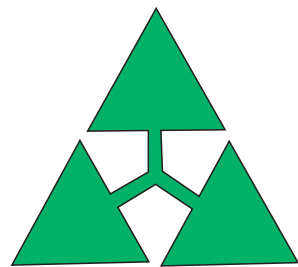


FORESTRY COMMISSION



CLIENT SERVICE CHARTER - ENGLISH



CLIENT SERVICE CHARTER

Preamble

This Client Service Charter serves as a commitment to our clients, stakeholders, and the communities we serve, outlining our service standards, responsibilities, and the rights of our clients. The Charter outlines our pledge to provide exemplary service, ensuring that their needs and expectations are met with integrity, efficiency and respect.

1. Our Vision

Sustainably managed and utilised forest resources in Zimbabwe by 2030.

2. Our Mission

To regulate, conserve and enhance capacity in sustainable management and utilisation of forest resources

3. Our Mandate

To ensure the development, conservation, protection and sustainable management and utilization of all forest resources of Zimbabwe.

4. Our Core Values

The Core Values of the Forestry Commission of Zimbabwe are

- Integrity
Forestry Commission staff shall ascribe to high standards of transparency and ensure accountability in conduct of their business.
- Professionalism
Decision making will be based on current scientific knowledge and best practices.
- Results Oriented
Forestry Commission will pursue timely attainment of targeted results at all levels.
- Innovation
Forestry Commission will encourage and reward creativity in work performance among staff.
- Teamwork
Forestry Commission will embrace mutual support and respect.

5. Our Commitment

We are committed to:

- Providing timely, efficient, and accessible services to all our clients.
- Upholding the highest standards of professionalism and integrity in all interactions.
- Actively engaging and consulting with stakeholders in decision-making processes.
- Promoting transparency, accountability, and responsiveness in all our activities.

CLIENT SERVICE CHARTER

6. Departments / Units

Conservation and Extension Division

The function of this Division is to; 1) Oversee the conservation of gazetted forests located mainly on the fragile Kalahari Sands of western Zimbabwe by implementing various conservation strategies, and 2) to provide forestry extension and regulation services

Research and Training Division

This Division has the research and development responsibility which generates appropriate technologies to enhance the contribution of the forestry sector to the national GDP as well as improving rural livelihoods and incomes on a sustained basis. The Training wing encompasses the Zimbabwe College of Forestry located in Mutare which trains technical forestry personnel by offering certificate and diploma level training in forestry, saw doctoring and wood technology.

Finance and Accounting

The Finance and Accounting department oversees the financial management of funds allocated by Government and generated through revenue-generating strategies. Its responsibilities include ensuring compliance with statutory requirements and Accounting Officers' Instructions, monitoring the financial performance of programs and projects, preparing and coordinating departmental budgets and managing assets and inventory.

Human Capital Development and Administration

This department coordinate and guides staff related issues within the organization. This includes human resource planning, performance management, development of HR policies, employee relations, health and safety initiatives, HR information management, research to improve conditions of service, and providing registry services.

Internal Audit Management

Ensures integrity of management and control systems. It assesses the cost-effectiveness of projects, conducts risk assessments and mitigation strategies, and provides independent assurance to Board and management on financial and operational practices.

Information and Communications

This is the official spokesperson of the Forestry Commission, also responsible for maintaining and improving Forestry Commission's visibility through various strategies ie planning and implementation of exhibitions, shows, fairs and outreach events, planning and implementation of public image strategies and improving media relations

Business Development & Marketing

This unit is responsible for the formulation of business development and resource mobilisation strategies; conducting market research on sales and business trends and analysing Forestry Commission pricing of its products and services. The Unit also performs the marketing function of Forestry Commission's products and services.

Corporate Planning

Is responsible for Forestry Commission strategic planning and implementation monitoring; ensuring that planning, monitoring and evaluation systems are in place throughout the organization; ensuring compliance by Forestry Commission with statutory obligations and international treaties and conventions.

CLIENT SERVICE CHARTER

Procurement Management Unit

Procurement Management function entails the acquisition of goods, services and or works and the disposal of assets as and when the need arises.

Corporate and Legal Services

Is the Board Secretariat and legal advisor to all departments. The unit is responsible for reviewing of contracts; liaising with external lawyers; lobbying for legislative reforms and monitoring compliance with good corporate governance best practices and legislation.

7. Internal Clients

- Forestry Commission Staff
- Board of Commissioners
- Ministry of Environment, Climate and Wildlife

8. External Clients

- District Councils
- Forest Industry/Private Sector
- Tourists/Hunters
- Regional Bodies
- Research/Education Institutions
- Schools and Colleges
- (Ministry of Education)
- Conservation Bodies
- Relevant Government Ministries and Departments such as Agritex, EMA, Zimbabwe Parks & Wildlife Management Authority
- Comptroller & Auditor General
- Treasury- Ministry of Finance
- Non-Governmental Organisations & Civil Society Organisations
- Development partners / Donors
- Farmers, Communities, Community Based Organisations
- Pressure/Interest/Lobby/ Advocacy groups
- State Enterprises Reform Agency (SERA)
- Corporate Governance Unit (CGU)
- ZIDA
- ZIMRA

Service commitments and Standards

Our general standards of service to our clients shall be as follows:-

Continuous Improvement regarding:-

- Responsiveness to all queries
- Clear communication of information
- Provision of accurate information
 - Provision of consistent, accurate and impartial advice to clients
 - Strive to provide reasonable response time regarding our services.
 - Continuously train staff to be friendly, helpful, respectful and sensitive to clients' individual needs, explaining, and listening carefully to individual requirements and views.

CLIENT SERVICE CHARTER

9. Obligations to Clients

Service	Standard
Correspondence and Reports	
Phone calls to FC offices and customers at FC office receptions/facilities	Attended to swiftly and handled with respect during office hours.
All written correspondence (email/postal/faxes) requiring a response	○ Acknowledged within five working days and addressed/responded-to within fourteen days of the date of receipt. In the event that a full response cannot be given within the stipulated timeframe, we will send an interim reply indicating when a full response can be expected. ○ In cases when officer is not in office, emails shall be auto replied indicating when officer returns to office.
Technical and complex enquiries	Acknowledge receipt within two working days and responding within fourteen working days. In the event that a full response cannot be given within the stipulated timeframe, we will send an interim reply indicating when a full response can be expected.
Walk-in service	Customers will be served with respect & courtesy and informed of the expected waiting time for service delivery.
Customers with appointments confirmed in advance	○ To be attended to speedily and promptly. ○ If an appointment has to be changed or is delayed unavoidably, we will endeavour to communicate the change with you as quickly and as directly as possible.
Forest policies, regulatory, management, operational and advisory information.	Information to be provided in periodic report to the Ministry of Environment, Climate and Wildlife and other stakeholders on request and also as and when needed.
Information on forest development statistics	Annual reports containing all vital statistics prepared and circulated within 6 months of year end.
Permits and Licenses	
Timber movement permit	Permit issued within one working day of receipt of all relevant documents.
Timber export permit	Permit issued within one working day of receipt of all relevant documents.
Permit to export non-timber forest products	Permit to be issued within one day of receipt of all relevant documents.

CLIENT SERVICE CHARTER

Permit to fell trees after farm inspection	Farm inspection carried out within one month of a request being made and permit issued within one day of completion of farm inspection.
License to sell firewood	License issued within one working day of receipt of all relevant documents if approved.
Management and Operational Services	
Tendering	Communicate outcome to all tender applicants within three days from the date of closing the tender.
Payments	All payments will be made in accordance with the terms of the contract.
Provision of forest and technical advice to stakeholders	Expert and technical advice shall be provided for free. However, if officer has no transport, client will provide transport for the officer.
Facilitate the development of woodland management plans and creation of forest resource management schemes in communal areas.	Service is provided for free.
Farm inspections	Expert and technical advice shall be provided for free. However, if officer has no transport, client will provide transport for the officer.
Fire Protection	○ We will create fire awareness through posters and other media during the fire season(August – October, or as advised from time-to-time) annually; ○ When requested; will train any interested party on fire suppression, controlled burning and fire fighting for free; ○ Will promote the establishment of fire breaks for various stakeholders every year.
Bee keeping	Will provide technical assistance on beekeeping and provide free training to those interested in beekeeping.
Forest Research and information management	○ We will disseminate research findings after completion of all research projects; ○ We will provide data and information on forest resources and their management when requested; ○ Will provide all technical information, research publications and technical notes at any time upon request.
Forest Resource Assessments	Will carry out forest resource assessments for a fee when requested.

CLIENT SERVICE CHARTER

Forest Training	Classes will be held on the day and times as advertised. Only in exceptional circumstances will the day, time or venue of the class be changed.
Ngamo Safaris	○ Provide accurate information to tourists ○ Prompt redressing of grievances ○ Prompt response to client enquiries

10. Clients Rights

- Information: you are entitled to complete, accurate and timely information
- Identification: You have the right to request for identity of the officer(s) serving you
- Communication: It is your right to be treated with respect and to have information requested from you to be treated confidentially.
- Enquiries: You are entitled to make inquiries at any time within the official working hours and to raise genuine complaints.
- Courtesy: It is your right to be treated politely and with courtesy.
- Services: You have a right to quality, non-discriminatory and timely service.
- It is your right to lodge complaints.
- It is your right to demand a receipt upon payment of any money charged for the services by the Forestry Commission.

11. Client Responsibilities/Obligations

As a client, you are responsible for:

- **Accurate Information:** You are obliged to make available, accurate and timely information to enable us to provide you with services. Where called upon to make known information, you are obliged to disclose and produce all relevant information, records and documents.
- **Courtesy and Consideration:** You are obliged to be courteous and respectful to our staff and other clients
- **Rules and Regulations:** You are obliged to acquaint yourself with the rules, regulations and other legal instruments which govern the operations of the Forestry Commission.
- **Fighting Corruption:** It is your obligation to help the Forestry Commission combat corruption by not offering inducement by way of gifts and offers to staff, or to solicit the same in return for services. You are obliged to report any case of corruption to the Forestry Commission or any other relevant authority.

12. Review of Clients' Charter

This Client Service Charter is a living document and will be reviewed annually to ensure its relevance and effectiveness in meeting the needs of our clients.

13. Feedback Mechanism

Forestry Commission is committed to providing the best service to our clients in a friendly and courteous manner. We are aware that feedback on our performance and suggestions for improvement can help us do better, and these will be taken seriously and dealt with as quickly as possible. Wherever possible we shall place boxes at vantage locations in our offices to facilitate customer feedback.

CLIENT SERVICE CHARTER

You can also contact us through the following channels;

Tel: (0242)-498436-9/ +263 782719-997/999
Toll-Free 08080499/08080510
Website: www.forestry.co.zw
Facebook: <https://www.facebook.com/forestrycommission.zw#>
X: @forestrycom/@ZimForest/@fitczcf
Instagram: forestry_commission_zim

Director General Mr G. Manyumwa Cell: 0779 595955 Tel: 0242- 498436-9 gmanyumwa@forestry.co.zw 1. Orange Grove Drive, P.O. Box HG 139, Highlands, Harare	Deputy Director General – Conservation and Extension Mr S. Zingwena Cell: 0772 551274 Tel: 0242- 498436-9 szingwena@forestry.co.zw 1. Orange Grove Drive, P.O. Box HG 139, Highlands, Harare	Deputy Director General- Research and Training Mrs J. Gombe Cell: 0772 551449 Tel: 0242- 498824 jgombe@forestry.co.zw 1. Orange Grove Drive, P.O. Box HG 139, Highlands, Harare
Operations Manager Mr L. Radzire Cell: 0773 522632 Tel: 0242- 498436-9 lradzire@forestry.co.zw 1 Orange Grove Drive, P.O. Box HG 139, Highlands, Harare	Chief Conservator of Forests Mr A. Tembo Cell: 0712 413083 Tel: (02922) 61495/6 tembo@ngamosafaris.co.zw 71 A Fife Street P.O. Box 467 Bulawayo	Manager Ngamo Safaris Mrs S. Ngwenya Cell: 0772 240152 Tel: (02922) 76009/76053 pili@ngamosafaris.co.zw 71 A Fife Street P.O. Box 467 Bulawayo
Finance and Accounting Manager Mr. W. Chirangande Cell: 0712 206152 Tel: 0242- 498436-9 walter@forestry.co.zw 1 Orange Grove Drive, P.O. Box HG 139, Highlands, Harare	Human Capital Development and Administration Manager (Acting) Mr. G Mpanhwa Cell: 0772 603281 Tel: 0242- 498436-9 gmpanhwa@forestry.co.zw 1 Orange Grove Drive, P.O. Box HG 139, Highlands, Harare	Information and Communications Manager Ms V. Makoto Cell. 0772 749082 Tel: 0242 498436-9 info@forestry.co.zw 1 Orange Grove Drive, P.O. Box HG 139, Highlands, Harare
Business Development and Marketing Manager Mr E. Mandura Cell: 0772284626 Tel: 0242- 498436-9 emandura@forestry.co.zw 1 Orange Grove Drive, P.O. Box HG 139, Highlands, Harare	Procurement Management Manager (Acting) Mr. T. Muchayi Cell. 0778 137572 Tel: 0242 498436-9 tapera.muchayi@forestry.co.zw 1 Orange Grove Drive, P.O. Box HG 139, Highlands, Harare	Corporate Legal Services Manager Mrs M.G Hare Cell. 0778 137572 Tel: 0242 498436-9 mghare@forestry.co.zw 1 Orange Grove Drive, P.O. Box HG 139, Highlands, Harare
Principal- Zimbabwe College of Forestry Mr M. Machamacha Cell:0772 551461 Tel: (02020) 63484 machamacham@fite.co.zw Penhalonga/Bather Road P. O. Box 106 Mutare	Research Coordinator Mr M. Thembani Cell: 0773 759768 Tel: 0242- 498824 tembani@forestry.co.zw 1. Orange Grove Drive, P.O. Box HG 139 Highlands, Harare	Provincial Forestry Extension Manager-Mashonaland West Province Ms Esther Magumeni Cell. +263 774 158315 Tel: (06721)22615 emagumeni@forestry.co.zw 501 Hull Road, P O Box 403, Chinhoyi

CLIENT SERVICE CHARTER

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Provincial Forestry Extension Manager-Midlands Province Mr. R. Nyahwai Cell: 0772 650913 Tel: 0542-228911 rdnyahwai@forestry.co.zw 1299 Nashville P.O Box 6060 Gweru	Provincial Forestry Extension Manager-Matabeleland South Province Mr. B. Tshuma Cell: 0776 192387 Tel: 08428-22710 btshuma@forestry.co.zw Khartoum Street P.O Box 290 Gwanda	Provincial Forestry Extension Manager- Masvingo Province Cell: 0775 784382 Tel: 039-263790 emachokoto@forestry.co.zw 2850 Chibuku Drive Industrial Site P.O Box 447 Masvingo

