



## SERVICE DELIVERY STANDARDS

We commit ourselves to meet the following minimum standards in our service delivery:

- Providing a stable water supply to our clients
- All clients who call at our offices will be attended to within 10 minutes of arrival.
- Our Staff will clearly identify themselves and treat clients with courtesy and respect.
- Will deal with all clients' issues with efficiency, integrity and fairness.
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- All complaints/ queries will be determined and the decision communicated within ten (10) working days from date of receipt
- We value clients' calls and shall answer all incoming calls within three rings.
- All mail correspondence will be responded to/ acknowledged within 14 working days of receipt.
- Upon meeting the requirements for service provision, forms will be processed within twenty-one (21) working days of submission of correct and complete documents
- React to any water supply breakdowns within 72 hours of notification
- Ensure that all meters are read, billed and that every client receives his/her bill not later than five (5) days after billing
- Ensure that reconnections are effected within three working days of the client meeting his/her obligation

### ZINWA Obligations and Rights

Zimbabwe National Water Authority:

- Is accountable to the nation of Zimbabwe
- Shall provide water that meets the minimum World Health Organisation standards
- Does not tolerate corruption, favouritism and discrimination
- Welcomes feedback which is highly valued because we use it as an indicator of our performance against our service standards
- Shall carry out duties professionally, diligently and courteously
- Clients have a right to speak to the next senior staff member or the head of section they are dealing with.
- We are committed to providing pro-active client information which includes making relevant information available to clients, orally, in print and electronic media and by means of pamphlets, posters and other relevant materials.

### Clients Obligations and Rights

As valued clients, ZINWA requires you:

- To have the relevant documentation pertaining to water use
- To pay your bills on time
- To refrain from any corrupt tendencies in all dealings with ZINWA staff. It is in your best interest to report corrupt activities by staff and any member of the public
- To treat ZINWA staff with courtesy and respect
- To ensure that all written communication, i.e. complaints and applications, are accompanied by the relevant documentation and evidence
- To provide ZINWA with details of changes in your accounts status as soon as they occur
- To ensure the safe custody of water distribution components such as meters
- To abide by all the legal requirements and desist from illegal usage of water
- To use water efficiently
- To maintain the service line after the meter