

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 Identification number / 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 Directorate Customs & Excise & Excise & Excise 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 Deputy Director: Trade Facilitation,
Procedures and Compliance
John Meinert Street, Windhoek
Private Bag 12395
Windhoek, Namibia

Phone: +264 61 209 2726

Fax: +264 61 239278

E-mail: customs.trade@mof.gov.na

- If you are not satisfied with the response from the **Division** you may take the matter up with the **Commissioner: Customs & Excise**
- Should you still not be satisfied with the response or action taken you may approach the **Executive Director: Ministry of Finance** Should you still not satisfied you may approach the **Honorable Minister of Finance**
- Should you still not satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Ministry of Finance

CUSTOMER SERVICE CHARTER

Directorate Customs & Excise Division Trade Facilitation, Procedures and Compliance

The division is responsible for Technical Services in Customs and Excise, development of new procedures and issuing of classification and valuation ruling and re valuing of goods imported to enhance facilitation of trade across our borders



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 view 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 service

WHAT WE DO

- Provide technical information on rebates, drawbacks and exemptions
- Analyses and produce Trade data Reports
- Manage classification and valuation rulings,
- Develop and implement new procedures and processes enhance modernization to facilitate trade
- Manage all rebates, exemptions and drawbacks
- Provide technical support to all Customs and Excise Staff and Stakeholders

OUR CUSTOMERS

- OMA's
- Economic integration member States / International organisation
- Travelers / Tourists /
- Trading communities
- Customs & Excise staff members

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**
(guiding value must be copied from your strategic plan) **e.g**

Transparency

We will carry out activities in an open manner which is most acceptable to the clients. Information about the activities will be shared in a manner which is straightforward and readily available.

OUR SERVICE PROMISE/STANDARDS

We will:

- Provide technical support at all times
- Conduct quarterly stakeholder engagement meetings
- Conduct warehouse and EPZ inspections quarterly, biannually and unannounced spot checks
- Enforce compliance through issuance of valuation and tariff rulings timely
- Develop and implement new procedures and processes on new law to enhance compliance when need arises.
- Enhance compliance through effective managements of rebates, drawbacks and exemptions
- Verify accuracy of trade data monthly

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.