



ZIDA
ZIMBABWE
INVESTMENT &
DEVELOPMENT
AGENCY



Unearthing **Potential!**

Investor Service Charter

PREAMBLE

Zimbabwe Investment and Development Agency (ZIDA) is an investment agency responsible for promoting and facilitating both local and foreign investment in the country. The ZIDA Act was officially promulgated on the 7th of February 2020.

ZIDA effectively creates a One-Stop Investment Centre aimed at ease of doing business, by being the single point of contact for the processing of investment proposals, Issuance of investment certificates, and other associated permits/licenses from one center, streamlining investment laws to foster coherence and predictability, quickening, and easing investment approval process and restoring business confidence in Zimbabwe.

ZIDA is also mandated with monitoring investment and delivering investor aftercare services that support investment retention and expansion.

We aim to interact with our clients as we intend to be accessible, approachable, and responsive to client needs. We place our clients at the epicenter of our operations to guarantee their satisfaction. This Charter sets out the standard of service excellence that clients should expect from ZIDA.

OUR VISION

A leading investment destination in emerging markets.

OUR MISSION

To develop and implement an effective investment promotion strategy for Zimbabwe.

OUR VALUES

Client Centricity

- Creating the best experience for investors. The client is central to our Philosophy

Integrity

- Being honest, totally dependent, and reliable with strong moral principles.
- Doing the right thing when no one is watching.

Excellence

- The qualities of being outstanding, extremely good and going beyond expectations.

Transparency

- Openness, accountability, and communication are authentic in the way we message ourselves to clients and stakeholders.

OVERALL FUNCTIONS

Promoting, planning, and implementing investment promotion and retention strategies.	Facilitating entry and implementation of investment projects.
To establish and regulate special economic zones.	To promote, appraise and recommend private public partnerships.
Investor after-care and monitoring of projects.	Promoting decentralization of investment activities.

OUR CLIENTS

Domestic Investors	Foreign investors
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OUR DEPARTMENTS

Chief Executive Officer	• Provide overall leadership and coordination of strategy, and investor development in the country.	
Core Functions	Investment promotion Legislation, Regulation & Advocacy	Research and Innovation Operations
Support functions	Finance ICT	Human Capital Procurement

OUR SERVICE COMMITMENT

ZIDA is committed to:

• License approval within 1 week if all requirements are met. (General Investment)	• Facilitation of sector permits or approvals (all depts SLA's)
• Response to email enquiries within 24hrs.	• Attend to walk-in enquiry within 5 minutes
• Answer phone within 3 rings	• Company registration within 48hrs
• Undertake/provide aftercare services within 6 months of approvals.	• Undertake to monitoring visit for renewal 3 months before license expiry.
• Recruit, motivate and retain.	• Budgetary support and financial reporting.
• Acquisition of supplies.	• Efficient and reliable ICT solutions/systems.
• Legal advice across all functions.	

OUR OBLIGATIONS

ZIDA commits to:

• Facilitate entry and implementation of investments.	• Assist investors in all appropriate investment-related support.
• Deliver investor aftercare services and support investment.	

OUR RIGHTS

ZIDA has got the right to:

• Charge license fees.	• Reject applications.
• Request for relevant information.	• Revoke licenses at any given time.
• Monitoring and Evaluation of investment, including visits to the premises.	

CLIENTS' RIGHTS

ZIDA Clients have the right to:

• To excellent service.	• Right to feedback
• Access to information.	• Privacy and confidentiality
• Right to redress.	• Protection of their investment

CLIENTS' OBLIGATIONS

ZIDA Clients are obliged to:

• Provide accurate information.	• Comply with domestic best practices.
• Provide updates on projects implementation	

REVIEW OF THE CLIENTS' CHARTER

This Charter shall be reviewed every two years or when the need arises by consulting our stakeholders as well as by reviewing client feedback.

FEEDBACK

Any feedback regarding the Service Charter should be forwarded to the **Chief Executive Officer Mr. Tafadzwa Chinamo**,
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