



Scientific and Industrial Research and Development Centre

CLIENT SERVICE CHARTER

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). This Charter is developed basing on SIRDC's mandate and functions. Established by the Government of Zimbabwe in February 1993 through the Research Act [Chapter 10:22] SIRDC is mandated to carry out strategic Research and Development (R&D) for the benefit of the socio- economic sectors of Zimbabwe and the region.

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 feedback from clients on services delivery mechanisms. Our goal is to bridge the gap between the clients and SIRDC.

VISION

The leading technology and innovation Centre for the development of Zimbabwe and the region.

MISSION

To provide solutions for sustainable development, through application of technologically developed products and processes.

VALUES

Integrity

Fairness & equity

Compliance

Employee recognition

Safety & health

Teamwork

CLIENT SERVICE PRINCIPLES

- Commercial-grade research: Accurate, reliable, unbiased findings that drive value
- Responsive & efficient service: Prompt replies, clear communication, and deadlines met
- Professional integrity: Courteous, ethical conduct with full confidentiality on contract work
- Fair, transparent partnerships: Equal access, value for money, and accountability in all dealings
- Complaints resolution: Complaints handled quickly and constructively

WHAT WE EXPECT FROM OUR CLIENTS

In all business interactions, we expect clients to:

- Provide accurate information promptly: Share necessary details and respond quickly to requests
- Meet commitments: Respect agreed deadlines for feedback, approvals, and payments
- Operate lawfully and ethically: Comply with Zimbabwean law and uphold confidentiality and Intellectual Property
- Maintain mutual respect: Engage with courtesy and professionalism

The research is coordinated through a cluster system as follows:

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

QUALITY AND SERVICE STANDARDS

We deliver high-quality products and services that meet client specifications, on time, every time. We continuously improve our processes to align with international best practices and exceed client expectations. Our laboratories and workshops hold accreditation from national, regional, and international standards bodies, and our personnel are members of recognized professional bodies, including but not limited to:

Category	Standard
Laboratories	Accredited to standards organisations (BIPM, SADCAS, SAZ, ISO17025)
Seed	Seed Services Institute of Zimbabwe, Crop Breeding Institute (CBI) Zimbabwe Seed Traders 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

Our 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. Use complaints lodging platforms 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 the following platforms:

- Website: www.sirdc.ac.zw
- Email: pr@sirdc.ac.zw
- Facebook: SIRDC
- WhatsApp Channel: SIRDC ZIMBABWE
- X: @sirdczim
- LinkedIn: SIRDC
- Instagram: @sirdczim
- YouTube: @sirdczim
- TikTok: @sirdc14
- Pinterest: @sirdcscientificindustrialresea
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Signed:


Dr Leonard Madzingaidzo
Chief Executive Officer

Date:

04/05/2026