

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:

- Constituency/village/settlement name
- Postal address, email address, telephone and / or fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the person in our section whom you dealt with, the issue at stake, as well as the date and the time of the communication to improve our services

FEEDBACK, COMMENTS AND COMPLAINT

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

Chief Administrative Officer
Omaheke Regional Council
99 Church Street
Private Bag 2277
Gobabis
Namibia

Phone: +264 62 566 500/ 0812146053/0811621902

Fax: +264 62 562 432

E-mail: yahavihikuama@gmail.com

- If you are not satisfied with the response/service from the Section you may take the matter up with the Deputy Director of Administration.
- If you are still not satisfied with the response/service from the division you may take the matter up with the Director of Finance and Administration.
- Should you still not be satisfied you may approach the office of the Chief Regional Officer.
- **Should you still not be satisfied you may approach the Permanent Secretary for Ministry of Urban and Rural Development.**
- If still not yet satisfied you may approach the Office of the Prime Minister.
- Should you still not be satisfied you may approach the Office of the Ombudsman.



Omaheke Regional Council

CUSTOMER SERVICE CHARTER

Directorate Finance and Administration
Division Administration

Section: Emergency Disaster Risk Management

The section is responsible for coordinating disaster risk management to mitigate impacts in all vulnerable communities.



THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers
- Reflects our commitment
- Sets standard of service that you can expect from us at all times
- State what we will do if you contact us
- Your view count
- 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

- Plan and coordinate disaster risk management activities in the Region.
- Facilitate the establishment of coordinated risk response system of disaster management in the Region.
- Provide support to the Constituencies, Local Authority and the Regional Disaster Risk Management Committee (RDRMC).
- Serve as the Secretariat to the Regional Disaster Risk Management Committee.
- Compile reports on disaster risk management
- Update database on vulnerability of communities

OUR CUSTOMERS

- Community members
- Office of the Prime Minister

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficiency quality of service; and

- ✓ We strive to execute our duties within the following guiding **VALUES:**

Unity:

We are cognisant of the diversity in the region and we cherish unity within the diversity of cultures.

Transparency:

We are open in all our dealings and at all times.

Accountability

We are answerable for our actions.

Equity:

We are fair in distribution of our resources.

Innovation:

We find new ideas of doing things effectively and efficiently

OUR SERVICE PROMISE/STANDARDS

We will:

- Mobilise and provide personnel, equipment , safety and security and materials to assist affected areas according to the identified needs within 2 days;
- Distribute consumable and non-consumable items to Constituency Offices within five (5) working days from the date of receipt;
- Compile a report to Regional Disaster Risk Management Committee within 2 week from the date of occurrence of incident;
- Facilitate the establishment of coordinated risk response system of disaster management in the Region when need arises;
- Provide support to the Constituencies, Local Authority and the Regional Disaster Risk Management Committee (RDRMC) at all time;
- Serve as the Secretariat to the Regional Disaster Risk Management Committee at all time.
- Compile reports on disaster risk management on quarterly basis,;
- Continuously update database

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.