

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

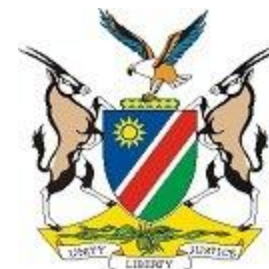
If you have any comment, suggestion or request about the activities or services of the Directorate you should contact:

The Director of Maintenance
Ministry of Works & Transport
6719 Bell Street, Ausspannplatz
Head Office, 6th Floor
Private Bag 13341
Windhoek
Namibia

Phone: +264 61 2088613

E-mail: Government.Maintenance@mwt.gov.na

- If you are not satisfied with the response from the Directorate you may take the matter up with the Deputy Executive Director of Works
- If still not satisfied with the response or action taken, you may approach the Executive Director
- 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 WORKS DIRECTORATE OF MAINTENANCE

The Directorate is responsible for managing and maintaining government property



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

- Identify government property to be renovated
- Conduct inspection and verification on government properties and equipment
- Draft bills/schedules of quantities and specifications
- Repair and service urgent infrastructure
- Repair and service emergency infrastructure
- Renovate, alter and perform minor works
- Maintain government immovable properties
- Coordinate decentralization plan of action
- Lease private properties
- Let immovable government properties
- Sell government houses
- Allocate pool houses and flats to civil servants
- Assign government offices, houses and flats to Offices, Ministries and Agencies (OMAs)
- Update and maintain the Asset Register
- Recommend disposal of government properties
- Follow up on invoices for rates and taxes on government properties
- Facilitate the payment of rates and taxes on government properties
- Conduct inspections and verification on occupancy of government flats and houses
- Submit rental advice to Human Resources on official accommodation
- Provide logistical support for national events
- Provide horticultural services to OMAs

OUR CUSTOMERS

- OMAs
- Regional Councils (RC's)
- Local Authorities
- State Owned Enterprises (SOE's)
- General Public

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:

- Identify government property to be renovated on an annual basis or when the need arises
- Conduct inspection and verification on government properties and equipment after every (3) three years or when the need arises
- Draft bills/schedule of quantities and specifications when the need arises
- Repair and service urgent infrastructure within 5 working days provided the spare parts are available
- Repair and service emergency infrastructure within 1 day
- Renovate, alter and perform minor works within 6 months provided all requirements are met

- Maintain government properties at all times
- Continuously coordinate decentralization plan of action
- Lease private properties when the need arises
- Let immovable government properties when the need arises
- Sell immovable government properties when the need arises
- Allocate pool houses and flats to civil servants when the need arises
- Continuously update and maintain the Asset Register
- Recommend disposal of government properties when the need arise
- Follow up on invoices for rates and taxes on government properties on a monthly basis
- Facilitate the payment of rates and taxes on government properties on a monthly basis
- Conduct inspections and verification on occupancy of government flats and houses on an annual basis
- Submit rental advices to Human Resources on official accommodation at all times
- Provide logistical support for national events when the need arises
- Provide horticultural services to OMAs within 5 working days

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