

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
RAILWAY INFRASTRUCTURE MANAGEMENT
Ministry of Works and Transport
6719 Bell Street, Ausspannplatz
Private Bag 13341
Windhoek
Namibia

Phone: +264 61 2088206/31

E-mail: Railway.Management@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 OF RAILWAY INFRASTRUCTURE MANAGEMENT

The Directorate is responsible for managing and maintaining all railway infrastructure;



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

- Ensure compliance to railway safety standards and regulations
- Develop and review railway infrastructure policies
- Plan and coordinate the development of new railway infrastructure
- Upgrade existing railway infrastructure
- Monitor and supervise construction of all new railway infrastructure
- Maintain railway infrastructure
- Monitor and evaluate railway operator on compliance to railway standards and policies
- Conduct studies on railway trends and technology

OUR CUSTOMERS

- National Planning Commission (NPC)
- TransNamib

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:

- Ensure compliance to railway safety standards and regulations at all times
- Develop and review railway infrastructure policies when the need arises

- Plan and coordinate the development of new railway infrastructure when the need arises
- Upgrade existing railway infrastructure as per the SADC standards
- Continuously monitor and supervise construction of all new and upgrades of railway infrastructure
- Continuously maintain railway infrastructure
- Monitor and evaluate railway operator on compliance to railway standards and policies annually or when the need arises
- Continuously conduct research on railway trends and technology

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.