

STAKEHOLDER SERVICE CHARTER

The Zimbabwe Energy Regulatory Authority (ZERA)'s promise to stakeholders is derived from provisions of enabling energy laws. The promise is anchored on ZERA's core values of Innovation, Ubuntu, Teamwork, Commitment and Responsiveness.

ZERA promises its stakeholders that it will:

No	SERVICE COMMITMENT	STANDARD OF SERVICE (Working days)
1.	Receive, review and issue approval for completed electricity licence applications with consultation of stakeholders.	90 days
2.	Receive, review, carry out physical inspection and issue out a petroleum licence.	45 days
3.	Undertake performance reviews of electricity licensees, monitoring according to performance standards and licence conditions.	Once every 3 months
4.	Conduct physical inspections of all new petroleum sites upon submission of licence application.	15 days
5.	Inspect all petroleum sites during the lifespan of their licences.	Once in 12 months
6.	Inspect electricity infrastructure to ensure compliance with regulations.	Once in 24 months
7.	Review and process tariff application requests.	120 days
8.	Review and process Power Purchase Agreements.	90 days
9.	Monitor fuel and LPG quality at licenced petroleum sites countrywide.	100 sites every month
10.	Educate consumers and consumer groups on alternative energy, renewable energy, energy efficiency and their rights and responsibilities.	Once every 6 months
11.	Conduct at least one consultative meeting with key stakeholders' representative groups.	One in 12 months
12.	Acknowledge receipt of, and respond to all written enquiries, complaints and compliments from consumers, the general public or energy licensees.	7 days
13.	Conduct investigations and hearings as necessary to resolve complaints and disputes upon receipt of the complaint or dispute.	60 days
14.	Respond to all media enquiries.	3 days
15.	Answer all calls at reception.	Within 3 rings
16.	Attend to all clients at reception.	Within 5 minutes

Any concerns, complaints, queries, comments and compliments related to this Service Charter should be addressed to the Chief Executive Officer through the contact details below:

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