



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.
- ✓ Promptly acknowledge and respond to enquiries.
- ✓ Provide regular updates on programmes and services.
- ✓ Conduct NAC business according to regulations, policies and standard operating procedures.
- ✓ Provide accurate and up-to-date information.
- ✓ Provide accessible client centred services that respect dignity and confidentiality.
- ✓ Provide strategic policies and documents that guide the national response to HIV and AIDS.

Head Office: 100 Central Ave, Harare

For complaints & enquiries
contact us on:



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Zimbabwe National AIDS Council