



MINISTRY OF MINES AND ENERGY

"Promoting Namibia's mineral, geological and energy resources"



CUSTOMER SERVICE CHARTER 2017-2022

*What you can expect from us and what you can do
to help us serve you better*

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FOREWORD

This customer service charter highlights the level of service that you can expect when dealing with the Ministry of Mines and Energy and includes a framework that will allow us to measure and improve the quality of service we provide. The charter will ensure that we maintain our promise in conducting our operations based on ten principles of quality customer service standards.

We acknowledge that Namibia is a rapidly changing country, with an increasingly diverse customer base and growing customer expectations. This customer charter prepared for the period 2017 – 2022 is built on past successes and lessons from previous challenges.

We therefore value your feedback and invite you to provide us with information that would help us refine and improve our service.

This customer service charter does not seek to cover everything our Ministry does, but instead focuses on what is important to our customers (i.e. high quality customer service). With this in mind, the charter was compiled in consultation with our key stakeholders and we are grateful to all the stakeholders who gave us their reasonable and realistic input into the process. This is an evolving document that will be reviewed on an annual basis to ensure customer satisfaction and enable us to continuously change and adapt our services to your expectations and satisfaction.

We recognize that the customer service we provide to you is integral to your needs and may affect your ability to achieve your outcomes and goals. However, our commitment and service standards outlined in this charter are not intended to create any new legal rights.

OUR VISION

An institution that provides access to Namibia's geological, mineral and energy resources for sustainable economic growth, equal benefit and prosperity to all Namibian citizens.

OUR MISSION

To formulate policies and legislations that effectively regulate activities in mining and energy sectors; generate knowledge and information on resources, and provide services to stimulate investment for sustainable economic development and benefit to all Namibians.



**HON. OBETH M.
KANDJOZE (MP)**
MINISTER OF MINES AND
ENERGY



**HON. KORNELIA
SHILUNGA (MP)**
DEPUTY MINISTER



**MR. SIMEON N.
NEGUMBO**
PERMANENT SECRETARY

Our Core Values

- **Accountability**
We account for our activities, take responsibility for the results, and answerable for our decisions and actions.
- **Transparency**
We avail information on our services, our actions and our performance for public access and scrutiny.
- **Service Orientation**
We go the extra mile to deliver on the expected service to customers as per our mission and promise to the best of our ability.
- **Innovation**
We are responsible for solving problems through new ways of thinking and continuous improvement to fit our purpose and strengths.
- **Integrity**
We fulfill the promise of our mission through behavior that reflects honesty, responsibility and fairness.

Our strategic pillars

- **Socio-Economic Progression**
- **Environmental Sustainability**
- **Stakeholder Relations and Cooperation**
- **Good Governance**



Our Services include:

- Granting of petroleum related licenses, (reconnaissance; exploration; production, retail, wholesale, consumer installations and used oil) and mining related licenses (prospecting, exploration and mining licenses)
- Granting of diamond related licenses (diamond dealer, diamond cutting, diamond tool making and diamond research licenses).
- Granting of mineral prospecting, exploration and mining licenses.
- Granting and registration of Mining Claims.
- Providing assessment of mineral resources, geological engineering, and land use planning and sustainable development.
- Providing mineral statistical information.
- Providing Health & Safety Regulations to ensure minimal injury to the workforce.
- Providing Geotechnical support to the Small Scale Mining (SSM) sector.
- Soliciting funding for Small Scale Mining projects.
- Providing high quality geological research data in the form of reports, maps, digital data, analysis and advice.
- Developing and implementing policies that guide the Namibian mines and energy sector.
- Promoting Namibia as an attractive destination for potential mining and energy projects.
- Raising awareness on renewable energy and energy efficiency.
- Facilitating research and capacity building in the mining and energy industry.
- Providing energy access through the national Rural Electrification Programme.
- Managing and collecting Petroleum products and electricity levies.
- Subsidizing the cost of transporting fuel (petrol & diesel) to the rural/far outlying areas.
- Financing energy strategic projects.
- Financing solar energy systems.
- Issuing of soft loans to approved agencies with mandate related to energy.



Our commitment to Quality Customer Service

This customer charter will ensure that we maintain our promise in conducting our operations and it outlines the nature and quality of service which you can expect from the Ministry of Mines and Energy. Our quality service standards are based on ten principles of high quality customer service outlined below.

- Access
- Equality / Diversity
- Confidentiality
- Transparency
- Professionalism
- Information
- Timeliness and Courtesy
- Accountability
- Health and Safety
- Consultation



What you can expect from us:

Through all our prominent points of service delivery, we commit to the following service standards:

Access:

We ensure that the public have access to information related to geology, mining and energy at our offices and website.

www.mme.gov.na.

We have an open door policy where our client can contact us or visit our office during business hours.

We facilitate access to our offices for people with disabilities and others with specific needs.

Equality / Diversity:

We ensure the rights to equal treatment as established by the equality legislation.

We accommodate diversity without favoritism or discriminating on the grounds of gender, marital status, family status, sexual orientation, religious belief, disability, race and affiliations.

We identify and work to eliminate barriers to access our services for people experiencing poverty and social exclusion, and for those facing geographic barriers to our services.

Confidentiality:

We do not divulge information relating to our customers' personal and proprietary information to a third party without consent, unless legally obliged to do so.

We undertake to operate on a need to know basis when dealing with confidential documents.

Transparency:

We are open to public scrutiny and practice good governance.

We will maintain a well-publicized, accessible, transparent and simple-to-use system to ensure that applications for all licenses are evaluated and awarded through an open process.

Professionalism:

We will acknowledge receipt of all written correspondence within 5 working days of receipt and issue a substantive response within 15 working days.

We identify ourselves by name and have our name tag always. Answer the telephone after three rings maximum when we are in the office.

We will attend to you within 5 minutes of the agreed time, if you have made an appointment.

We will respond to your inquiries immediately, but if we cannot we will let you know, and where possible we will refer you to the relevant authority.

We continuously strive to improve our services and standards.

Information:

We will take a proactive approach in providing information that is clear, timely and accurate.

We continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

We use available and emerging technologies to ensure maximum access, choice and quality of delivery.

Timeliness and Courtesy:

We will deliver quality services with courtesy, sensitivity and minimum delay, while fostering a climate of mutual respect between us and the customer.

We will give contact names in all communications to ensure ease of ongoing transactions.

We will ensure that all complaints are dealt with objectively in a consistent, open and fair manner.

We will address the complaints, appeals and comments as quickly as possible and keep you informed of the progress.

Accountability:

We are answerable for all our decisions and actions.

We uphold a “no-blame” culture, and approach criticism and comments in a constructive and positive way.

Where service failure has occurred, we will take responsibility by apologizing for the mistake, provide an explanation and take steps to prevent recurrence.

Health and Safety:

We ensure the safety of our customers at all times through the installation of fire alarm systems in our building, the provision of a safe emergency assembly point on our premises and cameras where necessary.

We ensure the safety and health of our customers, employees and that of the mining workforce are in line with our mandate.

Consultation:

We will provide a structured approach to meaningful consultations with, and participation by, our customers in relation to the development, delivery and review of our services.

We will ensure meaningful evaluation of our service delivery.

We will have consultations with our customers as often as required and assess the satisfactory level of our services.

Service Delivery:

We make sure that our skilled, motivated, and professional staffs are well equipped to provide the required service. In providing this service to you, we will ensure that we:

Identify our customers' priorities and the resources available to deliver the required services.

Report on our activities in our Annual Report.

Take views and priorities of our customers into consideration.

Have a service questionnaire and suggestion box to obtain comments from our customers.

Attend to issues raised through the questionnaire and suggestion box to the best of our ability and within reasonable means.



What you can do to help:

Recognizing and understanding that the provision of customer service support is a two way process, we appreciate your assistance in helping us provide you with a high standard of service:

Be clear on what your needs are and provide us with timely and accurate information that is necessary for us to provide support and advice.

Keep your appointment and inform us in advance if you cannot make it for the appointment.

Recognize and understand your responsibilities and accountabilities and work with us to solve problems.

Have a realistic expectation of the service offered; and treat our staff with courtesy and respect by being honest, transparent and truthful to us.

Give us your comments so that we can improve our services, by filling in the customer questionnaire.

Ask for clarity or translation if the information provided is not clear.

As a customer you should follow procedure and guidelines provided for all the services and not take shortcuts.

Do not bribe our staff members to break the rules for you.

Address all your complaints, appeals and comments to the office of the Permanent Secretary.





How to contact us:

When you communicate with us, we request that you provide us with the following information:

- Your full name;
- Postal address, telephone number, fax number or email address;
- A clear description of your particular concerns or needs;
- A record of the issue at stake and the name of the staff member whom you deal with as well as the date and the time of the communication to ensure ease of ongoing transactions.
- Your feedback and suggestions matters to us for improving our service delivery.

Contact us through the:

Office of the Permanent Secretary Ministry of Mines and Energy

Phone: 061-284 8111

Fax: 061-284 8176

6 Aviation Road

Private Bag 13297

Windhoek

Namibia



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