

*Zimbabwe National Defence University*



Integrity

Leadership

Innovation

# ZIMBABWE NATIONAL DEFENCE UNIVERSITY CLIENT SERVICE CHARTER

2022

Reviewed 2024

## **1. Preamble**

The Client Service Charter provides relevant information about the Zimbabwe National Defence University (ZNDU) to all clients and stakeholders. This charter spells out the ZNDU's service commitments and standards to be rendered to all students, staff and stakeholders. The University values all clients and undertakes to offer quality service and cherishes the interaction and feedback in its quest for continuous improvement.

## **2. Preface – Council Chairman**



The ZNDU is a premier institution of higher learning whose mandate is to satisfy the defence and security niche. While the University was conceived to satisfy requirements from local and allied defence and security services, it has opened its doors to local line ministries and self-financing students. The programmes on offer continue to increase and it is the University's vision to open more faculties and programmes in line with the mandate. Students are assured of quality service in accordance with international best practices.

## **3. Foreword – Vice Chancellor and Commandant**



The ZNDU is a unique institution that offers competitive academic studies in addition to serving as a national think-tank. In tandem with the Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development's thrust of Education 5.0, the University promotes research, teaching, community service, innovation

*Integrity*



*Leadership*

*Innovation*

development. The University was established through Statutory Instrument 38 of 2017 and boasts of several faculties, institutes and centres, which includes the Faculty of Social Sciences, the Faculty of Engineering, the Institute of Strategic Research and Analysis, the Science and Innovation Hub and the Centre for Defence and Security Studies, whose programmes are designed to foster leadership and technical skills.

The University is located 12 km from the capital city's Central Business District, along the Harare – Mazowe road, making it an attractive destination for a convenient and peaceful study environment. Endowed with serene surroundings, the University is adjacent to low density suburbs of Marlborough, Mount Pleasant and Mount Pleasant Heights. For extra-mural activities, the university offers some of the best sporting facilities. Overall, the University strives to achieve academic and professional excellence through effective utilisation of resources at its disposal.

#### **4. Summary Introduction**

The ZNDU is a premier academic institution offering tertiary studies whose niche is defence and security studies, and is mandated to have a client service charter to enable it to be transparent to its clients and stakeholders. The client charter is aligned to the National Development Strategy 1 and Vision 2030. The University currently has three teaching faculties; the Faculty of Social Sciences and the Faculty of Engineering and the Centre for Defence and Security Studies.

**5. Vision:** To be the nation's defence and security hub fostering integrative and conscious nation-building.

**6. Mission:** To strategically develop, through research and multi-disciplinary programmes, patriotic individuals, institutions and communities who are alert and conscious in the face of national, regional and global challenges and threats, and to act as a national think-tank for the great nation of Zimbabwe.

#### **7. Core values:**

- 7.1 **Zimbabwe First.** Devotion to Zimbabwe, identification with it and special concern for its well-being and that of fellow citizens (Patriotism).
- 7.2 **Pan-Africanism.** Uniting and promoting the welfare of all people identified with, or claiming membership of the African race.
- 7.3 **Unhu/Ubuntu.** Believing that an individual's humanity is nurtured in a network of human relationships (I am, because you are).
- 7.4 **Leadership.** Ability to influence and guide others.
- 7.5 **Strategic Thinking.** The practice of selecting a long-term goal and formulating an action plan towards reaching that goal to gain a competitive advantage.
- 7.6 **Knowledge-Driven.** Based on an accumulation of proven facts or information.

**7.7 Liberation Ethos.** Safeguarding the gains and values of independence.

**8. Mandate:** To be the leading national defence and security institution grounded in Zimbabwean national interests and values, that provides quality academic programmes fostering continuous research and innovation to respond comprehensively to challenges within the realm of the global defence and security matrix.

**9. Terms of reference:**

9.1 The Constitution of Zimbabwe Amendment (No. 20) Act, 2013.

9.2 Statutory Instrument 38 of 2017.

9.3 ZNDU Ordinances of 2021.

**10. Departments in the ZNDU and their Core Functions**

**10.1 Vice Chancellor and Commandant.** The Vice Chancellor and Commandant is the chief academic and administrative officer of the University, with general responsibility to the University Council for maintaining and promoting the efficiency, effectiveness and good order of the University.

**10.2 Pro-Vice Chancellors.** Pro Vice-Chancellors assist the Vice Chancellor and Commandant in the performance of his/her functions and shall have such operations as may be specified in the statutes.

**10.3 Administrative Departments.** For the efficient management of its functions, the ZNDU has the following key departments:

**10.3.1 Registry.** Ensuring the integrity, accuracy and security of all academic records of current and former students, facilitating effective student registration and enrolment, building secure student data files and setting policy and procedures for their responsible use.

**10.3.2 Bursary.** Safeguarding of funds, and in accordance with the general directions of the Vice Chancellor and Commandant, authorising investments and expenditure.

**10.3.3 Library.** Providing strategic management of the library, research services and the maintenance of the library and its collections.

**10.3.4 Information, Communication and Technology.** Developing, managing and maintaining ICT hardware, software and network infrastructure.

#### **10.4 Faculties and Centres of Excellence**

The University has the following operational Faculties and Centres of Excellence responsible for teaching, research, innovation and industrialisation.

10.4.1 Centre for Defence and Security Studies.

10.4.2 Faculty of Social Sciences.

10.4.3 Faculty of Engineering.

10.4.4 Institute of Strategic Research and Analysis.

10.4.5 Science and Innovation Hub.

#### **10.5 Support Services**

For efficient and effective service delivery, the University has the following support structures:

10.5.1 Logistics.

10.5.2 Examinations.

10.5.3 Public Relations and Protocol.

10.5.4 Quality Assurance.

10.5.5 Pedagogy.

10.5.6 Business Development.

10.5.7 Clinic.

10.5.8 Associates and Affiliates.

### **11. Stakeholders and Clients of the ZNDU**

#### **11.1 Stakeholders**

11.1.1 Office of the President and Cabinet.

11.1.2 Ministry of Defence and War Veterans Affairs.

11.1.3 ZNDU Council.

11.1.4 Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development.

11.1.5 Ministry of Local Government and Public Works.

11.1.6 Line Ministries.

11.1.7 Zimbabwe Council for Higher Education.

11.1.8 Defence Forces Service Commission.

11.1.9 Auditor General's Office.

11.1.10 External Examiners.

11.1.11 Alumni.

11.1.12 Suppliers and Service providers.

## **11.2 Clients**

11.2.1 Ministry of Defence.

11.2.2 Line Ministries.

11.2.3 Zimbabwe Defence Forces.

11.2.3 Zimbabwe Republic Police.

11.2.4 Zimbabwe Prisons and Correctional Service.

11.2.5 President's Department.

11.2.6 Allied Defence Forces

11.2.7 Staff.

11.2.8 Students.

## **12. SERVICE COMMITMENTS AND STANDARDS**

The ZNDU pledges to:

- 12.1 Promote good corporate governance through strategic policy planning and implementation.
- 12.2 Adopt and adapt to national, regional and international best practices to improve academic, professional and leadership skills.
- 12.3 Produce high quality cadres who are capable of promoting effective national security in support of the attainment of Vision 2030.
- 12.4 Be the national think tank of Zimbabwe.
- 12.5 Promote production of reputable academic publications, innovations and patents.
- 12.6 Progressively increase the enrolment of students.

- 12.7 Offer appropriate quality facilities and infrastructure for optimum client satisfaction.
- 12.8 Embrace modern digital technologies with limited exposure to cyber threats.
- 12.9 Respond timeously to client queries, demands and feedback with courtesy.
- 12.10 Provide information on University programmes, processes, activities and other requirements.
- 12.11 Progressively increase the employment of permanent academic staff towards the minimum 60% threshold.
- 12.12 Ensure 80% of all business calls will be attended to within three rings.
- 12.13 Administer credible examination processes and publish results within six weeks from last date of examination.
- 12.14 Provide quality research and innovation skills in the fields of security studies, social sciences, science, technology and engineering in conformity to the approved research ethics.
- 12.15 Promote academic and strategic interaction through local, national, regional and international workshops, conferences, seminars, symposia and webinars.
- 12.16 Conduct at least one international conference every two years.

### **13. RESOLUTION OF PUBLIC COMPLAINTS**

The ZNDU will deal with all complaints professionally and in confidence. For complaints against the ZNDU, please approach the office of the Registrar at the ZNDU Administration Block, Alfred Rogers Nikita Mangena Barracks, Number 3, Thornpark Estates, Harare, along Mazowe Road.

Contact Details:

Postal Address:	The Registrar Zimbabwe National Defence University RAN Mangena Barracks Private Bag CY 1534 Causeway Harare
Telephone:	+263 8688 007001 Ext 1025
Mobile phone:	+263 712 803 892
Email:	registrar@zndu.ac.zw

#### **14. Obligations of ZNDU Clients and Stakeholders**

In order to achieve our service commitments and standards, clients are obliged to observe the following:

- 14.1 Honesty, courtesy and professionalism in dealing with the ZNDU.
- 14.2 Prompt payment of fees and other charges as stipulated.
- 14.3 Meet contractual obligations.
- 14.4 Avoid corruption.
- 14.5 Give feedback on the quality of service rendered.
- 14.6 Rely on ZNDU official information, communiqués and press statements and always use ZNDU official channels of communication.
- 14.7 Familiarise with and act in compliance with ZNDU ordinances, rules and regulations.
- 14.8 Support materially, financially, policy wise in the implementation of this service charter.

#### **15. Business Hours**

Business hours are from 0800 – 1630 hours on Monday to Friday. However, Faculties may prescribe working hours to suit their peculiar requirements.

#### **16. REVIEW OF CLIENT SERVICE CHARTER**

This Client Service Charter shall be reviewed annually to take stock of the dynamics in the client demands and expectations.

#### **17. CONTACT DETAILS**

##### **Postal Address:**

All official correspondences should be addressed to:

The Registrar  
Zimbabwe National Defence University  
RAN Mangena Barracks  
Private Bag CY 1534  
Causeway  
Harare



**Physical Address:**

Zimbabwe National Defence University  
RAN Mangena Barracks  
Number 3 Thornpark Estate  
Along Harare – Mazowe Road (Approximately 12 km from the city centre)

**Telephone:** +263 8688 007001 Ext 1025

**Mobile phone:** +263 712 803 892

**E-mail address:** [registrar@zndu.ac.zw](mailto:registrar@zndu.ac.zw)

**Website:** [www.zndu.ac.zw](http://www.zndu.ac.zw)

**Facebook:** [www.facebook.com/p/Zimbabwe-National-Defence-University](https://www.facebook.com/p/Zimbabwe-National-Defence-University)

**CONTACT DETAILS OF KEY OFFICERS OF THE ZNDU**

Air Vice Marshal (Dr) MT Moyo (Vice Chancellor and Commandant):

Phone: +263 8688 007001 Ext 1017, Email: [vc&comdt@zndu.ac.zw](mailto:vc&comdt@zndu.ac.zw)

Brigadier General DC Moyo (Registrar):

Phone: +263 8688 007001 Ext 1025, Email: [registrar@zndu.ac.zw](mailto:registrar@zndu.ac.zw)

Air Cdre S Matambudza (Bursar):

Phone: +263 8688 007001 Ext 1024 , Email: [bursar@zndu.ac.zw](mailto:bursar@zndu.ac.zw)

Lieutenant Colonel L Moyo (Librarian):

Phone: +263 8688 007001 Ext 1047, Email: [librarian@zndu.ac.zw](mailto:librarian@zndu.ac.zw)

Mr C Machengete (Head ICT):

Phone: +263 8688 007001 Ext 1031, Email: [ictmgr@zndu.ac.zw](mailto:ictmgr@zndu.ac.zw)

Brigadier General (Dr) J Chikanga (Dean Faculty of Social Sciences):

Phone: +263 8688 007001 Ext 1054, Email: [deanfss@zndu.ac.zw](mailto:deanfss@zndu.ac.zw)

Air Commodore (Dr) (Eng) EM Kamusoko (Dean Faculty of Engineering)

Phone: +263 8688 007001 Ext 1101, Email: [deanfe@zndu.ac.zw](mailto:deanfe@zndu.ac.zw)

Brigadier General N Ngwenya (SDS Term 1):

Phone: +263 8688 007001 Ext 1129, Email: [sdsterm1@zndu.ac.zw](mailto:sdsterm1@zndu.ac.zw)

Air Commodore C Makuvire (SDS Term 2):

Phone: +263 8688 007001 Ext 1217, Email: [sdsterm2@zndu.ac.zw](mailto:sdsterm2@zndu.ac.zw)

Brigadier General GS Mutsadyanga (SDS Term 3):

Phone: +263 8688 007001 Ext 1218, Email: [sdsterm3@zndu.ac.zw](mailto:sdsterm3@zndu.ac.zw)

Brigadier General Chakauya (SDS Term 4):

Phone: +263 8688 007001 Ext 1130, Email: [sdsterm4@zndu.ac.zw](mailto:sdsterm4@zndu.ac.zw)

Brigadier General N Javani (Dean Science and Innovation Hub)

Phone: +263 8688 007001 Ext 1264, Email: [deansih@zndu.ac.zw](mailto:deansih@zndu.ac.zw)

Air Cdre M Mushita (DG Workshops and Seminars)

Phone: +263 8688 007001 Ext 1111, Email: [dgwksps@zndu.ac.zw](mailto:dgwksps@zndu.ac.zw)

(Director Business Development)

Phone: +263 8688 007001 Ext 1269, Email: [busdev@zndu.ac.zw](mailto:busdev@zndu.ac.zw)

Colonel Maranjisi (Director Plans Centre for Defence and Security Studies)

Phone: +263 8688 007001 Ext 1095, Email: [dplanscdss@zndu.ac.zw](mailto:dplanscdss@zndu.ac.zw)

Colonel W Murota (Director Plans Faculty of Social Sciences)

Phone: +263 8688 007001 Ext 1055, Email: [dplansfss@zndu.ac.zw](mailto:dplansfss@zndu.ac.zw)

Colonel N Gatawa (Director Plans Faculty of Engineering)

Phone: +263 8688 007001 Ext 1043, Email: [dplansfe@zndu.ac.zw](mailto:dplansfe@zndu.ac.zw)

Sqn Ldr S Mutowo (Public Relations Officer)

Phone: +263 8688 007001 Ext 1259, Email: [pr@zndu.ac.zw](mailto:pr@zndu.ac.zw)