



Republic of Namibia

MINISTRY OF URBAN AND RURAL DEVELOPMENT

CUSTOMER SERVICE CHARTER

DIRECTORATE:
REGIONAL AND LOCAL GOVERNMENT AND TRADITIONAL AUTHORITIES COORDINATION
(RLGTAC)

WHAT WE DO:

- Scrutinise minutes of Council meetings and identify irregularities and recommend corrective measures monthly and as the need arises;
- Coordinate negotiations, signing and implementation of cooperation/twinning agreements between Regional Councils/Traditional Authorities and their counterparts from other countries as and when the need arises;
- Mobilise and provide capacity-building support to heads, Councilors and staff members of Regional Councils and recognised traditional authorities as and when the need arises;
- Continuously identify shortcomings or gaps in existing policies and laws and recommend required revisions/amendments and when the need arises;
- Coordinate the gazetting of recognised Traditional Leaders and Regional Councilors as and when the need arises;
- Facilitate/recommend payment of allowance to recognised Traditional Authorities/leaders on a quarterly basis and as and when the need arise;
- Facilitate legal advice and defence for regional councils, local and recognised traditional authorities from the Offices of the Attorney General and the Government Attorney respectively, as and when the need arises;
- Provide secretarial services and support to the Council of Traditional Leaders and Traditional Authorities at all times or as the need may arise;
- Coordinate investigations of chieftainship succession and recognition disputes within a month from the date of appointment of the investigation committee by the Minister;
- Facilitate the compilation and submission of investigation reports to the Minister within two (2) months after the investigations; and
- Facilitate the holding of annual meetings of the Council of Traditional Leaders.

We will respond to you at:
Phone: +264 297 5285
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Republic of Namibia

MINISTRY OF URBAN AND RURAL DEVELOPMENT

CUSTOMER SERVICE CHARTER

**DIRECTORATE:
DECENTRALISATION COORDINATION**

WHAT WE DO

- Facilitate the decentralisation of the identified functions from Line Ministries to Regional Councils and Local Authorities within two (2) years;
- Facilitate the handing over of gazetted decentralised functions to Regional Councils and Local Authorities within a year;
- Create awareness of decentralisation , its status of implementation and its positive impact at various platforms quarterly;
- Continuously provide technical support and capacity building to decentralising Line Ministries, Regional Councils and Local Authorities;
- Conduct readiness assessment/performance audits of the decentralised functions every two years or when the need arises ; and
- Conduct reviews of policies and regulatory frameworks on decentralisation and recommend required reforms thereto when the need arises .

We will respond to you at:
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bringing government closer to the people



Republic of Namibia
MINISTRY OF URBAN AND RURAL DEVELOPMENT

CUSTOMER SERVICE CHARTER

DIRECTORATE:
HABITAT AND HOUSING DEVELOPMENT

WHAT WE DO

- Continuously coordinate the implementation of the national and global initiatives, guidelines and action plans on sustainable and inclusive human settlement development guidelines in the country;
- Continuously devise and coordinate the development and implementation of appropriate strategies for mobilizing financial and technical assistance and resources locally and from development partners and donors;
- Continuously coordinate the effective operation, management and implementation of the Namibia Housing Information System;
- Continuously coordinate Namibia's participation in international forums and the implementation of sustainable development goals on sustainable human settlement development as and when the need arise;
- Continuously facilitate mutually beneficial linkages and collaboration between Namibia/the Ministry and other countries/stakeholders/partners (locally and internationally) on human settlement development; and
- Coordinate and compile reports on sustainable human settlement development quarterly.
- Continuously coordinate the effective implementation and administration of the National Housing Development Act, 2000 and the National Housing Policy;
- Carry out assessments of housing needs in the country and recommend required interventions every five years and when the need arises;
- Continuously capture and provide accurate and real-time statistical data on housing needs, housing stock, land use and informal settlements in the country through the Namibia Housing Information System and other periodic reports;
- Mobilise and avail resources (National Budget and other sources) to finance housing initiatives delivered through Regional Councils, Local Authorities, Shack Dwellers Federation of Namibia (SDFN) and National Housing Enterprise (NHE) annually within the budget ceiling;
- Continuously promote and facilitate viable investments and mutually beneficial partnerships between Regional Councils and Local Authorities and the private sector (Public Private Partnerships) on housing development;
- Capture and transmit project identification forms (PIFs) for capital projects submitted by regional and local authority councils to the National Planning Commission annually;

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Republic of Namibia
MINISTRY OF URBAN AND RURAL DEVELOPMENT

CUSTOMER SERVICE CHARTER

DIRECTORATE:
RURAL DEVELOPMENT

WHAT WE DO

- Develop and review national policy, initiatives, guidelines and strategies on rural development every five (5) years and when the need arises;
- Continuously coordinate and facilitate the effective implementation of rural development initiatives aimed at contributing to food production and security, employment and improved sanitation and welfare of rural communities;
- Prepare and mobilise annual budgetary funding for rural development initiatives and the disbursement thereof quarterly;
- Monitor and evaluate the implementation of rural development initiatives/projects quarterly;
- Assess the impact of rural development initiatives every two (2) years and when the need arises;
- Conduct research on adaptive approaches and contemporary issues affecting rural areas and development annually and when the need arises;
- Ensure the availability of credible statistical information on rural development and initiatives 7at all times;
- Provide advisory services on community self-help initiatives at all times; and
- Design and manufacture productive equipment and household products through the Rural Development Centres to bolster productivity, income and employment opportunities and activities in rural areas within three (3) months after receipt of request.

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Republic of Namibia
MINISTRY OF URBAN AND RURAL DEVELOPMENT

CUSTOMER SERVICE CHARTER

DIRECTORATE:
**FINANCE, HUMAN RESOURCES, ADMINISTRATION AND INFORMATION
TECHNOLOGY (FHRAIT)**

WHAT WE DO

- Provide information and monitor compliance with national laws and regulations pertaining to human resources at all times;
- Update personnel files and attend to personnel enquiries at all times and/or as the need arises;
- Ensure that delegated positions are filled within two months and undelegated positions are filled within six months
- Manage leave days and personnel records at all times;
- Respond to request for leave and extension of leave days within 5 working days;
- Conduct payroll verification and submit reports annually;
- Process employee benefits pension, medical aid, home loans, social security, etc. within five (5) working day or prescribed timeframe;
- Process applications of home owner's scheme for staff members within three (3) working days;
- Process applications for Medical Aid, social security, and Government Institution Pension Fund (GIPF) within one (1) working day provided all relevant documents are attached;
- Facilitate terminate employee services within two (2) working days upon receipt of notification of termination;
- Attend to misconduct cases within one month of reporting;
- Respond to grievances within five working days;
- Coordinate the hosting of wellness activities for the Ministry and Regional Councils annually;
- Coordinate and facilitate capacity building and training of Ministry's staff members and secretariats of Regional AIDS Coordination Committees (RACOCs) and Constituency AIDS Coordination Committees (CACOCs) annually;
- Coordinate the implementation of the Human Resources Development Plan, annually and Training Needs Analysis (TNA) every three (3) years; and
- Advise on qualifying and non qualifying training requests as the need arises;
- Identify and facilitate cost-effective solutions to IT needs and maintain IT systems in the Ministry (hardware, software and networking infrastructure) at all times and/as the need arise;
- Facilitate the development, maintenance and updating of the Ministry's website as the need arise;
- Provide advice and guidance to decentralizing Line Ministries and Regional Councils on IT-related matters at all times and/or as the need arises
- Provide information and monitor compliance with national laws and regulations pertaining to the national budget and State finances at all times
- Prepare and submit the Ministry's budget annually;
- Monitor and control expenditures and budget execution on a daily basis;
- Process daily subsistence allowance (DSA) within two (2) working days provided all documents are attached.

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