

## YOUR VIEWS COUNT

- We strive to render a service that will meet your needs and we therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.
- If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns.
- We promise to consider your views when setting our service standards.
- Give us your comments so that we can improve our service.

## WHAT WE ASK FROM YOU

- The quality of service we provide to you depends on various issues including input and co-operation we receive from you. We therefore request you to:
- Be honest and timely in providing information and documentation as requested.

**When you communicate with us, please provide the following information:**

- Your full name
- Postal address and telephone, fax number and e-mail address if applicable
- Provide a clear description of your particular concern/s or need/s

## FEEDBACK/COMMENTS/COMPLAINTS

**Any comment, suggestion or a request for information about the activities of the Directorate should be directed to:**

**Director: Directorate Disaster Risk Management  
C/O Titanium & Nickel Street  
No: R231, Prosperita, Windhoek**

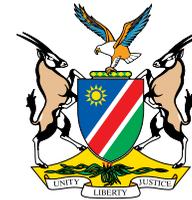
**P.O. Box 11479, Windhoek  
Tel: 061-4351 000 / 1-4 / 081 129 7117  
Fax: 061-306 020 / 226 867**

**You can also make use one of the following  
E-mal addresses  
suggestions@opm.gov.na  
comments@opm.gov.na  
info@opm.gov.na**

If you are not satisfied with any response received, please refer your complaints to the office of the Permanent Secretary;

Permanent Secretary  
Office of the Prime Minister  
Private Bag 13338  
Windhoek

If not yet satisfied, you may approach the Prime Minister or the Office of the Ombudsman.



Republic of Namibia

**Office of the Prime Minister**

**CUSTOMER SERVICE CHARTER**

**DIRECTORATE DISASTER  
RISKMANAGEMENT  
(DDRM)**

The Directorate is responsible for ensuring that appropriate interventions are implemented to mitigate disaster impacts on vulnerable populations.



## THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers.
- Reflects our commitment
- Sets the standard of service that you can expect from us at all times
- States what we will do if you contact us
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

## WHAT WE DO

### Our role is to:

- Strengthen and Coordinate disaster risk management activities in Namibia.
- Facilitate the establishment of coordinated system of disaster risk management in Namibia.
- Provide support to Regional, Constituencies, Settlement and Local Authorities DRM Committee
- Serve as the Secretariat to the National Disaster Risk Management Committee

## OUR CUSTOMERS

- All government offices, ministries and agencies at national, regional and municipal level
- Relevant statutory bodies
- The private sector
- Other non-state role-players who are involved in disaster risk management in Namibia
- Communities.

## OUR COMMITMENT TO YOU

- We always greet and treat you with respect, offering a friendly and polite service
- We will respect your privacy, protect your information in confidence and ensure that it is not disclosed except as provided for by law
- Consistently measure our customer feedback
- Our aim is to keep you informed of progress

We strive to execute our duties within the following guiding VALUES:

### Accountability

*We are responsible for our actions or inaction.*

### Integrity

*We act transparent, ethical and behave according to acceptable standards*

### Professionalism

*Conduct business in an objective, friendly, and competent manner.*

### Responsiveness

*Our action will be guided by your needs.*

### Accessibility

*You can reach us easily.*

### Diversity and equality

*We treat all equally and fairly.*

## OUR SERVICE PROMISE/STANDARDS

- Supplies claims are paid within 14 working days;
- Notification of OPM\DDRM on the actual emergencies within 1 day;
- Mobilize and provide personnel, equipments safety and security and materials to assist affected areas according to identify needs within 2 days;
- Impact assessment of stricken areas within 23 days;
- Conducting need assessment within 2 weeks;
- Conduct lesson learned emergency exercise from 12 weeks;
- Compile quarterly report to NDRMC;
- Attending to stakeholder/customer/supplies 08h00-17h00;
- Post disaster review within 3 months after natural disaster;
- Attend to your queries/ complaints within two days to two weeks depending on the nature of the query

## WHEN YOU CONTACT US

### If you phone us:

- Our staff members will identify themselves by name
- Our response will be clear and easy to understand
- Where we cannot address your complaint immediately, we will inform you when you can expect a full reply
- Reachable 24 hours on mobile phone during emergencies

### If you write to us:

- We will reply to your correspondence within 24 hours after receipt.
- If we cannot answer all questions within that time we will inform you in writing and/or by telephone when to expect a full reply.
- We respond to your queries in writing in a straightforward manner.
- We will treat faxes and e-mail as letters and will always respond in writing.

### If you visit us:

- We will attend to you within five minutes, if you have an appointment.
- We will answer your questions immediately, but if we cannot we will let you know why not and when you can expect an answer from us
- Attend to you during the official Government working hours: 08h00-13h00 to 14h00-17h00 hours from Monday to Friday.