

Client Service Charter

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 [Chapter18:14] to ensure national food security. This Client Service Charter outlines GMB's commitment to clients and stakeholder 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.

VALUES

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	Internal Clients
	Farmers, Transporters, Central Government, Suppliers, Other parastatals, Millers, Financiers, Local authorities, Media, NGOs etc.	Board Members, Management and Staff.

OUR CLIENT COMMITMENT

To provide quality and efficient services on the following:

Service Standards		Organisation's Obligations	Clients' Rights	Our Expectations	Our Commitments
Services	Time	GMB will: - Provide excellent customer service. - Be courteous, friendly and efficient in all our dealings. - Ensure that all public premises of our organisation are accessible to people with disabilities. - Keep clients informed about changes in our products and services. - Commit to keeping personal information confidential. - Ensure the safety of our clients within GMB premises.	- 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.	- Honesty - Truthfulness - Respect - Transparency - Ethical - Provision of updated contact details	- Legal and Regulatory Compliance - Cost Minimisation - Timeous payments - Customer Feedback - Zero tolerance to corruption
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				
Incoming calls	Promptly within 3 rings				
Inputs Distribution	Within 24 hours				
Agriculture Inputs Receiving	1 Hour				
Wagon offloading	45 minutes per wagon				
Vehicle hire eg. 7 ton lorries	Within 24 hours				
Groundnut shelling	Within 24 hours				
Weighbridge weighment	Within 10 minutes				
General Enquiries	Within 24 hours				
Payments	Within 72 hours				
Fumigation Services	Within 72 hours				

Review of Clients Charter

The Client Service Charter is to be reviewed annually.

CONTACTS

GMB Hotline for complaints:08677004941
or email on publicrelations@gmbdura.co.zw

CONTACT ADDRESS

GMB Head Office
Dura Building
179-187 Samora Machel Avenue, Harare
Tel: 08677004941
E-mail: publicrelations@gmbdura.co.zw

GMB BUSINESS HOURS

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

