



**ZAMBEZI REGIONAL COUNCIL**



**CUSTOMER SERVICE CHARTER**  
**2024**



**ZAMBESI REGIONAL COUNCIL**



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2024**

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## ABBREVIATIONS

<b>ZRC</b>	Zambezi Regional Council
<b>RC</b>	Regional Council
<b>CSC</b>	Customer Service Charter
<b>ICT</b>	Information Communication Technology
<b>GP</b>	General Public
<b>TA</b>	Traditional Authority
<b>O/M/As</b>	Offices/Ministries/Agencies

## FOREWORD



This institutional charter outlines the commitments made by Zambezi Regional Council to its stakeholders. It forms part of key documents produced by ZRC in enabling the institution to execute its duties professionally as mandated by the Regional Councils Act (Act 22 of 1992).

This charter aims to set the scope and levels of service that can be expected and realistically delivered within normal circumstances and resources available. It includes an outline of services provided, some service benchmarks we would like to meet, a description of stakeholders and their responsibilities, a description of stakeholders can communicate with ZRC, the communication channels and list of major contacts.

My hope is that this institutional charter will serve as the instrument to achieve the objectives stipulated in the Strategic Plan of the Regional Council. It will guide the behaviors and characters of staff members throughout their performance of the annual plans.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke, positioned above a dotted line.

HON. MATENGU SIMUSHI

**CHAIRPERSON:** ZAMBEZI REGIONAL COUNCIL

## ACKNOWLEDGEMENT



Improving the quality of public services is a major theme in the Strategic Plan of Zambezi Regional Council as we embark on a journey towards achieving the regional vision of Prosperity through value addition and good governance.

In this customer service charter, we have set out our commitment to deliver the highest standard of customer service. It outlines the types of services we will endeavor to provide and various channels for customers to receive feedback.

This charter is developed in such a way that it gives staff members a clear picture of what kind of service standards customers expect. With this charter, we hope to improve our engagements and coordination of multiple activities undertaken by several stakeholders in the region.

We would like to thank the Office of the Prime Minister for their guidance and support throughout the preparation of the charter. Special thanks to the Honorable Councilors for their unaverred governance of the council. We thank the staff members of Zambezi Regional Council for their multiple efforts put together at Division, Directorate and Institutional level.

Finally, I trust that this charter will provide a good framework to bring about a cultural change towards better customer orientation in Zambezi Regional Council and in the region at large.

A handwritten signature in black ink, appearing to read 'Ndopu R.', written over a dotted line.

REGINA NDOPU - LUBINDA  
**CHIEF REGIONAL OFFICER**



## MANDATE

The Regional Council Act 22 of 1992 mandates the Zambezi Regional Council to:

- To govern and plan the socio-economic, physical and infrastructural development of the region.
- To improve the living conditions of the inhabitants of the region and to ensure sustainable development.

## VISION

To be a prosperous region, developed through value addition and good governance.

## MISSION

To plan and implement sustainable physical, socio-economic developmental programmes and projects for the region through effective governance.

### 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.

## 1. WHAT WE DO

The business of the Office is centered on these key Directorates as well as specialized Divisions, namely:

### **DIRECTORATE: PLANNING, MONITORING AND EVALUATION**

- ✓ Planning and coordinating the regional developments, implementation of capital and minor projects, socio-economic development programs/ activities, and decentralized build together programs;
- ✓ Overseeing implementation of Capital and minor Projects; and Maintenance of infrastructures;
- ✓ Monitoring and evaluating the implementation of regional development programmes and projects; and
- ✓ Planning, facilitating and coordinating the implementation of rural development programmes/projects.

### **DIRECTORATE: FINANCE AND ADMINISTRATION**

- ✓ Providing administrative support services on procurement, fleet, record and asset management; hygiene services, and office accommodation;
- ✓ Maintaining prudent financial management, which includes the preparation and execution of the Council Budget, in line with Laws and Regulations governing State Finances;
- ✓ 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;
- ✓ Providing ICT services, systems and networking administration within the Council; and
- ✓ Coordinating disaster risk management to mitigate impacts in all vulnerable communities.



## 2. OUR CUSTOMERS

- ✓ Government Offices, Ministries and Agencies (OMAs)
- ✓ Regional Councils and Local Authorities (RC & LA)
- ✓ ZRC Staff Members
- ✓ Public Enterprises/ Communities
- ✓ General Public
- ✓ Political Office Bearers
- ✓ Office of the Auditor General
- ✓ The Private Sector
- ✓ Service Providers/Suppliers
- ✓ Donor Agencies and NGOs/CBOs

## 3. OUR COMMITMENT TO

Our commitment to our customers and all stakeholders is the provision of efficient and effective service delivery in line with Public Service Policies, code of conduct and relevant legislation in order to meet our customer's expectation through our following **CORE VALUES:**

### **Transparency**

We will ensure that our plans are open to the public for inputs and comments and we will create an interaction between council and its stakeholders in programme/project planning and implementation.

### **Teamwork**

We promise to the involvement of our councilors, staff members and stakeholders to work towards a common goal.

### **Respect for Ethnic and Cultural diversity**

We recognize and embrace unity of purpose in the beauty of our diverse region and country at large.

### **Accountability**

We commit to be accountable for carrying out our responsibilities and actions.

### **Integrity**

We commit ourselves to be honest and fair in our doings and allocation of resources and work to the public.

## **4. OUR SERVICE PROMISE/STANDARDS**

### **4.1. Office of the Chief Regional Officer**

#### **Sub-Division: Internal Audit**

The Section is responsible for evaluating and improving the effectiveness of Regional Council's risk management, internal control and governance processes.

#### **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 on audits on implementation of audit recommendations (internal and external) annually or when the need arises;
- ✓ Update the Issue Tracker as per observations/findings on a monthly basis.

**Phone: +264 66 261700/21; E-mail: [audit@zambeziirc.gov.na](mailto:audit@zambeziirc.gov.na)**

### **4.2. Directorate: Planning, Monitoring and Evaluation**

Our service promise in Planning, Monitoring and Evaluation includes the following Services:

#### **Division: Regional Planning**

The Division is responsible for planning and coordinating the regional developments, implementation of capital and minor projects, socio-economic development programs/activities, and decentralized build together programs.

**We will:**

- ✓ Continuously interpret and ensure implementation of Regional Development policy frameworks with relevant legislations;
- ✓ Facilitate RDCC, CDC and SDC consultative meetings on quarterly basis;
- ✓ Facilitate training for RDCC; CDC; and SDC members after every five (5) years and when the need arises;
- ✓ 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, quarterly and annually;
- ✓ Capture, manage Regional spatial and statistical data at all times.

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**Division: Rural Services**

The Division is responsible for planning, facilitating and coordinating the implementation of rural development programmes/projects.

**We will:**

- ✓ Implementation of rural sanitation facilities annually;
- ✓ Construction and management of the Rural Development Centre at all times;
- ✓ Provision of materials and equipment's to project beneficiaries within two (2) months from date of approval;
- ✓ Implementation of One Region One Initiative (OROI) when the need arises;
- ✓ Payment to beneficiaries one (1) month after completion of project.
- ✓ Conduct capacity building, community education, training and awareness when the need arises;
- ✓ Conduct viability assessment of approved projects within a month from the date of submission of project proposals.
- ✓ Coordinate and manage multi-sectoral response of HIV and AIDS, Malaria and TB at all times;

- ✓ Coordinate rural based programs and project implemented by stake holders at all times;
- ✓ Monitor the implementation of funded projects quarterly.

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### **Division: Monitoring and Evaluation**

The Division is responsible for monitoring and evaluating the implementation of regional development programmes and projects.

#### **We will:**

- ✓ Continuously monitor the implementation of programmes/projects within the region;
- ✓ Evaluate the implementation of programmes /projects within the region on an annual basis;
- ✓ Facilitate the development of the Council's 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 and according to approved frameworks;
- ✓ Facilitate the development of Performance Agreements prior to the first month of the next financial year;
- ✓ Ensure performance review is done within two weeks after end of each quarter, and Compile and disseminate field visit reports with in one (1) month

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### **Division: Technical Services**

The Division is responsible for overseeing implementation of Capital and minor Projects; and Maintenance of infrastructures.

#### **We will:**

- ✓ Provide technical advice on new and existing government infrastructures at all times upon request;
- ✓ Design new and upgrade existing government infrastructures when the need arises;

- ✓ Facilitate the appointment of consultants/ contractors within three (3) months after closing of advert of the bid;
- ✓ Approve designs and drawings within a month;
- ✓ Conduct monthly inspection on progress of projects;
- ✓ Attend to emergency maintenance within three (3) hours;
- ✓ Attend to minor maintenance within 14 working days and major main tenance within 30 working days;
- ✓ Verify workmanship against approved specifications weekly.
- ✓ Prepare bid documents and bill of quantity for projects within two (2) working days after assessment is done;
- ✓ Organize and attend monthly site meetings for capital and minor projects.

**Phone: +264 66 261700; E-mail: [technical@zambezi.gov.na](mailto:technical@zambezi.gov.na)**

### **4.3. Directorate: Finance and Administration**

Our service promise in Finance and Administration includes the following Services:

#### **Division: Finance**

The Division is responsible for maintaining prudent financial management, which includes the preparation and execution of the Council Budget, in line with Laws and Regulations governing State Finances.

#### **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 five (5) 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 (3) working days after receipt;
- ✓ Pay related expenditures and allowances on a monthly basis;

- ✓ Pay service providers within five (5) working days once all relevant supporting documents are submitted to finance office;
- ✓ Ensure the collection, safe keeping and banking of revenue on a daily basis;
- ✓ Safe keep financial records at all times;
- ✓ Prepare and submit annual financial statements 3 months after year-end as prescribed in the Regional Council Act, Act 22 of 1992 as amended;
- ✓ Respond to audit queries within the given deadline;

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### **Division: Human Resources**

The Division is responsible for 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.

### **We will:**

- ✓ Update Personal file when the need arises;
- ✓ Attend to request for leave credit days within one (1) working day;
- ✓ Update VIP Payroll 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 three (3) working days.
- ✓ Attend to misconduct cases within one (1) month upon receipt of the report;
- ✓ Respond to complaints 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;



- ✓ Conduct Training Need Analysis (TNA) after every three (3) years and/or when need arises;
- ✓ Develop the Human Resource Development Plan annually;
- ✓ Develop training calendar annually;
- ✓ Facilitate the implementation of Human Resource Development Plan quarterly;
- ✓ Attend and provide feedback to non-qualifying training request within five (5) working days;
- ✓ Attend to qualifying training request on quarterly basis and provide feedback on application status within five (5) working days after training committee meeting.
- ✓ Facilitate induction training on appointment / promotion / transferred staff members within one (1) month from the date of assumption of duty;
- ✓ Conduct wellness session on quarterly basis;
- ✓ Interpret policies on request by staff members right away or within two (2) working days if we cannot provide an answer instantly;
- ✓ Carryout payroll verification annually.

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### **Division: Administration**

#### **Sub-Division: Auxiliary Services**

The Subdivision is responsible for providing administrative support services on procurement, fleet, record and asset management; hygiene services, and office accommodation.

#### **We will:**

- ✓ Avail transport and issue trip authority within one (1) working day;
- ✓ Collect and distribute renewal of license disc within five (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;
- ✓ Prepare and submit bidding documents for acquiring works, goods and services within seven (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;
- ✓ Issue purchase order within one (1) working day upon approval of the procurement award;
- ✓ Ensure that correspondences are posted, sorted and delivered on a daily basis;
- ✓ Provide requested files within one (1) working day;
- ✓ Facilitate bids evaluation within ten (10) working days after the closing date;
- ✓ Prepare procurement and fleet management reports on a monthly and quarterly basis;
- ✓ Maintain offices hygiene daily;
- ✓ Conduct office inspection on office infrastructure on a monthly basis;
- ✓ Conduct stock taking annually and when the need arises;
- ✓ Issue and control stock on a daily basis, and
- ✓ Provide secretarial services at all times.

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### **Sub-Division: Information Technology (IT)**

The Subdivision is responsible for providing ICT services, systems and networking administration within the Council.

#### **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 upon receipt;
- ✓ Replace hardware components within three (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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### **Section: Public Relations and Meetings**

The Section is responsible for serving as a link between the Council, Media, Stakeholders and the Public.

#### **We will:**

- ✓ Disseminate public information at all times;
- ✓ Produce Council's publications on a quarterly basis;
- ✓ Respond to media queries within two (2) 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;
- ✓ Produce minutes within five (5) working days after meetings;
- ✓ Provide Council resolutions within one (1) working day upon request.

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### **Section: Emergency Disaster Risk Management**

The Section is responsible for coordinating disaster risk management to mitigate impacts in all vulnerable communities.

#### **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.
- ✓ Produce a brief report and conduct assessment on the impact of disaster incident within one (1) day.
- ✓ Create awareness on disaster risk mitigation quarterly.

CONSTITUENCY NAME	TELEPHONE NUMBER	FAX2EMAIL NUMBER	EMAIL ADDRESS
Judea Lyabboloma	+264666686514	886562343	jlyabbolomaco@zambeziirc.gov.na
Kabbe North	+26466-252044	886562339	kabbenorthco@zambeziirc.gov.na
Kabbe South	+26466-253467	886562340	kabbesouthco@zambeziirc.gov.na
Katima Mulilo Rural	+26466-254152	886562338	katimaruralco@zambeziirc.gov.na
Katima Mulilo Urban	+26466 252 722	886562337	katimaurbanco@zambeziirc.gov.na
Kongola Constituency	+26 66-254136	–	kongolaco@zambeziirc.gov.na
Linyanti	+26466-253025	886562341	linyantico@zambeziirc.gov.na
Sibbinda	+26466- 686077	886562342	sibbindaco@zambeziirc.gov.na

**Phone: +264 66 261700; E-mail: [emergency@zambeziirc.gov.na](mailto:emergency@zambeziirc.gov.na)**

### **Subdivision: Constituency Support**

The Subdivision is responsible to serve as a link between the Council and the Community.

### **We will:**

- ✓ Provide relevant information and referrals at all times;
- ✓ Prepare and confirm logistics for stakeholders/community meetings two (2) days prior to meeting date;
- ✓ Ensure the implementation of community developmental programme and provide reports monthly;

- ✓ Submit developmental proposals to the Directorate Planning, Monitoring and Evaluation 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;
- ✓ Facilitate the appointment of VDC, CDC and CACOC members when need arises;
- ✓ Coordinate training for VDC, CDC, CACOC and CDRMC members after every two years or when need arises;
- ✓ Conduct assessment on the impact of disaster incidents within one (1) working day upon receipt of notification of the occurrence of disaster;
- ✓ Mobilize and coordinate personnel, equipment, safety and security materials to assist affected communities within two (2) days.

### **Subdivision: Settlement Administration**

The subdivision is responsible for planning and coordinating the infrastructure development and provision of municipal services in the settlement area.

#### **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 on a weekly basis;
- ✓ Conduct Settlement Development Committee (SDC), Settlement Disaster Risk Management Committee (SDRMC) and resident's meetings on quarterly basis;
- ✓ Continuously promote settlement economic activities through various platforms;
- ✓ Provide feedback on the status of building plan within 15 working days from the date of submission;



- ✓ Continuously manage lease agreements;
- ✓ Conduct project inspection monthly or when the need arises;

**Phone: +264 66-254136; E-mail: [info.ks@zambeziirc.gov.na](mailto:info.ks@zambeziirc.gov.na)**

## **5. WHEN YOU CONTACT US**

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 Directorate whom you dealt with, as well as the date and the time of the communication to improve our services.

### **If you phone us**

- ✓ We will answer to your call within 3 rings;
- ✓ We will return your call within 2 days if we cannot provide an answer immediately.

### **If you write to us**

- ✓ We will acknowledge receipt within 2 working days, provide you with an explanation on how we will handle 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.

## 8. DEALING WITH YOUR FEEDBACK, COMMENTS AND COMPLAINTS

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

**The Chief Regional Officer**

Zambezi Regional Council  
Cnr Hospital and B8 (KM -Ngoma) Road  
Private Bag 5002  
Katima Mulilo  
Namibia

**Phone:** +264 66 261702

**Fax:** +264 66 252650

**E-mail:** [cro@zambezirc.gov.na](mailto:cro@zambezirc.gov.na)

**Website:** [www.zambezirc.gov.na](http://www.zambezirc.gov.na)

or

Public Relations Unit +264 66 261745

**E-mail:** [pro@zambezirc.gov.na](mailto:pro@zambezirc.gov.na)

**Feel free to engage us through our social media platform:**



Zambezi Regional Council





QR CODE