

## 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 Public Relations Officer  
Khomas Regional Council  
Private Bag 13306  
Windhoek  
Namibia

Phone: +264 61 284 2846

Fax: +264 61 305 933

E-mail: [\\_pr@khomarc.gov.na](mailto:_pr@khomarc.gov.na)

- If you are not satisfied with the response from the division you may take the matter up with the Chief Regional Officer
- Should you still not 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 Finance and Administration  
Division Administration**

**Subdivision: Public Relations and Meetings**

The subdivision is responsible for:

- serving as a link between the Council, and the media; customers and the public;
- providing secretariat support services to the Regional Council



## **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**

- Disseminate information
- Act as the spokesperson for the Council
- Market the activities of the Regional Council
- Coordinate and attend all official engagements or meetings of the Regional Council;
- Render secretarial services to Management Committee and Regional Council

### **OUR CUSTOMERS**

- Council and Management Committee
- Council staff
- Media
- OMAs and RCs
- Researchers
- General Public

### **OUR COMMITMENT TO YOU**

- ✓ Our commitment to our customers is the provision of effective and efficiency quality of service; and
- ✓ 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 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:

- Produce monthly 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;
- Arrange 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 five days after the meeting
- Submit Council minutes to the line Ministry within 5 days after approval

## **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.