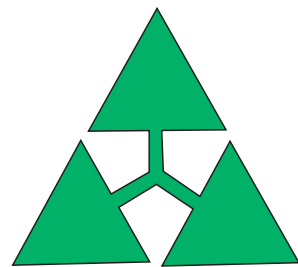


FORESTRY COMMISSION



CLIENT SERVICE CHARTER



CLIENT SERVICE CHARTER

Isingeniso

Ugwalo lwe Client Service Charter lutshengisa ukuzinikela kwethu kuzulu, kunhlanganiso esisebenza lazo kunye lakuzabelo esisebenzela kuzo, lolugwalo lubalisa indlela esiqhuba ngayo umsebenzi, uhlonzi lwemisebenzi yethu, inkangelelo kunye lamalungelo kazulu osebenza lenhlanganiso yethu. Lolugwalo luza lesithembiso sokusebenzela uzulu ngokuzinikela, ngenhlonipho, ngokuthembeka ngobunono obukhulu.

1. Umbono Wethu

Ukuba lamagusu aphethwe kuhle kwele Zimbabwe kusiyafika umnyaka ka 2030.

2. Indlela yokufinyelela Umbono wethu

Ukufaka imithetho lezimiso, ukulondoloza lokukhulisa uhlonzi lokusetshenziswa kwamagusu lemvelo yethu ukwenzela elakusasa

3. Umlandu wethu

Ukubona ngentuthuko, ukulondolozwa, ukuvikelwa kunye lokusetshenziswa kuhle kwamagusu lakho konke ekusemaguswini elizwe

4. Esikuqakathekisayo ekuqhubeni umsebenzi

Okukhangelelwe kuzisebenzi ze Forestry Commission of Zimbabwe:

- Ukuthembakala
Izisebenzi ze Forestry Commission kumele zithembakale njalo ziqhube umsebenzi ngendlela yohlonzi oluphezulu kuhambelana lenkangelelo yenhlanganiso
- Ukulandela izimiso zomsebenzi
Izinqumo zizakwenziwa kulandelwa ulwazi lwe science, ubungcitshi kunye lokwamukelekayo kulelihlandla
- Umsebenzi olempumela ebambekayo
Inhlanganiso ye Forestry Commission izaqhuba umsebenzi ngesikhathi esihleliweyo kuzigaba zonke zenhlanganiso
- Ukusungula inhlelo ezintsha kunye lemibono emitsha
I Forestry Commission izakhuthaza kunye lokunika inzuzo kuzisebenzi ezizakuza lemibono emitsha njalo lezizasebenza ngokuzikhandla
- Ukusebenza kuhle lezinye izisebenzi
I Forestry Commission iqakathekisa ukusebenza ndawonye kunye lokuhloniphana phakathi kwezisebenzi.

5. Our Commitment

Sizinikele ukwenza okulandelayo:

- Ukuqhuba umsebenzi ngobunono obukhulu, ngesikhathi esihleliweyo njalo imisebenzi yethu ifinyeleleka nguzulu
- Ukuqhutshwa komsebenzi silandela izimiso zohlonzi oluphezulu kikho konke esikwenzayo njengenhlanganiso
- Sisebenza ndawonye kunye lokuxoxisana lesisebenzelana labo ekwenziweni kwezinqumo lezimiso ezitshiyeneyo
- Ukukhuthaza Ukuthembakala, lokusabela kumisibenzi yonke yenhlanganiso

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6. Ingatsha zenhlanganiso

Conservation and Extension Division / Ugatsha lokulondoloza kwemvelo lokufundisa uzulu ngamagusu

Umsebenzi wakuqala walolugatsha ngowokunanza lokulondoloza amagusu avikelwe nguhulumende atholakala andaweni ezigoqela eye Kalahari Sands entshonalanga yelizwe le Zimbabwe lokhu kusenziwa ngokusungulwa kwamasu athize okulondoloza lindawo. Umsebenzi wesibili ngowokufundisa uzulu ngamagusu kunye lokubona ukuthi imithetho yamagusu iyalandelwa elizweni

Research and Training Division/ Ugatsha lokuchwayisisa, ukuhlolisisa kunye lokufundiswa kukazulu

Lolugatsha lulomsebenzi wokudinga ulwazi kunye lokwenza inhlolisiso, ukuletha ubungcitshi obunika inzuzo kusikhwama semali selizwe se GDP. Kunye lokuthuthukisa impilo zabantu abasemaphandleni lenhlalakahle, ngokubanikeza inzuzo esuka kumagusu mihla nge mihla. . Ugatsha lokufundisa ngolwazi lwamagusu lugoqela ikolitshi ye Zimbabwe College of Forestry esedolobheni le Mutare yona efundisa izisebenzi ze Forestry njalo inikeza izithupha emuva kokuba ziqede izifundo zokulondoloza kwamagusu, ukwenziwa kwamaplanke kunye lokuphatha kule, ukulungisa kunye lokusebenzisa imithetho yokugamula izihlahla (saw doctoring)

Ugatsha olubona ngezemali

Lolu lugatsha olubona ngokusetshenziswa kwemali ezabelwa Inhlanganiso ngu hulumende lemali evela kunhlelo ezithize zenhlanganiso. Ugatsha lwezemali lulomlandu wokubona ukuthi imithetho yelizwe ekhangalane lezemali iyalandelwa njalo lokuthi iziphathamandla ezibona ngokusetshenziswa kwemali zilandela lokukhangela Ukuqhutshwa kwenhlelo zemali ezitshiyeneyo kunye lokukhangela impahla etholakala kumbaxa ezitshiyeneyo zenhlanganiso. Ngaphezu kwalokho Lolugatsha lulomsebenzi wokuhlelo imali ezidingwa zinhlangothi ezithize ze nhlanganiso ye Forestry Comission

Human Capital Development and Administration/ Ugatsha olubona ngokuthuthukiswa kwezisebenzi kunye lokukhuthushwa kwenhlelo zenhlanganiso

Lolugatsha lubona ngendaba zonke eziphathelele lezisebenzi ezigoqela uhlela ukuqatshwa kwezisebenzi, ukusebenza kwazo, ukwenziwa kwemilayo ekhangalane lenhlanganiso le, ubudlelwano benhlanganiso lezisebenzi, impilakahle lokuvikeleka kwezisebenzi, inhlolisiso yokuthuthukisa inhlalakahle yezisebenzi emsebenzini kunye lokuba yisiphala solwazi olukhangalane lezisebenzi

Internal Audit Management/ Ugatsha olukhangalane ukuhlolisisa/ukuhlaziya ukusebenza kwenhlanganiso

Lolugatsha lubona ngoqhuba kwenhlelo zenhlanganiso. Lukhangela uhlonzi lwenhlelo ezitshiyeneyo lokuthi ziqhuthushwa ngentengo engakanani nxa kuqathaniswa lokukhangelelwe yinhlanganiso. Lukhangela njalo lengozi ezingabe zikhangelane lenhlanganiso lokuthi zingenqatshelwa njani njalo Lolugatsha lunika igunya lokusebenza luzimele lodwa ku Board leziphatamandla zenhlanganiso kundaba zokuqhutshwa komsebenzi lokusetshenziswa kwemali

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Information and Communications/ Ugatsha lokuhanjiswa kwemibiko

Lolu lugatsha olukhulumela Inhlanganiso ye Forestry Commission, njalo lulomsebenzi wokubukisa lokukhankasela Inhlanganiso ngenhlelo ezifana lokuhlela imbukiso, imikhankaso, inhlelo zokukhulumisana lozulu kunye lobudlelwano phakathi kwenhlanganiso le ntathelizindaba

Business Development & Marketing/ Ukusungula inhlelo zokuthengiselana kunye lokubukisa inhlanganiso

Lolugatsha lujonge ukuza lenhlelo zokuthengiselana lezinye Inhlanganiso kunye lokudinga imali lempahla yokusebenzisa, ukudinga inhlolisiso yokuthi kume njani kwezokuthengiselana njalo lokukhangela intengo yempahla lemisebenzi eyenziwa yenhlanganiso ye Forestry Commission

Corporate Planning/ Ugatsha Lokuhlela kunhlanganiso

Lolugatsha yilo olukhangela lokwenza inhlelo ezikhokhelela imisebenzi yonke yenhlanganiso, ukwenziwa kwemisebenzi, ukweluleka lokubona ukuthi imisebenzi iqhutshwa kuhle kunhlanganiso yo nke ye Forestry Commission, lokubona ukuthi imithetho yamazwe omhlaba lezimiso zonke ze Forestry Commission zilandelwa kuhle.

Procurement Management Unit/ Ugatsha lokuthengwa kwempahla

Lolugatsha lulenjongo yokuthenga lokuthengiswa kwempahla, imisebenzi lendingakalo zenhlanganiso ngesikhathi esifaneleyo.

Corporate and Legal Services/ Ugatsha Olubona ngemithetho

Lolu lugatsha lusebenza njengo nobhala we Board njalo lunika izeluleko ezikhangelane lomthetho kungatsha zonke zenhlanganiso. Lukhangela njalo izivumelwano lusebenza lamagqwetha, luphinde lukhankasele ukuguqulwa kwemithetho, lubona njalo ukuthi imithetho iyalandelwa kuhambelana lezimiso zokusebenza kuhle kwama nkampani

7. Internal Clients/ Abasebenza lenhlanganiso bephakathi kwayo

- Izisebenzi ze Forestry Commission
- I Board yenhlanganiso
- Ugatsha luka Hulumende olubona ngemvelo, umkhathi lenyamazana zasendle

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8. External Clients/ Abasebenza lenhlanganiso bephandle kwayo

- Amakhansili eziqinti/ District Councils
- Abakugatsha lwamagusu/ Inhlanganiso ezisebenza zizimele zodwa
- Izethekeli eziza ukuzobona amagusu kuleli/ Abazingeli benyamazana
- Inhlanganiso ezikusabelo
- Amakolitshi lenhlanganiso ezihlolisisa ngolwazi lwamagusu
- Izikolo lamakolitshi
- Ugatsha luka Hulumende olubona ngezemfundo
- Inhlanganiso ezibona ngokulondolozwa kwemvelo
- Ingatsha zika Hulumende ezifana le Agritex, EMA kunye Zimbabwe Parks & Wildlife Management Authority
- Iwofisi ka Comptroller & Auditor General
- Ugatsha luka Hulumende olubona ngeze mali
- Inhlanganiso ezizimele zonke lezingekho phansi kuka hulumende
- Inhlanganiso ezinika usekelo kunye lokusebenza ndawonye lenhlanganiso
- Abalimi, izakhamizi lenhlanganiso ezitholakala ezabelweni
- Amaqembu Akhankasela ngamagusu lenhlanganiso eszithize
- Inhlanganiso ye State Enterprises Reform Agency (SERA)
- Inhlanganiso ye Corporate Governance Unit (CGU)
- Inhlanganiso ye ZIDA
- Inhlanganiso ye ZIMRA

Service commitments and Standards/ Uhlonzi lokuqhuba umsebenzi

Inhlanganiso yethu ikhangelele ukusebenza okulohlonzi ngendlela elandelayo :-

Ingqubekela phambili kwezentuthuko :-

- Ukuphangisa ukusabela
- Ukuhanjiswa lokuqhutshwa kwemibiko okucacileyo
- Ukukhipha imibiko yeqiniso
- Ukunika izeluleko ezilohlonzi sikhathi sonke
- Ukuphangisa ukusabela aluba kudingakala imibiko ehambelana lenhlanganiso
- Ukufundisa izisebenzi ukuthi zibe lomusa, loncedo, inhlonipho kunye lokunanzelela okudingakalayo, zichasisa, zilalelisisa imibono lezidingo zabantu abatshiyeneyo

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9. Okukhangelelwe kwabasebenzelana lenhlanganiso

Inkangelelo	Okumele kwenzakale
Ukukhulumisana lemibiko	
Incingo ezitshayelwa emawofisini e Forestry Commision labantu abafika emawofisini e Forestry Commission	Kumele bananzwe masinyane njalo incingo kumele zithathwe ngenhlonipho ngesikhathi somsebenzi
Incwadi zonke ezigoqela ama (email/incwadi zeposo/fax) adinga impendulo	Kumele ziphendulwe kungakafiki amalanga amahlanu, njalo kumele ziphendulwe zibhalelwe umabhala kungakafiki amalanga alitshumi lane emuva kokwamukela incwadi. Aluba kungeneliseki ukunika impendulo kumalanga aqanjiweyo, sizanikeza impendulo echaza ukuthi impendulo epheleleyo izalandela nini Nxa isisebenzi se FC singekho ewofisini, sizathumela I email ekhuluma ukuthi sizaphenduka nini
Imibuzo enzima efuna ingcitshi	Sabela wazise ukuthi uthole lumbuzo kungakafiki amalanga amabili, njalo impendulo kumele ihambe kungakafiki amalanga alitshumi lane. Nxa kungeneliseki ukuthi impendulo ibekhona amalanga aqanjiweyo engakafiki sizathumela umbiko okhuluma ukuthi impendulo epheleleyo izakuba isikhona nini
Abantu abaza bodwa emawofisini	Bazakwamukelwa ngenhlonipho njalo bazakwaziswa ukuthi bazamelela okwesikhathi esingakanani ukuthi bathole usekelo abaludingayo
Abazakuba bekhulume ukuthi bayeza	Kumele bananzwe masinyane ngesikhathi befika Nxa kumele kudluliselwe phambili isikhathi somhlangano kumbe nxa uzaphuza ukwenziwa sizazama ukulazisa ngesikhathi
Izimiso, imithetho, imilayo, ukusetshenziswa kwamagusu kunye lemibiko lolwazi oluphathelelane lalokhu	Imibiko ibhalwa kugwalo olwandise ukukhitshwa lugatsha lwe Ministry of Environment, Climate and Wildlife, lezinye inhlanganiso nxa kulendingeko

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Imibiko ekhangelane lengqubekela phambili kunani lamagusu	Kuzakhitshwa imibiko minyaka yonke ezachasisa ikhuluma lenani njalo limibiko izahlelwa emuva kwenyanga eziyisithupha ekhupheleni kweminyaka yonke
Imvumo lama License	
Icence ye Timber movement permit	Kumele lolugwalo luphume ngelanga elilodwa nxa incwadi zonke zikhona
Icence ye Timber export permit	Kumele lolugwalo luphume ngelanga elilodwa nxa incwadi zonke zikhona
Icence lokuthengisela phandle kwelizwe impahla eyenziwe ngokusuka kumagusu ethu	Kumele lolugwalo luphume ngelanga elilodwa nxa incwadi zonke zikhona
Imvumo yokugamula izihlahla epulazini emuva kokuhlolwa kwalo	Kumele kuyehlolwa epulazini inyanga ingakapheli emuva kokutholakala kwesicelo njalo kumele imvumo ibekhona ngelanga elilodwa emuva kokuhlolwa kwepulazi
Imvumo yokuthengisa inkuni	Icence leyi kumele iphume ngelanga elilodwa emuva kokubona incwadi zonke ezidingakalayo
Imisebenzi yeziphathamandla lokuqhutshwa kwayo	
Ukunikwa kwama Tender	Kumele bonke ababhalele bedinga ama tender bathole impendulo ngamalanga amathathu emuva kokuvalwa kwama tender
Ukuhlawula/ Ukubhadala	Bonke ababhadalayo bazahlawula kuhambelana lesivumelwano abasenza lenhlanganiso
Ukunikwa kwezeluleko ezikhangelane lamagusu	Ingcitshi zethu zizanika izeluleko kungelambadalo. Kodwa nxa incitshi zethu zingela mota zokuhambisa, odinga ukwelulekwa kumele azithwale njalo asekele ngemota yokuhambisa
Ukwenziwa kwenhlelo zokusetshenziswa kwamagusu ethu lokusungulwa kwenhlelo zokuthengiswa kwamagusu emaphandleni	Lokhu luzakwanziwa kungela mbadalo

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Ukuhlolwa kwamapulazi lamasimu	Ingcitshi zethu zizahlola kungelambadalo, kodwa nxa zingela mota zokuhambisa kumele zisekelwe ukuze zifinyelele epulazini
Ukuvikeleka emlilweni	Sizafundisa uzulu ngemililo sisebenzisa ingwalo kunye lendlela ezitshiyeneyo zokukhulumisana ngesikhathi somlilo (August – October) , kusiya ngemibiko esizayethulela uzulu minyaka yonke Sizafundisa abafisa Ukuba kwazi ukuthi bangenqabela njani umlilo, kunye lokulwisa ukucitsha umlilo njalo lokhu kuzakwenziwa kungelambadalo Sikhankasela ukwenziwa kwendlela zokwenqabela umlilo minyaka yonke
Ukufuywa kwenyosi	Sizafundisa abafisa ukuthola ulwazi lokufuya inyosi kungelambadalo
Ulwazi lokusetshenziswa kwamagusu elizweni	Sizakhipha imibiko emuva kokwenziwa kwenhlolisiso Sizakhipha ulwazi olukhangelane lokusetshenziswa kwamagusu nxa ludingakala Sizakwazisa ulwazi lonke olwethulwa zingcitshi, ingwalo zenhlolisiso loba ngasiphi isikhathi nxa ludingakala
Ukukhangelisa ukusetshenziswa kwamagusu lokutholakala emaguswini ethu	Lokhu kuzakwenziwa kungela mbadalo nxa kulendingeko
Inkangelelo	Okumele kwenzakale
Ukufundiswa ngokwamagusu	Izifundo zizakwenziwa ngamalanga lezikhathi ezizakuba zimenyezelwe. Ngaphandle nxa kulesizatho esibambekayo sokuguqula isikhathi, ilanga lendawo lapho okwenzelwa khona izifundo
Ngamo Safaris	Izakwazisa izethekeli ulwazi oluqotho Izasombulula ingxaki kunye lezikhathazo ngesikhathi Ukusabela masinyane

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10. Amalungelo kazulu osebenzelane lenhlanganiso

- Ulwazi, ulungelo lokuthola ulwazi oluqotho, olupheleleyo ngesikhathi esifaneleyo
- Ukubona izithupha : Ulelungelo lokuba kwazi isisebenzi se FC okhuluma laso
- Ukukhulumisana: Kulilungelo lakho ukuphathwa ngenhlonipho lokhuthola ulwazi njalo ulwazi ozalunikeze kumele lube yimfihlo
- Ukudinga usizo: Kulilungelo lakho ukubuza ngesikhathi somsebenzi njalo nxa ulensolo ukhululekile
- Inhlonipho: Kulilungelo lakho ukuphathwa ngenhlonipho lesizotha
- Imisebenzi yenhlanganiso: Ulelungelo lokuncediswa yizisebenzi ze FC zingabandlululi ngohlonzi njalo ngesikhathi esifaneleyo
- Kulilungelo lakho ukuletha insolo kumbe nxa ungasuthiseki ukukhuluma ngakho
- Kulilungelo lakho ukucela i receipt nxa ubhadele imali yakho ukuze uphathiswe yinhlanganiso ye Forestry Commission.

11. Okukhangelelwe kwabasebenzelana lenhlanganiso ye FC

Ngokulandelayo:

- **Ulwazi lweqiniso:** Kumele usinike ulwazi oluqotho ukwenzela ukuthi sikusize kumbe sikwenzele umsebenzi wohlonzi oluphezulu. Njalo nxa kulencwadi ezidingakalayo kumele uzelazo.
- **Inhlonipho lesizotha:** Kumele utshengise inhlonipho kuzisebenzi zethu kunye lezinye inhlanganiso esisebenza lazo
- **Imilayo lezimiso zethu:** Kumele ubekwazi izimiso lemilayo kunye lemithetho yelizwe esetshenziswa ekuqhutshweni komsebenzi e Forestry Commission.
- **Ukulwisa ubuqili:** Ulengqobe yokuncedisa Inhlanganiso ye Forestry Commission ukulwisa imisebenzi yobuqili ngokungaceli imali yesifumbathiso njalo lokungafumbathisi izisebenzi zethu ngesikhathi zisenza umsebenzi wazo. Kumele uyemangala kuziphathamandla nxa ungabona imisebenzi yobuqili isenziwa kunhlanganiso ye Forestry Commission .

12. Ukuhlaziywa lokulungisiswa kwalolugwalo

Ugwalo lwe Service Charter lugwalo oluphilayo oluzakhangela minyaka yonke kuhlolwa ukusebenza kwalo lokuthi luhambelana lokukhangelelweyo

13. Ukukhulumisana lathi

Inhlanganiso ye Forestry Commission izinikele ukusebenza kuhle, ngenhlonipho njalo ngohlonzi oluphezulu. Njalo siyakwazi ukuthi ukuxoxisana kuzakwenza senelise Ukuqhuba umsebenzi siwenze ube ngcono. Izikhalazo zenu sizaziqakathekisa njalo sizasabela masinyane. Nxa kuseneliseka sizafaka ama bhokisi endaweni ezisegcekeni emawofisini ethu ukuze lenelise ukukhuluma lathi

Sitholakala ku :

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