

Preamble

Mutare RDC is a statutory body which was created in terms of the RDCs Act Chapter 29:13 and is charged with the responsibility of providing services to the inhabitants in its area of jurisdiction. Mutare RDC comprises of 36 wards represented by 36 elected councillors wards. It has three Constituencies (Mutare North, Mutare West and Mutare South) and also divided into two chieftainships namely Chief Zimunya and Chief Marange. The Council covers an area of 5,733.8 square kilometres and has a population of 262,124 as per 2012 census. This Clients charter is a management tool established through consultations with stakeholders and clients with a view to improve service delivery and good corporate governance.

Vision

A Viable Rural District Council providing quality affordable services by 2030

Mission

To provide quality affordable services for the development of Mutare Rural District Council

Mandate

To provide services to the inhabitants of Mutare RDC as specified in the Second Schedule of the RDC Act. Mutare RDC also derives its mandate from the following acts:

Constitution of Zimbabwe	Forest Act
Rural District Councils Act (29:13),	Water Act
Environmental Management Act	Communal Land Act
Regional, Town and Country Planning Act	Forest Produce Act
Shop Licence Act	Mines and Minerals Act
Traditional Leaders' Act	Stock Trespass Act
Liquor Licensing Act	Land Acquisition Act
Public Health Act	Animal Health Act
Land Survey Act	Parks and Wild Life Act
Roads Act	Education Act
Public Finance Management Act	Labour Act
National Water Policy	

Core Values

Integrity
Transparency
Accountability
Impartiality

Service Commitments and Standards

- a. Attend to clients within 5min
- b. Maintain roads at least twice a year
- c. Collect refuse bi-weekly
- d. Submit annual budget, audited accounts, weekly and monthly reports by set deadlines.
- e. Attend to disputes and grievances within 5 working days
- f. Insure all new council assets before use
- g. Respond to mail within 5 working days
- h. Carry out physical checks on assets at least once a year.
- i. Carry out Supervision visits to clinics every month
- j. Distribute Committees and Council minutes at least 7 days before the next meeting.

Obligations and Rights

Mutare RDC Obligation

- Quality, Consistent and affordable services

Clients Rights

- Right to clean water, Accessible roads, Health and Education services
- Be consulted on budget formulation

Clients Obligations

- Pay for rates and taxes due to Council
- Protect public assets and the environment
- Partner with Council in provision of service

Review

The Clients Charter will be reviewed annually through a consultative process.

Feedback

All written communications to be addressed to the CEO, however clients have the option of telephoning or seeing the relevant Head of Department.

In the case of dissatisfaction with Heads of Departments' service, appeals should be directed to the Chief Executive Officer.

Feedback can also be done through:

Suggestion Box
Consultative Meetings
Press

Contact The Rural District Council on the following:

The Chief Executive Officer

Stand 29 Corner 'C' Ave and Riverside Drive
Box 604, Mutare
Tel: +263 20 64737/ 61587
Fax: +263 20 69125
email: rdcmutare@gmail.com

Sub Offices

Zimunya Sub-Office
Odzi Sub-Office
Chitakatira Sub-Office
Marange Rural Service Centre Sub-Office
Bezeley Bridge District Service Centre Sub-Office

Departments And Their Core Functions

Administration Department

Mission

To provide efficient administrative services for the Council and promote sustainable environmental management.

Functions

- Provide efficient secretarial services to committees and council
- Maintenance of council buildings and office equipment
- Insuring council assets
- Ensuring security of council offices
- Purchase of office furniture and equipment
- Purchase and control use of stationery and office expendables.
- Provision of effective registry system
- Provision of HR policies
- Capacity building of Council and Staff
- Preserving, Protecting and improving natural resources

Finance Department

Mission

To maximise revenue collection, and account for the public funds prudently.

Functions

- Treasury, Management and Financial Accounting
- Budgeting and Revenue Collection

Internal Audit

Mission

To maintain sound internal control systems and compliance with set rules.

Functions

- Checking compliance with rules and regulations governing council operations
- Improving Council's internal control systems

Departments And Their Core Functions

Community Services

Mission

To provide quality social services to the inhabitants of Mutare Rural District Council.

Functions

- Managing/ supervising the welfare of Mutare RDC inhabitants through provision quality service delivery, adequate and affordable housing
- Supervise licensing of all businesses
- Provide affordable land for residential, institutional development.
- Provision of health and education services
- Facilitate the construction of Schools and health centres

Technical Services

Mission

To plan, monitor and control developments in the council area.

Functions

- To give advice, technical or otherwise to assist council in formulating policies and decisions on planning, construction, and maintenance of infrastructure
- Development Planning and Control- Spatial Development and Layout planning, Building Inspectorate
- Water, Sanitation and Hygiene Projects Implementation
- To implement and/or supervise all developmental programs and projects
- Roads Construction and maintenance
- Control and maintenance of council vehicles and equipment
- Preside over Council's ICT issues

CLIENTS OF COUNCIL

External

Business Community; Township Residents; Communal Area Residents; Farmers; Schools and Clinics; Development Partners; MLGPWNH ; Government Departments; Quasi Gvt Institutions; Vendors and Travellers

Internal

Council Employees; Councillors; Traditional Leaders; VIDCOs; WARDCo; Village Assembly; Ward Assembly