

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/ 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 Subdivision 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 Subdivision you should contact:

Control Administrative Officer
Zambezi Regional Council
Kongola Settlement
Private Bag 5002
Katima Mulilo

Phone: +264 66 261700

E-mail: info.ks@zambezirc.gov.na

- If you are not satisfied with the response or action taken from the subdivision, you may take the matter up with the Deputy Director: Administration.
- If still not satisfied with the response or action taken you may approach the Director: Finance, HR and Administration
- Should you still not be 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
KONGOLA SETTLEMENT**



CUSTOMER SERVICE CHARTER

DIRECTORATE OF FINANCE AND ADMINISTRATION

DIVISION: ADMINISTRATION

SUBDIVISION: SETTLEMENT ADMINISTRATION

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



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 view 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

- Avail serviced land;
- Provide Municipal Services and maintain infrastructure;
- Bill customers for service rendered;
- Collect, safe keep and bank revenue;
- Conduct Settlement Development Committee (SDC), Settlement Disaster Risk Management Committee (SDRMC) and residents' meetings;
- Promote settlement economic activities;
- Facilitate approval of building plans;
- Manage lease agreements;
- Conduct project inspection;
- Conduct housing needs assessment.

OUR CUSTOMERS

- Settlement residents
- Office, Ministries and Agencies
- NGOs and CBOs

OUR COMMITMENT TO YOU

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

- 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;
- Conduct housing needs assessment bi-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.