

## 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  
**Mariental Urban Constituency Office**  
P.O. Box 629  
Mariental  
Namibia

Phone: +264 63 24 1377  
E-mail: [cdcsupport@hardaprc.gov.na](mailto:cdcsupport@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: General Services.
- 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.



**HARDAP REGIONAL  
COUNCIL**

## **CUSTOMER SERVICE CHARTER**



### **DIRECTORATE OF FINANCE AND ADMINISTRATION**

#### **DIVISION: ADMINISTRATION SUBDIVISION: MARIENTAL URBAN CONSTITUENCY SUPPORT**

The Subdivision serves as a link between the Council and the Community.



## **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**

- Serve as communication channel between the Regional Council and the Constituents
- Facilitate the appointment of Community Development Committee (CDC), Constituency Aids Coordinating Committee (CACOC)
- Coordinate the training for CDC and CACOC.
- Coordinate all stakeholders/community meetings;
- Identify and assess community needs and problems for consideration for sustainable constituency development programmes, proposals, capital projects.
- Prepare and evaluate development proposals for the Constituency for submission to the Regional Council.
- Monitor and evaluate the implementation of development plans/programmes and report to RDCC.
- Provide financial assistance for studies, funeral assistance, disaster emergencies and any other social needs in the community provided funds are available.

## **OUR CUSTOMERS**

- Community members
- OMAs and LAs

## **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:

- ✓ **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:

- Provide relevant information and referrals at all times;
- Prepare and confirm logistic for stakeholders/community meetings three (3) working days prior to meeting date;
- Ensure the implementation of community developmental programme and provide reports monthly/quarterly
- Submit developmental proposals to the Council when the need arises.
- Coordinate the assessment and appraisal of project proposals two (2) weeks after closing date;
- Give feedback to community on the status of the applications for project proposal once approval is granted by Council.
- Hand over materials and equipment for projects after approval and in line with the Public Procurement Procedures.
- Facilitate the appointment of CDC after every three (3) years or as the need arise;
- Facilitate the appointment or contract renewal of CACOC members annually or when the need arise;
- Coordinate training for CDC/CACOC annually and when need arises;

- Give feedback to applicants once approval is granted for the assistance of studies, funeral assistance, disaster and any other social needs.

## **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 3 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.