

The District Development Fund's

Clients Service Charter

1.0 PREAMBLE

The District Development Fund client service charter presents the service commitments of the Fund, what clients should expect from the Fund and their obligations so as to ensure a continuously improving cordial client –service provider relationship and service outcome.

2.0 VISION

To become the dominant Government agency for Infrastructure Development Agency in Rural and Related areas in the upliftment of the disadvantaged.

3.0 MISSION STATEMENT

3.1 In accordance with the mandate from its enabling Act, Chapter 29:06, the District Development Fund's Mission is to:-

Provide and maintain sustainable Rural Development Infrastructure, Resettlement, Tillage, Transport and other related services so as to uplift the living standards of the disadvantaged.

4.0 MANDATE

The mandate of the District Development Fund is to facilitate rapid and equitable sustainable rural development and helping ensure food security. The Fund's mandate is driven from sections 13 and 15 of the Constitution of Zimbabwe Amendment (No.20) Act 2013 and the DDF Act Chapter 29:06.

5.0 CORE VALUES

We commit ourselves to uphold the following values-:

- a. Professionalism
- b. Commitment
- c. Integrity
- d. Loyalty
- e. Humility

- f. Accountability

6.0 SERVICE COMMITMENT AND STANDARDS

The District development Fund is committed to maintaining high levels of service excellence and to:-

- a. Be available to Clients during working hours from Monday to Friday
- b. Attend to all clients who present or call at our offices
- c. Be courteous always to our clients
- d. Identifying ourselves always when we attend to clients
- e. Providing quality service always to our clients

7.0 CLIENTS RIGHTS AND OBLIGATIONS

7.1 The client shall have the right to:-

- (i) Receive efficient service from the Fund without prejudice as promised.
- (ii) Privacy and confidentiality
- (iii) Access facilities and relevant service information at all DDF stations
- (iv) Review and appeal when not satisfied with service or decision passed by and within the Fund

7.2 The DDF clients shall have an obligation to:-

- (i) Pay in full for services where payment is required
- (ii) Report to DDF authority any unsatisfactory service rendered
- (iii) Provide relevant information requested for a service needed

8.0 FEEDBACK

DDF values your comments, suggestions, compliments and complaints on the service charter and the actual service as this helps us to continuously improve. These can be directed to:-

The Permanent Secretary
District Development Fund
P Bag CY 7756
Causeway
HARARE

Telephone: - (242) 704341

Fax:- (242) 708848

Email:- info@ddf.org.zw

Or to the respective Divisional Heads as follows:-

Water	(242) 708917/793385
Roads	(242) 793655
Plant and Equipment	(242) 793658
Land, Development and Tillage	(242) 729865
Finance, Administration and Human Resources	(242) 706067