

| ACTION ITEMS | | | | |
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| NO. | Action | When | Responsible | Actions |
| 1. | Explore idea of setting up satellite offices | | Board | <p>Opening satellite offices is an undertaking that should be executed gradually to ensure efficiency in management of resources and services delivery it cannot be done hurriedly. Our current focus has been on ensuring the successful establishment and operational effectiveness of the Francistown Office to better serve clients in the northern region. Francistown Office is effective and is doing well.</p> <p>In addition, our officers frequently travel to different regions to provide services directly to the people and conduct capacity-building workshops and we also team up with other stakeholders to extend our services to the people.</p> |