



REPUBLIC
OF
NAMIBIA



OTJOZONDJUPA REGIONAL COUNCIL



CUSTOMER SERVICE CHARTER

**OTJOZONDJUPA REGIONAL COUNCIL
OFFICE PARK**



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CDC	Constituency Development Committee
CRO	Chief Regional Officer
OTRC	Otjozondjupa Regional Council
FCW	Food/Cash for Work
GRN	Government of the Republic of Namibia
HIV/Aids	Human Immunodeficiency Virus
HPP	Harambee Prosperity Plan
ICT	Information Communication and Technology
LED	Local Economic Development
LA	Local Authorities
MURD	Ministry of Urban and Rural Development
NDP	National Development Plan
OMAs	Offices/Ministries/ Agencies
OROI	One Region One Initiative
PPP	Public Private Partnership
RDCC	Regional Development Coordinating Committee
RCs	Regional Councils



HON. MARLAYN MBAKERA

The mandate of Otjozondjupa Regional Council is to plan and develop the region in a sustainable manner for the benefit of its inhabitants.

The Customer Service Charter seeks to transform the Public Service into a performance and result oriented sector at all levels. This Charter therefore outlines the standards and quality of service that you, our customers can expect from the Otjozondjupa Regional Council.

The Customer Service charter is a framework that guides the improvement of service delivery in Namibia.

The purpose of the customer service charters is to provide effective and efficient public services , by providing our customers with information on the services we provide, enable our customers to check their expectations against what is offered and convey the department's policies and services standards.

Council commits to the full implementation of this charter and it is available at all our offices as well as on all our online platforms.

A handwritten signature in black ink, appearing to read 'Mbakera'.

HON. MARLAYN MBAKERA
COUNCIL CHAIRPERSON





MRS AGATHA MWETI

The Otjozondjupa Regional Council's Customer Service Charter (CSC), is aimed at providing guidance on enhancing good governance and effective service delivery in line with the Vision and Mission of Council. Guided by; Effective and efficient service delivery, Transparency, Information on services of Council and Strategic Communication, the charter outlines the operations of the institution in line with its mandate and provides a commitment to our customers in terms of service delivery.

This charter therefore, stipulates what the public can expect from our services and how the customers can help us to deliver professional, reliable and consistent customer service. To spearhead the process of rendering effective customer service, Council established and approved a Customer Service Charter Committee, whose role is to facilitate the application and continuous improvement of service delivery.

Otjozondjupa Regional Council extends appreciation to the Office of the Prime Minister for laying a foundation and guide on service charters for the Public Service of Namibia, as well as to the Office of the Executive Director in the Office of the Prime Minister and the Department of Public Service Management for the guidance and assistance in crafting this Customer Service Charter.

On behalf of Council, I further acknowledge the contributions of the Councillors, staff and in particular the Customer Service Charter Committee for the collective team work in developing the charter.

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke.

MRS AGATHA MWETI
CHIEF REGIONAL OFFICER





The mandate of the Regional Council as derived from Article 103 (3) and Article 108 of the Namibian Constitution, and Section 28 of the Regional Council Act of 1992 (Act No. 22 Of 1992) as amended, is to plan and develop the Region in a sustainable manner for the benefit of its inhabitants.



“A region that enables its inhabitants to work towards prosperity and improved quality of life”



“ To spearhead integrated planning and oversee implementation of socio economic and physical infrastructural development in order to uplift the living standard of inhabitants of the region”.

ABOUT THIS CHARTER

- »»» Outlines the service 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;
- »»» States what we will do if you contact us;
- »»» States that your views count;
- »»» Indicates 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.



DIRECTORATE OF PLANNING AND DEVELOPMENT

DIVISION PLANNING AND DEVELOPMENT

- Planning and coordinating the regional developments, implementation of capital projects, socio-economic development programs/activities, community health and decentralized build together programs.

DIVISION RURAL SERVICES

- Managing the implementation of rural development programs.

DIRECTORATE: FINANCE AND ADMINISTRATION

DIVISION FINANCE

- Maintaining prudent financial management, which includes the preparation and execution of the Council Budget, in line with Laws and Regulations governing State Finances.

DIVISION HUMAN RESOURCES MANAGEMENT

- Providing administration support and advisory services on issues pertaining to human resources management, managing training and development, and wellbeing of staff members within the Council and ensuring that rules and regulations are adhere to.

SUBDIVISION AUXILARRY SERVICES

- Providing administrative support services on procurement, fleet, record and asset management; hygiene services, office accommodation and maintenance to the Council.

SUBDIVISION INTERNAL AUDIT

- Evaluating and improving the effectiveness of Regional Council's risk management, internal control and governance processes.

SUBDIVISION SETTLEMENT ADMINISTRATION

- Planning and coordinating the infrastructure development and provision of municipal services in the settlement area.

SUBDIVISION CONSTITUENCY SUPPORT

- To serve as a link between the Council and the Community.

SECTION : PUBLIC RELATIONS AND MEETINGS

- ✔ Serve as a link between the Council, Media, Stakeholders and the Public.

SECTION: EMERGENCY DISASTER RISK MANAGEMENT

- ✔ Coordinating disaster risk management to mitigate responsive strategies to disaster impacts in the region.

SECTION: INFORMATION TECHNOLOGY

- ✔ Providing ICT services, systems and networking administration within the Council

2. OUR CUSTOMERS

- Community members
- OMA 's , RC and LA's
- Private Sectors
- Staff members
- Settlement residents
- NGOs and CBOs
- General Public
- Regional Councilors
- The Media
- Bidders
- Contractors
- Service Providers

3. OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of efficient and effective services; and
- We strive to execute our duties within the following guiding VALUES :



4. OUR SERVICE PROMISE/STANDARDS

DIRECTORATE: PLANNING AND DEVELOPMENT

4.1 DIVISION PLANNING AND DEVELOPMENT

We will:

- Continuously interpret and ensure implementation of Regional Development policy frameworks with relevant legislations;
- Facilitate RDCC and RACOC consultative meetings on quarterly basis ;
- Facilitate training for RDCC; CDC; SDC; RACOC and CACOC members after every two years;
- Continuously ensure effective planning and implementation of developmental projects;
- Monitor and evaluate activities of planned programmes/project monthly;
- Compile reports on regional development activities monthly and annually ;

We will respond to you at Tel: +264 67 303 702

E-mail: planning@otjozondjuparc.gov.na

4.2 DIVISION RURAL SERVICES

- Implementation of rural sanitation facilities at all times.
- Provision of materials and equipment's to project beneficiaries within two months from date of approval.
- Implementation of One Region One Initiative (OROI) after every three (3) years.
- Payment of Food/Cash for Work (FCW) beneficiaries one month after completion of project.
- Capacity building of beneficiaries on business skills annually.
- Conduct viability assessment of submitted projects within a month from the date of submission of project proposals.
- Conduct project briefing meeting with beneficiaries at all times;

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DIRECTORATE: FINANCE AND ADMINISTRATION

4.3 DIVISION HUMAN RESOURCES MANAGEMENT

We will:

- ✔ Update Personal file as per your request within two (2) working days;
- ✔ Attend to request for leave credit days within one (1) working day;
- ✔ Update VIP system daily;
- ✔ Ensure that delegated vacant positions are filled within two (2) months, and undelegated within three (3) months;
- ✔ Facilitate leave applications for decentralised functions within 3 working days.
- ✔ Attend to misconduct cases within one (1) month of their occurrence;
- ✔ Respond to grievances within five (5) working days;
- ✔ Process applications on medical aid, social security, Home loan, and GIPF within two (2) working days provided all required documents are attached;
- ✔ Process employees benefit and Social Security claims within one (1) working day provided all documents are attached;
- ✔ Terminate employee service within two (2) working days upon receipt of notification;
- ✔ Process staff benefits upon termination of service within three (3) working days provided all required documents are submitted;

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4.4 DIVISION FINANCE

We will:

- ✔ Compile and submit the Council Budget within the given deadline;
- ✔ Monitor and control the Council expenditures on a daily basis;
- ✔ Provide financial advice to the Council at all times
- ✔ Prepare financial management reports on budget execution within 10 working days after month end;
- ✔ Submit value added tax (VAT) returns on the 25th of every second month;
- ✔ Ensure adherence to financial legal frameworks at all times;
- ✔ Pay Daily Subsistence Allowance (DSA) within three working days after receipt;

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4.5 SUBDIVISION AUXILARRY SERVICES

We will:

- Avail transport and issue trip authority within one (1) working day;
- Collect and distribute renewal of license disc within 5 working days after the expiring date;
- Issue replacement of maintenance cards within eight (8) working days;
- Prepare and submit annual procurement plan three (3) months before end of financial year; ^{within seven}
- Prepare and submit bidding documents for acquiring works, goods and services (7) working days for minor and ten(10) working days for major procurement;
- Scrutinize log book daily;
- Inspect vehicles before and after handover at all times;
- Verify and submit invoices to Finance within one(1) working day after receipt;

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E-mail: auxiliary@otjozondjuparc.gov.na

SECTION – PUBLIC RELATIONS AND MEETINGS

We will:

- Disseminate public information at all times;
- Produce Council's publications on a quarterly basis;
- Respond to media queries within one (1) working day;
- Monitor media reports about the Council on a daily basis;
- Invite the media to cover Council events when the need arises;
- Continuously update the Council's website and social media pages;
- Promote the image of the Council at all times;
- Coordinate and cover all official engagements and events when the need arises.

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E-mail: pr@otjozondjuparc.gov.na

SECTION: EMERGENCY DISASTER RISK MANAGEMENT

We will:

- Mobilize and coordinate personnel, equipment, safety and security and materials to assist affected communities according to the identified needs within two (2) days.
- Compile a comprehensive report on the implementation of disaster programme to the Regional Disaster Risk Management Committee within a week after occurrence of disaster
- Facilitate the establishment of coordinated risk response system of disaster management in the Region when need arises.
- Provide technical support to the Constituency and Settlement Disaster Risk Management Committee at all times.
- Compile final reports on disaster risk management to OPM within five working days after occurrence of disaster
- Continuously update database on affected areas and vulnerable communities.
- Conduct assessment on the impact of disaster incident within one (1) day.

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4.6 SUBDIVISION SETTLEMENT ADMINISTRATION

We will:

- Avail serviced land annually;
- Continuously provide Municipal Services and maintain infrastructure;
- Bill customers for service rendered on a monthly basis;
- Collect, safe keep and bank revenue daily;
- Conduct Settlement Development Committee (SDC), Settlement Disaster Risk Management Committee (SDRMC) and residents meetings on quarterly basis;
- Continuously promote settlement economic activities through various platforms;

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4.7 SUBDIVISION CONSTITUENCY SUPPORT

We will:

- Provide relevant information and referrals at all times;
- Prepare and confirm logistics for stakeholders/community meetings two days prior to meeting date;
- Ensure the implementation of community developmental programme and provide reports quarterly.
- Submit developmental proposals to the Directorate Planning and Development when the need arises.
- Coordinate the assessment and appraisal of project proposals within two (2) weeks after closing date;
- Notify applicant on status of the applications of project proposal within five (5) working days after CDC meeting;
- Hand over developmental project material/equipment within a month after approval and in line with the Public Procurement Act 2015;

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4.8 SUBDIVISION INTERNAL AUDIT

We will:

- Develop risk based audit plan annually;
- Continuously facilitate the implementation of an effective risk management process;
- Conduct audits on the effectiveness of the internal controls and governance processes annually or when the need arises;
- Send out the audit report to management within five (5) working days after the audit is completed;
- Present the audit reports to the Audit Committee/Management at all times;
- Conduct follow-up audits on implementations of audit recommendations (Internal/External) annually;
- Update the Issue Tracker as per observations/findings on a monthly basis.

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4.9 SECTION: INFORMATION TECHNOLOGY

We will:

- Provide adequate IT hardware/software and network infrastructure on the date of assumption of duty;
- Attend to requests and enquiries within one (1) working day upon receipt;
- Carry out anti-virus health check daily;
- Monitor network infrastructure daily;
- Attend to hardware failures/needs within 2 hours;
- Replace hardware components within (3) months;
- Create IT usage awareness to staff members when the need arises;
- Provide day to day helpdesk support.
- Backup all servers daily;
- Manage all licenses on a yearly basis and renew upon expiration;
- Monitor and update the Council's website when the need arises;

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5. WHEN YOU CONTACT US

If you phone us

We will:

- Answer to your call within three (3) rings
- Return your call within two (2) days if we can't provide an answer immediately.

If you write to us:

- We will acknowledge receipt within two (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 five (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.

6. 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.

7. 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 directorate;
- 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/ email address/ telephone number/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 Department/Directorate/Division/Subdivision whom you dealt with as well as the date and the time of the communication to improve our services.

8. DEALING WITH YOUR FEEDBACK, COMMENTS AND COMPLAINTS

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

**Otjozondjupa Regional Council
Otjozondjupa Regional Council Office Park
Henk Willems Street
P.O. Box 1682
Otjiwarongo
Namibia
Phone: +264 67 303 702
Website: <https://otjozondjuparc.gov.na>**

or

Public Relations Unit +264 67 303 702

E-mail: pr@otjozondjuparc.gov.na

And if you are still not satisfied with the response from Otjozondjupa Regional Council, you may approach the office of the Prime Minister or the Office of the Ombudsman.



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