

## YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve 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, polite and patient;
- Be timely in providing required and accurate information to the subdivision;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

**When you communicate with us, please provide the following information:**

- Your full name
- Postal address and telephone and / or fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our subdivision whom you dealt with as well as the date and the time of the communication to improve our services

## FEEDBACK, COMMENTS AND COMPLAINT

*If you have any comment, suggestion or a request about the activities or services of the division you should contact:*

The Deputy Director: Finance  
Khomas Regional Council  
6688 Pullman Street  
Private Bag 3379  
Windhoek  
Namibia

Phone: +264 61 284 4386

Fax: +264 61 220317

E-mail: [jwedeinge@gov.na](mailto:jwedeinge@gov.na)

- If you are not satisfied with the response from the division you may take the matter up with the Director of Finance and Administration.
- Should you still not be satisfied with the response or action taken you may approach the Chief Regional Officer;
- Should you still not be satisfied you may approach the Office of the Prime Minister: Public Service Commission.
- If still not yet satisfied you may approach the Office of the Ombudsman.



**Khomas Regional Council**

## **CUSTOMER SERVICE CHARTER**



**Directorate of Development Planning,  
Monitoring and Evaluation**

### **Division: Finance**

The Division is responsible for maintaining Prudent Financial Management and optimal use of financial resources through sound planning and monitoring.



## **THIS CHARTER**

- Outlines the service we provide (What we do)
- Defines who are our Customers
- Reflects our commitment
- Sets standard of service that you can expect from us at all times
- State what we will do if you contact us
- Your view count
- What we ask of you
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

## **WHAT WE DO**

**The division provides administrative service in the following areas;**

- ◆ Prepare and monitor the Council Budget;
- ◆ Control the course of expenditure in relation to appropriated funds;
- ◆ Prepare reports on budget execution;
- ◆ Ensure compliance to Laws and Regulations governing the State Finance;
- ◆ Pay/process staff related expenditures and allowances;
- ◆ Process suppliers/creditors payments;
- ◆ Prepare report to the Auditor General and respond to audit queries directed to the CRO;
- ◆ Collect, safekeeping, banking as well as reporting of different sources of Revenue collected by the Council

### **OUR CUSTOMERS**

- Staff members,
- Councillors
- OMAs and RCs
- Members of the Public
- Suppliers

### **OUR COMMITMENT TO YOU**

✓ We commit to provide accurate and timely financial services.

✓ We strive to execute our duties within the following guiding **VALUES**:  
Being responsible and answerable for every action we take.

#### **Transparency:**

Discharging our duties and responsibilities in open, fair and pro-active manner

#### **Integrity:**

Discharging our mandate with honesty, dignity and honor, in an uncompromising manner.

### **Professionalism:**

Strict and nonpartisan adherence to our core values and responsibilities, embracing partnership with all stakeholders.

### **Responsiveness:**

Being proactive, efficient and effective in addressing the needs and expectations of our people in relation to our mandate.

### **Teamwork:**

Working together towards attaining our strategic objectives in a collective and collaborative manner.

## **OUR SERVICE PROMISE/STANDARDS**

We will:

- Prepare and submit the Council Budget within the deadline given;
- Monitor and control the Council expenditure on a monthly basis;
- Prepare monthly, quarterly and annual reports on budget execution;
- Prepare monthly financial management reports within 10 working days after month end.
- Ensure adherence to legal frameworks that guide or regulate procurement at all times;
- Process all payments within 5 working days once all relevant supporting documents are submitted to the finance office.
- Ensure the collection, safekeeping, banking as well as reporting of different sources of Revenue collected by the Council daily;
- Request for the release of funds by the 10th of each preceding month for spending;
- Prepare and submit the annual financial statements within 3 months after the closure of the financial period.
- Respond to audit queries within 7 days.
- Provide feedback to staff member on S&T claims within 3 days after receipt of the claim in the finance office.
- Follow up on outstanding invoice to customers within 30 days

## **WHEN YOU CONTACT US**

### **If you phone us**

- we will answer to your call within 3 rings;
- We will return your call within 2 days if we can't provide an answer immediately.

### **If you write to us**

- We acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

### **If you visit us**

- We will attend to you within 5 Minutes if you have an appointment with us;
- We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer;
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.