



PREAMBLE

The Grain Marketing Board (GMB) is a Parastatal under the Ministry of Lands, Agriculture, Fisheries, Water and Rural Development, created by an Act of Parliament - Grain Marketing Act [Chapter18:14] to ensure national food security. This Client Service Charter outlines GMB's commitment to clients and stakeholder needs.



VISION

A hub of excellence in Grain Value Chain Management by 2030.



MISSION

To ensure national food security through efficient and sustainable management of the Strategic Grain Reserve.



VALUE

Teamwork, Accountability, Customer Care, Integrity, Transparency & Innovation



MANDATE

Ensuring national food security through the management of the Strategic Grain Reserve (SGR). This mandate is derived from Grain Marketing Act [Chapter 18.14], 1996 Debt Takeover Agreement and National Development Strategies.

GMB CLIENTS

External Clients

Farmers, Transporters, Central Government, Suppliers, Other parastatals, Millers, Financiers, Local authorities, Media, NGOs etc.

Internal Clients

Board Members, Management and Staff.

OUR CLIENT COMMITMENT

To provide quality and efficient services on the following:

Service Standards

| Services | Time |
|--------------------------------|--------------------------------------|
| Grain Intake | 1 hour 45 minutes per 30 tonne truck |
| Grain Dispatch | 1 hour 30 minutes per 30 tonne truck |
| Grain Sales | 20 minutes per transaction |
| Incoming calls | Promptly within 3 rings |
| Inputs Distribution | Within 24 hours |
| Agriculture Inputs Receiving | 1 Hour |
| Wagon offloading | 45 minutes per wagon |
| Vehicle hire eg. 7 ton lorries | Within 24 hours |
| Groundnut shelling | Within 24 hours |
| Weighbridge weighment | Within 10 minutes |
| General Enquiries | Within 24 hours |
| Payments | Within 72 hours |
| Fumigation Services | Within 72 hours |

Organisation's Obligations

GMB will:

- Provide excellent customer service.
- Be courteous, friendly and efficient in all our dealings.
- Ensure that all public premises of our organisation are accessible to people with disabilities.
- Keep clients informed about changes in our products and services.
- Commit to keeping personal information confidential.
- Ensure the safety of our clients within GMB premises.

Clients' Rights

- Prompt and courteous service.
- Professional and accessible service for all.
- Provision of clear and concise information.
- Confidentiality of client's information.
- Prompt response to business enquiries.
- Fairness in service delivery.
- Sensitisation on GMB's services.

Our Expectations

- Honesty
- Truthfulness
- Respect
- Transparency
- Ethical
- Provision of updated contact details

Our Commitments

- Legal and Regulatory Compliance
- Cost Minimisation
- Timeous payments
- Customer Feedback
- Zero tolerance to corruption

Review of Clients Charter

The Client Service Charter is to be reviewed annually.

CONTACTS

GMB Hotline for complaints 024(2) 701898
024 (2) – 701870- 95 or 008677004941
or email on publicrelations@gmbdura.co.zw

CONTACT ADDRESSES

GMB Head Office

Dura Building
179-187 Samora Machel Avenue, Harare
Tel: 701870-95 ,701898 and 008677004941
E-mail: publicrelations@gmbdura.co.zw

GMB BUSINESS HOURS

Monday to Friday - 0800hrs to 1630hrs.
All sites are closed on Saturday, Sunday and Public holidays.

