



Republic of Namibia
OSHANA REGIONAL COUNCIL

CUSTOMER SERVICE CHARTER



2025

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ABBREVIATIONS

AIDS	Acquired Immunodeficiency Syndrome
POB	Public Office Bearers
CACOC	Constituency AIDS Coordinating Committee
CDC	Constituency Development Committee
CDRMC	Constituency Disaster Risk Management Committee
CRO	Chief Regional Officer
DSA	Daily Subsistence Allowance
GIPF	Government Institutions Pension Fund
HIV	Human Immunodeficiency Syndrome
ICT	Information Communication Technology
IT	Information Technology
O/M/A	Office/Ministries/Agencies
OPM	Office of the Prime Minister
OROI	One Region One Initiative
PAYE5	Pay As You Earn
PC	Personal Computer
PIFs	Projects Identification Forms
RDCC	Regional Development Coordination Committee
SDC	Settlement Development Committee
TNA	Training Need Analysis

FOREWORD

As Chairperson of the Oshana Regional Council, I call upon all staff members to embrace the spirit of this Charter. It is not a document to be shelved, but a living commitment that must guide our daily decisions, actions, and attitudes. Equally, I encourage our stakeholders, citizens, development partners, and institutions to use this Charter as a tool for dialogue, feedback, and continuous improvement in service delivery.

Together, let us ensure that every interaction between the Council and our communities reflects the values of respect, integrity, and humanity amidst bureaucracy. By doing so, we will not only advance the objectives of our developmental agenda but also deepen public trust in local governance as a cornerstone of Namibia's democracy.

On behalf of the Oshana Regional Council, I extend my gratitude to all those who contributed to the development of this Charter and reaffirm our unwavering dedication to serving the people of Oshana with excellence.



Hon. Andreas Utoni
CHAIRPERSON OSHANA REGIONAL COUNCIL

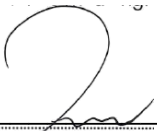
ACKNOWLEDGEMENT

The Oshana Regional Council remains steadfast in its commitment to providing quality, accessible, and responsive services to all residents of our region. As a public institution entrusted with the responsibility of promoting development, ensuring effective governance, and improving the livelihoods of our communities, we recognize that the foundation of our mandate lies in service excellence.

This Customer Service Charter is both a promise and a guiding framework. It reflects our pledge to uphold transparency, accountability, and fairness in all our interactions with the public. It defines the standards of service delivery that our clients should rightfully expect, while also outlining the responsibilities of citizens in fostering a culture of partnership and mutual respect. In doing so, it strengthens the social contract between the Regional Council and the people we serve.

Our goal is not only to provide services but to do so with empathy, professionalism, and efficiency. We are mindful that the true measure of governance is not the structures we build, but the trust, confidence, and dignity we inspire in our people. The Charter therefore sets clear benchmarks against which our performance can be assessed, and it empowers communities to hold us accountable in a constructive and participatory manner.

We extend our sincere appreciation to all Council staff members and stakeholders who contributed their time, knowledge, and expertise to the development of this Charter. Their commitment and collaboration have ensured that this document truly reflects the values and aspirations of the Oshana Region.



Teopolina N.L Hamutumua
CHIEF REGIONAL OFFICER

Mandate:

- The mandate of Oshana Regional Council is to plan, administer and manage the socio-economic development of the region, and to establish, administer and manage Settlement Areas as their local authority.

Vision:

- Our vision is for the Oshana Region to be industrialized, self-sufficient with infrastructural, socio-economic development and a better living standard for its inhabitants by 2030.

Mission:

- The Oshana Regional Council is committed to govern, plan and coordinate socio-economic development programs and projects in partnership with all stakeholders towards the improvement of the living standards of the community and realization of sustainable development.

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;
- ✓ States what we will do if you contact us;
- ✓ States that your views count;
- ✓ Indicates 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.

1. WHAT WE DO

1.1. Directorate Finance, Human Resources and Administration

- ✓ Provide prudent financial management services to the Council and
- ✓ Provide Policy guidance, Planning, and advisory services on issues pertaining to Human Resources Management,
- ✓ Provide support services through Information Communication Technology (ICT), Public Relations; Transport; Registry services and all logistics and administrative support to the activities of the Council and its Constituencies.
- ✓ Ensure appropriate coordination with all stakeholders to mitigate disasters impacts on vulnerable communities in our region.

1.2. Directorate of Development Planning, Monitoring & Evaluation

- ✓ Interpret and ensure implementation of Regional Development policy frameworks with relevant legislations;
- ✓ Coordinate Strategic Management plan;
- ✓ Coordinate regional development planning;
- ✓ Facilitate public participation on regional planning;
- ✓ Initiate, facilitate implementation, monitor and evaluate development projects and programmes;
- ✓ Compile, analyse, store and distribute statistical data for regional planning;
- ✓ Compile reports on regional planning activities;
- ✓ Facilitate the execution of HIV/AIDS programmes / activities

1.3. Section: Internal Audit

- ✓ Assist the Council and its Management in accomplishing its objectives, by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of organization's risk management, control and governance processes.

2. OUR CUSTOMERS

- Staff members
- Regional Councillors
- O/M/A's
- Political Office Bearers
- RC's
- Local Authorities
- Service Providers
- The Media
- The General Public

3. OUR COMMITMENT TO YOU

-  Our commitment to our customers is the provision of efficient and effective services; and
-  We strive to execute our duties within the following guiding **VALUES**:

CORE VALUES

- ✓ **Accountability:**
Being answerable to the people we serve in the Region.
- ✓ **Inclusiveness:**
Promoting the interdependency in program planning and implementation.
- ✓ **Responsiveness:**
Monitoring and improving our day to day operational activities in a timely responsive manner.
- ✓ **Transparency**
A Systematic democratic approach to the governance in Oshana Region.
- ✓ **Professionalism:**
Maintain a high standard of integrity in our execution of duties.
- ✓ **Innovation:**
Exploring new ways and methods of doing public business

4.1 OUR SERVICE PROMISE/STANDARDS

4.1 Directorate Finance and Administration

Mandate: To provide administrative support services, manage finance and human resources and account for utilization of resources to the Regional Council.

4.1.1 Division Administration

4.1.1.1 Subdivision: Auxiliaries Services

We will:

-  Avail transport and issue trip authority within one (1) day;
-  Inspect vehicle during handover and upon return;
-  Collect and distribute license disc within five (5) working days after the expiring date;
-  Forward request to the bank for new and maintenance cards within a day and provide a new card within five (5) working days;
-  Prepare and deliver purchase order for servicing and repair of vehicles within five (5) working after the request was received;
-  Scrutinise log book on a monthly basis;
-  Verify and submit invoices to procurement within one day (1) day after receipt;
-  Process and issue purchase order within one (1) working day upon receipt of the approved Internal Requisition Form;
-  Conduct office inspections on faulty infrastructure on a monthly basis and office hygiene daily;
-  Conduct stock on a quarterly and annual basis;
-  Issue stock on a weekly basis;
-  Ensure that correspondence is posted, sorted and delivered on a daily basis;
-  Provide switchboard and secretarial services; on a daily basis;
-  Provide procurement reports monthly and quarterly basis;
-  Prepare procurement plan three (3) months before the financial year ends;
-  Prepare and upload bid opening report on Electronic Government Procurement portal within three days after closing of the bids;
-  Prepare the notice of selection for awards and executive summary within two (2) days after the approval of the CRO;

4.1.1.2 Subdivision: Constituencies Support

We will:

-  Avail serviced land after every three (3) years;
-  Provide and maintain Municipal Services on a daily basis;
-  Bill customers for service rendered on a monthly basis;
-  Collect, safe keep and bank revenue on daily basis;
-  Conduct Settlement Development Committee (SDC) and residents meetings on a quarterly basis;
-  Provide feedback on the status of building plan within a month from the date of submission;
-  Facilitate the signing of lease agreement contracts within a week;

CONTACT DETAILS OF THE CONSTITUENCY OFFICES

No.	Constituency	Hon. Councillor	Control Administrative Officer	Telephone no
1.	Okatana	Hon. Edmund Ishuwa	Ms. Hilma Aukongo	065 2288200
2.	Oshakati West	Hon. Aram Martin	Mr. Toivo Iyambo	065 220236
3.	Oshakati East	Hon. Abner Shikongo	Mr. Justus Shoikutu	065 225410
4.	Ompundja	Hon. Adolf Uunona	Ms. Elly Ashikoto	065 225264
5.	Uuvudhiya	Hon. Timotheus Shivute	Ms. Adelheid Shipanga	065 225171
6.	Ongwediva	Hon. Andreas Uutoni	Ms. Tina Ndengu	065 230397
7.	Okaku	Hon. Fillipus David	Mr. Fillemon Jatileni	065 242255
8.	Ondangwa Rural	Hon. Abraham Kaushiweni	Ms. Magdalena Nashongo	065 242410
9	Ondangwa Urban	Hon. Leonard Negonga	Ms. Monika Nahanga	065 240974
10.	Uukwiyuushona	Hon. Andreas Amundjindi	Mr. Leonard Alweendo	065 243196
11.	Okatyali	Hon. Josef Mupetami	Mr. Collin Ekandjo	065 2288200

4.1.1.3 Subdivision: Settlements

We will:

- 🚩 Conduct meetings (Staff, CDC, CDRMC, CACOC) on a quarterly basis;
- 🚩 Provide administrative support to the development committees (CDC, CDRMC, CACOC) on a daily basis;
- 🚩 Produce minutes of development committees (CDC, CDRMC, CACOC) within 10 days after the meeting;
- 🚩 Submit community developmental proposals to head office on an annual basis;
- 🚩 Appraise and recommend project proposals on a quarterly basis;
- 🚩 Produce reports on the implementation of community developmental programmes / projects on an annual basis;
- 🚩 Conduct assessment on the impact of disaster incidents within one (1) working day after the incident is reported;
- 🚩 Provide feedback to the applicants on the outcome of their project proposals applications 10 days after approval;
- 🚩 Handover equipment and materials to project beneficiaries within one (1) month after receipt from the supplier;
- 🚩 Facilitate the appointment of CDC, CDRMC, CACOC members;

4.1.1.4 Section Public Relations and Meetings

We will:

- 🚩 Produce quarterly and annual newsletter;
- 🚩 Respond to media queries within two (2) working days;
- 🚩 Update the content on social media pages weekly;
- 🚩 Monitor media reports about the Council on a daily basis;
- 🚩 Provide feedback through various media platforms on reported cases regarding the Council within five (5) working days;
- 🚩 Arrange official engagements or meetings of the Regional Council three (3) working days before the event;
- 🚩 Market the activities of the Regional Council on a monthly basis;
- 🚩 Distribute Council meeting package three (3) days prior to the meeting;
- 🚩 Produce minutes within five (5) days after the meetings;
- 🚩 Submit ordinary Council and management committee minutes to the line Ministry within two (2) working days after confirmation;
- 🚩 Produce reports on the progress and implementation of the Government Communication System on a quarterly basis;

4.1.1.5 Section: Information Technology (IT)

We will

-  Provide helpdesk services on a daily basis;
-  Carry out anti-virus health check & enhance PC performance on a quarterly basis;
-  Update the Council's website on a weekly basis;
-  Renew and update licensed software annually;
-  Perform backup procedures on monthly basis;
-  Identify replacements and infrastructure needs annually;
-  Support councils operation through the use of new technology on a daily basis;
-  Orient staff on new applications and best security practices quarterly;
-  Develop institutional IT policies, such as ICT Plan and Cybersecurity Strategy after every three years.
-  Review institutional IT policies, such as ICT Plan and Cybersecurity Strategy after every three years.
-  Develop ICT maintenance plan on an annual basis.

4.1.1.6 Section: Regional Disaster Risk Management

-  Mobilise and provide personnel, equipment and materials to affected communities within one (1) day;
-  Facilitate and coordinate risk response system of disasters on a quarterly basis;
-  Serve as the Secretariat to the Regional Disaster Risk Management Committee on a quarterly basis;
-  Compile reports to Regional Disaster Risk Management Committee and OPM within one (1) week after the occurrence of the incident.
-  Update and maintain beneficiaries database bi-annually;
-  Conduct pre and post disaster needs assessment;
-  Create awareness on disaster risk mitigation on an annual basis;
-  Notify the Regional Council and OPM of actual emergency incidents within one (1) day;
-  Relocate affected communities to safer, less disaster prone areas within one (1) day.

4.1.2 Division: Human Resource Management

We will:

-  Interpret policies on request by staff members right away or within two (2) working days;
-  Update Personal file as per your request within one (1) week;
-  Update VIP system on a daily basis;
-  Ensure that delegated positions are filled within four (4) months and undelegated positions (vacant) are filled within six (6) months;
-  Provide feedback for leave credit days within two (2) working days;
-  Attend to misconduct cases within one (1) month after receiving of a report;
-  Respond to grievances within ten (10) working days;
-  Process applications on medical aid, social security, home loan, and GIPF within one (1) week;
-  Process employees GIPF and Social Security benefit claims within one (1) week;
-  Terminate employees' services within 30 working days after the last working day;
-  Process leave gratuity before the last working day;
-  Conduct wellness activities on quarterly basis;
-  Develop Human Resource Development Plan and training calendar annually;
-  Conduct training Need Analysis (TNA) after every three (3) years;
-  Provide feedback to qualifying and non-qualifying training request within seven (7) working days after the training committee meeting;
-  Facilitate Orientation to appointed staff members on the date of assumption of duty;
-  Facilitate Induction to appointed staff members within six (6) months from the day of assumption of duty;
-  Circulate bilateral agreement courses within one (1) day upon receipt;

4.1.3 Division: Finance

We will:

-  Compile and submit the Council Budget with the given deadline;
-  Monitor and control the Council budget on a daily basis;
-  Pay Daily Subsistence Allowance (DSA) within two (2) working days, after approval;
-  Pay service providers within five (5) working days;
-  Prepare and submit annual financial statements within three (3) months after year-end;
-  Respond to audit queries within 15 working days;
-  Prepare monthly, quarterly and annual reports on budget execution;
-  Prepare monthly financial management reports within seven (7) working days after month end;

- 🚩 Follow up on outstanding invoices issued to customers within 30 days after the invoice is issued;
- 🚩 Safe keep and bank revenue on a daily basis;
- 🚩 Reconcile bank accounts and all other general ledger accounts within 15 working days after month end;
- 🚩 Request for the release of the monthly subsidy within seven (7) working days after month end;
- 🚩 Print and distribute tax certificate (PAYE5) by 31 March annually;

4.2 Directorate of Development Planning, Monitoring and Evaluation

Mandate: To carry out the physical, infrastructure, socio – economic and land use planning, population, and urbanization and to ensure sustainable use of natural resources in Oshana Regional Council

4.2.1 Division: Regional Planning

We will:

- 🚩 Interpret and ensure implementation of policy frameworks at regional level on an annual basis;
- 🚩 Develop the Strategic Plan one (1) month prior to the expiry of the preceding plan;
- 🚩 Develop the Annual Plan by 31 March every year;
- 🚩 Ensure performance reviews are conducted at the end of each quarter;
- 🚩 Facilitate and coordinate regional development planning annually;
- 🚩 Produce Monitoring and Evaluation reports quarterly;
- 🚩 Distribute statistical data for regional planning quarterly;
- 🚩 Facilitate RDCC consultative meetings quarterly;
- 🚩 Facilitate the nomination of Constituency/Settlements Development Committee (CDC/SDC) members every three (3) years;
- 🚩 Facilitate training for CDC/SDC members within one (1) month after appointment;
- 🚩 Compile monthly, quarterly and annual reports on regional planning activities;
- 🚩 Facilitate the implementation of HIV/AIDS programmes / activities quarterly;
- 🚩 Coordinate the compilation of Projects Identification Forms (PIFs) one (1) month after receipt of request;
- 🚩 Develop project proposals within two (2) months after receipt of request;

4.2.2 Division: Technical Services

We will:

- 🚩 Facilitate the construction of new and upgrading of existing government

- infrastructures on an annual basis;
- 🚧 Facilitate the appointment of consultants/ contractors within two (2) months after receipt of request;
- 🚧 Approve designs and drawings within three (3) weeks;
- 🚧 Conduct inspection on progress of construction projects on a monthly basis;
- 🚧 Attend to emergency maintenance within one (1) day;
- 🚧 Attend to minor maintenance within 14 working days; and major maintenance within a month;
- 🚧 Prepare bid documents for projects within a month after receipt of request;
- 🚧 Compile monthly, quarterly and annual reports on project implementation;

4.2.3 Division: Rural Services

We will:

- 🚧 Facilitate the construction of rural sanitation facilities within four (4) months after the appointment of the contractor.
- 🚧 Provide tailor-made services to farmers three (3) months after the Purchase Order has been issued;
- 🚧 Facilitate the implementation of One Region One Initiative (OROI) within four (4) Months once we received fund allocation;
- 🚧 Facilitate the provision of materials and equipment to project beneficiaries three (3) months after the Purchase order has been issued.
- 🚧 Facilitate payment for food cash for work beneficiaries within three (3) months after the purchase order has been issued;
- 🚧 Facilitate capacity building of beneficiaries to become self-reliant within three (3) months after the handover of materials/equipment;
- 🚧 Monitor and evaluate projects quarterly;
- 🚧 Produce annual report for all the implemented programmes/projects.

4.3 Section: Internal Audit

We will:

- 🚧 Review the Enterprise risk management framework on an annual basis;
- 🚧 Develop risk based audit plan on an annual basis;
- 🚧 Send out the audit report to management within five (5) days after the audit is completed;
- 🚧 Present the final audit report to the Audit Committee on a quarterly basis;
- 🚧 Follow-up on implementation of audit recommendations on an annual basis;
- 🚧 Conducting an audit review on a quarterly basis;
- 🚧 Conduct investigation within three (3) weeks upon receipt of notification;

5. WHEN YOU CONTACT US

If you phone us

We will:

-  Answer to your call within three (3) rings
-  Return your call within two (2) days if we can't provide an answer immediately.

If you write to us:

-  We acknowledge receipt within two (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 five (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.

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; and
-  Give us your comments so that we can improve our service.

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 to the directorate;
-  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/ email address/ telephone number/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 Department/Directorate/Division/Subdivision whom you dealt with as well as the date and the time of the communication to improve our services.

8. DEALING WITH YOUR FEEDBACK, COMMENTS AND COMPLAINTS

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

Oshana Regional Council

Leo Shoopala Street

Private Bag 5543

Oshakati

Namibia

Phone: +264 65 228 8200

E-mail: enquiries@oshanarc.gov.na

Website: www.oshanarc.gov.na

or

Public Relations Unit +264 65 22 88237

E-mail: pro@oshanarc.gov.na

Feel free to engage us through our social media platform:



<https://www.facebook.com/OshanaRC>



<https://www.instagram.com/oshanarc/>



<https://www.youtube.com/@oshanaregionalcouncil1302>

And if you are still not satisfied with the response from the Regional Council, you may approach the office of the Executive Director of the Ministry of Urban and Rural Development and if you are still not satisfied with the response, you may approach the office of the Prime Minister or the Office of the Ombudsman.