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7.2. Defines who are our Customers
7.3. Reflects our commitment
7.4. Sets standard of service that you can expect from us at all times
7.5. State what we will do if you contact us
7.6. Your view count
7.7. What we ask of you
7.8. Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service.

### Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agribusdev</td>
<td>Agricultural Business Development Agency</td>
</tr>
<tr>
<td>AMTA</td>
<td>Agro-Marketing &amp; Trade Agency</td>
</tr>
<tr>
<td>BMCs</td>
<td>Basin Management Committees</td>
</tr>
<tr>
<td>CCTV</td>
<td>Closed Circuit Television</td>
</tr>
<tr>
<td>DGS</td>
<td>Directorate of General Services</td>
</tr>
<tr>
<td>DOF</td>
<td>Directorate of Forestry</td>
</tr>
<tr>
<td>DPBD</td>
<td>Directorate of Planning and Business Development</td>
</tr>
<tr>
<td>DPMA</td>
<td>Department of Planning Marketing And Administration</td>
</tr>
<tr>
<td>DSA</td>
<td>Daily Subsistence Allowance</td>
</tr>
<tr>
<td>DVS</td>
<td>Directorate of Veterinary Services</td>
</tr>
<tr>
<td>DWSSC</td>
<td>Directorate of Water Supply and Sanitation Coordination</td>
</tr>
<tr>
<td>EC</td>
<td>Economising Committee</td>
</tr>
<tr>
<td>FMC</td>
<td>Forest Management Bodies</td>
</tr>
<tr>
<td>GIPF</td>
<td>Government Institutions Pension Fund</td>
</tr>
<tr>
<td>HR</td>
<td>Human Resources</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>IWRM</td>
<td>Integrated Water Resource Management</td>
</tr>
<tr>
<td>MAWF</td>
<td>Ministry Of Agriculture, Water And Forestry</td>
</tr>
<tr>
<td>NAB</td>
<td>Namibian Agronomic Board</td>
</tr>
<tr>
<td>PRO</td>
<td>Public Relations Office</td>
</tr>
<tr>
<td>SADC</td>
<td>Southern African Development Community</td>
</tr>
<tr>
<td>TAW</td>
<td>Treasury Authorisation Warrantee</td>
</tr>
<tr>
<td>OMAS &amp; RC</td>
<td>Offices, Ministries, Agencies and Regional Councils</td>
</tr>
<tr>
<td>NPC</td>
<td>National Planning Commission</td>
</tr>
<tr>
<td>MTP</td>
<td>Medium Term Plan</td>
</tr>
<tr>
<td>PMU</td>
<td>Procurement Management Unit</td>
</tr>
</tbody>
</table>
The Ministry of Agriculture, Water and Forestry is mandated to promote, develop, manage and utilize agriculture, water and forestry resources sustainably. Hence this Customer Service Charter is developed as a guide defining ministerial service delivery standards, explaining the right of our diversified clients, and how their complaints are being handled.

The Customer Service Charter is an essential strategic goal for the Ministry of Agriculture, Water and Forestry, as it combines the functions of each department, directorate and division and outlines what is expected of them by our stakeholders and the public at large. This is done to ensure that people from all walks of life are able to access ministerial operations and services, as well as to promote timely and quality service at all levels.

As a Ministry, the quality of our services relies upon the input and cooperation we receive from our various stakeholders and, most importantly, from members of the public. Therefore, we request honesty and timeliness in providing us with comments and relevant information.

This charter equally serves as a mechanism that should be utilized for accountability, integrity, professionalism, transparency, teamwork, commitment, respect and empathy.

FOREWORD BY THE MINISTER

Mandate:
“To promote, manage and utilize the agriculture, water and forestry sustainably”.

Vision:
“A recognised leading contributor to food and nutrition security, equitable access to agriculture, water and forestry resources and enhanced livelihoods”.

Mission:
“To create an enabling environment and develop strategies, programmes and projects aimed at enhancing food and nutrition and improving the livelihoods of Namibians”.

John Mutorwa, MP
MINISTER
Core Values
The core values are guiding beliefs about how things should be done and represent the way in which Ministry of Agriculture, Water and Forestry will provide services to customers and stakeholders. The Ministry’s actions will be guided primarily by the core principles of the Public Service Charter.

<table>
<thead>
<tr>
<th>CORE VALUES</th>
<th>DESCRIPTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Standards</td>
<td>Set, publish and monitor clear standards of service public servant should uphold.</td>
</tr>
<tr>
<td>2. Courtesy and Helpfulness</td>
<td>Provide a courteous and helpful service suitable to the convenience of those entitled to the service.</td>
</tr>
<tr>
<td>3. Accountability</td>
<td>Provide details of performance against targets and identify who is responsible. Such services are being provided by public servants who can be identified readily by their customers as they should be wearing name badges. To ensure that public servants are accountable for their actions at all times.</td>
</tr>
<tr>
<td>4. Non-Discrimination</td>
<td>Ensure that services are available and provided equally and fairly to all.</td>
</tr>
<tr>
<td>5. Value for Money</td>
<td>Provide efficient, effective and affordable public services.</td>
</tr>
<tr>
<td>6. Information</td>
<td>Provide information about public services in a prompt straightforward and open manner that is readily understandable.</td>
</tr>
<tr>
<td>7. Consultation and Participation</td>
<td>Ensure that there is a regular consultation and communication with service users and, taken their views and priorities into account, provide a choice wherever possible.</td>
</tr>
<tr>
<td>8. Transparency</td>
<td>Disclose how public services are managed together with the cost and performance of specific services which are open to public scrutiny in all actions taken in public office.</td>
</tr>
<tr>
<td>9. Quality of Service</td>
<td>Publicize straightforward feedback procedures. Provide where errors have been made, and apology, full explanation and early correction of the error.</td>
</tr>
<tr>
<td>10. Accessibility</td>
<td>Ensure accessibility to public service by accommodating the service needs of our service users.</td>
</tr>
</tbody>
</table>

Below are the policies and legislations that guide our operations:

<table>
<thead>
<tr>
<th>ACTS</th>
<th>POLICIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Service Act, Act 13 of 1995 and Public Service Staff Rules.</td>
<td>Agricultural Policy</td>
</tr>
<tr>
<td>Plant Quarantine Act 7 of 2008</td>
<td>Food Safety Policy</td>
</tr>
<tr>
<td>Agricultural Remedies, Farm Feeds, and Fertilize Act 36 of 1947</td>
<td>Green Scheme Policy</td>
</tr>
<tr>
<td>Soil Conservation Act</td>
<td>Policy for the Eradication of Transboundary Animal Diseases in the NCA</td>
</tr>
<tr>
<td>Livestock Improvement Act 27 of 1977</td>
<td>Agricultural Marketing Trade Policy</td>
</tr>
<tr>
<td>Labour Act, Act 11 of 2007</td>
<td>Forestry Policy</td>
</tr>
<tr>
<td>Animal Health Act, Act 1 of 2011</td>
<td>Co-operatives Policy</td>
</tr>
<tr>
<td>Water Resources Management Act 11 of 2013</td>
<td>Ministerial Training Policy</td>
</tr>
<tr>
<td>State Owned Enterprises Governance Act 2006 (Act 2 of 2006)</td>
<td>Namibia Seed Policy</td>
</tr>
<tr>
<td>State Finance Act, Act 31 of 1991</td>
<td></td>
</tr>
<tr>
<td>Treasury Instructions</td>
<td></td>
</tr>
<tr>
<td>Tender Board Act, Act 16 of 1996 and Regulations</td>
<td></td>
</tr>
<tr>
<td>Procurement Act, Act 15 of 2015</td>
<td></td>
</tr>
</tbody>
</table>
This Charter outlines:

- Outlines the service we provide (What we do)
- Defines who are our Customers
- Reflects our commitment
- Sets standard of service that you can expect from us at all times
- State what we will do if you contact us
- Your views count
- What we ask of you
- explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our services
### 7.1. WHAT WE DO
#### STRATEGIC THEMES/PILLARS AND OBJECTIVES

<table>
<thead>
<tr>
<th>1. Sustainable development and intensification of agricultural production</th>
<th>Enhance sustainable development and intensification of agricultural production</th>
</tr>
</thead>
</table>
| 2. Research and technology transfer, advisory services and professionalization of producers | Provide agricultural advisory services for enhanced food production for economic growth and food security.  
Increase research and innovation for food production.  
Ensure effective co-operative development and compliance |
| 3. Commodity value chain development and commercialization of subsistence agriculture | Enhance public procurement of agricultural produce and utilization of marketing and processing infrastructure by small-scale producers.  
Ensure the development and commercialization of agriculture and forestry commodity value chains.  
Develop and improve market-oriented agricultural infrastructure.  
Improve rural financial systems through Co-operatives |
Ensure access to adequate and improved sanitation facilities by all Namibians.  
Ensure water security for human consumption, livestock and industry development.  
Improve sustainable management of existing water resources.  
Enhance transboundary water cooperation.  
Ensure optimal utilization of forest resources |
| 5. Institutional development | Improve staff competencies and qualified training in critical agricultural, water, forestry and related fields as well as E-Governance systems.  
Strengthen the policy and legal framework to promote, manage and utilize the agriculture, water and forestry resources sustainably.  
Provide information communication technology, monitor and evaluate agriculture, water and forestry projects.  
Improve Public Service Delivery.  
MAWF Infrastructure development.  
Enhance institutional performance |

### 7.2. OUR CUSTOMERS

- Farmers (communal and commercial); and MAWF Directorates/staff members.
- Importers of Plant and Plant products; and Feeds and Agro-chemicals
- Abattoir association, importers and exporters of animals and animal products
- Regional and international trading partners
- Farmers Union/Associations;
- Government Offices, Ministries, Agencies and Regional Offices
- Seed Cooperatives
- Youth, Institutions of Higher Learning, Schools
- Non-Governmental Organizations
- External Services Providers/Private Sectors
- General Public

### 7.3. OUR COMMITMENT TO YOU

- We commit to regular communications with you as customers through meetings, correspondence/reports and information sharing.
• We strive to execute our duties within the following guiding values:

### 7.4. OUR SERVICE PROMISES

#### 7.4.1 DEPARTMENT OF AGRICULTURE DEVELOPMENT

**Directorate Agricultural Production Extension and Engineering Services**

**DIVISION: AGRICULTURAL EXTENSION**

We will:
- Conduct assessment on needs-driven training courses annually;
- Provide farmer training through group methods and short courses within two (2) months after completion of the assessment;
- Attend to farmers’ problems at least within three (3) working days;
- Disseminate information through farmer information days, demonstrations, and exposure visits.

**DIVISION: AGRICULTURAL ENGINEERING**

We will:
- Provide agricultural engineering service to the agricultural sector within 10 working days upon request;
- Conduct feasibility studies and implement irrigation projects in a sustainable way at least within eighteen (18) months;
- Provide an annual report on the use of shared water resources with neighboring countries;
- Hold quarterly meetings with stakeholders on technical and managerial aspects on existing irrigation projects;
- Provide technical assistance to individual farmer with respect to irrigation within five (5) working days.

**DIVISION: PLANT HEALTH**

We will:
- Adhere to the International Plant Protection Convention, CODEX Alimentarius standards;
- Issue permits within five (5) working days of receiving a request, provided requirements are in order and sufficient scientific evidence are available;
- Inspect production facilities, retail outlets and products related to agricultural remedies, animal feeds, fertilizers, pesticides and plants and plant products every three (3) months;
- Issue phytosanitary certificates for export of agricultural commodities within five (5) working days provided sampling and testing results are available;
- Inspect products at border posts on daily basis;
- Register farm feeds, and agro-chemicals within fourteen (14) working days.

**CONTACT OUR OFFICES AT:**

Tel: +264 61 2087458
Fax: +264 61 2087778

Specific enquiries about services should be directed to the relevant Head of Divisions at the following telephone numbers:

<table>
<thead>
<tr>
<th>Division</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture Production and Extension</td>
<td>+264 61-208 7493</td>
</tr>
<tr>
<td>North West</td>
<td></td>
</tr>
<tr>
<td>South</td>
<td>+264 63-242 197</td>
</tr>
<tr>
<td>North Central</td>
<td>+264 65-230 284</td>
</tr>
<tr>
<td>North East</td>
<td>+264 66-255 666</td>
</tr>
<tr>
<td>Engineering Services</td>
<td>+264 61-208 7478</td>
</tr>
<tr>
<td>Plant Health Services</td>
<td>+264 61-208 7473</td>
</tr>
</tbody>
</table>

**Directorate of Veterinary Services**

**DIVISION: ANIMAL DISEASE CONTROL**

We will:
- Inspect animals on holdings at least once every two years;
- Inspect animals at animal gatherings as per approved programme;
- Attend to priority diseases within twenty-four (24) hours;
- Issue permits for the movement of animals within one working day after receipt of an official application;
- Conduct daily enforcement of animal identification and traceability requirements;
- Conduct vaccination of animals for priority diseases at least annually or when required;
- Maintain and repair disease control fences and quarantine stations continuously.

**DIVISION: VETERINARY PUBLIC HEALTH**

We will:
- Inspect and approve export facilities for meat and dairy products within ten (10) working days provided all requirements are met;
- Conduct daily ante and post mortem inspections at export abattoirs;
- Conduct certifications of meat and dairy products at export/import facilities within two (2) working days if all conditions are met.
DIVISION: DIAGNOSTIC SERVICES AND RESEARCH
We will:
• Attend to samples received from clients in one working day;
• Provide test reports from the samples received from clients within 30 working days for in house procedures;
• Publish research findings twelve (12) months upon completion of a research project.

DIVISION: EPIDEMIOLOGY, IMPORT/EXPORT CONTROL, MEDICINE CONTROL, TRACEABILITY AND ADVISORY SERVICES
We will:
• Disseminate animal health related information annually;
• Issue veterinary import permits within three (3) working days from the date of receipt of application of all requirements are met;
• Control import and export of animals and animal products daily, at all times;
• Provide technical assistance on livestock identification and traceability daily.

CONTACT OUR OFFICES AT:
The Chief Veterinary Officer
Phone: 061 208 7513
E-mail: Maseke.Adrianatus@mawf.gov.na

Directorate of Agricultural Research And Development

DIVISION: LIVESTOCK RESEARCH AND PRODUCTION
We will:
• Publish research results within a twelve (12) month period after the completion of the research project;
• Avail indigenous, locally adapted and strategic breeds to farming communities annually;
• Hold minimum of five (5) livestock auctions annually;
• Run at least one performance testing trial per year at a selected research station.

DIVISION: CROP RESEARCH AND PRODUCTION
We will:
• Publish research results within twelve (12) month period after the completion of the research project;
• Release at least two (2) varieties every three to four years;
• Hold at least fourteen (14) farmers' information day annually;
• Avail rootstock to stakeholders on request within five (5) working days;
• Produce a minimum of two hundred (200) tons of foundation seed annually;
• Avail agro-meteorological information upon individual request within two (2) working days;
• Release weekly bulletins on agro-meteorological information

DIVISION OF PRODUCT DEVELOPMENT, TRAINING AND QUALITY ASSURANCE
We will:
• Update the Namibia Public Service Competency Framework every three years;
• Coordinate the training needs assessment every three years;
• Compile training needs assessment reports a month after completion of the training needs assessment exercise;
• Analyze training and development plans of respective OMA/RC in one month after the receiving them;
• Attend training committee meetings every month;
• Host learning and development officers forum in every three months (Quarter);
• Conduct induction and orientation of learning and development officers when required;
• Continuously monitor and evaluate training and development.

CONTACT OUR OFFICES AT:
The Director
Phone: 061 208 7016
E-mail: Johanna.Andowa@mawf.gov.na

7.4.2 DEPARTMENT OF WATER AFFAIRS AND FORESTRY

Directorate of! Water Resources Management

DIVISION: GEOHYDROLOGY
We will:
• Provide technical recommendations for permits as prescribed by the Water Act, within one (1) month, provided all requirements are met;
• Monitor groundwater fluctuations (quality and quantity) bi-annually;
• Continuously investigate the potential of groundwater resources;
• Enter data into the national groundwater database (GROWAS II) and provide data on official request, within one (1) week; provided all requirements are met;
• Provide advise based on the availability of the data for the area/region;
• Attend Forums/Meetings and provide information on issues raised at these forums as per annual set calendar.

CONTACT OUR OFFICES AT:
Deputy Director: Geohydrology
Department of Water Affairs and Forestry
Private Bag 13193  
WINDHOEK  
or  
Tel. + 264 61 208 7089  
Fax. + 264 61 208 7149  
E-mail: Betram.Swartz@mawf.gov.na

Specific enquiries about services should be directed to the relevant Section Heads at the following telephone numbers:

<table>
<thead>
<tr>
<th>Licensing and Compliance Monitoring</th>
<th>+ 264 61 208 7102</th>
</tr>
</thead>
<tbody>
<tr>
<td>Groundwater Investigation and Research</td>
<td>+ 264 61 208 7099</td>
</tr>
<tr>
<td>Groundwater Quality and Quantity</td>
<td>+ 264 61 208 7148</td>
</tr>
</tbody>
</table>

DIVISION: WATER ENVIRONMENT
We will:
• Conduct annual inspection visits to potable water and wastewater treatment facilities countrywide;
• Provide technical recommendations for permits as prescribed by the Water Act, within one (1) month, provided all requirements are met;
• Facilitate updates and adjustments to the national set water quality standards/guidelines as prescribed by the Water Resources Management Act 11 of 2013, upon request;
• Investigate the status of aquatic ecosystems bi-annually using biota (invertebrates, fish, vegetation and diatoms) as indicators;
• Breed weevils (beetles) as a biological control for the aquatic weed (Salvinia molesta) on a quarterly basis;
• Commemorate annual World Water/Wetland days and exhibit at trade fairs and shows to raise awareness on water resources management;
• Provide information on water awareness to the public and schools within one week upon request provided all information is available;
• Assess and monitor water demand in various sectors-twice a year;
• Provide water quality data on official request, within one (1) week; provided all requirements are met.
• Provide water quality assessment results upon request within one (1) month provided all diagnostic tests and analysis are finalised.

DIVISION: WATER BASIN MANAGEMENT
We will:
• Provide organizational (secretarial) and technical support for basin management committees and their activities throughout the year based on basin annual plans;
• Update basin water resources technical information on annual basis;
• Conduct annual targeted awareness raising campaigns in various basins on water related matters;
• Engage basin stakeholders on integrated water resource management issues (both national and international) at all times as prescribed in the Water Resource Management Act of 2013, (Act 11 of 2013);
• Assist with collection and management of water resources data annually;
• Coordinate and attend basin forum meetings and provide information on issues raised at these forums as per annual set calendar;
• Represent Namibia’s interest in shared watercourses joint events, projects, programmes, discussions, commission meetings as per set calendar.

DIVISION: POLICY AND WATER LAW ADMINISTRATION
We will:
• Study and analyse quarterly returns on abstraction of water within two (2) working days from the date of receipt;
• Conduct site visits on permit compliance conditions at least twice during the permit validity period;
• Consistently initiate and institute legal proceedings against non compliance as prescribed in the Water Resource Management Act of 2013, (Act 11 of 2013);
• Issue permit within one working day after technical recommendations are provided;
• Compile annual reports on water demand management and availability of water resource;
• Ensure that Namibia’s equitable share from international shared rivers is secured.

DIVISION: HYDROLOGY
We will:
• Collect water level data twice a year before and after the rainy season (before October and after March the following year);
• Provide historical data on water level, flow and runoff/volume upon request, within one (1) working, and recent data within one (1) month provided all specifications (purpose location/study area, frequency, period of record and type of data) are provided;
• Collect real-time data and Issue flood bulletins on daily basis during the rainy seasons;
• Issues flood warnings during high flood events on hourly basis;
• Provide technical advise on control of water works in rivers within four (4) working days after request;
• Provide technical recommendations for permits as prescribed by the
Water Act, within one (1) month, provided all requirements are met.

CONTACT OUR OFFICES AT:
Deputy Director: Hydrology
Department of Water Affairs and Forestry
Private Bag 13193
WINDHOEK

or

Tel. + 264 – 61 – 208 7191
Fax. + 264 – 61 – 208 7256
E-mail: Paulina.Mufeti@mawf.gov.na

Specific enquiries about services should be directed to the relevant Heads at the following telephone numbers:

<table>
<thead>
<tr>
<th>Service</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hydrological Information System</td>
<td>+ 264 – 61 – 208 7233</td>
</tr>
<tr>
<td>Hydrological Network and Data Collection</td>
<td>+ 264 – 61 – 208 7190</td>
</tr>
</tbody>
</table>

E-mails for data request can be forwarded to hydrologynamibia@gmail.com

Directorate of Water Supply & Sanitation Coordination

We will:
• Construct new water points including drilling and installation of boreholes within one (1) year of receiving a request for water supply from the community;
• Inspect, survey and evaluate a water point for rehabilitation within two (2) weeks after receipt of complaint;
• Rehabilitate borehole water point within four weeks and a pipeline water point/scheme within two weeks;
• Ensure that a feasibility study including an environmental impact assessment conducted before the implementation of a project;
• Construct a pipeline scheme over a period of one year after approval, depending on the size of the project;
• Inspect the water point infrastructure, test the water quality and determine the safe yield of a borehole once every five years or when deemed necessary;
• Complete the tendering and obtaining approval of a tender by the Accounting Officer/Procurement Board in less than three months;
• Provide effective contract administration for projects with payment certificates issued within five (5) days after an invoice is submitted provided all required documentations are in order;
• Facilitate the establishment of Water Point Associations, including a WPC within four weeks;
• Facilitate the establishment of Water Associations, including a local water committee on pipeline schemes within two months after the first community orientation meeting was held with the community;
• Issue registration certificate to water associations within one month upon receipt of a completed application form for registration at the Directorate’s Regional Office;
• Hand over water points or a schemes for lease to a Water Association at least two (2) weeks after a technical take over inspection has been carried out;
• Respond to excessive pipe leakage on pipeline schemes within 24 hours after a complaint has been registered;
• Train Water Committees and Caretakers within two months after the Water Association is established;
• Carry out preventative maintenance at each water point bi-annually;
• Supply water for human consumption by road tanker as an emergency measure, seventy-two (72) hours after Regional Offices has assessed the need for such a service;
• Attend to water related conflicts arising from the use and management of rural water supply within 14 days provided that the nature and complexity require prompt intervention;
• Attend to queries on the application for water supply, technical standards, policies, service levels and population coverage on water supply within one week;
• Engage in capacity development water management committees within the fields of management, extension and technical skills relating to rural water supply services delivery at least a month per water point;
• Promptly advice and assist communities identified as being potentially marginalized in terms of water supply and sanitation services provisions;
• Coordinate National Sanitation Service provision and create awareness on the impact of open defecation in Namibia.

Directorate of Forestry
DIVISION: FOREST MANAGEMENT

We will:
• Have at least one tree nursery in each of the political constituency;
• Provide technical support and extension services on tree planting, community forests, fire management, bee keeping and forest permits annually;
• Establish at least 20 ha of orchards/woodlots every year;
• Produce at least 100,000 quality seedlings annually;
• Sell tree seedlings of good quality;
• Respond to seedlings donations requests within two (2) working days;
• Facilitate the establishment of community forests within 2 months after agreement reached;
• Proclaim community forest areas within twelve (12) months from the date the application received;
• Provide technical training to Forest Management Bodies (FMC) within a month after their election;
• Carry out forest inventory within two (2) weeks after receiving such a request;
• Provide assessment report on forest inventory three (3) weeks after completing field assessment;
• Develop Forest Management Plans within a month after the forest inventory report is produced;
• Develop of Fire Management Plans within a month after receiving such a request;
• Issue forest permits within five (5) working days;
• Carry out inspection, verification and monitoring on forest permit within two (2) weeks;
• Provide feedback on harvesting license/permit rejection within five (5) working days;
• Provide training to communities on fire prevention, suppression and control burning within two weeks after receiving such a request;
• Facilitate the establishment and maintenance of fire breaks annually;
• Provide training on bee keeping within two weeks, after receiving such a request;
• Respond to requests for bees’ removal within two days;
• Declare fire management areas within twelve (12) months after receiving such a request.

DIVISION: FOREST AND BOTANICAL RESEARCH
We will:
• Create awareness on indigenous plants and forest resources on daily basis;
• Carry out forest resource assessment within a month after receiving such a request;
• Provide assessment reports on forest resources one (1) month after completing field assessment;
• Carry out at least two research projects annually;
• Disseminate research findings a month after completion of the research project;
• Provide information on indigenous plants and forest resources within two weeks after receiving a request;
• Provide technical information, research publications and technical notes within five (5) working days after receiving a request;
• Provide maps on indigenous plant distribution and forest resources within five working days after receiving a request;
• Provide a plant identification report within three weeks of the request;
• Continue to inventorise indigenous and non-indigenous plant species occurring in the country (National Plants Checklist) annually;
• Ensure the conservation and preservation of national collections, i.e. herbarium collection, seed collection, live plant collection on a daily basis.

7.4.3 Department of Planning, Marketing and Administration

DIRECTORATE OF PLANNING AND BUSINESS DEVELOPMENT

DIVISION: PLANNING AND STATISTICS
We will:
• Provide reliable statistics on agriculture, water and forestry within five working days of request;
• Provide reliable early warning information on national food security and drought situation;
• Review policies every five years or when need arise, in consultation with stakeholders;
• Ensure that the Ministerial Strategic Plan is aligned to the policies;
• Monitor and evaluate Ministerial project implementation annually or when need arise;
• Compile quarterly reports on the implementation of Ministerial activities and projects.

DIVISION: CO-OPERATIVE DEVELOPMENT AND REGULATION
We will:
• Visit interested groups within two months from the date of request for advise on co-operative concept and principles;
• Acknowledge receipt of applications within one (1) week of receipt;
• Issue the Certificate of Registration as a co-operative within one (1) week of receiving the application for both provisional and full registration provided that all requirements are met;
• Notify applicants on the outcome of their applications for amendment of by-laws within one (1) month;
• Offer short-term courses to registered co-operatives annually;
• Ensure loan guarantees up to a maximum of 80% for qualifying registered cooperatives;
• Conduct monitoring visits to all co-operatives annually;
• Provide audit services to co-operatives annually.

DIVISION: AGRO TRADE AND BUSINESS DEVELOPMENT
We will:
• Acknowledge receipt of feasibility study applications in writing within five working days from the day of receipt;
• Notify the clients on the status of the in applications within twenty (20) working days from the day of receipt;
• Issue rebate import permits for wheat and dairy products within 3 working days from the date of receipt of application, provided all requirements are met;
• Ensure to negotiate the most favorable positions for the agricultural sector at Local, Regional and International agricultural trade negotiation forum.

Directorate of General Services

DIVISION OF INTERNAL AUDIT
We will:
• Acknowledge receipt for investigations within two working days;
• Conduct investigation within a week provided auditors are available;
• Conduct routine financial and administration audits and inspections in accordance with State Finance Act, Treasury Instructions, handling of state monies, procurement act and revenue collection manual;
• Conduct compliance checks during auctions and stock takings in accordance to stock control manual, Treasury Instructions and State Finance Act and farm rules and regulations;
• Issue written report with findings and recommendations within one (1) month;
• Conduct follow-up audits on recommended implementation within two (2) months after the agreed remedial deadline.

FINANCE DIVISION
We will:
• Provide funds distribution certificates to Cost Centre Managers monthly;
• Provide feed back on the monthly release of TAWs within one day after Treasury approval;
• Provide feed back to Management and cost centre managers within three days;
• Process creditors payment within thirty days’ time frame;
• Distribute cheques daily;
• Distribute pay slips two (2) days before month end;
• Process casual laborers payments within fourteen days;
• Pay supplementary cheques to new staff members on weekly basis;
• Provide feed back after receipt of Return to Drawers cheques within one day;
• Inform debtors one month in advance before and after deductions;
• Process DSA advance/claim within three days;
• Provide feed back within three days when there is insufficient funds, system errors or when the system is down to staff members;
• Process of requisitions by the Procurement Management Unit;
• Print orders within two days after Procurement Management Unit meeting and deliver within twenty four hours to the suppliers;
• Approve/sign statutory and ad hoc payments within one day;
• Ensure all supporting documents are attached to requisitions before submitting for payment;
• Do quality check and provide feed back immediately;
• Check all supporting documents and provide feed back within one day before submitting to the Bids Evaluating Committee;
• Table all tender submissions to the Accounting Officer/ Bids Evaluating Committee once a week;
• Inform bidders about bids’ outcome three days after the Procurement Management Unit meeting

HUMAN RESOURCE DIVISION
We will:
• Fill all vacant positions below management cadre within two months, and management positions within three months;
• Process overtime claims within three working days;
• Conduct induction on a quarterly basis;
• Processing all Social Security and GIPF related claims within two working days provide all documents are attached;
• Attend to misconduct cases within one month of their occurrence or referral to HR and strictly adhere to prescribed timeline as prescribed by the Public Service Staff Rules on misconduct;
• Interpret policies on request by staff members and management right away or within two working days if we can not provide an answer on the spot;
• Conduct regional outreach programmes on Gender mainstreaming and employee wellness annually.
• Update staff leave records monthly;
• Process probation reports of staff on probation two (2) months before end of probation period;
• Update back pay status/rates of a month before reporting to/transfer to a duty station.

DIVISION: AUXILIARY SERVICES
We will:
• Conduct inspection and provide feedback to directorates on identified renovation needs within two months after submission of renovation
requests;
• Obtain quotations/bill of quantities and appoint contractors within one month;
• Attend monthly construction site meeting;
• Attend to complaints on maintenance and telecommunication within two days;
• Purchase and distribute flexi calls cards monthly;
• Ensure the availability of security personnel at all times upon request;
• Ensure that the CCTV is functioning at all times;
• Issue, programme access control cards within one (1) day upon request;
• Distribute/dispatch mail received on daily basis;
• Provide files on request within a day;
• Verify and forward invoices to finance within three days.

DIVISION: PLANT AND FLEET MANAGEMENT
We will:
• Conduct regional visit annually to identify underutilised ministerial vehicle;
• Scrutinise monthly kilometer returns timely;
• Conduct inspection and assessment on damaged cars quarterly or when need arise;
• Ensure that Fleet Replacement Plan is adhered to at all times;
• Review Fleet Replacement Plan after every two (2) years;
• Distribute Fleet Replacement Plan to all staff member immediately after development;
• Collect and Distribute license disc within two (2) weeks after the expiring month;
• Distribute new petrol card at least one (1) week before the expiring of the existing card;
• Forward request to the bank for new and replacement of lost fuel cards within two working days and provide a new card within one (1) week after the request was received;
• Reconcile and submit supplier invoice within two working days after receipt;
• Ensure pool vehicle applications for government garage and ministerial pool are processed within three working days provided vehicles are available;
• Contact Vehicle inspection before and after handover;
• Reconcile Trade Account on a weekly basis.

DIVISION OF INFORMATION TECHNOLOGY SERVICES
We will:
• Acknowledge your request within five minutes of being logged on the Service request form;
• Attend to the Service request form within 24 hours;
• Ensure that our website is monitored and updated daily;
• Inform our clients of the IT Staff responsible for dealing with your request within one day upon staff rotation or movement;
• Make sure the regional offices and directorates backup their data quarterly.
• Provide regular maintenance of hardware and software quarterly per region.
• On request for a major system development, we will respond within six (6) months, on a minor system development we will respond within two to three months.
• On hardware, we will respond within an hour if we have the required device in stock, if not we will write a letter authorization for the division to order;
• Update computer software once a year;
• Provide clients with technology (hardware, software and infrastructure); that enable clients to effectively and efficiently execute their work;
• Offer our staff members with computer literacy training;
• On request we will respond to your training needs within a month;
• Provide timely, useful, understandable, current and accurate information;

SUB-DIVISION OF PUBLIC RELATIONS
We will:
• Answer your call within three rings;
• Compile MAWF annual report and submit it to the national library, upload it on MAWF’s website before the first month of the new financial year;
• Upload MAWF public notices, speeches and other publications and update them on the website on weekly bases;
• Respond to the media questions within three (3) working days;
• Attend to two major trade fairs namely Ongwediva and Windhoek show whereby we will market MAWF’s services and products and disseminate information for the duration of the trade fairs;
• Disseminate and facilitate MAWF’s information to media, public and internal staff members within a day;
• Liaise with the general public and the media on information sharing within two (2) working days.

7.5 WHEN YOU CONTACT US

WHEN YOU COMMUNICATE WITH US, PLEASE PROVIDE THE FOLLOWING INFORMATION:

• Your full name
• Postal address and telephone and / or fax /mobile number
• Provide a clear description of your particular concern/s or need/s
• Keep a record of the issue at stake and the person in our Directorate whom you deal with as well as the date and the time of the communication can improve our services

7.6 IF YOU VISIT US:
• We will attend to you within five Minutes if you have an appointment with us;
• We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer;
• If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.

7.7 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.

7.8 WHAT WE ASK OF YOU
The quality of services we provide depends on the input and co-operation we receive.

We therefore request you to:
• Be honest and timely in providing draft documents when requested;
• Keep your appointment and inform us in advance if you cannot make it for the appointment;
• Give us your comments so that we can improve our services;
• Comply with existing legislation, regulation & procedures;
• Treat our staff members with the necessary respect and inform us if you are not satisfied.

7.8 FEEDBACK, COMMENTS AND COMPLAINTS
If you have any comments, suggestions or a request about the activities or services of the Ministry, you should contact:

The Office of the Permanent Secretary

Ministry of Agriculture, Water and Forestry
Government Office Park
Luther Street
Private Bag 13184
Windhoek
Namibia
+264 61 208 7649

or

The Public Relations Office
Ministry of Agriculture, Water and Forestry
Government Office Park
Luther Street
Private Bag 13184
Windhoek
Namibia
+264 208 7719
margaret.kalo@mawf.gov.na
www.mawf.gov.na

Should you still not be satisfied with the response or action taken you may approach the Office of the Prime Minister or the Office of the Ombudsman

All written official correspondences are addressed to the Permanent Secretary who channels them to the relevant Department.