

MARONDERA RURAL DISTRICT COUNCIL



CLIENT SERVICE CHARTER

Reviewed February 2026

1. PREAMBLE

Background

Marondera Rural District Council is a rural local authority established in terms of the Rural District Councils Act, *Chapter 29:13*. It is made up of twenty-three (23) wards which include new resettlement areas (designated in the period 2000 to 2010) and large commercial farming areas (Wards 1 to 8 and Ward 23), small scale commercial farming areas (Ward 9), communal areas (Wards 10 to 20) and old resettlement areas (Wards 21 and 22). The district covers an area of **399,186** hectares and has a population of **136,173** (2022 national census).

Before the independence of Zimbabwe in 1980 the area currently covered by Marondera Rural District Council was organised under different local government systems. The areas covered by wards 1 to 8 and 21 to 23 fell under what was called Marandellas Road Council. Its main function was the maintenance of the road network in the white commercial farming area and hence it was popularly known as Marandellas Road Council.

The black African population on the other hand was under the control of African councils or district councils which were controlled by a white Native Commissioner. The main purpose for the establishment of the district councils was for the colonial government to control the African population. While the African population was required to pay various taxes to the government, the councils had very limited developmental functions.

At independence the new government took steps to abolish this racially segregated local government system. This culminated in the passage of the Rural District Councils Act in 1988 which saw the repealing of the Rural Councils Act and the District Councils Act under which the racially segregated rural and district councils were constituted. This development led to the creation of the contemporary Rural District Councils. For Marondera the white rural council and the African district council (called Rudhaka 2022 District Council) were amalgamated in 1992 to form the multi-racial Marondera Rural District Council. Rural District Councils were now mandated with more functions than their predecessor councils and thus they ceased to be mere road authorities.

The post-independence period saw a significant movement of the population as a result of government's resettlement programme. The early resettlement areas in the district are concentrated in wards 21 and 22. The period since 2000 has seen a massive movement of people into the former white commercial farming areas mostly in wards 1 to 8 and 23 under government's accelerated land reform programme. This placed more demands on council for the provision of infrastructure and social services to serve the resettled population. The communal population also continue to require expansion of these services and maintenance of infrastructure.

2. MARONDERA RDC VISION, MISSION AND VALUES

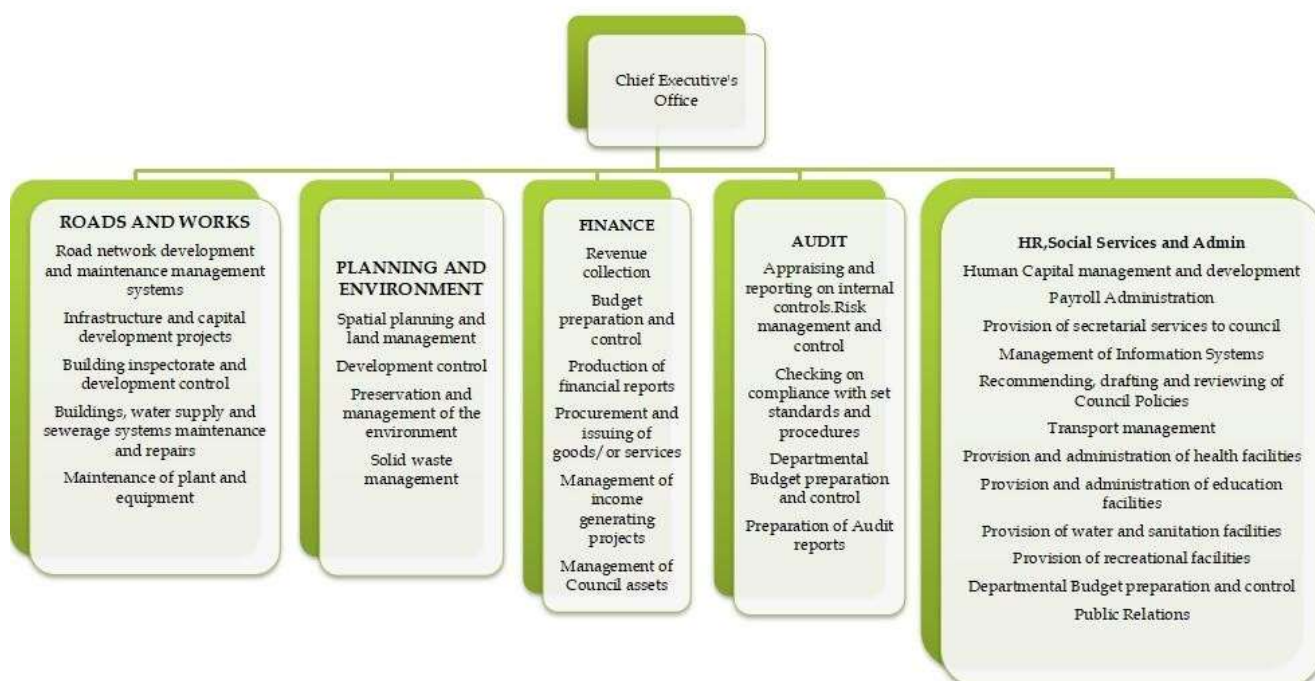


3. MANDATE

Council's mandate is to administer the area under its jurisdiction as outlined in the Rural District Councils Act Chapter 29:13. The said Act provides for the establishment of districts; establishment of rural district councils; enrolment of voters; terms of councillors; proceedings of rural district councils; establishment of committees of rural district councils; employment of rural district councils' staff; powers and duties of rural district councils; making of by-laws of rural district councils; levies and other charges to be imposed by rural district councils and financial operations of rural district councils.

4. COUNCIL STRUCTURE

The council is made up of five departments that work in harmony towards the achievement of its mandate and strategy. The functions of each of the departments are detailed below:



5. OUR CLIENT AND STAKEHOLDERS

- I. ARDCZ
- II. Business Associations
- III. Civic Society Groups
- IV. Councillors
- V. Development Partners
- VI. Farmers Associations
- VII. Financial Institutions
- VIII. Government Ministries Depts
- IX. MOLPWS

- X. Parastatals
- XI. Residents Associations
- XII. Statutory Boards
- XIII. Suppliers
- XIV. Trade Unions
- XV. War Veterans Association
- XVI. Workers Committee

6. OUR SERVICE COMMITMENTS AND STANDARDS

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 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 events without compromise.
- vi. Providing attractive conditions of service to employees.
- vii. Providing business stands for development within three months of application.
- viii. Carry out construction inspections within 3 days of request.
- ix. Assess building plans within 7 days of submission.
- x. The monthly servicing of council vehicles.
- xi. Grading at least 800km of gravel roads each year under road maintenance.
- xii. Gravelling and tar patching of roads as per need.
- xiii. Shoulder grading roads as per need.
- xiv. Conserve the district's natural resources
- xv. Provide social services be they educational or health on a need based manner.
- xvi. Respond to disease outbreaks within 1 hours of notification.
- xvii. Ensuring that every patient who visits a health institution run by council is attended to and receives attention within 30 minutes of arrival.
- xviii. Maintaining a stands waiting list and ensuring that available stands are allocated in accordance with it.
- xix. Process lease applications within 3 months of receipt.
- xx. Attend to clients within 10 minutes of their arrival at any council offices.
- xxi. Paying creditors within 30 days of agreed dates.
- xxii. Prepare monthly financial statements for budget performance monitoring purposes within 15 days after the end of the month.
- xxiii. Ensuring that budget consultation meetings are held by 30 September each year and that a draft budget is in place by 30 November each year.

7. OBLIGATIONS AND RIGHTS

Marondera Rural District Council is obligated to:-

- a) Ensure that every corner of the district is accessible through the provision and maintenance of roads and bridges.
- b) Ensure that development in the district is undertaken in a coordinated and cost-effective manner.
- c) Provide adequate and appropriate operating spaces for competing land uses.
- d) Superintend over the preservation and conservation of the district's natural resources.
- e) Provide adequate and up to standard social and community facilities /services throughout the district.
- f) Collect and use public funds for the purpose for which such funds are collected.
- g) Ensure that books of accounts are audited annually.
- h) Ensure that council resources are equitably distributed throughout its area of jurisdiction.
- i) Monitor and control development in the area.
- j) Attract investors in the area.
- k) Enter into agreements with prospective developers and service providers for the benefit of the council area residents and for the sustenance of council operations.

The clients' rights in relation to service provision are: -

- i. To demand the provision of the service for which money has been collected.
- ii. To demand the equitable distribution of resources for service provision.
- iii. To submit their requirements to council and make follow-ups.

The clients' obligations are:-

- a) To pay their dues timeously.
- b) To actively participate in and contribute to Council activities when requested to.
- c) To attend meetings called for by Council.

8. REVIEW OF CLIENTS CHARTER

The review will be undertaken annually.

9. FEEDBACK/ HOW TO CONTACT COUNCIL

For any queries, complaints, suggestions and other information, feel free to write to The Chief Executive Officer, Marondera Rural District Council, P O Box 108,

Marondera or info@maronderadc.org.zw or visit our website www.maronderadc.org.zw or 08677009553

For issues relating to Roads, Water infrastructure contact the Director of Works on +263 777121543 akutoka@maronderadc.org.zw +263 773 443 642

For issues relating to stands provision, pegging, leases, operating spaces, permits, building construction, land and natural resource conservation and any other development activities contact the Director Spatial Planning and Land Management on 0777 797 908/ 0715 902 938 bchigiya@maronderadc.org.zw.

For issues relating to Legal matters, Social Services, Employee Conduct and other Administrative issues contact the Director Human Resources and Administration on 0773 810 485/ lmhlanga@maronderadc.org.zw.

For any Monetary transactions, Licencing and Budgetary issues, contact the Finance Director on +263 773 271 376/ rmungure@maronderadc.org.zw.

For issues pertaining to Compliance and Risk contact the Director Internal Audit on 0716818180 / pdngani@maronderadc.org.zw

For Emergency, Security and Rescues Services contact the Loss Controller on 0772699722_ / losscontroll@maronderadc.org.zw

10. CONTACT ADDRESSES

Marondera Rural District Council's Head Office is located in Marondera.

Postal Address is: - Marondera Rural District Council
P O Box 108
Marondera

Physical Address is: - Revolt Farm 4.5km peg North Road, Marondera

Council also has a Sub-Office in Mahusekwa.

Toll Free Number: - 08080628

