



REPUBLIC OF NAMIBIA

MINISTRY OF INDUSTRIALISATION, TRADE AND SME DEVELOPMENT



**CUSTOMER SERVICE CHARTER MATRIX**

**“Growth At Home”**

## Table of Contents

1. Vision, Mission, Values and Strategic Objectives .....	Page 3
2. Directorate General Services .....	Page 4
3. Directorate Commerce .....	Page 6
4. Department of Namibia Investment Centre .....	Page 8
5. Department of Industrial Development .....	Page 10
6. Department of International Trade .....	Page 11
7. Customer Service Standard Information .....	Page 20

**VISION:**

To be the leading Ministry in the drive towards industrialization, the realization of an export-driven economy and making Namibia a preferred FDI destination in order to achieve increased and sustainable economic benefits and employment for Namibians and international competitiveness.

**MISSION:**

To create an enabling environment for increased domestic and foreign direct investment, trade and industrial development, and to position and safeguard the interest of Namibia in the regional and global economy.

**CORE VALUES:**

**Integrity:** Consistent, honest and trustworthy in our dealings with clientele and stakeholders.

**Quality:** Deliver quality and standard services in line with the Public Service Charter.

**Transparency:** Perform our duties in a fair, open and honest manner.

**Accountability:** Be responsible and accountable in the performance of our duties.

**Efficiency:** Deliver timely, efficient and effective service to the public.

**Professionalism:** Provide and execute our duties in a competent and skillful manner.

**STRATEGIC OBJECTIVES:**

Investment promotion

Promotion of manufacturing activity

Growth and diversification of Namibia’s import and export markets

Promotion of growth and development of SMEs

1.DIRECTORATE: GENERAL SERVICES	DIVISON/ SUBDIVISION	SERVICES OFFERED	WHAT WE EXPECT FROM CLIENTS/ CUSTOMERS	CHARGE/ FEE	TIMELINE	SERVICES RENDERED TO INTERNAL OR EXTERNAL CLIENTS/CUSTOMERS
<b>Strategic Objective:</b>  Ensure an enabling environment and high performance culture.	<b>Auxiliary Services</b>	Procurement of goods and services	Attach relevant documents	Free	Within 7 working days	Internal
			Timely submission of requests	Free	Within 7 working days	Internal
		Proper cleaning services	Courteous and cooperative staff	Free	Daily basis	Internal/ External
		Switchboard and telephone operations	Politeness	Free	Promptly	Internal/ External
		Transport services	Timely requests	Free	Daily basis	Internal
		Registry and distribution of documents	Correct address of recipients	Free	Daily basis	Internal/ External
	<b>Corporate Communication</b>	Updating of Website	Timely submission of information to be uploaded	Free	Monthly	Internal/ External
		Feedback to queries	Clear queries	Free	Responses sent out within 5 working days	Internal/ External
	<b>Human Resources</b>	Recruitment of staff	Timely request for adverts	Free	Acknowledge receipt within 5 working days	Internal/ External
			Complete application forms with all required documents			
		Feedback to Human Resource related queries	Timely and clear queries	Free	5 working days	Internal
	<b>Finance</b>	Budget compilation	Well researched budget inputs	Free	Incorporate inputs within 5 working days	Internal
		Process salary advices	None	Free	2 working days	Internal
		Pay salaries	None	Free	Monthly	Internal
		Payments	Timely certification of	Free	Monthly	Internal/ External

			invoices			
			Complete invoices with all attachments			
	<b>Training</b>	Staff training and development	Identification and submission of personally training needs	Free	As per training and development plan	Internal
					Finalize 1. Qualifying training within 1 month; 2. Non-qualifying within 14 days	
	<b>Information Technology</b>	Provision of hard/ software IT infrastructure	Submission of specific IT needs	Free	3 months delivery	Internal
Desktop Troubleshooting		Formal requests	Free	30 minutes	Internal	

**Any comment, suggestion or a request for information about the activities of the Directorate should be directed to:**

Director:  
 Tel: +264-61-283 7367  
 Fax: +264-61-238607

2. DIRECTORATE: COMMERCE	DIVISON/ SUBDIVISION	SERVICES OFERED	WHAT WE EXPECT FROM CLIENTS/ CUSTOMERS	CHARGE/ FEE	TIMELINE	SERVICES RENDERED TO INTERNAL OR EXTERNAL CLIENTS/CUSTOMERS
<b>Strategic Objective:</b>  Ensure efficient business and IP registration and competitive domestic market environment.	Business Registration and IP Rights	Registration of Businesses: Companies ( <i>Public, Private, NGO's and External</i> ):	Fill in relevant business registration forms correctly	N\$50-00 Revenue stamps	Process Name reservation within 7 working days	External
			Consent Letter by Registered Recognised Accounting Officer to be submitted	N\$250-00 Revenue stamps	Process actual Registration within 7 working days	External
		CC	Fill in relevant form(s) - File CC8: Name reservation	N\$50 stamp (CC8)	5 working days upon receipt	External
			File for CC1 (triplicate): Registration	N\$100 stamp (CC1)	5 working days upon receipt	External
			Consent letter from the would-be auditors	Fee established by auditors	Dependent on the auditors	External
		Sole Proprietor	Fill in relevant form(s) - File CM5	N\$50 stamp (CM5)	5 working days upon receipt	External
			Fill in relevant form(s) CM8	NS150 stamp (CM8)	5 working days upon receipt	External
		PTY LTD	Done through lawyers: Memorandum and Articles of association	Charge established by lawyers	5 working days upon receipt	External
		NGO	Fill in relevant form(s) - File CM5: Name reservation, once approved.	N\$50 stamp (CM5)	5 working days upon receipt	External
		Business Registration and IP Rights	Registration of Industrial Property Rights	Application Complete SM 1 (attach logo, if applicant)	N\$260	Filing Notice- Within 5 working days
	Examination Report- Within 6 Months					External
	Trade Marks new application		Trade mark Renewal - Complete SM 9 or SM 10	N\$120	Notice of Acceptance – Within 9 Months Registration – Within 12 Months	External
					(Registration valid for 10 years)	External
					Registration Certification- within 30 days	External
					(Renewal valid for 10 years)	External

	Patent application	Complete Form 1 (Application), Form 2 (Provisional Specification)	N\$2-00	Receive response (examination report)– within 10 working days	External
		Form 3 (Complete Specification)	N\$6-00	Receive response (examination report)– within 10 working days	External
		Form 9 (Application for Patent Seal)	N\$2-00	Receive patent certificate – within 3 Months	External
	Industrial Design	Complete Design Form 1	N\$2-00	Receive response (examination report)– within 10 working days	External
		Design Form No. 7 and 9	N\$2-00	Receive design certificate – within 3 Months	External

**Any comment, suggestion or a request for information about the activities of the Directorate should**

**be directed to:**

**Deputy Permanent Secretary**  
**+264 61 283 7333**  
**+264 61 222 576**

**Or**

**Deputy Director:**

Business Registration: +264 61 2837262 / 2837240 / 2837225 / 2837262

Industrial Property Registration: +264 61 2837267 / 2837385

Consumer Protection: +264 61 2837239

Fax: +264 61 222 576

DEPARTMENT: NAMIBIA INVESTMENT CENTRE	DIVISION/ SUBDIVISION	SERVICES OFFERED	WHAT WE EXPECT FROM CLIENTS/ CUSTOMERS	CHARGE/ FEE	TIMELINE	SERVICES RENDERED TO INTERNAL OR EXTERNAL CLIENTS/CUSTOMERS
<p><b>Strategic Objectives:</b></p> <p>Create an enabling environment for increased domestic and foreign direct investment to achieve sustainable economic growth and employment.</p> <p>Improve Namibia's competitiveness ranking in Africa and SADC</p>	Investor Services and Aftercare	Business Advice and Consultation	Request for advice / consult	Free	Acknowledge receipt within 3 working days	Internal/ External
		Work Visa and Permit facilitation to investors	Complete relevant forms Adherence to application requirements	Free	Acknowledge receipt immediately Process work visa in 7 working days Process work permit in 21 working days Process Permanent Residence Permit in 90 days	External
		Aftercare and Company visits	Transparent engagement, Compliance to applicable Laws and Regulations on investment	Free	Ongoing	External
	Projects and Incentives	Appraisal & evaluation of investment projects	Fill in the application form Submit project profile	Free	Acknowledge receipt within 5 days Assess the application within 5 days Conduct site visits and submit report with recommendation within 1 month	External
		Investment Inquiries	Send investment related queries	Free	Acknowledge receipt within 3 days	External
	Investment Promotion	Publishing and Promotion of Investment Projects	Availability of project promoter to participate in promotional initiatives	Free	Ongoing	External
		Business to Business Matchmaking	Expression of business and sector interests	Free	Acknowledge receipt within 3 days	External



		Business Missions, Meetings, Seminars, Conferences and Forums	Respond to expression of interest / letters and advertisements Provide company profiles, sector of interest, and country	Free	Reply within 10 days from date of receipt of expression of interest	External
		Compilation and dissemination of Investment Promotion Information	Request for Investment Information	Free	Readily available (print and online)	Internal/ External
	<b>Commercial Offices</b>	Networking and linkages for Namibian companies  Facilitate JV Partnership	Submit bankable Investment Projects to NIC for Investment Promotion	Free	Ongoing	External

**Any comment, suggestion or a request for information about the activities of the Directorate should be directed to:**

**Deputy Permanent Secretary**  
**+264 61 283 7335**  
**+264 61 220 278**

4. DEPARTMENT: INDUSTRIAL DEVELOPMENT	DIVISON/ SUBDIVISION	SERVICES OFFERED	WHAT WE EXPECT FROM CLIENTS/ CUSTOMERS	CHARGE/ FEE	TIMELINE	SERVICES RENDERED TO INTERNAL OR EXTERNAL CLIENTS/CUSTOMERS
<b>Strategic Objective:</b>  Promote manufacturing and Entrepreneurship Development.	<b>Industrial Policy, Planning and Development (Industrial Statistics)</b>	Provision of information on trade and industrialisation statistics	Formal request	Free	Maximum of 3 days upon receipt of inquiry	Internal/ External
		Application for Enterprise diagnostic, upgrading and modernization	Formal request and fill in relevant form	20% of the value of the assistance required	Quarterly	External
		Application for incentives for Manufacturers & Exporters	Formal request and fill in relevant form	Free	Application within Windhoek will be finalized in 2 weeks Application outside Windhoek (facilitated by regional office) finalized in 1 month	External
	<b>Business &amp; Entrepreneurial Development and Promotion</b>	Application for industrial operating units	Formal request and fill in relevant form as per NDC Leasing Advert	Free	Quarterly	External
		Application for SME Certificate	Formal request and fill in relevant form	Free	7 workings days	External
		Application for equipment aid scheme	Formal request and fill in relevant form	Free	Quarterly	External
		Delivery of equipment aid scheme materials to stations	None	Free	Quarterly	External
		Application for business plan, feasibility studies, product development and testing, skills development, group training, mentorship, business diagnostics, due diligence, turnaround strategy, and environmental impact assessment.	Formal request and fill in relevant form	Free	Quarterly	External
		MOU between the Ministry and promoter and consultancy	None	Free	Respond within 60 days	External

**Any comment, suggestion or a request for information about the activities of the Directorate should  
be directed to:**

Deputy Permanent Secretary  
+264 61 283 7258  
+264 61 230019

5. DEPARTMENT: INTERNATIONAL TRADE	DIVISION/ SUBDIVISION	SERVICES OFFERED	WHAT WE EXPECT FROM CLIENTS/ CUSTOMERS	CHARGE/ FEE	TIMELINE	SERVICES RENDERED TO INTERNAL OR EXTERNAL CLIENTS/CUSTOMERS
<p>Strategic Objective: Promote and diversify market opportunities for Namibia products</p>	<p><b>Trade Promotion</b></p> <p><b>(Import/ Export and Trade Measure)</b></p>	<p>Issuance of import, export and rebate permits</p>	<p>Fully completed application form for import permit<sup>1</sup> obtainable from the Ministry of Industrialisation Trade and SME Development</p> <p>Certified copy of ID or Passport/Permanent residents Permit</p> <p>Proof of registration with the Registrar of business Companies – (Certified copy of the Founding Statement/CC-Pty Ltd/Memorandum of Articles of Association/ CM 29/Shareholders certificate- Sole Trader Defensive Certificate).</p> <p>Invoice or Pro – forma Invoice of goods to be imported.</p> <p>Bill of lading and;</p> <p>Any other documents as</p>	<p>Free</p>	<p>Process and issue permits within 2-4 working days</p>	<p>External</p>

<sup>1</sup> Import permits for second hand clothing are limited to N\$10 000 per year.

			<p>may be required</p> <p><b><i>The following documents<sup>2</sup> are required in addition when applying for import permit for second – hand motor vehicles:</i></b></p> <p>Cancellation Certificate, Registration Certificate, Deregistration Certificate or Export Certificate;</p> <p>Proof of payment/transfer of Funds.</p> <p><b>Requirements For Obtaining an Export Permit</b></p> <p>Fully completed application form for export permits obtainable from the Ministry of Industrialisation, Trade and SME Development</p> <p>Other clearance documents by controlling authorities for example:</p>			
--	--	--	---	--	--	--

<sup>2</sup> All documents that are not in English must be translated by a legitimate sworn translator with a stamp

			<p>Export License from the Ministry of Mines and Energy (Minerals and Oil products);</p> <p>Export License from the Ministry of Environment and Tourism (Protected Species (fauna/flora) in terms of the Convention on International Trade in Endangered Species);</p> <p>Export License from the Ministry of Safety and Security (Arms and Ammunition)</p> <p><b>Requirements For Obtaining Rebate Permits</b></p> <p><i>(i)Manufacturers<sup>3</sup>:</i></p> <p>Proof of registration with the Registrar of business Companies.</p> <p>The user must be registered with the Ministry of Finance both Customs and Excise and the Receiver of Revenue.</p> <p>Traders registered to</p>			
--	--	--	--	--	--	--

<sup>3</sup> Depending on the Rebate Item applied for, detailed requirements can be obtained from the Ministry of Finance (Customs and Excise)

			<p>use rebate procedures are required to file a bond from an approved bank or insurance company</p> <p><b><i>(ii)Charity/Welfare Organizations</i></b></p> <p>Letter of exemption letter of import duties from the Ministry of Finance – Customs and Excise Commissioner on exemption of duties) is required to accompany all applications for rebate permits;</p> <p>Registration certificate as a Charity Organisation from the Ministry of Health and Social Services.</p> <p>Letter of donation from the donor;</p> <p>Letter from the Recipient/Organisation receiving donated goods;</p> <p>Packing list with description and tariff headings of each item and values of goods to be received.</p>			
--	--	--	--	--	--	--

			<p><b>(iii) Returning residents</b></p> <p>Letter of exemption of import duties to the Ministry of Finance (Customs and Excise)</p> <p>Passport/Permanent residents Permit to be presented to Customs and Excise.</p> <p>Packing list of the house hold effects</p> <p>Cancellation Certificate, Registration Certificate, Deregistration Certificate or Export Certificate;</p>			
	<p><b>Export Promotion</b></p> <p>Assistance and facilitation for Namibian companies to participate in local, regional and international trade fairs</p>	<p>Financial Assistance and facilitation of Namibian companies to participate in local, regional and international trade fairs</p>	<p><b>(i) For Local trade fairs (Namibia):</b></p> <p>A written application/letter for assistance with the name of the event, location, date, products to be exhibited and financial implication must be submitted to the Ministry of Industrialisation, Trade and SME Development (MITSMED) at least one month before the commencement of the event;</p>	<p>Free</p>	<p>Acknowledge receipt within 5 days</p> <p>Assess the request and respond within 15 days</p>	<p>External</p>

			<p>Applicants must be registered with the Registrar of Companies</p> <p>Presentation of product samples to be presented to the Ministry</p> <p><b>(i) <i>Regional and International events:</i></b></p> <p>A written application/letter for assistance with the name of the event, location, date, products to be exhibited and financial implication must be submitted to the Ministry of Industrialisation, Trade and SME Development (MITSMED) at least one month before the commencement of the event;</p> <p>Applicants must be registered with the Registrar of Companies;</p> <p>The applicant must be registered as a manufacturer with the Industrial Development Directorate at the Ministry of</p>			
--	--	--	---	--	--	--



			<p>Industrialization, Trade and SME Development;</p> <p>The applicant must submit a summarized Export Marketing Plan with the first application;</p> <p>Upon return from the mission, the assisted applicant must submit a report to the Ministry on a feedback form provided by the Ministry within 14 days</p> <p>Export products must be of Namibian origin or where value-addition<sup>4</sup> takes place, at least substantial transformation must have taken place;</p>			
		Provision of trade information	A written letter of request	Free	Provide the requested information within 5-10 days	External
		Trade Advisory	A written letter of request	Free	Provide the requested information within 5-10 days	External
	Market Research and Product Adaptation	Financial assistance to engage in Primary Export Market Research (Research for new export markets)	A written application must be submitted to the Ministry of Industrialisation, Trade and SME Development	Free	<p>Acknowledge receipt within 5 days</p> <p>Assess the request and respond within 15 days the request within 5-10 days</p>	External

<sup>4</sup> "Value added" means the difference between the ex-factory cost of the finished product and the C.I.F. value of the materials imported from outside Namibia and used in the production.

			<p>(MITSMED) at least one month before the commencement of the event;</p> <p>Applicants must be registered with the Registrar of Companies</p> <p>The applicant must be registered as a manufacturer with the industrial Development Directorate in the Ministry of Industrialization, Trade and SME Development</p> <p>The applicant must submit a summarized Export Marketing Plan with the first application</p> <p>Upon return from the mission, each applicant must submit a report to the Ministry on a feedback form provided.</p>			
			Market Research			

			assistance with the name of the event, location, date, products to be exhibited and financial implication.		and respond within 15 days	
		Facilitation of technical assistance to Namibian exporters in the area of product development and adaptation for markets	A written application/letter for assistance must be submitted to the Ministry of Industrialisation, Trade and SME Development (MITSMED);  Product samples that require further development/adaptation must presented to MITSMED	Free	Acknowledge receipt within 5 days  Assess the request and respond within 15 days	External
	Trade Policy and Trade Agreements	Provision of information on trade policy issues and on bilateral, regional and multilateral Trade Agreements to which Namibia is a party.	None	Free	Provide the requested information within 1-2 days	External
		Hosting of Public seminars to inform on Market Access opportunities.	None	Free	Bi-annual	External
Facilitation of public private sector dialogue on Trade Negotiations and related issues		None	Free	Quarterly	Internal /External	

Any comment, suggestion or a request for information about the activities of the Directorate should be directed to:

Deputy Permanent Secretary  
+264 61 283 7333  
+264 61 222 576

### Customer Service Standard Information

<u>If you visit us</u>	<u>If things go wrong</u>	<u>When you contact us</u>
<ul style="list-style-type: none"><li>• We will attend to you within 5 minutes, if you have an Appointment,</li><li>• We will respond to your questions immediately, but if we cannot we will let you know why not and when you can expect and,</li><li>• Answer from us.</li></ul>	<p>We will:</p> <ul style="list-style-type: none"><li>• Deal with complaints within two weeks;</li><li>• Offer an apology;</li><li>• Give an explanation;</li><li>• Give an assurance that we will avoid the same mistakes happening again.</li></ul>	<ul style="list-style-type: none"><li>• When you communicate with us, please provide the following information:</li><li>• Your full name, postal address and telephone and / or fax number</li><li>• Provide a clear description of your particular concern or requirements</li><li>• Indicate what kind of response you would expect</li><li>• Keep a record of the issue at stake and the person who deals with the issue, as well as the date and the time of the communication can improve our services.</li></ul>

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.

If you are not satisfied with our services, we will appreciate it if you could inform us about your concerns.

We are continuously trying to improve our service standards and will consider your views when reviewing the quality of 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 and timely in providing required information to the Ministry
- Comply with existing Legislations, Regulations and Procedures
- Treat our staff members with the necessary respect and inform us if you are not satisfied.
- Give us your comments so that we can improve our service

**For any complaints, write to us:**

The Permanent Secretary

For attention: Complaint Co-coordinator / Spokesperson

Ministry of Industrialisation, Trade and SME Development

Private Bag 13340, Windhoek

**OR** email to: [pro@mti.gov.na](mailto:pro@mti.gov.na)

C/n Dr. Kenneth D. Kaunda & Goethe Streets

Private Bag 13340

Windhoek

Tel: +264 61 283 711

Fax: +264 61 220 227