

CLIENT SERVICE CHARTER



PREAMBLE

This Client Charter for Rushinga Rural District Council informs you about:

- Who we are
- Our Values
- Our Mandate
- Our Departments
- Our Clients
- Our Commitment to You
- Our Service Guarantee
- Our Service Standards
- How we will be accountable
- How you can help us
- How to contact us.

WHO WE ARE

Rushinga Rural District Council is responsible for the provision of basic Healthcare, Recreational, Development of Residential, Commercial and Industrial stands, Major and Access roads, Environmental Conservation and Primary and Secondary education. We

formulate and co-ordinate policies and By-Laws for the District.

Our services are underpinned by our guiding principle of **having sustainable and people centred development in the district by 2017**. We are committed to having a well trained and supported staff, and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our clients.

In pursuing these overarching objectives, Rushinga RDC seeks to produce measurable improvements for stakeholders and communities in the district and beyond.

We know how much you value excellent client service and our goal is to give you that level of service. Therefore, it is important that we know what to expect from each other. Your

To have sustainable and people centred development in the district by 2017

feedback is highly valuable as we use it as a performance indicator against our service standards.

Vision

To have sustainable and people centred development in the district by 2017.

Mission

To have the best road, education, health, recreation and commercial infrastructure, conservation and enterprise development programmes, administration communication and financial base for Rushinga Rural District Council by 2017

Core values

- ❖ Client oriented
- ❖ Professionalism
- ❖ Good public relations

- ❖ Openness and transparency
- ❖ Teamwork and team spirit
- ❖ Quality service
- ❖ Mutual respect
- ❖ Commitment

Our Mandate

- ❖ Service delivery
- ❖ Social capital
- ❖ Physical infrastructure
- ❖ Economic infrastructure
- ❖ Accountability /good governance

Departments in Rushinga Rural Council and their Core Functions

1. Roads Works and Planning
2. Finance and Administration

To have sustainable and people centred development in the district by 2017

3. Lands,
Environment
and natural
resources

4. Social Services

5. Tender & Audit

Provision of stands and development

- ❖ Stand pegging, allocations and repossessions.
- ❖ Initiating development control
- ❖ Building plans approval and appraisals.
- ❖ Building inspections and managing public works.
- ❖ Preparation of monthly reports for the department.

ROADS, WORKS AND PLANNING DEPARTMENT

OBJECTIVE

To provide the most effective, efficient and economic services in roads, works and planning as well as enterprise development

to the Rushinga

Community

ROADS, WORKS AND PLANNING

CORE FUNCTIONS OF THE DEPARTMENT

- ❖ Maintenance of all service roads in the district.

To have sustainable and people centred development in the district by 2017

CORE FUNCTIONS OF THE DEPARTMENT

- ❖ Maintaining the bus terminuses in a usable state throughout the year.
- ❖ Servicing of all business centres in the district.
- ❖ Planning, implantation and monitoring of all Government funded projects, e.g. RDF, PISP etc
- ❖ Management of wild life in the Nyatana wilderness and the entire vicinity in Rushinga RDC's area of jurisdiction
- ❖ Preparation of monthly reports for the department
- ❖ Monitoring and evaluation of projects that tempers with natural resources
- ❖ Holding public auctions for the stray animals and reporting to the Police in the district

ENVIRONMENT DEPARTMENT

OBJECTIVE

To have sustainable use of natural resources, promote sustainable development and rural livelihoods

To have sustainable and people centred development in the district by 2017

- ❖ Managing of public works such as dip tanks and cattle sales pens

- ❖ Writing project

proposals to seek

funding for public projects and works

- ❖ Facilitating the holding of lands committee and

presents the proceedings to the full

council meeting

- ❖ Attending lands disputes/ conflicts in the district

- ❖ Preparation of monitoring templates

for natural resources e.g. gold panning, veld

fires

FINANCE, ADMINISTRATION AND HUMAN RESOURCES DEPARTMENT

OBJECTIVE

To have a sound financial base, administration and strategic human resources management services in the district.

The core functions of the department

- ❖ Preparing annual budget for the year
- ❖ Preparing financial statements monthly, quarterly, mid-term and annually
- ❖ Preparation of bank reconciliation statements for general account ,

To have sustainable and people centred development in the district by 2017

water and sanitation,
health, guest house,
public works and beer
halls accounts

❖ Maintenances of up to

date schedule of
debtors, loans ,
creditors and fixed
assets for the year

❖ Expenditure control that
is maintenances of up to
date commitment

registers for all
committees of the
council i.e.; finance,
Roads and Works, Social
services, Lands, and

natural resources
Abiyangu
departments

❖ Maintenances of up to
date of rate payers for
leases, levies, rates, and
licenses and revenue

collection

❖ Budget performance
management i.e.; to
adhere to section 121 of
the RDC Act when
budgeting for the year

❖ Preparation of financial
statements with
summaries for
committees of the
council

❖ Conducting budget
consultations in the
district

**SOCIAL SERVICE
DEPARTMENT**

***To have sustainable and people centred development in
the district by 2017***

Objective

To have optimum human welfare in the district

- ❖ Promoting effective, efficient and economic management of council transport system.

CORE FUNCTIONS OF THE DEPARTMENT

- ❖ Facilitate the holding of all Council Committee and Full council meetings.
- ❖ Maintenance of a resolution registers.
- ❖ Facilitating drafting and promulgation of council policies.
- ❖ Facilitating the implementation of performance management system.
- ❖ Facilitating District Development Planning.
- ❖ Creating and maintaining up to date data bank for all pre-schools, primary schools, secondary schools and tertiary institutions.
- ❖ Creating and maintaining updated data bank for all health institutions
- ❖ Creating and maintaining updated data bank for all housing premises and

To have sustainable and people centred development in the district by 2017

- recreational facilities in the district.
- ❖ Acquittal of all expenditures.
- ❖ Creation HIV/AIDS data bank.
- ❖ Supervision of clinic staff
- ❖ Human resource management.
- ❖ Mainstay staff returns and records.
- ❖ Property management.
- ❖ Be polite ,courteous and helpful
- ❖ Be open and transparent with our processes and procedures
- ❖ Communicate clearly and in plain language
- ❖ Respond promptly to requests for service advice or information
- ❖ To the best of our knowledge, provide complete, accurate and current advice or information.
- ❖ Demonstrate technical and professional competence in providing the service.
- ❖ Endeavour to achieve the highest standards in the work we produce
- ❖ Inform you promptly of decisions that will affect you.
- ❖ Provide you with an opportunity to discuss

Our Service Standards

Our service standards describe the level of service excellence we aim to deliver.

When we serve you, we will:

- ❖ Act honestly ,ethically and professionally
- ❖ Provide you with an opportunity to discuss

To have sustainable and people centred development in the district by 2017

decisions that will affect you with someone who can understand and respond to your concerns.

- ❖ Apply relevant legislation policy and procedures impartially and consistently
- ❖ Respect your privacy and the confidentiality of information provided
- ❖ Respond to correspondence promptly and handle telephone and personal inquiries immediately .If a complete response is not practical within this timeframe, you will be told when and by whom it will be provided.

- ❖ Respond to telephone messages at earliest practical opportunity.
- ❖ Consult widely with stakeholders, where appropriate to allow input into the decision making process.

Our clients

Our clients are essential to us and they include:

- ❖ Rushinga Residents
- ❖ Farmers
- ❖ Business people
- ❖ Parastatals
- ❖ Charity organisations (churches)
- ❖ NGOs
- ❖ industries and companies
- ❖ traditional leaders
- ❖ Politicians.

To have sustainable and people centred development in the district by 2017

CLIENT'S RIGHTS AND OBLIGATIONS

We are committed to respecting the rights of our Clients, including:

- ❖ The right to review and appeal.
- ❖ The right to lodge complaints.
- ❖ The right to privacy and confidentiality.
- ❖ The right to see information (i.e. freedom of information)
- ❖ The right to access services, facilities which includes:
 - healthcare
 - primary and secondary education
 - recreational facilities
 - passengers and haulage transport
 - soil vegetation and wildlife conservation

- enterprises and cooperative development
- Other needs and wants within the capacity and influence of council.

CLIENT'S OBLIGATIONS TO RUSHINGA RDC

To help us help you, we ask that you:

- ❖ Treat our staff with courtesy and respect.
- ❖ Provide us with all information and documentation we request within the specified time frames.
- ❖ Give us details of changes in your circumstances as soon as the changes occur.
- ❖ Not to **offer us gifts, money or other favours.**
- ❖ Submitting your requests in writing

To have sustainable and people centred development in the district by 2017

- ❖ Alignment of your operations with the plans of the RDC
- ❖ Ensuring that information provided is relevant accurate and complete and that forms and other documents are fully completed
- ❖ Giving us realistic lead times to meet your needs
- ❖ Paying leases, levies, licences and rates
- ❖ Technical advice and innovation
- ❖ Commitment to the local authority.

comments on your dealings with us. Your comments will also assist us in appraising our service performance. Simply ring us, write to us or send us an e-mail.

Should you be unhappy with our service or behaviour of any of our staff you should:

- ❖ In the first instance, contact the staff member concerned or ask to speak to the staff member's Supervisor with a view to resolving your concerns timorously.

COMMENTS, SUGGESTIONS AND COMPLAINTS

We are keen to improve the level of service we offer and welcome your suggestions or

To have sustainable and people centred development in the district by 2017

❖ Alternatively you may contact the Chief Executive Officer for advice on the

appropriate courses of action open to you

❖ If you are still not satisfied or would like to provide feedback, your concerns should be submitted in writing to the CEO

❖ Written complaints will be fully investigated and a written response

provided within 20 days with

receipt of the complaint

REVIEW AND EVALUATION

This charter was originally approved by the Full Council on the 28 June 2012 and is reviewed every year to ensure that it remains relevant.

We will evaluate our service against the standards we have set in this Charter and report on these in our Annual Report.

CONTACT DETAILS

Rushinga Rural District Council
Private Bag 2107
Chimhanda Council Offices

Rushinga

Or

Rushinga Guest House
Rushinga Rural Business

Centre

Rushinga

Phone number:

0733 783 189

0712 876 539

0773 273 634

RUSHINGA

RURAL DISTRICT COUNCIL

Abiyangu

Ngatishandei

Pabodzi

To have sustainable and people centred development in the district by 2017