



Republic of Zambia

**OFFICE OF THE
VICE-PRESIDENT**

SERVICE DELIVERY CHARTER

DECEMBER, 2024



REPUBLIC OF ZAMBIA

SERVICE DELIVERY CHARTER
FOR THE
OFFICE OF THE VICE PRESIDENT

DECEMBER, 2024

Prepared by:

OFFICE OF THE VICE PRESIDENT
LUSAKA



TABLE OF CONTENTS

1.0	PURPOSE OF THIS CHARTER	1
2.0	MISSION AND VISION	1
	2.1 MISSION.....	1
	2.2 VISION.....	1
3.0	CORE VALUES	1
4.0	WHAT OUR CLIENTS SHOULD EXPECT FROM US.....	2
5.0	STANDARDS OF QUALITY SERVICE DELIVERY	3
6.0	OUR OTHER STANDARDS	6
7.0	CLIENT RIGHTS AND OBLIGATIONS.....	7
8.0	HOW TO COMPLAIN AND COMPLIMENT	8
9.0	FEEDBACK MECHANISM	9
10.0	ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE	10

SERVICE DELIVERY CHARTER

FOR THE OFFICE OF THE VICE PRESIDENT

FOREWORD

This Service Delivery Charter outlines core services that the Office of the Vice President provides and their associated standards of service delivery. It is also a mechanism for us to effectively and efficiently deliver services.

The revised Charter constitutes a renewal of the “social pact” between the Office of the Vice President, and our esteemed clients. With this Charter, our clients should receive quality services and expect us to continuously improve on service provision.

It also outlines how our clients can lodge complaints or concerns whenever services do not meet their expectations and how they will be addressed. It is, therefore, a tool for us to gauge how services are provided. My office is committed to reviewing the Service Delivery Charter to incorporate emerging developments in the operating environment.

I am confident that this Charter will serve as a tool for enhancing the interface between you our clients and the Office of the Vice President.



Lillian M. Kapusana (Mrs.)

Permanent Secretary (Administration)



1.0 PURPOSE OF THIS CHARTER

- To enhance your awareness of the type of services that the Office of the Vice President provides;
- To explain to you our clients, the standards of service that 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 to you, our clients, the feedback mechanism for complaints, compliments and suggestions regarding our service delivery.

2.0 MISSION AND VISION

2.1 MISSION

“To facilitate Parliamentary business, national guidance, disaster management and resettlement services for accountability, social transformation and improved livelihoods”.

2.2 VISION

“A client focused and value-centred Office of the Vice President”.

3.0 CORE VALUES

The core values of the Office of the Vice President are:

- Integrity:** we are honest and adhere to ethical principles of uprightness, honour and good character in our conduct of business that is beyond reproach.
- Accountability:** we are responsible to the Government and the Public for the decisions and actions taken, and submitting to whatever scrutiny is appropriate to our office.
- Transparency:** we act in a visible, predictable and reasonable manner to promote participation and accountability in the affairs of the Office.

- d. **Confidentiality:** we are trustworthy by not revealing or disclosing privileged information to unauthorised persons or organisations.
- e. **Equity:** we are fair, just and impartial in the provision of services to our clients.
- f. **Loyalty:** we are patriotic and committed to serve the government of the day regardless of our political, religious, social or cultural beliefs.

4.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

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

- *Timely coordination of the conduct of Government business in Parliament;*
- *Timely provision of disaster and emergency relief support services;*
- *Timely provision of resettlement services;*
- *Timely resolution of religious conflict; and*
- *Orientation on National Values and Principles*



5.0 STANDARDS OF QUALITY SERVICE DELIVERY

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

PARLIAMENTARY BUSINESS DIVISION			
1. Service Type: Responses to Questions for Oral answers		Standard of Service	Duration
Clients: The Legislature (Parliament)	Vital Steps		Within 7 days
	Present question	Within 1 day	
	Receive response	Within 6 days	
Requirements - Nil			
Service Type: Responses to Questions for Oral answers (within 14 days)		Standard of Service	Duration
Clients: The Legislature (Parliament)	Vital Steps		Within 14 days
	Present question	Within 1 day	
	Receive response	Within 13 days	
Requirements - Nil			
2. Service Type: Responses to Questions for written answers		Standard of Service	Duration
3.			
Clients : The Legislature (Parliament)	Vital Steps		Within 14 days
	Present question	Within 1 day	
	Receive response	Within 13 days	
Requirements - Nil			

DISASTER MANAGEMENT AND MITIGATION UNIT (DMMU)			
Service Type: Emergency Relief Services		Standard of Service	Duration
Clients: Vulnerable victims of disasters	Vital Steps		Within 2 days
	Report to the District Disaster Management Committee (DDMC)	Within 1 day	
	Participate in the assessment		
	Receive humanitarian assistance	Within 1 day	
Requirements			
-Hazard/Disaster Notification Form			
-Identification documents of the affected (where applicable)			
DEPARTMENT OF NATIONAL GUIDANCE			
DEPARTMENT OF RESETTLEMENT			
Service Type: Resettlement Land		Standard of Service	Duration
Clients: Vulnerable Citizens and groups, Refugees, former refugees	Vital Steps		Within 151 days
	Submit duly completed application form	Within 1 day	
	Attend an interview	Within 60 days	
	Collect feedback	Within 60 days	
	Collect letter of occupancy	Within 30 days	
Requirements			
- Duly completed application form			
- Valid Identification Documents			
- Certificate of Registration, constitution or by laws			
- Prescribed fees			
- Evidence of vulnerability status (Refugee, Disability etc.)			



1. Service Type: Resolution of Religious conflicts		Standard of Service	Duration
Clients: Christian denominations and other religious groups	Vital Steps		Within 14 days
	Lodge in complaint	Within 1 day	
	Participate in dialogue	Within 12 days	
	Collect signed resolution form/referral letter.	Within 1 day	
Requirements - Formal complaint - Provision of evidence			
2. Service Type: Training on the National Values and Principles (NVPs)		Standard of Service	Duration
Clients: Organisations and the general public	Vital Steps		Within 9 days
	Submit request	Within 1 day	
	Attend preparatory meeting	Within 3 days	
	Attend training	Within 5 days	
Requirements - Formal request - Logistics			

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 enquiry 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 enquiry 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;*
- *Without an appointment, we will endeavor to attend to you within 20 minutes of your arrival; and*
- *We shall talk in a clear, simple and audible tone while communicating to you our clients.*

**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 with respect to 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 who are differently abled;
- Protection of your personal dignity and privacy;
- Complain when you receive sub-standard services; and
- Participate in the review of this Charter.

We ask from you the following:

- To treat our staff with courtesy;
- To accurately complete any applicable form(s) and attach all the requested documentation;
- 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, favours 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 names, 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 addresses given below:

The Permanent Secretary (Administration)

Office of the Vice President

P.O. Box 50773

Lusaka, Zambia

Telephone: +260 211 250824/7

Website: <http://www.ovp.gov.zm>

Facebook: Disaster management and mitigation unit OVP

<https://www.facebook.com/OvpDeptNGRA?mibextid=LQQJ4d>

Instagram: https://instagram.com/ovp_deptngra?igshid=YmMyMTA2M2Y

Twitter: <https://twitter.com/ovpdeptngra?s=11>



Our offices are located at

Headquarters: Cabinet Office Grounds, western wing, 4th Floor, Independence Avenue, Lusaka.

Disaster Management and Mitigation Unit: No. 25, Tito Road, Rhodespark, Lusaka

Department of Resettlement: Public Service Pensions House, First Floor, Sapele Avenue, Lusaka

Department of National Guidance and Religious Affairs: New Government Complex, 5th Floor, Western Wing, Nasser Road, Lusaka

**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 toll free number to call for emergency cases is 909

In order to safeguard your rights, we guarantee you utmost confidentiality and privacy in respect of your identity and 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 provide a response within that time, we will inform you when exactly we will be able to do so.
- Customer Satisfaction Survey: We shall conduct a customer satisfaction survey annually; and
- Electronic and print media: We shall monitor comments and provide timely responses to you our clients.

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 categorised by type and frequency of occurrence and what actions we took in our Annual Report.*

