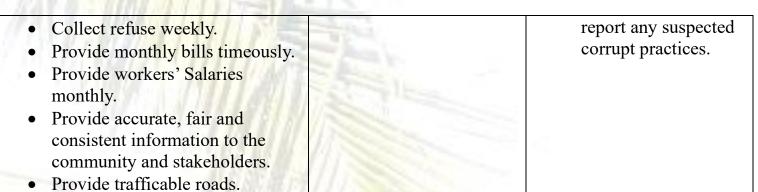


MUNICIPALITY OF CHINHOYI

CLIENT SERVICE CHARTER

WE COMMIT TO	CORE FUNCTIONS	YOUR OBLIGATION
 Provide services that meet clients and stakeholders' expectations. Regularly consult clients and stakeholders in decision making and planning purposes. Provide portable water Attend to water pipe bursts within 30minutes and repair within 24 hours. Attend to sewer blockages within 12 hours. Provide Sewer and Water connection within 10 days. Carry building inspections within 48 hours from booking. Plan approvals within 7days. Respond to correspondence within 7days and answer calls within 3 rings. Provide Institutional, Residential, Industrial and 	 Administration Provision of sound Financial Management. Promote and provide preventive and curative Health Services. Ensure Protection of the Environment. Provide Housing, commercial, Industrial and Institutional stands. Provision of sustainable infrastructure. 	 Pay bills on time. Comply with relevant by laws of council. Desist from vandalism and report acts of vandalism Report all faults, leakages burst pipes and blockages. Participate in community stakeholder meetings and provide accurate and complete information to help us in planning for efficient service delivery. Avoid illegal dumping of solid waste, industrial waste and waste
within 7days and answer calls within 3 rings. • Provide Institutional,		dumping of solid waste, industrial



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

Phone 0672122238/2123539 Mobile 0772 709 604.

Municipality of Chinhoyi A/ Town Clerk

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A Smart City of Choice by 2030