

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.
- An indication of the kind of response you would like to expect.
- A brief description of the subject, the name of the person who attended to your issue and the date and time of the communication.

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

The Surveyor-General
Directorate of Survey and Mapping,
WINDHOEK
Or
Tel: +264-612965036/5039
Fax: +264-61 249 802

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 Survey & Mapping and if you are not satisfied with the response from the Surveyor-General 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 SURVEY AND
MAPPING

This Charter

- Outlines our service standards and defines what you can expect from us.
- States what you need to know so you can help us help you.
- Explains how you can give us feedback on any aspect of our service.
- Reflects our commitment to deliver a high standard of service at all times.
- Explains how and when to get information on our service if needed.
- Explains how to make a complaint, if you are not satisfied

Our Commitment To You

- Establishment and Maintenance of Namibia Geodetic Network
- Survey and Demarcation of State Land
- Examination and approval of cadastral survey records, diagrams and general plans.
- Establishment and maintenance of Cadastral Databases
- Acquisition of Aerial Photography and Production of Orthophotographs
- Production and Revision of Topographic Maps
- Design and Maintenance of GIS and Cartographic Databases

What We ask From You

The quality of service we can provide depends on a sincere feedback from our clients. As such please:

- Be direct and timely in providing the required information to us.
- Comply with existing Acts, Regulations and Procedures.
- Co-operate with our Officials.
- Inform us when our service rendered is not to your satisfaction.
- Be honest and provide quality information.

Our Standards Applicable to Specific Work Areas

We will:

- Make every effort to ensure that Survey Diagrams and General Plans will be approved within 15 working days after receiving the final Diagrams and Plans from the Professional Land Surveyor.
- If there is any delay, we will let the Land Surveyor know the reason, by telephone, fax or letter, within 5 working days.
- Ensure that approved surveys will be sent to the respective Professional Land Surveyor within 3 working days of approval of such surveys.
- Maintain an accurate record of all surveys, data and plans that are lodged by Professional Land Surveyors and give acknowledgement of receipt within 5 working days.
- Whenever Survey Records are found incomplete during the lodging process, the Professional Land Surveyor will be notified and when necessary, the survey record will be returned within 4 working days including a letter specifying the reasons for rejection.
- Inform the Professional Land Surveyor in writing within 15 working days when Surveys Records cannot be approved due to errors or technical deficiencies, including a letter stating the nature of the deficiency and what needs to be corrected.

If You Contact Us

By telephone, we will:

- Answer the telephone calls within 3 rings.
- Identify us by name.
- Inform you when you can expect a full response if we cannot answer your enquiry immediately.

In writing, we will:

- Reply to all your correspondences within 10 working days or acknowledge receipt within 5 working days and if the matter is complex give a date by which a response will be made.
- This response can be in the form of faxes or e-mail

Personally, we will:

- See you within the agreed time if you have made an appointment.

If Things Go Wrong

We will:

- Attend to complaints within 2 weeks.
- Offer an apology.
- Provide an explanation,
- Grant an assurance that the same mistake will not happen again.
- You can expect an answer from us.

