



MICT

Ministry of Information & Communication Technology

DIRECTORATE OF AUDIO VISUAL MEDIA CHARTER



THIS CHARTER

The Directorate is committed to render a timely, coordinated and effective multimedia information service, to promote constructive dialogue towards socio-economic development and democracy, with the view towards making Namibia an informed, knowledgeable and technology-driven society.

Our Commitment to you, is to

- Implement and increase beneficial use of ICTs in Namibia through assisting the setting up Multi-Purpose Community Centres (MPCCs) in regional remote rural and urban areas
- Dissemination of Information Education and Communication (IEC) materials throughout the country's 14 regions via direct deliveries and video shows outreach
- Film, edit, produce, disseminate and retrieve audiovisual materials;
- Contribute regional activities and programmes articles to MICT publications for public reading and usage;
- Facilitate the free flow of information through the Public Address (PA) system;
- Provide the public with effective tools of Information and Communication Technology at all levels;
- Provide coverage to the President, other government officials and Heads of States visits from other countries;
- Conduct copyright seminars and workshops for law enforcement agencies, right holders and the public;
- Increase awareness by educating and informing the Namibian public about copyright law, promote protect the interests of copyright holders;
- Attend to the Ministry's international obligations with regard to the promotion and protection of Intellectual Property Rights;
- Provide advisory services on copyrights and related rights requests, within ten (10) working days from the day the request had been received;
- Distribute and sell videos/DVDs on government policies, activities, programmes and the country's developmental plans;
- Facilitate the translation of GRN materials into indigenous languages, so that no body is left out;

What we ask from you

The quality of our service provision depends on the cooperation, input and feedback that we receive from you.

We therefore need you to:

- Give us constructive feedback where necessary.
- Submit a formal and detailed request for our services (video production, video sales, public address system, copyright services), within seven (7) working days.
- Submit your request for copyright seminars and workshops, advice sessions at least seven (7) working days in advance,
- where we will immediately send you our annual programme schedule.
- Pay for the services where this is due, by cash or cheque for private entities and debit acceptance for governmental agencies.
- Respect our staff members because they are professionals in their respective fields of specialisations.
- Notify the Directorate, in writing, if you are not satisfied with our services.

Our Standards Applicable to Specific Work Areas

Video Productions and Engineering Services

We will:

- Produce Video/DVDs for rural community dissemination.
- Issue you with a receipt for every purchase made or an invoice for bookings of our services.

- Respond to your request for our products or services within five(5) working days after receipt of your request.
- Respond to your order for the purchasing of videos/DVD copies within five(5) working days.
- Respond to your request for PA System services within five(5) working days after receipt of your request.

Copyright Services

We will:

- Conduct at least four (4) Copyright workshops annually at institutions of higher learning and law enforcement agencies.
- Forward an annual programme on IP rights to our respective clients in May each financial year.
- Provide dispute advice, resolutions & recommendations mechanisms on Copyright within five(5) working days on request.

Regional Offices

We will:

- Facilitate the translation of GRN materials into local languages
- Gather, process and distribute information
- Write articles on regional news and events
- Produce brochures, leaflets and magazines
- Collect, select and process the classification of public information
- Produce and review films
- Video Productions
- Provide information about government activities, programmes and policies
- Distribute IEC materials
- Offer video shows and film screenings to communities.
- Provide sound management
- Promote reading culture and support community media initiatives

If you contact us

By telephone:

We will:

Answer the phone within four (4) rings, Identify ourselves by name and institution; Inform you as to when you can expect a full response, should we not be in a position to answer your enquiries immediately. Refer you to relevant institutions should your request be beyond our product and service scope.

In writing:

We will:

Reply to all correspondence within (5) working days. If not, we will notify you when to expect an answer.

Face-to-Face:

We will:

See you within (5) minutes of the agreed time if you made an appointment. If you do not have an appointment, we will still see you within (10) minutes of your arrival because we care about our customers.

When things go wrong

We will:

Deal with your complaints within (2-5) working days Offer a genuine apology when it is needed. Assure you that we will prevent the same mistake from happening again.

Your view counts

We will welcome our clients' proposals on how they wish to receive our services. We believe that we can only improve

and render effective and efficient services when our clients are satisfied.

You need to:

- Identify yourself
- Be clear
- Be specific
- Keep records

Any comments, suggestions, recommendations, requests or complaints about the Directorate's activities and programmes, should be directed to:

Director

Audiovisual Media

Ministry of Information and Communication Technology
Dr. Frans Indongo Street, Forum (Old Sanlam) Building
City Centre, 4th Floor, CBD
Private Bag 13344
Windhoek

Tel: 00 264 61 283 2700 / 2701 / 2714 / 2722 / 2719 / 2708 / 2710

Fax: 00 264 61 220177 / 305 282

<http://www.mict.gov.na>

mailto: avm@mict.gov.na

If you are still not satisfied with any responses received or the way in which your complaint had been handled, kindly communicate to:

The Permanent Secretary

Ministry of Information and Communication Technology

Private Bag 13344

Windhoek

Tel: 00 264 61 283 9111

Fax: 00 264 61 230 170

mailto: info@mict.gov.na

<http://www.mict.gov.na>

Specific enquiries about services should be directed to the relevant Heads at the following telephone numbers:

Head Office Sections:

Video Productions : +264-61-2832716

Engineering Services : +264-61-2832730/2724

Copyright Services : +263-61-2832708

Support Services : +264-61-2832725

Regional Offices Sections:

Erongo Regional Office +264-64-402763

Hardap Regional Office + 264-63-242830

//Karas Regional Office + 264-63-223220

Kavango East Regional Office +264-66-255021

Kavango West Regional Office +264811465266

Khomas Regional Office +264-61-2832807

Kunene Regional Office +264-65-273070

Ohangwena Regional Office +264-65-263049

Omaheke Regional Office +264-62-562519

Omusati Regional Office +264-65-251033

Oshikoto Regional Office +264-65-244257

Oshana Regional Office +264-65-220562

Otjozondjupa Regional Office +264-67-304467/8

Zambezi Regional Office +264-66-253049