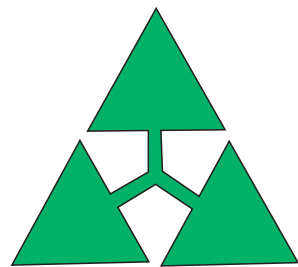


FORESTRY COMMISSION



CLIENT SERVICE CHARTER TONGA



CLIENT SERVICE CHARTER

Majwi aakusanguna

Eechi Chisyomezyo kuli Mbitubelekesyana aabo chibeleka mbuli chisyomezyo chakulipeda kwesi kuli aabo mbituswaanana akugwasyana mumilimu yesu, mbitubeleka aabo antoomwe aluundu nditubelekela muli ndulo, kuzibisya bwiime bwamilimu yesu, nzibeelede kuchita antoomwe azyeelelo zyabo. Chisyomezyo eechi chizibisya aatala amilimu njitupa, kubona kuti nzibayanda anzibalangila zyzuzikizigwa, munzila iilantanganana amubulemu.

1. Mubono Wesu

Kubamba munziila yoongola zijanika kumasaka mu Zimbabwe kuyoosika 2030.

2. Mpalamo Yesu

Kweendelezya, kulondola akubona kuti bulemu bwakweendelezya zijanika kumasaka zychitwa munzila yoongola.

3. Nzitwaangilwa

Kubona kuti kwaba lusumpuko, kubambwa, kutabililwa akweendelezegwa kwazintu zijanika kumasaka.

4. Nzitulemeka

Eezyo zilemekwa aForestry Commission yaZimbabwe nzeezi

- Bulemu
Aabo babeleka kuForestry Commission batobela zisungo zyakubeleka zitakwe nsiswa akubona kuti milimu yabo yoonse njibachita balayiiminina.
- Luzibo lusumpukide
Kutolwa kwamizeezo kunoochitwa kazyeeendelena abusongo aluzibo lwamazubaano kuli zyasayensi anzila zisumpukide zyakuchitwa kwamilimu.
- Kugwisya Mpindu
IForestry Commission ilangila kuzuzikizya zyoonse mpalamo zitalidwe kuti kujanike mpindu yeelede muchiindi cheelede mukati kazigaba zyoonse.
- Kulipangila
IForestry Commission inoliya busongo boonse bwakulipangila kubabelesi bayo boonse.
- Bbelekelamwi
IForestry Commission ilatambula loko kubelekela aantoomwe akulemekana.

5. Kulipeda kwesu

Tulilipedeledede kuli eezi zitobela:

- Kupa milimu yoonse yeelede akujanika kwayo munzila nguba, muchiindi cheelede, zintu amubuzwide.
- Kusumpula nzila zyakulemeka mukwaambuuzyanina koonse.
- Kwaambuuzyanina chiindi choonse cheelede abaabo mbitubelekesyana aabo mumabambe woonse aakutolwa kwamizeezo.
- Kusumpula kusyomeka, kwiiminina milimu aantoomwe akusandula mumilimu yesu yoonse.

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6. NKAMU/NTABI

Mutabi waKubamba akupa Njiisyo yaBulimisi

Mulimu wayooyu Mutabi ngwaku; 1) Kulangisisya nzila zyakubambwa kwamasaka aakatalwa aayo aajanika kampaala mu Kalahari Sands kububila bwa Zimbabwe kwiinda mukubikka nzila zyaandeene zigwasya kubamba masaka, mpawo 2) kupa busongo bwakubambwa kwamasaka amilawu yakutobelezwa.

Mutabi waMfunkununo aNjiisyo

Ooyu Mutabi ujisi mukuli wamfunkununo alusumpuko zichita kuti kujanike minchina abusongo bwamazubaano kuchitila kuti kusumpulwe mutabi wamasaka ugwasye mukusumpula buvubi bwenyika eeyo iitegwa niGDP antoomwe akusumpula buumi bwabantu bakkede mumyuunzi amali iigwasya kweeta lusumpuko. Mutabi wanjiisyo ujisi chikolo chaZimbabwe College of Forestry chijanika kuboma lyaMutare chiyiisya bantu akupa zitupa ama dipuloma zyakwiya kubambwa kwamasaka, alimwi ezi zilikuswasizya mukubelesya busongo bwamazubaano mukubelesegwa kwazintu zijanika kumisamu.

Mutabi weMali amaBbuku eMali

Ooyu mutabi uulangene ayaMali amaBbuku ulanga bweendelezi bwemali iizwa kuli Fulumende ayeyo iijanika munzila zyaandeene yakupanga mali mumbungano njiyeeyi. Mulimu wayo uswaanizya kubona kuti kwaba kutobelezegwa kwazisungo zyamilawu antoomwe azisungo zyeede kubelesegwa abaabo balanga maBbuku eemali maAccounting Officers' Instructions, kulanga kuti mali yo ilikubelesegwa biyeni kumabambe anooli atalwa, kubamba akweendelezwa mabambe aakubelesegwa kwamali mumitabi akubamba kabotu lubono loonse luliwo akulemba aansi zyoonse ziliwo.

Mutabi uulanga Babelesi aLusumpuko lwaabo Antoomwe akweendelezegwa kwaMilimu

Ooyu mutabi ulanga kapati twaambo tulangene aababelesi mukati kambunga. Eezi zibikkilizya kuchita mabambe aabasikubeleka, kweendelezwa kulanga mbelekelo, kupanga zisungo yakubeleka kwabantu, bulidilano bwababelesi, ziyabulondozi aabutabilizi, antoomwe akujanisya malembe aabantu boonse babeleka mumbunga.

Mutabi waKufukununa Mukati kaMbunga

Ulangisisya kulilemeka kwabalupati antoomwe akupa nzila zyakweendelezwa. Ulangisisya kuchitwa kwamabambe ayita mali yeelede mulimu ooyo, ulanga alubo twaambo twantenda antoomwe anzila yakutabilila akupa mubono uutakwe nkuusendekelede kuBboodi abalupati bambunga aatala atwaambo twamali ambelekelo.

Mutabi waMilumbe aKwaambuzyania

Ooyu ngomwaambwiidi uuli mumulawu waForestry Commission, alimwi ulijisi mulimu wakubona kuti Forestry Commission ilaboneka akujatikizya kumilimu yandeene mbuli, kubamba aakuchita mabambe aakusambala kumabambe aalimbuli bwendenelezi bwabulimi, zyamabbindawuko antoomwe akuya kubantu kumasena ngibakkede, kubambila akutondezwa busyu bubotu bwambunga kuluundu antoomwe akusumpula nzila zyakwaambuzyania abulidilano bubotu aluundu abasimutola twaambo.

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Mutabi waBbindawuko aKusambala

Ooyu mutabi ujisi mukuli wakweeta lusumpuko lwamulimu antoomwe akuyaandula zintu zyakubelesya; kuchita mfunkununo aatala akusumpula bbindawuko akuyanduula zyakubelesya; kuchita mfunkununo zyakusambala aatala azintu zyuuzigwa akubona bweende bwabbindawuko akulanga kuti Forestry Commission ibikka biyeni muulo wazintu zyayo nzyiisambala amilimu. Mutabi ooyu ulanga lubo bweendelezi bwanzila zyakusambala kunze kwa Forestry Commission kuilimu yayo azeeyo nzyii sambala.

Kubambila Mbelekelo

Mutabi ooyu ulangene aatala anzila zyakubambila milimu yambunag yaForestry Commission antoomwe akulangisisya kuzuzikigwa kwamilimu eeyo; kuba aasimpe kuti nzila zyoonse zyakutobelezya mukubamba, mukulangisisya amukulangulula zilibikkide mukati kambunga yoonse; nguulanga alubo kuti mbunga ya Forestry Commission ilatobela zisungo zyamilawu zyoonse zyamomuno munyika azeeyo zisungila nyika zyoose azizuminano.

Mutabi Wazyakuula

Mutabi ooyu nguulanga aatala akuulwa kwazintu zyoonse ziyandikana, kuliya milimo antoomwe akusambalwa kwazintu zipati zyangungu muchiindi chiyandika kuchitwa ziliboobu.

Mutabi uulangene aazy Milawu

Mutabi ooyu ujisi bboodi yabalembi eeyo iitegwa ni-Board Secretariat alimwi ijisi mulimu wakupa busongo kuntabi zyangungu eeyi zyoonse. Mutabi ooyu nguujisi alubo mulimo wakubona kuti zizuminano zyamilimu zyalangwa, kulidilana abama loya bakunze; kuusungwaazy busandu bwayimwi milawu akulanga kuti zyeede kutobelezegwa zilikutobelezegwa munzila yeelede kakutobelezegwa zisungo zyakubeleka antoomwe amilawu.

7. Mbitulidilana aabo Mukati

- Babelesi ba Forestry Commission
- Aabo balimu Bboodi yama Kkomishina
- Mutabi wafulumende wa Zyabwaanze Bwiime bwakunze aMasaka

8. Mbitulidilana aabo Bakunze

- Makkansili aamuma Bbooma
- Basimabbindawuko balimuli zyaMasaka/Balyimvwilidi Aabalikke
- Basikuswaya/Basikuvwima
- Imbungano zyamuzilikiti
- Nkamu zyalwiiyo zilangene azya mfunkununo
- Zikolo ama Kkoleji
- (Mutabi wazyalwiiyo)
- Nkamu zilangene azyakubambwa kwabwaanze

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- Zimwi ntabi zyaFulumende nzitulidilana aazyo zilimbuli mutabi wa Agritex, EMA, Zimbabwe Parks & Wildlife Management Authority
- Basyabusongo bazyabweendelezi bwamali zyafulumenende ba Comptroller & Auditor General
- Mutabi waFulumende uulangene azyaMali
- Mbunga zilyiimvwilidi azilikke ambunga zyiiminina zyeelo zyabantu ima (Non-Governmental Organisations & Civil Society Organisations)
- Basikupa lugwasyo
- Balimi, Zyeengele, Mbunga zibelekele muzyeengele aategwa maCommunity Based Organisations
- Mbunga zilangene akulwanina zyeelo zyelede
- Imbunga yaState Enterprises Reform Agency (SERA)
- Inkamu ilangene abweendelezi bwambelekelo mbotu muli fulumende yaCorporate Governance Unit (CGU)
- I-ZIDA
- I-ZIMRA

Kulipeda kwesu kumulimu azeezyo nzitusyomezya

Bwiime bwamilimu yesu azisyomezyo kuli aabo mbitubeleka aabo nzeezi:-

Kwiinkila kunembo katuchita lusumpuko muleezi nzila:-

- Kutambula akusandula kumibuzyo yoonse
- Kutula milumbe munzila imvwisisika ilantanganana
- Kupa milumbe yachoonzo
- Kupa milumbe chiindi choonse, kupa busongo amalayilile aasimpe kuli aabo mbitubeleka aabo.
- Kweezya kupa nsandulo muchiindi cheelede aatala amilimu yesu.
- Kwiinkila kunembo akupa njiisyo kubabelesi besu kuti babe aabulidilano bubotu, babe aalugwasyo lweelede antoomwe akumvwisisiya mapenzi aaswana aabo mbitubelekesyana aabo, kubapandulwida akubateelela kuziyandisyo amizeezo yabo.

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9. Nzitweelede kuchitila aabo Mbitubeleka aabo

Milimu	Nzitweelede kuchita
Kusandula aNgambo	
Mafooni aanjila kuma wofesi aaFC antoomwe abasikuula basika kumawofesi aFC	Mafooni woonse abeenzu boonse beelede kutambulwa kabotu abulemu muchiindi choonse chakubeleka.
Magwalo woonse aalembwa kaayanda kusandulwa (<i>email/postal/faxes</i>)	○ Zyelede kuzibisigwa kuti zyatambulwa mukati kamazuna musanu aakubeleka mpawo kunsandulo ziyandikana zyelede kuchitwa mukati kamazuba kkumi aane naakuti mviki zibili kuzwa nizyatambulwa. Muchiindi chakuti insandulo iizwide tiikonzeke kupegwa muchiindi chitalidwe, tulatumizya nsandulo mfwifwi katuzibisya kuti nsandulo iizwide ilasika lili. ○ Muchiindi aawo sikutambula magwalo natamo muwofesi, magwalo mulilo woonse anooli ansandulo iililandula kiwamba kuti ulaboola lili muwofesi.
Mibuzyo iiyanda kubelesezegwa busongo kusandula	○ Zyelede kuzibisigwa kuti zyatambulwa mukati kamazuna aabili aakubeleka mpawo kunsandulo ziyandikana zyelede kuchitwa mukati kamazuba kkumi aane naakuti mviki zibili kuzwa nizyatambulwa. Muchiindi chakuti insandulo oiizwide tiikonzeke kupegwa muchiindi chitalidwe, tulatumizya nsandulo mfwifwi katuzibisya kuti nsandulo iizwide ilasika lili.
Kugwasya aabo basika kumawofesi	Basika kumawofesi eesu kabayanda kugwasigwa beelede kutambulwa akugwasigwa abulemu alimwi beelede kuzibisigwa kuti nzibayanda balajana kugwasigwa muchiindi chitanali.
Aabo banga bakabikka chikumbizyo chakusika kuwofesi mpawo bapegwa chindi chakuti bazosike lili	○ Beelede kugwasigwa muchiindi chabo chitalidwe nibasika chakufwambaana. ○ Naa kakuli kusandulwa kwachiindi chamuswaangano munzila iitakwe mbutunga tulachita, tulalipeda kuzibisya sikunjila muswaangano muchiindi chakufwambaana mputukonzezya.

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Layisensi yakusambala nkuni	Pemiti ipegwa mukati kazuba lyomwe lyakubeleka musule aakuzuminwa kwamagwalo woonse aayadikana.
Bweendelezi aNzila zyaKubeleka	
Kulembela kupegwa nzumzyo yakuchita mulimu, Ima -Tender	Kwaambila boonse bakalembela kujana ma <i>tender</i> aatala azinooli zyazwa mukati kamazuba aatatu kakuli kwajalwa zuba lyakutula ma <i>tender</i> aayo.
Luliyo	Luliyo loonse lunochitwa kazyeendelana ampalamo zyachizuminano chakasainwa.
Kupegwa kwamalayilile aabusongo aatala amasaka kulibaabo mbitubelekesyana aabo.	Malayilile aabusongo anopegwa kaatakwe luliyo pe. Pesi, na a sikupa lugwasyo lwamalayilile katakwe chakweenzya kuya ooko kuyanda kulangwa, sikukumbila lugwasyo unoyelede kujanisya chakweenzya.
Kuzulula mukusungwaazya kubyalwa kwamisamu, bweendelezi bwazilili zyamisamu antoomwe akupangwa kwanzila zyakweendelezya masaka kumyuunzi.	Milimu yoonse ichitwa kaatakwe luliyo pe.
Kulangwa kwamuunda	Malayilile aabusongo anopegwa kaatakwe luliyo pe. Pesi, naa sikupa lugwasyo lwamalayilile katakwe chakweenzya kuya ooko kuyanda kulangwa, sikukumbila lugwasyo unoyelede kujanisya chakweenzya.
Kutabililwa kwamililo	○ Tunozibisya malayilile aatala azyamililo katubelesya mapepa aalembdwe antoomwe akubelesya zimwi nzila zyamuluuwo zyakuzibisya muchiindi chamililo yasaka (mweezi we Itwi kusika Kavumbikaniini, naakuti muchiindi chinooli chazibisigwa muchiidi achiindi) mumwaaka; ○ Naa kwabikkwa chikumbizyo; tunoyiisya nabani uuyanda kuyiisigwa aatala akutabililwa kwamililo, anzila zyakuzima mililo inooli yatalika kale kuyaka, eezi kazichitwa kaatakwe luliyo pe; ○ Tunosungwaazya kupangwa kwamabazu aatabilila mulilo kulaabo mbitubelekesyana aabo amwaaka.
Kuvubwa kwanzuki	Tunopa busongo amalayilile aakuvubwa kwanzuki anjiisyo iitakwe luliyo kuli aabo bayanda kunjila mukuvuba nzuki.

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Milimu	Nzitweelede kuchita
Mfunkununo aatala amasaka akweendelezegwa kwamakani	○ Tunowaba zinooli zyazwa mumfunkununo musule lyakumana mabambe woonse akufukununa; ○ Tunopa malembe antoomwe amilumbe iiyandikana iilangene aazintu zijanika kumasaka abweendelezi bwawo naa kwaba chikumbizyo ; ○ Tunopa makani woonse azyabusongo, kuzibisya mfunkununo zyoonse antoomwe amalemba aayandikana nikuba chili ch iindi naa kwabikkwa chikumbizyo.
Kulangisisigwa kwaZintu zijanika kuMasaka	Tunochita mabambe aakulangisisya eezyo zijanika kumasaka kakuli luliyo naa kwabikkwa chikumbizyo.
Njiisyo yaMasaka	Njiisyo eezi zinochitwa mubuzuba amuchiindi chitanooli chazibisigwa. Biyo mulizimwi zinga zilachitika zinga zilapa kusandulwa kwabuzuba, c hiindi naa busena bwakutila zyiiyo.
Ku-Ngamo Safaris	○ Kupa makani anchoonzyo kuli basikuswaya. ○ Kufwambaana kubamba aawo kwaba penzi abunyontoosi ○ Kufwambaana kuvwiila kumibuzyo yababo bayanda lugwasyo

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10. Zyelelo zyabaabo mbitubelekesyana aabo

- Milumbe: Mulijisi cheelelo chakujana milumbe amakani aazwide, achoonzyo, amuchiindi cheelede
- Kuziba mubelesi: Mulijisi cheelelo chakuyanda kuziba kuti mbaani aabo basika kuzobeleva andinywe naakuti balikumupa lugwasyo
- Kwaambuziyana: Ncheelelo chenu kuti mujatwe aabulemu akuti mujanisigwe makani ngimunooli mwakumbila akusala kutolwa kwamibuzyo yenu chansiswa.
- Kubuzya: Mulaangunukide kubuzya mibuzyo njimuli aayo muzyiindi zyamawoola akubeleva kwazuba antoomwe akubuzya mibuzyo yakasimpe.
- Kulemekwa: Ncheelelo chenu kuti mujatwe chamoyo mulamfu akulemekewa.
- Milimu: Mulijisi cheelelo chakuchitilwa milimu njimwakumbila kiili munzila ntuloko, kaatakwe lusaluulo alimwi muchiindi cheelede.
- Ncheelelo chenu kubikka bunyontoosi.
- Ncheelelo chenu kuti mupegwe kagwalo kaluliyo (lisiti) musule akuliya mali nikuba njamulimunzi uuchitwa aba Forestry Commission.

11. Eezyo zilangilwa kuli aabo mbitubelekesyana aabo

Mbuli sikuula wesu, njeyi yako mikuli:

- **Makani Achoonzyo:** Uleelede kupa makani achoonzyo muchiindi cheelede kuti tukonzye kukugwasizya. Aawo mpokumbilwa kuti weete makani aayandikana, ujisi mukuli wakuti utupe makani aayo, malembe antoomwe amagwalo aayandikana.
- **Bulemu akuMvwisisiya:** Weelede kupa bulemu kubabelesi besu antoomwe abamwi mbitubelekesyana aabo.
- **Milawu aZisungu:** waangilwa kuti uzibe milawu, zisungu antoomwe ayimwi milawu mipati iiyendeleya kubeleva kwa Forestry Commission.
- **Kulwisiyani aaBuboli:** Mukuli wanu wakugwasya Forestry Commission kulwisiyana aabuboli abukopokopo kwiinda mukuleka kwezya kuzimaazy zintu kamubelesya nzila zyakupa babelesi besu zipo, naa kukumbila zintu kubabelesi kuti mupegwe milimu munzila yansiswa. Mwaangilwa kuzibisya zyoonse zichakuchita abuboli ku Forestry Commission naa kulizimwi nkamu zyelede.

12. Ndangululo yaChisyomezyo Chakubeleva

Eechi Chisyomezyo Chakubeleva ndugwalo lupona alimwi chinolangululwa amwaaka amwaaka kuchitila kuti cheendelane aziyandisyo zyabaabo mbitubelekesyana aabo.

13. Nzila zyaNgambo Ziboola

I-Forestry Commission ililipelede kupa mulimu waatala kuli baabo mbitubelekesyana aabo munzila yakumvwanana kabotu abulemu. Tulizi kuti ngambo ziboola kazizwa kulindinywe zilatugwasya kusandula mbelekelo yesu iisumpuke, aboobo eezi ngambo zilemekwa loko akulangisisigwa chakufwambaana. Aawo aakonzeka, tunoobikka mabbokesi mumasena aasikika mumawofesi eesu kuchitila kuti mukonzye kunowaala mibono yenu.

Mulakonzya lubo kwaambuziyana andiswe kwiinda munzila zitobela;

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