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In-person: At any of our public offices across Zimbabwe



**ZIMBABWE LAND
COMMISSION**

CLIENT SERVICE CHARTER

**REVISED: JULY
2025**

THE PURPOSE OF THIS CHARTER IS TO ESTABLISH SERVICE QUALITY STANDARDS FOR THE ZIMBABWE LAND COMMISSION (ZLC). IT ALSO SETS OUT SERVICE DELIVERY STANDARDS FOR SEVERAL KEY SERVICES PROVIDED BY THE COMMISSION'S DIVISIONS AND SECTIONS.

THE LAND RIGHTS FOR ALL
y for Investment , Production & Productivity



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FOREWORD BY THE CHAIRPERSON OF THE ZIMBABWE LAND COMMISSION

It is with great honour that I present the Zimbabwe Land Commission's Client Service Charter, an unequivocal expression of our institutional commitment to delivering efficient, transparent, and client-focused services to all our stakeholders.

This Charter sets out the standards of service excellence that our clients and partners are entitled to receive in their engagements with the Commission. It also outlines what we, in turn, expect from our stakeholders, in fostering a collaborative, accountable, and responsive service delivery environment.

As a constitutionally established body mandated to oversee the equitable, transparent, and sustainable administration of agricultural land in Zimbabwe, the Zimbabwe Land Commission remains resolute in its pursuit of effective and responsive service provision. We recognise that achieving our strategic objectives depends on meaningful engagement and partnerships with our clients and stakeholders. Accordingly, this Charter aims to promote a clear understanding of:

- Zimbabwe Land Commission (ZLC) mandate and operational framework;
- The quality of service you can expect, and the corresponding obligations we request clients and stakeholders;
- Our performance benchmarks and service delivery standards;
- The communication and engagement channels available to our clients and stakeholders;
- Clients and stakeholder's role in supporting our continuous service improvement efforts.

We place great value on stakeholder feedback as an essential component of our service improvement cycle. I therefore encourage you to make use of the feedback mechanisms provided in this Charter to share your insights, concerns, or suggestions. Your contributions are instrumental in helping us strengthen our systems, refine our processes, and enhance overall client satisfaction.

The Zimbabwe Land Commission remains firmly committed to a collaborative approach in the fulfilment of our constitutional and strategic mandate. Your continued trust, partnership, and active engagement are vital to realising our vision of transforming livelihoods through equitable and sustainable land administration and management.

Commissioner Tendai R.W. Bare (Ms.)

Chairperson for Zimbabwe Land Commission



STATEMENT BY THE SECRETARY OF THE ZIMBABWE LAND COMMISSION

The Zimbabwe Land Commission (ZLC) remains unwavering in its commitment to delivering transparent, efficient, and equitable land administration services, in accordance with its mandate. As a statutory body entrusted with promoting fairness, accountability, and integrity in the administration and management of agricultural land, we recognise that effective service delivery is fundamental to building public trust and institutional credibility.

This Charter constitutes our formal undertaking to stakeholders. It sets out the standards of service delivery, Commission's expectations, and operational frameworks that govern our interactions with the public. Through this Charter, we seek to embed a culture of excellence, responsiveness, and client-focused service throughout the organisation.

By upholding the principles of good governance; including fairness, transparency, equity, and accountability, we are dedicated to ensuring that all agricultural land-related matters are addressed professionally, impartially, and in a timely manner. This Charter not only informs our internal processes but also empowers stakeholders to hold us to account for the standards we have committed to uphold.

We look forward to continued collaboration with all stakeholders as we strive towards the realisation of our vision of Transforming livelihoods through equitable and sustainable agricultural land administration and management.

P. Mawire (Mr)
Secretary for Zimbabwe Land Commission



PREAMBLE

The Zimbabwe Land Commission (ZLC) is established in terms of Section 296 of the Constitution of Zimbabwe Amendment (No. 20) Act, 2013. In accordance with this provision, Commissioners are appointed by the President of the Republic of Zimbabwe based on their integrity, proven competence, and expertise in land governance, as well as their knowledge of best practices in land management and administration. The composition of the Commission reflects Zimbabwe's demographic diversity, with particular attention to regional representation and gender balance.

The ZLC is mandated to promote fairness, accountability, and transparency in the administration and management of agricultural land. Its core functions include conducting periodic land audits, making evidence-based recommendations to Government on land policy and administration and management, and investigating complaints and disputes related to the supervision, allocation, and administration of agricultural land. In executing its duties, the Commission also conducts comprehensive agricultural land inspections in accordance with Section 8 of the Land Commission Act.

Furthermore, as stipulated under Section 297(3) of the Constitution, the ZLC operates in accordance with general written policy directives issued by the Minister of Lands, Agriculture, Fisheries, Water and Rural Development, and is guided by the principles outlined in Section 289 of the Constitution, including the promotion of land rights, equitable access, sustainable use, and gender equity.

This Charter is a demonstration of the Commission's unwavering commitment to overcoming systemic barriers to effective service delivery. It is grounded in the aspirations of the National Development Strategy 1 (NDS1), which prioritises the transformation of livelihoods through efficient, people-centred public service delivery.



VISION

Transforming livelihoods through equitable and sustainable land administration and management.

MISSION

To ensure fairness, transparency, and accountability in the administration of agricultural land for improved livelihoods.

CORE VALUES

- **Fairness** – Promoting impartiality, equity, and sensitivity to gender and diversity.
- **Accountability** – Upholding integrity, professionalism, and responsibility in all undertakings.
- **Innovativeness** – Embracing creativity and adaptive change to improve service delivery.
- **Transparency** – Ensuring openness and clarity in processes and decision-making.
- **Teamwork** – Fostering participatory and collaborative approaches while respecting diversity.

The Zimbabwe Land Commission (ZLC) derives its mandate from Sections 296 and 297 of the Constitution of Zimbabwe Amendment (No. 20) Act, 2013, as well as the Zimbabwe Land Commission Act [Chapter 20:29]. These legal instruments entrust the Commission with the following responsibilities:

1. *The Zimbabwe Land Commission has the following functions-*

- To ensure fairness, accountability, and transparency in the administration of agricultural land that is vested in the State;
- To conduct periodical audits of agricultural land;
- To make recommendations to Government regarding –
- the acquisition of private land for public purposes;
- equitable access to and holding and occupation of agricultural land, in particular-
- the elimination of all forms of unfair discrimination, particularly gender discrimination;
- the enforcement of any law restricting the amount of agricultural land that may be held by any person or household;
- land usage and the size of agricultural land holdings;
- the simplification of the acquisition and transfer of rights in land;
- system of land tenure; and
- fair compensation payable under any law for agricultural land and improvements that have been compulsorily acquired;
- allocations and alienations of agricultural land;
- To investigate and determine complaints and disputes regarding the supervision, administration, and allocation of agricultural land.

DEPARTMENTS AND SERVICES OFFERED IN THE ZIMBABWE LAND COMMISSION:

No.	Division	Functions
1.	Land Audit And Inspections	• Conduct Agricultural land audit and account for all agricultural land • Carry out comprehensive Routine Farm inspections • Make representations on delisting of gazetted farms • Make recommendations on 99-year lease issuance • Make recommendations on land use, land size, allocations, alienations, fair compensations, transfer of land rights, acquisition and systems of land tenure and on environmental Management Protection • Promote gender and diversity and mainstreaming in agricultural land administration • Conduct Research and Development
2.	Legal Services	• Conducting investigations on agricultural land complaints and disputes • Production of case summary reports in preparation for Commission Hearings • Conducting boundary Identification exercises to resolve boundary disputes. • Resolve complaints and disputes on agricultural land • Draft, formulate policies and regulations • Formulate dispute resolution mechanism • Provide legal advice • Carry out legislative reviews • Conduct research and development • Instruct AG's office for legal representation • Draft pleadings and affidavits in matters involving the Commission
3.	Finance, Administration, Human Resources & Training	• Resource mobilisation and management • Financial management and reporting • Management of transport, assets and utilities • Human resources management and development • Human Resources Information Systems Management • Records and Information Management • Formulating internal policies • Conduct research and Development • Monitor and evaluate on programmes and projects • Risk Management
4.	Information and Communication Technology (ICT) Section	• Providing capacitation in terms of ICT systems, applications and software, Hard ware infrastructure and GIS • Data base administration • Development of application systems • Website development and maintenance • Research and Development • Installation and maintenance of hardware and software • Storage and management of data • Networking and connectivity to all provinces • Implementing security controls of information
5.	Communications Section	• Stakeholder Management. • Corporate events management. • Website content management • Brand management for the Commission
6.	Corporate Services Section	• Provide Secretarial Services to the Commission • Manage welfare of Commissioners • Arrange meetings for Commissioners • Provision of protocol services to the Commissioners
7.	Internal Audit Section	• Provision of Audit Assurance and Advisory Services • Production of Audit Reports. • Organise Audit and Risk Committee meetings
8.	Procurement Management Unit (PMU)	• Procurement planning and management • Production of monthly, quarterly and annual returns • Disposal of Public Assets

ZLG STRUCTURE



Chairperson
Commissioner Tendai R.W. Bare (Ms)



Commissioner
L. Marembo



Commissioner
P.T Sewera



Commissioner T.R
Choruma-Dozwa, (Dr)



Commissioner
S. Tongogara



Commissioner
O.E.M Hove



Executive Secretary
Mr P. Mawire

CLIENTS

DIRECT INTERNAL CLIENTS

- Ministry of Lands, Agriculture, Fisheries, Water and Rural Development
- Office of the President and Cabinet (OPC)
- Farmer organisations
- Suppliers of goods and services
- Disadvantaged groups (Youth, women, Veterans of the liberation struggle, people living with disability)
- Public Service Commission
- Ministry of Finance, Economic Development and Investment Promotion
- Surveyor General
- Office of the Auditor General (OAG)
- Procurement Regulatory Authority of Zimbabwe (PRAZ)

EXTERNAL CLIENTS

- Ministry of Justice and Parliamentary Affairs
- Ministry of Youth, Empowerment Development and Vocational Training
- Ministry of Local Government and Public Works
- Zimbabwe Gender Commission / Ministry of Women Affairs
- Zimbabwe Media Commission
- Academia
- Zimbabwe Anti-corruption Commission
- Agricultural Technical and Extension Services (AGRITEX)
- Agricultural Development Authority (ADA)



OUR COMMITMENT TO CLIENTS

The Zimbabwe Land Commission (ZLC) is committed to delivering responsive, client-centric, and efficient services. We pledge to uphold the following service standards:

Timeliness: Provide accurate and up-to-date information on land policies, tenure arrangements, and administrative processes within stipulated timeframes.

Access to Information: Ensure that relevant agricultural land information, policies, procedures, and service offerings are readily accessible through digital platforms, physical offices, and other official communication channels.

Quality of Service: Deliver high-quality, reliable, and professional services through well-trained, competent, and knowledgeable personnel.

Fairness and Transparency: Apply equitable, consistent, and transparent procedures in land allocation, dispute resolution, and audit functions to promote integrity and public confidence.

Respectful Engagement: Uphold dignity, professionalism, confidentiality, and non-discriminatory practices in all client interactions.

Accountability: Maintain open lines of communication regarding the status of client requests and ensure decisions are made responsibly, fostering inclusive stakeholder engagement and oversight.

SERVICES OFFERED

ZLC provides a range of specialised services, including:

- **Agricultural Land Audits:** Periodic reviews and assessments of land use, productivity, and compliance with tenure conditions.
- **Dispute Resolution:** Adjudication and mediation of disputes related to the allocation, supervision, and use of agricultural land.
- **Policy and Legislative Recommendations:** Submissions to Government on the management, administration, and allocation of agricultural land.
- **Stakeholder Engagement:** Organisation of public consultations, exhibitions, policy outreach initiatives, and knowledge-sharing events.



CLIENT RIGHTS

As a client of the Zimbabwe Land Commission, you are entitled to the following rights:

- **Right to access Commission Services:** Individuals are entitled to use and benefit from the services provided by the commission without discrimination or unfair restriction.
- **Right to Access Information on the need to know basis:** Access relevant and non-sensitive information on agricultural land governance in a timely and accurate manner. Sensitive data will be protected in line with applicable legislation.
- **Right to Fair Treatment and to Be Heard:** Be treated impartially and respectfully, and have your voice heard in any matter that affects you.
- **Right to Quality Service:** Receive prompt, professional, and competent service in alignment with the Commission's standards.
- **Right to Feedback:** Submit feedback or lodge complaints regarding service delivery, with assurance of timely response and resolution.
- **Right to Lodge Complaints or Compliments:** Raise concerns or commend exceptional service delivery without fear of retaliation or prejudice.
- **Right to Privacy and Confidentiality:** Expect all personal data and information to be handled securely and in compliance with data protection requirements.

CLIENT OBLIGATIONS

- **Giving right to entry to commission staff on farm holdings:** Allowing authorized commission personnel to access farmland properties for purposes such as installing, maintaining, or inspecting infrastructure.
- **To provide accurate and relevant information:** You are expected to share correct and appropriate details related to the matter at hand.
- **Provide Accurate Information:** Submit truthful, complete, and verifiable information and documentation as required.
- **To follow procedures when lodging complaints or making follow-up:** Adhere to official processes for applications, queries, and complaints to ensure orderly and timely resolution.
- **To quote your reference number when contacting us in case of dispute resolution:** You should provide your assigned reference number when reaching out to us to help resolve a dispute.
- **To provide feedback to improve our services:** Share experiences, concerns, and recommendations to help improve ZLC's service delivery mechanisms.
- **To cooperate with the Commission and Staff in their business engagements with clients:** You are expected to support and work collaboratively with the Commission and its employees during their interactions or dealings with clients.

SERVICE DELIVERY STANDARDS

ZLC commits to the following performance benchmarks:

Service	Standard
Telephone Calls	Answered within 10 seconds (3 rings)
Personal Visits	Clients attended to within 1 minute of arrival
Agricultural Land Queries	Respond within 5 working days with accurate information
Public Consultations	Stakeholders notified at least 14 days in advance
Complaint Resolution	Acknowledge complaints within 3 working days; resolve within 90 working days or provide progress updates
Correspondence	Respond within 7 working days or acknowledge receipt

REVIEW AND CONTINUOUS IMPROVEMENT

This Client Service Charter will undergo annual review to ensure relevance, responsiveness, and alignment with institutional priorities and client needs. Revisions will be communicated through official ZLC channels.

FEEDBACK AND CONTINUOUS IMPROVEMENT

The Zimbabwe Land Commission values client feedback as a cornerstone of service excellence. We invite stakeholders to provide compliments, complaints, and suggestions through the following official feedback channels.

PROVINCIAL OFFICES

Serial	Province	Physical Address	Contact Number
1	Mashonaland West	Corner Bank & Park Street M and W Building, Chinhoyi	0267-2123416
2	Mashonaland Central	Veterinary Complex 1327 Atherstone Road, Bindura	0266-2106003 2632106487
3	Mashonaland East	52 Ash Street, The Green, ZB Complex, Marondera	0279-2325537
4	Manicaland	Fidelity Life Centre, 3 rd Floor, 94 Hebert Chitepo/Aerodrome Road, Mutare	020-2061307
5	Masvingo	3 rd Floor, Western Wing, ZESA Centre, Corner Robert Mugabe & Josiah Tongogara Street, Masvingo	0239-2260744
6	Midlands	Ground Floor, Office Number G001-G004, New Government Complex, 11 th Street, Gweru	0254-2106003
7	Matabeleland North	Social Services Building, Corner Fort Street & 10 th Avenue, Bulawayo	0292-63669
8	Matabeleland South	Mtshabezi Building, Corner 4 th Avenue & King Street, Gwanda	0284-2821178