



EPWORTH LOCAL BOARD

CLIENT SERVICE CHARTER POLICY

Responsible Department: Administration

Date approved 29 JUNE 2011

Date of Approved Review 17 MAY 2023

Vision: A prosperous and empowered urban community by year 2030

Mission: To provide quality and sustainable social services to the community through citizen participation

Core Values

- 1) Transparency- Openness and truthfulness to our clients and stakeholders
- 2) Responsiveness - Attending to clients' queries and complaints on time
- 3) Accountability-Taking responsibility for our actions
- 4) Integrity- Doing the right things even when no one is watching
- 5) Teamwork- Unity of purpose to serve the clients and stakeholders

The values can be summed up as 'TRAIT'

ELB CORE VALUES	COMMERCIAL VALUE	TECHNICAL VALUE	CORPORATE VALUE
Transparency-	Communication	Sincerity	Openness
Responsiveness	Dedication	Receptiveness	Sensitivity
Accountability	Obligation	Answerable	Responsible
Integrity	Truthfulness	Morality	Honor
Team Work	Cooperation, Partnership	Participation, Fellowship,	Solidarity

1. STATEMENT OF POLICY

This service charter is a public document that sets out basic information on the services provided, the standards of service that customers can expect from Epworth Local Board, and how to make complaints or suggestions for improvement.

This Client Service Charter is a commitment by us Epworth Local Board to the Residents, citizens and rate payers and stakeholders that we will provide and facilitate for the provision of quality service that demonstrates value for money,

and further, that should service standards be compromised, you have clear information on route to follow to have this addressed.

2. List of Acronyms
 - ELB-Epworth Local Board
3. Glossary of terms
 - Accounting officer
 - Council
 - Designated officer
 - Committee
4. Mandate

Our mandate as a local Authority is enshrined in Section 276 of the Constitution of Zimbabwe, which is a right to govern the local affairs of the people within Epworth Local Board area, with all necessary powers to do so, including powers to make by laws and regulations for the effective administration of the area and powers to levy rates and taxes, and generally to raise sufficient revenue for the Board so that it meets its objectives and responsibilities. Our mandate is further elaborated in various national legislation, by-laws. Council policies and regulations. The principal among them are the following:

Terms of Reference:

- 2.1 Constitution of Zimbabwe Act 1/2013 (Chapter 14: Sections 274; 276; 277; 278; 279)
- 2.2 Urban Councils Act (Chapter 29:15)
- 2.3 Provincial Councils and Administration Act (Chapter 29:12)
- 2.4 Housing Standards Control Act (Chapter 29:08)
- 2.5 Housing and Building Act (Chapter 22:07)
- 2.6 Burial and Cremation Act (Chapter 5:03)
- 2.7 Cemeteries Act (Chapter 5:04)
- 2.8 Education Act (Chapter 25:04)
- 2.9 Shop license act (chapter 14:17)
- 2.10 Public Health Act
- 2.11 Roads Act (Chapter 13:18)
- 2.12 Water Act (Chapter 20:24)
- 2.13 Regional Town and Country Planning Act (Chapter 29:12)
- 2.14 Environmental Management Act (Chapter 20:27)
- 2.15 Public Finance Management Act (Chapter 22:19)
- 2.16 Labour Act (Chapter 28:01)

6. Departments in the Organization and their Core Functions

A. ADMINISTRATION

MISSION

To provide quality and efficient human resources management, administrative and audit services to the organization.

Core Functions

- Provision of Administration services
- Provision of Human Resources Management services
- Provision of Asset management
- Provision of Transport Management services
- Provision of Corporate Secretariatship services
- Provision of Information and Records Management
- Provision of Planning, Regulation and office management services
- Provision of Security Services
- Provision of Internal Audit and risk management Services
- Provision of Procurement and Disposal of Assets

B. FINANCE DEPARTMENT

MISSION

To provide efficient and transparent financial services to the organization.

- Production of Budgets

- Financial Accounting
- Cost and Financial Management
- Revenue and Financial Management
- Production of Financial Statement and Financial Reports

C. HEALTH SERVICES

Mission

To provide quality, efficient and affordable health-care services to the community.

Core Functions

- Curative services
- Opportunistic Infections Management
- General OPD Services
- Maternal and Child health Services
- Pharmaceutical Services
- Diagnostic Services
- Laboratory services

Preventive services

- Immunisation
- Health Promotion Services
- Provision of Family Planning
- Voluntary Counselling and Testing (VCT)
- Environmental Health Services
- Emergency services

Public Safety and Health Services

- Solid Waste Management
- Food safety inspections
- Environmental management, monitoring

- Disease surveillance and control
- Health hazard identification and mitigation.
- Policy development and enforcement related to health
- Education and outreach
- Vector control
- Disaster risk management
- Water quality monitoring
- Building plans examination on health compliance

D. ENGINEERING AND PLANNING SERVICES

Mission

To provide effective and efficient technical services to the community

Core Functions

- Road Construction and Maintenance
- Water Supply and Sanitation Services
 - Spatial Planning and Development Control
- Road Construction and Maintenance
- Water Supply and Sanitation Services
 - Spatial Planning and Development Control
- Provision of Public Lighting

E. HOUSING AND COMMUNITY SERVICES

Mission

To provide low cost housing services to the community.

Core functions

- Housing Delivery services
- Property Records Management
- Management of Recreational Facilities
- Estate Management Services
- Maintenance of Housing Waiting List
- Local Economic Development planning.
- Education and Social Services

- Community Engagement

7. Clients

Clients of the Organisation, both External and Internal

INTERNAL CLIENTS

- Employees

EXTERNAL CLIENTS

- Ratepayers/Residents
- Business community
- Motorists
- SME's
- Suppliers
- Youths
- Vulnerable groups
- Investors
- Vendors
- Gvt departments
- Churches

8. Service Commitment and Standards/ What to expect from the Organisation

Organisation's obligations to the Clients in relation to service provision. What Clients can expect from the Organisation.

CENTRAL ADMINISTRATION

FUNCTION	COMMITMENT AND STANDARDS	OBLIGATIONS AND RIGHTS
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HUMAN RESOURCES MANAGEMENT

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|---------------------------------|---|
| 1. Performance management | <ul style="list-style-type: none"> • Completion and submission of appraisal forms by November of each year. |
| i. Recruitment and selection | <ul style="list-style-type: none"> • Within two months from date of request for permanent employees. • Within three weeks from the date of request for casual employees |
| ii. Induction | Within a week of joining the Organisation |
| iii. Discipline | Disciplinary cases to be finalized within 30 days |
| iv. Training and development | To organize training programme within one month from the date of approval. |
| v. Personnel records management | Update personnel files within 24 hours of receipt. |

TRANSPORT MANAGEMENT

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| i. Vehicle Allocation | Vehicles to be allocated within ten minutes of request. |
| ii. Vehicle Maintenance | Vehicle servicing to be done as per dealers' specification |
| iii. Processing request for fuels | Within ten minutes of receipt. |

CORPORATE SECRETARIATSHIP

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| i. Minute | Minutes should be produced within 5 days from date of meeting. |
| ii. Agenda | To be distributed 7 days prior to the meeting. |

INFORMATION AND RECORDS MANAGEMENT

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| i. Mail | <ul style="list-style-type: none">• Incoming mail to be logged in within a day.• Internal to be distributed within 30 minutes.• Acknowledgement of received mail within 5 days of receipt.• E-mail retrieval to be done twice a day. |
| ii. Reception | <ul style="list-style-type: none">• Answering calls to be done within three rings.• Visitors at the reception should be attended within a minute. |

INTERNAL AUDIT

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| i. Conduct Internal Audit | <ul style="list-style-type: none">• Pre – audits within a day• Investigate audits within a day of receiving it.• Routine audits to be done bi- monthly• Conduct risk assessment continuously |
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- ii. Audit reporting
 - Within 5 days of concluding and audit

HOUSING DEPARTMENT

FUNCTIONS	COMMITMENT AND STANDARDS	OBLIGATION AND RIGHTS
i. Property Records Management	<ul style="list-style-type: none"> - Receipt of Correspondences – 30 mins - Filing – within 1 hour - Response -within 1 day 	
ii. Estate management services	<ul style="list-style-type: none"> - Receipt of applications – within 30 minutes - Registration – within 7 days - Within 7 days for all received applications - Response to applications – within 24 hrs 	
Leases preparation	<ul style="list-style-type: none"> - Referral of applications to Urban State- lands Office – within 7 days 	
Facilitation of title deeds		
iii. Housing waiting list	<ul style="list-style-type: none"> - Receipt and recording of applications – within 30 minutes 	
iv. Community engagement	<ul style="list-style-type: none"> - Distribution of notices / agenda – within 1 day - Distribution of statements – within 5 days of receipt - Meter readings – within 5 days every month 	

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| | - General letters / documents- within 1 day of receipt. |
| v. Local economic development | - Receipt of applications within 30 minutes |
| | - Acknowledgement of application within 7 days of receipt. |
| vi. Education and social services | - Election of SDCs before end of March annually. |
| vii. Management of recreational facilities | - Receipt and confirmation of booking within 30 minutes. |

FINANCE DEPARTMENT

FUNCTION	COMMITMENT AND STANDARDS	OBLIGATIONS AND RIGHTS
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PROCUREMENT

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| i. Purchase Requests | <ul style="list-style-type: none"> ● To be processed within one day of receipt |
| ii. Tendering | <ul style="list-style-type: none"> ● Informal tenders to be processed within 14 days of receipt of requisition ● Competitive quotations to be processed within 2 days. |
| iii. Opening and Adjudication | <ul style="list-style-type: none"> ● Within 48 hours of opening |

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|-------------------------------|---|
| iv. Payment / Purchase orders | <ul style="list-style-type: none"> • Within 48 hours of opening |
| v. Receipts of goods | <ul style="list-style-type: none"> • Receipt and updating of bin cards within 8 hours of receiving goods. • Distribution of goods within 10 minutes of request. |

ASSET MANAGEMENT

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| i. Asset register | <ul style="list-style-type: none"> • Update register within 24 hours. |
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BUDGETING

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| i. Current Budget Review | <ul style="list-style-type: none"> • To be conducted by 31st July each year. • Budget consultations by 30 September of each year. • Budget submission by 30 November each year. |
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FINANCIAL ACCOUNTING

i. Receipting	<ul style="list-style-type: none"> To be done within 56 minutes of arrival.
ii. Banking	<ul style="list-style-type: none"> Within 24 hours of receipting.
iii. Updating	<ul style="list-style-type: none"> Within 24 hours.

Cash books

Transactions

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|--|---|
| iv. Preparation of payment vouchers | <ul style="list-style-type: none"> Within 24 hours of receiving request for payment. |
| v. Preparation of financial statements | <ul style="list-style-type: none"> By 30 March every year |
| vi. Audit Schedules | <ul style="list-style-type: none"> By 30 March every year |

FINANCIAL MANAGEMENT

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|--------------------------|---|
| i. Management repots | <ul style="list-style-type: none"> Within the first 14 days of every month |
| ii. Cash Flow Statements | <ul style="list-style-type: none"> Within the first 14 days of every month |

RESOURCE MOBILISATION

	<ul style="list-style-type: none"> 	
i. Revenue collection	<ul style="list-style-type: none"> All outstanding debts to be collected within 120 days 	

ii. Revenue generation	<ul style="list-style-type: none"> Implement at least two income generating projects every year 	
iii. Resource Allocation	<ul style="list-style-type: none"> Cash allocation to user departments within 30 days of every month. Payment of salaries by 20th of every month. 	

ENGINEERING DEPARTMENT

FUCNTION	COMMITMENT AND STANDARDS	OBLIGATIONS AND RIGHTS
ROAD CONSTRUCTION AND MANTAINENCE		
i. Pothole patching	<ul style="list-style-type: none"> Attend within 14 days of identification 	
ii. Grass cutting	<ul style="list-style-type: none"> To cut twice per week 	
iii. Drainage and culvert cleaning	<ul style="list-style-type: none"> Once every year 	
iv. Carriageway markings	Once in two years	
SPATIAL PLANNING AND DEVELOPMENT CONTROL		
Building Inspections	<ul style="list-style-type: none"> Within 72 hours of request. 	
Submission of layout plans to Department of Physical Planning	<ul style="list-style-type: none"> Within 3 days of receipt 	
Relocation of boundary pegs	<ul style="list-style-type: none"> Within 7 days of booking 	

Beacon receipts	<ul style="list-style-type: none"> • Confirm beacon within 24 hours of request
Subdivision Processing	<ul style="list-style-type: none"> • Processing within 14 days of receipt.

WATER AND SANITATION SERVICES

Burst pipes	<ul style="list-style-type: none"> • Attend to burst pipes within 12 hours of reporting • Continuous water supply for 1 hour daily • Water quality monitoring once every 3 months
Access to borehole water	<ul style="list-style-type: none"> • Establishment of boreholes within every 1 km radius.
Refuse collection	<ul style="list-style-type: none"> • Twice every week at all commercial centres and institutions. • Clear refuse dumps at least once every week.

PUBLIC LIGHTING

Maintenance	<ul style="list-style-type: none"> • Replace blown bulbs within 7 days
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HEALTH SERVICES DEPARTMENT

FUNCTION	COMMITMENT AND STANDARDS	OBLIGATIONS AND RIGHTS
OPPORTUNISTIC INFECTIONS SERVICES		

OI AND GENERAL OPD SERVICES

- Patient registration and observation within 10 minutes of arrival
- Consultation within 10 minutes of registration.
- Treatment within 10 minutes

Laboratory services

- Investigations: TB screening, CD4 count within 24 hours
- Malaria testing within 10 minutes.
- VCT results within 20 minutes.
- HB results within 10 minutes of testing
- DBS for children within a month
- Viral Load tests results within a month
- Pregnancy tests result within 2 minutes of testing.

MARTENAL SERVICES

Antenatal clinic

- First ANC booking within
Repeat ANC within 1 hour.

Post Natal Care

- Within 2 hours of arrivals.

PHARMACEUTICAL SERVICES

Drug dispensing

- Dispensing should be within 30 minutes

of consultation

Drug ordering • Once every month

Stock taking • Once every month

IMMUNISATION AND FAMILY PLANNING

Immunisation family planning • Attendance to be done within 20 minutes of arrival

HEALTH PROMOTION AND ENVIRONMENTAL SERVICES

Communicable Diseases investigations • Within two weeks of reporting.
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Outbreak diseases • Within 24 hours of reporting

Premises Inspections • Within 24 hours of request of Licensing.

EMERGENCY SERVICES • Within 15 minutes of request.

9. Obligations and Rights

ii. Clients' rights and obligation in relation to service provision.

How Clients can assist the Organisation. (Needs, suggestions, comments)

Council requires you , as citizens, clients and stakeholders to:

1. Comply with all relevant laws and bylaws of the Council.
2. Pay your bills on time.
3. Participate in community/stakeholder meetings
4. Provide feedback on how we perform by calling, sending text messages, visiting Council offices in person, writing or attending council meetings, raise complaints when services have not been performed or have not been to your expectation.
5. Desist from vandalizing Council property and to report any such vandalism whenever it occurs.
6. Report faults and blockages of infrastructure.

7. Keep all Council issued correspondence and records safe.
8. Treat Council staff fairly with courtesy
9. Not offer bribes nor corrupt staff.
10. Report any soliciting of bribes by Council staff to the Head of office.

10. Review of Clients Charter

Epworth Local Board shall review this Client Charter every year, taking into account changes in the operating environment.

11 Feedback /How to contract the Organisation

CONTACT DETAILS

- Tel 0242-577445/49
- Box EP180, Epworth
- 1038 Chiremba Road, Epworth
- Web site epworthlocalboard.co.zw
- Email. elb@africaonline.co.zw

12 Conclusion

- a. This policy has been aligned to national and sector specific legislative instruments as well as designed for the fulfilment of the vision and mission of Epworth Local Board as a Body Corporate
- b. Interpretation of this policy is guided by a procedures manual and rests with the council and its designated officers
- c. This policy shall be read in conjunction with the urban councils act chapter 29:15 and the Constitution of Zimbabwe

13 Signatures –

13..1 Chairperson

13..2 Accounting Officer

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