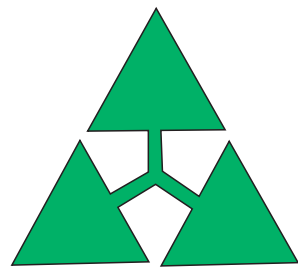


FORESTRY COMMISSION



CLIENT SERVICE CHARTER SOTHO



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Tomelloano ea ho berekesana le bao re thekhetsanang le bona 2025

Selelekela

Lengolo lena le sopang Tomelloano ea ho Berekesana le bao re thekhetsanang le bona ke tsopo ea o batla o berekesana sentle le ba batlang thoso ho rona, tse lingoe li kopano, le sechaba re thosanang le sona, re hlalosa ka tsela re berekang ka eona, boikarabello, le litokello tsa bao re thekhetsanang le bona. Tomelloano ee e hlalosa o nehela ha rona o tlatsa tsoe li lebeleletsoeng, ho netefatsa hore tsoe li batloang le litebello tsa bona lia tlatsoa ka ho tsepahala, bokhone le hlomphe.

1. Pono ea Rona

Ho laola le ho tsoetla ka ho berekesoa sentle ha tsohle li khomanehang naheng ea Zimbabwe ho sala o fehla ngoaha oa 2030.

2. Morero oa Rona

Ho laola, ho tsereletsa le ho tsoelejapele ho hlokomela le ho berekesoa sentle ha tsohle li khomanehang naheng.

3. Matla a Rona

Ho netefatsa tsoelopele, poloko, tsereletso, hlokomelo ea ho berekesoa sentle ha tsohle tsoe li khomanehang naheng ea Zimbabwe.

4. Mekhoa ea bohlokoa

Mekhoa ea bohlokoa ea khomesheni e bonang ka tsa naha ea Forestry Commission of Zimbabwe ke ena

- Botsepehe
Babereki baForestry Commission ba tlo latela tsela tsa holimo tsa ho tsepahala le ho netefatsa boikarabello ho tsa o sepejoa ha mmereko oa bona.
- Botsebe
Ho etsoa ha liphetho kapa menahano ho tlo tsamaelana le tsebo e bong teng hona joale le mekhoe e mentle.
- Ho tlatsa Liphetho
Forestry Commission e tlo berekela ho tlatsa tsohle liphetho tsoe li tsoetleloang boemong hotle.
- Bokhone
Forestry Commission e tlo khothatsa le ho neha limpho ho babereke ba tlosopang hoba le bongoe bokhone bo bakelang hore mmereko o tsamae sentle.
- Ho Thekhetsana
Forestry Commission e tlo amohela thekhetso le hlomphe.

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5. O e kemesetsa ha rona

Re e kemeselitse ho:

- Neha ka nakong, tsa ho berekesa hantle, le hore re thekhetsanang le bona ba khone ho khomana thekhetso ea rona ka tsela e sebong boema.
- Boloka maemo a holimo a botsebe le botsepehe mekopanong eohle.
- Kopanela le ho boejana le ba likopano re thekhetsanang le tsona ho tsa ho tlesa menahano le liphetho.
- Bakela ho bereka ka ho tsepahala, boekarabello, le ho e kemesetsa mmerekong eohle ea rona.

6. LIKALA/LIKAROLO

Kala ea Hlokomelo le Phatlalatso

Mmerekho oa kala ee ke ho; 1) hlokomela ka linaha tse li tsereletsoeng ka matla li bong Kalahari sands bopherema ba Zimbabwe ka ho semola maano a fapaneng ho tsa hlokomelo, le 2) bakela phatlalatso ea linaha le ho tlesa melao e laolang ka ho berekesoa ha naha.

Kala ea Patleseso le Thuto

Kala ena e na le molato oa ho e tsa li patleseso le tsoelopele e tlo bakelang ho tlesoa ha botsebe bo bontsoa hore ba likopano li tsoetlang ka naha ba khone ho thekhetsa ka botlalo ho tsa olokesoa ha thodo lefatseng tsa GDP le ho ntlafatsa maphelo a batho ba mahae le hore ba khone o e phelisa.

Kala ea tsa thuto e kopanchela koleche ea tsa thuto tsa naha ea Zimbabwe College of Forestry e bong Mutare eona e rotatesang ba tlo tsoetlang ka tsa naha ba amoheloa litupha o fetla ho diploma ea tsa lithuto tsa naha, lithuto tsa bokhona ba holokesesa tsoe li berekesoang ho tsa ho etsa mapolanka le tsa ho berekesoa ha mechena ho tsa mapolanka.

Chelete le ho tsoetla ka hoberekesoa ha eona

Kala e bonang ka tsa chelete le ho tsoetla ka ho berekesoa ha eona e tsoetla ka tsela chelete e bong se khoameng se tsoang ho Mmuso le chelete e tsenchetsoeng tlase ha maano a be leng teng. Molato oa eona ke ho bona hore ho ba le ho lateloa ha melao, le ho latela litaelo litsoang ho baholoane ba tsoetlang ka tsa ho berekesoa ha chelete, o tsoetlesesa ka tsela chelete e berekesoang ka eona ho mananeo, ho lokesa le ho etelapele ho tsa tsela chelete e berekesoang ka eona ka likala le ho tsoetla ka thodo le tse lingoe tsa ho berekesa.

Tsoelopele ea babereke le tsamaeso ea mmerekho

Kala ee e tsoetla le ho thekhetsa babereke ho litaba tsa bona tsa ka hare ha kopano. Tsoe li kopanchela o tsoetla ka ho tsamaesoa ha mmerekho, o tsoaroa ha mmerekho, o semoloa ha melao e thekhetsang babereke, o tloana ha babereke, mananeo a tsa bophelo le tserelletso, o tsamaesoa ha mmerekho oa bao ba emelang babereke, tsoetleseso mabape le ho batla o tlesa fetoho ho tsa o bereka le ho ngola ho bolokoa tsohle tsa bohlokoa ka tsa mmerekho.

Tsamaeso ea Bahlahlobe ba ka Hare

E netefatsa bo tsepehe ba litsamaeso le tsamaeso ea li taolo. E tsoetlesesa ka ho bereka sentle hamananeo, e tsoetla ka li kotse le maano a ho fokotsa li kotse, mme e neha boekemeli ho ba Bodi le ba holoane mabape le ho ntsechoa ha chelete le ho sepejoa ha mmerekho.

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Tsebeso le Lipuisano

Kala ena ke ea seboeli sa Forestry Commission, sebong le molato oa ho bakela ho bonahala ha Forestry Commission ka ho tlesa maano a fapaneng a bong ho lokesetsa le ho etsa lipokeso, ho bontsa, lipetso tsa khoebo le mmereko ea ho fehlela sechaba, o semola maano a ho berekesana le sechaba le ho tsoseletsa botsoalle le ba tsa litaba.

Tsoelopele ea Khoebo le Papatso

Kala ena ke eona e bong le molato oa ho semolaa ha mananeo a bakelang tsoelopele ea khoebo le ho batla maano a tlo tlesang thodo ea ho berekesa, ho etsa patleseso ho tsa papatso ea theko le ho tsoetla ka tsela khoebo e tsamhang kaona, le ho tsoetlesesa ka theko ea thodo le tsoe li tlesoang ka baForestry Commission.

Ho tsoetla ka Tsamaeso ea Mmereko

Ke kala e bong le molato oa ho tsebaja ka maano a Forestry Commission le ho thoma li tsoetleseso, ho netefatsoa hore li tokesetso, li tsoetleseso le lihlahlobo li teng ho likala tsohle tsa kopano, ho netefatsa hore Khomeshene ea tsa naha e bereka e latela melao le litomelloano li bong hare ha mafatse a fapaneng.

Kala ea Tsamaeso ea Theko

Mmereko oa kala ee ke ho bona ka tsa horekoa ha thodo, tsa ho tsamaeosa ha mmereko le ho lokoathoko ha thodo e sa berekesoeng ha ho tsoanetse o etsoa joalo.

Mmereko le tsa Molao

Ke hona ho lebeleloang ka ho tsamaeosa ha mmereko ho likala tsohle tsa baholoane le ho tlesa menahano e bong molaong. E ne molato oa o tsoehla hape lipampere tsa ba hereloeng, ho berekesana le bo ramolao, ho berekela o bona ho thoma melao le ho bona hore hone o lateloa ha tsamaeso ea mmereko le melao.

7. Re Thekhetsanang le bona ba ka Hare

- Babereki baForestry Commission
- Lekhotla la Baholoane
- Lefapa le bonang ka tsa Naha, Maemo a Leholimo le tsa Liphofolo

8. Re Thekhetsanang le bona Bantle

- Makhansila a Literekeng
- Likopano li bonang ka naha/Likopano li ekemetseng
- Baeeti/ Batsome
- Likopano tsa hlakanelo ea mafatse
- Lipoleke tsa Patleseso/Le tsa thuto
- Likolo le Likoleche
- (Lefapa la Thoto)
- Likopano li bonang ka tsa hlokomelo
- Mafapa a mmuso le likala litsoanang le Agritex, EMA, Zimbabwe Parks & Wildlife Management Authority
- Mohlahlobe oa Libuka tsa mmuso
- Motsoare se khoama- Lefapeng la tsa Chelete
- Likopano li se bong tsa mmuso le likopano li thosang sechaba
- Likala tsa tsoelopele/ Bathosang ka tsoe lifapaneng

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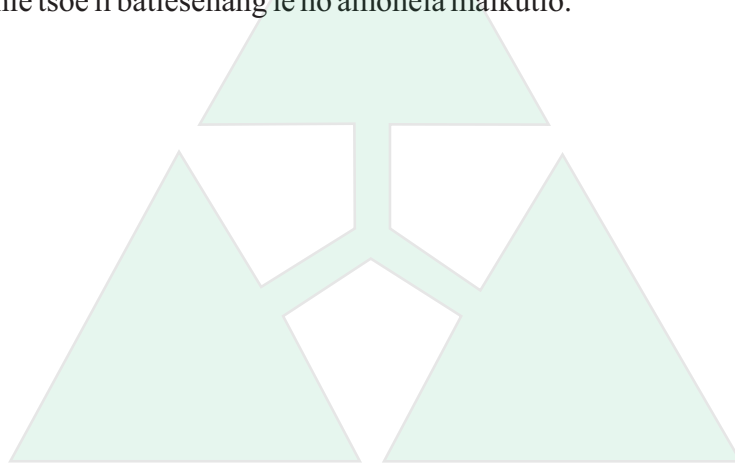
- Baleme, Sechaba, Likopano tsa Sechaba
- Ho khothalela/Ho thabela/Khothatso/Lihlopha tsa thekhetso
- State Enterprises Reform Agency (SERA)
- Corporate Governance Unit (CGU)
- ZIDA
- ZIMRA

O tsamaesoa ha mmereko le tsoe re li nehang

Tsoe re li nehang ho bao re thekhetsanang le tsona ke tse li latelang:-

Ntlafatso e tsoelang pele mabape le:-

- Karabo lipotsong tsohle
- Li puisano ka botlano
- Ho tsebajoa ha tsohle ka tsela e bong eona
- Ho tsebaja ba thekhetse ba rona ka tsela e sa feto-fetoheng, e nepahetseng
- O e nehela ho tlesa karabo ka nako mabape le tsoe re li nehang.
- Ho tsoelapele ka ho rotesa babereke ka ho bereka ka tsela e bong le botsoalle, thuso, hlomphe le ho tloesesa ho fapana ha bao ba batlang thuso ho rona, ho hlalosa, le ho mamela tsohle tsoe li batlesehlang le ho amohela maikutlo.



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9. Boekarabello ho bao re thekhetsanang le bona

Ho tsamaesoa ha mmereko	Maemo a tsoe re li nehang
Mangolo le Lipolelo	
Ho leletsa lihofese tsa FC le bao rethetsanang le bona le hofeseng tsa FC	Thosetsoe ka tsela entle e bong le hlomphe ka nako ea mmereko .
Mangolo otle a ngoliloeng (email/postal/faxes) a batlang karabo	- o Amohetsoeng hare ha malatse a mahlano a ho bereka a khomana karabo hare ha malatse alesome le bonne o tsoa ho letsatse la kamohelo. Ha ra paleloa o tlesa karabo hare ha nako e tsoanetseng, re tlo romela karabo e tlo sopang hore karabo ea botlalo e tloba teng neng. - o Ha ho sena a ka thosang hofeseng, karabo e tlo romeloa ka email e sopa hore oa hofeseng o tlo ba teng leng.
Ho tsamaha o eo khomana thuso	Batlo fetlang batlo thosoa ka tsela e bong le hlomphe le ho bojoa hore batlo ledela nako ekanakang hore ba khomane tsoe ba li batlang.
Batlo bang ba ngolisitse ho khomanesoa thuso peleng ha o tsamaha	- o Ba tsoanetse o thosoa ka o phakesa . - o Ha ho tsoanetse hoba le fetoho ho tsa mokopano, re tlo enehela o boejana re o boja ka fetoho ka ho phakesa le ho leka ka mmo re ka khonang ho khona o tsoarana le oena re o boja kafetoho.
Melao ea tsanaha, tsebo ea melao, tsamaeso ea mmereko le ho tsebajoa ka tsohle ka mantsoe a temuso	Ba lefapa le bonang ka tsa naha, sameo a le holimong, le liphofolo le tse lingoe hape likopano ba tsoanetse o tsebajoa ka nako tsohle ba libatlang batlobang ba li kopele .
Melao ea tsanaha, tsebo ea melao, tsamaeso ea mmereko le ho tsebajoa ka tsohle ka mantsoe a temuso	Ba lefapa le bonang ka tsa naha, sameo a le holimong, le liphofolo le tse lingoe hape likopano ba tsoanetse o tsebajoa ka nako tsohle ba libatlang batlobang ba li kopele .
Ho tsebajoa ka palo ea tsoelopele e bong teng ho tsa naha	Lipolelo tsa selemo le selemo li bong le lipalo tsohle mme li sopenchoang hare ha mengoaha ea botsela ho bo phethoa ngoaha .

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Litomelo le Lilaesensi	
Tomelo ea ho tsamaesa Mapolanka	Tomelo e amoheloang ka moraho ha letsatse la kamohelo ea li pampere tsohle tsa bohlokoa .
Tomelo ea ho rekesela ntle ha lefatse	Tomelo e amoheloang ka moraho ha letsatse la kamohelo ea li pampere tsohle tsa bohlokoa
Tomelo ea ho rekesela ntle ha lefatse tsoe lingoe li sebong mapolanka	Tomelo e amoheloang ka moraho ha letsatse la kamohelo ea li pampere tsohle tsa bohlokoa .
Tomelo ea ho rema mere ka moraho ha hlahlono ea polase	Hlahlobo ea polase e etsoang kamoraho ha nhoeli ho bele le kopo mme tomelo e amoheloa ka letsatse mmo ho phethoang lenaneo la otloloa ha polase .
Laesensi ea o rekesa li khonye	Laesense e amoheloa ka moraho ha letsatse ho seno amoheloa lipampere tsohle tsa bohlokoa ha ho lumeletsoe .
Tsamaeso le ho etsoa ha mmereko	
Kopo ea mmereko	Ho tsebaja ka moraho ha malatse amararo ka tsoe li tlobang li le teng ka moraho ha kopo ea ho etsa mmereko .
Litefo	Litefo tsohle li tlo etsoa ho lateloa tsela ho ngolisetsong ka eona ho etsa mmereko.
Hofa maano ho tsa naha ho bao re thekhetsanang le bona	Tsebo le temoso e tlo amoheloa ho sena o patela. Hosa le joalo, ha ho sena sa o roalesa, arekang otlo tlesa setsamese sa ho berekesa.
Oetelapele ho lenaneno la ho tsoetla ka ho hlokomeloa ha mere le ho thomesoa ha mananeo a ho tsoehla ka tsereletso ea naha lipolekeng tsa ma hae.	Tsoe li etsoa ho sena tefo kapa o patela .
Hlahlobo ea lipolase	Tsebo le temoso e tlo amoheloa ho sena o patela. Hosalejoalo, ha ho sena sa o roalesa, arekang otlo tlesa setsamese sa ho berekesa .
O thebeloa ha melelo	- o Re tlo thomesa mananeo a o loesana le melelo ka tsela tsa maphosta le tse lingoe li tsela tsa ho boejana ka nako ea selemo sa ho tsoetla kamelelo(Phato le Mphalane, ka ho tsebajoa ka nako le nako) ka ngoaha ; - o Ha hona le kopo, re tlo khona ho rotesa ba bong le lerato la ho batla o khona o thebela kapa o fokotsa melelo, o tsoetla ka ho fesoa

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10. Litokelo tsa bao re Thekhetsanang le Bona

- Ho tsebajoa: o na le tokelo ea o tsebajoa ka tsela e tsoenetseng, e totileng mme e bong nakong
- Boetsebeso: O na le tokelo ea ho botsa bopaki bo tlo sopang hore motho kapa batho ba o thosang ke bo mang
- Ho boejana: Ke tokelo ea hao hore o tsoaroe ka hlompho le hore tsohle o tlo li bojesoang li be sephere.
- Ho bojesa: O ea lumeleloa o bojesa ka nako o e batlang ea mmereko le ho tsebaja ka tsoe li o khathatsang.
- Hlompho: Ke tokelo ea hao hore o tsoaroe sentle le ka hlompho.
- Services: O na le tokelo ha o tsoaroa sentle, ka tsela e o thabesang ho sena o tsoetleloa tlase You have a right to quality, non-discriminatory and timely service.
- O na le tokelo ea ho tsebaja ka tsoe li sa ho thabeseng.
- Ke tokelo ea hao ho kopa resethe ha o seno patela e sopang chelete o e patetseng ho ba Forestry Commission.

11. Boikarabelo ba bao re thekhetsanang le bona/Ho tsepahala

Joaloka re thekhetsanang le oena, o na le boikarabelo ba ho:

- **Ho tsebaja ka tse totileng:** O tsoanetse o tlesa, le ho tsebaja ka tse totileng hore le rona re khone ho thekhetsana le oena. Mmo o bejoang teng hore o re tsebaje ka se sengoe, o tsoanetse o re tsebaja le ho tlesa tsotle li ba tleshang li ngoliloeng le lipampere tsa teng.
- **Hlompho le ho nahanela ba bangoe:** O tsoanetse o berekesana sentle le ho hlompha babereke ba rona le ba bangoe re thekhetsanang le bona.
- **Melao le ho Lateloa ha Melao:** O tsoanetse o rota le ho tseba melao, le mengoe melao e laolang ka ho bereka ha khomeshene ea Forestry Commission.
- **Ho Loesana le Seata-Kobong:** Ke boikarabelo ba hao ba ho thosana le ba Forestry Commission ho loesana le seata-kobong ka ho sa amohela limpho le tse lingoe li ka thabesang babereke, kapa ho kopa tse li tsoanang hore le oena o thosalehe. O tsoanetse o makala melato ea seata-kobong ho ba Forestry Commission kapa ho ba bang ba molao.

12. Ho Tsoetlesesa hape ka Tomelloano ea ho Berekesana le bao re Thekhetsana le bona

Tomelloano ee ea ho thekhetsana e lula e le teng mme e tlo ba e tsoetlesesoa hape le hofetoloa ka ngaoha le ngoaha hore ho bonale bohlokoa ba eona le ho netefatsa ho tlatsa tsoe li batloang ka bao e thekhetsanang le bona.

13. Tsela ea ho tsebaja ka Maekutlo

BaForestry Commission ba e kemeselitse ho berekesana sentle le bao e thekhetsanang le bona ka tsela ea botsoalle le hlompho. Rea tseba hore o re tsebesa ka maekutlo a lona le thekhetso ho tsa tsoelapele ea tsela re berekanga ka eona ho ka re thosa hore re khone o fetola tsela re berekang ka eona re khono tsoara mmereko oa rona sentle le ka botlalo. Re tlo khona ho loka mabokese li hofeseng tsa rona li bong khaosoe le lona hore le khone ho phosela maekutlo a lona.

O kano kopana le rona ho li tsela lilatlang;

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Facebook: <https://www.facebook.com/forestrycommission.zw#>
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