#  INTRODUCTION.

In 2020, Zimbabwe adopted a blueprint dubbed the National Development Strategy 1 (NDS 1). The coming in of NDS 1 brought in a lot of issues especially on the way of people were to do business. People needed to think outside the box.

In order for the NDS 1 to be successful, it has to be twined with Integrated Results Based Management (IRBM). This clearly means that performance has to be measured; resources have to be utilized to the maximum benefit of the organisation and the country at large. It is against this background that this charter is crafted.

# ACKNOLEDGEMENTS

We would want to thank the Lord Jesus Christ for good health, sound mind and for giving us the wisdom and ability to successfully go through the process of writing this Client Charter.

We want to thank everyone including business people and chiefs who participated very well in the workshop that brought about this document. Surely, without the positive contribution from all those mentioned, the production of this charter would have proved very difficult, if not impossible.

CLIENTS CHARTER FOR MBIRE RDC

1. **PREAMBLE**

Mbire Rural District Council was established in 2006 after the split of Guruve District into two administrative Districts through Statutory Instrument 101/5 of 2006. In a bid to inform its clients on the services rendered, Mbire RDC came up with a Client’s Charter through consultative workshop.

1. **VISION**

An empowered Mbire Community by 2030

1. **MISSION STATEMENT**
2. To improve community livelihoods through sustainable development initiatives and good governance.
3. **MANDATE**

Our mandate is to offer quality service delivery to our clients and stakeholders which is derived from the RDC Act (chapter 29:13)

1. **CORE VALUES**
* Professionalism
* Integrity
* Transparency
* Gender equity
1. **Departments in the Organisation and their Core functions**
* Finance and Economic Development
* Human Resource Development
* Community Services
* Audit
* Environment Management
* Roads and Civil Works
* Planning and Land Management
* Procurement

**7. OVERAL FUNCTIONS**

* Infrastructural development (roads, clinics, schools, recreational facilities, markets, cemeteries, water and sanitation, dip tanks, bridges)
* Land use planning
* Environmental management (veld fires, gully reclamation, anti-deforestation, wildlife)
* Waste management (pollution, refuse collection, selection and disposal)
* Problem Animal Control

**8. CLIENTS**

**Internal**

* Employees
* Policy makers
* Finance Department
* Administration Department
* Health and Community Services Department
* Roads and Civil Works
* Planning and Land Management Department
* Environment Department
* Audit Department
* Procurement

**External**

* Government ministries and departments
* Other local authorities
* Trade unions
* Suppliers
* Consultants
* Customers
* Non-Governmental Organisations
* Parastatals
* Traditional leaders
* Business community
* Resident community

**9. TERMS OF REFERENCE/MANDATE:**

1. RDC Act
2. Traditional Leaders Act
3. Regional, Town and Country Planning Act
4. Parks and Wildlife Act
5. Education Act
6. Public health Act
7. Forestry Act
8. EMA Act
9. Official Secrets Act
10. Liquor Act
11. Pension and Provincial Fund ACT
12. Finance Act
13. Public Finance Management Act
14. Communal Land Act
15. Traditional Beer Act
16. Cemetery Act
17. Shop Licence Act
18. Water Act
19. Procurement ACT

**ADMINISTRATION AND HUMAN RESOURCES DEPARTMENT**

**DEPARTMENT FUNCTIONS**

* Salaries Administration
* Recruitment and selection
* Grievance settlement and arbitration
* Contracts administration
* Minutes and documentation administration
* Registry supervision:
* Filing
* Mailing
* Secretarial services
* Assets management
* Reception and telephone control
* Estate management
* Training and development
* Transport management
* Procurement and stores management
* Motion handling
* Management of performance (RBM)
* Formulation and review of policies
* Engagement of stakeholders/citizen engagement
* ICT Infrastructure and systems Management

**Clients**

**Internal**

* Employees
* Policy markers
* User Departments

**External**

* Trade unions
* Association of RDC
* Business community
* Traditional leaders
* Consultancy
* Government ministries and departments
* Statutory organisations (ZIMRA, NEC, ZIMDEF, ZRDCWU and UCPF)
* Regulators e.g PRAZ

**DEPARTMENTAL SERVICE COMMITMENTS AND STANDARDS**

|  |  |
| --- | --- |
| **DEPARTMENTAL SERVICE COMMITMENTS** | **STANDARDS** |
| Salaries Administration  | To prepare the payroll within the second week of every monthTo issue pay slips to employees by the 19th day of every month |
| Recruitment and selection | To fill vacant post within 3 months of requisition  |
| Grievance settlement and arbitration  | To finalise disciplinary cases within 14 days in terms of S.I. 15 of 2006/ code of conduct/87 OF 2017 for junior employees. |
| Contracts administration  | To process contract of employment documents on the date of assumption of dutyTo process offer letters 2 weeks before assumption of dutyTo respond to business partners’ proposal within one month of receipt  |
| Minutes and documentation administration | To produce and distribute minutes of meetings within 3 weeks of the meeting |
| Registry supervision  | To file documents within 30 minutes of receipt To provide the user departments with requested file after 5 minutes of the requestTo refer incoming mails to the CEO’s office within 30 minutes of opening the mail bag |
| Estate management/buildings | To process estates administration forms within one weekTo repair buildings after 1 month after receipt of report. |
| Training and development | To contact training needs analysis once per yearTo facilitate training of council employees and councilors two month after identification of training needs |
| Transport management | To process journey sheets within 30 minutes of receiptTo cost user departments once at the end of every monthRequisition for vehicle service to be done within 1 week |
| Procurement and stores management | To comply 100% to the PPDA act when advertising and awarding tendersTo source 3 quotations on behalf of the procurement committee within a week from the day of requisition To document and file all delivery notes and invoices within 1 dayTo conduct stock reconciliation monthlyTo conduct end of year stock count |
| Motion handling  | To respond to motion within 30 minutes and channel motions into the system within a day of receiving the motions |
| Conduct awareness campaigns (gender mainstreaming, council rebranding)  | To conduct awareness campaign meetings once per quarter  |
| Management of performance (RBM) | To conduct performance reviews once every quarter  |
| Preparation of departmental budget | To prepare the departmental budget by mid August of each year  |
| ICT Infrastructure, systems and packages | To install passwords in every computerTo install antiviruses yearlyTo assess functionality of ICT gadgets To update website weekly |

**DEPARTMENTAL OBLIGATIONS TO CLIENTS**

* To liaise closely with Trade Unions and labour officers on relevant staff matters
* To conduct performance reviews
* To conduct awareness meetings
* Produce and distributes minutes
* To administer contracts
* To make available copies of the code of conduct and all relevant statutory instrument
* To initiates and formulate polices

**CLIENTS RIGHTS**

* Clients have right to heard
* To information that is open to the public
* To be allocated vehicles for use
* To be trained and developed

**CLIENTS OBLIGATIONS**

* Clients have an obligation to abide to the departmental ethics
* Abide by the relevant rules and regulations

**REVIEW OF CLIENTS CHARTER**

 The client’s charter shall be reviewed after one year

**FEEDBACK MECHANISM**

* consultative meetings
* Suggestion boxes.
* Committee meetings
* Departmental website.
* Email, social media platforms
* To have key registers in place

**COMMENTS, SUGGESTATIONS AND COMPLAINTS**

Please direct your comments, suggestions and complains to the CEO Mbire RDC in writing.

**CONTACT DETAILS OF THE FINANCIAL DEPARTMENT**

KARAZA RAPHAEL

**ROADS AND CIVIL WORKS DEPARTMENT CLIENTS CHARTER**

**Functions**

* Road construction
* Rehabilitation and maintenance of roads
* Advise the CEO on technical matters
* Maintenance of vehicles and equipment
* Provision of water and sanitation services
* Waste Management (collection, separation and disposal)
* Supervision of subordinates
* Preparation of departmental budget
* Provision of Street lights
* Construction of council Projects.
* Coordination with ZINARA
* Preparation of the agenda of the meeting

**CLIENTS**

**Clients internal**

* Employees
* Policy markers
* User Departments

**External Clients**

* Business community
* Residents and ratepayers
* Land developers
* Civil Servants
* Government departments and Parastatals
* NGOs
* Service providers
* Farmers

**Departmental Service commitments and standards**

|  |  |
| --- | --- |
| **Departments service commitments** | **Standards**  |
| Road construction  | Constructions of gravel roads (5kms per annum) |
| Rehabilitation and maintenance | Rehabilitation and maintenance of 300 kms per annum |
| Road condition survey | To do Road condition survey once per year. |
| Plan approval  | Within 7days of receipt |
| Maintenance of v equipment | Within a period of 4 hours for minor breakdown and 48 hours for major breakdown |
| Advise the CEO on technical matters  | To bring to the attention of the CEO on a weekly basis |
| Provision of water and sanitation services  | to attend to borehole breakdowns within 48 hours of receiving the report |
| Waste management (collection, separation and disposal) | To collect refuse once a week |
| Supervision of subordinates  | To supervise subordinates daily |
| Preparation of departmental budget | To prepare departmental budget mid-September annually |
| Preparation of agenda for the meeting | Prepare agenda for meetings quarterly |

**Departmental Obligations to Clients**

**The Department**

* Construction, rehabilitation and maintenance of roads
* Rehabilitation of boreholes
* To provide serviced stands (with water, sewer, roads and electricity)
* To repair vehicles and equipment

**Clients Rights**

* To be allocated serviced stands
* Construction works to be inspected
* Access to safe drinking water
* Accessible roads
* To have their refuse collected
* Health, recreational and educational facilities
* To be heard

**Client’s obligation**

* Clients have an obligation to pay for the services timeously
* To request for services.
* They are obliged to abide by the set policies and by-laws

**Comments, suggestions and complaints**

Most of the final decisions on our service issues are determined outside the department. Aggrieved persons are encouraged to communicate in writing to the CEO Mbire RDC elaborating such displeasures as well as make suggestions on how we should improve our services.

**REVIEW OF THE CLIENT’S CHARTER-FEEDBACK MECHANISM**

The clients charter to be reviewed annually.

**FEED BACK TO BE DONE THROUGH THE FOLLOWING MEANS**

* Consultative meetings
* Suggestions boxes
* Committee meetings
* Feedback meetings
* Council website

**CONTACT AND DETAILS OF THE HEAD OF DEAPRTMENT**

**ENGINEER T MUCHETO**

**PLANNING AND LAND MANAGEMENT DEPARTMENT CLIENTS CHARTER**

**FUNCTIONS**

* Liaison with the Department of Physical Planning
* Preparation of layouts for all land uses.
* Coordinate Forward Planning (master plan and local plan preparations)
* Cadastral Survey
* site plans Preparation
* Settlements of land disputes
* Lease processing
* Facilitate cessions processing.
* Coordination of stands non-title survey
* Building inspections
* site inspections
* Facilitate approval of layout plans
* Development control
* Building Plan appraisal
* Facilitate change of use of properties.

**CLIENTS**

**Clients internal**

* Employees
* Policy markers
* User Departments

**External Clients**

* Business community
* Residents and ratepayers
* Land developers
* Civil Servants
* Government departments and Parastatals
* NGOs
* Service providers
* Farmers

**Departmental Service commitments and standards**

|  |  |
| --- | --- |
| **Departments service commitments** | **Standards**  |
| Plan approval  | Within 7days of receipt |
| Topographical survey  | To do one tachometric survey per year |
| Preparation of Layout | To do one layout per year |
| Site plans Production | To design six site plans per year |
| Coordination of Non-Title Survey | To coordinate the title survey of 100 stands per year  |
| Building inspections | To conduct inspections within 48 hours of request |
| site inspections  | Conduct 4 inspections in business centres outside the growth points per annum |
| Facilitate approval of layout plans  | One per year |
| Development control | Site visit once per week.To enforce development control within 28 days from the identification date of the illegal development or operation. |
| Lease processing  | Within 5 days from the date of lodging lease application |
| Preparation of Cession  | To process Cession application 5 days after lodging of application. |
| Settlement of land disputes  | To settle reported settlement dispute within 14 working days |
| Advise the CEO on technical matters  | To bring to the attention of the CEO on a weekly basis |
| Preparation of Investments Concept Note | To prepare one investment concept note per year. |
| Coordination of Forward Planning | To engage Department of Spatial Planning and Development quarterly. |
| Supervision of subordinates  | To supervise subordinates daily |
| Preparation of departmental budget | To prepare departmental budget mid-September annually |
| Preparation of agenda for the meeting | Prepare agenda for meetings quarterly |

**Clients Rights**

* Constructed buildings be inspected
* To have a habitable environment
* To have access to stands
* To be allocated stands
* To access essential services
* To acquire, hold, occupy, use, transfer, hypothecate, lease or dispose of all forms of property.
* To be heard

**Client’s obligation**

* Clients have an obligation to pay for the services timeously
* To request for services.
* They are obliged to comply with set regulations.
* Give feedback to local Authority.

**Comments, suggestions and complaints**

Most of the final decisions on our service issues are determined outside the department. Aggrieved persons are encouraged to communicate in writing to the CEO Mbire RDC elaborating such displeasures as well as make suggestions on how we should improve our services.

**REVIEW OF THE CLIENT’S CHARTER-FEEDBACK MECHANISM**

The clients charter to be reviewed annually.

**FEED BACK TO BE DONE THROUGH THE FOLLOWING MEANS**

* Consultative meetings
* Complaints Register
* Suggestions boxes
* Committee meetings
* Feedback meetings
* Council website

**ENVIRONMENT DEPARTMENT- CLIENTS CHARTER**

**Functions of the department**

* Control of illegal settlements
* Control of wildlife poaching
* Control veld fires and prevention of the same
* Formation and training of firefighting committees
* Formation and training of environmental committees
* Preparation of annual quotas
* Planning and implementation of income generation projects
* Monitoring of hunts and safari operations
* Facilitate public livestock auctions
* Prepare agenda material for environment committee meetings
* Provide problem animal control services
* Provides adequate landfills facilitate clean up campaigns
* Control of gullies
* Promote Agricultural Shows
* Formation of Livestock Development Committees
* Advice CEO on all environmental issues
* Preparation of departmental budget

**CLIENTS**

**Internal**

* Employees
* Policy markers
* User Departments

**External**

* Other local authorities
* Business community
* Government ministries
* NGOs
* Parastatals
* Safari operators
* Famers
* Researchers

**DEPARTMENTAL SERVICE COMMITMENTS AND STANDARDS**

|  |  |
| --- | --- |
| **Departmental service commitments** | **Standard**  |
| Control of illegal settlements  | Hold 34 ward awareness meetings annually |
| Control of wildlife poaching  | 64 deployments per annum |
| Formation and training of firefighting committee | Form and train 17 committees once in two years |
| Formation and training of environmental committees | Form and train 17 committees once in two years |
| Formation and training of Livestock Development Committee | Form and train 33 LDCs Annually |
| Maintenance and monitoring of pounds | Inspect pounds quarterly (i.e end of March, June, September and December) |
| Planning and implementation of income generating projects | Identify and implement one income generating project per year  |
| Monitoring of hunts and safari operations  | Produce a hunt return for every hunt within 24 hours after the hunt |
| Prepare agenda material for environmental committee meeting | To hold four ordinary meetings per year |
| Provide problem animal control services  | To be on sight within 24 hours from the time of receiving report |
| Advice CEO on all environmental issues | Submit an update on environmental issues every Monday  |
| Implementation of gully control | Rehabilitate six gullies annually plus 17 from wards |
| Preparation of departmental budget | Submit annual budget to Environmental committee by mid -September annually.To have a budget review by end of July annually |
| Preparation of annual quota  | Submit annual quota to Environmental committee by end of August annually |

**DEPARTMENTAL OBLIGATIONS TO CLIENTS**

The department shall:

* Monitor compliance to ESIA reports
* Conduct anti-poaching patrols and problem animal
* Control illegal settlements
* Control of gullies
* Issue permits on forestry products extraction
* Facilitate conduct of public and private auctions
* Promote Agricultural Shows
* To produce departmental monthly reports

**CLIENTS RIGHTS**

* To comment on the quality of service provided
* To suggest
* To appeal
* To be heard
* To trophies and meat

**Clients obligations**

* Have an obligation to pay for the services rendered
* Have to comply with all statutory requirements and by-laws

**REVIEW OF CLIENTS CHARTER**

 The client’s charter shall be reviewed after one year

**FEEDBACK MECHANISM**

* consultative meetings
* Suggestion boxes.
* Committee meetings
* Council website.

**COMMENTS, SUGGESTATIONS AND COMPLAINTS**

Most of the final decisions on our services are determined outside the department Please direct your comments, suggestions and complains to the CEO Mbire RDC in writing elaborating such displeasure as well as make suggestions on how we should improve our services

ceombirerdc@gmail.com

**CONTACT DETAILS**

Mr. T. M. Mahuni

**SOCIAL SERVICES DEPARTMENTS CHARTER**

**FUNCTIONS**

* Promotion and provision of education services
* Promotion and provision of Health services
* Establishment and management of recreational facilities
* Donations of charity
* Establishment and management of cemeteries
* Disaster Risk Reduction
* Formation of NGO Forum and monitor their activities
* Solid waste management
* Promotion of sports activities
* Protection and empowerment – child and GBV activities
* Promotion of Water ,Sanitation and Hygiene services (WASH)

**CLIENTS**

**Internal**

* Employees
* Policy markers
* User Departments

**External**

* Non-Governmental Organisation
* Business community
* community
* Civil servants
* institutions
* Government ministries and departments

**Department service commitments and standards**

|  |  |
| --- | --- |
| **Department Service Commitments** | **Standards**  |
| Provision of education  | To establish at least 2 schools per yearTo induct all SDCs annuallyTo monitor all SDCs annually |
| Promotion of Health services | To establish at least one clinic or health post per annumInduction of HCCs annuallyHealth examination of building plans within 48hrsInspect all meat intended for human consumption  |
| Establishment of recreational centres | To construct a district sports facilities by 2030 |
| Donations to charity | To assist at least 2 pupils per annum with school fees and uniforms |
| Establishment of cemeteries | To maintain 2 graveyards, one at Mushumbi and one at Mahuwe |
| Disaster awareness and preparedness  | To hold disaster awareness meetings in all 17 wards annuallyMonitor activities of DRR ward committees once annually |
| Formation of NGO Forum and monitor their activities | To have NGO FORUM meeting annuallyTo ensure all NGOs have valid MOUs  |
| WASH | To provide water to public institutions by 2030To hold DWSSC meetings quarterlyTo declare one village ODF per yearTo train all WPUCs on sustainable maintenance of water sources regularly |
| Advise CEO on all Community services  | To update CEO on Community services issues weekly |

**Department obligations**

* Liaison with the ministry of Health
* Liaison with the ministry of Education
* Liason with the Ministry of Women Affairs, Youth
* Liaison with NGOs
* Establishment, construction and maintenance of schools
* Establishment, construction and maintenance of clinics
* Arrangement of DRR awareness programmes

**Clients rights**

* To have access to education
* To have access to health services
* To have access to burial
* To have access to DRR information
* To have access to recreation
* To be heard
* To have access to clean and safe water
* To have access to proper and appropriate sanitation
* To live in a clean environment

**Clients obligations**

* Have an obligation to pay for the services rendered
* Have to comply with all statutory requirements and by-laws

**COMMENTS, SUGGESTATIONS AND COMPLAINTS**

Most of the final decisions on our services are determined outside the department Please direct your comments, suggestions and complains to the CEO Mbire RDC in writing elaborating such displeasure as well as make suggestions on how we should improve our services

**CONTACT DETAILS OF THE DEPARTMENT**

TAONA MUTENDEREKI

**FINANCE AND ECONOMIC DEVELOPMENT DEPARTMENT**

**FUNCTIONS**

1. Revenue collection
2. Banking
3. Production and presentation of Financial Statement.
4. Preparation and consolidation of Council Budget Estimates
5. Processing of payments
6. Strategic allocation of financial resources in line with the council budget estimates.
7. Mobilisation of alternative financial resources.
8. Value for money-Cost Benefit Analysis.
9. Advice the CEO on all financial matters.
10. Maintaining of coming registers.
11. Maintaining Books of Accounts
12. Production of Financial Reports.
13. Maintenance and monitoring of pounds

**CLIENTS NEEDS ANALYSIS**

**External**

1. Rate payers
* Vendors
* Farmers
* Lease holders
* Operators of business (licenses)
1. Statutory organisations
2. NGOs
3. Local Community
4. Business Community
* Transporters
* Miners
* Shop owners
* livestock owners/ producers
* Sculptors
* Safari operations
1. Government Ministries

**Internal Clients**

1. Council Staff
2. Policy makers.
3. User departments
4. Council institutions

**SERVICE COMMITMENTS AND STANDARDS**

|  |  |
| --- | --- |
| **Departmental Service Commitments** | **Standards**  |
| Revenue Collection  | To collect 70% of the budgeted income |
| Licenses  | To collect licenses bi annually |
| Leases  | To collect leases by 30th of June each year |
| Other rates (markets, vendors, rentals) | Monthly  |
| Banking  | Weekly |
| Production and Presentation Of Financial Statements | Within 120days after every financial year |
| Preparation and consolidation of Council Budget Estimates | Preparation of the annual budget by mid-October annually Review of annual budget by end of July annually |
| Processing of payments | Tuesdays and Thursdays weekly |
| Strategic allocation of financial resources | Monthly |
| Mobilisation of alternative financial resources | Twice per year |
| Advise CEO on Financial matters | Weekly |
| Maintaining Books of A/C | Daily  |
| Production of Financial Report | Monthly  |

**DEPARTMENTAL OBLIGATIONS TO CLIENTS**

* To invoice approved council rates
* To collect council revenue.
* To produce Financial Statements
* To produce monthly Financial Report
* To consolidate council budget estimate
* To conduct all its operations as guided by the RDC Act, directive circulars and other statutory instruments.
* To promote investment

**CLIENTS RIGHTS**

Have the right to:

* Comment on services provided by the department.
* Access budget information.
* Suggest possible ways of improving services delivery.
* Be served within the shortest possible time.
* Audited financial accounts

**CLIENTS OBLIGATIONS**

* To pay all rates, levies, fees and charges timeously
* To know charged rates and terms of payment
* To participate and attend all council engagements

**REVIEW OF THE CLIENTS CHARTER**

* To be reviewed after every year.

**FEEDBACK MECHANISM**

* Budget consultative meetings
* Suggestion boxes.
* Council Website
* messaging
* Ward meetings.
* Committee meetings

**COMMENTS, SUGGESTATIONS AND COMPLAINTS**

Please direct your comments, suggestions and complains to the CEO Mbire RDC in writing.

ceombirerdc@gmail.com

**CONTACT DETAILS OF THE FINANCIAL DEPARTMENT**

MR MAFUKU PAUROS

**Ease of doing business**

Council is open during lunch hour and during weekends payments are done through rotational workforce. Council has a 24/7 open policy to attend to clients and stakeholders. The CEO’s office has an open door policy.

Contact Details

The CEO

Mr Coudious Nyahuma Majaya

0773 294 571

The Council chairperson

Alderman Ishmael Chaukura

0773 050 629

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