

MUNICIPALITY OF MARONDERA



CLIENT CHARTER

- **Preamble**

Marondera Town is the provincial capital of Mashonaland East Province and is located 74 km from Harare. It is made up of 12 municipal wards with a population of 66,027 (2022 census). Marondera Municipality is mandated to provide socio-economic services to its residents and stakeholders effectively and efficiently in a manner that is both transparent and accountable.

This Client Charter was crafted following a participatory and consultative process which involved all clients and stakeholders. This charter aims to ensure that clients and stakeholders get value for their money through the delivery of effective and efficient services and also seeks to ensure that the Municipality of Marondera staff members are constantly awake to their duties and obligations. It was formulated as a basis to show commitment to service provision and for purposes of spelling out Client and Council rights and obligations as regards provision of services.

2. Municipality of Marondera VISION STATEMENT:

A vibrant smart city of service excellence by 2030

3. Municipality of Marondera MISSION STATEMENT:

To deliver inclusive sustainable socio-economic services to the community

4. CORE VALUES

Values are critical in guiding behaviours and these were streamlined and fully defined to ensure a common understanding. The following are the values for the Municipality and their supporting definitions: -

Commitment- Dedication to duty and cause underpinned by innovation

Accountability- taking responsibility and being answerable for all council operations and activities

Transparency- conducting business in a manner that is open with zero tolerance for corruption.

Integrity- provide services in a dignified manner that addresses all clients' concerns

Professionalism – providing excellent services in an ethical manner
These values can be aptly summarised by the acronym C.A.T.I.P

Some of the legal frameworks guiding the operations of the Council

Constitution of Zimbabwe (amendment number 20) Act of 2013
Urban Councils Act (Chapter 29:15)
Regional Town and Country Planning Act (Chapter 29:12)
Public Health Act (Chapter 15:17)
Environmental Management Act (Chapter 20:27)
Cemeteries Act (Chapter 5:04)
Burials and Cremation Act (Chapter 5:03)
Labour Act (Chapter 28:01)
Shop Licensing Act (Chapter 14:17)
Liquor Act (Chapter 14:12)
Provincial Councils and Administration Act (Chapter 29:11)
Land Survey Act (Chapter 20:12)
Procurement Act (Chapter 22:14)
Housing Standards Control Act (Chapter 29:08)
Housing and Building Act (Chapter 22:07)
Education Act (Chapter 25:04)
Local Authorities Employees (Pension Scheme) Act (Chapter 29:09)
Municipal Traffic Laws Enforcement Act (Chapter 29:10)
Names (alteration) Act (Chapter 10:14)
Services Levy (repeal) Act of 1979 (no 36 of 1979)
Traditional Leaders Act (Chapter 29)
Traditional Beer Act (Chapter (14:24)
Urban areas (omnibus services) (Chapter 29:14)
Contractual Penalties Act 9 Chapter 8:04)
Administration of Justice Act (Chapter 10:280)
Official Secrecy Act (Chapter (11:09)
Water Act (Chapter 20:15) (1998)
Roads Act (Chapter 13:18)
Public Finance Management Act (Chapter 22:19)
Urban Development Corporation Act (Chapter 29:16)

- **Departments in the Organisation and their Core Functions**

The organisation is made up of five departments namely

- Town Clerk
- Chamber Secretary / Central Administration
- Housing and Community Services Department
- Finance
- Works

a. Town Clerk

Vision

A department that engenders balanced growth, culture and economic diversity towards excellence by 2030

Mission

To ensure corporate governance through the coordination of a professional, accountable and transparent management team

Core function

As provided for in the Urban Councils Act Chapter 29:15

- Provision of strategic direction and leadership
- Proper and sound administration of council
- Managing the operations of Council, supervising and controlling the activities of the employees of Council in the course of their employment
- Ensuring implementation of council resolutions and policies
- Develop and implement a corporate governance framework and sound organisational culture
- Procurement of goods and services

b. CHAMBER SECRETARY / CENTRAL ADMINISTRATION

Vision

A distinctive department of excellence in sound administration by 2030

Mission

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

Core functions

As provided for by Section 137

- Preparation and distribution of minutes of proceedings of Council and its committees
- Preparation and distribution of agendas and notices of Council and Committee meetings
- Human Capital Management and Development
- Provision of sound disaster and emergency response services
- Provision of sound legal advice to Council at all material times
- Provision of Public health management services
- To ensure effective and efficient management of council information
- Recommending and drafting reviews of council policies

c. HOUSING AND COMMUNITY SERVICES DEPARTMENT

Vision

To be an innovative and robust social-economic services provider by 2030

Mission

To provide efficient and effective social services in a transparent manner for the benefit of all

Core functions

- Assists Council in the formulation and administration of housing policies under the framework provided for by the government
- Monitoring and evaluating the implementation of housing policies.
- Co-ordinating and evaluating housing projects undertaken by Council
- Compiling and monitoring the housing waiting list
- Assessing the housing demand and supply and the administration of the housing estate, especially council housing stock

- Provision of social amenities (social amenities)
- Provision of primary health care
- Administering the provision of commercial and industrial business stands

d. FINANCE DEPARTMENT

Vision

To be a vibrant financial advisor of Council by 2030

Mission

To provide effective and efficient financial support services to Council

Core functions

- Budget preparation and control
- Mobilisation and management of financial resources
- Management of Council Assets and valuation of Council properties
- Provision of effective debt collection strategies
- Payroll management
- Advisory services on financial matters
- Maintenance of books of accounts

e. WORKS DEPARTMENT

Vision

To be a distinctive service provider by the year 2030

Mission

To deliver quality services through the provision of robust, sustainable social and economic infrastructure, effective planning, inspectorate and transport and equipment management services for the benefit of the community

Core functions

- Provision of Town Planning services and development control
- Provision of sound and robust infrastructure on water, sewer, roads, electricity reticulation and the maintenance of those services
- Parks and gardens maintenance
- Maintenance of plant and equipment

- **Clients**

List of clients

Indicate the Clients of the Organisation, both External and Internal

External Clients	Internal Clients
Residents and Rate Payers	Councillors
Residents and Ratepayers Associations	Council Employees
Business Community	Junior Council
Informal Traders	Council departments and Committees
Churches	Workers Committees

Transport Operators	Trade Unions
Non-governmental Organisations (NGOs)	
War Veterans	
Political Parties	
Women	
People living with disability	
Youths	
Ministry of Local Government, Public Works and National Housing	
Government Ministries and departments	
Parastatals and State Enterprises	

- **Service Commitments and Standards**

- Courteously answer incoming calls within 30 seconds
- Welcome and attend to clients within 5 minutes of arrival
- Reply to written correspondences within 10 working days
- Respond to complaints within 14 working days
- Provide quarterly budget performance reports within 30 days after every quarter
- Present Annual public accounts within 120 days after year-end
- Conduct all council committee meetings and Full Council once every month
- Carry out development control timeously in line with the Urban Councils Act Chapter [29:15] and the Regional Town and Country Planning Chapter [29:12]
- Approval of building plans within 7 working days after submission
- Allocate residential, commercial and industrial stands as and when available in a transparent manner in line with the waiting list
- Collect refuse once every day in the CBD and Institutions and once a week in the suburbs
- Carry out environmental awareness campaigns once every quarter
- Routine road maintenance once every year, depending on good weather
- Attend to grass cutting twice during the rainy season
- Servicing of equipment, plant and vehicles as per the equipment's manual
- Construction and monitoring of all Council infrastructure as per Council Budget

- **Client's Obligations and Rights**

- To observe rules, regulations and by-laws set out by Council
- Clients have the right to get value for money through the provision of timely and sustainable quality services.
- Clients have the right to make representations to Council on service-related matters.

- iv) Clients have the right to complain and get feedback timeously.
- v) Clients have the obligation to pay for services provided.
- vi) Clients have the right to seek redress on service-related matters.
- vii) Clients have a right to fair treatment, respect and dignity
- viii) Privacy and confidentiality
- ix) The right to be heard and redress were due
- x) To appeal and report to the Town Clerk's Office in the case of dissatisfaction
- xi) Clients have the right to tender advice to Council on developmental issues.
- xii) Clients have the right to participate in Council affairs.
- xiii) Receive relevant information

- **Organisation's Obligations and Rights**

- i. To provide efficient and effective services to the Clients
- ii. Uphold privacy and confidentiality
- iii. Ensure high-level stakeholder participation in Council key strategic issues
- iv. Timely production and provision of financial and management accounts
 - v. Production of timely and accurate bills and statements
 - vi. Ensure access to relevant information to clients at all times
 - vii. Collect levies and rates through lawful means
 - viii. Respect the confidentiality of clients
 - ix. Conduct license inspections
 - x. Formulate and enforce by-laws

- **Review of the Client Charter**

This charter will be reviewed annually and as and when deemed necessary through a participatory and consultative process.

- **Feedback Mechanisms**

- **Compliments, Suggestion Boxes and Complaints**

- Suggestion Boxes at Head Office, Dombotombo Housing Offices. Nyameni Housing Offices, Nyameni and Dombotombo Libraries, Nyameni and Dombotombo Clinic, Council Workshops, Fire and Ambulance, Dombotombo Market
- Hotline +263 6523 23325 or 0776 509 977
- Facebook platform: **Municipality of Marondera**
- X/Twitter handle: @maronderacity
- PR WhatsApp & Call: 0778 241 856
- Email address: marondera.municipality@yahoo.com, info@maronderacity.co.zw
- Website: www.maronderacity.co.zw
- Landlines +263 6523 21815 Reception
 - + 263 6523 23917 Chamber Secretary
- SMS (short message sending)

CONTACT DETAILS

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4. Director of Housing and Community Services (**Mr T Ndoro**)
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5. Finance Director (**Mr J Kachingwe**)
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