

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 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, telephone and fax number/or e-mail
- 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.

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: Rural Services
Omaheke Regional Council
99 Church Street
Private Bag 2277
Gobabis
Namibia

Phone: +264 62 566 500

Fax: +264 62 562 432

E-mail: hlutombi@omahekerc.gov.na

- If you are not satisfied with the response/services from the division you may take the matter up with the Director of Planning and Development 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 you may approach the Office of the Permanent Secretary: Ministry of Urban and Rural Development;
- Should you still not be 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: Planning and Development
Services**

Division: Rural Services

The Division is responsible for facilitating and coordinating the implementation of rural development programs and projects.



THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who our Customers are
- 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 complain, if you are not satisfied with our service

WHAT WE DO

- Ensure Implementation of Rural Sanitation; Rural Employment Scheme (RES); Micro Finance; Support Resources to Poor Farmers (SRPF); Food/Cash for Work (F/CW); Regional Specific Action Plan (RSAP); One Region One Initiative (OROI); Rural Development Centre (RDC).
- Promote Community involvement and participation in rural programmes;
- Create an enabling environment for employment creation for income generation;
- Monitor and evaluate rural projects.

OUR CUSTOMERS

- Rural community members

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficient quality 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:

- ◆ Facilitate the:
 - ✓ implementation of rural sanitation facilities in the Region after allocation within a month;
 - ✓ Issuing of award letters to beneficiaries within a month from the date of approval;
 - ✓ provision of materials and equipment's to project beneficiaries within three months from the date of approval.
 - ✓ Implementation of One Region One Initiative (OROI)
- ◆ Conduct project pre-briefing meeting with beneficiaries 1 week prior to commencement of the project
- ◆ Pay Food/Cash for Work (FCW) beneficiaries within a month after receipt of attendance register for the duration of the project;
- ◆ Coordinate the annual commemoration of world Food day;
- ◆ Ensure skill transfer through rural developmental activities at all times
- ◆ Monitor and evaluate projects quarterly

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 there is a need for a referral, we will do it 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.