

REPUBLIC OF ZIMBABWE

MUNICIPALITY OF KARIBA



CLIENTS SERVICE CHARTER

PREAMBLE

The Municipality of Kariba was established under the Local Government Act Chapter 29:15. Amongst its key responsibilities are:

- mobilisation of resources within existing legal framework and
- directing these resources towards addressing the basic needs of the populace in Kariba town.

This service charter puts in place service standards that will guide Council's management and staff in providing quality services to our Consumers and the general public. It therefore enumerates:

- Information on a range of services on offer from the Council.
- Standards associated with such services based on Consumers expectations.
- How to redress Consumers concerns or issues

OBJECTIVES OF THE CHARTER

The purpose of this Service Charter is to enhance awareness on our roles as the Municipality of Kariba, and our core values, provide information on the service we offer, the standards we have set, improvement in pursuit of Consumer satisfaction, excellence in operations and to meet the expectations of all Consumers in the Municipality's jurisdiction as mandated.

OUR MANDATES

To provide and manage services as per the Urban Councils Act. The services include:

- Planning and development control;
- Water and sewerage services;
- Markets;
- Cemeteries and cremations;
- Fire and ambulance services;
- Refuse and garbage collection;
- Recreational grounds, parks and street lightening.
- Roads and drainage systems;
- Housing and housing development;
- Primary education;
- Health care facilities and services;

OUR VISION

The Ultimate Tourist Destination embedded in a thriving community by 2025.

OUR MISSION STATEMENT

To deliver quality municipal services to residents and tourists in an efficient, effective and sustainable manner

OUR CORE VALUES

- **Professionalism** - We commit ourselves to conducting municipal business in a manner that upholds the standards set in codes of ethics, legislation and professional bodies to which we belong.
- **Customer care** - We commit ourselves to delivering municipal services consistent with the customer service charter and service delivery charter.
- **Gender sensitivity** - We commit ourselves to the achievement of gender parity (50-50) in all aspects of municipal administration and to deliver municipal services taking into account the special needs of women, men, children and the disadvantaged.
- **Accountability** - We commit ourselves to full disclosure of all resources held in trust on behalf of the community through regular statutory and public meetings and the submission of returns in terms of statute including publication of final accounts.
- **Stakeholder Participation** - We commit ourselves to regular involvement of stakeholders in policy matters affecting the community including projects priority, strategy, the budget, environment and service delivery.

OUR CLIENTS

The Council offers services to the following category of Consumers:-

- Members of the Public;
- Members of Staff;
- Councillors;
- Government Ministries and Institutions;
- Development Partners;
- Civil Society;
- Commercial and Institutional Sector;
- Churches;

WHAT SERVICES DO WE PROVIDE

ENGINEERING DEPARTMENT

- Town planning and development control;
- Roads and drainage development and maintenance;
- Water and sewerage development and maintenance;

- Vehicle pool;
- Treatment and distribution of clean water;
- Sewerage system management and treatment;
- Public street lighting;

HOUSING AND COMMUNITY SERVICES DEPARTMENT

- Management of rental and institutional houses;
- Provision, maintenance and general management of social facilities;
- Town beautification;
- Providing educational facilities within its boundaries;
- Upgrading of residential houses;
- Promotion of housing through site and service schemes;
- Recreation facilities;
- Management of income generating projects;

FINANCE DEPARTMENT

- Revenue collection;
- Accounting functions;
- Financial planning and management;
- Valuation and rates services;

CENTRAL ADMINISTRATION DEPARTMENT

- Enforcements of Council by laws;
- Human resources management;
- Preventive and curative health services;
- Provision of medical facilities;
- Enforcement of minimum health standards;
- Solid wastes management;
- General cleanliness of town;

- Co-ordination and oversight of other departments;
- Council administration;
- Investment promotion;
- Public relations and affairs;
- Records management;
- Legal and statutory function;

OUR GUIDING PRINCIPLES

The provision of our service will be based on the principles of putting people first and we undertake to honour these principles.

We commit ourselves through this charter to the following principles:

- Provide Consumers with adequate information about services in an accountable and transparent manner;
- Set clear and explicit standards of service;
- Communicate clearly and effectively;
- Uphold and safeguard the independence of the Council in the discharge of its mandate;
- Take corrective action on errors and deficiencies that may occur;
- Handle Consumers with dignity, courtesy and respect;
- Uphold transparency and accountability;
- Devise a monitoring and evaluation system to keep track of performance of the Council;
- Place the common good of the Municipality, the customer and the general public above itself;
- Utilise resources prudently to attain best value for users, citizens and taxpayers;
- Uphold principles of natural justice at all times;
- Cultivate dynamism and innovative practices through continuous improvements of systems and processes;

OUR SERVICE STANDARDS

We have set the following minimum standards for the level and quality of the services we provide:-

We commit ourselves to:-

- Attend to you within ten (10) minutes of your visit;

- Answer your telephone call by third ring;
- Five days response on laws and enforcement;
- A maximum of seven (7) days for issues dealing with rates and valuation;
- Attend to water leakages and burst pipes immediately unless it is a major burst which may require outsourcing of materials.
- Immediate response to fire out breaks;
- A maximum of one month for reported road repairs;
- Immediate attendance to emergency hospitalisation cases and reasonable attendance to normal cases on number of patients.
- Immediate response to health hazards and infectious disease outbreaks;

COST OF SERVICE PROVISION

The cost of provision of services is detailed in our annual budgets. The various fees and charges levied by the Council are specified in our Fees and Charges schedule. These documents are available at a nominal fee upon enquiry at our Revenue Collection Offices.

HOW WE WILL DEAL WITH QUERIES AND COMPLAINTS

We have set up Customer Care Desks, which can be accessed during normal working hours. The desks are located at our Nyamhunga Housing Offices, Engineering Offices, Mahombekombe Housing Offices and Heights main offices. We have a suggestion box at our Customer Care Desk. Make full use of it. We shall respond to your general inquiries on the spot. Our virtual suggestion box is available on our website.

You are entitled to complain against our officers, whenever dealing with you, if you feel aggrieved. If you are not attended to within the times set in this document or within reasonable time, you may lodge a complaint. We have a complaint register at our Customer Care Desk. Such complaints shall be investigated and responded to immediately where we can.

COMPLAINTS

A complaint may be lodged in person, by phone, letter or email, and responded to in the same format or by meeting with the Director of the relevant Department to discuss the complaint. The Chamber Secretary is responsible for overseeing the management of complaints from the public concerning Council's affairs.

In some circumstances, complaints may also be directed to the Town Clerk. Any Councillor in receipt of a complaint should refer the matter directly to the Town Clerk or the Chamber Secretary.

If the complaint relates to a complex matter or there is no resolution from discussing the matter with staff or the relevant Director the complaint should be made in writing setting out the complaint as simply as possible.

To assist Council in dealing with your complaint as a customer please include the following if relevant:

- date, time and location of events
- nature and description of complaint
- to whom the customer has spoken (names, position in the Council and dates)
- copies of references to letter or documents relevant to the complaint
- state what the customer hopes to achieve as an outcome to the complaint

What if a customer is not satisfied with the resolution of the complaint?

Council is confident that it can resolve the majority of complaints received; however, we understand that we may not be able to satisfy every customer on every occasion.

Sometimes Councils have to make difficult and complex decisions involving many people and individual customers do not get the outcome they want. If a complaint remains unresolved or a customer is dissatisfied with our process in dealing with a complaint other avenues remain for the customer to explore which include:

- Alternative dispute resolution procedure, such as mediation or conciliation.

When you write to us we shall:

- Acknowledge your letter or e-mail within ten (10) days of receiving it.
- Provide you with the name of the person handling your query.
- Provide you with a reference number, where applicable.
- Tell you when you can expect a full response;
- Provide you with telephonic and e-mail contact details.
- If a full reply is not possible, then you will receive an acknowledgement which will indicate the time the reply can be expected and the name of the officer to contact with queries.

When a customer emails us via mok@karibamun.org.zw:

- We will acknowledge your email within one working day.
- We aim to respond within ten (10) working days.
- If a full reply is not possible, then you will receive an acknowledgement which will indicate the time the reply can be expected and the name of the officer to contact with queries.
- All correspondence will be as prompt as possible, courteous and written in plain language.

When a customer visits or telephones Council

- We will attend to the customer and answer the telephone promptly, courteously and deal with an enquiry directly without unnecessary referrals or transfers.
- If we cannot deal with the enquiry we will provide you with the name of the person, the request or enquiry will be referred to or, if that information is not readily available, we will request the relevant person to contact you directly.

- Telephone calls will be returned at the first opportunity, however if information is not readily available, verbal enquiries will be answered within 5 (five) working days.

If you have a complaint: Tell us.

We shall apologise and try to put things right immediately.

If you are not happy with our response, you can contact the *Town Clerk* on *P. O Box 130, Kariba.*

Telephone: (0261) 214 6189;214 6246;214 6194; 0772 185 753/5

Fax: (0261)214 6416

You can fax us using the same number or e-mail mok@karibamun.org.zw Please tell us what you think of our services and standards and whether you think we are meeting them. We would appreciate any comments and/or criticism you may have.

CONSULTATION

- At least once a year we shall consult our stakeholders, through public meetings, on the nature, quantity and quality of the services provided and to be provided in the ensuing year.
- We shall at all times have questionnaires at our main office and satellite offices to enable our customers to continuously evaluate our services.
- Our consultation methods shall consider the geographical location of citizens; language; fear of authority and living standards.
- Results of our consultation shall be made public through our own publications and independent local publications and shall be published extensively within the Council area for the public, all staff and councillors to be aware of how our services are perceived.

YOUR RIGHTS

You have the right to the following:-

- **Courtesy**

Our Consumers shall be treated with courtesy and respect at all times.

- **Full Information**

You are entitled to full and accurate information on your rights under obligations under the laws of Zimbabwe administered by Council.

- **Prompt and efficient service**

You are entitled to prompt and efficient services when dealing with us.

- **Redress and an apology for lapses in our services**

It is your right to demand and expect an unconditional written apology from us whenever you are wronged.

- **Clean and enabling environment**

We will provide a clean, pleasant and enabling work environment with appropriate equipment and communication tools to members of staff, as a means of improving the quality of work output.

- **Annual report on performance**

The council shall produce annual reports on its performance and achievements through News Letters, Magazines, Websites and other forms of communications.

- **Identification**

You have a right to demand to see identification cards from our officers visiting your premises. You can also telephone our offices to confirm the identity of the official if still in doubt.

- **Privacy and confidentiality**

You are assured that the personal and financial information that you provide to us shall only be used to carry out our lawful duties.

- **Impartiality**

You are entitled to demand impartial application of the Law.

- **Prompt payment for goods and services**

Payments for goods and services rendered to us shall be effected within fourteen (14) days on receipt of all necessary documents and certificates.

- **Suggestions and complaints**

Your suggestions and complaints are important to us. Please detail them at our customer care offices. We promise to act on them.

- **Language**

It is your right to be attended to in a language that you understand.

YOUR OBLIGATIONS

Your obligations are as follows:-

- **Courtesy**

You need to be courteous and civil; and respect the dignity of officials you encounter.

- **Payment of rates, fees and charges**

You have an obligation to pay your rates, fees and charges on or before the due dates. Late payment will attract penalty.

- **Disclosure and production of relevant documents, records and information**

You have an obligation to provide all relevant documents, records and information required by us when carrying out our lawful duties.

- **Co-operation with our officers**

You have a duty to co-operate with our officers and give them full freedom and respect when carrying out their lawful duties. You shall not abuse, intimidate, threaten or influence them in any way, financial or otherwise.

- **Appointments**

You have a duty to book appointments and honour them. We can only meet one person at a time. This is a public office we strive to serve everybody.

ABUSIVE CUSTOMERS

Where the customer is personally abusive or uses bad language, the communication may be terminated immediately by the officer.

- If face to face, the officer may walk away.
- If by telephone, the officer may terminate the call.
- If in an email, the address may be blocked or not responded to.

The Town Clerk may decide to limit or cease responses to any person who is abusive and or derogative in his/her communication with Council or who fails to accept that Council has done all that it could to assist. A decision of this nature will be communicated in writing to the person. If an officer feels threatened by the language or behaviour of the customer the Police may be notified.

WHERE CAN WE BE FOUND

HEAD OFFICE

Our main offices are located at Kariba Heights. Our offices are open from Monday to Friday during normal working hours. That is from 7:30am to 1:00pm then 2:00pm to 4:30 pm apart from Wednesday when we close at 3:30pm. We close on weekends and public holidays.

Surface Mail:- P. O Box 130, Kariba

Telephone: (0261) 214 6189; 214 6246; 214 6194; 0772 185 753/5

Fax:- (0261)214 6416

Toll Free line:- 08080076

E-mail:- mok@karibamun.org.zw

Website:- www.karibamun.org.zw

OTHER OFFICES

ADMINISTRATION OFFICES

Our Administration offices are located at our Kariba Heights main offices and they are open from Monday to Friday during normal working hours. That is from 7:30am to 1:00pm then 2:00pm to 4:30 pm apart from Wednesday when we close at 3:30pm. We close on weekends and public holidays.

Telephone: (0261) 214 6189; 214 6246; 214 6194; 0772 185 753/5

Fax: (0261)214 6416

Toll Free line: 08080076

E-mail:- mok@karibamun.org.zw

Website:- www.karibamun.org.zw

FINANCE OFFICES

Our Finance offices are located at our Kariba Heights main offices and they are open from Monday to Friday during normal working hours. That is from 7:30am to 1:00pm then 2:00pm to 4:30 pm apart from Wednesday when we close at 3:30pm. We close on weekends and public holidays.

Telephone:- (0261) 214 6189;214 6246;214 6194; 0772 185 753/5

Fax:- (0261)214 6416

Toll Free line:- 08080076

E-mail:- mok@karibamun.org.zw

Website:- www.karibamun.org.zw

NYAMHUNGA HOUSING OFFICE

Our main Housing and Community Services offices are located in Nyamhunga and they are open from Monday to Friday during normal working hours. That is from 7:30am to 1:00pm then 2:00pm to 4:30 pm apart from Wednesday when we close at 3:30pm. We close on weekends and public holidays.

Telephone:- (0261) 214 5099/5052

Toll Free line:- 08080078

Fax:- (0261) 214 6416

E-mail:- mok@karibamun.org.zw

Website:- www.karibamun.org.zw

MAHOMBEKOMBE HOUSING OFFICE

Our Mahombekombe Housing and Community Services sub-offices are located in Mahombekombe Park and they are open from Monday to Friday during normal working hours. That is from 7:30am to 1:00pm then 2:00pm to 4:30 pm apart from Wednesday when we close at 3:30pm. We close on weekends and public holidays.

Telephone:- (0261) 214 6603

Toll Free line:- 08080077/8

Fax:- (0261) 214 6416

E-mail:- mok@karibamun.org.zw

Website:- www.karibamun.org.zw

FIRE, AMBULANCE AND SECURITY OFFICE

Our Fire, Ambulance and Security offices are located in Mahombekombe and they are open every day for 24 hours (including weekends and public holidays).

Telephone:- (0261) 214 6428

Ambulance:- 0774 897682/(0261) 214 5166

Fax:- (0261) 214 6416

E-mail:- mok@karibamun.org.zw

Website:- www.karibamun.org.zw

ENGINEERING OFFICE

Our Engineering Services offices are open from Monday to Friday during normal working hours. That is from 7:30am to 1:00pm then 2:00pm to 4:30pm apart from Wednesday when we close at 3:30pm.

Telephone:- (0261) 214 6369

Toll Free line:- 08080077

Fax:- (0261) 214 6416

E-mail:- mok@karibamun.org.zw

Website:- www.karibamun.org.zw

AVAILABILITY

This Customer Service Charter is also available on our Website: www.karibamun.org.zw

REVIEW

This Customer Service Charter is to be reviewed at least once every two years in accordance with the Relevant Legislations.