

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.

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 services.

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 names
- Postal/ email 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 subdivision whom you dealt with as well as the date and the time of the communication to improve our services.

FEEDBACK, COMMENT 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
Dâures Constituency
Erongo Regional Council
P O Box 78
Omaruru
Namibia

Phone: +264 64 570 577

Fax: +264 64 570 576

E-mail: dauresc@erongorc.gov.na

- If you are not satisfied with the response from the Subdivision you may take the matter up with the Deputy Director Administration
- Should you still not be satisfied with the response from the Division: Administration you may approach the Director: Finance and Administration
- If still not be satisfied, you may take the matter up with 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 Hon. Chairperson of ERC;
- Should you still not be satisfied with the response or action taken you may approach the Office of the Hon. Governor of Erongo ;
- Should you still not be satisfied you may approach the Permanent Secretary: 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.



Republic of Namibia



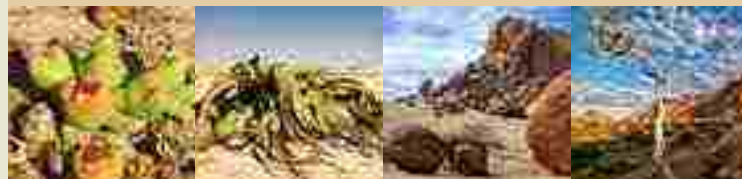
Erongo Regional Council

CUSTOMER SERVICE CHARTER

**Directorate Finance and Administration
Division Administration**

**Subdivision: Constituency Support -
DÂURES**

The subdivision is responsible for providing administrative support to the constituency and serve as a link between stakeholders and the 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

- Serve as a link between community and stakeholders;
- Coordinate all stakeholders/community meetings;
- Identify sustainable programmes/projects within the community
- Ensure the implementation of community developmental programmes and provide reports.

OUR CUSTOMERS

- Communities
- Council Staff (which one is inclusive of all)



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: INTEGRITY

We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are in rule compliant.

COMMITMENT

We shall be committed to the ERC's objectives of providing accessible equitable and quality service for all.

TEAMWORK

We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building.

PROFESSIONALISM

We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service

TRANSPARENCY

We shall carry out our activities in an open and most acceptable manner that bears scrutiny to the customer/stakeholders we serve without jeopardizing the ERCs strategic interest.

OUR SERVICE PROMISE/ STANDARDS

We will:

- Provide relevant information and referrals at all times
- prepare and confirm logistic for stakeholders/ community meetings two days prior to meeting date;
- Render secretarial services at all times during meetings;
- Monitor the progress of community development programmes implementations on a monthly, quarterly and annual basis;
- Coordinate the assessment and appraisal of project proposals three weeks after closing date ;
- Notify applicant on status of the applications of project proposal five working days after CDC meeting
- Provide material/ equipment within a month after approval by the Chief Regional Officer;
- Produce minutes within five working days after the meeting;
- Submit developmental proposal to the Directorate Planning and Development within ten working days after CDC meeting;
- Facilitate the appointment of CDC and CACOC when need arises;
- Facilitate the appointment of CDRMC members after every three years or when need arise;
- Coordinate training for CDC and CACOC members after every two years or when need arises;
- Coordinate training for CDRMC when need arises.

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.

