

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 are continuously trying to improve our service standards and will consider your views when reviewing the quality of our service.

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

- Your full name, postal address. An added advantage is to include your telephone or fax number and email address.
- A clear description of your particular concern or requirements

Any Comment, Suggestion or a Request for Information About the Activities of the Division Should be Directed to:

The Registrar of Deeds

Directorate of Deeds

WINDHOEK

Or

Tel: +264-612965

Fax: +264-61

Specific enquiries about services should be directed to the respective Divisions at the following telephone numbers:

You can personally discuss business with staff of the Directorate.....at your nearest office.

Or

If you are not satisfied with any response received, please write to the Office of the Permanent Secretary of the Ministry at:

The Permanent Secretary

Ministry of Lands and Resettlement

Private Bag 13343

Windhoek

The Permanent Secretary of the Ministry will channel the complaints to the Directorate of Deeds and if you are not satisfied with the response from the Registrar of Deeds you need to take the matter up with the Permanent Secretary of the Ministry. Should you nevertheless still not get satisfaction, you can approach the Minister and/or the Office of the Ombudsman.

This Charter was published on.....and will be reviewed annually



Republic of Namibia
Ministry of Land Reform

CUSTOMER CHARTER



**DEPARTMENT
LAND MANAGEMENT
DIRECTORATE OF
DEEDS**

This Charter

- The standards of services you can expect from the Deeds Office
- The commitments to our customers
- your responsibilities
- Highlights our values
- What to do if you are unhappy with the service you received

Timely and Reliable

- We will respond to all our customers within minimum acceptable time, and our work will be done with conscious of time.

Integrity

- We will be professional in conduct, manner and attitudes. We will be honest and trustful in dealing with our customers.

Communication

- We will communicate effectively by ensuring that you can easily find out everything you want to know about the Deeds Office services.
- ***Our address information and where you can contact us***

If You Contact Us

- Registration of real rights in land
- Maintenance of land registers
- Provision of land registration information
- Safe keeping of records and data



You Contact Us:

By telephone, we will

- Answer your call within 3 rings, and give our name and organization when we answer your call
- Transfer your call to someone who can deal with your query within 2 minutes
- Try to answer your queries while you are on the phone and close to 80% of calls at the first point of contact, where this is not possible we will have someone call you within 12 working hours
- If you leave a message we will call you back within 12 working hours

In writing, we will:-

- Respond within 2 days of routine requests for information
- Send an interim reply within 4 days on issues requiring detailed consideration. In our reply we will explain the reason for the delay, tell you who is dealing with the matter, and if possible say when a definitive response should be available.

Personally, we will:

- Our customer service officers will help promptly within 15 minutes
- If we cannot deal with your query immediately we will arrange to have someone contact you within 1 working day.