



Victoria Falls Municipality

CLIENT SERVICE CHARTER



Victoria Falls Municipality
Cnr. Parkway Drive & Livingstone Way
P.O. Box 41,
Victoria Falls
Zimbabwe

Preamble

The crafting of the Victoria Falls Municipality Client Service Charter was carried out through an internal consultative process where the departments indicated standard time lines of providing various services to different stakeholders.

Purpose

The aim of our service charter is to provide to our customers with a clear understanding of our commitment to service and product quality and standards to which we endeavour to undertake. This defines the obligations of the Municipality regarding the service we render, and the consumers' obligations regarding service received.

The Charter demonstrates our commitment to service delivery by listing set service standards. It is our hope that this will encourage all our clients and stakeholders to measure our performance against our set service standards and to communicate back any deviations and deficiencies.

Our Clients

- Line Ministries
- Local government departments
- Residents and related associations
- Hospitality industry
- Civil Society
- Business community
- General public

The main areas of responsibility for the Municipality are to deliver the following services:

- Housing and land management
- Health facilities and control
- Water treatment and distribution
- Sewage removal and treatment
- Waste management and sanitation
- Education: primary and secondary, and libraries services
- Fire, rescue and ambulance services
- Roads construction and maintenance
- Social amenities: sports facilities, beer halls and community spaces.

Corporate Vision

To be a unique, natural and competitive world class tourism destination.

Corporate Mission statement

To provide the community with efficient, effective, accessible and affordable services of a high quality in a sustainable manner which maintains the uniqueness, naturalness and competitiveness of Victoria Falls as a tourist destination.

Corporate Values

- Accountability
- Transparency
- Sustainability
- Dependability
- Integrity

Service standards

The service standards may vary depending on a range of factors, individual circumstances and complexity of each case.

Service Delivery Standards

The service response standards are what our departments are striving towards. Please assist us to achieve the response standards by complying with your obligations requirements.

DEPARTMENTS AND THEIR FUNCTIONS

Central Administration Department

Mission statement

To be a transparent, effective and efficient local authority.

Support Services

- Answer supplier's queries within 5 working days from the date of receipt of query
- Deal with all clients coming to settle debts within ten minutes of arrival
- Settle client's invoices within 30 days from date of receipt.
- Respond to external audit observations within thirty working days.
- Advise all enquirers about job opportunities in the Municipality on inquiry.
- Attending to litigations involving the local authority within 7 days.

Service Delivery Standards

Item	Service	Response Standard
1	Answer your telephone call	90% within 5 rings
2	Return your call	1 working day
3	Reply to your correspondence	7 days
4	Acknowledge your correspondence if a detailed reply is required that may take additional time to research	14 days
5	Respond to complaints	7 days
6	Notify you as soon as practical if there is a delay in our service commitment	1 day
7	Provide after hours service for emergencies	100%
8	Leave a "visit card" with contact details if we call at your residence and you are not home	100%
9	Endeavour to refer you to an appropriate service provider if Council cannot provide the service you require	1 hour

Treasury Department

Mission statement

To provide sound financial direction to Council, in line with the Treasurer's responsibilities as outlined by the Urban Council's Act (29:15).

The department undertakes to meet the following service standards:

Item	Operations	Time
1.	Receipting	5minutes
2.	Enquires	3minutes
3.	Bills delivery	25 th of every month
4.	Meter reading	Monthly
5.	Mail Email	24hours
	Postal	72hours
6.	Rates Clearance	1hour
7.	Payments	7working days
8.	Copy invoicing	10minutes

Service Delivery- Revenue Administration

Item	Service	Response Standard
1	Adjust of misallocated receipt	1 hour
2	Adjust of duplicated payment	1 hour
3	Capture of manual receipt	1 day
4	Queuing time at pay points	10 minutes
5	Receipt of cheques received through the Post Office and RTGS	1 day
6	Government cheques	5 days
7	Corporate cheques	1 day

Engineering Services Department

Mission statement

To provide quality engineering services in the design, construction, maintenance and efficient running of infrastructure for provision of services to the town.

The department undertakes to meet the following service standards:

Plumbing Section

Item	Operations	Response time
1.	Burst pipe repairs	4 - 6hours
2.	Service pipes leakage repairs	48hours
3.	Attending to low water pressure	48hours
4.	New Connections	72hours
5.	Meter replacement	72hours
6.	Re - Connections	48hours
7.	Voluntary disconnections	72hours
8.	Attending to faulty meters	72hours
9.	Attending to blocked valves	48hours
10.	Pipe diversion	5 - 20days

Electrical Section

Item	Operations	Response time
	Waterworks breakdowns & pump stations	
1.	a) Burnt electric motors	7days
	b) Faulty control panels / starters	1day
	c) General electric faults	1hour
2.	Street lights	
	a)Attending to reported non working street lights	2days
	b) Repairs to reported not working fittings and faulty control panels	1day
	c) Replacement of knocked down street light poles	7days

Water works Section

Item	Operations	Time
2.	Testing water quality	1hour
3.	Addressing low water pressure	1day
4.	Sludge removal from tanks	Twice per week
5.	Cleaning of settlement tanks	After every three months
6.	Frequency of residual chlorine tests	Twice a day (morning & afternoon)
7.	Frequency of jar tests	twice per week
8.	Frequency of sewage effluent tests	once per month
9.	Frequency of all water tests	once per month

Fitters Section

Item	Operations	Time
1.	Leak repairs on pipes	1hour
2.	Services of pumps	2hours
3.	Repairs on minor pump breakdown	4hours
4.	Repairs on major pump breakdown	5days

Roads Section

Item	Operations	Response time
1.	Pothole patching	2weeks
2.	Replacement of a broken road sign	1week
3.	Repair of eroded road	2months
4.	Repair of storm water drains and culverts	2weeks
5.	Attending to reports of all kind to assess the extent of the damage	3hours of reporting
6.	Storm drain cleaning	Twice yearly
7.	Repairing broken down road sign	1 day
8.	Reinstating road	1week

Town Planning Section

Item	Operations	Time
1.	Change of use	2weeks after receipt of complete application - acknowledgement Development permit / refusal - 3months If no response after 3months it will be deemed refusal
2.	Special Consent	
3.	Subdivision & Consolidation	
4.	Enquiring or Land applications	Response – 2weeks Processing – 2months

Building Inspectorate Section

Item	Operations	Time
1.	Evaluation of submitted construction plan or drawings	1day
2.	Examining plans for compliance to building bye - laws	1day
3.	Stand beacon identification	3days
	i) Initial	
	ii) Re – identification	
	iii) Disputed beacon positions	3days
4.	Stage inspections of during construction	1day
5.	Inspection of sewers for connection	1day
6.	Approval of building plans	30days

NB* All repairs are dependent on availability of spares. The above reaction times are based on assumption that spares are readily available within the Municipality.

HEALTH, HOUSING AND COMMUNITY SERVICES

Mission Statement

To provide an effective, efficient, transparent and gender sensitive services in housing, health and community services within the municipal area.

The department undertakes to meet the following service standards:

Service	High Density	Commercial & Medium & Low Density
Processing waiting list documents	1 day	

Cession	2 days	
Title Deeds	Subject to third party submissions	
Allocation of stands to waiting list-Residential	Subject to availability	
Allocation of stands to applicants- Commercial	Subject to availability	
Allocation of market stands	Both flea and vegetable markets	1 day
Premises Inspections	Routine : Once a quarter Upon request	
Library membership	1 day	
Clinic queuing time	30 minutes	
Refuse collection cycle	Once a week	Daily & twice
Disease Control: Indoor Residual Spraying	Once a year	
Ambulance Service	Instant	
Fire tender	Instant	
Fire inspection and certification	1 day	

Service Delivery: Customer Information

Item	Service	Response Standard
1	Capture of new application forms into system	10 minutes
2	Capture of allocation of service into system	10 minutes
3	Capture of terminated accounts into system	10 minutes
4	Customer details amendment	5 minutes
5	Revenue refunds	30 days
6	Debit/credit adjustments	30 days
7	No- sewer connection investigation	1 day
8	Request for final bill estimate	2 days
9	Communication of unplanned service interruptions	1 day
10	Communication of planned service interruptions	2 day

Obligations and rights

Municipality Obligations to Clients

- Utilise client review tools such as client value survey to seek feedback from our customer base on our performance.
- Review the feedback you provide us and consider measures to further improve our services delivery.
- Continue to respect customer confidentiality beyond the team of our engagement.

Clients and Obligations

a) Clients Rights

- The right to lodge complaints.
- The right to privacy and confidentiality.
- The right to access services, facilities and information in a manner which meets clients needs.

b) Client Obligations

To help us help you, we ask that you:

1. Treat our staff with courtesy
2. Provide us with all information and documentation we request within specified time frames.
3. Give us details of changes in your circumstances as soon as the changes occur.
4. Not offer or give gifts, money or other favours.

Our Service Commitment and Standards

Our service standards describe the level of service excellence we aim to deliver to our clients and stakeholders

Communication

When we communicate with you, we will:

- Identify ourselves.
- Treat you with courtesy, respect and professionalism.
- Be fair, open and reasonable.
- Give clear, accurate and timely with information or help you to find it.
- Be sensitive to diverse views.
- Be accountable and adhere to sound business ethics.

Review of Charter

Every two years.

Feedback-Compliments, Complaints, Suggestions

We value your compliments, complaints and suggestions. These could be:

- About a positive experience you have had.
- A comment or suggestion on how we can improve our services to you.
- If you are not satisfied with the service you have received, or feel you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You are free to visit us, call us or write to us at the contact addresses given below.

You may also place suggestions in the suggestion boxes mounted at the same addresses.

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