



Radiation Protection Authority Of Zimbabwe

"... protecting people and the environment against radiation effects ..."

RPAZ CHARTER

CLIENT SERVICE CHARTER

RPAZ/CH/LCA-02

December 2023

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Document Availability

The document can be viewed on the RPAZ website (www.rpaz.co.zw). To order a printed copy of the document in English, please contact,

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CLIENT SERVICE CHARTER

CONTENTS

CONTENTS	5
1.0 INTRODUCTION	Error! Bookmark not defined.
2.0 ROLE	Error! Bookmark not defined.
3.0 BOARD MEMBERSHIP AND PROCESS	Error! Bookmark not defined.
3.1 Composition.....	Error! Bookmark not defined.
3.2 Conduct.....	Error! Bookmark not defined.
3.3 Chairperson and Vice Chairperson	Error! Bookmark not defined.
3.4 Shareholders Relationships.....	Error! Bookmark not defined.
3.5 Support	Error! Bookmark not defined.
3.6 Secretary.....	Error! Bookmark not defined.
3.7 Board Evaluation.....	Error! Bookmark not defined.
3.8 The Board and its Committees	Error! Bookmark not defined.
3.9 Meetings	Error! Bookmark not defined.
4.0 RELATIONSHIP: BOARD AND CHIEF EXECUTIVE OFFICE	Error! Bookmark not defined.
4.1 Powers of the Board	Error! Bookmark not defined.
4.2 Delegation to the CEO	Error! Bookmark not defined.
4.3 Accountability and Monitoring.....	Error! Bookmark not defined.
4.4 Reward and evaluation.....	Error! Bookmark not defined.
5.0 DECLARATION OF ASSETS	Error! Bookmark not defined.
6.0 REVIEW OF CHARTER	Error! Bookmark not defined.

1.0 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 the harmful effects of radiation.

Acknowledging that clients deserve quality services, we are committed to maintaining 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.

2.0 VISION

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

3.0 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).

CLIENT SERVICE CHARTER

- Radiation Protection (Safety and Security of Radiation Sources) (Amendment) Regulations, 2020 (No. 5) (Statutory Instrument of 281 of 2020).
- Authorization policy
- Inspection policy
- Enforcement policy
- Code of conduct
- Code of Ethics

4.0 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.

5.0 CORE VALUES

9.1 Teamwork

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

9.2 Accountability

We are answerable to our responsibilities and commitments.

9.3 Professionalism

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

9.4 Integrity

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

3.5 Innovation

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

6.0 DEPARTMENTAL FUNCTIONS

Department	Functions
Technical Services	<ul style="list-style-type: none"> • Environmental monitoring • Laboratory services – Food, water and materials analysis • Dosimetry • Training • Non-ionizing radiation assessments
Regulatory Services	<ul style="list-style-type: none"> • Licensing of radiation users and NORM practices • Inspection of radiation facilities • Emergency preparedness and response • Vehicle Screening
Finance	<ul style="list-style-type: none"> • Preparing and monitoring budgets, financial and management report
Legal Services and Corporate Affairs	<ul style="list-style-type: none"> • Provision of legal advice to the Authority • Legal drafting • Monitoring compliance to statutory and

CLIENT SERVICE CHARTER

	<p>contractual obligations</p> <ul style="list-style-type: none"> • Corporate communications
Human Resources and Administration	<ul style="list-style-type: none"> • Human resources management • Administration • Management of Information, Communication and Technology
CEO's Office	<ul style="list-style-type: none"> • Quality Assurance • Procurement management • Monitoring and evaluation
Internal 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

7.0 STAKEHOLDERS

- ✓ Office of the President and Cabinet
- ✓ Ministry of Energy and Power Development
- ✓ Radiation Protection Board
- ✓ Ministry of Health and Child Care
- ✓ Ministry of Defense and War Veterans Affairs
- ✓ Ministry of Justice, Legal and Parliamentary Affairs
- ✓ Ministry of Finance, Economic Development and Investment promotion
- ✓ Department of Civil Protection
- ✓ Environmental Management Agency
- ✓ Health Professions Authority
- ✓ National Social Security Authority
- ✓ Procurement Regulatory Authority of Zimbabwe (PRAZ)
- ✓ Security Agencies

CLIENT SERVICE CHARTER

- ✓ Zimbabwe Republic Police
- ✓ Zimbabwe Revenue Authority
- ✓ Office of the Auditor General
- ✓ Attorney General’s Office
- ✓ 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
- ✓ International Atomic Energy Agency

8.0 SERVICE COMMITMENTS AND STANDARDS

SERVICE	SERVICE STANDARD
Regulatory Services	
1. Licensing of radiation devices	
a) Import license	Within 3 working days

CLIENT SERVICE CHARTER

b) Export license	Within 60 days
c) Store and possess license	
i. New application	Within 30 days
ii. Renewal	Within 7 days
d) Design approval certificate	Within 5 working days
e) License 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	1 day
h) Registration (low risk practices)	
i. New Application	Within 14 days
ii. Renewal	Within 7 days
i) Exemption of materials outside regulatory control	1 day
2. Naturally Occurring Radioactive Materials (NORM)	
a) NORM Licensing	Within 30 days
b) NORM Monitoring	Within 30 days
c) NORM Exemption	Within 30 days
3. Vehicle screening	1 hour
4. National Dose Register	
a) Request for occupational exposure history	Within 3 days
b) Enrolment of new facility	1 day
5. Accreditation of service providers	

CLIENT SERVICE CHARTER

a) New applicant	Within 14 days
b) Renewal	Within 3 days
6. Accreditation of laboratories	Within 21 days
7. Inspection report	Within 10 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 days
d) Radiation area surveys	Within 7 days
8. Dosimetry service	
a) Issuance to new applicant	Within 5 days
b) Dosimeter processing period	Within 14 days
c) Dose report	Within 14 days
Administration	
9. Front office management	
a) Operating hours	Monday to Friday 0800 hours to 1630 hours (Closed on weekends and public holidays)
b) Communication etiquette	<ul style="list-style-type: none"> We answer your calls within 3 rings We acknowledge receipt of your e-mails within 1 day We respond to general enquiries within 2 days 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

9.1 RPAZ's Responsibilities

- 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 providing relevant information upon request and/or when necessary.
- We commit to treating our clients with courtesy.

9.2 Client's Responsibilities

- 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.
- To treat our staff with courtesy.

10.0 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:

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

Facebook: Radiation Protection Authority of Zimbabwe

X: RPAZ ONLINE

Website: www.rpaz.co.zw

LinkedIn: Radiation Protection Authority of Zimbabwe

WhatsApp: +263 782 149 933

E-mail: officialmail@rpaz.co.zw

CLIENT SERVICE CHARTER

Head Office

18 Armadale Rd
Borrowdale West
Harare

Southern regional office

FS02
FairSpire Circle
ZITF grounds
Hillside road
Bulawayo

11.0 REVIEW OF THIS CHARTER

In our endeavour to provide the best possible service to our clients, this charter shall be reviewed biennially or when necessary.