



Government of Zimbabwe

MINISTRY OF HOME AFFAIRS AND CULTURAL HERITAGE

CLIENT SERVICE CHARTER

1. PREAMBLE

The Ministry of Home Affairs and Cultural Heritage Clients Charter was formulated as a reflection of the existing and intended relationship between the Ministry and its various clients in terms of service delivery.

The Charter was a result of consultations within the Ministry through senior management and strategic planning workshops during which the input from key stakeholders such as the Office of the President and Cabinet as well as the Ministry of Public Service was obtained.

Views from our clients made as comments, suggestions or complaints were taken into account as a way of ensuring that a focused and quality service is provided.

2. Vision

A secure and peaceful Zimbabwe promoting and preserving its cultural heritage by 2020

3. Mission

To promote a secure and peaceful environment through maintaining law and order, combating corruption, managing migration, timely registration and issuance of secure identification documents, regulation of gaming and entertainment activities and preserve National Heritage and Historic documents.

4. Mandate

The Ministry is responsible for making the country a safe and secure place to live in, through the maintenance of public order and security, control of entry and exit of people across Zimbabwe's borders, issuance of personal documents and preservation of national monuments and archival records.

5. Core Values

- Integrity
- Team work
- Impartiality
- Excellence

6. Departments in the organization and their core functions

The following are the departments and parastatals/ statutory bodies which fall under the Ministry of Home Affairs and Cultural Heritage. Their core functions are outlined in their individual Client Services Charters.

- Zimbabwe Republic Police (ZRP)
- Registrar General (RG)
- Immigration
- Forensic Science
- National Archives of Zimbabwe (NAZ)
- Finance and Administration
- Strategic policy planning, monitoring and evaluation
- Human Resources
- Legal Services
- Internal Audit
- Information and Communication Technology (ICT)
- Procurement Management Unit

Parastatals

- National Museums and Monuments of Zimbabwe (NMMZ)
- Lotteries and Gaming Board (LGB)
- State lotteries

Overall functions

- Provision of internal security and maintenance of law and order

- Provision of forensic science services
- Registration and issuance of identification documents
- Registration of births and deaths certificates
- Regulation of public entertainment and general publications
- Regulation of entry, stay and exit of people in and out of Zimbabwe
- Licensing, authorising and supervising gaming activities
- Registration and issuance of livestock brand certificates
- Regulating private companies dealing in copper, private security and pawnbroker services
- Appointment of Commissioners of Oaths
- Publication and gazetting of public holidays and protected places and areas
- Managing migration

7. Clients

- a) Citizens and non citizens of Zimbabwe
- b) Travelers into and out of the country
- c) Tourists
- d) Researchers
- e) Publishers, entertainers and film houses
- f) Private security providers and copper dealers
- g) Other government ministries, departments, Parastatals and statutory bodies

8. Service Commitments and Standards/ What to expect from the Ministry

SERVICE OFFERED	STANDARD
Receipt money for licencing	30 minutes of receipt
Notification of public holidays for next calendar year	Within 24 weeks of the preceding year
Processing the following licenses and permits: <ul style="list-style-type: none"> • Initial Security Guards company 	6 weeks

• Renewal of Security Guards company	3 weeks
• Initial Private Investigators	6 weeks
• Renewal of Private Investigations	3 weeks
• Smelting Pots Permit	6 weeks
• Copper dealer	6 weeks

9. **Obligations and Rights**

The Ministry undertakes to provide a timely, efficient, effective and ethical service to all clients at all times.

On their part, Clients are expected to judiciously observe the dictates of the laws, rules and regulations administered by the ministry.

10. **Review of Client Service Charter**

This Client Service Charter shall be reviewed once every two years

11. **Feedback/ How to contact the organization**

Any complaints regarding the delivery of the above services should be directed to the Secretary for Home Affairs and Cultural Heritage who will instruct officials in the appropriate department at Head Office to thoroughly investigate them. Responses will be forwarded to clients within 4 weeks, advising them the outcome of the investigation.

12. Contact Addresses

Physical: Ministry of Home Affairs and Cultural Heritage
11th Floor Mukwati Building
Cnr Simon Muzenda St and Livingstone Ave
Harare

Postal: Ministry of Home Affairs and Cultural Heritage
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Causeway
Harare

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