

Client Service Charter

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 [Chapter 18:14] to ensure national food security. This Client Service Charter outlines GMB's commitment to clients and stakeholder needs.

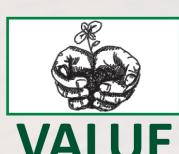


A hub of excellence in Grain Value Chain Management by 2030.



MISSION

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



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



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
- 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.

services.

- Prompt response to business enquiries.
- Fairness in service delivery. Sensitisation on GMB's

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 <u>publicrelations@gmbdura.co.zw</u>

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.

