CLIENT SERVICE CHARTER

FOR

THE OFFICE OF THE MINISTER OF STATE FOR PROVINCIAL AFFAIRS AND DEVOLUTION



MASVINGO PROVINCE

1. PREAMBLE

The Office of the Minister of State for Provincial Affairs and Devolution in the Office of the President and Cabinet is mandated and committed to provide strategic leadership, oversight and coordination of the entire Government for quality service delivery.

Development and operationalization of a Client Service Charter is one of the strategic mechanisms to inform and create awareness to the entire clients and stakeholders about access, time and place of services available to them.

This charter, therefore, presents the service commitments of the Office of the Minister of State for Provincial Affairs and Devolution to its clients. These commitments have been agreed to and are binding on all members of staff of the Office of the Minister of State for Provincial Affairs and Devolution.

The service charter outlines the mandate, vision, mission, core values, terms of reference, principles, service commitments and delivery standards, Office obligations to clients and stakeholders including their obligations and rights. Office Client Service Charter also spells out the grievance redressal and feedback mechanisms as these are considered fundamentals of quality and timely service delivery.

2. MANDATE

To provide overall leadership in public policy management and promotion of good governance; to ensure that Government policies, programmes and projects are adequately formulated, communicated, implemented,

monitored and evaluated for social and economic development for improved welfare of the citizens.

3. VISION

Transformative Governance towards a prosperous and empowered Upper Middle-Income Society.

4. MISSION

To provide strategic leadership, oversight and coordination of the entire government for quality service delivery.

5. CORE VALUES

Core value	Our meaning
Assertive Leadership	Leading with Confidence, Clarity and Respect
Accountability	Commitment to take responsibility for one's actions, decisions and use of public resources
Loyalty	Commitment to Uphold, Protect and Serve the Office with Integrity and Reliability
Professionalism	Qualities and behaviours that show competence, integrity and respect in the workplace
Results-Focused	Getting things done and achieving impactful results.

6 TERMS OF REFERENCE

i. Constitution of Zimbabwe Amendment (No. 20) Act 2013: [Cap 2], Sections 264

7 CORE FUNCTIONS

- Facilitate coordination between Central Government, Provincial and Metropolitan, district and local government structures to ensure

effective implementation of Government policies, plans, programmes and projects in the province;

- Ensure a synergetic relationship between the National Planning Agenda and Provincial/Metropolitan, and local government plans and programme;
- Implement Government's Devolution and Decentralisation policy through the respective strategic plans and programmes such as the Provincial Economic Development Plan (PEDP) to ensure that all three tiers of Government services are delivered to the people;
- Coordinate the development and implementation of comprehensive socio-economic development plans and programmes that promote sustainable provincial economic growth and stability;
- Facilitate and coordinate the development and implementation of transformational programmes that promote the industrialisation, modernisation and digitalisation of the province, leaving no one and no place behind;
- Lead in the development and implementation of innovative investment promotion strategies that guarantee both domestic and foreign direct investments into the province;
- Give impetus to strategic Government interventions such as Community Share Ownership trusts and employee ownership trusts and employee ownership schemes, leveraging on resources comparative advantages in the provinces;
- Facilitate information dissemination to the public through innovative communication programmes so as to make known the impact of the Second Republic's economic policies, interventions, programmes and projects;
- Facilitate and coordinate State events and provincial functions;
- Facilitate and coordinate the implementation of Anti-Corruption policies and interventions that promote integrity and eradication of corruption from the provinces;
- Ensure operational efficiency of Government Ministries, Departments and Agencies (MDAs) and monitor the efficient and effective management of Government resources in order to improve the ease of doing business.

8 DEPARTMENTS

The Office consists of the following Departments:

i. Office of the Minister of State for Provincial Affairs and Devolution
ii. Office of the Secretary for Provincial Affairs and Devolution
iii. Provincial Coordination
iv. Economic Affairs and Investments
v. Infrastructure Planning and Environmental Management
vi. Finance, Administration and Human Resources
vii. Internal Audit

9 CORE PRINCIPLES OF PUBLIC SERVICE DELIVERY

We commit ourselves to the following service delivery principles:

Standard of Service

We will set clear service standards that will be used for monitoring and evaluating our service delivery performance.

Engagement

We will consult and involve all clients, including OPC employees, to solicit their views to improve service delivery and performance of Government.

Fair Treatment

We will treat all people fairly, especially those with special needs such as the elderly and the physically challenged.

Improve and Innovate

We will continuously seek opportunities to improve facilities and services we offer.

Put things right when they go wrong

We will put in place a grievance handling mechanism to put things right quickly, learn from complaints and put in place a publicized and user-friendly complaints management system.

Effective and efficient use of resources

We will use resources effectually and competently in order to provide better values for taxpayers, development partners and others.

10 OUR CLIENTS

a) Our Principals
b) Cabinet
c) Parliament
d) Staff Members
e) Government Ministries and Departments
f) State Enterprises and Parastatals
g) Local Authorities and Provincial Council
h) Citizens and Civil Society Organisations
i) Private Sector and Investors
j) Security and Defence Sector
k) Media and Communication Entities
l) International Partners and Donors

11 OUR SERVICE COMMITMENT AND STANDARDS

In dealing with the citizens, Ministries, Departments and Agencies, private sector, development partners and others, the Office commits to:

(a) Be ethical in all our conduct with clients at all times;
(b) Provide services with courtesy, professionalism and transparency;

(c) Resolve all complaints received within the stated timelines;

(d) Treat information provided to us with utmost confidentiality;

(e) Provide clients with relevant information requested;

(f) Identify ourselves always when we speak to clients;

(g) Courteously answer all telephone calls within three rings;

(h) Courteously attend to clients visiting the Office within five minutes of arrival;

(i) Respond to correspondence (letters and e-mails) within five working days and on more complex issues our initial response will give estimate of when the full response will come;

(j) Minutes of held meetings distributed as follows:

- ✓ Weekly-within three days
- ✓ Twice a month-in one week
- ✓ Monthly-within one and half weeks

(k) Be available to clients during working hours from 0745 hrs. to 1645hrs, Monday to Friday with one-hour lunch break between 1300hrs to 1400hrs; closed on Saturdays, Sundays and Zimbabwean public holidays;

(l) Effective payments of goods and services within 30 days upon submission of accurate invoices and any other supporting documents in line with Government procurement rules and regulations. An explanation will be provided for payments beyond 30 days;

(m) Ensure that the accuracy, accountability and quality of our services remain world class;

(n) Improve the monitoring and evaluation of the quality of services and reporting the results. Quarterly Reports for NDS2 produced and presented to the Principals, Citizens and Stakeholders;

(o) Reviewing the achievements and challenges of NDS2

(p) Upgrade service delivery in conformity with technological innovations;

(q) Establish a functional system of handling enquiries and feedback on our services.

12 OBLIGATIONS AND RIGHTS

12.1 Office's obligations to the citizens;

In dealing with our clients; we commit to:

- Provide efficient and effective service;
- Provide accurate and timely data and information;
- Treat with confidentiality our interactions with our clients;
- Render service without any discrimination regardless of one's race, ethnic background, religion, gender, status or otherwise;
- Maintain an open-door policy characterized by transparency and accountability;
- Treat clients with dignity and respect;
- Quickly respond to staff needs;
- Teamwork and collective responsibility;
- Provide a conducive working environment;
- Regularly monitor the level of client awareness of the Charter
- Respect Zimbabwean traditional ethos, values and laws.

12.2 Clients' obligations

As clients, obligations are to:

- Interact with staff in a courteous and professional manner;
- Observe and respect Office procedures, rules and regulations;
- Provide vital comments and suggestions to improve the quality of our service.
- Supply accurate and timely information and documentation to expedite promptness of action;

- Desist from actions that bring Client's image and Government into disrepute;

12.3 Clients rights

As clients, rights are to:

- Demand timely and quality services
- Accurate Information
- Lodge complaints

13 FEEDBACK MECHANISM

Comments, suggestions and complaints*:*

We welcome feedback on our performance of service to enable us to improve on it.

How to contact us*: All contacts and enquiries to be directed to:*

The Secretary for Provincial Affairs and Devolution

Office of the Minister of State for Provincial Affairs and Devolution

Office of the President and Cabinet

Benjamin Burombo Building, Cnr Mazorodze/R Mugabe Way

P. Bag 595

Masvingo

Telephone: 039 2265968/08688005149/0712939438/0773528111

Email:

pamasvingo1@gmail.com/spadmasvingo@gmail.com/permsec@gmial.com

Website: www.opcmasvingo.co.zw

14 REVIEWS OF CHARTER

The Office is committed to reviewing its service charter annually as part of the performance evaluation process.