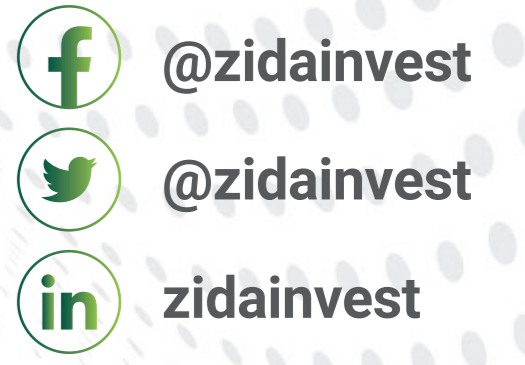




ZIDA
ZIMBABWE
INVESTMENT &
DEVELOPMENT
AGENCY



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 attract, facilitate and support quality investment in Zimbabwe, through effective promotion, policy advocacy and investor services.

OUR VALUES

Client Centricity We Serve!

Excellence We take Pride in Quality!

Transparency We are Accountable!

Integrity We are Honest!

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	Research and Innovation
	Legislation, Regulation & Advocacy	Operations
Support functions	Finance	Human Capital
	ICT	Procurement

OUR SERVICE COMMITMENT

ZIDA is committed to:

• License approval within 5 working days if all requirements are met. (General Investment)	• Facilitation of sector permits or approvals through the One Stop Investment Services Centre.
• 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 monitor all projects based on their M&E frameworks.
• Recruit, motivate and retain.	• Budgetary support and financial reporting.
• Acquisition of supplies.	• Efficient and reliable ICT solutions/systems.

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**,
Email: tchinamo@zidainvest.com,
Telephone: +263 8688002639 – 42.

Harare Address:

1st Floor, ZB Life Towers,
Cnr Jason Moyo & Sam Nujoma Street Harare,
Zimbabwe

Tel: +263 86 880 02639-42

Bulawayo Address:

Corner Jason Moyo Street and Leopold Takawira,
Central Africa Building,
Bulawayo, Zimbabwe

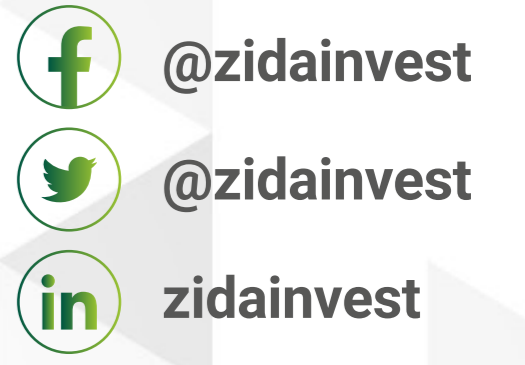
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Gwaro reMabasa kune Vanoisa Mari

NHANGANYAYA

Zimbabwe Investment and Development Agency (ZIDA) isangano rinosimudzira uye rinofambisa kuiswa kwemari munyika, kubva kune vekunze nevemuno. ZIDA yakagadzwa zviri pamutemo musu wa1 Kukadzi 2020 pasi peZIDA Act.

ZIDA inoshandisa nzira yeOne Stop Investment Services Centre, iyo inoita kuti vese vanoisa mari vabatsirwe munzvimbo imwe chete pakunyoresa, kupihwa marezinesi uye mamwe magwaro. Izvi zvinobatsira kukurumidza maitiro, kuunza kujeka, uye kuvaka kuvimba kwevanoita mabhizimisi muZimbabwe.

ZIDA zvakare ine basa rekutevera mafambiro emari yakaiswa uye kupa rubatsiro mushure mekudyara (aftercare) kuitira kuti mari irambe ichikura nekuwedzera.

Tinovavarira kushanda nevatengi vedu nenzira iri nyore, inowanikwa uye inokurumidza kupindura. Vatengi ndivo vari pamwoyo wezvese zvatinoitira. Gwaro iri rinotsanangura mweho wemhando yebasa rinotaririrwa kubva kuZIDA.

CHIRATIDZO CHEDU

Zimbabwe senzvimbo inotungamira mukukwezva mari munyika dziri kusimukira.

CHINANGWA CHEDU

Kukwezva, kufambisa nekutsigira kuiswa kwemari ine mhando yepamusoro muZimbabwe kuburikidza nekusimudzira, kuongorora, uye kugadzira mitemo inotsigira bhizimisi.

HUNHU HWEDU

Kutarisisa mutengi

Tinoshandira vanhu!

Kunaka kwemabasa

Tinodada nemhando!

Kujeka

Tinobata basa nemazvo!

Kuvimbika

Takatendeseka!

MABASA MAKURU

Kusimudzira uye kuronga nzira dzekukwezva mari	Kubatsira kupinda nekushanda kwemari
Kugadzira nekutonga ma Special Economic Zones	Kusimudzira kubatana kwehurumende nemakambani (PPP)
Kutevera nekutsigira vanoisa mari	Kusimudzira kupararira kwemari munyika yose

VATENGI VEDU

Vanoisa mari vemuno	Vanoisa mari vekunze
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ZVIPATARA ZVEDU

Chief Executive Officer	• Kupa hutungamiriri hwakazara uye kurongeka kwehurongwa, nekusimudzira kwevanounza mari munyika kuti ibudirire.	
Mabasa akakosha	Investment promotion Legislation, Regulation & Advocacy	Research and Innovation Operations
Zvinotsigira Mabasa Akakosha	Finance ICT	Human Capital Procurement

CHIVIMBISO CHEBASA

ZIDA inovimbisa:

• Kupedza marezinesi mukati me mazuva mashanu ekushanda	• Kupa rubatsiro mushure mekudyara
• Kupindura mibvunzo mukati me maawa 24	• Kuvandudza vashandi
• Kutevera vanoisa mari	• Kuve nemidziyo yakakwana

ZVATINOSUNGWA KUITA

ZIDA inovimbisa:

• Kubatsira kupinda nekushanda kwemari	• Kubatsira vanoisa mari nemazano
• Kupa mabasa ane hunyanzvi	

KODZERO DZEDU

ZIDA ine kodzero yeku:

• Kubhadharisa mari dzemarezinesi	• Kuramba zvikumbiro
• Kukumbira ruzivo	• Kubvisa marezinesi
• Kutevera mafambiro emari	

KODZERO DZEVATENGI

Vatengi veZIDA vane kodzero yeku:

• Kuwana mabasa ane mhando	• Kuvanzika kwemashoko
• Kuwana ruzivo	• Kuchengedzwa kwemari yavo
• Kuremekedzwa	

ZVINOSUNGWA KUITWA NEVATENGI

Vatengi veZIDA vanosungirwa ku:

• Kupa ruzivo rwakarurama	• Kutevedzera mitemo yenyika
• Kupa mashoko pamusoro pemapurojekiti	

KUONGORORWA KWEGWARO

Gwaro iri richatariswa zvakare mushure memakore maviri kana zvizhidikanwa.

MAFONI NERUZIVO

Kana muine mhinduro ine chekuita neService Charter, munofanira kutumira kuna:
Chief Executive Officer - Mr. Tafadzwa Chinamo,
Email: tchinamo@zidainvest.com.,
Telephone: +263 8688002639 – 42.

Harare Office:

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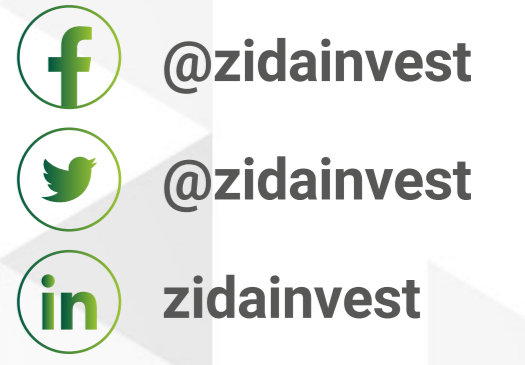
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Isivumelwano Sezinsiza Zabatyali Bezimali

ISINGENISO

I-Zimbabwe Investment and Development Agency (ZIDA) yinhlangano ephathelene lokukhuthaza kanye lokuqhuba ukutshala kwezimali ezweni, ezivela ngaphakathi nangaphandle. I-ZIDA yasungulwa ngokusemthethweni mhlaka 1 kuNhlolanja 2020.

I-ZIDA isebenzisa indlela ye-One Stop Investment Services Centre, lapho abatshalizimali bethola wonke amasevisi endaweni eyodwa, okubandakanya amalayisensi kanye lamanye amaphepha. Lokhu kusiza ukushesha inqubo, ukuletha ukucaca kanye lokwakha ukwethenjwa kwezibhizimusi eZimbabwe.

I-ZIDA iphinde ibhekane lokulandela izimali ezitshaliweyo kanye lokunika usekelo (aftercare) ukuze kuqinisekise ukukhula nokwandiswa.

Sizimisele ukusebenza labathengi ngendlela elula, eseduze futhi ephendula masinyane. Abathengi yibo abaphakathi kwemisebenzi yethu. Isivumelwano lesi sichaza izinga lenkonzo okulindelekileyo.

UMBONO WETHU

Indawo ehamba phambili ekutshelweni imali emazweni asakhulayo.

INHLOSO YETHU

Ukuheha, ukuqhuba kanye lokusekela utshalomali olusezingeni eliphezulu eZimbabwe.

AMANANI ETHU

Ukugxila kumthengi Siyasebenza!

Ubuhle Siyaziqhenya ngomsebenzi!

Ukucaca Siyaziphendulela!

Ubuqotho Sithembekile!

IMISEBENZI EMINQAMU

Ukukhuthaza utshalomali	Ukuqhuba ukufika kwezimali
Ukuphatha ama-SEZ	Ukukhuthaza ama-PPP
Ukulandela abatshalizimali	Ukusabalalisa amathuba

ABATHENGI BETHU

Abatshalizimali basekhaya	Abatshalizimali bakwamanye amazwe
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IMINYANGO YETHU

Chief Executive Officer	Ukunikela ngoburholi obupheleleko nokuhlangukiswa kwamaqhinga, nokuthuthukiswa kwabatshalizimali enarheni.	
Imisebenzi eqakathekileko	Investment promotion Legislation, Regulation & Advocacy	Research and Innovation Operations
	Finance ICT	Human Capital Procurement

ISITHEMBISO SENKONZO

I-ZIDA izibophezele:

Ukupha amalayisensi phakathi kwezinsuku ezi-5 zomsebenzi	Ukunika usekelo
Ukuphendula imibuzo phakathi kwamahora angu-24	Ukulandela abatshalizimali

IZIBOPHO ZETHU

I-ZIDA izibophelela:

Ukuqhuba utshalomali	Ukunika izeluleko
Ukunika amasevisi amahle	

AMALUNGELO ETHU

I-ZIDA inelungelo lokuthi:

Ukubhadalisa imali	Ukucela ulwazi
Ukwala izicelo	Ukurhoxisa amalayisensi

IZIBOPHO ZABATHENGI

Amaklayenti we-ZIDA anelungelo lokuthi:

Ukunika ulwazi oluqondileyo	Ukulandela imithetho
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AMALUNGELO ABATHENGI

Amaklayenti we-ZIDA abophekile:

Ukuthola amasevisi amahle	Ukugcinwa kwemifihlo
Ukuhlonitshwa	

UKUBUYEKEZWA

Isivumelwano sizabuyekizwa ngemva kweminyaka emibili.

OXHUMANO

Nanyana ngimiphi ipendulo malungana neTjathatha yeSevisi kufanele idluliselwe ku:

Chief Executive Officer - Mr. Tafadzwa Chinamo,
Email: tchinamo@zidainvest.com,
Telephone: +263 8688002639 – 42.

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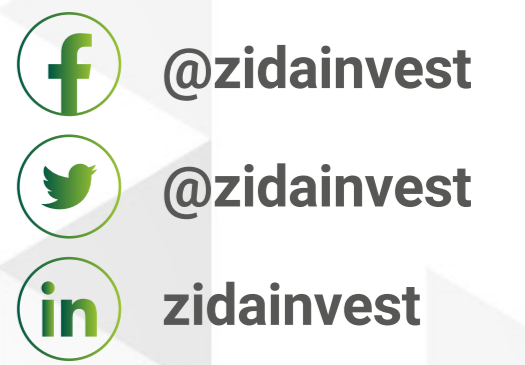


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Charte de Services aux Investisseurs

PRÉAMBULE

L'Agence de Développement et d'Investissement du Zimbabwe (ZIDA) est une Agence de Promotion des Investissements (API) responsable de la promotion et de la facilitation des investissements nationaux et étrangers dans le pays. La Loi ZIDA a officiellement promulgué le 1er février 2020.

ZIDA exploite un Centre de Services d'Investissement à guichet unique visant à faciliter les affaires, en étant le point de contact unique pour le traitement des propositions d'investissement, la délivrance des certificats d'investissement et d'autres permis connexes/licences provenant d'un seul centre, rationalisant ainsi les investissements en favorisant la cohérence et la prévisibilité, en accélérant et en simplifiant les processus d'approbation et en rétablissant la confiance des entreprises au Zimbabwe.

ZIDA est également mandatée pour suivre les investissements et fournir des services d'accompagnement (aftercare) afin de soutenir la fidélisation et l'expansion des investisseurs. Nous visons à interagir avec nos clients de manière accessible, conviviale et réactive à leurs besoins. Nous plaçons nos clients au cœur de nos opérations afin de garantir leur satisfaction. Cette Charte définit les normes d'excellence de service que les clients doivent attendre de ZIDA.

NOTRE VISION

Une destination d'investissement de premier plan sur les marchés émergents.

NOTRE MISSION

Attirer, faciliter et soutenir des investissements de qualité au Zimbabwe, à travers une promotion efficace, le suivi et le plaidoyer en matière de politiques.

NOS VALEURS

- Centré sur le client Nous servons!
- Excellence Nous sommes fiers de la qualité!
- Transparence Nous sommes responsables!
- Intégrité Nous sommes honnêtes!

FONCTIONS GÉNÉRALES

Promouvoir, planifier et mettre en œuvre des stratégies de promotion de l'investissement	Faciliter l'entrée et la mise en œuvre des investissements
Établir et réglementer les Zones Économiques Spéciales	Promouvoir et coordonner les partenariats public-privé
Fournir des services d'accompagnement et de suivi des investissements	Promouvoir la décentralisation des investissements

NOS CLIENTS

Investisseurs nationaux	Investisseurs étrangers
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NOS DÉPARTEMENTS

Direction Générale (CEO)	Assurer le leadership global et la coordination de la stratégie et du développement des investisseurs dans le pays.	
Fonctions principales	Promotion de l'investissement Opérations	Recherche et Innovation Licences, Régulation et Plaidoyer
Fonctions de soutien	Finance TIC	Capital Humain Approvisionnement

NOTRE ENGAGEMENT DE SERVICE

ZIDA s'engage à:

• Délivrer les approbations/licences d'investissement dans un délai de 5 jours ouvrables (sous réserve de complétude des documents)	• Faciliter les permis sectoriels via le Centre de Services à guichet unique
• Répondre aux demandes dans un délai de 24 heures	• Participer aux demandes dans un délai de 5 jours ouvrables
• Assurer le suivi des investisseurs	• Se conformer aux réglementations dans les délais
• Fournir des services d'accompagnement après investissement	• Suivre les projets et assister les MDA (Ministères, Départements et Agences)
• Recruter, motiver et fidéliser du personnel compétent	• Budgétiser les ressources financières
• Acquérir les fournitures nécessaires	• Mettre en œuvre des systèmes TIC efficaces et fiables

NOS OBLIGATIONS

ZIDA s'engage à:

• Faciliter l'entrée et la mise en œuvre des investissements	• Assister les investisseurs avec des conseils appropriés
• Offrir des services d'investissement efficaces	

NOS DROITS

ZIDA a le droit de:

• Facturer les frais de licence	• Rejeter les demandes
• Révoquer les licences à tout moment	• Suivre et évaluer les investissements
• Demander des informations pertinentes	

DROITS DES CLIENTS

Les clients ont le droit de:

• Recevoir un service efficace	• Bénéficier de la confidentialité
• Être informés	• Voir leurs investissements protégés
• Être traités avec respect	

OBLIGATIONS DES CLIENTS

Les clients sont tenus de:

• Fournir des informations exactes	• Se conformer aux pratiques nationales
• Fournir des mises à jour sur la mise en œuvre des projets	

RÉVISION DE LA CHARTE DES CLIENTS

Cette Charte sera revue tous les deux ans ou lorsque nécessaire, en consultation avec les parties prenantes et en tenant compte des retours des clients.

RETOURS (FEEDBACK)

Toute observation concernant la Charte de Service doit être adressée au **Directeur Général (Chief Executive Officer): M. Tafadzwa Chinamo**
Email: tchinamo@zidainvest.com
Téléphone: +263 8688002639 – 42

Bureau de Harare:

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