

YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive. We therefore request you to:

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the subdivision;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

When you communicate with us, please provide the following information:

- Your full name
- Postal address/ email address/ telephone number/fax 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 division whom you dealt with as well as the date and the time of the communication to improve our services.

FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or a request about the activities or services of the Division you should contact:

The Commissioner: Customs & Excise
Directorate Customs & Excise
Physical address: Ministry of Finance
Moltke Street, Windhoek
Postal Address: Private Bag 12395
Windhoek, Namibia

Phone: +264 61 2092811 / 2825

Fax: +264 61 239278

E-mail:

customs.regionsmanagement@mof.gov.na

- If you are not satisfied with the response from the **Division** you may take the matter up with the **Commissioner: Customs and Excise, Namibia**
- If still not satisfied with the response or action taken, you may approach the **Executive Director, Ministry of Finance**

THIS CHARTER

- 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 lodge a complaint, if you are not satisfied with our service



Ministry of Finance

CUSTOMER SERVICE CHARTER

**Directorate Customs and Excise
Operation Divisions:
Central; Northern; North Eastern; Southern;
Western Regions**

The Division is responsible to control the movement of goods, protect society from illicit goods, enforce prohibition and restrictions and facilitate trade across our borders, collection of revenue and compilation of trade statistics.



WHAT WE DO

- Facilitate trade and control movement of goods through participation in International, Regional and National operations
- Enforce intrusive and non-intrusive inspections.
- Apply risk management techniques
- Enforce warehouses inspections
- Carry out enforcement activities (detentions, seizures, destructions, auctions, physical examination and issue penalties when warranted) "
- Implement trade facilitation measures
- Optimise revenue by applying effective and efficient correct classification, valuation
- Ensure fair efficient & effective data collection &

OUR CUSTOMERS

- Importers/exporters/travelers
- OMA's, Brand Representatives
- Traders
- Other Customs administrations or law enforcement agencies
- Clearing Agents
- International Organizations/partners

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of accurate and timely office support service; and
- ✓ We strive to execute our duties within the following guiding **VALUES**

STANDARDS

Set, publish and monitor clear standards of service by Customs & Excise Officials should uphold.

COURTESY AND HELPFULNESS

Provide a courteous and helpful service suitable to the convenience of our customers.

ACCOUNTABILITY

Provide details of performance against targets and identify who is responsible. Such services are being provided by Customs & Excise Officials who can be identified readily by their customers as they should be wearing name badges. To ensure that Customs & Excise Officials are accountable for their action.

INFORMATION

Provide information about public services in a prompt straightforward and open manner that is readily understandable.

NON – DISCRIMINATION

Ensure that services are available and provided equally and fairly to all.

VALUE FOR MONEY

Provide efficient, effective and affordable public services.

CONSULTATION AND PARTICIPATION

Ensure that there is a regular consultation and communication with our service users and taken their views and priorities into account wherever possible.

TRANSPARENCY

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.

OUR SERVICE PROMISE/STANDARDS

We will:

- Conduct joint operations and roadblocks with other Law Enforcement agencies monthly and quarterly.
- Conduct scanning of target or selected consignments daily.
- Collect information, analyse, evaluate and act on identified risk continuously.
- Conduct warehouse inspections quarterly or biannually and unannounced spot checks.
- Issue detention and seizure notices for illicit goods upon contravention of customs laws and provisions.
- Conduct periodic destructions and auctions of forfeited goods.
- Conduct timely physical examination on selected consignments.
- Enforce compliance through Issuing of penalties to offenders and smugglers.
- Conduct quarterly coordinated border management and stakeholder /OMA's meetings.
- Conduct outreach programs quarterly.

- Assess and release goods declarations (SAD 500) within reasonable time.
- Secure goods deposited in state warehouse daily.
- Verify accuracy of trade data daily.
- Compile operational reports monthly, quarterly and annually.

WHEN YOU CONTACT US

If you phone us

- We will answer to your call within 3 rings;
- We will return your call within 2 days if we can't provide an answer immediately.

If you write to us

- We acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

If you visit us

- We will attend to you within 5 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