

## 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

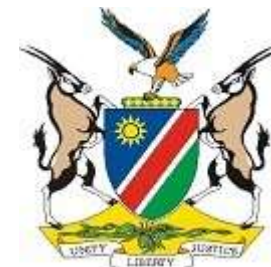
*If you have any comment, suggestion or a request about the activities or services of the Division you should contact:*

Deputy Director: HRM  
Hardap Regional Council  
**Hendrik Witbooi Auta !anseb Building**  
**Private Bag 2017**  
**Mariental**  
Namibia

Phone: +264 63 24 5814

E-mail: [hr@hardaprc.gov.na](mailto:hr@hardaprc.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 you may approach the Office of 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: GENERAL SERVICES**

**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 adhered to.



## **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**

- Interpret the Policies, rules and regulations;
- Update personal and Leave files and attend to personnel enquiries;
- Facilitate leave applications for decentralized functions;
- Manage staff members leave days;
- Manage payroll activities on VIP system;
- Conduct payroll verification;
- 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;
- Facilitate non-qualifying trainings;
- Facilitate Induction to staff members;
- Facilitate wellness activities;
- Facilitate financial assistance for qualifying trainings;

## **OUR CUSTOMERS**

- Staff Members
- General Public
- OMAs

## **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:

- ✓ **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**

- Interpret policies on request by staff members right away;
- Update Personal file as per your request within two (2) working days;
- Issue letters of annual vacation leave credit days within fifteen (15) working days prior to expiring of leave cycle;
- Attend to request for extension of leave credit days within five (5) working days;
- Facilitate leave applications for decentralised functions within three (3) working days.
- Manage payroll activities on VIP system monthly;
- Conduct payroll verification annually;
- Ensure that delegated vacant positions are filled within two (2) months, and undelegated within three (3) months;
- Attend to misconduct cases within one (1) month of their occurrence;
- Respond to grievances 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 thirty (30) working days upon receipt of notification;
- Process staff exit benefits upon termination of service within five (5) 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 annual training calendar;
- Facilitate the implementation of Human Resource Development Plan quarterly
- Provide feedback on non-qualifying training request within five (5) working days after training committee meeting;
- 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;

## **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, 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.