

CITY OF BULAWAYO



CITIZEN'S CHARTER

Table of Contents

1. Institutional arrangements	
1.1 Functions of the Executive Mayor	6
1.2 Functions of the Town Clerk.....	6
1.3 Functions of the Chamber Secretary’s Department	7
1.4 Functions of the City Treasurer’s Department.....	8
1.5 Functions of the Engineering Services Department.....	9
1.6 Functions of the Health Services Department	10
1.7 Functions of the Housing and Community Services Department.....	12
2. Council Committees: Committees and their Terms of Reference	
2.1 Council Committees.....	13
2.2 Executive Committee.....	13
2.3 Health, Housing and Education Committee.....	13
2.4 Environmental Management and Engineering Services Committee.....	14
2.5 Town Lands and Planning Committee.....	14
2.6 The Municipal Procurement Committee.....	15
2.7 Audit Committee.....	15
2.8 Finance and Development Committee.....	15
2.9 Future Water Supplies and Water Action Committee.....	16
3. Services Provided by the City of Bulawayo: Policies and Procedures	
3.1 Housing Provision.....	16
3.1.1 Housing Policies.....	16
3.1.2 Allocation of Houses/Stands developed by Council.....	16
3.2 Community Services.....	18
3.2.1 Community Halls.....	18
3.2.2 Market Places.....	18
3.2.3 Vegetable/Fruit Market.....	18
3.2.4 Other Facilities; Stadia, Swimming pools, Preschools, Cemeteries and Crematoria, Youth/Women’s Clubs.....	18
3.3 Plan Approvals, Building Inspections and Other Technical Services	
3.3.1 Plan approvals.....	20
3.3.2 Inspection of Construction Work.....	21
3.3.3 Application of New Water Connection.....	21
3.3.4 Application for Sewer Connection.....	22
3.3.5 Sewer Blockages.....	22
3.3.6 Water Leaks	22
3.3.7 Pipe Bursts/Leakages.....	22
3.3.8 Electricity Connection.....	23
3.3.9 Emptying of Septic Tanks.....	23
3.4 Fire Brigade and Ambulance Services	
3.4.1 Ambulance Service	23
3.4.2 Fire Fighting Services.....	23
3.5 Bills	
3.5.1 Billing of Residents.....	24
3.6 Licence Application	
3.6.1 Shop Licence.....	24
3.6.2 Dog Licence.....	24
3.6.3 Cycle Licence.....	25

3.6.4 Vehicle Registration/Licencing.....	25
3.7 Public Health Services	
3.7.1 Clinic Services.....	26
3.7.2 HIV and AIDS Programmes.....	27
3.7.3 Waste Management Operations.....	27
3.7.4 Pest Control.....	27
3.7.5 Business Inspections.....	28
3.8 Estates Administration	
3.8.1 Records of Stands.....	28
3.8.2 Application for Acquisition of Stands.....	28
3.8.3 Lease and Title Deeds.....	28
3.9 Administration (General)	
3.9.1 Council Meetings.....	29
3.9.2 Council Minutes.....	30
3.9.3 Report back Meetings.....	30
3.10 Staff Appointments	
3.10.1 Appointments of Employees other than Senior Officials.....	30
3.10.2 Appointment of Senior Officials.....	31

FOREWORD:

The City of Bulawayo provides a number of services to its community and its surroundings. It is the intention of the Council to deliver these services efficiently and effectively, in a transparent and accountable manner. Pursuant to this goal, Council has come up with this 'Service Delivery Handbook' which is meant to document the services provided by Council; articulate the policies, rules and regulations which Council follows in the provision of these services; facilitate the adoption of an integrated approach in the management of service delivery within the town; and act as a reference document to both the civil and business societies which rely on Council services.

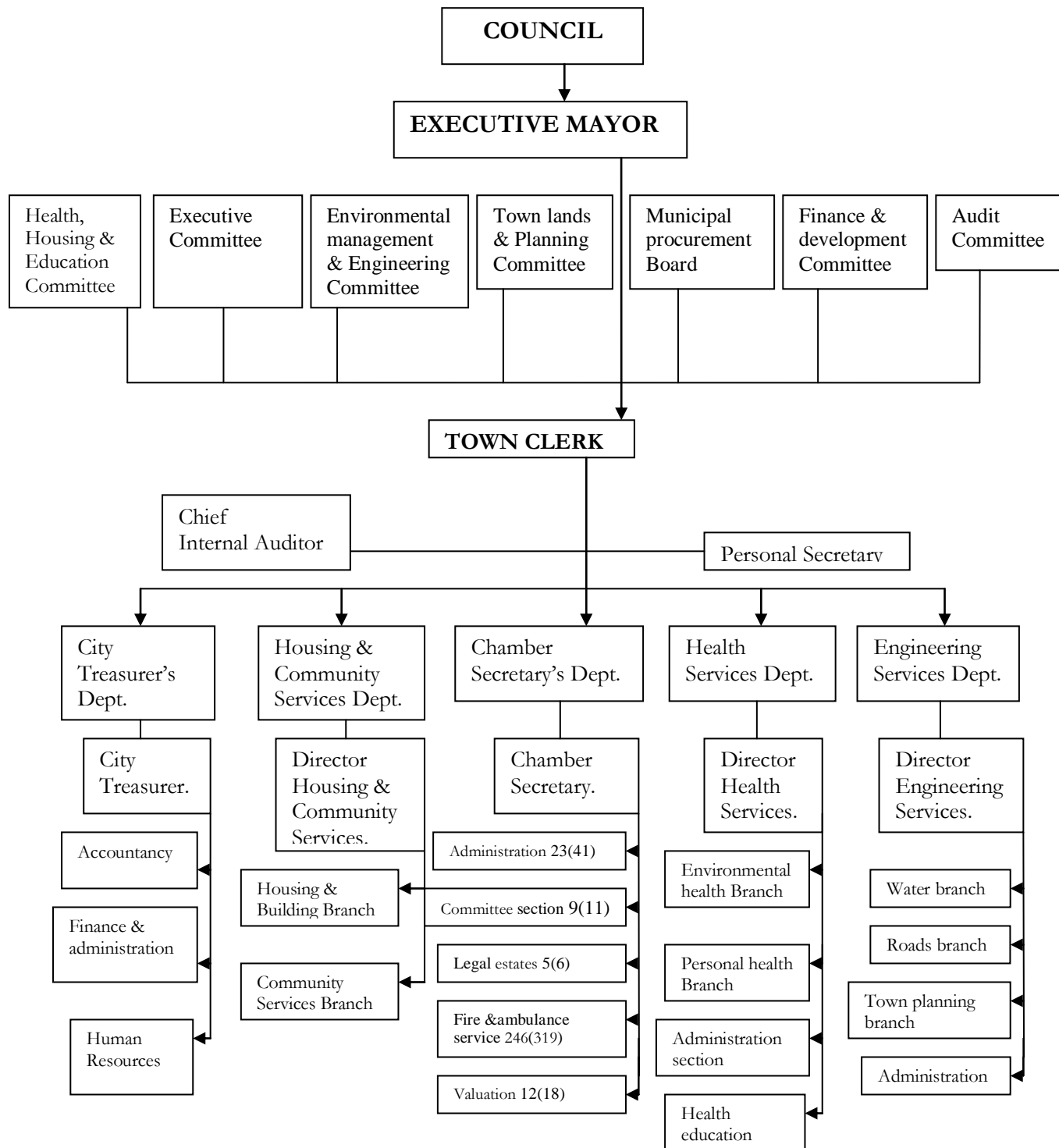
During the compilation of this document Council has had the opportunity to review the manner in which it provides services with a view to streamlining these operations. It is Council's hope that this handbook will go a long way towards improving the interface between the community of Bulawayo and Council as regards services delivered by the municipality.

M.N. NDLOVU
TOWN CLERK

1. INSTITUTIONAL ARRANGEMENT OF THE COUNCIL.

The City of Bulawayo has five departments; Health Services, Chamber Secretary, Engineering Services, City Treasury and Housing & Community Services. There are also the offices of the Executive Mayor and the Town Clerk. The City’s organizational structure is as shown below.

Administrative Structure;



1.1 Functions of the Executive Mayor's Office.

The functions of the Executive Mayor are spelt out in the Urban Councils Act (chapter 29:15) which states that the Mayor shall be responsible for;

- ❑ The supervision and coordination of the affairs of council and the development of Council area; and
- ❑ Through the Town Clerk, controlling the activities of the employees of Council.
- ❑ In addition to these responsibilities, the Mayor also has the following functions;
- ❑ Presiding over all meetings of the Council at which he is present.
- ❑ Presiding over all meetings of the Council's executive committee at which he is present.
- ❑ Presiding over all ceremonial functions of the Council.
- ❑ When necessary, causing investigations to be conducted into allegations of misconduct, whether on the part of Councillors or employees of the Council.
- ❑ With the approval of Council, fixing the conditions of service of employees of council; and
- ❑ Exercising any other function that may be conferred or imposed upon him, whether in terms of this Act or any other enactment.
- ❑ Whenever he considers it necessary in the interests of Council, the Mayor may direct the Town Clerk to transfer funds from one account to another within Council budget, and such transfers shall be repayable to the appropriate fund on such terms as may be prescribed. When such powers have been exercised, the Mayor shall present a report together with reasons for his decision to the Council for its adoption.

1.2 Functions of the Town Clerk's Office;

The functions of the Town Clerk are spelt out in the Urban Councils 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 employment.
- ❑ The Town Clerk, in addition to any other duties assigned too him by Council, Executive 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 Executive 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 executive committee.
- ❑ Make such recommendations to the council or the executive committee, or any committee of the council as he considers being necessary or desirable to affect economies, improve co-ordination 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 co-ordination and integration of its activities and, for such purposes, he may, after consultation with the head of department, inspect, inquire into and investigate the working and administration of any department or section, either by himself or through any person authorized by him.
- ❑ The Town Clerk may delegate to any other employee of council any functions conferred or imposed upon him in terms of this Act, and such employee shall exercise the powers or carry out duties in accordance with such directions as the Town Clerk may give him.

1.3 Functions of the Chamber Secretary's Department;

The Chamber Secretary shall be responsible for;

- ❑ The provision of an efficient and effective secretarial service to Council, its committees and sub-committees;
 1. i.e. Agenda compilation – to provide Council/Councillors with relevant data/information so that they can make informed decisions.
 2. Agenda dispatch – to ensure that Councilors receive agenda on time, so that they make adequate preparations for meetings.
 3. Minuting reports/agenda – to record discussions at Council, Committee, Sub-committee meetings in terms of laid down procedures e.g. Urban Councils Act:Chapter29:15. Permanent record of meeting proceedings.
 4. Actioning of resolutions – to ensure compliance in implementing various Council decisions/ procedures.
 5. And minute binding/indexing – to keep/maintain up to date records.
- ❑ To provide an efficient and effective Legal and Estate Management Service to Council;
 1. i.e. Legal services – to have a legally compliant Council.
 2. Conveyancing – to provide efficient and timeous conveyancing service to residents of Bulawayo.
 3. Land alienation – to manage Council estates in a manner that optimizes returns to Council.
 4. And shop licensing – clear backlog to zero.

- To facilitate implementation of all approved programmes for sections in the Town Clerk's and Chamber Secretary's Departments;
 1. i.e. Human Resources management – to develop an efficient and effective workforce for the two departments.
 2. Budget compilation and implementation – to co-ordinate budget preparation and implementation for the Town Clerk's and Chamber Secretary's Departments.
 3. Records management – to provide systematic information storage and retrieval.
 4. 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;
 1. i.e. Fire prevention – to provide awareness and reduce incidents of fire.
 2. Fire fighting and operations – to save lives and property and render humanitarian services in the event of an emergency/disaster.
 3. And ambulance services – to provide efficient and effective pre-hospital care.

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

1.4 Functions of the City Treasurer's Department;

The department's core functions are;

a. Accountancy

- Main accounts, i.e. budgets/control, financial statements, contract management.
- Housing, i.e. loans management, rents and charges.
- Revenue, i.e. rates, consumer charges, miscellaneous charges

b. Finance and Administration

- ❑ Finance, i.e. funds flow, investments, risk management.
- ❑ Stores, i.e. procurement, storage, issues.
- ❑ Information systems management, i.e. systems development, h/ware and s/ware support, report processing.

c. Human Resources

- ❑ Staff benefits, i.e. salaries, pensions, medical aid.

1.5 Functions of the Engineering Services Department;

The department is, through its different branches, 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 pipe/leaks.
- ❑ Electro-mechanical section – electrical repairs, mechanical repairs, fitting.

b. Roads branch functions;

- ❑ Projects and planning section – project management, projects budgeting and prioritization, detailed designs and project specification, management contract, management planning, reporting and evaluation.
- ❑ Public lighting & traffic section – street lighting maintenance and design, traffic lights maintenance and design, traffic safety, communication radios maintenance.
- ❑ Operations construction & 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, subdivision 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.

1.6 Functions of the Health Services Department;

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

a. Environmental Health Branch

- Health inspectorate –
 1. i.e. food hygiene and food safety – maintain & update a register of food premises and trade premises, 1 124 premises. Inspect, swabbing of food premises and food sampling, 1 visit per month, swab as necessary, random sampling of food, 5 per week.
 2. Licensing and registration – scrutinize and comment on all food premises plans. Inspection of trade premises, health institutions, crèches, preschools, residential premises. Enforce by-laws.
 3. Water quality control – select consumer sampling points in relation to WHO standards i.e. 210 samples per month. Collect water samples and send for analysis.
 4. And control of environmental pollution – set out emissions standards for pollutants. Air quality sampling and smoke observation. Approval and inspection of stationary fuel burning appliances and sources.
- Cleansing Services –
 1. 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 3xper 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.
 2. Reduce littering and illegal dumping – provide refuse receptacles and 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.
 3. Dog patrols and licensing – conduct dog patrols and issue dog notices. Educate on need to vaccinate and licence dogs.
 4. And public conveniences – maintain in a clean and good state of repair, provide cleaning materials, and repair faulty closets. Cleaned twice daily and when necessary in high usage areas e.g. bus stops.
- Pest control –
 1. Mosquitoes - larviciding of water bodies, stream bank clearing, spraying rural buses.
 2. Rodents - baiting along the rodent control belt, clearing vacant stands and catching rodents for species identification.

- Cemeteries and Crematorium –
 1. Cemetery maintenance and grave digging contracted out.
 2. Department's role - monitor output (sufficient graves) monitor the quality (comply with standards), monitor grass cutting & bush clearing and provide for cremations.

b. Personal Health Branch

The city runs 19 clinics, 1 infectious diseases hospital, 2 training units (STI, reproductive health/family planning), that provide the following services;

- Curative services –
 1. Outpatient care - curative services, dental care, management of chronic conditions.
 2. OPD services supported by pharmacy and a laboratory.
- Maternal services –
 1. Maternity care - expected population 45%.
 2. Antenatal care and care during delivery, postnatal care.
 3. FP services including VCS and hormonal implants.
- Child Health Services –
 1. Child and Adolescent health care - immunizations PCC, growth monitoring, advise on infant feeding.
 2. Youth friendly corners at all clinics - attending to youth in a friendly non judgemental manner.
- HIV and AIDS programmes –
 1. PMTCT at 8 clinics.
 2. VCT.
 3. OI/ARV clinic.
- PPTCT –
 1. At 4 maternity and non maternity clinics.
 2. Pre and post testing for couples.
 3. HIV positive mothers and their babies are given nevirapine.
 4. Reduces HIV transmission by 50%.
 5. Infant feeding advice given.
- VCT – Nkulumane clinic –
 1. Pre and post test counseling services.
 2. Reduce transmission of HIV through sustained behavioral change.
 3. Provide psychosocial support for people who are infected/ affected by HIV/AIDS.
 4. And entry point for TB screening, OI and ARV treatment.
- OI & Antiretroviral treatment –
 1. Treatment for OIs available at all clinics.
 2. Antiretroviral treatment initiated at KRC.

3. 3 clinics currently managing continued treatment for patients initiated at Mpilo.

1.7 Functions of the 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/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 BCC by-laws – 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.

2. Council Committees: Committees and Their Terms of Reference:

2.1 The following are the Council's Committees: Executive Committee; Health, Housing and Education Committee; Environmental Management and Engineering Services Committee; Town Lands and Planning Committee; Municipal Procurement Board and Business Committee. Their terms of reference are as follows:-

2.2 Executive Committee

93(1) subject to this Act, the functions of an Executive Committee shall be:-

- ❑ To assist the Mayor in the performance of his functions; and
- ❑ To supervise and monitor the organization, operations and affairs of the Council with a view to achieving co-ordination, efficiency and economy and, for that purpose, the Executive Committee may call for reports from the Town Clerk and direct him to investigate any matter if considered necessary; and
- ❑ Subject to Part VII and IX, to appoint and discharge senior officials or the Council; and
- ❑ To administer and control the collection of income and the expenditure for moneys by the Council; and
- ❑ To supervise the preparation by the Town Clerk of annual draft estimates on income and expenditure for consideration by the Council; and
- ❑ To initiate the making, amendment or repeal of by-laws; and
- ❑ To report to the Council on any matter referred to it by the Council; and
- ❑ To exercise any other function that the Council may delegate to it in terms of subsection (2);
- ❑ Standing orders;
- ❑ Rules of order;
- ❑ Human Resources – Procurement and Development including staff Conditions of Service;
- ❑ Terms of Reference of other Committees;
- ❑ Municipal Referenda/Elections;
- ❑ City Halls and Municipal Buildings;
- ❑ Conduct of the Liquor Undertaking and Aisleby and Goodhope farms;

2.3 Health, Housing and Education Committee

All matters pertaining to:-

- ❑ Clinics
- ❑ Child welfare
- ❑ Geriatric and District Nursing Service
- ❑ Inspections relating to public health matters as authorized by all laws
- ❑ Street cleaning

- ❑ Cemeteries and Crematoria
- ❑ Sanitation
- ❑ Hospitals
- ❑ Welfare and all matters relating to Housing Provision and Administration.
- ❑ Halls
- ❑ Fire brigade
- ❑ Bus Services
- ❑ Municipal Area Ambulance Service
- ❑ Swimming baths
- ❑ Street collections
- ❑ Provision and administration of crèches and primary schools and all matters relating to education
- ❑ Music and amenities
- ❑ Building plans

2.4 Environmental Management and Engineering Services Committee

All matters pertaining to:-

- ❑ Parks
- ❑ Open spaces
- ❑ Street Grass Cutting
- ❑ Tree planting
- ❑ Herbal gardens
- ❑ Control of woodcutting and vegetation removal
- ❑ Nature Reserves
- ❑ Refuse Removal – land infill sites
- ❑ Land inspectorate including garden allotments and Urban Agriculture
- ❑ Control of Pollution
- ❑ Conservation of natural resources
- ❑ Solid waste management
- ❑ Hazardous substances
- ❑ Squatter control and vagrants
- ❑ Sewerage
- ❑ Sewerage disposal
- ❑ Sewerage Treatment Works
- ❑ Storm water Drainage
- ❑ Construction and maintenance of roads and pavements
- ❑ Traffic regulations
- ❑ Surveys

2.5 Town Lands and Planning Committee

All matters pertaining to:-

- ❑ Town Planning Schemes

- ❑ All unalienated land within the Municipal area
- ❑ Acquisition and disposal
- ❑ Stockyards, aerodromes
- ❑ Administration of the Regional, Town and Planning Act, 1996
- ❑ Preparation and implementation of Master and Local Plans
- ❑ Development control in the city
- ❑ Subdivisions and consolidation
- ❑ Vesting of ownership of roads, transfer of roads, closure and diversion of roads.
- ❑ Street Naming

2.6 The Municipal Procurement Board

The Municipal Procurement Board shall be responsible for:-

- ❑ Arranging Tenders and for making recommendations to the Council in regard to acceptance of tenders and procurement of goods, materials and services.
- ❑ Stores
- ❑ Disposal of Surplus Plant and Materials.
- ❑ Contracts.

2.7 Audit Committee

The terms of reference of the committee are as follows:-

- ❑ To inquire into and report upon the manner in which the finances of the Council, its assets and human resources are being used;
- ❑ To ascertain whether the funds and assets for the Council are applied to the purposes intended and are consistent with any regulations and standing orders issued by the Council, or the Minister as the case may be;
- ❑ To call for information, explanations and evidence in respect of which the auditors have made observations;
- ❑ To receive and consider reports of internal and external auditors and make appropriate recommendations to Council;
- ❑ To recommend to the Council appropriate methods of investments of moneys and custody of any other properties of the Council.

2.8 Finance and Development Committee

The Committee is responsible for regulating the financial affairs of the Council in accordance with standing orders and by-laws of the Council.

Its terms of reference are as follows:-

- ❑ Loans
- ❑ Accounts
- ❑ Redemption and renewal funds
- ❑ Assessment of rates

- ❑ Provisional estimates of income and expenditure
- ❑ Insurance
- ❑ Investment
- ❑ Pension and provident funds
- ❑ All matters relating to development issues (Commercial and Industrial development)
- ❑ Financial regulations
- ❑ Tariffs, fees and service charges
- ❑ Grants in Aid
- ❑ Water tariffs
- ❑ Land sales
- ❑ Municipal advertisements

2.9 Future Water Supplies and Water Action Committee

Created because of the region's drought proneness.

The committee is responsible for:-

- ❑ All matters relating to water supplies reticulation;
- ❑ Distribution;
- ❑ Rationing;
- ❑ And all matters, with the exception of financial arrangements, connected with the operation and administration of the water branch of the Engineering Services Department.

2.10 Business Committee

This is a relatively new committee. It came into existence because of the need to; bridge the gaps between Council and its entities; appointed on recommendations of the Executive Committee. Its functions are: -

- ❑ To receive the strategic and operational plans of the entities.
- ❑ To receive the conditions of service of employees of each of the commercialized entities.
- ❑ To receive all contracts of major capital projects and of a threshold agreed in the service level agreement of each unit.
- ❑ To receive audited accounts of each of the entities.
- ❑ To continuously monitor and evaluate the commercialized entities.
- ❑ To advise Council on policy issues relating to commercialized entities.
- ❑ To approve the appointment of the Managerial Head of each Commercialized entity.
- ❑ To receive and approve the Service Delivery Agreements of each commercialized entity.

3. Services Provided by the City of Bulawayo: Policies and Procedures.

3.1 Housing Provision

3.1.1 Housing Policies

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.

3.1.2 Allocation of houses/stands developed by Council:-

- Housing waiting list;

1. Requirements for one to be on the waiting list:-

- I.D
- Marriage certificate – if married.
- Pay slip – if working.
- Birth certificates of children.
- Spouses identification particulars.
- Registration fee currently is \$235,000.00
- Renewal fee currently is \$117,500.00, this is payable on the anniversary of the registration date.

2. Acquiring of residential stands; requirements:-

- Person must be registered.
- Take their turn on the waiting list.
- Have funds or the requisite deposit.

For this kind of information, about available residential stands, prospective owners ask their area housing officers. Usually when stands are available, registry flashes information and it's made available at housing offices.

3. Partners in provision of accommodation:-

- Construction companies / Private developers
- Housing co-operatives
- Individual / Self-build
- Building societies – usually providers of finance.

4. Types of houses on offer:-

- Home ownership
- Rented accommodation
- Flats/Hostels

5. Responsibilities:-

- Ownership – Owner is wholly responsible for maintenance of everything except where there are communal council facilities, e.g. mains.
- Rented - Council is responsible for maintenance up to the water meter but beyond that is the tenant's responsibility. Council is responsible for the exterior and the interior is the responsibility of the occupier.

□ Trading Ventures;

1. Types:-

- Small rented shops, especially in the older residential areas.
- Vending sites in the city, rented out for a fee.
- Selling of business stands to traders who then build their own business premises.

2. The procedure of acquiring business stands is the same; which is:-

- Allocation of these stands is through tender, i.e. commercial, service industry, phone shops, coca-cola kiosks and Council leased buildings.
- Interviews and selection is conducted by sub-committee on allocation of stands and premises for development.
- A report on the interviews is sent to the Finance Committee and finally to Council.
- Chamber Secretary issues letters of offer to successful tenderers.

3.2 Community Services

3.2.1 Community Halls

- Community halls can be hired by individuals, clubs, churches, etc. for various functions, e.g. weddings, report back meetings by Councilors, social activities by cultural groups, etc.
- When intending to hire a community hall, one should:-
 - Check the availability of the hall on the date in question.
 - If available, then book the date and pay a deposit to secure your booking.
 - On the day of the event, the Council staff will be in attendance to provide any services required.

3.2.2 Market places

- The Town planning section of the Engineering Services Department identifies suitable market places and ensures that necessary facilities are put in place.

3.2.3 Vegetable/Fruit markets

- There are several wholesale markets in the city where vendors can buy farm produce for resale. The vendors who buy the produce can resell the produce at Council built market facilities where they apply to Community Services to be allocated a stall.

3.2.4 Other facilities

- Stadia: -
 - The Council maintains its stadia that are made available for soccer matches and for hire by other organizations from time to time and these are Barbourfields, Luveve and White City.
 - There are other community football grounds that are used by the young and social clubs for soccer matches in the communities that used to be marked by the Housing and Community Services Department. That is not happening anymore because of lack of manpower to mark the grounds.
- When intending to hire the stadium, one should:-
 - Confirm that the stadium is available for the function, as this service is offered once a year and the officer in Social Services Section has to be sure that the function warrants the use of the stadium.
 - If the function is given the booking, the officer gives applicant the forms to complete, and they are then given the account to deposit the money.
 - The applicant should have public liability insurance, that is a requirement, and they should look for their own security.
 - If the stadium cannot be used, the arena is used instead, e.g. White City Arena.
 - There is no fee for the use of the community grounds, but the soccer clubs have to be registered or affiliated to an association.
- Involvement of Council in sport has always been minimal. Facilities used for sport are owned by Council and are used by the various clubs for a fee.
- Council's input is the provision of facilities and maintenance, but
- The administration of the facilities is under Housing and Community Services.
- Swimming pools: -
 - City Council has six swimming pools which are located in various parts of the city; Northend pool, Bulawayo pool, Barham Green pool, Mpopoma pool, Luveve pool and Barbourfields pool. Some of these facilities had been handed over to Communities for Community Management, but,

- Because the assistance from Council, in the form of grants was not sufficient to buy chemicals and meet the cost of running a pool, the process had to be reversed. All pools are under the administration of Housing and Community Services.
- Preschools: -
- Council runs twenty one centres, all spread in the high density suburbs. Thirteen are double unit structures which take up an enrolment of two classes and eight are single classrooms. In attendance we have twenty one trained preschool managers and their assistants.
 - Council's resolution to handover preschools' management to communities has been a resounding success.
 - The Community Services section holds the responsibility of managing the staff and the Council crèches properly. It also monitors the quality of education the children are getting at the early learning centres.
- Cemeteries and Crematoria: -
- There are five cemeteries and one crematorium serving the city, and
 - They are; West Park, Luveve 3, Athlone, Lady Stanley and Hyde park cemeteries and the West Park Crematorium.
 - Lady Stanley, Hyde Park and Luveve 3 cemeteries are Pioneer cemeteries. Senior citizens of Bulawayo are buried there and they should fulfill the following requirements;
 1. The person should have contributed to the development of community of Bulawayo and the community should endorse that.
 2. Should have lived in Bulawayo for more than 25 years.
 3. Should be over 65 years of age at death.
- Youth / Women's Clubs: -
- As part of Community Services, Council has clubs all spread around the high density and are meant to cater for the girl and boy child.
 - The core purpose of these centres is to impart skills to school leavers.
 - Council has eight centres in the high density suburbs to cater for the girl child and eight centres for the boy child. The administration centre for the girls is the Mzilikazi Home Craft Centre, which also serves as a training centre and a youth friendly centre. The administration centre for the boys is the Tshaka Training Centre.
 - Community Services section sees to the administration of these centres.
 - Women's clubs were phased out but the women remained on the premises doing their own thing. Their activities are no longer actively related to Council. Apart from using Council facilities for free, they

are responsible for the payment of water and electricity. Nine centres are occupied by the women's clubs and two others are shared by women's clubs and school leaver girls.

3.3 Plan Approvals, Building Inspections and Other Technical Services.

3.3.1 Plan Approval

This is the procedure that one needs to follow;

- ❑ Request a site plan from the Town Planning Section which falls under the Engineering Services Department. The site plan shows the location of the stand and its dimensions. The beneficiary will also be given building lines prevailing in the area where the stand is located.
- ❑ Prepare the house plan and submit three copies to the Housing and Community Services Department for approval.
- ❑ A plan approval fee which constitutes 1% of the cost of the new house on the plan is payable to Council on submission of the plan. For additions or extensions the plan approval fee is 1% of the construction value.
- ❑ Council inspectors will scrutinize the plans and if the Director of Housing and Community Services is satisfied that the plan complies with the Council requirements, the plan is approved.
- ❑ All drawings should comply with the Model Building by-laws of 1977 as amended.
- ❑ All structural designs should be provided with calculations and a structural certificate form filled by the supervising Engineer.

3.3.2 Inspection of Construction Work

- ❑ Council's Building Inspectors will carry out regular inspections of any building structures being put up in the city. The following are the stages of inspection;
 - Setting out
 - Excavation
 - Slab level
 - Window level
 - Gable level
 - Roofing timber/sheets
 - Plumbing open test
 - Plumbing final test
 - Plastering and flooring
 - Finishes
- ❑ The above stage inspections are mandatory and it is incumbent upon the builder/constructor to request for the inspections.
- ❑ The builder or constructor should give 24 hours notice to book for an inspection. A certificate of occupation is issued after the above inspections have

been made and level of development approved. One is not allowed to occupy an unfinished building.

- ❑ The bricks and all other material are tested to check whether they are sound and durable.
- ❑ No building should be occupied before an occupation certificate is issued.

3.3.3 Application for New Water Connection

- ❑ All application forms are completed and left at Revenue Hall for quotations.
- ❑ Engineering Services Water Branch prepares the quotations and they also advise about the materials which they have to provide themselves.
- ❑ Quotation together with list of materials is then sent back to Revenue Hall where applicant is to check after seven days.
- ❑ Upon payment, the applicants are expected to take the meter to workshops for testing after which it will be connected.
- ❑ A fee is charged for meter testing.

3.3.4 Application for Sewer Connection

- ❑ New sewer connections are paid for at the Revenue Hall.
- ❑ For serviced residential stands there is a standard charge, while,
- ❑ For commercial/industrial, church and infill stands, the applicant must report to 5th floor, Tower Block, for a proper quotation, because normally these require long extensions.
- ❑ After paying for sewer connection, you take your receipt to the Building Inspectors (8th floor, Tower Block) who will inspect your private drainage system to make sure that they meet Council standards.
- ❑ After the building inspector is satisfied with your internal/private plumbing, will then notify Water Engineer in writing to proceed and effect sewer connection, quoting the receipt number.
- ❑ The Water Engineer will in turn instruct the sewerage workshops to effect the sewer connection.

3.3.5 Sewer Blockages

- ❑ During normal working hours, sewerage blockages should be reported to:-
 - Main sewerage yard at corner Lobengula St. and Masotsha Av.
 - Mabutweni Sewerage depot, Tel: 413419.
 - Nkulumane Sewerage depot.
 - Any nearest housing office.
- ❑ During normal working hours you can phone our main sewerage yard on 60494 or 67008-9.

- After hours or during weekends and public holidays, you can phone Fire Brigade, Famaona on 72161.

3.3.6 Water Leaks

- All residents are not allowed to touch water meters.
- All problems relating to water leaks whether in front or behind the meter should be reported to water workshops, at 13th Av. Ext., Tel: 60408 or 75011 ext2179.
- All leaks on the consumer's side of the meter are the responsibility of the consumer.

3.3.7 Pipe Bursts/Leakages

- All pipe bursts and leakages should be reported to water workshops which is located along 13th Av.Ext., Tel: 60408 or 5th floor Tower Block, Tel: 75011 ext 2179.
- In cases of emergency and after hours, these can be reported at the Fire Brigade on Tel:72161.

3.3.8 Electricity Connection

- Electrical fittings are checked and approved by ZESA.

3.3.9 Emptying Of Septic Tanks

- Sceptic tanks will be attended to after payment charges as at the time of request.
- The charges are categorized as follows;
 - Within Municipal area
 - 1. Domestic - (Normal hours)
 - (After hours)
 - 2. Commercial - (Normal hours)
 - (After hours)
 - Outside Municipal area
 - 1. These are normally done during weekends. The applicant must get a proper quotation from the Water Engineer (5th floor, Tower Block) which takes into consideration the distance from town.

3.4 Fire Brigade and Ambulance Services

3.4.1 Ambulance Services

- This is a section under the Chamber Secretary's Department that is headed by the Chief Fire Officer who is assisted and deputized by three divisional officers.

- Divisional Ambulance Officer is the one in charge of the ambulance section.
- Any resident requiring the services of an ambulance shall call, 71717 or 999.
- Council has 14 ambulances, 12 of which are functional.
- Any resident who wants to ferry a patient to any of the hospitals, shall be required to pay a call charge as determined by the Council.

3.4.2 Fire Fighting Services

- The Fire prevention service minimizes risk to life and property in the event of a fire by carrying out planned fire prevention inspections to premises within the city and advising on the appropriate fire safety precautions.
- Fire Officers make through inspections of building plans and recommend ideal active and passive fire protection measures.
- They investigate fire causes and advise rate payers, investors and others to prevent recurrence or supplying information to insurers or the police.
- Fire Officers make routine checks to establishments to check on fire fighting equipment.
- Any resident requiring services of the Fire Brigade shall call 71717 or 999.

3.5 Bills

3.5.1 Billing of Residents

- Every month residents are billed by Council for various services. These include sewerage services, water usage, refuse removal and other supplementary charges.
- The billing system is computerized and payment can be made at any area housing office and at the Revenue hall.
- If payments are not made within the stipulated time, services will be cut and will only be restored when payment for services has been made including the reconnection fee.
- Any complaints pertaining to the statements received from Council are made at the relevant offices, i.e. the City Treasurer's department

3.6 Licence Applications.

3.6.1 Shop Licence Application

- First acquire premises, please note that it should be proper premises with a shop front. (display window)
- Collect application forms from the city hall – room 6.

- The manager of the business (the person in full control of the business) to complete a Declaration form (i.e. stating if he/she has been convicted of any offence within the past five years) before the Commissioner of Oaths.
- Complete and return all the forms to the City hall, room 6;
 - Form S.L. 2
 - Trading permit form
 - Declaration form
 - Notice of intention to apply for the issue of a new licence (advert)
- Collect proformas from the City hall, room 6 and Health Services Department, i.e. for the application fee and inspection fee respectively and payment to be made at the Revenue hall.
- Submit trading permit form (i.e. for the Temporary Licence) and the inspection fee receipt at the Tower Block first floor reception, Health Services Department.
- Pay for the advert at the Chronicle offices.
- Application fee receipt and advertising fee receipt to be submitted at the City hall, room 6.
- An inspector from the Health Services Department will then carry out the inspection. If the premises are suitable the applicant will collect the trading permit from the Health Services Department and then proceed to Revenue Hall (Licencing Section) to pay for the temporary licence which is for three months only.
- Applicant should submit proof of publication.
- When the application to full licence has been approved, an Enabling Certificate will be issued to the applicant.
- On presentation of the Enabling Certificate and payment of the appropriate fee at the Revenue Hall, Licencing Section will issue a licence (i.e. up to the end of December). Renewals to be made annually before the first of January, delays will attract penalties charged per month.
- Please note:-
- Subject to the provisions of the Shop licences Act Chapter14:17, no person shall in any shop, store or other fixed place of business, carry on trade or business of selling or letting for hire any goods, except in terms of a licence.
- Every applicant for the issue of a new licence shall in terms of sub-section (2), publish in a newspaper circulating in the licensing area of the licensing authority two notices.
 - The first publication to be not more than forty-two days or less than twenty eight days before the date of the Council meeting.
 - The second publication shall not be less than seven or more than fourteen days after the first publication.

3.6.2 Dog licence

- ❑ The dog should have a valid rabid vaccination certificate.
- ❑ The rabid vaccination certificate is valid for 3 years from date of vaccination.
- ❑ The certificate is stamped at the Revenue Hall and that acts as a dog licence and is valid for 1 year (1 January to December 31).

3.6.3 Cycle licence

- ❑ The owner of the bicycle pays a fee determined by Council and is issued with a disc which is numbered.
- ❑ The disc is valid for a year (1 January to December 31).

3.6.4 Vehicle Registration/Licencing

- ❑ The process is done by ZIMRA. Revenue Hall deals with change of ownership; and
- ❑ The vehicle should start by being cleared by the VTS, that it's not a stolen vehicle.
- ❑ Should be cleared by ZIMRA for VAT payment which is 17.5% of valuation price.
- ❑ Then the owner of the vehicle comes to Revenue Hall for registration of the vehicle.

Licencing;

- ❑ Revenue Hall licences vehicles with Bulawayo addresses.
- ❑ Those vehicles with out of Bulawayo addresses are given temporary licences valid for only 2 weeks.

In both instances the owner of the vehicle should produce;

- ❑ Registration book
- ❑ Valid insurance cover note
- ❑ Vehicles not insured for 2 years or more are required to go through VID for certificate of fitness.
- ❑ During this period one can obtain;
 - Identification cards valid for 2 weeks.
 - Valid insurance cover note.
- ❑ When one intends to remove the car off the road, they need to obtain an exemption certificate. This is done so as to avoid paying arrears.
- ❑ In this instance an insurance cover note is not needed.

3.7 Public Health Services

3.7.1 Clinic Services

- ❑ Council has 21 clinics, 19 of which are operational

- 1 General out patients only
- 12 have additional Maternal Child Health
- 6 in addition run maternity units – 4 offer 24 hour service
- 1 Infectious diseases hospital
- 2 Training units
 - STI
 - Reproductive Health/Family planning
- Functions of Clinics, (Preventive Programmes, Immunizations, Family & Child Health, Maternity and Family planning)
 - Outpatients care offers – Curative services, Dental care, Management of chronic conditions e.g. TB.
 - Maternity care offers – Antenatal care, care during delivery and postnatal care.
 - Family planning services including VSC and hormonal implants.
 - Child and Adolescent Health care offers – growth monitoring, immunizations, advice on infant feeding.
 - There are Youth friendly corners at all Council clinics.

3.7.2 HIV and AIDS Programmes

- These programmes are;
 - PMTCT at 8 clinics
 - VCT
 - OI/ARV clinic
- PMTCT
 - At 4 maternity and 4 non maternity clinics.
 - Pre and post testing for couples.
 - HIV positive mothers and their babies are given nevirapine which reduces transmission by 50%.
 - Infant feeding advice is given.
- VCT – Nkulumane clinic
 - Pre and post test counseling services.
 - To reduce transmission of HIV through sustained behavioral change.
 - To provide psychosocial support for people who are infected/affected by HIV/AIDS.
 - An entry point for TB screening. OI and ARVs.

3.7.3 Waste Management Operations

- Refuse collection and removal.
 - 21 daily tasks for all residential areas – 12 vehicles operational.
 - Daily or three times weekly in shopping centres.

- Weekly collection in residential areas – alternate eastern and western areas for morning tasks to ensure equitable removal of refuse.
- Schedule advertised in MasiyePhambili.
- Disposal of domestic, industrial waste and dead animals.
- Monitoring contractors cleaning streets and sanitary lanes.
- Cleaning of public toilets.
- Anti litter and dog catching patrols.

3.7.4 Pest Control

- Avert outbreak of disease through control of public health pest nuisances.
- Mosquitoes (no malaria in Bulawayo, high altitude)
 - Larviciding
 - Spraying buses
- Rodents
 - Maintenance of a rodent control belt around the city.

3.7.5 Business Inspections

- The Environmental Health Officers carry out the inspections on business premises, and this involves;
 - Scrutinizing building plans for compliance with legislation.
 - Compliance with relevant public health legislation such as acts, by-laws and regulations.
 - Inspection of business premises, food outlets, health institutions, crèches, preschools and residential premises.
 - Licensing and registration of business premises.
 - Monitor public health standards.
 - Bacterial swabbing of food premises and analysis of food samples.
 - Monitoring water quality.
 - Air pollution control.

3.8 Estates Administration

3.8.1 Records of Stands

- Council shall maintain up to date registers in respect of undeveloped stands within its area of jurisdiction. The registers will show, among other things, the stand number, the township, size of the stand, category, (e.g. commercial, industrial, high density residential, low density residential, etc).
- Information in respect of allocated stands will be transferred to appropriate Council records.

3.8.2 Application for Acquisition of Stands

- Applicants who require stands for development approach :-
 - Director of Housing and Community Services in respect of residential stands and church stands, and
 - Estates Section in the Chamber Secretary's Department in respect of commercial and industrial stands.

3.8.3 Lease and Title Deeds

Most houses in high density areas are on leasehold. This is a summary of procedure to get freehold title and subsequently title deeds.

All such applications should start at the local housing office not at City Hall or Tower Block.

Procedure;

- If you are holding property on leasehold you have to apply to your housing officer to convert it to a freehold property.
- The housing officer will process your application and forward it to the Director of Housing & Community Services.
- At the Head office they will check if you own any other house.
- The Housing Department will then liaise with the Valuation Section in the Chamber Secretary's Department for the determination of the stand price.
- The Conveyancing Section in the Chamber Secretary's Department will liaise with the City Treasurer to check on any amounts outstanding, i.e. rentals, supplementary charges, etc.
- The loan balance and all outstanding amounts have to be paid in full before lawyers are instructed to transfer property.
- The stand will be title surveyed and the survey records have to be approved by the Surveyor General first.
- Thereafter, the Conveyancing Section instructs the relevant lawyers to transfer the house to the applicant.
- Upon payment of legal charges, transfer fees and survey fees, the lawyer then lodges the deed document for registration with the Deeds office.
- Once registered at the Deeds office, Gogo becomes the proud owner of the house, with her Title Deeds safely kept (not under the mattress please, as that is a very important document); you can ask your lawyer or bank to keep it for you.

3.9 Administration (General)

3.9.1 Council Meetings (Meetings and Special Meetings of Council)

In terms of Section 84 of the Urban Councils Act, Chapter 29:15;

- A Council shall hold its meeting on such a date and place as may be fixed, and thereafter the Council shall, meet for the dispatch of business and adjourn, close and otherwise regulate its meetings and proceedings as it thinks fit. Council holds its ordinary meeting during the first Wednesday of every month and all Councillors present are entitled to a vote.
- All questions arising before that meeting shall be decided by a resolution passed by a majority of the votes cast and in the event of an equality of votes, the Mayor has a casting vote in addition to a deliberative vote.
- The Mayor may, at any time, and at the request in writing of not less than one third of the total membership of the council or of six Councillors, which ever is less, shall within fourteen days of such request, call a special meeting of the Council through written notices which shall specify the object of the meeting, and no matters, other than those specified in that notice, shall be discussed at that special meeting.
- Section 85 of the Urban Councils Act, Chapter 29:15 stipulates that one third of the total membership of a council, together with one other Councillor, shall form a quorum at a meeting of the Council.
- All decisions made thereof shall be valid as long as there was a quorum in a Council meeting.
- Every meeting of a Council shall be open to the public and the press unless if Council considers that any matter to be discussed at that meeting can be more conveniently and advantageously discussed in private, the Council may, resolve itself into committee and exclude the public and the press, and any resolution adopted whilst in committee shall have full effect as a resolution of the Council.

3.9.2 Council Minutes

- The Chamber Secretary shall keep or cause to be kept minutes in the English language of all proceedings of the Council and of the Council's Committees, and shall cause to be recorded in the minutes the names of the chairman and of all Councillors or members attending the meeting.
- The minutes of a meeting of a council or committee shall, if in order, be confirmed as soon as possible and, when so approved, shall be signed by the chairman of the meeting at which they are confirmed.
- The minutes of a meeting of a council or committee and signed as provided, a copy of or extract from any minutes referred to, and certified by the Town Clerk as correct shall, on its production in any court, be prima facie proof of the facts set out therein.
- Any minutes of a meeting of a council whilst in committee in so far as they relate to staff matters or matters of internal or national security, or any other matter, should not be open for inspection.

3.9.3 Report Back Meetings

- After every full Council meeting, Councillors are expected to brief their wards on what has been happening that particular month.

3.10 Staff Appointments

3.10.1 Appointment of Employees other than Senior Officials

- Employees of Council, other than senior officials, shall be appointed by the Executive Committee on the recommendation of the Town Clerk.
- Subject to conditions of service of the employee concerned, Council may at any time discharge an employee;
 - Upon notice of not less than three months, or
 - Summarily on the ground of misconduct, dishonesty, negligence or any other ground that would in law justify discharge without notice,
 - Council has to approve the discharge.

3.10.2 Appointment of Senior Officials

- Senior Council Official means a Town Clerk, Chamber Secretary, a Head of Department or Deputy Head of Department. The Executive Committee of Council shall recommend to the Local Government Board, the names of suitable candidates for appointment as Senior Officials of Council.
- Subject to this, Council shall appoint persons approved by the Local Government Board to be Senior Officials of the Council.