RADIATION PROTECTION AUTHORITY OF ZIMBABWE

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

RPAZ CHARTER

CLIENT SERVICE CHARTER

RPAZ/CH/LCA-02

January 2026

Version 2.0

January 2026

RPAZ/CH/LCA- 02

Published by the

Radiation Protection Authority of Zimbabwe

2026

J.C

CHIEF EXECUTIVEOFFICER
RADIATION PROTECTION
AUTHORITY OF ZIMBABWE
09 FEB 2026
P.O. BOX A1710, AVONDALE
ZIMBABWE TEL: 242-335627

Mr. J. Chipuru

Radiation Protection Authority of Zimbabwe

Chief Executive Officer

Board Directors

Dr. A. M. Nyakabau (Chairperson), Mr W. Zhakata (Vice-Chairperson), Mr. N. Charumbira, Dr. F. Makoni, Mr. N. Nkomo, Mrs. L.M Chikerema, Mrs. V. Kamtepfa, Ms. T Mawokomatanda, Mrs. R. Kubiku, Mr. J. Chipuru (C.E.O)

Published by the Radiation Protection Authority of Zimbabwe

Developer: RPAZ Management, S. Huni

Editor: Rujeko Mpandanyama

Extracts from this document may be reproduced for individual use without permission provided the source is fully acknowledged. However, reproduction in whole or in part for purposes of resale or redistribution requires prior written permission from the Radiation Protection Authority of Zimbabwe.

Document Availability

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

Corporate Communications Division

Radiation Protection Authority of Zimbabwe

No 160 Herbert Ushewokunze Avenue (former Baines Avenue)

Harare

Zimbabwe

Telephone: +263-4-335 792/627/683, 304 982/978, 308

Email: officialmail@rpaz.co.zw

J.C

CONTENTS

1.0 PREAMBLE 1

2.0 VISION 1

3.0 TERMS OF REFERENCE 1

4.0 MANDATE 2

5.0 CORE VALUES 2

6.0 DEPARTMENTAL FUNCTIONS 3

7.0 STAKEHOLDERS 5

8.0 SERVICE COMMITMENTS AND STANDARDS 6

9.0 RIGHTS AND OBLIGATIONS 8

9.1 RPAZ's Responsibilities 8

9.2 Client's Responsibilities 8

10.0 FEEDBACK 9

11.0 REVIEW OF CHARTER 10

J.C

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 clients 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

- Constitution of Zimbabwe
- Vision 2030
- Radiation Protection Act [Chapter 15:15].
- Radiation Protection (Safety and Security of Radiation Sources) Regulations, 2011 (Statutory Instrument 62 of 2011).

J.C

- 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).
- Radiation Protection (Naturally Occurring Radioactive Material) (Amendment) Regulations, (SI 19 of 2022)
- Radiation Protection (Safety and Security of Radiation Sources)

  (Amendment) Regulations, (SI 20 of 2022)
- Cyber and Data Protection Act [Chapter 12:07]
- RPAZ Authorization policy
- RPAZ Inspection policy
- RPAZ Enforcement policy
- RPAZ Code of conduct
- RPAZ Code of Ethics

4.0 MANDATE

To protect people and the environment against the harmful effects of radiation.

5.0 CORE VALUES

5.1 Teamwork

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

J. C

5.2 Accountability

We are answerable for our responsibilities and commitments.

5.3 Professionalism

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

5.4 Integrity

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

5.5 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
CEO's Office	• Organisational Accountability & Coordination • Quality Assurance • Procurement management • Monitoring and evaluation • Risk management
Regulatory Services	• Licensing of radiation users and NORM practices • Inspection of radiation facilities • Emergency preparedness and response • Vehicle Screening

	• Nuclear Security
Technical Services	• Environmental monitoring • Laboratory services – Food, water and materials analysis • Dosimetry • Training • Non-ionizing radiation assessments
Finance	• Preparing and monitoring budgets, • Generation of invoices • Financial and management reports
Legal Services and Corporate Affairs	• Board Secretarial Services • Provision of legal advice to the Authority • Legal drafting • Monitoring compliance to statutory and contractual obligations • Compliance enforcement • Corporate communications • Environmental, Social and Governance framework management • Records management
Human Resources and Administration	• People and Culture management • Administration • Management of Information, Communication and Technology
Internal Audit	• Provision of assurance and advisory services

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
- ✓ 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
- ✓ Zimbabwe Republic Police
- ✓ Zimbabwe Revenue Authority
- ✓ Office of the Auditor General
- ✓ Attorney General's Office
- ✓ Academic Institutions
- ✓ Professional Associations
- ✓ Allied Health Practitioners Council of Zimbabwe
- ✓ Cancer Advocacy groups
- ✓ Chamber of Mines
- ✓ Diamond Miners Association of Zimbabwe
- ✓ Government Analyst Laboratory
- ✓ Media (Print, TV and online)
- ✓ Standards Association of Zimbabwe
- ✓ Trade Unions
- ✓ Zimbabwe Institute of Occupational Health and Safety

J.C

- ✓ Zimbabwe Occupational Safety and Health Council
- ✓ 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
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

J.C

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	
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

J.C

	(Closed on weekends and public holidays)
b) Communication etiquette	• 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.

J.C

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

You can also visit us at the following addresses:

Head Office
160 Herbert Ushewokunze Avenue (former Baines Avenue)
Harare

Southern regional office
FS02
FairSpire Circle
ZITF grounds
Hillside road
Bulawayo

Border posts:

- Beitbridge Border post
- Chirundu Border post
- Kariba Border post

J.C

- Plumtree Border post
- Nyamapanda Border post
- Victoria Falls Border post

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.

J.C