

CITY OF KWEKWE



CLIENT SERVICE CHARTER

VISION, MISSION, VALUES

Vision:

To be the best run urban local authority in Zimbabwe and the SADC region by 2030

Mission:

To deliver inclusive quality services to the community of Kwekwe economically, effectively, efficiently and to create a conducive investment environment

Values:

Transparency and Accountability - We take full responsibility and are answerable for our decisions and actions. We disclose relevant information on time to our customers and stakeholders.

Commitment – We apply ourselves fully when executing our jobs.

Integrity - We are professional & ethical, honest, fair and reliable in the conduct of our work.

Teamwork - We value and recognize the skills and contributions of our team members knowing that collectively we can achieve more.

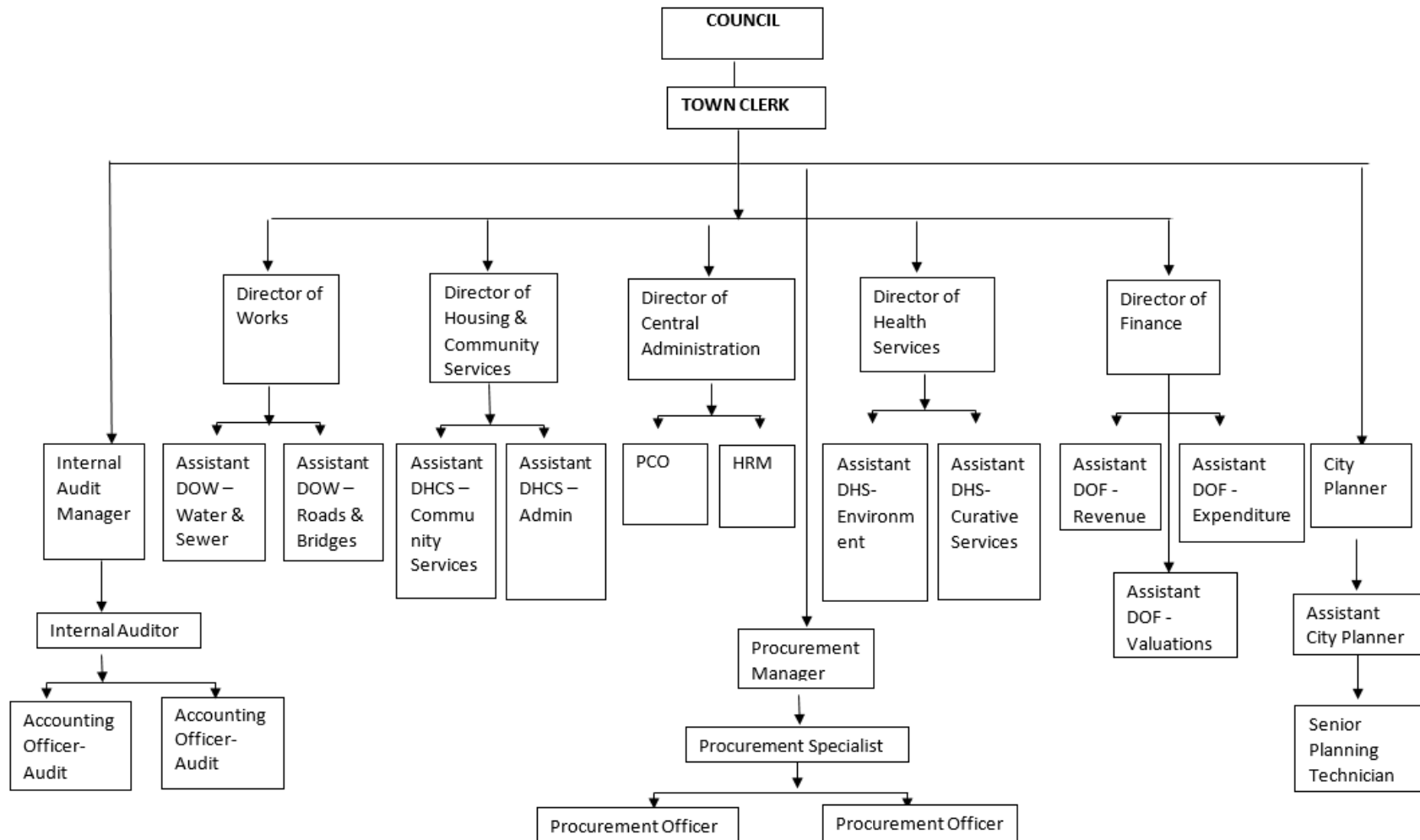
Gender Sensitive – We are sensitive to the needs of disadvantaged groups, including woman

Responsive - We timely, efficiently and effectively attend to the needs of our customers and stakeholders

Respect – In the conduct of duty, we are courteous and well mannered

Quality - We deliver quality products & services

ORGANOGRAM



PRINCIPLES OF SERVICE DELIVERY

- Ensure inclusive service delivery, economically, efficiently and effectively through observance of minimum service delivery standards.
- Enhance professionalism and integrity
- Provide service delivery in an impartial, courteous manner and with respect
- Observe principles of natural justice, fairness and equality
- Ensure confidentiality at all times
- Ensure access to portable water, public safety, trafficable roads, refuse collection and affordable primary health care.
- Affordable and inclusive world class housing standards
- Urban renewal, aesthetics and world class infrastructure

COUNCIL STAKEHOLDERS

- Government departments and agencies
- Rate payers
- Business community
- Vendors
- Employees
- Churches
- NGOs and Development partners

CLIENT EXPECTATIONS

- Access to portable water, trafficable roads and sewer reticulation
- Refuse collection
- Public safety and lighting
- Affordable and inclusive primary health care
- Affordable and world class housing
- Remuneration and appreciation
- Safe working environment

- Parks, open spaces and recreational facilities
- Quarterly feedback meetings and consultations

COUNCIL EXPECTATIONS

We expect our clients to:

- Show mutual respect to our officials and councilors
- Show responsiveness and participation
- Accountable for their actions
- Provide honest and objective feedback
- Pay rates and water bills on time