

MARONDERA RURAL DISTRICT COUNCIL



CLIENTS CHARTER

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1. Preamble

Marondera Rural District Council is one of the 10 districts in Mashonaland East Province and is located 81km North East of Harare (4,5 km peg along Murewa North Road, Revolt Farm) and is made up of 23 wards and 6 chieftainships. It shares common boundary with Murewa District to the North, Makoni District in Manicaland Province to the east, Wedza and Chikomba districts to the South and Manyame and Goromonzi Districts to West. The Local authority prides itself for having vibrant and fast growing centres such as Mahusekwa growth point and Landos. It covers an area of 399`186 hectares and has a total population of 116 985 (2012 census). The council is mandated to provide effective and efficient socio-economic services to its residents/ratepayers in accordance with the Rural District Councils Act Chapter 29:13. This charter is a product of a highly consultative and participatory process. The charter was crafted to ensure that clients get value for their money and enhance transparency and accountability. To that end both council and its clients commit themselves to adhere to the principles, standards and values contained herein.

2. Vision

To become a leader and centre of excellence in service delivery and good governance by 2018

3. Mission

To deliver sustainable socio-economic services to the people of Marondera Rural District council.

4. Mandate

The Local Authority is mandated to:

- i) Provide portable water and waste water management
- ii) Mobilize and generate revenue
- iii) Ensure sound corporate governance
- iv) Develop and rehabilitate infrastructure
- v) Provide sound human resources management systems
- vi) Provide basic social services
- vii) Ensure gender mainstreaming and empowerment of vulnerable groups
- viii) Ensure sustainable environmental management
- ix) Ensure efficient and effective management of public funds
- x) Facilitate effective land use management

The local Authority derives its mandate from the following pieces of legislation:

1. Constitution of Zimbabwe Amendment Act No.20 of 2013
2. Rural District Councils Act Chapter 29:13
3. Regional Town and Country Planning Act Chapter 29:12
4. Road Traffic Act Chapter 13:11
5. Road Act Chapter 13:12
6. Traditional Leaders Act Chapter 29:17
7. Environmental Management Act Chapter 20:27
8. Public Finance and Management Act Chapter 22:19
9. Shop Licenses Act Chapter 14:17
10. Education Act Chapter 25:04
11. Audit Act Chapter 22:03

12. Housing Standards Control Act Chapter 29:08
13. Income tax Act Chapter 28:06
14. Public Health Act Chapter 15:09
15. Labour Act Chapter 28:01
16. Finance Act Chapter 23:04
17. Communal Land Act Chapter 20:04
18. Procurement Act Chapter 28:01
19. Traditional Beer Act Chapter 14:24
20. Local Authorities Employees Act Chapter 29:09
21. Forest Act Chapter 19:05
22. Liquor Act Chapter 14:12
23. Stock Trespass Act Chapter 19:14
24. Parks and wildlife Act Chapter 20:14
25. Provincial Councils and Administration Act Chapter 29:11
26. Civil Protection Act Chapter 10:06
27. Land Survey Act Chapter 20:12
28. Contractual Penalties Act Chapter 8:04
29. Water Act Chapter 20:24
30. Capital Gains Act Chapter
31. Official secrecy Act Chapter
32. Cemeteries Act Chapter 5:04
33. Burial and Cremation Act Chapter 5:03
34. Land Acquisitions Act 20:10

5. Our Core Values

Responsiveness: - meeting clients needs in a timely and proactive manner

Professionalism: - conducting business in an ethical and objective manner

Integrity: - adherence to moral principles of honesty, truthfulness and fairness

Teamwork: - building upon common focus and unity of purpose

Accountability: - taking responsibility for actions

Innovativeness:- continuous improvement

6. Departments in the Organisation and their Core Functions

ROADS AND WORKS

VISION:

To be a vibrant provider of sound social and economic infrastructure by 2018

MISSION:

To deliver quality services through the provision of sustainable social and economic infrastructure, inspectorate, transport and equipment services.

CORE FUNCTIONS

- Road network development and maintenance management systems
- Infrastructure & capital development projects
- Building inspectorate & development control
- Buildings, water supply and sewerage systems maintenance & repairs
- Maintenance of plant and equipment

PLANNING AND ENVIRONMENT

DEPARTMENTAL VISION:

A distinctive department that enhances sustainable socio- economic development and quality of life of the community by year 2018.

DEPARTMENTAL MISSION:

To deliver orderly, harmonious and coordinated development in an efficient and sustainable manner

CORE FUNCTIONS

Spatial planning and land management
 Development control
 Preservation and management of natural resources

FINANCE DEPARTMENT

VISION:

To a vibrant provider of sound financial management and advisory services by 2018

MISSION:

To mobilize financial resources and ensure provision of accurate information for decision making in order to enhance accountability, transparency and good corporate governance.

Core functions

- Revenue collection
- Budget preparation and control
- Production of financial reports
- Procurement and issuing of goods/or services
- Management of income generating projects
- Management of Council assets
- Maintenance of books of accounts
- Advisory services on financial matters

AUDIT

VISION:

To be an innovative and robust adviser on good corporate governance by 2018

MISSION:

To provide sound and reliable internal control systems that ensure transparency and accountability in the management of Council operations

CORE FUNCTIONS

- i) Initiating, developing .implementing and evaluating internal control systems
- ii) Reviewing and appraising the extent to which council's assets and interests are accounted for and safeguarded
- iii) Verifying accuracy and integrity of the financial and accounting records and reports of council
- iv) Performing special reviews and investigations as required by the Audit committee, management or relevant council committees.
- v) Preparation of Audit reports
- vi) Checking on compliance with set standards and procedures

HUMAN RESOURCES AND ADMINISTRATION

DEPARTMENTAL VISION:

To be a distinctive provider of skilled, motivated and satisfied workforce by 2018.

DEPARTMENTAL MISSION:

To contribute to the achievement of council's strategic, functional and operational objectives by developing effective leaders, high performance teams and maximising the potential of individuals.

Core functions

- i) Administration of labour relations
- ii) Advising council and employees on sound human resource policies
- iii) Recruitment, development and maintenance of skilled employees
- iv) Payroll Administration
- v) Preparation and distribution of minutes of proceedings of Council and its Committees
- vi) Records keeping and management of information
- vii) Recommending and drafting review of Council Policies
- viii) Fleet and Transport management

SOCIAL SERVICES

VISION:

To be a distinct and excellent social services provider by 2018

DEPARTMENTAL MISSION:

To facilitate and coordinate the provision of social service facilities for the improvement of the livelihoods of the people of Marondera district.

Core functions

- i) Provision and administration of health facilities
- ii) Provision of educational facilities
- iii) Provision of water and sanitation facilities
- iv) Provision of recreational facilities

7. Clients

External	Internal
Business Community	Councillors
Farmers	Council Employees
Residents / Ratepayers	Council Departments
Vulnerable Groups(Women, Children, Youths, People Living with Disability)	Council Committees
Churches	
Traditional Leaders	
Informal Traders	
Traditional leaders	
Government Ministries	
Educational and Tertiary Institutions	
Non-Governmental Organisations	
Contractors	
Political Parties	
Co-operatives	
War Veterans, war collaborators, detainees and restrictees	

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

Marondera Rural District Council is committed to:-

- i) Being an equal opportunity and gender sensitive employer.
- ii) Undertaking operations in a legally acceptable and efficient manner.
- iii) Allocating human and material resources and services equitably and on a need based manner in every ward and for every department of council.
- iv) Operating within budget limitations without compromising on quality, quantity and timeliness.
- v) Religiously following calendar of events without compromise.
- vi) Providing attractive conditions of service to employees.
- vii) Providing business stands for development within three months of application.
- viii) The monthly servicing of council vehicles.
- ix) Gravelling and tar patching of roads.
- x) Shoulder grading roads.
- xi) Conserve the district's natural resources.
- xii) Provide social services be they educational or health on a need based manner.
- xiii) Respond to disease outbreaks.
- xiv) Ensuring that every patient who visits a health institution run by council is attended to and receives attention immediately.
- xv) Maintaining a stands waiting list and ensuring that available stands are allocated in accordance with it.
- xvi) Process lease applications.
- xvii) Attend to clients within 15 minutes of their arrival at any council offices.
- xviii) Prepare monthly financial statements for budget performance monitoring purposes.

9. Obligations and Rights

Clients

- i) Clients have the right to get value for money through provision of timeous and sustainable quality services.
- ii) Clients have the right to make representations to council on service related matters.
- iii) Clients have the right to complain and get feedback timeously
- iv) Clients have the obligation to pay for services
- v) Clients have the right to seek redress on service related matters.
- vi) Clients have the right to tender advice to council on developmental issues.

Organisation

- i) The Local Authority is obliged to provide sustainable and quality services timeously
- ii) To address public complaints in time and provide feedback
- iii) the organisation has the right sue defaulters
- vi) obliged to disclose information pertaining to council operations upon request
- vii) obliged to make decisions in the public interest

10. Review of Clients Charter

This clients Charter shall be reviewed annually and as and when deemed necessary through a consultative and participatory process.

11. Feedback/How to contact the Organisation

Chief Executives Officer:- Mr T. Gundo 0772 147 901

Departments Heads offices:-

Roads and Works: Engineer A. Manezhu 0772 123 901

Human Resources and Adminn: C.Katiyo 0774111820

Social Services: C.Katiyo 0774111820

Audit: S Mashumba- 0773 574 203

Environment and Planning B T Musara – 0773 330 026/0739 994850

Finance G Maruma – 0774 170 633

Suggestion boxes strategically placed throughout the district

12. Contact Addresses

Provide both postal and physical addresses. Ensure the physical location has proper signage.

Marondera rural district Council
P O Box 108
Marondera

4,5 km peg North Road
Revolt farm
Marondera