



OSHANA REGIONAL COUNCIL

CUSTOMER SERVICE CHARTER



THIS CHARTER

- Outlines the service we provide (who we are and 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

1. WHO WE ARE

The Oshana Regional Council was established with effect from 31 August 1992 under Section 2 (1) of the Regional Councils Act, 1992 (Act 22 of 1992).

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.

VISIONS



- 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.

2. WHAT WE DO

The mandates of the Oshana Regional Council are primarily carried out by various Units/Directorates; Divisions; Subdivision; Sections and Subsections which are established to ensure effective implementation of various programmes and projects of the region and support services to the Councillors and staff members.

Office of the CRO

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.

Directorate of Development Planning, Monitoring & Evaluation

- 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.

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.

We Will:

- Interpret and ensure implementation of Regional Development policy frameworks with relevant legislations;
- Coordinate Strategic Management plan;
- Coordinate regional development planning;
- Initiate, facilitate implementation, monitor and evaluate development projects and programmes;
- Facilitate the construction of new and upgrading of existing government infrastructures when need arise;
- Facilitate the implementation of rural sanitation & rural projects in the Region
- Facilitate the execution of HIV/AIDS programmes/activities

Directorate Finance, Human Resources and Administration

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

We will:

- Provide prudent financial management services to the Council
- Provide Policy guidance, Planning, and advisory services on issues pertaining to Human Resources Management,
- Provide feedback through various media platforms on reported cases regarding the Council within five working days;
- Provide support services through InformationCommunication Technology (ICT), 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.

3. OUR CLIENTS/CUSTOMERS

- Oshana Regional Council Staff members
- Oshana Regional Leadership
- O/M/A's
- Consultants
- Community members
- Political Office Bearers
- The Media
- The General Public
- Researchers

4. OUR COMMITMENT

- 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.

- We strive to execute our duties within the following guiding 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.

5. 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.

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 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 council;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect
- Give us your comments and suggestions on how we can serve you better, preferably in writing (suggestion boxes, inbox us on social media sites).

8. 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 office whom you dealt with as well as the date and the time of the communication.

9. CUSTOMER CARE CONTACT POINT

FEEDBACK, COMMENTS AND COMPLAINTS

All customer service related queries or enquiries should be addressed and forwarded to:

The Chief Regional Officer
Oshana Regional Council
Private Bag 5543
Oshakati
Namibia

Phone: +264 65 228 8200
Fax: +264 65 221 292
E-mail: info@oshanarc.gov.na

OR

THE PUBLIC RELATIONS OFFICER

Phone: +264 65 22 88237
Fax: +264 65 221 292
Email: proshanarc@gmail.com

- If you are not satisfied with the response/services from the Council, you may take the matter up with the 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: Public Service Commission.