



REPUBLIC OF ZAMBIA

SERVICE DELIVERY CHARTER
FOR THE
PUBLIC SERVICE MANAGEMENT DIVISION

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FORWORD

Our Service Delivery Charter constitutes a “social pact” between ourselves, as Public Service Management Division (PSMD), and you our esteemed clients. It reflects our commitment to deliver high quality services on a continuous basis. It provides a way for you, our clients to hold us accountable for the quality of service delivery outside the legal system.

The Division is cognisant of the Human Resource Management Reforms and the aspirations of the Seventh National Development Plan (7NDP) and Division’s 2018 – 2021 Strategic Plan. This Service Delivery Charter, therefore, outlines the minimum standards for the services offered by the Division. It also outlines obligations of our clients to enable the Division to provide services within stipulated time frames. Further, it provides mechanisms for giving feedback and/or lodging complaints. The service charter is not an end in itself but a means of enhancing effectiveness and efficiency.

The Division will endeavour to make this charter a living document that will evolve in line with changes in the Division and our clients. To this end, my Division has established a mechanism of monitoring, evaluating and disseminating results of charter implementation. This will be done through independent surveys and consultations with our clients.

I therefore pledge that all staff in the Division will use the Charter as a means to enhance constructive dialogue and interaction with our clients.

Bornface C. Chimbwali
Permanent Secretary
PUBLIC SERVICE MANAGEMENT DIVISION

1.0 PURPOSES OF THIS CHARTER

- a) To enhance our clients' awareness of the type of services that the Division provides;
- b) To explain to our clients the standards of services they should expect to receive;
- c) To outline your rights and responsibilities as a client;
- d) To explain our rights and responsibilities as the service provider; and
- e) To explain how our clients can lodge complaints and make suggestions about our service delivery.

2.0 VISION

To be a smart and value-centred Public Service Management Division.

3.0 MISSION

To ensure high quality performance in the Public Service.

4.0 CORE VALUES

In serving you, we pledge to uphold the following core values:

i. **Integrity:**

We pledge to be honest and adhere to strong ethical moral principles of uprightness, honour and good character in our conduct of business.

ii. **Professionalism:**

We pledge to adhere to the Public Service Code of Ethics and be diligent and excellent in the execution of our business.

iii. **Confidentiality:**

We pledge to be trustworthy and ethical by not revealing or disclosing privileged information to unauthorized persons.

iv. Impartiality:

We pledge to be objective and non-discriminatory in the execution of our duties.

v. Loyalty:

We pledge to adhere to the Constitution of the Republic of Zambia in undertaking our mandate. We also pledge to be patriotic by putting the Nation above self.

5.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In support of the above values, the Public Service Management Division will strive to continuously improve the standard of service that we provide so as to meet your needs and expectations. To this end, our esteemed clients have the right to expect the highest quality of services as outlined below:

- a. Payroll Management and Establishment Control services;
- b. Training and Development policy guidance;
- c. Technical support on Individual Performance Management;
- d. HR planning and Forecasting support;
- e. Guidance on records management and procedures;
- f. Interpretation of Terms and Conditions of Service;
- g. Recruitment, Placement and Separation; and
- h. Third Party payroll transactions

6.0 STANDARDS OF QUALITY SERVICE DELIVERY

In conformity with the law and core values espoused in our 2018 -2021 Strategic Plan, we pledge to provide services in accordance with the following standards.

6.1 PMEC SUPPORT SERVICES DEPARTMENT

Service Type		Standard of Service	Duration
1. Payroll Transfer			
Clients: Govt. Ministries/Institutions	Vital Steps		Within six (06) days
	Submit Arrival Advice & letter of transfer	01 day	
	Verify transfer	05 Days	
Requirements <ul style="list-style-type: none"> - Audited Arrival Advice - Audited Letter of transfer - Audited Request letter 			
Service Type		Standard of Service	Duration
2. Loading of structures			
Clients: Govt. Ministries/Institutions	Vital Steps		11 days
	Submit request, approved structure and Treasury Authority	01 day	
	Receive acknowledgement of submission	05 days	
	Verify loading of structure	05 days	
Requirements <ul style="list-style-type: none"> - Approved Structure - Treasury Authority - Request to load structure 			
Service Type		Standard of Service	Duration
3. Payroll Reports			
Clients: Govt. Ministries/Institutions	Vital Steps		05 days
	Submit request	01 day	
	Receive report	04 days	
Requirements Request for report			

Service Type		Standard of Service	Duration
4. Third Party Deduction			
Clients: Financial Institutions, Trade Unions, Government Ministries/Institutions, Individuals, Service Providers / Vendors, Training Institutions, Religious Institutions	Vital Steps		12 days
	Submit request to effect deduction	01 day	
	Collect report	11 days	
Requirements - Deduction Code - Monthly Inputs			
Service Type:		Standard of Service	Duration
5. End User Training			
Clients: Government Ministries/ Institutions	Vital Steps		07 days
	Submit request for training	01 day	
	Provide logistics	01 days	
	Attend training	05 Days	
Requirements - Request for Training - Logistics - Candidate eligible for training			

6.2 TECHNICAL SERVICES DEPARTMENT

Service Type		Standard of Service	Duration
1. Unpaid Leave			Within 05 days
Clients: Govt. Ministries/Institutions	Vital Steps		
	Submit recommendation letter and application for unpaid leave	01 day	
	Receive approval / rejection	04 days	
Requirements <ul style="list-style-type: none"> - Application letter - Recommendation letter 			
Service Type		Standard of Service	Duration
2. Resignation			Within 05 days
Clients: Govt. Ministries/Institutions	Vital Steps		
	Submit recommendation letter and application for resignation	01 Day	
	Receive approval / rejection	04 days	
Requirements <ul style="list-style-type: none"> - Application letter - Recommendation letter 			
Service Type		Standard of Service	Duration
3. Excess Leave Days			Within 05 days
Clients: Govt. Ministries/Institutions	Vital Steps		
	Submit recommendation letter, approved leave form and application letter	01 day	
	Receive approval / rejection	04 days	
Requirements <ul style="list-style-type: none"> - Application letter - Recommendation letter - Approved Leave Form - Justification for not proceeding on leave 			

Service Type		Standard of Service	Duration
4. Disposal of Disciplinary case			Within 65 days
Clients: Govt. Ministries/Institutions	Vital Steps		
	Submit recommendation letter, charge sheet minutes of Institutional Disciplinary Committee, exculpatory letter, and Evidence (Where applicable)	01 day	
	Receive acknowledgement of submission	04 days	
	Receive conveyance	60 days	
<ul style="list-style-type: none"> - Requirements - Charge sheet - Minutes of Institutional Disciplinary Committee - Exculpatory Letter - Recommendation letter - Evidence (Where applicable) 			
5. Retirement			
Clients:	Vital Steps		Within Forty-three (43) working days
Govt. Ministries/Institutions	Submit recommendation for retirement	01 day	
	Receive acknowledgement of submission	05 days	
	Receive conveyance	37 days	
Requirements			
<ul style="list-style-type: none"> - Application for retirement form - Retirement recommendation letter 			

6.3 HUMAN RESOURCE INFORMATION AND PLANNING DEPARTMENT

Service Type		Standard of Service	Duration
1. Installation/re-organisation of Record Management systems			Within 17 days
Clients: Government Ministries / Institutions, Statutory Bodies	Vital Steps		
	Submit request	01 day	
	Provide logistics	01 day	
	Attend Installation / Re-organisation	10 days	
	Receive Installation / Re-organisation report	05 days	
Requirements			
<ul style="list-style-type: none"> - Letter of request - Logistics 			
Service Type		Standard of Service	Duration
2. In-House Records Management Training			Within 12 days
Clients: Government Ministries / Institutions, Statutory Bodies	Vital Steps		
	Submit request	01 day	
	Provide logistics	01 day	
	Attend Training	05 days	
	Receive Training report	05 days	
Requirements			
<ul style="list-style-type: none"> - Letter of request - Logistics 			
Service Type		Standard of Service	Duration
3. Installation of Performance Management Package (PMP)			Within 12 days
Clients: Government Ministries / Institutions, Statutory Bodies	Vital Steps		
	Submit request	01 day	
	Provide logistics	01 day	
	Attend workshop	05 days	
	Receive workshop report	05 days	

Requirements			
<ul style="list-style-type: none"> - Letter of request - Logistics 			
Service Type		Standard of Service	Duration
4. Treasury Authority			Within 61 days
Clients: Government Ministries / Institutions	Vital Steps		
	Submit request for TA and position distribution report	01 day	
	Receive TA or regret	60 days	
Requirements			
<ul style="list-style-type: none"> - Letter of request - Position Distribution Report 			
Service Type		Standard of Service	Duration
5. Validation of positions			Within 05 days
Clients: Government Ministries / Institutions	Vital Steps		
	Submit request for verification	01 day	
	Receive Validation Report	04 day	
Requirements			
Letter of request			

6.4 DEPARTMENT HUMAN RESOURCE DEVELOPMENT

Service Type		Standard of Service	Duration
1. Study Leave			Within 14 days
Clients: Government Ministries/Institutions	Vital Steps		
	Submit recommendation	01 day	
	Receive Approval / rejection	13 days	
Requirements <ul style="list-style-type: none"> - Recommendation letter from Responsible Officer - Acceptance letter from training provider - Letter of appointment - Confirmation letter - DHRD form 4, Distance Study - DHRD form 5, Bonding Agreement - DHRD form 3, Study Leave - DHRD form 2, GRZ sponsorship - DHRD form 1, Training Plan - Letter of offer of sponsorship - Proof of financial capacity (self sponsorship) 			

6.5 RECRUITMENT & PLACEMENT DEPARTMENT

Service Type		Standard of Service	Duration
1. Recruitment			Within 61 days
Clients: Government Ministries / Institutions, General Public	Vital Steps		
	Submit recommendation or application	01 day	
	Receive conveyance/ appointment	60 days	
Requirements <ul style="list-style-type: none"> - Recommendation/ Application Letter - Academic & Professional Qualification - Copy of NRC - Post ID (Where applicable) - Practising licence (where applicable) 			
Service Type		Standard of Service	Duration
2. Placement (Promotion, Transfer, Acting Appointment, Regrading, Attachment, Secondment)			Within 61 days
Clients: Government Ministries / Institutions	Vital Steps		
	Submit recommendation	01 day	
	Receive conveyance	60 days	
Requirements <p>Promotion</p> <ul style="list-style-type: none"> - Letter of recommendation - Academic & Professional Qualification - APAS (Where applicable) - Post ID <p>Acting Appointment</p> <ul style="list-style-type: none"> - Letter of recommendation - Academic & Professional Qualification - Post ID (Where applicable) - Proof of absence (Administrative Convenience) <p>Transfer</p> <ul style="list-style-type: none"> - Letter of recommendation - Post ID - <p>Attachment</p>			

- Letter of recommendation

Regrading

- Letter of recommendation
- Post ID

3. Service Type		Standard of Service	Duration
Recruitment on Contract (Zambian Nationals)			Within 61 days
Clients: Government Ministries / Institutions, General Public	Vital Steps		
	Submit recommendation or application	01 day	
	Receive conveyance/ appointment	60 day	

Requirements

- Recommendation/ Application Letter
- Academic & Professional Qualification
- Copy of NRC
- Post ID (Where applicable)
- Practicing Licence (Where applicable)

4. Service Type		Standard of Service	Duration
Recruitment on Contract (Non Zambian)			Within 91 days
Clients: Government Ministries / Institutions, General Public	Vital Steps		
	Submit recommendation or application	01 day	
	Receive conveyance/ appointment	90 days	

Requirements

- Recommendation/ Application Letter
- Academic & Professional Qualification
- Copy of NRC
- Post ID (Where applicable)
- Work Permit



5.Service Type		Standard of Service	Duration
Secondment			Within 15Days
Clients: Government Ministries / Institutions,	Vital Steps		
	Submit recommendation	01 day	
	Receive conveyance	14 days	
Requirements: <ul style="list-style-type: none"> - Letter of recommendation - Letter application for secondment - Offer of employment & contract - Job Description 			

7.0 OUR OTHER STANDARDS

IF YOU CONTACT US BY TELEPHONE

- Our staff will identify themselves by name and department.
- We will give clear and easy to understand advice
- If we are unable to answer your enquiry immediately, we will advise you when you can expect a response.

IF YOU WRITE TO US

- We will respond to your correspondence within 5 working days. Our responses will clearly show our reference number, the author's name, office telephone, fax and email address.
- We will endeavour to resolve your enquiry before we send you the response. If we are unable to do so, we will inform you of the progress we are making and when you can expect a response.

IF YOU VISIT OUR OFFICES

- You will be attended to immediately;
- You will be screened and referred to the appropriate office within 5 minutes;
- If you have an appointment, you will be attended to within 5 minutes of your appointment time; and
- Without an appointment, we will endeavour to attend to you within 20 minutes of your arrival.

8.0 CLIENT RIGHTS AND OBLIGATIONS

As our esteemed client, you have the right to expect the highest standards of service delivery from our Division.

In this respect, you have the right to:

- Accurate information on the service you are seeking from us;
- Privacy and confidentiality with respect to personal and financial information, written or oral, that you communicate to us in the course of receiving a service from us;
- Be treated with courtesy and consideration in all your dealings with us;

- Complain when you receive sub-standard services; and
- Participate in the review of this charter.

We ask from you the following:

- To treat our staff with courtesy;
- To provide accurate information when requested;
- To promptly respond to our requests for information;
- Not to offer any bribes, favours or inducements to our staff or solicit the same; and
- To comply with any existing Acts and Regulations, governing the provision of the service you are seeking.

9.0 HOW TO COMPLAIN AND COMPLIMENT

We encourage you to provide feedback (complaints and compliments) about our officers and services. When complaining, we ask that you:

- State clearly why you are not happy with the service or conduct of our officers;
- State what you want to be rectified; and
- Be honest.

In order to safeguard your rights, we guarantee you the utmost confidentiality and privacy in respect of your identity and substance of your complaint.

However, we encourage you to provide personal details such as postal address, telephone, email or fax. This will enable us to respond to your complaint expeditiously.

Feedback can be provided via telephone, email, fax, and letter or in person by visiting our offices at the address given below:

The location of our Headquarters is as follows:

