

# Municipality of Chegutu

All communications to be addressed  
to **The Town Clerk**

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## Addresses

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Website: [www.chegutumunicipality.co.zw](http://www.chegutumunicipality.co.zw)

## COUNCIL POLICY- CLIENT SERVICE CHARTER (CSC)

### 1.1.1 PURPOSE

This Client Service Charter outlines the Municipality of Chegutu's commitment to delivering efficient, transparent, and responsive services. It defines the standards clients can expect, as well as the procedures for making compliments, enquiries, service requests, and complaints to ensure continuous improvement in service delivery.

### 1.1.2 OBJECTIVES

#### 1. Define Service Standards

- *Clearly outline the level and quality of services clients can expect from the municipality.*
- *Ensure consistency, fairness, and professionalism in service delivery.*

#### 2. Enhance Transparency & Accountability

- *Provide clear information on municipal services, processes, timelines, and decision-making.*
- *Establish mechanisms for tracking and reporting on service performance*

#### 3. Improve Accessibility & Responsiveness

- *Ensure services are easily accessible to all clients, including vulnerable groups.*
- *Set reasonable response times for enquiries, requests, and complaints.*

#### 4. Promote Citizen Engagement & Feedback

- *Encourage clients to provide compliments, suggestions, and complaints to improve services.*
- *Foster a culture of open communication between the municipality and the community.*

#### **5. Uphold Professionalism & Courtesy**

- *Commit to treating all clients with respect, dignity, and impartiality.*
- *Train staff to deliver services with efficiency, empathy, and integrity.*

#### **6. Foster Public Trust & Confidence**

- *Demonstrate the municipality's commitment to ethical and client-centred governance.*
- *Build trust through consistent, reliable, and high-quality service delivery.*

#### **7. Promote Equity & Inclusivity**

- *Ensure services are accessible to all, regardless of background, ability, or location.*
- *Address barriers that may prevent marginalized groups from accessing municipal services.*

#### **8. Align with Legal & Policy Frameworks**

- *Ensure compliance with national laws, local government regulations, and municipal policies.*
- *Uphold constitutional principles of accountability, participation, and good governance.*

### **1.1.3 SCOPE**

This Client Service Charter applies to all municipal services provided by the Municipality of Chegutu to its residents, businesses, ratepayers, visitors, and stakeholders, outlining service standards and feedback mechanisms for continuous improvement.

### **1.1.4 STRATEGIC POLICY**

#### **1.1.4.1 OUR VISION**

**A PROSPEROUS, SUSTAINABLE, HABITABLE AND ATTRACTIVE CITY BY 2030**

#### **1.1.4.2 OUR MISSION**

**TO PROVIDE QUALITY MUNICIPAL SERVICES AND INFRASTRUCTURE FOR SUSTAINABLE DEVELOPMENT**

**1.1.4.3 OUR COMMITMENT TO CUSTOMER SERVICE/ VALUES**

The Municipality of Chegutu is committed to delivering quality services through continuous improvement. We value client feedback as it helps us enhance our service delivery and achieve the best possible outcomes for our community. By addressing concerns promptly and effectively, we strengthen accountability and build trust. The following core values guide our approach to service excellence;

- **ACCOUNTABILITY:**

*Being answerable to all our stakeholders in the manner we manage resources and do business*

- **TRANSPARENCY**

*Operating in a way which is fair, open and impartial*

- **INTEGRITY**

*Doing business in a consistent, honest, trustworthy, respectful, disciplined and ethical manner*

- **TEAMWORK**

*A collaborative, participatory and cooperation to achieve common goals*

- **INCLUSIVITY**

*Value participation, consultation and inclusion of the Chegutu citizenry in local development and Council affairs*

- **RESULT-ORIENTED**

*Focusing on achieving desired results*

- **RESPONSIVENESS**

*Reacting quickly and positively to customer needs*

**1.1.5 TERMS OF REFERENCE**

The Municipality of Chegutu is guided by the following key legislative and policy frameworks;

### 1.1.5.1 Legislation

- 1) Constitution of Zimbabwe (Amendment No. 20)
- 2) Environmental Management Act [CAP 20:26]
- 3) Labour Act [CAP 28:01]
- 4) Public Finance and Management Act [CAP 22:19]
- 5) Public Health Act [CAP 15:09]
- 6) Regional, Town and Country Planning Act [CAP 29:12]
- 7) Urban Councils Act [CAP 29:15]

### 1.1.5.2 Policy framework

1. The Vision 2030
2. National Development Strategy 2 (NDS2) (2026-2030)
3. Zimbabwe National Industrial Development Policy (ZNIDP)
4. National Annual Budgets
5. National Annual Monetary Policy
6. A Call To Action

This Clients' Service Charter is in accordance with the requirements of the Municipality of Chegutu *Strategic Plan 2025-2030* and outlines our commitment to our clients and stakeholders in accordance with our mission statement and provides a formalised process for making complaints. It outlines clients' rights, liberties, the standards clients can expect when dealing with Council and what they can do if dissatisfied with Council decisions or actions.

## 1.1.6 THE MUNICIPALITY'S OVERALL FUNCTIONS

The overall functions of the Municipality of Chegutu are prescribed in the Urban Councils Act

[CAP. 29:15], Regional, Town and Country Planning Act [CAP. 29:12], Public Finance Management Act [CAP. 22:19], which include;

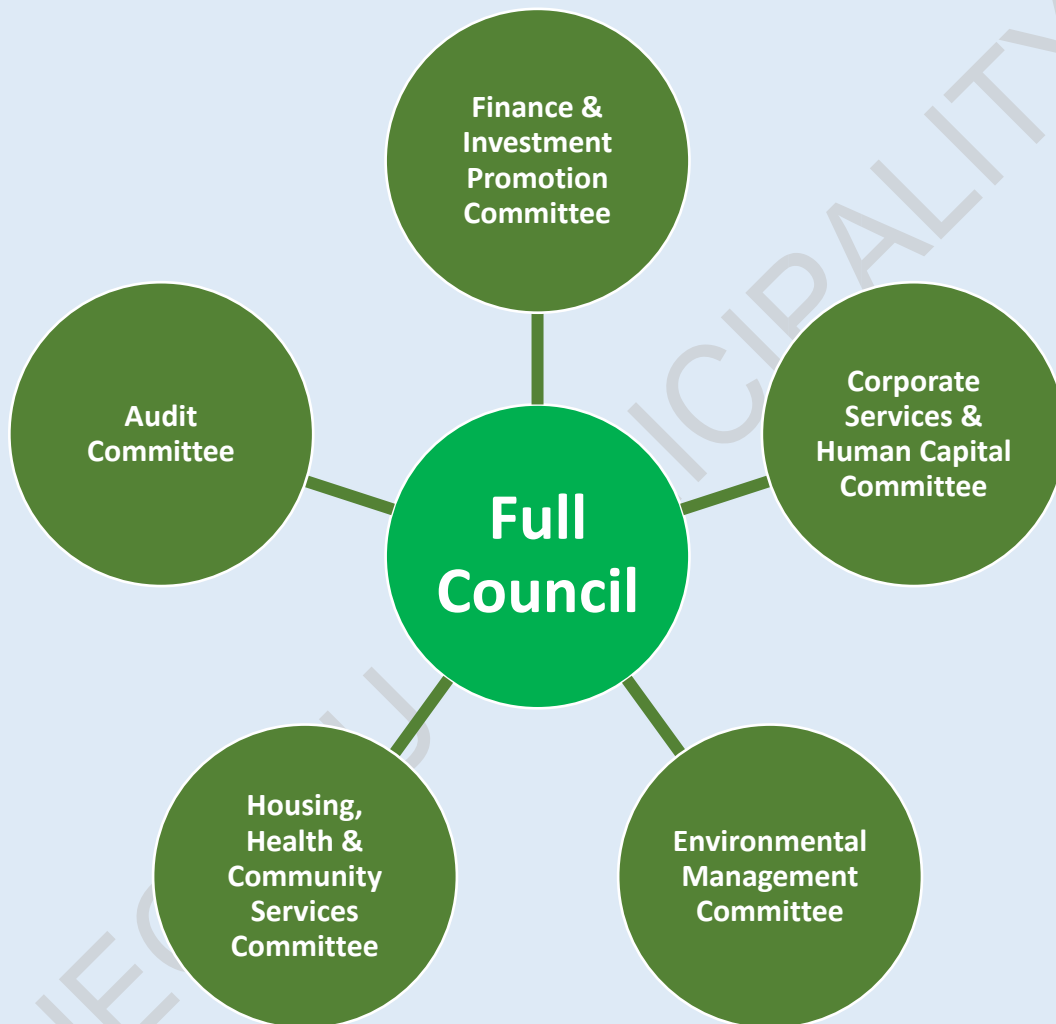
1. Installation and maintenance of sewerage and drainage services - Ensuring efficient wastewater management and flood prevention
2. Provision of water and related sanitation services - Delivering clean water supply and promoting public hygiene
3. Provision of roads and transport services - Maintaining road infrastructure and supporting mobility

4. Provision of public safety services - Managing street lighting, fire brigade, and environmental health inspections
5. Estate development - Facilitating planned residential and commercial property development
6. Provision of health and community services - Delivering primary healthcare and social welfare programs
7. Promotion of economic development - Supporting local businesses and job creation initiatives
8. Provision of town planning and development control - Regulating land use and sustainable urban growth
9. Valuation, assessment and rating of properties - Conducting property evaluations for equitable taxation
10. Environmental management - Protecting natural resources and maintaining ecological balance
11. Making of by-laws and regulations - Establishing local ordinances for community governance
12. Financial management - Ensuring transparent budgeting and fiscal accountability
13. Waste Management Services - Solid waste collection, recycling programs, and landfill management
14. Parks & Recreational Facilities - Maintenance of public parks, sports grounds, and community centres
15. Cemetery & Mortuary Services - Burial ground administration and public mortuary services
16. Public Markets & Trading Spaces - Management of municipal markets and vendor licensing
17. Tourism Promotion - Local tourism development and heritage site preservation
18. Education Support Services - Maintenance of primary schools and adult education centres
19. Social Welfare Programs - Care for vulnerable groups and poverty alleviation initiatives
20. Public Transport Regulation - Taxi/bus rank management and traffic control
21. Disaster Management - Emergency preparedness and disaster response coordination
22. ICT & Digital Services - E-government platforms and smart city initiatives
23. Cultural & Arts Promotion - Libraries, museums, and cultural events
24. Animal Control Services - Stray animal management and veterinary services
25. Public Conveniences - Maintenance of public toilets and ablution facilities
26. Urban Renewal Programs - Slum upgrading and inner-city regeneration
27. Civic Education - Public awareness campaigns on municipal services
28. Public Procurement - Management of municipal tenders and contracts
29. Land Survey & Demarcation - Property boundary verification and dispute resolution

## 1.1.7 GOVERNANCE PROFILE

### 1.1.7.1 Oversight Committees

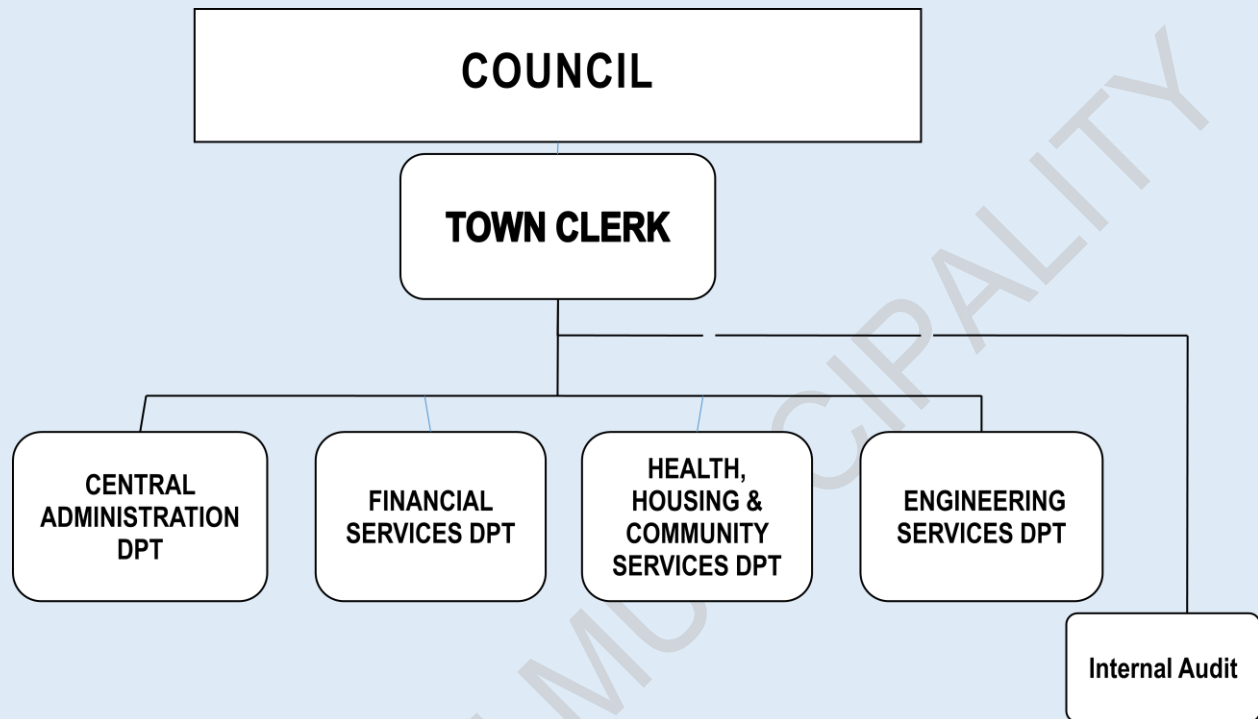
The municipality is governed by a Council comprising 12 elected Councilors, each representing one of the 12 wards, and 4 Proportional Representatives. The Council Committees are as follows:



The Municipality of Chegutu operates through five standing committees, as outlined in the organizational chart. These committees deliberate on key municipal matters, and their recommendations are presented to the Full Council for consideration and formal adoption as resolutions. All resolutions will align strictly with the Council's mandate and governing legislation, including the *Urban Councils Act* and other relevant statutory instruments, ensuring lawful and accountable decision-making. This ensures collective decision-making aligned with the governance framework.

### 1.1.7.2 Council Administration

The day-to-day operations of Municipality of Chegutu are overseen by the Town Clerk, who serves as the Accounting Officer. The Town Clerk is responsible for executing Council decisions and managing municipal affairs through a team of appointed Directors and staff. The high-level administrative structure of the Council is organized as follows:



### 1.1.8 OUR SERVICE STANDARDS

#### 1.1.8.1 What you can expect from Council staff and services:

1. Professional and informative approach
2. Courteous, polite and friendly manners
3. Efficient and effective execution of tasks
4. Listening and responding to your needs
5. Reference of requests to appropriate office if unable to assist
6. All information will be treated with the highest level of confidentiality
7. Acknowledgement and respect for clients' time.
8. Employees are client focused, prompt and responsive
9. Professional and informative approach
10. Courteous, polite and friendly manners
11. Efficient and effective execution of tasks
12. Listening and responding to your needs

13. All information treated with the highest level of confidentiality
14. Acknowledgement and respect for clients' time
15. Employees are client-focused, prompt and responsive
16. Clear and transparent communication at all times
17. Fair and equal treatment for all clients
18. Continuous improvement of services based on feedback
19. Accountability for service delivery outcomes
20. Maintenance of up-to-date skills and knowledge
21. Accessible services for persons with disabilities
22. Respect for cultural diversity and traditions
23. Timely responses to all complaints and enquiries
24. Adherence to highest ethical and integrity standards
25. Seamless inter-departmental cooperation
26. Active engagement with community stakeholders

#### **1.1.8.2 When a client visits or telephones the Council**

Our staff are committed to providing prompt and professional service at all points of contact. When receiving telephone calls, we guarantee to answer within three rings and handle your enquiry courteously and efficiently. Whenever possible, your matter will be resolved directly without unnecessary transfers. Should your enquiry require specialist attention, our staff will provide you with the name and direct contact details of the appropriate officer or department. If this information is not immediately available, we will arrange for the responsible person to contact you directly.

We undertake to return all telephone messages at the earliest opportunity. For more complex verbal enquiries requiring research, we pledge to provide a substantive response within ten working days.

For scheduled in-person appointments, clients will be attended to within ten minutes of their appointed time. This commitment may be temporarily adjusted only in exceptional circumstances such as emergencies or urgent council meetings, where we appreciate your understanding.

This standard reflects our commitment to respecting your time while delivering efficient, transparent and solution-focused service at every interaction with Council.



### **1.1.8.3 When a client writes or emails**

The Municipality of Chegutu is committed to providing timely and professional responses to all written correspondence, including letters, emails, and formal submissions. We guarantee to respond to your enquiry within seven (7) working days of receipt. Our response will either provide a complete answer to your query or serve as an acknowledgement that includes the name and contact details of the designated officer handling your matter, along with an estimated timeframe for resolution.

Acknowledgements may be sent via your preferred method of communication, whether by email, formal letter, or telephone call, depending on the nature of your request. All correspondence will be handled with courtesy and efficiency, written in clear and plain English to ensure easy understanding. We maintain strict confidentiality and professionalism in all our written communications.

Should your enquiry require additional time for investigation or involve complex matters, we will keep you informed of progress and provide regular updates until final resolution. This approach reflects our dedication to transparent, accountable, and client-focused service delivery.

## **1.1.9 OUR EXPECTATIONS OF THE CLIENTS**

To make our obligations client-centred, Council requests clients:

- Fulfil civic responsibilities by paying municipal fees and charges on time
- Show patience and understanding during service interactions
- Treat all staff with respect and courtesy
- Provide clear, complete and accurate information when making requests
- Respect the rights and privacy of other community members
- Schedule appointments for complex enquiries or to see specific officers
- Contact the designated officer listed on any correspondence received

### **1.1.9.1 Abusive Clients**

In any interaction with clients, where personal abuse or vulgar language is used, the communication may be terminated immediately by the officer. If face to face, the officer may withdraw from the situation to avoid confrontation, but will immediately notify his/her supervisor. If over the telephone, the officer may politely terminate the call and immediately advise his/her supervisor. If it is email, the address may be blocked with the concurrence of the Town Clerk.

There may be occasions when issue(s) raised by a person cannot be dealt with to their satisfaction and it is not possible for Council officers to continue to respond; or correspondence contains personal abuse or vulgar language is used. In these cases, Council may decide to limit or cease responses to the person. A decision of this nature will be communicated in writing to the person by the Town Clerk or his designate.

If a staff member feels threatened by the language or behaviour of the client, they may notify the supervisor/ human resources/ Municipal police or ZRP, as the case may require.

#### **1.1.10 COMPLIMENTS**

Municipality of Chegutu warmly welcomes and appreciates compliments regarding our staff and services. Your positive feedback serves two important purposes: it helps us identify areas where we excel, and it boosts staff morale by recognizing their dedication to serving our community.

Clients may share compliments through multiple convenient channels: by telephone during office hours, in writing via letter or email, through our social media chats (WhatsApp chats, Facebook, Twitter and Instagram), or in person at any of our municipal offices. Each compliment received is valued as it contributes to our ongoing efforts to maintain and improve service quality.

We sincerely thank you for taking the time to acknowledge exceptional service. Your feedback not only encourages our team but also guides us in sustaining high standards across all municipal operations.

#### **1.1.11 ENQUIRIES AND REQUESTS**

Municipality of Chegutu is committed to addressing all customer enquiries and service requests efficiently and professionally. Clients may contact us through the following channels:

- By telephone during business hours
- In person at any municipal office
- In writing via letter or email
- Through our official social media platforms (e.g., Facebook, Instagram, Twitter/X)

Our trained staff will handle your matter promptly, providing accurate information and directing you to the appropriate department when necessary. For complex requests, we may require additional details to ensure a thorough response.

### **1.1.12 COMPLAINTS**

#### **1.1.12.1 What is a complaint?**

A complaint is an expression of dissatisfaction with a decision (outside of a structured process), level or quality of service, or behaviour of an employee or Councillor, which can be investigated and acted upon and has been specifically referred to Council for action. From an operational perspective, a complaint is also an opportunity for Council to review certain processes to see whether they can be improved.

A structured process is where legislation (Act, Regulation, Rule or By-law) specifically makes provision for an appeal, internal or external review of a decision.

#### **1.1.12.2 Complaints Management Process**

The Director of each Department of the Council is responsible for handling complaints relevant to that Department. While most problems can usually be resolved at an early stage, there are times when they require detailed investigation. If a complaint is of a very serious nature, it will be referred to the Town Clerk.

Irrespective of the manner in which the complaint was received, a response to the complaint can be expected within ten (10) working days. If a Councillor has submitted a complaint on a client's behalf, we will also respond to the Councillor within ten (10) working days.

There are times when it's not possible to meet this deadline, e.g. where a complaint is a complex one and Councillors are to be briefed on the outcome of the investigations. In these cases we will endeavour to keep the client informed of progress.

#### **1.1.12.3 Form of Complaint**

A complaint may be lodged orally (by telephone or at the counter) or in writing. Your complaint will be referred to the relevant Head of Department and may be responded to verbally by telephone, or by meeting with the Director to discuss the complaint, or in writing.

If the complaint relates to a complex matter or there is no resolution from discussing the matter with the relevant Director, the complaint will then be referred to the Town Clerk for consideration, by himself or delegate someone to solve it. At this stage, all complaints should be put in writing setting out the complaint details as simply as possible. If you are unable to provide a written complaint yourself, assistance with writing your complaint can be provided.

To assist Council in dealing with your complaint a customer should include the following, if relevant:

1. Date, time and location of event(s)
2. Explanation of what happened
3. To whom the client has spoken to (names, position in the Council and dates)
4. Copies or references to letters or documents relevant to the complaint
5. State what the client hopes to achieve as an outcome to the complaint.

#### **1.1.12.4 Internal Review**

Experience has shown that the majority of complaints will be satisfactorily resolved by the relevant Director/ Head of Department. However, a person who is not satisfied with the outcome may request a review of the complaint by the Town Clerk. A request for a review of the complaint by the Town Clerk should be in writing.

The Town Clerk will inform the client of the findings on completion of an investigation.

#### **1.1.12.5 Consideration of a Complaint**

In considering a complaint, the relevant Head of Department or the Town Clerk will:

1. Examine and analyse the information already available and follow-up points requiring clarification,
2. Look at the Council policies which might have a bearing on the complaint,
3. Consider whether or not the Council is at fault;
4. Consider any necessary action to be taken to correct the faults identified; and
5. Consider a review of the Council's procedures to avoid recurrence of any similar complaint in the future if necessary.

The relevant Head of Department may enter into informal discussions or mediation on a complaint with a view to resolution. If this process does not resolve the situation it may be referred to the Town Clerk.

#### **1.1.12.6 Vexatious Complaints**

The Municipality of Chegutu treats all complaints with seriousness and will conduct proper investigations. However, we may dismiss complaints found to be malicious (intended to cause harm), frivolous (lacking merit), or vexatious (aimed at causing annoyance). In particularly serious cases where complaints involve harmful intent or potential damages, the Council reserves the right to discontinue the complaint process and may escalate the matter by filing an official police report for malicious damages. This policy ensures we maintain both a fair complaints system and protection for our staff and operations, while deterring abuse of the process. All determinations about complaint validity will be made objectively and documented appropriately. The client will be informed of this decision in writing.

#### **1.1.12.7 Anonymous Complaints**

While Council will receive anonymous complaints, it will generally only act on them where the matter is considered to be serious and where there is sufficient information in the complaint to enable an investigation to be undertaken.

#### **1.1.12.8 Protection of Clients**

Council will take all care to ensure that the reporting of complaints will not result in a client experiencing any form of victimisation or retribution as a result of the complaint.

#### **1.1.12.9 What if a client is not satisfied with the resolution of the complaint?**

Council is confident that it can resolve the majority of complaints received. However, we understand that it may not be able to satisfy every client on every occasion.

NOTE: Sometimes Councils have to make difficult and complex decisions involving many people and individual clients do not get the outcome they want.

If a complaint remains unresolved or a client is dissatisfied with our process in dealing with a complaint other avenues remain for him to explore which include:

1. Available Judicial Administrative Appeals Process,
2. Contacting of external agencies which can review actions and decisions taken by the Council.

These include:

1. The District Administrator, the Provincial Administrator, Permanent Secretary of the Ministry of Local Government or his/ her Directors or the Ombudsman, who is an officer responsible to Parliament for investigating complaints made about administrative actions (or inactions) or the Administrative Court of Zimbabwe.

While a client is entitled to refer a complaint directly to these bodies at any time, they are also encouraged to allow the Council to investigate the complaint first.

**1.1.13 HOW YOU CAN CONTACT US**

You can contact us to make an enquiry, compliment or a complaint:

1. In person by visiting Council's Offices at the Town House, Civic Centre, Queen Street, Chegutu from 07.30hrs to 16.30hrs, from Monday to Friday
2. By telephone on the following nos. +263 53 2895/8, 3505, 3711, 2349, 2286 during the hours of 07.30hrs to 16.30hrs, Monday to Friday.
3. By Email to [chegutumunicipality@gmail.com](mailto:chegutumunicipality@gmail.com)
4. By Internet through the Council Web-site at [www.chegutumunicipality.co.zw](http://www.chegutumunicipality.co.zw)
5. Via our social media platforms as:
  - Facebook handle: <https://www.facebook.com/profile.php?id=61565831896794>
  - Twitter handle: <https://www.instagram.com/chegutumunicipality/?hl=en>
  - Instagram handle: <https://www.instagram.com/chegutumunicipality/?hl=en>
6. After normal working hours, the following officials can be contacted;
  - Mayor – 0772 655 881
  - Town Clerk – 0772 432 277
  - Chamber Secretary – 0774 124 766
  - Director of Finance – 0773 851 544
  - Town Engineer – 0772 450 307
  - Director of Housing – 0772 667 067
  - Your ward/ area Councillor

**1.1.13.1 REPORTING**

The Town Clerk is to provide Council with a report of cases/ complaints that he may consider being of a very critical nature received at the next full Council sitting.

**1.1.13.2 AVAILABILITY**

This Client Service Charter is available:

1. For public inspection at the Council Office/ reception during normal office hours,
2. On the Council's web-site free of charge,
3. From the Council offices, for a prescribed fee.

**1.1.14 REVIEW**

This Client Service Charter will be reviewed at least once every two years or as and when the majority of Chegutu Municipality stakeholders and clients mutually agree on the necessity of such action through established formal communication channels.

### 1.1.15 OTHER

#### 1.1.15.1 Policy Endorsement

**Responsibility:** It is the responsibility of the Town Clerk or his designate to keep a register of formal complaints received by Council.

It is the responsibility of the Chamber Secretary/ Director of Central Administration to co-ordinate review of this client service charter in accordance with laid down operating procedures.

**Reference:** Item ..... Resolution .....

**Strategic Plan:** 2025-2030

**Reference:** Formulate policy that is equitable, inclusive and responsive to current needs, and ensure decision-making is informed and accountable.

MAY OUR NOBLE EFFORTS TO IMPROVE OUR COLLECTIVE SOCIO-ECONOMIC WELFARE FIND GENUINE RELEVANCE WITH EVERY ONE OF US!

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**J. Chikuruwo**  
**TOWN CLERK**

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**R. Machejera**  
**HIS WORSHIP, THE MAYOR**