



Ministry of Information & Communication Technology

MICT CUSTOMER SERVICE CHARTER

THIS CHARTER

Sets standards of the services you can expect from the Ministry of Information and Communication Technology and provides you with an opportunity to help us improve our service.

1. HIGH LEVEL STATEMENTS

Mandate

The mandate of the Ministry is to lay the foundation for the accelerated use and development of ICT in Namibia, and Coordinate information management within Government.

Mission

The mission of the Ministry is to develop and promote ICT growth and render effective information services to the Namibian society.

Vision

The Ministry strives to be a world class institution in creating an inclusive information society.

Core Values

Transparency

Openly, timely and accurately provide government information services to our customers.

Integrity

Dealing honestly and fairly with customers and provide services in a professional manner.

Accountability

Accepting our responsibilities and consequences for our action/ inaction.

Innovative

Using ICTs creatively as an enabler for service delivery

2. MINISTERIAL STRATEGIC OBJECTIVES

- Ensure development of modern and reliable ICT infrastructure and services
- Improve the understanding of GRN programmes and policies
- Ensure the free flow and access to information to community and media
- Market Namibia as a preferred film and investment destination
- Ensure an enabling environment and high performance culture

3. WHAT WE DO

DIRECTORATE: INFORMATION AND COMMUNICATION TECHNOLOGY DEVELOPMENT

Roles and functions

- Formulate, review, oversee implementation and advise on ICT policies and laws;
- Liaise with entities responsible for ICT technology development and innovation to promote successful introduction of new technologies and services;
- Ensure appropriate regulation of ICT state-owned and other ICT enterprises;
- Coordinate the implementation of regional and international obligations in the ICT sector;
- Facilitate the implementation of high level ICT related programs, projects as well as investments on a national level.

DIRECTORATE: AUDIO VISUAL COPYRIGHT SERVICES AND REGIONAL OFFICES

Roles and functions

- Implement Capital Projects and promote use of ICT for development;
- Produce government multi-media products and services;
- Ensure comprehensive Regional rural news coverage;
- Facilitate Screen culture development amongst rural communities;
- Provide sound system services to the public;
- Coordinate Intellectual Property Rights Protection and Enforcement.

DIRECTORATE: PRINT MEDIA AFFAIRS

Roles and Functions

- Produce GRN publications such as the Namibia Review, GRN Information Bulletin, MICT Update, GRN and Cabinet Posters regularly;
- Compile and edit the Speeches of the President (former and current) into a book format;
- Facilitate the placement of GRN adverts;
- Draft and distribute Cabinet and media releases and statements;
- Produce and distribute GRN Official Portrait materials;
- Accredite local Journalist;
- Facilitate working visits of Foreign Media; Practitioners;
- Assist with the preparation of Ministerial and National events;
- Popularize the Nationhood and National Pride Campaign and National monuments/shrines;
- Popularize Harambee Prosperity Plan;
- Market and distribute GRN materials and publications;
- Monitor the media daily and produce timely feedback.

DIVISION: GENERAL SERVICES

Core Roles and Functions

Human Resource Management

- Process Human Resource Management effectively and efficiently and ensure an updated Human Capital Management System;
- Share information on Public Service Staff Rule, relevant Acts and policies to all staff members;
- Ensure well trained staff through training opportunities to all staff.
- Prepare Affirmative Action report;

Financial Management

- Advise management and staff members on Finance related matters
- Facilitate the compilation of Medium Term Plan and Auditor General reports
- Ensure timely processing of accounts receivable, payable and Daily Subsistence Allowance daily
- Ensure funds are used optimally

Auxiliary and Logistics

- Carry out Stock Control activities;
- Provide effective and efficient Transport and Maintenance Management;
- Ensure effective and efficient Procurement of goods and Services;
- Ensure quality of work and timely completion of Capital projects.

Information Technology Management

- Provide appropriate Information and Communication Technologies to enable MICT staff to access information and services necessary to do their jobs;
- Assist Directorates/Divisions/Sections to enhance productivity through the innovative use of technology;
- Support and training, Intra/Internet security

Audit Management

- Compile internal audit plans and programme
- Compile final audit reports
- Review audit reports

4. OUR MARKET (CLIENTS/CUSTOMERS)

- MICT's staff
- The public
- Government Offices/Ministries /Agencies
- Parastatals resorting under the ambit of MICT
- Electronic and print media
- ICT industry
- Institutional bodies
- International Bodies
- Suppliers of goods and services

5. OUR COMMITMENT TO YOU

In executing our functions:

- We focus on the needs and expectations of those to whom we provide services
- We guarantee equal access to our service.
- We shall promote greater transparency in the way we account for our activities.
- We shall endeavor to enhance professionalism in our dealings and treat all our stakeholder with respect and dignity.
- We commit to regular communication with you as stakeholder through meetings, correspondence and information sharing sessions.

6. OUR SERVICE PROMISE

By telephone, we will

- Answer within three rings
- Identify ourselves by Ministry/ Directorate/ Division and name
- Provide you with factually and timely correct information
- In case your call falls outside our ambit or jurisdiction we will direct you accordingly.

In writing, we will

- Acknowledge receipt of your correspondence in writing within five (5) working days from the date of receipt.

In Person by appointment, we will

- Attend to you at the agreed time. In Person without appointment, we will
- Try our outmost best to accommodate you or arrange an appointment for you.

In case of an error, we will

- Rectify the error and offer an apology as soon as possible.
- Undertake to avoid making the same mistake.

7. YOUR VIEWS COUNT

We strive to render the services that will meet your needs and therefore need to know your views on the quality of the service we provide in comparison to what you expect from us. 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 services.

8. DEALING WITH YOUR COMPLAINT

When complaining

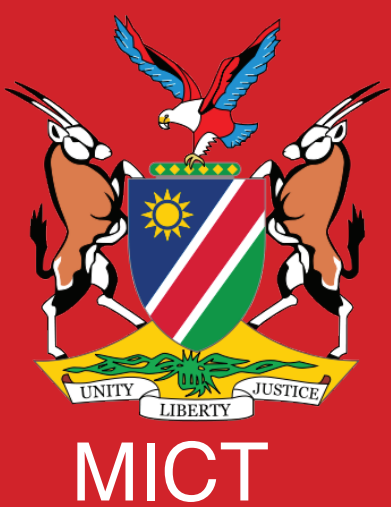
- Identify yourself
- Be clear about the reason for your dissatisfaction or complaint.
- Say how you would like the problem to be rectified.
- Keep a record of your complaint.

We will:

- Deal with your complaints within five (5) working days.

If you are not satisfied with any response received or the way in which your complaint had been handled by any Directorate/Division, kindly communicate to:

The Permanent Secretary
Ministry of Information and Communication Technology
Government building
Robert Mugabe Avenue
Private Bag 13344
Windhoek
Tel: +264 61 2839111
Fax: +264 61 251297
Fax2E-mail: 0886523710
Email: infor@mict.gov.na
Website: www.mict.gov.na



Ministry of Information & Communication Technology



DIRECTORATE OF GENERAL SERVICES CHARTER

THIS CHARTER

- Sets the standards of service you can expect when dealing with the Division General Services.
- Reflects our commitment to deliver a high standard of service at all times.
- Explain how to make a complaint, if you are not satisfied with our service.

Our Commitment to you

In partnership with you as our customer, we aim to render an efficient and effective support service to the Ministry and its customers and to promote sound financial, personnel, auxiliary and information technology services.

In doing our work we focus on the needs, and expectations of those we provide a service to. This approach builds on our key values to:

- Set, monitor and publishing clear standard of service to our customers.
- Ensure equal access to our service.
- Promote greater transparency in the way we account for our activities.
- Value our staff members as the Ministry's greatest assets and facilitate their development of expertise and competency.
- Enhance professionalism in our dealing with you to treat you as our customer with respect & dignity.

What we ask from you

The quality of service we can provide to you depends on your cooperation with the Division General Services, receive from you. We therefore request that you:

- Send the invoice directly to the Creditors Section.
- Comply with existing Acts and Regulations.
- Treat our staff members with the necessary respect
- Inform us if you are not satisfied with our services
- Regularly reconcile your financial transaction with us.

Our Standards Applicable to Specific Work Areas

To our outside customers

We will:

- Process payments to suppliers within 30 days after receipt of original invoices accompanied by all the supporting documents.
- Upon receipt of payment we will issue you immediately with proof of payment.
- Acknowledge and inform an applicant about the status of his/her application within three months for a promotion/entry post after the closing date.

To our internal customers

Finance Services will:

- Provide you with a purchase order within 3 working days after the request for expenditure has been approved.
- Process your salary advance within 24 hours after receipt of the approved request.
- Pay you a salary on the last working day of each month.

- Inform you in writing within 5 working days about the status of your S&T claim / balance.

Personnel Services will:

- Acknowledge and inform you about the status of your application one month the closing date for an entry level post and within three months for a promotion post.

Auxiliary Services will:

- Provide you with basic stationery immediately;
- Provide you with official transport immediately upon receipt of your request for in-town official business.
- Provide alternative transport within 24 hours when stranded outside your duty station with an official vehicle.
- Retrieve running files immediately and files with the
- National Archives within 3 working days.
- Dispatch post items within 24 hours.

IT Services will:

- Provide IT support within 24 hours for official businesses.

If you contact us by;

By telephone, we will:

- Answer the telephone within less than one minute;
- Identify ourselves by name;
- Ensure that you are connected to the correct person and/directorate/division;
- Inform you when you can expect a full response, if we cannot answer your enquiry immediately.

In writing, we will:

- Reply to all written communication within five working days.
- If we cannot answer your questions within that time, we will inform you in writing when to expect a full reply.

Personally, we will:

- See you within five minutes of the agreed time you have made an appointment;
- If you don't have an appointment we will try our best to accommodate you.

If things go wrong

We will welcome any suggestions to improve on our servicedelivery and commit ourselves to;

- Deal with complaints within 10 working days;
- Offer an apology where an apology is necessary;
- Give assurance that we will avoid the same mistakes happening again.

Your views count

We strive to render a service that is acceptable to all our clients – whether internal or external. We will continuously try to improve our standards. To be

successful in this, we need to know what kind of service we provide. Your views are very important to assist and guide us when we review our standards and priorities.

When complaining

You need to:

- Identify yourself
- Be clear about the reason for your dissatisfaction or complaint.
- Say how you would like rectify the problem rectified.
- Keep a record with your complaint.

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

Deputy Director; General Services
Ministry of Information and Communication Technology
Private Bag 13344
Windhoek
OR
Tel: +264-61-2832385
Fax: +264-61-251297
Email: gs@mict.gov.na
website: www.mict.gov.na

Specific enquiries about services should be directed to the relevant Heads at the following telephone numbers:

Auxiliary Services : +264-61-2832382
Finance Services : +264-61-2832354
Personnel : +263-61-2832342
Information System : +264-61-2832357
Ministerial Support : +264-61-2832388

If you are not satisfied with any response received or the way in which your complaint had been handled, kindly communicate to:

The Permanent Secretary
Attention: Complaint Coordinator
Private Bag 13344
Windhoek
Tel: +264 61 2839111
Fax: +264 61 251297

The Complaint Coordinator will channel your complaint to the Permanent Secretary or concerned Director. Should you still not satisfied, you can approach the Ministry or the Office of the Ombudsman



Ministry of Information & Communication Technology



DIRECTORATE OF PRINT MEDIA AFFAIRS CHARTER

THIS CHARTER

- Sets standards of the services you can expect from the Directorate of Print Media Affairs
- Reflects our commitment to deliver quality publications, photographs, information, education and communications (IEC) materials on socioeconomic issues affecting Namibians
- Provide you with an opportunity to help us improve our services should you find them wanting
- Tell you how you should contact us

Our Goals are to:

- Rendering a timely and professional information dissemination service to Government institutions, the local and foreign media, as well as the general public.
- Publish factual information and images on government policies and development programmes
- Provide regional and national platforms for the promotion of information, knowledge and dialogue through GRN campaigns such as the Nationhood and National Pride (NNP) and HIV/AIDS.

Our Commitment to you, is to:

Cognizant of the fact that people need factual information to make informed decisions on socio-economic issues that affect their lives such as democracy and HIV/AIDS, and recognising the role of print media in bringing information to the people, we pledge the following:

- Honour your right to information by providing you factual and quality information
- Honour Article 21(1) (a) of the Constitution which is a fundamental right to freedom of speech and expression, which includes the freedom of the press and other media
- Be ethical and professional in all our writing and publishing work
- Promote smart partnership among all stakeholders – government, donors and the people
- Be honest and respectful to all our readers and customers
- Maintain excellent relations with all government and media institutions, media practitioners, as well as the public at large;
- Be honest and respectful to all our customers;
- Treat individual queries with sensitivity and confidentially.

What we ask from you

To help us to provide you with an efficient and quality service, we would like you to:

- Treat our staff with respect and we will reciprocate the gesture
- Suggest how we should improve our services e-mail your questions to us and to follow that up with a telephone call; be patient if we cannot respond to your queries immediately; inform us immediately if your contact details have changed;
- Suggest improvement if you are not satisfied with our service.
- For Foreign media practitioners on working visits to Namibia to submit completed application forms for temporary work permits and media accreditations with supportive documents at least eight(8) days before departure from your residence;
- Allow the Ministry of Home Affairs and Immigration at least five working days (5) to process and issue temporary work permits;

- Submit written requests for interviews with politicians, including the line of questioning, at least one month in advance

Our standards applicable to specific work areas:

We will:

- Publish a quality, educative and informative quarterly magazine, Namibia Review for all local and international readers
- Distribute accreditation documents to media institutions one month prior to the expiry of existing media cards;
- Reprint and publish the Namibian Constitution every five years
- Distribute accreditation documents to media institutions one month prior to the expiry of existing media cards;
- Process media cards of institutions within a week after receipt;
- Print, bind and publish the Speeches of the President and State of the Nation Addresses to Parliament every five years
- Produce quality IEC materials such as posters, pamphlets, flyers on specific issues like the voters' education, HIV/AIDS, violence against women and children, land reform, poverty reduction etc.
- Provide timely and factual information for website feed
- Promote the SADC Media Awards to all media
- Assist with and source information on SADC and its activities;
- Inform foreign media practitioners within one working day of the outcome of interview requests.
- Acknowledge receipt of application forms for temporary work permits and media accreditations forms within one working day;
- Process applications for temporary work permits within five hours after receipt from Ministry of Home Affairs and Immigration;
- Digitalise our images/photographs especially historic photographs and photographs of Parliamentarians, Cabinet Members, Ministers, Deputy Ministers and Permanent Secretaries
- Together with Offices/Ministries/ Agencies (O/M/As) plan, develop, implement and coordinate relevant and effective IEC campaign materials to contribute towards nation building
- Together with development partners plan, develop implement and coordinate appropriate communication strategies and advocacy campaigns to enhance social mobilisation and behavioral change
- Electronically keep a monthly updated list of all our clients
- Diligently market all our publications on sale at trade fairs

If you contact us by;

By telephone, we will:

- Identify ourselves by name;
- Provide you with factual and correct information;
- Honestly tell you if we are unable to assist;
- Give you feedback within four (4) hours if we were unable to respond immediately

In writing, we will:

- Immediately acknowledge receipt of e-mails and faxes
- Respond within four (4) hours if you require information to meet a deadline;
- Respond to general correspondences within two (2)

working days;

- If we cannot provide general information within the timeframe above, we will inform you when to expect and answer;

Personally, we will:

- See you within five (5) minutes of the agreed appointment time;
- As soon as possible if you turn up without an appointment;
- Assist immediately where possible or inform you when to expect and answer.

If things go wrong

We will:

- Offer a genuine apology;
- Appreciate suggestions on how to improve our service;
- Undertake to avoid making the same mistakes.

Your views count

We are continuously striving towards achieving the goals of corporate governance and delivering a service that will do our institute pride. Therefore we will always appreciate your input where we can increase effectiveness and excellence.

Lodging a complaint

You need to:

- Identify yourself
- State clearly and concisely why you are not satisfied with a specific service
- Suggest an improvement to our shortcomings or weakness in service provision

Your views count

We are continuously striving towards an efficient & effective service delivery in our Directorate and would therefore appreciate your input in improving our services to you

Any comments and suggestions about our services should be directed to the:

Director
Directorate of Print Media Affairs
Private Bag 13344
Windhoek
Tel: +264 61 2839111 Ext. 2515
Fax: +264 61 224937

Enquiries about specific services should be directed to:

Media Liaison Services
Tel: +264 61 2839111 Ext. 2670
Production
Tel: +264 61 2839111 Ext. 2505
Campaigns
Tel: +264 61 2839111 Ext. 2506
Sales, marketing and exhibition
Tel: 264 61 2839111 ext. 2508

If you are not satisfied with our services, kindly write to the Office of the Permanent Secretary at:

The Permanent Secretary
Government Offices
Robert Mugabe Avenue
Private bag 13344
Windhoek



MICT

Ministry of Information & Communication Technology

DIRECTORATE OF AUDIO VISUAL MEDIA CHARTER



THIS CHARTER

The Directorate is committed to render a timely, coordinated and effective multimedia information service, to promote constructive dialogue towards socio-economic development and democracy, with the view towards making Namibia an informed, knowledgeable and technology-driven society.

Our Commitment to you, is to

- Implement and increase beneficial use of ICTs in Namibia through assisting the setting up Multi-Purpose Community Centres (MPCCs) in regional remote rural and urban areas
- Dissemination of Information;

Education and Communication (IEC) materials throughout the country's 14 regions via direct deliveries and video shows outreach

- Film, edit, produce, disseminate and retrieve audiovisual materials;
- Contribute regional activities and programmes articles to MICT publications for public reading and usage;
- Facilitate the free flow of information through the Public Address (PA) system;
- Provide the public with effective tools of Information and Communication Technology at all levels;
- Provide coverage to the President, other government officials and Heads of States visits from other countries;
- Conduct copyright seminars and workshops for law enforcement agencies, right holders and the public;
- Increase awareness by educating and informing the Namibian public about copyright law, promote protect the interests of copyright holders;
- Attend to the Ministry's international obligations with regard to the promotion and protection of Intellectual Property Rights;
- Provide advisory services on copyrights and related rights requests, within ten (10) working days from the day the request had been received;
- Distribute and sell videos/DVDs on government policies, activities, programmes and the country's developmental plans;
- Facilitate the translation of GRN materials into indigenous languages, so that no body is left out;

What we ask from you

The quality of our service provision depends on the cooperation, input and feedback that we receive from you.

We therefore need you to:

- Give us constructive feedback where necessary.
- Submit a formal and detailed request for our services (video production, video sales, public address system, copyright services), within seven (7) working days.
- Submit your request for copyright seminars and workshops, advice sessions at least seven (7) working days in advance,
- where we will immediately send you our annual programme schedule.
- Pay for the services where this is due, by cash or cheque for private entities and debit acceptance for governmental agencies.
- Respect our staff members because they are professionals in their respective fields of specialisations.
- Notify the Directorate, in writing, if you are / not satisfied with our services.

Our Standards Applicable to Specific Work Areas

Video Productions and Engineering Services

We will:

- Produce Video/DVDs for rural community dissemination.
- Issue you with a receipt for every purchase made or an

invoice for bookings of our services.

- Respond to your request for our products or services within five(5) working days after receipt of your request.
- Respond to your order for the purchasing of videos/DVD copies within five(5) working days.
- Respond to your request for PA System services within five(5) working days after receipt of your request.

Copyright Services

We will:

- Conduct at least four (4) Copyright workshops annually at institutions of higher learning and law enforcement agencies.
- Forward an annual programme on IP rights to our respective clients in May each financial year.
- Provide dispute advice, resolutions and recommendations mechanisms on Copyright within five(5) working days on request.

Regional Offices

We will:

- Facilitate the translation of GRN materials into local languages
- Gather, process and distribute information
- Write articles on regional news and events
- Produce brochures, leaflets and magazines
- Collect, select and process the classification of public information
- Produce and review films
- Video Productions
- Provide information about government activities, programmes and policies
- Distribute IEC materials
- Offer Video shows and Film screenings to communities.
- Provide sound management
- Promote reading culture and Support community media initiatives

If you contact us

By telephone:

We will:

Answer the phone within four (4) rings, Identify ourselves by name and institution; Inform you as to when you can expect a full response, should we not be in a position to answer your enquiries immediately. Refer you to relevant institutions should your request be beyond our product and service scope.

In writing:

We will:

Reply to all correspondence within (5) working days. If not, we will notify you when to expect an answer.

Face-to-Face:

We will:

See you within (5) minutes of the agreed time if you made an appointment. If you do not have an appointment, we will still see you within (10) minutes of your arrival because we care about our customers.

When things go wrong

We will:

Deal with your complaints within (2-5) working days Offer a genuine apology when it is needed Assure you that we will prevent the same mistake from happening again

Your view counts

We will welcome our clients' proposals on how they wish to receive our services. We believe that we can only improve and render effective and efficient services when our clients are satisfied.

You need to:

- Identify yourself
- Be clear
- Be Specific
- Keep records

Any comments, suggestions, recommendations, requests or complaints about the Directorate's activities and programmes, should be directed to:

Director
Audiovisual Media
Ministry of Information and Communication Technology
Dr. Frans Indongo Street, Forum (Old Sanlam) Building
City Centre, 4th Floor, CBD
Private Bag 13344
Windhoek

Tel: 00 264 61 283 2700 / 2701 / 2714 / 2722 / 2719 / 2708 / 2710

Fax: 00 264 61 220177 / 305 282

<http://www.mict.gov.na>

<mailto:roselia.penda@mict.gov.na>

avm@mict.gov.na

If you are still not satisfied with any responses received or the way in which your complaint had been handled, kindly communicate to:

The Permanent Secretary
Ministry of Information and Communication Technology
Private Bag 13344
Windhoek

Tel: 00 264 61 283 9111

Fax: 00 264 61 230 170

<mailto:mbeuta.uandjarakana@mict.gov.na>

<http://www.mict.gov.na>

Specific enquiries about services should be directed to the relevant Heads at the following telephone numbers:

Head Office Sections:

Video Productions : +264-61-2832716

Engineering Services : +264-61-2832730/2724

Copyright Services : +263-61-2832708

Support Services : +264-61-2832725

Regional Offices Sections:

Erongo Regional Office +264-64-402763

Hardap Regional Office + 264-63-242830

//Karas Regional Office + 264-63-223220

Kavango East Regional Office +264-66-255021

Kavango West Regional Office +264811465266

Khomas Regional Office +264-61-2832807

Kunene Regional Office +264-65-273070

Ohangwena Regional Office +264-65-263049

Omaheke Regional Office +264-62-562519

Omusati Regional Office +264-65-251033

Oshikoto Regional Office +264-65-244257

Oshana Regional Office +264-65-220562

Otjozondjupa Regional Office +264-67-304467/8

Zambezi Regional Office +264-66-253049



Ministry of Information & Communication Technology



DIRECTORATE OF INFORMATION AND COMMUNICATION TECHNOLOGY DEVELOPMENT (DICTD) CHARTER

THIS CHARTER

Sets the standards of services you can expect when dealing with the Directorate of Information and Communication Technology Development.

Stipulates our mandate and mission, roles and functions and strategic objectives of our Directorate and our commitment to satisfy the needs of our stakeholders

Our Roles and Functions

Formulate, review, oversee implementation and advise ICT policies and laws;

Liaise with entities responsible for ICT technology development and innovation to promote successful introduction of new technologies and services;

Ensure appropriate regulation of ICT state owned and other ICT enterprises;

Coordinate the implementation of regional and international obligations in the ICT sector;

Facilitate implementation of high level ICT related programs, projects as well as to facilitate investments on a national level.

Strategic Objective

The Directorate is committed to the following strategic objective, as per the Ministry's strategic plan-2014 to 2017:

To ensure development of modern and reliable ICT infrastructure and services.

Mandate

To lay the foundation for the accelerated use, development and promotion of ICTs.

Mission

Develop and promote ICT growth to become the main pillar of economic development in Namibia.

What we ask from you

To help us to provide you with an efficient and quality service, we would like you to:

- Treat our staff with respect and we will reciprocate the gesture;

- Suggest how we should improve our services;
- E-mail your questions to us and to follow that up with a telephone call;
- Be patient if we cannot respond to your queries immediately;
- Inform us immediately if your contact details have changed;
- Suggest improvement if you are not satisfied with our service.

If you contact us by;

By telephone, we will:

- Answer within three rings
- Identify ourselves by Directorate and name
- Provide you with factually correct information
- In the event that your call falls outside our ambit or jurisdiction we will direct you accordingly.

In writing, we will:

- Acknowledge receipt of your correspondence in writing within 5 working days from the date of receipt.

In Person by appointment, we will:

- Attend to you at the agreed time. In Person without appointment, we will:
- Try our best to accommodate you or arrange an appointment for you.

In case of an error, we will

- Rectify the error and offer an apology as soon as possible.
- Undertake to avoid making the same mistake.

Your views count

We are continuously striving to satisfy the needs and expectations of our stakeholders. Therefore, we ask you to provide us with inputs on the level of satisfaction of our services.

Lodging a complaint

You need to:

- Identify yourself
- State clearly and concisely why you are not satisfied with a specific service
- Suggest any improvement to our shortcomings or weakness in service provision

Any comments and suggestions about our services should be directed to the:

Ministry of Information & Communication Technology Government Building

Robert Mugabe Avenue
Private Bag 13344
Windhoek

Director: DICTD

Tel: 061-283 2486, Fax: 309673

Deputy Director: ITID

Ms. Linda N Aipinge

Tel: 061-283 2076, Fax: 309673

Email: Linda.Aipinge@mict.gov.na

ictd@mict.gov.na

website: www.mict.gov.na

Deputy Director: IPRM

Tel: 061-283 2065,

Fax: 309673

If you are not satisfied with our services, kindly write to the Office of the Permanent Secretary at:

The Permanent Secretary
Government Offices
Robert Mugabe Avenue
Private Bag 13344
Windhoek