

**RESEARCH COUNCIL OF ZIMBABWE**



Leadership, Innovation and Development

# **CLIENTS CHARTER**

## **2022**



## 1. Preamble

The Research Council of Zimbabwe (RCZ) client's charter is a statement that provides a clear standards of service you can expect from us. It also guides our employees on clear standards to strive for in service excellence and achieving the RCZ's vision, mission and values.

The Research Council of Zimbabwe (RCZ) is a statutory body established in terms of the Research Act: [Chapter 10:22]. It is mandated to promote, direct, supervise and co-ordinate research. One major function of RCZ is to advise Government on issues of research for the sustainable development of Zimbabwe. RCZ also provides an exceptional forum for interaction and discussion for the mutual benefit of Government, Academia, Industry and Commerce.

The RCZ's role is that of a catalyst, having identified broad areas of national interest, it consults and brings together Government, academia and business to define programmes of work and to seek funds for the identified programmes, projects, events or activities. RCZ establishes and maintains links with professional bodies and centres of excellence to enhance the quality of its role as a facilitator of national and international collaboration.

The mandate of the Research Council of Zimbabwe supports the National vision 2030 of achieving an empowered and prosperous upper middle-income society by 2030. The RCZ through research results utilisation, plays a pivotal role in advising the Nation on policy issues addressing all the 14 priority areas of the National Development Strategy 1 (NDS1) as a strategic tool to achieve the national vision.

## 2. Vision

To be the pivotal leader, steering demand-driven research for wealth creation and the sustainable development of Zimbabwe by 2030.

## 3. Mission

To contribute to the knowledge economy through promoting, directing, supervising, and co-ordinating demand-driven research and the translation of research results into goods and services.

## 4. Core Values

In a bid to accomplish our vision and mission, we commit ourselves in adopting the following values:

- Innovation - We strive to continuously introduce new ideas.
- Integrity - We stand upon the quality of being honest and having strong moral principles as organisational culture.
- Professionalism - We believe in the value of specialised knowledge, self-regulation and service as the competence or skill expected for success in



- research.
- Hunhu/Ubuntu - We are because you are, therefore we pursue communality, sharing, co-responsibility and fairness.
- Servant Leadership - Putting people ahead of self.

## **5. Terms of Reference: Research Chapter 10:22**

The Research Council of Zimbabwe activities are regulated by the Research Act (Chapter 10:22).

## **6. Departments in the Organisation and their Core functions**

The Research Council of Zimbabwe has three departments and an audit section in the office of the Executive Director. The departments are;

- Research Prioritisation, Control & Coordination (RPCC);
- Finance, Administration & Human Resources (FAHR);
- Marketing and External Relations (MER).

### **6.1 Prioritisation, Control & Coordination**

#### **Vision**

To manage and provide highest quality support needed to realise excellence in the implementation of RCZ programmes, projects and related activities.

#### **Mission**

The department's mission is to;

- create systems that track, manage and support the research endeavor.
- improve service to researchers, enhance their ability to obtain funding, and streamlining the processing of their proposals.
- provide stakeholders with convenient access to timely information on the status of proposals and awards.

The result of all this activity should be so that all researchers have the widest possible research opportunities.

#### **Core Functions**

- Formulates National Research Priorities and institutes their periodic reviews.
- Coordinates, directs and facilitates research in Zimbabwe.
- Recommends the creation of new Research Councils and Research Institutes.
- Provides policy direction to Research Councils and Research Institutes.
- Registers Foreign Researchers.
- Directs sharing of research facilities.
- Makes recommendations on Provincial Research and Development programmes.



- Ensures harmonisation of research legislation, review of the Research Act and drafts regulations.
- Services the National research Prioritisation and Strategic Planning, Research Control and Coordination and Foreign Researchers Committees

## **6.2 Finance, Administration & Human Resources**

### **Vision**

To facilitate informed decision making in relation to Council resources in order to sustain the financial strength and viability for continued National Research activities.

### **Mission**

To provide timely, accurate, clear and complete information to its stakeholders, to the Government and accurately report the financial position of RCZ to International Financial Reporting Standards.

### **Core Functions**

- Mobilises financial and human resources for RCZ.
- Manages finances.
- Manages procurement.
- Manages human resources issues.
- Manages records and information.
- Manages assets.
- Produces and controls budgets.
- Services the Finance, Administration and Human Resources, and Remuneration Committees.
- Monitoring and evaluation

## **6.3 Marketing and External Relations**

### **Vision**

To develop and maintain networks with other regulatory authorities nationally, regionally and internationally for the purposes of sharing information on research and research practices.

### **Mission**

To forge linkages with persons, organisations or institutions at bilateral or multilateral levels nationally, regionally and internationally.

### **Core Functions**

- Markets RCZ products including research results utilization.
- Facilitates the publication of scientific or relevant journals.



- Organises research symposia, conferences and workshops.
- Develops, monitors and maintains RCZ's online platforms.
- Develops and monitors the RCZ brand.
- Facilitates National connectedness.
- Facilitates diplomacy or protocol for national and transnational research programmes and Memoranda of Understanding (MoUs).
- Facilitates Regional and International connectedness.
- Publicises RCZ programmes and activities.
- Services the Research Promotion, Publicity and Resource Mobilisation Committee.
- Oversees Corporate Governance.
- Produces Annual Reports.
- Produces Research Index and Research Database.
- Produces Directory of Research Organisations in Zimbabwe.

## **6.4 Internal Audit**

### **Vision**

To diligently support the identification, evaluation and mitigation of risks within the RCZ and its programmes by serving as a proponent for internal controls and continuous improvement.

### **Mission**

To produce independent, and objective assurance activity designed to enhance the organization's operations and help the organization accomplish its goals through a structured approach of evaluating and improving the effectiveness of risk management and control within the RCZ and its programmes.

### **Core Functions**

- Services the Audit and Risk Committee.
- Performs Internal Audits.
- Tests Standards control.
- Ensures that systems are in place for risk management.

## **7. Clients**

### **External Clients of RCZ are as follows;**

- OPC
- Cabinet
- Parliament
- Ministry of Finance and Economic Development
- Ministry of Higher and Tertiary Education, Innovation, Science and Technology



Development

- Other Government Ministries and Departments
- Other Research Councils
- Research Centres and Research Institutes
- Public Universities and Colleges
- Private Universities and Colleges
- Entrepreneurs
- Cooperating Partners
- All Researchers
- Actors in the legal sphere
- Industry and Commerce
- Public
- Media

**Internal Clients of RCZ are as follows;**

- Board Members
- Secretariat

## **8. Service Commitments and Standards**

In terms of service commitments and standards, our clients may expect the following:

**When we serve you in general,**

- We will treat you with courtesy and respect;
- We will give you clear, accurate and timely information or advise you where to find it.

**On Call for proposals and small grants,**

- We will always acknowledge receipt of your submissions within 24 working hours. Feedback will also be provided within 120 days whether or not your proposal has been selected for funding.

**On National Research Priorities,**

- These will be clearly communicated to all stakeholders. Consultations will also be carried out for periodic review, and updating.

**On National Research Database of Zimbabwe,**

- This will be accessible to all stakeholders. Updating of the system will be done regularly and stakeholders will be updated periodically of any developments on the database.



### **When processing foreign researchers' applications,**

- We pledge to conclude the consideration of any foreign researcher application for registration within 90 days of receipt.

### **On Telephone Enquiries,**

- We will answer the phone within three rings and ensure that you get the assistance you require.

### **Contact in person,**

- Our reception area will always be open during working hours to assist you within 10 minutes of your arrival whether or not you have an appointment. Our offices will be closed on special days e.g. Research Symposia.

### **On Emails,**

- We will acknowledge emails and provide a likely timeframe for our response within five working days of receipt of your email.

### **On Website and Social Media platforms**

- We will continuously update our website with relevant and up to date information that is easily understood and available.
- We will continuously post relevant, engaging and up to date information on our social media platforms that allows interactions and feedback.
- We will provide online self service facilities for our clients' convenience.
- We will respond promptly and professionally respond to posts and enquiries on our social media platforms.

## **9. Obligations and Rights**

### **9.1 RCZ's obligations to clients in relation to service provision**

Our clients may expect the following;

- Information on research results.
- Clarity and understanding the role and place of RCZ in the nation.
- Evidence based policy advice.
- Disbursement of funds in national research priority areas.
- Coordination framework for research.
- New knowledge, which upon development of the capacity to absorb, clients may develop products and services.
- Awareness programmes on the relevance of Research and Development (R&D).
- Collaboration in promoting research.



- Platforms to disseminate their research results and sharing experiences.
- Support in research programmes transcending territorial boundaries.

## **9.2 Clients' rights in relation to service provision**

Our clients have the right to the following:

- The right to respect for their individual human worth and dignity.
- The right to be treated with courtesy.
- The right to be assessed for access to services without discrimination.
- The right to be informed about available services.
- The right to express their needs.
- The right to choose from available alternatives.
- The right to pursue any complaint about service provision without fear of victimisation.
- The right to receive good quality services.
- The right to privacy and confidentiality.

## **9.3 Clients' obligations to service provision**

The RCZ expects the following from our clients:

- Providing us with accurate information and high quality documents;
- Being open and honest in your dealings with us;
- Responding timely to our requests;
- Treating our staff with courtesy and respect;
- Providing us with feedback on our services; and
- Contacting us if we have made a mistake, error or otherwise.

## **10. Review of Clients Charter**

We commit to review our Client Service Charter continuously and ensure it is consistent with our Strategic Plan and clients' needs.

The Charter will be reviewed not less than once every three years. The exercise of evaluating our service commitments will be measured through regular client surveys and by monitoring the feedback you provide. We will regularly publish the results on our website and in our annual report.

## **11. Feedback and how to contact the Council**

For the purposes of service delivery evaluations, our doors are widely open for comments, complains, contributions and applauds.

### **11.1 Complaints handling**

While we endeavor to resolve your complaints as quickly as we can, every case is different and some more complicated matters may take longer to resolve.

We will acknowledge written complaints within five working days and respond within 30 working





days.

All official communication should be directed or addressed to:

**The RCZ Executive Director**

**11 Stafford Road,**

**Mt Pleasant**

**Harare**

**Telephone: +263 -242 -304733/681, +263-242- 338258**

**Cell: +263 712 954 330/2**

**Email addresses: [secretary@rcz.ac.zw](mailto:secretary@rcz.ac.zw)**

## **12.Contact Details**

**Physical Address:**

**Research Council of Zimbabwe**

**11 Stafford Road**

**Mt Pleasant**

**Harare**

**Zimbabwe**

**Postal Address:**

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**Harare**

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