CITY OF KADOMA

CLIENTS CHARTER FOR KADOMA CITY COUNCIL

1. PREAMBLE

City of Kadoma is an urban local authority created in terms of the Urban Councils Act [*Chapter 29:15*] and its mandate is to provide services and local governance to Kadoma citizens and visitors. Headed by an elected council and an appointed executive, the City has five departments namely: Health and Environmental Services, Central Administration, Financial Services, Housing and Community Services and Works department. The council is led by His Worship the Mayor and the executive by the Town Clerk who is the accounting officer.

The City of Kadoma is committed to improving its communication with stakeholders, residents and rate payers. As the City Council, we strive to deliver municipal services in the most efficient and effective manner, so that Kadoma becomes a service sanctuary by 2018. To help us achieve our mandate, City of Kadoma has developed this client's charter to highlight the services and the service standards provided by the Council and to share the guidelines and time frames which we follow in the delivery of services. It is our hope that through this client's charter, the stakeholders will be made aware of the services that they should expect from Council. This client's charter will also be a reference document to which they can rely on for the delivery of timely and efficient services. We hope that it will assist the council improve relations and understanding between the municipality, which provides services and the clients who make use of these services.

This charter was developed through a consultative process and input from all stakeholders.

2. VISION

A Smart Service Sanctuary by 2030.

3. MISSION

To provide the community with quality social services, through sound corporate governance.

4. MANDATE

The mandate of Kadoma City Council is service provision and local governance. This mandate is derived from the Urban Councils Act [*Chapter 29:15*] Second Schedule.

5. CORE VALUES

a. Teamwork
b. Respect
c. Openness

d. Commitment
e. Integrity
f. Inclusivity

6. DEPARTMENTS IN THE ORGANISATION AND THEIR CORE FUNCTIONS

6.1.1 ENGINEERING SERVICES

6.1.2 MISSION STATEMENT

To provide Kadoma residents and stakeholders with efficient and sustainable engineering and town planning services.

6.1.2 CORE FUNCTIONS

- Roads
- Water Supply
- Waste Water Management
- Public Lighting
- Town Planning

6.2 CENTRAL ADMINISTRATION

6.2.1 MISSION STATEMENT

To ensure compliance and accountability in the function of council and human capital management

6.2.2 CORE FUNCTIONS

- Corporate governance
- Secretariat
- Human Capital Management
- Security services
- Internal Audit
- Economic Development
- Public relations
- Legal services
- Information Technology Services
- Procurement

6.3 HEALTH AND ENVIRONMENTAL SERVICES

6.3.1 MISSION STATEMENT

To promote and maintain a healthy and safe environment for denizens and visitors of Kadoma through provision of sound and responsive public health system

6.3.2 CORE FUNCTIONS

- Provision of primary health care
- Public health emergency preparedness and response
- Fire and rescue services

6.4 FINANCIAL SERVICES

6.4.1 MISSION STATEMENT

To support council functions through mobilization and application of financial resources in a transparent manner for the betterment of the Kadoma community.

6.4.2 CORE FUNCTIONS

- Custodian of Council Finances
- Revenue mobilisation and collection
- Expenditure control
- Maintenance of asset register
- Production of council budget and financial statements
- Internal information and communication technology services

6.5 HOUSING AND COMMUNITY SERVICES

6.5.1 MISSION STATEMENT

To deliver housing and quality social services in an efficient an effective manner to the community

6.5.2 CORE FUNCTIONS

- Housing and markets administration.
- Provision of community services e.g. parks, cemeteries and recreational facilities.
- Provision of Educational facilities.
- Coordination of gender activities

7. CLIENTS

7.1 EXTERNAL CLIENTS

Our external clients include but are not limited to the following:
Residents, rate payers, churches, business community, political parties, government departments, nongovernmental organisations, suppliers, civic organisations, schools

7.2 INTERNAL CLIENTS

Council employees, councillors and management

8 SERVICE COMMITMENTS AND STANDARDS/WHAT TO EXPECT FROM COUNCIL

8.1 WATER & WASTE WATER MANAGEMENT

- Deliver potable water to residents of Kadoma which abides by SAZ and WHO standards.
- Attend to reports of water quality problems within 2 hours.
- Keep residents informed of any problems which may occur (low pressure, poor quality, no water supply) due to repair works at the water treatment works or any other cause when they occur.
- Keep monthly test results of raw and treated water
- Attend to blocked private sewer main lines within 2 days of the report (Private water line is from the meter to the house).
- Treat raw sewage from the City so that the effluent conforms to the SAZ and WHO standards.
  - Maintain up to date records of sewage flows into the treatment works.
  - Keep monthly records of raw sewage and effluent.
  - Attend to burst water main within a day of the report being received
  - Inspect the main water line every month to identify water losses and repairing burst pipes which may not have been reported.
  - Effect new water connections for applicants within 2 days of the payment being made.
  - Effect new sewer connections for applications within 2 days of the payment being made.
  - Keep an up to date water and sewer reticulation inventory of the City (maps) at all time.
  - Disconnect non payers 14 days after due date.
  - Replace damaged water and sewer pipes within 7 days.

8.2 ROADS SERVICES

- Keep an up to date inventory of the roads network in the City at all times.
- Clean all the road drainage structures before the rain season.

- Keep the road network in a trafficable state at all times by undertaking the following:
    - Tar patching of potholes
    - Gravelling of shoulders
    - Grading gravel and earth roads.

8.3 TOWN PLANNING SERVICES

- Acknowledge town planning applications immediately on receipt.
- Process applications for subdivision/consolidations and complete them within 4 months.
- Maintain valid Master and Local Plans.
- Undertake valuation of rateable properties every 10 years.
- Maintain an up to date inventory of stands and layouts for the City.
- Process and complete transfer of stands for applicants within 6 months
- Process and approve building plans within 14 working days.
- Inspect all stages of construction undertaken in the City.
- Coordinate and facilitate title and non-title surveys.
- Design and draft layout plans for development purposes.
- Facilitate peg location twice a week.

8.4 ELECTRICAL AND MECHANICAL SERVICES

- Repair reported public lighting faults within 48 hours
- Keep an up to date inventory of public lighting facilities in the City
- Respond to reported electrical faults at Council installations within 26 hours
- Maintain Council's service vehicles and equipment in running order at all times

8.5 ECONOMIC DEVELOPMENT

- Acknowledge receipt of application within 5 working days.
- Respond to your applications within a calendar month.
- Explain all available options and opportunities to you.

8.6 PUBLIC RELATIONS

- Identify ourselves when we talk to visitors.
- Serve you within 5 minutes of arrival.
- Get back to you within an agreed time if we are unable to assist you immediately.
- Be friendly, courteous, fair and impartial in our dealings with you
- Treat you with dignity and respect.
- Meet you at the agreed time if you have an appointment.

- Provide appropriate facilities for meetings.
- Respond to your communication in simple and clear language.
- Answer your calls within 3 rings.
- Correct any mistake openly, honestly and quickly.
- Respond courteously and promptly to any complaint you have about our service.
- Work with you to resolve any complaints.
- Keep you informed of Council activities and programmes.
- Consult on all issues affecting you.

8.7 GOVERNANCE

- Enforce Council bylaws, resolutions and policies daily
- Promote adherence to Codes of Conduct by both policy makers and implementers daily.
- Promote equal employment opportunity at recruitment.
- Performance of all employees is reviewed annually.
- Ensure transparency in procurement and tendering of Council goods and services daily.
- Ensure compliance with Council systems and procedures all the time.

8.8 ENVIRONMENTAL HEALTH SERVICES

- Investigate public health complaints within 2 working days.
- Promote food safety through weekly inspections.
- Conduct water safety monitoring weekly.
- Collect refuse at least once a week.
- Conduct occupational Health and Safety and audits quarterly.
- Provide health promotion services weekly.
- Enforce health legislation daily.
- Conduct environmental audits weekly.

8.9 PERSONAL HEALTH SERVICES

- Provide outpatient services at all municipal health centres daily.
- Provide immunisations against child killer diseases daily.
- Provide health education to clients daily.
- Provide maternity services at Rimuka maternity home daily.
- Provide Family Health services daily.
- Promote adolescent health daily.

- Provide HIV/AIDS prevention and treatment services daily.

8.10 FIRE AND RESCUE SERVICES

- Respond to ambulance calls within 2 minutes.
- Arrive at fire or accident scene within 10 minutes of notification.
- Conduct fire inspections monthly.
- Service fire and rescue equipment annually.
- Conduct fire education to the community weekly.
- Train industrial fire fighters on request.

8.11 FINANCIAL SERVICES

- Attend to queries within 24 working hours.

- Accurately bill and deliver statement monthly by the 15th of every month.
- Issue receipts for all payments immediately or upon confirmation of deposit.
- Update client's records on the electronic data base within 24 working hours.
- Initiate debt recovery procedures within two months of arrears.
- Involve stakeholders in the operation review quarterly.
- Consult stakeholders in the production of council budgets annually.
- Monitor and control council expenditure within budgeted limits daily.
- Procure goods and services within seven working days of request.
- Produce annual financial statements for audit within 90 days from the end of fiscal year.
- Ensure council receipting offices are online at all times.

8.12 HOUSING SERVICES

- Process and register clients on the housing waiting list within 1 day upon payment of a registration fee.
- Process applications for residential and institutional stands within 30 working days.
- Process lease agreements within 2 working days.
- Verify building plans for ownership within 2 working days.
- Review leases one month prior to expiry.
- Process deeds and property transfers within 5 working days.

8.13 COMMUNITY SERVICES

- Promote programmes for marginalised groups monthly.
- Allocate and manage facilities for local economic development weekly.

- Process market stalls and light industry shop applications within 30 working days.
- Promote and coordinate sports, arts and cultural activities weekly.
- Facilitate access to basic education services daily.
- Process hire of community facilities within 3 working days.

8.14 PARKS AND GARDENS

- Beautify the City's Parks and Gardens all year round.
- Plant and maintain trees and shrubs seasonally.
- Cut grass in all open spaces and road verges all year round.
- Provide decent burial space and crematorium services within 12 hours of request.

9 OUR COMMITTMENT TO CLIENTS

We are committed to ensuring the following:

a) Improve and enhance communication with all stakeholders.
b) Establish long term mutual understanding between the City Council and its Stakeholders.
c) Involve residents on services currently offered and to get their input on any new developments.
d) Facilitate client participation in service provision.
e) Ensure adherence to national, regional and international Service Level Standards.
f) Promote a healthy community and maintain a safe environment.
g) Facilitate housing delivery and quality social services.
h) Efficiency and effectiveness in the performance our duties.

10 YOUR RESPONSIBILITIES AS CLIENTS

a) Settle bills in full by the due date
b) Not to vandalising municipal infrastructure
c) Maintain pipes, fittings on your side of the meter
d) Report all faults at the Council Office or dial the toll free number
e) Ensure that the water meter on your property is easy to access.
f) Use water wisely to help conserve this precious resource
g) Present your waste receptacle (whether proper bin or not) for collection on collection dates, do not dump and do not litter.
h) Give us comments on how we are serving you.

11 HOW TO DEAL WITH QUERIES AND COMPLAINTS

Customer desks have been established in Rimuka and Town House to deal directly with all queries and complaints

a) Clients may lodge a complaint in person, by phone, letter, SMS, face book, WhatsApp or through email.
b) The relevant department will respond to all queries and complaints within 2 working days.

12 OBLIGATIONS AND RIGHTS

We are committed to ensuring the following;

(a) To improve and enhance communication amongst all stakeholders including residents, development partners and our employees.
(b) To ensure all affairs of the City Corresponds effectively to Customer needs and wants.
(c) To establish long term mutual understanding between the City Council and its residents and to maintain good relations with all stakeholders
(d) To involve residents on services currently offered and to get their input on any new developments.
(e) To ensure total adherence to Services and Service Level Standards.
(f) To Promote and maintain a healthy community and safe environment.
(g) Deliver housing and quality social services in an efficient and effective manner to the community.
(h) To provide services and local governance.

13 REVIEW OF CLIENTS CHARTER

The Clients Charter shall be reviewed annually incorporating input from our stakeholders.

14 CONTACT ADDRESSES

- Our physical address is at Town House, Fitt Square and the postal address is Box 460 Kadoma.
- All our offices are open to the public from 7: 45am to 4 :45pm on working days
- All rates halls are open from 8:00am to 4:00pm during week days
- All our council clinics are open at 7:30am to 4:30pm during week days

- Rimuka Maternity offers 24 hour service
- Rimuka Clinic FCH and Chemukute Clinic operate seven days
- Fire, ambulance and maternity services are open 24 hours.
- We have service points in Rimuka ,Eiffel flats and Waverley
- Our Telephone Numbers are:
    - Town house (06821) 22044-6 or 26661-3.
    - Rimuka Offices/ Rimuka clinic (06821)23985-6
    - Waverley Offices (06821)22385
    - Fire brigade (06821)22443 or 23106
    - Ngezi clinic (06821)28050
    - Rimuka Maternity Home (06821)22697
    - Waverley clinic (06821)22561
    - Chemukute clinic (06821)22641
    - TOLL FREE 08080128
      08080129
      08080130

NB: Toll free numbers are accessible from Econet numbers

Website address: **www.kadomacity.org.zw**

15 CONSULTATION AND FEEDBACK

We welcome your comments and suggestions on this Charter and on how we can improve our service in the future.

a) We want to know about the things you like about us and if you have any suggestions about how and where we could do better.
b) We also want to hear from you if you have a complaint, as your experience can help us to improve our service to you and others.
c) If you would like to comment, make a suggestion or tell us anything about our service, you can:

- Call our TOLL FREE NUMBERS
- Use the complaints register at our various centres
- Email us on: kadtown@africaonline.com
  pr@kadomacity.org.zw or on contact details outlined in paragraph d. below.

d) In case of a complaint or grievance or information sharing you can also contact the following:

Station	Telephone numbers
Town House	(06821)22044/5/6 or 26661/2/3.

Rimuka Offices/ Rimuka clinic	(06821)23985/6
Waverley Offices	(06821)22385
Fire Brigade	(06821)22443 or 23106
Ngezi clinic	(06821)28050
Rimuka Maternity Home	(06821)22697
Waverley clinic	(06821)22561
Chemukute clinic	(06821)22641
TOLL FREE	08080128
	08080129
	08080130

NB: Toll free numbers are accessible FREE ONLY from Econet lines.

Website address: **www.kadomacity.org.zw**

- Use the complaints registers at our various centres
- Email us on:
  kadtown@africaonline.com
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