

# ZOMBA CITY COUNCIL



## CLIENT SERVICE CHARTER



Keep Zomba clean,  
green and developed



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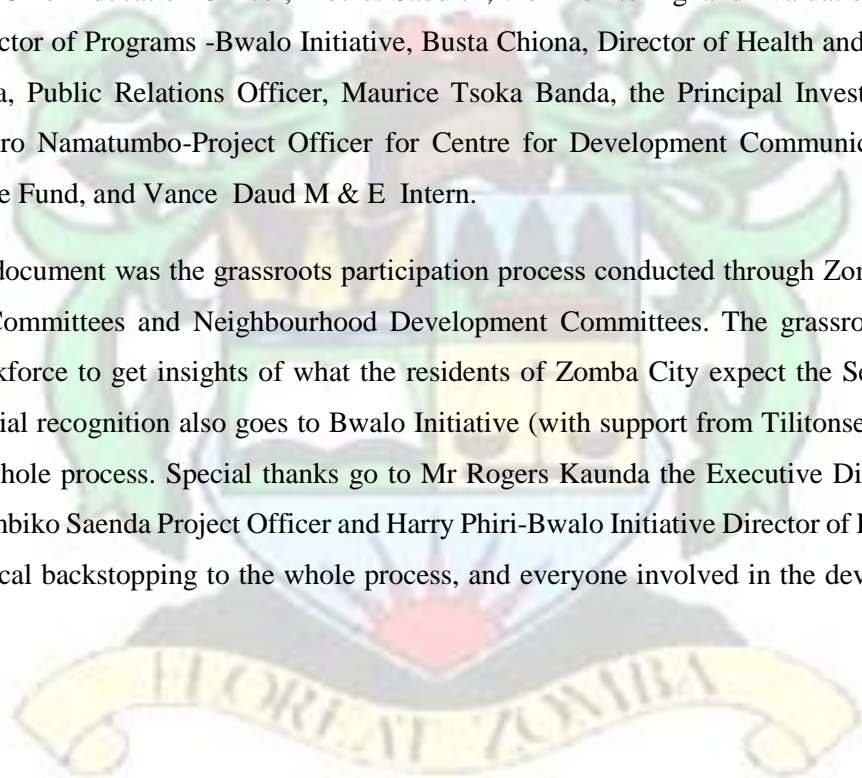
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## **ACKNOWLEDGEMENTS**

This Service Charter was produced by a Task Force comprising Zomba City Council, Bwalo initiative and Members of Civil Society Organization based in Zomba. It is through the participation and cooperation of the stakeholders that this document has been made possible. Zomba City Council sincerely acknowledges all members of this taskforce for their valuable contributions and support. A special mention goes to Davie Mlose,-the Director of Administration, who chaired the taskforce and coordinated all activities in the development of this Service Charter, Martin Kumbani,-the Director of Engineering Services, Joe Magombo- the Chief Education Officer, Louiss Saddick,-the Monitoring and Evaluation Officer, Harry Phiri – the Director of Programs -Bwalo Initiative, Busta Chiona, Director of Health and Social Services, Mercy Chaluma, Public Relations Officer, Maurice Tsoka Banda, the Principal Investment Promotion Officer, Pacharo Namatumbo-Project Officer for Centre for Development Communications, Sydney Banda-One Acre Fund, and Vance Daud M & E Intern.

Crucial to this document was the grassroots participation process conducted through Zomba City's Ward Development Committees and Neighbourhood Development Committees. The grassroots participation enabled the taskforce to get insights of what the residents of Zomba City expect the Service Charter to address. A special recognition also goes to Bwalo Initiative (with support from Tilitonse Foundation) for financing the whole process. Special thanks go to Mr Rogers Kaunda the Executive Director for Bwalo Initiative; Vitumbiko Saenda Project Officer and Harry Phiri-Bwalo Initiative Director of Programmes who provided technical backstopping to the whole process, and everyone involved in the development of this document.



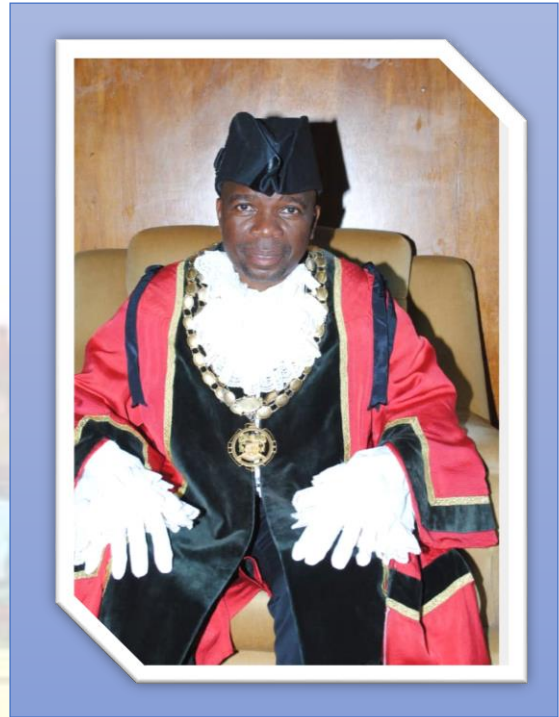


# **F**OREWORD

The Zomba City Service Charter has been developed as a public agreement between the people of Zomba City and the Council, being a service provider to give a systematic approach to meeting the expectations and standards in the provision of public goods and services.

This document spells out the obligation and the commitment of the Council in the provision of public goods and services to the residents of Zomba City. It further spells out the service standards, rights and obligations of the residents in the enjoyment of the services provided, and complaint handling mechanisms in the event of dissatisfaction with the Council in service delivery.

In developing the Charter, the Council referred to relevant Acts and Government policies including, but not limited to Local Government Act, the Public Sector Reforms Act, the Decentralization Policy, the Malawi Vision 2063, the Access to Information Act, and Malawi Public Service Charter. Locally, it will be guided by the Zomba City Council Urban Development Plan, the Zomba City Council Social Economic Profile, and the Zomba City Council Strategic Plan.



The government of Malawi led by His Excellency the State President Dr. Lazarus Chakwera is encouraging the use of Service Charters as reform blueprints for the provision of public goods and services in public institutions. In line with this, it has pleased me as the Mayor for Zomba City to develop this document as a way of showing commitment and solidarity to the national agenda in the delivery of quality public goods and services.

I believe that through this Charter, Zomba will witness a great improvement in service delivery since residents will know their rights and responsibilities in the provision of Public goods and services. Consequently, we anticipate realising a cordial relationship between the Council and the residents for better socio-economic development, improved service delivery and enhanced good governance.

Let me encourage the officers responsible for the implementation of this Charter to make sure that its contents are well publicised to the residents so as to promote awareness and unity of purpose in the exercise of the rights and responsibilities as provided for in this Charter.

Let us join hands in keeping Zomba City clean, green and developed.

Cllr Davie Maunde  
**HIS WORSHIP THE MAYOR**



## **PREFACE**

This Service Charter is an agreement between Zomba City Council and the residents of the City on the standards of the public goods and services that the residents expect from the Council; how they can put forward their complaints, suggestions and improvements in the provision of these public goods and services.

The Charter also strives to remind the residents of the rights that they have in accessing the public and services provided by the council as well as the expected responsibilities that they have when demanding the same. It also gives timelines by which a resident would expect to get a service and indicates whether a service is chargeable or not.

In developing the Service Charter, Zomba City Council expects to have standards with which to measure employee performance, to instil confidence in service users, thereby improving the relationship between the Council and its residents. This is expected to be achieved through the timely and accurate provision of information and feedback to inquiries, which will in the end promote accountability and transparency.

I believe that through this Charter, the Council will improve its services and achieve residents' satisfaction thereby improving people's perception of the Council in the provision of public goods and service delivery. This will in turn promote compliance to payment of city rates among the residents of Zomba City and enable the Council to implement flagship infrastructural development projects using locally generated funds.

Let me thank the team that worked tirelessly to develop this document, Bwalo Initiative, for sourcing the funds for the development of this crucial document through a project called Enhancing Good Governance, Active Citizenship & Unlocking Revenue Generation and Capacity for Zomba City Council and the timely support from Tilitonse Foundation.

Fred Nankuyu  
**FOR: CHIEF EXECUTIVE OFFICER**



## **1.0 INTRODUCTION TO THE SERVICE CHARTER**

The purpose of this Charter is to make it known to the clients of our deliberate intention to deliver our mandate, achieve our vision and mission, enhance standards of service delivery, and our commitment to continuous improvement of the service services provided to the residents. This Service Charter is also intended to empower our customers to make more informed and specific demands on us at the various levels of services delivery. Specifically, the Charter seeks to:

- i. Highlight the services rendered by Zomba City Council;
- ii. Inform our clients about the standards set in service delivery;
- iii. Highlight the rights of the citizenry in line with national governing laws and
- iv. Exemplify the role of clients in enhancing service delivery in the City.

## **1.1 VISION**

‘A people centred democratic urban local government with conducive and ready environment for investment, vibrant eco-tourism, work and leisure, providing sustainable quality services’

## **1.2 MISSION**

‘To provide efficient, sustainable high quality services through the formulation of policies that consolidate inclusiveness and promote local democratic participation and infrastructure development, with the aim of making the residents develop politically, economically, socially and technologically.’

## **1.3 MANDATE**

Zomba City Council is mandated by the Local Government Act of 1998 (amended 2010) and the Decentralisation Policy to:

- i. Make decisions on local governance and city development.
- ii. Consolidate and promote local democratic institutions and democratic participation.
- iii. Promote infrastructural and economic development through the formulation, approval and execution of city development plans.
- iv. Mobilise resources within the local government area for governance and development.
- v. Maintain peace and security in the local government area in conjunction with the Malawi Police Service.
- vi. Make By-Laws for the good governance of the local government area.
- vii. Appoint, develop, promote and discipline staff.
- viii. Co-operate with other councils in order to learn from their experiences and exchange ideas and;
- ix. Participate in the delivery of essential social services.



## 1.4 CORE VALUES

### **Transparency and Accountability-**

We believe that the strength of our Council is in its employees working in an environment that promotes openness, answerability and continuous learning.

### **Networking-**

We believe in shared stewardship and responsibility and the importance of working with others to achieve Council's vision.

### **Creativity-**

We encourage responsible risk taking and innovation.

### **Professionalism-**

We believe in discharging our duties with a high degree of integrity and expertise in keeping with high ethical standards.

### **Discipline-**

We believe in discharging our mandates with utmost trust and integrity and compliance to the rules and regulations.

### **Adaptivity and Dynamism-**

We are committed and responsive to changing needs and circumstances in order to provide a high quality services to the expectations of our clients and stakeholders

**Honesty and Integrity** -We believe in straight, true, correct and open dealings

## 2.0 OUR SERVICES

The Council provides public goods and social services to the clients through its six Directorates and shall, in a sustainable manner, endeavour to achieve:-

1. Promotion of orderly social and economic city development in the city
2. Provision of equitable access to quality basic Education
3. Provision of high quality support services that would sustain the functionality of the Council
4. Enhancing effective and efficient mobilization and management of financial resources for the Council”
5. promotion of sustainable, inclusive and transformative investment, trade and commerce activities, for the purpose of enhancing effective and efficient mobilization of resources for the council”
6. Provision and Maintenance of safe and high quality infrastructure and transport system

In the provision of the services we shall ensure that we meet high standards in the quickest time possible so as to promote full exercise of customer rights and responsibilities in the enjoyment of the services rendered.

## 2.1 OUR CLIENTS

The foremost clients of the Council are the residents of Zomba City, private sector organizations, the civil society, the business community, and development stakeholders domiciled in Zomba City.

## 3.0 SUMMARY OF SERVICES BY DIRECTORATES

**Table 1: Directorate of Health and Social Services**

<b>STRATEGY: Promotion of a health, safe and hygienic community and improving living standards</b>					
<b>No</b>	<b>Key services provided</b>	<b>Service delivery standards</b>	<b>Rights</b>	<b>Responsibilities</b>	<b>Requirement</b>
1	Food handlers training	1. Training conducted within seventy-two (72) hours upon request.	Right to quality services	Request for the training.	Pay appropriate fee

2	Pest control/fumigation/disinfection	2. Fumigation/disinfection conducted within seventy-two (72) hours upon request.	Right to clean and healthy environment Right to quality service	Request for the services	Pay appropriate fee
3	Solid waste collection and disposal	<ol style="list-style-type: none"> <li>1. Streets/open spaces fairly cleaned.</li> <li>2. Solid wastes collected in markets daily.</li> <li>3. Solid wastes collected in planned/formal residential areas once a week.</li> <li>4. Solid wastes collected once the skip is full and within forty-eight (48) hours of reporting.</li> <li>5. Streets are cleaned daily in the Central Trading Area and once a week in peripheral areas.</li> <li>6. Special refuse collection any time when needed.</li> </ol>	Right to clean and healthy environment Right to quality service	<p>Report when skips are full</p> <p>Request for special refuse collection</p> <p>Provide a refuse receptacle</p>	Free of charge
4	Burial, exhumation and reservation	1. Services provided at a time when needed	Right to decent burial	Request for the services	Pay appropriate fees
5	Mobile toilets, skips	1. Services provided at a time when needed	Right to clean and healthy environment	Request for the service	Pay appropriate fee
6	Landscaping	1. Services provided within fourteen days upon request.	Right to clean and healthy environment	Request for the services.	Pay appropriate fees
7	Felling, pruning and registration of trees	1 Services provided within seven days upon request	Right to clean and healthy environment	<p>Request for the services</p> <p>Pay appropriate fees</p>	Pay appropriate fees

8	Registration and licensing of private waste operators	1. Registration and license provided within forty-eight (48) hours upon request.	Right to engage in economic activities	Request for the services	Pay appropriate fees
9	Provision of fresh flowers and wreaths	1. Services provided within seventy-two (72) hours upon request.	Right to quality services Right to decent burial	Request for the services	Pay appropriate fees
10	Decoration	1. Services provided within 48 hours upon request.	Right to quality services	Request for the services	Pay appropriate fees
11	Registrations of Youth Clubs, Community Based Organizations and Early Child Development	1. Registration conducted within fourteen days and upon satisfaction of all the requirements.	Right to quality service	Prepare the necessary documents Request for the services	Pay appropriate fees





**TABLE 2: DIRECTORATE OF EDUCATION**

<b>Strategy: Provision of equitable access to quality basic Education</b>					
<b>No.</b>	<b>Core service</b>	<b>Standards</b>	<b>Rights</b>	<b>Obligations</b>	<b>Requirement</b>
1	Quality teaching and learning	<ol style="list-style-type: none"> <li>1. Pupil: textbook ratio of 2:1</li> <li>2. Pupil: teacher ratio of 60:1 and below</li> <li>3. PSLCE Examination pass rate of 90% and above</li> <li>4. Repetition rate of 10% and below</li> <li>5. Formative assessment once every two weeks in all subjects</li> </ol>	The right to quality education	<ul style="list-style-type: none"> <li>• Monitor progress of their wards</li> <li>• Give feedback</li> </ul>	Free
2	Information sharing	<ol style="list-style-type: none"> <li>1. Provision of accurate and reliable information to the public within shortest period upon request</li> </ol>	The right to information	<ul style="list-style-type: none"> <li>• Making formal requests or enquiries</li> </ul>	Free
3	Supervision of teaching and learning	<ol style="list-style-type: none"> <li>1. Supervise every teacher once per term</li> </ol>	The right to quality education		Free
4	Inspection of schools	<ol style="list-style-type: none"> <li>1. Inspect every school once every year</li> </ol>	The right to quality education	<ul style="list-style-type: none"> <li>• Giving feedback</li> </ul>	Free
5	Sports development	<ol style="list-style-type: none"> <li>1. Supply basic sporting equipment to all schools once every year</li> </ol>	The right to play and enjoy youth	<ul style="list-style-type: none"> <li>• Participation</li> </ul>	Free
6	Capacity building	<ol style="list-style-type: none"> <li>1. Train all teachers in at least two learning areas in academic year</li> <li>2. Appraise all teachers once every year</li> </ol>	The right to quality education		Free
7	Community sensitization	<ol style="list-style-type: none"> <li>1. Raise funds, within prescribed limits, from the community for school development once every school year</li> </ol>	The right to information	<ul style="list-style-type: none"> <li>• Participation</li> </ul>	Free

8	Leadership, governance and management	<ol style="list-style-type: none"> <li>1. Elect and train new school governing bodies once every 2-3 years.</li> <li>2. Train head teachers and their deputies once elected into office and thereafter, once every school year</li> <li>3. Award at least 3 best performing teachers once every year</li> </ol>	The right to freedom of assembly and association	<ul style="list-style-type: none"> <li>• Participation</li> <li>• Monitoring and supervision of school activities</li> </ul>	Free
9	Guidance and counselling	<ol style="list-style-type: none"> <li>1. Conduct guidance and counselling to all learners once every term</li> <li>2. Conduct guidance and counselling to adolescent girls on menstrual hygiene once every month</li> </ol>	The right to be protected	<ul style="list-style-type: none"> <li>• Participation of wards</li> <li>• Monitoring general conduct of wards</li> <li>• Giving feedback of wards conduct</li> </ul>	Free



**TABLE 3: DIRECTORATE OF PLANNING & DEVELOPMENT**

<b>Strategy: Promotion of Orderly Social and Economic city Development in the City</b>					
<b>No</b>	<b>Key services provided</b>	<b>Service delivery standards</b>	<b>Rights</b>	<b>Obligations</b>	<b>Requirement</b>
1	Town Planning Committee Services	1. Development Plans are processed within 30 days of submission	Right to orderly and up to standards development	Submission of plans for approval in a planning area.  Abide by the building by-laws	Payment of scrutiny fees
2	Development control	1. Provision of ranging and inspection services on daily basis 2. Provision of inspection cards 3 days up on request	Right to orderly and up to standards development	Abide by development standards	Free
3	Resolution of plot boundary disputes	1. Action taken within Five days upon complaints are received	Fair and reasonable resolutions	Parties to comply to council's planning regulations	Free
4	Provision of serviced plot for developments	1. Allocation of serviced plots and in-fills based on "weighted list", or "first come first served.	Right to be allocated a plot upon meeting the requirements	To develop the plots within the specified duration.	Pay appropriate fee
5	Change of ownership	1. Process completed within 30 days up on commencement.	To have ownership changed	Provide all documentations requested	Pay appropriate fee
6	Provision of occupation certificates	1. Inspection to be done within 5 days upon request 2. Certificate to be given within 5 days after inspection	To have a certificate issued	Notify the department of the completion of developments.  To provide information about the development	Pay appropriate fees

				costs of the project.	
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**TABLE 4: DIRECTORATE OF ADMINISTRATION**

<b>Strategy: Provision of high quality support services that would sustain the functionality of the Council</b>					
<b>No</b>	<b>Key services provided</b>	<b>Service delivery standards</b>	<b>Rights</b>	<b>Obligations</b>	<b>Requirement</b>
1	Authorization of public events such as:-  a. public rallies, b. big walks, c. festivals, d. parades e. matching,	Approval to be granted within 24 hours	Right to freedom of association and assembly	Make a formal request in writing.  Observe public order and peace	Pay appropriate fees
2	Renting out of chamber, and chairs	Service rendered within 24 hours upon expressing interest	Access to public properties	Make formal request in writing  take good care of the materials	Pay appropriate fee



3	Hiring out of council's tractors, and lorries	Service rendered within 24 hours or less depending on urgency of the matter	Access to Public properties	Make formal request in writing  Take good care of the materials	Pay appropriate fee
4	Awareness and dissemination of information through PROs office	24 hours or less	Access to information and feedback	Make formal request of the information in line with the Access to Information Act.	Free

**TABLE 5: DIRECTORATE OF FINANCE AND COMMERCE**

<b>FINANCIAL SERVICES</b>					
<b>Strategy: "Enhancing effective and efficient mobilization and management of financial resources for the Council"</b>					
<b>No</b>	<b>Key services Provided</b>	<b>Service delivery Standards</b>	<b>Rights</b>	<b>Obligations</b>	<b>Requirement</b>
1	Promote financial transparency and accountability	i. Provision of audited financial statements and reports to the general public within nine months after the end of financial year.  ii. Financial reports (revenues & expenditures) are made available to the public at the end of each and every month in a given financial year	Right to get access to information	i. Make a formal request in writing. ii. Use the information in a right manner and for the intended purpose.	Free

2	Enhance financial resource allocation and expenditure control.	i. All payments shall be made within 14 days from date of receipt of relevant invoices and interim payment certificates.	Right to be paid in good time once a good or a service is delivered to the council.	<ul style="list-style-type: none"> <li>i. Deliver an invoice and a delivery note to the council in good time.</li> <li>ii. Make appropriate follow ups within the stated given timeline period after delivering the invoice.</li> </ul>	iii. Free
3	Promote high quality financial services to the stakeholders.	<ul style="list-style-type: none"> <li>i. Cash office is open by 08:00 hours and closes at 16:00 hours each and every week day.</li> <li>ii. Making sure that pay points are established i.e. mobile banking and electronic payment.</li> <li>iii. Cash office is open by 08:00 hours and closes at 16:00 hours each and every week day.</li> <li>iv. Making sure that city rates clearance certificates are issued within 24 hours.</li> <li>v. Making sure that 25% of the locally generated revenue is ploughed back to the tax payers. And more especially the top compliant tax payers</li> </ul>	Having access to good quality financial services from the council	<ul style="list-style-type: none"> <li>i. Make formal request in writing for the city rates clearance certificate with proof city rates payments.</li> <li>ii. Make payment to the council before the certificate is issued.</li> <li>iii. Write a formal feedback to the council if not satisfied with any form of financial service provided.</li> <li>iv. Make sure that you have a proof of payment (receipt) for any payable service obtained from the council.</li> </ul>	Make appropriate payment

### COMMERCIAL SERVICES

Strategy “To promote and facilitate sustainable, inclusive and transformative investment, trade and commerce activities, for the purpose of enhancing effective and efficient mobilization of resources for the council”

No	Key services Provided	Service delivery Standards	Rights	Obligations	Requirement
1	Facilitating new investment opportunities and improvement of business activities in the city.	<ul style="list-style-type: none"> <li>i. Issuance of Business license, premises or any other business or commercial permit is done within 24 hours after approval.</li> <li>ii. Approval of non-risky business operations is done within 24 hours from the time of application.</li> <li>iii. Investment, market and business direction leads are handled within 48 hours.</li> </ul>	Right to access expedited business services from public office.	Make formal application in writing and fulfilling minimum standards	Make appropriate payment
2	Advise the business community, city residents and any other stakeholders the importance of paying municipal services.	<ul style="list-style-type: none"> <li>i. Conduct commercial targeted trainings and activities for the council.</li> <li>i. Delivery of rates bills is done within 30 days from the time the rate becomes due.</li> </ul>	Right to understand why as a citizen should pay tax or any other municipal fees.	<ul style="list-style-type: none"> <li>i. Make a formal request for any commercial service and business trainings needed from the council.</li> <li>ii. Take an initiative to request for rates invoice if</li> </ul>	<b>Free</b>

				<p>delivery is delayed.</p> <p>iii. Make all necessary payments to the council once invoice is delivered.</p>	
3	Improving regulation and business activities in the city	<p>i. Shops/ commercial service in markets or at any council commercial facility are allocated on first come basis.</p> <p>ii. Day markets are open from 6:00am to 6:00pm daily. While night markets are open from 6:30pm to 10:30pm.</p> <p>iii. Raised business complaints or regulation issues are handled within 24, except for those requiring a lengthy process and decision making by relevant top executives, which may take up to 5 working days depending on the demands involved.</p>	<p>i. Right to know regulation requirements of commercial public facilities.</p> <p>ii. Right to access commercial public facilities without inconveniences.</p> <p>iii. Right to be heard once any public law or regulation is not observed/broken.</p>	<p>i. To seek advice/inquire from council office on any public business regulation issues.</p> <p>ii. To observe and respect business regulations by a public office.</p> <p>iii. Pay penalties if in contravening of the law once advised by a public officer.</p> <p>iv. Seek for legal redress if not satisfied with any commercial regulation made by a public office.</p>	Make necessary payment





**TABLE 6: DIRECTORATE OF ENGINEERING SERVICES**

<b>Strategy: Provision and Maintenance of safe and high quality infrastructure and transport system</b>					
<b>No</b>	<b>Key services provided</b>	<b>Service delivery standards</b>	<b>Rights</b>	<b>Obligations</b>	<b>Requirement</b>
1	Fire Education	To provide free fire safety education to primary schools upon request within 48 hours	To have school going children well informed on Fire safety tips.	To make request through the head teachers for such knowledge sharing	Free
2	Fire Training	To provide fire training services quotation within 48 hours after formal request  2. To provide training sessions within 48 hours after approval of the quotation.  3. To provide certificates two weeks after completion of training.	1. To have access to fire training after request at a reasonable fee.  2. To receive attendant certificate after completion of the training.	To make formal request for training.	Pay appropriate fee
3	Hanging of banners	To provide banner hanging services within an hour	To have access to banner hanging services at a fee	1.To make a request of banner hanging services.  2. To prepare and present banners for checking and	Pay appropriate fee

				authorisation of the council.	
4	Hire of fire engine	To provide fire engine parade with 24 hours after request	To be entertained by firemen and fire vehicles at a reasonable fee.	1. To make a formal request for the service.	Make necessary payment
5	Rescue operations	To provide quick rescue operation in an accident event or disaster within 30 minutes after an accident has been reported	To have a right to be rescued from destruction or loss of life in an accident event or disaster	To report to the council any need of rescue operation to be conducted within the council jurisdiction.	Free
6	Sewage connection	To connect all houses waste water systems close to sewerage lines to sewage treatment plant for proper management of waste water.	To have access to waste water treatment systems	To make a requisition for connection to the sewer following advice from the planning committee.	Make necessary payment
7	Sewerage Treatment	To ensure that all waste water collected to the sewerage treatment plant is well treated before discharging it to the natural water bodies.	To live in the environment free from waste water pollution.	1.To report all vandalism of waste water treatment infrastructure 2. To report to the Council blockages of sewer lines	Free
8	Liquid waste disposal at the treatment plant	Safe dumping of liquid waste for proper treatment	To have all waste water properly collected and treated to avoid pollution	To report all disposals of liquid waste in location.  To make a formal request of dam	Make necessary payment
9	Septic tank inspection	Inspection of septic tanks on performance.	To have safe underground water free from pollution.	To report of spillage of septic tanks in locations	make necessary payment

10	Cleaning of culverts and drains	Cleaning of culvert for public roads every day	To have drains for public roads cleared from debris and blockage.  To have safe environment free from stagnated water due to drainage failure	1. To report the blockages of drains and culverts.  2. To report to the council the dumping activities of waste into drains and culverts.  3. To clear drains and culvert of private roads.	free
10	Pothole patching.	Patching of potholes within 7 days after pothole has appeared	To use well maintained paved roads	To report the occurrence of potholes within Zomba City.	Free
11	Line Marking of roads	To yearly mark roads after the paint has faded.	To use well marked roads to avoid accidents	To report any faded markings on the roads within Zomba City.	Free
12	Street lighting	1. To repair all faulty streetlights within the Zomba City Roads.  2. To install street lighting on all main, Secondary, tertiary, trunk and urban roads immediately after they have been paved.	To have street lighting in the public paved roads	Report vandalism or accidents occurring against street lighting infrastructure	Free



#### **4.0 MONITORING AND EVALUATION**

To ensure attainment of the objectives set out by this Charter, Zomba City Council shall make use of its established Monitoring and Evaluation committee to evaluate its performance against set service standards annually. The committee comprises of council secretariat and relevant stakeholders. We shall use client review tools such as annual service satisfaction surveys and conduct review meetings with stakeholders to seek feedback from the citizenry on our performance. This will provide us with measures to further improve the provision of public goods and service delivery. The Council will regularly publish reports following the performance evaluations.

#### **5.0 FEEDBACK**

The Council is committed to providing feedback within the shortest period of time possible. Thus, we made deliberates efforts to be accessible to the public through different channels of communication which include but not limited to:-

1. Website: [www.zombacitycouncil.mw](http://www.zombacitycouncil.mw),
2. Mails: The Chief Executive Officer, Zomba City Council P. O. Box 43, Zomba
3. Phone calls, +265 (0)1 525039
4. Social media, Phone-in programs –
5. Community interface meetings –
6. Office visits. Civic Office along Nkulichi road, opposite Zomba State House
7. Suggestion box

#### **6.0 REVIEW AND AMENDMENT**

In light of the changing circumstances, we will, in consultation with our clients, stakeholders, subject this service charter to constant amendments with a view to maintain high standards in the provision of public goods and social services to the residents of the City and beyond