



PFURA RURAL DISTRICT COUNCIL

Client Services Charter

2026

1. Preamble

Pfura Rural District Council is a rural local authority in Zimbabwe situated 156km north of Harare in Mashonaland Central Province. It borders with Rushinga RDC to the east, Muzarabani RDC to the west, Chaminuka and Mazowe RDCs to the south and Mozambique to the north of the district.

It has **40 wards** and offers social services and poverty eradication, infrastructure and utilities development, food security and nutrition and facilitates value addition and beneficiation.

The clients' charter was developed through broad community participation through consultative approach for common benefit of goods and service delivery. Clients are committed to pay their dues timeously and participate in all council programmes, projects and such other services as is required for sustainability, ownership and district development.

2. Vision

A socially and economically empowered community by 2030

3. Mission Statement

To provide affordable, inclusive, quality, sustainable socio-economic goods and services to our clients and stakeholders.

4. Mandate

Council is mandated by the Constitution of Zimbabwe [No. 20] Act 2013, Article 275 to represent and manage the affairs of the people of Pfura district in line with the provision of the Rural District Councils Act Cap 29:13 and other enabling statutes:

- Regional Town and Country Planning Act [Chap 29:12]
- Provincial Council and Administration Act [Chap 29:10]
- Traditional Leaders Act [Chap 29:17]
- Communal Land Act [Chap 20:06]
- Liquor Act [Chap 14:12]
- Civil Protection Act [10:06]
- Land Survey Act [Chap 20:12]
- Shop Licenses Act [Chap 14:17]
- Public Health Act [Chap 15:09]
- Environment Management Act [Chap 20:27]
- Urban Councils Act
- Roads Act [Chap 13:13]
- ZINARA Act [Chap 13:18]
- Mine and Minerals Act [Chap 21:05]
- Finance Act [Chap 23:04]
- Public Finance Management Act [Chap 22:19]
- Education Act [Chap 25:04]
- Road Traffic Act [Chap 13:11]
- Forestry Act [Chap 19:05]
- Water Act [Chap 20:24]
- Fencing Act [Chap 20:06]
- Land Acquisition Act [Chap 20:10]

5. Organisational Core Values

- Accountability to the clients/electorate
- Quality and timeous service to the general public
- Overall development of the area under Pfura R.D.C.
- Efficient use of resources
- A sense of urgency, dynamism and team spirit

7. Clients

Internal

- Rate payers
- Staff
- Councillors

External

- General public & community
- Business community
- Land Developers
- Donor community
- Government ministries & parastatals

Stakeholders

- Donor Community
- Associations
- Government ministries & parastatals

6. Council Departments

Human Resources & Administration

Mission: To provide sound administration and human resources practices that promote corporate governance.

Functions:

- Appointments, orientations, training & development
- Disciplinary procedures, retirements & resignations
- Liaison with Government HR departments
- Counselling services on job-related issues
- Administrative and secretarial services
- Transport coordination for authorized journeys
- Procurement and distribution of goods
- All correspondence acknowledged & replied within **5 working days**

Community Services & Housing

Vision: A department that seeks to satisfy its community in all aspects of socio-economic development.

Mission: To administer state land transparently, allocate stands and facilitate ownership documents.

Functions & Timeframes:

- Process leases with option to purchase - **1 calendar month**
- Extension/termination of expired leases - **3 calendar months**
- Renew leases on expiry - **1 calendar month**
- Review lease rentals - **1 month from receipt**
- Request surveyors when waiting list reaches **300**
- Process cessions - **1 month from application**
- Recommend title deeds processing - **3 months from application**
- Refuse collection and blockage clearing
- Cleaning of public places and litter picking

Environment & Agriculture

Vision: To be the leader in environmental utilisation for the best interest of the community.

Mission: Sustainable utilisation of natural resources and management of agricultural projects.

Functions:

- Ensure natural resources are used sustainably, effectively & efficiently
- Environmental control measures implementation
- Formulation of cropping and livestock programmes
- Administer communal land use and settle land disputes
- Facilitate environmental impact assessments
- Departmental budget planning and resource mobilisation

Engineering Services

Vision: Towards a satisfied community through excellent service provision.

Mission: To provide infrastructure, utilities and services required by the community.

Functions & Timeframes:

- Construction of roads, buildings, water reticulation
- Maintenance requests and breakdowns - **within 24 hours**
- Inspect all council infrastructure - **quarterly**
- Review annual plans - **yearly**
- Maintain and review housing waiting list - **yearly**
- Plant and equipment maintenance
- Development control

Finance Department

Vision: To be the hub of resource mobilisation for capital development and service delivery.

Mission: To provide accounting, financial management, budgeting and internal control systems in compliance with statutory requirements.

Functions:

- Financial resource mobilisation for council
- Maintain computerised accounting system
- Budget formulation and budgetary control
- Preparation of financial reports
- Plan and execute effective internal controls
- Financial advisory role to council
- Liaison with financial institutions

Social Services

Vision: To be the best provider of social services.

Mission: To provide social services (education, health) to community regardless of gender, sex, race to meet acceptable national and international living standards.

Functions:

- Prepare and monitor health and education budget
- Process statutory returns, staff returns, expenditure reports
- Identification, implementation and monitoring of community programmes
- Monitor NGO operations in the district
- Procure drugs, stationery, provisions for council clinics
- Facilitate maintenance of school and clinic buildings
- Facilitate auditing of school accounts
- Provision of recreational and ambulance services

8. Service Commitments & Standards

What to Expect from the Organisation:

- Staff will **immediately and courteously** attend to visitors on arrival
- Treat customers/clients with **dignity**
- All visitors treated equally on **first come first served** basis
- Provide **customer friendly advisory service** to the public
- Correspondence through phone shall be **clear and concise**
- Committed to serve clients within **8 hours** of the working day

9. Obligations & Rights

Organisation's Obligations

- Provide goods and services **efficiently and effectively**
- Mobilise resources for provision of goods and services
- Attend to stakeholders' concerns to their **satisfaction**
- Consult stakeholders on all issues pertaining to service delivery

Client Rights

- Right to **information** on goods and service provision
- Right to be **consulted** in every aspect relating to provision
- Right to be given **feedback** in all aspects

Client Obligations

- Pay rates and levies to council **timeously**
- Participate in all **community activities**
- Report bad practices within communities - direct or through **suggestion box**

10. Feedback & Escalation Process

All visitors will be welcomed and asked how they can be assisted/attended to within **two minutes** of arrival.

Escalation Process for Complaints:

Head of Department Concerned

Chief Executive Officer

Council Chairperson

Response Time: All requests for information and queries pertaining to provision of goods and services will be responded to within **5 working days**.

Written suggestions should be placed in **suggestion boxes** available at strategic places.

11. Review of Charter

The clients' charter shall be reviewed through **public consultation process annually** and as and when the need arises.

12. Contact Information

Chief Executive Officer
0772 700 912

Engineer
0773 592 843

Treasurer
0772 244 127

HR & Administration
0773 617 243

Town Board Admin
0773 592 843

Planning & Environment
0779 011 315

Email: pfurardc1@gmail.com
Website: www.pfurardc.co.zw

Physical Addresses

Head Office
Stand number 1
Dotito Growth Point
Mt Darwin

Sub-Office
Stand number 139
Mt Darwin Old Bus Terminus

Kamutsenzere
Stand number 4
Kamutsenzere Business Centre

Mukumbura
Stand number 1
Mukumbura Business Centre

Postal Address:
Pfura Rural District Council, P.O Box 277, Mt Darwin, ZIMBABWE

All Correspondence to the Chief Executive Officer

HEAD OFFICE
Stand 1, Dotito Growth Point

CEO DIRECT LINE
0772 700 912

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