



ZIMBABWE

MINISTRY OF MINES AND MINING DEVELOPMENT

CLIENTS' SERVICE CHARTER

Preamble

The Ministry of Mines and Mining Development has its key deliverable as the generation of revenue for the Nation of Zimbabwe through mining. In the whole mining value chain the Ministry does business with a variety of external and internal clients. The Ministry makes a commitment to provide a service to the specified quality standards and within stated time limits.

1. VISION

To be the provider of a world class mining environment for the benefit of Zimbabwe by 2018.

2. MISSION

To promote sustainable exploration, mining, processing, marketing and management of mineral resources for the benefit of all Zimbabweans.

3. MANDATE

- Formulating of mining development policies.
- Monitoring and evaluating the implementation of mining development policies.
- Designing mechanisms geared at effective accounting for the country's mineral resources.
- Administering and reviewing mining laws.
- Attracting investment in the mining industry.
- Promoting beneficiation of mineral resources.
- Exploring, developing and beneficiating coal bed methane.
- Promoting and developing small-scale mining.
- Facilitating the indigenisation of the mining sector.
- Supervising and coordinating mining parastatals and State Enterprises.

4. CORE VALUES

Integrity
Accountability
Transparency
Efficiency
Teamwork

5. SERVICE COMMITMENT AND STANDARDS

We undertake to:-

- Identify ourselves when serving clients.
- Label our offices and desks to facilitate our client's access to us.
- Attend to clients within three minutes of arrival.
- Treat clients with respect and courtesy.
- Be transparent, sensitive and responsive.
- Give clear, accurate and timely information.
- Answer phone calls within three rings.
- Respond to correspondences in three working days.
- Ensure client confidentiality.
- Issue Prospecting Licences on the date of receipt of the application.
- Register mining claims within three months from the date of receipt of application.
- Recommend Exclusive Prospecting Orders (E.P.Os) to the President within six months from the date of receipt of application.
- Provide ceramic test results within ten working days from date of receipt of samples.
- Issue export permits within 24 hours of receipt of application.

- Attend to all fatal mine accidents within 24 hours.
- Issue Blasting Licences, Diplomas and Certificates within ten days of candidates passing examinations.
- Provide mining loans and equipment within six months of receipt of application, subject to availability of funds.
- Provide prompt desktop geological advice to visiting clients.
- Process payment requests within 5 working days subject to availability of funds.

6. OBLIGATIONS AND RIGHTS

i) Ministry's obligations to clients:

- Provision of quality service.
- Gender mainstreaming all Ministry activities.
- Uphold ethical conduct.
- Provide accurate information timely.

ii) Clients' Rights

- Access to appropriate information and services.
- Privacy and confidentiality.
- Access to mineral rights.
- To be heard.
- Feedback on complaints.
- Appeal for review on Ministry decisions.

iii) Commitment to special interest groups

- Recognise and cater for special interests groups.
- Access to mining rights.

iv) Clients' Obligations

- Compliance to the Mines and Minerals Act and related statutes.
- Providing accurate and timely information.
- Treating Ministry staff with courtesy.
- Upholding ethical behavior.

7. FEEDBACK

The Ministry welcomes constructive criticism and feedback about services, as well as appreciation and suggestions on how the Ministry might improve them and these can be directed to:-

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