

# */Kharas Regional Council*



## **//KHARAS REGIONAL COUNCIL**

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# **CUSTOMER SERVICE CHARTER**



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## Abbreviations

**CDC** Community/Constituency  
Development Committee

**CRO** Chief Regional Officer

**GRN** Government of the Republic of  
Namibia

**HPP** Harambee Prosperity Plan

**ICT** Information Communication and  
Technology

**KRC** //Kharas Regional Council

**LED** Local Economic Development

**LA** Local Authority

**MURD** Ministry of Urban and Rural  
Development

**NDP** National Development Plans

**OMAs** Offices/Ministries/ Agencies

**PPP** Public Private Partnerships

**RDCC** Regional Development  
Coordinating Committee

**RC** Regional Council

# Chairman of the //Kharas Regional Council

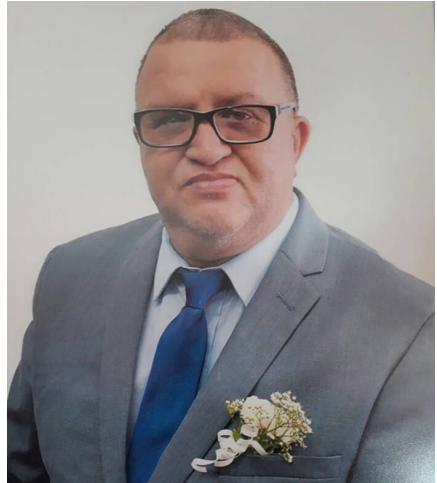
I am privileged to introduce to you our Customer Service Charter, a document formulated in such a way that it will serve not only our everyday clients/stakeholders but equally our potential investors. This Customer Service Charter clearly outlines our core business areas of the different directorates and divisions within our institution, in a user-friendly manner.

Under the guidance of the Regional Council Act 22 of 1992, the //Kharas Regional Council strives to serve its community with the utmost humility and respect, and further values the input and advice of community members through continued engagement through platforms such as the RACOC ;RDCC; RDRM and the likes.

The //Kharas Region is undoubtedly one of the greatest endowed regions as far as natural resources are concerned. Hence, the region holds great opportunities for investment and growth.

Therefore, with this document, we pledge our commitment towards our clients and larger community, and equally commit ourselves to develop the //Kharas Region into the preferred region of investment through responsive and responsible execution of our mandate.

I therefore encourage all our stakeholders to take ownership of this document as you are the core owners of it.



**Hon. Jan Albertus Scholtz**  
Chairperson

# Chief Regional Officer

I am thrilled to embark on this journey as head of the administrative arm of the //Kharas Regional Council at this most convenient time of launch of its first ever Customer Service Charter. It is an exciting road to join the cosmopolitan trend of prioritizing and addressing the needs and aspirations of our clients.

We are indebted to the officials from the Office of the Prime Minister for their patience and guidance during the development of this document.

It is my sincere wish that with this Charter, we will provide improved services to our clients and turn this greatly endowed region into a centre of excellence. I thus urge our customers and stakeholders to not waver in holding us accountable with this Charter.



**Beatus Eddy Okeri Kasete**  
Chief Regional Officer

# Our Mandate

Derived from Chapter 12 of the Namibia Constitution, Article 103, and the Regional Council Act, 1992 (Act 22 of 1992).

//Kharas Regional Council is mandated to Plan and Promote Socio-Economic Development in the Region for the benefit of all its inhabitants.

## Vision

*To uplift the living standards of the inhabitants of the //Kharas Region, through empowerment and sustainable utilization of resources.*

## Mission

*To promote, facilitate and coordinate sustainable development through good governance.*

our mandate

# The Charter

- Outlines the service we provide (What we do)
- Defines 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 views 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

# The Customers

- //Kharas Regional Council
- Councillors
- KRC Management and Staff members
- OMAs, RCs & Local Authorities
- Community Development Committees
- Suppliers /Service Providers
- Media
- Researchers
- Constituencies
- Settlements

# What We Do

The mandates of the //Kharas Regional Council are primarily carried out by various Units/ Directorates; Divisions; Subdivision; Sections and Subsections which are established to ensure effective implementation of various programmes and projects of the region and support services to the Councillors and staff members.

## 1.1. Directorate of Development Planning, Monitoring & Evaluation

- Interpret and ensure implementation of Regional Development policy frameworks with relevant legislations;
- Coordinate Strategic Management plan;
- Coordinate regional development planning;
- Facilitate public participation on regional planning; Initiate ,facilitate implementation , monitor and evaluate development projects and programmes;
- Compile, analyse, store and distribute statistical data for regional planning;
- Compile reports on regional planning activities;
- Facilitate the execution of HIV/AIDS programmes / activities

## 1.2. 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.

## 1.3. 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:

<b>Standards</b>	Setting, monitoring and publishing clear standards of service that individual members of the public can reasonably expect.
<b>Courtesy and helpfulness</b>	Providing a courteous and helpful service which is run to suit the convenience of those entitled to the service: services being provided by public servants who can be identified readily, through wearing name badges, by their customers.
<b>Information</b>	Providing information about public services in a straightforward and open manner which is readily understandable.
<b>Consultation and choice</b>	Ensuring that there is regular consultation and communication with those who use services and, having taken their views and priorities into account, providing a choice wherever possible.
<b>Accountability</b>	Providing details of performance against targets and identifying who is responsible.
<b>Openness / Transparency</b>	Disclosing how public services are managed, and the cost and performance of specific services.
<b>Non-discrimination</b>	Ensuring that services are available and applied equally to all.
<b>Quality of service</b>	Publicising straightforward complaints procedures with independent reviews where possible. Providing, where errors have been made, an apology, full explanation and early correction of the error.
<b>Value for money</b>	Providing efficient and economic public services within affordable resources.
<b>Accessibility</b>	Ensure accessibility to public service by accommodating the service needs of our service users.

# Our Service Promise / Standard

## Regional Planning

We will:

- Continuously interpret and ensure implementation of Regional Development policy frameworks 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 and RACOC consultative meetings;
- Facilitate training for RDCC; CDC; SDC; RACOC and CACOC; members within one month after appointment;
- Monitor and evaluate activities of planned programmes/ projects monthly;
- Compile monthly, quarterly and annual reports on regional planning activities;
- Continuously facilitate the execution of HIV and AIDS, and wellness programmes / activities
- Conduct supportive supervision visit to CACOCs on a quarterly basis;
- Monitor and evaluate HIV/AIDS activities on quarterly basis.

Phone: 063 221 919

Fax: 063 223 538

E-mail: [suchcaroo@yahoo.com](mailto:suchcaroo@yahoo.com)

## Technical Services

We will:

- Provide technical advice on new and existing government infrastructures at all times upon request;
- Design agreed new and upgrading of existing infrastructures when need arise;
- Facilitate the appointment of consultants/ contractors within three months after closing of advert of the bid;
- Approve designs and drawings within a month;

- Conduct monthly inspection on progress of projects;
- Attend to preventative emergency maintenance within 3 hours;
- Repair emergencies maintenance within two working days;
- Attend to minor maintenance within 14 working days
- Verify workmanship against approved specifications monthly per project.
- Prepare bid documents and bill of quantity for projects within 5 working days upon request;
- Attend monthly site meetings for capital projects;
- Organize monthly site meetings for minor works;
- Facilitate implementation of services within 3 months after appointment of contractor.

Phone: 063 221 900/19

Fax: 063 223 538

E-mail: suchcaroo@yahoo.com

## Rural Services

We will:

- Facilitate the:
  - Implementation of rural sanitation facilities in the Region after allocation by the Regional Procurement Committee (RPC) within a month;
  - Provision of materials and equipment's to project beneficiaries and tailor made services aimed at improving condition of beneficiaries within two months from the date of approval application;
  - 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;
- Ensure skill transfer through rural developmental activities at all times;
- Monitor and evaluate projects monthly.

Phone: 063 221 900/ 081 356 6486

Fax: +264 63 223 538

E-mail: mhzhshikongo@karasrc.gov.na

## Internal Audit

We will:

- Send out terms of reference letter five (5) days before the audit work commences.
- Send out the audit report to management within three (3) days after the audit is complete.
- Present the audit reports to the Audit Committee/management meeting at all times.
- Conduct follow-up on recommended implementations regularly prior to the agreed time.
- Evaluate the effectiveness of the internal controls annually.
- Update the Issue Tracker on a weekly basis.
- Continuously facilitate the implementation of an effective risk management process.
- Acknowledge receipt for audit request within 2 working days.
- Conduct audit within a week upon receipt of notification.
- Attend to Ad hoc queries within five (5) working days after preliminary investigation is done by management.

Phone: 063 221 900 / 081 321 5437

Fax: 063 223 538

E-mail: kavijtjivau@gmail.com

## Human Resources

We will:

- Update Personal file as per your request within a day.
- Update VIP system daily.
- Ensure that delegated positions (vacant) are filled within two (2) months, and undelegated within three (3) months.
- Attend to request for leave credit days within a day.
- Attend to misconduct cases within one month of their occurrence.
- Respond to grievances within five (5) working days.
- Process applications on medical aid, social security, Home loan, and GIPF within a day provided all required documents are attached.
- Process employees benefit and Social Security claims within a day provided all documents are attached.
- Process staff benefits upon termination of service within 10 working days provided all required documents are submitted.

- Conduct wellness session monthly;
- Terminate service within a month after the last day of service.

Phone: 063 221 900/28

Fax: 063 223 538

E-mail: muushunga@karasrc.gov.na

## Finance

We will:

- Compile and submit the Council Budget within the given deadline;
- Monitor and control the Council expenditures on a daily basis;
- Prepare monthly and annual financial reports on budget execution;
- Provide financial advice to the Council at all times;
- Compile and submit the Council Budget within the given deadline;
- Monitor and control the Council expenditures on a daily basis;
- Prepare monthly and annual financial reports on budget execution;
- Provide financial advice to the Council at all times
- Prepare monthly financial management reports within 10 working days after month end.
- Ensure adherence to financial legal frameworks at all times;
- Pay Daily Subsistence Allowance (DSA) within three working days before the departure date;
- Pay service providers within 5 working days once all relevant supporting documents are submitted to finance office;
- Safe keep and bank revenue daily;
- Prepare and submit annual financial statements within 3 months after year-end as prescribed in the Regional Council Act.
- Respond to audit queries within the given deadline;
- Follow up on outstanding invoices issued to customers within 30 days.
- Safe keeping of financial records at all times.

Phone: 063 221 900/23

Fax: 063 223 538

E-mail: cecilia.apollus@karasrc.gov.na

## Administration

### Auxiliaries Services

We will:

- Avail transport and issue trip authority within one (1) day;
- Collect and distribute renewal of license disc within 5 working days after the expiring date;
- Forward request to bank for new and replacement of lost fuel cards within a day and provide a new card within seven working days;
- Prepare and deliver purchase order for servicing and repairs within 10 working days after the request was received;
- Scrutinise log book daily;
- Inspect vehicles before and after handover;
- Verify and submit invoices to Finance within a day after receipt
- Process and issue purchase order within one (1) working day upon receipt of the approved Internal Requisition Form;
- Ensure that correspondences are posted, sorted and delivered on a daily basis;
- Record data on Electronic Document Record Management System (EDRMS) daily;
- Provide requested file within 1 hours;
- Evaluate bid document within 14 working days after the closing date;
- Distribute previous Procurement Committee (PC) minutes 2 days before the next PC meeting;
- Maintain offices hygiene daily;
- Conduct office inspection once a week;
- Carry out annual general stock taking or when need arise.
- Issue and control stock on a daily basis.

Phone: 063 221 900/48

Fax: 063 223 538

## Public Relations And Meetings

We will:

- Produce monthly newsletter;
- Respond to media queries within three working days;
- Continuously update the council website;
- Maintain the image of the Council at all times
- 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;
- Confirm logistic for official engagements or meetings of the Regional Council three days before the event;
- 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 three days after the meetings
- Submit ordinary Council and management committee minutes to the line Ministry within 2 days after approval.

Phone: 063 221 900 or 081 1656 747

Fax: 063 223 538

E-mail: [jileka@karasrc.gov.na](mailto:jileka@karasrc.gov.na) or  
[msjoileka@gmail.com](mailto:msjoileka@gmail.com)

## Information Technology (IT)

We will:

- Provide adequate IT hardware/software and network infrastructure on the date of assumption of duty;
- Handle all requests and enquiries within a day;
- Carry out anti-virus health check daily;
- Monitor network infrastructure daily;
- Attend to hardware failures/needs within 2 hours;
- Replace damaged hardware components within 2 working days;
- Create IT usage awareness to staff members when need arises;
- Provide day to day helpdesk support.
- Ensure provision of backup reports on all servers on a monthly basis;
- Manage all licenses on a yearly basis and renew upon expiration;
- Assist staff members on new applications within a month from the date of implementation.

Phone: 063 221 900/20

Fax: 063 223 538

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

## Emergency Disaster Risk Management

We will

- Mobilise and provide personnel, equipment , safety and security and materials to assist affected areas according to the identified needs within 2 days;
- Compile a report to 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 support to the Constituencies, Local Authority, Settlement and the Regional Disaster Risk Management Committee (RDRMC) at all time.
- Serve as the Secretariat to the Regional Disaster Risk Management Committee at all time.
- Compile final reports on disaster risk management to OPM within five working days after occurrence of disaster
- Continuously update database.

Phone: 063 221 900/ 081739 5377

Fax: 063 223 538

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

## Constituency Support

We will:

- Provide relevant information and referrals at all times
- prepare and confirm logistic for stakeholders/community meetings two days prior to meeting date;
- Render secretarial services at all times during meetings;
- Monitor the progress of community development programmes implementations on a monthly, quarterly and annual basis;
- Coordinate the assessment and appraisal of project proposals two weeks after closing date ;
- Notify applicant on status of the applications of project proposal five working days after CDC meeting
- Provide material/ equipment/ funds within two months after approval and in line with the procurement Act
- Produce minutes within three working days after the meeting;
- Submit developmental proposal to the Directorate Planning and Development within ten working days after CDC meeting;
- Facilitate the nomination of CDC, CACOC; SDC and CDRMC members after every three years or when need arises;



- Coordinate training for CDC; CACOC; SDC and CDRMC members within fifteen working days after appointment.

Phone: 063 221 900/ 081739 5377

Fax: 063 223 538

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

# When to Contact Us

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

- Your full name
- Postal address, email address, telephone and / or fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issues at stake and the person in our subdivision whom you dealt with as well as the date and the time of the communication.
- We will return your call within 2 days if we can't provide an answer immediately.
- 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.

## 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.

## Feedback, Comments & Complaints

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

Chief Regional Officer  
//Kharas Regional Council  
Wheeler Street (Education Building)  
Private Bag 2184  
Keetmanshoop  
Namibia

OR

The Public Relations Officer  
Phone: +264 63 221 900 or 081 1656 747  
Fax: +264 63 223 538  
E-mail: [jileka@karasrc.gov.na](mailto:jileka@karasrc.gov.na)

Phone: +264 63 221 900

Fax: +264 63 223 538

And if you are still not satisfied with the response from the Chief Regional Council you may approach the office the Minister: Ministry 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.

# NOTES

[illegible]



# *Karas Regional Council*

## **Karas Regional Council**

Education Building  
Wheeler Street,  
Private Bag 2184  
Keetmanshoop

TEL: 063-221900  
FAX: 063 223538

EMAIL: [jileka@karasrc.gov.na](mailto:jileka@karasrc.gov.na)  
WEBSITE: [www.karasrc.gov.na](http://www.karasrc.gov.na)