MONGU MUNICIPAL COUNCIL

SERVICE DELIVERY CHARTER

Mongu Municipal Council

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FOREWORD

I am delighted to launch the Service Delivery Charter for Mongu Municipal Council. This Service Delivery Charter is committed to providing quality services to our clients. The Charter outlines the core services and the standard of service provision by the Mongu Municipal Council.

The Charter outlines how our clients can lodge complaints and concerns whenever our services do not meet the standards outlined herein. It also provides a platform for feedback whenever our services meet public expectations.

It is, therefore, greatly hoped that with this Charter, our clients will receive quality services. The Local Authority is committed to an effective and efficient service delivery.

Therefore, I recommend that this Charter be used to enhance constructive dialogue and a smoother interface between our clients, and the Mongu Municipal Council.

Myambe Muyumbana

HIS WORSHIP THE MAYOR

ACKNOWLEDGEMENT

*In line with the vision of the Local Authority "**To be a Sustainably Developed City by 2030**.", Mongu Municipal Council has launched this client Service Delivery Charter. The Charter contains commitments on service delivery and therefore constitutes a social contract between the Local Authority and the general public.*

The Charter outlines our commitment to deliver excellent services to our clients. It highlights our vision, mission, and values that guide the provision of quality services. The Charter will empower you our clients to hold the Local Authority accountable for the quality of the services that we provide.

The Charter outlines our commitments and responsibilities and also specifies the obligations of our clients in order to enable Mongu Municipal Council to uphold service commitments. This Charter is a living document and will be revised as and when changes arise.

I, therefore, encourage you to challenge our staff to live up to the commitments made in this Charter.

Oliver Muuka
TOWN CLERK

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1.0 PURPOSE OF THIS CHARTER

- *To enhance your awareness of the type of services that Mongu Municipal Council provides;*
- *To explain to you the standards of service you should expect to receive;*
- *To outline your rights and responsibilities as a client;*
- *To explain our rights and responsibilities as the Service Provider; and*
- *To explain how you can submit complaints, and compliments and make suggestions about our service delivery.*

2. 0 VISION AND MISSION

2.1 VISION

To continually improve quality of life, an attractive and sustainable environment, built on an expanding and innovative economy.

2.2 MISSION

"To provide equitable, efficient, and effective municipal services to the residents of Mongu, through a partnership with the community and other stakeholders through integrated planning, thereby promoting sustainable development and environmental management."

3. 0 CORE VALUES

The enduring core values of Mongu Municipal Council are:

i. Pro-activeness

We will endeavor to serve, intervene, or control an expected occurrence or situation in our delivery of services

ii. Excellence

We will always be diligent, committed, efficient, and effective in the execution of our duties, providing a service next to none.

iii. Integrity

We will put Local authority obligations above our interests and conduct ourselves in a manner that is beyond reproach.

iv. Accountability

We will be responsible to the Council and the public for the decisions and actions taken, and submit to whatever scrutiny is appropriate to one office.

v. Transparency

We will act visibly, predictably, and understandably to promote participation and accountability

vi. Confidentiality

We will be trustworthy by not revealing or disclosing privileged information to unauthorized personnel.

vii. Collaboration

We shall cooperate with others and work to the best of our abilities to foster unity of purpose.

viii. Impartiality

We shall be objective and rational in the execution of our duties. We will treat everyone equally, respectfully, and fairly without prejudice or favour.

4. 0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In support of the above values, Mongu Municipal Council will strive to continuously improve the standards of the services we provide to meet your needs and expectations. To this end, you, our esteemed clients have the right to expect high-quality services as outlined below:

- *Health Services*
- *Social Welfare and Community Development Services*
- *Fisheries, Livestock and Veterinary Services*
- *Development Planning Services; and*
- *Engineering Services*

5.0 STANDARDS OF SERVICE DELIVERY

In conformity with the law and our core values, we pledge to provide services in accordance with the following standards:

DEPARTMENT OF ENGINEERING SERVICES

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Issuance of a Fire Certificate			*Within 10 days*
Clients: *Business owners and Institutions*	*Submit duly completed application form*	*Within 1 day*	
	Witness Inspection	*Within 5 days*	
	Collect quotation and pay prescribed fees	*Within 1 day*	
	Collect fire certificate	*Within 3 days*	

Requirements

- *Ownership documents/Lease agreements (where applicable)*
- *Letter of attestation from traditional leadership (where applicable)*
- *Proof of payment of prescribed fees*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
2. Fire Safety Training Certificate			*Within 11 days*
Clients: *Institutions and the General Public*	*Submit application letter*	*Within 1 day*	
	Collect quotation	*Within 5 days*	
	Pay prescribed fees		
	Attend training	*Within 5 days*	

Requirements

- *Proof of payment of prescribed fees*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
3. Tree Cutting			*Within 8 days* **Tree should be deemed to be hazardous/obstructive*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Witness Assessment	*Within 3 days*	
	Collect quotation	*Within 1 day*	
	Witness Tree Cutting	*Within 3 days*	

Requirements

- *Proof of payment of prescribed fees*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Way-leave Vegetation control			*Within 10 days*
Clients: *Institutions*	*Submit application*	*Within 1 day*	
	Witness Assessment	*Within 3 days*	
	Collect quotation and pay prescribed fees	*Within 1 day*	
	Witness Way-leave Vegetation Control	*Within 5 days*	

Requirements

Proof of payment of prescribed fees

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
5. Pontoon Services			*Within 45 minutes* **Pontoon Crossing will be provided immediately for Essential*
Clients: *General Public, Motorists*	*Pay prescribed fees*	*Within 5 minutes*	
	Board Pontoon	*Within 30 minutes*	
	Disembark	*Within 10 minutes*	

			Government Service Providers, Hearses and Ambulances

Requirements

- *Proof of payment of prescribed fees (Motorists)*
- *Proof of exemption (for exempted motorists)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Road Infringement Permit			*Within 7 days*
Clients: *General Public and Institutions*	*Submit request*	*Within 1 day*	
	Witness assessment	*Within 5 days*	
	Pay prescribed fees		
	Collect Road Infringement Permit	*Within 1 day*	

Requirements

- *Proof of payment of prescribed fees*
- *Construction design*
- *Method of construction*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
7. Excavation Permit			*Within 7 days*
Clients: *Utility Companies, Institutions and the general public*	*Submit request*	*Within 1 day*	
	Witness assessment	*Within 5 days*	
	Pay prescribed fees		
	Collect Excavation Permit	*Within 1 day*	

Requirements

- *Prescribed fees*
- *Sketch Plan*
- *Reinstatement Plan*
- *Letter of Commitment to secure excavation site*
- *Decision letter from ZEMA (where applicable)*
- *Clearance from utilities companies*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
8. Road Closure Permit			*Within 7 days*
Clients: *General Public*	*Submit Request*	*Within 1 day*	
	Witness Inspection	*Within 1 day*	
	Collect Quotation	*Within 1 day*	
	Pay Prescribed Fees		
	Collect Road Closure Permit	*Within 4 days*	

Requirements

- *Proof of payment of prescribed fees*

- *Sketch Plan*
- *Reinstatement Plan*
- *Letter of Commitment to secure excavation site*
- *Decision letter from Zambia Environmental Management Agency (ZEMA) (where applicable)*
- *Clearance from utility companies*

DEPARTMENT OF LEGAL SERVICES

Service Type	*Vital Steps*	*Standard of Service*	*Duration*
1. Issuance of a Liquor Licence			*Within 67 days*
Clients:- *Business Houses, General Public*	*Submit notice of intention of application*	*Within 1 day*	
	Submit duly completed application form for liquor license	*Within 1 day*	
	Witness Inspection	*Within 5 days*	
	Attend Interview	*Within 39 days*	
	Pay prescribed fees	*Within 1 day*	
	Collect Liquor Licence	*Within 20 days*	

Requirements

- *Proof of payment of prescribed fees*
- *Proof of Registration*
- *Valid Tax Clearance Certificate*
- *Police Report*
- *Proof of notice in Government Gazette*

Service Type	*Vital Steps*	*Standard of Service*	*Duration*
2. Issuance of a Marriage Certificate			*Within 27 days (ordinary)* *Within 7 days (Special license)* **Marriage should take place within 90 days of the issuance of notice*
Clients: *General Public*	*Submit a request and duly completed Registrar General Form*	*Within 1 day*	
	Attend counseling session	*Within 5 days*	
	Submit duly completed form C	*Within 21 days (ordinary)* *Within 1 day (special license)*	
	Pay prescribed fees		
	Collect Marriage Certificate		

Requirements

- *Copy of divorce certificate/ Death Certificate of former spouse (where applicable)*
- *Applicant should be 18 years and above*
- *Consent by father/mother/guardian/high court for applicants less than 21 years*
- *Should be accompanied by at least one witness per party*
- *Two people of the opposite gender*
- *Copies of NRC (Zambians)*

- *Work permits and ID (Non-Zambians)*
- *Affidavit (Special licence)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
3. Recommendation for Gazettion			*Within 6 days*
Clients: *Places of Worship*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Collect recommendation	*Within 5 days*	

Requirements

- *Proof of payment of prescribed fees*
- *Proof of ownership of the place of worship (where applicable)*
- *Proof of Ordination*
- *Identification documents*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Recommendation letter for Land Acquisition			*Within 61 days*
Clients: *General Public*	*Submit application*	*Within 1 day*	
	Attend Interviews	*Within 40 days*	
	Collect demand letter	*Within 15 days*	
	Pay prescribed fees		
	Collect recommendation letter	*Within 5 day*	

Requirements

- *Passport size photos*
- *NRC/Certificate of Incorporation*
- *Tax Clearance certificate*
- *Proof of payment of prescribed fees*
- *Zambia Development Agency Investment certificate (Investors)*
- *Resident/Work Permit (Non Zambians)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
5. Security of Land /Properties Documents (Land falling within the jurisdiction of the Municipality)			*Within 1 day*
Clients: *Financial Institutions*	*Submit application*	*Within 1 day*	
	Pay prescribed fees		
	Collect Receipt		

Requirements

- *Proof of ownership*
- *Proof of payment of prescribed fees*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Placement/Removal of Caveat			*Within 1 day*
Clients: *General Public*	*Submit duly completed*	*Within 1 day*	

	application form		
	Pay prescribed fee		
	Collect Receipt		
Requirements - *Proof of vested interest* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
7. Fire Arm Licence			*Within 1 day*
Clients: *General Public*	*Submit Duly Completed Fire Arm Book*	*Within 1 day*	
	Pay prescribed fee		
	Collect Fire Arm Licence		
Requirements - *Fire Arm Certificate* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
8. Extension of Hours			*Within 4 days*
Clients: *Liquor Traders*	*Submit request*	*Within 1 day*	
	Pay prescribed Fees		
	Attend Inspection	*Within 2 days*	
	Collect Extension of Hours Permit	*Within 1 day*	
Requirements - *Valid Liquor Licence* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
9. Registration of Judgement/Order/Letters of Administration/Probate & other registrable documents (Land matters)			*Within 4 days*
Clients: *General Public*	*Submit application and supporting documentation*	*Within 1 day*	
	Collect Quotation and Pay prescribed fees	*Within 1 day*	
	Collect Registered Document	*Within 2 days*	
Requirements			

- *Proof of payment of prescribed fees*
- *Document to be registered*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
10. Issuance of Occupancy Licence			*Within 33 days*
Clients: *Applicants/ Occupants of Land in Improvement Areas*	*Submit Duly Completed Application Form*	*Within 1 day*	
	Undergo Verification	*Within 10 days*	
	Collect Property Number	*Within 1 day*	
	Collect Quotation and Pay prescribed fees	*Within 1 day*	
	Collect Occupancy Licence	*Within 20 days*	

Requirements

- *Proof of payment of prescribed fees*
- *Copy of NRC of property owner*
- *Passport size photo*
- *Attestation Letter from Councillor/Ward Development Committees/Traditional Leader*
- *Certificate of incorporation (where applicable)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
11. Issuance of Trading permits			*Within 1 day*
Clients: *Business Houses and Institutions*	*Submit Duly Completed Application Form*	*Within 1 day*	
	Collect Quotation and Pay prescribed fees		
	Collect Trading permit		

Requirements

- *Proof of payment of prescribed fees*
- *Copy of NRC of property owner/ Certificate of Incorporation/ Business name registration*

DEPARTMENT OF PUBLIC HEALTH SERVICES

Service Type	*Vital Steps*	*Standard of Service*	*Duration*
1. Solid Waste Collection			*Within 4 days*
Clients: *Business Owners, Institutions and the General Public*	*Submit application*	*Within 1 day*	**solid waste will be collected on a weekly basis*
	Witness inspection	*Within 1 day*	
	Collect quotation		
	Pay prescribed fees	*Within 1 day*	
	Sign Contract	*Within 1 day*	

Requirements
- *Proof of payment of prescribed fees*
- *Suitable solid waste receptacle for organic, recyclable and non-organic materials*

Service Type	*Vital Steps*	*Standard of Service*	*Duration*
2. Disinfection/Pest and Vector Control			*Within 3 days*
Clients: *Institutions, General Public*	*Submit request*	*Within 1 day*	
	Witness assessment	*Within 1 day*	
	Collect quotation		
	Pay prescribed fees		
	Present premises for Disinfection/pest and vector control	*Within 1 day*	

Requirements
- *Proof of payment of prescribed fees*

Service Type	*Vital Steps*	*Standard of Service*	*Duration*
3. Burial /Cremation Permit			*Within 30 minutes*
Clients: *General Public*	*Present Medical Certificate of Cause of Death/BID Certificate*	*Within 30 minutes*	
	Pay prescribed fees		
	Collect Burial /Cremation Permit		

Requirements
- *Proof of payment of prescribed fees*
- *Application for cremation with statutory declaration - form 1*
- *Certificate of medical attendant – form 2 (where applicable)*
- *Confirmatory medical certificate – form 3 (where applicable)*
- *Certificate after post-mortem examination – form 4 (where applicable)*
- *Magistrate's certificate – form 5*
- *Authority to cremate – form 6*
- *Brought in Dead Certificate*
- *Certificate for the cause of death*

- *NRC of the deceased (where applicable) and Identification Documents for Informant*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Provision of a Burial Space			*Within 1 day*
Clients: *General Public*	*Present burial permit*	*Within 1 day*	
	Present proof of payment		
	Witness allocation of burial space		
Requirements - *Proof of payment of prescribed fees* - *Burial permit*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
5. Body Transfer Permit			*Within 30 Minutes*
Clients: *General Public*	*Present Medical Certificate of Cause of Death/BID Certificate*	*Within30 Minutes*	
	Pay prescribed fees		
	Collect Body Transfer permit		
Requirements - *Proof of payment of prescribed fees* - *Medical Certificate of Cause of Death/BID Certificate* - *NRC for the deceased and a copy of the NRC for the informant*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Exhumation of Human Remains			*Within 17 days*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Present Authority to exhume remains	*Within 14 days*	
	Pay prescribed fees		
	Witness Exhumation	*Within 2 days*	
Requirements - *Letter of Authority to exhume remains from the Minister of Health/Magistrate* - *Identification Documentation for the Applicant* - *Medical Cause of Death* - *Police Report* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
7. Tombstone Installation Permit			*Within 1 day*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Collect Tombstone		

	Installation Permit		
Requirements - *Proof of payment of prescribed fees* - *Burial permit*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
8. Burial Space Reservation			*Within 3 days*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Select Site	*Within 2 days*	
	Pay prescribed fees		
	Collect receipt		
Requirements - *Proof of payment of prescribed fees* - *Copy of NRC*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
9. Replacement of burial permit			*Within 1 day*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Collect burial permit		
Requirements - *Proof of payment of prescribed fees* - *Letter of appointment as Administrator/ grant of probate* - *Affidavit/Copy of NRC for the deceased* - *Police report*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
10. Issuance of Certificate of Compliance (Health Permit)			*Within 4 days* **Certificate of Compliance Permit (Health Permit) will be issued upon satisfying provisions of public health regulations*
Clients: *Business Houses*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Witness Inspection	*Within 2 days*	
	Collect Compliance Certificate	*Within 1 day*	
Requirements - *Proof of payment of prescribed fees* - *Food Handler's Certificate (where applicable)*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
11. Issuance of Food Handlers Certificate			*Within 1 day*
Clients: *General Public*	*Submit duly completed medical examination form*	*Within 1 day*	
	Pay prescribed fees		

	Collect Food Handler's Certificate		
Requirements - *Proof of payment of prescribed fees* - *Medical examination report*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
12. Issuance of Dog Registration Certificate			*Within 1 day*
Clients: *General Public*	*Submit request and copy of vaccination certificate*	*Within 1 day*	
	Pay prescribed fees		
	Collect Dog Registration Certificate and tag		
Requirements - *Proof of vaccination* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
13. Dog Elimination			*Within 1 day*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Witness Dog elimination		
Requirements - *Proof of ownership/ Nuisance* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
14. Issuance of Occupation Certificate			*Within 4 days*
Clients: *General Public*	*Submit duly completed application form*	*Within 1 day*	
	Witness Inspection	*Within 1 day*	
	Pay prescribed fees		
	Collect Occupation Certificate	*Within 2 days*	
Requirements - *Proof of payment of prescribed fees* - *Approved building plans* - *Stage Inspection Report*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
15. Certification of Food for export			*Within 1 day*
Clients: *General*	*Submit request*	*Within 1 day*	

Public	*Pay prescribed fees*		
	Witness Inspection		
	Collect Food Certification Report		
Requirements - *Proof of payment of prescribed fees* - *Provision of food sample*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
16. Conduct Food Handler's Training			*Within 8 days*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Attend Training	*Within 7 days*	
	Collect Certificate of Attendance		
Requirements - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
17. Issuance of Meat Transportation Permit			*Within 1 day*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Collect Permit		
Requirements - *Proof of payment of prescribed fees* - *Transportation vessel*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
18. Bulk/Special Waste Collection			*Within 5 days*
Clients: *Business Houses and the general public*	*Submit request*	*Within 1 day*	
	Witness Assessment		
	pay prescribed fees	*Within 1 day*	
	Witness collection of Bulk/Special Waste	*Within 3 days*	
Requirements - *Proof of payment of prescribed fees*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
19. Pregnancy and newborn services: First Antenatal visit			*Within 1 hour*
Clients: *Pregnant women and Spouses*	*Provide information for registration and receive antenatal card*	*Within 10 minutes*	
	Receive general	*50 minutes*	

	examination		
	Receive supplements, prophylaxis, treatment where applicable		
Requirements - *Pregnancy*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
20. Pregnancy and newborn services: Antenatal Revisits			*Within 35 minutes*
Clients: *Pregnant women and Spouses*	*Submit antenatal card for registration*	*Within 5 minutes*	
	Receive general examination and counselling	*Within 30 minutes*	
	Receive supplements, prophylaxis, treatment where applicable		
Requirements - *Antenatal card* - *Pregnancy* - *ART card where applicable*			

DEPARTMENT OF PLANNING AND INFORMATION

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Issuance of Development Permit /Permission to Develop			*Within 60 days*
Clients: *General Public*	*-Submit duly completed application form -*	*Within 1 day*	
	-Pay the prescribed fee		
	Collect Development Permit	*Within 59*	
Requirements - *Proof of ownership (Title Deed, Letter of Offer, Occupancy Licence, Consent Letter from the Chief for customary land, letter from owner permitting the developer to conduct works)* - *Proof of payment of prescribed fees* - *Four copies of the building plan* - *Development Permit (for applicants of the Variation Permit)* - *Building Plan attached with ownership documents* *-Survey Diagram*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
2. Issuance of Development Permit /Permission to Develop In principle			
Clients: *General Public*	*-Submit duly completed application form -*	***Within 1 day***	***Within 1 day***
	-Pay the prescribed fee		
	Collect Development Permit		
Requirements - *Proof of ownership (Title Deed, Letter of Offer, Occupancy Licence, Consent Letter from the Chief for customary land, letter from owner permitting the developer to conduct works)* - *Proof of payment of prescribed fees* - *Four copies of the building plan* - *Development Permit (for applicants of the Variation Permit)* - *Building Plan attached with ownership documents* - *-Survey Diagram*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
3. Issuance of Development Permit (Major Development)			*60 days*
Clients: *General Public and MPSAs*	*Submit duly completed application form and Building Plan*	*Within 1 day*	
	Pay prescribed fees		
	Witness Inspection	*Within 5 days*	
	Collect Development Permit	*Within 54 days*	

- *Proof of ownership (Certified copies of the Title Deed, Letter of Offer, Occupancy Licence, Consent Letter from the Chief for customary land, letter from owner permitting the developer to conduct works)*
- *Proof of payment of fees*
- *Four copies of building plan*

Decision Letter from Zambia Environmental Management Agency (where applicable)

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Issuance of Development Permit (Major Development) In Principle			
Clients: *General Public and MPSAs*	*Submit duly completed application form and Building Plan*	***Within 1 day***	***Within 60 days***
	Pay prescribed fees		
	Witness Inspection	***Within 5 days***	
	Collect Development Permit	***Within 54***	

Requirements

- *Proof of ownership (Certified copies of the Title Deed, Letter of Offer, Occupancy Licence, Consent Letter from the Chief for customary land, letter from owner permitting the developer to conduct works)*
- *Proof of payment of fees*
- *Four copies of building plan*
- *Decision Letter from Zambia Environmental Management Agency (where applicable)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
5. Subdivision/Consolidation of Land			*Within 60 days*
Clients: *General Public*	*Submit Duly Completed application form*	*Within 1 day*	
	Pay prescribed fees		
	Witness Inspection	*Within 5 days*	
	Collect Notification	*within 54 days*	

	of Approval/Feedback		
Requirements - *Certified copies of Title Deed* - *Proof of payment of prescribed fees* - *8 Copies of the site plan* - *Certified Copies of NRC* - *Consent Letter from the registered owner* - *Letter Administrator/ grant of probate Where applicable*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Change of Land Use			*Within 60 days*
Clients: *General Public*	*Submit duly completed application form and Building Plan*	*Within 1 day*	
	Pay prescribed fees		
	Witness Inspection	*Within 5 days*	
	Collect Change of Land use approval	*Within 54 days*	
Requirements - *Certified copies of the Title Deed* - *Proof of payment of prescribed fees* - *Eight copies of building plan* - *Decision Letter from Zambia Environmental Management Agency and WARMA (where applicable)* - *Decision letter for Council Public Health Department (Where applicable)* - *Modification Map*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
7. Beacon Identification/Replacement			*Within 5 days*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Collect quotation and pay prescribed fees		
	Witness beacon identification/replacement	*Within 2 days*	
Requirements - *Proof of payment of prescribed fees* - *Ownership documents* - *Site plans and/or survey Diagrams*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
8. Recommendation Letter for Land Tenure Conversion			*Within 60 days*
Clients: *General Public*	*Submit duly completed forms*	*Within 1 day*	

	Pay Inspection fees		
	Witness Inspection	*Within 1 day*	
	Pay conversion fees	*Within 60 days*	
	Collect Recommendation letter		

Requirements

- *Proof of payment of prescribed fees*
- *Site and Location Plan drawn by Registered Planner(ZIP)*
- *Consent Letter from the Chief*
- *Duly completed Land Conversion Regulation Forms I, II and III*
- *Project Proposal for Land which is more than 250 hectares*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
9. Approval for Erection of Bill Board			*Within 6 days*
Clients: *General Public*	*Submit duly completed forms*	*Within 1 day*	
	Witness Inspection	*Within 3 days*	
	pay prescribed fees	*Within 1 day*	
	Issuance of Approval to erect billboard	*Within 1 day*	

Requirements

- *Duly completed application form*
- *Proof of payment*

DEPARTMENT OF COMMUNITY SERVICES

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Club Registration			*Within 7 days*
Clients: *General Public*	*Submit Duly Completed Application Form and request*	*Within 1 day*	
	Collect Quotation		
	Pay Prescribed Fees		
	Collect Certificate of Club Registration	*Within 6 days*	
Requirements - *Proof of payment of prescribed fees* - *Club Constitution* - *Recommendation Letter from Ward Development Committees/Civic Leader* - *Minutes establishing the club* - *List of all club members* - *Certified copies of NRCs for all club members*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
2. Lease of Council Properties			*Within 27 days*
Clients: *General Public*	*Submit written application*	*Within 1 day*	
	Attend Interviews	*Within 21days*	
	Sign and collect Agreement and pay prescribed fees	*Within 5 days*	
Requirements - *Proof of payment of prescribed fees* - *NRC of applicant* - *Copy of Certificate of Incorporation (where applicable* - *Certificate of business Name registration*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
3. Change of Ownership for shops			*Within 67 days*
Clients: Traders in markets and Bus station	*Submit a written request*	*Within 1 day*	
	Submission of documents for verification	*Within 5 days*	
	Collect Quotation and pay prescribed fees	*Within 1 day*	
	Collection of ownership documents	*Within 60 days*	

Requirements

- *Proof of payment of prescribed fees*
- *NRC*
- *Ownership certificate*
- *Contract of Sale (where applicable)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Skills Training Short course (4 months)			*82days*
Clients: *General Public*	*Submit Duly Completed Application Form*	*Within 1 day*	
	Pay Prescribed Fees	*Within 1 day*	
	Attend Training	*Within 60 days*	
	Collect Certificate	*Within 20 days*	

Requirements

- *Certified Copy of NRC for applicant*
- *Pay Prescribed Fees*
- *Academic qualifications (where applicable)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
5. Skills Training long term course 12 months)			
Clients: *General Public*	*Submit Duly Completed Application Form*	*Within 1 day*	*Within 3 years 2 days*
	Collect Acceptance Letter	*Within 1 day*	
	Pay Prescribed Fees		
	Attend Training	*Within 3 years*	

Requirements

- *Proof of payment of prescribed fees*
- *Identification Documentation for parents/guardians*
- *Under 5 Card*
- *Contact Details for parents/guardians*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Issuance of Library membership cards			*Within 1 day for daily users*
Clients: *General Public*	*Submit/request Duly Completed Application Form*	*Within 1 day*	
	Pay prescribed fees		*Within 5 days for annual subscribers*
	Access Library		
	Collect Membership Card	*Within 4 days*	

Requirements - *Certified Copy of NRC* - *Proof of payment of prescribed fees* - *Proof of residence (where applicable)* - *School ID for pupils/students*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
7. Foster Care			*Within 27 days*
Clients: *Zambian Citizens and Foreigners Resident in Zambia*	*Submit application*	*Within 1 day*	
	Undergo Assessment	*Within 7 days*	
	Attend Court Sessions	*Within 14 days*	
	Collect Committal Order	*Within 3 days*	
Requirements - *Proof of nationality, residence and income/assets* - *Proof of marital status (where applicable)* - *Medical certificate from a Government medical facility* - *Police Clearance* - *Reference letter from a person of good standing in society*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
8. Adoption (Local)			*Within 123 days*
Clients: *Zambian Citizens and Foreigners Resident in Zambia*	*Submit application*	*Within 1 day*	
	Undergo counselling	*Within 7 days*	
	Undergo assessment		
	Undergo matching	*Within 14 days*	
	Attend Court Sessions	*Within 14 days*	
	Collect effective date of notice	*Within 7 days*	
	Collect Committal Order	*Within 3 days*	
	Undergo supervision	*Within 60 days*	
	Attend Court Hearing	*Within 14 days*	
	Collect Adoption Order	*Within 3 days*	
Requirements - *Copy of identification documents*			

- *Proof of applicant's official residence in Zambia, income/assets*
- *Proof of marital status (where applicable)*
- *Medical report from a Government medical facility*
- *Police clearance*
- *Consent from child's parent/relative/guardian where applicable*
- *Certificate of attendance of counselling sessions*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
9. Adoption (Inter- Country)			*Within 237 days*
Clients: *Non-Zambians and Zambians living abroad*	*Submit application*	*Within 1 day*	
	Undergo counselling	*Within 14 days*	
	Receive feedback on eligibility		
	Undergo matching	*Within 120 days*	
	Receive feedback from matching	*Within 14 days*	
	Travel and Attend Court Sessions	*Within 14 days*	
	Collect Committal Order	*Within 3 days*	
	Submit duly completed form 1	*Within 1 day*	
	Collect effective date of notice	*Within 7 days*	
	Undergo supervision	*Within 60 days*	
	Collect Adoption Order	*Within 3 days*	

Requirements
- *Copy of identification documents*
- *Proof of residence in receiving country*
- *Proof of income/assets*
- *Proof of marital status (where applicable)*
- *Medical report from recognised medical institution*
- *Police clearance*
- *Reference from a person of good standing in society who has known the applicant for at least five years*
- *Certificate of attendance of counselling sessions*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
10. Shelter for survivors of Gender Based Violence (GBV) /Human Trafficking			*Within 1 day*
Clients: *Survivors of GBV/human trafficking and the general public*	*Submit notification of suspected GBV*	*Within*	
	Undergo Assessment		
	Re-locate to shelter		

Requirements - *Identification documents (where applicable)*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
11. Admission to Old People's Homes			*Within 28 days*
Clients: *Persons aged 65 years and above*	*Submit request*	*Within 1 day*	
	Undergo assessment	*Within 5 days*	
	Relocate to home	*Within 22 days*	
Requirements - *Identification documents (where applicable)*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
12. Bursary Recommendations			*Within 5 days*
Clients: *School leavers*	*Submit request*	*Within 1 day*	
	Undergo assessment	*Within 3 days*	
	Collect feedback slip	*Within 1 day*	
Requirements - *Acceptance letter from tertiary institution* - *School results* - *Death Certificate of parent/guardian (where applicable)* - *Identification documents of applicant and parent/guardian (where applicable)* - *Proof of income of parent/guardian (where applicable)* - *Recommendation from a person of good standing in society*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
13. Social Assistance/Empowerment Programmes			*Within 36 days*
Clients: *Persons aged 60 years and above, persons with disabilities, child headed household, chronically ill individuals on palliative care, victims of minor disasters, abandoned children, female headed households, Households of more than seven members, House hold with children under 5 years of age, Household headed by unemployed youths*	*Submit request (where applicable)*	*Within day*	
	Undergo assessment	*Within 5 days*	
	Collect social support/Empowerment	*Within 30 days*	
Requirements			

- *Identification documents*
- *Police report (where applicable)*
- *Medical Report (where applicable)*
- *Disability Certificate (where applicable)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
14. Child Protection Services			*Within 25 days*
Clients: *Persons under the age of eighteen (18) years, members of the general public*	*Submit suspected child abuse report*	*Within 1 day*	
	Undergo assessment		
	Relocate to secure place (where applicable)		
	Receive feedback on investigations	*Within 4 days*	
	Receive Referral to appropriate service provider	*Within 20 days*	

Requirements
- *Provide contact details*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
15. Life Skills Training			*Within 149 days*
Clients: *General public*	*Submit application*	*Within 1 day*	
	Collect Acceptance	*Within 20 days*	
	Pay prescribed fees	*Within 1 day*	
	Attend lessons	*Within 120 days*	
	Collect Transcript of results	*Within 7 days*	

Requirements
- *Prescribed fees*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
16. Functional literacy training			*Within 24 days (short term)* *Within 2 years, 24 days (long term)*
Clients: *General public*	*Register*	*Within 1 day*	
	Attend Classes	*Within 14 days (short term)* *Within 2 years (long Term)*	
	Collect Certificate of achievement	*Within 7 days*	

Requirements
- *Nil*

Service Type	*Vital Steps*	*Standard of Service*	*Duration*
17. Self Help Initiatives Support			*Within 33 days*
Clients: *Community Groups*	*Submit application*	*Within 1 day*	
	Undergo Appraisal	*Within 2 days*	
	Receive Terms of Agreement and commence project implementation	*Within 30 days*	
Requirements - *Proof of 25% materials intended for the project* - *Minutes of Community Group meetings* - *Project plan* - *Bill of Quantities* - *Certificate of registration* - *Provision of labour*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
18. Micro Credit Facility			*Within 23 days*
Clients: *Women Entrepreneurs and Vulnerable women*	*Submit application*	*Within 1 day*	
	Undergo Appraisal	*Within 5 days*	
	Receive feedback	*Within 2 days*	
	Attend training	*Within 10 days*	
	Collect loan	*Within 5 days*	
Requirements - *Should have a cell phone* - *Proof of community residence* - *Provide social collateral* - *Green National Registration Card*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
19. Issuance of a certificate for sporting clubs			*Within 6 days*
Clients: *General public*	*Submit a duly completed registration form*	*Within 3 days*	
	Pay prescribed fees	*Within 1 day*	
	Witness Inspection	*Within 1 day*	
	Collect certificate	*Within 1 day*	
Requirements - *Proof of payment* - *proof of affiliation* - *Club Constitution* - *Insurance of athletes*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Issuance of Slaughter permit for immature livestock or pregnant livestock			*Within 2 days*
Clients: *Livestock owners, traders, and the general public*	*Submit request*	*Within 1 day*	
	Witness inspection		
	Pay prescribed fees	*Within 1 day*	
	Collect slaughter permit		
Requirements - *Avail animals* - *Proof of ownership* - *Police report (anti-theft unity)* - *Proof of payment of prescribed fees*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
2. Issuance of Meat Inspection Certificate			*Within 1day*
Clients: *Animal owners, traders, and the general public*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Collect Inspection certificate		
Requirements - *Avail animals for inspection* - *Proof of payment of prescribed fees* - *Stock movement permit (where applicable)* - *Police report* - *Proof ownership*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
3. Issuance of Recommendation for sanitary Certificate			*Within 14 days*
Clients: *Hatchery owners, poultry farmers, the general public, Owners of abattoirs, and slaughter slabs processing plants*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Witness inspection	*Within 12 days*	
	Collect recommendation	*Within 1 day*	
Requirements - *Written request* - *Proof of payment of prescribed fees*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Issuance of Animal Health Certificate			*Within 6 days*
Clients: *Animal owners, traders, and the general public*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Collect certificate	*Within 5 days*	
Requirements - *Proof of Payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
5. Issuance of Animal Identification/ Brand mark			*Within 14 days*
Clients: *Owners of animals*	*Submit the duly completed application form*	*Within 1 day*	
	Pay prescribed fees	*Within 1 day*	
	Availability of brand mark	*Within 12 days*	
Requirements - *Duly completed Brand Application form* - *NRC* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Issuance of Laboratory test report for livestock and wildlife samples			*Within 10 days*
Clients: *Livestock farmers, general public, Exporters*	*Submit request*	*Within 1 day*	
	Avail animals for sampling	*Within 1 day*	
	Pay prescribed fees	*Within 1 day*	
	Collect Test Report	*Within 5-7 days*	
Requirements - *Duly completed sample submission form* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
7. Vaccination of Livestock against Management Diseases			*Within 3 days*
Clients: *Owners of animals*	*Make a request*	*Within 1 day*	
	Pay prescribed fees	*Within 1 day*	
	Collect the Vaccinated animal and vaccination certificate	*Within 1 day*	
Requirements - *Proof of payment of prescribed fees* - *Avail Animal for vaccination*			

Service Type	Vital Steps	Standard of Service	Duration
8. Treatment of management diseases			*Within 5 days*
Clients: *Owners of animals*	*Submit request*	*Within 1 day*	
	Pay prescribed fees	*Within 1 day*	
	Collect treatment report	*Within 3 days*	
Requirements - *Proof of payment of prescribed fees* - *Avail Animal for treatment* - *Provision of logistics (where applicable)*			

Service Type	Vital Steps	Standard of Service	Duration
9. Artificial Insemination			*Within 8 days*
Clients: *Livestock farmers, NGOs*	*Submit a duly completed application form*	*Within 1 day*	
	Pay prescribed fees	*Within 1 day*	
	Present animals	*Within 3 days*	
	Collect insemination certificate	*Within 3 days*	
Requirements - *Proof of payment of prescribed fees* - *Animal on heat*			

Service Type	Vital Steps	Standard of Service	Duration
10. Animal Castration			*Within 2 days*
Clients: *Livestock owners/Institutions owning Livestock*	*Make request*	*Within 1 day*	
	Pay prescribed fees	*Within 1 day*	
	Collect sterilization certificate	*Within 1 day*	
Requirements - *Proof of payment of prescribed fees*			

6.0 OUR OTHER STANDARDS

IF YOU CONTACT US BY TELEPHONE:

- *Our staff will identify themselves by name and Department/Section;*
- *We will give clear and easy-to-understand advice;*
- *If we are unable to answer your inquiry immediately, we will advise you when you can expect a response.*

IF YOU WRITE TO US:

- *We will respond to your correspondence within five (05) working days. Our responses will clearly show our reference number, the author's name, office telephone, and email address;*
- *We will endeavor to resolve your inquiry before we send you the response. If we are unable to do so, we will inform you of the progress we are making and when you can expect a response.*

IF YOU VISIT OUR OFFICES:

- *You will be attended to immediately;*
- *You will be screened and ushered to the waiting bay;*
- *If you have an appointment, you will be attended to within 10 minutes of your appointment time; and*
- *Without an appointment, we will endeavor to attend to you within 20 minutes of your arrival.*

**Our clients are encouraged to make appointments whenever possible.*

7.0 CLIENT RIGHTS AND OBLIGATIONS

As our esteemed client, you have the right to expect the highest standards of service delivery from us.

***In this respect, you have the right to**:*

- *Accurate information on the service you are seeking from us;*
- *Privacy and confidentiality concerning personal and financial information, written or oral, that you communicate to us in the course of receiving a service from us;*
- *Be treated with courtesy and consideration in all your dealings with us;*
- *Receive services in the presence of a family member, friend, or other person of your choice;*
- *Guaranteed access to our premises for persons with disabilities;*
- *Protection of your dignity and privacy;*
- *Complain when you receive sub-standard services; and*
- *Participate in the review of this Charter.*

***We ask you the following**:*

- *To treat our staff with courtesy;*
- *To provide accurate information when requested;*
- *To promptly respond to requests for information by us;*
- *To provide details on the next of kin (where applicable);*
- *To be patient with our staff as they serve you;*
- *Not to offer any gifts, favors, or inducements to our staff or solicit the same from them; and*
- *To comply with any existing Acts and Regulations, governing the provision of the service you are seeking.*

8.0 HOW TO COMPLAIN AND COMPLIMENT

We encourage you to provide feedback (complaints and compliments) about our officers and services. When complaining or complimenting we ask that you:

- *Provide personal details such as full name, phone number, and address. This will enable us to respond to your complaint expeditiously.*
- *State clearly why you are happy or not happy with the service or conduct of our officers;*
- *State what you want to be rectified (if not happy); and*
- *Be honest.*

Feedback can be provided via telephone, email, website, and letter or in person by visiting our offices at the address given below:

TOWN CLERK,
Mongu Municipal Council,
Civic Centre, Independence Avenue
P.O. Box 910026
MONGU

***Email**: mongumunicipalcouncil@gmail.com*

mongubilling@gmail.com

***Website**: www.mongucouncil.gov.zm*

***Facebook**: www.facebook.com/ Mongu municipal council*

Office Hours: Monday – Friday ***08.00 – 13.00 hours***

14.00 – 17.00 hours

We are closed on public holidays and weekends. However, we will attend to emergency cases at all times. The number to call for emergency cases is 0770000993

To safeguard your rights, we guarantee you the utmost confidentiality and privacy concerning your identity and the substance of your complaint.

9.0 FEEDBACK MECHANISM

- *We will acknowledge receipt of all complaints, compliments, and suggestions;*
- *We will respond to your written complaints within ten (10) working days of receipt; and*
- *Where we are unable to respond within that time, we will inform you when exactly we will be able to do so.*

10.0 ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE

We will continue to be transparent and accountable in the performance of our duties. To this end, we will publish information on our level of compliance with our service standards and guarantees we have made in this charter.

Specifically, we will:

- *Report performance results against charter commitments to our clients and other stakeholders including our staff in our Annual Report;*
- *Publish a summary of complaints categorized by type and frequency of occurrence and what actions we took in our Annual Report.*

MONGU MUNICIPAL COUNCIL

SERVICE DELIVERY CHARTER