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SERVICE CHARTER

The NCAA, as a newly established State Owned Enterprise in terms of the Civil Aviation Act, 2016, with the mandate to regulate and oversee the safety and security system within Namibia and to provide safe and reliable air navigation services, herewith commits to provide fair and professional service to its customers.

In line with its vision -

'To be an acclaimed leader in sustainable Aviation Safety and Security'

with a mission to –

'control, regulate and promote sustainable, world class and internationally compliant regulatory oversight and air navigation services, as well as being a responsible employer committed to high performance and organizational excellence'

NCAA understands that its customers form an integral part of the aviation safety and security system within which it functions and that the quality of services it provides is important to the sustainability of the industry, and can hence not be neglected or ignored.

In terms of our core values listed below, our intention to instil necessary values into our organisational culture is apparent. This imparts a clear message throughout all organisational levels that we expect behaviour from staff that would result in an improved customer experience.

- (i) Integrity: We will maintain high ethical standards and approach issues professionally, without bias and in a transparent manner in order to win the trust of all our stakeholders.*
- (ii) Accountability: We will listen to our customers and explain to them our position and ensure our services, (Air Traffic, Aeronautical*

Information, Flight Information, Communications, Navigational and Surveillance and Regulatory Solutions Services) match our customer needs and reasonable expectations. We will be responsive to our customer and our client requests, and will strive to exceed their expectations on each-and-every interaction. We will measure the level of customer satisfaction on a regular basis.

(iii) Fairness: We will be open about the costs that we impose on the Industry and keep our safety and security regulations simple and user friendly. We will explain our processes and eliminate unnecessary bureaucracy. The Authority will strive to make quality evident and risk based decisions in dealing with people.

(iv) Excellence: We will continually strive for, and consistently aim to achieve the highest standards. We will benchmark ourselves against comparable services internationally and within Namibia.

In our efforts to deliver on our intentions we will strive to -

- Be efficient and effective in the delivery of our service;
- Be courteous, respectful and helpful;
- Treat customer enquiries and communication with appropriate urgency and confidentiality, and provide timely, accurate and useful responses;
- Build a professional partnership relationship with all customers;
- Regularly consult and communicate with all our customers;

This NCAA established service standard informs our customers of our commitment to serve, and can assist to provide meaningful feedback on how we are doing.

We are committed to support you.

Angeline Simana

Executive Director