



Republic of Namibia

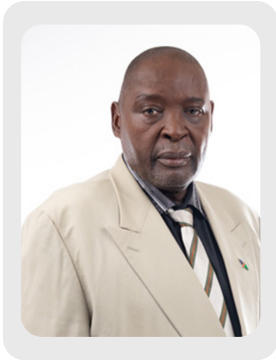
**MINISTRY OF URBAN AND
RURAL DEVELOPMENT**

**CUSTOMER
SERVICE
CHARTER**



REVISED 2024

FOREWORD

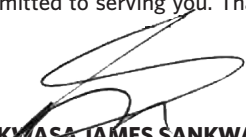


I am delighted to present our revised Customer Service Charter, which reflects our continued commitment towards providing quality service to our customers and the people of Namibia in general.

Efficient and responsive services by public institutions are at the centre of effective governance and inclusive national development. This Charter aligns with the Public Service Reform Initiative (PSRI), which seeks to transform the public service into a performance-oriented organization at all levels (central and sub-national). The aim is to provide service delivery to the public and to foster operational efficiency in the public service. Accordingly, this Charter is our pledge to our esteemed customers and the people of Namibia in general, that we strive to serve with integrity and professionalism.

Our customer base is large and diverse, but we commit to doing everything in our power and with the capacity and resources at our disposal to meet the needs and expectations of each one of them. We are not perfect, and we may, in some cases, unintentionally err or fall short of the expectations of our customers. The honest and constructive feedback of our customers is crucial and will enable us to improve and to ensure that the level and quality of our service are impactful and as expected.

I encourage our esteemed customers to familiarise themselves with the Ministry's Customer Service Charter as well as the Charters of the individual units of the Ministry, which serves as a guiding framework for our service delivery standards. We are committed to serving you. Thank you for your patronage.



SANKWASA JAMES SANKWASA (MP)
MINISTER

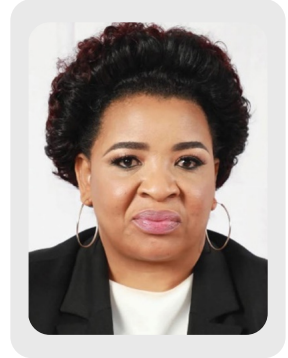
ACKNOWLEDGMENT

The development of this Customer Service Charter was made possible by and is a result of commendable contributions and teamwork from within the Ministry as well as from our valued stakeholders and customers.

The stewardship and guidance by the Hon. Minister and Hon. Deputy Minister were insightful and instrumental. The Office of the Prime Minister has been with our team, providing proactive and back-stopping guidance and support throughout the process and journey towards the development of our various Charters. We are very grateful for the guidance and stewardship.

In order to ensure collective ownership and responsibility within and by all staff members of the Ministry, an enabling environment was created for all staff members to contribute and be involved in the process of formulating the Charter of the Ministry. In this connection, I wish to commend my team (all staff members) in general and the Customer Service Charter Coordinating Committee for their valuable contributions and team spirit. We must now deliver on our collective pledge.

TEAM – Together Everyone Achieves More



A stylized, handwritten signature in black ink, appearing to read 'W. Shivute'.

DR. WILHELMINE SHIVUTE
EXECUTIVE DIRECTOR

ABBREVIATION

ALAN	Association for Local Authorities in Namibia
ARC	Association of Regional Councils
CACOCs	Constituency AIDS Coordination Committees
CBOs	Community Based Organisations
CBTP	Centralised Build Together Programme
CEOs	Chief Executive Officers
CSC	Customer Service Charter
EDRMS	Electronic Document and Records Management System
FHRAIT	Finance, Human Resources, Administration and Information Technology
HRDC	Habitat Research and Development Centre
LAs	Local Authorities
LEDA	Local Economic Development Agency
MURD	Ministry of Urban and Rural Development
NALAO	Namibia Association of Local Authorities Officials
NGOs	Non-Governmental Organisations
NHE	National Housing Enterprise
NHIS	Namibia Housing Information System
NPC	National Planning Commission
OMAs	Offices, Ministries and Agencies
OPM	Office of the Prime Minister
PDPs	Personal Development Plans
PIFs	Project Identification Forms
PPPs	Public Private Partnerships
RACOCs	Regional AIDS Coordination Committees
RLED	Regional and Local Economic Development
RLGTAC	Regional Local Government Traditional Authorities Coordination
SDFN	Shack Dwellers Federation of Namibia
SOEs	State Owned Enterprises
TNA	Training Needs Analysis
URPB	Urban and Regional Planning Board

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HIGH LEVEL STATEMENTS

MANDATE

The Ministry of Urban and Rural Development is responsible for formulating, coordinating, and ensuring an appropriate policy, legal, regulatory and institutional framework as well as support mechanisms for effective and sustainable urban and rural development in Namibia.

VISION

To be a leading institution in ensuring effective governance as well as sustainable urban and rural development

MISSION

To provide requisite policy, legal, regulatory and financial support for effective regional and local governance and development

THIS CHARTER

- Outlines the service we provide (What we do);
- Defines who our Customers are;
- Reflects our commitment;
- Sets the 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; and
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service.





WHAT WE DO

OFFICE OF THE EXECUTIVE DIRECTOR

Division: Internal Audit

Evaluates and improves the effectiveness of the Ministry's risk management, control and governance processes.

Division: Security and Risk Management Services

Provides security services for both internal and external environments of the Ministry.

Division: Trust Fund for Regional Development and Equity Provisions

Improves the livelihood of communities through equitable (fair and impartial) financial and technical support to regional and local authority councils.

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

Division: Finance

Ensures prudent financial management and compliance with the laws and regulations governing state finances

Division: Human Resources Management and Development

Coordinates and provides administrative support and advisory services on issues pertaining to human resources for the Ministry and sub-national government (Regional Councils, Local and Traditional Authorities).

Division: Information Technology

Provides and coordinates information and technology services, system administration and networking in the Ministry and for regional councils.

Sub-Division: Media and Liaison Services (Public Relations Office)

Handles and facilitates effective information dissemination and communication between the Ministry, the media, the public and its stakeholders/customers.

Sub-Division: Auxiliary Services

Provides support services which include fleet, record and stock management as well as cleaning services, office accommodation and maintenance.

Procurement Management Unit

Manages procurement activities of the Ministry.

DEPARTMENT: SUBNATIONAL GOVERNMENT AND TRADITIONAL AUTHORITIES AFFAIRS

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

Division: Regional Councils and Traditional Authorities Coordination

Provides and facilitates administrative support to Regional Councils, the Council of Traditional Leaders and Traditional Authorities.

Division: Local Authority Coordination

Provides administrative and technical support services to Local Authorities.

Division: Financial Management

Handles budgetary-related matters and oversees financial control management and compliance by Regional Councils and Local Authorities.

Division: Regional and Local Economic Development

Facilitates financial and technical support to regional and local authority councils in devising and implementing effective Regional and Local Economic Development (RLED) strategies and initiatives.

DIRECTORATE: DECENTRALISATION COORDINATION

Coordinates the decentralisation of functions from Line Ministries to Regional Councils and Local Authorities in accordance with applicable policies and legislations.

DEPARTMENT: HUMAN SETTLEMENT DEVELOPMENT

DIRECTORATE: HABITAT AND HOUSING DEVELOPMENT

Division: Habitat

Coordinates sustainable human settlement development initiatives in the country as well as with international organisations.

Division: Housing

Coordinates the formulation and implementation of national plans as well as policy, legal, regulatory and institutional frameworks and programmes aimed at enhancing access to and opportunities for decent and affordable housing.

Division: Technical Services

Coordinates budgetary support and facilitates and monitors the effective implementation of development/capital projects by Regional Councils and Local Authorities.

Division: Spatial Planning

Provides administrative and technical support and advisory services on urban and regional planning in the country.

Division: Habitat Research and Development Centre (HRDC)

Conducts research on and recommends viable building materials and habitat development solutions.

DIRECTORATE: RURAL DEVELOPMENT

Coordinates the planning, development and implementation of the rural development initiatives in accordance with national policies and strategies.

OUR CUSTOMERS

- Regional Councils and Local Authorities
- Recognised Traditional Authorities
- Offices, Ministries and Agencies (OMAs)
- Regional Governors
- Private sector
- State Owned Enterprises (SOEs)
- Civil society
- Non-Governmental Organizations (NGOs)
- Community Based Organisations (CBOs)
- Academia and researchers;
- Development Partners/ Agencies
- Staff members
- The media
- The general public

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:

Confidentiality

We shall keep our customer's information in strict confidence unless legally obliged to do so or with their expressed consent.

Transparency and Accountability

We shall be open and accountable in our dealings with our customers in keeping with the law and set governance procedures.

Impartiality

We shall treat our customers the same, irrespective of their race, colour, ethnic origin, sex, religion, creed or social and economic status.

Professionalism

We shall at all times be ethical and professional in our conduct and our dealings with our customers.

Respect and Dignity

We shall treat our customers with the utmost respect and dignity.

Innovation and Creativity

We shall provide efficient and effective service to our customers by employing innovation and creativity.

OUR SERVICE PROMISE/STANDARDS

OFFICE OF THE EXECUTIVE DIRECTOR

DIVISION: INTERNAL AUDIT

We will:

- Develop and oversee the implementation of a risk mitigation and management plan for the Ministry annually;
- Provide advisory services on best risk management practices and financial accountability to the Ministry's management and sub-national governments when the need arise;
- Acknowledge receipt of complaints from the Ministry, Regional Councils, Local Authorities and Traditional Authorities within ten (10) working days and provide possible engagement period to the audit client;
- Conduct special investigations within the agreed possible engagement period;
- Conduct audits on the effectiveness of internal controls, governance, and risk management processes quarterly;
- Present audit reports to the Ministry's management within seven (7) working days after the audit is finalised;
- Present reports of audits conducted to the Ministry's Audit Committee quarterly;
- Conduct follow-up audits on the implementation of recommendations annually; and
- Review and make recommendations on the implementation of effective risk management processes every five (5) years and when the need arise.

We will respond to your call on

Tel: +264 61 297 5842 | E-mail: internal.audit@murd.gov.na

DIVISION: SECURITY AND RISK MANAGEMENT SERVICES

We will:

- Continuously monitor suspicious movements and activities at the workplace and buildings of the Ministry and recommend countermeasures;
- Liaise with other law enforcement agencies at all times and when the need arise;
- Safeguard the Ministry's assets at all times;
- Conduct and complete investigations on reported security and risk threats and cases within three (3) days of receiving the report;
- Raise awareness of security threats and risks among the Ministry's staff members when the need arise;
- Provide security advice and general security services at all times;
- Conduct security risk assessment(s) quarterly;
- Coordinate the vetting/security clearance process in the Ministry within two (2) working days upon request;
- Manage and control access to the buildings of the Ministry at all times;
- Register staff members on the biometric system as an access control measure, within one working day;
- Ensure compliance with the Government's minimum security standards at all times;
- Mitigate security threats at all times; and
- Respond to security-related emergencies within the Ministry within an hour of reporting thereof.

We will respond to your call on

Tel: +264 61 297 5073 | E-mail: security@murd.gov.na

DIVISION: TRUST FUND FOR REGIONAL DEVELOPMENT AND EQUITY PROVISIONS

We will:

- Provide requisite secretarial and administrative support to the Board of Trustees in the execution of its mandate as per the Trust Fund for Regional Development and Equity Provisions Act, 2000;
- Keep accurate records of and implement resolutions of the Trust Fund Board at all times;
- Formulate and implement policies to guide the effective operation and management of the Fund at all times;
- Provide information on the mandate and services rendered by the Trust Fund at all times;
- Screen and provide detailed information on development needs/projects that have been submitted to the Fund for funding to the Board and relevant Board Committees annually;
- Provide financial support to projects that have been approved by the Board annually or/ as the need arise;
- Continuously monitor and evaluate the implementation of the approved projects and update the Board thereon;
- Provide relevant technical assistance, guidance and training on the implementation or

management of development projects at all times or as the need arise;

- Compile financial management reports and present them to the Board quarterly;
- Compile Annual Financial Statements (AFS) as per the established accounting standards and present them to the Board for approval and subsequently to the Office of the Auditor General annually; and
- Bring management letters and audit queries from the Office of the Auditor General to the attention of the Board and provide responses thereto within the prescribed timeframe(s).

We will respond to your call on

Tel: +264 61 227 880 | E-mail: tfrdep@murd.gov.na

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

DIVISION: FINANCE

We will:

- 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;
- Process payroll-related expenditures on a monthly basis;
- Process overtime claims within fourteen (14) working days;
- Process leave and separation gratuities within two (2) months, provided all documents are attached;
- Request for the release of funds (Treasury Authorisation Warrants) from Treasury on a monthly basis;
- Process supplier invoices within seven (7) working days of receipt thereof and based on the availability of funds for such an expense;
- Timely process subsidy payments to Regional Councils and Local Authorities on a monthly basis;
- Submit non-financial and financial statements to the Auditor General on an annual basis;
- Timely gather information and compile response reports to management letters and audit queries from the Office of the Auditor General within the prescribed timeframe;
- Reconcile Suspense and General Ledger accounts on a monthly basis;
- Collect, safe keep and bank revenue on a daily basis; and
- Provide advice on financial matters to staff members at all times.

We will respond to your call on

Tel: +264 61 297 5174 | E-mail: finance@murd.gov.na

DIVISION: HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT

We will:

- 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 or as the need arise;
- 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 termination of 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;
- Advise on qualifying and non-qualifying training requests as the need arise;
- Circulate information on training opportunities and facilitate the submission of applications and participation in training courses as the need arise; and
- Organise and facilitate induction and orientation to the newly appointed/promoted/transferred staff members annually /or as the need arise.

We will respond to your call on

Tel: +264 61 297 5105 | E-mail: hr@murd.gov.na

DIVISION: INFORMATION TECHNOLOGY

We will:

- Identify and facilitate cost-effective solutions to IT needs and maintain IT systems in the Ministry (hardware, software and networking infrastructure) at all times or 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 or as the need arise;
- Develop, implement and maintain IT disaster risk reduction solutions (anti-virus, firewall and back-up systems) at all times;
- Continuously monitor the availability of all IT systems and services and take corrective action at all times or as the need arise; and
- Manage and ensure compliance with IT service level agreements at all times.

We will respond to your call on

Tel: +264 61 297 5291 | E-mail: it.@murd.gov.na

SUB-DIVISION: MEDIA AND LIAISON SERVICES

We will:

- Disseminate accurate information pertaining to the work and activities of the Ministry at all times;
- Manage media relations and facilitate timely responses to media enquiries at all times;
- Coordinate and cover all official engagements and events of the Ministry when the need arise;
- Produce Ministerial publications quarterly;
- Continuously create awareness on the mandate, services and programmes of the Ministry;
- Update Ministry's website and social media pages at all times; and
- Coordinate responses to public and media queries within five (5) working days.

We will respond to your call on

Tel: +264 61 297 5178 | E-mail: pro.staff@murd.gov.na

SUB-DIVISION: AUXILIARY SERVICES

We will:

- Submit invoices for goods supplied/services rendered for payment monthly;
- Manage switchboard services in the Ministry at all times;
- Manage and provide secretarial services in the Ministry at all times;
- Provide cleaning services at the work place at all times;
- Manage the assets of the Ministry at all times;
- Conduct and manage the stock taking function and reporting annually and as the need arise;
- Continuously facilitate and manage documents and records through the Electronic Document and Records Management System (EDRMS);
- Manage incoming and outgoing mails/correspondences daily and as the need arise;
- Continuously maintain and carry out/facilitate repairs to office/building infrastructure;
- Manage and maintain fleet of the Ministry at all times or as the need arise;

- Inspect vehicles before and after each trip at all times;
- Provide monthly reports on the usage of fuel/maintenance cards;
- Carry out pre- and post- inspections on vehicles taken for repair at all times and as need arise; and
- Record, investigate and report accidents to the Damage and Loss Committee at all times.

We will respond to your call on

Tel: +264 61 297 5107 | E-mail: auxiliaryservices@murd.gov.na

PROCUREMENT MANAGEMENT UNIT

We will:

- Gather information on procurement needs from users and compile the Ministry's Annual Procurement Plans annually and submit the Plans as per the timelines set by the Public Procurement Unit;
- Prepare bidding documents for acquiring goods and/or services within two (2) working days and for major procurement within thirty (30) working days;
- Prepare and publish (advertise) calls or invitations of bids/proposals within thirty (30) working days;
- Prepare and secure approval of purchase orders upon recommendation of procurement committee within seven (7) working days;
- Evaluate and facilitate the evaluation of bids within fourteen (14) days after the closing date;
- Issue award notices of approved bids within seven (7) days;
- Compile and submit reports on the execution of the Ministry's annual procurement plans to the Public Procurement Unit, Ministry of Finance on a quarterly and annual basis and as per the prescribed timelines;
- Attend to appeals and queries from customers (suppliers, stakeholders and the general public) at all times; and
- Compile and submit reports on the execution of the Ministry's annual procurement plans to the Accounting Officers and Management monthly and as the need arise.

We will respond to your call on

Tel: +264 61 297 5180/81 | E-mail: pmu@murd.gov.na

DEPARTMENT: SUBNATIONAL GOVERNMENT AND TRADITIONAL AUTHORITIES AFFAIRS

DIRECTORATE: REGIONAL, LOCAL GOVERNMENT AND TRADITIONAL AUTHORITIES COORDINATION

DIVISION: REGIONAL COUNCILS AND TRADITIONAL AUTHORITIES COORDINATION

We will:

- Scrutinise minutes of Council meetings and identify irregularities and recommend corrective measures monthly and as the need arise;
- Coordinate negotiations, signing and implementation of cooperation/twinning agreements between Regional Councils/Traditional Authorities and their counterparts from other countries when the need arise;
- Mobilise and provide capacity-building support to heads, Councilors and staff members of Regional Councils and recognised traditional authorities when the need arise;
- Continuously identify shortcomings or gaps in existing policies and laws and recommend required revisions/amendments when the need arise;
- Coordinate the gazetting of recognised Traditional Leaders and Regional Councilors when the need arise;
- Facilitate/recommend payment of allowance to recognised Traditional Authorities/leaders on a quarterly basis and when the need arise;
- Facilitate legal advice and defence for regional councils, local and recognised traditional authorities from the Office of the Attorney General and the Government Attorney respectively, when the need arise;
- Provide secretarial services and support to the Council of Traditional Leaders and Traditional Authorities at all times or as the need 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 your call on

Tel: +264 61 297 5285 | E-mail: rctac@murd.gov.na

DIVISION: LOCAL AUTHORITY COORDINATION

We will:

- Coordinate the declaration/proclamation of new local authority areas when the need arise;
- Coordinate the approval and gazetting of Local Authorities by-laws when the need arise;
- Facilitate and provide capacity building support to Local Authority Councilors and administrative staff when the need arise;
- Continuously facilitate and coordinate the development and implementation of disaster and emergency risk management frameworks and strategies for Local Authorities when the need arise;
- Provide financial and technical support to boost the capacity of Local Authorities to effectively respond to emergencies and disasters annually and when the need arise;
- Facilitate and provide advisory support on the appointment, removal, extension and termination of contract of employment for the Chief Executive Officers when the need arise;
- Continuously monitor and enforce compliance to legal provisions and Personnel Rules, Recruitment and Selection Regulations for Local Authority Councils;
- Second staff to temporarily fill critical staff shortages when requested and feasible when the need arise;
- Continuously scrutinise and facilitate the approval of submissions on remuneration and conditions of service of Local Authorities when the need arise;
- Coordinate the approval and gazetting of Personnel Rules and Regulations when the need arise;
- Provide advisory support to local authorities in resolving land-related disputes as when need arise;
- Continuously and timely analyse and process submissions on the acquisition/disposal of land and facilitate the decision of the Minister thereon; and
- Scrutinise minutes of Council meetings and identify irregularities and recommend corrective measures monthly.

We will respond to your call on

Tel: +264 61 297 5198 | E-mail: lac@murd.gov.na

DIVISION: FINANCIAL MANAGEMENT

We will:

- Review and recommend income and expenditure estimates (budgets) of Regional Councils and Local Authorities for approval by the Minister annually;
- Coordinate the gazetting of tariffs on municipal services annually and when the need arise;
- Make budgetary provisions and allocations to regional and local authority councils annually;
- Facilitate the payment of subsidies to Regional Councils and Local Authorities monthly and quarterly respectively;
- Foster collaboration and facilitate budgetary support to the Association of Regional Councils (ARC), Association of Local Authorities in Namibia (ALAN) and Namibia Association of Local Authorities Officials (NALAO) when the need arise;

- Review and recommend, for a decision/approval by the Minister, application/submissions of Regional Councils and Local Authorities for budget virements, supplementary budgets, donations and foreign trips (Councillors) within five (5) working days;
- Review and recommend, for a decision/approval by the Minister, application/submissions of Local Authorities for external loans and disposal of assets within a month;
- Continuously monitor and enforce compliance to legal and regulatory requirements on governance as well as financial control, reporting and management;
- Continuously provide capacity building support in financial control and management and when the need arise; and
- Second staff to fill critical staff shortages where feasible when the need arise.

We will respond to your call on

Tel: +264 61 297 5085 | E-mail: accountabilityreports@murd.gov.na

DIVISION: REGIONAL AND LOCAL ECONOMIC DEVELOPMENT

We will:

- Provide and facilitate technical and financial support to Regional Councils and Local Authorities in developing and implementing viable Regional and Local Economic Development (RLED) strategies when the need arise;
- Provide financial and technical support to Local Authorities and Regional Councils to identify, promote and implement economic development initiatives and projects when the need arise;
- Facilitate financial and technical support for the construction and upgrading of business/trading premises and facilities annually and when the need arise;
- Provide technical and financial support to emerging and declining localities with high growth potential when the need arise;
- Conduct and facilitate LED forums and dialogue for and between Local Authorities, Regional Councils, OMAs, NGOs and the private sector bi-annually; and
- Facilitate capacity building for LED practitioners every five (5) years and when the need arise.

We will respond to your call on

Tel: +264 61 297 5361 | E-mail: leda@murd.gov.na

DIRECTORATE: DECENTRALISATION COORDINATION

We will:

- 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 arise; and
- Conduct reviews of policies and regulatory frameworks on decentralisation and recommend required reforms thereto when the need arise.

We will respond to your call on

Tel: +264 61 297 5240 | E-mail: dc.allstaff@murd.gov.na

DEPARTMENT: HUMAN SETTLEMENT DEVELOPMENT

DIRECTORATE: HABITAT AND HOUSING DEVELOPMENT

DIVISION: HABITAT

We will:

- 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 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.

We will respond to your call on

Tel: +264 61 297 5019 | E-mail: habitat@murd.gov.na

DIVISION: HOUSING

We will:

- 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 arise;
- 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;
- Provide capacity-building support to Regional Councils and Local Authorities when the need arise;
- Continuously administer the Centralised Build Together Programme and provide aftercare support/services to beneficiaries;
- Continuously monitor and evaluate the implementation of housing delivery programmes and projects and recommend any required corrective interventions;
- Formulate and review policy, legal and regulatory framework on housing every five years and when the need arise; and
- Continuously monitor trends on housing in the country, on the continent and globally and advise on the impact of national policies programmes and required mitigating measures.

We will respond to your call on

Tel: + 264 61 297 5313 | E-mail: housing@murd.gov.na

DIVISION: TECHNICAL SERVICES

We will:

- Capture and transmit Project Identification Forms (PIFs) for capital projects submitted by regional and local authority councils to the National Planning Commission annually;
- Prepare and recommend the allocation of the development budget for capital projects being implemented within the budget ceiling provided by NPC and guidelines from Treasury annually;
- Continuously provide technical advisory services and support to Regional Councils (RCs), Local Authorities (LAs) and other units within the Ministry on project implementation and build environment issues, when the need arise;
- Timely process, verify and recommend payment (payment certificates and invoices) claims from regional and local authority councils for capital projects (work done or services rendered) at all times;

- Monitor progress on the implementation of capital projects monthly;
- Advise on policies, regulations, standards and guidelines on technical matters when the need arise;
- Continuously update and maintain an accurate and functional database on capital projects and their implementation;
- Submit reports on the status of implementation of capital projects quarterly and when the need arise; and
- Continuously and timely attend to queries from Regional Councils, Local Authorities, and other stakeholders that are funded through the Ministry.

We will respond to your call on

Tel: +264 61 297 5322 | E-mail: technicalservices@murd.gov.na

DIVISION: SPATIAL PLANNING

We will:

- Coordinate the effective administration and implementation of the Urban and Regional Planning Act, 2018 and its Regulations at all times;
- Continuously provide secretarial and technical support to the Urban and Regional Planning Board and its committees and the Appeal Committee;
- Analyse and process applications to Urban and Regional Planning Board (URPB) (subdivision, rezoning, consolidations; review of zoning schemes, township establishments, structure plans and betterment fees) monthly;
- Organise meetings of the Urban and Regional Planning Board and its committees and the Appeal Committee monthly and as the need arise, respectively;
- Communicate the decisions of the Minister to the applicants monthly and as the need arise;
- Coordinate the publication of approved applications monthly and general notices in the Government Gazette and local newspapers monthly and as the need arise;
- Continuously advise stakeholders on urban and regional planning matters;
- Budget and provide technical support on urban and regional planning for smaller towns, villages and settlement areas annually and when the need arises;
- Continuously facilitate capacity building for Regional Councils and Local Authorities, and as the need arise;
- Continuously research and recommend national standards and guidelines on urban and regional planning;
- Recommend policy and legislative reforms and facilitate required amendments thereto as the need arise; and
- Continuously administer and monitor/review the implementation of urban and regional planning policies and legislation.

We will respond to your call on

Tel: +264 61297 5228 | E-mail: planning@murd.gov.na

DIVISION: HABITAT RESEARCH AND DEVELOPMENT CENTRE (HRDC)

We will:

- Conduct research on viable alternative building materials and habitat development annually and when the need arise;
- Collect and submit samples of local materials to laboratories for property analysis and thereafter use the result for research purposes annually and when the need arise;
- Prepare and produce reports on the materials found in each region or locality annually;
- Continuously recommend and promote the use of researched/tested local building materials;
- Continuously study and recommend the adoption of existing innovative building technologies to support affordable housing development in the country;
- Continuously provide information on building materials and technologies, habitat and housing development solutions in general through the HRDC Library and Information Resource Centre; and
- Continuously create awareness and platforms for the exchange and dissemination of information on alternative building materials and technologies.

We will respond to your call on

Tel: +264 61 268 200 | E-mail: hrdc@murd.gov.na

DIRECTORATE: RURAL DEVELOPMENT

We will:

- Develop and review national policy, initiatives, guidelines and strategies on rural development every five (5) years and when the need arise;
- 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 arise;
- Conduct research on adaptive approaches and contemporary issues affecting rural areas and development annually and when the need arise;
- Ensure the availability of credible statistical information on rural development and initiatives at 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.

We will respond to your call on

Tel: +264 61 297 5225 | E-mail: rd@murd.gov.na

WHEN YOU CONTACT US

IF YOU PHONE US

We will:

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

IF YOU WRITE TO US:

If you write to us:

- We will acknowledge receipt within two (2) working days, and inform you of how we are handling your case, and inform you when to expect an answer.

IF YOU VISIT US

If you write to us:

- We will acknowledge receipt within two (2) working days, and inform you of how we are handling your case, and inform you when to expect an answer.

IF YOU VISIT US

If you write to 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; and
- If you need a 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.

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 the 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 us;
- 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 names
- Your postal and email addresses and telephone/fax numbers
- Provide a clear description of your particular concern(s) or need(s) and
- 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.

DEALING WITH YOUR FEEDBACK, COMMENTS AND COMPLAINTS

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

MINISTRY OF URBAN AND RURAL DEVELOPMENT

Government Office Park
Luther Street
Windhoek
Private Bag 13289



Tel: +264 61 297 5111/5180

Fax: +264 61 258 131

E-mail: ED@murd.gov.na



Feel free to engage us through our social media handles/platforms:

 @murdnamibia
 @Murd_Namibia
 @murdnamibia

If you are still not satisfied with our responses to your queries, you may approach the office of the Prime Minister or the Office of the Ombudsman.

