**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 Division;
* 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 Division whom you dealt with as well as the date and the time of the communication to improve our services.

**CUSTOMER SERVICE**

**CHARTER**

Republic of Namibia

Ministry of Works and Transport

**FEEDBACK, COMMENTS AND COMPLAINTS**

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

The Deputy Director

Meteorological Services

Ministry of Works and Transport

12C, Hugel Street, Eros

Private Bag 13224

Windhoek

Namibia

**Phone**: +264 61 2877000/1

**E-mail:** [Namibia.Weather@mwt.gov.na](mailto:Namibia.Weather@mwt.gov.na)

* If you are not satisfied with the response from the Division 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 notbe satisfied you may approach the Office of the Prime Minister.
* If still not yet satisfied you may approach the Office of the Ombudsman.





**DIRECTORATE OF TRANSPORT**

**DIVISION: METEOROLOGICAL SERVICES**

The Division is responsible for monitoring and providing weather and climatic information.



* Provide weather forecasts on a daily basis
* Disseminate early warning advisories and alerts 3 days in advance, during and after the event
* Disseminate data information to national, regional and international hubs on a daily basis
* Ensure compliance to international accepted standards (World Meteorological Organization(WMO) and International Civil Aviation Organization (ICAO)) at all times
* Inspect and maintain meteorological equipment bi-annually and when the need arises
* Calibrate meteorological equipment on an annual basis

**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.

**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**

* Collect weather related data
* Verify and analyze the weather data
* Capture and process climatic data in theinformation system
* Manage and store digital data in the database
* Retrieve and provide meteorological data
* Provide weather forecasts
* Disseminate early warning advisories and alerts
* Disseminate data information to national, regional and international hubs
* Ensure compliance to international accepted standards (World Meteorological Organization(WMO) and International Civil Aviation Organization (ICAO))
* Inspect and maintain meteorological equipment
* Calibrate meteorological equipment

**OUR CUSTOMERS**

* Offices, Ministries and Agencies(OMAs)
* Aviation Industry
* General Public
* Farmers
* Media

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**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:

* Collect weather related data on an hourly basis
* Verify and analyze the weather data on a daily basis
* Capture and process the data in the information system on a daily basis
* Manage and store digital data in the database at all times
* Retrieve and provide meteorological data when the need arises