



CLIENTS SERVICE CHARTER FOR MANYAME RURAL DISTRICT COUNCIL

1. Preamble

Manyame Rural District Council is totally committed to the provision of quality services to its residents and ratepayers. To this end it has come up with a Client Service Charter which was developed following extensive consultations with key stakeholders.

The Client Service Charter outlines some standards of performance which define the minimum level of service that clients should expect from Council. It also stipulates the vision, mission, core values, functions as well as obligations of Council to its public. Feedback mechanisms that clients can use are also given. Through this charter, we seek to empower our various clients when they want to access our services. We look forward to your maximum co-operation so that we can be able to give you the best possible service

2. Vision

Socially and economically self-sufficient communities by 2030.

3. Mission

To provide an enabling environment for sustainable socio-economic empowerment and growth for our communities.

4. Mandate

Manyame Rural District Council is totally committed to the provision of quality services to its residents and ratepayers. The following terms of reference provide sources of the Council's power and authority:

- 6.1 Constitution of Zimbabwe Amendment (No 20) Act 2013
- 6.2 Rural District Councils Act (Chapter 29:13)
- 6.3 Regional, Town and Country Planning Act (Chapter 29:12)
- 6.4 Traditional Leaders Act (Chapter 29:17)
- 6.5 Liquor Act (Chapter 14:12)
- 6.6 Communal Land Act (Chapter 20:04)
- 6.7 Shop Licensing Act (Chapter 14:17)
- 6.8 Housing Standards Control Act (Chapter 29:09)
- 6.9 Housing and Building Act (Chapter 22:07)
- 6.10 Traditional Beer Act (Chapter 14:24)
- 6.11 Public Health Act (Chapter 15:09)
- 6.12 Stock Trespass Act (Chapter 19:14)
- 6.13 Cemetery Act (Chapter 5:05)
- 6.14 Road Act (Chapter 13:18)

5. Core Values

Values are critical in guiding behaviours and these were streamlined and fully defined to ensure a common understanding. The following are Manyame Rural District Council's values and their supporting definitions.

- **Team work** : *co-ordination, co-operation and commitment*
- **Accountability** : *building trust through transparency*
- **Client orientation** : *serving with diligence and courtesy*
- **Innovativeness** : *dedication to divergence and creativity*
- **Transparency** : *openness and zero tolerance **to** corruption*

These values can be summarised by the acronym (T.A.C.I.T)

6. Departments in the Organisation and their Core Functions

Council is supported by five departments in the achievement of its mandate and strategy.

The functions of each of the departments are detailed below:

1 SOCIAL SERVICES AND ADMINISTRATION

Functions:

- Provision of social services
- Human resources management
- Asset Management
- Provision of administration services

2 PLANNING AND ENVIRONMENT MANAGEMENT DEPARTMENT

Functions

- Land administration
- Development control
- Environment management
- Promotion of agriculture
- District development planning

3 ENGINEERING DEPARTMENT

Functions

- Waste management
- Infrastructure development and management
- Plant and equipment management

4 AUDIT DEPARTMENT

Functions

- Risk management and control
- Promote compliance with regulations and procedures

5 FINANCE DEPARTMENT

Functions

- Revenue collection
- Budgeting and budgetary control
- Financial reporting
- Debt management

- Management of investment portfolios
- Payroll management

7. Clients

NO	INTERNAL CLIENTS	EXTERNAL CLIENTS
1	▪ Councillors	▪ Residents and ratepayers
2	▪ Council employees	▪ Farmers
3		▪ Business Community
4		▪ Civic Organisations
5		▪ Government Departments

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

1 SOCIAL SERVICES AND ADMINISTRATION

Mission Statement

To provide quality administration, human capital management and social Services.

Our service commitment and standards:

- Courteously answer the phone within 30 seconds
- Welcome and attend to clients within 5 minutes of arrival
- Respond to written correspondence within 5 working days
- Attend to human resources issues according to labour regulations
- Receive, record, classify and file all Council information and documents within a day.
- Carry out inventory checks of all Council assets at least twice a year.

2 PLANNING AND ENVIRONMENT

Mission Statement:

To promote and co-ordinate development in a sustainable manner throughout the district.

Our service commitment and standards:

- Courteously answer telephone calls within 30 seconds
- Welcome and attend to clients within 5 minutes of client arrival
- Assess building plans and trading licence applications within 7 days of receipt
- Respond to applications for leases and cessions within 7 days
- Respond to all correspondence on land issues within 14 days
- Process applications for communal land within 1 month

- Submit annual plans by end of January every year
- Collect stray stock within 3 days of receiving report from the police and auction them within 90 days.
- Undertake building inspections at all centres once every week

3. ENGINEERING DEPARTMENT

Mission Statement

To plan, implement and monitor all technical projects for council

Our service commitment and standards:

- Courteously answer telephone calls within 30 seconds
- Welcome and attend to clients within 5 minutes of client arrival
- Assess structural building plans within 7 days
- Prepare engineering designs within 3 months of receipt of pegging plan
- Attend to sewerage blockages and pipe bursts within 12 hours of receiving a report
- Do routine maintenance works on all roads at least once every year
- Respond to written communication within 5 working days.

4. AUDIT DEPARTMENT

Mission Statement

To provide independent and objective audit services to Council.

Our service commitment and standards:

- Courteously answer telephone calls within 30 seconds
- Welcome and attend to clients within 5 minutes of arrival
- Produce internal audit reports two weeks after an audit assignment.
- Respond to management requests within 14 days.
- Provide advisory services to clients within 24 hours of request

5. FINANCE DEPARTMENT

Mission Statement

To provide effective and efficient financial and accounting services to Council.

Our service commitment and standards

- Courteously answer telephones within 30 seconds
- Welcome and attend to clients within 5 minutes of arrival
- Acknowledge receipt of clients queries within 3 days
- Bill ratepayers by the 10th of every month
- Pay creditors within 30 days from receipt of statement
- Avail audited financial statements on demand
- Produce final accounts for previous year within 60 days of the following year

9. Obligations and Rights

Organisation's Obligations

- Courteously answer the phone within 30 seconds
- Welcome and attend to clients within 5 minutes of their arrival
- Attend to all clients who visit or call within normal working hours; 0745hrs to 1645hrs.

- Conscientise and uphold public rights to lodge objections and representations on poor service delivery and council decisions that impact on the clients well being and rights
- Maintain confidentiality when dealing with our clients.
- Provide relevant and accurate information to clients at all times
- Hold clients in high respect.
- Provide user-friendly communication channels
- Adhere to statutory provisions

Clients' Obligations

- **Pay bills timeously**
- Protect council property
- Report any cases of emergencies such as fire outbreaks, pipe bursts, break downs
- Observe Council By-laws
- Respect council employees
- Participate in developmental projects
- **Do not occupy land illegally**

9. Review of Clients Charter

The Clients Service Charter shall be reviewed annually and as and when necessary.

10. Feedback/How to contact the Organisation

- Compliments, suggestions and complaints can be lodged through suggestion boxes situated at Beatrice Head office, Guzha and Dema sub offices.
- Any complaints/ compliments relating to delivery of the above services should be directed to the Head of Department, if not satisfied bring the issue to the attention of the Chief Executive Officer.

HEAD OFFICE: General lines: +263 8677 010090

Ease of Doing Business Line: +263 8677 010090

Toll Free Line: 08080214

Website: www.manyamerdc.org.zw

WhatsApp No. 0785 491371

Email: ceo@manyamerdc.org.zw

Facebook: www.facebook.com/Manyame Rural District Council

Twitter: [Twitter@Manyame_RDC](https://twitter.com/Manyame_RDC)

Postal Address: Box 99, Beatrice

CONTACT PERSON	PHYSICAL ADDRESS	TELEPHONE/ MOBILE	Email address
Chief Executive Officer	Stand no 34 Court Road Beatrice 54km along Harare/	+263 8677 010090	ceo@manyamerdc.org.zw

	Masvingo Road		
Executive Officer Finance	Stand no 34 Court Road Beatrice 54km along Harare/ Masvingo Road	+263 8677 010090	financeofficer@manyamerdc.org.zw
District Planner	Stand no 34 Court Road Beatrice 54km along Harare/ Masvingo Road	+263 8677 010090	planner@manyamerdc.org.zw
Executive Officer Human Resources and Administration	Stand no 34 Court Road Beatrice 54km along Harare/ Masvingo Road	+263 8677 010090	hrd@manyamerdc.org.zw
Executive Officer Housing and Community Services	Stand no 34 Court Road Beatrice 54km along Harare/ Masvingo Road	+263 8677 010090	housingofficer@manyamerdc.org.zw
Internal Auditor	Stand no 34 Court Road Beatrice 54km along Harare/ Masvingo Road	+263 8677 010090	auditor@manyamerdc.org.zw
District Engineer	Stand no 34 Court Road Beatrice 54km along Harare/ Masvingo Road	+263 8677 010090	engineer@manyamerdc.org.zw