CHIMANIMANI RURAL DISTRICT COUNCIL

CLIENTS CHARTER

VISION

A citizen centered local authority delivering quality services and inclusive development by 2030

MISSION

To provide inclusive and quality infrastructure, social services and an enabling environment that promotes sustainable development in Chimanimani district.

MANDATE

To provide essential services to the community of Chimanimani as enshrined in the RDC Act 29:13 Sections 71.

CORE VALUES

- **PROFESSIONALISM ∞ ACCOUNTABILITY ∞ TEAMWORK ∞ INCLUSIVITY ∞ INNOVATION**

SERVICE COMMITMENTS AND STANDARDS/WHAT TO EXPECT FROM THE ORGANISATION

1. **Clients**
   - General Public
   - Investors
   - Departments
   - Agencies

2. **Service commitments**

   We undertake to:
   - Serve all our clients in compliance with the Law, Policies, Regulations and Circulars
   - Consult when formulating policies.
   - Exercise zero tolerance to all forces of corruption and dishonesty
   - Identify ourselves when serving clients
   - Label our offices and desks to facilitate our clients 'access to us
   - Attend to clients as soon as practically possible
   - Treat clients with respect and courtesy
   - Be transparent, sensitive and responsive
   - Answer phone calls within 3 ringing
   - Offer timely services
   - Maintain confidentiality on all information.
   - Respond to emergencies instantly

The councils 'obligations to clients	Client's obligation	Clients' Rights
To establish functional and efficient relationships with clients	To comply with all legal and policy provisions and procedures covering our services to them	Access to timeous service delivery
To provide quality services	To provide true, accurate and timely information as and when required	Privacy and confidentiality
To comply with statutory requirements	To treat the council staff and stakeholders with courtesy and respect	Access to authorized information
To respect clients	To avail themselves as and when required punctually with commitment	Give feedback or lodge complaints
To treat all clients and stakeholders fairly	To shun bribery and all forms of corruptions	Fair hearing and treatment
To provide timely and effective response to clients' needs	To follow the formal complaint procedure when aggrieved	
To provide consistent, true, accurate and clear advice and information according to the law		

1. **Review of Client Charter**

   This Client Service Charter is subject to review annually, in December based on feedback from internal and external clients

WORKING HOURS

Our clients should expect to be served as follows: -

Days: Monday – Friday (Except on designated public holidays)

Time: 7:45 am – 13:00 p.m.
2:00 pm. – 16:45pm.

CONTACT ADDRESSES

Chief Executive Officer
Chimanimani Rural District Council
Stand 267
Box 65
Chimanimani

FEEDBACK/HOW TO CONTACT US

Our feedback system consists of the following: -

- *Use of Client feedback forms available at the reception.*
- *Suggestion boxes.*
- *Telephone services – +263 27 205 2272/ 2273.*
- *Cell: +263 775 820 024*
- *Writing to the Chief Executive Officer.*
- *E-Mail:chimanimanirdc@gmail.com*
  infor@chimanimanirdc.org.zw
- *Website: www.chimanimanirdc.org.zw*