



CLIENT CHARTER

Approved by	General Manager	Dr. D. Garwe
Date of Approval		
Date of Implementation		

1. VISION

To be the recognised institution in tobacco research and the provision of related services and products by 31 December 2018

2. MISSION

To develop and provide elite varieties and innovative agro-based technical services and products in order to maximize economic value from sustainable tobacco production

3. MANDATE

Our mandate is to direct, control and carry out tobacco research within Zimbabwe and, such other research outside Zimbabwe as the Board considers expedient through:-

- a. research and investigation work of any kind in connection with tobacco...
- b. experiments in the planting, handling and curing of tobacco and;
- c. advice and assistance to any person growing tobacco in relation to the growing and curing of tobacco..."

Version 2, November 2014

4. CORE VALUES

As a Board we are guided by the following values in the way we conduct our mandate

- Innovation:** Our quest for novelty
- Integrity:** Our ethical, trustworthy, fair and transparent approach to business
- Accountability:** Our responsibility from idea and process to outcome and impact
- Transformation:** Our commitment to improved livelihoods of tobacco growers
- Actualisation:** Our accomplishment of business objectives through efficiency, persistence and creativity

5. DEPARTMENTS IN THE ORGANISATION AND THEIR CORE FUNCTIONS

Division	Function
Research and Extension Services	Tobacco research, providing advice and assistance to any person growing and curing tobacco.
Finance and Corporate Services	Financial accountability, probity, responsibility, transparency, capacity building and fairness in board operations.
Business Development and Marketing	Information dissemination and value adding strategies for the board and marketing of board products.

6. CLIENTS

External	Internal
Tobacco Growers	Staff

7. SERVICE COMMITMENTS AND STANDARDS/ WHAT TO EXPECT FROM THE ORGANISATION

We commit ourselves to deliver the best possible service by meeting the following standards:

- Quality and timely delivery of services.
- Answering the telephone promptly and courteously.
- Attending to visitors within five (5) minutes of arrival at our offices.
- Serving clients with dignity, courtesy and respect.
- Acknowledging all correspondence within 48 hours and responding within seven (7) days.

8. OBLIGATIONS AND RIGHTS

Our obligations

- To conduct our business within the confines of the law.
- To carry out tobacco research.
- To offer advisory services and capacity building initiatives to tobacco growers and other agencies dealing with agricultural research for development.
- To deliver a warm and friendly service at all times.
- To provide 100% of advisory and consulting services to the customer within seven (7) days from the request date.
- To disseminate research findings and offering advice on the adoption of suitable technologies.
- To ensure easy access to information required by the grower.
- To publish research articles.
- To exercise zero tolerance to corruption, favouritism and discrimination.
- To carry out our duties professionally, courteously and diligently.
- To always handle grower information with strict confidence.
- To make available up to date, relevant information to client, orally, in print and on the website.
- To make available relevant publications.

Client Obligations

In return, you can help us deliver a better service by:

- Complying with all relevant laws governing the growing and handling of tobacco.
- Complying with user guidelines provided for our services and products.
- Contacting us if you need further information.
- Being open and honest in your dealings with us.

- Reporting and refraining from corrupt practices in all dealings with the Board.
- Treating our staff with respect, courtesy and integrity.
- Providing feedback about our service.

It is the client's right to request access to the next senior member of staff or Head of Division should they be unhappy with the level of service delivery from any staff member of the Tobacco Research Board.

9. REVIEW OF CLIENTS CHARTER

The Tobacco Research Board undertakes to review this Client Charter when need arises and in consultation with clients.

10. FEEDBACK/ HOW TO CONTACT THE ORGANISATION

In order for the Board to continue providing quality service, clients are encouraged to provide feedback which will be used to continually improve service delivery, through completion of customer satisfaction questionnaires, writing letters or emails, telephone calls, and meeting with Senior Management.

Please address all correspondence to the General Manager;

11. CONTACT INFORMATION

Address: Tobacco Research Board
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