

## Zvimba Rural District Council



# CLIENTS/SERVICE CHARTER

**Zvimba Rural District Council (ZRDC)** is located in Natural Region 2a with rainfall pattern ranging between 750mm to 1000mm. The main agricultural activities are horticulture, fish and crocodile farming and Eco-tourism. The major crops grown in the district are maize, cotton, tobacco, soya beans and vegetables. Zvimba is also endowed with mineral resources such as gold, platinum, chrome and copper since the great Dyke cuts across the District.

The District shares a border with Harare Metropolitan Province. Consequently, it has capitalized on this location through the provision and development potential in housing, industrial and commercial development. With a population of 245 489 (ZIMSTAT 2012) Zvimba is the second most populous District in Mashonaland West covering 6,275 square kilometres.

## **1. PREAMBLE**

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

- Information on a range of services on offer from the Council.
- Departments in Council and their core functions
- Standards associated with such services based on clients' expectation.
- How to redress clients concerns or issues.
- Clients obligation and rights
- What council expects from the clients
- People to be contacted in order to resolve clients' problems

## **2. VISION**

To have an empowered, healthy and well-serviced community by 2030.

## **3. MISSION**

To promote and facilitate sustainable rural development for the well being of inhabitants, clients and stakeholders

## **4. MANDATE**

### **4.1 Overall Functions**

- To purchase, hire, construct or otherwise acquire movable or immovable property as may be required by council for any purposes of the council
- To provide, layout, adorn and maintain any open space under the control of the council.
- To provide and manage land under the control of the council and operate parks, facilities for recreation, swimming or other sports, bathing, camping and caravanning
- To provide, inside or outside the council area, show grounds and connected facilities
- To plant, cultivate, trim or remove trees or shrubs on land under the control of the council and to trim or remove roots or branches which interfere with services and other works of the council.
- To take measures for the conservation or improvement of natural resources.
- To provide means for the control, extinguishing and prevention of bush fires
- To provide for fencing of public or common land and for the maintenance and repair of such fences
- To cultivate and farm land owned by the council which is not required for other purposes.

- To permit the grazing of stock on land under the control of the council.
- To enter into land and clear such land free from any growing or standing crop, vegetable, rubbish or other offensive or unwholesome matter or thing which is being or has been cultivated, grown or accumulated on the land which is likely to constitute a fire hazard or a danger to public health or to the natural resources of the council area with the consent of the State or owner
- To provide stock pens and dip tanks inside or outside the council area and to operate them.
- To provide, inside or outside the council area, and operate public slaughter-houses, cold storage chambers and depots for the inspection of game and other carcasses.
- To provide, let, sell inside or outside the council area, and operate facilities for the inspection, grading, storage and treatment of agricultural produce and to undertake any service for improving the marketing of such produce
- To hold any licences or permits in terms of Liquor Act [Chapter 14:14] and the Traditional Beer Act [Chapter 14:26] and to engage in any activity authorized by such licences or permits such as the manufacture and sell of the drink commonly known as mahewu or maheu
- To hire or acquire vehicles, plant, machinery and equipment for the purpose of carrying out any function conferred or imposed on the council by relevant statutes
- To provide and maintain roads, bridges, canals, reservoirs, dams, water courses, furrows and culverts subject to any other law and to name roads and streets
- To provide and maintain parking places for motor vehicles on land acquired or specifically set aside for the purpose
- To establish, acquire, contract for, maintain and carry on within the council area a service of omnibuses for the carriage of passengers and parcels and services connected.
- To provide and regulate suitable and adequate accommodation and facilities for cooking and washing.
- To prohibit and regulate the use of underground rooms for human habitation or occupation.
- To protect, secure, repair, alter, renovate, maintain, close or demolish building or works which are dangerous, unhealthy and dilapidated.
- To regulate, inspect, supervise and license churches, public places of worship, hospitals, colleges, schools and universities, recreational facilities and other public places.
- To regulate the provision of firefighting equipment in buildings with more than one or more storeys and provision of suitable and adequate fire escapes.
- To regulate the numbering and renumbering of premises and buildings and impose duties and obligation to the owners and occupiers.
- To plan and construct movable or immovable structures such as sewers, drainage works, swimming pools, walls, fences, masts, temporal platforms, grandstands and other structures above or below ground.

- To locate, situate and identify sites for boundaries or beacons and sites upon which buildings are constructed or area to be constructed.
- To prohibit the construction of any building without plans, specifications and structural calculations approved by the Council.
- To regulate the nature, design, appearance, height, ventilation, area, lighting and cubic content of buildings and several parts thereof general according to where they are located or situated.
- To ensure the provision of sustainable sanitation facilities.
- To ensure the provision of suitable and adequate supplies of water.
- To regulate the excavation of land prior to construction of buildings and the erection of supports and earth works for the stability of buildings and convenient disposal of rain water from a site.
- To regulate encroachment on, over or under, and interference with, roads or public places during building operations.
- To inspect and test materials used for the construction of buildings and of work performed or being performed in the construction of buildings.
- To determine buildings and classes of buildings which shall be subject to prohibition and control temporary structures and regulate the construction and retention of temporary structures
- To prohibit the use or occupation of buildings or any part of buildings prior to completion to the satisfaction of the council.
- To ensure the completion of all commenced construction works on buildings.
- To regulate the erection, lighting and use of scaffolding, hoarding or protective devices during the construction, repair, or demolitions of any building.
- To administer by laws relating to the construction, maintenance, or use of buildings may be restored.
- To regulate the situation, location, construction, maintenance and protection of all buildings, monuments, masts and other structures whether of a permanent or temporary nature in the Council area or any portion thereof.
- To monitor and impose fees for works done in vicinity of roads.
- To construct, repair and maintain schools, clinics and other social amenities.
- To provide donations towards religious services, commemorations, celebrations, conferences, congress, entertainments and functions of a civic public to the public.
- To pay to councillors and to members of any committee a monthly personal allowance at a rate fixed by the council not exceeding such sum as may be prescribed in regulations in respect of the whole of any period of leave of absence from the council or committee as the case may be, which exceeds a continuous period of thirty days, in circumstances where any resolution of the council prohibits such payment of acting allowances.
- To pay acting allowance, travelling and subsistence allowance to the person who will be acting in any capacity and to the person invited for interviews as prescribed by the

Minister and regulations.

- To induct councillors and employees to equip them with knowledge of how to perform some certain duties.
- To incur costs in the representation of the council at any congress or conference and subscribe to relevant associates.
- To ensure all council properties and employees against losses, damages, risks or liabilities the council may incur.
- To award honouraria and adopt a coat of arms which may be altered from time to time and determine the use thereof.

#### **4.2. Terms of Reference**

1. Constitution of Zimbabwe Amendment No. 20
2. Labour Act Chapter 28:01
3. Environment Management Act Chapter 20:27
4. Regional Town, and Country Planning Act 29:12
5. Mines and Minerals Act Chapter 21:05
6. Water Act Chapter 20:24
7. Forestry Act Chapter 19:05
8. Public Health Act Chapter 15:09
9. Parks and Wild Life Act Chapter 20:14
10. ZINWA Act Chapter 20:25
11. Roads Act Chapter 13:18
12. Architects Act Chapter 27:01
13. Cemeteries Act Chapter 5:05
14. Civil Protection Act Chapter 10:06
15. Communal Lands Act Chapter 20:04
16. Engineering Council Act Chapter 27:22
17. Fingo Location (Distribution of land) Act Chapter 29:12
18. Housing and Building Act Chapter 29:07)
19. Housing Standards Control Act Chapter 29:08)
20. Immovable Property (Prevention of Discrimination Act Chapter 10:12
21. Liquor Act Chapter 14:12
22. Local Authorities Employees Pension (Pension Scheme) Act Chapter 29:09
23. Names (Alteration Act) Chapter 10:14
24. Provincial Councils and Administration Act Chapter 29:11
25. Quantity Surveyors' Act Chapter 27:13
26. Rural District Councils Act [Chapter 29:13]
27. Services Levy (Repeal) Act No. 36 of 1979
28. Shop Licenses Act [Chapter 14:17]
29. Traditional Beer Act [Chapter 29:01]
30. Traditional Leaders Act [Chapter 29:17]
31. Urban Areas (Omnibus Services) [Chapter 29:14]
32. Urban Councils Act [Chapter 29:16]
33. Urban Development Corporation Act [Chapter 29:16]
34. Valuers Act [Chapter 27:16]
35. Education Act Chapter 25:04

36. Land acquisition Act Chapter 20:10
37. Deeds Registry's Act Chapter 20:05
38. Land survey Act Chapter 20:12
39. Public Finance Management Act Chapter 22:19
40. Procurement Act Chapter 22:14
41. Stock trespass Act Chapter 19:14
42. Child Abduction Act Chapter 5:05
43. Road Traffic Act Chapter 13:11
44. Indigenisation and empowerment Act Chapter 14:33

## 5. CORE VALUES

- Professionalism: Staff members of Zvimba Rural District Council shall adhere to their professional code of conduct and ethics in performance of their duties. Zvimba Rural District Council staff shall provide fair treatment to all clients irrespective of gender, religion, race, ability or ethnic background.
- Transparency and Accountability: Staff members shall be open when discharging their services and be expected to be respectful and to be answerable for their actions and in actions.
- Responsiveness: Staff members shall be responsive to the expectations and needs of the clients and communities in a timely manner
- Teamwork and commitment: Staff members shall work together as responsible and loyal members of the corporate family.

## 6.0 COUNCIL DEPARTMENTS/SECTIONS AND THEIR CORE FUNCTIONS

### 6.1 CENTRAL ADMINISTRATION

#### 6.1.1 ADMINISTRATION AND HUMAN RESOURCES

**Mission Statement:** To provide human resources and administration services to Council.

#### **Overall functions**

- Designing and implementation of General Administrative and human resources policies for Council.
- Prepare and monitor the implementation of the Administration and Human Resources budget.
- Recruitment and selection.
- Handling of labour issues.
- Information management
- Procurement and stores management

- Coordinate human capital development programs
- Transport management
- Management of council's insurance portfolio.
- Meetings management
- Handling of council's legal issues
- Handling of labour issues

### **6.1.2 SOCIAL SERVICES SECTION**

#### **Mission**

To provide adequate socio-economic infrastructure, manage social safety nets and co-ordinate disaster risk reduction awareness programs in the district.

#### **Overall functions**

- Establishment and management of health and educational facilities.
- To formulate, implement and monitor the department's budget.
- Coordinate, supervise and monitor the operations of development partners in the district.
- Support and supervision of Health centres and staff.
- Establishment and management of social amenities.
- To recommend grants or donations to charitable organizations and other social clubs as per council's budget.
- Promotion of cultural and traditional activities, music and art
- Capacity building and awareness creation on public health issues.
- Formulation and establishment of disaster risk reduction committees at various levels in communities.

### **6.1.3 AUDIT & LOSS CONTROL SECTION**

**Mission:** To provide independent and objective audit services to Council.

#### **Overall functions:**

- Safeguarding assets and resources of Council.
- Monitor, evaluate and periodically review Council's accounting, operational and administrative systems.
- Prepare and implement audit programs and work- plans.
- Liaise with External Auditors.
- Carry out spot checks at all Council revenue and cost centres.
- Carry out special audit assignments and investigations.
- Supervise stock takes at all Council revenue or cost centres.
- Preparation of audit and loss control budget estimates.

## **6.2 FINANCE**

**Mission statement:** To receive revenue, control and give account of council funds.

**Overall functions**

- Prepare and submit to the Ministry of Local Government applications for borrowing powers by the council.
- To consider and make recommendations on proposed investments by the council.
- Preparation of estimates of income and expenditure and consolidation of Council budget.
- Issue licences and permits for all rateable properties in the district.
- Preparation of quarterly financial statements and schedule of payments.
- Preparation of final accounts.
- Monitoring of council budget performance.
- Collection and supervision of revenue raising by council.
- Compilation and maintenance of the Council's database of ratepayers.

### **6.3 TECHNICAL SERVICES**

#### **6.3.1 Roads and works**

**Mission**

To provide sound planning and implementation of sustainable infrastructure development projects throughout the district.

**Overall functions**

- Designing, planning and implementation of all infrastructure development projects and programmes.
- Construction and maintenance of the council road network.
- Supervision of all engineering contracts, certification of works by private developers and issuance of certificate of compliance.
- Borehole drilling, repairing, rehabilitation and maintenance.
- Maintenance of council plant and equipment.
- Providing technical advice to council.
- Formulation and implementation of Roads and Works Budget.
- Roads equipment management

#### **6.3.2 PLANNING**

**Mission:** To create an orderly and functional built environment

**Overall functions.**

- Statutory and non-statutory plan preparation and management
- Development control

- Project management
- Township management
- Formulate and implement departmental budgets
- Advise council on planning issues
- Site planning and pegging.
- Compilation and maintenance of waiting list registers.
- Issuance of development permit, certificate of occupation, compliance certificate, leases and cessions.
- Facilitate processing of title deeds
- Facilitate the acquisition of land for urban expansion and surveying of stands and surveying thereof.

### **6.3.3 ENVIRONMENT**

**Mission:** To promote the conservation and preservation of the district's natural resources.

#### **Overall functions**

- To take measures for the conservation and improvement of the natural environment.
- To facilitate the control and prevention of veldt fires.
- To oversee farming projects on Council farms.
- To promote CAMPFIRE and tourism projects.
- To resolve land disputes.
- Formulation of departmental budget.
- Formulation of council policies and by-laws on natural resources management.
- Supervision agricultural activities in the district

## **6.4 BANKET TOWN BOARD**

### **Mission:**

To promote sustainable development and provision of sound social services to the Town Board clients and stakeholders through committed, efficient and effective workforce.

### **Overall Functions**

- To provide quality social services to the clients and stakeholders of Banket Town Board.
- Provision of socio-economic infrastructure
- Collection and management of revenue
- Formulation and implementation of the Town Board budget.
- General administration and management of the Town Board resources.

- To promote economic growth of local businesses.
- Development control
- Environmental management

## 7.0 CLIENTS

### External

- Business Community
- Business Associations
- Disabled Persons
- Parastatals
- Non-Governmental Organizations
- Residents Association
- Housing Cooperatives
- Government Ministries
- Development Partners
- Ratepayers
- Stand applicants
- Private land developers
- Contractors
- Politicians
- Vendors
- Commuter operators

### Internal

Councillors

Council employees

Workers Committee

Works Council

Managers

## 8.0 Service Commitments and Standards/What to expect from the Organisation

Item	List of services provided	Standards of service delivery
1	Advisory	Accurate, consistent and compliant with regulations
2	Resource mobilization	Timeous and quality service delivery
3	Advocacy	Consistent and reliable
4	Research on best practices	Replicable, reliable and relevant

5	Designing and Management of projects	Compliance with; <ul style="list-style-type: none"> <li>• model building by-laws</li> <li>• Articles of agreement and conditions of contract</li> <li>• Standard and specification of materials</li> </ul>
6	Maintenance of council buildings, plant and equipment	<ul style="list-style-type: none"> <li>• Adherence to statutory, non statutory rules and code of conduct</li> <li>• Standard and specification of materials,</li> <li>• Articles of agreement and conditions of contract</li> </ul>
9	Spatial planning	<ul style="list-style-type: none"> <li>• Adherence to relevant statutes</li> </ul>
10	Coordination	<ul style="list-style-type: none"> <li>• Adherence to relevant statutes</li> </ul>
11	Auditing	Risk based internal audits, innovative, responsive and value adding

## 9.0 OBLIGATIONS AND RIGHTS

We are obliged to:

- Courteously answer telephone calls within 30 seconds
- Welcome and attend to clients within five (5) minutes of their arrival
- Conscientize and uphold public rights to lodge objections and representations on Council decisions that impact on their wellbeing and rights
- Ensure that statutory provisions are adhered to
- Ensure access to relevant information to clients at all times
- Ensure high levels of stakeholder participation in key strategic issues
- Resolve client's queries/problems within 24 hours of notice

### **Clients Obligation and Rights**

- Clients should pay for services provided monthly
- Clients have the right to be heard
- Clients have a right to quality services
- Clients have a right to privacy of their information
- Clients have a right to council's public information

### **10. Review of Clients Charter**

The clients' service charter shall be reviewed as and when there are policy changes.

### **11 FEEDBACK/HOW TO CONTACT THE ORGANISATION**

#### **Compliments, Suggestions and Complaints**

Among others, complaints can be lodged through:

- Suggestion boxes at the Council Head Office, sub-offices offices and small urban centres in the district.
- Telephones, Website and e-mail

Any complaints relating to delivery of the above services should be directed to the next Chief Accounting Officer, that is, the Chief Executive Officer, who in turn directs the complaint to the relevant department for resolutions. If complaint cannot be adequately dealt with at this level, it can be taken up with the Chief Executive Officer.

## 12. CONTACT ADDRESSES

**HEAD OFFICE:** General Lines 08677007012 067215-2223/4

<b>CONTACT PERSON</b>	<b>PHYSICAL ADDRESS</b>	<b>TEL/MOBILE</b>
<b>Chief Executive Officer</b>	Room Number 3 Council Offices, Murombedzi Growth Point, Opposite Government Complex	08677007012
<b>Administration &amp; HR Manager</b>	Room Number 10 Council Offices, Murombedzi Growth Point, Opposite Government Complex	08677007012
<b>Finance Manager</b>	Room Number 15 Council Offices, Murombedzi Growth Point, Opposite Government Complex	08677007012
<b>Technical Services Manager</b>	Room No. 4 – Head Office Extension Council Offices, Murombedzi Growth Point, Opposite Government Complex	08677007012

### SUB OFFICES

<b>CONTACT PERSON</b>	<b>PHYSICAL ADDRESS</b>	<b>TEL/MOBILE</b>
<b>Banket Town Board</b>  Town Board Administrator	Banket Rents Office, Kuwadzana	08677007012
<b>Raffingora Sub-Office</b>  Township Superintendant	Raffingora Sub-office, Kamwaza Township	08677007012
<b>Nyabira Sub-office</b>  Township Superintendant	Nyabira Sub-office, Nyabira	08677007012

**E-MAIL:** [admin@zvimbarde.co.zw](mailto:admin@zvimbarde.co.zw)

