

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 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, telephone and/or fax number and e-mail address. Provide a clear description of your particular concern or requirements.
- Indicate what kind of response you would expect. Keep a record of the issue at stake and the person who deals with the issue, as well as the date and the time of the communication

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

The Valuer General
Directorate of Valuation and Estate Management
WINDHOEK

Or
Tel: +264-612965100
Fax: +264-61 245 920

Specific enquiries about services should be directed to the relevant Deputy Valuer Generals 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 Valuation and if you are not satisfied with the response from the Valuer 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
VALUATION AND ESTATE
MANAGEMENT**

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 with our service.

Our Commitment To You:

- Providing valuations in support of land reform as required under the Agricultural (Commercial) Land Reform Act and statutory valuations in accordance with the said Act read together with the Land Valuation and Taxation Regulations.
- Providing expert advice to Government with regard to land and property valuation.
- Providing a range of valuation and property management services in support of Government programmes; and;
- Providing leadership to the development of valuation standards and the valuation profession in Namibia.
- Custodian of the property Valuers Profession Act, Act 7 of 2012.

What we ask from you

The quality of service we can provide to you depends on various issues including input and co-operation we, as the Division General Services, receive from you. We therefore request you to:

- Be honest and timely in providing required information to this Directorate.
- Comply with existing Acts and Regulations.
- Handle our staff members with the necessary respect.
- Inform us if not satisfied with our service

Our Standards Applicable to Specific Work Areas:

Division of General Valuation:

- This division is involved in the valuation of all urban properties, rental assessment of leasehold units and assessment of compensation for land and improvements where land is acquired for township development as requested by Ministries, Offices and Agencies.
- Ensure that the State pays a fair price for properties that are acquired for land reform purposes and to ensure that Government disposes of its properties at a value that is in line with the market.
- Conducting up-to-date market research and valuation standards produces quality property market reports.

Division of Rating and Taxation

- The Division of Rating and Taxation is responsible for the implementation of property tax such as the agricultural land tax and providing support to local authority taxation.

If You Contact Us:

By telephone, we will:

- Answer the telephone within three rings and identify ourselves.
- Inform you when you can expect a full response if we cannot answer your enquiry immediately.

In writing, we will:

- Reply to all letters within ten working days. If we cannot answer all your questions within that time, we will inform you when to expect a full reply.

Personally, we will:

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



If things go wrong

We will:

- Deal with the complaints within two weeks
- Offer an apology