

City of Bulawayo

Service Level Standards



2015

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1.0 Introduction / Purpose

The City of Bulawayo is committed to ensuring efficient service delivery for its customers. One of our mandates is to ensure that we provide efficient and effective services that will usher Bulawayo to becoming one of continent's leading cities with regards to the provision of basic services.

The Service Level Standards for the City seek to guide residents and the Municipality alike on the services we offer as well as the time taken to providing these services. This is an indication of our commitment to the residents that we uphold the spirit of Ubuntu and we put the residents first.

The City of Bulawayo is committed to improving its communication with the citizens of Bulawayo and its customers. To help us achieve our mandate the City of Bulawayo has developed this manual to highlight the services and the service standards provided by the Council and to express the policies, the rules and timeframes which we follow in the delivery of services. It is my hope that through this document the residents of the City of Bulawayo will be made aware of the services that they should expect from Council and that it will also be a reference document to which they can rely on for the delivery of timely and efficient services. I hope that it will assist the Council as we improve relations and understanding between the Municipality who provides the services and the customers who make use of these services.

SIKHANGELE ZHOU

ACTING TOWN CLERK

Overview

The City of Bulawayo's Customer Service Charter has been put in place with a view of ensuring that public expectations of service delivery are matched by achievable and measurable performance standards. The intention of this document is to ensure that:

- The relationship that exists between the City of Bulawayo and the customer or recipient of service is enhanced.
- Areas of dissatisfaction are reduced.
- In instances of dispute, the process to resolve the disputes are clear.
- Unrealistic expectations are eliminated.
- The escalation procedures in the event there are differences between the service provider and customers are explained.
- The members of the public are made aware of how the public can access services provided by Bulawayo City Council.

This document further highlights:

- How effectiveness will be tracked.
- How information about service effectiveness will be reported and addressed.
- How to prevent poor customer relations.
- How to keep client relationships healthy as a result of compliance from adherence to published service level standards by the Municipal employees whilst simultaneously ensuring that the rights of the customers are upheld.
- You can help us deliver an effective service and make suggestions for further improvement.
- The channels that you, the customer, have at your disposal when you want to communicate dissatisfaction about our service delivery standards.

References

For the further purposes of this document unless otherwise stated:

“Offices” means where queries on services can be made refers physically to the following:

Town Clerk

City Hall
Fife Street
Btwn L Takawira Avenue / 8th Avenue
Or
Box 591
Bulawayo

“**Call Centre**” refers to communicating with the Bulawayo City Council through a 24/7 toll free numbers (08004700 - Telone Lines only, 08084700 – Econet lines only) and (09) 71290 – for all networks or through any of the following E - services:

E mail: callcentre@citybyo.co.zw

Fax: (09) 69701

Website: www.citybyo.co.zw

Facebook: The City of Bulawayo

Twitter: @CityofBulawayo

2.0 Vision

Bulawayo, City of Kings, Leader in local Governance Excellence with a vibrant economy by 2024.

3.0 Mission and Values

a. City of Bulawayo Mission

Bulawayo City of Kings, Committed to People- Focused Quality Services in an Environmentally Friendly and Vibrant Economy, to the Satisfaction of all Stakeholders.

b. City of Bulawayo Values

Integrity-*(the conduct of employees, councillors and the transaction of the business of Council shall always reflect our institutional uprightness, our honesty and commitment to safeguard the unimpaired corporate image of City of Bulawayo. Integrity also implies zero-tolerance to corrupt practices.)*

Transparency- *(to the extent possible, all transactions of Council are in the public domain and the quality of openness and being able to be distinctly seen through and understood. Transparency must shine through all our work.)*

Accountability-*(as the responsible authority, Council and its people shall always avail themselves to internal and public scrutiny and be ready to reckon, report and account upwards and downwards.)*

Efficiency-*(the results and outcomes set out by Council must be achieved through adequately energized and robust systems. Every effort shall be made to pursue the best of alternative options available.)*

Fairness- *(all dealings of Council with its internal and external stakeholders shall be guided by impartiality and demonstratable justice, honesty and freedom from blemish both in reality and in the perception of the public.)*

Consultative- *(the programmes and decisions of Council shall be built and utilised at all Council levels to entrench consultation as an underpinning culture of City of Bulawayo.)*

Equal Opportunity-*(all stakeholders of Council, internal, external, people or institutions are reduced to the same standard with zero tolerance for discrimination. Equally Council*

is alive to social inequalities that have historically excluded certain groups from the governance space, such as women, the elderly, youth, people living with disabilities.)

Environmentally Friendly- *(achieving a healthy balance between human development and the urban ecosystem must form the basic philosophy of governance excellence and all programmes of Council shall adhere to and uphold good environmental principles and practice.)*

Responsive- *(fulfilling the needs and entitlements of stakeholders. City of Bulawayo's customer focus must be doubly anchored by proactive participatory planning/action and the readiness and willingness to offer prompt and effective response action to the needs and rights of stakeholders.)*

4.0 Clients

4.1 External Clients:

- Residents
- Government Ministries
- Industry
- Informal Traders).
- Business Organisations, Consumers, Non-Governmental Organisations, Civil Society Organisation.
- Tourists
- Media
- Faith Based Organisations

4.2 Internal Clients:

- Members of Staff
- Councillors

5.0 Departments and Core Functions

The City of Bulawayo has the following six departments:

1. Town Clerk
2. Chamber Secretary
3. Engineering Services
4. Financial Services
5. Health Services
6. Housing and Community Services

5.1 Town Clerk's Department

The functions of the Town Clerk are spelt out in the Urban Council Act (Chapter 29:15) which states that the Town Clerk shall be responsible for:

- The proper administration of Council; and
- Managing operations and property of council; and
- Supervising and controlling the activities of employees of Council in the course of their important.
- The Town Clerk, in addition to any other duties assigned to him by Council, General Purposes Committee or the Mayor, shall perform the following functions;
- Direct supervise, appraise, develop and report on the work and conduct of all Council employees and take appropriate measures to ensure efficiency, and discipline among all council employees; and
- Recommend to the General Purposes Committee the measures necessary to safeguard the finances and assets of the Council.

- Take such steps as he considers being necessary for the purpose of giving effect to any resolution of the council, or of any decision or directive of the General Purposes Committee.
- Make such recommendations to the Council or the General Purposes Committee, or any committee of the Council as he considers being necessary or desirable to affect economies, improve coordination and, generally, improve the operations of council or committee.
- Introduce, implement and monitor adequate control systems; and
- Be responsible for the effectiveness and efficiency of the organisation of the council, the coordination and integration of its activities and, for such purposes, he may, after consultation with the head of department, inspect, enquire into and investigate the working and administration of any department or section, either by himself or through any person authorised by him.
- The Town Clerk may delegate to any other employee of council any functions conferred or imposed up him in terms of this Act, and such employees shall exercise the powers or carry out duties in accordance with such directions as the Town Clerk may give him.

The Town Clerk's department has the following sections:

a. Economic Development

- To facilitate and promote local economic development.
- To promote public participation in the City of Bulawayo Economy.

b. Public Relations

- Enhancing customer service and responsiveness
- Increase stakeholder ownership of city processes
- To build the image of the City both as an investment destination and a cultural centre.
- To carry out adapt news and speech writing.

- To market the City of Bulawayo.
- To formulate and guide Council's Public Relations Policy
- To promote Bulawayo's international relations by identifying and extending its twinning links
- To network with counterparts in commerce, industry, civic society, government.
- To create and sustain effective communication between Council and its publics
- To project and manage a favourable image of the City of Bulawayo
- To establish and maintain cordial relations between the City and stakeholders

c. Internal Audit

- Review and assess the soundness, adequacy, effectiveness and reliability of financial and performance management systems.
- Review and assess the effectiveness of internal controls and make recommendations to improve these where appropriate.
- Review and assess the adequacy of procedures to ensure the Council's assets and interests are adequately protected, and risks are identified and effectively managed.
- Check for compliance with legislation, Council policies and procedures.
- Promote and assist the Council in the effective use of resources.
- Undertake independent investigations into allegations of fraud and irregularity in accordance with council policies and procedures and relevant legislation.

5.2 Chamber Secretary's Department

The Chamber Secretary's department is responsible for:

- The provision of an efficient and effective secretarial service to Council, its committees and sub committees;
 - i.e Agenda compilation - to provide Council/ Councillors with relevant data / information so that they can make informed decisions
 - Agenda dispatch – to ensure that Councillors receive agenda on time, so that they make adequate preparations for meetings.

- Minuting reports / agenda – to record discussions at Council, Committee, Sub – Committee meetings in terms of laid down procedures e.g Urban Councils Act Chapter 29:15. Permanent record of meeting procedures.
- Actioning of resolutions - to ensure compliance in implementing various Council decisions/ procedures
- And minute binding / indexing – to keep / maintain up to date record.
- To provide an efficient and effective Legal and Estate Management Service to Council;
 - i.e Legal Services - to have a legally compliant Council.
 - Conveyancing - to provide efficient and timeous conveyancing service to the residents of Bulawayo.
 - Land alienation – to manage Council estates in a manner that optimises returns to Council.
 - And shop licencing – clear backlog to zero.
- To facilitate implementation of all approved programmes for sections in the Town Clerk’s and Chamber Secretary’s departments;
 - i.e Human Resources management - to develop an efficient and effective workforce for the two departments.
 - Budget compilation and implementation – to coordinate budget preparation and implementation for the Town Clerk’s and Chamber Secretary’s Departments.
 - Records management - to provide systematic information storage and retrieval.
 - And typing services - to provide an efficient and effective typing service to the Town Clerk’s and Chamber Secretary’s Departments.

- To provide an efficient and effective emergency service;
 - i.e Fire prevention - to provide awareness and reduce incidents of fire.
 - Firefighting and operations - to save lives and property and render humanitarian services in the event of an emergency / disaster.
 - And ambulance services - to provide efficient and effective pre hospital care.

- To provide an efficient and effective valuation service;
 - i.e rating valuations - to widen Council's revenue base, sales / rentals of property - to provide up to date prices / rentals of property.
 - Assessment of building plans – to efficiently assess estimated costs of building plans.
 - Acquisition of property - to acquire property at best possible price.
 - And inspections of property for compliance – to ensure that properties sold by Council are inspected periodically for compliance with Agreement of sale.

- To provide an effective, efficient, responsive and attentive Security and Traffic Enforcement to the City.
 - Traffic Enforcement – to make sure the city's public is conveyed by Public Service Vehicles (PSVs) that comply with the National Traffic Act and the City's Traffic Enforcement Bye-Laws.
 - To rid the City of illegal pick-up and drop off points.
 - To supervise the proper usage of the City's parking infrastructure as well as termini.
 - Enforcement of the City's Traffic Bye-Laws.
 - Security- Protection of council installations, assets and personnel.
 - Predetermination of crime and investigations.
 - Cash in transit.

- Vending Control – Enforcement of the City’s Hawkers and Street Vending Bye-laws.
- Enforcement of Council Bye-Laws.

5.3 Engineering Services Department

The Engineering Services department through its different branches is responsible for;

a. Water Branch functions;

- Supplies Section - management of dams, water treatment works, and sewerage treatment works, pumping mains.
- Distribution Section – Water reticulation, sewerage reticulation, chokes, burst pipes / leaks.
- Electromechanical Section - electrical repairs, mechanical repairs, fitting.

b. Roads Branch Functions;

- Projects and planning Section - project management, projects budgeting and prioritisation, detailed designs and project specification, management contract, management planning, reporting and evaluation.
- Public lighting and traffic section – street lighting maintenance and design, traffic lights maintenance and designs, traffic safety, communication radios and maintenance.
- Operations construction and maintenance - implementation of projects, implementation of maintenance plans, resource planning and monitoring quality control.

c. Town Planning Branch Functions;

- Development control section – guiding development, processing applications, subdivisions and consolidation.

- Estates Section - layout plans
- Forward Planning Section - master plan, local plans, subject plans, traffic / transportation.
- Land survey section – title surveys, engineering surveys, boundary disputes, survey information.

5.4 Financial Services Department

The department's core functions are;

a. Revenue Section

- Revenue collection
 - Billing for services
 - Meter reading
 - Production and delivery of bills monthly
 - Receipting and banking of cash
 - Debt management
 - Issuance of clearance certificates prior to property transfer
- Licencing
 - Issuance of shop ,dog, cycle licences
 - Provision of miscellaneous services for Central Vehicle Registry (CVR)

b. Risk and Cash Flow Management

- Cash flow management
 - Payments of creditors
 - Investment of surplus funds
 - Bank reconciliations
- Risk management.
 - Insure Council assets

c. Accounting Services

- Budgeting and budgetary control
 - Current budget performance review- March and June
 - Consult the residents and other stakeholders - August and September
 - Collate residents/stakeholders inputs
 - Consolidation of the budget and submission to Council
 - Lay the budget for inspection 30 days
 - Submit the budget to Ministry
 - Production of monthly management accounts
 - Extract , consolidate and submit information to Council
 - Contract management
 - Checking contract payment vouchers to ensure they are within the contract price.
 - Certify payment vouchers for further processing by finance section
 - Management of miscellaneous debtors
 - Creation and monitoring of miscellaneous debtors accounts
 - Preparation of Financial Statements
 - Production of annual financial statements for external audit within 9 months of year end
 - Submission of audited accounts to Council
- ### **d. Procurement and Supplies**
- Procurement of goods and services
 - Storage and issuing to departments

e. Management Information Systems

- Hardware and software support
- Systems development

f. Corporate Services

- Management of payroll
- Reconciliation of taxes
- Management of records system
- Maintenance overseers
- Coordination of departmental staff matters

5.5 Health Services Department

The functions of the department as per branch are as follows:

5.5.1 Environmental Health Branch

Health Inspectorate –

- Food hygiene and food safety – maintain and update a register of all registrable premises. Inspection, swabbing of food premises and food sampling, 1 visit per month, random sampling of food, 5 per week.
- Licensing and registration – scrutinize and comment on all food premises plans. Inspection of trade premises, health institutions, crèches, nursery schools, residential premises. Enforce by laws.
- Water quality control – select consumer sampling points in relation to World Health Organisation standards. Collect 210 samples per month and send for analysis.
- Air quality sampling and smoke observations – Approval and inspection of stationery fuel burning appliances and sources.

Cleansing Services

- Effective solid waste management – refuse removal and disposal, review number of tasks carried out per day, removal schedule for domestic and industrial areas e.g. weekly - domestic , daily or 3 per week shopping areas. Ensure sanitary disposal of waste, adequate cover and compaction

– daily, prepare new tipping cells – as the old ones fill up and provide for leachate control.

- Reduce littering and illegal dumping – ensure households and all other premises have acceptable refuse receptacles, provide skip bins in areas generating high volumes of refuse, e.g markets, shopping areas. Run anti-litter campaigns coupled with health education at schools. Monitor contractors cleaning streets, shopping areas and sanitary lanes daily.
- Liaise and assist all stakeholders intending to do clean up campaigns.
- Dog patrols and licensing – conduct dog patrols and issue dog notices. Educate on need to vaccinate and licence dogs.
- Public conveniences - maintain in a clean and good state of repair, provide cleaning materials, and repair faulty public convenience. Clean twice daily and when necessary in high usage areas e.g bus stops.

Pest Control –

- Mosquitoes - larviciding of water bodies, stream bank clearing, spraying rural buses.
- Do inter-domiciliary spraying when requested.
- Rodents – baiting along the rodent control belt, clearing vacant stands and catching rodents for species identification.

Cemeteries and Crematorium –

- Assist bereaved families when necessary.
- Ensure production of sufficient graves and issuance of the same
- Ensure cremation is done on demand
- Maintenance of correct burial/cremation records.
- Monitor grass cutting and bush clearing and maintenance of the cemeteries.

5.5.2 Personal Health

The city runs 19 clinics, infectious diseases hospital, 2 training units, (STI, reproductive health / family planning), that provide the following services;

- **Curative Services –**
 - Outpatient care – curative services, dental care, management of chronic conditions.
 - OPD Services supported by pharmacy and a laboratory
- **Maternity Services –**
 - Maternity Care - expected population 45 %
 - Antenatal care and care during delivery, postnatal care.
 - FP services including VCS and hormonal implants.
- **Child Health Services**
 - Child and Adolescent health care – immunisation PCC, growth monitoring, advise on infant feeding.
 - Youth friendly corners at all clinics – attending to youth in a friendly non-judgemental manner.
- **HIV/ AIDS programmes -**
 - Provider Initiated Counselling and Testing at all clinics and hospital clinics.
 - Voluntary Counselling and Testing at Nkulumane, New Start Centre.
 - Opportunistic Infections/ Antiretroviral Treatment at 16 Clinics.
- **Prevention of Mother to Child Transmission(PMTCT)**
 - At 16 OI/ART clinics

Pre and post testing for couples at all clinics.

 - HIV positive mothers put on Option B+ and their babies are given nevirapine.
 - Early Infant Diagnosis of HIV via Dried Blood Spot samples
 - Positivity rate less than 2%
 - Infant feeding advice given.

- **VCT – Nkulumane Clinic**
 - Pre and post-test counselling services.
 - Reduce transmission of HIV through sustained behavioural change.
 - Provide psychosocial support for people who are infected /affected by HIV/ AIDS.
 - And entry point for TB screening. OI and ARV treatment.
- **OI and Antiretroviral treatment**
 - Treatment for OIs available at all clinics.
 - Antiretroviral treatment initiated and continued at 16 clinics
 - TB screening of ART patients at each visit.
 - Second line ART available at Khami Road Clinic Mpilo Hospital and United Bulawayo Hospitals.
 - CD4 testing blood collected at all clinics and sent to Thorngrove Laboratory
 - Viral load testing , samples collected at all OI/ART centres
 - TB Services All patients with a cough subjected to TB screening
 - HIV positive patients tested using GeneXpert

Diabetes

6clinics running a diabetes education programme on diet and foot care

Cancer Screening - Visual Inspection with Acetic Acid (VIAC) available at one clinic

- Prostate cancer screening using PSA available at all clinics.

5.6 Housing and Community Services Department

The department is charged with the responsibility of;

- Providing and maintaining housing.
- Community services.

- Social amenities.
- Managing land and related resources to achieve environmental sustainability for the community (stakeholders) of Bulawayo.

a. Housing and Building Branch

- Registry (Central) – Interface with home seekers.
- Allocation (house, stands and commercial stands, - developers).
- Vending – city wide – SME's and other vendors.
- House construction and maintenance and building of council structures – developers and contractors.
- Council has gone a long way to meet goal number 7 of UNHCS (HABITAT) goals.
- Building Inspectorate - all structures built in BCC area – to meet Building by Laws and related regulations - rate payers.
- Architecture and Quantity survey - developers.
- Estate management (mainly former low income areas) – rate payers.
- Environmental Management of Parks and Nature Parks – Caravan Park and Parks nursery.

b. Community Services Branch

- Social work – welfare cases / safety nets.
- Primary schools and Libraries - Children / Rate payers.
- 29 schools, 2 libraries and pre-schools built since 1986 and Council doing its best to achieve Millennium Goal No. 2.
- Cooperatives – School leavers.

- School leaver (Training) and Vocational Training Centres (VTC's) – Post schooling groups.
- Art and Craft Centre - Employees/ Students.
- Bulawayo Home Industries - Poverty alleviation.
- Community services (including football stadia and fields) and Halls – Recreation.
- Guest houses – Visitors / holiday makers.

6.0 SERVICE PROVISION AND SERVICE DELIVERY STANDARDS

6.1 Town Clerk's Department

a. Economic Development Section

Service / Service Product	Service Level Standards	Location
Routine/day to day enquiries on various investment matters	Immediate	Office 2 Ground floor, Municipal Buildings
Creation of database for pending applications for industrials	1day	Office 2 Ground floor, Municipal Buildings
Allocations of industrial stands – Report to Subcommittee on Allocation of Stands and Premises for Development	1month	Office 117 - 1 st Floor Municipal Buildings
Report to the Finance & Development Committee	2 weeks	
Final Submission to Council	1week	
Preparations for exhibiting in the ZITF/Water, Sanitation, Hygiene & Energy Expo:		Office 2 Ground floor, Municipal Buildings
Seek quotations	1week	
Report to Council	1week	
Conceptualise/Design exhibit/Collate exhibit materials	4 weeks	
Exhibit	1 week	
Preparations for the Polokwane Trade Show/Durban Business Fair RSA:		Office 2 Ground floor, Municipal Buildings
Report to the General Purposes Committee/Council	2 weeks	
Design/Print exhibit materials	1 week	
Collate exhibit materials from various	1 week	

cooperating partners		
Routine/day to day enquiries on various investment matters	Immediate	Office 2 Ground floor, Municipal Buildings
Creation of database for pending applications for industrials	1day	Office 2 Ground floor, Municipal Buildings
Allocations of industrial stands – Report to Subcommittee on Allocation of Stands and Premises for Development	1month	Office 117 - 1st Floor Municipal Buildings
Report to the Finance & Development Committee	2 weeks	
Final Submission to Council	1week	
Preparations for exhibiting in the ZITF/Water, Sanitation, Hygiene & Energy Expo:		Office 2 Ground floor, Municipal Buildings
Seek quotations	1week	
Report to Council	1week	
Conceptualise/Design exhibit/Collate exhibit materials	4 weeks	
Exhibit	1 week	
Preparations for the Polokwane Trade Show/Durban Business Fair RSA:		Office 2 Ground floor, Municipal Buildings
Report to the General Purposes Committee/Council	2 weeks	
Design/Print exhibit materials	1 week	
Collate exhibit materials from various cooperating partners	1 week	

b. Public Relations Section

Call Centre

Service / Service Product	Service Level Standards	Location
Capturing of all telephone queries with regards to service faults	Immediate	Call Centre Ground Floor, Tower Block, J Tongogara, Btwn L Takawira Avenue/ 8 th Avenue
Processing of all service faults that come through e services and other correspondence	Immediate	Ground Floor, Tower Block
Answering of all telephone calls	90% of calls within 30 seconds and 80 % within 20 seconds	Ground Floor, Tower Block
Operating hours	24/7/365 days	Ground Floor, Tower Block
Dispatch of burst water pipes	immediate	Ground Floor, Tower Block
Request for Bowser to residential areas where water supply is intermittent.	12 hours	Roads yard
Acknowledging of jobs	Within 5 minutes	Ground Floor, Tower Block
Feedback from field staff	hourly	Ground Floor, Tower Block
Feedback to clients	In due course, as per need	Ground Floor, Tower Block
Capturing of all telephone queries with regards to Engineering Service Faults	Immediate	Call Centre, Ground Floor Tower Block
Processing of all engineering services faults that come through e-services and other correspondence	Immediate	Call Centre, Ground Floor Tower Block

Answering of all telephone calls	All calls within 30 seconds	Call Centre, Ground Floor Tower Block
Operating hours	24/7/365	Call Centre, Ground Floor Tower Block
Visit to Water and Wastewater treatment plants	7 days	5 th Floor, Tower Block

Media Relations

Service / Service Product	Service Level Standards	Location
Media Relations	24 hours	Office 13, City Hall Fife Street, Btwn L Takawira Avenue/ 8 th Avenue
Complaints Handling	24 hours	Office 13, City Hall Fife Street, Btwn L Takawira Avenue/ 8 th Avenue
Organising Stakeholder meetings	72 hours	Office 13, City Hall Fife Street, Btwn L Takawira Avenue/ 8 th Avenue

c. Internal Audit

Service / Service Product	Service Level Standards	Location
Submit systems and/or investigative reports to the Audit Committee.	Monthly	Office 220, City Hall (under the clock), Fife Street, btwn L. Takawira Avenue/ 8 th Avenue
Final submission of systems and investigative reports to Council.	Monthly	Office 220, City Hall (under the clock), Fife Street, btwn L. Takawira Avenue/ 8 th Avenue
Provide consultancy and assurance	Daily	Office 220, City Hall (under the clock), Fife

services to Council Departments.		Street, btwn L. Takawira Avenue/ 8 th Avenue
Help Management to identify critical indicators of fraud schemes.	Daily	Office 220, City Hall (under the clock), Fife Street, btwn L. Takawira Avenue/ 8 th Avenue
Receive complaints or reports from Third Parties.	Daily	Office 220, City Hall (under the clock), Fife Street, btwn L. Takawira Avenue/ 8 th Avenue
Generate reply to the complainant to acknowledge receipt and seek additional information, evaluate complaints and investigate.	Monthly	Office 220, City Hall (under the clock), Fife Street, btwn L. Takawira Avenue/ 8 th Avenue
Inventory count	Quarterly	Office 220, City Hall (under the clock), Fife Street, btwn L. Takawira Avenue/ 8 th Avenue

6.2 CHAMBER SECRETARY DEPARTMENT

a. Fire and Ambulance Services Section

SERVICE/SERVICE PRODUCT	SERVICE LEVEL		ACCESS BY PUBLIC
	Turn out	Response time	
Fire calls Ambulance services(all categories)	One(1) minute (Immediate)	Not more than 10 minutes within city boundaries. For suburbs e.g. Mahatshula, Waterford Woodville and Cowdray Park-20 minutes due to distance from nearest fire station.	Nearest fire and ambulance station(Famona, Northend, Nketa, and Nkulumane)
Special service calls- Emergencies e.g. road traffic accidents, major disasters, chemical spills, etc	One(1) minute Immediate	As above	As above
Special service calls- Emergency: pre-arranged hiring of brigade appliances for non-operational purposes.	As per arrangement	As above	As above
Calls Charges-All calls	Immediate	N/A	Officer attending
Service complaints	Immediate	Immediate	Head office, Famona No 1 Matopos road, Famona
Career Guidance	As per arrangement	N/A	As above
Familiarisation tour of station(s)	As per arrangement	N/A	As above

Fire Prevention Division

Service/Service product	Service Level		ACCESS BY PUBLIC
	From	To	
Fire team training certificate courses.	3 Working days after request/payment	<ul style="list-style-type: none"> • 3 Working days. • Results submitted within 7 working days 	Fire prevention offices, Famona Fire station, No 1 Matopos Road, Famona
Fire team Training Non-certificate courses.	2 Working days after request/payment	<ul style="list-style-type: none"> • 3 hrs per working day for 5 working days. • Results submitted within 7 working days 	As above
Fire Management Lecture Sessions.	1 working day after request/payment	<ul style="list-style-type: none"> • 2 hours • Report submitted within 5 working days 	As above
Fire Risk Surveys	1 working day after request/payment	<ul style="list-style-type: none"> • Between 1 and 3 working days. • Report submitted within 7 working days 	As above
Fire safety Inspections on change of occupancy.	1 working day after request/payment.	<ul style="list-style-type: none"> • 1 working day. • Comments 	As above

		submitted within 3 working days	
Fire safety inspection on request.	1 working day after request/payment.	<ul style="list-style-type: none"> • 1 working day. • Report submitted within 3 working days. 	As above
Routine Fire safety inspection	1 working day	<ul style="list-style-type: none"> • Between 1 and 3 working days. • Report submitted within 5 working day 	Fire prevention offices, Famona Fire station, No 1 Matopos Road, Famona
Fire safety inspection for development permit.	1 working day after notification	<ul style="list-style-type: none"> • 1 working day. • Report submitted within 3 working days. 	As above
Fire safety inspection for public building certification.	1 working day after notification	<ul style="list-style-type: none"> • Within 3 working • Report submitted within 3 working days. 	As above
Competency Tests (Fire protection equipment. maintenance/repairs)	1 working day after request/payment.	<ul style="list-style-type: none"> • 1 working day. • Results submitted within 5 working days. 	As above

Fire investigation.	Immediate	Report submitted within 5 working days	As above
Fire Awareness Campaigns.	N/A	N/A	As above
Evaluating and processing of development and building plans.	Day of submission to section.	3 working days	As above
Advice on fire safety.	Immediate.	N/A	As above

b. Legal Section

Conveyancing

Service/ Service Product	Service Level Standards	Location
Instructing lawyers for transfer	1 to 3 weeks	Room 6, City Hall, under the Clock
Transfers	30days	

Transfers are highly dependent on various stakeholders like Council departments, law firms and clients so it's difficult to give an exact timeframe.

Shop Licencing

Service/ Service Product	Service Level Standards	Location
Processing Temporary licences	2 to 7 days	Room 6, City Hall, Under the Clock
Processing Full licences	2 to 3 months	Room 6, City Hall, Under the Clock

Note also that licences are processed in terms of the Shop Licences Act so the Act gives time frames eg advertising is 28 to 42 days and if there are any objections its 7 days after publication.

Legal Services

Service/ Service Product	Service Level Standards	Location
Advising departments on legal issues	1 to 3 days	Room 6, City Hall, Under the Clock
Attending to queries (debt collection)	Attended as they come	Room 10, City Hall, Under the Clock

Hire of City Halls (Large and Small)

Service/ Service Product	Service Level Standards	Location
Hire of City Halls	Immediate	Office 126, City Hall, Under the Clock

c. Valuation

Service / Service Product	Service Level Standards	Location
Compile a supplementary valuation roll	1400 properties per annum	10th Floor, Tower Block
Assess open market rentals	Within 4 days of request	10th Floor, Tower Block
Determine selling price of stands	Within 5 days of request	10th Floor, Tower Block
To assess the estimated building costs for building plans submitted for approval	Within 4 days of receipt	10th Floor, Tower Block
To assess shop floor areas for licensing	Within 2 days of request	10th Floor, Tower Block

d. Security and Traffic Section

Service/Service Product	Service level standard	Location/contact numbers
Removal of vehicles causing obstruction and those that are dangerously parked.	Immediately by towing away.	Office 416, Tower Block. Tel 09 75011 ext 2169/70 cell 0775 547 492/0772 775 091.
Removal of abandoned vehicles.	Immediately after the expiry of 10 days' notice by towing away.	Office 416, Tower Block. Tel 09 75011 ext 2169/70 cell 0775 547 492/0772 775 091.
Processing of privileged Parking Discs for disabled people.	Immediately if applicant's papers are in order.	Office 420b Tower Block 4 th Floor. Tel 09 75011 Ext 2066.
Processing of privileged parking discs for other deserving groups.	Immediately if applicant's papers are in order.	Office 420b Tower Block 4 th Floor. Tel 09 75011 Ext 2066.
Parking Tickets/ Disc Enquiries.	Immediately.	Traffic Enforcement desk at Revenue Hall. 09 75011 Ext 2025
Release of impounded Vehicles from the Secured Compound.	As soon as all fines are paid in full	Municipal Secured Compound, Khami Stores and all Housing Offices.
Issue of taxi Badges.	Immediately if applicant's	Test on the City's

	papers are in order.	topography is conducted at office 416, Tower Block 4 th floor.
Protection of Council Personnel and Assets.	Always.	Tower Block 6 th floor office 611 and 615, all Security bases and outstations.
Vending Control.		Vundu Offices, Basch Street, 3rd Avenue Extension, Phone 75080.
Investigations	Immediately	Office 410, Tower Block 4 th floor.

6.3 ENGINEERING SERVICES DEPARTMENT

a. Water Section

For the purposes of this document unless otherwise stated,

“All offices” when referring to water services means where water businesses are performed.

All offices refer physically to the following:

- Tower Block 5th Floor
Cnr L. Takawira Ave/Mugabe Way
Box 1353, Bulawayo
- Mabutweni Water Workshops
Box 1353, Bulawayo
- Nkulumane Water Workshops
Box 1353, Bulawayo
- Town Main water Workshops
Box 1353, Bulawayo

“All offices” when referring to “Wastewater Services” means where wastewater businesses are performed.

All offices refer physically to the following:

- Roads Yard
Cnr Masotsha/ Lobengula Street
Box 1353, Bulawayo
- Tower block 5th Floor
Cnr L. Takawira Ave/Mugabe Way
Box 1353, Bulawayo
- Mabutweni Sewer Workshop
Box 1353, Bulawayo
- Nkulumane Sewer Workshops
Box 1353, Bulawayo

All offices when referring to water quality services means where water quality businesses are performed.

- Tower Block 5th Floor
Cnr L. Takawira Ave/Mugabe Way
Box 1353, Bulawayo

- Criterion Laboratory
Burnside Rd, Douglasdale,
Box 1353, Bulawayo
- Thorngrove Wastewater Laboratory
Box 1353, Bulawayo

HOW TO CONTACT US:

We may be contacted telephonically, electronically, or personally

You may personally visit us for the application of services and queries at:

Call Centre, Ground Floor, Tower Block or contact us through our toll free number (0800 4700 – Telone Numbers only; 08084700 - Econet Numbers only; (09) 71290 all networks) available 24 hours a day, 7 days a week.

If you are unable to get through via the Call Centre the E- services that are available are as listed below:

E mail: callcentre@citybyo.co.zw

Fax: (09) 69701

Website: www.citybyo.co.zw

Facebook: The City of Bulawayo

Twitter: @CityofBulawayo

These facilities can be used to report water leaks, burst pipes, water and sewer faults, and water quality problems and make water account enquiries.

Office Telephone Numbers

Call Centre

Every day: 24 hours

LEVELS OF SERVICE AVAILABLE

Water

In order to make water available to customers at an affordable cost, various levels of service are offered to domestic customers:

- Full pressure water supply fed directly to the household from the City's supply network.
- Standpipes are provided to supply informal communities as an interim measure.
- These are not metered and charged
- Tankered water /Bowser in the case of prolonged service interruptions

Sanitation

The accepted levels for sanitation are:

- Conventional waterborne – connection to sewerage infrastructure.
- Waterborne with on-site disposal – septic tank and associated soak-away.

FREE BASIC SERVICES

Water

All customers receive the first 5kl per month free of charge, with rising block tariffs and fixed charges for all customers.

General Comments:

- a) The workshop locations only refer to points of interface for customers, and not the point from where the service is provided.
- b) Time period in days are specific to “working days” not “calendar days” as there is a big difference, especially in holiday seasons.

ACCOUNTS

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Flow Limiter(Restriction discs) Applications	Immediate	Revenue Hall 5 th Floor, Tower Block
Multi-Metering(Meter separation)	14 Days	5 th Floor, Tower Block

Cross Meters (Illegal Connections)	Immediate	5 th Floor, Tower Block
Raising of Waste Water & Pollution Charges	1 Day	Criterion Laboratory, Burnside Rd.
Response to trade effluent charge queries	7 days	Criterion Laboratory, Burnside Rd.
Processing of applications to discharge industrial effluent to sewer and /or via road tanker	7 days	Criterion Laboratory, Burnside Rd.
Complaints regarding storm water and river water pollution	4 hours	Call Centre, Ground Floor Tower Block

TECHNICAL

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICE FROM
General Technical Queries regarding water borne sewerage/water reticulation.	5 days	Call Centre, Ground Floor Tower Block
Process applications for new water connections, meter re-positioning, meter in-situ and new meter tests,	5 days	Tower Block 5 th Floor
Process applications for fire hydrant relocations.	14 days	Tower Block 5 th Floor
Inspect plumbing of commercial and industrial customers for compliance for normal fire fighting standards.	5 days	City Centre Main Water workshops
Investigate general, domestic customer complaints/queries related to water supply.	48 hours	Tower Block 5 th Floor
Investigate and resolve water ponding on private property and water pressure complaints.	48 hours	Call centre Tower Block 5 th Floor
Process and conduct pressure and flow tests.	7 days	Tower Block 5 th Floor

Inspection of Properties to location nearest Water Main, check for lot numbers, and boundary pegs in order to facilitate new water connections.	96 hours	Tower Block 5 th Floor
Install domestic water connections \leq 20mm to individual consumer's multi – dwelling units and housing projects.	14 days	Tower Block 5 th Floor
Install large domestic, commercial, individual water connections $>$ 20mm including fire connection.	14 days	Tower Block 5 th Floor
Read all consumers (domestic & commercial) and reservoir water meters in the Bulawayo Municipality.	Monthly	Meter Reading Section, Revenue Hall
Carry out field investigations/check readings where required.	Monthly	Meter Reading Section, Revenue Hall
Estimated readings when unable to read.	Monthly	Meter Reading Section, Revenue Hall
Maintenance of water meters and chambers	96 hours	Tower Block 5 th Floor
Tracing of leaks related to water meters.	96 hours	Tower Block 5 th Floor
Location of buried water meters.	5 Days	Tower Block 5 th Floor
Raising and re-sitting of water meters	5 Days	Tower Block 5 th Floor
Change of faulty meters.	14 days	Tower Block 5 th Floor
Water sampling –: If there is a water complaint sampling is done within 8 hours and report would be ready in 5 days' time.	8 hours	Criterion Laboratory, Burnside Rd.
Supplying developers, consultants, short and long term planning, details for Water and Sanitation Services.	7 days maximum	Tower Block 5 th Floor
Supplying the public with details of existing Water and Sanitation services/structures/drawings and records.	Immediate and in some instances up to one week.	Tower Block 5 th Floor
Supplying Customers with GIS information, aerial photographs, maps, survey details, backlog, and other statistics	7 Days at request and at stipulated Council tariff.	Tower Block 5 th Floor
Sample testing, eg. Ground Water contamination, drinking water quality, stream water quality.	5 working days	Criterion Laboratory, Burnside Rd., Thorgrove Waste Water Laboratory

Environmental Impacts Assessments – Water and sanitation comments submitted. –	30 days	Tower Block 5 th Floor
Tanker Clearance – (Septic tanks emptying)	2 – 5 Days	Roads Yard
Conduct standard 2 or 3 times yearly inspection to ensure compliance with sewerage disposal bylaws, National Building Regulations and other environmental legislation.	Quarterly	Criterion Laboratory, Burnside Rd.
Submit an inspection report, notice or letter to industry within one week of inspection.	1 Week	Criterion Laboratory, Burnside Rd.
Ensure all relevant legislation and Department Policy are communicated to industry.	As required	Criterion Laboratory, Burnside Rd.
Give developers and consultant’s information required such as pressure zones, flow rates, bulk supplies.	1 week	Tower Block
Delivery of Water Bowser to residential areas where water supply is intermittent.	12 Hours	Roads Yard
Backfilling of trenches/excavations/ in road ways and on verges due to emergency work	2-3 Day	City Centre Main Work shops
Waste Water Tank Services: Conservancy/Septic tank emptying.	2-3 Days	Roads Yard
Physical Waste Water connection Installations	14 Days	Roads Yard
Inspection of new Waste Water Installation	2 Days	Housing offices
Approval/referral of building plans with respect to sewerage disposal.	3 Days from the time of sign in to the department from the building inspectors	Tower Block
Attendance to sewer overflows/blockages/smells/damage	8 Hours for critical cases 48 hours for non-critical cases	Workshops
Attendance to Private Blockages on private property	2-3 Days	Work shops

WATER AND WASTE WATER WORKS

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Drinking water treatment quality	Standards Association of Zimbabwe(SAZ) , Standard 560:1997	Call Centre, Criterion Lab Tower Block 5 th Floor
Waste water treatment quality	Statutory Instrument 6 of 2007, Environmental Management Association (EMA)	Call Centre, Criterion Lab Tower Block 5 th Floor
Emergency response time to site	4 Hours	Call Center, Criterion Lab Tower Block 5 th Floor
Non emergency response time to sit	24 Hours	Call Center, Criterion Lab Tower Block 5 th Floor

GENERAL SEWER SERVICES AND SERVICE LEVEL STANDARDS

Technical

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WORKSHOP LOCATION
Removal of spoil material left on consumers verges.	1 Day	City Centre, Nkulumane, Mabutweni
Backfilling of trenches/excavations/ in road ways and on verges	1 Day`	City Centre, Nkulumane, Mabutweni
Waste Water connection Application/ Installations From receipt of customer's full purchase of raw materials.	7 Days	City Centre, Nkulumane, Mabutweni
Inspection of new Waste Water Installation from completed date of sewer connections.	3 Days	City Centre, Nkulumane, Mabutweni

Approval / Disapproval of building plans with respect to sewerage disposal.	3 Days	City Centre, Nkulumane, Mabutweni
First attendance to Sewer overflows/blockages/smells/damage	½ Day	City Centre, Nkulumane, Mabutweni
Attendance to Private Blockages on private property	1 Day	City Centre, Nkulumane, Mabutweni
Escalated Waste Water Complaints.	1 Day	City Centre, Nkulumane, Mabutweni

b. Roads

Levels of Service Available

In an effort to manage a transport network for the city's ever increasing number of vehicles, three levels of service are offered to the residents:

- Provide adequate roads infrastructure for the city's' new housing developments.
- Periodic maintenance of existing roads infrastructure.
- Routine maintenance of existing roads infrastructure.(pot hole patching)

SERVICES AND SERVICE LEVEL STANDARDS

NEW DEVELOPMENTS

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Production/ Approval of new roads and storm water drainage designs.	30 days	Fourth floor, tower block.
Construction/ inspection of new roads and storm water drainage designs to compliance	60 days	Fourth floor, tower block.

MAINTENANCE

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Public complaints/queries on road services	5 days	Fourth floor, Tower block
Pot hole patching, storm water drainage clearing	1.5 months	Roads Yard, Lobengula St
Traffic calming measures (speed humps)	1 month	Roads Yard, Lobengula St
Supplying developers, consultants, short and long term planning, details for roads servitude and network.	Immediate.	Fourth floor, tower block.
Supplying the public with details of existing road services, drawings and records.	Immediate	Fourth floor, tower block.
Environmental Impacts Assessments – comments submitted.	14 Days	Fourth floor, tower block.
Town Planning/Building, Estates Dept, ensuring consistency on the application on Sub-divisions.	2 days	Fourth floor, tower block.

EDUCATION AND TRAINING

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Community Liaison: Liaise with Ward Committee.	As required.	Fourth floor, tower block.

c. Electromechanical

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICE FROM
Repair street lights	3 days if spares available >2 weeks if spares to be ordered	Roads Yard

Repair tower lights	3 days if spares available >2 weeks if spares to be ordered	Roads Yard
Complete overhaul of KSB and Sulzer pumps	5 weeks	Mechanical Workshop
Repair of KSB and Sulzer motors involving rewinding	4 weeks	Electrical Workshop
Rewinding of 88/6.6kv transformer	12 weeks	Electrical Workshop
Repair of sewage pumps.	1 day if spares available >2 weeks if spares to be ordered	Mechanical Workshop
Maintenance of traffic lights	5 hours if problem with bulbs 3 days if problem with controller	Roads Yard
Install traffic lights at intersection with 12 LED aspect heads.	8 hours	Roads Yard

d. Administration

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICE FROM
Reply to Correspondence, letters and faxes	14 days	Tower Block

e. Town Planning

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	WHERE PUBLIC CAN GET SERVICE FROM
Recommendations for route authority for commuter omnibus	Immediate	Tower Block, 7 th Floor

Recommendation for liquor	Immediate	Tower Block, 7 th Floor
Development Permits (Plans)	1 week	Tower Block, 7 th Floor
Development Permits (Plans)	1 week acknowledgement. 3 months processing	Tower Block, 7 th Floor
Regularisation of illegal uses	1 week acknowledgement 3 months processing	Tower Block, 7 th Floor
Application for land	1 week acknowledgement 3 months processing	Tower Block, 7 th Floor
Non-title surveys, Topographical surveys	2 days	Tower Block, 7 th Floor
Relocation of beacons	1 day	Tower Block, 7 th Floor
Investigating and resolving boundary disputes	2 days	Tower Block, 7 th Floor
Processing cancellation of portions of general plans	One month	Tower Block, 7 th Floor
Issuing survey instructions to private land surveyors	Immediate	Tower Block, 7 th Floor

6.4 FINANCIAL SERVICES DEPARTMENT

Revenue Collection

Service/ service product	Service level	Location
Registration of a New Account	1 day	Revenue Hall
Termination of existing Account	2 weeks	Revenue Hall
Transfer of Account from one consumer to the next	1 day	Revenue Hall
Consolidation of the accounts	2 days	Revenue Hall
Change of property ownership	1 day	Revenue Hall and 10 th Floor Tower Block
Name Change on an Account	2 days	Revenue Hall
Account queries – balances, metering etc. Leaks: Advice consumer on method to check	Immediate	All Revenue offices
Incorrect meter reading investigation	1 week	All Revenue offices
Debt Relief (where applicable)	Immediate	All Revenue offices
Correspondence, letters , emails, faxes	1 to 14 days	All Revenue offices
Credit control – Payment arrangements , restrictions, disconnections & reconnections	1 day	All Revenue offices
Issuance of clearance certificates prior to property transfer	2 days	Revenue Hall & 10 th floor at Tower Block
Issuance of shop licences	Immediate to 1 day	Revenue Hall
Issuance of dog & cycle licences	immediate	All Revenue Offices
Provision of miscellaneous services for Central Vehicle Registry (CVR)	Immediate	Revenue Hall

Risk and Cash Flow Management

Service/ service product	Service level	Location
Payments of creditors	30 days	Financial Services Department 12 th floor Tower Block

Accounting Services

Service/ service product	Service level	Location	
Preparation of Financial Statements	Nine months from year end	Financial Services Department 12 th Floor Tower Block	
Current budget performance review	Quarterly	Office of the Town Clerk	

6.5 HEALTH SERVICES DEPARTMENT

a. ENVIRONMENTAL HEALTH

Inspectorate

SERVICE	SERVICE LEVEL	ACCESS BY PUBLIC
Complaints investigation	48hrs	Tower block
Routine Inspection of trade premises; Food premises Other premises	Twice/ month *Once / three months	Tower block 1 st floor
Shop licence processing	*72hrs	Tower block 1 st floor
Investigation of diseases; Outbreaks Notifiable	Immediate 48hrs	Tower block 1 st floor
Domicilliary visits	*Once in three months	Tower block 1 st floor
Health education	Ongoing	Tower block 1 st floor
Enforcement of legislation	Ongoing	Tower block 1 st floor
Collection of samples; Food Water (60 points)	5 samples/ week 120 samples(2 samples/ point every month)	Tower block 1 st floor
Swabbing of premises	5 premises/ week	
Plan examination	72hrs	Tower block 1 st floor

Cemeteries

Grave production	To meet demand	Cemeteries/ Tower block
Titivation of cemeteries	On going	Cemeteries
Grave reservation	On demand	Cemeteries/ Tower block
Maintenance of cremator	As scheduled or recommended by	Cemeteries/ Tower

	manufacturer	block
Documentation of burials	Immediately	Cemeteries/ Tower block
Identification of new cemetery sites	On demand	Cemeteries/ Tower block
Processing of tombstone permit	On demand	Cemeteries/ Tower block
Queries relating to burials and cremations	immediately	Cemeteries/ Tower block

Pest control

Indoor residual spraying	on demand	First floor Towerblock/ Pest Control section
Stream bank clearing	On going	Pest control section
Larviciding	seasonal	Pest control section
Rodent control	seasonal	Pest control section

Solid waste management

Refuse related complaints	48hours	First floor Tower block/ Cleansing section
Refuse collection	-Once weekly in low density -Fortnightly in high density and industry -Daily in CBD and business centres -Three times a week for community group sweepings	Cleansing section/ Tower block
Landfill management	Comply with regulatory standards (confine, compact and cover on daily basis)	Cleansing section/ Tower block
Vehicle maintenance	Per schedule	

Community engagement	Ongoing(cleanup campaigns, community education on solid waste management)	Cleansing section/ Tower block
Dog control	routine	Cleansing section/ Tower block
Public conveniences	Cleaned twice a day, kept in functional state at all times	Cleansing section/ Tower block

*Please note that after further consideration they are changes in some of the service standard levels e.g. other shop and domiciliary inspections as well as shop licence processing.

b. PERSONAL HEALTH BRANCH

Out Patient Services

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	ACCESS BY PUBLIC
<ul style="list-style-type: none"> Treatment of minor ailments 	Monday – Friday 0730 – 1530 hrs Saturdays 0730 – 1130 hrs	All clinics
<ul style="list-style-type: none"> Diagnosis and treatment of Tuberculosis (TB) 	Monday – Friday 0730 – 1530 hrs Saturdays 0730 – 1130 hrs	All municipal clinics
<ul style="list-style-type: none"> Admission of very ill patients with TB 	24 hours	Thorngrove Hospital
<ul style="list-style-type: none"> Admission of patients with infectious diseases 	24 hours	Thorngrove Hospital
<ul style="list-style-type: none"> Provider initiated testing and 	Monday – Friday 0730 – 1530 hrs	All clinics and Thorngrove

counselling for HIV (PITC)	Saturdays	0730 – 1130 hrs	Hospital
• Voluntary Testing and Counselling (VCT)	Monday – Friday Saturdays	0730 – 1530 hrs 0730 – 1130 hrs	Nkulumane Clinic New Start Centre
• Initiation of Anti-Retroviral Therapy for eligible patients	Monday- Friday Saturdays	0730- 1530 hrs 0730- 1130 hrs	All clinics except Cowdray park, Dr Shennan and Princess Margaret Rose Clinic
• OI/ART follow up	Monday- Friday Saturdays	0730- 1530 hrs 0730- 1130 hrs	All clinics except Cowdray park, Dr Shennan and Princess Margaret Rose Clinic
• OI/ART follow up sites for children referred from Mpilo hospital. These children are initiated on ART at Mpilo and referred for follow up at clinics	Monday- Friday Saturdays	0730- 1530 hrs 0730- 1130 hrs	Pelandaba, Pumula, Luveve and Maqhawe clinics
• Visual Inspection with Acetic acid Cervicography (Cervical Cancer screening)	Tuesdays and Thursday	0730-1530 hrs	EF Watson clinic (Mpopoma)
• Dental Services	Monday – Friday Saturdays	0730 – 1530 hrs 0730 – 1130 hrs	Pelandaba Clinic

Family Planning Services		
<ul style="list-style-type: none"> Family Planning Services 	Monday – Friday 0730 – 1530 hrs Saturdays 0730 – 1130 hrs	All clinics
<ul style="list-style-type: none"> Hormonal implants (Jadelle insertion and removal) 	By appointment	Nkulumane, Tshabalala, Emakhandeni, Khami road clinic and Northern Suburbs clinic
Maternity Services		
<ul style="list-style-type: none"> Ante-natal care and post natal care 	Monday – Friday 0730 – 1530 hrs Saturdays 0730 – 1130 hrs	All clinics except Khami Road clinic
<ul style="list-style-type: none"> Deliveries 	24 hours	Northern Suburbs, Luveve, Pelandaba, and Nkulumane clinics
<ul style="list-style-type: none"> Prevention of mother to child transmission of HIV (PMTCT) for expecting mothers and partners 	Monday – Friday 0730 – 1530 hrs Saturdays 0730 – 1130 hrs	All clinics
Child health Services		
<ul style="list-style-type: none"> Vaccination of children under five years and women of child bearing age. 	Monday – Friday 0730 – 1530 hrs Saturdays 0730 – 1130 hrs	All clinics except Khami Road clinic

<ul style="list-style-type: none"> Monitoring of growth and development of children below 5 years 	Monday - Friday 0730 - 1530 hrs Saturdays 0730 - 1130 hrs	All clinics except Khami Road clinic
Ancillary Services		
<ul style="list-style-type: none"> Laboratory Services 	Monday - Friday 0730 - 1600 hrs	Thorngrove Hospital grounds (Specimens only)
<ul style="list-style-type: none"> Radiography Services (X- ray) 	Monday - Friday 0730 - 1600 hrs	Khami Road Clinic
<ul style="list-style-type: none"> Medical Examinations 	Monday and Friday 0800- 1000 hrs	Khami Road Clinic

6.6 HOUSING AND COMMUNITY SERVICES

a. Administration

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION	SERVICE/SERVICE PRODUCT
<p><u>STAFF OFFICE</u></p> <p>-General Administration</p> <p>-Information dissemination</p> <p>-Handling staff issues (staff queries & enquiries)</p> <p>- Staff recruitment/appointments & terminations/retirements</p> <p>-Monthly returns</p> <p>-Staff appraisals, promotions & demotions</p> <p>-Counselling</p>	Daily/ Instantly	Office 312 – Third Floor, Tower Block	Administration and Staff Functions

b. Building Section

A SERVICE/SERVICE PRODUCT	SERVICE LEVEL	ACCESS BY PUBLIC
Building plan submission and enquiries	Immediate	8 th floor reception, Tower Block.
Building plan follow up enquiries	Immediate, on Mondays and Fridays only	8 th floor reception, Tower Block.
Building Plan Approval	6 weeks from the date of submission unless if there are corrections to be made	8 th floor reception, Tower Block.
Building Plan Searching	Immediate	8 th floor reception, Tower Block.
Building Inspections	within 3 days of receiving request	8 th floor reception, Tower Block and the following district offices: Nketa housing office, Mabuthweni offices (along Nketa Drive), Pumula housing

		office, Entumbane housing office.
Advertising sign licence registration	immediate	As in item 5 above
Encroachment licence registration	immediate	As in item 5 above
Hoarding licence registration	immediate	As in item 5 above
Scaffolding licence registration	immediate	As in item 5 above
Drain Layer's licence testing	Within 1 week	8 th floor reception, Tower Block.

c. Building Inspectorate Section

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Building plans approval	6 weeks	8 th Floor Reception, Tower Block
Building plan searching	Immediate	8 th Floor Reception, Tower Block
Building inspections	Within 3 days	8 th Floor Reception, Tower Block and the following district offices: Nketa housing office, Mabutweni offices (along Nketa Drive), Pumula Housing Office, Entumbane Housing Office
Advertising sign licence	Immediate	As above
Encroachment licence	Immediate	As above
Hoarding licence	Immediate	As above
Scaffolding licence	Immediate	As above
Drain Layer's licence	Within 1 week	8 th Floor Reception, Tower Block

d. Community Services

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Hire of Community Halls	1 hour	Nguboyenja Social Services
Hire of Youth Centres	1 hour	Inyathi Youth Centre
Hire of Homecraft centres	1 hour	Mzilikazi Homecraft Centre
Service to the elderly, orphan and vulnerable children (Social Safety Nets, child abuse)	Immediate	3 rd floor and at all housing offices in the Western suburbs in the City
Rate rebates and supplementary charges	2 months	3 rd floor and at all housing offices in the Western suburbs in the City
Registration for skills training and youth activities (Vocational, recreational and home craft centres)	Immediate	Tshaka Vocational Mzilikazi Homecraft Centre Inyathi Youth Centre

e. Estates Section

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	ACCESS BY PUBLIC
Title deeds transfer – Western Areas	30 working days	3 rd Floor, Tower Block
Title deeds transfer – Eastern Areas	30 working days	3 rd Floor, Tower Block
Processing of consent forms	5 working days	3 rd Floor, Tower Block
Processing of Agreements of Sale	16 working days	3 rd Floor, Tower Block
Survey instructions	10 working days	3 rd Floor, Tower Block
Processing of church leases, car parks, pre-schools	3 months	3 rd Floor, Tower Block
Industrial and commercial	Industrial 3 months and commercial 5	3 rd Floor, Tower

(tender)	months	Block
Trading (shops), stages – booking of flea-markets	4 months - tenders 1 week	3 rd Floor, Tower Block
Processing of agreement of sale – Eastern	15 working days	3 rd Floor, Tower Block
Processing of agreement of sale – Western	15 working days	3 rd Floor, Tower Block

f. Parks and Lands Inspectorate

The Parks and Lands Inspectorate are responsible for the provision and protection of the environment/ecosystem and enforcement of By-Laws within the CBD and Ncema.

The Parks responsibility is to maintain Council Installations, Parks Stadia, Roads and Open Spaces etc. Whereas the Lands Inspectorate's responsibility is to enforce Council By-Laws by minimising illegal activities e.g. wood poaching, soil poaching, gold panning, illegal stream cultivation etc.

Product Service/Product	Service Level	ACCESS BY PUBLIC
Illegal Cultivation	On-going	Lands Inspectorate 150 Lady Stanley (09-210376)
Illegal Gold Panning	On-going	As Above and Ncema
Illegal Wood Poaching Illegal Soil Excavation	On-going On-going	As Above As Above
Other Illegal Activities (E.g. Hair Cutting etc.)	On-going	As Above
Stray Animals	Immediately	Gum Plantation- Luveve
Awareness and Campaigns	Quarterly (4 Months)	All 29 Wards
Demarcations	31/08-31/12	All 29 Wards
Auction of Animals	After 3 Months	Gum-Plantation- Luveve
Squatters/Vagrants	Immediately	Lands Inspectorate

		150 Lady Stanley (09-210376)
Removal of Posters	1 Week	As Above
Monitoring and Supervisory	Daily	Lands Inspector(09- 210376)
Tree Inspections	Immediate	Lands Inspector 150 Lady Stanley (09-210376)
Sale of Firewood	After Confiscation	As Above
Sale of Rubble	Immediately	As above
Cycling-without a Licence	Once a year	As above
Illegal Repair	Daily	As above

PARKS SECTION

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	LOCATION
Hire /Booking Amphitheatre	Immediate	Tower Block 8 th floor office 807.
Tree inspection	1 Day	-Land Inspectorate -Central Parks -Mabutweni Nursery
Tree cutting	2 days	Land Inspectorate Falls road Tel. 210376
Report on Stray animals Soil excavation Wood cutting Gold panning Vagrants, Illegal occupation of Council property – Dumping e.t.c.	1 day	Land Inspectorate Falls road Tel 210376
Report on grass cutting and clearing of bush encroachment	2 days	Central Parks Tel 09-231401 Mabutweni Nursery Park Tel 09-412492
Removing of a fallen tree blocking road	Immediate	Central Parks Tel. 09-231401 Mabutweni Nursery Park Tel. 09-412492
Demarcation of undesignated areas	Immediate	Lands Inspectorate Falls road
Supplying plants seedling and flowers	Contact City of Kings	City of Kings Fall Road
Advice on plants propagation	Immediate	Central Park Mabutweni Nursery
Removal of ant hills	Immediate	Central Park Mabutweni Parks Nursery
Photographic permits	Immediate	Tower Block 8 th floor room 807

Traditional healer permits for herbs extraction on Council land	Immediate	Tower Block 8 th floor room 807
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g. Education Section

SCHOOLS

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	ACCESS BY PUBLIC
Provision of Teaching/Learning Materials	Termly /Annual	Head Office/Central Stores Khami Road.
Staffing of Stations	Annual/ As and When Required	Tower Block (Head Office)
Provide a Safe And Secure Learning Environment	Always	All Schools/stations
Maintaining Proper Records of Both Moveable and Immoveable Property	Always	All Stations
Preparation and Management of Revenue and Capital Budgets	Annually	All Stations
Construction of New Schools	Annually (Based on Funds Availability)	Head Office - Tower Block
Fostering Good staff Relations by building team work and minimising conflicts between teaching staff and non teaching staff.	Always	Head Office/ All Stations
Maintaining Discipline amongst Staff members	Always	All stations
Supervision of all Support Staff	Always	All stations
Facilitates Staff Development and Training	As And When Necessary	All Stations
Implementation and Initiation of Policy Issues	As and when Necessary	Head Office/Tower Block
Engaging And Consulting Stakeholders	As and When Required	All stations
Monitoring And Evaluation of Standards	Always	All Stations.

BASIC PRIMARY EDUCATION:

In order to provide basic primary, Secondary, Pre-Schools and Libraries education, the residents of the City of Bulawayo. The City of Bulawayo has built twenty-nine (29) primary schools and one (1) secondary school at Mazwi Village as highlighted below.

- Twenty-six (26) - Primary 2 (P2) schools situated in the western suburbs of Bulawayo.

- One (1) - Primary 1 (P1) situated in medium density suburb of Mahatshula.
- Two (2) - Primary 3 (P3) schools, one situated at St. Peters in Mazwi Village and the other at the Aisleby Farm. Sizalendaba Secondary School is also situated at Mazwi Village.

Schools offer lessons daily according to the stipulated school calendar by Ministry of Education. All pupils are required to pay tuition fees, Council and Parent Teacher Association (PTA) levies.

- Tuition fees are charged by the Government.
- Council levy is charged by Council. However, the said levies have to be approved by the Ministry of Education.
- PTA levy is charged by the parents and also it has to be approved by the Ministry of Education.

BULAWAYO MUNICIPAL LIBRARY SERVICES

Service/Service Product	Service Level	Location
Registration of new library members	Immediate	All nine libraries
Membership renewal	Immediate	All nine libraries
Purchasing of new books	Three times per year	All nine libraries
Provision of internet facility	immediate	Mzilikazi Library
Serve clients at the desk	Daily	All nine libraries
Help researchers	Daily	All nine libraries
Teach basic computer skills to members	Daily	All nine libraries
Classification of books for the whole service	Weekly	Mzilikazi Library
Catalogue many books for the whole service	Weekly	Mzilikazi Library
Withdraw old and outdated books	Once per month	All nine libraries
Educate and train community on how to use the library	Daily	All nine libraries

Bulawayo Municipal Libraries (BML) strives to provide affordable information service to all Stakeholders in the City:

- To promote reading culture.
- To provide books and other materials in order to meet the educational needs for the community.

- Appropriate library resources are provided for primary schools, secondary and tertiary education. Library buildings are strategically positioned just a walking distance.

EARLY CHILDHOOD DEVELOPMENT SERVICE (PRE-SCHOOLS) SERVICE LEVEL STANDARDS

Twenty four (24) nurseries are service providers in the western suburbs of the city. There are thirty nine (39) groups of an average of 25 – 30 pupils per class taking part in pre-school programmes.

Level of service available

- To provide quality accessible and affordable early childhood development care activities and services for children aged between two (2) years and five (5) years in the City of Bulawayo.
- To advocate and make policy recommendations on children’s rights and other issues that affect the welfare of children aged 2 - 5 years.
- To promote the development and distribution of affordable public information and materials on issues relating to children.
- To encourage community involvement in ECD activities and services including networking with our parent Ministry of Education.

SERVICE/SERVICE PRODUCT	SERVICELEVEL	ACCESS BY PUBLIC
Registration of a pre-school	Immediate	All centres
Accounts Asset Registers Budget and Income control *Pre-schools budget their expenditure in relation to their enrolment/establishment	Immediate Immediate	All centres All centres
Technical Reviewing progress against action plans	Three days	All centres
Learning from successes	Once a month	Tshaka youth centre
Having an overview through monthly feedback meetings and reporting on the goings on at each ECD Centre.	Once a month	Tshaka youth centre
Sharing ideas and perceptions on	Once a month	Tshaka youth

how the job could be done more effectively.		centre
Specifying action to achieve development on organisation targets.	Three days	All centres
Complaints/queries	Daily	All centres
Carry out field investigations/check	As per call	All centres
Supplying the public with information	Immediate	All centres
Parent Teacher Association(PTA) meetings	Once a month	All centres

h. Housing Registry

SERVICE/SERVICE PRODUCT	SERVICE LEVEL	ACCESS BY PUBLIC
Applications for residential stands Registry waiting list update Annual renewals for application forms	24 hours	Central Housing Registry Office, Robert .G Mugabe Way, Between 8 th Avenue and Leopold Takawira Streets

HOUSING OFFICES

Provision of decent affordable and quality accommodation to all home-seekers of Bulawayo.

<u>Service/Product</u>	<u>Service level</u>	<u>Access by Public</u>
Allocation of stands	as and when available	Selected housing offices from 7:30 to 4 pm- Mondays to Fridays
property transfers consent to final stage	two weeks	All housing offices week days 7:30 to 4pm
Enquiries	immediate	as above
Faults	immediate	as above

7.0 Obligations

The City of Bulawayo is obligated to fulfil and meet the service level standards which have been stated above.

8.0 Review of Charter

The charter will be reviewed every five years in consultation with stakeholders and the residents of the City of Bulawayo. This Charter will be operational from January 2016 – January 2021.

9.0 Feedback Mechanism

Feedback may be communicated to the City of Bulawayo.

Customer Complaints Procedure

1. Complaint Lodged

A complaint can be identified as any dissatisfaction expressed by the customer for products and/or services not being delivered within the agreed quality or turnaround time. It could be any other dissatisfaction expressed relating to customer service.

2. Complaints Registered

Complaints are registered through the following means:

- In person: a complaint can be made in person at any of the Council Offices in Bulawayo, Public Relations or Town Clerk's Office.
- By telephone: the Council has set up toll free number at the Call Centre (Econet Only - 0808 4700; Telone Only – 08004700) or call (09) 71290 .
- In writing: all complaints should be directed to the Town Clerk through email: tcdept@citybyo.co.zw or callcentre@citybyo.co.zw or Fax (09) 69701 or post (P O Box 591, Bulawayo).

3. Complaints Investigated

Complaints will be investigated and referred to the relevant department for resolution within 2 working days. Where the complexity of the complaint requires more time, customers will be given feedback telephonically or in writing where possible.

4. Complaints Resolved

If a complaint is not resolved within the set time frames will be escalated to the Head of Department after 24 hours or to the Town Clerk 72 hours.

Contact Details

For the further purposes of this document unless otherwise stated:

“Offices” means where queries on services can be made refers physically to the following:

Town Clerk

City Hall
Fife Street
Btwn L Takawira Avenue / 8th Avenue
Or
Box 591
Bulawayo

“Call Centre” refers to communicating with the Bulawayo City Council through a 24/7 toll free numbers (08004700 - Telone Lines only, 08084700 – Econet lines only) and (09) 71290 – for all networks or through any of the following E - services:

E mail: callcentre@citybyo.co.zw

Fax: (09) 69701

Website: www.citybyo.co.zw

Facebook: The City of Bulawayo

Twitter: @CityofBulawayo

Emergency Services

Emergency Services (Fire and Ambulance)

993,994, (09) 71717

0808 0081 (Econet Only)