

**ZAKA RURAL DISTRICT COUNCIL**

**CLIENTS SERVICE CHARTER**

1. **Preamble**

Zaka Rural District Council was created by the Rural District Council’s Act (chapter 29:13). Zaka RDC was created to provide the 64 functions as per RDC Act. It is mandated to service the residents of Zaka District. It was the first council to adopt the Prime Minister’s directive of 1984 that amalgamated rural councils and district councils. Zaka is made up of 34 wards, each represented by an elected councillor. Zaka district is in the central part of Masvingo province, bordered by Masvingo District in the north-east, Chiredzi District in the South, and Bikita District in the East. It has a total area of 308 630 hectares and ranges from 400-1563m above sea level. It is wholly communal and lies in the regions 3, 4, and 5. According to the 2022 population census, Zaka has a population of 198 889.

This Client Service Charter is a commitment by us, Zaka Rural District Council, to the citizens, clients and stakeholders of Zaka Rural District Council, that we will provide and facilitate the provision of social services that are of a quality that demonstrate value for money, and further, that should service standards be compromised, you, our clients, citizens and stakeholders have clear information on the route to follow to have this addressed. The Board of Councilors therefore, by copy of this document, makes a commitment that it will uphold your rights as a citizen, client, and stakeholder, in accordance with the provisions of the new Constitution of the Republic of Zimbabwe Amendment No: 20 (2013), and as set out further in the Bill of Rights.

Zaka Rural District Council take into cognizance the fact that the Council public and social service delivery system has to be responsive to high expectations from citizens, and that Council, staff and management as public servants, must act and behave in a manner that always enhances the right of every citizen to an empowered society and a growing economy, in line with the national vision set-out in the National Development Strategy One (NDS1)

As Zaka Rural District Council, we are committed to the fulfillment of the NDS1 vision of providing an enabling environment for sustainable economic empowerment and social transformation to the citizens of Zaka. It is with this important principle in mind that we develop this charter, and after consulting key stakeholders in the community, we finalize and adopt as Council, with the full participation of all your representatives.

The Client Service Charter lifts the veil from the face of our Council, in order to enable each and every client, citizen and stakeholder to get a clear picture of his or her rights, privileges and obligations, while at the same time ensuring that councilors, council staff and management all act with diligence and professionally free of corruption and malpractice at all times.

With this Client Service Charter, we commit ourselves as Zaka Rural District Council to the principles of fairness, honesty, integrity and humble service to the clients, citizens and stakeholders of Zaka.

1. **Vision**

The best provider of socio-economic and infrastructural services to all classes of people by 2030.

1. **Mission**

To provide and facilitate sustainable socio-economic development for the benefit of the community.

1. **Mandate**

Our mandate as a local authority is enshrined in the Rural District Councils Act Chapter 29:13, which is a right to govern the local affairs of the people within Zaka District, with all necessary powers to do so, including powers to make by-laws and regulations for the effective administration of the area and power to levy rates and taxes, and generally to raise sufficient revenue for the Local Authority so that it meets its objectives and responsibilities. We also make use of the Constitution of Zimbabwe Amendment No. 20/2013 as well as the Regional, Town and Country Planning Act [Chapter 29:12]

Our mandate is further elaborated in various national legislation, principal among them are the following:

1. Provide potable water.
2. Provide education, health and child welfare services and facilities
3. Remove refuse and manage Solid Waste.
4. Construct and maintain roads.
5. Respond to emergencies and manage disaster.
6. Provide public lighting
7. Provide serviced residential and commercial stands.
8. Conserve natural resources.
9. Conduct Land use planning

11. Coordinate development activities

1. Manage the environment.

**Core Values to Service Delivery**

In delivering services to the citizens of Zaka, the Local Authority will be guided by the following principles:

**a. Participation**

Citizens will be motivated to participate in all council processes and programmes to the extent possible, and to provide feedback about the level and quality of the social services they receive. To this end the Board commits to the following participation arrangements:

* Establishment of effective consultation forums relevant to the service delivered and the targeted client base;
* Development and implementation of assessment tools that will be used in conducting citizen and client satisfaction surveys;
* Provision of quarterly, half-yearly and annual reports for public scrutiny, and reports on feedback to and from wards through councillors.

**b. Service Standards**

Citizens will participate in service level benchmarking and in determining the level and quality of council services they will receive. Further, they will be expected to monitor and provide feedback on the delivery of these services. In developing the service standards, citizens, clients and stakeholders will jointly set the standards.

**c. Access**

All citizens will have equal access to the services to which they are entitled and pay for. To this end, all departments commit to the new arrangements to improve services, as follows.

* Development of a website that allows on-line access to services and appraising citizens of the existence and details thereof
* General improvement and customer citizens at interface points.

**d. Courtesy**

Citizens, clients and stakeholders will be treated with courtesy and consideration. To this end, all departments commit to the new arrangements to show courtesy to the clients as follows:

* Providing client/ customer service training to staff and councilors
* Affirming our commitment to service excellence principles and associated action plans to all front line staff;
* Dissemination of information, creation of awareness and conducting of workshops on Client Service Charter
* Provision of training on public protocol to all key staff members;
* Acknowledgement of correspondence within three working days;
* Improvement of public relations, code of conduct, dress code and telephone etiquette.

**e. Information**

Client, citizens and stakeholders will be accorded access to relevant and accurate and timely information on governance and social services. To this end, Council commits to the new arrangements to improve the flow of information as follows:

* Addressing the citizens in a language that the individual citizen will understand during frontline interaction;
* Equipping councilors with sufficient and relevant information for wider dissemination in their respective wards;
* Conducting scheduled quarterly ward meetings.

**f. Openness and Transparency**

Citizens will have access to information on how Council and its various departments function, as well as the cost of the services provided. To this end, Council commit to the new arrangements for openness and transparency and to make easily available the information as follows:

* Submission and publishing of annual reports to the relevant stakeholders by the end of each financial year (available at Call Centre and our Website).
* Quarterly reports (April, July, October and January) to be shared with relevant stakeholders (available at Call Centre and our Website).
* 100% compliance with the Promotion of Access to Information Act, and making available contact details of relevant officials.

**g. Redress: Dealing with Complaints**

If the promised standard of service is not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made, citizens will receive a positive response.

To this end, Council commits to the new arrangements for dealing with complaints as follows:

* Development and implementation of a complaints policy and procedure framework by December 2025;
* Training and empowerment of staff in handling complaints;
* Resolving problems/complaints within stipulated timeframes;
* Complaints procedure to be available on various media for wider access;
* Frontline teams to demonstrate that they have analyzed and used complaints made to improve service delivery;
* Compiling responses and disseminating information on most frequently asked questions (MFQs).

**h. Value for Money**

The Housing & Social Services will be provided economically and efficiently in order to give clients, stakeholders and citizens of Zaka the best possible value for money. To this end all the departments of Council commit to the new arrangements for ensuring value for money, as follows:

* Delivery of services according to approved plans and within the allocated budget – to be reported on in annual reports,
* Identifying best practices and innovations related to cost saving mechanisms that will be included in quarterly and annual reports.

**i. Encouraging Innovation and Rewarding Excellence**

Council will ensure that an enabling environment for the delivery of services is created, and further, it will enhance the capacity of its personnel to deliver quality services. To this end, Council commits to the new arrangements for encouraging innovation and rewarding excellence.

It will put in place mechanisms that:

* Encourage innovation and creativity;
* Facilitate the sharing of best practices.
* Identify new ways of rewarding excellence;
* Keep track of the number of documented contributions made (ideas, suggestions, innovations, proposals) by each employee and how many were implemented and the impact thereof and recognize and reward performance;

**j. Leadership for Service Delivery**

All the managers in the service delivery chain will provide direction, create alignment, engage staff, create effective partnerships and demonstrate ethical and sound values. To this end, Council commits to the following new arrangements for leadership development for service delivery:

* Client and customer focused, effective, user friendly and Constitution and NDS1 aligned strategic plan to be in place and published immediately after being finalized
* Developing mechanisms by which managers obtain feedback from subordinates, peers, superiors and clients/ customers on their leadership style, conflict-handling skills, motivation, decision making and inter-personal skills;
* Managers to have personal development plans in place at the beginning of each financial year in line with performance agreements.
1. **Departments/Sections in the Organisation and their Core Functions**

Zaka Rural District Council has six departments namely Finance, Engineering, Human Resource and Administration, Community Services, Audit and Spatial Planning and Land Use Management.

1. **FINANCE**

**Vision**

Excellent management and control of financial resources by 2030.

**Mission**

To facilitate and respond to the financial needs of the departments of council, following systems and procedures in line with international standards.

**Core Functions**

1. Budget preparation
2. Revenue collection
3. Preparation of final accounts
4. Expenditure control
5. **TECHNICAL SERVICES**

**Vision**

Excellent infrastructure in existence in the district by 2030.

**Mission**

To provide sound technical expertise and guidance to council that will transform council’s resources to tangible projects and programs which respond to the needs of the people.

**Core Functions**

1. Roads construction and maintenance
2. Water supply and sanitation
3. Development control
4. Planning for all council buildings, construction, maintenance and their management
5. **HUMAN RESOURCES AND ADMINISTRATION**

**Vision**

Provision of excellent human resources services and management of council assets and natural resources by 2030.

**Mission**

To provide for human resources, administration services and environmental management for sustainable development.

**Core Functions**

1. Preparation and provision of secretariat in council meetings
2. Personnel management
3. Maintenance and control of council property
4. Records keeping
5. Control and management of natural resources
6. **HOUSING AND SOCIAL SERVICES**

**Vision**

A healthy and socio-economically empowered community by 2030.

**Mission**

To empower the community by providing sustainable socio-economic services.

**Core Functions**

1. Provision of healthy and educational services.
2. Solid waste management.
3. Provision of social amenities.
4. Provision of working areas for micro business
5. **AUDIT**

**Vision**

A department offering a high high-quality service to all its clients by 2030.

**Mission**

To build and sustain stakeholder confidence in all council operations for effective service delivery.

**Core Functions**

1. Provision of assurance services.
2. Provision of internal consultancy services.
3. Evaluation of risk control systems
4. Corporate governance advocacy.]
5. **PROCUREMENT UNIT**

**Vision**

Provision of transparent, fair, honest, cost-effective, and competitive services to achieve district development by 2030

**Mission**

To conduct procurement activities in a manner that is fair, transparent, and in compliance with the Public Procurement and Disposal of Public Assets Act (Chapter 22.23).

**Core Functions**

1. Planning the procurement activities of the council

2. Securing the adoption of the appropriate method of procurement

3. Preparing bidding documents in compliance with the PPDA Act.

4. Preparing bid notices and short-list

5. Managing bidding processes, including pre-bid meetings, clarifications and the receipt and opening of bid

6. Managing contracts and preparing reports.

1. **Clients**

Our clients are principally the following:

|  | **External** |  | **Internal** |
| --- | --- | --- | --- |
| 1 | Government departments | 1 | Employees |
| 2 | Rate payers | 2 | Councillors |
| 3 | Residents | 3 | Council committees |
| 4 | NGOs | 4 | Works Council |
| 5 | Business persons | 5 | Workers Committee |
| 6 | Churches | 6 | Housing Committee |
| 7 | Traditional leaders | 7 | Procurement Management Unit |
| 8 | Vendors | 8 | Easy of Doing Business |
| 9 | Traditional healers | 9 | Stands Allocation Committee |
| 10 | Politicians |  |  |
| 11 | Medical practitioners |  |  |
| 12 | Rank marshals |  |  |
| 13 | Illegal Settlers |  |  |
| 14 | Parastatals  |  |  |
| 15 | Motorists |  |  |
| 16 | Investors |  |  |
| 17 | Pressure groups |  |  |
| 18 | Communal farmers |  |  |
| 19 | Suppliers |  |  |
| 20 | Companies  |  |  |

1. **Service Commitments and Standards/What to expect from the Organisation**

**Telephone calls**

* We will answer calls within three rings
* We shall render polite greetings
* We will state our organisation, name and purpose where necessary.
* We will strive not to transfer calls more than once.
* We will listen carefully, establish the client’s concerns, note them and act on them accordingly.
* We will direct the client to the correct service centre.
* Abusive conversation will be terminated after warning the client.

**Correspondences**

* Politeness is the key in communication.
* Write clearly in the language that is understood by the client
* Explain fully the decisions or Council’s position on all issues raised.
* Reply to clients within (7) seven working days of receipt of mail
* Where further research is necessary write to inform the client

**Receiving clients**

* Employees will be identified by name tugs.
* Speak audibly in the language that suits the client
* Greet the visitor urgently, politely and professionally
* Treat the customer with respect and courtesy.
* Value the customer by listening carefully and identifying their needs
* Provide customers with answers to inquiries or make arrangements for inquiries to be addressed.
* Refer the client to the relevant officer for attention after checking his/her availability
* Abusive conversation will be terminated after warning the client
* Call upon a supervisor, security staff or police as appropriate if there is perceived threat from aggressive clients.
* Give priority to clients who are elderly and differently handicapped.
* Treat clients fairly, equally and professionally.
1. **Obligations and Rights**
2. **Organisation’s obligations to the clients**
* To involve stakeholders in crafting annual budget, annual plans, strategic plans and any other developmental plans council intends to undertake.
* To provide quarterly progress reports to stakeholders on projects being undertaken.
* To notify stakeholders on challenges facing council as and when they arise e.g. shortage of water, electricity outages etc through relevant stakeholder associations and meetings.
* To collect refuse twice a week in the commercial area and once in the entire growth point.
* Provide refuse bins at public places
* Routine maintenance of service roads
* Provision of Water and Sanitation facilities
* Provision of health and educational facilities
* Provide commercial, residential and industrial stands.
* Issue statements to ratepayers for outstanding bills
* Manage communal settlement
1. **Clients’ rights in relation to service provision.**
* To demand necessary service
* To complain and be heard/listened
* To contribute in decisions affecting their lives
1. **Clients’ obligations in relation to service provision.**
* To pay rates, levies, licences, rentals and taxes to council in full and in time.
* To abide by Government statutes, Council by-laws, policies and regulations.
* To desist from littering and polluting the environment
* To provide bins and maintain cleanliness at their premises.
* To participate and contribute in developmental projects
* To provide donations/ special levy for identified priority projects.
* To form active Business, Residence, Development and social associations to interface with council.
* To attend council and other developmental meetings.
* To conserve natural resources.
1. **Review of Clients Charter**

Zaka Rural District Council shall review this Clients Service Charter one year, taking into accounting changes in the operating environment through consultations with the stakeholders.

1. **Feedback/How to contact the Organisation**

The following methods will be used to contact the organisation: -

E-mail: zakardc@gmail.com

Facebook page: [www.facebook.com/pages/Zaka-Rural-District-Council](http://www.facebook.com/pages/Zaka-Rural-District-Council)

Twitter: @ZakaCouncil

Website: [www.zakardc.org.zw](http://www.zakardc.org.zw)

Our citizens, clients and stakeholders are encouraged to provide feedback on our services on the conduct of our employees by contacting any of the Managers listed below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Department/Section** | **Contact Person** | **Designations**  | **Phone** |
| Head of Station | Mr. D.B. Majaura | CEO | 039234-2391, 0772205562 |
| Human Resources Administration | Ms M Murewa | EO HR & Admin | 0772243519 |
| Mr. J. Baye | Assistant EO Admin  | 0772243308 |
| Finance | Mr. T. Machemedze | EO Finance | 0774056056 |
| Ms A Mamvura | Accountant | 0775089637 |
| Planning | Mr. N. Paradza | District Planner | 0775905566 |
| Mr. C. Mutupo | Planning and Environment Technician | 0778221828 |
| Community Services | Mr. C Khumalo | AEO Community Services  | 0778400088 |
| Audit | Mr T Nyika | Internal Auditor | 0773550674 |
| Ms. P.S Dzingiso | Assistant Internal Auditor  | 0772243513 |
| Procurement | Mr B Mugomeri | Procurement Officer | 0775500972 |
| Engineering | Mr AS Chivasa | Civil Technician | 0772664726 |

1. **Contact Addresses**

All correspondences should be addressed to

Postal Address: Chief Executive Officer

Zaka Rural District Council

P.O. Box 500

**JERERA**

Physical Address: Zaka Rural District Council

 Stand No. 201

 **JERERA**

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