

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.

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 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 Subdivision whom you dealt with as well as the date and the time of the communication to improve our services.

FEEDBACK, COMMENTS AND COMPLAINTS

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

System Administrator
Zambezi Regional Council
Cnr Hospital and B8 (KM -Ngoma) Road
Private Bag 5002
Katima Mulilo
Namibia

Phone: +264 66 261700/25
E-mail: ict@zambezirc.gov.na

- If you are not satisfied with the response from the Subdivision, you may take the matter up with the Deputy Director: Administration
- If still not satisfied with the response or action taken you may approach the Director: Finance and Administration.
- Should you still not be satisfied with the response or action taken you may approach 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 Executive Director: 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



ZAMBEZI REGIONAL COUNCIL



CUSTOMER SERVICE CHARTER

DIRECTORATE FINANCE AND ADMINISTRATION

DIVISION: ADMINISTRATION

SUBDIVISION: INFORMATION TECHNOLOGY

The Subdivision is responsible for providing ICT services, systems and networking administration within the Council.



THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who our Customers are
- Reflects our commitments
- Sets standard of services 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.

WHAT WE DO

- Provide adequate IT hardware/software and network infrastructure.
- Provide ICT support, backup and maintenance
- Prepare all ICT equipment for end users;
- Manage and monitor network performance;
- Manage, administer and monitor all systems within the Council
- Manage licenses for software applications;
- Provide technical support on-site and at Constituencies and Settlement offices.
- Create IT awareness to staff
- Provide helpdesk support
- Monitor and update the Council's website.

OUR CUSTOMERS

- Staff members
- O/M/As

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficient services.
- ✓ We strive to execute our duties within the following guiding values:

Accountability

We shall be accountable for carrying out responsibility effectively, timely and with integrity

Teamwork

The involvement from the side of the councillors, staff and stakeholders to work towards a common goal.

Respect of ethnic and cultural diversity

Recognizing and embracing unity of purpose

Transparency

Our plans are open to the public for inputs and comments. Two ways interaction between council and its stakeholders in programme planning and implementation

Integrity

We commit ourselves to be honest and fair in our doings and allocation of work to the public

OUR SERVICE PROMISE/STANDARDS

We will:

- Provide adequate IT hardware/software and network infrastructure on the date of assumption of duty;
- Attend to requests and enquiries within one (1) working day upon receipt;
- Carry out anti-virus health check daily;
- Monitor network infrastructure daily;
- Attend to hardware failures/needs within 2 hours upon receipt;
- Replace hardware components within three (3) months;
- Create IT usage awareness to staff members when the need arises;
- Provide day to day helpdesk support.
- Backup all servers daily;
- Manage all licenses on a yearly basis and renew upon expiration;
- Monitor and update the Council's website when the 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 not provide an answer immediately.

If you write to us

- We will acknowledge receipt within 2 working days, provide you with an explanation on how we will handle 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.