



CUSTOMER SERVICE

Council Launches Customer Service Charter

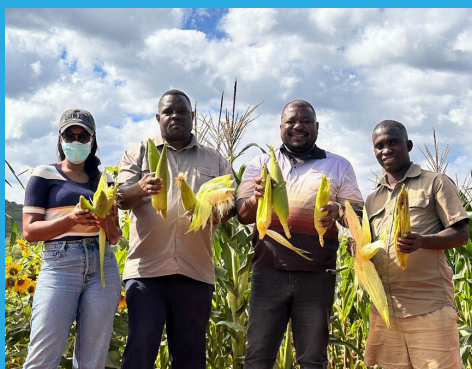


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OMAHEKE REGIONAL COUNCIL



MANDATE

To govern and manage the region through planning in all matters pertaining to social, economic and physical development for the inhabitants.



VISION

To be a leading Regional Council in unity, effectiveness and efficiency.



MISSION

To plan, coordinate and implement developmental programmes and projects as well as accessible and quality services to the inhabitants of the region.



VALUES

Unity

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

Accountability

We are answerable for our actions.

Equity

We are fair in distribution of our resources.

Transparency

We are open in all our dealings at all times.

Innovation

We find new ideas of doing things effectively and efficiently.

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pr@omahekerc.gov.na



Send a WhatsApp to:
081 141 0296



Driving Transformation in Omaheke Region



PECKA SEMBA
CHIEF REGIONAL OFFICER

Welcome to ***The Eastern Journal***, covering April to June 2025. This quarter has been a dynamic period for the Omaheke Regional Council, marked by transformative initiatives that underscore our commitment to service excellence, economic resilience, and sustainable development.

We proudly launched the Customer Service Charter, setting a new standard for responsiveness and accountability in serving our communities.

The Revenue Collection Forum further strengthened our financial strategies, fostering collaboration to enhance regional revenue streams.

At Farm Gross Osombahe, we appreciate the efforts of farmers to champion food security, empowering local farmers and ensuring sustainable agricultural growth.

The Strategic Plan Review and Strategic Planning Workshop were pivotal in aligning our vision with the needs of our people, laying a robust foundation for future progress.

Additionally, significant project funding in Gobabis has catalysed infrastructure development, bringing tangible benefits to our residents.

I extend my heartfelt appreciation to all stakeholders for their dedication and support. Together, we are shaping a vibrant and prosperous Omaheke.

THE EASTERN JOURNAL

The Eastern Journal is an initiative of the Public Relations Section of the Omaheke Regional Council established as a means of communicating Regional Council activities, events, services, pro-programmes and policies in depth as well as regional developments.

The Eastern Journal is published on a quarterly basis and distributed to both its internal and external stakeholders. It is aimed at supporting the Regional Council in achieving its organizational vision, mission and objectives by encouraging the public to make use of its programmes and services, to participate in its activities and events, and to support its policies through regular dissemination of information that is of public interest.

Celebrating Responsiveness and Transparency

I am privileged to present this edition of the third volume of *The Eastern Journal*, which showcases the remarkable strides we've made together as a Council.

This quarter, we celebrated the launch of our Customer Service Charter, a milestone that reaffirms our commitment to delivering responsive and accountable services to every resident. The Revenue Forum sparked meaningful dialogue, uniting internal stakeholders to strengthen our financial strategies and ensure sustainable growth.

We highlight the efforts of Farm Gross Osombahe to champion food security, empowering local farmers and securing a resilient future for our communities. The Strategic Plan Review and Strategic Planning Workshop were pivotal, aligning our vision with the aspirations of our people.

Meanwhile, significant project funding in Gobabis is driving infrastructure improvement, creating opportunities and enhancing quality of life across the region.

The Eastern Journal is more than a newsletter—it's a platform to celebrate our journey and inspire continued collaboration



TAUNO NATANGWE IILEKA
SENIOR PUBLIC RELATIONS OFFICER

I encourage you to read through these pages, engage with the stories, and share your thoughts with us.

Your voice is vital as we shape a vibrant, inclusive, and prosperous Omaheke.

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Council Launches Customer Service Charter



Omaheke regional and traditional leaders attending the official launch of the Omaheke Regional Council's Customer Service Charter

► Tauno Iileka

The Omaheke Regional Council on Thursday, 26 June 2025, officially launched its customer service charter aimed to improve the standard of service delivery and ensure that customers are informed about the operations and services of the Council.

Customer Service Charters are among the public service reform initiatives that the government of the Republic of Namibia has prioritised in a bid to improve public service delivery. The Council's charter establishes consistent, high-quality service delivery and fosters trust with customers.

The main objective of the Customer Service Charter is to provide a framework for defining service delivery standards, the rights of customers, and how complaints from customers will be handled. The charter further reflects Council's commitment to its customers as well as expectations from the customers.

Speaking during the launch, Council Chairperson Honourable Ignatius Kariseb said the charter is Council's commitment to deliver quality services, to listen to its citizens, and to build trust and accountability.

"It is a social contract between the Council and the people we serve, a compass that will guide all our interactions, decisions, and actions moving forward," he said.

He further encouraged the staff members to hold themselves to the standards set by the charter and the residents to provide feedback in order to allow the Council to improve.

"Together, we can build a public service that inspires trust, delivers results, and upholds the dignity of every citizen," Honourable Kariseb said.

In order to ensure that the Customer Service Charter becomes active, the Customer Service

Charter Implementation Committee was constituted. This Committee, which reports to the Chief Regional Officer, is chaired by the Director of Planning and Development Services and consists of staff members from various Divisions and Subdivisions within the Regional Council, such as Development Planning, Human Resource Management, Administration, Finance, and Internal Audit.

The Committee was tasked to review the charter not only to ensure that Council meet its customers' expectations, but also to ensure that staff members provide the various services in a standardised and excellent manner. The channel of communication provided for when making complaints will compel each person or unit involved to ascribe to these standards and ultimately ensure service excellence.

The Committee is further required to conduct unannounced audits on the performance of various units on their service standards and provide recommendations to improve service delivery to the Chief Regional Officer.

The Office of the Prime Minister; the Department of Public Service Management, in particular provided guidance in the review of the Council's Customer Service Charter. The review of the Charter was collectively done by all staff members of the Regional Council, including those at Constituency and Settlement Offices.



Chief Regional Officer, Pecka Semba, emphasised the importance of Customer Service Charters in the Public Service.



Stakeholders attending the official launch of the Customer Service Charter.



Stakeholders attending the official launch of the Customer Service Charter.

Council Hosts Revenue Forum to Boost Financial Stability and Development



Internal stakeholders attending the Council's revenue forum.

► Tauno Iileka

The Omaheke Regional Council yesterday concluded its revenue collection strategies forum, with the aim to review current revenue systems, identify new investment opportunities, develop regional profiles and align financial practices with national frameworks such as the Medium-Term Expenditure Framework (MTEF).

The two-day forum brought together Regional Councillors, management, Control Administrative Officers at settlement and constituency offices, settlement Accountants and Development Planners and will serve as a bi-annual engagement to monitor progress, promote innovation, and foster stakeholder collaboration for enhanced financial sustainability and development outcomes.

Speaking during the forum, Council Chairperson, Hon. Ignatius Kariseb, reminded the gathering that settlements are managed as local authorities, in accordance with the Regional Councils Act, and should therefore be able to generate revenue

from various sources beyond water provision sources.

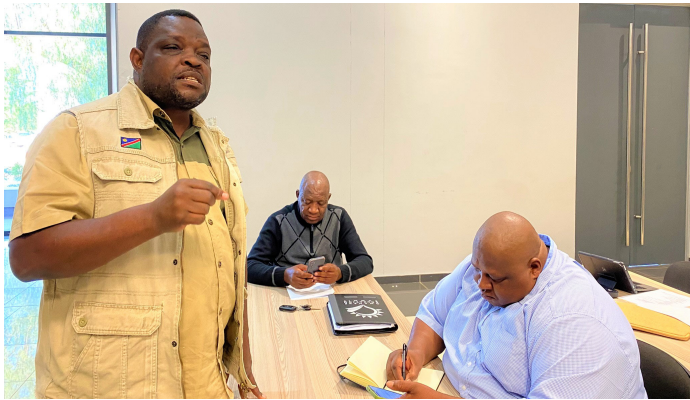
“The subsidy we receive from central government should be supplementary to our own revenue, yet our own revenue is not enough to fund our projects,” Hon. Kariseb emphasised. Chief Regional Officer, Pecka Semba, mentioned that the forum is an opportunity for collaboration between settlements in order to build intellectual capacity.

All six settlement offices in the region shared their settlement profiles, economic activities, current revenue sources and proposed new revenue sources. They further shared the key investment areas in their settlements, the challenges they face in collecting revenue and provided recommendations.

The forum compiled a revenue action plan, which Semba indicated that it will be aligned with the Council's strategic plan.

Revenue Forum in Pictures

Internal stakeholders attending the Council's revenue forum.



Farm Gross Osombahe Champions Food Security: A Vision for Namibia's Future



Chairperson of the Omaheke Regional Council, Hon. Ignatius Kariseb, and Regional Councillor for Okorukambe Constituency, Hon. Rocco Nguvauva, visited Farm Gross Osombahe to explore its innovative food security initiatives

► Gregory Madi

In the heart of Omaheke region, Gross Osombahe Farm thrives under the dedicated stewardship of Peter Shimii. His three-hectare horticulture project flourishes with maize, tomatoes, green peppers, sunflowers, spinach, and beans.

Shimii donated his first harvest to Otjivero Combined School in Omitara, providing nutritious meals for 602 learners and inspiring the entire community.

Chairperson of the Omaheke Regional Council, Hon. Ignatius Kariseb, and Regional Councillor for Okorukambe Constituency, Hon. Rocco Nguvauva, recently visited the farm to explore its innovative food security initiatives, joined by Chairperson of the Osombahe Farmers Cooperative, Willempie !Haoseb.

Shiimi's farm boasts sustainable practices, such as water-efficient irrigation and crop rotation and plans to establish the farm as a pilot training hub. This initiative will empower farmers across Omaheke with skills to increase yields, diversify crops, and foster self-reliance.

This project aligns with Namibia's national vision for food security, championed by Namibia's President Netumbo Nandi-Ndaitwah, who emphasises agriculture's role in reducing the country's food import bill by 80% by 2029.

Her administration promotes sustainable farming to ensure all Namibians have access to nutritious food.

Shimii’s farm exemplifies sustainability and community spirit. His donation to Otjivero Combined School underscores agriculture’s power to nourish both bodies and minds.

“Farming is about building a future,” Shimii shared during the visit, adding that he looked forward to sharing his experiences with other farmers in the region to encourage similar initiatives.

Hon. Kariseb echoed his sentiments, saying, “Gross Osombahe proves what’s possible when we unite for food security.”

The Council’s plan to scale this model across Omaheke supports the national goal of empowering small-scale farmers with training and modern tools.

Hon. Nguvauva noted, “we are proud to support farmers like Peter, who are leading the charge.” Through grassroots efforts and bold leadership, Omaheke is sowing the seeds for a food-secure Namibia.



Chairperson of the Omaheke Regional Council, Hon. Ignatius Kariseb, and Regional Councillor for Okorukambe Constituency, Hon. Rocco Nguvauva, visited Farm Gross Osombahe to explore its innovative food security initiatives



Farm Gross Osombahe flourishes with maize, tomatoes, green peppers, sunflowers, spinach, and beans.

Council Reviews Strategic Plan, Crafts New Five-Year Plan



Regional Councillor for Epukiro Constituency, Hon. Packy Pakarae, facilitates the review of the Council's strategic plan.

► Tauno Iileka

The Omaheke Regional Council on 11 April 2025 concluded a five-day strategic plan review workshop.

The workshop included the Annual Plan review for the just-ended 2024/25 financial year and the extended strategic plan for 2023/24 – 2024/25.

The purpose was to assess the Council's performance, identify achievements and challenges which will be used as the basis for the formulation of the next five-year strategic plan for 2025/26 - 2030/31, in line with the Swapo Party Manifesto and the draft 6th National Development Plan.

Regional Councillors, management, heads of delegated functions and officers-in-charge of constituency and settlement offices attended the workshop.

Some of the major achievements from the previous strategic plan:

- Implementation of rural development projects
- Rural electrification
- Capacity building and funding for small and medium enterprises
- Feasibility studies for upgrading of growth points (Tsjaka and Drimiopsis) and Tallismanus settlement
- Compilation and submission of Affirmative Action Reports and Plans
- Implementation of employee wellness activities
- Implementation of Integrated Regional Land Use Plan
- Integration of delegated functions
- Vulnerability assessments and registration of beneficiaries
- Formulation of internal policies
- Construction of Aminuis Settlement Office
- 96 % budget execution for construction of service infrastructure
- 85 % progress with the construction of 71 houses through the Build Together Programme



Internal stakeholders reviewing the Council's strategic plan.

Council further crafted its new strategic plan for 2025/2026 to 2029/2030, which builds upon the foundation laid by the previous plan and aligns with national and global frameworks, including Vision 2030, the Sixth National Development Plan (NDP6), the Sustainable Development Goals (SDGs), and the SWAPO Party Manifesto, ensuring regional efforts contribute to Namibia's broader aspirations.

The new plan was informed by a comprehensive assessment, utilising SWOT (strengths, weaknesses, opportunities and threats) and PESTLEED (political, economic, social, technological, legal, environmental, ethical and demographic) frameworks, as well as questionnaires administered to key stakeholders informed the plan's development.

The analysis identified critical issues, such as high unemployment, poverty, and infrastructure gaps, while highlighting opportunities like national funding and technological advancements. This data-driven approach ensures strategies are responsive to the region's realities and potential.

The new plan is structured around three strategic pillars with 14 targeted objectives, namely:

- **Operational Excellence:** driving efficiency and governance through four objectives: strengthening organisational performance, enhancing revenue collection, improving stakeholder collaboration, and advancing decentralisation toward devolution.
- **Infrastructure Development:** focusing on enhancing physical infrastructure via three objectives: accelerating construction and upgrades, expanding serviced land provision, and improving water supply infrastructure.
- **Socio-Economic Development:** aiming to uplift living standards through seven objectives, including combating unemployment, reducing poverty, improving food security, upgrading localities, strengthening disaster resilience, addressing illegal land occupation, and implementing the Integrated Regional Land Use Plan (IRLUP).

The new plan will be launched in due course.

Strategic Plan Workshop in Pictures

Internal stakeholders attending the Council's strategic plan workshop



Gobabis Constituency Supports Local Schools, Enterprises and Sports Clubs



Chairperson of Omaheke Regional Council, Hon. Ignatius Kariseb, and Regional Councillor for Gobabis Constituency, Hon. Augustinus Tebele, hand over materials and items to beneficiaries in Gobabis Constituency.

► Tauno Iileka

The Chairperson of Omaheke Regional Council, Hon. Ignatius Kariseb, and Regional Councillor for Gobabis Constituency, Hon. Augustinus Tebele, on 28 April 2025, handed over materials and items to beneficiaries in Gobabis Constituency.

The materials and items, valued at N\$230,948.72, were funded by the Gobabis Constituency through the Regional Council's value-added tax (VAT) refunds from the Namibia Revenue Agency (NamRA).

"This handover is a testament to our unwavering belief in inclusive development – development that nurtures education, supports creative industries, strengthens local businesses, and invests in sports as a unifying force among young people," Hon. Kariseb said.

The Regional Council's Management Committee allocated N\$2,7 million to each of the seven constituencies in the region to implement

projects identified by the respective constituencies.

Among others, projects identified by the constituencies include physical infrastructure, food security initiatives, micro-businesses, sports clubs, livestock and gardening, as well as educational programmes.

The materials and items were handed over include fencing and construction materials to Rakutuka Primary School to fence off the school's soccer field and construct a water fountain.

Other items include gardening materials to Ken Gardening, music production equipment to Wiseman Production and sewing machines to Nelson Super Trading Investment.

Six local soccer clubs, namely Mathatha Boys, Omaheke Megasave, Kanaan United, Rommie Eleven, City Girls and Golden Stars FC received soccer kits.



Chairperson of Omaheke Regional Council, Hon. Ignatius Kariseb, and Regional Councillor for Gobabis Constituency, Hon. Augustinus Tebele, hand over materials and items to beneficiaries in Gobabis Constituency.

We value your feedback



Please let us know what we could do better to improve our services or how we could assist you better.

Give us your complaint, feedback/suggestion or ask a question using any of the following ways:

SOCIAL MEDIA

Send us a message on Facebook, Instagram or X: @OmahekeRC

ONLINE FEEDBACK FORM

Visit our website and click the "FEEDBACK" button on the main menu to submit your feedback: <https://omahekerc.gov.na>

E-MAIL

Send us an email at: info@omahekerc.gov.na

SUGGESTION BOX

Complete a feedback form and place it in a suggestion box located at any of our offices

REGIONAL FACT SHEET

GEOGRAPHY

Area:	84 612 km ² (10.3 % of Namibia's land surface)
Location:	Eastern part of Namibia bordering Botswana (to the East), Otjozondjupa Region (to the North), Khomas Region (to the West) and Hardap Region (to the South)

POLITICAL PROFILE

Regional Governor:	Hon. Pijoo Nganate
Regional Council Chairperson:	Hon. Ignatius Kariseb (Kalahari Constituency)
Constituencies:	Seven (Aminuis, Gobabis, Epukiro, Kalahari, Okorukambe, Otjinene, Otjombinde)
Capital:	Gobabis
Towns:	One (Gobabis)
Villages (declared):	Three (Leonardville, Otjinene, Witvlei)
Settlements (declared):	Seven (Aminuis, Buitepos, Corridor 13, Epukiro, Omitara, Tallismanus, Summerdown)

DEMOGRAPHY

Population Size:	102 881 (3.4 % of Namibia's population), 56.2 % rural and 43.8 % urban
Population Density:	1.2 per km ²
Population Growth Rate (Annual):	3.1 %
Major Languages:	Otjiherero (42 %), Nama/Damara (28 %), Afrikaans (10 %), San Languages (5 %)
People with Disabilities:	6 275 (about 6.1 % of the region's population)
Orphans and Vulnerable Children:	6 000 (about 8 % of the region's population)
Unemployment Rate:	30.3 %

EDUCATION

Schools:	47 (38 public, 9 private)
Pupils:	63 889
Literacy Rate:	76 %

HEALTH

Hospitals:	One (public)
Health Centres:	Two (one public, one private)
Clinics/Medical Consultants:	19 (13 public, 6 private)
HIV Prevalence Rate:	8.4 %

ENVIRONMENT AND CLIMATE

Weather:	Hot summers and cool to warm winters
Average Rainfall:	99 - 402 mm per annum (south), 179 - 587 mm per annum (central)
Average Temperature:	2.5 °C (winter) - 40 °C (summer)
Vegetation:	Arid to semi-arid with vast open savannas

PHYSICAL INFRASTRUCTURE AND ECONOMY

Roads:	4 915 km (470 km tarred, 4 445 gravel)
Rail Network:	220 km (from Windhoek to Gobabis)
Main Sectors:	Transport, agriculture, tourism, manufacturing, industrial development, mining, natural resources
Main Sources of Income:	Salaries/Wages (50.4 %), Old Age Pension (13.9 %) and Farming (9.3 %)



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