



## MUNICIPALITY OF CHINHOI

### CLIENT SERVICE CHARTER

WE COMMIT TO	CORE FUNCTIONS	YOUR OBLIGATION
<ul style="list-style-type: none"> <li>• Provide services that meet clients and stakeholders' expectations.</li> <li>• Regularly consult clients and stakeholders in decision making and planning purposes.</li> <li>• Provide portable water</li> <li>• Attend to water pipe bursts within 30minutes and repair within 24 hours.</li> <li>• Attend to sewer blockages within 12 hours.</li> <li>• Provide Sewer and Water connection within 10 days.</li> <li>• Carry building inspections within 48 hours from booking.</li> <li>• Plan approvals within 7days.</li> <li>• Respond to correspondence within 7days and answer calls within 3 rings.</li> <li>• Provide Institutional, Residential, Industrial and Commercial stands upon availability.</li> <li>• Provide preventive and curative health services.</li> <li>• Environmental Health Inspections within 72 hours.</li> </ul>	<ul style="list-style-type: none"> <li>• Administration</li> <li>• Provision of sound Financial Management.</li> <li>• Promote and provide preventive and curative Health Services. Ensure Protection of the Environment.</li> <li>• Provide Housing, commercial, Industrial and Institutional stands.</li> <li>• Provision of sustainable infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>• Pay bills on time.</li> <li>• Comply with relevant by laws of council.</li> <li>• Desist from vandalism and report acts of vandalism</li> <li>• Report all faults, leakages burst pipes and blockages.</li> <li>• Participate in community stakeholder meetings and provide accurate and complete information to help us in planning for efficient service delivery.</li> <li>• Avoid illegal dumping of solid waste, industrial waste and waste water.</li> <li>• Desist from bribing council staff.</li> <li>• Treat Council employees fairly and courteously and</li> </ul>

- Collect refuse weekly.
- Provide monthly bills timeously.
- Provide workers' Salaries monthly.
- Provide accurate, fair and consistent information to the community and stakeholders.
- Provide trafficable roads.

report any suspected corrupt practices.

CONTACT: The Town Clerk, Municipality of Chinhoyi, The Park

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**Municipality of Chinhoyi**

**A/ Town Clerk**

**The Park Magamba way**


**Eng. S. Marara**

**Chinhoyi**


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***A Smart City of Choice by 2030***