



CLIENT SERVICE CHARTER



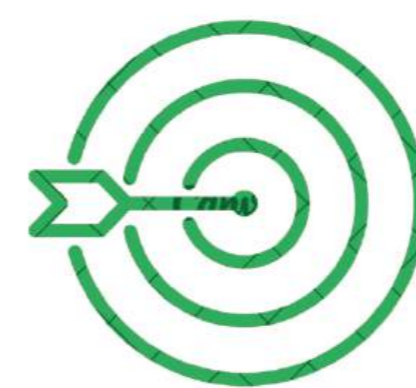
OUR MANDATE

To provide for measures to combat the spread of Human Immuno Deficiency Virus and Management, coordination and implementation of programmes that reduce the impact of HIV and AIDS.



OUR VISION

A Zimbabwe free from AIDS as a public health threat by 2030.



OUR MISSION

To provide strategic leadership and coordination for a sustainable multi-sectoral HIV and AIDS response in Zimbabwe.



OUR VALUES

- ✓ Integrity
- ✓ Professionalism
- ✓ Accountability
- ✓ Innovation
- ✓ Inclusiveness
- ✓ Teamwork

Service Commitments and Standards / What to expect from the Organisation

- ✓ Answer calls promptly and courteously
- ✓ Respond to general enquiry within 1 hour
- ✓ Respond to website and social media enquiries within 24 hours
- ✓ Provide regular updates on programmes and services according to Standard Operations Procedures, Policies and Regulations
- ✓ Provide accurate and up-to-date information
- ✓ Provide accessible client centred services that respect dignity and confidentiality
- ✓ Provide strategic policies, documents that guide the national response to HIV and AIDS
- ✓ Meet all financial obligations and reports as guided by contracts, policies and regulations
- ✓ Promptly acknowledge and respond to complaints

Head Office: 100 Central Ave, Harare

For complaints & enquiries contact us on:

 (+263) 242 279 0575

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 @naczim

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 www.nac.org.zw

 Zimbabwe National AIDS Council

NAC Board Chairperson: Mrs. N. Mukwehwa

NAC Chief Executive Officer: Dr. B. Madzima