



The Gateway to Endless Opportunities

City of Windhoek

Customer Service Charter





Customer Service CHARTER



TRAINING



COMMUNICATION



COMMUNICATION



OWNERS AND EQUITY



WARRANTY





CUSTOMER FOCUS



The Gateway to Endless Opportunities

VISION

**"To be a Sustainable
and Caring City by 2027."**

MISSION

**"To enhance the quality of life for
all our people by rendering efficient
and effective municipal services."**



TEAMWORK



CUSTOMER FOCUS



COMMUNICATION



FAIRNESS AND EQUITY



INTEGRITY

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GOVERNANCE



ECONOMIC FOCUS



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FAIRNESS AND EQUITY



INTEGRITY

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JUSTICE AND EQUITY



WELFARE



OVERVIEW

A Customer Service Charter is a set of written promises outlining the standards that will be upheld in dealing with customers. It is to inform the customers who the City of Windhoek is, what are the service offerings and how the CoW and its staff are showing commitment to providing a quality service to the residents and businesses in the CoW Municipality.

It is important that all CoW staff understand and align themselves to living the Charter and ensuring that they provide the required levels of service.

The Customer Service Charter should not be a very long and detailed document as it is normally printed and prominently displayed for both Staff and Customers to see.

CUSTOMER SERVICE CHARTER

Success lies in delivering excellent service to you, our Customer. Our Customer Service Charter sets out our commitment to provide you, our customer with the service you expect.



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Our Vision is to be Sustainable and Caring City by 2027.

Our Mission is to enhance the quality of life for all our people by rendering efficient and effective municipal services.

Our Values – to achieve Customer Service Excellence, it is necessary that our front-line staff have a common set of values that will guide their interaction with Customers.

Our principle and that of all our employees is our commitment to “Customer First”.

Who we are and what we do?

We are a Municipality that has the needs of business and individuals at the forefront of everything we do. We provide quality, consistent information, support, advice and assistance to help you in your day to day lives.

Who are our Customers?

Residents of the Windhoek Municipal area, businesses, Private and Public Sectors, State Owned Enterprises, Non-Governmental Organisations, Investors and potential investors and Internal City of Windhoek Departments who want quality service and support from the City of Windhoek Municipality.



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SUSTAINABILITY

OUR SERVICES

This is our commitment to providing excellent customer service.

These are the standards that will guide the level of service our customers can expect from us and equally what you can do to assist us to achieve this.

We are committed to customer services that is:

- Guided by our values of honesty, professionalism, respect and accountability
- Innovative and accessible
- Efficient and responsive
- Delivered by skilled, motivated and courteous staff

We also commit to:

- Treating you individually and in a timely manner
- Providing you with accurate, concise and relevant information
- Respecting and protecting your personal information
- Continuous improvement in service delivery



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We provide services to our customers in a manner that is sustainable and of consistent high quality. As a municipality, we believe in fostering good customer relationships by delivering services in line with their expectations.

Our services include:

- Housing, basic services such as water and sanitation, electricity, refuse disposal by which we strive to render a high quality of service delivery
- Road maintenance to provide a safe and secure environment
- Provisioning of bulk infrastructure and civil engineering services which include municipal roads, sewerage, water supply and distribution
- Refuse collection and sites for the disposal of waste.
- Electrical services supply safe and efficient distribution of electricity to clients within the municipal service area, in compliance with the Occupational Health and Safety Act and the Electricity Regulation Act and the management of the electricity infrastructure
- Town planning activities (building control and housing) within the municipality and compliance with zoning and other aspects of land use management



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RESILIENCE

OUR CUSTOMER SERVICE PRINCIPLES

Responsiveness

- Every time you contact us you will be able to do so conveniently and will be treated courteously, promptly and fairly
- We aim to respond to telephone enquiries and emails within one working day - and mail correspondence within 10 working days
- We will provide accurate and up to date information when you need it
- Our service targets outline our process and payment timelines

Quality service

- Our highly experienced team understands your issues and what service delivery is
- We aim to tailor our responses to your needs
- We aim to provide linkages and referral to other government information relevant to your needs
- We promise to provide excellent service delivery standards through our third party service providers at all times



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SUPPORT AND EQUIPMENT



PARTNERSHIP

Confidentiality

- We respect your confidentiality and ensure that we protect and keep your personal information safe and secure

Transparency

- We are open and transparent about our processes and procedures
- All our information is published and regularly updated on our website and notice boards
- We aim to provide consistent and clear information across our communication channels
- We will give you access to your personal information upon request

Professionalism

- Our business dealings with you will be conducted with integrity and honesty
- Our people will focus on helping you find solutions to your business needs
- Every customer is treated equally with courtesy and respect
- Our people will be accountable in their dealings with you



TRANSPARENCY



CONFIDENTIALITY



COMMUNICATION



INTEGRITY AND HONESTY



WARRANTY

If you use our web services, you can expect:

- To contact us when and where it is convenient for you - with social media and click to chat support for your added convenience
- The website to be easy to use, with intuitive navigations and customised content so you can quickly find what you need
- That you can access our information using any device, any time
- That if you sign up to receive our information, you will always have the option to unsubscribe.

If you call our Contact Centre on 061 290 3777 you can expect:

- To be able to contact us between 06:00 to 22:00 Monday to Friday and 08:00 to 13:00 on Saturday, Sunday and Public Holidays. Limited services will be available after hours.
- To have your call answered promptly and professionally by greeting and introducing ourselves
- To have your voice mail messages responded to within one business day
- Our staff to be friendly, experienced and knowledgeable
- A high level of first contact resolution – if not possible and the call needs to be transferred, the receiving person will be informed of the reason for your call before you are transferred



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BARRIERS AND EQUITY



VITALITY

If you email or write to our Contact Centre, you can expect:

- To receive an immediate email confirmation with a reference number
- To have your email responded to within 48 hours of receipt with standard information
- To receive a written communication relating to City Business within 7 days of receipt of the email
- Written communication to be clear and concise
- Where possible, an expected completion date and details of the employee responsible for the response, should in-depth research or follow up be required that will take longer than 7 days

If you deal with us face-to-face through a walk in, you can expect:

- A welcoming and customer friendly environment – you will be greeted within 2 minutes of arrival
- You will be guided to the correct counter for your particular need
- Punctual, well-organised and well-prepared staff – however reasons for any delay will be explained
- To be escorted to your appointment
- To be attended to as soon as circumstances permit – if you do not have an appointment



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WELFARE

- To be referred to the relevant person if we are unable to assist at first contact – in which case the person will be contacted to see if the customer can be accommodated immediately. If not possible, you will be given the opportunity to wait or make an appointment
- To be escorted to the relevant office or room



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JUSTICE AND EQUITY



INTEGRITY

To allow us to help you, we expect you will:

- Give us information that is timely, accurate and complete
- Provide your name and current contact details and advise us if they change
- Be courteous, polite and respectful of the CoW employees
- Be open and honest and provide accurate and complete details when required
- Provide us with constructive feedback on our service so we can provide a better service
- Contact us if you believe we have made an error or acted inappropriately, and wish to make a complaint
- Provide us with the officer's name or reference number on correspondence sent to you

Feedback – compliments, complaints, suggestions

- We value your feedback
- Feedback includes compliments, complaints, suggestions or any information about our program delivery, services or performance
- You can provide feedback by telephone, email, SMS or walk in
- Should you have a complaint, we appreciate you providing us with the first opportunity to resolve it



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INTEGRITY AND EQUITY



INTEGRITY

- All people have the right to raise concerns and make legitimate complaints and expect that the issues raised will be handled in a fair, confidential and responsive manner, free from repercussion or prejudice
- Clearly explaining the issue and what you think should be done to fix it will assist us. Please include copies of any relevant documents. At the conclusion of a formal complaint, you will receive our response in writing
- If you are still not satisfied, you may ask for a review of our handling of the matter. The review process will determine if we acted according to our policies and guidelines

OUR SERVICE STANDARDS

In Person

We aim to resolve face-to-face enquiries immediately and when this is not possible, we will call or write to you with a response. We will also:

- Provide professional, polite and respectful service at all times
- Clearly identify ourselves verbally or using a name badge
- Be well presented



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AGREEMENT

On the Telephone

We will answer calls promptly and try to resolve enquiries immediately. When your enquiry needs specialist attention, we will endeavour not to transfer your call more than once. We will also:

- Introduce ourselves using our name and the area in which we work
- Take personal ownership of your enquiry
- Closely monitor the amount of time you are on hold and advise you of any delays
- In the unlikely event we cannot respond to your call promptly, we undertake to respond to your enquiry within one working day

In Writing

- We will endeavour to resolve your enquiry within 10 working days, unless statutory provisions apply, and we will also:

Acknowledge your enquiry in writing within one working day

Our Promise to You

We the City of Windhoek Municipality promise to enforce and uphold our Customer Service Charter to the highest standard when assisting our customers and to keep to our principle, and that of all our employees, of “Customer First”.



TEAMWORK



DISCOVERY



COMMUNICATION



SHARED AND EQUAL



WEALTHY





TEAMWORK



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