

## 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 section;
- 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 section 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 Section you should contact:*

System Administrator  
Hardap Regional Council  
Hendrik Auta !Nanseb Witbooi Building  
**Private Box 2017**  
**Mariental**

Phone: +264 63 254 809

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

- If you are not satisfied with the response from the section, 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, HUMAN RESOURCES  
MANAGEMENT AND ADMINISTRATION**

**DIVISION: ADMINISTRATION**

**SECTION: INFORMATION TECHNOLOGY**

The Section is responsible for providing ICT services, systems and networking administration within 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 adequate IT hardware/software and network infrastructure.
- Provide ICT support, backup and maintenance
- Prepare all ICT equipment for end users;
- Manage and monitor network performance;
- Manage, administer and monitor all systems within the Council
- Manage licenses for software applications;
- Provide technical support on-site and at Constituencies and Settlement offices.
- Create IT awareness to staff
- Provide helpdesk support
- Monitor and update the Council's website.

## OUR CUSTOMERS

- Staff members
- O/M/As

## OUR COMMITMENT TO YOU

Our commitment to our customers is the provision of effective and efficient IT services.

We strive to execute our duties within the following guiding values:

- ✓ **Professionalism:** We shall render quality services in a consistent and competent manner.
- ✓ **Integrity:** We shall discharge our mandate in an ethical manner that exhibits honesty, mutual respect and loyalty.
- ✓ **Efficiency:** We shall be time-bound, responsive and utilise resources economically in the execution of our duties.
- ✓ **Transparency:** We shall treat our customers and discharge our mandate in an open and fair manner without fear or favour.
- ✓ **Accountability:** We shall be answerable for all our actions in executing our duties.

## OUR SERVICE PROMISE/STANDARDS

We will:

- Provide adequate IT hardware/software and network infrastructure on the date of assumption of duty;
- Attend to requests and enquiries within one working day upon receipt;
- Carry out anti-virus health check monthly;
- Monitor network infrastructure daily;
- Attend to hardware failures/needs within 2 hours at head office and 3 working days at CDC and Settlement offices.
- Replace hardware components within 3 months;
- Create IT usage awareness to staff members when need arises;
- Provide day to day helpdesk support.
- Backup all servers daily;
- Manage all licenses on a yearly basis and renew upon expiration;
- Monitor and update the Council's website when the need arises;

## 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.