



REPUBLIC OF ZAMBIA

# MINISTRY OF LOCAL GOVERNMENT AND RURAL DEVELOPMENT



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1,799,000



# SERVICE DELIVERY CHARTER



## REPUBLIC OF ZAMBIA

© 2023 Ministry of Local Government and Rural Development  
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## FOREWORD



This Service Delivery Charter is a commitment to the provision of quality services to you our clients. The Charter outlines the core services and the standard of service provision by the Ministry of Local Government and Rural Development.

The Charter outlines how our clients can lodge complaints and concerns whenever our services do not meet the standards outlined herein. It also provides a platform for feedback whenever our services meet your expectations.

It is, therefore, greatly hoped that with this Charter, our clients will receive quality services. My Ministry is committed to effective and efficient service delivery.

I, therefore, recommend that this Charter be used as a tool for enhancing constructive dialogue and smoother interface between you our clients and the Ministry.

Hon. Gary Nkombo, MP  
Minister, Ministry of Local Government and Rural Development

June, 2023

## ACKNOWLEDGMENTS



In line with the vision of the Ministry “*A SMART and Value-Centered Ministry of Local Government and Rural Development.*”, the Ministry has launched this client Service Delivery Charter. The Charter contains commitments on service delivery and therefore constitutes a social contract between the Ministry of Local Government and Rural Development and its clients. The Charter outlines our commitment to deliver excellent services to our clients.

It highlights our vision, mission and the values that guide in the provision of quality services. The Charter will empower you our clients to hold the Ministry of Local Government and Rural Development accountable for the quality of the services that we provide.

The Charter outlines our commitments and responsibilities and also specifies the obligations of our clients in order to enable the Ministry of Local Government and Rural Development uphold service commitments. This Charter is a living document and will be revised as and when changes arise.

I therefore, encourage you to challenge our staff to live up to the commitments made in this Charter.

Maambo B. Haamaundu  
Permanent Secretary – Administration  
Ministry of Local Government and Rural Development

June, 2023

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## 1.0 PURPOSE OF THIS CHARTER

- To enhance your awareness of the type of services the Ministry of Local Government and Rural Development provides;
- To explain to you the standards of service you should expect to receive;
- To outline your rights and responsibilities as a client;
- To explain our rights and responsibilities as the Service Provider; and
- To explain how you as our clients can submit complaints, compliments and make suggestions about our service delivery.

## 2.0 VISION AND MISSION

### 2.1 VISION

*“A SMART and Value-Centered Ministry of Local Government and Rural Development.”*

### 2.2 MISSION

*“To facilitate a decentralized local governance system for quality municipal service delivery.”*

## 3.0 CORE VALUES

The core values of the Ministry of Local Government and Rural Development are:-

- a) *Professionalism* - We exhibit competence, commitment, good judgements, conduct and behavior in promoting a positive image in the execution of our duties;
- b) *Accountability* – We take responsibility for all our actions in the course of our duties;
- c) *Team work* - We cooperate with others and work to the best of our abilities in the execution of our duties;
- d) *Commitment* - We carry out our duties in a dedicated, efficient and effective manner;
- e) *Client Focused* - We put our client first, in whatever we do;

- f) *Integrity* - We conduct ourselves in a manner that is beyond reproach by being honest, trustworthy, ethical and respectful in all our actions;
- g) *Patriotism* – We put the country above our personal interests in the execution of our duties;
- h) *Transparency* - We conduct our business and deliver our services in an open and professional manner;
- i) *Innovation* - We are creative and embrace new ideas and techniques in service delivery.

#### 4.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In line with the above values, the Ministry of Local Government and Rural Development will strive to continuously improve the standard of service we provide so as to meet your needs and expectations. To this end, you, our esteemed clients have the right to expect timely provision of the following services:-

- Procurement of infrastructure;
- Approvals for various activities as required by the law or administrative provisions;
- Solid waste licensing; and
- Customary governance and chiefs’ welfare.

#### 5.0 STANDARDS OF QUALITY SERVICE DELIVERY

In conformity with the law and our core values, we pledge to provide services in accordance with the following standards:-

##### LOCAL GOVERNMENT ADMINISTRATION

Service Type	Vital steps	Standard of service	Duration
<b>1. Approval of Constituency Development Fund Committee</b>			Within 10 working days
<b>Clients:</b> Local Authorities	Submit request	Within 1 working day	
	Collect response	Within 9 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Extract of Council Resolution</li> </ul>			
Service Type	Vital steps	Standard of service	Duration
<b>2. Authority to Employ Division IV officers</b>			Within 10 working days
<b>Clients:</b> Local Authorities	Submit request	Within 1 working day	
	Collect response	Within 9 working days	

<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Extract of Council Resolution</li> <li>• Staff Establishment</li> <li>• Proof of budget line</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>3. Approval to disposal of land and building</b>			Within 10 working days
Clients: Local Authorities	Submit request	Within 1 working day	
	Collect response	Within 9 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Extract of Council Resolution</li> <li>• Valuation Report from Government Valuation Department or Valuation Surveyor approved by the Hon. Minister</li> <li>• Proof that the land or building belongs to the Local Authority</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>4. Authority for salary notch increment</b>			Within 10 working days
Clients: Local Authorities	Submit request	Within 1 working day	
	Collect response	Within 9 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Extract copy of the Council Resolution</li> <li>• Approved APAS Forms for salary notch increment</li> <li>• Copy of the Letter on first appointment</li> <li>• Copy of the Letter on promotion to the current position (<i>where applicable</i>)</li> <li>• Copy of the last received notch increment within the same salary scale</li> <li>• Copy of the certified latest salary pay slip and stamped by the salaries office</li> <li>• Confirmation of salary scale, current and proposed next/higher notch by the Director of Finance/Council Treasurer</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>5. Approval of Local Authority Budget</b>			Within 20 working days
Clients: Local Authorities	Submit request by 30 <sup>th</sup> November	Within 1 working day	
	Collect response by 31 <sup>st</sup> December	Within 19 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Extract of Council Resolution</li> <li>• Procurement plan</li> <li>• Annual work plan</li> <li>• Performance report for the current year</li> <li>• Three copies of detailed and summary of the budget</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>6. Approval of Constituency Development Fund projects, empowerment (grants) and bursary</b>			Within 10 working days
	Submit request	Within 1 working day	



<b>Clients:</b> Local Authorities	Collect response	Within 9 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Standard form listing projects or schedule of proposed beneficiaries</li> <li>• Minutes of CDF Committee</li> <li>• Extract of Bill of Quantities</li> <li>• Project Implementation Plan</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>7. Authority to procure motor vehicle, property/plant and machinery</b>			Within 7 working days
<b>Clients:</b> Local Authorities	Submit request	Within 1 working day	
	Collect response	Within 6 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Extract of Council Resolution</li> <li>• Valuation Report from Government Valuation Department or Valuation Surveyor approved by the Hon. Minister</li> <li>• Proof of budget line</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>8. Declaration or Appointment of Local Authority as a Fire Authority</b>			Within 40 working days
<b>Clients:</b> Local Authorities	Submit request	Within 1 working day	
	Participate in the assessment	Within 29 working days	
	Collect response	Within 10 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Proof of physical structure for fire station</li> <li>• Proof of fire equipment</li> <li>• Budget line</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>9. Procurement of Fire Fighting, Rescue and Communications Equipment</b>			Within 154 working days
<b>Clients:</b> Local Authorities	Submit request	Within 1 working day	
	Receive feedback on further requirements	Within 15 working days	
	Collect equipment	Within 138 working days	
<b>Requirements:</b>			
<ul style="list-style-type: none"> <li>• Condition Report or Feasibility Report</li> <li>• Extract of Council Resolution</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>10. Appointment of Valuation Surveyor</b>			

<b>Clients:</b> Local Authorities	Submit request	Within 1 working day	Within 20 working days
	Collect response	Within 19 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>Extract of Council Resolution</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>11. Approval of Valuation Rolls</b>			Within 52 working days
<b>Clients:</b> Local Authorities	Submit request	Within 1 working day	
	Receive decision	Within 51 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>Letter requesting</li> <li>Extract of Council Resolutions</li> <li>Statutory Documents</li> <li>Conveyance of Awards/Decision of Rating Valuation Tribunal</li> </ul>			

## PHYSICAL PLANNING

<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>12. Approval to change land use</b>			Within 30 working days
<b>Clients:</b> Local Authorities	Submit request	Within 1 working day	
	Collect response	Within 29 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>Extract of the Minutes of the Planning Authority meeting</li> <li>Proof of on-site Advertisement and Newspaper Advertisement for change of use</li> <li>Certified Copy of Certificate of Title</li> <li>Modification Map</li> <li>Statement of Reasons</li> <li>Conveyance letter from the Local Authority or Provincial Planning Authority</li> <li>Copy of notification of objection from the public (<i>if any</i>)</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>13. Appointment of Local Authority as Local Planning Authority</b>			Within 60 working days
<b>Clients:</b> Local Authorities	Submit duly completed assessment form and cover letter	Within 1 working day	
	Participate in physical assessment	Within 20 working days	
	Collect conveyance	Within 39 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>Letter of request for Assessment from the Local Authority</li> <li>Completed Assessment Form from the Local Authority</li> </ul>			

## RURAL DEVELOPMENT

Service Type	Vital steps	Standard of service	Duration
<b>14. Contract for Infrastructure (Construction and Rehabilitation) - roads, markets and bus stations, solid waste infrastructure, storm water drainages (rural and township)</b>			Within 292 working days
<b>Clients: Local Authorities</b>	Submit request	Within 1 working day	
	Receive feedback on further requirements	Within 15 working days	
	Receive notification on the signed contract and a copy of the signed contract for designs	Within 138 working days	
	Receive notification on the signed contract and a copy of the signed contract for works	Within 138 working days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Infrastructure Condition Report or Feasibility Report</li> <li>• Extract of the Council Resolution</li> <li>• Draft Bill of Quantities with preliminary drawings</li> <li>• Cost Estimate</li> </ul>			
Service Type	Vital steps	Standard of service	Duration
<b>15. Contract for Infrastructure (Maintenance) - roads, markets and bus stations, solid waste infrastructure, storm water drainages (rural and township)</b>			Within 154 working days
<b>Clients: Local Authorities</b>	Submit request	Within 1 working day	
	Receive feedback on further requirements	Within 15 working days	
	Receive notification on the signed contract and a copy of the signed contract for maintenance works	Within 138 working days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Infrastructure Condition Report or Feasibility Report</li> <li>• Extract of the Council Resolution</li> <li>• Draft Bill of Quantities with drawings</li> <li>• Cost Estimate</li> </ul>			

<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>16. License for collection, distribution and disposal of Solid Waste</b>			Within 62 working days
<b>Clients:</b> Private Solid Waste Management (SWM) Service Providers	Submit application	Within 1 working day	
	Receive feedback on further requirements	Within 60 working days	
	Pay prescribed fees and collect license	Within 1 working day	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Proof of payment</li> <li>• Certificate of Incorporation (<i>where applicable</i>)</li> <li>• Tax Clearance Certificate</li> <li>• TPIN Certificate</li> <li>• Recommendation from Local Authority or an established Solid Waste Management Company</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>17. Procurement of Solid Waste Management Equipment</b>			Within 154 working day
<b>Clients:</b> Local Authorities, Solid Waste Management Companies	Submit request	Within 1 working day	
	Receive feedback on further requirements	Within 15 working days	
	Collect equipment	Within 138 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Condition Report or Feasibility Report</li> <li>• Extract of Council Resolution</li> </ul>			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>18. Permit to construct, operate and maintain landfills and other solid waste disposal facilities</b>			Within 92 working days
<b>Clients:</b> Local Authorities, Solid Waste Management Company, Private SWM Companies	Submit request	Within 1 working day	
	Receive feedback on further requirements	Within 90 working days	
	Pay prescribed fees and collect license	Within 1 working day	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Condition Report or Feasibility Report</li> <li>• Extract of Council Resolution</li> <li>• Proof of payment</li> <li>• Certificate of Incorporation (<i>where applicable</i>)</li> <li>• Tax Clearance Certificate</li> <li>• TPIN Certificate</li> </ul>			

- Recommendation from Local Authority or an established Solid Waste Management Company
- Plus all other requirements as specified in the Solid Waste Regulations and Management Act

## HOUSE OF CHIEFS AND CHIEFS AFFAIRS

Service Type	Vital steps	Standard of service	Duration
<b>19. Placement on the subsidy payment schedule</b>			Within 47 working days
<b>Clients:</b> Chiefs	Provide notification of selection meeting	Within 1 working day	
	Submit minutes of selection of Chief	Within 15 working days	
	Submit installation report	Within 1 working day	
	Receive notification of placement of chief on subsidy schedule	Within 30 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Royal family tree</li> <li>• Selection minutes</li> <li>• National Identification documentation for the newly selected/installed Chief</li> <li>• Bank details for the newly selected/installed Chief</li> </ul>			
Service Type	Vital steps	Standard of service	Duration
<b>20. Placement on the Payroll (Payment of wages to Retainers)</b>			Within 60 working days
<b>Clients:</b> Retainers	Submit letter of offer of employment	Within 1 working day	
	Receive notification of placement of Retainer on the payroll	Within 59 working days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Bank details for the Retainer</li> </ul>			
Service Type		Duration	
<b>21. Payment of Monthly subsidy / wage</b>		Payment of monthly subsidy/ wage received by the 5th of the following month	
<b>Clients:</b> Chiefs and Retainers			
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Nil</li> </ul>			

<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>22. Village Registers</b>			Within 11 working days
<b>Clients:</b> Chiefs, Headmen/ Women	Request for a village register	Within 1 working day	
	Receive Village Register	Within 10 working days	
<b>Requirements</b>			
• Nil			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>23. Logistical support for specialist treatment</b>			Within 6 working days
<b>Clients:</b> Chiefs	Provide a referral letter/review slip from a government hospital	Within 1 day	
	Receive logistical support	Within 5 days	
<b>Requirements</b>			
• Referral letter/review slip			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>24. Logistical support during funerals</b>			Within 6 working days
<b>Clients:</b> Chiefs	Submit a Medical Certificate of the cause of death	Within 1 working day	
	Receive funeral grant, casket and logistics to ferry remains to chiefdoms	Within 5 working days	
<b>Requirements</b>			
• Medical Certificate of the cause of death			
<b>Service Type</b>	<b>Vital steps</b>	<b>Standard of service</b>	<b>Duration</b>
<b>25. Chiefdom boundary verification</b>			Within 75 working days
<b>Clients:</b> Chiefs	Submit a request to the department to verify the boundary	Within 1 working day	
	Participate in the boundary verification exercise	Within 60 working days	
	Receive boundary verification report	Within 14 working days	

<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Request letter</li> </ul>	
<b>Service Type</b>	<b>Duration</b>
<b>26. House of Chiefs sessions</b>	House of Chiefs sessions conducted by end of Second and Fourth Quarter
<b>Clients:</b> Members of the House of Chiefs	
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Motions</li> <li>Agenda</li> </ul>	
<b>Service Type</b>	<b>Duration</b>
<b>27. Votes and Proceedings Report</b>	Votes and Proceedings report distributed to clients within 60 days of holding a session
<b>Clients:</b> Members of the House of Chiefs, All Chiefs, Members of Parliament, Government Ministries and Institutions	
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Nil</li> </ul>	

## **6.0 OUR OTHER STANDARDS**

### **IF YOU CONTACT US BY TELEPHONE**

- Our staff will identify themselves by name and Unit.
- We will give clear and easy to understand advice.
- If we are unable to answer your enquiry immediately, we will advise you when you can expect a response or refer you to an appropriate Office.

### **IF YOU WRITE TO US**

- We will respond to your correspondence within the stipulated timeframe against the services offered under the Ministry. Our responses will clearly show our reference number, the author's name, Ministry of Local Government and Rural Development telephone and email address.
- We will respond to general inquiries within (7) working days.
- We will endeavour to resolve your enquiry before we send you the response. If we are unable to do so, we will inform you of the progress we are making and when you can expect a response.

### **IF YOU VISIT OUR MINISTRY**

- You will be attended to immediately;
- You will be screened and ushered to the appropriate Office;
- If you have an appointment, you will be attended to within 10 minutes of your appointment time; and
- Without an appointment, we will endeavour to attend to you within 2 hours.
- \*Our clients are encouraged to make appointments whenever possible.

## **7.0 CLIENT RIGHTS AND OBLIGATIONS**

As our esteemed client, you have the right to expect the highest standards of service delivery from us.



***In this respect, you have the right to:-***

- Accurate information on the service you are seeking from us;
- Privacy and confidentiality with respect to personal and financial information, written or oral, that you communicate to us in the course of receiving a service from us;
- Be treated with courtesy and consideration in all your dealings with us;
- Complain when you receive sub-standard services; and
- Provide comments which shall be considered during the review of this Charter.

***We ask from you the following:-***

- To treat our staff with courtesy;
- To provide accurate information when requested;
- To promptly respond to requests for information by us;
- To be patient with our staff as they serve you;
- Not to offer any gifts, favours or inducements to our staff or solicit the same from them; and
- To comply with any existing Acts and Regulations, governing the provision of the service you are seeking.

## **8.0 HOW TO COMPLAIN AND COMPLIMENT**

We encourage you to provide feedback (complaints and compliments) about our services. When complaining or complimenting we ask that you:-

- Provide personal details such as full names, phone number and address. This will enable us to respond to your complaint expeditiously.
- State clearly why you are happy or not happy with the service or conduct of our staff.
- State what you want to be rectified (if not happy/ improvement of service delivery).
- Be honest.

Feedback can be provided via telephone, email, website and letter or in person by visiting our Ministry of Local Government and Rural Development at the address given below:

*Ministry of Local Government and Rural Development  
Plot 6431, Corner of United Nations Avenue and Pandit Nehru Rd  
P. O. Box 50027  
Lusaka  
Zambia  
Telephone: +260 211 250528  
                  +260 211 250732  
Email : PS@MLGRD.GOV.ZM  
Website : [www.mlgrd.gov.zm](http://www.mlgrd.gov.zm)  
Facebook: <https://www.facebook.com/MLGZambia>*

Ministry of Local Government and Rural Development business Hours:

*Monday – Friday 08.00 – 13.00 hours  
                          14.00 – 17.00 hours*

In order to safeguard your rights, we guarantee you utmost confidentiality and privacy in respect of your identity and substance of your complaint.

## **9.0 FEEDBACK MECHANISM**

- We will acknowledge receipt of all complaints, compliments and suggestions;
- We will respond to your written complaints within 10 working days of receipt; and
- Where we are unable to provide a response within that time, we will inform you when exactly we will be able to do so.

## **10.0 ACCOUNTABILITY ON CHARTER PERFORMANCE**

We will continue to be transparent and accountable in the performance of our duties. To this end, we will publish information on our level of compliance with our service standards and guarantees we have made in this Charter.

**Specifically, we will:-**

- Publish performance results against Charter commitments in our Annual Reports;
- Report on Charter performance to our clients and other stakeholders including our staff; and
- Publish a summary of complaints categorised by type and frequency of occurrence and what actions we took in our Annual Report.



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