



CLIENT SERVICE CHARTER

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1.0 PREAMBLE

This Client Service Charter is expected to create awareness on products and services offered by the Zimbabwe National Statistics Agency (ZIMSTAT). As management we are excited to have this Client Service Charter that affords us the opportunity to share our commitments with our stakeholders.

This Charter highlights ZIMSTAT'S commitment to provide timely, accurate and relevant statistical information for evidence-based decision making, planning, policy formulation, monitoring, evaluation and research.

The Client Service Charter was penned in accordance with provisions of the Census and Statistics Act, [Chapter 10:29], Public Entities Corporate Governance Act, [Chapter 10:31], African Charter on statistics and the United Nations Fundamental Principles of Official Statistics.

Accordingly, ZIMSTAT is committed to deliver quality services and appreciates feedback on services rendered to enable continuous improvement in product and service delivery.

The Charter will be monitored, assessed and reviewed regularly.

Aluwisio Mukavhi
A/Director General
April 2024

2.0 **ABOUT ZIMBABWE NATIONAL STATISTICS AGENCY**

The Zimbabwe National Statistics Agency (ZIMSTAT) is a corporate body established by the Census and Statistics Act. The Agency’s operations benefit from the oversight role of the Board. The Act prescribes ZIMSTAT as the main source of official statistics in Zimbabwe.

The functions of ZIMSTAT are to:

1

Collect, compile, analyze, interpret, publish and disseminate statistical information alone or in co-operation with other Government Ministries or institutions

2

Co-ordinate and supervise the National Statistical System

3

Advise the Government on all matters related to statistics.

4

Conduct the national census or any other censuses and surveys in terms of sections 12 and 13 of the Act.

5

Develop and promote the use of statistical standards and appropriate methodologies in the National Statistical System.

6

Develop and maintain a Central Business Register in relation to establishments, containing such particulars as may be prescribed.

7

Develop and maintain a comprehensive national statistics database.

8

Provide a focal point of contact with international agencies on statistical matters

9

Perform any other function that may be conferred or imposed upon the Agency by the Act or any other enactment.

3.0 **STRATEGIC FOUNDATIONS**

The operations of ZIMSTAT are underpinned by the following strategic foundations:



MISSION

An effective and efficient statistical system that contributes to the improvement of the wellbeing of all citizens by 2030.



VISION

To produce timely, accurate, reliable and relevant statistics for evidence based policy and decision making, using qualified, competent, motivated and professional staff and state of the art technology in response to the demands of our clients.



VALUES

User focus

Understand and meet the data needs and expectations of users

Integrity

Create and maintain public trust in official statistics by fully exercising professional independence.

Credibility

Producing statistics following International guidelines, best practices, standards and methodologies.

Quality consciousness

To produce timely, relevant, reliable and accurate statistics

4.1 ZIMSTAT KEY STAKEHOLDERS/CLIENTS

- (i) Government
- (ii) Business
- (iii) Development Partners
- (iv) Civil Society Organisations
- (v) Academia and Researchers
- (vi) General Public

5.1 ZIMSTAT'S DIVISIONS AND UNITS

ZIMSTAT operations are spread over the following seven divisions:

- (a) Demography and Social Statistics;
- (b) Statistical Services;
- (c) Macroeconomics;

- (d) Production Statistics;
- (e) Finance and Administration;
- (f) Information Technology; and
- (g) Human Resources.

In addition, there are five units which fall under the Director-General's Office namely;

- (a) Legal and Corporate Services;
- (b) Internal Audit;
- (c) Risk;
- (d) Procurement; and
- (e) Public Relations and Communications.

5.1 FUNCTIONS OF DIVISIONS AND UNITS

5.1.1 Demography and Social Statistics Division

The Division is responsible for the production of demographic, vital (births, deaths, marriages and divorces) and social (education, gender, health, judicial and crime) statistics.

5.1.2 Macroeconomics Division

The Macroeconomics Division is responsible for the production of macroeconomic statistics, which include; National Income Accounts, Prices, Finance, Balance of Payment and Labour Market statistics.

5.1.3 **Production Statistics Division**

The division is responsible for production of statistics of the following formal and informal industries: Manufacturing, Mining and Energy, Agriculture, Environment, Transport, Communication, Infrastructure, Tourism, ICT and other services.

5.1.4 **Statistical Services Division**

The Division is responsible for sampling, cartography and coordination of all data collection for censuses and surveys. Further, the division coordinates the National Statistical System.

5.1.5 **Finance and Administration Division**

The Division is responsible for budgeting and financial planning, resource mobilization, disbursements, stores and asset management, transport and logistics management and financial reporting.

5.1.6 **Human Resources**

The Division is responsible for human resources and performance management, industrial relations, payroll, training and development policy, records, library and information services.

5.1.7 **Information Technology (IT)**

The Division is responsible for; systems development, data entry and processing, IT infrastructure management, website maintenance, desk support, and creation of

ZIMSTAT emails.

5.1.8 Director General's Office

The office is responsible for coordinating all the above divisions and units and providing strategic direction and focus. The units under Director General's Office are as follows;

5.1.9 Internal Audit Unit

Internal Audit's mandate is to give independent objective assurance to strengthen the Agency's risk management, governance and internal control processes. The Unit also offers consultancy services.

5.1.10 Public Relations and Communications Unit

The Unit is responsible for dissemination of statistics, public relations, communication, advocacy and publicity activities of the Agency.

5.1.11 Legal and Corporate Affairs Unit

The Unit provides corporate services, litigation support, legislative review and amendments, contract drafting/scrutiny and legal advice.

5.1.12 Procurement Unit

The Unit procures goods, works and services for the Agency. It is also responsible for disposal of redundant assets in line with the Public Procurement and Disposal of Public Assets Act [Chapter 22: 23].

5.1.13 Risk Management Unit

The unit is responsible for;

- a) Developing risk plan and framework
- b) Conducting risk assessments
- c) Developing and maintaining risk register

6.1 SERVICES OFFERED BY ZIMSTAT

ZIMSTAT offers the following services to clients:

- a) Provision of statistics
- b) Survey design
- c) Sampling
- d) Cartographic and GIS services
- e) Design of survey instruments
- f) Training of enumerators
- g) Data collection, processing and analysis
- h) Quality assurance

6.2 OBLIGATIONS TO CLIENTS

The Agency's obligations to clients are outlined below: ZIMSTAT is committed to:

- a) Provide timely and efficient services to meet customer satisfaction.
- b) Maintain confidentiality on all personal information as required by the Census and Statistics Act.
- c) Operate under professional and ethical behaviour.

- d) Treat clients with courtesy.
- e) Value all forms of feedback.
- f) Give accurate and relevant information on new developments with regard- to its operations.
- g) Respond efficiently to queries within five working days.

Over the telephone, ZIMSTAT commits to:

- a) Respond to incoming calls within three ringtones during normal business hours from 0745 to 1645 hours, Mondays to Fridays.
- b) Refer callers to the most appropriate person when transferring calls.
- c) Return telephone enquiries within 24 hours.

In writing or email, ZIMSTAT commits to:

- a) Send out standard information to users within 24 hours of receiving the request during normal business hours from 0745 to 1645 hours, Mondays to Fridays.
- b) Acknowledge correspondence for enquiries, within three days, that require in-depth research or follow-up that takes longer than seven working days. Where possible, provide an expected completion date and details of the employee responsible for the response.

Letterheads to be used when responding in writing to official inquiries

Via the internet or social media, ZIMSTAT commits to:

- a) Keep the website relevant, informative and accessible, with free access for all 24 hours a day and seven days a week.

- b) Post up-to-date, relevant, engaging and interesting information on social media platforms that encourages interaction and feedback.
- c) Respond to enquiries and posts on social media platforms in a timely and professional manner.
- d) Keep up to date with online services and community engagement tools and trends.
- e) Continue to review the Agency's web-based and social media platforms to further engage and connect with users and provide additional online data self service facilities and tools.

8.1 RIGHTS OF USERS/STAKEHOLDERS

Our stakeholders will have the following rights:

- a) Access to quality services in a timely manner
- b) Acknowledgement of received requests and complaints

In return, stakeholders are kindly requested to:

- a) Provide ZIMSTAT staff with required information for production of statistics.
- b) Give feedback when services provided do not meet client's expectations.

9.0 CLIENT’S FEEDBACK AND COMPLAINTS PROCEDURE

ZIMSTAT values feedback from users. As such, clients are encouraged to provide suggestions, complaints and compliments related to the delivery of the above-mentioned services in order to enhance service delivery.

If clients are not satisfied with response or actions of any ZIMSTAT staff member, they are encouraged to engage the member and attempt to resolve the concerns or contact the relevant staff member’s direct supervisor. If, however, clients are still dissatisfied, and wish to continue with the matter, they are encouraged to submit their complaint in writing to the Public Relations Unit using the following details:

Email: pr@zimstat.co.zw

All complaints will be taken seriously. Complaints will be resolved within 14 business days of receipt.

10.0 CONTACT DETAILS

To contact us, use the following details:

(a) Telephone numbers	+263 242 706681-8/ 703971-7
(b) Email address	pr@zimstat.coz.w (general correspondence) dg@zimstat.co.zw (official correspondence)
(c) Website	www.zimstat.co.zw
(d) Social media handles	X zimstat  Zimstat Zimstat
(e) Physical Address	20th Floor, Kaguvi Building Cnr. Simon V. Muzenda and Ahmed Ben Bella Ave Harare
(f) Postal Address	P. O. Box CY342, Causeway, Harare

To communicate with ZIMSTAT provincial offices, contact the Provincial Statisticians using the details below:

Province	Telephone	Physical Address
Bulawayo	0292-71245 or 0292-882595	Magnet House, 2nd Floor, between 10th & 11th Ave, J. M. N. Nkomo St, Bulawayo
Harare	0242-703727	Makombe Complex, Harare Street, Block 3, Provincial Manager - Room 36, Provincial
Masvingo	039-266304 or 039-262256	Office No. 111/112 Public Works Building, Chrome Road, Industrial Sites, Masvingo
Midlands	0542-223384	42 Lobengula Ave, DDC's Complex, Gweru
Manicaland	02020-62645 or 02020-62526	1st Floor, Government Composite Building, RG Mugabe Street, Mutare
Mashonaland Central	066-210-6749 or 066-201-7551	Ground floor , Mutungagore building, Thurlow Ave Bindura
Mashonaland East	06523-23125 or 06523-23032	1st Floor, Government Complex, 2nd Street, Marondera
Mashonaland West	06721-22732 or 06721-22432	Room 22, Ground Floor, Seven Heroes Building Park Street , Chinhoyi
Matabeleland North	08128-23038 or 08128-23143	c/o D.A's Office Complex, Coronation Drive, Hwange
Matabeleland South	0284-22565/6 or 0284-22567	1st Floor, New Government Complex, 4th Ave & Queen Street