



KUSILE RURAL DISTRICT COUNCIL SERVICE CHARTER

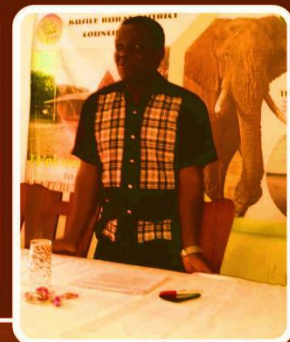
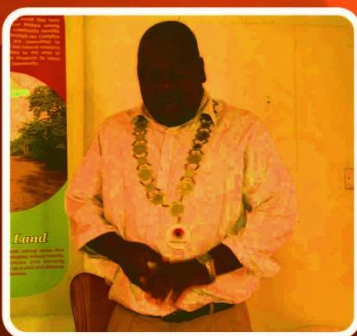


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Preface

This is a service delivery charter for Kusile Rural District Council (RDC). Kusile Rural District Council is a body corporate local authority established in terms of section 275 of the Zimbabwean Constitution. Kusile RDC is located in Lupane district at the centre of Matabeleland North Province where it is home to the provincial government offices, hospital and University. Lupane district is a semi-arid region divided into 28 wards with a population of 47, 233 males and 51, 631 females.

In January 2015, with technical support from the Local Governance Community Capacity Building and Development Trust (LGCCBDT), the local authority engaged its clients and stakeholders through a series of governance and service delivery monitoring workshops. The workshops provided dialogue platforms for the local authority's clients and stakeholders to interface with its governing councillors and management. Culminating from those interactions the local authority crafted a Strategic Plan (2016-2020). In order to deliver services to *buttress* the strategic plan and deliver the expected services to its citizens, Kusile RDC details its service delivery commitments and standards through this charter.

Service Delivery Charter

The Kusile RDC service delivery charter is a voluntary partnership agreement between the Councillors, management and the clients and stakeholders of the local authority. The Charter describes the minimum level of expected services in terms of quality, process, time and cost that the local authority commits to deliver to its clients or those that the clients should expect to receive. The service delivery standards aspire to meet the local standards based on the unique circumstances of the district. The charter details the services that they expect to receive from their local government, how the services will be delivered, and the role of the clients and what clients can do when services they receive do not meet the acceptable standards.

The service delivery charter was crafted following a consultative three stage process that involved a Local Authority Self-Assessment workshop involving all local authority councillors and departmental heads as well as relevant government line ministries including the District Administrator; a Stakeholder-Local Authority Assessment workshop that involved diverse stakeholders from the district including ordinary community residents,

women and youth organisation representations, large and small scale mining and agricultural representative and faith based organisations; and a Local Authority-Stakeholder Dialogue workshop combining participants from the two workshops. One of the outcomes of the series of workshops was to come up with a service delivery charter that would consummate the commitments made at the dialogue consultations.

It is against this background that the service delivery charter was developed. Further, the service delivery assessment meetings and consultations provide a basis for the continued engagement of the local authority's key stakeholders and clients to monitor and review the set service level standards.

Vision Statement

Self-sustained communities in Lupane

Mission Statement

To provide quality services for sustainable development for the people of Lupane

Core Values

The local authority is guided by the following set of values;

- **Teamwork** – working together with communities
- **Transparency** – openness in conducting business
- **Innovativeness** – creative and resourceful
- **Quality Service** – provision of efficient and effective service
- **Courtesy**– Ubuntu

Mandate

Kusile RDC is a local authority that derives its broad mandate from section 275 of the Zimbabwean Constitution which causes the establishment of rural local authorities. Further Kusile is guided on its functions and responsibility as an organisation by section 276 of the constitution which gives the local authority the 'right to govern, on its own initiative, the local affairs of the people within the area it is established'.

Broadly, Kusile RDC has the power to make by-laws, regulations or rules for effective administration of its jurisdictional area and the power to raise sufficient revenue for it to

effectively discharge its duties and responsibilities. Further, the local authority is guided by the Rural District Councils Act [*Chapter 29:13*]¹ as the main subsidiary legislation directing how Council conducts its business. The local authority is also guided by other several pieces of legislation including but not limited to; Public Finance and Management Act [*Chapter 22:19*], Water Act [*Chapter 20:24*], Roads Act [*Chapter 13:18*], Environmental Management Act [*Chapter 20:27*], Regional Town Planning and Country Act [*Chapter 29:12*], and the Labour Act [*Chapter 28:01*].

Clients and stakeholders of Kusile Rural District Council

The Service Delivery Charter makes a deliberate distinction between clients and stakeholders of Kusile RDC. While both groups are affected, in some way, by the achievement of the organisation's objectives, clients are the purpose for which the organization exists. Nonetheless all are listed with that delineation.

Clients of Kusile Rural District Council

1. Service users in Kusile/Lupane local authority area
2. Ratepayers of Kusile Rural District Council
3. Business persons operating in Kusile local authority area
4. Land developers particularly in Kusile area
5. Informal sector, vendors and entrepreneurial enterprises
6. Mining companies requiring land and permits
7. A1 and A2 farmers
8. Financial institutions who are our bankers and lenders
9. Suppliers of goods and services to Kusile Rural District Council
10. Churches and faith based organisations that require land for development and specific services
11. Government Ministries and agencies that partner Kusile Rural District Council to deliver and regulate services
12. Non-Governmental Organisations (NGOs) and Community Based Organisations (CBOs) that partner Kusile Rural District Council to deliver specific services

¹Currently under review to align with the new (2013) Constitution

Stakeholders of Kusile Rural District Council

1. National Government and its various Ministries
2. Ministry responsible for Local Government, Public Works and National Housing
3. Residents and Ratepayers Associations
4. Non-Governmental Organisations
5. Community Based Organisations
6. Association of Rural District Councils of Zimbabwe
7. Political Parties
8. Primary, Secondary and Tertiary Institutions
9. A1 and A2 Farmers
10. Pressure Groups

Kusile Rural District Council Service Commitments

Kusile Rural District Council strives to offer the best quality service to all its clients and to meet the expectations of all its stakeholders. After extensive internal and external consultation and dialogue the local authority completed formulation of its strategic plan (2016 -2020). The plan signifies the small steps towards providing good quality services to its clientele.

While the local authority is making every effort to streamline and optimise its operations it is not spared from the general macro-economic situation that is characterised by liquidity challenges, late or non-payment of rates by ratepayers among other challenges affecting local authorities and businesses in Zimbabwe. Despite the seemingly insurmountable challenges, the Kusile Rural District council will endeavour with the support of its clients and stakeholders to offer the best quality services and make Lupane district the first choice for business and hospitality. The service delivery charter thus provides Councillors and Management with a practical way to manage performance in this era of fiscal restraint and help shape the expectations Kusile residents have of local government services.

Principles and Core Values for Implementation of Service Delivery Standards

In implementing the service delivery charter, the local authority will be guided by the following principles and core values;

a. Client Focus

The services will deliberately focus on the needs and priorities of the service recipients. The major thrust of this charter is to refocus services on clients by establishing what clients consider to be critical aspects of local government services and service delivery. Therefore all aspects of the local authority's goods and services will be directed by the best interest of its recipients.

b. Professionalism

In executing our mandate we will adhere to ethics and professional codes of conduct but will also exhibit a high degree of competence and best practices.

c. Transparency

We will endeavour to be open about all the decisions and actions that we undertake. We will maintain high levels of honesty and communication; and share information even when it is uncomfortable to do so. Kusile RDC will be upfront and visible about its actions and act within the confines of its stated values.

d. Accountability

In executing our duties and responsibilities we seek to earn public trust and be responsible for our actions and inactions. As such all elected and appointed officials will be answerable for their actions and through this charter there will be redress when duties and commitments are not met.

e. Cost efficiency

In pursuing to achieve the local authority's goals and objectives the organisation will use resources including time optimally in the attainment of service delivery objectives. Therefore, in executing our mandate through this charter we will perform and function in the best possible manner with the least time and effort.

f. Effectiveness

The Local Authority will incorporate citizen input in policy formulation, implementation plus Monitoring and Evaluation to ensure that service delivery is in line with the aspirations of its citizens. The local authority will achieve the intended results in terms of quality and quantity

in accordance with the set targets and performance standards of service delivery. Every employee in the organisation will contribute to achieving effectiveness through their skills, experience, motivation and rank.

g. Participation

Citizens will be involved in a wide range of policy making activities including the determination of levels of service and budget priorities. A deliberate effort will be made to involve citizens in decision making processes of their local authority through measures and institutional arrangements that increase their influence on public policies and programmes.

h. Equality

Citizens will receive fair treatment irrespective of gender, race, religion, disability, social status, ethnic background and political affiliation.

i. Equity

The Local authority will where appropriate will ensure commensurate benefit of communities from exploitation of resources within their localities.

j. Responsiveness

The institutional relationships of Council will be designed in such a way that they are continuously cognisant and that they respond appropriately to the universally legitimate expectations of all clients and citizens.

Summary Service Delivery Commitments

In summary, our promise to clients, citizens and stakeholders is that all times, we will:

1. Greet all our clients at our front offices with friendliness and a smile
2. Be open and communicate clearly and effectively in plain language
3. Endeavour to answer your telephone calls to Council official lines within five rings during business hours
4. We will respond to letters, emails, queries and correspondence within one week of receipt
5. Provide our clients with full information on our services and how we are performing on an annual basis

6. Consult and involve our present and potential stakeholders and use their views to improve the services we provide
7. Endeavour to make services easily available to everyone who needs them
8. Treat clients fairly, respect their privacy and dignity, be helpful and courteous
9. Pay specific attention to those with special needs and vulnerable groups, particularly women, people with disabilities, the youth, the poor and the girl child
10. Learn from complaints and have a clear, well-publicised and user friendly complaints procedure
11. Use resources effectively to provide value for money and accountability to clients and ratepayers
12. Provide a contact name and telephone number in all correspondence

General obligations and rights of clients and citizens

1. Comply with all relevant laws and by-laws of Council
2. Pay Council bills on time
3. Participate in community meetings
4. Provide feedback through available mechanisms including full council meetings, budget consultations, and development planning meetings.
5. Monitor service levels and raise complains when services have not been met to the prescribed standard
6. Report faults or blockages of our infrastructure
7. Treat Council staff fairly and courteously
8. Not offer bribes nor corrupt council staff

General Review of Service Delivery Charter

Kusile Rural District Council will review the Service Delivery Charter annually using an inclusive process. Our promise is that we will always set clear performance service standards that users can monitor and review. Kusile Rural District Council will publish the results of such assessments including any other fair and independent assessments.

How to contact Kusile Rural District Council

Our citizens, clients and stakeholders are encouraged to provide feedback on products, services and conduct of our employees through contact details listed below.

Contact Address

All correspondence to be addressed to:

The 'Chief Executive Officer'

Kusile Rural District Council

P.O Box 21

Stand No. 250

Lupane

Tel + 263 389 494 /5 /8

Cell +263 717 743 220 / 774 007 829

Email work kusileruraldistrictcouncil@gmail.com or
 chumachristopher@gmail.com

DEPARTMENTAL SERVICE LEVEL BENCHMARKS

FINANCE DEPARTEMENT

The department is focused on the financial well-being and effective management and accountability of the local authority finance and the promotion of the value for money principle across all the departments.

Sections

1. Revenue Collection and Billing
2. Financial Control and Reporting
3. Management Accounting
4. Business Development

Products and Services

1. Budget preparation and approval
2. Receipt of all council revenues
3. Disbursements of funds as budgeted
4. Accounting for all council funds
5. Preparation and presentation of monthly and annual financial statements
6. Business incubation

REVENUE COLLECTION AND BILLING

1. Rates and clearance
2. Receipt of all council payments
3. Delivery of all council payments
4. Billing queries
5. Attending to written complaints
6. Attending to telephone complaints
7. Debt collection

FINANCIAL EXPENDITURE AND ACCOUNTING

1. Payment of salaries
2. ZIMRA, NSSA and other Statutory Returns
3. Payment of creditors
4. Payment of creditors
5. Monthly, Quarterly and Annual Financial Statements
6. Rendering financial advice
7. Cash flow management

MANAGEMENT ACCOUNTING

1. Stakeholder consultations
2. Budget preparation
3. Budget approval, implementation and monitoring

BUSINESS DEVELOPMENT

1. Strategic business management
2. Raising capital finance
3. Business licensing and renewals
4. Insurance of council property

SERVICE LEVEL BENCHMARKS

	SERVICES AND PRODUCTS	Current Service Standard	Desired Level Standard
1.	Billing queries	5 minutes	3 minutes
2.	Meter reading	N/A	N/A
3.	Financial Statements	Bank reconciliations and trial balances not done on a monthly basis	Books to be updated on a monthly basis
4.	Attending to written complaints	7days	Respond to all mail within 3days
5.	Email Acknowledgements	3 days	Daily
6.	Attending to telephone	10 seconds	5 seconds
7.	Business licensing	80%	100%
8.	Property Insurance	No property insurance	All council property insured
9.	Business licencing and renewals	New licence – 1 day Renewal – 1 day	New licence – 1 day Renewal – 1 day
10.	Debt collection	4 months	1 month
11.	Business incubation service	5 out of 8 kiosks occupied 5 year lease renewed annually	8 out of 8 kiosks occupied 6 year non-renewable leases

Department Customer Complaints Handling Mechanism

If you are dissatisfied with a product or service received, please contact us as follows:

A formal letter can be addressed to Ms T. Gumpo, Finance Director, Kusile Rural District Council Offices, Box 21 Lupane.

Ms Tenjiwe Gumpo –

Tel	+263 389 494/5/8
Cell	+263 773 564 834
Email	kusileruraldistrictcouncil@gmail.com thenjie.gumpo@gmail.com

HUMAN RESOURCES DEPARTMENT

The department is dedicated to ensure that council has adequate, competent and committed staff while ensuring that council operates and provides suitable and convenient services. The department also oversees the coordination of all council departments, committees and operations.

Sections

1. Human Resources Development
2. Human Resources Administration
3. Council Administration
4. Security Services

Products and Services

1. Recruitment, Selection and Placement
2. Employee Records Management
3. Salaries Administration
4. Leave Management
5. Pension Administration
6. Performance Management
7. Staff Training and Development
8. Industrial Attachment
9. Employee Safety and Welfare
10. Disciplinary hearings
11. Grievance handling
12. Secretarial and Administrative Services
13. Public Relations

HUMAN RESOURCES ADMINISTRATION

1. Recruitment, Selection and Placement
2. Salaries Administration
3. Leave Management
4. Pension Management
5. Industrial Attachments
6. Employee Safety and Welfare

HUMAN RESOURCES DEVELOPMENT

1. Provision of Secretarial Services
2. Employee Records management
3. Performance Management
4. Staff Training and Development
5. Disciplinary Hearing
6. Grievance Handling

COUNCIL ADMINISTRATION

1. Typing of Documents, Agenda and Minutes
2. Preparation and distribution of Council and Committee meeting Agenda Notices
3. Recording and distribution of council and committee minutes
4. Distribution of Council and Committee meetings decision schedule to departments
5. Filing and retrieval of documents
6. Updating of council's governance documents
7. Disbursing councillors monthly and travelling allowances
8. Delivery of mail and correspondences
9. Councillor capacity building

SECURITY SERVICES

1. Provision of security services
2. Greening and beatification of local authority properties

SERVICE LEVEL BENCHMARKS

	SERVICES AND PRODUCTS	Current Service Standard	Desired Level Standard
1.	Recruitment, selection and placement	3 months internal 4-6 months external recruitment	2 months internal 3months external
2.	Employee records management	40% efficiency manual system	100% efficiency computerised system
3.	Salaries administration	2/3 salary paid	Full salary paid
4.	Leave management	1 week leave processing (manual)	3 days computerised
5.	Pension administration	2-3 months processing	1month processing
6.	Integrated Results Based Management	20% staff trained (Grades 9-11)	100% (All levels trained)
7.	Staff training and development	Self-sponsored	Council sponsored / assisted development
8.	Employee safety and welfare	Uncertain / unclear	Have works council meetings quarterly
9.	Disciplinary hearings	3 months	1 month
10.	Provision of secretarial services	Document produced after 6 days	Document produced after 3 days of meeting
11.	Management of works council matters	Sitting bi-annually	Quarterly sitting
12.	Delivery of mail and correspondences	Delayed delivery	Prompt delivery
13.	Office cleaning and landscaping	60% coverage	100% coverage
14.	Provision of security services	60% coverage on protection of	100% coverage on protection

		council assets and properties	of council assets and properties
15.	Attending to written correspondence	7 days	Respond to all mail within 3 days
16.	Email Acknowledgements	3 days to acknowledge 1 week to respond to mail	Acknowledgement in 24hours Response done within 3 days of receipt
17.	Attending to telephone	Rings for a long time	Promptly / immediate
18.	Typing of documents, Agenda and Minutes	Typing agenda 1 day Typing minutes 2 days Written enquiries to be acknowledged in 72 hours and substantive response 7 days after acknowledgment	Typing agenda 1 day Typing minutes 1 day Written enquiries to be acknowledged in 24 hours and substantive response 3 days after acknowledgment
19.	Preparation and distribution of Council and Committee meeting Agenda Notices	Prepare the agenda 7 days before date of dispatch. Dispatch 7 days before the meeting, 72 hours before special council meeting	Prepare the agenda 9 days before date of dispatch. Dispatch 7 days before the meeting, 6 days before special council meeting
20.	Recording and distribution of council and committee minutes	Record proceedings of meetings instantaneously. Draft minutes in 4 days. Type minutes in 5 days. Edit minutes in 1 day.	Record proceedings of meetings, type and edit the minutes and have final copy 3 days after meeting.
21.	Distribution of Council and Committee meetings decision schedule to departments	Dispatch action slip in one week after the final set of minutes. Summary of decision 5 day after the meeting. Initial follow-up 30 days after dispatch of action slip.	Dispatch action slip in one day after the final set of minutes. Action slips for recommendations 1 day after Council. Summary of decision 1 day after the meeting. Initial follow-up 14 days after dispatch of action slip.
22.	Filing and retrieval of documents	Haphazard and often takes very long to retrieve	Classification and indexing upon receipt of correspondence. Filing 15 minutes, Retrieval of documents 10 minutes
23.	Updating of council's governance documents	Yearly	Quarterly
24.	Councillor capacity building	Councillors inducted two weeks of swearing in.	Capacity building workshops at least 2 times per year

Department Customer Complaints Handling Mechanism

If you are dissatisfied with a product or service received, please contact us as follows:

A formal letter can be addressed to Mr S. Hadebe, Human Resources & Administration Officer, Kusile Rural District Council, P O Box 21, Stand No. 250, Lupane.

Mr Sifiso Hadebe –	Tel	+263 389 494 /5 /8
	Cell	+263 772 460 026 / 713 222 600
	Email:	kusileruraldistrictcouncil@gmail.com sifiso.hadebe949@gmail.com

NATURAL RESOURCES CONSERVATION DEPARTMENT

The department is concerned with managing natural resources and protection of the environment within the local government's area of jurisdiction to ensure environmental, social and economic sustainability for the local authority inhabitants.

Sections

1. Natural Resources Monitors
2. Timber Measurer
3. Game Trackers

Products and Services

1. Reducing Human Wildlife Conflict
2. Environmental Protection (Gully reclamation, erosion control etc)
3. Resource Conservation
4. Establish Conservation Committees
5. Environmental Education and Awareness
6. Enforcement of Council Environmental Conservation By-Laws

SERVICE LEVEL BENCHMARKS

	SERVICES AND PRODUCTS	Current Service Standard	Desired Level Standard
1.	Enforcement of conservation by-laws	On-going	All by laws are acted upon swiftly
2.	Resource conservation	Critically low High incidences of veld fires	Eliminate incidences of poaching and veld fires
3.	Problem animal control	Response to incidences or reports not acted upon swiftly	Respond to incidents and problems swiftly within the same day
4.	Supervision of logging activities	No determined interval period	Logging done at least fortnightly
5.	Hunting activities for Council wildlife quota	30% of quota is utilised	Utilise at least 85% of the animals in the quota
6.	Monitoring of sands and other resources	Non-monitoring of resources at source or collection points	Monitoring of extraction points for all resources to be paid for
7.	Utilisation and sharing of revenue with communities	Disbursements to communities are done within the specified time	Disbursements to communities are done in full within the specified time
8.	Establishment of conservation committees	Ad hoc and non-functional committees	Establish a functional committee in every ward
9.	Training of conservation committees	No defined training period	Train each committee at least once a year

10	Environmental education and awareness	Unstructured education and awareness	Communicate essential environment and conservation information to key groups and stakeholders periodically
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Department Customer Complaints Handling Mechanism

If you are dissatisfied with a product or service received, please contact us as follows:

A formal letter can be addressed to Mr W. Mthembo, Natural Resources Officer, Kusile Council Offices, Box 21 Lupane.

Mr Wellington Mthembo –

Tel	+263 389 494/5/8
Cell	+263 773 374 571 / 716 384 029
Email	kusileruraldistrictcouncil@gmail.com wmthembo@yahoo.com

SOCIAL SERVICES DEPARTMENT

Sections

1. Health
2. Education
3. Recreation and Cemeteries
4. External Relations

Products and Services

1. Provision of Medicines and Vaccines
2. Treatment of chronic conditions
3. HIV Counselling, Testing and Treatment
4. Ante Natal and Post Natal Care
5. Maternity Deliveries
6. Family Planning Services
7. Immunisations
8. Community health engagement
9. Laundry
10. Scrutinising building plans to ensure compliance with health guidelines
11. Disease Surveillance Prevention and Control
12. Provision of Social Amenities
13. Provision of Education Facilities
14. Provision of Early Childhood Development Facilities
15. Provision of Recreational and Leisure Facilities
16. Provision of Burial Space

HEALTH

1. Provision of medicines and vaccines
2. Treatment of chronic conditions
3. HIV Counselling, Testing and Treatment
4. Ante Natal and Post Natal Care
5. Family planning services
6. Immunisations
7. Community health engagement
8. Laundry
9. Scrutinising building plans to ensure compliance with health guidelines
10. Disease surveillance prevention and control

EDUCATION

1. Facilitate the establishment and development of new schools
2. Setting up and induction of School Development Committees (SDCs)
3. Monitoring disbursements of school development levies
4. Participate in education development meetings
5. Library facilities
6. Provision of Early Childhood Development Facilities

RECREATION AND CEMETERIES

1. Provision of recreational and leisure facilities
2. Provision and management of burial space and cemeteries

EXTERNAL RELATIONS

1. Facilitate processing of Memorandum of Understanding between Kusile RDC and partners
2. Monitoring NGO activities in the district

SERVICE LEVEL BENCHMARKS

	SERVICES AND PRODUCTS	Current Service Standard	Desired Level Standard
1.	Provision of medicines and vaccines	All patients served within 2 hours	All patients served within 1 hour
2.	Treatment of chronic conditions	All patients served within 2 hours	All patients served within 1 hour
3.	Client Education	Clients educated on health condition in a language they understand	Clients educated on health condition in a language they understand
4.	Immunisations	Assist the DMO to coordinate national and local health programmes	Assist the DMO to coordinate national and local health programmes
5.	Community health engagement programmes	Communicate essential health information to key groups and stakeholders	Communicate essential health information to key groups and stakeholders periodically
6.	Laundry	Linen changed on every bed at least once a day or when necessary	Linen changed on every bed at least once a day or when necessary
7.	Provision of inpatient food	Patients served at specified times	Patients served palatable meals at specified times
8.	Food Handlers	All clients served within two	All clients served within

		hours	one hour
9.	Scrutinising building plans to ensure compliance with health guideline	All building plans to be processed within one month	All building plans to be processed within one week
10.	Disease surveillance, prevention and control	Monthly	Monthly and produce reports
11.	Facilitate the establishment and development of new schools	On going	On going
12.	Setting up and induction of School Development Committees (SDCs)	On going	On going
13.	Monitoring disbursements of school development levies	Quarterly	Monthly and produce reports
14.	Participate in education development meetings	Quarterly	monthly
15.	Provision of Early Childhood Development Facilities	Out of 108 schools about 30 council primary schools have Facilities	Establish ECD facilities at each council primary school
16.	Library Facilities	No functional libraries	Establish community library facilities at each council school
17.	Provision of recreational and leisure facilities	No council recreational and leisure facilities	Set up at least 1 recreational or leisure facility/centre in each ward
18.	Provision and management of burial space and cemeteries	Processed within two hours of providing requisite paperwork	Processed within an hour of providing requisite paperwork
19.	Facilitate processing of Memorandum of Understanding between Kusile RDC and partners	Processed within a month of providing requisite paperwork	Processed within two weeks of providing requisite paper work
20.	Monitoring NGO activities in the District	Yearly	Quarterly

Department Customer Complaints Handling Mechanism

If you are dissatisfied with a product or service received, please contact us as follows:

A formal letter can be addressed to Ms D Zulu, Social Services Officer, Kusile Council Offices, Box 21 Lupane.

MsDorica Zulu – Tel +263 389 477/494/5/8
 Cell +263 772 459 049
 Email kusileruraldistrictcouncil@gmail.com
 dzulu@gmail.com

WORKS DEPARTMENT

Is responsible for setting the trend and standard for Councils infrastructure development and plays a key role in the implementation of local authority's construction projects.

Sections

1. Roads Transport
2. Water and Sanitation
3. Transport
4. Housing

Products and Services

1. Water and sewerage reticulation
2. Treatment of wastewater
3. Refuse removal and disposal
4. Water quality monitoring
5. Approval of building plans in respect of water and sewerage compliance
6. Attend to sewer chokes/blockages
7. Water meter reading
8. Road and drainage management
9. Bush clearance
10. Fleet maintenance, tracking and drive supervision
11. Bus terminal service
12. Commuter terminal service
13. Waiting List Registration
14. Plan appraisal
15. Building inspections
16. Deed of transfers

ROADS

1. Design, construction and maintenance of roads and storm water drainages
2. Road maintenance and bush clearance
3. Road construction for new layout plans

WATER AND SANITATION

1. Water meter reading
2. Water and sewerage reticulation
3. Treatment of wastewater
4. Refuse removal and disposal
5. Water quality and monitoring
6. Approval of building plans in respect of water and sewerage compliance

7. Attend to sewer chokes and blockages

TRANSPORT

1. Fleet maintenance, tracking and drive supervision
2. Bus terminal service
3. Commuter terminal service

HOUSING

1. Waiting List Registration
2. Plan appraisal
3. Building inspections
4. Deed of transfers
5. Lease renewals

SERVICE LEVEL BENCHMARKS

	SERVICES AND PRODUCTS	Current Service Standard	Desired Level Standard
1.	Water and sewerage reticulation	Supplied by ZINWA	Supplied by Council
2.	Treatment of wastewater	Done by ZINWA	Done by Council
3.	Refuse removal and disposal	Fortnightly	Daily
4.	Water quality monitoring	As per necessity	Bi-annually
5.	Approval of building plans in respect of water and sewerage compliance	Quarterly	Weekly
6.	Maintenance storm water drainages	Annually	Quarterly
7.	Road maintenance and bush clearance	Once yearly	Twice yearly
8.	Fleet maintenance, tracking and drive supervision	1 vehicle is available to the entire council	Each department to have a vehicle for proper fleet management
9.	Bus terminal service	5 entries per day	10 entries a day
10.	Commuter terminal service	2 entries per day	10 entries a day
11.	Waiting List Registration	150 stand seekers on list Same day service	700 stand seekers on list Same day service
12.	Plan appraisal	5 applicants per month	10 applicants per month
13.	Building inspections	60 building under construction	200 buildings under construction
14.	Application for deed of transfers	Bi-Annually	Quarterly

15.	Development permit application	5 applicants per month Within 30-days of appl. fees	10 applicants per month Within 30-days of appl. fees
16.	Application for renewal of lease	Bi-Annually	Quarterly
17.	Application for late start to build	Bi-Annually	Quarterly

Department Customer Complaints Handling Mechanism

If you are dissatisfied with a product or service received, please contact us as follows:

A formal letter can be addressed to Mr M. Ndlovu, Technician, Kusile Council Offices, Box 21 Lupane.

Mr Mtokozisi Ndlovu –

Tel +263 389 494/5/8
Cell +263 772 462 619 / 715 603 150
Email kusileruraldistrictcouncil@gmail.com
 thitho.ndlovu@gmail.com

Mr Gyson Mandikutse –

Tel +263 289 217/8
Cell +263 778 639 312
Email kusileruraldistrictcouncil@gmail.com
 krdc.jotsholo@gmail.com

SERVICE DELIVERY CHARTER MONITORING AND EVALUATION TOOLS

Monitoring and Evaluation of Charter Principles

Principle	Rating			
	Year 1	Year 2	Year3	Year 4
1. Client Focus				
2. Professionalism				
3. Transparency				
4. Accountability				
5. Cost Efficiency				
6. Effectiveness				
7. Participation				
8. Equality				
9. Equity				
10. Responsiveness				

Service Delivery Charter Performance Monitoring and Evaluation Tool²

Year 1						
Specific Service Type	Current Service Level	Desired Service Level	Quarter 1	Quarter2	Quarter 3	Quarter 4
1. Financial Statements	Bank reconciliations and trial balances not done on a monthly basis	Books to be updated on a monthly basis				
2. Recruitment, selection and placement	3 months internal 4-6 months external recruitment	2 months internal 3months external				
3. Resource conservation	Critically low High incidences of veld fires	Eliminate incidences of poaching and veld fires				
4. Provision of medicines and vaccines	All patients served within 2 hours	All patients served within 1 hour				
5. Maintenance storm water drainages	Annually	Quarterly				
6.						
7.						
8.						
9.						
10.						
11.						

²The performance of all departmental products and services will be monitored and analysed each quarter using the template as exemplified above.