

MINISTRY OF TOURISM AND HOSPITALITY INDUSTRY

CLIENT SERVICE CHARTER



***ACCELERATED TOURISM GROWTH
THROUGH CITIZEN CENTRIC
SERVICE DELIVERY***

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P.S Foreword

It is with honor that I present to you this Client Service Charter, which signifies our commitment to provide quality services to all our clients/ stakeholders. The Ministry recognizes the benefits of using Client Service Charter as a tool to drive cultural change towards a more customer-focused approach as part of implementation of its strategic plan. Being a public entity, the Ministry commits to uphold principles of public administration enshrined in the Constitution and other laws of the land.

The Client service charter has been developed to inform our stakeholders and clients, the confines of our mandate as well as the promises we uphold in delivering services. As a service Ministry, we are alive to the fact that for us to achieve our strategic objectives there is need for collaboration with our stakeholders and clients, in our processes and approaches. This Service Charter therefore, enables parties to understand what to expect from one another and will form the basis of engagement between the Ministry and its stakeholders.

Though this charter, the Ministry management and staff commits to a citizen centric and whole of government approach to service delivery. We further commit to uphold our values in providing accessible and inclusive services. We urge our valued client and stakeholders to make best use of this charter and provide feedback on services. This will enhance the Ministry's ability to continually improve its service delivery and hence meet clients' expectations.

Dr T. Munyanyiwa

Permanent Secretary

PREAMBLE

The Ministry of Tourism and Hospitality Industry's mandate is enshrined in the *Constitution of Zimbabwe 2013*, *Tourism Act Chapter 14:20 of 1996* and the *Presidential Functions Handbook*.

VISION

To make Zimbabwe a prime tourist destination through pursuance of international best practices.

MISSION

To facilitate the development and promotion of universally accessible and sustainable tourism policies, products and services that promotes socio-economic growth.

VALUES

- Professionalism - we deliver work outcomes to agreed quality standards and time scales
- Agility - we adjust, adapt and respond to the ever-changing environment
- Innovation – we create unique tourism opportunities for service excellency
- Teamwork - we work together to develop and promote tourism

Overall Functions of the Ministry

The ministry's mission is to facilitate the development, promotion of universally accessible and sustainable tourism policies, products and services that contribute to the socio-economic development of Zimbabwe. The summarized functions are highlighted below;

- Coordinate and implement international Tourism policies, programmes and protocols with regard to the United Nations World Tourism Organisations (UNWTO), World Travel and Tourism Council (WTTC) and environmental organisations and other relevant international bodies;
- Co-ordinate and implement all regional economic communities (recs) blocs and tourism projects and programmes e.g. Southern African Development Community (SADC)
- Regional Tourism Organisations of Southern Africa RETOSA, COMESA, East African Community (EAC) and African Union (AU);
- Co-ordinate joint commissions on bilateral and multilateral matters pertaining to tourism and develop agreements, protocols, MOUs, etc. on tourism co-operations;
- Supervise, co-ordinate and liaise with regional and overseas tourism offices, and embassies with regard to tourism development issues;
- Supervise the registration and grading of hotels, lodges, travel agents, tour operators, tour guides and other designated tourism facilities (DTFs);'
- Supervise and monitor standards of all tourism facilities, and ensure that the tourism and hospitality industry comply with international standards and statutes;
- Identify and develop tourism products and projects in the communities and provinces e.g. Community Based Tourism Projects (CBTs) heritage and historical sites, e.t.c;
- Oversee research and planning of the whole tourism industry in the country including the physical development of both infrastructure and superstructure related to this industry in consultation with stakeholders; and
- Facilitate the production and processing of the national tourism statistics and keep up to date information on all trade organisations and projects for the ministry's database.

MOTHI Departments and their Functions

The Ministry comprises of 4(four) technical departments and 7(seven) support departments perfectly aligned to achieve the strategy. The table below shows the agencies and their functions:

DEPARTMENT	FUNCTIONS
Tourism Development and Facilitation	<ul style="list-style-type: none"> - Facilitation of tourism development (Transport, Immigration, Utilities, private sector and financing) - Oversee the development, implementation and review of revenue collection systems; - Oversee the identification and innovation of new tourism products and activities within the guidelines of tourism development plans - Develop quality assurance standards in line with international best practices - Monitor standards of tourism facilities and product offered - Supervise and monitor implementation of tourism policies by parastatals (ZTA, MOSI) - Facilitate and promote Tourism Investments in Zimbabwe.
Domestic Tourism Promotion and Hospitality	<ul style="list-style-type: none"> - Coordinate the development, implementation and review of tourism policies and strategies in consultation with stakeholders; - Facilitate tourism development and promotion by the Public and Private Sector; - Identify and develop tourism products and projects in the communities and provinces Community Based Tourism Project CBTs projects; - Facilitate the production and process of the National Tourism Statistics in consultation with key stakeholders; - Oversee the development, implementation and review of the National Tourism Master Plan and Tourism Development Strategies;
International and Regional Tourism Promotion	<ul style="list-style-type: none"> - Co-ordinate and implement tourism policies, programmes and protocols with regard to all regional economic communities or blocs (such as the Southern Africa Development Community (SADC), Common Market for East and Southern Africa (COMESA), East African Community (EAC) and African Union Commission); - Co-ordinate and implement tourism policies, programmes and protocols with regard to the UNWTO, WTTC and other relevant international bodies; - Coordinate Joint Commissions on bilateral and multilateral matters pertaining to tourism and develop agreements, protocols and MoUs on tourism cooperation; - Implement policies to facilitate growth of regional and international tourist arrivals;

	<ul style="list-style-type: none"> - Facilitate and coordinate Ministry's participation in tourism integration programmes in the region such as Trans frontier Conservation Areas (TFCAs) and Trade In Services (TIS) under SADC and COMESA; - Supervise, coordinate and liaise with regional and overseas tourism offices, and embassies with regard to tourism development issues.
Infrastructure and Liaison	<ul style="list-style-type: none"> - Facilitate identification of tourism infrastructure development projects - Develop and rehabilitate tourism infrastructure projects - Develop tourism products and projects in provinces including Community Based Tourism Project CBTs projects; - Coordinate with Business Development Unit on tourism investments - Tourism infrastructure coordination
SPPM&E	<ul style="list-style-type: none"> - Facilitate the development of strategic plans, implementation and evaluation - Coordinate sustainable development planning and policy planning / development /review - Conduct market and policy research - Conduct monitoring and evaluation of programmes and projects - Coordinate the design and implementation of programmes and projects - Provide strategic advisory to management and departments - Coordinate all interdisciplinary qualitative and quantitative research in the ministry - Coordinate the reporting of Ministry performance and supervise the analysis of reports from departments and agencies. - Facilitate the engagement of stakeholders in design, implementation and review of the strategic intent.
Communication and Advocacy	<ul style="list-style-type: none"> - Plan publicity strategies and campaigns for the Ministry. - Manage the Ministry's positive use of social media to build its image. - Monitor media reports and public opinions regarding Ministry's programmes and projects. - Maintain the highest visibility of the Ministry in print, broadcast, TV and online media. - Manage external and internal dissemination of information of the Ministry's policies, programmes and projects. - Prepare marketing and promotional material for the Ministry, both print and electronic. - Recommend, implement and maintain site design and operation in liaison with the Ministry's ICT Department. - Prepare and participate in the Ministry's Exhibitions and outreach programmes.

Procurement Management	<ul style="list-style-type: none"> - Planning Procurement Activities for the Ministry - Preparation of bid documents in compliance with the Procurement Act - Supervising the Ministry 's Procurement Evaluation Committee - Preparing evaluation reports, including contract award recommendations where the value of procurement is less than the prescribed threshold - Managing procurement contracts or overseeing their implementation - Preparation of procurement reports as may be required by the procuring entity's Accounting Officer or Authority
Finance and Administration	<ul style="list-style-type: none"> - Control and manage public funds voted by Parliament including donor funds. - Ensure that the existing statutory requirements and Accounting Officers Instructions are complied with. - Ensure cost recovery actions on all Government properties is taken and to report to the police all cases of theft of Government Property. - Monitor, control and advice on the financial performance of programmes and projects. - Prepare and coordinate the department's budgets and ensure it is submitted to Treasury. - Financial reporting and advisory to departments - Asset management and inventory control - Transport management and control
Human Resources Management	<ul style="list-style-type: none"> - Human Resource Management (Planning, Performance management, Human resources development, Employee relations) - Development and review of human resources policies - Health and safety awareness - Human resources information management - Research on improvements of conditions of service - Provision of registry services
Internal Audit	<ul style="list-style-type: none"> - Monitor the financial administration and procedures of the Ministry or reporting unit concerned to ensure compliance - Assess the cost-effectiveness of any projects undertaken by the Ministry or reporting unit concerned; and - Risk assessment profiling - Provide advisory services
ICT	<ul style="list-style-type: none"> - ICT Infrastructure and systems set up and management - ICT systems maintenance - E- Government Flagship implementation
Gender mainstreaming and Inclusivity	<ul style="list-style-type: none"> - Facilitate Inclusivity and gender mainstreaming programming - Coordinate engagements, collaborations and involvement in policy formulation of persons with disabilities, youth, women and the communities

Our Clients

1. **Tourists:** Domestic and international visitors exploring our country.
2. **Tourism Businesses:** Hotels, travel agencies, tour operators, and other tourism service providers.
3. **Local Communities:** Residents impacted by tourism development.
4. **Investors:** Individuals and businesses interested in the tourism sector.
5. **Media:** Journalists and media outlets seeking tourism-related information.
6. **Disadvantaged Groups:** the marginalised society group traditional left behind in development initiatives (Women, Youth and Disabled)
7. **Research and academic institutions:** Institutions and students interested in tourism research

Our Services

The Ministry offers a variety of services to support the tourism industry, including:

- **Information provision:** Travel advisories, tourism statistics, destination guides.
- **Quality Assurance:** Ensuring tourism businesses operate legally and within industry prescribed standards.
- **Marketing and promotion:** Promoting our country as a tourist destination.
- **Development Facilitation:** Liaising with key sector enablers for development of tourism sector
- **Product development:** Supporting the development of new tourism attractions and experiences.
- **Infrastructure development and coordination:** Coordinate tourism infrastructure development.
- **Training and capacity building:** Equipping tourism personnel with the necessary skills.
- **Policy Planning:** Facilitating the development of national tourism policies, plans and strategies
- **Research and development:** Conducting and coordinating research to improve the tourism sector.

Service Commitments

In serving our clients, we are committed to service excellency through regular consultations with its clients and stakeholders. We are committed to delivering our services in accordance with the following standards:

- **Accessibility:** We are committed to offering services that are accessible to everyone, irrespective of their circumstances or level of ability including persons with disabilities.
- **Courtesy:** we are committed to treat all clients with professionalism, respect, and courtesy in all interactions.
- **Speed of service:** We pledge to respond promptly to all inquiries and requests.
- **Quality of service:** We commit to offer services that meet or exceed service standards
- **Information:** We commit to provide you with accurate and up-to-date information.
- **Clarity:** We are dedicated to communicate information in a clear and understandable way.
- **Signage:** We strive to ensure visibility of our work in all strategic points.
- **Feedback:** We pledge to welcome your feedback and use it to improve our services
- **Resolution of Public Complaints:** We commit investigate your complaint and respond to you within a reasonable timeframe.
- **Continuous improvement:** We are dedicated to continuously improving our services based on feedback, best practices, and changing needs. We will regularly review this Client Service Charter and make changes based on your feedback.

Service Standards Timelines

We commit to serve you and will measure our performance based on the standards for services which are shown below:

Service Commitments	Timelines
Answering phone calls	Not more than 3 rings
Attending to visitors	Promptly
Responsiveness	Emails within 24 hours Enquiries promptly Actioning within 48 hours
Attending to unscheduled appointments	As soon as practicable
Stakeholder engagements	Regularly as per need
Information dissemination	As and when requested/ necessary
Processing of rebates and licenses	For Rebates within five working days For licenses within 48 hours

Clients Rights and Obligations

OBLIGATIONS TO CLIENTS

1. Conduct business within the confines of our mandate
2. Accountability and transparency to its clients at all times
3. Fairness, honesty and respect
4. Prioritise persons with disabilities, pregnant and senior citizens
5. Consult with its clients regularly
6. To provide feedback platforms

CLIENTS RIGHTS

- Right to non-discrimination;
- Right to accurate and relevant information
- Right to be heard
- To receive feedback from the organisation
- To complain and seek redress
- Privacy and confidentiality

CLIENT OBLIGATIONS

- Respect our staff
- To provide accurate and complete information
- To communicate clearly their needs and expectation
- To provide feedback on quality services rendered or delivered
- To adhere to laid down procedures of service delivery
- Not to offer gifts, favours or inducement to staff, or to solicit the same
- Respond to requests for information precisely, accurately, thoroughly and on time

Review of the Charter

This client charter shall be reviewed annually.

Compliments, Complaints and Comments

The Ministry of Tourism and Hospitality Industry values the feedback it receives from its clients' concerning quality of service offered and undertakes to respond to their queries within five (5) working days from date of receipt of such complaints.

MINISTRY OF TOURISM AND HOSPITALITY INDUSTRY PROVINCIAL TOURISM OFFICERS CONTACT DETAILS

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