OUR SERVICE PROMISE/STANDARDS

Standards applicable to specific work disciplines

Official visits by customs officers to your premises
We visit business premises to ensure the duties and taxes are accounted for correctly and to ensure compliance with Customs laws and regulations on prohibitions and restrictions. Three visits may be routine or unannounced visits of which you may not be informed in advance.

SUBMISSION OF CUSTOMS DOCUMENTS – GENERAL DECLARATION

If your goods declaration/entry is complete and correct we will release your consignments:

- Within 5 working hours for declarations processed through the ASYCUDA++ / ASYCUDA World System.
- Within 16 working hours for manually processed entries or entries selected for additional documentary check, both automated and manual.
- Within 24 working hours for declarations selected for documentary checks and goods stopped for physical examination.
- Within 2 (two) working hours for goods declarations/entries processed through the Direct Trader Input (DTI) facility.

By issuing an official receipt immediately for any payment we receive.

If there are delays, we will give an explanation immediately and advice on when you can expect your consignment to be released.

GENERAL OR SPECIFIC REFUNDS

If you apply for a refund, we will:

- Process claims within 15 working days provided we receive all supporting documents.
- Repay overpaid duty within 15 working days of receiving a valid claim.
- If the claim is not processed within 15 working days, the claimant will be informed of the cause of such delay.

WHEN YOU CONTACT US:

By:
Telephone
Our staff will answer the telephone within three rings; our staff will identify themselves by names and division/office.
If we cannot answer your query immediately, we will advise when you can expect a full reply.

Letter
We will reply to your correspondence (letters and e-mail) within 10 working days of receipt.
If we cannot answer all your questions right away, we will let you know when you can expect a full reply.
We may respond to your correspondence by telephone if the query is straightforward, unless you specifically request a written reply.

Personal Visits
If you have made an appointment we will see you within 5 minutes of the appointed time.
Our primary aim is to answer your queries as they are presented, but if we cannot, we will let you know why and when you can expect an answer from us.

If an officer cannot appropriately deal with a customs matter, he/she will offer to refer the matter to the appropriate authority. However, we appreciate that customers reserve the right to appeal to a higher authority themselves.

YOUR VIEWS COUNT

When you are of the opinion that you are not being treated properly:

- You can request to see a supervisor at the station where the query arises, who will assist you right away.
- If the problem cannot be resolved immediately, request the intervention of the Regional Manager / Supervisor.
- If the Regional Manager/Supervisor cannot resolve your complaints immediately, you may write to the Commissioner for Customs and Excise.
- We encourage you to give us your feedback so as to continuously improve our service.

WHAT WE DO

- Facilitate and control the movement of all goods involved in international trade.
- Ensure a quick and smooth flow of travelers through points of entry without unnecessary delays.

OUR CUSTOMERS

- Travelers / Tourists
- Importers / Exporters
- Clearing Agents
- Diplomats
- Warehouse Owners / Manufacturers
- OMA’s

OUR COMMITMENT TO YOU

We will:

- Work closely with the public and trade associations on changes to procedures and work practices.
- Maintain a first come first serve principle to all our clients.
- Identify ourselves by Customs identity and/or name badges.
- Maintain a high degree of effectiveness and efficiency when performing our tasks, which members of the public can reasonably expect.

THIS CHARTER

Outlines:
1. What we do
2. Our Customers
3. Our commitment to you
4. Our service promise/Standards
5. When you contact us
6. Your view count
7. What we ask of you
8. Dealing with your complaint
WHAT WE ASK OF YOU

The Customs and Excise Act 20 of 1998 requires all travelers/ importers to:

- Voluntarily comply with customs and excise laws;
- Keep complete and accurate records of the prescribed periods;
- Be honest, polite, and give accurate documentation and information on time;
- Pay your clients, taxes and levies on time;
- Cooperate with us whether we are dealing with you at your premises or our offices;
- Give considerable attention to our correspondence and respond on time;
- Make payments of any duty/tax or any other charges in Namibian Dollars (NAD) or the equivalent in South African Rand (ZAR);
- By bank guaranteed cheque drawn on Namibian banks;
- Voluntary open, unpack and repack their baggage/ consignments for inspection when required to do so.

NOTE:
- No compensation will be made for any damage or loss arising from a lawful action carried out by a Customs & Excise officer.
- If damage occurs to goods and proof is furnished that such damage is as a result of negligence by Customs and Excise officers, a claim should be lodged with the Directorate of Customs & Excise.

CONTACT NUMBERS

STREET ADDRESS & POSTAL ADDRESS

Customs and Excise: Head Office
Ministry of Finance
Ficus Building,
10 John Meinert Street,
Windhoek
Private Bag 13295
Windhoek
Tel: +264-61-2099 111
Fax: +264-61-239 278
Website
You can access information online at: www.mof.gov.na – Department – Revenue Management – Namibia Customs and Excise. Alternatively, you can access information on the Namibia Trade Portal at: www.namibiatradeinformationportal.gov.na

DEALING WITH YOUR COMPLAINT

If you wish to appeal against a decision made by Customs, please inform us formally in writing and we will review the decision. Complaints should be addressed to the office that dealt with you originally. We will issue a full response to your complaint within 5 working days of receiving it and, if we cannot, we will inform you why it is delayed and let you know when you can expect a full reply. If it is still not acceptable, you may then lodge an appeal to:

THE COMMISSIONER: Customs & Excise
Private Bag 13295, Windhoek
Tel: +264-61-209 2811/2825
Fax: +264-61-239 278
E-mail: bevan.simataa@gov.mof.na

Suggestions

We made provision for suggestion boxes at all our public counters. If you have any suggestions/remarks/comments about our service, we encourage you to deposit your suggestions / comments / remarks in the suggestion boxes at all our designated entry/exit points and Regional Offices.

CONTACT NUMBERS AND ADDRESSES OF REGIONAL CUSTOMS AND EXCISE OFFICES

CENTRAL REGION
CUSTOMS & Excise – Windhoek
Private Bag 13165, Windhoek
E-mail: windhoekregional@gov.mof.na
All sections 061-209 2624/2624
Fax: 061-220 013

CUSTOMS & Excise – Trans Kalahari Border Post
Private Bag 1465
E-mail: transkalahari@gov.mof.na
All sections 062-560 418

NORTHERN REGION
Private Bag 5546
Main Road, Oshakati
E-mail: oshakati@gov.mof.na
All sections 065-225 280
Fax: 066-220 0546

NORTH EASTERN REGION
Customs & Excise – Katima Mulilo
Private Bag 5007
Ngoma Road, Katima Mulilo
E-mail: ngoma@gov.mof.na
All sections 066-253 222/25204/252026
Fax: 066-253 288

CUSTOMS & Excise – Hosea Kutako International Airport
P.O. Box 17, International Airport
E-mail: hoseakutako@gov.mof.na
All sections 062-540 369/269
Fax: 062-540 025

WESTERN REGION
Customs & Excise – Walvis Bay
Private Bag 5041, 13-Weg Hawe Street
E-mail: walvisbay@gov.mof.na
All sections 064 – 208 6400
Fax: 064-219 301

SOUTHERN REGION
Customs & Excise – Keetmanshoop
Private Bag 1232 , Cul de Sac Street
E-mail: keetmanshoop@gov.mof.na
All sections 063 – 222 333/222 749
Fax: 063 – 223 043

Customs and Excise is mandated to promote the security and facilitation of international trade, transport and people, including simplification of Customs laws and harmonisation of Customs procedures, enhance compliance & strengthen enforcement, and to optimize revenue collection and the compilation of accurate trade statistics.