

CHAMINUKA RDC CLIENTS CHARTER



Reviewed: December 2025

Resolution Number: C269/2025

1. Preamble

Chaminuka RDC is located 90km North East of Harare and 28km to the east of Bindura in Mashonaland Central Province. It was established after amalgamating Shamva Rural Council and Chaminuka District Council in 1994/96 in line with the RDC Act Chapter 29:13. It has 29 wards, that is; 3 peri urban, 16 communal farming areas, 4 old resettlements and 6 commercial. The district has a population of 165 641 with 84 500 females and 81 141 males according to 2022 census in an area of 269 500Ha.

Chaminuka Rural District Council (RDC) hereby adopts this revised Client Service Charter in compliance with the Constitution of Zimbabwe (2013), the Rural District Councils Act [Chapter 29:13], the Administrative Justice Act, the Environmental Management Act, the Public Health Act and the Minimum Service Delivery Standards (MSDS). The Charter commits the Council to human-rights based, transparent, inclusive, accountable and participatory service delivery.

2. Human Rights Compliance Statement

The Council upholds constitutional rights including: the right to equality and non-discrimination (Section 56), administrative justice (Section 68), access to information (Section 62), environmental rights (Section 73), rights of women (Section 80), youth (Section 20) and persons with disabilities (Section 83). The Council guarantees non-discrimination in all services, programs and engagements.

3. Anti-Corruption Commitment

Chaminuka RDC enforces zero tolerance to corruption, bribery and abuse of office in accordance with Section 194(1)(f) of the Constitution and the Zimbabwe Anti-Corruption Commission (ZACC) framework. All service delivery processes shall be transparent, publicly accessible and subjected to internal and external audit.

4. Disability-Inclusive Service Standards

Council shall ensure all offices, communication channels, consultations, and service points comply with Section 83 of the Constitution by providing disability-friendly environments including ramps, priority queues, sign language support (where possible), accessible documents and simplified information formats.

5. Data Protection & Confidentiality

In compliance with the Cyber and Data Protection Act (2021), Council shall protect all client data, ensure secure handling, restrict unauthorized access, and maintain confidentiality in all ICT systems and physical records.

6. Vision

A prosperous, inclusive and sustainable community through socio-economic growth by 2030

7. Mission

To provide socio-economic services in an inclusive manner for sustainable growth in Shamva District through sound local governance.

8. Mandate of Council

Chaminuka RDC is mandated to provide and deliver services to the community in terms of the First and Second Schedules of the RDC Act [Chapter 29:13]. The mandate of council is as follows;

- i. Provision of potable water.
- ii. Solid and liquid waste management.
- iii. Provision and maintenance of public infrastructure.
- iv. Provision of public lighting.
- v. Provision of health care and education services.
- vi. Provision of housing, public, social amenities and welfare services.
- vii. Provision of land use planning and management.
- viii. Formulation and enforcement of by-laws, regulations or rules.
- ix. Promotion of Local Economic Development (LED).
- x. Environmental management and conservation.

9. Core Values

Each department and all employees in council uphold the following values in provision of services to our clientele;

- **Professionalism** we strive to display competence and skills in executing our duties.
- **Accountability** we are answerable and take responsibility for our actions.
- **Commitment** we pledge to offer efficient services timeously.
- **Transparency** we strive to be honest in our modus operandi. Our systems and processes are open to scrutiny by all stakeholders & clients.
- **Teamwork and Inclusivity** we work collaboratively across departments and with stakeholders to achieve desired results and we value and

- **Innovation**

promote equal participation of women, men youths and person with disability in local development.
we embrace creativity and technology to improve service delivery and governance efficiency.

The values can be aptly summed up by the acronym **PACTII**

10. Terms of Reference

Chaminuka Rural District Council is guided by the following key legislative and policy frameworks;

- Constitution of Zimbabwe (2013) section 274-279
- Rural District Councils Act [Chapter 29:13]
- Regional, Town and Country Planning Act [Chapter 29:12]

11. Programs in the Organization and their Core Functions

7.1 Governance and Administration

- Ensure delivery on mandate
- Policy formulation and review
- Talent Management
- Reward Management
- Training and development
- Performance Management
- Occupational Health and Safety management
- Management of Information Systems
- Provision of technical support services
- Preparation of annual and supplementary budgets
- Revenue collection and management
- Expenditure control
- Financial reporting
- Audit and compliance
- Financial advice on council performance
- Procurement management
- Asset and investment management
- Assessing cost effectiveness of projects & programs

- Evaluation and improvement of internal checks and control systems
- Conduct Internal systems audit
- Risk control and management
- Develop Annual Audit Plans
- Preparation of Internal Audit Reports
- Gender mainstreaming and management

7.2 Water, Sanitation and Hygiene (WASH)

- Waste water management
- Solid waste management
- Provision of potable water

7.3 Social Services

- Provision of health care and educational services
- Provision of housing, social amenities and welfare services
- Develop local economic development plans and land use management
- Development control

7.4 Roads

- Road infrastructure construction and management
- Traffic management

7.5 Public Safety and Security

- Disaster risk management
- Safeguarding of council assets
- Promoting public safety

7.6 Natural Resources and Conservation Management

- Environmental management and conservation
- Promote sustainable use of natural resources
- Environmental impact assessments for land use changes and all developments

12. CLIENTS AND STAKEHOLDERS

8.1 INTERNAL CLIENTS

1. Councilors
2. Employees

8.2 EXTERNAL CLIENTS AND STAKEHOLDERS

1. Residents
2. Farmers
3. Business Community / Investors
4. Vendors
5. Religious Organizations
6. Ministry of Local Government and Public Works
7. Office of the President
8. Traditional leaders
9. ARDCZ
10. Residents Association
11. Miners Association
12. Government ministries
13. Development Partners
14. Farmers Association
15. Political Parties
16. Statutory Bodies

13. Service Commitments and Standards & client obligation

Chaminuka Rural District Council commits to delivering services that meet or exceed the Minimum Service Delivery Standards (MSDS) as prescribed by the Ministry of Local Government and Public Works. The Council ensures that all services are delivered in a timely, efficient, transparent, inclusive, accountable, and citizen-focused manner.

The table below presents the service standards across key service categories:

9.1 WATER SUPPLY SERVICES

Service	Standard/Commitment	Timeframe	Client Obligation
Provision of clean and safe water	● Water points within 500m in rural areas; 100m walking distance in urban set ups/growth point settlements as per MSDS ● Supply of between 50 and 100litres of water per person per day	Ongoing	Protect water infrastructure Report vandalism/theft

Service	Standard/Commitment	Timeframe	Client Obligation
	● 100% customer connections metered ● Periodic water audits ● Regular maintenance of water points and reticulation system	Every 5 years Repair within 48hours	
Response to water complaints	Log, investigate and rectify complaints Waiting time to pay bill and file complaint	Within 48 hours Not more than 30 minutes	Provide accurate complaint details
Water quality monitoring	Testing in line with Public Health Act	Quarterly	Allow access to water points for inspections/testing
Billing & meter reading	All functional connections metered and billed	Monthly	Pay bills within two weeks of issue
Emergency water provisioning	Provision of water bowzers during pipe bursts, contamination events	Within 24hours of emergency activation	Cooperate with emergency teams

9.2 SANITATION MANAGEMENT SERVICES

Service	Standard/Commitment	Timeframe	Client Obligation
Provision of improved sanitation	● 100% access to basic toilet facilities within 20m walking distance for rural and within the property for urban ● Communal toilets within 50m walking distance ● All toilets to have handwashing facilities in adherence to WASH standards	Ongoing	Maintain clean toilet facilities
Sewer/latrine maintenance	Response, record and rectify sanitation-related faults/complaints raised	Within 48 hours	Report blockages promptly
Public health inspections	Routine inspection of food premises, markets and public facilities	Monthly / Quarterly	Comply with public health regulations
Wastewater disposal	Safe handling and disposal as per EMA Act and Public Health regulations	Continuous	Avoid illegal dumping
Response to sewer faults	Log, investigate and clear blockages	Within 24 hours	Report blockages promptly

9.3 SOLID WASTE MANAGEMENT

Service	Standard/Commitment	Timeframe	Client Obligation
Solid Waste collection	Once a week for residential and frequently for business areas as per schedule (MSDS)	Weekly	Use approved bins
Availability of refuse receptacles	Provide or approve bins(150-micron size plastic bags; (85L)plastic or metal bins with a lid & skip bins for all businesses & public areas	Continuous	Avoid littering and illegal dumping
Response to waste complaints	Record and address complaints	Within 48 hours	Provide clear details of complaint
Dumpsite management	Controlled waste disposal per EMA standards	Continuous	Dispose waste at designated sites
Recycling initiatives	Establish recycling programs	Annual	Participate in segregation

9.4 ROADS, DRAINAGE AND PUBLIC LIGHTING

Service	Standard/Commitment	Timeframe	Client Obligation
Road maintenance	Grading/maintenance at least twice a year	Bi-annually	Avoid cultivating road servitudes
Stormwater drainage maintenance	Clearing of blocked drains Maintain stormwater systems	Continuous	Avoid dumping waste in drains Avoid cultivating road servitudes
Public lighting installation and maintenance	Maintain functional lights in key service areas & high risk areas equivalent to South African National Standards SANS 10098-1&2	Progressive/ per budget	Report faults
Reaction to road-related complaints	Record and attend to complaints	Within 48 hours	Provide accurate location information
Road inventory management	Maintain annual road inventory register	Annual	Allow access during surveys

9.5 CORPORATE GOVERNANCE SERVICES

Service	Standard/Commitment	Timeframe	Client Obligation
Processing of licences/ permits	Licensing and approvals processed	Within 7 working days	Provide complete documentation

Service	Standard/Commitment	Timeframe	Client Obligation
Access to information	Avail public documents (policies, fees, budgets, by-laws,etc)upon request	Within 7 working days	Submit written request
Customer care & reception	Courteous assistance and service to all clients	Immediate	Engage respectfully
Complaints handling	All complaints registered, tracked & resolved	Within 48 hours if of emergency nature 7 working days for complex matter	Use official complaints register/ channels of reporting

Billing of rates	Monthly billing consistent with ERP system	Monthly	Pay bills promptly
Payment processing	Receipting of all payments	Within 5 minutes	Present accurate account details
Debt management	Fair, transparent debt recovery mechanisms	Ongoing	Honour payment arrangements
Budget consultations	Inclusive ward based participatory consultations	Annually	Attend and participate actively
Public disclosure	Publish procurement notices, fees,ets	As and when required	Review notices

9.6 ENVIRONMENTAL STEWARDSHIP AND BEAUTIFICATION

Service	Standard/Commitment	Timeframe	Client Obligation
Veld fire management	Fireguard establishment & community sensitisation Compile and actionVeld fire reports Local Environment Action Plan update Training and awareness	Annually Continuous	Participate in fire prevention programs

Service	Standard/Commitment	Timeframe	Client Obligation
Tree planting & greening	Tree planting and enforcement of by-laws	Annually	Avoid unnecessary cutting down of trees
Wetlands protection	Enforcement of regulations; no construction on wetlands	Continuous	Adhere to EMA regulations Respect wetland boundaries
Land reclamation	Rehabilitation as per EMA standards	Continuous	Participate in activities
Environmental campaigns	Clean up campaigns and awareness in line with EMA Act and Presidential Proclamations	Monthly	Participate in clean up activities
Environmental Impact Assessments	Enforce compliance to EMA Act, Sections 97 and 100 Keeping an up to date database of all developments prescribed for EIA	Continuous	Adhere to EMA regulations
Customer complaints handling	Record, respond and rectify complaints raised	Within 48 hours	Provide detailed and accurate information
Beautification of local authority areas	Clean-ups & greening Assessments of greenery health and maintenance Community consultations on beautification projects	Monthly Quarterly Bi-annually	Participate in community activities

9.7 PUBLIC HEALTH SERVICES

Service	Standard/Commitment	Timeframe	Client Obligation
Inspection of business premises	Licensing for businesses complying with Public Health Statutory requirements	Annually	Maintain hygiene standards
Health facilities provision	One health facility per 10000 people (maximum distance travelled to nearest	Continuous	Participate in health community projects

Service	Standard/Commitment	Timeframe	Client Obligation
	health center (10km) radius for rural and (5km)for urban as per MSDS		
Public health campaigns	Awareness campaigns on outbreaks, waste management and WASH	Quarterly	Participate in campaigns
Monitoring of public toilets	Ensure functionality, cleanliness, water availability Maintain monthly inspection or survey reports on toilets condition and functionality	Continuous Monthly	Use public toilets responsibly
Customer complaint response	Record health complaints, respond and address promptly	Within 48 hours	Provide accurate reports
Disease surveillance	Report outbreaks and public health threats	Continuous	Provide accurate information

9.8 HOUSING AND SOCIAL AMENITIES SERVICES

Service	Standard/Commitment	Timeframe	Client Obligation
Allocation of stands	Fair, transparent and merit-based allocation	30 working days (when available)	Submit complete application documents
Primary education facilities provision	One primary school for every 500 residential properties for urban areas One primary school for every 500 residential properties for Rural -Mines, Large Estates, Rural Townships and Growth Points One primary school within 5km radius in communal and resettlement areas	Continuous	Participate in education projects
Community amenities provision	Provide halls, cemeteries, vendor marts,etc	Continuous	Use facilities responsibly
Functional settlements provision	Provision of housing on fully serviced stands complying with planning standards and Human Settlement Policy	Continuous	Compliance to regulations

Service	Standard/Commitment	Timeframe	Client Obligation
Inspection of housing developments	Inspection of stages	Within 7 days of request	Build according to approved plans
Building Plans Appraisal	Appraise building plans in compliance with council building by-laws.	within 7 working days of receiving a plan	Build per approved plan
Maintenance of community facilities	Ensuring functionality of halls, cemeteries, vendor marts	Ongoing	Adhere to facility regulations
Response to housing-related complaints	Record and resolve complaints	Within 48 hours	Provide correct details

9.9 GENDER, SOCIAL INCLUSION AND COMMUNITY PARTICIPATION

Service	Standard/Commitment	Timeframe	Client Obligation
Inclusive participation	Ensure representation of women, youth, PWDs in consultations and all council programs	Continuous	Participate actively
Gender mainstreaming	Implement Gender Policy & Action Plan	Continuous	Support gender equality initiatives
Ward stakeholder meetings	Community meetings in every ward	Quarterly	Attend meetings
Disability inclusion	Provide disability-friendly services	Continuous	Indicate access needs
Protection from GBV & harassment	Zero tolerance to harassment, discrimination and abuse	Continuous	Report violations

14. Obligations and Rights

10.1 Council's Obligations

Chaminuka RDC is obligated to;

- provide inclusive services in accordance to the minimum service delivery standards
- ensure equal access to relevant information at all times by clients
- promote civic participation in all planning processes
- receive, investigate and respond to clients' complaints within a specified period of time in the charter
- Provide a counter service queuing time of less than five minutes

- Pay statutory obligations to creditors

10.2 Council's Rights

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 for inspections or carrying out of works.

10.3 Clients' Rights

10.3.1 Clients have a right to;

- Fair and transparent administrative action
- Information from Council
- Confidentiality and data protection
- Redress and complaint resolution
- Participation in planning, budgeting and consultations
- Non-discriminatory access to all services
- A clean and safe environment

Client Obligations

Clients are expected to:

- Pay rates and service charges
- Protect public property and the environment
- Comply with by-laws and national laws
- Participate in consultations
- Provide accurate information to Council
- Report faults, vandalism or illegal activities

10.3.2 Clients have the obligation to,

- Pay rates and service charges
- Protect public property and the environment
- Comply with by-laws and national laws
- Participate in consultations
- Provide accurate information to Council
- Report faults, vandalism or illegal activities

15. Review of Clients Charter

The clients' charter review is going to be done annually.

16. Feedback Mechanisms

Clients may contact Council through:

- Written communication
- Physical visits to main office or sub-offices
- Phone calls
- Suggestion boxes
- Ward meetings (VIDCOs, WADCOs, Village Assemblies)
- Digital platforms

Complaints Response Standard:

- Acknowledgement within 3 days
- Full response within 7 working days

13.How to contact the Organization

13.1 Customer request procedure:

- All customer requests should be done formally, recorded and referenced
- The client should be given an anticipated completion time frame and responded to in writing within the time stipulated in the charter

13.2 How to make a complaint:

Complaints in relation to services by the council may be made in the following manner:

- In person at any nearest council offices from Mondays to Fridays (0730am – 1630hrs)
- In writing to the Chief Executive Officer, Chaminuka RDC, Bag 2022, Shamva
- Lodged through suggestion boxes
- By phoning to the responsible officers

The complaint will then be directed to the appropriate department of council for investigation and response.

To assist Council in dealing with the complaint a customer/client should include the following information, if relevant:

1. Date, time and location of event(s)

2. Explanation of what happened
3. To whom the client has spoken to (names, position in the Council and dates)
4. Copies or references to letters or documents relevant to the complaint
5. State what the client hopes to achieve as an outcome to the complaint.

13.3 Response to a complaint:

Normally, you should expect either a written or verbal response to your complaint within seven working days. However there are times when it is not possible to meet this deadline where your complaint is a complex one and requires extensive investigation. In this instance you will be kept informed of progress on the matter

When a client visits or telephones the Council

Staff will attend and answer the telephone promptly (WITHIN THREE RINGS), courteously and deal with an enquiry directly without unnecessary referrals or transfers. If staff cannot deal with the enquiry, they will provide the clients with the name of the person or agency the request or enquiry should be referred to. Telephone calls to Council will be returned at the first opportunity, however where information is not readily available enquiries will be answered within seven (7) working days. A client with an appointment will be attended to within 10 minutes of the appointed time, serve for during emergencies/ emergence meetings.

When a client writes or emails

Council will respond to all written requests or enquiries within 7 (seven) working days. Our response will be either in full, or as an acknowledgement outlining the name of the person(s) handling the matter. Such acknowledgement may be by telephone or in writing as appropriate. All correspondences will be attended to promptly, courteous and written in plain English.

Abusive Clients

In any interaction with clients, where personal abuse or vulgar language is used, the communication may be terminated immediately by the officer. If face to face, the officer may withdraw from the situation to avoid confrontation, but will immediately notify his/her supervisor/CEO of the matter. If over the telephone, the officer may politely terminate the call and immediately advise his/her supervisor/CEO as the case may be. If it is email, the address may be blocked with the concurrence of the Chief Executive Officer. There may be occasions when issue(s) raised by a person cannot be dealt with to their satisfaction and it is not possible for Council officers to continue to respond; or correspondence contains personal abuse or vulgar language is used. In these cases, Council may decide to limit or cease responses to the person. A decision of this nature will be communicated in writing to the person by the Chief Executive Officer or his/her designate. If a staff member feels threatened by the language or behaviour of the client, they may notify the supervisor/Security Section or ZRP, as the case may require.

Compliments

Chaminuka Rural District Council welcomes compliments about its staff and the services they provide. Compliments assist council to determine whether its doing something well and also

enhance the morale of staff. If a client would like to pass on a compliment, they may do so by telephone, in person, or in writing to the CEO. Council appreciates the time clients and stakeholders take to make such compliments.

13.4 Complaints

What is a complaint?

A complaint is an expression of dissatisfaction with a decision (outside of a structured process), level or quality of service, or behaviour of an employee or Councillor, which can be investigated and acted upon and has been specifically referred to Council for action. From an operational perspective, a complaint is also an opportunity for Council to review certain processes to see whether they can be improved. A structured process is where legislation (Act, Regulation, Rule or By-law) specifically makes provision for an appeal, internal or external review of a decision.

13.5 Complaints Management Process

The Head of each Department of the Council is responsible for handling complaints relevant to that Department. While most problems can usually be resolved at an early stage, there are times when they require detailed investigation. If a complaint is of a very serious nature, it will be referred to the Chief Executive Officer. Irrespective of the manner in which the complaint was received, a response to the complaint can be expected within seven (7) working days. If a Councillor has submitted a complaint on a client's behalf, council will also respond to the Councillor within seven (7) working days. There are times when it's not possible to meet this deadline, e.g., where a complaint is a complex one and Councillors are to be briefed on the outcome of the investigations. In these cases council will endeavour to keep the client informed of progress.

13.6 Internal Review

Experience has shown that the majority of complaints will be satisfactorily resolved by the relevant Head of Department. However, a person who is not satisfied with the outcome may request a review of the complaint by the Chief Executive Officer. A request for a review of the complaint by the Chief Executive Officer should be in writing. The Chief Executive Officer will inform the client of the findings on completion of an investigation.

13.7 Consideration of a Complaint

In considering a complaint, the relevant Head of Department or the Chief Executive Officer will:

1. Examine and analyse the information already available and follow up points requiring clarification,
2. Look at the Council policies which might have a bearing on the complaint,
3. Consider whether or not the Council is at fault;
4. Consider any necessary action to be taken to correct the faults identified; and
5. Consider a review of the Council's procedures to avoid recurrence of any similar complaint in the future if necessary.

The relevant Head of Department may enter into informal discussions or mediation on a complaint with a view to resolution. If this process does not resolve the situation it may be referred to the Chief Executive Officer.

13.8 Vexatious Complaints

All complaints received by Council will be treated with the utmost seriousness, however, if a complaint is found to be malicious, frivolous or vexatious no further action will be taken on the complaint. The client will be informed of this decision in writing.

13.9 Anonymous Complaints

While Council will receive anonymous complaints, it will generally only act on them where the matter is considered to be serious and where there is sufficient information in the complaint to enable an investigation to be undertaken.

13.10 Protection of Clients

Council will take all care to ensure that the reporting of complaints will not result in a client experiencing any form of victimisation or retribution as a result of the complaint.

13.11 What if a client is not satisfied with the resolution of the complaint?

Council is confident that it can resolve the majority of complaints received. However, we understand that it may not be able to satisfy every client on every occasion. NOTE: Sometimes Councils have to make difficult and complex decisions involving many people and individual clients do not get the outcome they want. If a complaint remains unresolved or a client is dissatisfied with our process in dealing with a complaint other avenues remain for him/her to explore which include:

1. Available Judicial Administrative Appeals Process,
2. Contacting of external agencies which can review actions and decisions taken by the Council.

These include:

The District Development Coordinator, the Permanent Secretary of the Ministry of Local Government or his/ her Directors or the Ombudsman, who is an officer responsible to Parliament for investigating complaints made about administrative actions (or inactions) or the Administrative Court of Zimbabwe.

While a client is entitled to refer a complaint directly to these bodies at any time, they are also encouraged to allow the Council to investigate the complaint first.

13.12 Clients' suggestions:

- Suggestions and ideas may be made via the suggestion boxes [Chakonda clinic gate, Wadzanayi Township, Madziwa Township], letters, phone calls, emails, physical visit to your nearest council offices or through councilors at ward meetings

14.CONTACT DETAILS

- Council email: chaminukardcouncil@gmail.com
- Council reception: **0786272418**
- Whatts App Channel: <https://whatsapp.com/channel/0029VbAB5Xb89ino0UuAsm0N>
- Chief Executive Officer: 0774 086 557
- Administration and HR Officer: 0775617893

- Finance Officer: 0774096954
- Engineer: 0778880099
- Internal Auditor: 0777073201
- Acting Housing and Community Services Manager: 0776704753
- District Planner: 0771112200

Addresses

Council Postal Address – P. Bag 2022, Shamva

Physical address – 72 Adams Plot, Shamva

Chakonda RSC

Wadzanayi T/ship – Save Centre

Madziwa Growth Point