



## PREAMBLE

The Grain Marketing Board (GMB) is a Parastatal under the Ministry of Lands, Agriculture, Fisheries, Water and Rural Development, created by an Act of Parliament - Grain Marketing Act [ Chapter 18:14] to ensure national food security. This Client Service Charter outlines our commitment to clients and stakeholders and how they can help us to provide them with quality products and services. This Client Service Charter was developed in consultation with stakeholders in response to customer needs.



### VISION

A hub of excellence in Grain Value Chain Management by 2030.



### MISSION

To ensure national food security through efficient and sustainable management of the Strategic Grain Reserve.



### VALUE

Teamwork, Accountability, Customer Care, Integrity, Transparency, Innovation



### MANDATE

Ensuring national food security through the management of the Strategic Grain Reserve (SGR). This mandate is derived from Grain Marketing Act Chapter 18.14, 1996 Debt Takeover Agreement and National Development Strategies.

## GMB CLIENTS

### External Clients

Farmers, Transporters, Central Government, Suppliers, Other parastatals, Customers, Millers, Financiers, Local authorities, Media, NGOs etc.

### Internal Clients

Board Members, Executive Management, Management and non-managerial employees.

## OUR CLIENT COMMITMENT

We provide quality and efficient services on the following:

### Service Standards

Services	Time
Grain Intake	1 hour 45 minutes per 30 tonne truck
Grain Dispatch	1 hour 30 minutes per 30 tonne truck
Grain Sales	20 minutes per transaction
Answering Incoming calls	Promptly within 3 rings
Government Agriculture Inputs Distribution	Within 24 hours after request
Agriculture Inputs Receiving	1 Hour
Wagon offloading	45 minutes per wagon
Vehicle hire eg. 7 ton lorries	Within 24 hours after request
Groundnut shelling	Within 24 hours after request
Weighbridge weightment	Within 10 minutes
Enquiries	Within 24 hours after request
Payments	Within 72 hours
Fumigation Services	Within 72 hours after request

### Organisation's Obligations

*As GMB we will:*

- Give you excellent customer service.
- Be courteous, friendly and efficient in all our dealings with you.
- Ensure that all public premises of our organisation are accessible to people with disabilities.
- Keep you informed about changes in our products and services.
- Be committed to keeping your personal information confidential.
- Ensure the safety of our clients when they are within our premises.

### Clients' Rights

- Prompt and courteous service.
- Professional and accessible service for all.
- Provision of clear and concise information.
- Confidentiality of client's information.
- Prompt response to business enquiries.
- Fairness in service delivery.
- Sensitisation on GMB's services.

### Our Expectations

- Honesty
- Truthfulness
- Respect
- Transparency
- Ethical
- Provision of updated contact details

### Our Commitments

- Legal and Regulatory Compliance
- Cost Minimisation
- Timely payments
- Customer Feedback
- Zero tolerance to corruption
- If we make an error, we will correct it and apologise

## Review of Clients Charter

The Client Service Charter is to be reviewed annually.

### CONTACTS

GMB Hotline for complaints 024(2)-701898 or email on [publicrelations@gmbdura.co.zw](mailto:publicrelations@gmbdura.co.zw) 024 (2)-701870-95 or 008677004941

### CONTACT ADDRESSES

#### GMB Head Office

Dura Building  
179-187 Samora Machel Avenue, Harare  
Tel: 024(2)-701870-95, 701898, 008677004941  
E-mail: [publicrelations@gmbdura.co.zw](mailto:publicrelations@gmbdura.co.zw)

### GMB BUSINESS HOURS

#### Depots:

Monday to Friday - 0800hrs to 1630hrs.  
All sites are closed on Saturday, Sunday and Public holidays.

