ZINWA

For Communities. For Development

IMIGANGATHO YONIKEZELO LWEENKONZO

Sizibophelela ekuhlangabezaneni nale migangatho ilandelayo ekunikezeleni ngeenkonzo zethu:

- Ukuqinisekisa ukuba abathengi bethu bafumana amanzi ngamaxesha onke.
- Bonke abathengi abandwendela kwiiofisi zethu baza kuncedwa kwimizuzu elishumi (10) emva kokuba befikile.
- Abasebenzi bethu baza kuzazisa ngokucacileyo baze baphathe umthengi ngembeko nangentlonipho.
- Siya kujongana nabo bonke abathengi ngemiba yokusebenza kakuhle, ukuthembeka kunye nobulungisa.
- Zonke izikhalazo okanye imibuzo ziya kuphendulwa, kwaye isigqibo siya kwaziswa kwiintsuku ezilishumi (10) zokusebenza ukususela kumhla wokufunyanwa kwazo.
- Zonke iileta zeposi ziya kuphendulwa okanye zivunywe zingadlulanga iintsuku ezilishumi elinesine (14) zokusebenza emva kokuba zifunyenwe.
- Emva kokwanelisa iimfuno zeefomu zokubonelelwa ngenkonzo, ziya kucutshungulwa zingadlulanga iintsuku ezingamashumi amabini ananye (21) zokusebenza emva kokungeniswa kwamaxwebhu achanekileyo napheleleyo.
- Ukulungisa naziphi na iingxaki zokunikezelwa kwamanzi zingadlulanga iiyure ezingamashumi asixhenxe anesibini (72) emva kokufumana ingxelo yeengxaki.
- Ukuqinisekisa ukuba zonke iimitha ziyafundwa, ziyahlawuliswa, kwaye wonke umthengi ufumana ingxelo yemali ekufuneka ayihlawule zingadlulanga iintsuku ezintlanu (5).
- Ukuqinisekisa ukuba ukuvulwa kwakhona kwamanzi kwenziwa kwiintsuku ezintathu (3) zokusebenza emva kokuba umthengi ehlawule yonke imali efunekayo.

Uxanduva Namalungelo e-ZINWA

IQumrhu Lamanzi Lesizwe laseZimbabwe (Zimbabwe National Water Authority):

- Linoxanduva kwisizwe saseZimbabwe.
- Liya kubonelela ngamanzi ahambelana neMigangatho ye-World Health Organization (WHO).
- Alinyamezeli urhwaphilizo okanye ucalucalulo.
- Liyayamkela ingxelo yabathengi, kuba isetyenziswa njengomlinganiselo wokusebenza kwethu xa kuthelekiswa nemigangatho yenkonzo.
- Liya kwenza imisebenzi yalo ngobuchule, ngenkuthalo nangendlela enembeko.
- Abasebenzisi beenkonzo banelungelo lokuthetha nelungu elilandelayo labasebenzi abaphezulu okanye nentloko yecandelo elichaphazelekayo.
- Lizimisele ukubonelela ngolwazi olusebenzayo kubathengi ngokusebenzisa iintlanganiso, amajelo eendaba ashicilelweyo, amajelo eendaba ombane, iincwadana, iipowusta nezinye izixhobo ezifanelekileyo zonxibelelwano.

Amalungelo Noxanduva Lwabasebenzisi Beenkonzo

Njengabasebenzisi beenkonzo abaxabisekileyo, iZINWA ifuna ukuba:

- Ube namaxwebhu afanelekileyo aphathelele ukusetyenziswa kwamanzi.
- Uhlawule iimali zamanzi ngexesha.
- Uphephe nayiphi na imikhwa yorhwaphilizo kuyo yonke into enxulumene nabasebenzi be-ZINWA. Kwaye uxele naziphi na izenzo zorhwaphilizo ezenziwa ngabasebenzi okanye naliphi na ilungu loluntu.
- Uphathe abasebenzi be-ZINWA ngembeko nentlonipho.
- Uqinisekise ukuba lonke unxibelelwano olubhaliweyo, kuquka izikhalazo nezicelo, luhamba namaxwebhu afanelekileyo kunye nobungqina.
- Unike iZINWA iinkcukacha zalo naluphi na utshintsho kwi-akhawunti yakho kwakamsinya nje xa lwenzekile.
- Uqinisekise ukugcinwa ngokukhuselekileyo kwezixhobo zokuhambisa amanzi ezifana neemitha.
- Uthobele zonke iimfuno zomthetho kwaye uyeke ukusebenzisa amanzi ngokungekho mthethweni.
- Usebenzise amanzi ngokufanelekileyo.
- Ugcine umbhobho wenkonzo emva kwemitha ukwimeko entle.