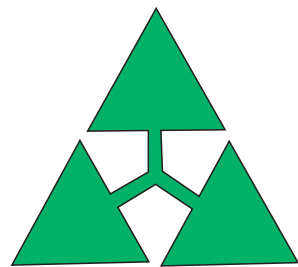


FORESTRY COMMISSION



CLIENT SERVICE CHARTER

NAMBYA



CLIENT SERVICE CHARTER

Matangisilo

Iwhalo yeyi inolungulula kushingila palumwe inolungulula kuzupila kwedu kuzhajikija zudo zwayabo batinoshingila pamwe nabo, balobhatikana mumishingo yedu pamwempela nenhalaunda jatinoshingila, tiipa unkwala wonshingilo wedu, zwatinosungilwa kuta pamwempela nelulamilo yabanhu batinoshingila nabo. Iwhalo yeyi inolungulula kabili kuzupila kwedu kuba chitondejelo chibuya, nokubona kuti zwido nozunolingililwa zunozhajikijwa nenzila inachilemelela kushinga netondondo pamwempela nolukujo.

1. Umbono wedu

Kubona kuti mashango edu omuZimbabwe anoshingiswa nenzila ili iyo kunoswika mugole lya 2030.

2. Kubayipo kwedu

Kubona kuti tatala inzila inodikana, kulondota pamwempela nokubona kuti mashango edu alondotwa nokushingiswa nenzila ili iyo

3. Unshingo wedu

Kubona kuti kunebhudililo, kuna kulondotwa, kutabilijwa kwamashango ose omuZimbabwe.

4. Zwatinokoshesa

Zunokosheswa neForestry Commission of Zimbabwe ndizozu

- Bulemu
Bashingi bose bokuForestry Commission banokwelelea kuzubhata nenzila ilolulama kubona kuti mishingo yakwendeswa nenzila ilolulama.
- Kuzubhata nenzila imbuya netondondo
Kutolwa kozusungo kushingiswa inzila jamazhubano nenzila imbuya.
- Kulinga mishingo mibuya inobetulwa
IForestry Commission inondila mbeli nokubona kuzhajikijwa kozunolingililwa pozukamu zose.
- Kushingiswa kwenzila jamazhubano
IForestry Commission inosungwaja nokulipa kushinga nesimba kwabashingi
- Kushingila palumwe
IForestry Commission inotambula kubhatila palumwe pamwempela nokubhanchana.

5. Kuzupila kwedu

Tilozupila kuta yozu:

- Kuwanisa zunhu unshaji ulipo, kushinga nenzila ili iyo nokuwanisa mishingo yedu kubanhu bose batinoshingila nabo.
- Kushinga nenzila inabumizha unshaji uli ose.
- Kushingila palumwe nabalobhathikana mukubumba nokutola zusungo.
- Kusungwaja kushinga nenzila ipo pachena, inabulemu nokuwhisisa pamwempela nokuwha maano abamwe mumishingo yedu yose.

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6. INHABI

Yokutabilija nokulondota

Unshingo wenhabhi yeyi ndiwoku; 1) Bona kuti kulondotwa kwamashango alotalwa kasa mumashango omu Kalahari kubumililo bwe Zimbabwe nokutala inzila jilosiyanasiyana jokutabilika pamwempela nokuwaniswa kwenzila jilokwelela mukuta mishingo yeyi,

Kutokoloja Nokulaijwa

Inhabiyeyi inanonshingo wokulingulula inzila jilokwelela jamazhubano kutila kuti inhabiyeyi itubule kunjini neebo imali muchikwama cheshango pamwemepela nokubuza ibhudililo mubupenyu bwabanhu bagele kusha. Inhabiyeyi inoshanganisa kabili chikolo chinolayija mishingo inochokuta nozwamashango cheZimbabwe College of Forestry chiko kwaMutare chinowanisa zutupa zwama *certificate* nama *diploma* mumishingo inochokuta nobumizha munazwamashango nethimba.

Zwemali pamwempela newhalo jinolinga kushinga kwemali

Inhabi yeyi inolinga kasa kushingiswa kwemali inobeva kuchikwama chaFulumende pamwempela nejimwe jinonjina jiva kunemwe mishingo yatinobhata. Unshingo wayo ndiwokubona kuti kwatobelejwa milawu inochokuta nokushingiswa kwemali, kutokoloja unkwendeselo wayo, kubamba kushingiswa kwemali jenhabi jilosiyana siyana jeKomishini yedu pamwemepela nokulinga zubiya.

Inhabo yozwabashingi nozubiya

Inhabi yeyi ibonoa nokutungamila inyaya jinochokuta nozwabashingi beKomishini. Mishingo yayo inoshanganisa kulonga kushinga kwabanhu, kunancha mishingo yabo, kubumbwa kozusungo zunochochokuta nabashingi, bukamu nabashingi, buchilo bwabo nenzila jokubatabilija, inzila yokukwendeswa kwendebo jabashingi, ishakululo yokubona kuti ini zungatiwa kubuza ibhudililo mubupenyu bwabashingi pamwempela nokukwaliswa kwabo muniyaya jinochokuta nemishingo yabo.

Kutokolojwa konkwendeswelo wonshingo

Yeyi inhabi inobona nokukwendeswa zwanana konshingo. Inolinga kuti zulokwelela kuta mishingo inobatalwa neKomishini, kulinga buliyi bungabayipo pamwempela nokubiga inzila yokutabilija . Inopa kabili busumikiji kubhodi nobutunga, ili kana kusimajitja unkwendeselo umbuya mwemali yekomishini pamwempela nemishingo zwayo.

Yendebo nokukwendeswa kwajo

Yeyi inhabi ndiyo inandebelekeli wechokomende kana wipo pomulawu unolebeleka ekamilila iForestry Commission, akale ndiyo kabili inanonshingo wokubona kuti ikomishini yazibikana kubanhu nokubiga inzila jilosiyana siyana jinoshangisila kuzhajikija kokutondejwa kwemishingo, kunda kubanhu, kubamba nokubiga inzila jokuti ikomishini isikekubanhu pamwempela nokulyijana nabendebo.

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Kukubuswa kwebhizimusi nokushambaja

Inhabu yeyi ndiyo inanonshingo wokubumba inzila yokukubusa unshingilo nokubutitika zubiya zunodikana muKomishini; kulinga zunobedikana kutwa, nokutokoloja imali inoshobwa ne Forestry Commission pazubiya zwayo nemishingo yayo. Inhabu yeyi inanonshingo kabili wakushambaja mishingo yeKomishini.

Kubambila kushinga kweKomishini

Yeyi inhabu inolonga kubambwa kwemishingo yeKomishini, kuzhajikijwa pamwempela nokutokoloja kukwendeswa kwemishingo yeKomishini kuti chokomende imukwendelana na nemilawu yomuno namwe mashango okule pamwempela nozuvulano.

Inobona nokutengwa kozubiya

Yeyi inhabu inanonshingo wokutenga kozubiya, mishingo inobedikana pamwempela nokutengeswa kozubiya zweKomishini kana zulipo.

Yozwemilawu

Yeyi inoshingila palumwe nebhodi pamwempela nokukobela maano kunhabu jose jeKomishini. Inhabu yeyi inanonshingo wokulingulula inwadi yokushinwa, kuziwasana nabezomilawu bokuzhe, kusungwaja kuti kubigwe ishanduko munazwemilawu pamwempela kubona kuti ikomishini ikumukwendesa unshingo nenzila imo mumulawu na nokuti ndiyo na inzila yetondondo yokuta unshingo.

7. Banolyijana neKomishini bopelyo

- Bashingi beForestry Commission
- Imhingu jeBhodi
- Inhabu inobona nenhalaunda. mamililo okuzhe nemhuka jeshango

8. Banolyijana neKomishini bokule kana kuzhe

- Makhansili omu *District*
- Inhuni inolinga nozwamashango / *Forest Industry* / Banoshinga belikazumilila boga
- Banoshanyila ishango / banovwima zwimo mumulawu
- Makapo omudunhu
- Banota zweshakulujo / Bozukolo zwazhezhulu
- Bozukolo
- (Inhabu yozwefundo)
- Makapo anolinga nozokutabilijwa kwamashango nemhuka
- Inhuni jinanonshingo inokwendelana nenhabu jimwe jinanga ye *Agritex, EMA, Zimbabwe Parks & Wildlife Management Authority*
- Ihofefesi ya *Comptroller & Auditor General*
- Chikwama chafulumende - Inhuni yozwemali
- Makubungano anoshinga elikazwimilila oga
- Makubungano anota mishingo yebhudililo kana maDonor
- Balimi, Banhu bomubugalo, Makubungano omubugalo

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- Makubungano anomilila ilulamilo jabanhu
- MaState Enterprises Reform Agency (SERA)
- Igapo lyeCorporate Governance Unit (CGU)
- I-ZIDA
- I-ZIMRA

Kuzupila kwedu mukuta mishingo nozwatinobimbisa

Isu kushinga kwedu kunobetiwa nezila yeyi inotobela:-

Kundila mbeli nokushinga nechinangwa chokubuza ibhudililo muna yozu: -

- Kushandula zose zunobabhuzwa
- Kupandulula zunowhikana
- Kuwanisa indebo yechokomende
- Kuchenjeja nokukobela indebo yechokomende kunabo batinoshinga nabo
- Kukweja kushandula mushule monshaji unowhisisika kasa kundebo jinochokuta nemishingo yedu.
- Kundila mbeli tilayija bsahingi bedu kuti bebe banoswikilika banoshinga benywemelela, bab banobhancha, banoswhisisa zudo zwabanhu batinoshinga nabo, kulungulula nokuwhilila zudo zulosiyana siyana zwabanhu nemibona yabo.

9. Zwatinokwelela kutila banhu banoda lubancho lwedu

Mishingo	Zwatinota isu
Kushandula pamwempela nendebo jinozha kwatili	
Banhu banotifonela kumahofesi edu eKomishini banoshanganisa batinoshinga nabo	Kudabila nokukambija zose zutiwa nenzila inalukujo kasa nonshaji wonshingo .
Inwadi jose (email/postal/faxes) jinobeda kushandulwa	- o Jinokwelela kutambulwa unobakwalilwa ezibiswe kuti inwadi iye yakaswika muzhuba mashanu etukoshandulwa chikumbilo chiche mumazhuba igumi anamaana kuvila pakaswika inwadi iye . Kana kulikuti akujanu kwawanika ishandulo izhele munshaji unobatalwa, nomutumila ishandulo zwatinobawana timuzibisa kabili kuti ishandulo izhele inobewanika lini . - o Ponshaji wokuti apana unobelipo muhofesi, ma emails anobeshandulwa etondeja nokumuzibisa kuti bashing i banobuya lini muhofesi .

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Zumwe zunanga zulokoma zuda kulungulula	o Kana kulikuti akujanu kwawanika ishandulo izhele munshaji unobatalwa, nomutumila ishandulo zwatinobawana timuzibisa kabili kuti ishandulo izhele inobewanika lini
Kuzha kasa kumahofesi	o Banobaswika kumahofesi banobhanchwa zuna bulemu betikozibiswa nonshaji wokumilila kuti bewane ishandulo
Banobhalisa unshaji wokushangana mushule kokuwsika	o Banokwelela kubhanchwa nokukambija. o Kana unshaji wokushangana ukwelela kushandulwa kana kwaba nokujilwa , tokweja kuzibisa ishanduko inobabayipo nechizato chokubuza ishanduko yeyo.
Zusungu zozwamashango, milawu, kululamisa, nendebo jinoshanganisa kushinga namaano anochokuta nemishingo yeyi.	o Indebo jinobetulwa nonshaji unobatalwa jisengwa kunhabi inobona nozwenhalaunda, mamililo okuzhe nokulondotwa kwemhuka jeshango nabamwe balobhatikana kana jingobakumbilwa akale pajinobedikana
Indebo jinochokuta nebhudililo jamashango	o Indebo jegole jinoshanganisa jilokosha jitukokobelanwa mumweji mishanu nomwemepela
Imvumo newhalo jinopa imvumo yokuta mishingo	
Imvumo yokunyamulwa kwethimba	Iwhalo inopiwa muzhuba limwempela mushule mokuwanika kwewhalo jinobedikana.
Imvumo yokutengesela ithimba kuzhe kweshango	Iwhalo inopiwa muzhuba limwempela mushule mokuwanika kwewhalo jinobedikana.
Imvumo yokutengesa zumwe zusili ithimba kuzhe kweshango	Iwhalo inopiwa muzhuba limwempela mushule mokuwanika kwewhalo jinobedikana.
Imvumo yokutema miti mushule mokulinga mishingo yopepulazi	Kutokolojwa kominda kunotiwa mumweji umwemepela mushule mwechikumbilo akale imvumo inopiwa muzhuba limwempela mushule mokupejiswa kwemishingo yokutokoloja.
Imvumo yokutengesa ihuni	Iwhalo inopiwa muzhuba limwempela mushule mokuwanika kwewhalo jinobedikana.
Kululamisa nokukwendeswa kwesmishingo	
Kukwalila kuwana matender	Kuzibisa bose banobakwalila matender mumazhuba matatu mushule mokuvalwa kokukwalisa.

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Kulipa	Indipilo jose jinotiwa zukwendelana nechivumelwano chinobatiwa.
Kuwanisa maano nobuchenjevu kunabanobhathiskana	Maano nobuchenjevu zunokobelwa pasina indipilo inobeshobelwa koga kana unoshinga kana esina imota yokwendesa, unobeda lubhancha unokwelela kunyamula unshingi weKomishini kuti enoumbhancha.
Kubamba inzila jokubona kukwendeswa kwemishingo yokulondota mashango kumizi.	Mishingo yeyi nenzila jokubamba jinowanisawa pasina indipilo.
Kutokoloja mapulazi	Bumizha namaano zunokobelwa pasina indipilo koga kana unoshinga kana esina imota yokwendesa, unobeda lubhancha unokwelela kunyamula unshingi weKomishini kuti enoumbhancha..
Kutabilijwa komoto	- o Tobezipisa banhu nozomoto pamaposter nejimwe inzila jokukwendeswa kwendo kana unshaji womoto wasika (August – October, kana panobazibiswa zunda nonshaji) igole negole; - o Kana takumbilwa; tolayija banobeda kuti moto unojimwa chini pasina indipilo; - o Tosungwaja kubigwa kwama fire breaks kubanhu balosiyana siyana akale nabatinoshinga nabo igole negole.
Kulelwa kwenyuchi	Tobekobalana maano noluzibo lokulelwa kwenyuchi nokuwanisa luzibo loku londotwa kwajo pasina indipilo.
Ishakulujo yozwendebo nokushingiswa kwajo	- o Tokobela ind ebo jinobabhuda mushakulujo mushule mokupejiswa kwemishingo yeshakulujo inobatiwa; - o Tokobela indebo jinochokuta namashango nokulondotwa kwayo kana indebo yeji jidikana; - o Tokobelana luzibo lunodikana nozwamashango unshaji upi zwawo kana lwakumbilwa.
Kutokolojwa kwemishingo inotiwa pamashango	Tota mishingo yokutoloja mishingo inotiwa mushango zunanendipilo kana ingokumbilwa.
Kulayijwa nozwamashango	Unshaji wokulayija unobezibiswa kuzhe kokuti kulinechimwe chizato chingata kuti unshaji nezhuba lyokufunda lishandulwe.
KuNgamo Safaris	- o Kutula indebo jechokomende kunabo banobeshanya - o Kulungisisa zulilijo unshaji ulipo kana nkukambija

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- Makubungano anomilila ilulamilo jabanhu
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Kuzupila kwedu mukuta mishingo nozwatinobimbisa

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 - Kundila mbeli tilayija bsahingi bedu kuti bebe banoswikilika banoshinga benywemelela, bab banobhancha, banoswhisisa zudo zwabanhu batinoshinga nabo, kulungulula nokuwhilila zudo zulosiyana siyana zwabanhu nemibona yabo.

10. Ilulamilo jabo banobeda lubhanch kwatili

- Indebo: unanelulamilo yokuwana indebo jizhele, jechokomende akale ujiwana nonshaji
- Kuda kuziba unhu: Unanelulamilo yokukumbila kuziba kuti ndiyani unshingi ukumukubhancha
- Kuzuwisana: Ilulamilo iyo kubhatwa zunabulemu akale indebo jinokulungulula iwi jibe jinobhatwa sensiswa.
- Kubhuza: Unanelulamilo yokubhuza nonshaji upi zwawo koga zutiwa nonshaji wonshingo akale kubhuzwa zunhu zwetondondo.
- Lukujo: Ilulamilo iyo kuti ubhatwe zunabulemu nolukujo.
- Mishingo inowaniswa: Unanelulamilo yokuwaniswa kana kubhanchwa nenzila yonshobo wazhezhulu, zusina kushalujwa akale zutiwa nonshaji.
- Ilulamilo iyo kusenga zulilijo.
- Ilulamilo iyo kupiwa inwadi inotondeja kuti walipa kuKomishini.

11. Zunolingililwa kuva kubanhu batinobhancha kana banobeda mishingo yedu

Sonhu unowana mishingo kuva kunasu, unokwelela kuta zunotobela:

- **Kuwaniswa indebo jili ijo:** Unosungwajwa kuwanisa indebo jechokomende nonshaji kutila kuti titubule kukubhancha. Pawunobezibiswa kuti ubhaunule indebo , unosungwajwa kuti utule indebo jinobedikana jinoshanganisa iwhalo jilokwelela.
- **Lukujo nokutambula ibhazu lyabamwe:** Unosungwajwa kulemekeja bashingi bedu nabamwe banobeda lubhancha
- **Milawu:** Unokwelela kuziba milawu nozusungo zunolungulula kushinga kweKomishini inobona nozwamashango.
- **Kulwisana nobubava nobukopokopo:** Ilulamilo iyo kubhanchana neKomishini kulwisana nobubava nobukopokopo nokusofumbatika bashingi bedu kana imwe inzila zwayo kuti uwane lubhancha. Unosungwajwa kuti unomangala mishingo yobubava kuKomishini inolinga nozwamashango kana jimwe inhabi jinolwisana nobubava.

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12. Kulingululwa kwechisungu chokushingila palumwe pakati peKomishini nabanoshingilana nayo

Iwhalo yeyi imhenyu akale inolingululwa igole negole kutila kubona kuti inokwendelana na nozudo zwabanhu batinoshingila palumwe nabo.

13. Indebo jinova kunabo batinoshingilana nabo

Ikomishini ilozupila kupa nokuwanisa mishingo nenzila imbuya akale inokuja yabo banoshingila palumwe nabo. Toziba kuti indebo jinobelungulula kushinga kwedu namaano enu okuti tinache mishingo yedu jinotibhancha. Nokudalo indebo jenu tojikoshesa kasa akale tojilinga nokukambija. Panotubulika tobiga mabhokesi mumahofesi edu kutila kuti batinoshingila nabo betubule kuposela tupepa tunobetibhancha namaano nozumwe zungata kuti mishingo yedu ibe inoyemulika.

Unotubula kabili kubhatana nasu nenzila jinotobela;

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CLIENT SERVICE CHARTER

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