

# HWEDZA RURAL DISTRICT COUNCIL



## CLIENTS CHARTER

### Preamble

The service charter for Hwedza Rural District Council serves as a luminary for the local authority's unequivocal determination to provide undoubtedly high-quality service. The service charter aims at fulfilling the local authority's obligation and mandate in a motivational and responsive way with an inclination towards exploiting the dynamic socio- economic environment for the improvement of the livelihood of Hwedza community in a sustainable manner. In order to come up with the client's charter a participatory method was employed. Wide consultations were held with the clients represented at various levels. A similar approach will also be used when reviewing the service charter, which will be done annually, and/or when demand causes it.

### Vision

A leading rural district council with an upper middle-income economy by 2030

### Mission

To provide sustainable and quality services in communities

### Core Values

- Team work – working together in harmony
- Responsiveness –timely intervention
- Hunhu/Ubuntu – integrity and ethical
- Commitment – true to the cause and being result oriented
- Transparency - openness
- Accountability – being answerable

### Hwedza Rural District Council shall be responsible for:

- Officer identification, either by personal introduction or name on badge
- A telephone service that provides minimum waiting times
- A counter service queuing time of less than ten minutes
- Convenient hours of opening from Monday to Friday (0745hrs-1645rs)
- Treating council facilities, equipment, collections and property with due care

### Client Responsibilities

- Clients shall pay for services provided.
- Clients shall maintain council facilities in a safe manner.
- Clients shall respect the convenience and comfort of other clients.
- Clients shall treat council officers with courtesy.
- Clients shall provide feedback on services and suggest improvements.
- Clients shall understand how to resolve specific service problems

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