



**CENTRE FOR EDUCATION INNOVATION RESEARCH AND
DEVELOPMENT (CEIRD)**

DRAFT CLIENT CHARTER

CHIEF SCIENTIST'S FOREWORD

I am pleased to introduce this Client Service Charter, which reflects our unwavering commitment to delivering exceptional service standards to all our stakeholders. This Charter outlines the service expectations you can have when engaging with us, as well as the mutual responsibilities we uphold.

Within this document, you will find valuable insights into:

- Who we are
- What you can expect from our interactions and our expectations of you
- Our service standards
- How we communicate
- How you can help us, serve you better

We recognize that achieving our objectives requires collaboration with our stakeholders and clients in our processes and approaches. The establishment of this Client Service Charter underscores our dedication to providing high-quality services to our esteemed clients, in accordance with best practices and relevant laws, regulations, and guidelines. Our goal is to continually enhance our service delivery to ensure client satisfaction and foster enduring relationships.

Your feedback regarding our performance against the standards we have set is invaluable. I encourage you to share your thoughts so that we can continually refine our services to meet your needs. Please utilize the feedback channels provided at the end of this Charter.

Dr E. Matandirotya

Chief Scientist

1. PREAMBLE

The Centre for Education Innovation Research and Development (CEIRD) is a unique innovation and industrialisation enabler established by the EIRD Act [25:34] 2021 in Zimbabwe. It bridges the public and private sectors, fostering heritage-based innovation and driving significant economic and societal change. CEIRD's strategic objectives are designed to create a tangible impact on critical sectors of Zimbabwe's economy and society. Through research, innovation, and technology development, the Centre aims to generate techno jobs for graduates, promote academia-industry-community partnerships in engineering, technology, and innovation, and establish an enabling environment for innovation.

2. VISION

To provide an enabling environment for innovation and industrialisation.

3. MISSION

To expedite the national industrialisation agenda through well-coordinated, targeted and collaborative research

4. MANDATE

The mandate of the Centre for Education Innovation Research and Development (CEIRD) is to serve as a national catalyst for innovation and industrialization in Zimbabwe by facilitating cutting-edge research and development, fostering partnerships between academia and industry, and harnessing local talent and resources to create a sustainable, heritage-based innovation ecosystem that drives economic growth and societal impact.

5. CORE VALUES

The CEIRD is guided by the following values:

Collaboration [Integration of resources for efficient delivery]

- Our clients are key partners in the innovation and development process.
- We will actively engage with them and integrate their insights, needs, and resources so that we ensure efficient and effective delivery of our services.
- We will foster a spirit of shared ownership of projects and outcomes to enhance the overall impact of our initiatives and ensure that our clients feel valued and heard.

Objectivity [Correct Attitude]

- Our staff will approach client relationships with impartiality and professionalism.
- Our staff will listen to our client's needs and concerns without bias.
- Our clients will rely on us for sound advice and effective solutions tailored to their unique challenges.

Accountability [Consistent and dependable services]

- We hold ourselves accountable to our clients by delivering on our promises and maintaining transparency in our operations.
- Our clients can expect reliable support and timely communication throughout our engagement.
- We welcome feedback and take responsibility for our actions

Creativity [New thinking, learning, and doing]

- We encourage our clients to engage in innovative thinking alongside us.
- We empower our clients to challenge the status quo and co-create solutions.

Excellence [Committed to be the best]

- We strive to provide the highest quality of service to our clients.
- We invest in developing our team's skills and knowledge to ensure that we are equipped to meet the evolving needs of our clients.

6. CEIRD DEPARTMENTS

CEIRD has a central head office that houses the following departments:

- i. Finance and Administration: whose mission is to provide Financial and Administrative support to the CEIRD
- ii. Human Resources Department: whose mission is to provide and manage competitive human-skilled capital requirements for the CEIRD.
- iii. Legal Services Department: whose mission is to provide legal advice to the CEIRD and its stakeholders.
- iv. Information Communication Technologies: whose mission is to provide ICT support to the CEIRD.
- v. Procurement Management: whose mission is to procure goods and services required by the CEIRD efficiently and following the Act and set timelines.

7. CEIRD RESEARCH INSTITUTES

The CEIRD administers institutes focusing on the national priority programmes for strategic sectors that impact the economy and society. The first phase of CEIRD operationalisation has 10 institutes. The following are the institutes and their functions:

a) Institute of Biotechnology and Genomics

The institute of Biotechnology and Genomics focuses on spearheading research and innovations in Biotechnology and Biosciences. The institute's outcomes will be anchored by the joint effort of academia, innovation hubs, industrial parks and industry that are focusing on developing life science support technologies. The targeted areas are Agricultural Biotechnology, Medical Biotechnology, Animal Biotechnology, Pharmaceuticals, Prosthetic manufacturing and Genetic Engineering.

b) Institute of Nuclear Science and Technology

The institute for Nuclear Science and Technology aims at exploring the peaceful and safe use of nuclear science and technology to enhance Energy and Health sector. The institute's vision will be realized through intensive capacity building and joint collaboration with well-established Nuclear Science and Technology institutes. The main focus of the institute includes Nuclear Power Technology, High performance computing

techniques in nuclear and reactor physics, Nuclear Safety, Radiation Protection, and Environmental Radioactivity Monitoring.

c) Institute of Mining and Mineral Technology

The institute of mining and mineral Technology will focus on exploring and implementing efficient and sustainable ways of mineral exploration and value addition. In collaboration with mining research institutions and the mining industry, the institution will be the hub of development of mining technologies for processing and value addition. The Institute will focus on advanced exploration & prospecting techniques, advanced technologies for processing & interpretation of geophysical data, Technologies for processing precious stones and metals.

d) Security and Protection Institute

The security and protection institute focus on innovation technology regarding security and protection. The institute will promote the development of a holistic disaster management system, i.e. from prevention to rapid response. The developed systems will be able to support the various stages of a disaster such as early detection, prevention and direct protection. The research fields will include Sniffer Devices Technology, Cyber security, Disaster management and Imaging (Scanner) Technologies and protecting infrastructure.

e) Institute for Transport and Mobility Technology

The institute for Transport and mobility technology will focus on enhancing the reliability of transportation and mobility of various items. The focus is on the mobile technology and the various modes of transport. Focus will be on technologies including Automotive Technology, Rail Technology, Aviation and Transport, Vehicle Communication, Drone Technologies and Road & rail networks.

f) Institute of Materials and Production Technologies

The institute shall focus on the research and development of resource efficient processes for manufacturing and synthesis of new materials. The institute will focus on areas including Materials Technologies, Manufacturing Technologies, Plant Engineering and

Nano-materials. This institute will support various sectors where new and efficient materials are required.

g) Geospatial, Aeronautical and Space Sciences Institute

This institute shall focus on developing Geospatial Science and Earth Observation, Space Sciences, Space Engineering Aeronautical Engineering and Astronautical Engineering. The possible industries are Satellite Manufacturing, Satellite Communication Technologies, Drone Technologies and GIS Technologies.

h) ICT, Electronics and Electro-Mechanical Systems Institute

The institute shall address challenges of information and communication technologies (ICT) and electronics & electro-mechanical systems. Research and innovation will focus on the development of customised software and data analysis tools for various industries and integrating electronics with mechanical systems for advanced functionalities in various industries. The institute will aid the industry process by providing affordable electronic and electrical system for industrialisation.

i) Institute of Agriculture and Food Technology

The Institute of agriculture and food technology focuses on developing and supporting technologies that enhance food production and value addition on agriculture produce. The areas of focus are Smart Agriculture technologies, Indigenous food systems, Milling and processing technologies, Food processing, Value addition.

a) Environment and Climate Technology Institute

This institute conducts research environment and climatology. The focus area includes Society and Environment, Water and Sanitation, Climate Change and Variability, Climate Resilience and Adaptation, Air Quality monitoring and Carbon-neutral technologies

8. SERVICE COMMITMENTS AND STANDARDS/WHAT TO EXPECT FROM THE CEIRD

i. CEIRD's Obligations and Rights to Clients

- **Speed of service**

- a) Politely respond to telephone calls within three rings and politely attend to client's inquiry
- b) Respond to enquiries on our website within 24 hours
- c) All written correspondence (email/postal/hand-delivered) requiring a response shall be acknowledged within 24 hours and addressed/responded-to within three days of the date of receipt. In the event that a full response cannot be given within the stipulated timeframe, we will send an interim reply indicating when a full response can be expected;
- d) Regarding walk-in service, clients will be served respectfully and informed of the expected waiting time for service delivery;
- e) Clients with appointments confirmed in advance will be attended to speedily and promptly; if an appointment has to be changed or is delayed unavoidably, we will endeavour to communicate the change with the client as quickly and as directly as possible.
- f) Disseminate policy documents to institutes within one week of approval by the Chief Scientist

Accessibility

- a) Our offices shall be open from 8.00 a.m. to 4.00 p.m., Monday to Thursday, and 8.00am to 3pm on Fridays except during public holidays.
- b) When visiting our offices, offices will be clean, neat and easily accessible.
- c) Clients may use our suggestion boxes which are conveniently located at our Head Offices in Harare.

Quality of Service

- a) Develop a competitive human capital skills base to meet the transformational needs towards a prosperous and empowered upper middle - income society by 2030 in fulfilment of the industrialisation and modernisation thrust of the economy
- b) Give recognition and attention to all internal and external clients

- c) Our receptionists/secretaries will be smart, welcoming and will attend to clients promptly and will make sure they direct our clients to those who can appropriately deal with their enquiries or arrange appointment where necessary.
- d) We seek to ensure that the services offered to clients/service users are in line with their needs and expectations
- e) Give direct, specific, accurate, detailed and relevant information on request
- f) Mobilise adequate resources for research, development and innovation and timely disburse these
- g) Promote new innovators, inventions, researchers and targeted researches
- h) Facilitate the establishment of a depository for new patents from research outcomes and/or improvements to existing patents.

ii. Clients' Rights and obligations:

The CEIRD's clients have rights to:

- a) Detailed, proper, efficient and timely service
- b) Timely responses to queries and enquiries
- c) Courteous assistance at all times
- d) Be heard
- e) Provide feedback.
- f) Lodge any complaints;
- g) Privacy and confidentiality;
- h) Fair treatment, respect and dignity; and
- i) be treated fairly, honestly, impartially, courteously, and respectfully

Client's Obligation

- a) Attend scheduled appointments punctually;
- b) Interact with our staff in a courteous and professional manner.
- c) Observe and respect our procedures;
- d) Provide us with vital comments and suggestions to improve the
- e) provide feedback on the quality of our services.

10. REVIEW OF CLIENTS CHARTER

This Client Charter will be reviewed every year by 15 December through a stakeholder consultative process.

11. ENQUIRIES BY CLIENTS (PHYSICAL, ELECTRONIC AND/OR MANUAL)

We appreciate your compliments, complaints, and suggestions. Your feedback serves as a valuable indicator of our performance relative to our service standards, guiding us in enhancing our service delivery. Please direct all communications to the Chief Operation Officer. If the complaint cannot be adequately dealt with at that level, the issue can be taken up with the CEIRD's Chief Scientist. The stipulated time for responding to feedback from clients is given above.

Chief Operation Officer : registrar@ceird.ac.zw

Chief Scientist: chiefscientist@ceird.ac.zw

12. CONTACT ADDRESSES

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Causeway
Harare

Telephone: 263 8677 009887;

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