

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 a request about the activities or services of the Directorate you should contact:

The Director
Maritime Affairs
Ministry of Works and Transport
Aviation Road, Eros Airport, Block C
Private Bag 12005
Ausspannplatz
Windhoek
Namibia

Phone: +264 61 448501

E-mail: Maritime.Affairs@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 Transport
- 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 TRANSPORT DIRECTORATE: MARITIME AFFAIRS

The Directorate is responsible for ensuring safety and security of life and property at sea as well as preventing and combating of pollution at sea



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

- Conduct seaworthiness inspections on national and international ships
- Provide Clearance to ships entering and exiting Namibian ports
- Accredited Maritime training institutions
- Inspect and approve fire servicing and life raft stations
- Issue Certificate of Competency(COC) to Seafarers
- Approve port facilities and ship security assessments and plans as per International Ship and Port Facilities (ISP) code
- Approve ships structural plans and stability booklets
- Endorse foreign Maritime Certificate of Competency
- Accredited Occupational Health and Safety Practitioners
- Confirm validity of Medical Health Certificate for Seafarers
- Issue Seaman’s record books
- Register Namibian ships and issue licenses to small boats
- Conduct preliminary investigations on marine accidents and incidents
- Provide advice on ratification of international Maritime Laws and transform them into national laws
- Approve plans as per International Convention for Prevention of Pollution for Ships
- Approve port facility pollution contingency plans
- Approve application for ship refueling outside the port limit
- Issue pollution safety certificate for offshore oil and gas platforms
- Issue certificate of civil liability for bunker oil pollution damage
- Register marine fuel oil suppliers
- Manage national marine pollution preparedness and response system
- Manage national maritime search and rescue administration
- Collect, safe keep and bank the revenue
- Issue navigational warning in case of danger to navigation

OUR CUSTOMERS

- Offices, Ministries and Agencies (OMAs)
- General Public
- Shipping Industry
- Ship Owners
- Seafarers

- Port Facilities Operators
- Recognized Occupational Health and Safety Practitioners
- State Owned Enterprises (SOEs)

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:

- Conduct seaworthiness inspections on national on an annual basis and when the need arises
- Conduct seaworthiness inspections on international ships when the need arises
- Provide Clearance to ships entering within 2 working days
- Provide Clearance to ships exiting Namibian ports within 1 working day
- Accredited Maritime training institutions within 3 weeks
- Inspect and approve fire servicing and life raft stations on an annual basis and when the need arises
- Issue Certificate of Competency(COC) to Seafarers within 10 working days
- Approve port facilities and ship security assessments and plans as per International Ship and Port Facilities (ISP) code within 3 weeks

- Approve stability booklets within 7 working days
- Endorse foreign Maritime Certificate of Competency within 3 working days
- Accredited Occupational Health and Safety Practitioners within 3 weeks
- Confirm validity of Medical Health Certificate for Seafarers within 1 day
- Issue Seaman’s record books within 3 working days
- Register Namibian ships within 2 weeks
- Issue licenses to small boats within 3 working day
- Conduct preliminary investigations on marine accidents and incidents within 60 days
- Provide advice on ratification of international Maritime Laws and transform them into national laws when the need arises
- Approve plans as per International Convention for Prevention of Pollution for Ships within 2 working days
- Approve port facility pollution contingency plans within 2 weeks
- Approve application for ship refueling outside the port limit within 5 working days
- Issue pollution safety certificate for offshore oil and gas platforms within 2 weeks
- Issue certificate of civil liability for bunker oil pollution damage within 1 week
- Register marine fuel oil suppliers within 1 week
- Continuously manage national marine pollution preparedness and response system
- Continuously, manage national maritime search and rescue administration
- Collect, safe keep and bank the revenue on a daily basis
- Issue navigational warning in case of danger to navigation when the need arises

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