

## 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 Division;
- 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 Division whom you dealt with as well as the date and the time of the communication to improve our services.

## FEEDBACK, COMMENTS AND COMPLAINTS

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

Deputy Director: Finance  
Zambezi Regional Council  
Cnr Hospital and B8( KM -Ngoma) Road  
**Private Bag 5002**  
**Katima Mulilo**  
Namibia

Phone: +264 66 261700/04

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

- If you are not satisfied with the response from the Division, you may take the matter up with the Director: Finance and Administration.
- If still not satisfied with the response or action taken you may approach the office of the Chief Regional Officer.
- Should you still not be satisfied with the response or action taken you may approach the Office of the Executive Director: Ministry of Urban and Rural Development;
- Should you still not be satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



**ZAMBEZI REGIONAL COUNCIL**



## **CUSTOMER SERVICE CHARTER**

### **DIRECTORATE FINANCE AND ADMINISTRATION**

#### **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.



## **THIS CHARTER**

- Outlines the services we provide (What we do)
- Defines who our Customers are
- Reflects our commitment
- Sets standard of services 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.

## **WHAT WE DO**

- Compile and monitor the Council Budget;
- Control the expenditure in relation to appropriated funds;
- Prepare Financial reports on budget execution;
- Provide financial advice to the Council;
- Ensure compliance to Laws and Regulations governing the State Finance;
- Pay staff related expenditures and allowances;
- Pay suppliers/creditors invoices;
- Compile financial statements to the Auditor General and respond to audit queries;
- Ensure the collection, safe keeping and banking of revenue;
- Safe keeping of financial records.

## **OUR CUSTOMERS**

- Council staff
- Regional Councilors
- OMAs, RCs, and LAs
- Members of the Public
- Service Providers

## **OUR COMMITMENT TO YOU**

- ✓ Our commitment to our customers is the provision of accurate and timely financial services.
- ✓ We strive to execute our duties within the following guiding values:

### **Accountability**

We shall be accountable for carrying out responsibility effectively, timely and with integrity

### **Teamwork**

The involvement from the side of the councillors, staff and stakeholders to work towards a common goal.

### **Respect of ethnic and cultural diversity**

Recognizing and embracing unity of purpose

### **Transparency**

Our plans are open to the public for inputs and comments. Two ways interaction between council and its stakeholders in programme planning and implementation

### **Integrity**

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

## **OUR SERVICE PROMISE/STANDARDS**

*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 25<sup>th</sup> 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;

## **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 not 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.