

## 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  
Hardap Regional Council  
**Hendrik Witbooi Auta !anseb Building**  
**Private Bag 2017**  
**Mariental**  
Namibia

Phone: +264 63 24 5857

E-mail: [auxiliary@hardaprc.gov.na](mailto:auxiliary@hardaprc.gov.na)

- If you are not satisfied with the response 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 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 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.



Hardap Regional Council

CUSTOMER SERVICE  
CHARTER



## **DIRECTORATE OF FINANCE AND ADMINISTRATION**

### **DIVISION: ADMINISTRATION SUBDIVISION: AUXILIARY SERVICES**

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



## THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State 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

- Provide fleet management services;
- Procure works, goods and services;
- Prepare procurement plan
- Manage records;
- Maintain office hygiene;
- Manage contracts;
- Manage assets and stock;
- Maintain office infrastructure;
- Provide secretarial and switchboard services.

## OUR CUSTOMERS

- Staff Members
- Service providers
- General public.

## OUR COMMITMENT TO YOU

Our commitment to our customers is the provision of effective and efficient office support services. We strive to execute our duties within the following guiding values:

- ✓ **Fairness** Ensure services are available and provided to all, and that development is equally provided in all constituencies.
- ✓ **Accountability** The council shall accept full responsibility and to be answerable for all our actions.
- ✓ **Integrity** The Regional Council's Leadership and Officials will act with loyalty and honesty in all dealings with all stakeholders.
- ✓ **Responsiveness** The Regional Council recognises that time is precious and commit to deliver fast and efficient services.

## OUR SERVICE PROMISE/STANDARDS

*We will:*

- Avail transport and issue trip authority within one (1) working day;
- Renew license disc ten (10) days prior to expiring date;
- Facilitate the replacement of lost maintenance cards within eight (8) working days;
- Provide blue fuel pin to the drivers within one (1) working day;
- Scrutinize log book daily;
- Inspect vehicles before and after handover at all times;
- Submit accident reports to Loss Control Committee within five (5) working days;
- Facilitate the repair of vehicles within five (5) working days;
- Facilitate the service of vehicles as per service plan;
- Prepare and submit annual procurement plan three 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;
- Submit invoices to Finance within two(2) working day after

- Facilitate bids evaluation within 10 working days after the closing date;
- Prepare procurement and fleet management reports on a monthly and quarterly basis;
- Ensure that correspondences are posted, sorted and delivered on a daily basis;
- Update file plan on a quarterly basis;
- Maintain offices hygiene daily;
- Conduct office inspection on office infrastructure on quarterly basis;
- Conduct stock taking annually and when need arises;
- Issue and control stock every Thursday and when the need arises.
- Attend to minor maintenance within two (2) working days and major maintenance within five (5) working days;
- Provide secretarial and switchboard services at all times.

## 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't provide an answer immediately.

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

- We acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

### **If you visit us**

- We will attend to you within 5 Minutes if you have an appointment with us;
- We will respond to your questions while you are with us,