

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 standards;
- Inform us if you are not satisfied and are unhappy with service delivery; and
- Give us your comments so that we can improve our services

WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various factors including input and co-operation we receive. We therefore request

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Division;
- Comply with existing Legislations, Regulations and Procedures;
- 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
- 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 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 Rural Services
Zambezi Regional Council
Cnr Hospital and B8 (KM -Ngoma) Road
Private Bag 5002
Katima Mulilo
Namibia

Phone: +264 6 261700/28
E-mail: ruralservices@zambezi.gov.na

- If you are not satisfied with the response from the Division, you may take the matter up with the Director: Planning, Monitoring and Evaluation;
- If still not satisfied with the response or action taken you may take the matter up with 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.



CUSTOMER SERVICE CHARTER

DIRECTORATE PLANNING, MONITORING AND EVALUATION

DIVISION: RURAL SERVICES

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



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.

WHAT WE DO

- Provision of materials and equipment's to project beneficiaries;
- Implementation of Rural Services Programmes (One Region One Initiative, Cash/Food for Work (CFW), Microfinance, Support to Poor Rural Farmers, Regional Specific Action Plan for Food Security, Rural Employment scheme, Rural Development Centre and Rural Sanitation;
- Payment for beneficiaries of Rural Services Programmes;
- Conduct viability assessment of approved projects;
- Conduct capacity building, community education., training and awareness;
- Monitor the implementation of funded projects;
- Coordinate rural based programs and project implemented by stakeholders;
- Coordinate and manage multi-sectoral response of HIV and AIDS, Malaria and TB.

OUR CUSTOMERS

- Community members.

OUR COMMITMENT TO YOU

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

- 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 stakeholders at all times;
- Monitor the implementation of funded projects quarterly.

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.