

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 Regional Planning
Khomas Regional Council
Private Bag 13306
Windhoek
Namibia

Phone: +264 61 284 4349

Fax: +264 61 220317

E-mail: fcilinda@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 Development Planning,
Monitoring and Evaluation**

Division: Regional Planning

The division is responsible for planning and coordinating the implementation of socio-economic development programmes/projects.



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

- Interpret and ensure implementation of policy frameworks at regional level with relevant legislations
- Coordinate Strategic Management plan;
- Coordinate regional development planning;
- Facilitate public participation on regional planning;
- Promote and support self-reliance programmes;
- Monitor and evaluate development projects and programmes;
- Review statistical data for regional planning;
- Compile reports on regional planning activities;
- Facilitate payments to service providers;
- Conduct public awareness on HIV/AIDS.

OUR CUSTOMERS

- KRC Staff members
- Council
- Community
- Development Committees

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:

- 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.

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.