting independent investigation identify safety deficiencies and make safety recommendation. It is not the purpose to apportion blame nor determine legal liability.

In terms of Aviation Act No 6. of 2016, Regulations No. 274 of 2020. and ICAO Annex 13



THIS CHARTER

1. Indicates the service we provide and our customers.
2. Reflects our commitment to deliver service of high standards as well as the VALUES we live by
3. Sets the service standards you can expect from the Directorate.
4. Outlines the services this Directorate provides
5. Explains how to give comments, if you are not satisfied with our service.

WHAT WE DO

- Gather, record and analyse all available information on the accidents and incidents.
- Determine the causes and/or contributing factors.
- Identify possible safety issues.
- Make safety recommendations to address the safety issues.
- Produce an investigation report

OUR PARTNERS

- Aviation Organizations
- Namibian Civil Aviation Authority
- Other AIB's (Accident Investigation Bureaus)in the region and internationally
- ICAO international Civil Aviation Organization.

OUR COMMITMENT TO YOU

Our commitment is reflected in:

- regular communication with you as partners, through meetings, correspondence and tele-phonc contact.
- professional conduct to ensure investigation are carried independently, objectively with the sole purpose to prevent reoccurrence.

Responsiveness

Our action will be guided by your needs.

Accessibility

You can reach us easily.

Diversity and equality

We treat all equally and fairly.

OUR SERVICE PROMISE/STANDARDS

We will develop, either generally or in relation to specific classes of accidents and incidents, policies to be followed in the conduct of investigations, and to make available to the public any policies so developed within 30 days.

We will conduct independent investigations, including, when necessary, public inquiries into selected accidents and incidents in order to make findings as to their causes and contributing factors within 6 months where possible.

We will identify safety deficiencies as evidenced by accidents and incidents and make recommendations designed to eliminate or reduce any safety deficiencies; upon completion of the report 90 days)

We will investigate accidents and incidents in compliance with the provisions and procedures of Annex 13 to the Chicago Convention

We will monitor the implementation of safety recommendations as issued by Contracting States and ensure action within 90 days.

If you visit us: <https://mwt.gov.na/directorate-of-aircraft-accident-and-incident-investigations>

Tel : 061 2088411

- We will attend to you within 5 minutes, if you have an appointment.
- We will respond to your questions immediately, but if we cannot we will let you know why not and when you can expect an answer from us.



Performance Management System

Improved service delivery

