



## **DEPARTMENT OF CIVIL PROTECTION**

### **SERVICE CHARTER**

#### **Preamble**

The Department of Civil Protection (DCP) administers the Civil Protection Act Chapter 10:06 of 1989. The key result area of the department is Disaster Risk Management (DRM) which entails a spectrum of activities involving prevention/mitigation of disaster risks, preparedness planning, timely early warning and response to rehabilitate affected elements. The mandate of DCP is overall coordination of DRM actors drawn from the public and private sectors including development partners.

#### **What constitutes the department**

The Department of Civil Protection has a staff complement of seven (7) officers at Head Office. The management structure comprises a Director, Executive Assistant, Deputy Director and four (4) administrative officers responsible for Administration and Liaison, Operations, Research and Training. The support staff include an Accountant and Driver. Provincial and District administrators facilitate the work of the Department at their respective stations and levels. The operations of the Civil Protection Organization are multisectoral and interdisciplinary in scope.

#### **Purpose of Clients Charter**

The purpose of the clients charter is to enhance visibility of the functions of the Civil Protection Directorate and to promote interaction with the public and stakeholders.

## **Vision**

Prevalence of a culture of risk aversion and disaster resilience, strengthened coping capacities and optimal disaster response within the context of sustainable development in all sectors, institutions and at risk communities in Zimbabwe.

## **Mission**

To coordinate and promote strategic planning for emergencies at the individual, community, sectoral, local authority and national levels through regulatory mechanisms in order to provide for and ensure optimal emergency preparedness and disaster prevention in Zimbabwe.

## **Mandate**

Overall coordination of all stakeholders involved in disaster risk management, promote preparedness planning, prompt emergency response, early recovery and rehabilitation of affected elements and advocate for integration of disaster risk reduction into development for sustainability.

## **Core values**

- (i) A belief that the client comes first.
- (ii) A belief in integrity, transparency, accountability, innovation, diligence, courtesy, professionalism, excellence and teamwork.

## **Core functions**

### **Ensure the attainment of optimal capacity for disaster risk management**

- (i) Develop and maintain a disaster risk management framework in line with international best practice.
- (ii) To strengthen coping capacities of the general public in relation to the country's risk profile.
- (iii) To develop mechanisms to address the identified gaps in (i) and (ii).

### **Integration of disaster risk reduction into development for sustainability**

To develop a national strategic disaster risk management framework and a mechanism for implementation of same.

### **Develop preparedness plans in order to ensure optimal response.**

- (i) To design early warning mechanisms at all levels.
- (ii) To promote indigenous knowledge systems and documentation of same for posterity.
- (iii) To ensure communities are equipped with basic knowledge and skills to manage prevailing hazards.
- (iv) To develop preparedness plans at national, provincial, district, local authority, community and strategic institutional levels.
- (v) To conduct training exercises and lessons learnt reviews.

### **Mitigate against trans boundary disasters and plan for bilateral/multilateral interventions for major incidents**

- (i) To identify and maintain an updated trans boundary risk profile.
- (ii) To conduct multilateral consultation on prevailing disaster risks.
- (iii) To develop requisite protocols and strengthen those that exist as and when necessary.

### **Clientele**

In disaster risk management, the clients are the public, at risk communities/institutions, people affected by disaster, public and private sector, parastatals, industry, local authorities, uniformed forces, educational institutions tertiary and research institutions, civic society, insurance industry, tele communications sector, Faith Based Organizations, NGOs, UN Agencies and other development partners.

## **Our Service Commitments and Standards**

- (i) A commitment to the department's vision, mission and core values.
- (ii) A commitment to save lives, property and the environment.
- (iii) A commitment to a proactive and multi-sectoral approach.
- (iv) A commitment to the application of international best practices.
- (v) A commitment to public – private and community partnerships.
- (vi) A commitment to promoting use of indigenous knowledge systems.
- (vii) A commitment to optimal individual performance and team work.
- (viii) A commitment to application of humanitarian principles and minimum standards in emergency/disaster response.
- (ix) A commitment to the provision of timely, effective and efficient services.
- (x) A commitment to observing cross cutting issues such as HIV and AIDS, gender, age, people living with special needs, psycho social support *etc* in discharging our duties.

## **Obligations and rights**

### **Ministry's obligations to clients**

- (i) To mobilise adequate resources for disaster risk management.
- (ii) To be impartial and consistent in humanitarian interventions.
- (iii) To provide adequate protection and security to all citizens.
- (iv) To facilitate a timely declaration of state of disaster.

### **Clients rights**

- (i) A right to life with dignity.
- (ii) A right to information.
- (iii) A right to humanitarian assistance and protection.
- (iv) A right to be listened to.

## **Clients obligations**

- (i) To take an active role in preventing or mitigating emergencies/disasters.
- (ii) To report disaster risks to relevant authorities for timely response.
- (iii) To cooperate with authorities providing assistance and gathering relevant data.
- (iv) To desist from gathering at scenes of accidents for the purpose of looting and curiosity.

**Review of Charter** : To be reviewed and updated as and when necessary

## **Feedback**

All inquiries, comments, suggestions and complaints are to be directed to:

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