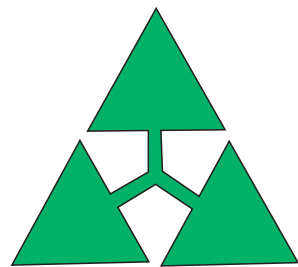


FORESTRY COMMISSION



CLIENT SERVICE CHARTER

VENDA



CLIENT SERVICE CHARTER

Mvulatswinga

Bugu iyi ya Ndaela ya Kushumele i shuma sa vhuḍifhinduleli hashu kha vhashumelwa vhashu, vhashela mulenzhe, na zwitshavha zwine ra zwi shumela, hu tshi khou sumbedzwa zwiimo zwa tshumelo yashu, vhuḍifhinduleli, na pfanelo dza vhashumelwa vhashu. Bugu iyi i sumbedza fulufhelo lahashu la u netshedza tshumelo yavhuḍi, u vhona uri thodea dza vhashumelwa dzi khou itwa ngau fulufhedzea, nga vhuḍalo na thonifho.

1. Mbono yashu

U vhona uri zwiwaniwa zwa madakani a re shangoni la Zimbabwe zwi khou shumisiwa ngandila yo teaho hutshisala u swika n'waha wa 2030.

2. Mishumo yashu

U langula, u vhulunga, na u engedza vhutsila kha u langa na u shumisa ngavhuḍalo zwiwaniwa zwa dakani.

3. Maand'a ashu

U vhona uri hu na mveledziso, mbulungo, tsireledzo, na u langwa lwavhuḍi ha zwiwaniwa zwa shangoni la Zimbabwe.

4. Maitele a u nea Tshumelo

Maitele a u nea Tshumelo a vha khomishini ya Forestry Commission of Zimbabwe ndi a tevhelaho

- U fhulufhedzea
Vhashumi vha Forestry Commission vha fanela u vha na vhuḍifhinduleli na usa dzumba tshithu kha mishumo yavho.
- Vhutsila
U dzhia tsheo zwi tshi ya nga ndivho ya saintsi dza khwine dza u shuma.
- U bveledza mvelelo
Forestry Commission i do vhona uri zwine zwa khou toḍiwa zwi khou swikelelwa ngatshifhinga.
- Vhutsila vhuswa
Forestry Commission i do tutuwedza na u fha mpho vhashumi vha ne vha vha na vhutsila vhuswa kha ku shumele kwavho.
- Tshumisano
U tangedza u tikedzana na u thonifhana.

5. U ḍi imisela hashu

Ro ḍi imisela u:

- U netshedza pfanelo dzo fanelaho nga tshifhinga, na hone dzi swikeleleaho kha vhashumelwa vhashu vhothe.
- U kandelaphanda nga maitele a vhuḍi mushumoni na u fulufhedzei kha vhukwamani hashu.
- U vha na lufuno lwau kwamana nau shumisana na vhane vha kwamea kha maitele a u dzhia phetho.
- U sa dzumba zwithu, vhuḍifhinduleli, nau fhindula nga tshifhinga kha mishumo yashu yothe.

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6. MADZANGANO/ZWIPIDA

Tshipiḽa tsha u vhulunga na u tandavhudza

Mushumo wa tshipiḽa i tshi ndi u; 1) Sedzulusa nga u vhulungwa ha maḽaka o khethiwaho ngamanda a re Kalahari Sands vhukovhela ha Zimbabwe ngau shumiswa ha maitelo o fhambanaho a u vhulunga mupo, na 2) u netshedza tshumelo dza u tandavhula na u langa zwa ḽaka.

Tshipiḽa tsha Thodisiso na Pfunzo

Tshipiḽa itshi tshina vhuḽifhinduleli ha thodisiso na mveledziso zwine zwa bveledza ndila dzo teaho u itela u khwinifhadza u shela mulenzhe ha madzangano a zwa maḽaka kha mivhigo ya GDP khathihi na u khwinisa matshilo a vhathu vhamahayani na mbuelo dzavho lwa tshoṽhe. Tshipiḽa tsha zwa Pfunzo tshi katela kholitshi ya Zimbabwe College of Forestry ire Mutare yone i no khou gudisa nga zwamaḽaka nau nekedza zwithupha na ma diploma kha pfunzo dza zwa maḽaka, nau lugiswa ha zwithu hu tshivheregiswa matanda.

Zwa Tshelede na Kushumisele

Tshipiḽa tsha zwa Tshelede na Kushumisele ndi tshone tshi no sedza nga vhulanguli vha magwama a no khou vha o nekedzwa nga Muvhuso na i ne yavha yo dzheniswa nga fhasi ha maietele a u dzhenisa tshelede. Tshi khou sedza na ngau tevhelwa ha milayo na u ḽadzwa ha ndaela dza vhano khou sedza nga bugu dza tshelede, u sedzuluswa ngau shumisiwa ha tshelede kha mbekanyamishumo, u lugisa nau rangaphanda kha zwa kushumisele kwa tshelede nga zwipiḽa khathihi nau sedza nga thundu na kushumisele.

Mbveledziso ya Vhashumi na Thundu dza mushumo

Tshipiḽa itshi ndi tshone tshi no sedza nga ku shumele kwa vhashumi kha dzangano. Izwi zwi katela u sedza nga vhashumi, kushumele, u itwa ha milayo i no khou imelela vhashumi ya HR, vhuledzani na vhashumi, kutshilele, tsireledzo, u sedza nga mivhigo ya HR, thodisiso kha zwau khwinifhadzwa ha mishumo nau nwaliswa ha vhashumi.

Vhulanguli ha nga ngomu

U vhona uri ndaulo na maitele a u langa zwithu zwi khou shuma nga u fhulufhedzea. I sedzulusa mvelelo dza thandela dza u vhona uri tshelede i khou shumisiwa nga ndila yone, u sedzulusa nga khombo dzi re hone maitele a u fhungudza khombo dzo vhalwaho, khathihi na u netshedza vhuṽanzi kha Bodo na vhalanguli kha zwa maitele a zwa masheleni na mishumo.

Zwa Mafhungo na U ambedzana

Ndi ene muambeli wa Forestry Commission, vha dovha vha vha na vhuḽifhinduleli na u khwinisa u vhonala ha Khomishini nga u shumisa maitele o fhambanaho, sa u lugiselela na u bveledzisa mabepha, showa, na mishumo ya u swikelela tshitshavha, na u dzudzanya na u bveledzisa maitele a shumisana na tshitshavha khathihi na u khwinisa vhushaka na vha rafhi vha mafhungo

Mvelaphanda ya zwa Vhubindudzi na u thoda vhashumisani

Tshipiḽa itshi tshi na mushumo wau sedza nga mvelapahanda ya zwa vhubindudzi na maitele a u thoda zwishumiswa; u ita thodisiso kha zwa u thoda vhashumisani na ku tshimbilele kwamabindu na u sedzulusa nga thengo ya thundu na tshumelo dza Forestry Commission. Tshipiḽa itshi tshi khou sedza na nga urengisiwa ha thundu na u ḽivhadza nga ku shumele kwa Forestry Commission.

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Kushumele kwa Dzangano

Ndi tshipiḁa tshi na mushumo wa u lugisisa maietele a mishumo ya Forestry Commission nau sedza ngau ḁadzwa ha maitele; u vhona uri ndugiselelo, sedzuluso na u tevhelelwa ha maietele kha zwipiḁa zwoṱhe zwa dzangano; u vhona uri Forestry Commission i khou tevhela milayo yothe khathihi na milayo i no khou sedza nga u shumisana na maṱwe madzangano a nṁḁa, nau dzhena miṱhanganoni ya ndeme.

Tshipiḁa tshi no vhona nga zwa Thengo

Tshipiḁa tshi no vhona nga zwa Thengo, tshi khou vhona nga u rengiwa ha thundu, tshumiso na kushumele na u laṱhwa ha thundu kana hu na ṱoḁea.

Tshumelo na zwa Mulayo

Ndi tshipiḁa tshina vha Huliseyi na mueletshedzi wa zwa mulayo kha zwipiḁa zwoṱhe. Tshipiḁa itshi ndi tshone tshi no khou sedza nga vhashumi; tshi tshishumisana na vhoramilayo vha nṁḁa; hu tshi khou shumelwa u ḁadzwa ha milayo nau bveledzisa khwiniso ya milayo nau vhangela u tevhedzwa ha maitelo a vhuḁi a madzangano na milayo ye ya vhetshelwa.

7. Vhashumelwa vha nga ngomu

- Vhashumi vha Forestry Commission
- Bodo ya khomishini
- Muhasho wa Mupo, Mutsho na Phuka

8. Vhashumelwa vha Nṁḁa

- Makhansila a Zwiṱirikini
- Madzangano a zwa Maḁaka/Vho ḁi iMelela
- Vhadali/Vhavimi
- Madzangano a nṁḁa a ne ra shumisana nawo
- Bulege dza ṱhoḁisiso/ na dza Pfunzo
- Zwikolo na dzi Kholedzhi
- (Muhasho wa Pfunzo)
- Madzangano a no vhona nga zwa Mbulungo
- Mihasho ya Muvhuso na Madzangano a no fana na Agritex, EMA, Zimbabwe Parks na Wildlife Management Authority
- Mulangi wa bugu dza Muvhuso
- Mufari gwama ḁa muvhuso- Muhasho wa Tshelede
- Madzangano a sire a Muvhuso na Madzangano a no imelela Vhadzulapo
- Madzangano a tikedzo kha zwa mbvelaphanḁa/ Vhano ḁisa tikedzo
- Vhalimi, Vhadzulapo, Madzangano a no kho itwa bulegeni dza vhadzulapo
- U kandedza/Mbavhalelo/ṱhuṱhuwedzo/ Zwigwada zwa u lwela pfanelo
- State Enterprises Reform Agency (SERA)
- Corporate Governance Unit (CGU)
- ZIDA
- ZIMRA

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Uqadziwa ha Tshumelo na Tshiimo tsha u Shuma

Ndila yashu ya tshumelo kha vhashumelwa vhashu i do itwa nga ndila i tevhelaho:-

U kandelaphanda nga u khwinisa tshumelo kha hezwi:-

- Phindu kha mbudziiso dzothe
- U divhadzwa ha mivhigo nga ndila i no pfesesea
- U netshedzwa ha mivhigo ya ngoho
- U netshedza nyeletshedzo i sina tshanduko, ya ngoho na hone i satululi kha vhashumelwa
- U di netshedzela u fhindula nga tshifhinga tsho vheiwaho kha tshumelo dzashu.
- U kanela phanda ngau gudisa vhashumi uri vha vhe nalufuno, thuso, thonifho na u takalela u thusa nga vhudalo kha todea dzothe dza vhashumelwa vhashu, vha tshitalutshedza nau tetshelesa todea khathihi na mivhono.

9. Pfanelo dza u shumela Vhashumiwa

Tshumelo	Tshiimo tsha u Shuma
Vhudavhidzani na Mvelelo	
Lu tingo kha vhashumi vha FC na vhashumelwa ofisini dza FC	Lu fhindulwa nga utavhanya na nga honifho nga tshifhinga tsha u shuma .
Ma nwalu o the (email/postal/faxes) a no khou toda phindu	○ U tangedzwa hu tshi khou diswa phindu hu sa athu fhela maduvha ma tanu, na u fhindulwa hu sa athu fhela maduvha a fumi nna. Kharali hu sa konadzei u ri phindu i vhe hone nga tshifhinga tshotlwaho, ri do rumela phindu i no do sumba u ri phindu ya vhukuma i do vha hone zwalini. ○ Kana hu sina muthu ofisini, manwalo a imeyili a do dzula e hone a tshi sumba u ri mushumi u do huma lini mushumoni .
Mbudziiso dzi no khou toda vhutsila	U tangedzwa hu tshi khou diswa phindu hu sa athu fhela ma duvha mavhili, na u fhindulwa hu sa athu fhela ma duvha a fumi nna . Kharali hu sa konadzei u ri phindu i vhe hone nga tshifhinga tshotlwaho, ri do rumela phindu i no do sumba u ri phindu ya vhukuma i do vha hone zwalini.

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U tuwa u yo wana thuso	Vhashumelwa vha ḑo shumelwa nga thonifho na u vhudzwa tshifhinga tshine vha ḑo lindela ngatsho.
Vhashumelwa vho divhadzaho ngau swika havho vhathu u swika	○ U thusiwa nga ndila yo teaho na hone i re yandeme. ○ Kharali ha vhana shanduko kana u lenga zwisa tandululei, ro ḑi i misela u ambedzana navho ngau ṭhavhanya na u ri kone u kwamana navho.
Milayo ya zwamaḑaka, u tevhelwa ha milayo, ndaulo, u shumiwa ha mishumo na mafhungo a ngeletshedzo.	Mafhungo a ne a fanela u netshedzwa kha muvhigo wa zwoitwaho u no khou ya kha vha dzangano lino khou vhona ngazwa ḑaka, nyimele ya mutsho na dzipuka kharali zwi tshi ṭodea.
Muvhigo wa mbalo yo novha hone ngazwa bvelaphanda ya maḑaka	Muvhigo wa ṇwaha u re na mbalo dzo ṭhe dza ndeme, une wa lugiswa na u fhiriselwa phanda vhukati ha mi ṇwedzi ya rathi musi ṇwaha u tshi fhela.
Phemithi na Layisensi	
Phemithi ya u hwala matanda	Phemithi i bviswa hu sa thu fhela ḑuvha ḽithihi musi ho ṭanganedzwa maṇwalo oṭhe a no khou ṭodea.
Phemithi ya u rengisela matanda nn ḑa ha shango	Phemithi i bviswa hu sa thu fhela ḑuvha ḽithihi musi ho ṭanganedzwa maṇwalo oṭhe a no khou ṭodea.
Phemithi ya u rengisela nn ḑa hashango zwiṇwe zwiwaniwa zwama ḑakani zwisire matanda	Phemithi i bviswa hu sa thu fhela ḑuvha ḽithihi musi ho ṭanganedzwa maṇwalo oṭhe a no khou ṭodea.
Phemithi ya u rema miri nga murahu ha tsedzuluso ya bulasi	Tsedzuluso ya bulasi i khou i twa vhukati ha ṇwedzi muthihi ho ḑiswa khumbelo na phemithi i kono bviswa hu sa thu fhela ḑuvha ḽithihi musi ho i twa tsedzuluso ya bulasi.
Layisensi yau rengisa khuni	Layisensi i bviswa hu sa thu fhelaḑuvha ḽithihi musi ho ṭanganedzwa maṇwalo oṭhe a no khou ṭodea arali zwo tendelwa.
Ndaulo na u Shumiwa ha Mishumo	
Thendara	U ḑivhadza mvelelo kha vho ṭhe vho itaho khumbelo vhukati ha ma ḑuvha mararu ubva tshe hafhela maḑuvha a u valwa ha thendara.
Mbandelo	Mbandelo dzoṭhe dzi ḑo itwa hu tshitevhedzwa ma imele a tshumisano.
U netshedzwa ha ngeletshedzo ya zwa matshimbisele a maḑaka kha a vho vhane ra shumisana navho	Ngeletshedzo yoteaho i ḑo netshedzwa husina u badeliswa. Ngauralo, kana mushumi washu a sina vhuendedzi , vhashumelwa vha ḑo fha mushumi washu tshi endedzi.

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U tshimbidza mvelaphan̄a ya n̄dila dza ndaulo ya maḁaka na u sika maitele a ndaulo ya maḁaka bulegen̄i dza vhadzulapo .	Tshumelo i netshedzwa fhedzi hu sina u badeliswa.
Tsedzuluso ya dzi bulasi	Ngeletshedzo yoteaho i ḁo netshedzwa husina u badeliswa. Ngauralo, kana mushumi washu a sina vhuendedzi , vhashumelwa vha ḁo fha mushumi washu tshi endedzi .
Tsireledzo kha Mulilo	- o U takusa n ḁivho nga ha u thivhela mililo nga nwedzi wa Ṱhangule u swika Tshimedzi zwi tshiya nga ngeletshedzo ya tshifhinga tsho teaho) nga ṁwaha; - o Kana ho itwa khumbelo; ri ḁo kona u gudisa a vho vhane vhaṱoḁa u guda nga zwa tsireledzo kha mililo ya ma ḁakani, u fhiswa nga n ḁila yo teaho khathihi na u lwisana na mililo hu sina tshine vhano ḁo tshibadela; - o Ri ḁo tikedza kha zwau vulwa ha bulege dza u thivhelwa ha mililo kha a vho vhane ra shumisana navho mi ṁwaha yoṱhe.
U fuwa notshi	Ri ḁo tikedza nga vhu ḁalo a vho vhano ṱoḁa thuso kha zwa u fuwa notshi na u gudisa a vho vhana lufuno lwa u fuwa notshi.
Ṱhoḁisiso kha zwama ḁaka na ndaulo ya mivhigo	- o Ri ḁo pha ḁaladza mvelelo dza ṱhoḁisiso nga murahu ha u fhela ha thandela dzo ṱhe; - o Ri ḁo netshedza zwo ṱhe zwo teaho na mivhigo ya i re malugana na zwiwaniwa zwamaḁakani na ndaulo yazwo musi ri tshi humbelwa; - o Ri ḁo netshedza mivhigo yoṱhe, maṁwalo a ṱhoḁisiso nga tshifhinga tsho ṱhe musi zwi tshi ṱoḁwa.
U sedzulusa nga zwiwaniwa zwa ma ḁakani	Ri ḁo ita sedzuluso nga ha zwiwaniwa zwa maḁakani ri tshi badelisa kharali ho itwa khumbelo.
Pfunzo dza zwa maḁaka	Pfunzo dzi ḁo thoma nga ḁuvha na tshifhinga tshi no ḁovha tsho ḁivhadzwa. Hu ngavha na tshanduko kha ḁuvha iḁi, tshifhinga na bulege kana huna zwino khou tswenya zwi no pfesesea.
Ngamo Safaris	- o U netshedza mivhigo ya ngoho kha vhadali - o U ṱavhanya u tandulula mathada - o U ṱavhanya u netshedza phindu kha mbudziso dza vhashumelwa

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10. Pfanelo na Vhudifhinduleli ha Vhashumelwa

- Muvhigo: u wana mafhungo o fhelelaho, a ngoho, na nga tshifhinga
- Thanzi ya vhuine: U thoda u divha mushumi kana vhashumi vha no khou ni thusa
- U ambedzana: Ndi pfanelo yavho u ri vha thonifhiwe na u ri mafhungo a no khou bva kha vhone a khou tea u farwa sa tshiphiri.
- Mbudziso: Vha khou tendelwa u vhudzisa nga tshinwe na tshinwe tshifhinga tsha mushumo na u disa mbilaelo dza vhukuma.
- Thonifho: Ndi pfanelo yavho u ri vhafariwe zwavhuḏi na nga thonifho.
- Tshumelo: Vha na pfanelo ya u ne tshedzwa tshumelo ya ngoho, i sina vhuḥthaluli na hone i tshida nga tshinga tshone.
- Ndi pfanelo yavho u divhadza nga mbilaelo dzavho.
- Ndi pfanelo yavho u humbela risithi kana vhono badela tshelede ya tshumelo i ngavha i fhio ubva kha vhaForestry Commission.

11. Vhudifhinduleli ha Vhashumelwa/Milayo

Sa vhashumelwa, vhana vhudifhinduleli vhu tevhelaho:

- **U divhadza Mivhigo yangoho:** Vha tea u ri nekedza, vhuthanzi na mivhigo yone u ri ri kone u vhaḥfa tshumelo yashu. Musi vho vhidzwa u ri vha rifhe vhutanzi na mivhigo yo teaho, manwalo na dzibugu vhatea u ita ngauralo.
- **Thonifho nau Sedzela Vhaḥwe:** U vha na thonifho kha vhashumi vhashu na vhaḥwe vhashumelwa
- **Milayo nau Tevhelwa ha Milayo:** Vha tea u digudisa milayo, u tevhela milayo na zwinwe zwire mulayoni zwi no khou langa nga kushumele kwa Forestry Commission.
- **U Lwisana na Tshianḁa Nguvhoni:** Ndi mulandu wavho u thusana na vha Forestry Commission khazwa ulwisana na tshianḁa nguvhoni ngau sa netshedza zwifhiwa na dzimpho kha vhashumi, kana u toda u fhiwa zwi fanaho u ri vhaḁise tshumelo. Vha na pfanelo ya u mangalela mishumo yoṥhe ya tshianḁa nguvhoni kha vha Forestry Commission kana kha vha mulayo.

12. U Vusuludzwa ha Ndaela ya Kushumele

Bugu ya Ndaela ya Kushumele i ḁo vusuludzwa ḥwaha muḥwe na muḥwe u itela u vhona uri i khou shuma nga ḁila yo fanelaho kha vhashumelwa vhashu.

13. U vhiga nga kushumele kwashu na u khwamana na rine

Forestry Commission i khou dzhiela nthā mafhungo a u netshedza tshumelo ya vhuḁi kha vhashumiwa nga ḁila i re na vhukhonani khathihi na thonifho. Ri khou divha u ri u vhiga nga ha kushumele kwashu na ngeletshedzo zwiḁo thusa u khwinifhadza kushumele kwashu, na hone zwiḁo sedzwa sa zwandeme zwa kono tandululwa nga tshihadu. Kana zwi tshi konadzea ri ḁo isa mabogisi ofisini dzashu dzire tsini navho u itela u ri ri kone u kwana mivhigo yavho.

Vhanga kwamana na rine nga ḁila dzitevhelaho;

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