



AGRICULTURAL AND RURAL DEVELOPMENT AUTHORITY

2022

CLIENTS SERVICE CHARTER

PREAMBLE

This Clients Service Charter epitomises our determination and commitment to provide a quality service to our clients, customers and stakeholders. The Charter is anchored on the National Development Strategy 1 (NDS1) which seeks to progressively and positively transform livelihoods, especially of hitherto marginalised communities through effective, efficient and impactful service delivery. This Charter therefore outlines and provides guidelines on how ARDA shall interact with all its publics in relation to its functions, core values and mandate. It will provide an opportunity/platform to our stakeholders to understand what we commit ourselves to do, how to contact us, what to expect by way of service standards, and available remedies for redress if something goes wrong.

VISION

Economically Prosperous and Developed Rural Livelihoods.

MISION STATEMENT:

To Spearhead Rural development, Industrialisation, National Food, Feed, Fibre, Biofuels and Seed Security.

CORE VALUES

- Commitment- enthused delivery of goals by dedicated staff in all business activities.
- Innovation- where there is successful conversion of new concepts and knowledge into new products, services, or processes that deliver new customer value in the marketplace.
- Integrity- operating the organisation constantly in accordance with strong set of moral values and following applicable ethical guidelines in all our business engagements.
- Teamwork- collaboratively working together of individuals with effective communication to achieve a common goal.
- Inclusivity- practice or policy of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalized.

Quality of Service Standards

We continuously strive to improve the quality of our service provision, while doing our best to avoid any inconveniences to our valued clients

Timeliness-related Standards for processing core activities

These cover the speed and efficiency of the execution of our service delivery processes. We will pursue opportunities for continuous improvement.

MANDATE

To ensure national food, feed, fibre, seed and biofuels security in terms of the Agricultural and Rural Development Authority Act (Chapter 18.01).

DEPARTMENTS/DIRECTORATES AND CORE FUNCTIONS

LEGAL AND CORPORATE SERVICES DIRECTORATE

The Legal and Corporate Services Directorate superintends over the following departments: -

1. Legal and Compliance Services
2. Finance
3. Human Resources
4. Information and Communication Technologies
5. Customer Experience
6. Properties and Administration

RURAL DEVELOPMENT AND INDUSTRIALISATION DIRECTORATE

Functions

- Develop and transform rural livelihoods through spearheading optimization of agricultural activities to ensure sustainability and complemented.
- Value addition through decentralised industrialisation strategies.
- Management of 450 Irrigation schemes to promote production, productivity and profitability.
- Training of irrigation scheme farmers to adopt the best management practices to boost production, productivity and profitability.
- Develop decentralised industries supported by communal value chains and promotion of employment creation.
- Guiding and leading farmer cropping activities to ensure adherence to set GAP standards.
- Post-harvest handling training and delivery of quality produce to the National Grain Reserve.
- Accelerated Irrigation development & expansion of irrigation schemes to form Green Belts across the country.
- Promotion of climate proof tillage technology and precision farming to rural farmers
- Promoting access to finance for rural farmers through strengthening their business management skills that create bankable projects.
- Development of profitable rural dairy business models.

AGRICULTURE AND AGRO-INDUSTRY DEVELOPMENT DIRECTORATE

Functions

- Overseeing the Authority's Commercial Operations on Crops, Livestock, Fisheries and Wildlife Production.
- Formulating Policies, Systems and Procedures for the Agricultural Operations Department.

- Enrolment of schemes, key value chain actors [government, developmental agencies and other key stakeholders] for assured sustainable production at Authority's Estates, Irrigation Schemes and Communities.
- Coordinating the deployment of Resources to Authority's Estates/Projects for production.
- Reviewing and evaluating business plans for Authority's Estates and Projects.
- Monitoring the preparation of Revenue Budgets for Agriculture Operations within deadlines.
- Monitoring the implementation of Cropping, Livestock, Fisheries and Wildlife Programs at Estates.
- Meeting production targets for crops, livestock, fisheries and wildlife.
- Reviewing the overall viability, sustainability and profitability of each Estate.
- Supervision of Project and Estate Managers to ensure meeting of set targets.
- Overseeing implementation of SMART Agricultural Practices and Agro -Ecology at Authority's Estates and Projects.
- Overseeing and ensuring quality of products at Authority's Estates and Projects.
- Monitoring the operational expenditure of all Agricultural Operations at Estates

COMERCIAL SERVICES DIRECTORATE

Functions

- To vertically integrate Agriculture Value Chains to enable sustainable revenue generation for the Authority and ensuring its self-sustenance.
- Identification, development and execution of high impact innovations and other revenue generating initiatives aligned to the Authority's Business goals and growth priorities.
- Managing the promotion and repositioning of the ARDA Brand; and
- Coordination of Regional and international exports of agricultural produce from Rural Schemes/ Projects, Estates and Commercial Projects.

The Commercial Services houses the following Strategic Business Units (SBUs): -

- Soil Testing & Analysis.
- Tractor Hiring Services (Tillage).
- Agriculture Insurance.
- Energy and Power Resources.
- Hospitality and Agro tourism.
- Livestock Technologies.
- Fast Moving Consumer Goods (FMCG) Wholesale.

- USSD Platforms and Applications.
- Grain Drying Services; and
- Exports.

MANAGEMENT UNITS:

- Procurement Management Unit
- Internal Audit
- Projects and Technical Services
- Strategy, Research, Monitoring and Evaluation
- Risk and Loss Control
- Public Affairs and Media Relations

OBLIGATIONS AND RIGHTS

OBLIGATIONS OF THE AUTHORITY

- To provide high quality, reliable and professional services with courtesy, accountability and confidentiality
- To treat all clients and customers fairly, honestly and impartially without discrimination based on gender, race, creed or social standing
- To ensure that all complaints are responded to swiftly and appropriately and provide timely feedback on progress and outcome
- To satisfy our financial obligations to service providers and multilateral institutions
- To operate in a conducive, clean and safe environment for the clients, customers and stakeholders
- To comply with local, regional and international agricultural set standards, conventions, regulations and guidelines

RIGHTS OF THE AUTHORITY

- Right to humane courteous treatment
- To seek remedies against clients who infringe on set standards, regulations and laws
- To withhold service or benefits or alter benefits for noncompliance to set rules and regulations governing services or programmes
- To collect payments in line with set charges or fees

OBLIGATIONS OF CLIENTS

We believe that clients have certain responsibilities to abide by certain codes of conduct and behaviour, to help us to provide a good service to them, and to ensure a successful mutually beneficial relationship by: -

- Giving feedback on quality of service rendered and delivered
- Treating our staff with courtesy
- No to offering gifts, favours or inducements to civil servants, or to solicit the same

- Attending scheduled meetings punctually
- Responding to requests for information precisely accurately, thoroughly and in time.
- Abiding by legal requirements and other obligations that they must meet in order to be eligible for payments or services sought

RIGHTS OF CLIENTS

In addition to the right to high standards of service delivery, we consider that clients also have the following rights.

- Right to humane and courteous treatment
- Right to access relevant, accurate and timely information
- Right to lodge complaints
- Right to privacy and confidentiality
- Right to redress in the event of any violation, and
- Right to Access services, facilities and information in a manner which meets their needs from the Authority

REVIEW OF THE CHARTER

The Clients Service Charter will be reviewed annually through the incorporation of complaints, stakeholder consultations, suggestions and recommendations from feedback mechanisms.

FEEDBACK AND CONSTRUCTIVE CRITICISM MECHANISMS

We welcome constructive criticism and feedback about services delivered as well as appreciation and suggestions on how to improve them. Further to that, we promise that suggestions will be taken seriously, and complaints dealt with as quickly as possible by respective departments. Praise, acceptance and appreciation are strong reinforcements to our services.

Comments, complaints, suggestions, recommendations, and compliments can be lodged through such channels as the following: -

- Telephones
- Email
- Letters
- Website/Chatbot
- Toll Free Lines
- Social Media Handles
- Chain of Command

Complaints should follow the Authority's chain of command right up to the Chief Executive Officer if any complaint has not been adequately dealt with.

COMPLAINT RESOLUTION AND REDRESS

- Providing a conducive environment that enables clients to lodge their complaints.
- Acknowledging all formal complaints within three (3) working days.
- Investigating complaints lodged within fourteen (14) working days.
- Where the client is not satisfied with the response provided, the client shall take up the issue with relevant supervisor.
- On failure to have a response from the supervisor, an appeal will then be raised by to the relevant Head of Function, who shall be able to resolve the complaint within five (5) working days; and
- In the event the client is not satisfied with the response from the Head of Function, the matter shall be referred to the Chief Executive Officer who shall act on it within five (5) working days from the date of receipt of a written communication on the matter.

HOW TO CONTACT US

ARDA HEAD OFFICE CONTACT DETAILS:

Number 3 McChlery Avenue South, Eastlea, Harare

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0242 704 924 Reception

0242 704 925 PA to the CEO

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