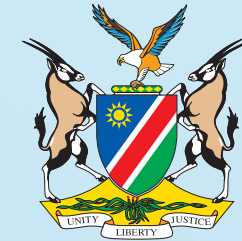
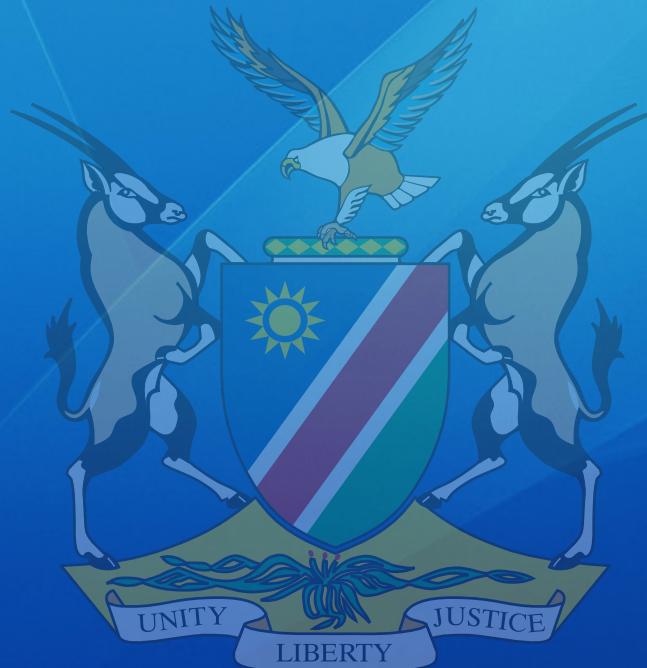


1. Writing to:
The Permanent Secretary
Ministry of Labour, Industrial Relations
and Employment Creation
Private Bag 19005
Khomasdal
9000
2. Sending a short message (SMS) to:
SMS Line: 66111
3. Sending an email to:
ps@mol.gov.na
4. Calling or visiting the
Directorate offices at:

Town	Telephone
Eenhana	065 402 752
Gobabis	062 562 692
Grootfontein	067 242 343
Kamanjab	067 330 048
Karasburg	063 270 082
Katima Mulilo	066 253 304
Keetmanshoop	063 223 580
Khorixas	067 331 065
Luderitz	063 203 842
Mariental	063 242 368
Nkurenkuru	066 264 805
Noordoewer	063 297 132
Omaruru	064 570 142
Ondangwa	065 240 270
Opuwo	065 273 850

Oranjemund	063 232 001
Oshakati	065 224 039
Otavi	067 234 034
Otjiwarongo	067 303 742
Outapi	065 250 900
Outjo	067 313 464
Rehoboth	062 521 500
Rosh Pinnah	063 223 580
Rundu	066 255 946
Swakopmund	064 402 752
Tsumeb	067 220 075
Walvis Bay	064 205 929
Windhoek	061 206 6111



REPUBLIC OF NAMIBIA

**MINISTRY OF LABOUR, INDUSTRIAL
RELATIONS & EMPLOYMENT
CREATION**

CITIZEN SERVICE CHARTER

DIRECTORATE: LABOUR SERVICES

32 MERCEDES STREET
PRIVATE BAG 19005
KHOMASDAL
TEL: 061- 2066111
FAX: 061-212323
www.mol.gov.na

THIS CHARTER

- Outlines the mandate and values of Labour Services Directorate,
- Explains the types of services offered by the Directorate,
- Explains the obligations to a citizen as a client of the Directorate,
- Explains what the Directorate expects from citizen as a client of Labour Services, and
- Explains the means of contacting the Directorate or express its opinions when a citizen needs to.

THE DIRECTORATE'S MANDATE

- To conduct workplace inspections at a reasonable time, announced or unannounced,
- To promote and ensure compliance with relevant legislation and court orders, and
- To take reasonable action on non-compliance.

THE DIRECTORATE'S CORE VALUES

- Equity and Justice,
- Professionalism,
- Impartiality,
- Respect, and
- Empathy.

THE DIRECTORATE SERVICES TO CITIZENS

The Directorate services are aimed at keeping citizens informed of its duties and obligations and safeguarding citizens' rights as provided for by the Labour Act 2007, (Act No 11 of 2007), Labour Amendment Act 2012, (Act No 2 of 2012), Regulations relating to Health and Safety of employees at work, and Regulations relating to Domestic Workers: Labour Act, through:

1. Providing information and advice on basic conditions of employment as well as the occupational health and safety,
2. Conducting investigation on workplace accidents, and complaints related to basic conditions of employment as well as the occupational health and safety,
3. Conducting inspections on workplaces to ensure compliance with relevant legislation's requirements on basic conditions of employment and the occupational health and safety,
4. Resolving registered complaints and, if necessary, refer them for further intervention,
5. Processing applications for different registrations as provided for by relevant legislation, and
6. Enforcing arbitration awards.

THE DIRECTORATE OBLIGATIONS TO CITIZENS

- To provide services that are reasonably fast, effective, efficient and fair,
- To always act in a spirit of good faith and without discrimination,
- To be impartial in all its services delivery, and
- To treat citizens with respect and dignity and be empathetic to them.

WHAT THE DIRECTORATE EXPECTS FROM CITIZENS

- To refrain from hindering or obstructing the Labour Inspector's duties,
- To truthfully, accurately and timely present their case to the Directorate's officials,
- To truthfully, accurately and timely answer to any question put to them by the Directorate's officials,
- To respect the Labour Inspector's professional independence and impartiality, and
- To refrain from physical or verbal threats and assaults towards anyone while dealing with the Directorate.

HOW TO CONTACT THE DIRECTORATE

The Directorate encourages citizens to express any advice, appreciation, dissatisfaction or query with regard to its services by using any of the following means: