



# KAVANGO WEST REGIONAL COUNCIL CUSTOMER SERVICE CHARTER



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## ABBREVIATIONS

AIDS	Acquired Immuno Deficiency Syndrome
CBOs	Community Based Organizations
CRO	Chief Regional Officer
DSA	Daily Subsistence Allowance
FY	Financial Year
HIV	Human Immuno-deficiency Virus
HR	Human Resources
HRM	Human Resources Management
LAs	Local Authorities
MURD	Ministry of Urban and Rural Development
NGOs	Non-Governmental Organizations
PIF	Project Identification Form
RDF	Regional Development Forum
RACOC	Regional Aids Coordinating Committee
RDCC	Regional Development Coordinating Committee
SOEs	State Owned Enterprises
TAs	Traditional Authorities
VAT	Value Added Tax

## FOREWORD

The Customer Service Charter seeks to transform the Public Service into a performance and result oriented organization at all levels. This Charter therefore outlines the standards and quality of service that you, our customers can expect from us the Kavango West Regional Council Head Office and all of our Constituency Offices.

The aim of the Charter is to improve service delivery to the public and to foster efficiency in the Public Service. The standards that we set in this Charter will serve as a benchmark against which you can measure our service delivery.

We welcome your comments and feedback regarding our service delivery, so that we can continue to provide a high standard service. As a result, our charter also provides information with regards to customer responsibilities, how to give feedback and to lodge complaints.

It is therefore our promise to keep improving on service delivery to you our customers and to transform the Public Service performance.

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**HON. JOSEPH SIKONGO**  
**CHAIRPERSON OF KAVANGO WEST REGIONAL COUNCIL**

## ACKNOWLEDGEMENTS

The compilation of the Kavango West Regional Council Customer Service Charter has been a process of collaboration, consultations and interactions within the Regional Council. The Customer Service Charter could not have been completed successfully without the involvement and efforts made by all staff members of the Council.

The Kavango West Regional Council would also like to take this opportunity to sincerely thank the Department of Public Service Management for all the support and guidance in the development of this Charter.

I trust that this charter, which aims to improve the performance and efficiency of the Public Service, will yield positive results.

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**DR MPASI E. N. KATEWA**  
**CHIEF REGIONAL OFFICER**

## OUR MANDATE, VISION & MISSION

### **Our Mandate:**

Undertake regional planning and coordinate all developmental activities for the purpose of uplifting the living standards of the inhabitants.

### **Our Vision:**

To be the region of effective and efficient service delivery for improved quality of life of inhabitants

### **Our Mission:**

The Kavango West Regional Council is committed to effectively plan, facilitate, coordinate and implement and monitor socio economic development in the region

## **This Charter outline:**

1. What we do
2. Our Customers
3. Our commitment to you
4. Our service promise/standards
5. When you contact us
6. Your views count
7. What we ask of you
8. Dealing with your complaints

### **1. WHAT WE DO**

The Regional Council undertakes regional planning and coordinates all development activities for the upliftment of the living standards of all its inhabitants. The services of our Regional Council are centered on two key Directorates namely: Directorate of Planning and Development Services and the Directorate of HRM, Finance & Administration.

## **DIRECTORATE OF PLANNING & DEVELOPMENT SERVICES**

### **DIVISION DEVELOPMENT PLANNING**

Division Development Planning is responsible for:

- Implement Capital & Development Projects
- Monitor & Evaluate Projects
- Settlement Development & Growth Points
- Town Planning in Settlement Areas
- Overall Coordination of Planning in the region
- Development needs identification
- Marketing of the region for investment opportunities

### **DIVISION RURAL SERVICES**

Division Rural Services is responsible for:

- Implement and support Rural Development Projects
- Monitor & Evaluate Projects
- Coordination of Rural Development activities in the region
- HIV and AIDS Coordination
- Provide Rural Sanitation

## **DIRECTORATE OF HRM, FINANCE & ADMINISTRATION**

### **HUMAN RESOURCES MANAGEMENT**

The Division HR is responsible for:

- General Administration of HR
- Industrial Relations
- Training & Development
- Employee Wellness

### **FINANCE**

The Division of Finance is responsible for:

- Budget Preparation
- Revenue and Expenditure control
- Preparations of Financial Statements

### **ADMINISTRATION**

The Division Administration is responsible for:

- Procurement and Stock Control
- Fleet Management
- **Corporate Communication Affairs & Meetings**
- Administration of Settlement areas
- Provide Domestic Services
- Constituency Support Services
- **Maintenance Of Council ICT Infrastructure**
- Coordination and implementation of the Regional Emergency Management activities

### **INTERNAL AUDIT SECTION**

The Internal Audit Section is responsible for:

- Developing a risk based Audit Plan
- Initiate, plan and conduct audits
- Verify the correctness of financial statements
- Ensure compliance exists
- Assess the adequacy of internal control over the properties of the Council



## 2. OUR CUSTOMERS

Citizens of the Kavango West Region  
Offices/Ministries/Agencies  
Business Communities  
Non-Governmental Organizations (NGOs)  
Community Based Organizations (CBOs)  
State Own Enterprises (SOEs)  
Traditional Authorities (TAs)  
Local Authorities (LAs)  
Suppliers  
Other Regional Councils(RCs)  
Honourable Councilors  
Kavango West Regional Council Staff Members  
General Public

## 3. OUR COMMITMENT TO YOU

- We commit to work collaboratively with other Organizational units,
- Provide quality, consistent and accurate advice in line with Public Service policies, code of conduct and relevant legislation.
- We aim actively to meet our customers' expectations through timely responses and continuous communication.
- Provide services to our customers with the highest level of confidentiality by fostering an environment that values and respects confidentiality.

We strive to execute our duties within the following core VALUES:

Standards

We shall set, monitor and publish clear standards of service that individual members of the public can reasonably expect.

Courtesy and  
Helpfulness

We shall provide a courteous and helpful service.

Accountability

We shall provide details of performance against targets and identify who is responsible.

Non-Discrimination

We shall ensure that services are available and applied equally to all.

Value for Money

We shall provide efficient and economic public services within affordable resources.

Information

We shall provide information about public services in a straightforward and open manner.

Consultation & Participation

We shall ensure that there is regular consultation and communication with those who use services and, having taken their views and priorities into account, providing a choice wherever possible.

Transparency

We shall disclose how public services are managed, and the cost and performance of specific services.

Quality of Service

We shall aim to provide an acceptable standard of service and have procedures to address customer complaints timely.

Accessibility

We shall ensure that our services are easily accessed by all the needs it.

#### 4. OUR SERVICE PROMISE/STANDARDS

### DIRECTORATE OF PLANNING & DEVELOPMENT SERVICES

#### DIVISION DEVELOPMENT PLANNING

**Our promise is to:**

- ✓ Identity development needs in the first quarter of the FY.
- ✓ Complete Project Identification Forms (PIF) in the second quarter of the FY.
- ✓ Commence with the implementation of the capital projects in the FY in which funding is received.
- ✓ Attend site inspection meetings monthly for the duration of projects
- ✓ Arrange and attend RDCC meetings quarterly.
- ✓ Coordinate planning activities throughout the FY
- ✓ Market the region to investors during each FY

## **DIVISION RURAL SERVICES**

### **Our promise is to:**

- ✓ Awareness raising on Rural Development programmes on a quarterly basis
- ✓ Implement Rural Development activities in the FY in which funding is received.
- ✓ Arrange and attend RDF meetings quarterly.
- ✓ Arrange and attend RACOC meetings quarterly.
- ✓ Coordinate Rural Development activities throughout the FY
- ✓ Coordinate HIV and AIDS activities throughout the FY.

## **DIRECTORATE OF HRM, FINANCE & ADMINISTRATION**

### **DIVISION HUMAN RESOURCES MANAGEMENT**

#### **Our promise is to:**

- ✓ Update Personal Files as per your request or as need arises within five (5) working days.
- ✓ Fill vacant positions delegated within three (3) months.
- ✓ Acknowledge and record grievances within ten (10) working days.
- ✓ Respond and finalize your grievances within two hundred fifty days (250).
- ✓ Attend and finalize to misconduct cases within two hundred fifty days (250) with strict adherence to time line as prescribed in the public service staff rules.
- ✓ Interpret and offer advice on policies within ten (10) working days.
- ✓ Respond to your request on HR statistical data within five (5) working days.
- ✓ Conduct induction to newly appointed staff members within three (3) months after assumption of duty.
- ✓ Attend to training request within twenty working days
- ✓ Process Service benefits applications within thirty working days.
- ✓ Process employee benefits claims within five working days
- ✓ Terminate service within five working days upon receipt of notification.
- ✓ Conduct wellness sections quarterly.

## DIVISION FINANCE

### Our promise is to:

- ✓ Coordinate, prepare, monitor & control the Council Budget within a given financial year.
- ✓ Process Payroll by end of each month.
- ✓ Process DSA payments within 5 working days once all relevant and required supporting documents are attached.
- ✓ Process all suppliers' payments within 21 working days once all relevant supporting documents are submitted to the Finance Office.
- ✓ Ensure the collection, safekeeping and banking of Revenue on a daily basis.
- ✓ Prepare Management Report by the 7th of each month.
- ✓ Prepare Accountability Report on a monthly basis and submit report to the Ministry of Urban and Rural Development (MURD) by the 10th of each month.
- ✓ Prepare, compile & submit income tax & VAT returns to Receiver of Revenue by the 20th and 25th of each month.
- ✓ Commit capital expenditure and income generating projects within two working days of receiving.

## DIVISION ADMINISTRATION

### Our promise is to:

- ✓ Attend to Internal requisitions within 5 Working days.
- ✓ Process Invoices Payments within 5 Working days.
- ✓ Procurement of Goods and Services within three months upon request.
- ✓ Issue Trip Authority within one day upon request.
- ✓ Monitor and adhere to the vehicle service schedules monthly.
- ✓ Monitoring of Capital Projects on Quarterly basis.
- ✓ Maintain the Cleanliness and Hygiene of Council Premises on daily basis.
- ✓ Administer Services in Settlement area throughout the FY
- ✓ Provide written feedback to Internal Customer queries within one Week.
- ✓ Provide written feedback to External Customer queries within Two Weeks.
- ✓ Attend to Face to Face public queries on daily basis upon appointment
- ✓ Sensitization of Council's operation and other Government Programmes through the local media on quarterly basis and when needs arise
- ✓ Attend to Internal request and queries on ICT within 5 Working days

## INTERNAL AUDIT SECTION

### Our promise is to:

- ✓ Develop an Annual Audit Plan.
- ✓ Send out engagement letters five (5) days before the audit work commences.
- ✓ Hold debriefing meetings with auditees prior to each and every audit.
- ✓ Send out the audit report to management within two (2) days after the audit is completed.
- ✓ Conduct follow-up on recommended implementations regularly prior to the agreed time.
- ✓ Evaluate the effectiveness of the internal controls on a quarterly basis.
- ✓ Update the Issue Tracker on a weekly basis.
- ✓ Continuously facilitate the implementation of an effective risk management process.
- ✓ Conduct an investigation within in week upon receipt of notification.

## 5. WHEN YOU CONTACT US

When you communicate with us, please provide the following information:

- Your full name
- Address and telephone and / or 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 Directorate whom you deal with as well as the date and the time.

### 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 of your letter and provide you with an explanation on how we will handle your case within 2 working days

### If you visit us

- We will attend to you within 5 minutes
- We will respond to your questions while you are with us, if we cannot we will let you know when you can expect an answer

### By e-mail we shall:

- We will respond to your email immediately, depending on the complexity of the content of the email or what is required or requested by you

## 6. 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.
- Give us your comments so that we can improve our services.

## 7. 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;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

## 8. DEALING WITH YOUR COMPLAINTS

If you have any suggestion to make, want more information, not satisfied with the standard of service we render or want to comment about anything we have mentioned in this Charter, you should contact our Offices at:

The Chief Regional Officer  
**KAVANGO WEST REGIONAL COUNCIL**  
Private Bag 6294  
Nkurenkuru

Phone: +264 66 264875/6/7

Fax: +264 66 264853

E-mail: [mnkatewa@gmail.com](mailto:mnkatewa@gmail.com)

Or

Public Relations Office: +264 66 264875

If you are not satisfied with the response from the OFFICE OF THE CRO you may approach the CHAIRPERSON OF THE KAVANGO WEST REGIONAL COUNCIL, if still not satisfied, you may take the matter up with the MINISTRY OF URBAN AND RURAL DEVELOPMENT.

