

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 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 to the Directorate;
- 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/ email address/ telephone number/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 Directorate whom you dealt with as well as the date and the time of the communication to improve our services.
- .

FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or request about the activities or services of the Directorate you should contact:

The Director
AIRCRAFT ACCIDENT AND INCIDENT INVESTIGATIONS
Ministry of Works & Transport
Private Bag 12042
Aviation Road, Eros Airport
Ausspannplatz
Windhoek
Namibia

Phone: +264 61- 2088411

E-mail: daaii@mwt.gov.na

- If you are not satisfied with the response from the Directorate you may take the matter up with the Executive Director
- If still not satisfied with the response or action taken, you may approach the Minister of Works & Transport
- Should you still not be satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Republic of Namibia
Ministry of Works and Transport

CUSTOMER SERVICE CHARTER

DEPARTMENT OF TRANSPORT DIRECTORATE OF AIRCRAFT ACCIDENT AND INCIDENT INVESTIGATION

The Directorate is responsible for investigating civil aircraft accidents and incidents, promoting and maintaining aviation safety.



THIS CHARTER

- Outlines the services we provide (What we do);
- Defines who our customers are;
- Reflects our commitment;
- Sets standard of service that you can expect from us at all times;
- States what we will do if you contact us;
- States that your views count;
- Indicates 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

- Investigate Aircraft Accidents and Incidents
- Produce investigation reports
- Conduct risk assessment and advise the Minister on risk factors in the aviation industry
- Issue SMART' safety recommendations on safety measures to the industry
- Follow up and ensure the implementation of safety recommendations
- Create awareness on Accidents and incidents prevention activities
- Implement Namibia 's obligation under ICAO Accident and Incident investigation (Annex 13 and 19)

OUR CUSTOMERS

- General Public
- Offices, Ministries and Agencies (OMAs)
- Aviation Industry
- International Partners/Communities

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficient services; and
- ✓ We strive to execute our duties within the following guiding VALUES.

Accountability:

We pride ourselves in being good stewards of all the resources that we have been entrusted with. We will at all times assume full ownership and responsibility of all actions.

Integrity:

We conduct ourselves in a consistency manner in accordance with a strong set of moral, values and following applicable ethical guidelines of the Public Services principles.

Transparency:

We behave in an open, transparent manner when dealing with our internal and external stakeholders (clients).

Innovation:

We focus on practical implementation of new ideas that results in the introduction of new goods and services or improvement in offering goods and services.

Customer Centric:

Our customer is the focal point of all decisions related to delivering quality goods and services. We value the customer's experience and relationship as the first priority.

Teamwork:

We work in a collaborative manner to achieve a common goal or to complete a task in the most effective and efficient way.

OUR SERVICE PROMISE/STANDARDS

We will:

- Investigate Aircraft Accidents and Incidents immediately once notified.
- Publish a preliminary report on Aircraft Accident and Incident within 30 days; full report on Aircraft Accident and Incident within 90 days as per ICAO standards;
- Publish interim report every 12th months of the ongoing investigation as per ICAO standards
- Continuously conduct risk assessment and advise the Minister on risk factors in the aviation industry
- Issue Specific, Measurable, Achievable, Relevant and time-bout (SMART) safety recommendations on safety

- Follow up the implementation of safety recommendations within 60 days
- Continuously, ensure the implementation of safety recommendations
- Create awareness of Accidents and Incident prevention activities on a quarterly basis or when the need arises
- Implement Namibia 's obligation under ICAO Accident and Incident investigation (Annex 13 and 19) at all times

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 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;
- We will 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;
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.