



RUNDU TOWN COUNCIL

CUSTOMER CHARTER 2024

FOREWORD

Rundu as a Local Authority is recognized under the Chapter 12, Article 111 of the Namibian Constitution and operationalized by the appropriated bill of Parliament, which is the Local Authorities Act, Act 23 of 1992 as amended, is entrusted to sustainably and uninterruptedly deliver municipal services to the residents within the Local Authority area of Rundu. To ensure quality of service at all levels within the Council, there is a need to have a Customer Service Charter that shall be applied by all staff members, Councillors and stakeholders of Council. The Charter will outline the standards and quality of service expected from Rundu Town Council by all our stakeholders.

The objective of the Charter is to improve service delivery as well as fostering effective and efficient operations within the Council. The standard herein shall be the benchmarks upon which the stakeholders shall measure our performance and service delivery, whereupon comments and feedback from our stakeholders may be appreciated so that we improve where and when necessary so required. We further have captured information on stakeholders' responsibilities, how to give feedback as well as how to lodge complaints.

It is therefore our undertaking that through this Charter and your feedback, comments and complaints that we continuously grow and improve as a Council mandated to deliver service to all our stakeholder efficiently.

It is also our covenant that we strive to make Rundu a "City of diverse opportunities and centre of socio-economic excellence by providing affordable and sustainable municipal and developmental service through sound governance and effective management, whilst upholding Professionalism, Equity, Dedication, Integrity and Innovation."

Hon. Gabriel M. Kanyanga
MAYOR





RTC Vision is:

“A city of diverse opportunities and a centre of socio-economic excellence.”

RTC Mission Statement

To provide affordable, sustainable municipal and development services through sound governance and effective management, in the interest of our stakeholders.”

RTC Core Values

We as Councillors, CEO, Management and Staff and those that represent us undertake to live by the following core values:

- **Professionalism** - We are committed to continuous improvement and growth and take pride in producing high-quality work and delivering exceptional service to our internal and external stakeholders.
- **Equity** - We are committed to creating fair systems, procedures, and resource distribution mechanisms that result in equitable opportunity for our people, with a focus on creating opportunities for all.
- **Dedication** - We are committed to serving in the best interests of the RTC and to always deliver on our promises.
- **Integrity** - We uphold the highest ethical standards and are always honest and fair in everything we do.
- **Innovation** - We pursue excellence in everything we do and therefore are committed to new and better ways of serving our people.as “PEDII”



OUTLINE

1. What we do
2. Our Customers
3. Our Commitment
4. Our Promise
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WHAT WE DO

The Local Authority of Rundu is mandated under section 30(1) to supply water to its residents, manage sewer, cemeteries, refuse collections, abattoirs, traffic amongst many others duties.

Rundu Town Council in achieving mandate have four (4) Departments in response to the duties outlined in the Act, namely: The Department of Human Resource, Corporate and Administration, the Department of Finance and Information Technology, the department of Infrastructure Planning and Technical services as well as the Department of Local Economic Development and Community Services



DEPARTMENT: LOCAL ECONOMIC DEVELOPMENT & COMMUNITY SERVICES

DIVISION: LOCAL ECONOMIC DEVELOPMENT & TOURISM

Overview:

The Local Economic Development division plays a crucial role in driving both local and foreign investments to spur economic growth in Rundu. Its services include project identification and execution tailored to community needs, bolstering the environment for businesses of all sizes, and promoting investment comprehensively to attract, retain, and expand businesses. Additionally, it oversees the coordination of street vending and open market operations. Furthermore, the Tourism Section is primarily focused on transforming the tourism sector by promoting sustainable and responsible development through strategic interventions to foster growth.

The division is responsible for:

Local Economic Development (LED):

1. Management of the Rundu Trade Fair Center: The Rundu Trade Fair Center is a hub for economic activities, trade exhibitions, and community events in Rundu. Effective management of this center involves overseeing its operations, maintenance, and event coordination.
2. Street Vendors Administration: Street vendors play a vital role in the local economy, but their activities need to be regulated and managed. Street vendor administration involves issuing permits or licenses, enforcing regulations, designating vending zones, and providing support services to vendors.
3. Rundu Business Directory: A business directory serves as a valuable resource for residents and visitors to locate businesses and services within Rundu. Managing the directory involves compiling and updating information on local businesses, making it user-friendly, and making it accessible to the public.
4. Open Market Vendors Management and Registration, Revenue Collection, and Administration: Markets are essential economic hubs where vendors sell goods and services. Managing market vendors involves registering vendors, collecting revenue from stall rentals, and handling administrative tasks related to market operations. Maintaining cleanliness and orderliness.
5. Annual Rundu Trade Fair Exposition: The annual trade fair exposition is likely a flagship event for Rundu, showcasing local businesses, products, services, and cultural attractions. Planning and organizing such an event require coordination among various stakeholders, securing funding and sponsorships, marketing and promotion, logistical arrangements, and ensuring a successful outcome.
6. Development Programme: Seeking development programs such as the United Nations Development Programme (UNDP) that support initiatives in Rundu aimed at promoting economic development, capacity building, or sustainable practices. Such funding could be utilized for specific projects or programs to address local challenges and enhance community resilience and prosperity.
7. Identify and Create Attractions in Town: Identifying and creating attractions helps draw visitors and residents alike, boosting the local economy and community pride. Attractions can range from historical sites and landmarks to cultural institutions, parks, recreational facilities, and entertainment venues. Investing in unique and authentic experiences can set a town apart and encourage tourism.
8. Promote Urban Agriculture and Develop Value-Adding New Initiatives - Management and development of the Salem Irrigation Project: Given the division's mandate for employment creation, activities such as the Salem Irrigation Project hold promise for empowering low-income farmers engaged in urban farming. The project, engaging over 20 women in horticultural production, exemplifies the division's commitment to fostering economic inclusivity and sustainability.
9. Entrepreneurial Support: Providing assistance and support to local entrepreneurs and small businesses, including access to financing, business planning, mentorship, and networking opportunities through different stakeholders.
10. Creating a Good Working Relationship with Local Businesses: Cultivating robust partnerships with local businesses. Through proactive engagement and collaboration, including initiatives such as the trade fair, the division fosters a relationship aimed at boosting mutual prosperity and economic strength.
11. Marketing and Promotion: Promoting the town as a desirable place for businesses, investors, tourists, and residents through marketing campaigns, trade shows (Rundu Annual Trade Fair, Mayoral Business Forum and Mayoral Cup), and other promotional activities.



Tourism:

- Promote Rundu as a Tourism and Meeting, Conferencing, and Exhibition destination. The division is also involved in developing the town's historic areas that will acquire, document, and exhibit the history of Rundu in order to inform, educate, and entertain the public. Create a tourism-enhancing enabling environment through the tourism industry. To foster relations with external partners.
- Data Analysis and Research: In the near future, the division will be Conducting economic research, collecting data, and analyzing trends to inform decision-making and identify opportunities for economic growth and development of Rundu.

DIVISION: PUBLIC & ENVIRONMENTAL HEALTH

The Division is responsible for:

- Business registration and shop inspections - To register businesses and obtain business registration/fitness certificates to ensure that these establishments meet certain health and safety standards, such as proper sanitation practices, safe food handling procedures, and adequate ventilation systems. This helps to protect the health of employees and customers, as well as the overall community.
- Waste management - To ensure the safe collection, transportation, and disposal of solid waste, including household trash and recyclables. These practices help prevent the spread of disease, reduce environmental pollution, and promote cleanliness in communities.
- Disease prevention and control: Implementing strategies to prevent the spread of infectious diseases and control outbreaks. This includes monitoring and investigating disease outbreaks, providing preventive measures, and educating the public on disease prevention.
- Water quality monitoring: Ensuring safe and clean drinking water for protecting public health and preventing waterborne diseases.
- Health education and promotion: The division works to educate the public about healthy behaviours. They also promote public health campaigns and initiatives to raise awareness about important health issues and encourage behaviours change.
- Occupational health and safety: Protecting workers from workplace hazards, promoting a safe and healthy work environment, and preventing occupational injuries and illnesses
- Regulatory enforcement: The division enforces public health regulations and laws to protect the health and safety of the community. This includes inspecting and licensing businesses that serve food, monitoring compliance with environmental regulations, and enforcing public health ordinances.

OTHER RESPONSIBILITIES

- Emergency preparedness and response: The division plays a key role in preparing for and responding to public health emergencies, such as natural disasters, disease outbreaks. They develop emergency response plans, coordinate with other agencies and organizations, and provide support and resources to the community during emergencies.
- Animal / Dog Control - To ensure public safety, protect animal welfare, and maintain a harmonious relationship between dogs and the community. By enforcing regulations, providing services, and promoting responsible ownership, to create a safe and healthy environment for both humans and dogs.

DIVISION: EMERGENCY & LAW ENFORCEMENT DIVISION

The Division is responsible for:

- Ensure community compliance to the policies, by- laws and regulations of Council
- Ensure orderly street vending in town
- Impounding of stray animals in the Local Authority area
- Prevention of illegal activities such as trading, dumping etc.
- Issuing of Fines
- Ensure compliance to Road Traffic and Transport Act
- Random roadblocks for vehicle checks, alcohol tests, roadworthy etc .
- Respond to Fire emergencies
- Training of officers and institutions for fire response
- First Aid assistance
- Attend to accidents
- Policy formulation and implementation



DEPARTMENT: INFRASTRUCTURE PLANNING & TECHNICAL SERVICES

DIVISION: TOWN PLANNING AND URBAN DEVELOPMENT

TOWN PLANNING

1. Evaluating and preparing Town Planning submissions (Township Establishments, Rezoning, Subdivision, Consolidations and Consent applications etc.)
2. Peg Identifications
3. Identifying areas for needs and desirability applications
4. Advising clients on Town Planning procedures
5. Town Patrol
6. Enquiries

PROPERTY SECTION

1. Facilitating Land Sales
2. Facilitating Lease holds
3. Dispute resolutions
4. Handling Valuations of properties
5. Capturing and processing land applications on the waiting list
6. Land management
7. Enquiries

BUILDING CONTROL SECTION

1. Scrutinizing Building Plan
2. Conducting Building Inspections
3. Facilitating compliance and completion certificates
4. Issuance of fines
5. Overall town patrol
6. Enquiries

DIVISION: WATER & SANITATION

WATER SECTION is responsible for:

- Provision of water
- New connections for clients
- Maintenance of water distribution network / infrastructure
- Extension of water network
- attend to customer complaints
- safeguarding of water meters
- prevention of undue water consumption
- project management of designated capital projects
- office administration duties

SANITATION SECTION is responsible for:

- attend to customers
- prevent sewerage overflow
- unblock drains
- removing sludge
- contribute towards improved health and quality of life
- ensure a hygienic environment
- extend sewerage network
- protect water sources from pollution
- overall maintenance sewerage network / infrastructure

DIVISION: CIVIL & MECHANICAL

The mandate of the division is to provide services both in house and to the residents of Rundu Town timely and effectively. Some of the activities includes:

1. Civil and Mechanical Works

- a) Project management
- b) Design (requirement and specification)
- c) Project cost estimate
- d) Compilation of bill of quantities
- e) Tender documentation
- f) Tender evaluation
- g) Project supervision (meetings and site inspection)
- h) Quality control
- i) Certifying invoices
- j) Provide leadership to the team
- k) Sourcing of quotations
- l) Compile submission and memo
- m) Compile divisional monthly report
- n) Scrutinize building plans
- o) Inspection (including roads, storm water, buildings (including open markets, office buildings, pump stations) and water meters and valves chambers.

2. Civil Works

a) Civil Buildings

- Construction of new infrastructures for Rundu Town Council; including buildings, storm water channels, sewer manholes, pump stations, water meters and valves chambers.
- Inspection and maintenance of Rundu Town Council Infrastructures, including buildings, storm water channels, sewer manholes, water meters and valves chambers, road kerbs and etc.
- Cleaning of storm water channels
- To prepare requests and quotations to procure materials for the section.
- Transportation of materials to sites.
- Transportation of materials from suppliers.

b) Roads

- Construction of new roads (upgrading from sandy to gravel and from gravel to bitumen standard
- Installation of road traffic signs inclusive of traffic lights signals
- Inspection and maintenance of roads that includes blading, pothole patching, rehabilitation, other routine maintenance, sweeping of sandy.
- Inspection and maintenance of road traffic signs, including replacement of signs, adjusting signs to face the right directions, straight skew signs posts
- To prepare requests and quotations to procure materials for the section.

c) Streets/roads closing

- Temporarily close streets/roads on request by Clients depending on the occasion.
- Issue authorization consent for the construction of services on the streets/roads/road reserve by Clients.



3. Fleet and Workshop

i. Fleet

- Allocate Vehicles (including trip authority)
- Issue Fuel Orders
- Renewal of license disc
- Booking of Vehicles for roadworthy test
- Compiling assessment for mass distance charges for RFA
- Vehicles accident report
- Inspection of vehicles (include when changing driver/monthly schedule)
- Updating maintenance record sheet
- Collection of Vehicle parts
- To prepare requests and quotations to procure materials for the section.

ii. Workshop

- Inspection of vehicles (weekly and on request by driver)
- To prepare requests and quotations to procure materials for the section.
- Repair vehicles
- Attend to breakdown
- Assist the store to collect parts from the suppliers or couriers
- Greasing of Truck and Machines
- Verify parts on arrival at the store.

4. Electrical

- Electrical wiring for newly constructed buildings
- Construction of electrical service
- Installation of air conditioners
- Inspection and maintenance of office buildings (power points, light fittings and air conditioners)
- Inspection and maintenance of pump station (fault finding and rectification)
- Inspection and maintenance of traffic lights (robots)
- To prepare requests and quotations to procure materials for the section

DEPARTMENT: HR, CORPORATE SERVICE & ADMINISTRATION
DIVISION: HUMAN RESOURCE

The division is responsible for:

- Facilitate Council's Selection and Recruitment process
- Effective Payroll & Remuneration system
- Labour Relation matters
- Harmonise employee - employer relationship
- Develop/update and implement HR related policies, procedures, rules and regulations
- Advice and oversee the implementation and compliance of applicable Acts/policies/Rules and regulations
- Advice and implementation of Organizational Development interventions where necessary
- Facilitate the implementation of performance management
- Encourage safe working environment
- Capacity Building

ADMINISTRATION SECTION

- Provision of secretarial functions to the Council, Management Committee and Chief Executive Officer
- Carry out the Administrative function of Council

DEPARTMENT: FINANCE & INFORMATION TECHNOLOGY
DIVISION: CREDITORS, PROCUREMENT & STORES

The division is responsible for:

PROCUREMENT

- conducting and the management of procurement activities of a public entity from the initiation of the procurement to the award of the procurement contract
- Preparation of annual procurement Plan
- serve as the channel of communication for the public entity procurement;
- maintain and keep records of procurement of a public entity in accordance with the provisions of the Act.
- Authorisations of Requisitions and Purchase Orders
- Verify purchases against budget before approval
- Quarterly Procurement Report

STORES

- Ensure the efficient procurement and management of supplies, materials, vehicles, equipment and another related inventory.
- Responsible for the asset register through the calculation of depreciation on assets grouping. are done according to procedures.
- Ensure that quarterly stock take s are done by the Store Clerk
- Ensure the reconciliation of stock procured and issued against stock on hand are performed on monthly basis.
- Strengthening Internal Control

CREDITORS

- Analysis and verify transactional recording, expenditure reports and summaries and, processing or approving adjustment to entries with due considerations given to settlement discounts, cash flow requirements and payment terms.



- Reconciling creditor account and claims (insurance, salaries) and proceeding with the posting and balancing of ledger account.
- Calculating, using specific formula and procedures, to determine statutory payments due (value added tax, PAYE, Social Security etc.) and verifying records against transactional information.
- Activating electronic payment sequence, authorising the banks to transfer payment to specific creditor accounts upon approval of expenditure schedules.
- Prepare financial reports on monthly basis
- Bank Reconciliation

DIVISION: INFORMATION TECHNOLOGY

The division is responsible for:

1. Uphold company's computer system and financial operations by working with other IT Technicians and ensure the installing, repairing, updating and troubleshoot employee's PC software and hardware.
2. Keep or maintain company IT technology in good working order to be accessible by customers and fellow staff members.
3. Use IT knowledge of PC systems and networking to assist company's employees to execute or complete their job or duties effectively.
4. Responsible of taking inventory of company PC hardware (printers, scanners, monitors etc) and installation tools (OS and soft wares).
5. Placing orders for company network computer's hardware and devices such as routers, WAPs , switches , keyboard and mouse.
6. Responds to call logs or emails from other company employees to solve their problems by troubleshooting their computers.
7. Maintain or monitoring network flow and email accessibility for fellow employees in the company.

DIVISION: DEBTORS

The Division is responsible for:

1. **Collection of Debts**
 - Establish that collections are carried out in accordance with laid policies and procedures.
 - Debtors account inquiries via telephone or face to face
 - Coordinate the collection process for completeness.
 - Decides on the accuracy and correctness of the accounting records and on the extent to which all requirements of IPSAS have been adhered to.
 - Decides on the remedial action if necessary.
2. **Accounts Receivable Management**
 - Assist with month –end reconciliation and aging account.
 - Review the customer age analysis and ensure overdue accounts are followed-up.
 - Compile and analyse monthly account receivable report for the financial manager.
 - Deal with illegal connections and ensure that the correct procedures are followed according to council's policies
 - Update tariffs increases on the system as approved by the councils.
 - Prepares cash-up and ensure that it balances on the system.
 - Ensure that the revenue generated is deposited and bank transactions are recorded on the financial system.
 - Decides on the accuracy, completeness and validity of the accounting records showing the income received.

3. Financial Reports

- Prepare quarterly reports, reviews and verify daily cash handling reports, analyse variances in cash collections and report to manager.
- Prepare reports for the manager on revenue collected.
- Provide Debtor's reports to finance manager on monthly basis.

4. General Ledger

- Ensure that direct deposits are allocated to appropriate accounts on a timely basis.
- Process adjustments on accounts.

5. Trial Balance & Financial statements

- Verify posting of the cashier and assistant accountants for correctness and accuracy.
- Ensure that daily banking has been done and close off cashier via the accounting system.
- Scrutinise the council's cash flow on a daily basis and inform the immediate supervisor of all development requiring action.

6. Bank Reconciliation

- Check daily reports to ensure their balancing.

OFFICE OF THE PUBLIC RELATIONS

- Plans, coordinates and disseminates accurate and credible information to internal and external sources to improve stakeholder engagement and relations
- Production and distributions of all council publicity materials and public reports
- Develop an events calendar, coordinates council functions and conducts "post mortem" on events and evaluates the impact of events with a view to promote the RTC image and reputation
- Prepares speeches for the CEO/Mayor
- Develops and implements communication strategies for key issues and initiatives
- Advice departmental heads in emerging community issues in order to assist departments in order to respond effectively.
- Policy Formulation and implementation



OUR STAKEHOLDERS

Internal	External
1. Management Committee	1. Angolan Citizens (Cuando Cubango Province)
2. Staff	2. Angolan Consulate
3. Staff Management	3. Business Community
4. Town Councillors	4. Consultants & Contractors
	5. Investors
	6. Kavango East Regional Council
	7. Local Authority Associations and Bodies
	8. Ministry of Finance (MoF)
	9. Ministry of Urban & Rural Development
	10. NAMPOL (Namibian Police)
	11. NAMWATER (Namibia Water Corporation)
	12. Non-Governmental Organisations
	13. NORED (Northern Electricity Distribution Company)
	14. OMA's (Government Offices, Ministries and Agencies)
	15. Other Local Authorities
	16. Political Parties and political Formations
	17. Residents of Rundu
	18. Road Fund Administration (RFA)
	19. Roads Authority
	20. Suppliers of Goods & Services
	21. Tourists & Visitors
	22. VaMbunza Traditional Authority
	23. VaShambyu Traditional Authority
	24. VTCs and COSDECs (Vocational Training Centres, and Community Skills Development Centres)
	25. Workers Unions

OUR STANDARDS DEPARTMENT OF FINANCE & IT

Our Promise is:

- To prepare the budget within the prescribed budget cycle
- Maintain recommended and uninterrupted IT infrastructures
- Process Payments every Tuesdays and Thursdays
- Debt collection turnover of sixty (60) days
- Ensure correct billing is completed by the twentieth (20) of each month
- Correctness of charges levied to our clients
- Procurement requisitions are processed within five (5) days
- Ensure procurement of store materials when there is thirty (30) percent left
- Prepare monthly, quarterly and Annual Financial Statements timeously
- Maintain a maximum twenty (20) percent of accrued creditors
- Prepare, Compile & submit Income and VAT Tax to NamRa by 20 and 25th of each month
- DSA to be processed within four (4) days with source documents attached
- Ensure revenue is banked the following day or the next Monday in case of a Friday
- Ensure correctness of Creditor's invoices prior to payment with attachments

DEPARTMENT OF HR, CORPORATE & ADMIN

Our promise is:

- Update Personal files within two (2) days after the need arises
- Fill vacant positions within four (4) months
- Conduct wellness activities bi-annually
- Conduct induction of new employees within two (2) months
- Acknowledge and record as well as advise on grievances within two (2) weeks
- Process service benefits applications within one (1) month
- Attend to training request within two (2) weeks
- Attend and finalize misconduct cases within six (6) months
- Ensure timely procurement of materials, works or services
- Maintain cleanliness of Council premises
- Maintain the highest standards of administrative ettiqueteetiquette
- Maintain proper minuting, filling and submission of Council minutes
- Attend to internal and external queries within five (5) working days

DEPARTMENT OF LED & COMMUNITY SERVICES

Our promise is:

- Ensure availability of an updated business directory every calendar year Collection of refuse as per schedule
- Maintain cleanliness of the town
- Ensure proper, neat and organized vending areas
- Ensure maximum use of Open Markets
- Maximum enforcement of the law and on by-laws
- Respond to fire and emergencies within one (1) hour
- Ensure sufficient functional playgrounds/ sports facilities within town

DEPARTMENT OF INFRASTRUCTURE PLANNING & TECH. SERVICES

Our promise is:

- Identify the capital needs by the last quarter before the new FY
- Have PIF prepared and submitted by the second quarter;
- Timely implement budgeted capital projects; Ensure sewer overflows are resolved within two (2) hours
- Prioritize green formalization;
- Ensure that the valuation roll is up to date and charges are levied accordingly;
- Submit a monthly report on the housing and land needs vis-à-vis the supply;
- Ensure compliance with building regulations at all times;
- Ensure distribution of water to all residents;
- Minimize sceptic sewer connections;
- Minimize illegal connections and non-revenue water
- Ensure reliable and sustainable fleet



WHEN YOU CONTACT US

When communicating with us, please kindly provide the following:

- Your Full Name
- Address and Telephone/ cell phone number
- Description of your particular needs/ concerns/ requests etc.
- Full name of the employee you submitted the particulars to, with date and time
- Furnish a stamped copy from your records

IF YOU CALL US

- We will answer your call within five (5) rings
- We will return your call within two (2) days if we can't provide an answer immediately

IF YOU WRITE TO US

- We will acknowledge your correspondence within two (2) days with content of the due process in resolving the matter

IF YOU VISIT US

- We will attend to you within ten (10) minutes
- We will answer your questions and concerns immediately, if unable to, we will inform you of further arrangements

IF YOU EMAIL US

- We will confirm receipt within five (5) minutes and advise you on the due processes immediately in line with the internal and legal processes

YOUR VIEWS

- We at Rundu Town Council are committed to continuously strive to improve our service delivery efforts, hence we value your views and expectations on the kind of service you expect from us and the quality thereof;
- Your comments and suggestions are highly valued to improve our services;
- Make your dissatisfaction known so we set our standards considerably

WHAT WE ASK OF YOU

- Various issues and co-operation is fundamental to the quality of service we offer, hence we request you to:
- Be honest, patient and polite;
- Be timely in providing the required and accurate information;
- Be in compliance with all the relevant legal frameworks, rules, regulations and by-laws;
- Be respectful towards the institution, employees and leadership

DEALING WITH YOUR COMPLAINTS

If you have suggestions, need more information, not satisfied with the standards of our service we extend to you or have a comment on the content contain in this Charter; Please do forward your comments to:

The Office of the Chief Executive Officer

Rundu Town Council

Private Bag 2128

Erf 1212, Maria Mwengere road Rundu, NAMIBIA

Telephone: +264 (0) 66 266 400

Email: ceo@rundutown.org / pa.ceo@rundutown.org / makayi@rundutown.org

NB: IF YOU ARE NOT SATISFIED WITH THE FEEDBACK FROM THE OFFICE OF THE CHIEF EXECUTIVE OFFICE, YOU MAY CONTACT THE CHAIRPERSON OF THE MANAGEMENT COMMITTEE, AND IF YOU ARE NOT SATISFIED BY THE FEEDBACK FROM THE CHAIRPERSON OF THE MANAGEMENT COMMITTEE, YOU MAY FORWARD YOUR COMPLAINT TO THE OFFICE OF THE MAYOR AND FURTHER TO THE MINISTER OF URBAN AND RURAL DEVELOPMENT