

NYANGA RURAL DISTRICT COUNCIL

CLIENTS SERVICES CHARTER

1.0 Introduction / Purpose

Nyanga Rural District Council is a local authority and body corporate established in terms of Section 275 of the Constitution of Zimbabwe (Amendment No. 20) Act of 2013 and the Rural District Councils Act (Chapter 29:13).

The mandate of the Local Authority is to provide services, “represent and manage the affairs of the people” of Nyanga in accordance with the following pieces of legislation:

- (i) Constitution of Zimbabwe (Amendment No. 20 of 2013)
- (ii) Rural District Councils Act (Chapter 29:13)
- (iii) Regional town and country Planning Act [Chapter 29:12]
- (iv) Traditional Leaders Act [Chapter 29:17]
- (v) Communal Lands Act [Chapter 20:04]
- (vi) Provincial Councils and Administration Act [Chapter 29:11]
- (vii) Shop Licences Act [Chapter 14:17]
- (viii) Liquor Act [Chapter 14:12]
- (ix) Road Traffic Act [Chapter 13:11]
- (x) Finance Act [Chapter 23:04]
- (xi) Cemeteries Act [Chapter 5:0]
- (xii) Public Finance Management Act [Chapter 22:19]
- (xiii) Environmental Management Act [Chapter 20:27]
- (xiv) Mines and Minerals Act [Chapter 21:05]
- (xv) Public Health Act [Chapter 15:09]
- (xvi) Traditional Beer Act [Chapter 14:24]
- (xvii) Water Act [Chapter 20:22]
- (xviii) Model Building Bylaws [1977]
- (xix) Land Survey Act [Chapter 20:12]
- (xx) Education Act [Chapter 25:04]

The Rural District Council came into being in July 1993 following the amalgamation of the former Nyanga Rural Council and the then Nyanga District Council.

The Council area is made up of 31 wards each of which is represented by an elected Councillor. Of the current 31 councillors of Nyanga District who were voted into office in the harmonised elections held on 31st July 2013, seven (7) of them are females. As a result, the Nyanga Rural District Council is proud to be among the few local authorities with the highest number of female Councillors in Manicaland Province.

Nyanga Rural District Council covers an area of 5 897,82 km², of which 28% falls under Natural Region 1 while 24% falls under Natural Region 2. The rest of the District falls in Natural Regions 3, 4 and 5.

The Rural District Council shares borders with Mutasa RDC in the South, Mudzi RDC in the North, Makoni RDC in the West and Mozambique in the East.

As at the last Census held in August 2012, the Nyanga Rural District Council had a total population of 125 688 people of whom 65 667 (or 52,25%) were females while 60 021 (or 47,75%) were males.

Nyanga district is also well-known for its beautiful scenery and breathtaking tourist attractions. These tourist attractions include the following: Nyanga National Park; Nyanga Rhodes Museum; Mt Inyangani; Pungwe Falls and Scenic; Mutarazi Falls; Nyangombe Falls; Ziwa Ruins and World's View.

2.0 Vision

A beacon of service delivery and corporate governance by 2030.

3.0 Mission

To deliver municipal and rural services to uplift the living standards of the people of Nyanga.

4.0 Clients

4.1 Internal Clients

- ✓ Council Staff
- ✓ Councillors
- ✓ Council Departments
- ✓ Council committees

4.2 External Clients

- ✓ Urban Residents
- ✓ Rural Community
- ✓ Business Community
- ✓ Farmers
- ✓ Vendors

- ✓ Small to Medium Entrepreneurs (SMEs)
- ✓ Government Departments/ Ministries
- ✓ Parastatals
- ✓ Traditional Leaders
- ✓ Development Partners/NGOs
- ✓ Religious Organisations
- ✓ Civil Society Organisations (CSOs)

5.0 Departments in the Organisation and their Core functions

5.1 Personnel and Social Services Department

5.1.1 Core Functions

- ✓ Human Resources Management
- ✓ Provision of Health and Education Services
- ✓ Provision of Social Amenities
- ✓ Provision of Sound Corporate Governance
- ✓ Provision of Staff Development
- ✓ Provision of Charity Grants
- ✓ Formulation and Enforcement of Council Bylaws

5.2 Finance Department

5.2.1 Core Functions

- ✓ Preparation of annual budget
- ✓ Collection of revenue
- ✓ Procurement of goods and Services
- ✓ Preparation of annual financial statements
- ✓ Allocation of financial resources to sister departments

5.3 Environment Management, Tourism and SMEs Department

5.3.1 Core Functions

- ✓ Promotion of sustainable extraction of natural resources
- ✓ Enforcement of Environmental laws

- ✓ Provision of facilities for SME's
- ✓ Promotion of Tourism
- ✓ Formulation of Council Bylaws

5.4 Technical Services Department

5.4.1 Core Functions

- ✓ Construction , maintenance and rehabilitation of roads infrastructure
- ✓ Construction and maintenance of council buildings
- ✓ Construction and maintenance of Public lighting
- ✓ Provision of serviced stands
- ✓ Provision of Water and Sanitation Services
- ✓ Collection and disposal of refuse
- ✓ Maintenance of refuse dump site
- ✓ Provision of Public Cleansing Services
- ✓ Spatial Planning and Development control
- ✓ Plan Appraisal and Building Inspections
- ✓ Provision and Maintenance of Cemetery Services
- ✓ Provision of Fire Fighting Services
- ✓ Controlling traffic
- ✓ Formulation and Enforcement Council By-laws
- ✓ Maintenance and repair of Council Equipment

5.5 Audit Department

5.5.1 Core Functions

- ✓ To provide audit engagement planning and services in Council
- ✓ To assess risks associated with financial reporting in Council and recommend corrective measures
- ✓ To develop policies which deter fraud, errors, corruption and unnecessary loss of Council assets
- ✓ To carry out special investigations as appropriate to the interest of Council
- ✓ To review the adequacy, effectiveness and application of internal controls as well as reliability of data developed and maintained in the organisation.
- ✓ To co-ordinate audit planning and scheduling activities with management of various departments and Council's External Auditors

6.0 Service Provision and Delivery Standards

<u>List of Services provided</u>		<u>Standards of Service delivery</u>
6.1.	Personnel and Social Services Department	
(i)	Receiving clients/ Responding to Queries (Public relations service)	To attend to clients who turn up at the Reception within 5 minutes of arrival. To respond to clients' written enquiries, communication and / complaints within ten (10) working days of receiving such inquiry, communication or complaint.
(ii)	Recruitment and selection of staff	To fill key vacant posts within 6 months from date of them falling vacant.
(iii)	Health care	To attend to clients who turn up at Council Rural Health Centres within 5 minutes of arrival at a health facility
(iv)	Public Health inspections and service	To carry out health inspections of new trading premises within one (1) week of client booking the inspection. To carry out routine health inspections of approved trading premises at least once every month.
(v)	Facilitate establishment of educational facilities	To process applications/ motions for new educational facilities within the district within 3 months of receiving the motion/ application.
(vi)	Facilitate establishment of recreational facilities	To process applications/ motions for new recreational facilities within the district within 3 months of receiving the motion/ application.
(vii)	Enforcing national laws and by-laws	To enforce Council by-laws and national laws without fear or favour.
6.2	Finance Department	
(i)	Billing ratepayers	To bill clients accurately and send them invoices within two (2) months of starting a new financial year.
(ii)	Preparing Council's annual	To prepare Council's estimates of

	estimates of income and expenditure	income and expenditure and submit the same to the Minister of Local Government by not later than two (2) months before the start of a new financial year.
(iii)	Maintaining Council's books of accounts	To maintain Council's books of accounts and prepare financial statements in accordance with the International Accounting Standards (IAS).
	Prepare financial statements	To prepare monthly and annual financial statements
(iv)	Enforcing national laws and by-laws	To enforce Council by-laws and national laws without fear or favour.
(v)	Receiving clients / Responding to Queries (Public relations service)	To respond to clients' written enquiries , communication and complaints within ten (10) working days of receiving such inquiry , communication or complaint.
6.3	Environment Management, Tourism and SMEs Department	
(i)	Promote good environmental conservation practices	Promote best environmental practices in accordance with EMA standards
(ii)	Facilitate and monitor work of development partners / NGOs in the district	Process applications of new NGOs seeking to operate in the district within three months of receiving the applications
(iv)	Enforcing national laws and by-laws	To enforce Council by-laws and national laws without fear or favour.
(v)	Receiving clients / Responding to Queries (Public relations service)	To respond to clients' written enquiries , communication and complaints within ten (10) working days of receiving such inquiry, communication or complaint.
6.4	Technical Services Department	
(i)	Provision of serviced stands	To prepare stands layout plans that meet the Physical Planning Dept's standards
(ii)	Building plans' appraisal	To appraise building plans within one (1) week of receiving a plan.
(iii)	Building stage inspections	To carry out building stage inspections within one (1) week of

		client booking the inspection.
(iv)	Waste management services	To attend to sewer blockages within 24 hours of being notified of a blockage. To collect and dispose refuse at least three (3) times a week in Nyanga Urban.
(v)	Roads construction and maintenance	To build and maintain Council roads in accordance with Ministry of Transport and ZINARA standards.
(vii)	Enforcing national laws and by-laws	To enforce Council by-laws and national laws without fear or favour.
(viii)	Receiving clients / Responding to Queries (Public relations service)	To respond to clients' written enquiries, communication and / complaints within ten (10) working days of receiving such inquiry, communication or complaint.
6.5	Audit Department	
(i)	Provision of audit services	To audit Council's financial records in accordance with standards of the Institute of Internal Auditors and the International Accounting Standards (IAS). To audit Community schools financial records in accordance with standards of the Institute of Internal Auditors and the International Accounting Standards (IAS).
(ii)	Facilitate external audits	To get Council's books of accounts audited by the Auditor-General or other external auditors appointed by the Auditor-General, within 120 days of starting a new financial year.
(iii)	Receiving clients / Responding to Queries (Public relations service)	To respond to clients' written enquiries, communication and/ complaints within ten (10) working days of receiving such inquiry, communication or complaint.

7.0 Obligations and Rights

7.1 Clients Rights and Obligations

7.1.1 Clients have a right to:

- Redress from Council
- Sue Council
- Information from Council
- Confidentiality by Council

7.1.2 Clients have an obligation to:

- Pay rates to Council
- Protect public property and the environment
- Maintain a clean environment around them
- Abide by national laws and council by-laws

7.2 Council Rights and Obligations

7.2.1 Council has a right to:

- Sue ratepayers
- Allocate and repossess stands/ land from errant beneficiaries
- Information from ratepayers
- Right to entry into ratepayers' property within working hours and/ reasonable times.

7.2.2 Council has an obligation to:

- Provide quality service to clients
- Pay statutory obligations to creditors
- Investigate and respond to clients complaints

8.0 Review of Client Charter:

- Annually or as and when necessary

9.0 Feedback Mechanisms:

- ✓ Written communication with clients/ ratepayers
- ✓ Personal visits to Main Office and Ruwangwe Sub-office
- ✓ Meetings with ratepayers
- ✓ Suggestion Boxes
- ✓ Ward visits /meetings
- ✓ Community Development structures i.e. VIDCOs, Village Assemblies, WADCOs, Ward Assemblies, etc.

10.0 Contact Details / How to contact the organisation

For further information or in case of queries, clients should write to the undersigned:

The Chief Executive Officer
Nyanga Rural District Council,
111 Rochdale Drive,
Box 7
NYANGA

Telephone numbers: 0329-2098-241/2,517

Hotline numbers: 0329-2098-507

Fax numbers: 0329-2098-836

Email address: nyangardc@gmail.com
