

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 Directorate;
- 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 Directorate 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 Directorate you should contact:

The Director
Directorate Disaster Risk Management
Nickel Street
No: R231, Prosperita, Windhoek
P.O. Box 11479, Klein Windhoek

Phone: +264 61 4351000 /1-4
Fax: +264 61 306020 / 226867
E-mail: drdm2@opm.gov.na

- If you are not satisfied with the response from the Division, you may take the matter up with the Director of Human Resources, Administration and Finance.
- If still not satisfied you may approach the Deputy Executive Director of the Department of Administration and Information Technology Management.
- If still not satisfied you may approach the Executive Director in the Office of the Prime Minister.
- Should you still not be satisfied you may approach the Prime Minister.
- If you still not yet satisfied you may approach the Office of the Ombudsman.



REPUBLIC OF NAMIBIA

Office of the Prime Minister

CUSTOMER SERVICE CHARTER

DIRECTORATE DISASTER RISK MANAGEMENT (DDRM)

The Directorate is responsible for coordinating disaster risk management and implementing the appropriate interventions to mitigate disaster impacts on vulnerable communities.



THIS CHARTER

- Outlines the service we provide (What we do);
- Defines who our Customers are;
- Reflects our commitment;
- Sets standard of service that you can expect from us at all times;
- States what we will do if you contact us;
- States that your views count;
- Indicates 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

- Facilitate the development of disaster risk response recovery.
- Facilitate the development and implementation of Multi-Hazard Disaster plans in all regions.
- Support the establishment of the coordinated disaster risk management structures in Namibia.
- Provide support to DRM Committees at all levels.
- Coordinate the implementation of integrated Disaster risk management systems.
- Conduct disaster risk assessments and VAA.
- Mobilise Resources to mitigate disaster.
- Oversee and provide relief assistance during disasters.

OUR CUSTOMERS

- Offices, Ministries and Agencies
- Regional Councils, Local Authorities and Municipalities.
- The Private Sector.
- Communities

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of effective and efficient services; and
- We strive to execute our duties within the following guiding VALUES:

CORE VALUES

Accountability

We will take responsibility for our actions.

Integrity

We shall be honest and ensuring systems and procedures are rules compliant.

Responsiveness

We will provide services when they are needed.

Accessibility

We will avail ourselves at all times to meet customer expectations.

Diversity and equality

We shall treat others with respect and in a manner that we would want to be treated.

Transparency

Our decisions shall be overt and open to criticism.

Innovative thinking

We will always look for innovative solutions to our challenges.

OUR SERVICE PROMISE/STANDARDS

We will;

- Facilitate the development of response, recovery and conduct simulation of Multi-Hazard Disaster plans for the regions within 10 working days upon request.
- Facilitate the development of Multi-Hazard Disaster plans in all regions within 5 working days.
- Ensure the functionality of the established coordinated disaster risk management structures at all times.

- Continuously provide support to DRM Committees at all levels.
- Monitor the implementation of integrated Disaster risk management systems at all times.
- Quarterly organise the National Disaster Risk Management Committee.
- Facilitate disaster risk assessments within 1 day.
- Process supplier payments within 14 working days.
- Facilitate mobilization and provision of personnel, equipment's safety and security and materials to assist affected areas according to identified needs within 1 day.
- Facilitate the impact assessment in stricken areas within 2 days.
- Facilitate needs assessment within 1 month.
- Execute a post disaster review within 3 months.
- Compile a comprehensive report on the implementation of disaster programme 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; and
- 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.