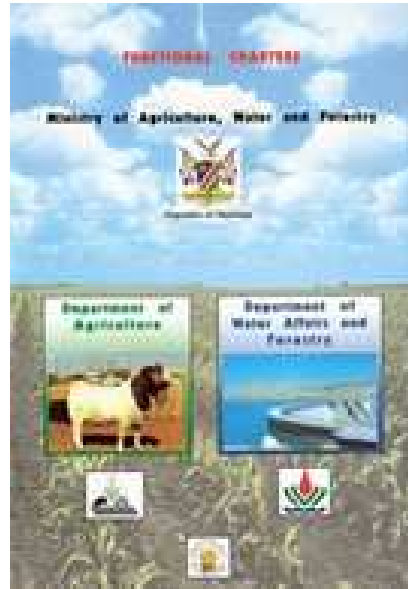


# Customer Service Charter



## 1. This Charter

- Sets the standards of service members of the public should expect when dealing with the Directorate of Forestry.
- Reflects our commitments to deliver services and products to all customers at a reasonable but realistic standard.
- Set standards of service you can expect from DoF.
- Explains the kinds of services and products DoF is able to provide and how to deliver such services.
- Explains how to contact us when you are not satisfied with our service.

## 2. Roles and Responsibilities

**The core functions of the DoF are to:**

- Manage and protect forest resources for the public good and environmental stability.
- Promote tree planting to replace the lost vegetation.

- Rehabilitate degraded land.
- Introduce woody vegetation where none existed before.
- Promote sustainable utilization of forest resources for both income generation and subsistence use.

### **3. Commitments to our customers**

#### **We will:**

- Grant all timber concessions by public tender as instructed by treasury, unless by special authorization by the Minister.
- Summarily withdraw permits found to have been awarded based on false information by the applicant.
- Issue valid receipts for all the permit fees paid.

### **4. What we expect from you**

- Familiarise yourselves with forestry legislation and policies.
- Contribute towards the development of policy document for forestry.
- Submit requests for farm inspections a month in advance.
- Keep contact with our offices either by phone, email or through visits.
- Submit all complaints in writing, and provide all your particulars.
- Suggest how we can improve our service

### **5. Services and standards**

#### **5.1 Standards applicable to tree planting and forestation**

##### **We will:**

- Have at least one tree nursery in each of the political regions in Namibia.

- Provide technical support on tree planting within two working days after receiving such a request.
- Produce at least 500,000 tree seedlings annually.
- Only sell seedlings of good quality and which would have been 'hardened up' for planting out.
- Issue receipts for all seedlings paid for by our customers.
- Publish the price of seedlings in a government gazette which will be available to customers on request.
- Donate surplus seedlings within ten working days, upon request by educational and charity or community development organizations (not to individuals).
- Establish at least 10 ha of woodlots (representing 250,000 plants) every year in the whole country.

## **5.2 Standards applicable to community based forest management**

### **We will:**

- Provide assistance in demarcation of the community forest boundaries within one month after receiving such a request.
- Carry out forest resource assessment within a month after receiving such a request.
- Provide assessment report on forest resources two months after completing field assessment.
- Provide technical training to Forest Management Committee (FMC) a month after their election.
- Facilitate the development of Forest Management Plans a month after the FMC has been elected.
- Proclaim at least two community forest areas annually in the country.

## **5.3 Standards applicable to forest protection and conservation**

## **Farm Inspection**

### **We will:**

- Carry out farm inspections within 1 month of a request being made
- Provide the reason in writing within 2 weeks of application, if we are not able to carry out farm inspection.

## **Permits**

### **We will:**

- Process permit applications or issue permits within one working day on receipt of a valid and comprehensive application.

## **Timber Concessions**

### **We will:**

- Respond in writing to written request for timber concessions within two (2) working days, if all requirements are met.

## **Fire Protection**

### **We will:**

- Create fire awareness through posters and other media during fire season (July to November) annually.
- Train any interested party on fire suppression, controlled burning and fire fighting within two weeks after receiving such a request.
- Promote the establishment of fire breaks among various stakeholders every year.

## **Bee Keeping and Control of Aggressive Bees**

### **We will:**

- Provide technical assistance on bee keeping within two weeks, after receiving such a request.

- Provide training to anybody interested in handling bees, two weeks after receiving such a request.
- Respond to requests for bees' removal within two days of receipt.

## **5.4 Standards applicable to forestry research and information management**

### **We will:**

- Carry out a least two research projects annually.
- Disseminate research findings a month after completion of the research project.
- Provide data and information on forest resources and their management to the public within two weeks after receiving such a request.
- Provide all technical information, research publications and technical notes at any time after receiving such a request, since such information belongs to the public.
- Provide maps on forest resources to anybody within two days after receiving such a request.

## **6. Interaction with our offices**

### **Personally:**

You are welcome to visit our offices with or without appointment. Those with appointment will be attended within 10 minutes of the appointed time.

### **In writing:**

#### **We will:**

- Respond to your correspondence within five working days.
- Treat your emails and faxes as letters.

### **By telephone:**

#### **Our staff members will:**

- Pick up the phone within five rings.
- Talk to you in a polite manner.
- Identify themselves by name.
- Inform you when you can expect a full reply, if we cannot provide sufficient information on your query immediately.

## **7. When things go wrong**

If you are not happy with service you have received from the Directorate of Forestry, you should please phone, visit or write to:

**Director  
Directorate of Forestry  
Department of Waters Affairs and Forestry  
Ministry of Agriculture, Water and Forestry  
Private Bag 13184  
Windhoek**

**Tel: 264 61 2087663/6  
Fax: 264 61 2087665**

If you are not satisfied with any response received from the Director of Forestry, please write to the Complaint Coordinator in the office of the Permanent Secretary of the Ministry at:

**The Permanent Secretary  
For Attention: Complaints Coordinator  
Private Bag 13184  
Windhoek**

Should you, nevertheless, still not be satisfied, you can approach the Minister and/or the Office of the Ombudsman.