



ZIMBABWE

**MINISTRY OF INFORMATION COMMUNICATION AND
TECHNOLOGY, POSTAL AND COURIER SERVICES**

CLIENT CHARTER

2025

1.0 Preamble

The Ministry of Information Communication Technology, Postal and Courier Services was established in 2009. Its mandate is to develop appropriate policies and strategies that enhance the provision of ICT, telecommunications, cybersecurity, postal, and Courier Services throughout the country, to create a knowledge-based society.

The Client Service Charter serves as an interactive platform for the Ministry to articulate the services and products it offers and also indicate the quality and standard of service to be delivered, information and redressing complaints, how public servants will discharge their functions and also for clients to articulate their needs and expectations. This creates a relationship conducive to continuous improvement, which is a characteristic of a learning organisation that the Ministry is.

2.0 Where we are going:

A connected knowledge-based society with secure information systems by 2030

3.0 Reason for our existence:

To provide high-quality ICT facilities and services that are modern, accessible and affordable, thereby improving the standard of living for Zimbabweans.

4.0 What we do:

- (i) Develop an enabling environment for the creation of a knowledge-based society that transcends all levels of society,
- (ii) Co-ordinate all ICT matters in Government, e.g infrastructure, Applications Development and ICT Policy Formulation,
- (iii) Develop appropriate policies and strategies that enhance the provision of ICT, telecommunications, postal and courier services,
- (iv) Spearhead the development of appropriate regulatory frameworks that facilitate the promotion of information communication technology, telecommunications, postal and courier services,
- (v) Champion and promote ICT literacy and utilization in the country to enhance regional and international competitiveness as a nation,

- (vi) Develop supportive and enabling infrastructure (e.g. information kiosks and community information centres) to ensure equitable access to ICTs by all citizens, including disadvantaged/marginalized groups and rural communities,
- (vii) Support the Ministry with the skill and knowledge to maintain websites,
- (viii) Evaluate the impact of ICT, telecommunications, postal and courier services across all sectors of the economy;
- (ix) Champion, promote, and coordinate national ICT, telecommunications, postal, and courier services research and development of cost-effective software, hardware, and infrastructure so that it reaches the best effective standards;
- (x) Develop a supportive and enabling communications infrastructure to ensure equitable access to ICTs by all citizens, inclusive.
- (xi) Introduce and enforce international best practice quality service standards in the provision of ICTs;
- (xii) Create a conducive environment for investment in the areas of ICTs, telecommunications, postal and courier services through public-private partnerships;
- (xiii) Superintend over parastatal(s) and state-owned enterprise(s) under the Ministry's jurisdiction (NetOne, TelOne, ZARNET, ZIMPOST)
- (xiv) Promote innovation in the ICT sector to spur the growth of the ICT industry;
- (xv) Create and manage national e-waste management policies, strategies, and processes that ensure proper disposal of obsolete ICT devices; and
- (xvi) Co-ordinate the development, implementation, promotion, and monitoring of anti-dumping laws, processes, and practices to ensure that obsolete ICT equipment is not imported into the country.

5.0 Departments, Units, and their Functions

5.1 Finance and Administration

- a) Preparation of the Ministry budget;
- b) Execution and monitoring the Ministry's budget;
- c) Production of Statutory and routine financial statements and returns;
- d) Management of assets and property;
- e) Provision for Administration Services;

5.2 Human Resources

- a) Implementation of Public Service Human Resources policies and regulations;
- b) Human capital acquisition and development;
- c) Coordinating implementation of Performance Management Systems;
- d) Manage Employee relations – Grievance and Disciplinary Procedures;
- e) Records and Information Management.

5.3 Internal Audit Unit

- a) Monitoring the financial administration and accounting procedures;
- b) Evaluation of the cost- cost-effectiveness of any project undertaken by the Ministry;
- c) Recommendation of internal control systems.

5.4 Procurement Management Unit (PMU)

- a) Procure, plan and prepare bidding documents;
- b) Manage bid evaluations;
- c) Prepare contract documents and participate in the contract negotiations.

5.5 Gender Mainstreaming, Wellness and Inclusivity

- a) 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.
- b) Provision of technical expertise and advice on capacity building, knowledge building and management of gender mainstreaming, inclusivity and wellness issues.

- c) Lead in the review of workplace policies and procedures in the Ministry, ensuring that these are all-inclusive;
- d) Develop and maintain strategic partnerships with stakeholders such as the Zimbabwe Gender Commission, other Line Ministries and Civil Society organisations to entrench gender mainstreaming, inclusivity and wellness issues in the Ministry and ensure that they feed into the national agenda.
- e) Coordinate the implementation of policies and programmes on the welfare of persons with disabilities in the Ministry;
- f) 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;
- g) Ensure that public utilities in the Ministry are accessible and do not discriminate against persons with disabilities;
- h) Develop and manage capacity development programmes to enhance Members in the Ministry's understanding of gender mainstreaming, inclusivity and wellness issues;
- i) Identify internal / external trends and recognize best practices which increase diversity among the workforce in the Ministry;
- j) Design, implement and monitor all-inclusive programmes intended to improve the physical and mental health of employees in the Ministry;
- k) Audit Ministry policies, procedures and systems to ensure that the working environment upholds employee wellbeing as a culture and develop appropriate wellness programmes;
- l) Ensure that all activities, plans and programmes in the Ministry are inclusive and gender mainstreamed at all times.

5.6 Infrastructure Development and Management

- a) Develop, manage and maintain central government ICT infrastructure, for example, PFMS Network;
- b) Develop a supportive and enabling communications infrastructure to ensure equitable access to ICTs by all citizens, including disadvantaged groups and rural communities;
- c) Develop ICT access channels, for example, information kiosks and community information centres for the less privileged members of society to have access to developmental information;
- d) Support research, development and manufacture of ICT products and services;
- e) Establish linkages with ICT research institutions nationally, regionally and internationally;
- f) Create a conducive environment for investment in the areas of ICTs, telecommunications, postal and courier services through public-private partnerships;
- g) Establish and manage ICT National Infrastructure framework, structures, systems and services at all levels;
- h) Facilitate the establishment of a vibrant ICT sector in the country.

5.7 Applications Development and Management Department

- a) Coordinate, advise, monitor and provide technical support services on all ICT activities in government, that is, systems requirements analysis, evaluation of tenders, ICT acceptance testing, contract negotiations, project management and implementation;
- b) Provide a central computer processing facility to government ministries and departments;
- c) Spearhead the Implementation of the Presidential e-Learning programme in schools;

- d) Develop and maintain ICT standards to guide the use of ICTs;
- e) Develop and maintain software systems for government and ensure strict adherence to ICT security requirements;
- f) ICT capacity building for Civil Servants and Citizens;
- g) Conduct research and advise the Government on technological developments relating to ICTs to enhance service quality.

5.8 ICT Security Unit

- a) Formulate, evaluate and review policies, regulations and guidelines for the security of Information Communication Technology (ICT) systems, networks and related infrastructure;
- b) Manage the design, installation, configuration and upgrading of information communication technology security systems for Line Ministries and Departments;
- c) Ensure the security of Information Communication Technology systems, networks and infrastructure by coordinating the implementation of security standards, procedures and Internet Protocol Security measures;
- d) Contribute to Information Communication Technology disaster recovery for line ministries and government departments by ensuring the integrity of the Information Communication Technology back-up systems;
- e) Monitor in collaboration with other security services, Cyber Security threats, and respond to incidents that threaten the ICT systems, which compromise social and economic interests;
- f) Conduct periodic awareness and training on information security policies, standards and procedures;
- g) Foster co-operation between the public and private sectors in safeguarding the national critical infrastructure;
- h) Establish international linkages with other regional and international bodies on information security, for example, the SADC regional Computer Incident Response Team;
- i) Participate in the development of the budgets and funding strategies for Information Communication Technology security systems and facilities;
- j) Liaise with sub-contractors, service providers, client Ministries, Government Departments and other stakeholders on Information Communication Technology risk management measures;
- k) Prepare for the Department's participation in National and international fora on Information Communication Technology security administration;
- l) Facilitate the provision of technical input in the construction and procurement of equipment, services and materials for National Information Communication Technology security.

5.9 Strategic Policy Planning, Monitoring and Evaluation

- a) Spearhead the review and alignment of the strategic purpose of the Ministry with national development imperatives and Vision 2030;
- b) Oversee the preparation of the Ministry's Strategic Plan in consultation with other Departmental Heads and the Secretary;
- c) Monitor the implementation of the Ministry's Strategic Plan by the various Departments and evaluate support that may be required;
- d) Spearhead the evaluation of the Ministry projects and programmes;
- e) Provide high quality expert advice to the Secretary to enable strategic thinking and optimise strategic planning processes for the Ministry;
- f) Develop strategic tools for use by the Ministry in strategic thinking, planning and implementation;
- g) Superintend over the development of aligned and integrated Department plans;
- h) Oversee the conduct of reviews to identify strengths and weaknesses and evaluate operations effectiveness within the Ministry;
- i) Superintend over the development of an appropriated monitoring and evaluation (M&E) system in the Ministry;
- j) Coordinate the production of Monitoring and Evaluation reports and make presentations based on findings;
- k) Coordinate international activities related to planning and policy development;
- l) Design and manage the programmes that support the Ministry's strategic purpose and intents;
- m) Conduct market research, provide current data on changes taking place in the environment with specific attention to the economic, political and technological trends in the environment;

- n) Coordinate the establishment and implementation of an effective monitoring and evaluation system for the Ministry.

6.0 Services offered by the Ministry

- I. On-site Technical support- to provide remote support for hardware and software issues.
- II. System maintenance- to regularly maintain and update IT systems, including servers, networks and workstations for security and efficiency.
- III. Training and Development - to train on new technologies and software, enhancing e-literacy skills.
- IV. Implementation of IT Projects - to take the lead in planning and executing IT projects.
- V. Collaboration- to work closely with other Government Departments and stakeholders to identify technology needs and develop solutions that facilitate interdepartmental cooperation.
- VI. ICT Consultancy

7.0 Clients and Stakeholders

7.1 Direct Clients

The Ministry's principal client is the Government of Zimbabwe

7.2 Direct Stakeholder

In addition to our principal client, we also serve the following stakeholders:

- a) Internet Service Providers
- b) Postal and Courier Service Providers
- c) ICT Association of Zimbabwe
- d) Computer Society of Zimbabwe
- e) ISOC
- f) ISIT
- g) General Public

8.0 Obligations to our Clients

Our promise:

We endeavour to offer excellent service as this is at the core of our work ethic. We are committed to providing service that meets and surpasses the expectations of our clients. Our members are united in upholding the Ministry's core values that guide our approach to service delivery.

We believe in and pledge to adhere to the following values as we strive to offer excellent services to our clients.

Transparency	We carry out our work in a clear, fair and unmistakable manner, while remaining straightforward to all our stakeholders.
Inclusivity	We include everyone, no one is excluded, marginalised or left out.
Creativity	We persistently encourage and recognise innovation and inventiveness.
Teamwork	We subscribe to the virtues of cooperation, communication and solidarity within the sector.
Integrity	The hallmark of our existence is honesty in service delivery.

9.0 Our obligations to clients:

The Ministry of Information Communication Technology, Postal and Courier Service is committed to:

- i. Provide efficient and timely ICTPCS to all citizens in an inclusive manner.
- ii. Timely attendance to all kinds of feedback from our clients and stakeholders.
- iii. Provide accurate and relevant information as and when requested.
- iv. Courteous assistance to clients and stakeholders at all times

9.0 Client and Stakeholders' Rights

As clients and Stakeholders, you have the right to be:

- i. Treated with fairness and respect, without any prejudice.
- ii. Listened to and heard.
- iii. Demand the provision of service to your satisfaction.

10. Client and Stakeholder Responsibilities

In return for providing quality services respectfully and courteously, we expect the same kind of treatment from our clients and stakeholders. Clients and Stakeholders have the responsibility to:

- i. The rules and regulations that govern the environment in which we operate.
- ii. Treat our members with respect and give them full cooperation as they endeavour to serve you.
- iii. Report corrupt activities and unethical behaviour by our members

8.0 Service Commitments and Standards

Commitment	Standard
Provide high-quality service to all clientele	All times
Respond to written requests/inquiries	5 working days
Respond to verbal request	Immediately
Interact with clients and stakeholders in a courteous and respectful manner	All times
Attend to clients with or without appointments	All times

Acknowledge all inquiries with respect to financial, administrative, and Human resources	24 hrs
Disburse released funds to creditors	24hrs
Honour invoices from creditors	30 days

10.0 Feedback/ How to Contact us:

The Ministry of Information Communication, Postal and Courier Services values feedback. Clients and stakeholders are therefore encouraged to provide comments and complaints related to our provision of services. You can do so by contacting the Ministry through the contacts below, and all correspondence should be addressed to the Secretary.

- i. Physical Address: Ministry of Information Communication
Technology, Postal and Courier Services
76 Samora Machel Avenue
Bank Chambers, Harare
- ii. Postal Address: Ministry of Information Communication
Technology, Postal and Courier Services
Private Bag CY 419
Causeway, Harare

10.0 You can also contact us on;

- i. Twitter: <https://twitter.com/home>
- ii. Facebook: <https://www.facebook.com/MinistryofICTPCSZimbabwe>
- iii. Website: www.ictministry.gov.zw

11.0 Complaints handling:

If you are not satisfied and aggrieved with the services rendered to you, or you feel that you have not been cordially received or attended to by any member of the Ministry staff in accordance with the standards and values pledged in this Charter, you can contact any one of the Directors in the Ministry for redress. You will receive feedback within seven (7) working days. The details of the Directors are as below

Name	Department	Contacts
Ms. MC Sandama	Finance and Administration	Cell, 0712876344 Phone, 0242764421 Email dbu51266@gmail.com

Mrs. G. Chingonzo	Strategic Policy Planning, Monitoring and Evaluation	Cell, 0712325558 Phone, Email, gchingonzo2@gmail.com
Mr. S. Mhlanga	ICT Applications Development and Management	Cell, 0717950806 Phone, Email, successm2010@gmail.com
Mr. N. Nyamhuri	Infrastructure Management and Development	Cell, 0774016335 Phone, Email, nyamhurinewman@gmail.com
Mrs. M. N. Makonese	Gender Mainstreaming, Inclusivity and Wellness	

If not satisfied with the redress from the Directors, you can escalate your concerns to:

The Chief Director, Mr P Sibanda

And again, if not satisfied to:

The Permanent Secretary, Dr B. Chirume

on the contact details in 9 and 10 above.

11.0 Review and Revision of the Client Service Charter

This Client Service Charter will be reviewed and revised annually, or when there is a need to do so, so that it remains relevant to the needs of our clients and stakeholders and reflects the dynamic field of IC Technology in which we operate.