



Republic of Malawi

DEPARTMENT OF DISASTER MANAGEMENT
AFFAIRS

CUSTOMER SERVICE CHARTER

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CUSTOMER SERVICE CHARTER FOR THE DEPARTMENT OF DISASTER MANAGEMENT AFFAIRS				
<i>NO</i>	<i>SERVICES OFFERED</i>	<i>CLIENT REQUIREMENTS</i>	<i>COST IMPLICATIONS</i>	<i>TIME FRAME</i>
1	General enquiries	None	Free	5 Minutes
2	Provision of technical advice on disaster risk management.	<i>None</i>	Free	30 minutes
3	Booking for audience with the Minister responsible for Disaster Management Affairs	<ol style="list-style-type: none"> 1. Seek appointment through a letter 2. Provide details/agenda for the appointment 3. Submit appointment request through the Secretary and Commissioner for Disaster Management Affairs 	Free	2 months
4	Booking for audience with the Secretary and Commissioner for Disaster Management Affairs	<ol style="list-style-type: none"> 1. Seek appointment verbally or through a letter 2. Provide details/agenda for the appointment 3. Submit appointment request to secretary of the Commissioner 	Free	5 days
5	The Minister as Guest of Honour to functions	<ol style="list-style-type: none"> 1. Provide a request letter a month prior to the function. 2. The letter to include details regarding the event, i.e. purpose, program, guest list, venue, date and time 	Free	2 months
6	Provision of current government information to the public on disaster risk management	<ol style="list-style-type: none"> 1. Submit request and ID 	Free	1 day

7	Provision of technical support in the design and/or implementation of disaster risk management programmes, projects and activities.	<ol style="list-style-type: none"> 1. Provide request letter two weeks prior to the activity 2. The letter should specify the kind of support that is required, where the activity is to be conducted, duration and any logistical support to be provided 	Free	2 days
8	Provision of relief assistance to people affected by disasters	<ol style="list-style-type: none"> 1. Submit a signed report on the disaster from the District Commissioner's or Chief Executive Officer's office. 2. Report to include;- details of the affected population, area, type and magnitude of the disaster and date of occurrence 	Free	Within 48 hours

COMPLAINTS

"COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY"

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Secretary and Commissioner for Disaster Management Affairs,
 P. O. Box 336, Capital Hill, Lilongwe 3.
 Telegrams: PRESMIN, Lilongwe
 Telephone: +265 1 788 188
 Telefax : +265 1 789 142
 E-mail : info.dodma@dodma.gov.mw
 Website : www.dodma.gov.mw

IT IS YOUR RIGHT TO DEMAND EFFICIENT SERVICE