FORESTRY COMMISSION

GWARO REKUBATSIRA VATINOITIRA BASA

CLIENT SERVICE CHARTER

Nhanganyaya (Preamble)

Gwaro rekubatsira vatinoitira basa reClient Service Charter, ndiwo mucherechedzo wekuzvipira kwedu kune vatinoitira basa, mamwe mapazi atinoshanda nawo, nenharaunda dzatinoshandira, uye rinoratidza danho ratinotarisira kusvika patinenge tichiita basa, zvatinosungirwa kuita pamwe nekodzero dzevatinoshandira. Gwaro iri rinotsanangura chitsidzo chedu chekuva muyenzaniso wakanaka mukuita basa, mukuzadzikisa zvido nezvinotarisirwa nevatinobatsira, kubudikidza nekuvimbika, humhizha nerukudzo.

1. Our Vision (Donzvo Guru)

Kuva nemasango akachengetedzeka uye anoshandiswa zvakanaka muZimbabwe panozosvika gore ra2030.

2. Our Mission (Chinangwa chedu)

Kutungamirira, kuchengetedza nekupa ruzivo mukuchengetedzwa zvakanaka nekushandiswa kwemasango, kuitira remangwana.

3. Our Mandate (Basa redu)

Basa redu ndere kusimudzira, kuchengetedza, kudzivira nekukurudzira kushandiswa zvakanaka kwemasango muZimbabwe.

4. Zvisungo zvedu (Our Core Values)

Zvisungo zvakakosha zvesangano reForestry Commission;

- Kuvimbika (Integrity)
  Vashandi veForestry Commission vachatevedzera zvisungo zvepamusoro zvekujeka pamwe nekupa tsananguro yezvavanoita, mukushanda kwavo.
- Humhizha (Professionalism)
  Matanho achatorwa, anenge achitevedzera zvinenge zvabuda muongororo dzana mazvikokota pamwe nenzira dzepamusoro dzinoshandiswa nevamwe.
- Kukoshesa zvinangwa (Results Oriented)
  Sangano reForestry Commission richashandira kuzadzikisa zvinangwa zvese nguva dzose.
- Kuumba mazano matsva (Innovation)
  Sangano reForestry Commission richakurudzira kuumbwa kwemazano matsva uye richapa mibairo kuvashandi varo vanounza nzira itsva mukushanda kwavo.
- Mushandirapamwe (Teamwork)
  Sangano reForestry Commission richakoshesa kupana rutsigiro kunoitwa nevashandi pamwe nekuremekedzana.

5. Kuzvipira kwedu (Our Commitment)

Takazvipira kuita zvinotevera:

- Kupa mabasa edu nehumhizha, panguva yaanodiwa, uye nenzira inoita kuti awanikwe zviri nyore.
- Kushanda zvemhando yepamusoro nekuvimbika kukuru nguva dzose.
- Kushanda pamwechete nekuonesana nevamwe vatinoshanda navo mukutora matanho akakosha.
- Kukoshesa kushanda nenzira dzakajeka, dzine tsananguro izere, pamwe nekupa mhinduro nekuchimbidza mune zvese zvatinoita.

6. Zvikamu (Departments / Units)

Chikamu chekuchengetedza zviwanikwa nekupanga mazano ekurimwa kwemiti (Conservation and Extension Division)

Chikamu ichi chinoita mabasa anotevera; (1) Kutungamira kuchengetedzwa kwemasango akatarwa zvikuru kunzvimbo dziri kumadokero kweZimbabwe idzo dzine jecha regwenga reKalahari, kubudikidza nekushandisa matanho akasiyana siyana, (2) kupanga mazano ekurimwa kwemiti pamwe nekudzidzisa mitemo ine chekuita nechikamu ichi.

Chikamu chekuita Ongororo nekudzidzisa basa (Research and Training Division)

Chikamu ichi chine basa rekuita ongororo inounza ruzivo rwakakodzera rwekusimudzira chikamu chemasango, kuti chiwanise mari yakawanda inoshandiswa nenyika ye Gross Domestic Product GDP, pamwe nekubatsira vagari vekumaruwa kuwana mari nekusimudzira hupenyu hwavo kubudikidza nekushandisa zviwanikwa zvemumasango nenzira dzinochengetedza masango iwayo. Divi redzidziso ndiro rine korichi yeZimbabwe College of Forestry iri kwaMutare, iyo inodzidzisa vashandi nekuzovapa zvitupa zvakasiyana zvemabasa anoti kuchengetedza masango, kugadzira michina inocheka miti pamwe nerumwe ruzivo rwezvemiti nemapuranga.

Chikamu cheKushandiswa kwemari nekuChengetwa kwemashoko ebhizimusi (Finance and Accounting)

Chikamu ichi ndicho chinoona nekushandiswa kwemari inenge yagoverwa nehurumende nemari inenge yawanikwa muzvirongwa zvemabhizimusi ekutsvaga mari. Basa rechikamu ichi rinosanganisira kuona kuti mitemo yehurumende yavetedzerwa pamwe nemirayo yevashandi vezvemari ye Accounting Officers' Instructions. Rimwe basa nderekuongorora kuti zvirongwa zveForestry Commission zvirikuunza pundutso here, kugadzira hurongwa hwekushandiswa kwemari nezvimwe zvikamu zvesangano iri hwebudget, pamwe nekuchengetedza midziyo yesangano iri.

Chikamu cheNyaya dzevashandi nenyaya dzekufambiswa kwebasa (Human Capital Development and Administration)

Chikamu ichi chinotungamira nyaya dzine chekuita nevashandi musangano reForestry Commission. Nyaya idzi dzinosanganisira kuronga basa, kuunza vashandi nevatungamiri pamwechete kuti vashandire zvido zvimwechete, kugadzira zvisungo zvechikamu ichi, nyaya dzekudyidzana kwevashandi, matanho ekuchengetedza hutano hwevashandi nekudzivirira tsaona pabasa, kuchengetedza mashoko ezvevashandi, kuita tsvagurudzo yekusimudzira magariro evashandi, nekuchengeta magwaro esangano iri.

Chikamu chinoongorora kushanda kwesangano (Internal Audit Management)

Chikamu ichi chinoita kuti pave nekuvimbika kwevatungamiri vesangano pamwe nenzira dzinoshandiswa nesangano iri. Chinoongora kuti zvirongwa zvinoitwa nesangano iri hazvitambisi mari here, kuita ongororo yenjodzi dzinogona kuvapo mukuitwa kwezvirongwa zvakasiyana pamwe nematanho ekudzivirira kurasikirwa. Chikamu ichi chinopa vimbiso kuBoard resangano iri nevatungamiri varo, pamusoro pekuvimbika kwenzira dzekushandiswa kwemari nekuitwa kwezvimwe zvirongwa zvakasiyana.

Chikamu chekuburitswa kwemashoko nekutaurirana (Information and Communications)

Apa parikurehwa mutauriri wesangano reForestry Commission. Ndiye anoona nezvekushambadzirwa kwesangano iri kubudikidza nezviratidzwa, mashowa, makungano, nezvimwe zvirongwa zvakatsaukana, kuitira kuti rive nechimiro chakanaka. Anosimbaradza zvekare kudyidzana kwesangano iri nevatori venhau.

Chikamu chekusimudzira kushanda kwesangano sebhizimusi (Business Development & Marketing)
Basa rechikamu ichi nderekugadzira hurongwa hwekuti sangano reForestry Commission rishande sebhizimusi, uye chinotsvaga zvinodiwa mukuzadzikisa donzvo iri. Chikamu ichi chinonzvera zvinodiwa neveruzhinji zvinove zvinounza mari, pamwe nekuti mitengo inoshandiswa neForestry Commission muzvigadzirwa nezvirongwa zvayo, yakakodzera here. Chinoshambadzira zvekare zvinhu zvinotengeswa neForestry Commission.

Chikamu chekuronga basa resangano iri (Corporate Planning)
Basa rechikamu ichi nderekugadzira zvirongwa zvesangano reForestry Commission, kuumba nzira dzekudzikwa kwezvirongwa izvi pamwe nekuongorora mafambisirwo azvo nguva dzese. Chikamu ichi chinoongorora zvekare kuti sangano reForestry Commission, ririkutevedzera here mitemo yenyika nesungano pamwe nezvibvumirano zvakanyorwa nenyika dzepasi rese.

Chikamu chekutengwa kwezvinhu (Procurement Management Unit)
Chikamu ichi ndicho chinotenga midziyo pamwe nekubhadhara zvirongwa zvinenge zvaitirwa sangano iri, uye nekutengesa midziyo yesangano iri inenge isisadiwe.

Chikamu chezvemitemo (Corporate and Legal Services)
Ichi chikamu ndicho chinotungamira kushanda kweBoard resangano reForestry Commission, uye chinoyambira zvikamu zvese panyaya dzemitemo. Chikamu ichi ndicho zvekare chinonzvera zvibvumirano zvekushanda nemamwe masangano, ma contract, chinodyidzana zvekare nemagweta ekunze, chichirwira zvekare kugadzirwa kwemitemo inobatsira munyaya dzemasangano nemiti. Chinoongora zvekare kuti Forestry Commission inotevedzera here nzira dzakanaka dzekushanda nadzo pamwe nemitemo yenyika.

7. Vane chekuita varimukati (Internal Clients)

- Vashandi veForestry Commission
- Board yema Commissioner
- Bazi rekuchengetedzwa kwezviwanikwa nenharaunda, mamiriro ekunze nekuchengetedzwa kwemhuka dzesango

8. Vane chekuita vari kunze (External Clients)

- Makanzuru ekumaruwa
- Makambani anoshandisa zvinobva musango nemakambani akazvimirira oga
- Vashanyi nevavhimi
- Masangano emudunhu rino
- Masangano edzidzo nemasangano anoita ongororo yeruzivo
- Zvikoro nemakorichi
- Bazi reDzidzo
- Masangano ekuchengetedzwa kwezviwanikwa
- Mapazi ehurumende nemasangano akaita seAgritex, EMA, neZimbabwe Parks and Wildlife Management Authority
- Mahofisi anoongorora magwaro emari aComptroller & Auditor General
- Bazi rehurumende rezvemari
- Masangano akazvimirira ega nemasangano anorwira kodzero dzevanhu
- Masangano anoshanda pamwechete nesu/Masangano anopa rutsigiro rwemari
- Varimi, Vagari venharaunda, Masangano anoshandira munharaunda
- Masangano anorwira nyaya dzakasiyana siyana
- Sangano rekusandurwa kwemakambani ayive ehurumende reState Enterprises Reform Agency (SERA)
- Chikamu chinodzidzisa makambani ehurumende kushanda zvakanaka cheCorporate Governance Unit (CGU)
- Sangano rinoona nekuvambwa kwemabhizimusi munyika reZIDA
- Sangano rekubhadharwa kwemitero yehurumende reZIMRA.

Kuzvipira kuita basa netarisiro yezvatinoita (Service commitments and Standards)

Izvi ndizvo zvinotarisirwa patinoitira vatinoshanda navo basa:-

Kuramba tichibudirira mune zvinotevera:-

- Kupindura nekuchimbidza mibvunzo nezvichemo zvese
- Kuburitsa mashoko zvakajeka
- Kupa mashoko akakwana
- Kupa yambiro isingasanduki, yakakwana uye isina divi rayaka rerekera
- Kuvavarira kupindura nekuchimbidza zviri mayererano nebasa ratinoita
- Kuramba tichidzidzisa vashandi vedu kuti vave nehunyoro, rubatsiro, rukudzo, nekuremekedza zvido zvevanhu, vachitsanangura, uye nekutereerera zvinodiwa nemunhu mumwe nemumwe pamwe nemaonero avo.

9. Zvatinosungirwa kuita kune vatinoshandira (Obligations to Clients)

Basa (Service)	Tarisiro (Standard)
Tsamba nemagwaro emashoko (Correspondence and Reports)	
Nhare dzinoridzirwa Forestry Commission nevashanyi vanosvika pamahofisi aya.	Kupindurwa nekuchimbidza uye kubatwa nerukudzo panguva dzebasa.
Tsamba dzese dzinoda mhinduro·	Kuzivisa kuti tsamba yasvika pasati papera mazuva mashanu, uye kupindura zvizere pasati papera mazuva gumi nemana tsamba yasvika. Kana zvisingagoni kuti tipe mhinduro yenguva inotarisirwa, tichapa mhinduro inotaura kuti mhinduro izere ichauya rinhi. Kana mumwe mushandi arikudiwa asipo, e-mail ichapindura yoga kuti anodzoka rinhi.
Mibvunzo yezvinogozha	Kuzivisa kuti tsamba yasvika pasati papera mazuva maviri, uye kupindura zvizere pasati papera mazuva gumi nemana tsamba yasvika. Kana zvisingagoni kuti tipe mhinduro yenguva inotarisirwa, tichapa mhinduro inotaura kuti mhinduro izere ichauya rinhi.
Vanhu vanouya vega kuzobvunza	Vanhu ava vachabatwa nerukudzo neruremekedzo, uye vachaziviswa nezvenguva yavanotarisirwa kumirira rubatsiro kana mhinduro.
Vanhu vanenge vazivisa kuti vachauya	Vachabatsirwa nekuchimbidza ipapo ipapo. Kana nguva yawakapiwa ichizosandurwa kana kunonoka, tichakuzivisa nezvesanduko iyi nekukasira.
Mashoko pamusoro pezvisungo, mirairo, hutungamiri, mashandiro neyambiro zveForestry Commission.	Mashoko aya achapiwa mugwaro rinoburitswa nguva nenguva kubazi rekuchengetedzwa kwezviwanikwa nenharaunda, mamiriro ekunze nemhuka dzesango, nekune mamwe masangano uye nepese paanenge achidiwa.
Mashoko ari mayererano nekusimudzirwa kwemasango.	Pane magwaro epagore ane mashoko ese akakosha, achanyorwa nekuburitswa pasati padarika mwedzi mitanhatu gore rapera.

Mvumo nemarezinesi (Permits and Licenses)	
Mvumo yekutakura mapuranga	Mvumo iyi inopiwa mushure mezuva rimwechete rekugashira matsamba ese akakosha.
Mvumo yekutengesa mapuranga kunze kwenyika	Mvumo iyi inopiwa mushure mezuva rimwechete rekugashira matsamba ese akakosha.
Mvumo yekutengesa kunze kwenyika zviwanikwa zvemusango zvisiri mapuranga	Mvumo iyi inopiwa mushure mezuva rimwechete rekugashira matsamba ese akakosha.
Mvumo yekutema miti kana purazi richinge raongororwa	Purazi rinoongororwa mushure memwedzi paiswa chikumbiro, uye mvumo yacho inopiwa mushure mezuva rimwechete kwaitwa ongororo yepurazi.
Rezinesi rekutengesa huni.	Rezinesi iri rinopihwa mushure mezuva rimwechete rekugashira matsamba ese akakosha.
Kurongwa nekuitwa kwemabasa (Management and Operational Services)	
Kukoka makambani anoita basa	Zvinenge zvabuda pama tender, zvichazivisswa pasati papera mazuva matatu, zuva rekuvhara tender radarika.
Kuripa	Miripo yese inofanira kuitwa pachitevedzerwa zvisungo zvechibvumirano.
Kupa mazano ezvemasango nerumwe ruzivo kune vanoshanda neForestry Commission.	Mazano eruzivo nemazano anobva kunana mazvikokota, achapiwa vanowada pasina muripo. Asi kana mazvikokota vasina mota, vachatakurwa nevarikuda rubatsiro rwavo.
Kubatsira kugadzirwa hwezvirongwa zvekuchengetedzwa kweminda yemiti, pamwe nezvirongwa zvekushandiswa nekuchengetedzwa kwemasango kumaruwa.	Basa iri rinoitwa pachena, pasina muripo.
Kuongorora mapurazi	Rubatsiro urwu ruchapiwa pasina muripo. Asi kana mazvikokota vasina mota, vachatakurwa nevarikuda rubatsiro rwavo.

Kudzivirira moto yesango	Tichashambadzira mashoko ekudzivirira moto yesango kubudikidza nezvinyorwa zvinoiswa pajekerere kana dzimwe nzira dzekufambisa mashoko, kubvira muna Nyamavhuvhu kusvika muna Gumiguru, kana pane imwe nguva inenge yasarudzwa.
Kupfuya nyuchi	Tichapa dzidziso yekupfuya nyuchi kune vanoda, pasina muripo.
Kupiwa nekushandiswa kwemashoko ane chekuita ne ongororo yezvemasango	Tichagovera zvinenge zvabuda muongororo kana zvirongwa zve ongororo zvapera; Tichapa mashoko ezviwanikwa zvemusango pamwe nekuchengetedzwa kwazvo, kana tichinge takumbirwa mashoko acho; Tichapa mashoko eruzivo, magwaro ewongororo nezvinyorwa zvemashoko
Kuongorora zviwanikwa zvemusango	Tichaita ongororo yezviwanikwa zvemusango kana tichinge takumbirwa kuita saizvozvo, asi pane muripo unobhadharwa.
Kudzidzisa nezve kushandiswa nekuchengetedzwa kweasango.	Zvidzidzo izvi zvichaitwa pamazuva nepanguva dzinenge dzakatarwa. Hazvigoni kusandurwa nguva, zuva kana nzvimbo kunze kwekuti pane chikonzero chakasimba chekuita saizvozvo.
Nzvimbo yekushanyira yeNgamo Safaris	Vashanyi vanopiwa mashoko akakwana. Zvichemo zvinotambirwa nekugadziriswa ipapo ipapo. Kupindura nekuchimbidza mibvunzo yevanhu.

10. Kodzero dzevatinoshandira (Clients Rights)

- Mashoko: une kodzero yekuwana mashoko azere, ane chokwadi, nenguva yakafanira.
- Kuziva: Une kodzero yekuziva kuti vashandi veForestry Commission vari kukubatsira ndevanani.
- Kutaurirana: Une kodzero yekubatwa zvine rukudzo pamwe nekuti mashoko awunenge wabvunzwa agochengetedzwa zvakavanzika.
- Mibvunzo: Une kodzero yekubvunza zvaunenge uchida panguva dzebasa pamwe nekuunza zvichemo zvaunenge unazvo.
- Ruremekedzo: Une kodzero yekubatwa zvine hunhu neruremekedzo.
- Rubatsiro: Une kodzero yekuwana rubatsiro rwemhando yepamusoro, pasina rusarura uye nenguva yakafanira.
- Une kodzero yekutsutsumwa zvichemo zvako.
- Une kodzero yekukumbira risiti kana uchinge wabhadharira basa raunenge waitirwa neForestry Commission.

11. Zvinotarisirwa nezvinosungirwa kuitwa nevanhu (Client Responsibilities or Obligations)

Semunhu arikuitirwa basa, unosungirwa kuita zvinotevera:

- **Mashoko echokwadi:** Unosungirwa kutipa mashoko echokwadi nenguva yakanaka, kuitira kuti tikubatsire nezvaunenge uchida. Kana ukakumbirwa mashoko atinenge tichida, unosungirwa kuzivisa zvese, pamwe nekupa mashoko, matsamba nemagwaro arikudiwa.
- **Rukudzo nekuremekedza vamwe:** Unosungirwa kuva nerukudzo nekuremekedza vashandi veForestry Commission, nevamwe vanoshanda nesangano iri.
- **Mitemo nemirayiro:** Unosungirwa Kuziva mitemo, mirayiro nezvimwe zvisungo zviri pamutemo zvinotungamira kushanda kwesangano reForestry Commission.
- **Kurwisa Huori:** Ibasa rako kubatsira sangano reForestry Commission kurwisa huori kuburikidza nekusapa zvipo kuvashandi vedu, kana kutsvaga kuripwa navo kuti ugotiirwa rimwe basa. Unofanira kumhan'ara nyaya dzehuori kusangano reForestry Commission kana rimwe bazi rezvemitemo.

12.Kuongororwa kwegwaro revatinoitira basa (Review of Clients' Charter)

Gwaro rekushanda neveruzhinji iri rinotoda mamwe mashoko matsva nguva dzose, naizvozvo richaramba richiongororwa gore roga roga, kuitira kuti rive nemashoko akokodzera uye anobatsira zvido zvevanhu vatinoshanda navo.

13.Nzira dzekuwana mhinduro (Feedback Mechanism)

Forestry Commission, yakazvipira kushanda neveruzhinji nenzira ine hunyoro uye ine rukudzo. Tinozviziva kuti tikawana mhinduro nedzimwe pfungwa mayererano nemashandiro edu, zvichatibatsira kushanda zviri nani, naizvozvo mhinduro nepfungwa idzi, zvichakosheswa pamwe nekutariswa nekuchimbidza. Pese patinokwanisa, tichaisa mabhokisi mumahofisi edu kuitira kuti vatinobatsira vakwanise kuisa matsamba emhinduro nepfungwa dzavo.

Munogona zvekare kutaura nesu muchishandisa nzira dzinotevera;

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