



# CLIENT SERVICE CHARTER 2025

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## **CLIENT SERVICE CHARTER 2025**

### **1. PREAMBLE.**

This Client Service Charter is a public commitment by Muzarabani Rural District Council to provide efficient, transparent, and accountable service to our clients. It informs both internal and external stakeholders about the Council's core functions, service standards, rights, and obligations. It is a tool to promote participatory governance and continuous improvement in local service delivery.

The district covered a total area of 2774km<sup>2</sup> and is the smallest in Mashonaland Central Province and it has a population of .....

### **2. VISION.**

To attain the highest standard of living and quality life for the people of Muzarabani in a secure and prosperous environment by December 2025.

### **3. MISSION.**

To be a leader in the provision and promotion of goods and services through good and efficient local governance.

#### **4. MANDATE.**

Muzarabani is mandated to provide quality goods and services to the people of Muzarabani. As a local authority, it derives its mandate from the Rural District Councils Act (Chapter 29:13) and other enabling statutes. Its responsibilities include:

1. Providing basic services such as roads, health, and education infrastructure.
2. Coordinating local economic development.
3. Promoting good governance and participatory development.
4. Managing communal lands and local environmental resources.
5. Mobilizing and managing local revenues.
6. Facilitating disaster risk reduction and response.
7. Regulating land use planning and development control.
8. Supporting traditional leadership and cultural heritage.

#### **5. CORE VALUES.**

1. Integrity
2. Transparency
3. Accountability
4. Integrity
5. Inclusivity
6. Honesty
7. Teamwork
8. Efficiency
9. Equality

#### **6. LEGAL AND POLICY FRAMEWORK.**

Muzarabani RDC operates under, but not limited to, the following legislation:

1. Rural District Councils Act [Chapter 29:13]
2. Traditional Leadership Act [Chapter 29:17]
3. Regional, Town and Country Planning Act [Chapter 29:12]
4. Environmental Management Act [Chapter 20:27]



5. Public Finance Management Act
6. Urban Councils Act (for reference purposes)
7. Public Procurement and Disposal of Public Assets Act
8. Labour Act
9. Civil Protection Act
10. Liquor Act
11. Other relevant statutory instruments and policies.

## **7. DEPARTMENTS AND THEIR CORE FUNCTIONS.**

### **7.1 Human Resources and Administration.**

Manage council staff and HR policies.

Ensure adherence to public service values.

Facilitate district development plan

Facilitate recruitment, training, and performance management.

Property management

Promote effective, efficient and economic management of council transport system.

### **7.2 Finance and Revenue.**

Prepare and implement budgets.

Mobilise and manage local revenues and debts (rates, fees, licenses).

Maintain financial, bank reconciliation statements and accountability as per standards. Expenditure control

### **7.3 Planning.**

Develop and implement Local Development Plans.

Approve building plans and monitor land use.

Facilitate investment and economic development.

### **7.4 Social Services.**

Promote access to education, health, and housing infrastructure.

Coordinate community development projects.

Mainstream gender, disability, and youth development programs.

## 7.5 Internal Audit.

Evaluate internal controls and risk management.

Ensure compliance with financial and administrative procedures.

## 7.1 Roads and Works

Construct and maintain roads, public buildings, and infrastructure.

Coordinate water, sanitation, and energy initiatives.

Support disaster risk reduction and environmental management.

## 8. SERVICE COMMITMENTS AND STANDARDS.

SERVICE AREA	CLIENT	SERVICE	TIMELINESS
Licensing (Shops, Business, Liquor)	General Public	Insurance/Renewal of Licenses	5 Working Days
Building Plan Approval	Residents/Developers	Plan Review & Feedback	5 Working Days
SERVICE AREA	CLIENT	SERVICE	TIMELINESS
Land Use Application	Developers/Institutions	Change of Land Use Land development Stands applications	10 Working Days
Road Maintenance Requests	Communities	Response To Service Request	Initial Assessment In 5 Days, Action Based On Resources Availability



Disaster Response	Residents/ Civil Protection Unit	Emergency Assistance	Within 24 Hrs Of Notification
Public Complaints	General Public	Acknowledgement & Investigations	Acknowledgement: 24Hrs Response: 7 Days
Rates	Property Owners	Billing & Statements	Same Day

## 9. CLIENTS.

- 1.Residents of Muzarabani
- 2.Community-Based Organisations (CBOs)
- 3.Traditional Leaders
- 4.Government Ministries and Departments
- 5.NGOs and Development Partners
- 6.Local Businesses and Investors
- 7.Schools and Institutions
- 8.Media
- 9.Politicians.

## 10. CLIENT RIGHTS AND OBLIGATIONS.

### 10.1 Clients' Rights.

- 1.Access to quality and timely services.
- 2.To be treated with dignity, fairness, and respect.
- 3.Right to information, participation, and consultation.
- 4.Right to provide feedback or lodge a complaint.

### 10.2 Clients' Obligations.

- 1.Pay rates, levies, and other council fees promptly.
- 2.Comply with council by-laws and regulations.

3. Provide truthful and timely information.
4. Participate in local development processes.
5. Shun all forms of corruption and bribery.

## **11. COUNCIL'S OBLIGATIONS TO CLIENTS.**

1. Deliver services fairly, efficiently, and transparently.
2. Respect clients' rights and privacy.
3. Consult clients on key policies and decisions.
4. Address grievances promptly and professionally.
5. Promote inclusivity, gender sensitivity, and equity.

## **12. COMPLAINTS AND FEEDBACK MECHANISM.**

Clients are encouraged to provide feedback, complaints, and suggestions to improve our service delivery. Feedback can be submitted through:

1. Suggestion boxes located at the Muzarabani RDC and Centenary RDC offices.
2. Phone: +263 572 237
3. Email: [info@muzarabani.gov.zw](mailto:info@muzarabani.gov.zw)
4. In-person: Visit the RDC Office at Muzarabani Growth Point or Centenary RDC offices.
5. Postal Address: Muzarabani RDC, Private Bag 100, Muzarabani.

All complaints will be acknowledged within 72 hours and responded to within 7 working days.

## **13. REVIEW OF THE CLIENT SERVICE CHARTER.**

This Charter shall be reviewed annually to reflect service improvements, client feedback, and policy or legal changes.

## **14. CONTACT INFORMATION.**

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