

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

Phone: +264 66 261700/77
E-mail: hr@zambezirc.gov.na

- If you are not satisfied with the response/service 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: HUMAN RESOURCE MANAGEMENT

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.



THIS CHARTER

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

- Update personal files and Leave files;
- Update VIP system;
- Ensure that delegated and undelegated vacant positions are filled;
- Attend to misconduct cases;
- Respond to grievances;
- Process employees benefit claims;
- Process applications on medical aid, social security, home loan, and GIPF;
- Terminate employee service;
- Conduct training need analysis (TNA);
- Develop Human Resource Development Plan and training calendar;
- Facilitate the implementation of Human Resource Development Plan;
- Interpret the HR Policies;
- Conduct payroll verification;
- Facilitate training;
- Facilitate Induction to staff members;
- Facilitate wellness activities;
- Facilitate leave applications for decentralized functions;

OUR CUSTOMERS

- Staff Members
- Regional Councillors
- OMAs and RCs,
- Members of the Public

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficient HR 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:

- 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.

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.