

MINISTRY OF LOCAL GOVERNMENT, URBAN AND RURAL DEVELOPMENT

SERVICE CHARTER

1.0 PREAMBLE

The Ministry's Service Charter demonstrates the Ministry's unequivocal commitment to quality service delivery through motivation of an administrative architecture that is focused and responsive to the dynamic socio-economic environment in a manner that seeks to improve the livelihoods of the citizenry on a sustainable basis. It is expected to empower the cross section of our clients when they seek to access services from the Ministry's Departments. This document was produced following the Ministry's annual stakeholders' consultative workshop held in Nyanga in 2012.

2.0 VISION

A more decentralized, democratic and development focused local government system by the year 2020.

3.0 MISSION

To provide leadership in the provision of sustainable local government services for the improvement of the welfare of the people of Zimbabwe.

4.0 OUR MANDATE

- 4.1 Promote sound local governance
- 4.2 Provide coordinated and orderly spatial development
- 4.3 Promote preparedness and mitigation planning for emergencies and disasters
- 4.4 Coordinate central and local government programmes and development initiatives.
- 4.5 Promote an efficient and effective urban public transport system.
- 4.6 Conceive plan and integrate rural and urban development programmes.
- 4.7 Provide the legal and policy framework for the operations of the Ministry and its institutions.

The above mandate is assigned to the Ministry through Statutory Instrument 39 of 2010.

5.0 CORE VALUES

Each department and all personnel in the Ministry uphold the following values:-

- (a) Honesty and integrity

- (b) Accountability;
- (c) Responsibility;
- (d) Transparency;
- (e) Fairness
- (f) The client comes first,
- (g) Quality service
- (h) Teamwork and espritdecorps
- (i) Commitment to the Ministry's vision and mission
- (j) Professional business conduct
- (k) Timeous, courteous, accurate and reliable service

6.0 DEPARTMENTS IN THE MINISTRY AND THEIR CLIENT CHARTERS

6.1 DEPARTMENT OF URBAN LOCAL AUTHORITIES

6.1.1 Preamble for the Department

The department of Urban Local Authorities is committed to ensure effective and efficient service delivery through facilitation, regulation, monitoring, and support [**capacity building**] to urban local authorities in Zimbabwe.

6.1.2 Departmental Vision

Promote effective and efficient service delivery to the public.

6.1.3 Departmental Mission

Provision of affordable, efficient, reliable and sustainable municipal services to residents and /or rate payers

6.1.4 Departmental Mandate

To promote, regulate, support and facilitate the operations of urban local authorities.

6.1.5 Departmental Core Values

- Accountability
- Transparency
- Team work
- Professionalism
- Reliability

6.1.6 Departmental Core Functions

Facilitation and Capacity Building of Urban Local Authorities

- Produce operational guide lines for local authorities
- Facilitate the mobilization of resources

- Create legal and policy environment conducive for efficient and effective service delivery.
- Research and documentation of best practices within the local board government sector.
- Facilitate appointment of Senior Council officials through the local board.
- Facilitate the creation of new local authorities and upgrading of existing councils.
- Mediating in disputes between local authorities and ratepayers.
- Provide leadership in the process to roll out the RBM programme to local authorities.
- Generally to provide advice to local authorities where deemed appropriate and expedient.

6.1.7 MONITORING AND REGULATION OF LOCAL AUTHORITIES

Monitoring local authorities to ensure compliance with statute law, regulations , policies and best practices .

6.1.8 DEPARTMENTAL CLIENTS

INTERNAL

- Minister
- Deputy Minister
- Permanent Secretary
- Department of Physical Planning
- Department of Rural Local Authorities
- Department of Traditional Leaders& Support Services
- Civil Protection
- Legal Services
- Audit
- Finance & Administration
- Human Resources
- Provincial and District Administration

EXTERNAL CLIENTS

- NGOs
- Local Authorities
- Other Ministries
- Members of the Public
- ZILGA

6.1.9 DEPARTMENTAL SERVICE COMMITMENT AND STANDARDS

DEPARTMENTAL SERVICE COMMITMENT	STANDARDS
Budgets processing	To be forwarded to Financial Advisory within 3 working days.
By-Laws	To forward the draft by-laws to AG's office within three working days after receipt.

Complaints	Acknowledge receipt within three working days and write to the Provincial Administrator seeking clarity.
Cabinet Authorities	Application submitted to the Secretary within three working days after receipt.
Borrowing powers	Application for borrowing powers to be forwarded to Financial Advisory within seven working days after receipt.
Reports	<p>i. <u>Systems Audit, monitoring and evaluation reports</u> To be produced within seven working days after the visit.</p> <p>ii. <u>Minutes and Service Delivery reports</u> To be analyzed and give feedback within five working days after receipt.</p> <p>iii. <u>Meeting and Workshop reports</u> To be produced within three working days after attending.</p> <p>iv. <u>Investigation reports</u> To be produced within ten working days after the investigation.</p>
Duty free certificates	To be processed within five working days after receipt.
Boundary Alterations/ Change of status	<p>i. Notice of intention to be prepared within five working days.</p> <p>ii. Analyze, summarise and respond to objections within 21 working days.</p> <p>iii. Verification of maps and draft proclamation to Attorney General within 14 working days.</p>
Coordination of projects and programmes	<p><u>Monitoring and evaluation reports</u> To be produced within seven working days after the visit.</p>

6.1.10 DEPARTMENTAL OBLIGATIONS TO CLIENTS

Providing effective and efficient service.

6.1.11 Clients' Rights

- a) Right to complain and to give suggestions
- b) Right to be heard

6.1.12 Obligations

- a) To cooperate and listen

b) To provide sufficient information in relation to the services they are in need of.

6.1.13 Review of the Service Charter

To be revisited annually.

6.1.14 Feedback

Clients will receive services at the earliest stipulated timeframe

6.1.15 Comments, Suggestions and Complaints

Most of the final decisions on our service issues are determined outside the department. .

Aggrieved persons are encouraged to communicate, in writing, to the Director of Urban Local Authorities or the Head of Ministry, depending on the nature of complaint, elaborating such displeasure as well as make suggestions on how we should improve our services.

CONTACT DETAILS OF THE DEPARTMENT:

Physical Address:

**Ministry of Local Government, Urban & Rural Development
P.Bag 7706, Causeway
Harare**

Office Number 731

**Director Urban Local Authorities
7th Floor**

**Makombe Building
Corner Herbert Chitepo & Leopold Takawira**

Telephone Numbers

[04] 700110/706306(direct) or mobile 0772 737 602

e-mail: dirula@mlgvturd.gov.zw
nyaraipriscillah.mudzinge@gmail.com

6.2 STATELAND MANAGEMENT SECTION

Provide estate management services to the Ministry and local authorities.

6.2.1 PREAMBLE

The Stateland Management is a section under the Department of Urban Local Authorities within the Ministry of Local Government, Urban and Rural Development, which is charged with overseeing the day to day management of urban stateland. Through its mandate, the Section is able to advise the Minister, to guide and monitor local authorities in their execution of land management chores across the country.

6.2.2 VISION

Prudent equitable and optimal utilization of stateland in Zimbabwe.

6.2.3 MISSION

To enhance the capacity of local authorities to plan, finance, implement and monitor capital development projects and to acquire land for development and enable the provision of affordable and functional residential accommodation.

6.2.4 OUR MANDATE

Equitable, transparent and non- discriminatory allocation and management of stateland.

6.2.5 CORE VALUES

- a) Client comes first
- b) Commitment to the Section's Vision and Mission;
- c) Creativity and innovativeness
- d) Accountability, transparency and fair play.
- e) Professionalism and integrity
- f) Urgency and team working.

6.2.6 CORE FUNCTIONS

- a) Process leases with option to purchase, terminable leases within three full calendar months from the date of receipt of application.
- b) Renew leases immediately on expiry and review lease rentals within one calendar month from date of receipt of application.
- c) Instruct survey of approved Layouts within 5 days of receipt of request.
- d) Effect payment of survey fees and consultant fees within 14 days from the date of receipt of claim.
- e) Respond to requests for information and queries to stateland and communal land within 5 working days.

- f) Create an enabling environment for the development of Growth points, townships and rural service centres within 60 working days of request for facilitation.
- g) Negotiate for acquisition/purchase of privately owned farms within 3 full calendar months from receipt of request.
- h) Lodge title deeds with the deeds registry within 14 working days from the date of payment of the full purchase price.
- i) Train and monitor local authority personnel on land management matters on a continuous basis.

6.2.7 OUR CLIENTS

External

- General public
- Local authorities
- Representative bodies i.e. co-operatives
- Sector ministries and parastatals
- Private developer
- Non- governmental organizations

Internal

- Minister, Permanent Secretary
- Sister departments.
- Provincial and District Administration

6.2.8 OUR SERVICE COMMITMENT AND STANDARDS

- People visiting our offices shall be courteously received and assisted within three minutes of arrival and be assisted within twenty minutes.
- All correspondences shall be acknowledged within one week of receipt and actioned within 15 days thereafter.
- To maintain and renew annually the waiting lists for commercial and residential stands and make sure that allocation of stands is done in accordance to the waiting list.

6.2.9 SECTION'S OBLIGATIONS TO CLIENTS

- a) The stateland section shall uphold high levels of stakeholder participation in land management activities.
- b) Clients shall have a right to lodge complaints, objections and representations on land management decisions that impact on their wellbeing and rights.
- c) The Section shall raise awareness of clients and stakeholders on their ultimate right of appeal to any authority on land management and allocation matters.
- d) The section shall liaise closely with the Department of Physical Planning to ensure the appropriate planning of a built environment.
- e) Services to clients shall be on the basis of key principles of respect and courtesy.

6.2.10 Review of Charter

This charter shall be reviewed annually in order to encapsulate changes in policy and socio-economic environment.

6.2.11 Feedback

Any person or organization dissatisfied or aggrieved with any of our services or conduct is encouraged to communicate, in writing, to the Director of Urban Local Authorities or the Head of the Ministry, as appropriate, elaborating such displeasure as well as make suggestions on how we should improve our service delivery.

CONTACT DETAILS OF THE DEPARTMENT

Ministry of Local Government, Urban and Rural Development
16th Floor ,Office No.16 Mukwati Building
P. Bag 7706, Causeway
Harare
Telephone (04) 791494 or cell.0712434239 (Principal Administrative Officer)
Email.fortuechitambo@yahoo.com

Head Office

The Permanent Secretary
P. Bag 7706 Causeway, Harare
Makombe Building
Cnr L./Takawira/H. Chitepo

6.3 LIQUOR LICENSING BOARD

SECTIONS SERVICE CHARTER

6.3.1 PREAMBLE FOR THE SECTION

The section of Liquor Licensing Board under Urban Local Authorities is committed to ensure effective and efficient service delivery through facilitation, regulation, monitoring of liquor industry in Zimbabwe.

6.3.2 VISION

Promote effective and efficient service to the liquor industry.

6.3.3 MISSION

To provide sound administration of the liquor industry through proper statutory documentation, conformity with licence standards and regulation of liquor consumption countrywide.

6.3.4 MANDATE

To promote, regulate, support and facilitate the operations of liquor industry.

6.3.5 CORE VALUES

- a) Accountability
- b) Transparency
- c) Team work
- d) Professionalism
- e) Reliability
- f) Integrity and fair play

6.3.4 CORE FUNCTIONS

- To provide efficient and effective framework for the issuance and renewal of licenses.
- To provide sound health and liquor Act minimum requirements for all outlets in Zimbabwe
- To facilitate co-ordinated effort with law enforcement agents in stamping out illegal operations.
- To facilitate maximization of revenue collection from issuance and renewals of licenses.
- Create legal and policy environment conducive for efficient and effective service delivery in the liquor industry
- Research and documentation of best practices within the liquor industry
- Mediating in disputes within the liquor industry
- Generally to proffer advice to all stake holders in the liquor industry

6.3.5 MONITORING AND REGULATION OF STAKEHOLDERS IN THE LIQUOR INDUSTRY

Monitoring liquor stake holders to ensure compliance with statute law, regulations , policies and best practices,

6.3.6 CLIENTS

External

- Local Authorities
- Liquor Retailers
- Business Community
- Brewers/ Wholesalers
- Police

Internal

- Provincial and District Administrator
- Minister
- Permanent Secretary

6.3.7 SERVICE COMMITMENT AND STANDARDS

SECTION,S SERVICE COMMITMENT	STANDARDS
Processing of new licence applications	To process new applications within 14 days from date of receipt
Processing of renewal licenses	To type licenses and sent them to their respective local authorities two months before they expire
Issuing of application forms	Issue forms to clients as and when they come upon receipt of payment
Opening of all in coming mails	To open all mails on arrival.
Inspection of liquor premises for renewal and new applications	To inspect premises within ten working days upon payment of prescribed fees
Clients complaints	To carry out investigative complaints within one week of receiving the complaint
Board meetings	To conduct board meetings once every week mostly on a Friday

Advise all prospective clients on requirements of the liquor act and regulations	To advise all potential clients within the liquor industry
Report	To submit monthly reports every first week of the month Investigative reports to be submitted a week after investigations Complaints reports to be submitted within a week of investigation
Examination of files for new application	Two weeks upon receipt
Examination of building plans	Within a week upon receipt

6.3.8 OBLIGATIONS TO CLIENT

a) Clients' Rights

- Right to complain and to give suggestions
- Right to be heard in a Board session

b) Obligations

- To listen and cooperate
- To provide sufficient information in relation to services they are in need of.

6.3.9 REVIEW OF THE SERVICE CHARTER

To be revisited annually.

6.3.10 FEEDBACK

- Clients will receive services at the earliest stipulated timeframe.
- Reduced complaints

6.3.11 COMMENTS, SUGGESTIONS AND COMPLAINTS

Most of the final decisions on our service issues are determined by the liquor licensing board. Aggrieved persons are encouraged to communicate, in writing, to the Secretary of Liquor Licensing Board.

CONTACT DETAILS OF THE DEPARTMENT

The Secretary Liquor Licensing Board ; cell. 0772886527

Telephone: [04] 704571

Block 4 Office No.26 Makombe Complex (next to the Passport Office)

6.4 MANAGE LOCAL GOVERNMENT BOARD

6.4.1 DEPARTMENTAL CLIENTS

INTERNAL

- Department of Physical Planning
- Department of Rural Local Authorities
- Civil Protection
- Legal Services
- Audit
- Finance & Administration
- Human Resources

EXTERNAL

- NGOs
- Local Authorities
- Other Ministries
- Members of the Public

6.4.2 DEPARTMENTAL OBLIGATIONS TO CLIENTS

Providing effective and efficient service.

a) Clients' Rights

- Right to complain and to give suggestions
- Right to be heard

b) Obligations

- To cooperate and listen
- To provide sufficient information in relation to services they are in need of.

6.4.3 REVIEW OF THE SERVICE CHARTER

To be revisited annually.

6.4.4 FEEDBACK

Clients will receive services at the earliest stipulated timeframe

6.4.5 COMMENTS, SUGGESTIONS AND COMPLAINS

Most of the final decisions on our service issues are determined outside the department. Aggrieved persons are encouraged to communicate, in writing, to the Director of Urban Local Authorities or the Head of Ministry, depending on the nature of complaint, elaborating such displeasure as well as make suggestions on how we should improve our services.

CONTACT DETAILS OF THE DEPARTMENT:

Physical Address:

**Ministry of Local Government, Urban & Rural Development
P.Bag 7706, Causeway
Harare
The Secretary to the Local Government Board
Office Number 211
2nd Floor
Cecil House
Jason Moyo Ave.**

Telephone Numbers

[04] 250002 or mobile 0772334317
Email.chirongomap@gmail.com

RURAL LOCAL AUTHORITIES

1.0 PREAMBLE FOR THE DEPARTMENT

The department of Rural Local Authorities is committed to ensure effective and efficient service delivery through facilitation, regulation, monitoring, and support to Rural District Councils in Zimbabwe.

2.0 DEPARTMENTAL VISION

To promote effective and efficient service delivery in Rural District Councils.

3.0 DEPARTMENTAL MISSION

To advocate and maintain an efficient, effective, accessible and equitable service provision by Rural District Councils.

4.0 DEPARTMENTAL MANDATE

To promote, regulate, support and facilitate the operations of Rural District Councils to ensure equitable and sustainable rural development for improved livelihood.

5.0 DEPARTMENTAL CORE VALUES

- Integrity
- Honesty
- Accountability
- Transparency
- Team work
- Professionalism
- Reliability
- Equity and fairness.

6.0 DEPARTMENTAL CORE FUNCTIONS

6.1 FACILITATION AND CAPACITY BUILDING OF RURAL DISTRICT COUNCILS

- Produce operational guide lines for Rural District Councils
- Facilitate the mobilization of resources
- Create legal and policy environment conducive for efficient and effective service delivery.
- Research and documentation of best practices within the local government sector.
- Facilitate appointment of Senior Council officials for Rural District Councils
- Facilitate the creation of new Rural District Councils and upgrading of existing councils.
- Mediating in disputes within and between Rural District Councils and ratepayers.
- Provide leadership in the process to roll out the RBM programme to Rural District Councils.
- Generally to provide advice to local authorities where deemed appropriate and expedient.

6.1.2 MONITORING AND REGULATION OF RURAL DISTRICT COUNCILS.

Monitoring Rural District Councils to ensure compliance with statute law, regulations policies and practices.

6.1.3 DEPARTMENTAL CLIENTS

INTERNAL

- Minister
- Deputy Minister
- Permanent Secretary
- Department of Physical Planning
- Department of Urban Local Authorities
- Department of Traditional Leaders & Support Services
- Civil Protection
- Legal Services
- Audit
- Finance & Administration
- Human Resources
- Provincial and District Administration
-

EXTERNAL

- Rural District Councils
- NGOs
- Other Ministries
- Members of the Public
- ZILGA

6.1.4 DEPARTMENTAL SERVICE COMMITMENT AND STANDARDS

DEPARTMENTAL SERVICE COMMITMENT	STANDARDS
Budgets processing	To be forwarded to Financial Advisory within seven working days.
By-Laws	To forward the draft by-laws to AG’s office within three working days after receipt.
Complaints	Acknowledge receipt within three working days and write to the Provincial Administrator seeking clarity.
Cabinet Authorities	Application submitted to the Secretary within three working days after receipt.
Borrowing powers	Application for borrowing powers to be forwarded to Financial Advisory within seven working days after receipt.

Reports	<p>i. <u>Systems Audit, monitoring and evaluation reports</u> To be produced within seven working days after the visit.</p> <p>ii. <u>Minutes and Service Delivery reports</u> To be analyzed and give feedback within five working days after receipt.</p> <p>iii. <u>Meeting and Workshop reports</u> To be produced within three working days after attending.</p> <p>iv. <u>Investigation reports</u> To be produced within ten working days after the investigation.</p>
Duty free certificates	To be processed within five working days after receipt.
Boundary Alterations/ Change of status	<p>i. Notice of intention to be prepared within five working days.</p> <p>ii. Analyse, summarise and respond to objections within 21 working days.</p> <p>iii. Verification of maps and draft proclamation to Attorney General within 14 working days.</p>
Coordination of projects and programmes	<p><u>Monitoring and evaluation reports</u> To be produced within seven working days after the visit.</p>

6.1.5 DEPARTMENTAL OBLIGATIONS TO CLIENTS

Providing effective and efficient service.

a) Clients' Rights

- Right to complain and to give suggestions
- Right to be heard

b) Obligations

- To listen and cooperate
- To provide sufficient information in relation to services they are in need of.

6.1.6 REVIEW OF THE SERVICE CHARTER

To be revisited annually.

6.1.7 FEEDBACK

The Department continuously carries out consultations, systems audits and social audits. Clients will receive services at the earliest stipulated timeframe

6.1.8 COMMENTS, SUGGESTIONS AND COMPLAINTS

Aggrieved persons are encouraged to communicate, in writing, to the Director of Rural Local Authorities or the Head of Ministry, depending on the nature of complaint, elaborating such displeasure as well as make suggestions on how we should improve our services.

CONTACT DETAILS OF THE DEPARTMENT

[04] 705776 or mobile 0772 785377

***The Director, Rural Local Authorities
7th Floor, Office No. 726, Makombe Complex
Cnr. H. Chitepo & L. Takawira St.
HARARE.***

***E-mail: dirrural@mlgvturd.gov.zw
marongea@yahoo.com***

6.2 TRADITIONAL LEADERSHIP SUPPORT SERVICES DEPARTMENT

6.2.1 PREAMBLE FOR THE DEPARTMENT

The Department of Traditional Leadership Support Services is committed to ensure effective and efficient service delivery through facilitation, regulation, monitoring, and support [**capacity building**] to Traditional Leadership institutions in Zimbabwe.

6.2.2 DEPARTMENTAL VISION

Promote sound local governance in the communities

6.3.3 DEPARTMENTAL MISSION

To promote, regulate, support and facilitate the operations of Traditional Leadership institutions.

6.3.4 DEPARTMENTAL MANDATE

Provide appropriate professional and technical support services to Traditional Leaders in Zimbabwe.

6.3.5 DEPARTMENTAL CORE VALUES

- Client comes first
- Quality service
- Teamwork and team spirit
- Professional business conduct always
- Honesty;
- Timeous, courteous, accurate and reliable service
- Integrity

6.3.6 DEPARTMENTAL CORE- FUNCTIONS

- Cause the appointment of Traditional Leaders expeditiously, as and when they become due;
- Emplace all resettlement land under the authority of Traditional Leaders and cause formation of such sub-national structures as the WADCOs and VIDCOs;
- Operationalise the sub-national institutions;
- Improve the overall department of Traditional leadership in keeping with the esteem attendant to their office;
- Create legal and policy environment conducive for efficient and effective management of Traditional Leadership systems; and
- Cause research and documentation of various disputed Chieftainships in order to amicably solve succession wrangles.

6.3.7 DEPARTMENTAL CLIENTS

INTERNAL

- Minister
- Deputy Minister
- Permanent Secretary
- Department of Physical Planning
- Department of Rural Local Authorities
- Civil Protection
- Legal Services
- Audit
- Finance & Administration
- Human Resources
- Provincial and District Administration

EXTERNAL

- NGOs
- Private Sector- Seed Houses
- Traditional Leaders
- Local Authorities
- Other Ministries
- Members of the Public

6.3.8 DEPARTMENTAL SERVICE COMMITMENT AND STANDARDS

DEPARTMENTAL SERVICE COMMITMENT	STANDARDS
Processing of appointments	To be processed expeditiously and finalized in all uncontested submissions within two months in the case of Chiefs and Acting Chiefs and within one month in the case of Headmen. The appointments of Village Heads should be done within 2 weeks upon receipt at Head Office.
Emplacement of resettlement land under Traditional Leadership authority	To finalise the exercise as amicable as possible. Maps must be readily available to Clients
Legal and Policy	Must be as user friendly as possible and must be amended in line with the dynamic and changing environment.
Research	Must be of the quality that it puts to rest most of the disputed Chieftainships. Well documented evidence and data must be available always.
Complaints	Acknowledge receipt within three working days and write to the Provincial Administrator seeking clarity.
Statutory and Traditional Meetings (i.e provincial assemblies, chiefs' council and Annual Conferences)	Must be well organized with less than 2% of Chiefs complaining.
Reports and Speeches	Must be objective and of the highest quality always.
Coordination of projects and programmes	Monitoring and evaluation reports- To be produced within seven working days after the visit.

6.3.9 DEPARTMENTAL OBLIGATIONS TO CLIENTS

- Respond to telephone calls courteously and professionally within 3 rings
- Treat clients with dignity
- Greet the client first
- To offer professional, friendly, efficient and effective service always
- Correspondence through the phone should be clear and concise
- Offer helpful and useful advice always

a) Clients' Rights

- Right to complain and to give suggestions
- Right to be heard
- Right to information
- Right to be served

b) Obligations

- To cooperate and listen
- To provide sufficient information in relation to services they are in need of
- To be truthful and honesty always

6.3.10 REVIEW OF THE SERVICE CHARTER

To be revisited annually.

6.3.11 FEEDBACK

Clients are free to come to our offices and see the Director- Traditional Leadership Support Services on the 7th Floor Office No.733 at Makombe Building, Corner Leopold Takawira Street and Herbert Chitepo Avenue, Harare.

Finalization of appointment of Chiefs done by Office of the President and Cabinet

Telephone 263-4-794034/ cell number 0712 800 395

6.3.12 COMMENTS, SUGGESTIONS AND COMPLAINTS

Please direct your comments, suggestions and/or complaints to the Director- Traditional Leadership Support Services on the 7th Floor Office No.733 at Makombe Building, Corner Leopold Takawira Street and Herbert Chitepo Avenue, Harare. Finalisation of appointment of chiefs is done by Office of the President and Cabinet.

Telephone 263-4-794034/ cell number 0712 800 395

Email: dirtlss@mlgvturd.gov.zw

6.2.4 DEPARTMENT OF PHYSICAL PLANNING

6.4.1 PREAMBLE

Physical Planning is a technical Department within the Ministry of Local Government, Rural and Urban Development, which is charged with overseeing and delivery of spatial planning services in the country. The Department's Service Charter demonstrates the Department's commitment to make Zimbabwe a functionally efficient, orderly and pleasant country to live and work in, through the management of a spatial planning system that is guided by an appropriate policy and legal framework. Through this process, the Department is able to advise the Minister, to guide and monitor local authorities in their execution of spatial planning tasks and to deliver spatial planning services to other players including Government agencies, the private sector and the general public.

6.4.2 VISION

Orderly and functional built environment.

6.4.3 MISSION

To manage the spatial planning system in order to create an orderly and functional built environment.

6.4.4 OUR MANDATE

Facilitate spatial development that is orderly, functional and cost-effective.

6.4.5 CORE VALUES

- a) Client comes first;
- b) Commitment to the Department's Vision and Mission ;
- c) Creativity and innovativeness;
- d) Accountability, transparency and public participation;
- e) Professionalism and Integrity;
- f) Urgency; and
- g) Teamwork and networking.

6.4.6 CORE FUNCTIONS

- 6.4.6.1 Preparation and review of integrated spatial planning frameworks to facilitate residential, commercial, industrial, institutional and recreational development.
- 6.4.6.2 Preparation and appraisal of detailed layout designs and continuous land use management to create an orderly and cost-effective built environment.
- 6.4.6.3 Carrying out tachometric surveys to produce and update base maps to facilitate layout designs for growth points and service centres, as well as carry out non-title surveys on Stateland to facilitate allocation of stands.
- 6.4.6.4 Formulation and Review of the appropriate spatial planning policy and standards that are responsive to the changing socio-economic environment.
- 6.4.6.5 Administration and continuous review of spatial planning legislation to provide an enabling environment for sound plan preparation and management.
- 6.4.6.6 The management of urban public transport system to facilitate the efficient movement of workers to and from work place.
- 6.4.6.7 The enhancement of capacities of Local Authorities in the planning and management of spatial development in their areas of jurisdiction.

6.4.7 OUR CLIENTS

External

- a) Local Authorities;
- b) Private Developer;
- c) General Public;
- d) Sector Ministries And Parastatals;
- e) Representatives Bodies (Public Transport Organisation, ZIRUP, Co-Operative, Unions,Zim-Habitat, e.t.c)
- f) Non- Governmental Organizations; and
- g) Players of related professional disciplines.

Internal

- a) Minister, Permanent Secretary
- b) Sister Departments
- c) Provincial and District Administration
- d) Stateland Officers

6.4.8 OUR SERVICE COMMITMENT AND STANDARDS

- 6.4.8.1 All telephone calls to our offices shall be answered courteously and within 3 rings.
- 6.4.8.2 People visiting the office shall be entitled to be courteously received and assisted within five minutes of their arrival and be assisted within thirty minutes.
- 6.4.8.3 All correspondence shall be acknowledged within 2 weeks of receipt and actioned within 30 days thereafter.
- 6.4.8.4 To Combine innovative professional planning and legal requirements in the preparation of Master and Local Plans to ensure flexibility and shorter plan preparation periods.
- 6.4.8.5 To determine applications, within three months of the date a complete application is received for processing, in terms of Sections 29 and 49 of the Regional Town, Country Planning Act.
- 6.4.8.6 To determine applications, within 4 months of the date a complete application is acknowledged made in terms of Section 40 of the Regional, Town and Country Planning Act.
- 6.4.8.7 To action, within 2 months at Provincial level and within one month at National level, requests for site planning of business centres and other land use activities.
- 6.4.8.8 To prepare and approve, within 6 months, a request for a layout on any land use.

- 6.4.8.9 To action, within 2 months, requests for non-title survey and tacheometric Survey.
- 6.4.8.10 To respond to requests for advice on the planning implications of development Initiatives, in terms of Section 26 of the Act, within one month of consultations.
- 6.4.8.11 To convene meeting for stakeholders in the Urban Transport sector on a quarterly basis.

6.4.9 DEPARTMENT'S OBLIGATIONS TO CLIENTS

- 6.4.9.1 All plans and planning information shall be easily accessed by our clientele to the extent that planning is in the public interest.
- 6.4.9.2 Department of Physical Planning office(s) shall uphold high levels of stakeholder participation in all plan preparation and management activities.
- 6.4.9.3 Clients shall have a right to lodge objections and representations on spatial planning decisions that impact on their wellbeing and rights.
- 6.4.9.4 The Department shall raise the awareness of clients and stakeholders on their ultimate right of appeal to the Administration Court on statutory planning matters.
- 6.4.9.5 The Department shall ensure that every member of the public is protected from having a bad neighbor (obstrusive lands use).
- 6.4.9.6. The Department shall ensure that all development initiatives by various clients and stakeholders are integrated and that attendant resource utilization is optimized.
- 6.4.9.7 The Department shall design the built environment (Landuses and transport systems) so as to enhance traffic safety, movement of people and the free flow goods and services.
- 6.4.9.8 Services to clients shall be on the basis of key principles of respect and courtesy.

6.4.10 REVIEW OF CHARTER

This Service Charter shall be reviewed annually in order to capture changes in policy and socio-economic environment.

6.4.11 FEEDBACK

Any person or organization dissatisfied or aggrieved with any of our services or conduct is encouraged to communicate, in writing, to the Provincial Planning Officer, the Director of

Physical Planning or the Head of Ministry, as appropriate, such displeasure as well as make suggestions on how we should improve our service delivery.

CONTACT DETAILS OF THE DEPARTMENT

DEPARTMENT OF PHYSICAL PLANNING: OFFICE ADDRESSES AND TELEPHONE NUMBERS

	POSTAL ADDRESS	PHYSICAL ADDRESS	TELEPHONE NUMBER	S.T.D
1.	THE DIRECTOR DEPARTMENT OF PHYSICAL PLANNING P.O. BOX CY 968 CAUSEWAY	HEAD OFFICE MUKWATI BUILDING 15 th Floor Office No.35 Cnr LIVINGSTONE & 4 TH STREET HARARE	700989/792108 707066/7 706258 Fax No. 792108	04
2	THE PROVINCIAL PLANNING OFFICER MASH. EAST P. BAG 3864 MARONDERA	MASHONALAND EAST PROVINCE STAND 1506,PINE STREET EXTENSION 4 WAYS INVESTMENT BUILDING MARONDERA	23583/4 23589 23583 23589 Fax P.A. 20749 24358	0279
3	THE PROVINCIAL PLANNING OFFICER MASH. WEST P.O. BOX 710 CHINHOYI	MASH. WEST PROVINCE 2 ND FLOOR LOCAL GOVT &NAT.HSNG OFFICE COMPLEX CNR. R. MUGABE AND PARK STREET CHINHOYI	22361 P.A 23440 22572 24372	067
4	THE PROVINCIAL PLANNING OFFICER MASH. CENTRAL P.BAG 929 BINDURA	MASH. CENTRAL PROVINCE KUVAKA HOUSE 2 ND STREET BINDURA	6315 6314 6934 6594 DEL	071
5	THE PROVINCIAL PLANNING OFFICER MAT. NORTH P. BAG A5201 BULAWAYO	MAT. NORTH PROVINCE BLOCK E ROOM 91 4 TH FLOOR MHLAHLANDLELA BLDNG CNR.10 TH AVENUE/BASCH STREET BULAWAYO	67262-4 63452/3	09
6	THE PROVINCIAL PLANNING OFFICER MAT. SOUTH P.O. BOX 146 GWANDA	MAT. SOUTH PROVINCE 2 ND FLOOR LOCAL GOVT & NAT. HSNG JAHUNDA RD GWANDA	22803/4 22805	0284
7	THE PROVINCIAL PLANNING OFFICER MIDLANDS P. BAG 9077 GWERU	MIDLANDS PROVINCE 1 ST FLOOR LOCAL GOVT BLDNG Room 1077 8 TH STREET/R. MUGABE	222437 P.A. 223261/2 223297	054

		GWERU		
8	THE PROVINCIAL PLANNING OFFICER MASVINGO P. BAG 9022 MASVINGO	MASVINGO PROVINCE BENJAMIN BUROMBO BLDNG MASVINGO	263351/3 263596/9 263598.P.P.O 262325 P.A.	039
9	THE PROVINCIAL PLANNING OFFICER MANICALAND P. BAG Q7760 MUTARE	MANICALAND PROVINCE 2 ND FLOOR NEW GOVT BUILDING R. MUGABE AV/4 TH STREET MUTARE	64779 64716 P.A. 62514 & 68176 Fax: 60873	020

6.5 DEPARTMENT OF CIVIL PROTECTION

6.5.1 Preamble

The Department of Civil Protection (DCP) has a staff complement of seven (7) officers at Head Office. The management structure comprises a Director, (Executive Assistant), Deputy Director and four (4) administrative officers responsible for Administration and Liaison, Operations, Research and Training. The support staff include an Assistant Accountant and Driver. Provincial and District administrators facilitate the work of the Department at their respective stations and levels. The operations of the Civil Protection Organization are multi-sectoral and interdisciplinary in scope.

6.5.2 Purpose of Clients Charter

The purpose of the clients charter is to enhance visibility of the Civil Protection Organization and improved interaction with the public and stakeholders.

6.5.3 Vision

To inculcate a culture of safety, strengthen coping capacities, optimise disaster response and build resilience in all communities in Zimbabwe.

6.5.4 Mission

To coordinate and promote strategic planning for emergencies at the individual, community, sectoral, local authority and national levels through regulatory mechanisms in order to provide for and ensure optimal emergency preparedness and disaster prevention in Zimbabwe.

6.5.5 Mandate

Overall coordination of all stakeholders involved in disaster risk management, promote preparedness planning, prompt emergency response, early recovery and rehabilitation of affected elements and advocate for integration of disaster risk reduction into development for sustainability.

6.5.6 Core values

- (i) A belief that the client comes first.
- (ii) A belief that the Government of Zimbabwe has the primary role to saving lives, protection of property and the preservation of the environment.
- (iii) A belief that people affected by disaster have a right to humanitarian assistance and protection.
- (iv) A belief in multi stakeholder partnerships.
- (v) A belief in integrity, transparency, accountability, innovation, diligence, courtesy and professionalism.
- (vi) The provision of timely, effective and efficient service.

6.5.7 Core functions

Ensure the attainment of optimal capacity for disaster risk management

- (i) Develop and maintain a disaster risk management framework in line with international best practice.
- (ii) To strengthen coping capacities of the general public in relation to the country's risk profile.
- (iii) To develop mechanisms to address the identified gaps in (i) and (ii).

Integration of disaster risk reduction into development for sustainability

To develop a national strategic disaster risk management framework and a mechanism for implementation of same.

Develop preparedness plans in order to ensure optimal response.

- (i) To design early warning mechanism at all levels.
- (ii) To promote indigenous knowledge systems and documentation of same for posterity.
- (iii) To ensure communities are equipped with basic knowledge and skills to manage prevailing hazards.

- (iv) To develop preparedness plans at national, provincial, district, local authority, community and strategic institutional levels.
- (v) To conduct training exercises and lessons learnt reviews.

Mitigate against trans-boundary disasters and plan for bilateral/multilateral interventions for major incidents

- (i) To identify and maintain and updated trans boundary risk profile.
- (ii) To conduct multilateral consultation on prevailing disaster risks.
- (iii) To develop requisite protocols and strengthen those that exist as and when necessary.

6.5.8 Clientele

Internal

- Minister
- Deputy Minister
- Permanent Secretary

External

- Members of the Public
- Communities
- Local Authorities
- Industry
- Uniformed Forces
- Tertiary and Research Institutions
- Civil Society
- Insurance Companies
- Faith Based Organisations
- NGOs
- U.N Agencies
- Tele Communciation Sector

6.5.9 Our Service Commitments and Standards

- (i) A commitment to the department's vision, mission and core values.
- (ii) A commitment to save lives and reduce suffering.
- (iii) A commitment to a proactive and multi hazard approach.
- (iv) A commitment to the application of relevant international best practices.

- (v) A commitment to public - private partnerships.
- (vi) A commitment to strengthening indigenous knowledge systems.
- (vii) A commitment to optimal individual performance and team work.
- (viii) A commitment to humanitarian principles and minimum standards in emergency response.
- (ix) A commitment to observing cross cutting issues such as HIV and AIDS, gender, age, (children, elderly people), people living with disabilities, environment, religion, culture, psycho social support *etc* in discharging our duties.

6.5.10 Obligations and rights

a) Ministry's obligations to clients

- (i) To mobilise adequate resources for disaster risk management.
- (ii) To provide prompt response in emergency situations.
- (iii) To be impartial and consistent in humanitarian interventions.
- (iv) To provide adequate protection and security to all citizens.
- (v) To facilitate a timely declaration of state of disaster.

b) Clients rights

- (i) A right to life with dignity.
- (ii) A right to information.
- (iii) A right to humanitarian assistance and protection.
- (iv) A right to be listened to.

c) Clients obligations

- (i) To share relevant information with authorities.
- (ii) To report risks to relevant authorities for timely response.
- (iii) To take an active role in preventing or mitigating emergencies/disasters.
- (iv) To cooperate with authorities providing assistance and gathering relevant data.
- (v) To desist from gathering at scenes of accidents for the purpose of looting and curiosity.

6.5.11 Review of Charter

To be reviewed and updated as and when necessary

6.5.12 Feedback

All inquiries, comments, suggestions and complaints are to be directed to:

The Director Civil Protection

P.B.7706

Causeway

Harare;7th Floor; Office No.709

Telephone number : 04 – 791287 or 0712804880/0712804882

Email address : eprzim@eprzim.co.zw

Fax number : 04 – 703715

6.6 THE DEPARTMENT OF HUMAN RESOURCES

6.6.1 Preamble

The Department of Human Resources is a service department within the Ministry and as such is duty bound to facilitate other departments by providing the requisite human resources and administering their conditions of service on their behalf.

6.6.2 Vision

A contented, productive workforce

6.6.3 Our Mission

To provide human resources administration services to the Ministry.

6.6.4 Our Mandate

To ensure that human resources administration, within the Ministry, are carried out efficiently and effectively and to provide human resources advisory services for local authorities.

6.6.5 Our Core Values

- Humanity
- Integrity
- Professionalism
- Consistency
- Fairness
- Confidentiality

6.6.6 Our core Functions

1. To engage in processes leading to efficient recruitment and selection.
2. Constantly update the structure and Detailed Establishment Table to suit new environment.
3. To decentralise human resources administration services to provinces and build capacity there.
4. To maintain an efficient human resources information system.
5. To provide timely and accurate advice on human resource matters to the Permanent Secretary, Heads of Departments, Local Authorities and individuals
6. To facilitate training for the Ministry and local authorities.
7. To encourage a succession system with human resource development.
8. To co-ordinate the production of manuals for in-house and local authority training.
9. To engage in all Ministry team efforts for special assignments.

6.6.7 Our Clients

Internal

- Permanent Secretary
- Heads of Department
- Industry Staff Members

External

- Local Authorities
- Local Government Board
- Public Service Commission
- Job Seekers

6.6.8 Our Service Commitment and Standards

1. In all our actions we will comply with the standards set out in the regulations and circulars of the Public Service Commission and the Ministry
2. We will reply to or forward up the line, your letter, application or query within five days of its entry into our department.
3. We will administer the recruitment and selection of staff as required by departments and according to their specifications.
4. We will maintain an appropriate staffing structure in consultation with Heads of Department
5. Your disciplinary hearing will be conducted fairly and simply.
6. Your grievance will be handled in a manner that listens to all sides of the story and that seeks a win-win conclusion.
7. We will provide our principals, departments, individuals and local authorities with professional advice and services upon request.
8. We will provide staffing statistics within a negotiated timeframe.
9. Our offices are open between 0745 hrs and 1645 hrs Mondays to Fridays and if the officer you are seeking is not available, then you may take your matter to the next level.

10. Telephones will be answered promptly and messages will be taken where officers requested are not present.
11. We can plan your training needs with you and administer your training programmes for you within a negotiated timeframe.
12. We can undertake the analysis of human resources administration and management issues on your behalf within five days of receipt of the correct documentation.
13. We can provide human resources management training and advice to human resource managers within the Ministry and in local authorities on demand.
14. We can provide human resources administration training to local authorities.
15. We can provide career guidance to individuals and institutions upon request
16. We will facilitate terminations of service timeously and will endeavour to overcome difficulties in this area.
17. We will facilitate compensation for injury of duty, terminal benefits and funeral assistance in a manner that is benefiting.
18. We will co-ordinate the performance management programme within the Ministry
19. We will oversee matters of health and safety in the workplace
20. We will undertake the administration of the remuneration of all members within the Ministry.
21. We will provide counselling services to individuals relating to their working environment or on a personal matter upon request.
22. We will mainstream gender matters within the Ministry.

6.6.9 Obligations and rights

1. You do not need an appointment but if you do not have one, you may have to wait for service.
2. We require you to give us all the information relevant to your case if you require assistance.
3. You are entitled to respectful and helpful service.
4. All the services offered by the Department of Human Resources are free.
5. If we are not responsible for the providing the assistance you require, we will appropriately and politely redirect you or your written query.
6. We will apologise where a genuine error has been made.
7. We will be truthful in our responses to our clients.
8. We will display our names on our desks for purposes of easy identification.
9. We operate a manual system.
10. An application can receive a YES or NO response.
11. We do not make the rules or set the conditions of services.
12. In some matters we do not have the final say.
13. We are humans too.

6.6.10 Feedback

Our contact details are: -

- Phones
- Offices
- Faxes
- Email

- ✓ You can lodge a complement or complaint to any of our offices through the Ministry Registry or, if you are aggrieved, you may submit a grievance to any Officer at any level. If you are genuinely dissatisfied with the service you received you may complain to the Director's office or the Permanent Secretary's office.

Human Resources Department
9th Floor
Office No. 937
Tel: 700859
Email; *enjones@mlgvturd.gov.zw*
mlgruddhr@gmail.com

6.7 DEPARTMENT OF FINANCE AND ADMINISTRATION

1.0 PREAMBLE

The Finance Section is charged with receiving revenue, control and give account of the Vote of the Ministry of Local Government, Urban and Rural Development in line with the Public Finance Management Act; develop skills and give direction of change in the public sector financial management. The Administration section controls transport management, asset management, procurement and supply management, Information management and State Occasions.

2.0 VISION

Control Financial Management, Financial Accounting, Financial Reporting and Administration Services efficiently and effectively for a decentralised democratic and development focused local government system.

3.0 MISION

To provide financial and administration services to the Ministry.

4.0 OUR MANDATE

To produce and monitor budgets and financial reports; procure goods and services, control assets, organize state occasions and offer proficient Information Systems.

5.0 CORE VALUES

- a) Accountability
- b) Transparency
- c) Quality Service
- d) Professional business conduct
- e) Timeous, courteous, accurate and reliable service
- f) Teamwork and Team spirit
- g) Commitment to the department's vision and mission
- h) Integrity

6.0 CORE FUNCTIONS

- 6.1 To mobilise financial resources for the Ministry's planned activities and programmes
- 6.2 Preparation of estimates of expenditure and revenue
- 6.3 Revenue collection
- 6.4 Regulate financial flows by adhering to monthly expenditure targets
- 6.5 Budgetary Control
- 6.6 Produce financial statements.
- 6.7 Financial Reporting
- 6.8 Procurement of goods and services
- 6.9 Formulation of Transport and Administration Policies

- 6.10 Account for assets at least twice per year and produce the Asset Certificate
- 6.11 Effective monitoring of Records and Information Management System
- 6.12 Implement E- Government
- 6.13 Review and update Results Based Management and Security services
- 6.14 State Occasions

7.0 OUR CLIENTS

External

- a) Treasury
- b) Other Ministries
- c) Local Authorities
- d) Comptroller and Auditor General
- e) Financial Institutions
- f) Parliament of Zimbabwe
- g) Liquor Retailers
- h) Transporters
- i) Suppliers of Goods and services
- j) Lease developers

Internal

- Minister
- Deputy Minister
- Permanent Secretary
- Ministry Departments
- Civil protection
- Urban Local Authorities
- Rural Local Authorities
- Human Resources
- Traditional Leaders Services
- Physical Planning
- Legal
- Audit
- Provincial & District Administration

8.0 OUR SERVICE COMMITMENT AND STANDARDS

- 8.1 Pay creditors within 14 working days
- 8.2 Answer and identify the ministry to the caller courteously within 3 rings
- 8.3 Visitors should be attended to immediately and courteously on arrival
- 8.4 Responses to Correspondences to the department shall be initiated within a week.
- 8.5 Plan all state occasions one month before e.g. Independence Celebrations and Hero's Day Commemorations and organise transport for the public during state occasions and state assisted funerals within 24 hours.
- 8.6 Respond to ICT queries within 12 working hours.

9.0 DEPARTMENT'S OBLIGATION TO CLIENTS

- 9.1 Clients shall have a right to be treated fairly and professionally
- 9.2 Clients have a right to lodge complaints on unfair treatment
- 9.3 Quality service shall be offered to the public at all times

10.0 REVIEW OF CHARTER

- 10.1 The Service Charter shall be reviewed annually in order to incorporate changes in policy and socio-economic environment.

11.0 FEEDBACK

Any person wishing to contact us with comments, suggestions or complaints, can communicate through; The Director Finance and Administration, at Head Office Makombe Building Conner Leopold Takawira and Herbert Chitepo Street; 9th floor Office No.938.

P Bag 7755
Causeway
Harare
Zimbabwe

Telephone: 263 4 793700; 263 4 791470; 263 4 794166; 263 4 251114

Email; sahlatswayo@mlgvturd.gov.zw/cmalinguza@mlgvturd.gov.zw

6.8 INTERNAL AUDIT DEPARTMENT

6.8.1 PREAMBLE

The Internal Audit Department within the Ministry of Local Government, Urban and Rural Development, is an independent professional unit established in terms of the Audit and Exchequer Act Chapter 22:03 Section 19 for the purpose of providing management with relevant expert advice on the adequacy, reliability and effectiveness of risk control and good corporate governance arrangements. It suggests improvements meant to facilitate the achievement of the ultimate goal of the Ministry.

6.8.2 VISION

Monitor and evaluate control systems in place for a decentralized, democratic and development focused local government system.

6.8.3 MISSION

To provide internal audit services to the ministry which are compliant with international benchmarks .

6.8.4 OUR MANDATE

Assure the Accounting Officer and other respective departmental heads on the effectiveness, reliability and adequacy of risk mitigation measures as well as the visible existence of good corporate governance in the Ministry of Local Government, Urban and Rural Development. This is achieved through conducting appropriate internal audit evaluations, assessments and investigations, whenever applicable.

6.8.5 CORE VALUES

- a) Client comes first;
- b) Commitment to the Department's Vision and Mission ;
- c) Creativity and innovativeness;
- d) Accountability and transparency;
- e) Professionalism and Integrity;
- f) Teamwork and networking.
- g) Honesty and objectivity.

6.8.6 CORE FUNCTIONS

- 6.8.6.1 Provide value for money audit services.
- 6.8.6.2 Design and implement less bureaucratic systems.
- 6.8.6.3 Carrying out audits at Local Authorities on request.
- 6.8.6.4. Apprise management on internal checks and controls weakness and make Recommendations

6.8.6.5 Carry out preaudits in all respect of all transaction

6.8.7. OUR CLIENTS

External

- a) Ministry of Finance;
- b) Comptroller and Auditor General;
- c) Local Authorities.

Internal

- a) Minister for Local Government, Urban and Rural Development

6.8.8 OUR SERVICE COMMITMENT AND STANDARDS

6.8.8.1 All telephone calls to our offices shall be answered courteously and within 3 rings.

6.8.8.2 People visiting the office shall be entitled to be courteously received and assisted on arrival.

6.8.8.3 To produce a report within a week after the completion of each assignment.

6.8.9. DEPARTMENT'S OBLIGATIONS TO CLIENTS

6.8.9.1 Clients shall have a right to lodge complaints on any misbehavior and ill-treatment by the auditor

6.8.9.2 Services to clients shall be on the basis of key principles of respect and courtesy.

6.8.10 REVIEW OF CHARTER

This Service Charter shall be reviewed annually in order to capture changes in policy and socio-economic environment.

6.8.11 FEEDBACK

Any person or office dissatisfied or aggrieved with any of our services or conduct is encouraged to communicate, in writing, to the Chief Internal Auditor or the Head of Ministry, as appropriate, such displeasure as well as make suggestions on how we should improve our service delivery.

CONTACT DETAILS OF THE DEPARTMENT

INTERNAL AUDIT DEPARTMENT: OFFICE ADDRESSES AND TELEPHONE NUMBERS

	POSTAL ADDRESS	PHYSICAL ADDRESS	TELEPHONE NUMBER	S.T.D
1.	THE Chief Internal Auditor Ministry Local Government, Urban and Rural Development Private Bag 7706 CAUSEWAY	HEAD OFFICE Makombe Complex 7 th Floor Office No.727 Herbet Chitepo & Takawira Street HARARE	792857 Fax No. 791434 cell.0772917490. Email.chiefauditor@mlgvturd.gov.zw ezmupfunya@yahoo.com	04
2	The Provincial Internal Auditor MASH. EAST P. O. Box 445 MARONDERA	MASHONALAND EAST PROVINCE GOVERNMENT COMPLEX MARONDERA	23675	0279
3	The Provincial Internal Auditor MASH. WEST P.O. BOX 732 CHINHOYI	MASH. WEST PROVINCE 2 ND FLOOR LOCAL GOVT & NAT.HSNG OFFICE COMPLEX CNR. R. MUGABE AND PARK STREET CHINHOYI	22361 P.A 24276	067
4	The Provincial Internal Auditor MASH. CENTRAL P O.BOX 10 BINDURA	MASH. CENTRAL PROVINCE KUVAKA HOUSE 2 ND STREET BINDURA	6971	0271
5	The Provincial Internal Auditor MAT. NORTH P. O. BOX 1496 BULAWAYO	MAT. NORTH PROVINCE 6 TH FLOOR MHLAHLANDLELA BLDNG CNR.10 TH AVENUE/BASCH STREET BULAWAYO	65758	09
6	The Provincial Internal Auditor MAT. SOUTH P.O. BOX 146 GWANDA	MAT. SOUTH PROVINCE 2 ND FLOOR LOCAL GOVT & NAT. HSNG JAHUNDA RD	22439	0284

		GWANDA		
7	The Provincial Internal Auditor MIDLANDS P.O BOX 365 GWERU	MIDLANDS PROVINCE 1 ST FLOOR LOCAL GOVT BLDNG 8 TH STREET/R. MUGABE GWERU	226858	054
8	The Provincial Internal Auditor MASVINGO P.O BOX 595 MASVINGO	MASVINGO PROVINCE BENJAMIN BUROMBO BLDNG MASVINGO	264708	039
9	The Provincial Internal Auditor MANICALAND P. O BOX 535 MUTARE	MANICALAND PROVINCE 1st FLOOR NEW GOVT BUILDING R. MUGABE AV/4 TH STREET MUTARE	P.A. 62514 & 68176 Fax: 60873	020

6.9 DEPARTMENT OF LEGAL SERVICES

Preamble

The Legal Services Department within the Ministry of Local Government provides legal services to the ministry's Departments.

Vision

Enhanced awareness of the Ministry's rights and obligations

Mission

To provide sound legal advice to the Ministry and its' stakeholders

Mandate

To provide legal services to the ministry

Core Values

- To provide sound legal advice to the ministry on various issues
- Attend to policy formulation in relation to the pieces of legislation under the Ministries jurisdiction
- Examine legal processes and identify issues for court processes
- Keep abreast of the legislation pertaining to the Ministry
- Drafting various legal document

Clients

Internal

- Ministry Departments
- Minister
- Deputy Minister
- Permanent Secretary

External

Local Authorities
A.G` s Office
Other Ministries
Ministry` s Stakeholders

Service Commitments and Standards

- To attend to lawsuits against the Ministry within the prescribed time frames and ensure that there are no default judgments against the ministry
- Facilitate the drafting of legislation and all legal documents within the shortest possible time
- To give sound legal advice on any issues arising as and when required

Obligations and Rights

- We are obliged to give quality service to our clients through giving sound legal advice and expertise on all issues on which we would have been consulted on
- Our clients reserves the right to accept or reject our legal opinion on matters they would have consulted us on

Review

The Service Charter shall be reviewed annually on at any time earlier in coherent to the dynamic promulgation of new policies

Feedback

An entity dissatisfied or aggravated with any of our services or conduct is hereby encouraged to communicate in writing to the Director Legal or the Head of the Ministry, as appropriate such displeasure as well as make suggestions on how should we improve our service delivery.

How to contact us

Postal address	Physical Address	Telephone
The Director, Legal Department.	Head Office, 9 th floor, Office No.915	252727,Fax 252728 Email: legaladvisor@mlgvturd.gov.zw
Ministry of Local Government ,Urban and Rural Development	Makombe Complex	
Private Bag 7706	Corner Leopold Takawira and	Cell: 0773 673420

Causeway, Harare	Hebert Chitepo, Harare	
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Further contact details: Secretary for Local Government, Urban and Rural Development
Email: permsec@mlqyturd.gov.zw

CLEINT CHARTER : PROVINCIAL ADMINISTRATION DEPARTMENT

1.0 PREAMBLE

The Provincial Administration Department is functional at provincial and district levels where it is anchored and led by the Provincial Governor and Resident Minister. Its main function relates to the developmental, coordinative and consultative functions of the Ministry.

2. PROVINCIAL VISION

Provide effective and efficient local government systems with a view to promote provincial development

3. PROVINCIAL MISSION

Provision of efficient, reliable, accessible and transparent local government systems which promotes community development and participation

4. PROVINCIAL ADMINISTRATION MANDATE

To promote, regulate, support, plan and facilitate the operations of local government structures within the province, district and sub district levels.

5. PROVINCIAL ADMINISTRATION CORE VALUES

- Accountability – responsiveness
- Transparency – integrity
- Team Work
- Professionalism
- Reliable - timeous, courteous and accurate service

6. CORE FUNCTIONS

6.1 COORDINATION

- To provide leadership, direction, guidance and coordination on all government activities at provincial, district and sub district levels.

- To provide the planning implementation and monitoring framework for all government and non government development programmes at provincial level.
- To facilitate the mobilisation of resources for infrastructural development and capital equipment from the state, private sector and non state development partners for the development of the province.

6.2 ESTABLISHMENT, REGULATION AND MONITORING OF LOCAL

GOVERNMENT STRUCTURES

- To facilitate the establishment of local government structures at provincial, district and sub district levels
- To regulate and monitor Local Authority operations so as to enhance their functionality and effectiveness.
- To mediate and facilitate amicable resolution of conflict between traditional leaders local authorities , sub district , government structures and their stakeholders
- To ensure effective and efficient service delivery systems by local authorities, traditional leaders and sub district structures for the benefit of the communities.

6.3 .1 CIVIL PROTECTION

- Identify disaster and map disaster prone areas
- Develop a Disaster plan of action to prevent , prepare and mitigate
- Create a database of disaster equipment in the province
- Capacitate communities with basic knowledge and skills to manage prevailing hazards
- Conduct mock disaster drills
- Mobilization of requisite resources for risk reduction and disaster mitigation
- Coordinating rescue efforts at provincial and district level

6.4 PROVINCIAL ADMINISTRATION CLIENTS

Internal

- Department of Physical Planning
 - Service Departments
- Accounts

- Audit
- Human Resources
- Finance and Administration

External

- Traditional Leaders
- Local Authorities
- Government Departments
- Members of the Public
- NGOs
- The Business Community

6.5 **SERVICE COMMITMENT AND STANDARD**

6.5.1 Processing of memo on traditional leadership and key council post appointments

To process memorandum of traditional leadership opportunities 3 days from date of receipt from District Administrator

6.5.2 **Budget Processing**

To be analysed and forwarded to Head Office within seven working days

6.5.3 **Local authority meeting minutes**

Analyse, acknowledge receipt and make head office submission within 3 working days

6.5.4 **Borrowing Powers**

Analyse and submit application for borrowing powers to head office within seven working days after receipt

6.5.5 Coordination of projects and programmes

Monitoring and evaluation reports to be produced within seven days after visit

6.5.6 Complaints

Acknowledge receipt within three working days and write to the District Administrator seeking clients

6.5.7 Emplacement of resettlement land under traditional leadership authority

To finalise the exercise as amicable as possible and make submissions together with the requisite maps to head office seven days upon completion of boundary verification exercise

6.5.8 Reports

- To submit provincial monthly reports every first week of the month
- To produce meeting and workshop reports within 3 days after attending
- Systems audits, monitoring reports to be produced within seven working days after relevant
- Investigative reports to be produced within 10 working days upon conclusion of the investigation

6.6 PROVINCIAL ADMINISTRATION OBLIGATIONS TO CLIENTS

Promoting effective and efficient service

Clients Rights

- Right to complain and give suggestions

- Right to be heard

Obligations

- To cooperate and listen
- To provide adequate information relating to area of concern

6.7 **FEED BACK**

The Provincial Administration will continuously carry out consultations, systems audits and social audits. Clients will receive service at the earliest stipulated timeframe.

6.8 **COMMENTS, SUGGESTIONS AND COMPLAINTS**

Aggrieved persons are encouraged to communicate, in writing, to the Provincial Governor, Provincial Administrator or Head of Ministry, depending on the nature of complaint elaborating such displeasure as well as make suggestions on how we should improve our service.

6.9 **REVIEW OF THE SERVICE CHARTER**

To be revisited annually.