

## 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 Director:  
Directorate of Land Reform & Resettlement  
WINDHOEK

Or  
Tel: +264-612965102/03  
Fax: +264-61 2965119

**Specific enquiries about services should be directed to the relevant Deputy Directors 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 Director of Land Reform and Resettlement and if you are not satisfied with the response from the Director, 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 REFORM, RESETTLEMENT  
& REGIONAL PROGRAMME IM-  
PLEMENTATION**

**DIRECTORATE**

**LAND REFORM & RESETTLE-  
MENT**

### 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

- Integrated Land Management,
- Accelerated Land Acquisition,
- Allocation / distribution of Acquired land,
- Development of Communal Land (Infrastructure Investments and Communal Land Rights Registration),
- Policy review for Improved Efficiency of Land Reform,
- Flexible Land Tenure System Implementation.



### 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.

### Our Standards Applicable to Specific Work Areas:

- Facilitate, Coordinate and implement resettlement process, and serves as a link between various stakeholders,
- Facilitate appointment of statutory bodies and provision of training,
- Ensure allocation acquired land to eligible beneficiaries,
- Facilitate all resettlement related issues and queries at National level,
- Ensure Management of Resettlement database and information,
- Facilitate the issuance of and registration Lease Agreements (Notarial Leases) in Deeds Office,
- Revise and formulate resettlement related policies and strategies
- Facilitate the development and rehabilitation of farm infrastructure on resettlement farms

### 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.

#### **Personally, we will:**

- See you within the agreed time if you have made an appointment.
- Answer your questions immediately, but if we cannot do so, we will let you know the reason and when you can expect an answer from us.

### 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.