



# CHIPINGE TOWN COUNCIL

## CLIENTS SERVICE CHARTER

### Introduction

We are an urban local authority servicing a population of approximately 35,000 residents spread across 8 wards. We are the third largest urban settlement in Manicaland Province, situated 16km South-East of Mutema, the provincial capital.

### Vision

Our mission is to provide first class service delivery and promote economic growth to enhance the quality of life for the residents of Chipinge Town.

### Mission

A town with socio-economically empowered and well served communities by 2030.

### Values

Responsiveness, Accountability, Transparency, Integrity and Inclusivity

### Mandate

We are mandated to serve our community through the following enabling legislation:

Constitution of Zimbabwe

Urban Councils Act (Chapter 29:15)

Regional, Town and Country Planning Act (Chapter 29:12)

Prevention of Corruption Act (Chapter 9:35)

Water Act (Chapter 20:24)

Environmental Management Act (Chapter 20:27)

Roads Act (Chapter 23:18)

Public Finance Management Act (Chapter 22:31)

Public Health Act (Chapter 15:05)

Procurement Act (Chapter 22:14)

Labour Act (Chapter 28:01)

Public Procurement and Disposal of Public Assets Act (Chapter 22:13)

Other subsidiary laws and policies

### Chipinge Town Council Service Commitments

Committed to promoting the ease of doing business in Chipinge, we make an undertaking that the ease of licensing, payments, plan approvals and the ease of access to services shall be delivered through the following standards:

#### 1. Service Delivery Standards

Our clients will participate in determining the level and quality of Council services. They will receive, monitor and provide feedback on the delivery of these services.

##### i. Accessibility

Our clients will be treated with courtesy and consideration of their unique circumstances and needs. All departments are committed to providing continuous and incremental customer service training to staff and councillors in order to enhance this. Everyone accessing Council services physically should be served at our reception within 1 minute. Telephone calls will be answered within three rings identifying Chipinge Town Council.

##### ii. Courtesy

Our clients will have equal access to local authority services which they are entitled to. All departments, fronted by our Heads of Departments, shall be accessible to residents at all times and commit to upholding the ease of doing business, ease of payment, ease of licensing, ease of plan approvals and ease of access to services. Council will establish a one stop service centre by December 2026 to ensure that its services are available for residents in a fast and reliable way.

##### iii. Information Services

Our clients are assured of access to relevant, accurate and timely information on Council's services and programs. Council commits itself to addressing clients in a language that they understand. Platforms will be created for clients and stakeholders to access and provide information and relevant feedback, at most within 24 hours. Furthermore Councillors will be fully equipped with sufficient information for wider dissemination in their wards.

#### 2. Participation Standards

Our clients are required to participate in all Council processes and activities and to provide feedback about the level and quality of the services they receive. We value citizen and worker participation in the pursuit to deliver on our mission and achieve our vision. There shall be no reprisals against employees or our residents for registering concerns or giving contributions to help the local authority to deliver on its mandate.

#### 3. Safety Standards

We derive our safety consciousness from the Zimbabwe National Occupational Health and Safety Policy (2014) and Council's Health and Safety Policy. All our premises and buildings are no smoking zones. We will ensure that all our work places are safe and free from hazards for our employees, clients and stakeholders. The safety of our community is also paramount. We shall do everything within our capacity to promote the safety of persons, homes and properties within the town. Our fire and any other emergency services will be activated within 20 minutes around Chipinge Town of a report and shall do everything possible to avert further harm to life and property.

#### 4. Public Accountability Standards

We will adhere to the public accountability standards that the Constitution of Zimbabwe, the Urban Councils Act, subsidiary legislation and the policies of Council impose on us. We shall openly and transparently disclose information which is in the public interest to request; and shall account for public resources as the law dictates.

#### 5. Equality Standards

No one will be prevented from accessing Chipinge Town Council's services on the basis of their sex, age, ability, race, cultural or religious orientation. We shall treat all men and women equally in our business with internal and external public. Special provisions for children, pregnant women, breast-feeding women, the elderly and persons with disabilities shall be made as circumstances and resources allow; so that to the best extent possible; they are not inconvenienced while seeking to access or participate in Council programs.

#### 6. Transparency Standards

Our clients will have access to information on how Council and its various departments function, as well as the applicable costs for services provided. Council will commit itself to transparency and make information and records about our processes, systems and procedures available to clients as they require.

#### Core Functions

Provision of potable water to every household

Provision of trafficable roads

Provision of an effective and efficient solid waste management system

Provision of housing, health and social services

Promotion of Local Economic Development

Promotion of sound environmental management systems

Promotion of sound local governance

#### Review

Chipinge Town Council shall review this Clients Service Charter as operating conditions demand.

#### Obligations of our Clients

To support the proper delivery of services, our clients have the following obligations:

- Paying their bills on time, as and when they fall due;
- Complying with all relevant laws, by-laws and policies of Council;
- Refusing to offer bribes or incentives to Council staff for them to perform their duties;
- Reporting any illegal or corrupt activities perpetrated by any Council officials;
- Protection of Council property and reporting any vandalism or theft wherever or whenever it occurs.

#### Rights of our Clients

To support the proper delivery of services, our clients have the following obligations:

- Paying their bills on time, as and when they fall due;
- Complying with all relevant laws, by-laws and policies of Council;
- Refusing to offer bribes or incentives to Council staff for them to perform their duties;
- Reporting any illegal or corrupt activities perpetrated by any Council officials;
- Protection of Council property and reporting any vandalism or theft wherever or whenever it occurs.

#### Clients and Stakeholders

Our business is to serve clients who fall into the following categories:

##### Residents

Business community

Cooperatives

Informal sector

Land developers

Financial institutions

Suppliers

Churches

Employees of Chipinge Town Council

#### Other key stakeholders

Ministry of Local Government Public Works and National Housing and other line ministries

Provincial Council

Residents and Ratepayers Associations

Trade Unions

Community Based Organisations

Non-Governmental Organisations

Urban Councils Association of Zimbabwe

Business Community

### Contact Chipinge Town Council on the following:

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