

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
- Postal address and 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 COMPLAIN

*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 INVESTIGATIONS

The Director: DAAI

Phone: 061-2088410/2088411

E-mail: Enengola@mwtc.gov.na, Daai@mwtc.gov.na

6719 Bell st —4th Floor

Synman Circle

Private Bag 13341

Windhoek

Namibia

And if you are still not satisfied with the response from the Directorate you may take the matter up with the Deputy Permanent Secretary the Department Public Service Management . Should you still not be satisfied with the response or action taken you can approach the Permanent Secretary 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 INVESTIGATIONS**

- **Safety is No Accident**

Mandate

The DAAI is an independent investigation authority, primarily responsible for the investigation of aircraft accidents and serious incidents, to determine the facts, conditions and circumstances pertaining to the accident, the dissemination of safety information and for carrying out accident prevention activities in Namibia

In terms of Aviation No 6. of 2016 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

The Directorate of Aircraft Accident Investigations

- Investigates Aircraft Accidents and Incidents
- Make safety recommendations to industry
- Performs Accident Prevention Initiatives

OUR PARTNERS

- Aviation Organizations
- 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-ponic 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

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

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

We will identify safety deficiencies as evidenced by accidents and incidents and make recommendations designed to eliminate or reduce any safety deficiencies;

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

If you visit us: <http://www.mwt.gov.na/aircraft-accidents-and-investigation>

tel : 061 2088410

- 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

