



RADIATION PROTECTION AUTHORITY OF ZIMBABWE

CLIENT SERVICE CHARTER

1. Preamble: Radiation protection Authority of Zimbabwe is a statutory body formed in terms of the Radiation Protection Act [Chapter 15:15], mandated to protect people and the environment from harmful effects of radiation.

Acknowledging that clients deserve quality services, we are committed to maintain a client-focused culture.

This Charter outlines who we are and establishes the standards of services which you can expect from us.

It also provides information on how you can interact with us regarding our services versus your expectations, i.e., complaints, compliments, or suggestions.

We value and welcome your feedback as it enables us to continuously improve our services.

2. Vision: A society and environment protected from the harmful effects of radiation by 2030

3. Mission: To protect people and the environment from the harmful effects of radiation

4. Terms of Reference

- Radiation Protection Act [Chapter 15:15].
- Radiation Protection (Safety and Security of Radiation Sources) Regulations, 2011 (Statutory Instrument 62 of 2011).
- Radiation Protection (Naturally Occurring Radioactive Materials) NORM Regulations, 2013 (Statutory Instrument 99 of 2013).
- Radiation Protection (Medical Practices)

Regulations, 2014 (Statutory Instrument 91 of 2014).

- Radiation Protection (Safety and Security of Radiation Sources) (Amendment) Regulations, 2020 (No. 5) (Statutory Instrument of 281 of 2020).
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5. Mandate: To protect people and the environment against the harmful effects of radiation through regulating the use, transportation, possession, storage and disposal of radiation material in Zimbabwe.

6. Core Values:

- **Teamwork**

We thrive on stakeholder and internal synergies for responsive, proficient and expected outcomes.

- **Integrity**

We employ the highest ethical standards, demonstrating honesty, transparency and fairness in every action that we take.

- **Accountability**

We are answerable to our responsibilities and commitments.

- **Innovation**

We constantly strive to define the standard of excellence in everything we do through evidence-based approaches that make a difference to society.

- **Professionalism**

We value proficiency and develop our staff to perform with expertise and dedication.



Mr Justice Chipuru

CEO of Radiation Protection Authority of Zimbabwe

DEPARTMENTS AND FUNCTIONS

Department	Functions
Technical Services	<ul style="list-style-type: none"> • Environmental monitoring • Public protection • Laboratory services - Radiochemistry, Dosimetry and Training
Regulatory Services	<ul style="list-style-type: none"> • Licensing of radiation users and NORM practices • Vehicle Screening,
Finance	<ul style="list-style-type: none"> • Preparing and monitoring budgets, financial and management reports
Legal Services and Corporate Affairs	<ul style="list-style-type: none"> • Provision of legal advice to the Authority. • Legal drafting. • Monitoring compliance to statutory obligations and other contractual obligations.
Human Resources and Administration	<ul style="list-style-type: none"> • Managing the recruitment, selection and advancement function of the Authority. • Managing staff welfare.
Quality Assurance	<ul style="list-style-type: none"> • Coordinate the development, implementation and review of the management system. • Development of policies, procedures, standards and guides.
Audit	<ul style="list-style-type: none"> • Provision of assurance and advisory services on internal control systems, risk management and governance processes of the Authority.
Procurement	<ul style="list-style-type: none"> • Procurement Services.
Information and Communication Technology	<ul style="list-style-type: none"> • Manage information security. • Maintenance and support of computer and network security infrastructure. • Provision and maintenance of ICT systems.
Corporate Communication	<ul style="list-style-type: none"> • Corporate image building and management. • Corporate communication. Relating with the media and other stakeholders.

7. Stakeholders

- Office of the President and Cabinet
- Radiation Protection Board
- Ministry of Health and Child Care
- Ministry of Defense and War Veterans Affairs
- Ministry of Energy and Power Development
- Ministry of Justice, Legal and Parliamentary Affairs

- Department of Civil Protection
- Environmental Management Agency
- Health Professions Authority
- National Social Security Authority
- Procurement Regulatory Authority of Zimbabwe (PRAZ)

- Security Agencies
- Zimbabwe Republic Police
- Zimbabwe Revenue Authority

- Academic Institutions
- Association of Radiologists and Radiation Oncologists of Zimbabwe
- Allied Health Practitioners Council of Zimbabwe
- Cancer Advocacy groups
- Chamber of Mines
- Dental Association of Zimbabwe
- Diamond Miners Association of Zimbabwe
- Government Analyst Laboratory

- Media (Print, TV and online)
- Radiographers Association of Zimbabwe
- Standards Association of Zimbabwe
- Trade Unions (SAZTU)
- Zimbabwe Institute of Occupational Health and Safety
- Zimbabwe Occupational Safety and Health Council
- Zimbabwe Veterinary Association
- Bilateral and Multilateral Organizations

- IAEA

8. Service commitments and standards

SERVICE	Service Standard
1. Licensing of radiation devices	
a. Import licence	Within 3 working days
b. Export licence	Within 60 days
c. Store and possess licence	
i. New application	Within 30 days
ii. Renewal	Within 7 days

d. Design approval certificate	Within 5 working days
e. Licence to use a radiation device	
i. New application	Within 30 days
ii. Renewal	Within 14 days
f. Transport permit	Within 7 days
g. Transit permit	Within 24 hours
h. Registration (low risk practices)	
i. New Application	Within 14 days
ii. Renewal	Within 7 days
iii. Store and possess	Within 3 working days
i. Exemption of materials outside regulatory control	Within 24 hours
2. Naturally Occurring Radioactive Materials (NORM)	
a. NORM Licensing	30 days
b. NORM Monitoring	30 days
c. NORM Exemption	30 days
3. Vehicle screening	Within 1 hour
4. National Dose Register	
a. Request for occupational exposure history	Within 3 working days
b. Enrolment of new facility	Within 24 hours
5. Accreditation of service providers	
a. New applicant	Within 60 days
b. Renewal	3 working days
6. Accreditation of laboratories	Within 21 working days
7. Inspection report	Within 14 days
Technical services	
1. Environmental monitoring	
a. NORM Sample analysis	Within 45 days
b. Radiological environmental impact assessment	Within 21 days

c. Food, water and materials analysis	Within 15 working days
d. Radiation area surveys	Within 7 working days
2. Dosimetry service	
a. Issuance to new applicant	Within 5 working days
b. Re-issuance to monthly clients	Within 14 days
c. Re-issuance to Quarterly clients	Within 60 days
d. Dose report	14 working days
Administration	
Front office management	
Operating hours	Monday to Friday 0800 – 1630 Hrs (Closed on weekends and public holidays)
Communication etiquette	<ul style="list-style-type: none"> • We answer your calls within 3 rings • We acknowledge receipt of your e-mails within 24 Hours • We respond to general enquiries within 48 hours • We aim to respond to complex enquiries within 10 days.

The service standard timelines are premised on the assumption that the client has met all regulatory requirements.

9. RIGHTS AND OBLIGATIONS

a. Obligations to clients

- We shall not disclose any private information of our clients collected while doing our business.
- We commit to protect the identity of our whistle-blowers.
- We commit to provide relevant information upon request and / or when necessary.
- We commit to treat our clients with courtesy.

b. Clients Responsibility

- To comply with regulatory requirements.
- To timeously provide accurate and complete

information.

- To report any unprofessional behaviour by our staff.
- To report to the Authority any suspected illegal radiation related activities.
- Treat our staff with courtesy.

10. REVIEW OF THIS CLIENTS CHARTER

In our endeavour to provide the best possible service to our clients, this charter shall be reviewed annually.

10. FEEDBACK

We value your feedback as it helps us to improve our services. For your suggestions, complaints or compliments, kindly contact us on the following platforms:

Head Office
1 McCaw Drive
Avondale
Harare

Postal Address
PO Box A1710
Avondale
Harare

Southern regional office
FS02
FairSpire Circle
ZITF grounds
Hillside road
Bulawayo

Phone: (+263242) 335 627,
335 683,
304 982, 304 978

Facebook: Radiation Protection Authority of Zimbabwe

Twitter: @rpaz_online

Website: www.rpaz.co.zw

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