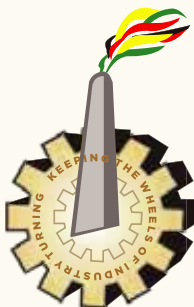




GOVERNMENT OF ZIMBABWE



MINISTRY OF INDUSTRY AND COMMERCE

CLIENT SERVICE CHARTER



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PREAMBLE

This Client Service Charter is a commitment by the Ministry of Industry and Commerce (MoIC) to clients that it will offer and facilitate the provision of high quality services. The Ministry makes a commitment to fulfil its mandate as espoused in the Constitution of the Republic of Zimbabwe (section 203) and as clearly outlined by the Public Service Commission (PSC) Mission and Vision statements. The Ministry has adopted a citizen-centric approach towards service delivery. In line with best practices procedures, the Ministry staff have been trained to behave and act in a manner that enhances organisational competence and upholds the Clients' rights. The Ministry commits to continued adoption of modern technologies in order to improve service delivery and accessibility at all times. In line with Vision 2030, the Ministry continues to consult all stakeholders and clients on programmes, activities and policy to enable the creation of an inclusive economy that grows leaving no one and no place behind.



Ministry of Industry and Commerce Reception Area



1.0 MANDATE

The Ministry of Industry and Commerce is mandated to promote the development of vibrant, sustainable, and globally competitive industrial and commercial enterprises by providing an enabling policy and regulatory framework.

2.0 VISION

A thriving, innovative, advanced and diversified Industry and Commerce by 2030.

3.0 MISSION

To facilitate and promote the development of sustainable, innovative, inclusive, competitive industrial and commercial enterprises that are regionally and globally integrated.

4.0 CORE VALUES

- **Diligence**

Apply earnestness and persistence to our work.

- **Integrity**

Being honest, fair, observing equality and moral principles.

- **Professionalism**

Committed to proficiency, reliability and excellence.

- **Teamwork**

Valuing a united family and treating one another with respect whilst acknowledging our different roles in achieving desired results.



- **Accountability**

Ability of staff and organization to honour commitments, to clients and to each other.

- **Innovativeness**

Ability of staff to bring new ideas, methods and creative thinking.

4.1 TERMS OF REFERENCE

- Constitution of Zimbabwe Amendment (No. 20) Act of 2013
- Bonus Prohibition Act [Chapter 14:03] (Act No 11 of 1888)
- Commercial Premises (Lease Control) Act [Chapter 14:04] (Act 42 of 1983)
- Competition Act [Chapter 14:28] (Act No. 7 of 1996)
- Consumer Protection Act [Chapter 14:14] (Act No. 5 of 2019)
- Control of Goods Act [Chapter 14:05] (Act 12 of 1954)
- Export Credit Reinsurance Act [Chapter 24:06] (Act 43 of 1965)
- Food and Food Standards Act [Chapter 15:04] (Act 25 of 1971) (jointly administered with the Minister of Health and Child Care)
- Indigenisation and Economic Empowerment Act [Chapter 14:33] (Act No. 1 of 2020)
- Industrial Development Corporation Act [Chapter 14:10] (Act 51 of 1973)
- Iron and Steel Industry Act [Chapter 14:11] (Act 18 of 1942)
- Merchandise Marks Act [Chapter 14:13] (Act 9 of 1974)
- Metrication (Conversion and Adoption) Act, 1971 (Act No. 43 of 1971)
- National Competitiveness Commission Act, 2017 (Act No. 6 of 2017)
- One-Stop Border Posts Control Act [Chapter 3:04] (Act No. 2 of 2007)
- Produce Export Act [Chapter 18:17] (Act 4 of 1921)
- Standardisation of Soap Act [Chapter 14:18] (Act 2 of 1957)
- Standards Development Fund Act [Chapter 14:19] (Act 3 of 1987)
- Sugar Production Control Act [Chapter 18:19] (Act 23 of 1964)
- Trade Coupons Act [Chapter 14:21] (Act 19 of 1964)
- Trade Development Surcharge Act [Chapter 14:22] (Act 25 of 1991)
- Trade Measures Act [Chapter 14:23] (Act 51 of 1973)



- White Phosphorus Matches Act [Chapter 14:25] (Ord 1 of 1912)
- Zimbabwe Development Corporation Act [Chapter 24:15] (Act 37 of 1994)
- Zimbabwe International Trade Fair Act [Chapter 14:26] (Act 17 of 1963)
- Zimbabwe State Trading Corporation (Repeal) Act, 1998 (Act No. 1 of 1998)

5.0 OVERALL MINISTRY MANDATE

- Develop and implement inclusive and sustainable policies, strategies and programmes that strengthen the manufacturing and other sectors of the economy and increase value addition and competitiveness.
- Formulate and implement coherent, predictable and transparent regulatory instruments that propel economic growth while safeguarding all economic citizens, particularly the consumers.
- Ensure effective participation by private sector in negotiations of regional and international trade agreements with the Ministry of Foreign Affairs and International Trade.
- Organise and coordinate the hosting of Zimbabwe International Trade Fairs
- Facilitate the revitalisation of local industries and promote the adoption of effective strategies for e-enabled businesses
- Oversee the operations of parastatals, state-owned enterprises and grant-aided institutions that fall within the jurisdiction of the Ministry.
- Create strong collaboration with the tertiary and research institutions to facilitate the transfer of scientific knowledge and technological innovation to escalate industrialization, economic growth and prosperity.



6.0 DEPARTMENTS IN THE MINISTRY AND THEIR FUNCTIONS

The Ministry is comprised of two technical divisions namely, Industry and Commerce. The division of Industry has the following departments: Industrial Development, & Investment Promotion and Export Development. The other division of Commerce has three departments that is Commerce and Consumer Affairs, Quality Assurance and Trade Measures & Economic Empowerment. These are supported by the following departments; Strategic Policy Planning, Monitoring and Evaluation, Finance and Administration, Human Resources, Legal Services, Gender Mainstreaming, Inclusivity and Wellness Department & Communication and Advocacy, Internal Audit and Procurement Management Units.

7.0 DEPARTMENTS IN THE MINISTRY

To achieve the implementation of the Ministry mandate; functions, roles and responsibilities are shared amongst the following Departments and Units:

- Industrial Development Department
- Investment Promotion and Export Development
- Commerce and Consumer Affairs Department
- Quality Assurance and Trade Measures Department
- Strategic Policy Planning, Monitoring and Evaluation Department
- Finance and Administration Department
- Communication and Advocacy Unit
- Gender Mainstreaming, Inclusivity and Wellness Department
- Human Resources Department
- Legal Services Department
- Information and Communication Technology Department
- Internal Audit Unit
- Procurement Management Unit
- Economic Empowerment Department



7.1 INDUSTRIAL DEVELOPMENT DEPARTMENT

- Formulate, review, implement and monitor the industrial development policy;
- Coordinate industrial activities;
- Create a conducive environment for industrial growth;
- Facilitate resuscitation of closed and ailing companies;
- Monitor the operation of strategic industries;
- Promote value addition and import substitution activities.
- Monitor the production of goods;
- Enhance operational capacity of Government Companies, State Enterprises and/or Parastatals; and
- Promote competitiveness in industry, including the Green Industry Initiative.

7.2 INVESTMENT PROMOTION AND EXPORT DEVELOPMENT

- Implement investment policies to attract investors in the Manufacturing sector
- Participate in bilateral, regional and multilateral negotiations in consultation with the Ministry of Foreign Affairs and International Trade;
- Analyse data/information on national and global investment trends and advise all economic sectors of the economy;
- Implement Export Development policies and strategies;
- Implement the provisions of regional and international trade agreements;
- Coordinate hosting of the Zimbabwe International Trade Fair;
- Coordinate local companies to participate at foreign exhibitions, expos and trade shows;

7.3 COMMERCE AND CONSUMER AFFAIRS DEPARTMENT

- Create a conducive environment for commercial growth;
- Formulate and implement Policies and Strategies for Sustainable industrial and commercial growth.
- Coordinate and monitor commercial sector activities;
- Develop, review and implement Consumer Protection Policies and Strategies, for the growth of the commercial sector.
- Develop and implement pricing policies and models for essential products;



- Monitor developments in the domestic trade sector and the price and availability of basic commodities
- Facilitate and promote implementation of One Stop Border Posts to facilitate trade and enhance ease of doing business.
- Facilitate resolution of Commercial Rent disputes and determination of fair commercial rent through the Commercial Rent Board.
- Promote the use of mobile platforms for e-commerce.

7.4 QUALITY ASSURANCE AND TRADE MEASURES DEPARTMENT

- Promote the development and implementation of quality policies and strategies;
- Facilitate the development and implementation of mandatory standards;
- Promote accreditation of Zimbabwe testing, calibration inspection and certification facilities;
- Promote and implement Legal Metrology programmes, policies and strategies;
- Collaborate with regulators on the enforcement of mandatory standards;
- Negotiate and facilitate domestication of regional and international commitments for standards and quality assurance;
- Conduct market surveillance on quality and conformity assessment of imported and locally produced goods and services;
- Implement programmes to enhance quality of products and services;

7.5 STRATEGIC POLICY PLANNING, MONITORING AND EVALUATION

- Coordinate the formulation, implementation and review of the Ministry's Strategic Plan & annual, quarterly and monthly work plans;
- Coordinate the implementation and data inputting, through Government's E-enabled platforms, such as the Whole of Government Performance Management System (WoGPMS);



- Conduct research that supports the Ministry's mandate and advise on appropriate industrial and commercial policies;
- Develop, and maintain an accurate and comprehensive up to date Industry and Commerce database;
- Develop and review appropriate and effective M & E systems and Log Frame;
- Conduct Monitoring and Evaluation and reviews on the performance of the national development programmes, inclusive of the rapid results initiatives and Ministry's programmes and projects;
- Coordinate the submission of Parliamentary and Cabinet responses;
- Coordinate the formulation and monitor implementation of Strategic Plans by State Owned Entities under the Ministry;
- Coordinate and monitor the implementation of the Performance Contracts for Minister, Board Chairpersons, Permanent Secretary and Heads of State-Owned Enterprises;
- Monitor and evaluate compliance with Government's corporate governance architecture and other government policy directives amongst State Owned Entities under the purview Ministry; and
- Develop Ministry Risk Framework and Register

7.6 FINANCE AND ADMINISTRATION DEPARTMENT

- Produce Financial Accounting, Reporting and Management on Appropriation, Funds, Grants and Loans;
- Coordinate and prepare the Ministry's estimates of revenue and expenditure;
- Execute, monitor and control the budget;
- Maintain proper and adequate accounting records;
- Develop proper systems of internal control;
- Prepare and submit Statutory returns to Parliament, Treasury and Auditor General;
- Revenue Collection;
- Assets, inventory and material management;
- Conduct Boards of Inquiries and Surveys to assess monetary values on damages to state property



- Formulate and implement risk management policies and strategies
- Create and maintain business relationships with service providers and contractors.

7.7 GENDER MAINSTREAMING, INCLUSIVITY AND WELLNESS DEPARTMENT

- Coordinate the formulation, implementation and evaluation of gender mainstreaming, inclusivity and wellness policies, strategies and programmes in the Ministry in consultation with Heads of department;
- Provide technical expertise/advice on capacity building, knowledge building and management of gender mainstreaming, inclusivity and wellness issues;
- Promote workplace policies and procedures that ensure inclusivity in the Ministry;
- Develop and maintain strategic partnerships with stakeholders to entrench gender mainstreaming, inclusivity and wellness issues in the Ministry and ensure that they feed into the national agenda;
- Coordinate the implementation of policies and programmes on the welfare of persons with disabilities in the Ministry;
- Ensure that public utilities in the Ministry are accessible and do not discriminate against persons with disabilities;
- Develop and manage capacity development programmes to enhance members in the Ministry's understanding of gender mainstreaming, inclusivity and wellness issues;
- Audit Ministry policies, procedures and systems to ensure that the working environment upholds employee wellbeing as culture and develop appropriate wellness programmes;
- Develop Policies and Initiatives that combat drug and substance abuse at workplace;
- Promote occupational health and Safety at the workplace

7.8 HUMAN RESOURCES DEPARTMENT

- Facilitate the appointment, regrading, transfers, promotion and termination of employment;



- Manage and control the establishment of the Ministry.
- Facilitate training and development programmes for staff;
- Coordinate the development of an efficient and effective human resources information system;
- Monitor the implementation of Results Based Performance Management and system;
- Promote occupational health and safety;
- Manage employee relations and disciplinary processes; and
- Manage information and communication systems including library and records.

7.9 COMMUNICATION AND ADVOCACY UNIT

- Develop and implement a comprehensive communication strategy;
- Coordinate and facilitate media coverage;
- Branding of Ministry events, projects and programmes;
- Daily media monitoring and updates for the Ministry;
- Handle media and any other inquiries;
- Manage the Ministry's digital platforms;
- Produce and publish Ministry publications;
- Plan and coordinate Ministry exhibitions;
- Carry out opinion surveys and client satisfaction surveys;

7.10 LEGAL SERVICES DEPARTMENT

- Providing sound legal advice to the Ministry and its stakeholders on a wide range of legal issues, including commercial law, corporate law, consumer protection law, competition law, and other relevant laws;
- Drafting and reviewing legal documents, such as contracts, legislation, and policies;
- Facilitate effective legal representation of the Ministry in court proceedings;
- Monitoring and advising on legislative developments that affect the Ministry's work;
- Promoting the rule of law and good governance in the Ministry's operations



7.11 INFORMATION AND COMMUNICATION TECHNOLOGY DEPARTMENT

- Spearhead adoption of digital services and digital transformation initiatives within the Ministry.
- Manage and maintain the ministry's ICT infrastructure, including networks, servers, and hardware.
- Develop and maintain software applications and Ministry ICT systems.
- Handle Ministry data storage, security, and backup procedures.
- Implement cyber security measures to protect the Ministry's ICT systems and data from unauthorized access, cyber threats, and data breaches.
- Provide technical support to Ministry staff for ICT-related issues and conducting training programmes to enhance staff members' ICT skills and knowledge in collaboration with HR Department.
- Develop and implement ICT policies and guidelines.

7.12 INTERNAL AUDIT UNIT

- Provide assurance and advisory services to the Ministry on Governance issues, risk management and controls.
- Planning and executing audits within the organization;
- Assess the effectiveness of internal controls, compliance with policies and procedures, and verify the accuracy of financial and operational data;
- Identify and evaluate potential risks that could affect the organization's objectives;
- Analyse processes, systems, and controls to determine areas of vulnerability and recommend measures to mitigate risks;
- Review and evaluate the adequacy and effectiveness of the organization's internal controls;
- Prepare detailed audit reports summarizing their findings, observations, and recommendations;
- Monitor compliance with laws, regulations, and internal policies;
- Identifying opportunities for operational and process improvements; and
- Interact with various stakeholders, including management, employees, and external parties.



7.13 PROCUREMENT MANAGEMENT DEPARTMENT

- Develop Procurement Plan for the Ministry
- Secure the adoption of the appropriate procurement method;
- Prepare bidding documents in compliance with the Regulations;
- Prepare bid notices and short-lists;
- Manage bidding processes, including pre-bid meetings, clarifications and the receipt and opening of bids;
- Manage the evaluation of bids and any post qualification negotiations required;
- Supervise the Ministry's procurement and evaluation committee;
- Prepare evaluation reports, including contract award recommendations, where the value of the procurement less than the prescribed threshold;
- Prepare contract documents and amendments;
- Manage procurement contract or overseeing their management; and
- Prepare procurement reports, as may be required by the Accounting Officer or the Regulatory Authority.

7.14 ECONOMIC EMPOWERMENT DEPARTMENT

- Recommend review of policies, strategies and regulations for economic empowerment.
- Promote partnership with institutions that contribute to economic empowerment efforts.
- Monitor the utilisation of funds targeted for economic empowerment.
- Manage the National Indigenization And Economic Empowerment Fund.
- Monitor the operation of Community Share Ownership Trusts (CSOTs) and Employee Ownership Trust.
- Monitor businesses operating in the reserved sectors to empower citizens.
- Negotiate partnerships with local and international organizations to leverage resources and expertise for economic empowerment initiatives.
- Promote domestic investment on Economic Empowerment Programmes.



- Provide guidance and support to business membership organizations and commercial interest associations that focus on economic empowerment.
- Establish and operationalize Community Share Ownership Trusts (CSOTs) in accordance with relevant legislation and policies.
- Develop and implement capacity-building programs for economic empowerment.

8.0 STATE ENTERPRISES AND PARASTATALS, STATUTORY BODIES AND GRANT AIDED INSTITUTIONS UNDER THE MDA AND THEIR FUNCTIONS

8.1 COMPETITION AND TARIFF COMMISSION

- Promote fair competition in all sectors of the economy;
- Investigate and regulate mergers in the economy;
- Investigate, discourage and prevent restrictive practices;
- Reduce barriers to entry into any sector in the economy or any form of economic activity;
- To undertake investigations and make reports to the Ministry of Industry and Commerce relating to tariff charges i.e. giving assistance or protection to local manufacturing industry;
- Investigate unfair trade practices in the economy; and
- Rendering technical assistance to Government during trade negotiations.

8.2 CONSUMER PROTECTION COMMISSION

- Protect consumers from unconscionable, unreasonable, unjust or otherwise improper trade practices; as well as deceptive, misleading, unfair or fraudulent conduct;
- Promote fair business practices;
- Co-ordinate consumer activities network and liaise with consumer organisations and the competent authorities and agencies locally and outside Zimbabwe;
- Promote consumer education and awareness



- Investigate and evaluate alleged prohibited conduct and offences;
- Refer to the Competition and Tariff Commission or any other relevant authority any concerns regarding market share, anti-competitive behaviour or conduct that may be prohibited in terms of the Competition Act [Chapter 14:28] or other relevant Acts;
- Cooperate with other foreign consumer protection authorities to obtain redress across borders for consumers affected by fraudulent and deceptive commercial practices;
- Promote international co-operation in the comparative testing of consumer goods and services and facilitate exchange of test methods, plans and results; and
- Monitor trends in the consumer market and regulate the designation and accreditation of consumer protection organisation and consumer protection advocacy bodies.

8.3 CONSUMER COUNCIL OF ZIMBABWE

- Provide a platform for resolving consumer disputes through conciliation and arbitration, ensuring fair and impartial outcomes.
- Conduct research and investigations into consumer complaints, identifying patterns and trends to inform policy and advocacy efforts.

8.4 NATIONAL COMPETITIVENESS COMMISSION

- Develop, coordinate and implement key income and pricing policies that will enhance Zimbabwe's global competitiveness;
- Monitor evolving sector specific subjects and strategies for enhancing Zimbabwe's global competitiveness;
- Review all existing and new business regulations to ascertain their impact on the cost of doing business and recommend amendments or repeals where appropriate to enhance competitiveness;
- Continuously monitor the cost drivers in the business and economic environment, and advise on measures to be taken to enhance productivity and address current and emerging cost challenges;



- Identify sectors of the Zimbabwean economy that have potential for global competitiveness, whilst also paying due attention to issues of the structure and size of industry, technology gaps and skills, and infrastructure and modernization needs;
- Review all price changes by the Government, statutory corporations and local authorities when charging or levying user fees, rates, penalties and fines payable by the public and clients;
- Undertake research and maintain a comprehensive nationwide statistical database to be used in the analysis of competitiveness across all sectors of the economy;
- Develop periodic competitiveness frameworks and strategies;
- Provide a platform for dialogue between the public and private sector, labour, academia and non-state actors on the subject of competitiveness;
- Build awareness and advocacy on matters related to competitiveness; and
- Produce an annual benchmarking report on national competitiveness to be called the National Competitiveness Report.

8.5 STANDARDS ASSOCIATION OF ZIMBABWE

- Develop and publish Zimbabwean standards for various industries to ensure products, services, and systems meet required quality, safety, and performance criteria;
- Provide certification, testing, and inspection services to verify that products and services conform to the established standards;
- Conduct training programmes, workshops, and seminars to educate businesses, industries, and the general public about standards, quality management, and best practices;
- Promote quality assurance practices across various sectors;
- Ensure that products and services meet safety and quality standards;
- Offer expert advice to industries, government bodies, and other stakeholders on matters related to standardization and quality management systems;



- Collaborate with international standardization organizations, regional bodies, and other national standards organizations to align Zimbabwe's standards with global best practices;
- Undertake research to develop new standards and improve existing ones; and
- Engage in advocacy efforts to raise awareness of the importance of standards and quality assurance in business, industry, and society at large.

8.6 ZIMBABWE IRON AND STEEL COMPANY (ZISCOSTEEL) (PVT) LIMITED

- Production of Iron and Steel;
- Production of steel and steel products;
- Enhance value addition and beneficiation of the abundant iron ore;
- Accelerate import substitution by
- supplying required steel products to the local market;
- To provide steel and steel products to downstream industries in all sectors;
- Create indirect and direct employment in downstream and upstream industries; and
- Generation of foreign currency inflow through exports.

8.7 ZIMBABWE INTERNATIONAL TRADE FAIR COMPANY

- Provision of exhibition facilities;
- Exhibition organizing and management;
- Maintaining and upgrading the Zimbabwe International Exhibition Centre facility;
- Business visitor/exhibitor entertainment and support;
- Mobilizing resources;
- Stand design and building;
- Venue hire; and
- Consultancy and Advisory Services.



8.8 STANDARDS DEVELOPMENT FUND

- Facilitates and promotes the development of standards through a 0.5% levy that is distributed to the beneficiaries who are involved in the promotion of the standardisation of commodities and services

9.0 MINISTRY SERVICE COMMITMENTS AND STANDARDS

- Be available to clients during working hours from Monday to Friday between 0745 hours and 1645hours;
- Courteously answer telephone calls in less than three (3) rings and politely attend to a client's inquiry;
- Responding to correspondences (emails, faxes and letters) within three working days;
- The Ministry undertakes to provide an effective, efficient, timely and ethical service to all clients at all times.

9.1 CLIENTS' RIGHTS AND OBLIGATIONS

- Demand for timely and quality services;
- Lodge any complaints;
- Privacy and confidentiality;
- Fair treatment, respect and dignity; and
- Demand for timely and quality services.

9.2 CLIENTS' OBLIGATION

- Attend scheduled appointments punctually;
- Interact with our staff courteously and professionally;
- Observe and respect our procedures, rules and regulations;
- Provide us with vital comments and suggestions to improve the quality of our service;
- Supply us with accurate and timely information and documentation to expedite promptness of action;
- Desist from actions that bring your image and Government into disrepute;
- Respect for Zimbabwean traditional ethos, values and laws;
- Observe the procedures undertaken for issuance of licences and permits administered by the Ministry.



9.1.3 THE MINISTRY'S OBLIGATIONS TO THE CLIENTS

In dealing with our clients; we commit to:

- Provide efficient and effective service;
- Provide accurate and timely data and information;
- Treat with confidentiality our interactions with our clients;
- Render service without any discrimination regardless of one's race, ethnic background, religion, gender or status;
- Maintain an open door policy characterised by transparency and accountability;
- Treat our clients with dignity and respect;
- Quickly respond to staff needs;
- Promote team work and collective responsibility;
- Provide a conducive working environment; and
- Regularly monitor the level of client awareness of the charter.

10 FEEDBACK/ HOW TO CONTACT THE ORGANISATION

Any communication and complaints regarding the delivery of the services above should be directed to the Permanent Secretary for Industry and Commerce who will instruct officials in the appropriate department at Head Office or Provinces to thoroughly look into the issue. The responses will be forwarded to clients within three (3) working hours (0745hours—1645 hours).



11. RISK MANAGEMENT AND INTERNAL CONTROLS:

Risk Policy

The Ministry is cognisant that there are internal and external factors that pose a threat to efficient and effective service delivery. The Ministry has crafted a Risk Policy that provides a framework for understanding and managing potential risks. This policy is informed by a Risk Register which outlines potential risks for every department and State Owned Enterprise. Measures put in place to anticipate risk are:

Suggestion Boxes

These are placed at Head Office and all provinces

Audit Committees

The Committee works to ensure that ethics are followed

Hotlines, Toll Free Numbers & Emails

The Ministry has hotlines & toll free numbers for clients to report incidence of malpractice, corruption or poor service delivery

Grievance Procedures

The Human Resources Department has a clearly out lined way of handling grievances

Surveys & Indexes

The Ministry uses surveys and indexes to assess competence and work culture

Risk Communication

The Communication and Advocacy Unit has a sound communication strategy that speaks to handling risk communication



12. HOW TO APPLY FOR LICENCES

Requirements to apply for import/export licences are available on the Ministry website: www.mic.gov.zw

13. HOW TO APPLY FOR A JOB IN THE MINISTRY

All Ministry vacancies are gazetted and processed through the Public Service Commission.

14. COMPLIMENTS AND COMPLAINTS HANDLING

Any communication and complaints regarding the delivery of the services above should be directed to the Permanent Secretary for Industry and Commerce who will instruct officials in the appropriate department at Head Office or Provinces to thoroughly look into the issue. The responses will be forwarded to clients within three (3) working hours (0745-1645)

The Ministry has availed various platforms for registering complaints. All feedback is taken seriously and handled professionally. Complaints can be registered through:

- Surveys
- Suggestion Boxes
- Hotlines/Toll free lines/Email/X/Website/Facebook/Postal Box/Contact numbers/Walk Ins

15. REVIEW OF THE CLIENT SERVICE CHARTER

- The Client Service Charter document shall be reviewed after every three (3) years.

COMPLAINTS CONTACT DETAILS

- +263 707 540
- +263 791 823
- +263 702 737
- +263 702 733
- +263 700 472



CONTACT US

HEAD OFFICE

13th Floor, Mukwati Building
Comer S.V Muzenda/OR Tambo Avenue
Phone: +(263)242791823/702733/700472
Website: www.mic.gov.zw
Email: info@moic.org.zw

HARARE METROPOLITAN PROVINCE OFFICE

13th Floor, Mukwati Building
Comer S.V. Muzenda/OR Tambo Avenue Harare
Phone: +263242791823/702737/702733
Email: harare@moic.org.zw

BULAWAYO METROPOLITAN PROVINCE OFFICE

Mhlahlandlela Government Complex G3 3rd Floor
Land: +263 292261397, 0292267417, 0292267968
Email: bulawayo@moic.org.zw

MATABELELAND NORTH PROVINCE OFFICE

Welsh Mabhena Government Complex Lupane
Land: +263 292261397, 0292267417, 0292267968
Email: micmatnorth@moic.org.zw

MATABELELAND SOUTH PROVINCE OFFICE

New Government Complex
Comer Third Avenue & Khartoum Street
Land: 028424106/24558/20192
Email: matsouth@moic.org.zw

MANICALAND PROVINCE OFFICE

77-3rd Street, Mutare.
Phone: (020) 2064126/2065309.
Email: manica@moic.org.zw

**MIDLANDS PROVINCE OFFICE**

Comer Link and Coventry Rd

Phone: (054) 2224862/2224420/2225146/7

Email: midlands@moic.org.zw

MASVINGO PROVINCE OFFICE

Comer Zimuto/Mutare Rd

Phone: +263-039-2262757/262135/264212

Email: masvingo@moic.org.zw

MASHONALAND PROVINCE EAST OFFICE

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Email: masheast@moic.org.zw

MASHONALAND CENTRAL PROVINCE OFFICE

1129 Flamboyant Road, Shashi View

Phone: +263 0772809547

Email: mashcentral@moic.org.zw

MASHONALAND WEST PROVINCE OFFICE

New Government Complex

Chris Chatambudza Road/ Manyika Road, Chinhoyi

Phone: 0267-2129119,2121089/2121079

Email: mashwest@moic.org.zw

TRADE MEASURES SUPERINTENDENTS

12th Floor Mukwati Building

Comer 4th/David Livingstone

P. Bag 7708 Causeway, Harare

Phone: +263 242 781501

Email: chngwenya@yahoo.com



TRADE MEASURES PROVINCIAL OFFICES

Harare Office

39 Harare Street

Phone: +263 242 781501

Bulawayo Office

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Phone: + 263-9-469025/46419

Midlands Office

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Manicaland Office

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Masvingo Office

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Masvingo

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Matabeleland South

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Third Avenue

Gwanda

Phone: +263-84-28-20192

Mashonaland West

Office 39 Chinese Complex

Phone: +263-77-3231419

Mashonaland Central

1129 Flamboyant Road, Shashi View

Bindura

Phone: +263-773197135



STANDARDS DEVELOPMENT FUND

Harare Office

Adylinn Road 1 Marlborough
P. Bag. 7708 Causeway Harare

Phone: 0242-309800-20

Email: inspectors@sdfgov.zw

Bulawayo Office

111 A Josiah Tongogara Road
PO Box 696, Bulawayo

Phone: +263-9-882473/63137

Email: inspectors@sdfgov.zw

Masvingo Office

Comer Mutare Road & Amp: Zimuto
Masvingo

Phone: 039-22608886/7

Email: inspectors@sdfgov.zw

Midlands Office

Comer Link and Coventry Road
Gweru Industrial Site

Phone: +263-054-2225146

Email: inspectors@sdfgov.zw

Manicaland Offices

77 3rd Street Trade Measures Building
Box 630, Mutare

Phone: +263-020-63681

Email: inspectors@sdfgov.zw



STANDARDS ASSOCIATION OF ZIMBABWE

Head Office

Number 1 Northend Close

Borrowdale, Harare

Phone+ 263-24-2885511

Email: marketing@saz.org.zw

Website: www.saz.org.zw

Bulawayo Office

Bessborough Street

Belmont Bulawayo

Phone: +263-77447/71876

Email: sazbyo@saz.org.zw

Manicaland Office

32a Simon Mazorodze Road

Mutare

Phone: +263-20-060516/065130

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Midlands Office

Phone: +263-54-222146

Email: marketing@saz.org.zw

Masvingo Office

Comer Mutare Road and Amp

Zimuto, Masvingo

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Email: marketing@saz.org.zw



NATIONAL COMPETITIVENESS COMMISSION

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