

CLIENT SERVICE CHARTER



MAKONDE RURAL DISTRICT COUNCIL

DRAFTED 2026

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This is a management document that outlines to clients council's objectives and standards as well as highlighting the departments in council and their functions. The document comprises of Council's overview, vision, mission, mandate values, service commitment obligations and rights

MAKONDE RURAL DISTRICT COUNCIL



Makonde Rural District Council

1. PREAMBLE

Makonde Rural District Council is mandated by the Rural District Councils Act Chapter 29:13 to administer the area under its jurisdiction, this being Makonde District minus Chinhoyi Municipal Area and the area under National Parks and Wildlife Management. Makonde is a District in the Mashonaland West Province of Zimbabwe and covers an area of about 8 680 square kilometres. It is bound by Guruve District (Mashonaland Central) in the North and North East, Zvimba District in the East, Chegutu District in the South, Kadoma District in the South West, Gokwe North District (Midlands Province) also in the South West and Hurungwe District in the West. The area is divided into 19 wards which constitute 2 parliamentary constituencies namely Makonde and Mhangura. The whole District is under the jurisdiction of Chief Nemakonde.

The Council area comprises of communal, small scale commercial farming areas, old resettlement areas, A1 and A2 resettlement areas as well as parks and wildlife areas. Major crops grown in the area include maize, tobacco, soya beans and cotton. The District is also endowed with a variety of minerals which include gold and copper.

Makonde Rural District Council was formed in 1993 through the amalgamation of Umboe Rural Council, which was largely in Large Scale Commercial Farming area, Chitomborwizi Rural Council, which was in the Small-Scale Commercial Farming Area and part of Chirorodziva District Council which was in the communal area.

2. VISION

A service sanctuary with a flourishing socio-economic and participative community of choice by **December 2030.**

3. MISSION

To provide effective and gender sensitive socio-economic services to its clients in a transparent, accountable, and responsive manner, for sustainable development.

4. MANDATE

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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.

5. VALUES

The core values of Makonde Rural District Council are: -

- **Transparency** –We shall be open to public scrutiny in all our day-to-day activities
- **Accountability** –We shall be held responsible for all our actions and decisions
- **Professionalism** – We shall at all times act with integrity, providing quality services, being reliable and responsible.
- **Team Work** – We shall listen to and respecting each other whilst working together to achieve common goals, providing support to one another
- **Commitment** – We shall work with urgency to be successful, to meet client s needs within agreed time frames

6. DEPARTMENTS

Makonde Rural District Council comprises of 6 departments namely: -

- i) Administration and Human Resources Development Department.
- ii) Engineering Department
- iii) Lands, Agriculture and Natural Resources Department.
- iv) Social Services and Townships Department.
- v) Finance Department.
- vi) Audit Department.

6.1 Administration and Human Resources Development Department

I. CORE FUNCTIONS

1. implementing policies for the general administration of council.
2. Management of council meetings.

3. Asset management.
4. Human Resources Management.
5. Fleet management.

6.2 Roads, Planning and Works Department

I. CORE FUNCTIONS

1. Road construction & maintenance.
2. Water provision.
3. Liquid waste management.
4. Provision of public sanitary facilities.
5. Solid waste management.
6. Council vehicles repairs.
7. Land use planning.
8. Development promotion, facilitation, Site selection & Planning.
9. Environmental management

Social Services and Townships Department

I. CORE FUNCTIONS

1. Coordinate supervise and monitor educational facilities operations.
2. Coordinate and supervise health activities e.g. adequacy of drugs, safe water supply, staff and consumables.
3. Coordinate NGO operations in the District.
4. Disaster management in the District.
5. Formulate, implement and monitor the Department budget.
6. Establishment of health and educational facilities.
7. Management of recreational facilities

6.3 Lands, Agriculture and Natural Resources Department

I. CORE FUNCTIONS

1. Identify and take measures for the conservation or improvement of natural resources.
2. Establishment, promotion and maintenance of fisheries and fish farms.
3. Provision of services for the improvement of agricultural activities in the district.
4. Planting of trees and veld fire control.
5. Problem animal control.
6. Provision and management of parks and recreational facilities.

6.4 Finance Department

I. CORE FUNCTIONS

1. Revenue collection.
2. Budget and budgetary control.
3. Providing Financial advice to Council
4. Providing financial services to other Departments.
5. Financial reporting.
6. Income generating projects
7. Custodian of financial status of Council Assets and Financial security items.
8. Debtors and creditors management

6.5 Audit Department

I. CORE FUNCTIONS

1. Fixing charges and collection of council income.
2. Management of council expenditure within authorised expenditure limits.
3. Maintenance of council's overall financial affairs.
4. Maintenance of a schedule of all payments made by council.
5. Preparation of annual interim reports showing the financial transactions and affairs of council during each financial year.
6. Licensing of activities carried out in the district.

7. CLIENTS/STAKEHOLDERS

Makonde Rural District Council's clients include:-

A. Internal

- i) Management.
- ii) Employees.
- iii) Councillors.

B. External

- a) Ratepayers.
- b) Farmers.
- c) Miners.
- d) Vendors.
- e) Patients.
- f) Business community.

- g) Villagers.
- h) Government departments.
- i) Members of parliament.
- j) Traditional leaders (chief, headmen, village heads).

8. SERVICE COMMITMENTS AND STANDARDS

Makonde 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) Carry out construction inspections within 3 days of request.
- ix) Assess building plans within 3 weeks of submission.
- x) The monthly servicing of council vehicles.
- xi) Grading at least 400km of gravel roads each year and earth roads once in 5 years.
- xii) Gravelling and tar patching of roads once every 5 years.
- xiii) Shoulder grading roads once every year.
- 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 2 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.

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- 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 15 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.
- xxiii) Ensuring that budget consultation meetings are held by 30 July each year and that a draft budget is in place by 30 September each year.

9. OBLIGATIONS AND RIGHTS

Makonde 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 landuses.
- 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.

10. REVIEW OF CLIENTS CHARTER

The Clients Charter will be reviewed every 5 years. The review will be undertaken in a consultative manner through ward based meetings with the clients.

11. FEEDBACK/ HOW TO CONTACT THE ORGANISATION

For any queries, complaints, suggestions and other information, feel free to write to The Chief Executive Officer, Makonde Rural District Council, P O Box 296, Mhangura or ceo@makonderdc.co.zw or visit our website www.makonderdc.co.zw.

For issues relating to roads, water and sewerage contact the District Engineer on +263 71 786 8029/ <mailto:engineer@makonderdc.co.zw>

For issues relating to stands provision, pegging, leases, operating spaces, permits, building construction and any other development activities contact the District Planner on 0778 053 486/ <mailto:planner@makonderdc.co.zw>.

For issues relating to legal matters, employee conduct and other administrative issues contact the Administrator on 0775 626 068 / <mailto:admin@makonderdc.co.zw>.

For issues relating to Lions Den Township, contact the Township Superintendent on 0772 743 652.

For issues relating to Mhangura Town Board, contact the Town Board Admin on 0773 521 144 / <mailto:mhanguratownboard@makonderdc.co.zw>.

For issues relating to the provision of social services, contact the Social Services Officer on +263 77 305 9130/ <mailto:socialservices@makonderdc.co.zw>

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For issues relating to council projects, land and natural resource conservation contact the Environmental Technician on +263 77 439 0164/
<mailto:LAN@makonderdc.co.zw>

For any monetary transactions, licencing and budgetary issues, contact the Treasurer on +263 77 662 0466/ <mailto:treasure@makonderdc.co.zw>.

If you fail to get satisfaction from any of the above, then contact the Chief Executive Officer on +263 77 327 3634 / ceo@makonderdc.co.zw

Feedback will be provided within 2 weeks of enquiry.

12. CONTACT ADDRESSES

Makonde Rural District Council's Head Office is located in Lions Den.

Postal Address is:- **Makonde Rural District Council**

P O Box 296

Mhangura.

Physical Address is:- PC89, National Railways of Zimbabwe Stands,
Lions Den.

Council also has sub-offices in Mhangura and Murereka