



MINISTRY OF VETERANS OF THE LIBERATION STRUGGLE AFFAIRS

The Ministry of Veterans of the Liberation Struggle Affairs commits to providing timely efficient statutory services to the veterans community as well as war victims within the stated time frames.

Our Obligations to clients

- Maintain a healthy, camaraderie patron client relationship
- Timely process requests
- Provide professional and technical advice and assistance
- Provide feedback to requests and/or inquiries
- Behave towards clients with courtesy, diligence, integrity and respect at all times

CLIENT



SERVICE CHARTER

Client obligations

- Provide accurate, detailed information
- Respect Ministry's staff
- Comply with legal and standing instructions
- Desist from insulting, shouting and abusing staff
- Desist from offering or committing any act of corruption

Client Rights to:

- Access facilities of the Ministry for assistance
- Be heard and assisted
- Be given accurate, comprehensive and relevant information
- Seek further clarification and assistance with higher authorities if not satisfied with the service/information given
- Lodge complaints of poor service delivery and/or ill treatment
- Give letters of appreciation/commendation of service rendered

Complaints, compliments and comment

The Ministry of Veterans of the Liberation Struggle Affairs values every feedback received from clients concerning quality of service an/or treatment offered and undertakes to respond to their queries within five (5) working days from the date of receipt of such complaints.

Contact us : Website: www.movlsa.org.zw **Telephone:** +263 (24) 271 0251 / 271 0238 / 271 0262

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