



Zimbabwe
**Ministry of Youth Empowerment, Development
and Vocational Training**

CLIENT SERVICE CHARTER



2025

1. PREAMBLE

The Ministry of Youth Empowerment, Development and Vocational Training exists as enshrined in the Constitution of Zimbabwe Amendment Act (No. 20) of 2013. It is the mandate of the Ministry to make sure the youths have access to:

- Appropriate education and training;
- Opportunities to associate, be represented and participate in political, social and economic spheres of life;
- Employment and many other avenues of economic empowerment;

This client service charter provides information on: -

- Who we are;
- What you should expect when dealing with us;
- Our service standards;
- Communication with us; and
- How you can help us serve you better.

The Ministry Youth Empowerment, Development and Vocational Training of commits to the following founding values:

- i. Patriotism
- ii. Accountability
- iii. Teamwork
- iv. Innovation
- v. Integrity

i. Vision

An Empowered Youth actively participating in National Development by 2030

ii. Mission

To develop, promote and implement policies and programmes for youth empowerment to achieve sustainable and equitable development.

iii. Mandate

To develop, promote and implement policies and programmes for youth empowerment to achieve sustainable and equitable development.

2. CORE VALUES (PATII):

- **Patriotism** -Desire or love for one's country. (Zimbabwe first)
- **Accountability** - State of being transparent, accountable, responsible, answerable for one's and our collective actions
- **Teamwork** -Leveraging on each other's experiences and strengths and working inclusively with love and respect
- **Innovation** -initiating and embracing new methods or ideas of enhancing service delivery timeously.
- **Integrity** -Honesty, trustworthy, steadfast and adherence to moral and professional principles

3. TERMS OF REFERENCE

- Constitution of Zimbabwe, Amendment (No.20) Act 2013: Chapter2:20.
- National Youth Policy
- Zimbabwe Youth Council Act [Chapter 25:19] of 2001

4.0 DEPARTMENTS AND THEIR CORE FUNCTIONS

1. Youth Development

- Formulate, implement, monitor and evaluate youth development policies, programmes and projects.
- Set up mechanisms to mainstream youth development issues in national development policies and programmes.
- Promote the participation of youths in leadership and decision-making processes.
- Facilitate youth exchange programmes.
- Coordinate the implementation of youth development initiatives and programmes in both the private and public sectors.
- Liaise with sector ministries and stakeholders for the creation of youth development opportunities.
- Strengthen the participation of youth in peace building.
- Collaborate with other agencies, national, regional and international in youth development programmes.
- Mobilise youth for participation in Ministry and other youth related programmes.
- Domestic regional conventions on youth development (African Youth Charter; SADC Declaration on Youth Development and Empowerment).

2. Youth Economic Empowerment

- Formulate, implement, monitor and evaluate youth economic empowerment policies, programmes and projects.
- Set up mechanisms to mainstream youth economic empowerment issues in national development policies and programmes.
- Coordinate the implementation of youth economic empowerment initiatives and programmes in both the private and public sectors.

- Liaise with sector ministries and stakeholders for the creation of youth economic empowerment opportunities.
- Collaborate with other agencies, national, regional and international in youth economic empowerment programmes.
- Coordinate the formation, registration and capacity building of youth groups and businesses.
- Manage the youth development fund, youth business incubation hubs and other youth emergency facilities.
- Identify business opportunities and resource bases and provide business information to existing and upcoming young entrepreneurs.
- Plan, appraise, monitor and evaluate projects for funding under the Youth Development Fund for the youth.
- Promote the development of both existing and new youth business enterprises through policy articulation and designing of appropriate strategies

3. Youth Service in Zimbabwe

- Formulate and implement youth service and volunteerism policies and strategies.
- Inculcate among the youth values of patriotism, discipline, national identity, service and civic responsibility.
- Impart a public-private culture through on-the-job experience and meaningful exposure to the world of work.
- Provide career guidance, and impart life and entrepreneurial skills for resilience and employment creation.
- Facilitate placement of Youth Service in Zimbabwe graduates for employment in Government, Parastatals, and other organisations, as well as enrolment in higher and tertiary education institutions.

- Develop and constantly review curricula for the Youth Service in Zimbabwe Training Programme.
- Conduct tracer studies to assess the effectiveness of Youth Service in Zimbabwe training.
- Facilitate empowerment opportunities for graduates of the Youth Service in Zimbabwe training programme.
- Facilitate public-private partnerships (PPPs) for Youth Service in Zimbabwe Training Institutions.

4. Business Development

- Develop policies, procedures and training necessary for effective youth commercial business units.
- Coordinate business development and partner outreach for establishment of Public Private Partnerships and Joint Ventures for youth empowerment.
- Develop and implement Ministry's resource mobilization strategy and advocacy.
- Provide technical support in entrepreneurship development and management of youth hubs.
- Conceptualize and design youth incubation hubs.
- Develop youth empowerment and funding models

5. Vocational Training and Skills Development

- Formulate and implement skills development policies.
- Structure youth skills training programmes.
- Facilitate public private partnerships (PPPs) for vocational training centers (VTCs).
- Facilitate intra and inter-ministerial engagements.
- Develop industry engagement strategies.

- Equip youth with technical, vocational and entrepreneurial skills for employment creation and self-sustenance.
- Develop relevant curricula for vocational and entrepreneurial skills training for the youth.
- Conduct tracer studies to assess the effectiveness of vocational training.
- Establish incubators at VTCs for business production and mentorship.
- Participate in national infrastructure development programmes.
- Equip youths with relevant pre-vocational and life-long skills for personal growth, technical and self-sustenance.
- Develop an entrepreneurial mindset in youth.

6. Communication and Advocacy

- Develop and maintain an effective Ministry communication strategy with both internal and external stakeholders including media.
- Communicate Ministry innovative approaches and successes through print, electronic, exhibitions and public events.
- Lead in convening cross-functional initiatives needed to improve project design and breaking of corporate silos through utilization of emergent learning and effective communication practices.
- Implement advocacy and outreach initiatives including public awareness campaigns exhibitions, roadshows, conferences, events.
- Formulate and implement the Ministry Stakeholder Communication Strategy.
- Initiate and maintain online presence for the Ministry through the use of website, social media platforms, blogs and other emerging technologies and platforms.
- Monitor local and foreign information and communication platforms and draft a report for Executive briefing to the Ministry's principals.

7. Strategic Policy Planning, Monitoring and Evaluation

- Coordinate the formulation of the Ministry's strategic documents;
- Coordinate research and recommend necessary changes to improve Youth, Empowerment Development and Vocational training programmes;
- Prepare policy and guidelines for monitoring the performances of the Ministry and parastatal's activities and programmes;
- Evaluate investment proposals and business plans to assess their economic and financial effects;
- Develop and maintain a statistical database for Youth, Empowerment and Development for planning purposes;
- Monitor implementation of regional and international treaties, protocols and conventions of Youth, Development and Vocational Training;
- Manage the Ministry's Dash Board and guide development forecasts monthly and periodical.
- Direct overall framework for monitoring and evaluation systems.
- Track progress on implementation of Ministry programmes against set milestones and targets ensuring value capture is achieved and sustained.
- Carry out research and baseline studies
- Develop monitoring and evaluation strategies for the Ministry.
- Carry out tracer studies to measure effectiveness of Ministry interventions.
- Coordinate the analysis of reports from various Ministry departments and produce reports.
- Capacity development of staff on monitoring and evaluation of programmes and projects.

8. Finance and Administration

- Budgeting and budgetary control.
- Financial management.
- Statutory reporting and.
- Mobilization of resources.

- Asset management.
- Stores management.
- Transport management.
- Information and Computer Technology management
- Oversee the construction and maintenance of facilities
- Determine needed resources (manpower, equipment and materials) from start to finish with attention to budgetary limitations.
- Plan all construction operations and schedule intermediate phases to ensure deadlines will be met.
- Facilitates acquiring of equipment and material and monitor stocks to timely handle inadequacies.
- Implement financial planning, budgeting and control procedures for funds and projects.
- Coordinate the preparation of PSIP estimates of revenue and expenditure.
- Identify, evaluate and authorize PISP projects and program funds capital expenditure.
- Account for hiring fees, project funds, Hubs in line with respective agreements in place.
- Prepare estimates of expenditure for assets required for projects.

9. Human Resources

- Introduce, manage and anticipate change in structure, system and goals of the Ministry in line with the approved changes in the civil service
- Coordinate human capital development programmes.
- Manage and promote discipline and industrial relations.
- Coordinate Health, Safety and wellness programmes.
- Promote staff welfare issues.
- Promote gender issues.
- Coordinate implementation of Integrated Result Based Management.
- Human resources planning.

- Records and Information Management.
- Coordinate the development of the Client Service Charter.

10. Legal Services

- Provide legal advice to the Ministry on various legal issues pertaining to the day-to-day administration of the Ministry;
- Review policy in relation to the pieces of legislation under the Ministry's jurisdiction to be in alignment with the Constitution of Zimbabwe, Amendment (No. 20) Act 2013;
- Consult the Attorney General's Office on the interpretation or their legal opinion on various status administered by the Ministry;
- Consult with the Public Service Commission Legal Services Agency on the interpretation of the Public Service Act, regulations and procedures;
- Review changes to legislation (Acts) administered by the Ministry in consultation with stakeholders and prepare draft proposal documents to the Attorney General's Office, to be in alignment with the Constitution of Zimbabwe Amendment (No. 20) Act 2013;
- Prepare international and local agreements or contracts to be entered into between the Ministry and other Parties, under the guidance of the Attorney General's Office;
- Conduct research and keep abreast with the current trends on legal issues or matters (e.g. Treaties, Protocols and Agreements) prevailing in Regional and International arena within the Ministry's mandate;
- Prepare legal documents and Cabinet papers in respect of Acts administered by the Ministry and submit drafts for examination to the Attorney General's Office;
- Advise disciplinary authorities in the Ministry on all disciplinary procedures and Public Service Regulations;
- Prepare legal correspondence and court processes;
- Report all court cases including court applications and judgments to the Public Service Commission as soon as they are out;

- Assist disciplinary committees on the interpretation of disciplinary processes and regulations;
- Prepare regional and international agreements or treaties and protocols for accession, adoption and ratification.
- Represent the Ministry in court; and
- Submit monthly legal returns to the Public Service Commission.

11. Internal Audit

- Provide risk-based audit and consultancy services to the Ministry and its Parastatals.
- Promote transparency, accountability and good governance.
- Monitor the financial administration and procedures of the Ministry or reporting unit concerned
- Assess the cost-effectiveness of any projects undertaken by the Ministry or reporting unit;
- Perform value for money audits to assess the performance of the Ministry or reporting units concerned, in terms of Economy, Effectiveness and Efficiency;
- Produce and dispatch audit engagement reports on observations noted in terms of section 80 (5) of the Public Finance Management Act [Chapter 22:19]

12. Procurement Management Unit

- Plan the procurement activities of the Ministry.
- Secure the adoption of the appropriate method of procurement.
- Prepare bidding documents in compliance with provisions of the Act.
- Contract specifications and the evaluation criteria.
- 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 evaluation committee.
- Prepare evaluation reports, including contract award recommendations.
- Manage procurement contracts or overseeing their management.
- Prepare procurement reports

13. Gender Mainstreaming, Wellness and Inclusivity

- Coordinate the formulation, implementation and evaluation of gender mainstreaming, and intents. inclusivity and wellness policies, strategies and programmes in the Ministry in consultation with Heads of Departments and make recommendations to the Permanent Secretary.
- Provide technical expertise / advice on capacity building, knowledge building and management of gender mainstreaming, inclusivity and wellness issues to the Permanent Secretary.
- Lead Economics, Business Administration and Project Management. in the review of workplace policies and procedures in the Ministry, ensuring that these are all inclusive
- Develop and maintain strategic partnerships with stakeholders such as the Zimbabwe Gender Commission, other Line Ministries and Civil Society organizations 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.
- Advocate for the implementation and institutionalization of gender, inclusivity and wellness policies, strategies and programmes and ensure communication and advocacy to all Members within 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.
- Identify internal / external trends and recognize best practices which increase diversity among the workforce in the Ministry
- Design, implement and monitor all-inclusive programmes intended to improve the physical and mental health of employees in the Ministry
- Audit Ministry policies, procedures and systems to ensure that the working environment upholds employee wellbeing as a culture and develop appropriate wellness programmes
- Ensure that all activities, plans and programmes in the Ministry are inclusive and gender mainstreamed all times

5.0 STATE ENTERPRISES AND PARASTATALS, STATUTORY BODIES AND GRANT AIDED INSTITUTION UNDER THE MINISTRY AND THEIR FUNCTIONS.

i) Zimbabwe Youth Council (ZYC)

- Coordinate, supervise and foster the activities of national associations and clubs.
- Ensure the proper administration of national associations and clubs.
- Participate in national and international youth activities.
- Advise the Government on the needs of youth; and with the approval of the Minister, to undertake projects designed to create employment for young people, including fund-raising, marketing and trading activities.

ii) Empower Bank Limited

- Capacitate and grow the businesses of young entrepreneurs for employment creation and economic growth.

- Facilitate and help bring the unbanked youth and other Zimbabweans into mainstream banking and economy.
- Promote access to finance by the youth and other marginalized groups.
- Equip youth, the poor and low-income households to invest in projects that will help them to be economically independent.

6. CLIENT

Internal

All Departments within the Ministry	Parastatals
Minister, Deputy Minister offices	Staff

External

Cabinet	Youth
Parliament of Zimbabwe	Private sector
Line Ministries and Government departments	Advocacy/lobby groups
Development partners and Non-Governmental Organisations (NGOs)	Local authorities
Business Communities	Professional bodies and associations
Financial institutions	Academia
Community-Based Organisations (CBOs)	Youth in business
Youth with disabilities	Youth Associations
Tourists	Out of School Youths
Trainees	Junior Parliamentarians and Councilors

Suppliers of goods and services	
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7. SERVICE COMMITMENTS AND DELIVERY STANDARDS

Ser	SERVICES GUARANTEES	Standard Delivery	Service
MINISTRY WIDE			
i.	Customer-care		
	(a) Visitors' reception	Within two (2) minutes of arrival	
	(b) Telephone calls	Call to be answered by the 3rd ring	
	(c) Routine Correspondence	To respond within seven (7) working days from the date of receipt	
	(d) Verbal /Face to face enquiries	Immediate	
	(e) Enquiry by e-mail	Within twenty - four hours	
ii.	Avail Ministry representation at all youth development and empowerment developments.	As requested,	
iii.	Acknowledge formal complaints	Three working days	
iv.	Promote Ministry programmes	Communication procedures, guidelines and statutes	
v.	Auditing	Compliance with Auditing Standards	
vi.	Spatial Planning	Adherence to relevant Surveyor General statutes	
vii.	Client Service Training	As per training standards	
viii.	Exhibit at all national, provincial and district, events	Annually	

ix.	Participate in national, provincial and district clean-up campaigns.	Monthly
x.	Attend to client with or without appointments	All Times
xi.	Interact with client and stakeholders courteously and respectfully.	All Times
xii.	Adhere to strict confidentiality and privacy of information.	All Times
YOUTH DEVELOPMENT AND EMPOWERMENT		
i.	Develop and implement youth policies	Continuous
ii.	Facilitate youth participation in national development	Continuous
iii.	Facilitate youth regional exchange programmes	Continuous
iv.	Mainstream youth development in national development programs and projects	Continuous
v.	Facilitate youth volunteer programmes	Continuous
vi.	Establish youth funding and empowerment windows in all business sectors	Continuous
vii.	Appraise, monitor and evaluate projects for funding	Quarterly
viii.	Promote and support innovations and inventions	As requested,
ix.	Business development services	As requested,
x.	Leadership development	Continuous
xi.	Certification	Annually

8. OBLIGATIONS AND RIGHTS

Ministry's obligations to client:

- To uphold our core values and execute our service with integrity, diligence and accountability.

9. MINISTRY'S OBLIGATIONS

- i. To treat all client and customers fairly, honestly and impartially without discrimination based on gender, race, creed, disability and social standing.
- ii. To ensure that complaints are responded to swiftly and appropriately and provide timely feedback on progress and outcome.
- iii. To advise Government and Cabinet on youth development, empowerment and vocational training issues.
- iv. To be accountable to the public.
- v. To operate in a conducive, clean and safe environment for our client, customers and stakeholders.
- vi. To satisfy our financial obligations to service providers and multilateral institutions.

10. MINISTRY'S RIGHTS

- i. To take legal action on client who infringe on the set standards, regulations and laws.
- ii. To withhold service or benefits or alter benefits for non-compliance to set rules and regulations governing a particular service or programme.
- iii. To implement regulatory statutes and instruments.

11. CLIENT' RIGHTS ABOUT SERVICE PROVISION

- i. Right to humane treatment when seeking services from the Ministry.
- ii. Right to access relevant, accurate and timely information within legal confines.
- iii. Right to privacy and confidentiality.
- iv. Right to complain.
- v. Right to access information related to their expectations.
- vi. Right to redress in case of violation.
- vii. Right to demand services from the Ministry.

12. CLIENT` OBLIGATIONS TO THE MINISTRY

- i. Give feedback on the quality of service rendered or delivered.
- ii. Support and embrace Ministry`s programmes through participation.
- iii. Make a follow-up on late responses.
- iv. Comply and adhere to government procedures and regulations.
- v. Respect privacy and confidentiality.
- vi. Courteously treat Ministry staff and volunteers.
- vii. Attend scheduled meetings punctually.
- viii. Report corrupt activities, misconduct and unethical behavior by Ministry staff.

13. REVIEW OF CHARTER

For the improvement of service delivery and policy formulation, the Client Service Charter will be reviewed annually through:

- Stakeholders and client consultation before Client Service Charter review.
- Review and incorporate complaints, suggestions and recommendations from feedback mechanisms.

14. FEEDBACK MECHANISMS

Comments, complaints, suggestions, recommendations, and compliments can be lodged through a series of channels listed as follows:

- **Telephones:** - Hotline: 0712 177 113, Landline: 242 707741, 242 708678
- **Suggestion boxes:** At all Ministry offices.
- **Email:** infor@myedvt.co.zw
- **Letters:** Already existing post office boxes and private bags.
- **Website:** youth.gov.zw
- **Physical Address:** Old Parliament Building Cnr P. Lumumba and K. Nkrumah, Harare
- **Social media platforms:** Facebook: <https://www.facebook.com/myedvt>, X: <https://x.com/myedvt>

- **Chain of command:** Ministry's chain of command and control, up to the Secretary if a complaint has not been adequately dealt with at lower levels.

15. RESOLUTION AND REDRESS

All complaints shall be treated with confidentiality and timeously. The following management procedures are guaranteed:

- i. Providing a conducive environment that enables client to put forward their complaints.
- ii. Acknowledging all formal complaints within three working days.
- iii. Investigating complaints lodged within fourteen (14) working days.
- iv. Where the client is not satisfied with the response provided, the client shall raise the issue with the relevant supervisor.
- v. On failure to have a response from the supervisor, an appeal will then be raised to the respective Head of Department, who shall be able to resolve the complaint within five (5) working days, and
- vi. If the client is not satisfied with the response from the Head of Department, the matter shall be referred to the Permanent Secretary who shall act on it within five (5) working days from receipt of a written communication on the matter.

16. CONTACT ADDRESSES

All enquiries, issues and complaints that relate to the Ministry should be lodged with the Permanent Secretary:

Ministry of Youth Empowerment Development and Vocational Training

Corner P. Lumumba and K. Nkrumah
Old Parliament Building
Harare

17. REVIEW OF THE CHARTER

This Client Charter will be reviewed annually. The review will be informed by feedback and suggestions received from our client. Written comments, complaints, compliments and suggestions should be placed in the suggestion boxes, which are available at all our offices.

18. MINISTRY DIRECTORY: HEAD OFFICE

DEPARTMENT	NAME	LANDLINE	CELL NUMBER
Secretary's Office	Mrs. Mukwekwerere	0242072702	071 2 325 355
Chief Director	Mr. A. Murinda		0774454183
Director Finance and Administration	Mr. P Mafusire		0774444325
Director Human Resources	Mr. P. Makotsi	0242701983	078 2 403 766
Director Business Development	Mrs. C. Murewi		0772 202 785
Director Internal Audit	Ms. Valela		0712867336
Director Strategic Monitoring and Evaluation	Dr. B. Manobo		077 2 900 095 071 9 900 095
Director Gender Mainstreaming Wellness and Inclusivity	Ms. T Chindara		0772216202
Acting Director Communication and Advocacy	Mr. R. Madzamba		077 3233167 07716801386
Acting Director Vocational Training and Skills Development	Mr. N. Mudzamiri		077 2 590 224
Acting Director Procurement Management		0242799587	
Acting Director Youth Development	Mrs. T. Mupanduki		071 9 089 525
Chief Accountant	Mr L Jackson		071 6 801 261

19. MINISTRY'S DIRECTORY: PROVINCES

PROVINCES	PHYSICAL	POSTAL	CONTACTS
Harare	95 Jason Moyo Ave 2nd Floor Cecil House	P. Bag 7702 Causeway Harare	Mr. S. Jenga Acting Deputy Director

			077 2 417 010 242253035
Bulawayo	Mhlahlandlela Government Complex Entrance 3 1st Floor, Block B	P. Bag 2374 Bulawayo	Ms. C. Maponga Acting Deputy Director 0292882442 0779413712
Manicaland	Manicaland Composite Building Block B, 2nd Floor Robert Mugabe Street	P. Bag Q7736 Mutare.	Acting Deputy Director Mr. A. Mwakipesile 020-634745 0773 767 968 0713 329 436
Mashonaland Central	Mutungagore Government Complex 1st Floor, Bindura	P. Bag 992 Bindura	Deputy Director Mr B. Manyange 0662106817 0772 837 509
Mashonaland East	Marondera Government Offices Ground Floor Corner Morris/Second Street	P.O. Box 738 Marondera	Deputy Director Mr. F. Chibanda 0773 915358
Masvingo	Public Works Building 2nd Floor, Chrome /Minerals Road Industrial site	P Bag 9118 Masvingo	Deputy Director Mr. J. Mbizvo 039226086 0772 900 710 0717 629 073
Matabeleland North	Mhlahlandlela Government Complex 1st Floor, Bulawayo	P Bag 3386 Bulawayo	Deputy Director Mr. J. Makore 077 3 003 709 029275584
Matabeleland South	New Government Complex, 2nd Floor 3rd Avenue, Gwanda	P.O Box 78 Gwanda	Deputy Director Ms. M. Muleya 077 2 906 283
Midlands	Office No 1012 1st Floor New Government Complex, Gweru	P. Bag 9057 Gweru	Deputy Director Mr. T. Kagoro 077 2 322 309 2222972
Mashonaland West	New Government Composite Building Chris Chatambudza Road, Chinhoyi	P. Bag 7714 Chinhoyi	Deputy Director Mr. E. Mavune 0773 348 384 067 2123033/4

20.1. CLIENT SERVICE CHARTER APPROVAL

DESIGNATION	NAME	SIGNATURE	DATE
Acting Director Communication and Advocacy	Mr. R. Madzamba		
Permanent Secretary	Mr. S. Mhlanga		