



# CHIKOMBA RURAL DISTRICT COUNCIL CLIENTS CHARTER

## 1. VISION

A self-sustaining and progressive local economy by 2025

## 2. MISSION

To promote socio-economic development through sound service delivery

## 3. MANDATE

- Promote an affectionate customer oriented local governance system premised on efficient and effective service delivery.
- Promote efficient and effective accounting of all Council activities.
- Conceive, coordinate and comply with central governance circulars, directives, policy statements, relevant Acts, resolutions and By-laws.

## 4. OUR VALUES

**The following are the values of the council:**

- Integrity – conducting business in a consistent, honest and upright manner.
- Efficiency – provide quality services at minimum cost.
- Accountability –being answerable and responsible for our actions in a transparent manner.
- Team work –promoting unity of purpose.

These values can be aptly summarised by the acronym **I. E.A. T.**

## 5. DEPARTMENTS IN THE COUNCIL AND THEIR ROLES

The organisation is made up of five departments namely:

- Human Resources, Administration and Social Services Department
- Finance Department
- Engineering Services Department
- Audit and Loss Control Department
- Planning and Environment

### 5.1 Human Resource, Administration & Social Services Department

**The core functions are:**

- Human capital management and development.
- Occupational Health and safety management.
- Human Resource support services.
- Develop and implement corporate governance framework.
- Advising Council and its Committees on Human Resources related issues.

- Councillors and staff welfare management.
- Provision of secretarial services to Council.
- Public relations and image management.
- Management of council information and systems.
- Payroll management.
- Gender Mainstreaming.
- Procurement.
- Transport Management.
- Asset Management.
- Compilation and implementation of HR and Social Services budgets.
- Provision of Health and Educational services.
- Provision of recreational facilities and cemeteries.
- Management of water and sanitation facilities.
- Co-ordination of community welfare programmes.
- Disaster management.
- Advising Social Services Committee.
- Departmental budget preparation and performance monitoring.

## **5.2 Planning and Environment**

The core functions:

- Spatial planning and Development control in liaison with engineering services department.
- Advising council on land and environment management issues.
- Conservation and Environment management.
- Waste management.
- Management and implementation of departmental budget.
- Supervision of departmental staff.
- Compilation of district developmental plans.

## **5.3 Finance Department**

The core functions:

- Consolidation and monitoring of Council budget.
- Formulation of departmental budget.
- Maintenance of Asset Register.
- Financial Reporting.
- Delivery of effective debt collection and credit management.
- Mobilization, management and investment of financial resources.
- Advising Council on all financial matters.
- Supervision of departmental staff.

## **5.4 Engineering Services Department**

The core functions of the department are:

- Provision and maintenance of infrastructure.
- Planning Services and development control in liaison with Planning & Environment department.
- Advising Council on Engineering matters.
- Co-ordinating and evaluating construction projects undertaken by Council .
- Management and implementation of departmental budgets.
- Supervision of departmental Staff.
- Project Planning Implementation and Evaluation.

## 5.5 Internal Audit,Risk & Loss Control Department

The core functions of the department are:

- Formulation and review of internal control systems.
- Formulation and implementation of the annual audit plans.
- Internal auditing of all departments.
- Managing compliance with statutes, regulations and council policies.
- Risk management and loss control.
- Monitoring and evaluation of Council operations.
- Advising the Internal Audit Committee.
- Liaising and Coordinating with external Auditors.
- Departmental budget formulation.
- Supervision of Departmental Staff.
- Advising on risk and loss control.

## 6. Council Clients

INTERNAL		EXTERNAL	
1	Employees	1	Ratepayers, e.g. Farmers, Businesses
2	Councillors	2	Interest Groups
3	Employee and employer associations	3	Investors and potential investors
		4	Residents with interests in Chikomba District
		5	Ministry of Local Government

## 7. EASE OF DOING BUSINESS

### 7.1 Correspondences

SERVICES	COMMITMENT / STANDARDS
Correspondences	Correspondences shall be: <ul style="list-style-type: none"><li>• attended to within a period of 30 days for correspondence requiring the attention of the Council</li><li>• attended to within 5 working days for correspondence requiring the attention of Management</li></ul>
Delivery of responses to correspondences	Council shall give feedback on clients' correspondence: <ul style="list-style-type: none"><li>• within 3 working days after Council resolution for correspondence requiring the attention of Council</li><li>• within 3 working days of receipt for correspondence requiring the attention of management</li></ul>
Communication by telephone.	Council shall respond to telephone communications: <ul style="list-style-type: none"><li>• within 3 rings of the Council landline and;</li><li>• within 10 seconds of mobile phone calls</li></ul>
General Inquiries	General Inquiries shall be attended to instantly on approaching the relevant offices
Information, Education and Communication services (IEC) updates: disease outbreak	Information on outbreaks of pandemic diseases shall be disseminated within an hour of confirmation

<b>Information, Education and Communication services (IEC) updates: prevention</b>	Information on updates of disease prevention shall be disseminated every 30 days and or as needs may arise
<b>Health services</b>	Patients should not take more than 30 minutes without being attended. Critical cases shall be immediately referred to the Chivhu District Hospital.
<b>Clean-up Campaigns</b>	Clean-up campaigns shall be conducted twice per month
<b>Settling of boundary and land disputes</b>	Settling of boundary and land disputes shall be attended to within 7 working days

## 7.2 FINANCE DEPARTMENT

<b>SERVICES</b>	<b>COMMITMENT / STANDARDS</b>
<b>Licensing</b>	Licenses shall be issued within 30 days of submission of required documentation
<b>Revenue Collection</b>	Revenue collection offices shall be accessible 5 days/week (Mon-Friday) from 8:00 am – 3:30pm Revenue collection offices shall also be accessible at lunch time (13:00 -14:00pm)
<b>Issuing of Rates Statements</b>	Rates statements shall be issued within 30 days from last issue (monthly)
<b>Attending to financial grievances</b>	Financial grievances shall be attended to within 30 official working days
<b>Settling Creditors and Suppliers' Dues</b>	Settling of creditors' dues shall be made within 45 days
<b>Processing of refunds</b>	Processing of refunds shall be made within 30 days
<b>Issuing of equipment hire invoices</b>	Issuing of equipment hire invoices shall be done within 24 hours of request

### 7.3 WORKS, ROADS AND HOUSING

SERVICES	COMMITMENT / STANDARDS
Residential Stands Allocation	Residential stands shall be allocated within 7 working days of required deposit(2/3 of stand fees)
Issue of Lease Agreements	Lease Agreements shall be issued within 5 working days of application.
Change of Ownership	Change of ownership shall be processed within 30 working days of application
Home Ownership	Home ownership shall be processed within 6 months of Application
Building plans assessment	Building plans assessment shall be done within 3 working days of submission building plans
Cemetery services	Grave allocation shall be done within 1 hour of request and subject confirmation of payment
Refuse collection: residential	Refuse shall be collected once per week from residential areas
Refuse collection: public places	Refuse shall be collected twice per week from public places (markets and bus terminus)
Refuse collection: Commercial institutions	Refuse shall be collected twice per week from commercial institutions
Public amenities: toilets cleaning	Cleaning of public toilets shall be done every four hours
Building inspections	Building inspections shall be done on the same day for all bookings made between 7:00 – 9:00am
Maintenance of tarred and gravel roads	Damaged and defaced roads (both tarred and gravel) shall be attended to within 14 working days of receiving a report
Maintenance of drainage system and culverts	<ul style="list-style-type: none"> <li>• Drainage and culverts blockages shall be attended to within 3 days of receiving a report</li> </ul>
Peg Identification	Peg identification shall be done on the same day for bookings and payment of the requisite application fee made between 7:00 – 9:00 am
Identification of land for development	Identification of land for development shall be done on an annual basis
Reviewing the Masterplan and local development plans	Review of the Local Development Plan shall be done every 10 years

<b>Site Plan application &amp; provision</b>	Site Plan application shall be processed and provided on the same day for all bookings made between 7:00 – 9:00 am
<b>Stands pegging</b>	Stands pegging shall be done within 35 days of receipt of payment
<b>Certificates of occupation application processing</b>	Certificates of occupation shall be issued on the same day for all bookings made between 7:00 – 9:00 am
<b>Equipment hire services</b>	Equipment hire services shall be provided within 7 working days of a booking. Check 7.2 finance table
<b>Land Clearance and grass cutting</b>	Land clearance and grass cutting shall be done twice a month within Jan- March of each year
<b>Sewer burst maintenance</b>	To be attended to within 48 hours
<b>Water burst maintenance</b>	Reports of water bursts shall be referred to ZINWA within 1 hour of receiving a report

#### **7.4 AUDIT, RISK AND LOSS CONTROL DEPARTMENT**

<b>SERVICES</b>	<b>COMMITMENT / STANDARDS</b>
<b>Conduct compliance and regulatory activities</b>	<ul style="list-style-type: none"> <li>• Ensure that statutory provisions are Adhered to.</li> <li>• Ensure provision of relevant information to clients within 3 days</li> </ul>
<b>Carry out special audit assignments and produce audit reports within the period Specified in the terms of reference.</b>	Ensure assets are properly safeguarded.

### **8. OBLIGATIONS AND RIGHTS**

#### **8.1 Council's Obligations**

In providing services to its valued clients CRDC has an obligation to:

- i. provide for services where a client has paid for the service or has an undertaking to pay for that service
- ii. collect refuse and maintain a clean environment
- iii. open new roads, maintain and rehabilitate existing roads

- iv. police the area within our jurisdiction as promulgated by the President of the Republic of Zimbabwe through formulating and enforcing by-laws
- v. account for every decision and action we may take
- vi. avoid corrupt tendencies
- vii. maintain a courteous and cooperative relationship with clients
- viii. be good time managers
- ix. formulate and enforce by-laws i.e. traffic by-laws, vending by-laws
- x. plan and reorganise the urban nodes in the district
- xi. Pass resolutions that ultimately will have a legal binding at law, through the quasi-statutory powers granted us by the constitution and Statutes.
- xii. collect rates, fines and taxes, to budget and allocate such funds in a way that enables us to fulfil our delegated mandate of service delivery
- xiii. offer primary health-care services
- xiv. provide housing at affordable prices
- xv. offer entertainment and Recreational facilities
- xvi. Provide and maintain public toilets
- xvii. Provide and maintain cemeteries
- xviii. approve building plans and to inspect all buildings under construction
- xix. license all business ventures
- xx. inspect all buildings for compliance with the fire, health and building standards
- xxi. avail annually audited financial statements for public scrutiny
- xxii. issue monthly statements to all ratepayers
- xxiii. consult and engage our clients and stakeholders in budgetary processes and in developmental issues
- xxiv. Advertise for objections for any issues the law calls for such objections for instance, the annual budget.

## **8.2 Clients Rights**

Our clients have a right to:

- i. Services that meet their expectations
- ii. Timely responses to issues raised
- iii. Technical guidance and advice
- iv. Access information, regular reports and accountability within the prescribed law
- v. Information on standards and quality of services

- vi. Participation in monitoring of the programmes through annual reviews
- vii. Right to be heard
- viii. Right to redress (appeal)
- ix. Right to complain and give suggestions
- x. Right to be heard
- xi. Right to have roads, schools, clinics provision, etc
- xii. Right to transparency, honesty and integrity

### **8.3 Clients Obligation**

#### **Our clients have an obligation to:**

- i. Comply with the laws, regulations, policies and guidelines
- ii. Pay in time for each service provided by the Council
- iii. Avoid offering bribes to Council Staff
- iv. Report all vandalism and infrastructure damages
- v. Participate in the formulation, implementation, monitoring and sustainability of Council programmes such as budgets and projects
- vi. Report on issues that affect their business and health such as sewer burst, water pipe bursts, road damages, street lights breakdown, illegal dumping of refuse, delayed service provision
- vii. Report any corrupt activities and tendencies by Council staff without fear
- viii. Institute civil arrests to residents who infringe Council by-laws and regulations
- ix. Provide clear statements of complaints, giving case background and channels previously sought for assistance, if any
- x. Dispose litter and refuse in a proper manner prescribed by Council
- xi. Right to make objections on any Council programme, on issues they feel may affect them

### **9. REVIEW OF CLIENT CHARTER**

This Clients Charter will be reviewed on an annual basis, and whenever the need arises. A special review of the document may be called for by any of the concerned parties. Thus, in collaboration with our clients we shall continuously come together to improve on the quality of service delivery, by reviewing and

redefining standards to ensure that they meet our clients' needs and expectations. We commit ourselves to always abide by the values and standards of service as shall be agreed upon from time to time.

### **9.1.1 Feedback**

Clients will receive feedback services at the earliest stipulated timeframe. Platforms such as Facebook, Twitter, Instagram and the website will also be used as communication feedback channels.

### **9.1.2 Written correspondence**

Clients and stakeholders may forward correspondence of their views, comments and complaints pertaining to the delivery of services by the Council. All written correspondences to Council should be addressed to the CEO as follows:

**The Chief Executive Officer,  
Chikomba Rural District Council,  
P.O. Box 19  
Chivhu**

### **9.1.3 Suggestion Boxes**

Clients may use Suggestion Boxes placed at premises namely:

- a) Council Main Offices
- b) Council sub- offices at
  - i) Sadza
  - ii) Chivhu Location

### **9.1.4 Telephone Services**

Our Clients may also communicate with the Council through telephone numbers provided as follows:

- a) Landline 054-212- 2771
- b) Council Hotline Number 0775 741 949

Our clients may also submit their views, opinions, comments and complaints through our email address provided as follows:

- a) Email: [chikombarcdc@gmail.com](mailto:chikombarcdc@gmail.com)
- b) [info@chikombarcdc.org.zw](mailto:info@chikombarcdc.org.zw)

❖ *Business hours are between 0730hrs and 1630hrs (Monday –Friday)*

## **10. The process of filing complaints /suggestions and comments**

Clients' complaints, suggestions and comments on any matter concerning service delivery shall be channelled through:

#### **10.1.1 Administration Officer**

Where a client is not so sure of the Department responsible for solving his/her issue or problem, clients can approach the Administration officer who is responsible for public liaison.

#### **10.1.2 Relevant Heads of Department**

Clients may contact relevant Heads of Departments on issues that falls under their departments' functions and responsibilities. In case the client does not want to confront the above directly he/she may use the following tools:

- a) Suggestion Boxes
- b) Telephone Services
- c) Email
- d) Correspondences
  - Written correspondences are to be submitted to the Registry Office at the Council Main Office, addressed to the CEO
  - The correspondence shall be recorded in the Incoming Mail Book and forwarded to the CEO on day of receipt
  - The correspondence shall be attended to within 5 working days after which the client is advised of the remedial action/redress.

### **11. Appeal Process**

#### **i. The CEO**

Clients may contact the CEO on issues they feel they did not get satisfactory response from either the Administration Officer or relevant Heads of Departments

#### **ii. The Council**

- a) Clients may submit their appeal (s) or complaints to Council through formal correspondences on issues they feel they did not receive satisfactory remedial action from Council Management.
- b) Such correspondence shall be addressed to the CEO.

- c) The Client shall pay an administration fee for the correspondence to be deliberated upon by relevant Committee of Council.
- d) The relevant Committee of Council shall submit its recommendation to the Council, which shall pass a resolution.
- e) Client shall expect to receive written response within 3 days after a resolution by Council

**Council Contact Details:**

**Postal Address:**

**Chikomba Rural District Council  
P. O Box 19  
Chivhu**

**Physical Address:**

**Chikomba Rural District Council  
Stand no. 541  
Terreblanche Street  
Chivhu**

**Telephone Numbers**

**054- 212- 2771/2 or mobile 0775 741 949**

**Email: [chikombardc@gmail.com](mailto:chikombardc@gmail.com)**

**Postal Address:**

**Chikomba Rural District council  
Sadza Sub Office  
P. O. Box 10  
Sadza**

**Physical Address**

**Stand no.220  
Sadza Growth Point**