



MINISTRY OF MINES AND MINING DEVELOPMENT

Client Services Charter

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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.

1.0 VISION

A stable and sustainable mining industry by 2030.

2.0 MISSION

To promote sustainable and responsible exploration, mining, beneficiation, value addition, marketing, and management of mineral resources.

3.0 MANDATE

- 3.1 Administer mining legislations;
- 3.2 Formulate, monitor and evaluate implementation of mining development policies;
- 3.3 Design mechanisms geared at effective accounting for the country's mineral resources;
- 3.4 Develop and maintain an up-to-date data bank on present/future mineral deposits;
- 3.5 Attract investment in the mining industry,
- 3.6 Promote beneficiation and value addition of mineral resources;
- 3.7 Promote and develop small-scale mining;
- 3.8 Facilitate the indigenisation of the mining sector;
- 3.9 Monitor and undertake exploration activities across the country;
- 3.10 Human Capital Development of the Mining Sector;
- 3.11 Supervise and coordinate mining parastatals and state enterprises; and
- 3.12 Innovative research and analytical services for the mining sector.

4.0 CORE VALUES

4.1 Integrity

4.2 Efficiency

4.3 Teamwork

4.4 Innovativeness

4.5 Inclusivity

4.6 Stewardship

5.0 DEPARTMENTS AND THEIR FUNCTIONS

5.1 Zimbabwe Geological Survey (ZGS)

- Map the geology of the country.
- Generate information on mineral resources potential of the country.
- Generate geo-scientific information for the country.
- Provide technical, consultative and advisory services on applied geology and mineral exploration mostly to small-scale miners.
- Monitor mineral exploration and exploitation.
- Collate and archive national geological information.

5.2 Mining Cadastre

- Coordinating the administration of the Mines and Minerals Act.
- Implementing Mining Cadastre best practices in the Ministry.
- Recommend and facilitate the registration and recoding of mining claims, sites and mining leases.
- Manage the capturing of alpha numeric data of cadastral documents on mining title registrations and transfers.
- Supervise the updating of data base through the addition of every approved document.
- Coordinating the technical examination of cadastral documents, diagrams and maps.
- Manage the processing duplicate certificates, Special Grants applications and Tribute Agreements.
- Coordinating the investigation and assessing of mining disputes and processing documents for the solution of mining disputes.

5.3 Metallurgy (MET)

- Monitor and audit mineral processing operations.
- Provide the following services: -
 - Extractive Metallurgy,
 - Physical Metallurgy,
 - Ceramic Metallurgy,
 - Analytical Metallurgy,
- Monitoring of Mineral Exports, and
- Monitoring Pollution abatement in the mining and metallurgical industries.
- Applied Research and Development in metallurgical industry.
- Minamata Convention on Mercury focal point.

5.4 Mining Engineering (ME)

- Enforce mining and explosives regulations.
- Provide the following services to the mining sector: -
 - Mechanical and Electrical engineering,
 - Ventilation and environmental control,
 - Mine survey,
 - Mine engineering , and
 - Technical advice to miners.
- Empower small-scale miners through provision of appropriate technologies and loan facilities.
- Coordinating mine rescue and emergency services.
- Conduct Statutory Examinations for mining industry.
- Attending and Investigating accidents to prevent recurrence.
- Administer the MILF plant hire scheme.

5.5 Provincial Mining Offices (PMOs)

- Administering mining legislation.
- Collecting Revenue
- Promoting and facilitating investments to the mining sector.
- Promoting and developing small scale mining.
- Facilitating indigenization of the mining sector.
- Monitoring mining and exploration activities in mining sector.
- Collecting and analysing the mineral production data.
- Monitoring and evaluating implementation of mining development policies.

- Mining title administration.

5.6 Non-Energy Minerals (NEM)

- Overseeing the negotiation of investment deals in the Non-energy minerals mining sector
- Facilitating investment in non-energy minerals through engagement with the necessary stakeholders
- Conducting Due diligence on investment partners in the non-energy minerals sector, in liaison with compliance department
- Structuring and evaluating mining partnerships in the non-energy minerals sector.
- Collating, monitoring and analysing national mineral production statistics for non-energy minerals and issue reports.
- Promoting of mining investment opportunities in non-energy minerals to both local and international investors.
- Formulating Bilateral and Multilateral trade and economic agreements in the non-energy minerals sector with various countries and international organizations.
- Formulating and coordinating implementation of programs to enhance non-energy mineral resources output.
- Formulating and coordinating implementation of programs to enhance growth of small scale and artisanal miners into formal medium sized producers compliant with the Mines and Minerals Act.

5.7 Energy Minerals (EM)

- Facilitating meeting with potential investors and negotiation of investment in the energy minerals sector
- Meeting with investors intending to invest in energy minerals
- Facilitating investment in energy minerals through engaging the necessary appropriate stakeholders
- Conducting due diligence on investment partners in the energy minerals sector in liaison with compliance department
- Structuring and evaluation of mining Facilitating the formation of partnerships in the energy minerals sector
- Analyze national mineral production statistics for the energy minerals sector and issue reports

- Promotion of mining investment opportunities in the energy mineral sector to both local and international investors
- Formulate Bilateral and Multilateral trade and economic agreements for energy minerals with various countries and international organizations
- Formulate and coordinate implementation of programs to enhance energy mineral resources output

5.8 Mining Research and Value Addition and Beneficiation (MRVAB)

- Monitoring and regulating of all mineral related Value Addition establishments
- Conduct extensive Research in Mercury abatement projects in the gold sector and any hazardous chemicals together with other partners like EMA, RCZ and the Chamber of Mines
- Carry out Mineral research, beneficiation and value addition projects as requested by the Ministry from time to time.
- Recommend various mineral value addition policies for the sector
- Conduct continuous research in order to improve efficiencies in the Mining Industry sector through improved processes and low-cost equipment.
- Promote investment in the mineral resources value addition.
- Publish research in mineral value addition and beneficiation in liaison with universities, research institutes and the Research Council of Zimbabwe.
- Participate in mining and minerals research symposia's, conferences and workshops.
- Monitoring and Evaluation of Mining Research and Value Addition related activities.
- Research and Policy Development Management.

5.9 Legal Services

- Providing legal advice to the Ministry on various legal issues pertaining to the day-to-day administration of the Ministry.
- Represent the Ministry in court.
- Preparing legal correspondence and court processes.
- Interpreting, reviewing and developing legislation.
- Preparing international and local agreements
- Conducting legal research.

- Preparing legal documents and necessary Cabinet papers in respect of Acts administered by the Ministry
- Advising disciplinary authorities in the Ministry on all disciplinary procedures and Public Service Regulations.

5.10 Strategic Policy, Planning, Monitoring and Evaluation (SPPME)

- Spearheading the formulation, evaluation and review of policies and regulations for the Ministry and make recommendations to the Secretary.
- Overseeing the preparation of the Ministry's Strategic Plan.
- Providing quality expert advice to the Secretary to enable strategic thinking and optimize strategic planning processes for the Ministry.
- Spearheading the evaluation of the Ministry's Projects and programmes.
- Monitoring the implementation of the Ministry's Strategic Plan by various Departments.
- Monitoring Departmental performance against the Ministry's Strategic Plan and evaluate support that may be required.
- Leading the analysis of reports for the various Ministry Departments and communicate them to the Secretary.
- Directing the conduct of research into factors likely to impact on the Ministry's achievement of strategic goals.
- Superintending over the development of aligned and integrated plans.
- Overseeing the conduct of reviews to identify strengths and weaknesses and evaluate operational effectiveness within the Ministry.
- Superintending over the development of an appropriate monitoring and evaluation (M&E) system in the Ministry.
- Coordinating the production of monitoring and evaluation reports and make presentations based on findings.
- Coordinating international activities related to planning and policy development.
- Overseeing the production of speeches and papers for local and international conferences.

5.11 Information Communication and Technology (ICT)

- Manage all Information Communications Technology infrastructure.
- Provide ICT technical assistance to all Ministry departments and Provincial Mining Offices.

- Ensure the deployment of appropriate ICT applications, tools and network resources.
- Monitor and evaluate ICT applications, tools, hardware and network infrastructure.
- Implement and review internal ICT Policies.
- Information Management and Dissemination System in liaison with Ministry of Information, Publicity and Broadcasting Services

5.12 Finance and Administration (FA)

- Budgeting and budgetary control.
- Mobilize and manage resources for the Ministry.
- Manage Appropriation Account and Statutory Funds.
- Analyze parastatal budgets and make appropriate recommendations.
- Administer Government dividend policy for Parastatals and State enterprises.
- Monitor revenue collection.
- Implement recommendations by both internal and external audit.
- Manage Assets.
- Manage Stores.
- Provide secretarial services.
- Manage Transport.
- Manage internal services.
- Manage internal security.

5.13 Human Resources (HR)

- Human Resources Planning.
- Employee resourcing.
- Human Resources Development.
- Conditions of Service.
- Managing Discipline.
- Gender mainstreaming.
- Coordinating HIV, AIDS and TB Awareness.
- Coordinating performance management.
- Development and review of Human Resources Policies.
- Records and Information Management.
- Providing staff audit services.

5.14 Internal Audit (IA)

- Provide assurance to management and the audit committee that risks to the organizations are understood and managed appropriately.
- Promote transparency and accountability in the Ministry and Grant aided institutions.
- Evaluate effectiveness of risk management, internal controls and governance processes.
- Provide in-house consultancy to management on operational policy issues.
- Assess cost effectiveness of any project undertaken by the Ministry or reporting unit concerned.
- Monitor the financial administration and procedure of the Ministry or reporting unit concerned to ensure that assets are properly accounted for and safeguarded.
- Carry out special audits as and when assigned by management.

5.15 Communication, Advocacy and Community Mining Sustainability (CACMS)

- Formulate and apply community and development strategies and policies to sustain the mining sector
- Establish and build relations with the mining communities.
- Formulate and coordinate CSR initiatives for the mining sector.
- Apply Asset Based Community (ABC) development strategies to implement mining community initiatives
- Develop Communication strategies to promote sustainable mining.
- Create positive image for the mining sector to attract mining investments.
- Publicize mining projects and events through communication platforms and exhibitions.

5.16 Procurement Management Unit (PMU)

- Development of Procurement Management System.
- Plan procurement activities of its procuring entity.
- Securing the adoption of the appropriate method of procurement.
- Preparing bidding documents.
- Preparing bid notices and short-lists.
- Managing bidding processes.
- Managing the evaluation of bids and any post-qualification negotiations required.
- Supervising procuring entity's evaluation committee.

- Preparing evaluation reports, including contract award recommendations, where the value of the procurement is less than the prescribed threshold.
- Prepare contract documents and amendments.
- Manage procurement contracts or overseeing their management.
- Preparing such procurement reports.

5.17 Gender Mainstreaming, Inclusivity and Wellness

- Coordinate the formulation, implementation and evaluation of gender mainstreaming, inclusivity and wellness policies, strategies and programmes in the Ministry in consultation with Heads of Departments and make recommendations to the Permanent Secretary.
- Provide technical expertise / advice on capacity building, knowledge building and management of gender mainstreaming, inclusivity and wellness issues to the Permanent Secretary.
- Lead in the review of workplace policies and procedures in the Ministry, ensuring that these are all inclusive.
- Develop and maintain strategic partnerships with stakeholders such as the Zimbabwe Gender Commission, other Line Ministries and Civil Society organizations to entrench gender mainstreaming, inclusivity and wellness issues in the Ministry and ensure that they feed into the national agenda.
- Coordinate the implementation of policies and programmes on the welfare of persons with disabilities in the Ministry.
- Advocate for the implementation and institutionalization of gender, inclusivity and wellness policies, strategies and programmes and ensure communication and advocacy to all Members within the Ministry.
- Ensure that public utilities in the Ministry are accessible and do not discriminate against persons with disabilities.
- Develop and manage capacity development programmes to enhance Members in the Ministry's understanding of gender mainstreaming, inclusivity and wellness issues.
- Identify internal / external trends and recognize best practices which increase diversity among the workforce in the Ministry.
- Design, implement and monitor all-inclusive programmes intended to improve the physical and mental health of employees in the Ministry.
- Audit Ministry policies, procedures and systems to ensure that the working environment upholds employee wellbeing as a culture and develop appropriate wellness programmes.

- Ensure that all activities, plans and programmes in the Ministry are inclusive and gender mainstreamed all times.

6.0 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 Licenses on the date of receipt of the application.
- Make a determination on an application 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 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 licenses and Certificates within ten days of candidates passing examinations.
- Provide mining loans and equipment within six months of receipt of application.
- Provide prompt desktop geological advice to visiting clients.
- Process payment requests within 5 working days.
- Provision of technical report within 5 working days after field visit.

7.0 SERVICE PROVISION AND DELIVERY STANDARDS

Item	List of Services Provided	Standard of Service Delivery
1	Customer-care	

	a) Visitors' reception	Within two (2) minutes of arrival
	b) Telephone calls	Call to be answered by the 3 rd ring
	c) Routine Correspondence	To be replied within seven (7) days from the date of receipt
	d) Technical correspondence	Acknowledgement done immediately. To be replied within thirty (30) days from the date of receipt of the enquiry
2	Advisory	Accurate, consistent and compliant with regulations and Standard Operating Procedures (SOPs).
	a) Enquiry by e-mail	Within twenty-four (24) hours
	b) Face-face enquiry	Immediate response
3	Issuance of Trade documents (License, permits and certificates)	Within three (3) working days
	a) Survey Certificate	Within thirty (30) working days
	b) Certificate of no present interest	Within thirty (30) working days
4	Laboratory diagnostics	As per turnaround time for the test
5	Resource mobilization	Timeous and quality service delivery
6	Advocacy	Consistent and reliable
7	Research on best practices	Clear, transparent communication with all team members
8	Designing of projects	Compliance with Standard and specification of materials, workmanship-Government of Zimbabwe within fourteen (14) working days.
9	Maintenance of buildings plant, and equipment	Compliance with standard & specification of materials, workmanship by Government of Zimbabwe & Articles of agreement and conditions of contract.
10	Spatial planning	Adherence to relevant statutes
11	Training	Contemporary, consistent, Quality Education systems (Within stipulated time frame).
12	Auditing	International Standards on Auditing

8.0 OBLIGATIONS AND RIGHTS

8.1 Ministry's obligations to clients:

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

8.2 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.
- Right to complain against non- delivery and poor services
- Right to access public information

8.3 Commitment to special interest groups

- Recognize and cater for special interest groups.
- Access to mining rights.

8.4 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.
- To participate in Client Service Surveys

8.5 REVIEW OF CHARTER

8.5.1 The Charter will be reviewed every twelve (12) months

9.0 FEEDBACK MECHANISMS

Comments, complaints, suggestions, recommendations, compliments can be lodged through a series of channels listed as follows:-

9.1 SUGGESTION BOXES

This includes the establishment of new and the revamping of already existing suggestion boxes at all Ministry offices.

9.2 TELEPHONES

This includes the employment of already existing telephone lines ensuring proper communication of complaints, comments, and feedback.

9.3 EMAIL

This includes the establishment of an email box to facilitate the reception of complaints, comments, and feedback.

9.4 WEBSITE/CHATBOX

This includes the establishment of a chatbox link on the Ministry website which may not necessarily be live but will have active officers who will respond and attend to customer feedback.

9.5 TOLL FREE LINES

This includes the establishment of hotlines to facilitate the reception of complaints, comments, and feedback.

9.6 SOCIAL MEDIA PLATFORMS

Available social media platforms include Facebook, Twitter, Instagram, and WhatsApp.

9.7 CHAIN OF COMMAND

Complaints should follow the Ministry's chain of command, up to the Secretary if complaint has not been adequately dealt with at lower levels.

10.0 RESOLUTION AND REDRESS

All complaints shall be treated in confidentiality and timeously. The following management procedures are guaranteed.

- Providing a conducive environment that enable clients to put forward their complaints.
- Acknowledging all formal complaints within three working days;
- Investigating complaints lodged within fourteen (14) working days;
- Where the client is not satisfied with the response provided, the client shall raise the issue with relevant supervisor;

- On failure to have a response from the supervisor, an appeal will then be raised to the respective Head of Department , who shall be able to resolve the complaint within five (5) working days ; and
- In case the client is not satisfied with the response from the Head of department, the matter shall be referred to the Permanent Secretary who shall act on it within five (5) working days from the date of receipt of a written communication on the matter.

The Ministry welcomes constructive criticism and feedback on our services. We appreciate suggestions on how the Ministry can improve and these can be directed to:-

11.0 List of stakeholders

11.1 Internal stakeholders

No.	Stakeholders
1	Minister
2	Deputy Ministers
3	Permanent Secretary
4	Chief Directors
5	Directors
6	Departments
7	Units
8	All members of the ministry

11.2 External stakeholders

No.	Stakeholders
1	Minerals marketing corporation of Zimbabwe
2	Zimbabwe mining development corporation
3	Zimbabwe Consolidated Diamond Company
4	Mining Promotion Company
5	Zimbabwe school of mines
6	Defold
7	Fidelity
8	Chamber of Mines
9	Zimbabwe Miners Federation

12.0 Indicative Expectation from Service Recipients

No.	Indicative Expectation from Service Recipients
1	Applications for permission/relaxation/exemption/authorisation received from the recipient(s) has to be complete in all respects
2	Applications for seeking approval received from the recipient(s) has to be complete in all respects along with test reports.
3	Applications received from the applicant(s)/candidate(s) for appearing statutory examination has to be complete in all respects.
4	Complaint(s) received from the recipient(s) giving his contact details, about the issues, location of the mine, pinpointing the area of concern with justification.
5	Showing courtesy to DGMS Official(s).
6	Always keep proper records of your letters and communications with DGMS.
7	To check the website regularly for updates on policies, programmes and procedures

13.0 Service offered and timelines

NO.	SERVICE	TIMELINES
1	The observations of all members compiled and sent to the project proponent (on SWCS portal) for compliance	1 Days
2	The project proponent uploads updated MP & MCP on the portal after incorporating compliance to the observations of IC	15 Days
3	In the presentation before the Internal Committee, QP presents the detailed/technical features of MP&MCP. Internal Committee examines all the technical matters in detail.	1 Days
4	Deficiencies observed in the meeting are informed to the Project Proponent for compliance through SWCS portal as MoM of the meeting.	6 Days
5	The project proponent uploads updated MP&MCP on the SWCS portal after incorporating compliance to the observations of IC	15 Days

14.0 Public Grievance Redressal

Department	Function	Obligation	Contacts
Communications, Advocacy and Mining Community Sustainability	Capturing of complaints and inquiries	Respond to complaints and inquiries	ZIMRE Centre Cnr Kwame Nkrumah and Leopold Takawira

15.0 CONTACT DETAILS

15.1 The Secretary for Mines and Mining Development

7th Floor, Zimre Centre

Cnr Leopold Takawira Street/ Kwame Nkrumah Avenue

Private Bag 7709 CY, Harare

General Line: +263-242-777022-4

Fax: +263 2-42-777044

15.2 Head Office

Ministry of Mines and Mining Development

ZIMRE Centre

Cnr Kwame Nkrumah and Leopold Takawira

Private Bag CY 7709, Causeway, Harare

Tel: 0242 777022/ 9

16.3 Geological Survey Mining Office

Mhlahlandlela Government complex

Corner Basch Street/ 10th Avenue

P.O Box 386, Bulawayo

Tel: 029-66381/3/ +263 292 886416/ +263 292 2264953

15.4 Metallurgical Mining Office

Mhlahlandlela Government complex

Corner Basch Street/ 10th Avenue

P.O Box 386, Bulawayo

Tel: 029-66381/3/ +263 292 886416/ +263 292 2264953

15.5 Mining Engineering Yard

Mhlahlandlela Government complex

Corner Basch Street/ 10th Avenue

P.O Box 386, Bulawayo

Tel: 029-66381/3/ +263 292 886416/ +263 292 2264953

15.6 Matabeleland North Provincial Mining Office

Mhlahlandlela Government complex

Corner Basch Street/ 10th Avenue

P.O Box 386, Bulawayo

Tel: 029-66381/3/ +263 292 886416/ +263 292 2264953

15.7 Manicaland Provincial Mining Office

Fidelity Building

Corner Hebert Chitepo/ Aerodrome Road

2nd Floor & 7th Floor, Mutare

- 15.8 Tel: +263-20-62850/60448
Masvingo Provincial Mining Office
 Benjamin Burombo Building
 Cnr Robert Mugabe/Simon Mazorodze Street
 P. O. Box 49, Masvingo
 Tel: 0392 265962/ 0392 262972
- 15.9 **Mashonaland East Provincial Mining Office**
 6 Antwerp Road
 Industrial Site
 P O Box 155, Marondera
 Tel: 06523 24110/6523 20215
- 15.10 **Mashonaland West Provincial Mining Office**
 Mines Office Block, Old Hospital Complex
 Corner Herbert Chitepo and Park streets
 Chinhoyi.
 Tel: 06721 22257/06721 24170-1
- 15.11 **Mashonaland Central Provincial Mining Office**
 1842 Fleetwood Road
 Bindura
 Tel: 0662107220/ 0662107184
- 15.12 **Website, social sites and telephone contacts**



Cnr Leopold Takawira Street/
 Kwame Nkrumah Avenue 6th
 Floor, Harare, Zimbabwe



mmmd@mines.gov.zw



Ministry of Mines and
 Mining Development



mmmd@mines.gov.zw



mmmd@mines.gov.zw



P.O. Box CY 7709,
 Causeway,
 Harare, Zimbabwe



+263 242 79877
 +263 242 759298



+263 242 777 029,798775
 +263 242 759895, 755612
 +263 242 777022, 777029



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