



MVURWI TOWN COUNCIL CLIENT SERVICE CHARTER

Revised – 2026

1. Preamble

Mvurwi Town Council, established as an urban authority on 22 February 2010, is a dynamic and growing municipality in Mashonaland Central Province. Previously a service centre under Mazowe RDC, the town has transformed into a critical agricultural and trading hub, serving A1 and A2 farmers, industries, and a diverse population drawn from surrounding districts.

This Charter affirms the Council's commitment to deliver efficient, transparent, and accountable public services in line with the principles of good governance and the aspirations of **National Development Strategy 2 (NDS2)** and **Vision 2030**. It outlines the services we offer, the standards clients should expect, and the rights and responsibilities of both the Council and its stakeholders.

2. Vision

Sound infrastructure and upper-middle income community by 2030

3. Mission

To provide sustainable quality service to the local community through a dedicated workforce and citizen participation

4. Mandate

Mvurwi Town Council is guided by the **Urban Councils Act [Chapter 29:15]**, supported by related legislation and policy frameworks.

The Council is mandated to deliver:

- Affordable and decent housing
- Sustainable water and sanitation services
- Efficient refuse collection and solid waste management
- Well-maintained and trafficable roads

35 BIRMINGHAM ROAD, mvtowncouncil@gmail.com

- Responsive environmental health services
- Transparent land allocation
- Regulated business operations
- Financial accountability and public reporting
- Safe public amenities and infrastructure development
- Effective customer service and community participation

5. Our Core Values

We are driven by values that promote professional service and community trust:

- **Transparency** – Open and honest governance
- **Integrity** – Upholding high ethical standards
- **Excellence** – Delivering quality services consistently
- **Accountability** – Answerable to the public we serve
- **Commitment** – Dedicated to sustainable development
- **Teamwork** – Working together to achieve shared goals

6. Departments and Their Core Functions

A. Finance & Administration

- Financial planning and control
- Revenue collection and debt management
- Procurement and asset management
- ICT systems and records management
- Human resources and transport services
- Policy formulation and strategic coordination

B. Housing & Community Services

- Land allocation and stand management
- Solid waste and environmental health services
- Maintenance of community amenities
- Educational and health facility oversight
- Gender, youth, and social development programs

C. Audit & Risk Management

- Internal systems and performance audits
- Risk assessment and mitigation
- Financial integrity and compliance verification

- Safeguarding of Council assets

D. Technical Services

Roads, stormwater, and infrastructure maintenance
Water and sewer network construction and rehabilitation

- Urban planning and development control
- Engineering support to service departments

7. Our Clients

External Clients

- Government ministries and agencies
- Development partners and donors • Business and investor community
- Civil society and NGOs
- Residents and ratepayers
- Farmers, schools, and religious institutions

Internal Clients

- Councillors and council committees
- Employees and management
- Workers' committees

8. Our Service Standards

Service Standard/Turnaround Time

Refuse collection Weekly (residential); twice weekly (public spaces) Sewer blockages Attended within 24 hours Road maintenance Zero potholes on surfaced roads; annual re-gravelling of all gravel roads Stand allocation Fully serviced stands provided based on approved layout Building Conducted at each construction stage inspections Enquiries and calls Answered within two rings Written complaints Acknowledged within 2 days; resolved within 7 working days Financial reports published quarterly; annual audits as per PFMA and Public reporting IPSAS

9. Rights and Responsibilities

Council Responsibilities

- To meet service delivery commitments outlined in this Charter

To uphold transparency, professionalism, and fairness
To engage stakeholders in decision-making

Client Responsibilities

- To pay service charges on time
- To comply with council by-laws and regulations
- To protect public infrastructure and report service issues
- To participate in consultations and planning processes

10. Charter Review and Feedback

This Charter is reviewed **annually** and during the review of the Council's Strategic Plan. Feedback from clients is essential to ensure relevance, effectiveness, and alignment with citizen needs.

11. Contacting Mvurwi Town Council

We welcome feedback, compliments, and complaints through any of the following platforms:

📍 *Visit Us:* Mvurwi Town Council Offices (During working hours)

☎ *Call Us:* +263 775 099 585 / +263 277 2830

✉ *Email:* mvtowncouncil@gmail.com

"Together Towards a Clean, Safe and Prosperous Mvurwi"