



# **CLIENT SERVICES CHARTER**

## **1. Preamble**

CMED Private Limited is a state enterprise wholly owned by the government. This Charter is as a result of our desire to respond positively to our clients' needs and expectations as well as communicate our set standards and commitment to meeting those needs and expectations. It aims to provide a clear and efficient process of handling customer grievances and ensuring a satisfactory or positive customer experience between customers and CMED services.

The Charter was developed after careful consideration of findings from customer audits, consultations with stakeholders and surveys.

## **2. Mandate**

Our mandate is to provide the following:-

- a) Transport and equipment hire services to the government and private sector;
- b) Repairs and maintenance (vehicles and equipment)
- c) Procurement of vehicles on behalf of Government and Quasi government institutions
- d) Fuel supply to Government fleet and the public
- e) Certification of government drivers and driver training
- f) Construction and Maintenance of Civil works

## **3. Terms of Reference**

- Central Mechanical Equipment Department (Commercialisation) Act [No. 14 of 2000]
- Articles of Association
- Memorandum of Association
- Companies and Other Business Entities Act[Chapter 24:31]

## **4. Clients**

- Government, quasi government organizations and State enterprises
- Corporate, NGOs, Informal Sector, Individuals, Churches and Schools

## **5. Service Commitments and Standards/What to expect from the Organisation**

- 5.1.** Answer telephones within three rings, greet every customer with a smile and attend to every customer within five minutes of arrival
- 5.2.** Every written complaint will be acknowledged within 2 working days of receipt, respond immediately to verbal complaints and queries and handle all clients with respect and courtesy all the time.
- 5.3.** Dispatch hired vehicle/equipment within thirty minutes
- 5.4.** Service vehicles at 20% above AA turnaround times on services as follows; **A** service (4 hours), **B** service (6 hours), **C** service (8 hours) and **E** service (major) (16 hours).
- 5.5.** Carry out inspection and give advice within forty-five minutes of arrival
- 5.6.** Replace tyres within thirty and sixty minutes for light and heavy vehicles respectively.
- 5.7.** Provide 24/7 auto recovery services within one hour for radius not exceeding 30 kilometers.
- 5.8.** Procure vehicles at competitive rates within 4 - 12 weeks of receipt of request
- 5.9.** Refund a cancelled service request within 24 hours
- 5.10.** Attend to and advise the client accordingly to every inquiry within 2 hours of receiving it
- 5.11.** People with disabilities, the elderly and pregnant women to get priority of service over all others

## **6. Obligations and Rights**

### **6.1 Clients' Obligations**

We request our clients to do the following to ensure a durable client-CMED relationship:

- Pay for services rendered within the specified time
- Do not enter into any unethical arrangements with CMED employees or any third party/agent for purposes of availing unauthorized favours, mutual courtesy and respect
- Communicate feedback to us.

### **6.2 Clients Rights**

Every client has a right to:

- Make a choice,

- A fair price,
- Redress of complaint or query on any service related issues,
- Give feedback through direct walk in, phone call, email and suggestion boxes and questionnaires to assist us in responding to your needs.

### **6.3 CMED Rights**

All charged services to be paid promptly and mutual respect and courtesy from our clients

### **7. Feedback/How to contact the Organisation**

We pride ourselves in wide distribution network around the country. Redress of complaints is of paramount importance to us.

Any complaints should be lodged with the key contact persons whose contact details are given below.

As an organization we do not condone acts of corruption and we have a number of corruption fighting mechanisms in place such as;

- Suggestion boxes
- Hotline number for whistle blowers (we protect and respect the anonymity of the whistle blower)
- CCTVs mounted throughout the premise.
- Internal security (Loss Control department) to investigate thoroughly any reported cases of corruption
- Integrity committee to evaluate and assess the processes on a periodic basis

### **8. Contact Address**

Address: Cnr Rekayi Tangwena & Hebert Chitepo Avenue, Harare

Website: [www.cmed.co.zw](http://www.cmed.co.zw) Email: [customerservices@cmed.co.zw](mailto:customerservices@cmed.co.zw)

Phone: (0242) 759459 or 759517

Facebook: [@CMED \(Private\) Limited](https://www.facebook.com/CMEDPrivateLimited) Twitter: [@CMED Pvt Ltd](https://twitter.com/CMED_Pvt_Ltd)