

# ZESA HOLDINGS (PVT) LTD



## CLIENT CHARTER



### **List of Abbreviations**

<b>ACRONYM</b>	<b>WORD IN FULL</b>
HR	Human Resources
ICT	Information and Communications Technology
PMU	Procurement Management Unit
PRAZ	Procurement Regulatory Authority of Zimbabwe
SADC	Southern African Development Community
ZENT	ZESA Enterprises
ZERA	Zimbabwe Energy Regulatory Authority
ZESA	ZESA Holdings
ZETDC	Zimbabwe Electricity Transmission and Distribution Company
ZPC	Zimbabwe Power Company

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## **1. Preamble**

This Clients Charter was formulated to provide information on how ZESA Holdings is organised to satisfy Clients' expectations and needs. It is also intended to be a guide to Clients on how they can effectively engage the ZESA Group for resolution of their needs and challenges.

## **2. Vision**

Total electrification of Zimbabwe and supplier of choice to the SADC region by 2030

## **3. Mission**

To supply adequate, safe and reliable electricity and ancillary services.

## **4. Mandate**

ZESA Holdings was formulated in terms of the Electricity Act Chapter 13:19 of 2002 as amended and its mandate is:

- a) Generation of electricity
- b) Transmission of electricity
- c) Distribution of electricity
- d) Retailing of electricity
- e) Provision of telecommunication services
- f) Manufacturing and electricity infrastructure development

## **5. Core Values and Critical Success factors**

### **5.1 Core Values**

As ZESA we believe in values that are Client focused such as, integrity, innovation and accountability as explained below: -

- a) Clients' focus - we are committed to satisfying the needs of our Clients.
- b) Integrity- we are committed to deliver what we promise to all stakeholders in a professional manner.
- c) Innovation- we continuously seek new ways of serving our Clients in terms of production and delivery.
- d) Accountability- we are answerable, responsible and liable to all our stakeholders.

### **5.2 Critical Success Factors**

- a) Pricing – Approval of cost reflective tariffs by Zimbabwe Energy Regulatory Authority (ZERA).

- b) Quality of Services – Meeting Clients’ needs.
- c) Quality of Supply – Ensuring robust Generation, Transmission and Distribution Systems.
- d) Security of Supply – Ensuring availability of electricity to our Clients.
- e) Staff Competence – Ensuring efficient and effective performance.
- f) Communication – Ensuring timely feedback to our clients.
- g) Infrastructure Protection – Safeguarding of our infrastructure through adoption of new security innovations and client engagement.
- h) Bill Settlement – Adopting multiple and innovative of bill payment channels for clients to pay bills timeously.
- i) Compliance –Satisfying all laws, standards and regulations in the electricity sector.

## 6. Departments in ZESA Holdings and their core functions

Entry No	Department	Core Functions
1	Group Finance	<ol style="list-style-type: none"> <li>1. Formulation of financial policies and procedures</li> <li>2. Formulation and monitoring of Group budgets</li> <li>3. Management accounting and financial reporting</li> <li>4. Financial management</li> <li>5. Payroll administration</li> <li>6. Company and Group cash flow management</li> <li>7. Loans and creditors management</li> <li>8. Management of Group external audit process</li> <li>9. Co-ordination of Group fund raising</li> <li>10. Financial performance review of Companies</li> </ol>
2	Group Legal and Corporate Secretariat	<ol style="list-style-type: none"> <li>1. Giving advice to management and the Board</li> <li>2. Organising Board and Committee meetings</li> <li>3. Organising Board Induction programmes</li> <li>4. Ensuring that good corporate governance and ethics is central in the way the organisation is run</li> <li>5. Guiding the Group on legal services and issues including litigations.</li> <li>6. Debt collection for the Group</li> <li>7. Ensure Legal and regulatory compliance</li> </ol>
3	Business Development & Planning	<ol style="list-style-type: none"> <li>1. Strategic planning, and monitoring and evaluation.</li> <li>2. Implementation of the Business Planning Cycle.</li> <li>3. Coordination of System Development Plan</li> <li>4. Providing advisory services on local and foreign investment</li> <li>5. Coordination and optimisation of Companies activities and operations</li> </ol>

		<ol style="list-style-type: none"> <li>6. Preparation and consolidation of Group reports</li> <li>7. Communication with stakeholders on ZESA Group business</li> <li>8. Provision of economic and engineering advisory services to the Group</li> <li>9. Representing ZESA at local and international levels for the purpose of attracting investment and in support of Government initiatives</li> </ol>
4	Corporate Services	<ol style="list-style-type: none"> <li>1. Talent management</li> <li>2. Change management</li> <li>3. Reward Management</li> </ol>

Entry No	Department	Core Functions
		<ol style="list-style-type: none"> <li>4. Industrial relations management</li> <li>5. Training and Development</li> <li>6. Hospitality management</li> <li>7. Staff welfare and wellness</li> <li>8. Management of Estates and transport</li> <li>9. Employee Performance management</li> <li>10. HR Policy formulation and review</li> </ol>
5	Group Performance & Audit	<ol style="list-style-type: none"> <li>1. Group internal and external audits coordination Group</li> <li>2. risk, governance, performance measurement and reporting</li> <li>3. Group audit and risk consultancy services</li> <li>4. Group Insurance</li> <li>5. Management of the whistle blower program</li> </ol>
6	IT	<ol style="list-style-type: none"> <li>1. Formulation of ICT strategy and operational governance processes</li> <li>2. Alignment of ICT strategy and operational plans to the strategic business goals</li> <li>3. Formulation and implementation of the ICT policies</li> <li>4. Provision, maintenance and support of ICT services</li> <li>5. Provision of ICT project management services on systems/solutions to the Group</li> <li>6. Specification and selection of ICT infrastructure and solutions for procurement</li> <li>7. Provision of ICT advisory services</li> <li>8. Development, maintenance and support of systems, standards and procedures</li> </ol>

		9. Evaluate and embrace new technologies for innovative use within the business 10. Maintenance of a secure ICT environment
7	Procurement	1. Implementation of procurement policies and regulations 2. Ensure compliance to procurement regulations. 3. Ensure best practices and market research in the Procurement process. 4. Provide guidance on work requirements and methods of procurement to management. 5. Oversee the preparation of tender bidding documents. 6. Manage the bidding processes including pre-bid meetings, clarifications and the receipt and opening of bids. 7. Prepare and submit procurement and evaluation reports to Management, and PRAZ. 8. Contract Administration and management 9. Registration of Procuring Entity, PMU and Statutory Committee members with PRAZ 10. Liaison point between PRAZ and the organization
8	Group Loss Control	1. Developing and reviewing loss control policy in the organisation 2. Developing and implementing strategies aimed at minimising and mitigating losses in the organisation. 3. Developing and maintaining operational and loss prevention audit programmes, investigations and risk assessment.
<b>Entry No</b>	<b>Department</b>	<b>Core Functions</b>
		4. Coordination integrity investigations and actions designed to reduce losses 5. Identify legal gaps in relevant acts and lobby for amendments 6. Continuous liaison with national security stakeholders and judiciary to enhance protection of the utility assets 7. Developing training interventions to equip loss control staff with relevant skills to execute their mandate efficiently
9	Stakeholder Relations, Communications and Welfare	1. Reputation Management 2. Integrated Communication Management <ul style="list-style-type: none"> <li>• Internal</li> <li>• External</li> <li>• Above and below the line</li> <li>• Awareness Programmes</li> </ul> 3. Stakeholder Relationship Management and Engagement 4. Advisory Services 5. Brand Management 6. Strategy Formulation and implementation

## 7. Business Units under ZESA Holdings and their core functions

Entry No.	Department	Core Functions
1.	Zimbabwe Power Company (ZPC)	(a) Electricity generation (b) Development of power stations (c) Operation and maintenance of power stations (d) Research and development
2.	Zimbabwe Electricity Transmission and Distribution Company (ZETDC)	(a) Development, operation and maintenance of transmission and distribution power systems (b) Operation of the national and international power trading system such as power pooling and generation scheduling (c) Distribution, retail and supply of electricity functions such as connecting new clients, billing and collections (d) Provision of off-grid energy solutions (e) Research and development
3.	ZESA Enterprises (ZENT)	(a) Manufacturing of electrical power system equipment (b) Engineering, procurement, construction and maintenance of power system infrastructure (c) Provision of transport and logistic services (d) Provision of electricity industry materials and services (e) Research and development
4.	Powertel Communications	(a) Provision, maintenance and support of integrated, reliable and secure ICT solutions to support power generation, transmission and distribution.
		(b) Provision, maintenance and support of integrated, reliable and secure ICT solutions for business and retail clients. (c) Provision, maintenance and support of integrated rural datafication services (d) Research and development

## 8. Clients

- a) Electricity consumers
- b) Business Units/Subsidiary companies
- c) Staff
- d) Strategic suppliers



## **9. Services Commitments and Standards**

ZESA Holdings undertakes to:

- a) Treat Clients with courtesy and respect.
- b) Resolve Clients' complaints or disagreements quickly and professionally
- c) Provide our services in a fair and equitable manner.
- d) Act with honesty and integrity.
- e) Prioritise people with special needs as defined in the Zimbabwe Constitution and other Zimbabwe cultural norms.
- f) Place highest priority on safety and always work in a manner that keeps our Clients, the community, our employees and contractors safe from injury and harm.
- g) Work with Clients proactively to understand their business and their needs, and help them to understand our business.
- h) Actively seek mutually beneficial solutions and offer Clients the most cost effective solution to meet their needs.
- i) Adhere to published standards and codes of practice with respect to our products and services.
- j) Endeavour to automate and computerise our systems and operations in line with advances in technology.
- k) Facilitate and coordinate increase in electricity supply through plant optimization, power imports and availability of inputs;
- l) Facilitate and coordinate raising of capital for power, telecommunications and manufacturing infrastructure development;
- m) To be easily accessible to clients and stakeholders, listening to and respecting their interests.
- n) Answer the telephone within 28 seconds, respond on social media within 30 seconds and all written communications in 7 days.

## **10. Obligations and Rights**

### **10.1 ZESA Holdings' obligations to Clients in relation to services and products provision**

- a) Provide relevant, efficient and timely service.
- b) Make timeous response to communication, instructions, requests, returns, complaints and queries;
- c) Provide accurate and relevant information.
- d) Provide products and services in accordance to the law and industry standards.
- e) Treat all Clients in a fair and equitable manner.
- f) To be honesty and professional in all dealings with Clients and Stakeholders.
- g) Support Clients with special needs including but not limited to elderly and disabled.

### **10.2 Organisation's rights in relation to services and products provision**

- a) Full cost compensation for services and products provided.
- b) Discontinue service provision from all defaulters.

- c) Acquire land for the purpose of power network development, manufacturing development and telecommunication network development.

### **10.3 Clients' obligations in relation to services and products provision**

- a) Pay their bills
- b) Promptly provide accurate information required by ZESA Holdings
- c) Make follow ups on late responses
- d) Provide feedback to enable ZESA Holdings to improve service provision.
- e) Supply necessary information which relates to non-compliances with ZESA Holdings specifications and standards.
- f) Allow ZESA Holdings Group personnel to access premises (in accordance with relevant Codes) in which ZESA Holdings equipment is installed.
- g) Report all defects and dangerous situations manifesting on the ZESA Holdings Group plant and equipment.
- h) Refrain from interfering with ZESA Holdings Group plant and equipment.
- i) Take reasonable action to safeguard ZESA Holdings Group plant, equipment and electricity from theft and vandalism.

### **10.4 Clients' rights in relation to services and products provision.**

- a) Efficient and timely service
- b) Prompt responses to queries, complaints and information requests;
- c) Courteous assistance at all times
- d) Lodge complaints to ZESA Holdings Group personnel with regards to unsatisfactory performance.
- e) Voluntarily recommend any innovations or improvements with regards to ZESA Holdings Group services and products.

## 11. Review of Clients Charter

This Clients Charter will be reviewed every two years or whenever a need arises.

## 12. Feedback

Feedback from Clients will be by way of;

- i. Feedback through various media e.g. telephone, social media, suggestion boxes, websites and written complaints.
- ii. Communication from Clients' representative groups like Chamber of Mines and others.

Feedback from internal Clients will be by way of;

- i. ZESA Holdings grievance handling procedures for employees
- ii. Employee best idea programme
- iii. Verbal or written complaints and compliments

Detailed information on our services and products is further provided in the ZESA Group Clients Charters namely; ZETDC Clients Charter, ZPC Clients Charter, Powertel Clients Charter and ZENT Clients Charter.

## 13. Contact Addresses

### 13.1 ZESA Holdings

#### a) ZESA Holdings (Pvt) Ltd

The Executive Chairman  
10<sup>th</sup> Floor Electricity Centre  
25 Samora Machel Avenue  
P O Box 377  
**Harare**

Tel: (+263 242) 774501/2/6/8/24/25/27/31, 774533/6/52-3,

+263 242 773302/04-10,

+263 242 773314/16/18/19/24/28-31/34,

+263 242 774491/96/98-9

Fax: (+263 242) 774542/3

Email: [pr@zesa.net](mailto:pr@zesa.net)

[PowerInvestment@zesaholdings.co.zw](mailto:PowerInvestment@zesaholdings.co.zw); [Investment@zesaholdings.co.zw](mailto:Investment@zesaholdings.co.zw)

Facebook: [@OfficialZESA](#)

Twitter: [OfficialZESA](#)

Youtube: [OfficialZESA \(ZESA Holdings\)](#)

Toll Free: [08018888 \(Netone\)](#), [08080539 \(Econet\)](#)

**Stakeholder Relations, Communications and Welfare**

**General Manager Stakeholder Relations,  
Communications and Welfare**

Telephone: (+263 242) 774501/2/6/8/24/25/27/31,  
774533/6/52-3, +263 242 773302/04-10,  
Direct Line: (+263 242) 754181  
Fax: Nil  
Email: [gmanyaya@zesaholdings.co.zw](mailto:gmanyaya@zesaholdings.co.zw)  
Cellphone: +263 719 165 638  
Website: [www.zesa.co.zw](http://www.zesa.co.zw)

**13.2 Business Units/Subsidiary Companies**

**a) Zimbabwe Power Company**

Managing Director (A)  
ZPC Head Office  
12<sup>th</sup> Floor Megawatt House  
44 Samora Machel Avenue  
P. O. Box MP 274 Mount Pleasant  
Harare  
  
Tel: (+263 242) 250407-9, 770675, 770672  
Fax: (+263 242) 794828, 702840, 794827, 794820  
Email: [pr@zpc.co.zw](mailto:pr@zpc.co.zw)  
Web address: [www.zpc.co.zw](http://www.zpc.co.zw)  
Twitter: [@Officialzpc](https://twitter.com/Officialzpc)  
Facebook: [@Officialzpc](https://www.facebook.com/Officialzpc)  
Contact Person: ZPC Public Relations Executive

**b) Zimbabwe Electricity Distribution and Transmission Company Managing**

Director (A)  
4<sup>th</sup> Floor Electricity Centre  
25 Samora Machel Avenue  
P O Box 377  
Harare  
  
Tel: (+263 4) 774508-35; 773300-30; 7744919  
Fax: (+263 4) 774542  
National Contact Centre Numbers: [+263 242704040](tel:+263242704040); [+263-8688003485/86](tel:+263868800348586)  
Whatsapp Number for National contact centre [\(+263\) 719219977](tel:+263719219977); [\(+263\)715519387](tel:+263715519387);  
[\(+263\) 715519389](tel:+263715519389)  
Deloitte Tip-Off Reporting Toll Free: [08004100/1/3-6](tel:08004100136)

Facebook: [ZetdcOfficial](#)  
Twitter: [@ZetdcOfficial](#)  
Instagram: [@zetdcOfficial](#)  
National Contact Centre Short Code: 704.  
Email: [pr@zedc.co.zw](mailto:pr@zedc.co.zw) ; [marketing@zetdc.co.zw](mailto:marketing@zetdc.co.zw)  
Web address: [www.zetdc.co.zw](http://www.zetdc.co.zw)  
Contact Person: ZETDC Commercial Services Manager

**c) ZESA Enterprises Company**

Managing Director (A)  
ZENT Head Office  
Cnr Harare Drive/ Willowvale Road  
New Ardbennie  
P O Box HR 8726  
Harare

Cell phone +263 779 241 444  
Direct +2634-666784  
Tel +2634-666781-9  
Email: [marketing@zent.co.zw](mailto:marketing@zent.co.zw)  
Web address: [www.zent.co.zw](http://www.zent.co.zw)  
Facebook: [@ZESAEnterprises](#)  
Twitter: [@ZesaEnterprises](#)  
Whatsapp: [+263 772165853/4](#)  
Contact Person: ZENT Business Development and Commercial Executive

**d) Powertel Communications Company**

Managing Director (A)  
Powertel Communications  
No.16 Birmingham Road  
Southerton  
Harare

Cell phone +263 772 100 059  
Tel +263 242 753147/8; 780630/ 748643/ 755704/ 758908  
Email: [sales@powertel.co.zw](mailto:sales@powertel.co.zw)  
Web address: [www.powertel.co.zw](http://www.powertel.co.zw)  
Twitter: [@PowertelZW](#)  
Facebook: [@PowertelZim](#)  
Contact Centre: [powercallcentre@powertel.co.zw](mailto:powercallcentre@powertel.co.zw)  
Contact Centre: [+263 0242753147/ 0714000026](#)  
WhatsApp: [+263717205183](#)  
Contact Person: Marketing Manager