



RUWA LOCAL BOARD

Client

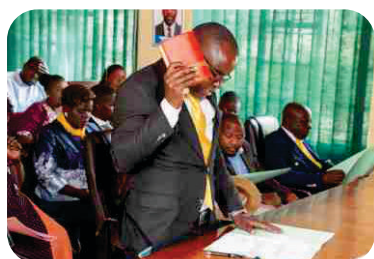
Service Charter





RUWA LOCAL BOARD Client Service Charter

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Meet the Team

Ruwa Local Board



M Mataruka

Ward 4 Councillor
Board Chairman



S Mhlanga

Vice Chairperson



M Hwiza

PR Councillor



J Chirowodza

PR Councillor



Mr B Kadau

Ward 1 Councillor



G. Ndawana

Ward 2 Councillor



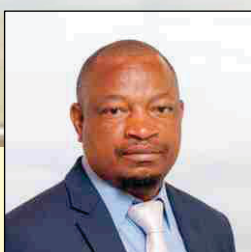
Cllr K. K. Goto

Ward 3 Councillor



R Mawdzere

Ward 5 Councillor



M Nganga

Ward 6 Councillor



C Humbato

Ward 7 Councillor



K. Chivafa

Ward 8 Councillor



W.Chuma

Ward 9 Councillor



Vision

A town of excellence by 2030.

Mission

To protect and enhance the quality of life by providing a high level of services in a responsive manner for all clients and stakeholders.

Core Values

1. Professionalism
Observing set standards in the discharge of duty
2. Integrity
Honest, accountability and transparency
3. Loyalty
Dedication to duty, commitment and faithfulness
4. Effectiveness
Doing the right thing at the right time. Completing tasks.
5. Teamwork
Effective collaboration, cooperation and inclusivity

MANDATE

Our mandate as a Local Authority is enshrined in Section 276 of the Constitution of Zimbabwe, which is 'a right to govern the local affairs of the people' within Ruwa Local Board area, with all necessary powers to do so, including powers to make by laws and regulations for the effective administration of the area and power to levy rates and taxes, and generally to raise sufficient revenue for the Board so that it meets its objectives and responsibilities.

Our mandate is further elaborated in various national legislation, by-laws, Council policies and regulations. The principal among them are the following:

1. Constitution of Zimbabwe
2. Urban Councils Act [Chapter 29:15]
3. Water Act [Chapter 20:24]
4. Environmental Management Act [Chapter 20:27]
5. Roads Act [Chapter 13:18]
6. Prevention of Corruption Act [Chapter 9:16]
7. Public Finance Management Act [Chapter 22:19]
8. Regional, Town and Country Planning Act [Chapter 29:12]
9. Public Health Act [Chapter 15:17]
10. Public Procurement and Disposal of Public Assets Act [Chapter 22:23]
11. Labour Act [Chapter 28:01]
12. Zimbabwe Investment and Development Act [Chapter 14:37]
13. Shop Licences Act [Chapter 14:17]
14. Municipal Traffic Laws Enforcement Act [Chapter 29:10]



Welcome To Ruwa Local Board



This Client Service Charter (CSC) is a commitment by us, Ruwa Local Board (RLB), to the citizens, residents, ratepayers and stakeholders that we will provide and facilitate for the provision of quality service that demonstrates value for money, and further, that should service standards be compromised, you, our residents, ratepayers and stakeholders have clear information on the route to follow to have this addressed. The Council therefore, by this document, makes a commitment that it will uphold your rights as a citizen, client and stakeholder, in accordance with the provisions of the Constitution of the Republic of Zimbabwe Amendment No:20 Act (2013) as well as Local Authorities Blue Print.

We take into cognizance that the municipal social service delivery system has to be responsive to high expectation from citizens and that RLB staff and management as public officials, we must act and behave in a manner that always enhances the right of every citizen to an empowered society and a growing

economy. It is with this important principle in mind that we developed this charter, and after consulting key stakeholders in the community, we finalized and adopted it as Council, with the full participation of your representatives.

The CSC lifts the veil from the face of our Council, in order to enable each and every client, citizen and stakeholder to get a clear picture of his or her own rights, privileges and obligations, while at the same time ensuring that Councillors, management and Council staff all act with diligence and professionally; free of corruption and malpractice at all times.

With this CSC, we commit ourselves as Council to principles of fairness, honesty, integrity and humble service to the clients, citizens and stakeholders of Ruwa.



Core values to service delivery

In delivering services to the citizens of Ruwa, the Board will be guided by the following principles:

1. Participation

Citizens will be motivated to participate in all council processes and programmes to the extent possible, and to provide feedback about the level and quality of the social services they receive. To this end, the Board commits to the establishment of effective consultations forums relevant to the service delivered and targeted client base.

2. Service standards

Citizens will participate in service level and quality of council services they will receive. Further, they will be expected to monitor and provide feedback on the delivery of these services. In developing the service standards, citizens, clients and stakeholders will jointly set the standards.

3. Access

All citizens will have equal access to the services to which they are entitled to pay for. To this end, all departments commit to the new arrangement to improve services as follows

- Operationalisation of a website that allows online access to information on services.
- General improvement and customer service at digital interface points



4. Openness and Transparency

Citizens will have access to information on how Council and its various department function, as well as the cost of the services provided. To this end, Council commits to openness and transparency to make easily available the information as follows:

- Submission and publishing of annual financial reports to the relevant stakeholders by the end of each financial year (available at our offices and our Website)
- Quarterly reports (April, July, October and January) to be shared with relevant stakeholders.
- 100% compliance with the information laws and making available contact details of relevant officials.

5. Redress

Dealing with complaints, if the promised standard of service is not delivered, citizens will be advised, a full explanation and a speedy and effective remedy. When complaints are made, citizens will receive a positive response. To this end, Council commits to deal with complaints as follows:



Core values to service delivery

- Development and implementation of complaints register
- Training and empowerment of staff in handling complaints
- Resolving problems/complaints within stipulated time frames
- Complaints procedure to be available on various media platforms for wider access
- Front line teams to demonstrate that they have analysed and used complaints made to improve service delivery
- Compiling responses and disseminating information on most frequently asked questions (MFQs)

6. Value for money

Municipal social services will be provided economically and efficiently in order to give clients, stakeholders and citizens of Ruwa the best possible value for money. To this end, all the departments of Council commit to the new arrangements for ensuring value for money, as follows:

- Delivery of services according to approved plans and within the allocated budget to be reported in annual reports
- Identifying best practices and innovations related to cost saving mechanisms that will be included in quarterly and annual reports.

7. Encouraging innovation and rewarding excellence

Council will ensure that an enabling environment for the delivery of services is created, and further, it will enhance

the capacity of its personnel to deliver quality service. To this end, Council commits to the new arrangements for encouraging innovation and rewarding excellence. It will put in place mechanisms that

- Encourage innovation and creativity
- Facilitate the sharing of best practices
- Identify new ways of rewarding excellence
- Keep track of the number of documented contributions made (ideas, suggestions, innovations, proposals) by each employee and how many were implemented and the impact thereof and recognize and reward performance.

8. Leadership for service delivery

All the managers in the service delivery chain will provide direction, encourage motivate and engaged staff, create effective partnerships and demonstrate ethical and sound values. To this end, Council commits to the following new arrangements for leadership development for service delivery

- Developing mechanisms by which managers obtain feedback from subordinates, peers, superiors and clients/customers on their leadership style, conflict handling skills, motivation, decision making and interpersonal skills.
- Managers to have personal alignment and development plans in place at the beginning of each financial year in line with

DEPARTMENTS IN THE COUNCIL AND THEIR SECTIONS

Ruwa Local Board is a lean structure with three functional departments:

- 1) Administration and Corporate Services
- 2) Engineering and Works
- 3) Financial Services

There are several sections in each of these departments as shown in the table:

	Administration & Corporate Services Department	Engineering & Works Department	Financial Services Department
Mission Statements	To provide for sound administration, management of council and efficient and effective provision of corporate social services	To provide sustainable infrastructure, land use, health and environmental management	To manage council finances efficiently, effectively and economically, as well as provide relevant financial informative and services to clients and stakeholders professionally
Sections Falling Department	<ol style="list-style-type: none"> 1. Committees & Legal Services 2. Human Resources 3. Housing & Community Services 4. Public Relations 5. Municipal Police 6. Audit 7. Records Management 8. Health 9. Procurement Management Unit 	<ol style="list-style-type: none"> 1. Town Planning 2. Roads 3. Water & waste water 4. Building Inspectorate 5. Transport Logistics 6. Environmental Health Services 7. Technical Services 	<ol style="list-style-type: none"> 1. Salaries Administration 2. Revenue 3. Expenditure 4. Credit Control and Licensing 5. Information Communication Technology (ICT) Management 6. Investment Portfolio

OUR CLIENTS

1. Residents/Ratepayers
2. Business Community
3. Investors
4. Vendors
5. Farmers
6. Government Departments
7. Churches
8. Vulnerable Groups
9. Patients and Maternal Mothers
10. Youth
11. Employees



Our Stakeholders are principally the following:

1. Associations (Residents & Ratepayers)
2. Land Developers
3. Ministry of Local Government & Public Works
4. Office of the Auditor General
5. UMSCC & ZINWA
6. ZINARA
7. Zimbabwe Republic Police
8. Development Partners
9. Suppliers & service providers
10. Urban Councils Association of Zimbabwe (UCAZ)
11. Banks & financial institutions
12. NGOs
13. Political parties
15. ZESA – ZETDC
16. Neighbouring Local Authorities



Specific Service Standards

We commit to serve you and will measure our performance on the basis of the standards for service, set out by each Department below:

ENGINEERING & WORKS DEPARTMENT

NO.	ACTIVITY	BENCHMARK
1.	Grave (cemetery)	pegged and dug up to 50cm, available immediately upon payment of fees;
2.	Sewer connection	10 working days after payment of connection fees and delivery of all plumbing equipment.
3.	Water connection	10 working days after payment of connection fees and delivery of all plumbing fixings
4.	Street light bulb replacement	7 working days after notification
5.	Street pole replacement	1 month (allow for insurance and replacement)
6.	Burst water pipe	immediately and within 30 minutes remedial work to arrest losses and proper fixing within 48 hours
7.	Sewer blockage	fixing within 24 hours, unless there is a major challenge
8.	Building inspections	within 48 hours from booking
9.	Development permit processing	within 2 months of full application
10.	Plan approval	10 working days
11.	Environmental health inspections	within 2 months of full application
12.	Potholes	as per annual plan.
13.	Refuse removal	once every week as per timetable for residential and commercial and industrial
14.	Road verges grass cutting	as per annual plan
15.	Water supply	borehole water is available 24/7 at community boreholes; reticulated water 2 days per week for 6 hours
16.	Property pegs identification	within 48 hours upon request and payment of fees,
17.	Replacement of pegs	within 48 hours upon request and payment of fees,
18.	Retrieval of site plans and building plans	upon request and payment of search fees, within 30 minutes
19.	Application for Billboards advertisement	Upon request and payment of application fees, within 10 working days and submission of full application forms.
20.	Attending to dysfunctional traffic Lights	7 Working days subject to availability of spare parts

FINANCIAL SERVICES DEPARTMENT



NO.	ACTIVITY	BENCHMARK
1.	Rates clearance	within 8 hours of formal request
2.	ZIMRA and NSSA statutory returns	30 working days
3.	Other statutory returns	30 days
4.	Payment of supplier creditors	14 days
5.	Payment of services creditors	14 days
6.	Billing queries	within 10 minutes
7.	Receipt of payment	within 15 minutes of entering payment hall
8.	Audited accounts	statutory- (currently at 60 days after end of financial year)
9.	Management accounts	Monthly
10.	Advisory on financial matters	upon request and monthly (internal) & quarterly
11.	Meter reading	monthly
12.	Delivery of statement	Monthly
13.	Update of website	Weekly
14.	Attending to written complaints	acknowledgement and response within 7 days
15.	Telephone complaints	immediate and depending on complexity of matter – 2 working days
16.	Email	acknowledgement and response within 2 working days
17.	Computer network breakdowns	Immediate for internal issues
18.	Debt collection	30 days - reminder (verbal, short text message, telephone, email, physical visit etc) 60 days - final demand 90 days - Handing over to debt collectors
20.	Budget preparation	following statutory procedures

ADMINISTRATION AND CORPORATE SERVICES

NO.	ACTIVITY	BENCHMARK
1.	Provision of council information, documents and council minutes	immediately upon request and payment of prescribed fee
2.	Allocation of vending markets and home industries	Upon registration of traders and availability of vending sites and plots for home industries
3.	Ambulance service from home	within 30 minutes of request upon availability of ambulance
4.	Referral from Clinic to Chitungwiza/Marondera hospital	within 1 hour request by nursing staff
5.	Health counselling services at clinics	attended to within 2 hours
6.	Environment protection patrols	routinely
7.	Conduct of public feedback meetings	quarterly in all wards
8.	Budget consultation meetings	once every year in all wards
9.	Responses to emergency calls	within 30 mins
10.	Registration onto housing waiting list	within 1 hour of payment of application fees
11.	Confirmation of waiting list number	within 2 weeks of submission of application form
12.	Allocation of residential, commercial, industrial stands	as and when land becomes available
13.	Lease extension agreements	annually, and completed within 30 days
14.	Timeous procurement of goods and services	Lead time
15.	Application for open air events (churches, public promotions, advertisements)	upon request and payment of application fees, application within 7 days of submission of full application forms
16.	Responding to clients' queries	within 3 working days

OBLIGATIONS AND RIGHTS

Council requires you, as citizens, clients and stakeholders to:

1. Comply with all relevant laws and by laws of the Council
2. Pay your Council bills on time
3. Participate in community/stakeholder meetings
4. Provide feedback on how we perform by calling, sending text messages, visiting Council offices in person, writing or attending council meetings, raise complaints when services have not been performed or have not been to your expectation
5. Desist from vandalizing Council property and to report any such vandalism wherever it occurs
6. Report faults and blockages of infrastructure
7. Keep all Council issued correspondences and records safely
8. Treat Council staff fairly with courtesy
9. Not offer bribes nor corrupt Council staff
10. Report any solicitation of bribes by Council staff to the Head of Office

Review of Clients Charter

Ruwa Local Board shall review this Clients Service Charter every year, taking into account changes in the operating environment

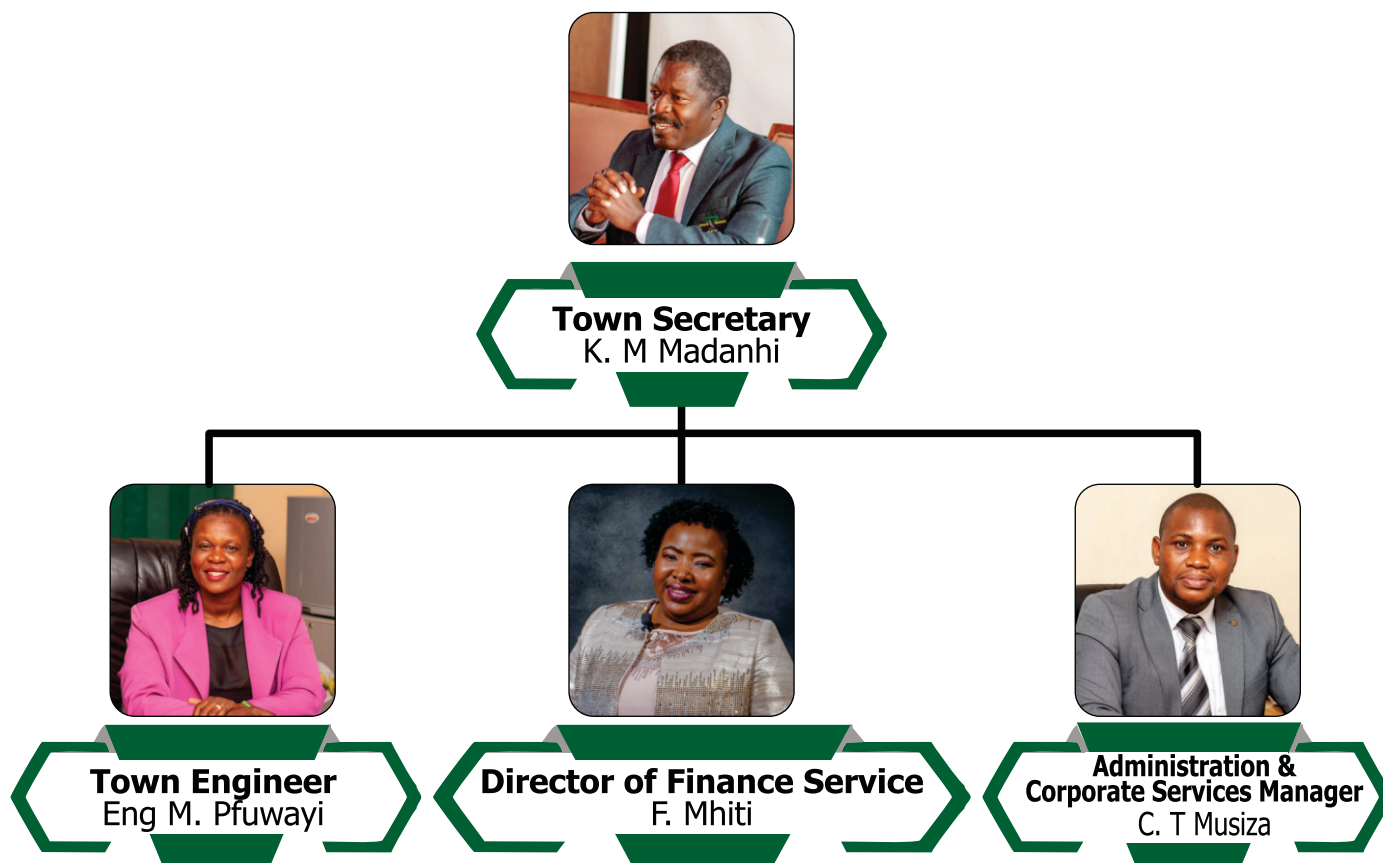




Committee meetings – every second week of the month

Full Council – last Monday of every month

(subject to change depending on national, provincial and Council programs)



RUWA LOCAL BOARD FACTS AND FIGURES

OUR LOGO

Three daisies and three cogwheels/gearwheels on scroll beneath escutcheon the word Ruwa in Roman capitals

Dove argent beaked and holding in the beak a lily stalked and leaved.

Above the crest 'investing into the future of Zimbabwe'

ADMINISTRATIVE AND GEOGRAPHICAL INFORMATION

1. Administrative authority
 - a) First administrative authority - Bromley Ruwa Rural Council
 - b) Second Administrative Authority – Urban Development Corporation 1988 to 1990
 - c) Ruwa Growth Point was established in 1986 in terms of the Acts, Income Tax Act (Chapter 23:06) and Sales Tax Act (Chapter 23:08)
 - d) Third Administrative Authority – Ruwa Local Board in 1990
 2. Excision of Ruwa Growth Point area from Bromley Ruwa Local Council
 - a) Establishment of Ruwa Local Board through warrants
Warrants Numbers 1 up to 5 dated
 - i) 12 October 1990
 - ii) 21 February 1992
 - iii) 11 April 1997
 - iv) 26 November 1997
 - v) 17 September 1999
- Conferred with powers, privileges, duties and responsibilities conferred or imposed upon a Town Council
3.
 - a) Location – 25km from Harare
 - b) Administrative Province: Initially under Mashonaland East Province, now under Harare Metropolitan Province with

- c) District: Ruwa Epworth, initially under Goromonzi now part of Harare Metropolitan Province
 - d) Political Constituency: Ruwa Constituency
 - e) National Assembly Representative: Hon. T. Muwoderi
4. Land area – initially +796,58ha; currently 3188ha after incorporation of Goromonzi Rural District Council area and an additional +20142ha earmarked for incorporation after delimitation exercise.
 5.
 - a) Total population: 94 083 as at 2022 Census
 - b) Population growth rate: 9.05 (Zimbabwe population growth rate 1.1%) by 2030 (174970)
 6. Number of wards: 9 created in 1990. Boundaries reviewed following the delimitation exercise in 2023.
 7. Number of Board members: 12 (4 female Councillors) (2023- 2028)
 8. Total number of employees: 276

Historical monument – Ballyhooley Hotel
Situated about 1,5km from Ruwa River on the roadside as one travels towards Mutare. The hotel was in existence in 1896. It was then owned by Dr and Mrs Orton. Today traces of extensive foundations with bricks both under the National Museums and Monuments of Rhodesia Act Chapter 313 of 1972.



CONTACT DETAILS

Chief Executive Officer/Town Secretary

Mr K. M. Madanhi

Office 14

Main Town Council Office, 855 Chiremba Road, Ruwa, Mobile phone: 0713 207 180

Email: ruwatown@gmail.com

Administration and Corporate Services

Admin & Corporate Services Manager - Mr T.C Musiza

Office 8, Main Town Council Office, 855 Chiremba Road, Ruwa, Mobile phone: 0772 622 709

Email: cmusiza@gmail.com

Financial Services

Director of Financial Services - Mrs F. Mhiti

Ruwa Post Office Building, Chiremba Road

Telephone: 024 213 2739

Email: fmhiti@gmail.com

Engineering & Works Services

Town Engineer – Engineer M. Pfuwayi

Office 16, Main Town Council Office, 855 Chiremba Road, Ruwa, Mobile phone:

Email: ruwa.engineering@gmail.com

Contact Us

All Correspondence to be addressed to The Town Secretary

Ruwa Local Board

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Ruwa

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