



MINISTRY OF LANDS, AGRICULTURE,  
FISHERIES, WATER AND RURAL  
DEVELOPMENT

## 2025 CLIENTS SERVICE CHARTER



SCAN HERE



Food Security: Everywhere, Everyday

## **A) PREAMBLE**

This Client Service Charter highlights our determination to meet and satisfy clients' needs and expectations to overcome challenges that impede service delivery. It is inspired by the national economic blueprint – the National Development Strategy 1 (NDS1), which envisages to achieve an Upper Middle-Income Society by 2030 (Vision 2030). It is further motivated by the Ministry's mantra; "Food Security Everywhere Everyday" which is driven by the Ministry's strategic blueprint – the Agriculture, Food Systems and Rural Transformation Strategy (AFSRTS). The Charter is formulated through wide consultations with key stakeholders in the agricultural sector and it provides basic guidelines on how the Ministry shall interface with its clients.

## **B) VISION**

A prosperous, inclusive, diverse, sustainable and competitive agricultural sector by 2030

## **C) MISSION STATEMENT**

To facilitate the growth of a modern, sustainable and viable climate smart agricultural sector

## **D) CORE VALUES**

The Ministry is guided by the following core values:

### **1. Integrity**

We uphold the highest moral and ethical standards, dealing in a fair and honest manner with all our clients, staff and other stakeholders.

### **2. Professionalism**

We commit to uphold the highest standards of proficiency in our endeavour to deliver excellent service to our clients.

### **3. Transparency and Accountability**

We are open and answerable to all our stakeholders for the resources entrusted to us and for results.

### **4. Teamwork and Commitment**

We believe that together we accomplish much and are persistent in pursuing our vision for agriculture in Zimbabwe.

### **5. Responsiveness**

We are sensitive to the needs of our clients and commit to respond timeously.

## **6. Innovativeness**

We develop new technologies and services, increasing the customer base and general creativity in the agricultural value chain.

## **E) MANDATE**

To transform, promote and sustain a viable agricultural sector through the provision of appropriate agricultural infrastructure, administrative and advisory services in order to optimize agricultural productivity so as to ensure food security and economic development.

## **F) TERMS OF REFERENCE**

1. Agricultural Corporations [(Commercialization) Act, 1997 (13 of 1997)]
2. Agricultural Finance Act [Chapter 18:02]
3. Agricultural Marketing Authority Act [Chapter 18:24]
4. Agricultural Products Act [Chapter 18:22 (10 of 1997)]
5. Agricultural Research Act [Chapter 18:05]
6. Agricultural and Rural Development Authority Act [Chapter 18:01]
7. Animal Health Act [Chapter 19:01]
8. Bees Act [Chapter 19:02]
9. Cold Storage Debts Assumption Act, 1997 (19 of 1997)]
10. Communal Land Forest Produce Act [Chapter 19:04]
11. Constitution of Zimbabwe [Amendment No. 20]
12. Control of Goods Act [Chapter 14:05]
13. Cotton Marketing and Control Act [Chapter 18:07]
14. Companies Act [Chapter 24:03]
15. Copyright Act [Chapter 26:01-Notice of 2004]
16. Dairy Act [Chapter 18:08]
17. Dairy Marketing Board [Debt Assumption Act (15 of 1997)]
18. Environmental Management Act [Chapter 20:27]
19. Farmers Licensing and Levy Act [Chapter 18:10]
20. Farmers Stop-order Act [Chapter 18:11]
21. Fencing Act [Chapter 20:06]
22. Finance Act [Chapter 22:19]
23. Fertilizers, Farm Feeds and Remedies Act [Chapter 18:12]
24. Food and Food Standards Act [Chapter 15:04]
25. Food and Fruit Marketing Act [Chapter 18:13]
26. Forest Act [Chapter 19:05]
27. Grain Marketing Act [Chapter 18:14]
28. Hippo Valley Agreement Act [Chapter 20:08]
29. Inner Bank Titles Act [Chapter 20:09]
30. Land Commission Act [Chapter 20:29]
31. Land Acquisition Act [Chapter 20:10].
32. Land Surveyors Act [Chapter 27:06]
33. Land Tenure [(Repeal) Act 1979 (Act No. 5 of 1979)]
34. Mines and Minerals Act [Chapter 21:05]
35. Noxious Weeds Act [Chapter 19:07]

36. Parks and Wildlife Act [Chapter 20:14]
37. Pig Industry Act [Chapter 18:15]
38. Plant Breeders Rights Act [Chapter 18:16]
39. Plant Pests and Diseases Act [Chapter 19:08]
40. Prevention of Cruelty against Animals Act [Chapter 19:09]
41. Public Finance Management Act (Chapter 22)
42. Public Service Act [Chapter 16:04]
43. Public Procurement and Disposal of Public Assets Act (Chapter 22:23)
44. Zimbabwe National Water Authority (ZINWA) Act [Chapter 20:25]
45. Water Act [Chapter 20:24]

## **G. OVERALL MINISTRY FUNCTIONS:**

### **Functions of the Ministry**

The functions of the Ministry of Lands, Agriculture, Fisheries, Water and Rural Development are to:

1. Develop, review, and implement viable agricultural and water policies.
2. Develop strategies to boost production and productivity of food and non-food agricultural products for self-sufficiency, food security, economic growth as well as for export growth and development.
3. Design strategies and guidelines for the implementation of enterprise or industry specific policy objectives in the agricultural sector.
4. Provide agricultural engineering, mechanization and irrigation services to the agricultural sector.
5. Identify and develop effective markets and marketing systems for agricultural products.
6. Coordinate and mainstream implementation of regional and international treaties, protocols, agreements and standards into our national laws.
7. Provide leadership in the advocacy and awareness of agriculture and water issues.
8. Facilitate and coordinate capacity development in agriculture and water issues.
9. Participate in the development and implementation of SADC and other regional and international organization's water resource, pests and diseases management frameworks.
10. Manage and administer land and water resources.
11. Conduct national mapping and cadastral surveys.
12. Provide leadership and oversight on the operations of parastatals in the sector.

## **H) DEPARTMENTS AND CORE FUNCTIONS**

### **1. AGRICULTURAL AND RURAL DEVELOPMENT ADVISORY SERVICES DIRECTORATE (ARDAS)**

#### **Overall Functions for ARDAS**

- i. Conduct farmer training and capacity building;
- ii. Provide sustainable technical, extension, advisory services & crop, livestock and fisheries production systems;
- iii. Develop and maintain database on crops, livestock and fisheries production;
- iv. Promote adoption of new farming technologies;
- v. Promote and commercialize marginalized crops;
- vi. Carry out crop, livestock and fisheries assessments;
- vii. Mobilize farmers for targeted production;
- viii. Develop, monitor and evaluate rural development programmes and projects; and
- ix. Develop farm land use plans.

#### **1.1. CROP PRODUCTION**

##### **Mission Statement**

To promote sustainable, competitive, and viable crop production by providing technical, advisory, and coordination services.

##### **Functions**

- i. Conduct farmer training and capacity building;
- ii. Provide sustainable technical, extension, advisory services & crop production systems;
- iii. Develop and maintain database on crops production;
- iv. Promote adoption of new farming technologies;
- v. Promote and commercialize marginalized crops;
- vi. Carry out crop assessments;
- vii. Mobilize farmers for targeted production;
- viii. Monitor and evaluate development projects; and
- ix. Develop farm land use plans.

#### **1.2. LIVESTOCK PRODUCTION AND DEVELOPMENT**

##### **Mission Statement**

To provide livestock extension, advisory and regulatory services for sustainable livestock production to enhance food and nutrition security, livelihoods and incomes



## Functions

- i. Provide livestock technical, extension, advisory services;
- ii. Promote sustainable livestock production systems and new farming technologies;
- iii. Provide production capacity building to livestock value chain players;
- iv. Provide co-ordination, monitoring and evaluation in the development of the livestock sector;
- v. Develop and maintain a livestock information management system;
- vi. Carry out livestock assessments;
- vii. Provide regulatory and specialist services to the livestock industry;
- viii. Mobilize farmers for targeted production;
- ix. Design and carry out adaptive research trials; and
- x. Disseminate livestock information on private and public platforms;

## 1.3. FISHERIES & AQUACULTURE RESOURCES PRODUCTION

### Mission Statement

Ensure a robust fisheries and aquaculture resources sub-sector that is well developed, managed, conserved and sustainably utilized for economic growth and improved human livelihood , income and employment through modernisation, commercialisation and sustainable utilisation of natural resources

## Functions

- i. Conduct client driven research for development on appropriate and sustainable fish production technologies;
- ii. Package and disseminate information on fish production;
- iii. Collect, characterize, multiply and conserve fish genetic resources for farmer and stakeholder support;
- iv. Co-ordinate, monitor and evaluate the development of the aquaculture and fishery sector;
- v. Provide specialist advisory services on fish production to farmers;
- vi. Develop and maintain a fishery and aquaculture management information system; and
- vii. Capacitate extension staff, farmers and other value chain players on aquaculture.

## 1.4. MIGRATORY PESTS AND BIOSECURITY CONTROL DEPARTMENT

### Mission

To contribute towards enhanced crop production through plant pest control services in a cost-effective and environmentally sustainable manner through

stakeholder participation

## **Functions**

- i. Establish, update and maintain early warning systems for migratory pests
- ii. Contain migratory pest outbreaks
- iii. Develop database on Quelea and locust breeding and roosting sites for continuous monitoring
- iv. Coordinate with regional early warning systems for a regional forecast and management of migratory pests

## **1.5. TRAINING DEPARTMENT**

### **Mission Statement**

To ensure effective demand driven and market oriented agricultural extension by providing competent, credible staff and farmers through training and timely provision of information to farmers and other stakeholders in the agricultural industry.

### **Functions**

- i. Capacitate technical and extension staff;
- ii. Offer master farmer training and general farmer training;
- iii. Design and implement extension models in partnerships with private sector and development partners;
- iv. Develop and review training media for staff, farmers and development partners;
- v. Conduct monitoring and evaluation for extension training services;
- vi. Disseminate technical and agriculture related information to extension staff and other value chain players; and
- vii. Implement the Departments agricultural extension training and development policies, procedures and strategies.

## **2. VETERINARY SERVICES DIRECTORATE**

### **Overall Functions**

- i. Conduct surveillance, prevention, control and eradication of specified animal diseases and pests;
- ii. Provide regulatory services through enforcement of laws and standards governing animal and public health, food safety, animal welfare and the proper use of veterinary medicines;
- iii. Conduct risk analyses for animals and animal products for the purposes of trade;
- iv. Provide evidence-based information on the occurrence of animal

- v. diseases and pests and their impact;
- vi. Develop and implement animal health and welfare policies and strategies;
- vii. Provide extension and advisory services on animal diseases and pests, public health, animal husbandry and marketing; and
- viii. Develop, adapt, and/or adopt, and implement livestock traceability systems and movement control.

## **2.1. VETERINARY FIELD SERVICES**

### **Mission Statement**

To provide services for the eradication and prevention of introduction and spread of animal pests and diseases.

### **Functions**

- i. Conduct surveillance, prevention, control and eradication of specified animal diseases and pests;
- ii. Provide regulatory services through enforcement of laws and standards governing animal and public health, food safety, traceability systems, animal welfare and the proper use of veterinary medicines;
- iii. Conduct risk analysis for animals and animal products for the purposes of trade;
- iv. Provide evidence-based information on the occurrence of animal diseases and pests and their impact;
- v. Provide extension and advisory services on animal diseases and pests, public health, animal husbandry and marketing.

## **2.2. VETERINARY TECHNICAL SERVICES**

### **Mission Statement**

To promote animal health and welfare through the provision of laboratory disease diagnosis, veterinary public health, animal disease epidemiology and informatics and animal health research for the livestock and wildlife industries, traders and consumers of animal products.

### **Functions**

- i. Provision of laboratory disease diagnostics and confirmation;
- ii. Animal health research, implementation of special selected programs or schemes, technology and knowledge transfer;
- iii. Inspection and certification of commodity establishments, live animals, carcasses and animal products;



- iv. Collation, analyses and dissemination of all animal health data and information for improvement of animal health and welfare protection;
- v. Vaccine production of prioritized tick borne and infectious diseases of zoonotic and economic importance; and
- vi. Provision of biosafety, biosecurity extension and advisory services on livestock production establishment.

## 2.3. TSETSE CONTROL SERVICES

### Mission statement

To eradicate tsetse and trypanosomiasis for sustainable rural

### Functions

- i. Conduct tsetse surveys and trypanosomiasis surveillance
- ii. Implement tsetse control interventions
- iii. Undertake tsetse research and technological development
- iv. Provide technical and advisory services to clients and stakeholders

## 3. LAND MANAGEMENT AND ADMINISTRATION

### Mission statement

To acquire and manage rural agricultural land for resettlement and other purposes.

### Functions

- i. Acquire and transfer land;
- ii. Value and manage land infrastructure;
- iii. Manage land information;
- iv. Conduct land valuation; and
- v. Resettle farmers on acquired land.
- vi. Issue secure, bankable and transferrable tenure

## 4. SURVEYOR GENERAL

### Mission statement

To provide high quality land survey and mapping products and services.

### Functions

- i. Examine and approve cadastral survey records;
- ii. Conduct cadastral surveys of state land;
- iii. Produce topographic base and thematic maps;
- iv. Conduct densification and maintenance of the National Geodetic
- iii. Gully assessment control and reclamation and assist processing of

- iv. water permits;
- v. Supervise Construction of Soil and Water Conservation works;
- vi. Conducting farmer training courses on climate smart agriculture, conservation agriculture, and soil and water conservation;
- vii. Inspect mine dumps and recommend reclamation; and
- viii. Conduct research on appropriate soil and water conservation technologies.
- ix. Design, evaluate and supervise construction of farm infrastructure (postharvest processing, storage and animal handling facilities); and
- x. Provide harvesting and processing (Produce Handling), crop storage designs of structures and supervision of construction works.

## **6. AGRICULTURAL RESEARCH, INNOVATION AND SPECIALIST SERVICES DIRECTORATE**

### **Mission Statement**

To provide research-based technologies, knowledge and information for a transformed and viable agricultural sector

### **Overall Functions**

- i. Generate appropriate technologies, information and knowledge that address production and crop/livestock management needs of farmers
- ii. Collect, characterize and conserve plant, microbial and livestock genetic resources for food and agriculture
- iii. Provide specialist services such as analytical and advisory for soil, fertilizers, farm feeds, agricultural chemicals, pesticides, seeds and crop protection
- iv. Administer regulatory services in the areas of seed certification; fertilizers, farm feeds and remedies; agricultural chemicals; quarantine and phytosanitary and agricultural warehouse receipting.
- v. Provide agricultural products to farmers such as breeders' seed used by contracted seed companies in the production of certified seed for the market; the bio-fertilizer rhizobium used in production of legumes; and clean vegetative planting materials of roots and tubers, fruit tree seedlings and coffee seedlings.
- vi. Capacitation of extension agents through training of trainers on appropriate research-based crop and livestock technologies.
- vii. Provide advisory services on rangeland production, forage production, livestock feed formulation and animal genetic improvement technologies
- viii. Packaging and disseminating research-based technologies, information and knowledge

## 6.1. RESEARCH SERVICES DEPARTMENT

### Mission Statement

To promote a sustainable and viable agricultural sector by providing regulatory and specialist services supported by appropriate technologies, knowledge and information.

### Functions

- i. Provide specialist, analytical and advisory services for soil, crops and agro-products;
- ii. Enforce regulations for certification and registration for agro-products, premises and destruction of crop residues;
- iii. Collect, characterize and conserve microbial and plant genetic resources;
- iv. Conduct surveillance and management of plant pests; and
- v. Package and disseminate research-based technologies and information that address crop production and management needs of farmers.

## 6.2. CROPS RESEARCH DEPARTMENT

### Mission Statement

Facilitate increased crop production and productivity through sustainable research-based technologies and information dissemination.

### Functions

- i. Develop appropriate technologies to increase productivity and production of crops for National food security and nutrition;
- ii. Develop new crop varieties that are adaptable to Zimbabwe's agro-ecological zones;
- iii. Provide breeders seed to seed houses to support foundation seed production and subsequently, certified seed for the market;
- iv. Package and disseminate research-based crop management technologies, knowledge and information aimed at increasing, agricultural productivity in an environmentally sustainable manner;
- v. Collect, characterize and conserve plant and crop genetic resources for input into future crop variety development and for propagation and distribution to growers as disease-free clean material;
- vi. Develop and share technologies on crop produce handling, processing and value addition technologies; and
- vii. Provide advisory services on crop management.

## **6.3. LIVESTOCK RESEARCH DEPARTMENT**

### **Mission Statement**

To develop innovative and sustainable research-based technologies to transform the livestock sector.

### **Functions**

- i. Conduct client driven research for development of appropriate and sustainable livestock production technologies.
- ii. Package and disseminate new technologies and relevant information on livestock production
- iii. Collect, characterize, multiply, and conserve livestock breeds, pastures and forages adaptable to Zimbabwe's five agro-ecological zones
- iv. Provide testing and specialist advisory services on livestock feeds, pastures and rangeland and livestock management technologies
- v. Develop and maintain animal genetic resources management information system
- vi. Capacitate extension staff on appropriate livestock production technologies.

## **7. WATER RESOURCES, IRRIGATION DEVELOPMENT AND NATIONAL WASHP COORDINATION DIRECTORATE**

### **7.1. WATER RESOURCES DEVELOPMENT AND UTILISATION**

#### **Mission statement**

To create a conducive environment for sustainable water resources planning, development and management.

#### **Functions**

- i. Initiate and formulate policies for planning, development and management of water resources;
- ii. Ensure that water resources policies comply with the bilateral, regional and international shared rivers' agreements;
- iii. Plan, develop and manage all water infrastructure in the country to cover both medium to large dams, water supply stations and conveyance systems;
- iv. Prepare medium term and long-term plans to satisfy present and future water demand requirements for growth points, rural service centres and urban areas;

- v. Provide dam safety guidelines and ensure that they are complied with;
- vi. Ensure that ZINWA provides irrigation water in consultation with other stakeholders;
- vii. Set tariffs for both raw and treated water in consultation with stakeholders;
- viii. Give guidelines on the maintenance and management of water reticulation infrastructure;
- ix. Participate in SADC regional water resources management programmes;
- x. Monitor performance of ZINWA, and the Catchment Councils and make recommendations for legislative and policy changes; and
- xi. Monitor water resources and the water supply situation in the country, and initiate water shortage declarations where necessary.

## **7.2. NATIONAL WATER SANITATION AND HYGIENE (WASH) CO-ORDINATION UNIT**

### **Mission Statement**

To provide management and coordination of the water sanitation and hygiene sector

### **Functions**

- i. Secretariat to the National Action Committee responsible for the day-to-day administration and management of the WASH Sector on behalf of Government;
- ii. Facilitate a sector-wide approach to WASH programming;
- iii. Facilitate harmonization, implementation and monitoring of WASH sector policies and strategies;
- iv. Advocate for and mobilize physical, technical and financial resources to support the national programmes;
- v. Facilitate WASH sector capacity building;
- vi. Water, Sanitation, Hygiene and Pollution Coordination; and
- vii. Regulate the WASH sector.

## **7.3. IRRIGATION DEVELOPMENT**

### **Mission Statement**

To be the irrigation development authority responsible for the provision of all irrigation engineering services at the utmost level of transparency, accountability and professionalism to the benefit of all irrigation stakeholders and sustainable economic development of Zimbabwe.

- i. Plan, develop and manage irrigation infrastructure in the Country;

- ii. Develop and maintain National database on irrigation development;
- iii. Develop, adopt, adapt and enforce irrigation design standards;
- iv. Conduct applied irrigation research;
- v. Conduct irrigation equipment testing;
- vi. Demonstrate irrigation technologies;
- vii. Capacitate extension staff and farmers on appropriate irrigation technologies;
- viii. Monitor and evaluate performance of projects during construction and operation;
- ix. Operate, repair, maintain & manage equipment & infrastructure in irrigation schemes; and
- x. Establish, operate & maintain plant & equipment for irrigation development.

## 8. AGRICULTURAL EDUCATION

### Mission Statement

To produce knowledgeable, skilled and entrepreneurial agricultural graduates.

### Functions

- i. Provide agricultural education and skilled entrepreneurial graduates
- ii. Provide quality assurance in agricultural education in collaboration with universities to meet international standards
- iii. Facilitate commercialization and industrialization of agricultural college farms
- iv. Facilitate entrepreneurial programs and innovations by youth
- v. Conduct regular review of Agricultural Education Curriculum

## 9. HUMAN RESOURCES MANAGEMENT DIRECTORATE

### Mission Statement

To provide strategic human resources and information interventions to the Ministry.

### Functions

- i. Human Resources Planning
- ii. Employee Resourcing
- iii. Coordinating and Monitoring Result Based Personnel Performance System
- iv. Wage bill analysis and pay sheet acquittal
- v. Coordinating Human Resources Development
- vi. Management and provision of information resources
- vii. Developing and reviewing Internal Human Resources policies
- viii. Risk Management (Establishment Control, Pay sheet analysis and



- ix. acquittal, behavioural alignment, Attendance registers)
- x. Information Management (HRMIS)
- x. Managing employee relations and discipline
- xi. Implementing and reviewing Change Management processes

## **10a. STRATEGIC PLANNING MONITORING AND EVALUATION DEPARTMENT**

### **Mission Statement**

To achieve a prosperous, competitive and resilient agriculture sector through provision of an enabling policy, monitoring and evaluation.

### **Functions**

- i. Co-ordinate the formulation and review of agricultural sector and sub-sector development policies and strategies;
- ii. Formulate the long-term agricultural sector investment, development plans and their incorporation into National development policies/plans;
- iii. Co-ordinate feasibility studies and identification, appraisal design and evaluation of all agricultural programmes and joint ventures;
- iv. Conduct strategic analysis of the agriculture sector, monitor and evaluate all agricultural projects and programmes;
- v. Maintain an Agriculture Information Management System (AIMS) and Knowledge Support System (KSS);
- vi. Investigate and analyse current topical issues and produce short-, medium- and long-term strategic policy papers;
- vii. Facilitate the preparation of the Ministry's Strategic Plan and monitor the implementation of the Ministry's Strategic Plan by various departments; and
- viii. Manage the development and maintenance of an updated database of all programmes and projects in the Ministry.

## **10b. BUSINESS DEVELOPEMENT, MARKETS AND TRADE DIRECTORATE**

### **Mission Statement**

To achieve a prosperous, competitive and resilient agriculture sector through investment promotion, business development, marketing and trade facilitation.

### **Functions**

- i. Provide guidance in planning, coordinating, developing and

- administration of the agricultural issues pertaining to development partners, and regional and international organizations including AU, SADC, COMESA, WTO, ACP, EU, FAO, WORLD BANK, WFP;
- ii. Facilitate investment, marketing and trade of agricultural commodities and maintaining a marketing information system (MIS);
  - iii. Advise and guide on agricultural policy issues and agricultural trade regime (tariffs, quotas and any other trade measures) and their impact on the Zimbabwean agricultural sector;
  - iv. Provide producer price forecast and disseminate information on the marketing and pricing of agricultural products locally, regionally and internationally;
  - v. Negotiate trade terms and deals between the Ministry and partners, and co-ordinate agriculture market surveys, agricultural markets identification, and evaluation of the marketing structure and performance of agribusiness markets for effective marketing of Zimbabwe's agricultural produce;
  - vi. Develop strategies on establishment of markets for agricultural products and services;
  - vii. Co-ordinate the domestication and implementation of regional and international agricultural sector trade (marketing) treaties, protocols, agreements and standards.
  - viii. Conduct agriculture investment promotion and profiling
  - ix. Facilitate ease of doing business in the agricultural sector

## 11. COMMUNICATIONS AND ADVOCACY

### Mission Statement

To promote, monitor and publicise Ministerial programmes, activities and events.

### Functions

- i. Plan, design and execute sustainable proactive advocacy and communication strategies and campaigns for the Ministry;
- ii. Monitor media reports and public opinions regarding Ministry's programmes, projects and activities;
- iii. Manage the Ministry, public and social media interactions;
- iv. Publicize and promote the Ministry's programmes, projects and events through various media houses and/or platforms
- v. Develop strategic partnerships with the public, mass media and relevant stakeholders; and
- vi. Generate content for the Ministry's website and social media pages and maintain the sites and pages up to date in liaison with the Ministry's ICT Department.

## **12. GENDER MAINSTREAMING, INCLUSIVITY AND WELLNESS DEPARTMENT**

### **Mission Statement**

To promote gender equality, inclusivity, and holistic wellness in the agricultural sector by implementing policies and programs that empower all individuals, enhance community engagement, and foster sustainable practices.

### **Functions**

- i. Coordinate the formulation, implementation and evaluation of gender mainstreaming, inclusivity and wellness policies, strategies and programs
- ii. Provide technical expertise on capacity building, knowledge building and management of gender mainstreaming, inclusivity and wellness issues
- iii. Develop and maintain strategic partnerships with stakeholders on gender, wellness and inclusivity

## **13. FINANCE AND ADMINISTRATION DIRECTORATE**

### **MISSION STATEMENT**

To provide finance and administration services to the Ministry

### **13.1 FINANCE DEPARTMENT**

#### **Functions**

- i. Formulate and control budgets
- ii. Manage debtors and creditors
- iii. Mobilize financial resources
- iv. Produce statutory and management financial reports

### **13.2. ADMINISTRATION DEPARTMENT**

#### **Functions**

- i. Prepare, defend and account for estimates of expenditure for assets including moveable and immovable;
- ii. Manage and maintain assets;
- iii. Initiate the acquisition, receipt, issue of stores and assets;
- iv. Initiate the disposal of obsolete and unserviceable assets;
- v. Facilitate rebates for donated and imported agricultural related stores and assets; and
- vi. Produce statutory returns.

## 14. PROCUREMENT MANAGEMENT UNIT

### Mission Statement

To implement cost-effective, efficient and transparent procurement processes that ensures timeous availability of quality goods and services

### Functions

- i. Planning the procurement activities of the ministry;
- ii. Securing the adoption of the appropriate procurement method;
- iii. Managing the bidding process (preparing bid notices evaluation reports);
- iv. Supervising the evaluation committee;
- v. Managing procurement contracts;
- vi. Negotiation and managing supplier relations; and
- vii. Reporting and submitting monthly statutory reports.

## 15. INTERNAL AUDIT

### Mission Statement

To provide an independent, objective assurance and consulting activity to improve operations and effectiveness of management controls and governance processes.

### Functions

- i. Monitor and evaluate internal systems and procedures of the Ministry;
- ii. Assess the cost effectiveness of projects undertaken by the Ministry; and
- iii. Provide advisory services to the Ministry, departments, parastatals and/or state enterprises.

## 16. LEGAL SERVICES

### Mission Statement

To provide efficient and effective legal and regulatory framework to the Ministry.

### Functions

- i. Provision of legal advice to the Ministry;
- ii. Review of legislation falling under the Ministry;
- iii. Negotiate and draft agreements on behalf of the Ministry;
- iv. Litigating on behalf of the Ministry; and
- v. Liaise with the Attorney General's office on legal matters.

- vi. Process and regularize joint venture agreements between farmers (Land holders) and investors; and
- vii. Drafting and processing of Memorandum of Understandings (MOUs) between the Ministry and other parties.

## 17. INFORMATION COMMUNICATION TECHNOLOGY

### Mission Statement

To provide secure, efficient and state of the art application and systems to digitally transform the agricultural sector.

### Functions

- i. Formulate, develop and implement the Ministry's ICT policy and strategies;
- ii. Develop and deploy ICT infrastructure for the entire Ministry;
- iii. Plan, coordinate, develop, outsource and deploy specialized applications;
- iv. Develop, implement and monitor a strategic, comprehensive ICT information security program; and
- v. Monitor the external environment for emerging threats and advise relevant stakeholders on the appropriate courses of action.

## D) CLIENTS

### External

1. Farmers	2. Ministries, Departments and Agencies (MDAs)
3. Industry and Commerce	4. Professional bodies
5. Academia and students	6. Advocacy/lobby groups
7. Tin smiths	8. Safari Operators
9. Land seekers	10. Map users
11. Water users	12. Consumers
13. Agro-industries (Private Sector)	14. NGOs
15. Universities and Research Institutions	16. Enterprises and Parastatals
17. Catchment and Sub- catchment Councils	18. Farmer Unions
19. Financial Institutions	20. Agricultural Related International Organisations
21. Religious Organisations	22. Traditional Leaders
23. Development Partners and Donors	24. Local Authorities

### Internal

1. Ministry Departments	2. Ministry Parastatals and State-Owned Enterprises
3. Minister, Deputy Ministers and staff	

## J) GENERAL SERVICE PROVISION AND DELIVERY STANDARDS

Item	List of Services Provided	Standards of Service Delivery
1.	Customer-care	
	(a) Visitors' reception	Within two (2) minutes of arrival
	(b) Telephone calls	Call to be answered within 3 rings
	(c) Routine Correspondence	To respond within seven (7) working days from the date of receipt
	(d) Technical correspondence	To respond within fourteen (14) working days from the date of receipt of the enquiry
	(e) Acknowledgement of request	Prompt response
	(f) Enquiry by e-mail	Within twenty-four (24) hours
	(g) Face-face enquiry	Immediate response

## SERVICE PROVISION AND DELIVERY STANDARDS

AGRICULTURAL EDUCATION			
CLIENT	SERVICE	TIMELINESS	COST (*all fees in USD can also be paid equivalent to Zig interbank rate)
Students Farmers	Training	Three years Diploma One-year General Certificate One-year Executive Certificate	USD1800 USD800 USD1000

AGRICULTURAL RESEARCH, INNOVATION AND SPECIALIST SERVICES DIRECTORATE			
CLIENT	SERVICE	TIMELINESS	COST
Exporters/ Importers	Import and export permits	5 working days	USD18
Farmers	Soil Testing (Full)	14 days	USD25
	pH only	Instant	USD8
	Partial	7 days	USD15
	Rhizobium inoculant sales	Instant	USD12
	Livestock breeding	1 day	USD1.80 per kg
	Artificial insemination	48 hours	Free
Seed Companies	Seed Crop Certification (Cotton, tobacco and maize)	4-5 months	USD5/USD150/USD10 per ha
AGRICULTURAL RURAL DEVELOPMENT AND ADVISORY SERVICES DIRECTORATE (ARDAS)			
CLIENT	SERVICE	TIMELINE	COST
Farmers	Advisory / Technical/Training	Prompt	Free
	Migratory Pest Control	Varies	Free
	Livestock and Meat Classification and Grading	5 min per carcass	USD1(Sheep and Goats) USD2 (Pigs) USD3(Cattle)
AGRICULTURAL ENGINEERING, MECHANISATION AND FARM INFRASTRUCTURE DEVELOPMENT			
CLIENT	SERVICE	TIMELINESS	COST
Farmers/MDAs/NGOs	Planning and designing of soil conservation works	21 days	USD5 per Hectare



AGRICULTURAL ENGINEERING, MECHANISATION AND FARM INFRASTRUCTURE DEVELOPMENT			
CLIENT	SERVICE	TIMELINESS	COST
Farmers/Tin Smiths/ NGOs	Training on Agricultural Engineering and Mechanisation Technologies	2 weeks	USD90 per Head
Machinery Industry/Farmers	Testing/ evaluation of machinery and equipment	Customized	Free
VETERINARY SERVICES DIRECTORATE			
CLIENT	SERVICES	TIMELINESS	COST
1. Farmers	Livestock movement permits	Same day	USD10
	Livestock branding, marking and tagging.	Prompt	USD2- USD5
	Farm inspections for export/accreditation	prompt	USD5-USD20
	Vaccinations (except mass FMD, Rabies, Anthrax, NCD)	same day	USD1- USD2
	Post-mortem services	same day	USD2- USD10
	Sample collection	1 week	USD2-USD5
	Quarantine charges (excluding feed, dipping and vaccine cost		USD2
	Ticks and acaricide testing		USD10-USD50
			USD5- USD10
	Virology and serology -Bacterial and other pathogens serology and serology		USD5- USD10
	Tick borne diseases	prompt	USD5
	Veterinary regulatory imports and Export permits		USD10-USD100 USD10-USD20
Pets Owners	General consultation /technical advisory	Prompt	Free
	Consultations and Advisory	Prompt	USD1
	Vaccinations-rabies		USD1
Traders of animals and animal products	Disease investigations	Prompt	
	Permits	Prompt	Free
	Inspections		
Safari Operators	Advisory/ traps/ targets deployment	Prompt subject to availability of own materials	Free
Boundary Companies	Insecticide Screening trials	Per trial period	USD200 once off fee
LAND MANAGEMENT AND ADMINISTRATION			
CLIENT	SERVICE	TIMELINESS	COST
Land Holders	Secure, Bankable Transferable Tenure	6 months	USD10 application and processing fee
	General short-term Leases)	30 days	USD30 application and processing fee
	Certificate of no present interest	90 days	
	Land Rentals	Annually	USD500 USD3 per ha
MDAs	Land – Hand Over	6months	Value pegged by Compensation Committee

<b>SURVEYOR GENERAL</b>			
<b>CLIENT</b>	<b>SERVICE</b>	<b>TIMELINESS</b>	<b>COST</b>
Farmers/General Public/MDAs	Land Survey Coordinates Transformation	6 weeks Promptly	Depends on service USD10 initial charge then USD5 per ten coordinates or part thereof
Map users	Maps production  User specified maps	3 months  Per Hour	USD10 & above depending on map size USD25 per quarter hour or part thereof
Land Surveyors in Training	Trial survey examinations	Results within three months of seating the examination	USD200
<b>WATER RESOURCE PLANNING AND IRRIGATION DEVELOPMENT</b>			
<b>CLIENT</b>	<b>SERVICE</b>	<b>TIMELINESS</b>	<b>COST</b>
Farmers/MDAs/ Tertiary Institutions	Advisory and Technical	30 minutes	Free
	Farm assessment and project designs	7 days	USD250
	Construction and rehabilitation of irrigation infrastructure	scheduled period	Site specific
Boundary Companies	Testing of irrigation equipment	7 days	Equipment specific
Water Users	Construction and management of sanitation and hygienic facilities	24 hours	Free
<b>ADMINISTRATION AND GENERAL</b>			
Farmers/Companies/ Land holders	Regularisation of joint venture agreements	3 days	Free
	Advisory Import and export permits	3 days	Ranging from USD2 - USD120

## L) OBLIGATIONS AND RIGHTS

### MINISTRY'S OBLIGATIONS

- To provide high quality, reliable and professional services with courtesy, accountability and confidentiality
- To provide accurate, accessible and timely advisory services
- To treat all clients and customers fairly, honestly and impartially without discrimination
- To ensure that complaints are responded to swiftly, appropriately and provide timely feedback on progress and outcome

### M) CLIENTS' RIGHTS IN RELATION TO SERVICE PROVISION

- Right to access quality and timeous services from the Ministry
- Right to access relevant, accurate and timely information
- Right to privacy and confidentiality
- Right to remedy in case of infringement

## N) CLIENTS' OBLIGATIONS TO THE MINISTRY

1. Give feedback on quality of service rendered or delivered
2. Support and embrace Ministry's programs through participation and involvement
3. Immediate report on incidences of pest and disease outbreaks
4. Safeguard Ministry's resources and infrastructure
5. Compliance to set standards and regulations
6. Being productive on allocated land

## O) REVIEW OF THE CHARTER

Given the dynamic nature of sectors served, the Clients Service Charter shall be reviewed annually through stakeholder consultations.

## P) FEEDBACK MECHANISMS

For purposes of quality evaluation, client feedback is of paramount importance to the Ministry. Feedback may be lodged through, suggestion boxes, telephones, email, letters, website/chat box, toll free lines, social media platforms and surveys.

## Q) RESOLUTION AND REDRESS

Complaints shall be treated in confidence and the following management procedures are guaranteed;

1. Provision of a conducive environment that enables clients to put forward their complaints
2. Immediate acknowledgement of all formal complaints
3. Prompt investigation of complaints lodged

Where the client is not satisfied with the response/action provided, an appeal may be lodged to a higher office.

## R) HOW TO CONTACT US:

### HEAD OFFICE CONTACT DETAILS

PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL	TOLL FREE Nos	WHATSAPP NUMBERS	WEBSITE	FACEBOOK	TWITTER
No. 1 LIBERATION LEGACY WAY NGUNGUNYA NA BUILDING	P BAG CY 7701 CAUSEWAY HARARE	(242) 797400/2 (242) 706081/9	08004434 08004435 08004436	+263712831513 +263719566587 +263719566589	<a href="https://www.agric.gov.zw">https://www.agric.gov.zw</a>	MoLAFWRD-Zim	MoLAFWRD-Zim

DEPARTMENT	CONTACT CELL	EMAIL	DIRECT LINE
SECRETARY'S OFFICE	0717459632	agricpermsec@gmail.com	0242 797425
HUMAN RESOURCES	0712843538	agrchr.gov@gmail.com	0242701308
BUSINESS DEVELOPMENT MARKETS AND TRADE	0712236550	ctbwenje@gmail.com	0242 790358
STRATEGIC PLANNING MONITORING AND EVALUATION	0718809742	agnesmugova@gmail.com	
AGRICULTURAL EDUCATION	0718529043 0777098190	agriculturaleducation22@gmail.com	0242706079
INTERNAL AUDIT	0773980592 0717197858	daisnyanyis@gmail.com	0242 797399
PROCUREMENT MANAGENT UNIT	0773444240 0712906867	directorproc24@gmail.com	0242 797304
ADMINISTRATION	0712832031 0773001816	mpendulomanga@gmail.com	0242 797437
INFORMATION COMMUNICATION TECHNOLOGY	0773445901	prog1sub5comm@gmail.com lmkaseke@gmail.com	0242 797415
LEGAL SERVICES	0772681147 0712832824	cgarisenheta@gmail.com	0242 797346
FINANCE	0712778149	mmakina@yahoo.com	0242797430
COMMUNICATI ONS & ADVOCACY	0719847213	agriccommunications@gmail.com	0242 797400-2

PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
AGRICULTURAL EDUCATION	5 <sup>TH</sup> STREET EXT HARARE	P. BAG CY 7701 CAUSEWAY HARARE	0242-706079	0718529043 0777098190	agriculturaleducation22@gmail.com
CHIBERO AGRICULTURAL COLLEGE	MASHONALAND WEST	P. BAG 901 NORTON	0775897096	0775897096	chibcoal@gmail.com
ESIGODINI AGRICULTURAL COLLEGE	MATABELELAND SOUTH	P. BAG 5808 ESIGODINI	0292800297/527	0772997458	esigodiniagriccollege@yahoo.com
GWEBI AGRICULTURAL COLLEGE	MASHONALAND WEST	P. BAG 376B HARARE	0772961360	0772961360	gwebiagric@yahoo.com www.gwebiagri.ac.zw
KUSHINGA PHIKELELA NATIONAL FARMER TRAINING COLLEGE	MASHONALAND EAST	P. BAG 3705 MARONDERA	0652322091	0775079295	kushingaphikelelanftc@gmail.com
MAZOWE VETERINARY COLLEGE	MASHONALAND CENTRAL	P. O. BOX 20 MAZOWE	02752195130/31	0778247312	mvc.ac.zw@gmail.com
MLEZU AGRICULTURAL COLLEGE	MIDLANDS	P. BAG 8062 KWEKWE	0552-523087	0772527680	mlzczcollege@gmail.com
RIO TINTO AGRICULTURAL COLLEGE	MIDLANDS	P. O BOX 702 KADOMA	0772572463	0772572463	riotintoagriculturalcollege@gmail.com
SHAMVA AGRICULTURAL COLLEGE	MASHONALAND CENTRAL	P. BAG 2100 SHAMVA	0718104390	0718104390	shamvaagric@gmail.com
ZIMBABWE AGRICULTURAL COLLEGE	5 <sup>TH</sup> STREET EXT HARARE	P. BAG CY 7701 CAUSEWAY HARARE	0242-706079	0780033130	zimagriconline@gmail.com

PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
AGRICULTURAL AND RURAL DEVELOPMENT ADVISORY SERVICES	No 1 LIBERATION LEGACY WAY NGUNGUNYANA	P. BAG CY 7701 CAUSEWAY HARARE	0242 705341 0242 794381/2	0772528178	chiefdirectoragriad2022@gmail.com
MATABELELAND SOUTH	NEW GVT COMPLEX, GWANDA	BOX 326, GWANDA		0712265152	bhekilizwencube5@gmail.com
MATABELELAND NORTH	MHLAHLANDLELA GOVT COMPLEX BULAWAYO	, BOX 1927, BULAWAYO		0772322888	thuendlovu@gmail.com
MASHONALAND WEST		BOX 179 CHINHOYI		0772366075	rubvumo@gmail.com
MANICALAND	NEW GOVERNMENT COMPLEX MUTARE			0772589587	nmanunure@gmail.com
MIDLANDS	NEW GOVT COMPLEX, GWERU			0774212515	zetmatore@gmail.com
MASVINGO		P. O. BOX 354, MASVINGO		0784897688	taringanamakiwa@gmail.com
MASHONALAND EAST		P BAG 3717 MARONDERA		0773916373	munamatil@yahoo.com
MASHONALAND CENTRAL	183 CENTENARY DRIVE, BINDURA			0772736948	misheckk84@gmail.com
PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
AGRICULTURAL ENGINEERING, MECHANISATION AND SOIL CONSERVATION	No 1 LIBERATION LEGACY WAY NGUNGUNYANA BUILDING, HARARE	P. BAG CY 7701 CAUSEWAY HARARE	(242)797400/2 (242)706081/9 Toll free: 08004434 08004435 08004436	Whatsapp +263712831513 +263719566587 +263719566589	cdagrimech@gmail.com
HATCLIFFE RESEARCH INSTITUTE	1 SCAM WAY OFF DOMBOSHAWA ROAD	BOX BW 330, BORROWDALE HARARE	04-86009 860055/ 860019	+263712873827 +263775603064	tirikoza@gmail.com
MANICALAND	GOVERNMENT COMPLEX H. CHITEPO / 4TH STREET	BOX 137 MUTARE	020-64841 /63396	0772213733 0712873845	nhlanhlamagama@gmail.com
MASHONALAND CENTRAL	MUTUNGAGORE BUILDING	BOX 31 BINDURA	0271 -7975	0712873842	georgemhlope@yahoo.co.uk
MASHONALAND EAST	GOVERNMENT COMPLEX 2ND STREET/MORRIS AVENUE	BOX 3/123, MARONDERA	0279 273013/4	0773275542 0712873840	kwinjemanty@gmail.com
MASHONALAND WEST	GOVERNMENT BUILDING	BOX 1260, CHINHOYI	067- 28580/ 28500 / 28590	0773437367 0712844982	iruzoza@gmail.com
MIDLANDS	MACDONALD HOUSE KOPJE/CHURCHILL STREET	P. O. BOX 690, GWERU	054- 220738 / 227384 / 222479/225289	0776011066	amupariwa76@gmail.com
MATABELELAND SOUTH	NEW GOVERNMENT BUILDING QUEEN ST/ 4TH AVENUE GWANDA	P.O BOX 280 GWANDA	0248 - 24038/24039/221 71	0712844981 0783729069	dalivareg@gmail.com
MATABELELAND NORTH	MHLAHLANDLELA GOVERNMENT COMPLEX, 10TH AVENUE	BOX 2359, BULAWAYO	09- 887932/28	0712844984 0788146125	omashiri@gmail.com
MASVINGO	BENJAMIN BUROMBO BUILDING R. MUGABE/ S. MAZORODZE ST	BOX 1884, MASVINGO	039 -264703 / 265472	0712955891 0773412400	matimbanyararai@gmail.com
PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
CROPS RESEARCH	NO. 1 FIFTH STREET EXTENSION HARARE	BOX CY 594 CAUSEWAY HARARE	0242-706819	+263 773 042 798 +263 717 869 020	wmubvekerishumba@gmail.com
CROP BREEDING INSTITUTE, HARARE	NO. 1 FIFTH STREET EXT	BOX CY 550 HARARE	0242798073	+263 773 943 583	puritymazibuko@gmail.com
Livestock Research	No. 1 5 <sup>th</sup> Street Ext, Harare	BOX CY 550 HARARE	0242-790168	+263 772 324 322	chamisaa@gmail.com
AGRONOMY RESEARCH INSTITUTE, HARARE	NO. 1 FIFTH STREET EXT	BOX CY 550 CAUSEWAY HARARE	0242798074	+263 772 216 029	tgwandu@gmail.com
AGRONOMY RESEARCH INSTITUTE WEEDS RESEARCH	Henderson Research Station Mazowe		+263 773 289 555	+263 773 289 555	ekmangosho@gmail.com

PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
FARM,FEEDS,FERTILIZERS AND REMEDIES	NO. 1 FIFTH STREET EXT	BOX CY 550 CAUSEWAY HARARE	0242 704 545	+263772 383 395	kunacharityawanda@gmail.com
GENETIC RESOURCES AND BIOTECHNOLOGY INSTITUTE	NO. 1 FIFTH STREET EXT	BOX CY 550 CAUSEWAY HARARE	0242702519	+263 717396 308	ochipfunde@gmail.com
COTTON RESEARCH INSTITUTE, KADOMA	GOLDEN VALLEY ROAD, KADOMA	P. BAG 765 KADOMA	-068-2123994-6,	+263 778 074 998	marcomare82@gmail.com
GWEBI VARIETY TEST CENTRE	Gwebi Agricultural College Off Nemakonde Road	Gwebi Agricultural College Off Nemakonde Road	+263 772 813 330	+263 772 813 330	douglas71masoka@gmail.com
SOIL PRODUCTIVITY RESEARCH LABORATORY	MARONDERA	P.Bag 3757 Marondera	+263-6523-25555, +263-6523- 23621,	+263 773523816	sprlresearchcentre@yahoo.com
PANAMURE EXPERIMENTAL STATION	SHAMVA	SHAMVA	+263 774 409 897	+263 774 409 897	dumisanijamelah@gmail.com
AGRONOMY RESEARCH INSTITUTE CROP PRODUCTIVITY	KADOMA	KADOMA	+263 774 796 923	+263 774 796 923	randhliwayo@gmail.com
AGRONOMY RESEARCH INSTITUTE CROP PRODUCTIVITY	MATOPOS	MATOPOS	+263 774 668 364	+263 774 668 364	octaviandlovuuu@gmail.com
AGRONOMY RESEARCH INSTITUTE CROP PRODUCTIVITY	MASVINGO	MASVINGO	+263 773 550 562	+263 773 550 562	bchogurei@gmail.com
HORTICULTURE RESEARCH INSTITUTE, MARONDERA	C/O GRASSLANDS RESEARCH FARM	BOX 810 MARONDERA	+263 774 162 490	+263 774 162 490	gamuchirail@yahoo.com lindagmuusha@gmail.com
COFFEE RESEARCH INSTITUTE, CHIPINGE	CHARLES MURRAY ROAD CHIPINGE	BOX 61 CHIPINGE	+263 773 298 667	+263 773 298 667	starusenga7@gmail.com
LOWVELD RESEARCH INSTITUTES, CHIREDI	NGUNDU-TANGANDA ROAD	BOX 97 CHIREDI	0312312398	0773 955 072 0712 280 420	charliemhazo@gmail.com charliemhazo@yahoo.co.uk
NYANGA EXPERIMENTAL STATION	NYANGA	P. Bag 2061 Nyanga	+263 773 884 602	+263 773 884 602	madambovorasion@gmail.com
SAVE VALLEY EXPERIMENTAL STATION	CHECHECHE	CHECHECHE	+263 772 625 759	+263 772 625 759	chohunoitacolly@gmail.com
CHISUMBANJE EXPERIMENTAL STATION	CHECHECHE	P O Box 294 Checheche	+263 772 351 851	+263 772 351 851	ftjimu@gmail.com
PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
IRRIGATION DEVELOPMENT	12TH FLOOR KAGUVI BUILDING, MUZENDA ST/CENTRAL AV HARARE	P. BAG 7753, CY HARARE	0242 701681/3, 0242 707865	0712235636	mutazut@gmail.com
ZITC	1 SCAM WAY, BORROWDALE, HARARE	BOX BW330 HARARE	0242862145/6924 2861521	0716851529	evelyntatire@gmail.com
MANICALAND	ZINWA COMPLEX 1ST FLOOR, 7 PARK RD, MUTARE	BOX 2720, MUTARE	02062197	0714900689	tindochim@gmail.com
MASHONALAND CENTRAL	NDODAHONDO COMPOSITE OFFICE, BINDURA	BAG 968, BINDURA		0772616952	mhlangamanesco@gmail.com
MASHONALAND EAST	NEW GOVERNMENT COMPLEX, MARONDERA	BOX 1418, MARONDERA	0652 325587 0652325595	0775024096	alfoncegamariel@gmail.com
MASHONALANDWEST	OLD CHINESE COMPLEX, BOX 345, CHINHOYI	BOX 3450, CHINHOYI	06728323067212 8741	0773484347/ 0714900687	msiyakia@gmail.com
MASVINGO	OLD POST OFFICE BLDG.,35 R MUGABE WAY, MASVINGO	BOX 1020, MASVINGO	0392 265081	0714900706	wgoza05@gmail.com
MATABELELAND SOUTH	NEW GOVERNMENT COMPLEX, GWANDA	BOX 143, GWANDA	084282129-8 084223534	0714900694	shepmpotengwa20127@gmail.com
MATABELELAND NORTH	MHLAHLANDLELA BUILDING, 5TH FLOOR, BULAWAYO	BOX 4068, BULAWAYO	0292885946/47/4 8 0292885950	0773243903	Chrismhlope2014@gmail.com
MIDLANDS	NEW GVT COMPLEX, GWERU	BOX 2120, GWERU	054224577 0542227235	0714900708	shingiczano@gmail.com



PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
LAND MANAGEMENT AND ADMINISTRATION	MAKOMBE COMPLEX, BLOCK 4 CNR H. CHITEPO AVE/HARARE ST	P BAG 7779 CAUSEW AY, HARARE	0242 797325-30 0242 797335	0772868804	smushayabasa@gmail.com
MANICALAND	GOVERNMENT COMPLEX COMPOSITE BUILDING CNR 3RD AND ROBERT MUGABE	P O BOX 725 MUTARE		0772653093	kadzerec@gmail.com
MASHONALAND CENTRAL	NDODA HONDO BUILDING CENTRAL AV. BINDURA	P O BOX 66 BINDURA		0774392559	Albert.tsimba@gmail.com
MASHONALAND EAST	MASCHO HEAD OFFICE 214 BIRMINGHAM RD MARONDERA	214 BIRMINGHAM RD MARONDERA		0773039237	cliffmukoyi@gmail.com
MASHONALAND WEST	M&W BUILDING CORNER LINK AND PARK STREET	M&W BUILDING CORNER LINK AND PARK STREET		0773946595	
MASVINGO	19 HELLET STREET MASVINGO	19 HELLET STREET MASVINGO		0772657224	charitymakumbe@yahoo.com
MATABELELAND SOUTH	DISTRICT ADMINISTRATOR'S OFFICE GWANDA	P O BOX 124 GWANDA		0772861997	achilonga@gmail.com
MATABELELAND NORTH	MHLAHLANDLELA GOVERNMENT COMPLEX, BLOCK H, BULAWAYO	CORNER 10 AVE/BARCH STREET, BYO		0775185308	grahamrhoda0@gmail.com
MIDLANDS	OLD PRISON COMPLEX MAIN STREET GWERU	P O BOX 29 GWERU		0772326189	chenayimnangagwa@gmail.com
PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
LIVESTOCK RESEARCH	AGRICULTURAL RESEARCH CENTRE 5 <sup>TH</sup> STREET EXT, HARARE	P. O. BOX CY 594, CAUSEW AY, HARARE	0242 704531/9 0242 790168	0772324322	chamisaa@gmail.com Skype: andrewchamisa31
GRASSLANDS RESEARCH INSTITUTE	MARONDERA	P. BAG 3701 MARONDERA	+263778670000	+263778670000	tigeracc@yahoo.com
HENDERSON RESEARCH INSTITUTE	MAZOWE	P BAG 2004 MAZOWE	+263782303707, +263733168676	+263782303707, +263733168676	gladysdarleen@gmail.com
MAKOHOLI RESEARCH INSTITUTE	MASVINGO	P BAG 9184 MASVINGO	+263714447386, +263776210249	+263714447386, +263776210249	tereraibozwe@gmail.com
MATOPOS RESEARCH INSTITUTE	BULAWAYO	P. BAG K537 BULAWAYO	+26292809321	+263773341325	tendaidekenya@gmail.com
PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
RESEARCH SERVICES	AGRICULTURAL RESEARCH CENTRE, 5 <sup>TH</sup> STREET EXT HARARE	P O BOX CY 550 CAUSEW AY, HARARE	0242 791223	0773056028	www.drss.gov.zw mujaucalaid@gmail.com
CHEMISTRY AND SOILS RESEARCH INSTITUTE	AGRICULTURAL RESEARCH CENTRE, 5 <sup>TH</sup> ST EXT, HARARE	P O BOX CY 550 CAUSEW AY HARARE	0242704543	+263773149791	chikiema@yahoo.co.uk
GENETIC RESOURCES & BIOTECHNOLOGY INSTITUTE	AGRICULTURAL RESEARCH CENTRE, 5 <sup>TH</sup> STREET EXT HARARE	P O BOX CY 550 CAUSEW AY, HARARE	0242 702519	+2630717396308	ochipfunde@gmail.com
NATIONAL HERBARIUM AND BOTANIC GARDENS	AGRICULTURAL RESEARCH CENTRE, 5 <sup>TH</sup> ST EXT, HARARE	P O BOX A889 AVONDALE HARARE			chapanoc@gmail.com
PLANT PROTECTION RESEARCH INSTITUTE	AGRICULTURAL RESEARCH CENTRE, 5 <sup>TH</sup> ST EXT, HARARE	P O BOX CY 550 CAUSEW AY, HARARE	0242704095	+ 263712724701	gracechamah6@gmail.com
PLANT QUARANTINE RESEARCH INSTITUTE	MAZOWE PLANT QUARANTINE STATION	P.O Box 2007 Mazowe	0772675986	+263-772-675986	plantquarantineserviceszim@gmail.com
SEED SERVICES INSTITUTE	AGRICULTURAL RESEARCH CENTRE, 5 <sup>TH</sup> ST EXT, HARARE	P O BOX CY 550 CAUSEW AY, HARARE	0242709712	+263712508534	mtetwae@gmail.com
PLANT QUARANTINE HARARE HEAD OFFICE	RESEARCH SERVICES DEPARTMENT	P. BAG CY 550 HARARE	242704095	0772868503	
PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
SURVEYOR GENERAL	56 SAMORA MACHEL AVENUE TRUST TOWERS BUILDING HARARE	P.O. BOX CY540 CAUSEW AY	0242797400/0242 706081/9	0712871616	edwinguvaza@gmail.com
MATABELELAND NORTH/ BULAWAYO	TREDGOLD BUILDING CNR T AKAWIRA & FORT STREET	P.O BOX 1580 BULAWAYO	292 64640/ 2269888/ 09 62817	0774351187	agamagaya@gmail.com

PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
TSETSE CONTROL	18 LIBERATION LEGACY WAY, BEVAN BUILDING, HARARE	P.O BOX CY 52, HARARE	0242-707365 0242-707381/5	0772545992	shereni2005@gmail.com
KOTWA	KOTWA GROWTH POINT	BOX 80 MUDZI		0774086524	blessmuzokra@gmail.com
DOMA	CHENANGA CAMP	BOX 2307 MHANGURA		0719498729	trymoremukarakate@gmail.com
MAKUTI	MAKUTI HARARE/ CHIRUNDU ROAD	BAG 2018 KAROI		0773743347	mangwirojaneth21@gmail.com
RUKOMICHI	MANA POOLS ROAD OFF, HARARE CHIRUNDU ROAD	P BAG 2307 KAROI		0775203158	hlekwayofri@gmail.com
MASHUMBI	MASHUMBI GROWTH POINT	P.BAG 2003 GURUVE		0772493780	meetcosmas@gmail.com
RUSHINGA	RUSHINGA GROWTH POINT	P BAG 2097 MT DARWIN	02762354	0775318774	
GOKWE CENTRE	GOKWE TOWN CENTRE	P BOX GOKWE	05525922750	0773027690	gchimhondoro@gmail.com
LUSULU	LUSULU GROWTH POINT, MATABISA	P BOX 262 MATABISA, LUSULU		0775318497	tinomakasi@gmail.com
SAVE	SAVE GROWTH POINT	SAVE GROWTH POINT		0772524713	phillipedzisai@gmail.com
PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
VETERINARY SERVICES DIRECTORATE	18 LIBERATION LEGACY WAY, BEVAN BUILDING, HARARE	P.O BOX CY 52, HARARE	0242 706683 0242706603/4 0242705885/7	0712608397	vetsec15@gmail.com
MANICALAND	5176 NY AKAMETE INDUSTRIAL SITE MUTARE	MANICALAND PROVINCIAL VETERINARY OFFICE, P.O.BOX 3306, MUTARE PAULINGTON MUTARE	020-64511/64583 020-64583	0773047102	vetmuta@gmail.com
MASHONALAND CENTRAL	1327 ATHERSTONE ROAD BINDURA	PROVINCIAL VETERINARY OFFICE 1327 ATHERSTONE ROAD P. BAG 934 BINDURA	0271-7101	0713116363	mashecentralvetservices1@gmail.com
MASHONALAND EAST	MARONDERA VETERINARY OFFICE .69 MORIS AVENUE	MARONDERA	0652324488/ 0242705466	0773050278	masheastvetservices1@gmail.com
MASHONALAND WEST	PROVINCIAL VETERINARY OFFICE 7853 INDUSTRIAL SITE CHINHOYI ZIMBABWE	BOX 24, CHINHOYI		0773064065	drmswela@gmail.com
MASVINGO	NO 1 HERBERT CHITEPO STREET	BOX 30 MASVINGO	0392262146-7	0772463028	masvingodvs@gmail.com
MATABELELAND NORTH	13 WESLEY AVENUE BAHAMGREEN, BYO	BULAW AYO	(0292) 68061-3	0772946178	byovetservices@gmail.com
MATABELELAND SOUTH	VETERINARY SERVICES, OLD BORDER POST	BOX 12 BEITBRIDGE	(0284) 22691/2	0775169544	vetservicesmatosouth@gmail.com
MIDLANDS	NO 1 NORFOLK RD, WINDSOR PARK, GWERU	GWERU	0542 222401/2	0772114571	gweruvet@yahoo.uk
PROGRAMME / DEPARTMENT	PHYSICAL ADDRESS	POSTAL ADDRESS	GENERAL LINE	CONTACT CELL	EMAIL
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COMMITMENT TO SERVICE DELIVERY

CLIENT SERVICE CHARTER APPROVAL

Designation	Name	Signature	Date
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Permanent Secretary	Prof. O.Jiri		

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