



# Ministry of Information & Communication Technology



## DIRECTORATE OF INFORMATION AND COMMUNICATION TECHNOLOGY DEVELOPMENT (DICTD) CHARTER

### THIS CHARTER

Sets the standards of services you can expect when dealing with the Directorate of Information and Communication Technology Development.

Stipulates our mandate and mission, roles and functions and strategic objectives and commitment to satisfy the needs of our stakeholders

### Our Roles and Functions

Formulate, review, oversee implementation of ICT policies and laws;

Liaise with entities responsible for ICT technology development and innovation to promote successful introduction of new technologies and services;

Ensure appropriate regulation of ICT state owned and other ICT enterprises;

Coordinate the implementation of regional and international obligations in the ICT sector;

Facilitate the implementation of high level ICT related programs, projects as well as to facilitate investments on a national level.

### Strategic Objective

The Directorate is committed to the following strategic objective, as per the Ministry's strategic plan-2017 to 2022:

Accelerate ICT development, access and use for an inclusive ICT smart Namibia

### Mandate

To lay the foundation for the accelerated use, development and promotion of ICTs.

### Mission

Develop and promote ICT growth to become the main pillar of economic development in Namibia.

### What we ask from you

To help us to provide you with an efficient and quality service, we would like you to:

- Treat our staff with respect and we will reciprocate the gesture;
- Suggest how we should improve our services;
- E-mail your questions to us and to follow up with a telephone call;
- Be patient if we cannot respond to your queries immediately;
- Inform us immediately if your contact details have changed;
- Suggest improvement if you are not satisfied with our service.

### If you contact us;

#### By telephone, we will:

- Answer within three rings
- Identify ourselves by Directorate and name
- Provide you with factually correct information
- In the event that your call falls outside our ambit or jurisdiction we will direct you accordingly.

### In writing, we will:

- Acknowledge receipt of your correspondence in writing within 5 working days from the date of receipt.

### In Person by appointment, we will:

- Attend to you at the agreed time. In Person without appointment, we will:
- Try our best to accommodate you or arrange an appointment for you.

### In case of an error, we will

- Rectify the error and offer an apology as soon as possible.
- Undertake to avoid making the same mistake.

### Your views count

We are continuously striving to satisfy the needs and expectations of our stakeholders.

Therefore, we ask you to provide us with inputs on the level of satisfaction of our services.

### Lodging a complaint

You need to:

- Identify yourself
- State clearly and concisely why you are not satisfied with a specific service
- Suggest any improvement to our shortcomings or weaknesses in service provision

**Any comments and suggestions about our services should be directed to the:**

**Ministry of Information & Communication Technology Government Building**

Robert Mugabe Avenue

Private Bag 13344

Windhoek

Website: [www.mict.gov.na](http://www.mict.gov.na)

### Director: DICTD

Tel: 061-283 2486, Fax: 309673

Email: [Linda.Aipinge@mict.gov.na](mailto:Linda.Aipinge@mict.gov.na)

[ictd@mict.gov.na](mailto:ictd@mict.gov.na)

### Deputy Director: IPRM

Tel: 061-283 2065,

Fax: 309673

Email: [ictd@mict.gov.na](mailto:ictd@mict.gov.na)

If you are not satisfied with our services, kindly write to the Office of the Permanent Secretary at:

The Permanent Secretary

Government Offices

Robert Mugabe Avenue

Private Bag 13344

Windhoek