



**ZEMA**



# SERVICE CHARTER 2022 - 2026

*Motto: "Do it Right First Time, On Time, with Excellence"*

© March 2023



## OUR SERVICE CHARTER

The Service Charter of the Zambia Environmental Management Agency (ZEMA) tells you about:

- i. WHO WE ARE
- ii. OUR VALUES
- iii. OUR MANDATE
- iv. OUR SERVICES
- v. OUR CLIENTS
- vi. OUR COMMITMENT TO YOU
- vii. WHAT YOU CAN EXPECT FROM US
- viii. OUR SERVICE GUARANTEE
- ix. OUR SERVICE STANDARDS
- x. HOW WE WILL BE ACCOUNTABLE
- xi. HOW YOU CAN HELP US
- xii. HOW YOU CAN CONTACT US



## WHO WE ARE

The Zambia Environmental Management Agency (ZEMA) is a statutory body established under the Environmental Management Act (EMA) No. 12 of 2011. ZEMA previously existed as Environmental Council of Zambia which was established in 1992 under the Environmental Protection and Pollution Control Act (EPPCA) No. 12 of 1990.

Our Mandate is to regulate and coordinate the management of natural resources and prevent and control environmental degradation for sustainable development.

We are a team of dedicated, devoted employees, committed to providing exceptional service to meet the needs of stakeholders, and fulfilling our Mandate.

## VISION

“A world class service-centred environmental regulator for a green economy and environment.”

To achieve this Vision, the Agency will provide for integrated environmental management and ensure sustainable use of natural resources through the acceleration of low carbon transition, continuous energy and resource efficiency, promotion of environmental justice, and enforcement of environmental laws.

## MISSION

“To safeguard the environment and human health.”


Through this Mission Statement, the Agency shall provide environmental regulatory services, promote low carbon development, and foster social inclusion.

## OUR VALUES

The operations of ZEMA and the conduct and behaviour of the staff for the next five (5) years will be anchored on the following five (5) core values:

### ***Integrity***

We put ZEMA's obligations above our personal interests and conduct ourselves in a transparent manner.



### ***Excellence***

We are diligent, predictable, proactive, committed, efficient, and effective in the execution of our Mandate.

### ***Environmental Justice***

We are fair and meaningfully involve all ethnic groups regardless of race, colour, nationality, or income with respect to the development, implementation, and enforcement of environmental policies, laws, and regulations.

### ***Accountability***

We are responsible to the public for the decisions and actions taken, and submit to appropriate scrutiny.

### ***Innovation***

We embrace the use of science-based evidence and promote innovation in the execution of our Mandate.

## **OUR MANDATE**

The Environmental Management Act No. 12 of 2011, Section 9, provides for the Mandate of ZEMA: "The Agency shall do all such things as are necessary to ensure the sustainable management of natural resources and protection of the environment, and the prevention and control of pollution".

## **OUR SERVICES**

In line with the Environmental Management Act No. 12 of 2011, we undertake the following functions:

- i. Advising government and the private sector on environmental management and pollution control matters;
- ii. Initiating and promoting research, training & investigations in environmental management;
- iii. Ensuring the integration of environmental concerns in national planning;
- iv. Monitoring trends of natural resource usage and resulting impacts on the environment;
- v. Coordinating the implementation of activities of ministries & other


- authorities in environmental management;
- vi. Promoting environmental management through the use of tools such as State of the Environment Report, National Environmental Action Plan, Environmental Management Strategies, Environmental Impact Assessment & Strategic Environmental Assessment;
  - vii. Advising the Minister on declarations of protected areas and their management;
  - viii. Promoting conservation of biodiversity;
  - ix. Undertaking environmental protection and pollution control
  - x. Gathering and disseminating information to the public on environmental protection and pollution control; and
  - xi. Licensing undertakings and processes involving waste water, hazardous waste, Ozone Depleting Substances and chemicals.

## **OUR CLIENTS AND STAKEHOLDERS**

We commit to offer excellent service to the following range of clients:

- Industries
- The General Public
- Project Proponents
- Government Ministries and Departments
- Consultants
- Researchers

We have an accountability and responsibility to our Stakeholders:


- The General Public
  - Government Ministries and Departments
  - Board of Directors
  - Cooperating partners
  - Multilateral and bilateral partners in the context of domestic and international environmental law
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## OUR COMMITMENT TO YOU

We are committed to contributing to the attainment of the rights/privileges of our clients/stakeholders and providing an enabling environment for full public participation in environmental and natural resources management, including the following:

- The right to safe and clean environment;
- Equitable access to environmental information and education to enable the citizen make informed personal choices;
- Equitable access to environmental resources;
- The right to access services, facilities and information in a manner which meets client needs;
- Ensure community participation and involvement in natural resources; management and the sharing of benefits arising from the use of the resources;
- Respect to Free and Prior Informed Consent;
- The right to be heard and appeal;
- The right to lodge a complaint; and
- The right to privacy and confidentiality.

## WHAT YOU CAN EXPECT FROM US

- **Service excellence:** We will promptly respond to client and stakeholder needs at all times;
  - **Operational efficiency and effectiveness:** We will continuously improve our management and operating systems, making it easy for our clients to do business with us; and
  - **Environmental sustainability:** We continuously strengthen environmental compliance monitoring programmes, leading to a clean, healthy and safe environment.
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## OUR SERVICE GUARANTEE

To fulfil our service guarantee to you, we are committed to having well-trained and dedicated staff, and to developing and maintaining an enabling atmosphere to deal with our clients.

We will provide you with excellent service by:

- Identifying ourselves when we speak with you.
- Seeking to understand your requirements, and to identify what is of importance to you. We will listen actively, fully engage you, and act responsively to your needs.
- Being recognizant of the fact that our clients have different needs, we will personalize our services and advice in ways that suit our clients' needs.
- Treating you with utmost respect and courtesy, maintaining confidentiality where required.
- Giving you clear, concise, accurate, timely and relevant information or lead you find relevant information
- Adhering to clearly defined rules, regulations and procedures in executing our Mandate
- Explaining our decisions in accordance with any legal requirements under which such decisions were made, helping our clients make a choice about exercising their right of review or appeal in cases where they have different views to the decisions made.
- Respecting the privacy of our clients and confidentiality of personal information and using it only in accordance with applicable laws.
- Acting with due care and diligence as we prepare a response, conducting ourselves transparently and with integrity in accordance with our core values.
- Referring inquiries outside our mandate to appropriate agency or department.
- Ensuring that our website is easy to use and always functional.
- Ensuring that our services are easily accessible and meet client needs, including in-person service, online platforms, and phone-in services.
- We will endeavor to live by our Motto: ***“Do It Right First Time, On Time”***



In delivering our services, we promise to adhere to our service values:

- To always smile
- To greet everyone seeking our service
- To treat your concern with utmost urgency
- To follow up on every matter and provide feedback
- To always remember that communication courtesy matters

## OUR SERVICE STANDARDS

This Charter describes our core services and how we measure their effectiveness. We aim for 85% adherence to this service delivery Charter during the Strategic period 2022-2026.

S/N	OUR SERVICES	MEASURE OF EFFECTIVENESS
1.	Issuance of a licence	We shall issue license within <b>20 Days</b> of receipt of a duly lodged application
2.	Renewal of a licence	We shall renew license within <b>15 Days</b> of receipt of a duly lodged application
3.	Transfer of a licence	We shall transfer license within <b>15 Days</b> of receipt of a duly lodged application
4.	Review Environmental Impact Statement	We shall review EIA within <b>30 Working Days</b> for EIAs without public hearing, of submission of the EIS
		We shall review EIA within <b>60 Working Days</b> for EIAs with public hearing, of submission of the EIS
5.	Review Environmental Project Briefs	We shall review EPB within <b>30 Working Days</b> , of submission of the EPB Documents
6.	Review Strategic Environmental Assessment	We shall review SEA within <b>30 Working Days</b> for SEAs without public hearing, of submission of the SEA documents
		We shall review SEA within <b>60 Working Days</b> for SEAs with public hearing, of submission of the SEA documents

S/N	OUR SERVICES	MEASURE OF EFFECTIVENESS
7.	Issuance of Decision Letter	We shall issue decision letter within <b>07 Days</b> from the holding of Environmental Assessments Committee's Decisions Meeting
8.	Issuance of Environmental Orders	We shall issue environmental order within <b>10 Working Days</b> of the pronouncement of the order
9.	Lifting of Environmental Orders	We shall lift environmental order within <b>10 Working Days</b> of the facility's meeting the prescribed legal requirements
10.	Issue Environmental Compliance Report	We shall issue environmental compliance report(s) to facility within <b>5 Working Days</b> of the compliance inspection
11.	Issue Environmental Audit Report	We shall issue environmental audit report(s) to facility within <b>15 Working Days</b> of the audit
12.	Analysis of Returns	We shall analyse and submit a returns analysis report to the facility within <b>30 Working Days</b> of receipt of the returns
13.	Submission of the Annual Report to the Minister concerning the activities during the financial year	We shall submit the Annual Report within <b>3 Months</b> after the end of the financial year
14.	Responding to comments from other State Agencies and Departments	Within <b>5 Working Days</b> of receipt of request
15.	Respond to Environmental Emergencies	We shall respond to environmental emergency(ies) <b>immediately and no more than 48 hrs</b> of recording or receipt of notice of the emergency(ies)
		We shall resolve environmental emergency(ies) <b>within 5 Days</b> of recording or receipt of the emergency(ies)



S/N	OUR SERVICES	MEASURE OF EFFECTIVENESS
16.	Respond to complaints	We shall attend to complaint(s) <b>immediately and no more than 5 days</b> of receipt of the complaint(s)
		We shall resolve complaint(s) <b>within 7 Working Days</b> of receipt of the complaint(s)
18.	Accounts Payable and Disbursements	All completed purchase orders will be processed within <b>thirty (30) Days</b> of receipt of invoices and receiving reports.
19.	Accounts Receivable and Collections	All completed and accurate checks requisitions will be processed within 10 days.

The tables below show processing time and service standards for our interactions with our clients. In line with our 2022-2026 Strategic Plan, we aim to process 85% of cases within these service standards. However, the service standards are only indicative. Individual cases may be decided in longer or shorter periods than the stated service standard, incumbent upon a range of factors, or individual circumstances, or the complexity of each case.

All complaints and related matters shall be governed by the latest **ZEMA Grievance Redress and Feedback Mechanism**, subject to relevant national laws.

All whistleblowers shall be protected under the relevant laws on the **Protection of whistleblowers**.

In providing its services as enshrined in this Charter, ZEMA shall implement the Integrity Policy and comply to its **ZERO Tolerance to Corruption**.

S/N	SERVICE PRINCIPLE	SERVICE STANDARDS
Applications and Decisions/Outcomes		
1.	We will acknowledge receipt of applications promptly and guide through the assessment process.	We will acknowledge all applications within One (01) Working Day of a duly lodged application.
		In case of any rejected application, we will provide you with the details of any outstanding requirements, guide you through the next steps and likely processing times in a timely manner.

S/N	SERVICE PRINCIPLE	SERVICE STANDARDS
2.	We will be courteous, professional and accommodating.	We will appoint a client manager who will manage the application process.
		In case you have an appointed representative, we will communicate with your representative.
3.	We will be transparent and accountable and always explain the reasons for our decisions.	We will explain our decisions in accordance with any legal requirements under which such decisions were made, helping our clients make a choice about exercising their right of review or appeal in cases where they have different views to the decisions made.
In-person Service		
1.	We will serve you promptly	We will serve you within Five <b>(05) minutes</b> of your arrival
2.	We will be accessible.	Our front offices at all our offices will have in-person service options.
		We will always keep our offices clean and comfortable, have clear signage and current, relevant information on display.
Written Communication		
1.	We will respond to your correspondence promptly.	We will reply to all correspondence in a timely manner within 5 days using the most appropriate contact method – via telephone, in-person or in writing.
		We will acknowledge E-mail requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response.
2.	We will be courteous, professional and helpful.	We will provide accurate, helpful and timely responses that are relevant to your needs.
		We will identify ourselves and provide contact details in our written correspondence.
		We will record all of your correspondence on departmental databases and filing systems.


S/N	SERVICE PRINCIPLE	SERVICE STANDARDS
3.	We always will be accessible in writing	All departmental business areas will have mail contact options.
		We will use out-of-office E-mail messages when away from the office, and provide you with alternative contact details.
Telephone		
1.	We will be reachable by telephone during business hours.	All departmental and regional offices will have telephone service options during business hours.
2.	We will answer your calls promptly	We will respond to your phone calls within one (01) minute.
3.	We will be courteous, professional and helpful.	When answering phone, we will identify ourselves with our name and work area.
		Whenever we call you, we will identify ourselves with our name, regional office area and the reason we are calling.
Interviews		
1.	We will give reasonable prior notice of interviews.	We will notify you about interview arrangements in a timely manner.
		Should there be changes to your scheduled interview, we will notify you of any changes in arrangements.
		We will see you within twenty <b>(20) minutes</b> of your appointment time and advise you, in advance, of any eventualities that could cause unexpected delays.
2.	We will conduct interviews in a transparent and reasonable manner.	We will always consider the appropriateness of any interview and consider whether the interview be conducted in another convenient way.
3.	We will communicate the outcome of the interview promptly.	We will communicate the outcome of the interview within <b>5 Working Days</b> of the interview.

## **HOW WE WILL BE ACCOUNTABLE**

We will hold ourselves accountable to this Service Charter by undertaking the following:

- We will review the Charter from time to time to meet the needs of our clients
- We will monitor our performances against the standards set out in this Service Charter, and publish the results in our Annual Report.
- We will periodically undertake stakeholder satisfaction survey to get feedback on our performance, and suggestions for improvement to our programs and services based on the information received.
- Publish information showing levels of satisfaction with our programs and services including complaints received and the resolution of those complaints.
- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy.
- Alongside our Strategic Plan, we will independently review our Service Charter through a formal review process involving stakeholder engagement.

## **HOW YOU CAN HELP US**

- We will regularly seek your input through satisfaction surveys of how our clients perceive our services and what services are needed, including assessments of our performance.
  - We welcome your suggestions as vital in helping us to monitor and improve the relevance and quality of our service to clients. Please leave us feedback in our suggestion boxes at all our regional offices.
  - We ask you to respect our staff - we will not tolerate threatening, abusive or violent behaviour. We welcome you to tell us what you think about our service so we can improve.
  - We will consider all your suggestions fully and promptly in our planning for continuous service improvement.
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## HOW YOU CAN CONTACT US

We want to make it easy for you to contact us. You can do this by email, post, telephone, online or through social media.

- Line- Environmental Emergencies Only: 998
- Email: [info@zema.org.zm](mailto:info@zema.org.zm)
- Facebook: [facebook.com/zema.org.zm](https://facebook.com/zema.org.zm)
- Instagram: [Instagram.com/zemazambia](https://Instagram.com/zemazambia)
- Twitter: [@zemazambia](https://twitter.com/zemazambia)
- LinkedIn: Zambia Environmental Management Agency
- YouTube: Zambia Environmental Management Agency



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Mr. Maxwell Nkoya  
**Acting Director General**













## ZAMBIA ENVIRONMENTAL MANAGEMENT AGENCY

### HEAD OFFICE

Corner Church and Suez Roads

P.O. Box 35131

Lusaka, Zambia

Tel: +260-211-254023/254059

