

THE INDUSTRIAL DEVELOPMENT CORPORATION OF ZIMBABWE LIMITED



General Manager's Foreword

It is my pleasure to present to you this Client Service Charter, which signifies our commitment to provide high level service standards to all our stakeholders.

The Charter sets out the standards of service that our stakeholders and clients, should expect when dealing with us, and what we expect from them in return.

We are alive to the fact that for us to achieve our objectives, there is a need for collaboration with our stakeholders and clients in our processes and approaches.

Your feedback on our performance against the standards we have set for ourselves, is of paramount importance. Therefore, I urge you to give us feedback so that we can continue to improve our services to your satisfaction. You can utilize available channels at the end of this Charter to give us feedback.

E.N. Tome

1.0. Preamble

- The Industrial Development Corporation of Zimbabwe Limited (IDCZ) was incorporated through its enabling Act, the IDC Act (Chapter 14:10) in 1963 to invest in industry as a state agency. The IDC Act was amended in 1984 to allow the Corporation to promote investment and economic co-operation across borders.
- The Corporation **identifies, develops, and finances viable** industrial projects in partnership with local, regional and international investors, and technology and market access partners.
- The IDCZ's direct line of reporting is through the Ministry of Industry and Commerce.

2.0. Vision Statement

To be an innovative and responsive development finance institution for the creation of industrial capacity for the provision of quality and competitive goods and services for the local and export markets by 2030.

3.0. Mission Statement

To identify, develop and implement new and existing industries and industrial undertakings that promote decentralisation of sustainable industrial development, equitable employment and empowerment opportunities for Zimbabweans.

4.0. Values

- **Transparency:** open to public scrutiny
- **Professionalism:** adherence to all professional standards
- **Innovation:** exploring new possibilities
- **Dynamism:** Responsive and adaptive to changing environment
- **Equality:** equal employment and empowerment opportunities
- **Environmental Protection:** promoting environmentally sustainable growth
- **Integrity:** honesty, fairness as we discharge our duties

5.0. Terms of Reference

The Industrial Development Corporation Act (Chapter 14:10)

6.0. Overall functions of the IDCZ

- ✓ To establish and conduct new industries and industrial undertakings,
- ✓ To facilitate, promote, guide and assist in the financing of (i) new industries and industrial undertakings (ii) schemes for the expansion, better organization and modernization of and the more efficient carrying out of operations in existing industries and industrial undertakings.
- ✓ Without prejudice to the function and powers conferred upon other relevant agencies or institutions of the Government and so far as maybe practicable, to assist and support the development of small scale or medium scale industries and industrial undertakings.
- ✓ Within the scope of its functions and powers, to implement policies of the Government in regards to decentralization of industry, choice of technology and such other matters connected with industrial development as the Minister may specify for that purpose.
- ✓ To undertake the development of management and technical expertise in the carrying out of operations in industries and

industrial undertakings, including the development of expertise in project analysis, evaluation of investment opportunities and the provision of consultancy services.

- ✓ To take such measures as maybe necessary or expedient to enable the Corporation to exercise direct and effective control over enterprises in which it has made an investment, to the end that the economic requirements of Zimbabwe maybe met and industrial development within maybe planned, expedited and conducted on sound business principles.

7.0. Departments in IDCZ and their functions:

7.1. Corporate Services Division

The Corporate Services Division is responsible for: -

- Human capital management
- Capacity building
- Staff welfare
- Corporate administration and logistics
- Procurement
- Corporate communications
- Compliance monitoring
- Board secretarial services
- Legal services
- Stakeholder relations
- Marketing
- Library and records keeping

7.2. Finance Division

The Finance Division is responsible for: -

- Corporate financial reporting
- Debt restructuring
- Project financing
- Treasury and banking

- Design, implementing and monitoring of internal controls
- Information communication technology

7.3. Projects Division

The Division is responsible for: -

- Opportunity mapping
- Project Profiling
- Prefeasibility studies
- Feasibility studies/reports
- Projects vending
- Financing Options/models
- Investor search
- Project implementation
- Lending

8.0. Subsidiaries under the IDCZ

- Chemplex Corporation Limited (www.chemplex.co.zw)
- Willowvale Motor Industries (Private) Limited (www.wmi.co.zw)
- Deven Engineering (Private) Limited (www.deven.co.zw)
- Sunway City (Private) Limited (www.sunwaycity.co.zw)
- Ginhole Investments (Private) Limited t/a Last Hope Estate

8.1. Associates (49% and below) under the IDCZ

- Zimbabwe Grain Bag (Private) Limited
- Sino-Zimbabwe Cement Company (Private) Limited
(www.sinozim.co.zw)
- Amtec (Private) Limited (www.amtec.co.zw)

8.2. Investments (below 26% shareholding) under the IDCZ

- Surface Wilmar Investments (Private) Limited
(www.surfacewilmar.co.zw)
 - Allied Insurance (Private) Limited (www.alliedinsurance.co.zw)

9.0. IDCZ Service Commitments and Standards

- **Speed of service**

- i. Courteously answer telephone calls in less than three (3) rings and politely attend to a clients inquiry.
- ii. All written correspondence (email/postal/hand-delivered) requiring a response shall be acknowledged within three working days and addressed/responded-to within seven days of the date of receipt. In the event that a full response cannot be given within the stipulated timeframe, we will send an interim reply indicating when a full response can be expected;
- iii. Regarding walk-in service, clients will be served respectfully and informed of the expected waiting time for service delivery;
- iv. Clients with appointments confirmed in advance will be attended to speedily and promptly; if an appointment has to be changed or is delayed unavoidably, we will endeavour to communicate the change with the client as quickly and as directly as possible.

- **Quality of service**

- i. We shall seek to ensure that the services offered to clients/service users are in line with their needs and expectations
- ii. We are aware that feedback on our performance and suggestions for improvement can help us do better, and these will be taken seriously and dealt with as quickly as possible by an officer of appropriate seniority. We therefore encourage our clients and stakeholders to give us feedback.

- **Accessibility**

- i. Our offices shall be open from 8.00 a.m. to 4.30 p.m., Monday to Friday, except during public holidays.
- ii. When visiting our offices:
 - Offices will be clean, neat and easily accessible;
 - Our receptionists/secretaries will be smart, welcoming and will attend to clients promptly and will make sure they direct our clients to those who can appropriately deal with their enquiries or arrange appointment where necessary. When on an appointment they will provide explanation on any delay of over ten minutes in attending to you;
 - If one cannot visit our offices, we will try to make other arrangements to provide audience.
- iii. Clients may use our suggestion boxes which are conveniently located at our Head Offices in Harare.
- iv. Interaction with our staff/officers through meetings, seminars and workshops conducted from time to time.

9.1. Rights and Obligations

9.1.1. Clients' Rights

- Demand for timely and quality service;
- lodge any complaints;
- Privacy and confidentiality;
- Fair treatment, respect and dignity; and
- Demand for timely and quality services.

9.1.2. Client's Obligation

- Attend scheduled appointments punctually;
- Interact with our staff in a courteous and professional manner;
- Observe and respect our procedures;
- Provide us with vital comments and suggestions to improve the quality of our service;
- Supply us with accurate and timely information and documentation to expedite promptness of action;

9.1.3. The IDCZ Obligations to the Clients

In dealing with our clients; we commit to:



- Provide efficient and effective service;
- Provide accurate and timely information;
- Treat with confidentiality our interactions with our clients;
- Render service without any discrimination. Our actions are guided by transparency, honesty and fairness;
- Maintain an open-door policy characterized by transparency and accountability;
- Treat our clients with dignity and respect;
- Regularly monitor the level of client awareness of the Charter.

10. Review of the Client Service Charter

This Client Service Charter shall be reviewed after five (5) years.

11. Feedback / How to contact the IDCZ

We value your compliments, complaints and suggestions. We use your feedback as an indicator of our performance against our service standards, which helps us to improve on our service delivery. Any communication should be addressed to the General Manager.

Contact Us

Head Office
93 Park Lane
Harare
P.O. Box CY1405
Harare
Telephone: +263 (242) 706 971-5
Email: pr@idc.co.zw
URL: www.idc.co.zw

