



# MUZARABANI RDC SERVICE CHARTER 2026

**MUZARABANI RDC  
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MUZARABANI**

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**ENGLISH VERSION**

## 1. PREAMBLE

This Client Service Charter is a public commitment by Muzarabani Rural District Council to provide efficient, transparent, and accountable service to our clients. It informs both internal and external stakeholders about the Council's core functions, service standards, rights, and obligations. It is a tool to promote participatory governance and continuous improvement in local service delivery.

The district has 29 wards, it covers a total area of 4300 sq km, and it has a population of 134,076.

## 2. VISION

A resilient, vibrant and prosperous Muzarabani district by 2030.

## 3. MISSION

To enhance quality of life in Muzarabani by providing efficient services, promoting sustainable resource management, and empowering communities for resilient and inclusive development.

## 4. MANDATE

Muzarabani is mandated to provide quality goods and services to the people of Muzarabani. As a local authority, it derives its mandate from the Rural District Councils Act (Chapter 29:13) and other enabling statutes. Its responsibilities include:

- Providing basic services such as roads, health, and education infrastructure.
- Coordinating local economic development.
- Promoting good governance and participatory development.
- Managing communal lands and local environmental resources.
- Mobilizing and managing local revenues.
- Facilitating and providing disaster risk reduction and response.
- Regulating land use planning and development control.
- Supporting traditional leadership and cultural heritage.

## 5. CORE VALUES

- Integrity
- Accountability
- Client Oriented
- Teamwork
- Professionalism

*(I ACT-P with Professionalism)*

## 6. LEGAL AND POLICY FRAMEWORK

Muzarabani RDC operates under, but not limited to, the following legislation:

- Rural District Councils Act [Chapter 29:13]
- Traditional Leadership Act [Chapter 29:17]
- Constitution of Zimbabwe
- Regional, Town and Country Planning Act [Chapter 29:12]
- Environmental Management Act [Chapter 20:27]

- Public Finance Management Act
- Urban Councils Act (for reference purposes)
- Public Procurement and Disposal of Public Assets Act
- Labor Act
- Civil Protection Act
- Liquor Act
- Other relevant statutory instruments.

## **7. DEPARTMENTS AND THEIR CORE FUNCTIONS**

### **7.1 Human Resources and Administration**

- Human capital management and development
- Provision of secretarial services for all council meetings
- Management of Information Systems for the council
- Facilitate and coordinate formulation of council policies
- Transport Management
- Asset management

### **7.2 Finance**

- Budget preparation and implementation
- Revenue collection
- Financial Management
- Strategic allocation of financial resources
- Financial planning and analysis

### **7.3 Planning**

- Spearheading the preparation of master, local and layout plans
- Appraisal of building plans
- Housing development and management
- Facilitating local economic development (SMEs development, investment promotion, etc.)
- Processing of town planning applications (change of use/reservation; subdivision and consolidation)

### **7.4 Social Services**

- Promote access to education, health, and housing infrastructure.
- Coordinate community development projects.
- Implement and monitor Water, Sanitation and Hygiene (WASH) initiatives, including wastewater management.
- Implement civil protection programmes and coordinate disaster preparedness and response activities within the district.

### **7.5 Internal Audit**

- Evaluate internal controls and risk management.
- Ensure compliance with financial and administrative procedures.

### **7.6 Roads and Works**

- Solid waste management and wastewater treatment.
- Maintain, manage and use of plant and equipment.
- Implement and monitor Water, Sanitation and Hygiene (WASH) initiatives, including wastewater management.
- Oversee solid waste management services.

## 7.7 Environment

- Promoting sustainable use and conservation of natural resources such as forests, land, and water.
- Regulating and monitoring mining operations to ensure compliance with environmental standards, including land rehabilitation and prevention of water and soil pollution.
- Managing and mitigating conflicts between people and wild animals through awareness programs, reporting systems, and coordination with relevant wildlife authorities.

## 8. SERVICE COMMITMENTS AND STANDARDS

SERVICE AREA	CLIENT	SERVICE	TIMELINESS
Licensing (Shops, Business, Liquor)	General Public	Issuance/Renewal of Licenses	Immediately provided all compliance issues have been met
Building Plan Approval	Residents/Developers	Plan review & Feedback	3 Working days, Council processing within 3 months.
Land Use Application	Developers/Institutions	Change of Land use/Land development	Acknowledgement within 48hrs
Stand Application	Developers/Institutions	Stands applications	24 hrs
Road Maintenance Requests	Communities	Response to service request	Acknowledgement 24hrs. Initial Assessment within 3 days, Action Based on Resources Availability
Disaster Response	Residents/Civil Protection Unit	Emergency assistance	Within 24 hrs. of Notification
Public Complaints	General public	Acknowledgement & Investigations	Acknowledgement, Record and Rectify 24Hrs
Rates	Property owners	Billing & Statements	Immediately

## 9. CLIENTS

- Residents of Muzarabani
- Community-Based Organizations (CBOs)
- Traditional Leaders
- Government Ministries and Departments
- NGOs and Development Partners
- Local Businesses and Investors
- Schools and Institutions
- Media

- Politicians

## 10. CLIENT RIGHTS AND OBLIGATIONS

### 10.1 Clients' Rights

- Access to quality and timely services.
- To be treated with dignity, fairness, and respect.
- Right to information, participation, and consultation.
- Right to provide feedback or lodge a complaint.

### 10.2 Clients' Obligations

- Pay rates, levies, and other council fees promptly.
- Comply with council by-laws and regulations.
- Provide truthful and timely information.
- Participate in local development processes.
- Shun all forms of corruption and bribery.

## 11. COUNCIL'S OBLIGATIONS TO CLIENTS

- Deliver services fairly, efficiently, and transparently in accordance with the minimum Service Delivery standards.
- Respect clients' rights and privacy.
- Consult clients on key policies and decisions.
- Address grievances promptly and professionally.
- Promote inclusivity, gender sensitivity, and equity.

## 12. COMPLAINTS AND FEEDBACK MECHANISM

Clients are encouraged to provide feedback, complaints, and suggestions to improve service delivery. Feedback can be submitted through:

- Suggestion boxes located at the Muzarabani and Centenary Rural District Council Offices.
- Phone: +263662102237
- Email: [muzarabani1rdc@gmail.com](mailto:muzarabani1rdc@gmail.com), [info@muzarabanirdc.co.zw](mailto:info@muzarabanirdc.co.zw)
- In person: Visit the RDC at Muzarabani Growth Point head-office and Centenary RDC sub-offices.
- Postal Address: Muzarabani RDC, Box 660, or Box 61 Centenary

## 13. REVIEW OF THE CLIENT SERVICE CHARTER

This Charter shall be reviewed annually to reflect service improvements, client feedback, and policy or legal changes.

## 14. CONTACT INFORMATION

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