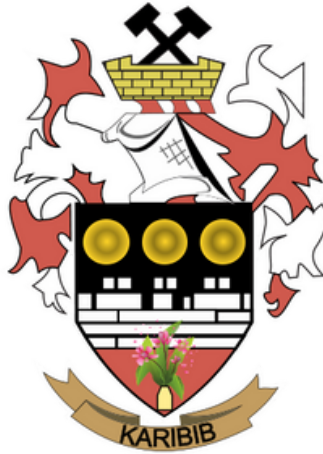




KARIBIB TOWN COUNCIL

Customer Service Charter
At Your Service

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FOREWORD

It gives me great pleasure to present the Karibib Town Council's Customer Service Charter, a document that reflects our deep commitment to serving our community with excellence, transparency and integrity.

At Karibib Town Council, we believe that our residents, stakeholders, and partners are at the heart of everything we do. This Charter serves as a guiding tool to ensure that the services we deliver are efficient, timely and responsive to the needs of the people we serve. It also provides a framework of accountability clearly outlining what you, as our valued customers, can expect from us, and in turn, what we expect from you.

We recognise that the true measure of our success is not only in the projects we implement or the infrastructure we build, but in the everyday interactions that strengthen trust between the Council and the community. This Charter therefore represents a pledge: to listen, to respond, and to continually improve in order to foster a town that is inclusive, vibrant, and prosperous.

As we move forward, I encourage every resident of Karibib to make use of this Charter as both a resource and a platform for dialogue. Together, let us build a stronger partnership between the Council and the community we proudly serve.

Yours sincerely,

Signed: 

Chief Executive Officer
Karibib Town Council



MANDATE

The Local Authorities Act, Act No. 23 of 1992 (as amended) mandates the Town Council of Karibib to provide and maintain of municipal services as well as to facilitate economic development.

MISSION, VISION & CORE VALUES

Mission

To deliver equitable, effective and efficient Municipal services to our residents and visitors to enable prosperity

Vision

A transforming Town at the entry point of the mighty Erongo Region to attract multinational investment towards sustainable development

Core Values

Transparency-Ensure access to public information

Accountability-Responsible as per our mandate

Professionalism-To uphold ethics, fairness and integrity

Commitment-To deliver services

Inclusivity-To promote community & stakeholder engagement

PURPOSE OF THE CHARTER

- To strengthen trust between the Town Council and the residents of Karibib.
- To guide service delivery in a transparent fair and efficient manner.
- To empower residents by informing them of their rights and responsibilities.



INTRODUCTION

The Karibib Town Council is committed to serving the residents, businesses, investors, and all stakeholders with professionalism, efficiency, and integrity. This Customer Service Charter outlines our service standards, rights, and responsibilities to ensure transparency, accountability, and excellence in the delivery of municipal services.

OUR SERVICE STANDARDS

- **Customer Care & Communication**

- Attend to customers in a respectful, courteous and professional manner at all times.
- Answer all telephone calls within three (3) rings.
- Respond to written correspondence and emails within five (5) working days.
- Provide clear, accurate, and timely information regarding council services, policies, and procedures.

- **Service Delivery**

- Process land and housing applications within 30 working days.
- Issue invoices, bills, and receipts within 24 hours of payment.
- Address reported faults (water leaks, sewer blockages, streetlights, etc.) within 48 hours.
- Provide feedback on complaints lodged within seven (7) working days.
- Ensure fair and transparent tendering and procurement processes.

- **Public Engagement**

- Hold regular community meetings to encourage public participation in decision-making.
- Share notices, updates, and announcements on time through official platforms (website, notice boards and social media)
- Land and Housing Services
- Process land applications within 30 working days.
- Provide clear information on requirements and procedures.

- **Town Council Essential Services**

- Ensure weekly refuse removal.
- Water Supply- maintaining of water linkage/attending to pipe linkage etc.
- Sewerage and drainage system- attend to sewerage and drainage blockage etc.
- Parks, Cemeteries, and Roads- maintaining of public parks, cemeteries and roads.
- Fire/accident- attending to fire and accidents withing Karibib and its surroundings.

- **Business Licensing & Regulation**

- Issue business licences and permits within 14 working days, provided all requirements are met.
- Treat all applicants fairly and equally.

- **Community Services**

- Maintain clean public spaces and recreational facilities.
- Provide safe and accessible community services.

- **Customer Care**

- Acknowledge complaints within 48 hours.
- Resolve service-related queries within 14 working days.
- Provide courteous, respectful, and professional service at all times.

RIGHTS OF OUR CUSTOMERS

As our valued customers, you have the right to:

- Access quality, affordable, and timely municipal services.
- Be treated with courtesy, respect, and fairness.
- Receive accurate information on council processes and policies.
- Participate in decision-making processes affecting your community.
- Provide feedback and lodge complaints without fear of victimization.
- Responsibilities of Our Customers
- To help us serve you better, customers are expected to:
- Treat Karibib Town Council staff with respect and courtesy.
- Pay municipal bills and service charges promptly.
- Provide accurate and complete information when requested.
- Safeguard council property and report misuse or vandalism.
- Participate actively in public consultations and community programs

RESPONSIBILITIES OF OUR CUSTOMERS

To help us serve you better, customers are expected to:

- Treat Karibib Town Council staff with respect and courtesy.
- Pay municipal bills and service charges promptly.
- Provide accurate and complete information when requested.
- Safeguard council property and report misuse or vandalism.
- Participate actively in public consultations and community programs



COMPLAINTS AND FEEDBACK MECHANISM

We welcome feedback to improve our services. Customers may lodge complaints or suggestions through the following channels:

- In person at the Council's Customer Service Desk.
- By telephone: +264 64 550020
- By email: ledofficer@karibibtown.org
- Through the suggestion boxes located at council offices.
- Via the official Karibib Town Council website or social media platforms.

All complaints will be acknowledged within 48 hours and resolved within 7 working days, depending on the complexity of the matter.

MONITORING AND REVIEW

This charter will be reviewed every two (2) years to ensure relevance, efficiency, and alignment with the needs of the community and national standards of service delivery.

COMMITMENT STATEMENT

Karibib Town Council pledges to uphold this charter and continuously improve service delivery for the growth, development, and well-being of all our residents. Together, we can build a prosperous Karibib.

OUR PROMISE

We are here to serve the people of Karibib with respect, fairness, and efficiency.

WHAT YOU CAN EXPECT FROM US

- Friendly, professional service at all times.
- Quick response to calls and enquiries.
- Emails & letters replied to within 5 working days.
- Faults (water, sewer, streetlights) attended to within 48 hours.
- Bills, invoices & receipts issued within 24 hours.
- Land & housing applications processed within 30 working days.
- Community updates shared on time.

YOUR RIGHTS

- Access to quality and affordable services.
- To be treated with courtesy and respect.
- To receive accurate, timely information.
- To participate in council decision-making.
- To give feedback or lodge complaints freely.

WE'RE LISTENING

Got a question, complaint, or suggestion? Contact us:

- 📞 Tel: +264 64550020
- ✉ Email: ledofficer@karibibtown.org
- 📬 Suggestion Box: Council Main Office
- 🌐 Website: Karibibtown.org
- Facebook: Karibib Town Council

EMERGENCY CONTACT DETAILS

- Police Station
 - +264 (064) 550 008
 - +264 81 298 3226
- Emergency Fire
 - +264 81 422 1805
- Water
 - +264 81 300 9274
- Roads and Sewage
 - +264 81 231 1122
- Refuse
 - +264 81 882 8119

CONCLUSION

Karibib Town Council is committed to working in partnership with the community to build a sustainable safe and prosperous town. Together we can achieve progress and shared growth.

Signed: 
Chief Executive Officer
Karibib Town Council

Together, Let's Build a Clean, Safe, and Prosperous
Karibib!

Karibib Town Council – Serving You with Pride.

