

CLIENTS CHARTER

OUR VISION

A prosperous middle income Zambia with increased job opportunities for all.

OUR MISSION

To promote and facilitate investment, trade and competitive entrepreneurship of businesses in Zambia.

OUR OVERALL GOAL

To contribute to the creation of wealth and one million quality jobs through promotion and facilitation of investment, trade and enterprise development for the benefit of Zambians by 2020.

OUR CORE VALUES

• Purposeful:

Staff will be driven by a purpose and goal that is greater than the Agency as an organization.

• Accountable:

The resources at the disposal of the Agency will be used according to the agreed upon programmes and activities in a prudent, fair and transparent manner.

• Knowledgeable:

The Agency will gather, analyze and share relevant information about markets and sectors for use by clients in their decision-making processes. The Agency will build the expertise of its staff so that they are credible, trustworthy, and inspirational business advisors.

• Responsive:

Staff will be thorough and professional when responding to requests in a timely manner.

• Team Spirit:

Staff will cooperate and collaborate to maximize efficiency and effectiveness. They will reach out to other organizations to create partnerships and leverage resources for the benefit of the business community and other stakeholders

CHARTER REVIEW

ZDA will continually seek views of its clients through different channels to revise our Client Charter. We are committed to reviews and improvement of all service delivery and welcome client involvement through comments to

The Manager Communications and Public Relations, info@zda.org.zm,

Tel: +260 211 229240 or +260 211 220177 Fax: 260 211 225270



As we work towards improving our standards of service, we aim to provide our service efficiently and effectively. To this end, we have set out below the standard of service levels within which you can expect us to deliver the respective services

COMMUNICATION STANDARDS

Phone calls: We will answer all calls immediately

Walk-ins: We will attend to all within 10 minutes.

E-mail:

We will acknowledge receipt of emails immediately

- where no follow up is required, within 24 hours of receipt
- where follow-up and feedback is required not later than five 5 business days from receiving the enquiry.

Website:

We will acknowledge receipt of all website enquiries immediately.

We will resolve to or respond to website enquiries within 5 business days from date of receipt of enquiry.

Letters

We will respond to or resolve all written enquiries:

- where no follow up is required, within 2 business days
- where follow-up and feedback is required not later than five 5 business days from receiving the enquiry.

SERVICE TYPE

STANDARD OF SERVICE

Facilitate meetings with Government Institutions	1-2 business days
Facilitate meetings among investors	1-2 business days
Facilitate meetings with foreign business delegations	10 business days
Facilitate site visits	10 days
Receipt and processing of duly completed application forms, and issuance of:	
• MFEZ Permits	10 business days
• Certificate of Registrations –Investments	10 Business days
• Certificate of Registrations – Micro and Small Enterprise	10 business days
Receipt and submission of recommendation for customs duty exemption	2 business day
Receipt and submission of applications for Investor Permits to the Immigration Department	2 business days
Receipt and submission of application for acquisition of land	21 business days
Facilitation of trade fairs and exhibitions	At least 90 days before event
Facilitation of basic business training for MSME's	30 days
Linking MSMS's to financing institutions	7 business days
Business Advisory services for MSME's	2 business days
Information Resource Centre operating hours	Mon – Fri (08 am – 4 pm)

TRADE INFORMATION

STANDARD OF SERVICE

Investor Guide	Available
Sector Profiles	Available
Cost of Doing Business	Available
Specialized Trade Information	Available
Purchase of Exporter Handbook	Available
Purchase of Exporter Directory	Available

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