



REPUBLIC OF ZAMBIA

# SERVICE DELIVERY CHARTER

**FOR**

**DIGITAL SERVICES**

**ELECTRONIC GOVERNMENT DIVISION**

**2023**



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## **FOREWORD**

This Service Charter (SC) outlines the aspirations, procedures, guidelines, and standards that internal and external clients should expect as they interact with electronic/digital services provided by the Electronic Government Division (EGD).

The adoption of the Charter constitutes an undertaking by the Electronic Government Division to provide efficient and effective electronic government services in line with the Electronic Government Act No. 41 of 2021 as well as other relevant laws, regulations, and best practices. The Division will endeavour to make this Service Charter an active document that will evolve by the digital transformation agenda that the Government of the Republic of Zambia is pursuing in ensuring utilisation of Information and Communication Technology (ICT) and electronic Government services are enhanced.

This Service Charter is an explicit blueprint of our commitment and responsibility to the provision of secure, cost-effective, timely, and convenient electronic and shared services to the Public Service, Businesses and General Citizenry.



Mr. Percy Chinyama  
NATIONAL COORDINATOR  
**ELECTRONIC GOVERNMENT DIVISION**

## 1.0 PURPOSE OF THIS CHARTER

- To enhance your awareness of the type of services the Electronic Government Division provides;
- To explain to you the standards of service you should expect to receive;
- To outline your rights and responsibilities as a client; and
- To explain how you can lodge complaints and make suggestions about our service delivery.

## 2.0 VISION, MISSION, GOAL

### VISION

*“A leader in digital transformation and inclusiveness”.*

### MISSION

*“To provide reliable, secure, and integrated digital government services to the citizenry for an accelerated digital economy”.*

### GOAL

*To increase coverage, access, and efficiency in the provision of Information and Communications Technology and e-Government services to contribute to sustainable national socio-economic development.*

## 3.0 CORE VALUES

The core values of Electronic Government Division are:

- Integrity
- Equity
- Innovation
- Proficiency
- Teamwork
- Confidentiality
- Courtesy

## 4.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In support of the above values, the Division will strive to continuously improve the standards of the services we provide so as to meet your needs and expectations. To this end, you, our esteemed clients have the right to expect the timely provision of the following services.

## 5.0 STANDARD OF THE QUALITY SERVICE DELIVERY

In conformity with the Law and our core values, we pledge to provide services in accordance with the following standards

Service Type	Vital Steps	Standard of Service	Duration
<b>1. Account Creation and Accounts Administration</b>			
<b>Clients: MPSA'S and Other Agencies on Government Wide Area Network (GWAN)</b>	Submit user details for account creation by either emailing Helpdesk or calling Contact Centre	15 minutes	30 Minutes
	Receives feedback confirming the creation of the account and default password either via email or phone call	15 minutes	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>Submission of clients' username and institution.</li> </ul>			

Service Type	Vital Steps	Standard of Service	Duration
<b>2. Movement of Users/Machines</b>			
<b>Movement of Users</b>  <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submit User Accounts details by either emailing Helpdesk or calling Contact Centre	5 minutes	10 Minutes
	Receives confirmation on movement of user details either by email or phone call	5 Minutes	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Submission of clients' Account details.</li> <li>• Submission of Institution names.</li> </ul>			
<b>Movement of Machines</b>	Submit Machine details by either emailing Helpdesk or calling Contact Centre	5 minutes	
	Receives confirmation on movement of machine details either by email or phone call	5 minutes	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Submission of clients' Machine details.</li> <li>• Submission of Institution names.</li> </ul>			

Service Type	Vital Steps	Standard of Service	Duration
<b>3. Password Reset</b>			
<b>Clients: MPSA's and Other Agencies on GWAN</b>	Submit Username by either emailing Helpdesk or calling Contact Centre	5 minutes	10 Minutes
	Receipt of default password either by email or phone call	5 minutes	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>Submission of clients' usernames and name of the institution.</li> </ul>			
Service Type	Vital Steps	Standard of Service	Duration
<b>4. Network Support</b>			
<b>Clients: MPSA'S and Other Agencies on GWAN</b>  <b>Loss of Connectivity</b>	Submit loss of connectivity report by either emailing Helpdesk or calling Contact Centre	10 minutes	2 Hours
	Provision of more information regarding the loss of connectivity incidence/fault	Within 1 hour	
	Receipt confirmation of restoration of connectivity either by email or phone call	Within 1 hour	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>Submission of the report by the client.</li> <li>Submission of more information regarding the loss of connectivity by the client.</li> <li>Submission of the institution's name/ physical location</li> </ul>			



Service Type	Vital Steps	Standard of Service	Duration
<b>5. Hardware and Software Support</b>			Within 5 to 14 working days
<b>Hardware Standard Specification</b>  <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submit hardware standard specifications support request by either emailing Helpdesk or calling Contact Centre	10 Minutes	
	Receive feedback regarding the hardware specifications by email	Within 3 days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submission of the user requirements corresponding to the standard of hardware/software specifications and the name of the institution</li> <li>• Submission of the ICT product details (Laptop, PC, MS office etc.)</li> </ul>			
<b>Installation and Configuration</b>  <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of Technical installation and Configuration requests by either emailing Helpdesk or calling Contact Centre	10 Minutes	
	Receive confirmation regarding the installation and configuration support by email or phone call	Within 3 days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submission of specifications for hardware/software for purposes of installations and configurations</li> <li>• Submit the name of the institution</li> </ul>			
<b>Hardware/ software upgrade support</b>	Submission of request for hardware/software upgrade support either by emailing or calling the Contact Centre	10 Minutes	

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Service Type	Vital Steps	Standard of Service	Duration
	Receive confirmation regarding the hardware/software upgrade support by email or phone call	Within 3 days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submission of detailed information regarding the support requested</li> <li>• Submission of the hardware/software specifications for upgrade</li> <li>• Submit the name of the institution</li> </ul>			
<b>Software Standard Specification</b>  <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of details regarding the software standard specifications by either	Within 10 Minutes	
	Emailing Helpdesk or calling Contact Centre		
	Receive feedback regarding the software specifications by email	Within 5 days	
	Submission of software maintenance support request	10 Minutes	
	Receive confirmation regarding the software maintenance support by email or phone call	Within 3 days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submission of the user requirements corresponding to the standard of hardware/software specifications and the name of the institution</li> <li>• Submission of the ICT product details (Laptop, PC, MS office etc.)</li> </ul>			

**6. Integrated Financial Management Information Systems (IFMIS)**

Service Type	Vital Steps	Standard of Service	Duration
<b>New Account</b>			Within 5 Working Days
<b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submit request for accounts creation by either emailing Helpdesk or calling Contact Centre	5 Minutes	
	Submit a signed form of user details for account creation	5 Minutes	
	Receive confirmation of account creation and default password by email or phone call	5 Minutes	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• Submission of signed User Maintenance Form</li> <li>• Submission of name of the institution</li> </ul>			
<b>Business Support</b>			
<b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of business challenges report by either emailing Helpdesk or calling Contact Centre	5 Minutes	
	Provision of more information regarding the system error/syntax report.	5 Minutes	
	Receive feedback regarding the resolution of the systems error/syntax report to support business continuity by either email or phone call.	Within 5 Working Days	

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<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submission of systems/syntax error</li> <li>• Submission of user name and institution</li> </ul>		
<b>Technical Support</b>  <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of technical support request by either emailing Helpdesk or calling Contact Centre	5 Minutes
	Provision of more information on the technical incidence/fault	5 Minutes
	Receive feedback regarding the resolution of the technical incidence/fault by either email or phone call	Within 5 days
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submission of the specifications of the technical fault</li> <li>• Submission of the user name and the institution</li> </ul>		
<b>Training Support</b>		
<b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of training support requests by either emailing Helpdesk or calling Contact Centre	10 Minutes
	Submission of more details regarding training specifications	Within 5 days
	Receive confirmation of the training support by either email or phone call	Within 5 days

<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submission of client username and institution/physical address.</li> <li>• Submission of details of business challenges and name of the institution.</li> <li>• Submission of specifications of technical challenges and name of the institution.</li> <li>• Submission of specification of training and name of the institution.</li> </ul>			
Service Type	Vital Steps	Standard of Service	Duration
<b>7. e-Payslip</b>			Within 5 working days
<b>Clients: MPSA's and Other Agencies on GWAN</b>	Submission of ePayslip request by either emailing Helpdesk or calling Contact Centre	Within 5 minutes	
	Receive feedback by email	Within 5 minutes	
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submit username ,specifications of the ePayslip and the name of the institution.</li> </ul>			
<b>Password Reset</b>  <b>Clients: MPSA'S, Financial Institution and Other Agencies on GWAN</b>	Submission of Username by either Emailing Helpdesk or calling Contact Centre	Within 5 minutes	
	Receipt of default password either by email or phone call		
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submission of username and name of the institution</li> </ul>			

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<b>Training Support</b>  <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of training support Requests by either Emailing Helpdesk or calling Contact Centre	10 Minutes	
	Receive feedback confirming the training support by either email or phone call.	Within 5 days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>Submission of training specifications and name of the institution</li> </ul>			
<b>Service Type</b>	<b>Vital Steps</b>	<b>Standard of Service</b>	<b>Duration</b>
<b>8. e-Cabinet</b>			Within 5 working days
<b>Account Creation</b>  <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of account creation request form by either Emailing Helpdesk or calling Contact Centre	5 Minutes	
	Submit a signed form of user details for account creation	5 Minutes	
	Receives confirmation of account creation and default password by email	Within 5 Minutes	
<b>Requirements</b> <ul style="list-style-type: none"> <li>submission of a signed account form, username and name of the institution</li> </ul>			

<b>Password Reset</b>  <b>Clients:</b> <b>MPSA'S</b> <b>and Other</b> <b>Agencies on</b> <b>GWAN</b>	Submission of Username by either Emailing Helpdesk or calling Contact Centre	5 Minutes
	Receipt of default password either by email or phone call	Within 5 Minutes
<b>Requirements</b> <ul style="list-style-type: none"> <li>Submission of username and name of the institution</li> </ul>		
<b>Technical Support</b>  <b>Clients:</b> <b>MPSA'S</b> <b>and Other</b> <b>Agencies on</b> <b>GWAN</b>	Submission of technical support request by either emailing Helpdesk or calling Contact Centre	5 Minutes
	Provision of more information on the technical incidence/fault	10 Minutes
	Receive feedback regarding the resolution of the technical incidence/fault by either email or phone call	Within 5 days
<b>Requirements</b> <ul style="list-style-type: none"> <li>Submission of the specification of the technical support and name of the institution</li> </ul>		
<b>Training Support</b>  <b>Clients:</b> <b>MPSA'S</b> <b>and Other</b> <b>Agencies on</b> <b>GWAN</b>	Submission of training support request by either Emailing Helpdesk or calling Contact Centre	Within 5 Minutes
	Submission of more details regarding training specifications	10 minutes

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	Receive feedback confirming the training support by either email or phone call	Within 5 days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>Submission of training specifications and name of the institution</li> </ul>			
Service Type	Vital Steps	Standard of Service	Duration
<b>9. Government Service Bus (GSB)</b>			Within 5 working days
<b>Account Creation</b>  <b>Clients:</b> <b>MPSA'S</b> <b>and Other</b> <b>Agencies on</b> <b>GWAN</b>	Submission of Account Details by either Emailing Helpdesk or calling Contact Centre	5 Minutes	
	Receives confirmation of account creation by email	10 Minutes	
<b>Requirements</b> <ul style="list-style-type: none"> <li>Submission of accounts creation form and name of individual/organisation/business name cooperative/ society name</li> </ul>			
<b>Password Reset</b>  <b>Clients:</b> <b>MPSA'S</b> <b>and Other</b> <b>Agencies on</b> <b>GWAN</b>	Submission of Username by either Emailing Helpdesk or calling Contact Centre	5 Minutes	
	Receipt of default password either by email or phone call		
<b>Requirements</b> <ul style="list-style-type: none"> <li>Submit username</li> </ul>			



<b>Service Support</b> <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of requests regarding GSB support by either emailing Helpdesk or calling Contact Centre	10 Minutes
	Receive feedback regarding the GSB service type support by email	5 Minutes
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submit the service type name and user account details</li> </ul>		
<b>Training Support</b> <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of training support request by either Emailing Helpdesk or calling Contact Centre	5 Minutes
	Submission of more details regarding training specifications	10 Minutes
	Receive feedback confirming the training support by either email or phone call	Within 5 working days
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submission of training specifications and name of the institution.</li> </ul>		

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Service Type	Vital Steps	Standard of Service	Duration
<b>10. Website Support</b>			Within 5 working days
<b>Design Standard Support</b>  <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of request regarding website design standard by either Emailing Helpdesk or calling Contact Centre	Within 1 working day	
	Receive feedback regarding the acceptable design standards by email	2 hours	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>Submission of specification for website design standard and name of the institution</li> </ul>			
<b>Content Management Support</b>  <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of request regarding content management support services by either Emailing Helpdesk or calling Contact Centre	10 Minutes	
	Receive feedback confirming the content management support by either email or phone call	30 Minutes	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>Submission of specifications of content management support and name of the institution</li> </ul>			

<b>Content Management Training</b>  <b>Clients: MPSA'S and Other Agencies on GWAN</b>	Submission of content management training request by either Emailing Helpdesk or calling Contact Centre	10 Minutes	
	Submission of more details regarding training specifications	5 Hours	
	Receive feedback confirming the training support by either email or phone call	5 Days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>• Submission of content management training specifications and name of the institution</li> </ul>			

## 6.0 OUR OTHER STANDARDS

### IF YOU CONTACT US BY TELEPHONE

- Our staff will identify themselves by name and department.
- We will give clear and easy-to-understand advice.
- If we are unable to answer your enquiry immediately, we will advise you when you can expect a response.

### IF YOU WRITE TO US

- We will respond to your correspondence within 15 working days or less. Our responses will clearly show our reference number, the author's name, office telephone, fax and Email address.
- We will endeavour to resolve your enquiry before we send you the response. If we are unable to do so, we will inform you of the progress we are making and when you will expect a response.

### IF YOU VISIT OUR OFFICES

- You will be guided to suitable parking slots.
- You will be attended to immediately.
- You will be ushered to the waiting room whilst waiting for clearance from the respective offices.
- You will be screened and referred to the appropriate office within 10 minutes.
- If you have an appointment, you will be attended to within 20 minutes of your appointment time.
- Without an appointment, we will endeavour to attend to you within 45 minutes of your arrival.

## 7.0 CLIENT RIGHTS AND OBLIGATIONS

As our esteemed client, you have the right to expect the highest standards of service delivery from our institute.

### **In this respect, you have the right to:**

- Accurate information on the services you are seeking from us.
- Privacy and confidentiality with respect to personal and financial information, written or oral, that you communicate to us in the course of receiving a service from us.
- Be treated with courtesy and consideration in all your dealings with us.
- Complain when you receive sub-standard services.
- To comply with any existing Acts and Regulations, governing the provision of the service you are seeking.

## 8.0 HOW TO COMPLAIN AND COMPLIMENT

We encourage you to provide feedback (Complaints and Compliments) about our officers, staff and services. When complaining we ask that you;

- State clearly why you are not happy with the services or conduct of our officers and staff.
- State what you want to be rectified
- Be Honest

Feedback can be provided via telephone, email, fax, a letter and or in person by visiting our offices at the address given below:

The location of our headquarters is as follows;

*Electronic Government Division,*

*Office of the President, Government Complex, Lusaka*

*Telephone Number: +260-211-254478*

*Contact Centre on toll free: 2008*

*Email: [helpdesk@grz.gov.zm](mailto:helpdesk@grz.gov.zm)*

*Website: [www.szi.gov.zm](http://www.szi.gov.zm)*

*Facebook: [www.facebook.com/Electronic Government Division -](https://www.facebook.com/Electronic-Government-Division-SMART-Zambia)*

*SMART Zambia*

*Office Hours: Monday – Friday 08.00 – 13.00 hours  
14.00 – 17.00 hours*

In order to safeguard your rights, we guarantee you the utmost confidentiality and privacy in respect of your identity and the substance of your complaint.

However, we encourage you to provide personal details such as a postal address, telephone, email or fax. This will enable us to respond to your complaint expeditiously.

## **9.0 FEEDBACK MECHANISM**

- We will acknowledge receipt of all complaints, compliments and suggestions.

- We will respond to your written complaints within 15 working days of receipt.
- Where we are unable to provide a response within the time. We will inform you when exactly we will be able to do so.

### **10.0 ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE**

We will continue to be transparent and accountable in the performance of our duties. To this end, we will publish information on our level of compliance with our service standard and the guarantees we have made in this charter.

Specifically, we will:

- Publish performance results against charter commitment in our Division's annual reports.
- Report on the charter performance to our clients and other stakeholders including our staff.
- Publish a summary of complaints categorised by type and frequency of occurrence and what actions we took in our annual report and print media.

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