REPORT ON ADMINSTRATION MATTERS DURING QUARTER 2 JULY – SEPTEMBER 2023:  OFFICE OF THE OMBUDSMAN NAMIBIA

The division strives to improve on service delivery and coordination between the divisions within the office remain a challenge.

Registry: No challenges currently in registry as Ms Van Wyk is managing the day to day activities very well. No pressing complaints raised.

Reception: Mrs. Van Wyk cannot cope with wit both registry and dealing with walk in clients and answering incoming calls. With the return of Ms Nghoshi and intern have been requested to man reception until the return of Ms. Meneth Kaulungamenwa from attachment.

Procurement of Refreshments: Refreshments (cool drink, water, coffee etc.) will be ordered on request by Mrs. Van Wyk the secretary to Ombudsman via email.

Procurement Any: Any type of any other procurement requests comes from Ms. Husselmann like air tickets ( I would like to request that this type of request is done through Mr. Murangi.

Store room: There are no challenges in the store room but in the new financial year order will be made to stock up the storeroom.

Request by the Regional Offices: The stock requested by the regions are send according availability of stock in the store room. When regions order stock that we don’t have in the store room we will usually order from MOJ which they will issue if in stock or otherwise order from the suppliers if not in stock. Upon receiving from MOJ the outstanding stock will be issued to the regions.

**REPORT ON MAINTENANCE OF THE OFFICE OF THE OMBUDSMAN, WINDHOEK**

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| --- | --- | --- | --- | --- |
| **DATE RECEIVED** | **COMPLAINT** | **REPORTED BY** | **RESOLVED BY** | **DATE RESOLVED** |
| 03/07/2023 | Water leakage in front of building | Ombudsman | Amalgamated | 14/07/2023 |
| 17/07/2023 | Water leakage – toilet – Room 37 | E. Petrus | Maintenance team – Ministry of Justice | 21/07/2023 |
| 14/08/2023 | Undetected leak – water meter running  | City of Windhoek | Amalgamated | 19/08/2023 |
| 24/08/2023 | Broken blind – Ombudsman’s office | I van Wyk | Colorblinds | 11/09/2023 |
| 13/09/2023 | Replacement of door lock – Room 14 – First floor | I Husselmann | Mr. W. Boshoff | 21/09/2023 |
| 25/09/2023 | Flush of toilet broken – Men’s toilet – 2nd floor | T. Mupo | Maintenance team – Ministry of Justice | 03/10/2023 |
| 25/09/2023 | Light switch broken – Room 24 – First floor | N. Murangi | Maintenance team – Ministry of Justice | 03/10/2023 |

**REPORT ON VEHICLES**

KATIMA MULILO

GRN 3818
It is a light delivery van.  It is a Toyota Single Cab.  On 2 August 2023 the vehicle was booked for a service at Government Garage, Katima Mulilo.  On 4 August 2023 the vehicle was collected from the garage since the service was done.

ONGWEDIVA

GRN 23201
It is a sedan.  It is a Chevrolet Cruz.  On 8 September 2023 Ministry of Justice informed Auas Motors Oshakati (PTY) LTD that they have been awarded a bid of N$21 029,77 to service this vehicle.

GRN 3201
It is a light delivery van.  It is an Isuzu Single Cab.  The vehicle is due for service.

KEETMANSHOOP

GRN 23202
It is a sedan.  It is a Chevrolet Cruz.  On 25 September 2023 the vehicle was delivered to Ministry of Justice, Head Office, and Transport Division.  The transport officers will arrange a service for the vehicle.

SWAKOPMUND

GRN 23296
It is a sedan.  It is a Chevrolet Cruz. This vehicle is due for service.

GRN 33202
It is a light delivery van.  It is an Isuzu Single Cab.  Swakopmund Regional Office requested four new tires for this vehicle.  Head Office forwarded this request to Head of transport, Ministry of Justice.  No feedback was received yet.  Follow ups will be made.  This vehicle is also due for service.

OTJIWARONGO

GRN 3253
It is a light delivery van.  It is a Nissan Double Cab.  On 26 September 2023 the vehicle received 5 new tires from Government Garage, Otjiwarongo.

WINDHOEK

GRN 4500
It is a light delivery van.  It is a Toyota Hilux Double Cab.  A purchase order was issued by Government Garage, Windhoek for the re-tinting of the windows of the vehicle.  The vehicle will be delivered to Government Garage, Windhoek in order for them to take the vehicle to the supplier to re-tint the windows.

GRN 33976
It is a light delivery van.  It is a Nissan Double Cab.  During August the vehicle was booked in at Nissan Pupkewitz Garage for a clutch repair.  The Office received the vehicle back on 25 September 2023.

GRN 33447
It is a light delivery van.  It is a Toyota Hilux Double Cab.  On 29 September 2023 the vehicle was booked for a service at Indongo Toyota Garage.  The vehicle was collected on 30 September 2023.

GRN 1499
It is a sedan.  It is a Toyota Corolla.  The vehicle was delivered to Government Garage, Windhoek for repair of the brakes.  Upon enquiry the Office was informed that the wrong parts were ordered for the vehicle and that the situation will be rectified.  Follow ups will be made.

**REPORT ON PUBLIC FEEDBACK FORMS FOR JULY 2023**
SWAKOPMUND

Seventeen forms were distributed.
Two positive comments were made.
One negative column was ticked.

WINDHOEK

Six forms were distributed.
One positive comment was made.

KEETMANSHOOP

Thirty three forms were distributed.
Two positive comments were made.

OTJIWARONGO

Five forms were distributed.
The “Very good” columns were ticked on all five forms.  No additional comments were made.

KATIMA MULILO

No forms were distributed.

ONGWEDIVA

Nineteen forms were distributed.
Four positive comments were made.

**REPORT ON PUBLIC FEEDBACK FORMS FOR AUGUST 2023**
SWAKOPMUND

Twenty two forms were distributed.
Twelve positive comments were made.

WINDHOEK

Three forms were distributed.
One positive comment were made.

KEETMANSHOOP

Forty three forms were distributed.
Two positive comments were made.

OTJIWARONGO

Seven forms were distributed.
All seven forms were ticked in the “Very good” column.  No additional comments were made.

KATIMA MULILO

No forms were distributed.

ONGWEDIVA

Nineteen forms were distributed.
Three positive comments were made.  One suggestion were made.  The “Very poor” columns were ticked on one form.

**REPORT ON PUBLIC FEEDBACK FORMS FOR SEPTEMBER 2023**
SWAKOPMUND

Four forms were distributed.
One positive comment was made.

WINDHOEK

Eight forms were distributed.
One positive comment.
One negative comment.  All the “Very Poor” columns were marked.

OTJIWARONGO

Four forms were distributed.
One positive comment was made.
All the “Very Good” columns on all four forms were marked.

KATIMA MULILO

Three forms were distributed.
One negative comment was made.  Two “Very Poor” columns were marked.  How was the timeliness of the service? And how would you rate the decision made in respect of your complaint?

KEETMANSHOOP

Fourteen forms were distributed.
Two positive comments were made.

ONGWEDIVA

Twenty one forms were distributed.
Five positive comments were made.  One positive suggestion were made.