



*Republic of Namibia*

## **MINISTRY OF URBAN AND RURAL DEVELOPMENT**

# **CUSTOMER SERVICE CHARTER**



# INTRODUCTION

This Service Charter is informed by and in line with the Public Service Reform Initiative (PSRI) which seeks to transform the Public Service into a performance and result oriented organisation at all levels (central and sub-national). The aim is to improve service delivery to the public and to foster operational efficiency in the Public Service.

In keeping with the above, this Customer Service Charter sets out our commitment to provide to you, our customer, the service that meets your expectation to the best of our ability.

The Charter sets out the following:

- ♦ Who we are;
- ♦ Our customers;
- ♦ What we do;
- ♦ Our commitment to our customers;
- ♦ Our service promise;
- ♦ When you contact us;
- ♦ Your views count;
- ♦ What we ask of you;
- ♦ Dealing with your complaints.

## WHO WE ARE

We are:

- ♦ The Ministry of Urban and Rural Development
- ♦ The Governors
- ♦ The sub-national governments (Regional Councils and Local Authorities)

This Customer Service Charter only applies to the Ministry. Regional Councils and Local Authorities have / are expected to develop their own Charters.

## OUR CLIENTS/CUSTOMERS

The customers of the Ministry are:

- ♦ Governor Offices
- ♦ Regional Councils
- ♦ Local Authorities
- ♦ Traditional Authorities
- ♦ Public sector— other Government Offices, Ministries and Agencies
- ♦ State Owned Enterprises
- ♦ Private sector and civil society
- ♦ The general public

## WHAT WE DO

The Ministry is responsible for creating conditions and governance structures required for effective and sustainable development and delivery of serviced land, housing and conducive human settlements in urban and rural areas.

In order to perform its assigned role, the Ministry's activities are divided into **5 main Programmes** as outlined below:

- ♦ Urban and Regional Planning, Infrastructure, Housing and Habitat Development support and coordination;
- ♦ Regional Councils, Local and Traditional Authorities (sub-national) governance support and coordination;
- ♦ Decentralisation coordination;
- ♦ Rural Development Support and Coordination; and
- ♦ Support Services, supervision and coordination (Finance, HR, Administration, IT, Internal Audit and Support to Governors' Offices).

The mandate and programmes of the Ministry are guided by and anchored in the following policy and legislative instruments:

### **Guiding policies:**

Vision 2030;  
National Development Plans;  
SWAPO Party Election Manifesto 2014;  
Harambee Prosperity Plan 2016;  
Rural Development Policy of the Republic of Namibia 2012;  
Decentralization Policy 1997;  
Rural Development Strategy 2013;  
National Housing Policy;  
Public Service Reform Initiative;  
Regional Planning and Development Policy 1997;  
Regional and Local Economic Development Policy;  
Water and Sanitation Supply Policy.

### **Legislative instruments:**

The Constitution of the Republic of Namibia;  
Regional Councils Act, 1992 (Act No. 22 of 1992) as amended;  
Local Authorities Act, 1992 (Act No. 23 of 1992) as amended;  
Local Authorities Fire Brigade Services Act, 2006 (Act No. 5 of 2006);  
Traditional Authorities Act, 2000 (Act No. 25 of 2000);  
Council of Traditional Leaders Act, 1997 (Act No. 13 of 1997);  
National Housing Enterprise Act, 1993 (Act No. 5 of 1993) and National Housing Enterprise Amendment Act, 2000 (Act No. 32 of 2000);  
Decentralization Enabling Act, 2000 (Act No. 33 of 2000);  
National Housing Development Act, 2000 (Act No. 28 of 2000);  
Disaster and Risk Management Act, 2012 (Act No. 10 of 2012);  
State Finance Act, 1991 (Act 31 of 1991);  
Public Service Act, 1995 (Act No. 13 of 1995);  
Labour Act, 2007 (Act No. 11 of 2007);  
Town and Regional Planners Act, 1996 (Act No. 9 of 1996);  
Town Planning Ordinance 18, 1954 and Division of Land Ordinance 11, 1963;  
Special Advisors and Regional Representatives Appointment Act, 1990 (Act No. 6 of 1990);  
Special Advisors and Regional Representatives Appointment Amendment Act, 2010 (Act No. 15 of 2010);  
Trust Fund for Regional Development and Equity Provisions Act, 2000 (Act 22 of 2000).

### **RURAL DEVELOPMENT**

- ♦ Initiating and coordinating the planning and implementation of multi-sectoral rural poverty eradication and development initiatives in accordance with national policies and programmes.

### **PLANNING, INFRASTRUCTURE AND HOUSING DEVELOPMENT/DELIVERY**

- ♦ Supporting and overseeing effective regional and urban planning and development as well as the provision of basic infrastructure and services at Regional Council and Local Authority levels in accordance with the governing laws and regulations.

### **ENHANCEMENT OF PUBLIC PARTICIPATION (DECENTRALISATION)**

- ♦ Initiating and overseeing the decentralisation of functions from Line Ministries to Regional Councils and Local Authorities in accordance with the provisions of the Decentralisation Enabling Act, 2000 and the Decentralisation Policy (1997).

### **REGIONAL COUNCILS, LOCAL AUTHORITIES AND TRADITIONAL AUTHORITIES AFFAIRS**

- ♦ Providing requisite support and coordination to ensure effective governance, development and service delivery at regional, local and traditional authority levels in accordance with the governing laws and regulations.

### **SUPERVISION AND SUPPORT SERVICES**

- ♦ Providing overall supervision and support for the effective and efficient execution of the mandate and core functions of the Ministry and sub-national governments in accordance with the relevant policies, laws and regulations.

## OUR COMMITMENT

We commit to meet the expectations of our customers in strict adherence to the following core values:

<b>Confidentiality</b>	We shall keep and treat our customer's information in strict confidence, unless legally obliged to do provide the information or the customer give their expressed consent
<b>Empathy</b>	We shall treat our customers with compassion
<b>Transparency and accountability</b>	We shall be open and accountable in our dealings with our customers in keeping with the law and set governance procedures
<b>Impartiality</b>	We shall treat our customers the same, irrespective of their race, colour, ethnic origin, sex, religion, creed or social or economic status
<b>Professionalism</b>	We shall at all times be ethical and professional in our conduct and our dealings with our customers
<b>Respect and dignity</b>	We shall treat our customers with the utmost respect and dignity
<b>Innovation and creativity</b>	We shall provide efficient and effective service to our customers by employing innovation and creativity

## OUR SERVICE PROMISE

### **DIRECTORATE OF RURAL DEVELOPMENT COORDINATION**

We will:

- Certify and process invoices received from Regional Councils for services rendered in respect of Rural Development projects within five (5) working days from the date of receipt, provided that all supporting documentation is provided and in order;
- Process requests for transfer of funds for rural development projects (One-Region-One-Initiative, Micro Finance, Food/Cash for work, Rural Employment scheme) to Regional Councils and Rural Development Centres within five (5) working days upon receipt of a formal request;
- Ensure effective implementation of rural development programmes and projects by hosting an annual stakeholders' review forum;
- Support and ensure the timely implementation of projects through periodic (quarterly) monitoring and evaluation reviews and visits;
- Verify that Regional Councils update the status of rural development projects on the EMERS system monthly.

### **DIRECTORATE OF HOUSING, HABITAT, PLANNING AND TECHNICAL SERVICES COORDINATION**

We will:

- Certify and process invoices received from Regional Councils and Local Authorities for services rendered in respect of capital projects, including Mass Housing Development programme (MHDP) and Massive Urban Land Servicing Programme (MULSP), within five (5) working days from the date of receipt, provided that all supporting documentation are provided and in order;
- Issue monthly bills to clients of the centralised Build Together Programme (BTP) for monthly instalment payments;
- Where applicable and upon verification of the availability of a budget allocation, process requests for transfer of funds for capital projects within five (5) working days upon receipt of a formal request;
- Submit annually a request for budget allocation for capital projects submitted by Regional Councils and Local Authorities, after prioritisation and within the limits of the budget ceiling allocation;
- Obtain and communicate to Regional Councils and Local Authorities the list of consultants that have been vetted and approved by the Ministry of Works for appointment as Capital Project Consulting Engineers within five (5) working days of receipt of such list;
- Process applications to NAMPAB (need and desirability, rezoning, consolidations and betterment fees) within five (5) working days of receipt;
- Issue a Subdivision Certificate and communicate the Board's decision to applicants within two (2) days;
- Process applications submitted to the Township Board within two (2) working days of receipt;
- Prepare a general notice inviting for any objections to the application in two (2) local newspapers and the Government Gazette within five (5) working days;
- In case of a disapproval by the Board, inform the applicant within five (5) working days of the decision of the Board;
- In case of a recommendation by the Board to the Minister for the approval of an application, issue an approval letter to the applicant within two (2) working days after Minister's approval;



### **DIRECTORATE OF DECENTRALIZATION COORDINATION**

We will:

- Consistently monitor and share information on the implementation of the decentralisation initiative through periodic (bi-annual) stakeholders review and information sharing forums and quarterly meetings of the Decentralisation Policy Implementation Committee (DPIC);
- Provide technical support and capacity building to decentralising Line Ministries and recipient Regional Councils on a quarterly basis;
- Review Decentralisation Action Plan submitted by a decentralising line Ministry within five (5) working days from date of receipt;
- Conduct an annual performance audit of decentralised functions at Regional Councils;
- Facilitate the handing over of delegated functions to Regional Councils within three (3) months after the decision on the decentralisation of such functions has been published in the Government Gazette Notice.

### **DIRECTORATE OF REGIONAL, LOCAL GOVERNMENT AND TRADITIONAL AUTHORITIES COORDINATION**

We will:

- Process requests for transfer of funds (subsidies) to Regional Councils and Local Authorities within five (5) working days upon receipt of a formal request;
- Carry out annual assessments of areas with economic/development potential, settlements and small local authorities for purposes of recommendation for proclamation and upgrading;
- Enhance the administrative, governance and service delivery capacity of Regional Councils, Local Authorities and Traditional Authorities through annual budgetary (subsidy) support, capacity building forums, advisory services and monitoring and evaluation;
- Communicate budget allocations to Regional Councils and Local Authorities within one (1) month of the approval of the Ministry's budget (Vote 17).

### **DIRECTORATE OF FINANCE, HUMAN RESOURCES, ADMINISTRATION AND INFORMATION TECHNOLOGY**

We will:

#### ***Human Resources***

- Send an acknowledgement of receipt in respect of application for employment within five (5) working days from the date of receipt;
- Communicate the decision/ recommendation of the Public Service Commission to applicants within five (5) working days of the date of receipt;
- Respond to grievances within ten (10) working days;
- Finalise misconduct cases in line with procedures and timelines set out in the Public Service Act, 1995
- Finalise all the procedural requirements and submission to the Public Service Commission for filling of a vacant post within a maximum of five (5) months;
- Advertise a vacant position with five (5) working days from the date of notification by the Department /Directorate where the vacancy exists.

#### ***Financial Management***

- Process payment of verified invoices/claims of payment for goods or services delivered through to Treasury for settlement within five (5) working days from the date of receipt, provided that all supporting documentation is provided and in order;
- Process requests for transfer of statutory funding support to sub-national governments and agencies as well as membership contributions to recognised bodies within five (5) working days from date of receipt of all required documents;
- Communicate budgetary allocations to Regional Governors, Regional Councils and Local Authorities within one (1) month after the approval of the Ministry's budget (Vote 17);
- Organise periodic (annual) consultations between the Ministry and sub-national governments on budgeting and budget execution;
- Enhance effective and efficient financial management and control through periodic (annual) accountability reporting and audits;

#### ***Administration/Auxiliary Services***

- Issue a vehicle trip authority within one (1) day of the receipt of an approved request for transport and permission to travel;
- Ensure that the Ministry's office premises (exterior and interior) is cleaned at all times (daily);
- Maintain suggestion boxes, at all times, on each floor of the Ministry's building for members of the public to deposit their comments and suggestions for improvement of the services that we render;
- Endeavour to provide responses to public queries within seven (7) working days of the date of receipt;
- Issue a purchase order to an approved supplier of goods and services within four (4) working days from the date of the decision of the Economising Committee.

#### ***Information Technology and Public Relations***

- Update the content on the Ministry's website on a weekly basis;
- Enhance service delivery by sub-national governments through the provision of IT support systems

## WHEN YOU CONTACT US

### **If you phone us we will:**

- Answer your call within three (3) rings;
- Return your call within two (2) days if we cannot provide an answer immediately.

### **If you write to us we will:**

- Acknowledge receipt within two (2) working days;
- Provide you with an explanation within three (3) working days 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 ten (10) minutes if you have an appointment;
- Endeavour to respond to your enquiry while you are with us. If we cannot do so, we will let you know why;
- If you need a referral to another agency of the State which is in a position to meet your needs, we will provide you with the name and contact details of the relevant person or institution to go to if such information is available to us.

## YOUR VIEWS COUNT

We strive to render a service that will meet your needs and we therefore need to know your views on the quality of the service we provide in comparison to what you expect.

If you are not satisfied with our services, we will appreciate it if you could inform us about your specific concerns, giving details thereof and in order to enable us to clearly identify what we did wrong and to take targeted remedial measures.

We are continuously trying to improve our service standards and will consider your views when reviewing the quality of our services.

## WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including your input, objectivity and cooperation. We therefore request you to:

- Be honest and timely in providing the required information to us;
- Familiarise yourself, to the extent possible, with the policies, laws, regulations and procedures governing what we do;
- Treat our staff members with the necessary respect and inform us if and why you are not satisfied;
- Give us your comments and suggestions on how we can serve you better, preferably in writing (suggestion boxes).

## CUSTOMER CARE CONTACT POINT

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

The Permanent Secretary  
Ministry of Urban and Rural Development  
Government Office Park  
Luther Street  
Private Bag 13289  
Tel: +264 61 297 5180  
Fax: +264 61 258 131  
Email: [ps@murd.gov.na](mailto:ps@murd.gov.na)

Copied to:

The Public Relations Officer  
Ministry of Urban and Rural Development  
Government Office Park  
Luther Street  
Private Bag 13289  
Tel: +264 61 297 5180  
Fax: +264 61 258 131  
Email: [enquiries@murd.gov.na](mailto:enquiries@murd.gov.na)

*Members of the public can also deposit their written suggestions on improved customer service into our suggestion boxes that are placed on all floors of the Ministry's Head Office.*

## CONTACT LIST

### OFFICE OF THE MINISTER



#### **Minister**

Hon. Sophia Shaningwa  
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#### **Deputy Minister**

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#### **Deputy Minister**

Hon. Silvia Makgone  
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# CONTACT LIST

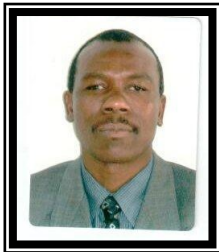
## MANAGEMENT

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



Mr. Nghidinua Daniel  
Permanent Secretary  
Tel: +264 61-2975180  
Fax: +264 61-258131  
Email: [ps@murd.gov.na](mailto:ps@murd.gov.na)

### DIRECTORATES



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Director: Regional and Local Government  
and Traditional Authorities Coordination  
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# **REGIONAL GOVERNORS AND REGIONAL COUNCILS**



# REGIONS



**Hon. Errki Endjala**  
**Omusati**



**Hon. Clemence Kashuupulwa**  
**Oshana**



**Hon. Usko Nghaamwa**  
**Ohangwena**



**Hon. Henock Kankoshi**  
**Oshikoto**



**Hon. Sirkka Ausiku**  
**Kavango-West**



**Hon. Dr. Samuel Mbambo**  
**Kavango-East**



**Hon. Angelika Muharukua**  
**Kunene**



**Hon. Cleophas Mutjavikua**  
**Erongo**



**Hon. Laura Mcleod-Katjirua**  
**Khomas**



**Hon. Esme Sophia Isaack**  
**Hardap**



**Hon. Lucia Basson**  
**//Kharas**



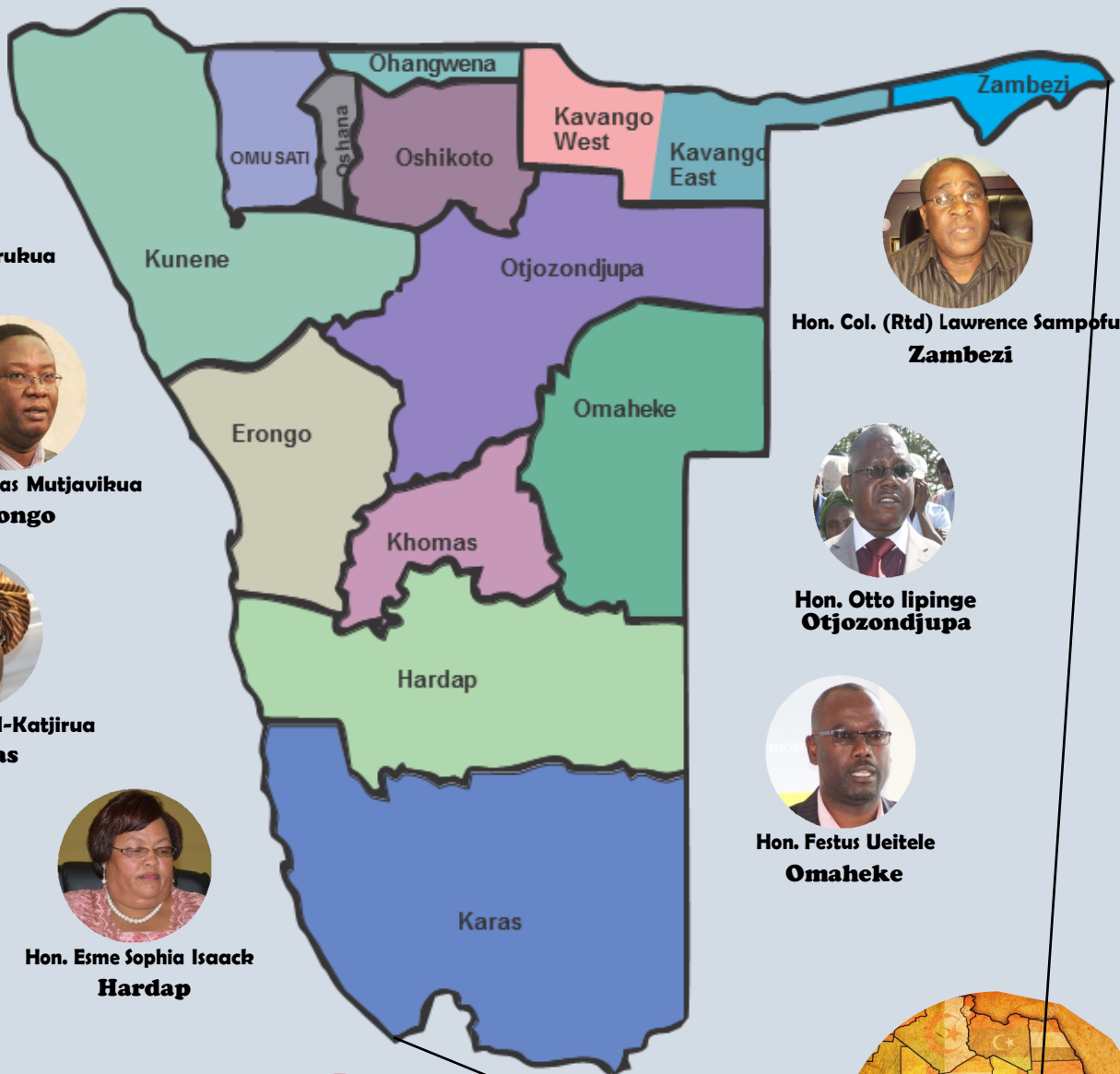
**Hon. Col. (Rtd) Lawrence Sampofu**  
**Zambezi**



**Hon. Otto Ipinge**  
**Otjozondjupa**



**Hon. Festus Ueitele**  
**Omaheke**





## REGIONS CONT..../

Region	Governor	Chairperson of Regional Council	Chief Regional Officer
Khomas	Hon. Laura Mcleod-Katjirua	Hon. Rachel Jacob	Mr. Clement Mafwila
	Tel: +264 61-430 4000 Fax: +264 61-430 4001 P.O. Box 986 Frans Indongo Gardens 7 <sup>th</sup> Floor WINDHOEK Email: <a href="mailto:cao@khomasog.gov.na">cao@khomasog.gov.na</a>	Cell: +264 81 261 0265 Tel: +264 61-38 8700 Fax: +264 61-22 0317 P.O. Box 3379 John Pandeni Constituency Pullman Street 16, Windhoek West, Opposite Rhino Park WINDHOEK Email: <a href="mailto:info@khomasrc.gov.na">info@khomasrc.gov.na</a>	
Region	Governor	Chairperson of Regional Council	Chief Regional Officer
Erongo	Hon. Cleophas Mutjavikua	Hon. Hafeni L. Ndemula	Ms. Nathalia /Gôagoses
	Tel: +264 64-41 7904 Fax: +264 64-417 906 Private Bag 5033 2 <sup>nd</sup> floor Makarios Centre, Cottage Avenue, SWAKOPMUND Email: <a href="mailto:cao@erongoog.gov.na">cao@erongoog.gov.na</a>	Cell: +264 81 129 6211 Tel: +264 64-410 5729 Fax: +264 64-410 5702 Private Bag 5019 Physical Address: Tobias Hainyeko Street SWAKOPMUND Email: <a href="mailto:info@erongorc.gov.na">info@erongorc.gov.na</a>	
Region	Governor	Chairperson of Regional Council	Chief Regional Officer
Hardap	Hon. Esme S. Isaack	Hon. Edward L. Wambo	Ms. Theresia Basson (Acting)
	Tel: +264 63-24 0944 Fax: +264 63-241 866 Private Bag 2016 145 Church street MARIENTAL Email: <a href="mailto:cao@hardapog.gov.na">cao@hardapog.gov.na</a>	Cell: +264 81 206 9920 Tel: +264 63-24 5800 Fax: +264 63-24 0527 Private Bag 2017 Physical Address: Dani Joubert Hostel MARIENTAL Email: <a href="mailto:info@hardaprc.gov.na">info@hardaprc.gov.na</a>	
Region	Governor	Chairperson of Regional Council	Chief Regional Officer
//Kharas	Hon. Lucia Basson	Hon. J. Scholtz	Ms Elizebeth Coetzee (Acting)
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## REGIONS CONT..../

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Region	Governor	Chairperson of Regional Council	Chief Regional Officer
Kavango East	Hon. Dr. Samuel Mbambo Tel: +264 66-267243 Fax: +264 66-255034 Private Bag 2124 Markus street RUNDU Email: <a href="mailto:cao@kavangoeastog.gov.na">cao@kavangoeastog.gov.na</a>	Hon. Johannes J.H. Thighuru Cell: +264 81 456 6981 Tel: +264 66-266000 Fax: +264 66-255036 Private Bag 2124 Maria Mweringere Road Government Office Park RUNDU Email: <a href="mailto:info@kavangorc.gov.na">info@kavangorc.gov.na</a>	Mr. Ludwig Thikusho
Region	Governor	Chairperson of Regional Council	Chief Regional Officer
Kavango West	Hon. Sirkka Ausiku Tel: + 26466-264950 Fax: +264 66-264908 P.O. Box 6274 NKURENKURU Fax to Mail: 088 655 8991 Email: <a href="mailto:hshipapo@kavangowestog.gov.na">hshipapo@kavangowestog.gov.na</a>	Hon. Joseph Sivaku Sikongo Cell: +264 81 220 2560 Tel: +264 66-264875/6 Fax: +264 66-264853 Private Bag 6294 NKURENKURU Fax to Email: 088 635 613 Email: <a href="mailto:info@kavangowestrc.gov.na">info@kavangowestrc.gov.na</a>	Dr. Mpasi E.N. Katewa
Region	Governor	Chairperson of Regional Council	Chief Regional Officer
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## REGIONS CONT..../

Region	Governor	Chairperson of Regional Council	Chief Regional Officer
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Region	Governor	Chairperson of Regional Council	Chief Regional Officer
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Region	Governor	Chairperson of Regional Council	Chief Regional Officer
Omaheke	Hon. Festus Ueitele	Hon. I. Kariseb	Ms. Maria Vaendwanawa (Acting)
	Tel: +264 62-563 032 Fax: +264 62-564 007 Private Bag 2001 Kesslau Building, Church Street GOBABIS Email: <a href="mailto:cao@omahekeog.gov.na">cao@omahekeog.gov.na</a>	Cell: +264 81 439 4868 Tel: +264 62-566 6504 Fax: +264 62-56 2432 Private Bag 2277 Church Street GOBABIS Email: <a href="mailto:info@omahekerc.gov.na">info@omahekerc.gov.na</a>	
Region	Governor	Chairperson of Regional Council	Chief Regional Officer
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## REGIONS CONT..../

Region	Governor	Chairperson of Regional Council	Chief Regional Officer
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Region	Governor	Chairperson of Regional Council	Chief Regional Officer
Otjozondjupa	<p>Hon. Otto Ipinge</p> <p>Tel: +264 67-302 658 Fax: +264 67-307 037 P.O. Box 2091 219 Hage Geingob Avenue OTJIWARONGO Email: <a href="mailto:cao@otjozondjupaog.gov.na">cao@otjozondjupaog.gov.na</a></p>	<p>Hon. Julius Neumbo</p> <p>Cell: +264 81 128 3098 Tel: +264 67-30 1064 Fax: +264 67-30 4649 P.O. Box 1682 Henk Willem Street 22 OTJIWARONGO Email: <a href="mailto:info@otjozondjuparc.gov.na">info@otjozondjuparc.gov.na</a></p>	Mr. Beatus Kasete (Acting)