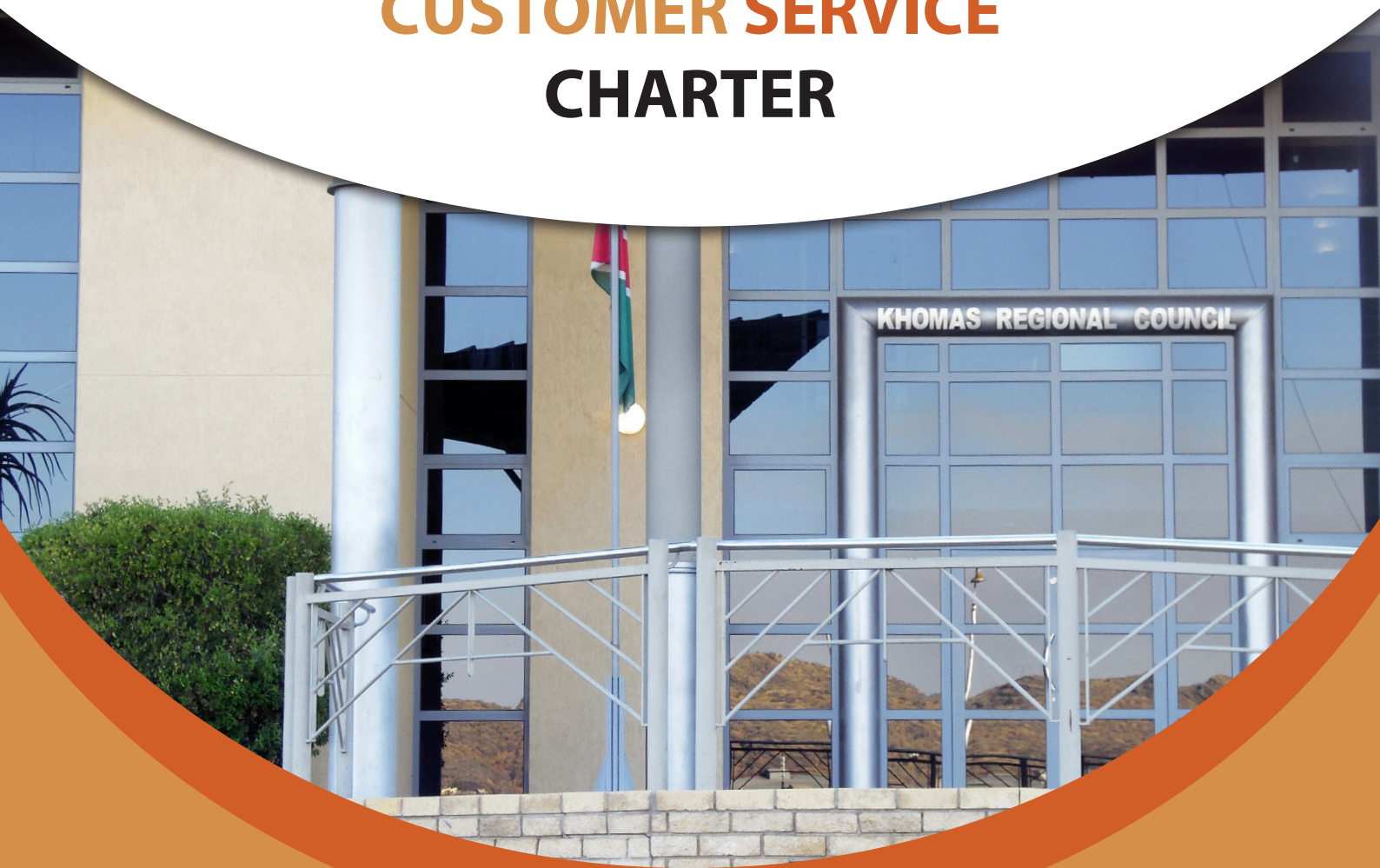




KHOMAS REGIONAL COUNCIL

# **CUSTOMER SERVICE CHARTER**







KHOMAS REGIONAL COUNCILLORS



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## ABBREVIATIONS

|             |  |
|-------------|--|
| <b>CDC</b>  | Community/Constituency Development Committee |
| <b>COW</b>  | City of Windhoek                             |
| <b>CRO</b>  | Chief Regional Officer                       |
| <b>GRN</b>  | Government of the Republic of Namibia        |
| <b>HPP</b>  | Harambee Prosperity Plan                     |
| <b>ICT</b>  | Information Communication and Technology     |
| <b>KRC</b>  | Khomas Regional Council                      |
| <b>LED</b>  | Local Economic Development                   |
| <b>LA</b>   | Local Authority                              |
| <b>MURD</b> | Ministry of Urban and Rural Development      |
| <b>NDP</b>  | National Development Plans                   |
| <b>OMAs</b> | Offices/Ministries/ Agencies                 |
| <b>PPP</b>  | Public Private Partnerships                  |
| <b>RDCC</b> | Regional Development Coordinating Committee  |
| <b>RC</b>   | Regional Council                             |



## FOREWORD

The main objective of the Khomas Regional Council Customer Service Charter is to provide a framework for defining service delivery standards, the rights of customers, and how complaints from customers will be handled. This Charter is a social contract between the Khomas Regional Council and its customers who are the key stakeholders in all that we do.

Furthermore, the Customer Service Charter set the scope and levels of service that can be expected and realistically delivered within normal circumstances and within the resources available to the Regional Council. It specifies our quantitative and qualitative commitments to our clients measured with objective quality indicators. The Regional Council will monitor the full implementation of this charter through the use of the management information systems, through consultation with customers using a variety of methods, including customer panels, customer surveys, meeting with customer representatives, employer groups and feedback received through the Comments and Complaints system.

I therefore pledge our commitment to deliver an excellent level of service to meet our clients' expectations, promise that we shall regularly monitor our level of service delivery against these standards and incorporate clients' feedback to promote further improvements in the set standards.

  
.....  
Hon. R Jacob  
Chairperson: Regional Council



  
.....  
Date

## ACKNOWLEDGEMENT

It is my pleasure to present to you the customer service Charter for the Khomas Regional Council, which re-affirms our commitment to provide high quality services to our customers with a view of creating a better understanding and enhancing our service delivery.

We would like to take this opportunity to sincerely thank the Office of the Prime Minister; Department Public Service Management in particular for guidance, at the same time acknowledge with gratitude, the collective contribution and efforts made by all staff members of the Regional Council throughout the development process of our Customer Service Charter.

This Customer Service Charter is a tool to increase the information available to the customers of the Khomas Regional Council and sets standards for transparency in public services. It is expected that through the customer service charter, our clients will have faster access to services, setting an end to bureaucracies and time wasting and delays in services delivery process. The Service Charter has been prepared in the spirit of being responsive to effective service delivery, transparency and accountability. It also spells out the role of the Khomas Regional Council and highlights the services offered and requirements therein.

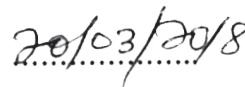
Our Customer Service's Charter contains the following important elements:

- Integrity
- Accountability
- Transparency
- Courtesy
- Objectivity and impartiality
- Promptness
- Efficiency and effectiveness.

This Charter is our promise to you, our customers, that we endeavor to serve effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.



Mr. C Mafwila



Date



## OUR MANDATE

Our mandate is derived from the Namibian Constitution, Chapter 12, Article 103, Section 28; the Regional Councils Act (Act 22 of 1992) which gave us the following mandate in the Region:

- Governing, Planning, Coordinating and Implementing socio-economic development activities;
- Ensuring environmental protection and sustainable natural resource utilization;
- Making recommendations to Minister of Finance in relation to preparation of estimates of expenditure; and
- Advising and/or making suggestions on GRN legislation & policy

### Our Vision:

A well developed, united and prosperous Region.

### Our Strategic Intent:

A leading Region in development, knowledge, peace and poverty eradication.

### THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who our Customers are
- 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 counts
- 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 mandates of the Khomas Regional Council are primarily carried out by various Directorates, Divisions; Subdivision, Sections and Subsection which are established to ensure effective implementation of various programmes and projects of the region and support services to the Councils and staff members.

### Directorates of Development Planning, Monitoring & Evaluation

- Plan and coordinate the implementation of socio-economic development programmes/projects;
- Overseeing Technical and Maintenance of infrastructures and construction in the Region and ensuring that work are completed within the required standards of quality, cost and time.
- Monitor and evaluate the utilization of natural resources and implementation of programmes / projects within the Region;
- Facilitate the of economic sustainability through employment creation and skills transfer,
- Enhance local empowerment and infrastructure development throughout the region

## **Directorate Finance, Human Resources and Administration**

- Provide prudent financial management services to the Council and
- Provide Policy guidance, Planning, and advisory services on issues pertaining to Human Resources Management,
- Provide support services through Information Communication Technology (ICT), Public Relations; Transport; Registry services and all logistics and administrative support to the activities of the Councils and its constituencies;
- Ensure appropriate coordination with all stakeholders to mitigate disasters impacts on vulnerable communities in our region.

### **Section: Internal Audit**

- Assist the Council and its Management in accomplishing its objectives, by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of organization's risk management, control and governance processes.

## **OUR COMMITMENT TO YOU**

- We commit to regular communications with you as customers through meetings, correspondence/reports and information sharing.
- We strive to execute our duties within the following guiding VALUES:

### **Accountability:**

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 honour, 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

### DIRECTORATE DEVELOPMENT PLANNING, MONITORING & EVALUATION

#### Division Regional Planning

We will:

- Continuously interpret and ensure implementation of policy frameworks at regional level with relevant legislations
- Facilitate the development of the Council Strategic Plan three months prior to the expiry of the preceding Strategic Plan and according to approved framework;
- Facilitate the development of the Council Annual Plan before the end of February every fiscal year according to approved frameworks
- Facilitate the development of Performance Agreement prior to the first month of the next financial year;
- Ensure performance review is done within two weeks after end of each quarter;
- Facilitate quarterly RDCC consultative meetings;
- Conduct community need assessment annually;
- Facilitate the establishment of Community /Constituency Development Committee (CDC) after every three years;
- Train CDC members within two weeks after appointment
- Recommend for the approval of funding of Income Generating Activities annually
- Continuously create awareness for income generation programmes through various platforms
- Provide evidence based planning annually
- Monitor and evaluate activities of planned programmes/ projects monthly;
- Compile monthly, quarterly and annual reports on regional planning activities;
- Continuously conduct public awareness on HIV/AIDS.

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#### Division Rural Services

We will:

- Facilitate the:
  - Implementation of rural sanitation facilities in the Region after allocation by the Procurement Committee within 3 months.
  - Provision of equipment's to project beneficiaries within a month from the date of approval.
  - Provision of tailor made services aimed at improving food security within a month after approval.
  - Implementation of One Region One Initiative (OROI) .
- Conduct project pre-briefing meeting with beneficiaries 1 week prior to commencement of the project

- Pay Food/Cash for Work (FCW) beneficiaries monthly for the duration of the project;
- Continuously conduct community meetings with Councillor
- Ensure skill transfer through rural developmental activities at all times
- Monitor and evaluate projects monthly

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### Division Technical Services

We will:

- Facilitate the appointment of consultants/contractors within 3 month.
- Facilitate the construction of new and upgrading existing government infrastructures annually;
- Approve designs and drawings within 2 weeks;
- Conduct monthly inspection on progress of constructions;
- Attend to emergency maintenance within 3 hours;
- Attend to minor maintenance within a day and major maintenance within 14 days
- Attend emergency maintenance requests within two hours.
- Verify contractors and consultants invoices within a day after submission of payment certificate
- Conduct weekly inspection on infrastructures;

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### Section Internal Audit

We will:

- Send out Scope letters three (3) days before the audit work commences.
- Send out the audit report to management within two (2) days after the audit is complete.
- Present the audit reports to the following management meeting after they are presented to the Audit Committee.
- Conduct follow-up on recommended implementations regularly prior to the agreed time.
- Evaluate the effectiveness of the internal controls on quarterly basis.
- Update the Issue Tracker on a weekly basis
- Continuously facilitate the implementation of an effective risk management process
- Acknowledge receipt for investigations within 2 working days.
- Conduct investigation within a week upon receipt of notification;
- Attend to Ad hoc queries within five (5) working days after preliminary investigation is done by management.

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## **DIRECTORATE FINANCE AND ADMINISTRATION**

### **Division Human Resources**

We will:

- Update your Personal file as per your request within two (2) working days;
- Update VIP system daily;
- Ensure that delegated vacant positions are filled within two (2) months, and undelegated within three (3) months;
- Attend to request for leave credit days within one working day;
- Attend to misconduct cases within one month of their occurrence;
- Respond to your grievances within five (5) working days;
- Process applications on medical aid, social security, Home loan, and GIPF within one (1) working day provided all required documents are attached;
- Process employees benefit and Social Security claims within 1 working day provided all documents are attached;
- Process staff benefits upon termination of service within 15 working days provided all required documents are submitted Conduct wellness session on quarterly basis;
- Terminate service within 1 working day upon receipt of notification;
- Interpret policies on request by staff members right away or within two working days if we cannot provide an answer instantly;
- Facilitate financial assistance within 15 working days after approval has been granted.

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### **Division Finance**

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

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## Division Administration

### ● Subdivision: Auxiliaries Services

We will:

- Avail transport and issue trip authority within one (1) day;
- Collect and distribute license disc within five working days after the expiring month;
- Forward request to the bank for new and replacement of lost fuel cards within a day and provide a new card within seven working days;
- Prepare and deliver an order for servicing and repairs of vehicles within a week after the request was received;
- Scrutinise fuel consumption and kilometre returns monthly;
- Verify and submit invoices to procurement within a day after receipt
- Inspect vehicles before and after handover;
- Ensure that correspondence are posted, sorted and delivered on a daily basis;
- Record data on Electronic Document Record Management System (EDRMS) daily;
- Provide requested file within 2 days;
- Process purchase order within two (2) working days upon receipt of the approved Internal Requisition Form;
- Evaluate tender document within one month after the closing date;
- Distribute Procurement Committee (PC) minutes 2 days before PC meeting;
- Maintain offices hygiene daily;
- Carry out general stock taking once a year and as need arise.
- Issue and control stock on a daily basis;
- Conduct office inspection once a week.

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### ● Subdivision: Public Relations And Meetings

We will:

- Produce the quarterly newsletter;

- Respond to media queries within a day;
- Continuously update the council website
- Invite media to cover Council events when required;
- Monitor media reports about the Council on a daily basis;
- Provide feedback through various media platforms on reported cases regarding the Council within five working days;
- Attend all official engagements or meetings of the Regional Council at all times;
- Distribute Council agenda 72 hours prior to the meeting date
- Render secretarial service during meetings;
- Produce minutes five days after the meeting
- Submit Council minutes to the line Ministry within 5 days after approval

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### Section: Information Technology (IT)

We will:

- Handle all requests and enquiries within a day;
- Carry out anti-virus health check daily;
- Monitor network infrastructure daily;
- Respond to hardware failures/needs within 30 minutes;
- Replace damaged hardware components within 2 working days;
- Manage all licenses on a yearly basis or upon expiration;
- Ensure that backup of data at constituency offices is done quarterly and at head office on a daily basis;
- Create IT usage awareness to staff members on a quarterly basis;
- Provide day to day helpdesk support.

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### ● Subdivision: Emergency Management Unit

We will:

- Make sure that supplier claims are paid within 14 days;
- Notify OPM/ Regional Council on the actual emergencies within a day;
- Mobilise and provide personnel, equipment and materials to assist; affected areas according to the identified needs within 2 days;
- Impact assessment of stricken areas within 23 days;
- Conduct needs assessment within 2 days;
- Conduct lessons learned of emergency after 12 weeks;
- Compile a report to Regional Disaster Risk Management Committee within a week;
- Attend to stakeholders/customers/suppliers needs daily;
- Post disaster Review report within 3 months after natural disaster.



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## ● Subdivision: Constituency Support

We will:

- Provide relevant information and referrals at all times
- Plan and prepare logistic for community meetings two days prior to meeting date;
- Render secretarial services at all times during meetings;
- Monitor the progress of community development programmes implementation on a monthly, quarterly and annual basis;
- Asses and appraise all income generating projects two weeks before funding
- Submit developmental proposal to the council within five days after CDC meeting
- Produce minutes three days after the meeting

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## CONTACT DETAILS OF THE CONSTITUENCY OFFICES

| No. | Constituency     | Councilor               | Tel.          |
|-----|------------------|-------------------------|---------------|
| 1.  | John Pandeni     | Hon. R. Jacob           | 061-388700/1  |
| 2.  | Samora Machel    | Hon. F.S Shivute        | 061-264836    |
| 3.  | Moses //Gaoeb    | Hon. M. David           | 061-247983    |
| 4.  | Khomasdal        | Hon. M. Mensah Williams | 061-213948    |
| 5.  | Windhoek East    | Hon. J.N Namuhuja       | 061-386680    |
| 6.  | Windhoek West    | Hon. G. Trepper         | 061-304196    |
| 7.  | Windhoek Rural   | Hon. P.I Ita            | 062-542048    |
| 8.  | Katutura East    | Hon. R. Sheehama        | 061-310505/00 |
| 9.  | Katutura Central | Hon. A. Kandjii         | 061-423000    |
| 10. | Tobias Hainyeko  | Hon. C. Likuwa          | 061-304196    |

## WHEN YOU CONTACT US

- Provide your full name
- Provide 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

## 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 and timely in providing required information to the Council.
- 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 service.

### YOUR VIEWS COUNT:

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

### FEEDBACK, COMMENTS AND COMPLAINT

If you have any comment, suggestion or a request about the activities or services of the Khomas Regional Council should contact:

The Chief Regional Officer  
Khomas Regional Council  
Pullman Street 6688  
P. O. Box 3379  
Windhoek

Telephone: (061) 2924300  
Fax: (061) 220317  
Email: [cmawila@khomasrc.gov.na](mailto:cmawila@khomasrc.gov.na)

OR

The Public Relations Officer  
Khomas Regional Council  
Private Bag 13306  
Windhoek  
Namibia  
Phone: +264 61 292 4364  
Fax: +264 61 220317  
E-mail: [pr@khomasrc.gov.na](mailto:pr@khomasrc.gov.na).

And if you are still not satisfied with the response from the Chief Regional Council you may approach the **Minister of Urban and Rural Development**. Should you still not be satisfied you may take the matter up with the **Office of the Prime Minister** or the **Office of the Ombudsman**.



KHOMAS REGIONAL COUNCIL

