



PREAMBLE

This Client Service Charter is a statement of what we do, the standard of service and remedial engagements that are expected from the Scientific and Industrial Research and Development Centre (SIRDC), its Institutes and Departments. It provides all stakeholders with avenues for interaction and give feedback on all our activities. SIRDC developed the Client Service Charter basing on its mandate and functions. The Centre was established by the Government of Zimbabwe in February 1993 through the Research Act [Chapter 10:22]. Its mandate is to carry out strategic Research and Development (R&D) for the benefit of manufacturing, service, agricultural and mining sectors of Zimbabwe.

PURPOSE OF THE CHARTER

The Charter is a communication tool between SIRDC and its clients. The aim of the Charter is to create awareness on our obligation on service delivery and expected standards. It explains the channels of communication and mechanisms for providing us with feedback on the quality of our products and services.

VISION

To be the leading Centre for the development of Zimbabwe and the region through reduction to practice of technologically developed products and processes by 2030.

MISSION

To provide Zimbabwe and the region with technological solutions for sustainable development.

CORE VALUES

- Integrity
- Fairness and Equity
- Compliance
- Employee Recognition
- Team work
- Safety and Health
- Ethical Consideration

BROAD STRATEGY

To produce high value, high quality and competitive products and services

2 CLIENT SERVICE PRINCIPLES

As we do business with our clients, they should expect the following:

- Research output of commercial value;
- Prompt response to enquiries and requests;
- Efficient service;
- Courteous, ethical and professional conduct;
- Accurate, reliable and unbiased research findings;
- Meeting of agreed-upon deadlines and timelines
- Confidentiality and secrecy in contract research and consultancy;
- Accountability and fair business practices;
- Open, transparent and regular communication;
- Value for money in our products and services;
- Equal access to services
- Mutually beneficial partnerships; and,
- Prompt handling and resolution of complaints.

WHAT WE EXPECT FROM OUR CLIENTS

- In all business interactions, we expect the client to:
- Provide necessary and accurate information
- Respond promptly to request for information
- Comply with the laws of Zimbabwe
- Meet agreed upon deadlines for feedback and approvals
- Respect confidentiality and intellectual property
- Treat us with courtesy and respect
- Pay timeously for services rendered

	Program 1: Corporate Governance and Administration	Program 2: Research and Development
1	Finance	Agriculture
2	Audit	Energy and Power
3	Human Resource, Records Management and Cafeteria	Health
4	Works, General Services and Security	Industry and Manufacturing
5	Procurement and Stores Management	Information Technology
6	Public Relations	Built Environment
7	Marketing	Mining and Mineral Beneficiation
8	Transport and Logistics	Water and Environment
9	ICT Hardware	Small and Medium Enterprises
10	Systems Administration	Special Projects
11	Legal Services	Commercialization Services

QUALITY AND SERVICE STANDARDS

We are committed to providing high quality products and services to all our clients and stakeholders. We timeously produce and deliver products that meet customer specifications.

We are continually improving our internal processes in line with international best practices, to meet client expectations. Our laboratories and workshops are accredited to national, regional and international standards bodies, and personnel belong to various professional bodies. These include but not limited to the following:

Category	Standard
Laboratories	Accredited to standards organisations (BIPM, SADCAS, SAZ, ISO17025)
Seed	Seed Services Institute of Zimbabwe, Crop Breeding Institute (CBI) Zimbabwe Seed Association
Foundry	Standards Association of Zimbabwe (SAZ), Southern African Institute of Mining and Metallurgy (SAIMM), Engineering Council of Zimbabwe (ECZ)
Scientists/ Researchers	Membership to professional bodies (ZIE, ECZ, CSZ), Computer Society of Zimbabwe, Medical Laboratory and Clinical Scientists' Council African Plant Breeders' Association, Zimbabwe Plant Breeders' Association, Environmental Practitioners Council of Zimbabwe
Architecture	Architectures' Council of Zimbabwe (ACZ), Green Building Council (GBC)
Marketers	Marketers Association of Zimbabwe, CIM, IMM
Public Relations Practitioners	Institute of Public Relations and Communications of Zimbabwe
Librarians	Zimbabwe Library Association
Finance and Administration	Membership to professional bodies (ACCA, CIMA, CIPS, IPMZ, ICSAZ, PAAB)
Auditors	Institute of Internal Auditors (IIA, ICSAZ, PAAB)

SPEED OF SERVICE

This section is for those departments that expressly communicate with the public. The standards of service are:

Service	Standard
Providing a quotation / Invoice	Within 24 hours
In-person visits	To be attended to within 5 minutes
Telephone calls	To be answered with SIRDC standardized etiquette within 3 rings
Consultancy	Meet the terms and conditions of the contract, which include time and terms of the contract
Customer feed back	Acknowledge immediately and adopt
Training	Ensure you achieve 70% satisfaction after the training
Enquiries	Verbal enquiries to be responded to within 5 minutes Written enquiries within 24 hours
Product / Service delivery	Adhere to agreed time frame meeting clients' needs and satisfaction
Social media enquiry	To respond within 3 minutes
Customer complaints	To be responded to within 24 hours

FEEDBACK AND COMPLAINTS

Feedback and complaints channels are as follows:

1. Contact Public Relations Department
2. Complete Client Satisfaction Surveys
3. Escalate complaints to Executive Management/Board
4. Use complaints lodging platform on the SIRDC website

ACCESSIBILITY

Business hours are from 0800 to 1630 Hours (Central African Time) from Monday to Friday except on public holidays.

REVIEW AND REVISION

The Charter will be reviewed and updated annually to ensure alignment with the Centre's mission and vision as well as client needs.

CONTACTS

SIRDC is available on digital platforms:

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 - Email: pr@sirdc.ac.zw
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Signed:

Dr Leonard Madzingaidzo
Chief Executive Officer

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