



CLIENT'S SERVICE CHARTER

1.0 PREAMBLE

The Ministry of Industry and Commerce (MIC) is mandated with promoting the development of vibrant, sustainable and globally competitive industrial and commercial enterprises, through the provision of enabling policy and regulatory framework.

2.0 VISION STATEMENT

To accelerate the transition from a primary commodity-based economy towards a technologically advanced and diversified Industry and commerce by 2030.

3.0 MISSION STATEMENT

To facilitate and promote the development of sustainable, innovative, inclusive, competitive industrial and commercial enterprises that are regionally and globally integrated in order to enhance economic prosperity.

4.0 CORE VALUES

- **Diligence**
Apply earnestness and persistence to our work with due care.
- **Integrity**
Being honest, fair, observing equality and moral principles as we discharge our duties.
- **Professionalism**
Committed to proficiency, reliability and excellence.

- **Teamwork**

Valuing a united family and treating one another with respect whilst acknowledging our different roles in achieving desired results.

- **Accountability**

Ability of staff and organization to honour commitments, to clients and each other.

- **Innovativeness**

Ability of staff to bring new ideas, methods and creative thinking.

5.0 TERMS OF REFERENCE

- Bonus Prohibition Act [Chapter 14:03]
- Consumer Contracts Act [Chapter 8:03]
- Commercial Premises (Lease Control) Act [Chapter 14:04]
- Competition Act [Chapter 14:28]
- Consumer Protection Act Chapter (14: 44)
- Control of Goods Act [Chapter 14:05]
- Industrial Development Corporation Act [Chapter 14:10]
- Iron and Steel Industry Act [Chapter 14:11]
- Merchandise Marks Act [Chapter 14:13]
- National Competitiveness Commission Act [Chapter 14:36]
- One-Stop Border Post Control Act [Chapter 3:04]
- Produce Export Act [Chapter 18:17]
- Standards Development Fund Act [Chapter 14:19]
- Sugar Production Control Act [Chapter 18:19]
- Trade Development Surcharge Act [Chapter 14:22]
- Trade Measures Act [Chapter 14:23]
- Zimbabwe International Trade Fair Act [Chapter 14:26]
- Zimbabwe Development Corporation Act [Chapter 24:15]

- Indigenisation and Economic Empowerment Act [Chapter 14:33]
- White Phosphorous Matches Act [Chapter 14:25]
- Metrication (Conversion and Adoption) Act 1971(No. 43 of 1971)
- Standardisation of Soap Act [Chapter 14:18]
- Merchandise Marks Act [Chapter 14:13]
- Export Credit Reinsurance Act [Chapter 24:06]

6.0 MINISTRY'S OVERALL MANDATE

- Provide visionary and strategic leadership on Moving the Economy up the Value Chain and Structural Transformation.
- Provide leadership in creating an enabling environment for new industries based on our natural abundance and reviewed comparative advantage areas in collaboration with Ministry of Finance, Economic Development, and Investment Promotion
- Build a multi-disciplined, skilled motivated and empowered team that delivers the Ministry mandate.
- Broaden and deepen the resource pool through the identification and exploitation of available and accessible funding mechanisms in collaboration with the Ministry of Finance, Economic Development and Investment Promotion.
- Develop and implement inclusive and sustainable policies, strategies and programs that strengthen the manufacturing and other sectors of the economy and increase value addition and competitiveness.
- Formulate and implement coherent, predictable and transparent regulatory instruments that propel economic growth while safeguarding all economic citizens, particularly the consumers.

- Develop a fair local trading system that seamlessly links with regional and global trading ecosystems in line with all accredited protocols.
- Develop agro-process industry for local and export markets in collaboration with the Ministry of Lands, Agriculture, Fisheries, Water and Rural Resettlement.
- Provide a policy framework to encourage beneficiation of key minerals in collaboration with Ministry of Mines and Mining Development.
- Provide support for all economic citizenry including Business Management Organizations, Commercial Interest Associations and individuals.
- Ensure effective participation by private sector in negotiations of regional and international trade agreements with the Ministry of Foreign Affairs and International Trade.
- Organise and coordinate the hosting of Zimbabwe International Trade Fairs
- Facilitate the revitalization of local industries and promote the adoption of effective strategies for e-enabled businesses
- Coordinate local companies to participate at foreign exhibitions, expos and trade shows in collaboration with the Ministry of Foreign Affairs and International Trade.
- Negotiate, domesticate and implement Zimbabwe's regional and international standards and quality assurance commitments and obligations.
- Formulate policies and strategies on Foreign Direct Investment (FDI) and Domestic Capital Participation in national industrialisation in collaboration with Zimbabwe Investment Development Agency.

- Develop and implement strategies and policies for economic empowerment.
- Oversee the operations of parastatals, state-owned enterprises and grant-aided institutions that fall within the jurisdiction of the Ministry.
- Stimulate and accelerate development of sustainable and competitive enterprises in all sectors and geographies, through the efficient provision of effective and accessible incentive measures that support Vision 2030 in consultation with the Ministry of Finance, Economic Development and Investment Promotion.
- Formulate, develop and implement policies and tools that create fair competition in the economic arena.
- Create strong collaboration with the tertiary and research institutions to facilitate the transfer of scientific knowledge and technological innovation to escalate industrialization, economic growth and prosperity.
- Collaborate with the Procurement Regulatory Authority of Zimbabwe to motivate for policies that promote local industry and production.

7.0 DEPARTMENTS IN THE MDA AND THEIR FUNCTIONS

The Ministry is comprised of two divisions namely, Industry and Commerce. The division of Industry has the following departments: Industrial Development, and Investment Promotion, Export Development and Economic Empowerment. The other division of Commerce has two departments that is Commerce and Consumer Affairs Department and Quality Assurance and Trade Measures. These are supported by the following departments; Strategic Policy Planning, Monitoring and

Evaluation, Finance and Administration, Human Resources, Legal Services, Gender Mainstreaming, Inclusivity and Wellness Department and Communication and Advocacy, Internal Audit and Procurement Management Units.

7.1 INDUSTRIAL DEVELOPMENT

- Formulate, review, implement and monitor the industrial development policy;
- Coordinate industrial activities;
- Create a conducive environment for industrial growth;
- Facilitate resuscitation of closed and ailing companies;
- Monitor the operation of strategic industries;
- Promote value addition and import substitution activities.
- Monitoring the production of goods;
- Enhance the operational capacity of Government Companies, State Enterprises and/or Parastatals; and
- Promote competitiveness in industry, including the Green Industry Initiative.

7.2 INVESTMENT PROMOTION, EXPORT DEVELOPMENT AND ECONOMIC EMPOWERMENT DEPARTMENT

- Design and coordinate the formulation and implementation of economic policies to attract investors in consultation with ZIDA;
- Participate in bilateral, regional and multilateral negotiations;
- Analyse data/information on national and global investment trends and advise all economic sectors of the economy;
- Formulate and implement public sector investment programmes;
- Implement Export Development policies and strategies;

- Implement the provisions of regional and international trade agreements;
- Coordinate hosting of the Zimbabwe International Trade Fairs;
- Coordinate local companies to participate at foreign exhibitions, expos and trade shows;
- Formulate, coordinate, and monitor the implementation of the economic empowerment legislation;
- Monitor businesses operating in the reserved sectors;
- Facilitate the resourcing, setting up and operationalisation of Community Share Ownership Trusts;
- Monitor and supervise the National Indigenisation and Economic Empowerment Fund; and
- Participate in COMESA negotiations, SADC Industrialization and AfCFTA and industrialization programmes in consultation with the Ministry of Foreign Affairs and International Trade.

7.3 COMMERCE AND CONSUMER AFFAIRS DEPARTMENT

- Create a conducive environment for commercial growth;
- Coordinate and monitor commercial sector activities;
- Develop, review and implement Consumer Protection Policies and Strategies;
- Develop and implement pricing policies and models for essential products;
- Monitor developments in the Domestic trade sector and the availability of basic commodities;
- Monitor the services sector;
- Facilitate and promote implementation of One Stop Border Posts concept; and
- Facilitate resolution of Commercial Rent disputes and determination of fair commercial rent through the Commercial Rent Board.

7.4 QUALITY ASSURANCE AND TRADE MEASURES

DEPARTMENT

- Promote the development and implementation of quality policies and strategies;
- Facilitate the development and implementation of mandatory standards;
- Promote accreditation of Zimbabwe testing, calibration inspection and certification facilities;
- Promote and implement Legal Metrology Programmes;
- Collaborate with regulators on the enforcement of standards applied by other enforcement bodies;
- Negotiate and facilitate domestication of regional and international commitments for standards and quality assurance;
- Conduct market surveillance on the quality of imported and locally produced goods and services;
- Implement programmes to enhance the quality of products and services; and
- Supervise the Trade Measures Board.

7.5 STRATEGIC POLICY PLANNING, MONITORING AND

EVALUATION DEPARTMENT

- Coordinate the formulation, implementation and review of the Ministry's Strategic Plan and annual, quarterly and monthly work plans;
- Coordinate the implementation and data inputting, through the Government's E-enabled platforms, such as the Whole of Government Performance Management System (WoGPMS);
- Conduct research that supports the Ministry's mandate and advise on appropriate industrial and commercial policies;
- Develop, and maintain an accurate and comprehensive up to date Industry and Commerce database;

- Develop and review appropriate and effective M & E systems and Log Frame;
- Conduct Monitoring and Evaluation and reviews on the performance of the national development programmes, inclusive of the rapid results initiatives and Ministry's programmes and projects;
- Coordinate the submission of Parliamentary and Cabinet responses;
- Coordinate the formulation and monitor implementation of Strategic Plans by State Owned Entities under the Ministry;
- Coordinate and monitor the implementation of the Performance Contracts signed between the Permanent Secretary and Heads of State-Owned Enterprises; and
- Monitor and evaluate compliance with the Government's corporate governance architecture and other government policy directives amongst State Owned Entities under the purview Ministry.

7.6 FINANCE AND ADMINISTRATION DEPARTMENT

- Produce Financial Accounting, Reporting and Management on Appropriation, Funds, Grants and Loans;
- Coordinate and prepare the Ministry's estimates of revenue and expenditure;
- Execute, monitor and control the budget;
- Maintain proper and adequate accounting records;
- Develop proper systems of internal control;

- Prepare and submit timeous of Statutory returns to Parliament, Treasury and Auditor General;
- Revenue Collection;
- Assets, inventory and material management;
- Conduct Boards of Inquiries and Surveys;
- Vehicle Fleet management; and
- Formulate and implement risk management policies and strategies.

7.7 GENDER MAINSTREAMING, INCLUSIVITY AND WELLNESS DEPARTMENT

- Coordinate the formulation, implementation and evaluation of gender mainstreaming, inclusivity and wellness policies, strategies and programmes in the Ministry in consultation with Heads of department;
- Provide technical expertise/advice on capacity building, knowledge building and management of gender mainstreaming, inclusivity and wellness issues;
- Promote workplace policies and procedures that ensure inclusivity in the Ministry;
- Develop and maintain strategic partnerships with stakeholders to entrench gender mainstreaming, inclusivity and wellness issues in the Ministry and ensure that they feed into the national agenda;
- Coordinate the implementation of policies and programmes on the welfare of persons with disabilities in the Ministry;

- Ensure that public utilities in the Ministry are accessible and do not discriminate against persons with disabilities
- Develop and manage capacity development programmes to enhance members in the Ministry's understanding of gender mainstreaming, inclusivity and wellness issues; and
- Audit Ministry policies, procedures and systems to ensure that the working environment upholds employee well-being as culture and develop appropriate wellness programmes.

7.8 HUMAN RESOURCES DEPARTMENT

- Facilitate the appointment, regrading, transfers, promotion and termination of employment;
- Manage and control the establishment of the Ministry.
- Facilitate training and development programs for staff;
- Coordinate the development of an efficient and effective personnel information system;
- Monitor the implementation of Results Based Personnel Performance Management and Staff Appraisal;
- Promote occupational health and safety, gender equity and workplace HIV and AIDS programmes;
- Manage employee relations and disciplinary processes; and
- Manage information and communication systems including library and records.

7.9 LEGAL SERVICES DEPARTMENT

- Providing sound legal advice to the Ministry and its stakeholders on a wide range of legal issues, including commercial law, corporate law, consumer protection law, competition law, and other relevant laws;
- Drafting and reviewing legal documents, such as contracts, legislation, and policy statements;
- Facilitate effective legal representation of the Ministry in court proceedings;
- Monitoring and advising on legislative developments that affect the Ministry's work;
- Promoting the rule of law and good governance in the Ministry's operations.

7.10 COMMUNICATION AND ADVOCACY UNIT

- Provide public relations services for the Ministry;
- Develop timely media responses;
- Publish Ministry magazines;
- Disseminate information;
- Liaison office for the Ministry and its stakeholders;
- Coordinate communication function for the Ministry; and
- Maintain Ministry website.

7.11 INTERNAL AUDIT UNIT

- Provide assurance and advisory services to the Ministry on Governance issues, risk management and controls.
- Planning and executing audits within the organization;
- Assess the effectiveness of internal controls, compliance with policies and procedures, and verify the accuracy of financial and operational data;
- Identify and evaluate potential risks that could affect the organization's objectives;
- Analyse processes, systems, and controls to determine areas of vulnerability and recommend measures to mitigate risks;
- Review and evaluate the adequacy and effectiveness of the organization's internal controls. They ensure that policies and procedures are in place to safeguard assets, manage risks, and promote compliance with laws and regulations;
- Prepare detailed audit reports summarizing their findings, observations, and recommendations. These reports are shared with management and stakeholders to facilitate decision-making and improvement initiatives;
- Monitor compliance with laws, regulations, and internal policies. They review processes, records, and transactions to ensure adherence to legal requirements and government standards;
- Identifying opportunities for operational and process improvements. They offer recommendations to enhance efficiency, effectiveness, and risk management within the organization; and

- Interact with various stakeholders, including management, employees, and external parties. They build relationships, provide guidance, and communicate audit findings and recommendations to ensure understanding and cooperation.

7.12 PROCUREMENT MANAGEMENT UNIT

- Plan the procurement activities of the Ministry;
- Secure the adoption of the appropriate procurement method;
- Prepare bidding documents in compliance with the Regulations;
- Prepare bid notices and short-lists;
- Manage bidding processes, including pre-bid meetings, clarifications and the receipt and opening of bids;
- Manage the evaluation of bids and any post qualification negotiations required;
- Supervise the Ministry's procurement and evaluation committee;
- Prepare evaluation reports, including contract award recommendations, where the value of the procurement Less than the prescribed threshold;
- Prepare contract documents and amendments;
- Manage procurement contract or overseeing their management; and
- Prepare procurement reports, procurement plans, as may be required by the Accounting Officer or the Regulatory Authority.

8.0 State Enterprises and Parastatals, Statutory Bodies and Grant-Aided Institutions under the MDA and their Functions.

8.1 COMPETITION AND TARIFF COMMISSION

- Promote fair competition in all sectors of the economy;
- Investigate and regulate mergers in the economy;
- Investigate, discourage and prevent restrictive practices;
- Reduce barriers to entry into any sector in the economy or any form of economic activity;
- To undertake investigations and make reports to the Ministry of Industry and Commerce relating to tariff charges i.e. giving assistance or protection to the local manufacturing industry;
- Investigate unfair trade practices in the economy; and
- Rendering technical assistance to the Government during trade negotiations.

8.2 CONSUMER PROTECTION COMMISSION

- Protect consumers from unconscionable, unreasonable, unjust or otherwise improper trade practices; as well as deceptive, misleading, unfair or fraudulent conduct;
- Promote fair business practices;
- Co-ordinate and network consumer activities and liaise with consumer organisations and the competent authorities and agencies locally and outside Zimbabwe;
- Promote consumer education and empowerment;

- Investigate and evaluate alleged prohibited conduct and offences;
- Refer to the Competition Commission or any other relevant authority any concerns regarding market share, anti-competitive behaviour or conduct that may be prohibited in terms of the Competition Act [Chapter 14:28] or other relevant Acts;
- Cooperate with other consumer protection authorities to obtain redress across borders for consumers affected by fraudulent and deceptive commercial practices;
- Promote international co-operation in the comparative testing of consumer goods and services and facilitate exchange of test methods, plans and results; and
- Monitor trends in the consumer market and regulate the accreditation of consumer protection advocacy bodies.

8.3 NATIONAL COMPETITIVENESS COMMISSION

- Develop, coordinate and implement key income and pricing policies that will enhance Zimbabwe's global competitiveness;
- Monitor evolving sector-specific subjects and strategies for enhancing Zimbabwe's global competitiveness;
- Review all existing and new business regulations to ascertain their impact on the cost of doing business and recommend amendments or repeals where appropriate to enhance competitiveness;
- Continuously monitor the cost drivers in the business and economic environment, and advise on measures to be taken to enhance productivity and address current and emerging costs challenges;

- Identify sectors of the Zimbabwean economy that have potential for global competitiveness, whilst also paying due attention to issues of the structure and size of industry, technology gaps and skills, and infrastructure and modernization needs;
- Review all price changes by the Government, statutory corporations and local authorities when charging or levying user fees, rates, penalties and fines payable by the public and clients;
- Undertake research and maintain a comprehensive nationwide statistical database to be used in the analysis of competitiveness across all sectors of the economy;
- Develop periodic competitiveness frameworks and strategies;
- Provide a platform for dialogue between the public and private sector, labour, academia and non-state actors on the subject of competitiveness;
- Build awareness and advocacy on matters related to competitiveness;
- Produce an annual benchmarking report on national competitiveness to be called the National Competitiveness Report; and
- Perform any other functions that may be conferred or imposed upon the Commission by this Act or any other enactment.

8.4 STANDARDS ASSOCIATION OF ZIMBABWE

- To develop, publish and promote the widespread use of Zimbabwe national standards;
- To promote an understanding of standards requirements by offering standards-based training programmes;

- To provide third party conformity assessment services (certification, testing, calibration surveillance, inspection, auditing and registration);
- To provide standards information and carry out the functions of the WTO/TBT enquiry point;
- To provide laboratory facilities for the testing and inspection of raw materials, manufactured goods, calibration and inspection of equipment;
- Provision of training and consultancy services in standardisation and conformity assessment.

8.5 ZIMBABWE IRON AND STEEL COMPANY (ZISCOSTEEL) (PVT) LIMITED

- Production of Iron and Steel.
- Production of steel and steel products.
- Enhance value addition and beneficiation of the abundant iron ore.
- Accelerate import substitution by supplying required steel products to the local market.
- To provide steel and steel products to downstream industries in all sectors.
- Create indirect and direct employment in downstream and upstream industries.
- Generation of foreign currency inflow through exports.

8.6 ZIMBABWE INTERNATIONAL TRADE FAIR COMPANY

- To establish, hold, promote, manage, control and support, assist or participate in trade fairs, shows and exhibitions of every description which are aimed at promoting or stimulating interest in the manufacturing industry and commerce.

9.0 MINISTRY SERVICE COMMITMENTS AND STANDARDS

- Be available to clients during working hours from Monday to Friday between 0745 hours and 1645hours;
- Courteously answer telephone calls in less than three (3) rings and politely attend to a client's inquiry;
- Responding to correspondences (emails, faxes and letters) within three working days;
- The Ministry undertakes to provide an effective, efficient, timely and ethical service to all clients at all times.

9.1 RIGHTS AND OBLIGATIONS

- Demand for timely and quality services;
- Lodge any complaints;
- Privacy and confidentiality;
- Fair treatment, respect and dignity; and
- Demand for timely and quality services.

9.1.2 Clients' Obligation

- Attend scheduled appointments punctually;
- Attend scheduled appointments punctually;
- Interact with our staff courteously and professionally;
- Observe and respect our procedures, rules and regulations;
- Provide us with vital comments and suggestions to improve the quality of our service;
- Supply us with accurate and timely information and documentation to expedite promptness of action;
- Desist from actions that bring your image and Government into disrepute;
- Respect for Zimbabwean traditional ethos, values and laws;
- Clients are expected to observe the procedures undertaken for issuance of licences and permits administered by the Ministry.

9.1.3 The Ministry's Obligations to the Clients

In dealing with our clients; we commit to:

- Provide efficient and effective service;
- Provide accurate and timely data and information;
- Treat with confidentiality our interactions with our clients;
- Render service without any discrimination regardless of one's race, ethnic background, religion, gender or status;

- Maintain an open door policy characterised by transparency and accountability;
- Treat our clients with dignity and respect;
- Quickly respond to staff needs;
- Promote team work and collective responsibility;
- Provide a conducive working environment; and
- Regularly monitor the level of client awareness of the charter.

10 REVIEW OF THE CLIENTS CHARTER

- This client charter shall be reviewed after five years.

10.1 FEEDBACK/ HOW TO CONTACT THE ORGANISATION

Any communication and complaints regarding the delivery of the services above should be directed to the Secretary for Industry and Commerce who will instruct officials in the appropriate department at Head Office or Provinces to thoroughly look into the issue. The responses will be forwarded to clients within three (3) working hours (0745hours—1645 hours).

CONTACT US

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MASH WEST OFFICE

New Government Complex

Chris Chatambudza/R.

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Mr T. Tavonga –Deputy Director Industry

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TRADE MEASURES

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TRADE MEASURES PROVINCIAL OFFICES

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Bulawayo

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Gweru

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Gweru

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STANDARDS DEVELOPMENT FUND

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