

CLIENT SERVICE CHARTER



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1. Introduction

This client service charter sets out our commitment to deliver the highest standard of customer service. It outlines our mandate, vision, mission, values as well as the services we will endeavour to provide and the various channels for clients to share feedback.

We will continuously work towards improving the standard of services.

2. Mandate

The Zimbabwe Manpower Development Fund (ZIMDEF) was established by section 23 of the Manpower Planning and Development Act, 1984, now revised Manpower Planning and Development Act Chapter 28:02 of 1996.

The broad objective for which the Fund was established is supporting **development of skilled human capital** in Zimbabwe.

The skills development programs are funded by the 1% Training Levy remitted to ZIMDEF by all registered employers operating in Zimbabwe.

3. Vision

A resource mobilisation hub for human capital development for an industrialised and modernised economy by 2030.

4. Mission

To mobilise, manage and disburse resources for human capital development to contribute towards achieving an industrialised and modernised economy.

5. Values

ZIMDEF is guided by the following values:

- **Accountability** - We strive to be answerable and take responsibility for our actions and the consequences thereof;
- **Integrity** - We are truthful, honourable, reliable, upright and transparent
- **Professionalism** - We strive for excellence in all we do, exhibiting high standards of professional ethics
- **Team Work** - We take collective responsibility, collaborate, complement and respect each other;
- **Innovativeness** - We continuously seek new methods, measures, and novel ways to serve our stakeholders.

6. Terms of reference

The terms of reference provide guidelines to how ZIMDEF operates. These are:-

- a. Constitution of Zimbabwe Amendment No.20 Act of 2013 (section 27 (1) (b))
- b. Manpower Planning and Development Act [Chapter28:02]
- c. Statutory Instruments 74 and 392 of 1999

7. ZIMDEF Overall Functions

ZIMDEF's core functions as derived from the terms of reference are as follows:

- a. Funding the development of skilled human capital and innovation in Zimbabwe
- b. Mobilising resources for Human Capital Development
- c. Managing and disbursing resources as directed by the Minister of Higher and Tertiary Education, Innovation, Science and Technology Development under the advice of NAMACO
- d. Funding Infrastructural Development to promote Human Capital Development
- e. Funding science and technology development, research and development, innovation and technology transfer.

8. SERVICES (WHAT WE DO)

The Zimbabwe Manpower Development Fund is mandated with the collection of 1% Manpower Training Levy from all registered companies operating in Zimbabwe (except those exempted by law), manage the collected revenue and disburse it towards the development of skilled human capital including research and innovation as directed by the Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development.

9. WHAT CAN YOU EXPECT FROM US

a. Quality responsive services

We will attend to you as quickly as we are able. This means that:

- We will answer the phone promptly;
- If the person you talk to cannot answer your enquiry, they will put you in touch with someone who can give you an appropriate response;
- We will respond to all correspondences (letters, e-mails, online chats)
- If you lodge a complaint, we will seek to understand and address your concerns. We aim to acknowledge your communication within one working day. We aim to investigate your complaint, provide you with the proposed action to solve it, and seek your feedback about the proposed action to solve it, and seek your feedback about the proposed action within seven (7) working

days of receiving your complaint. If we cannot fully provide an answer to your complaint within that specified time, we will provide you an interim response and advise you as to when a final response can be expected.

- We shall continue to constantly educate our customers on the changes and updates in the 1% training levy issues, rebates processing system fund use and policies by conducting regular educational seminars and business engagements. Such seminars are regularly scheduled and are communicated through our regional offices to all the clients.

b. Courtesy and respect

We will treat you with courtesy and respect.

c. Fair and equal services

- We will provide services in a fair and equitable way.
- We will ensure that we have premises and facilities that you can access easily

d. Accountability

- You will receive up-to-date and accurate information. Whenever possible, our staff will explain the decision-making processes as they impact on you. If we cannot assist you, we will do our best to refer you to someone who can.
- We ensure the continual improvement for our services and processes according to your needs.

e. Confidentiality

We will treat your person and organisational confidential information with sensitivity. We will collect, store and use your confidential information responsibly.

10. WHAT WE EXPECT FROM YOU

- a. Treat our employees with courtesy.
- b. Be honest with us.
- c. Update your contact details whenever there are changes to maintain accurate records with us.
- d. When required, provide all information within the specified times.
- e. Provide your feedback both positive and negative to improve our service delivery through complaints, compliments and suggestions.
- f. Attend scheduled meetings.
- g. Abide by any legal requirements and other obligations you are to required to meet to be eligible for rebates.

11. HOW YOU CAN ASSIST US

- a. Tell us your needs
Help us to understand your needs so that we can give you the best possible service. You can do this by talking with our staff and participating in the consultation activities we conduct. We will listen to you.
- b. Tell us if things change for you
Please tell us if there are changes we should know about for example, changes to your contact details.

c. Tell us how we are doing

If something happens that you like or do not like about our services, please let us know. We want to ensure your issues are heard. You can tell us in any way that suits you.

12. OUR CONTACT INFORMATION

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