



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 catchment offices, banking halls and any other ZINWA 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.
- We value clients' compliments, complaints and suggestions. These could be a positive experience they have had, a comment or suggestion on how we can improve our services delivery or a complaint if they are not satisfied.
- 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 of water connection, water permit/ agreement, borehole drilling application, forms will be processed within twenty-one (21) working days of submission of correct and complete documents except in cases where the law expressly requires that such a period be exceeded.
- Ensure that all paid up new connection applications are effected within fourteen (14) working days.
- React to any water supply breakdowns within 72 hours of notification.
- Give our clients at least 30 days notice where planned repairs for leaks and bursts are ongoing.
- Inform our clients at least thirty days in advance where planned water supply disruptions are impending.
- Ensure that all meters are read, billed and that every client receives his/her bill not later than five (5) days after billing.
- Where no special arrangements have been made, disconnections for non-payments shall be effected.
- Updating client accounts within fourteen (14) days of making payments regardless of the method.
- 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 for equitable water distribution.
- Shall provide water that meets the minimum World Health Organisation standards.
- Shall conduct business according to the laws of Zimbabwe.
- 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 be open and honest in providing any information that may be requested by ZINWA as this helps to ensure that you get quality service.
- To be honest and co-operative in all business dealings with ZINWA.
- 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 cooperate with ZINWA staff when requested for access to premises.
- 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.