



‘COMMITMENT TO COURTESY AND EXCELLENCY IN SERVICE DELIVERY’

**CLIENT SERVICE CHARTER
FOR
MINISTRY OF INDUSTRY, TRADE AND TOURISM**

**The Secretary for Industry, Trade and Tourism,
Gemini House, City Centre,
P.O. Box 30366,
Lilongwe 3,
Malawi**

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FOREWORD

Through the Public Sector reforms under the Public Sector Reform Programme (PSRP) which is designed to enhance accountability and services delivery in the public sector, the Government of Malawi (GoM) emphasizes the provision of services to its clients in accordance to public expectations.

Through these reforms, the Ministry Industry, Trade and Industry (MoITT) took the initiative to develop a Client Service Charter which defines the types of services provided by the Ministry, guarantees and standards of service that are offered, and timeline to access services, and how the clients can seek redress if not satisfied with the services.

The Charter indicates details on the Ministry's responsibility to its clients, and also provides for Clients' rights and responsibilities and procedures that should be followed in the attainment of such rights. It will also provide a forum for clients to submit suggestions, advice, and recommendations with regards to services rendered.

The Charter will further encourage accountability and transparency in provision of the services the Ministry offer to the clients. It will also empower clients and stakeholders to hold the Ministry account for the outputs and services which it has rendered.

It is my sincere hope that this Charter will help the Ministry as a vital tool in ensuring perpetual improvement of its performance and commit fully to the services that will be rendered to its clients, promote collaboration and partnership with all its clients and stakeholders, and effectively and efficiently enhance the Ministry's performance in the execution of its programmes and activities. It is hoped that the challenges faced in service delivery will be dealt with and that the charter will be periodically monitored and reviewed.

Honourable Joseph Mwanamvekha, M.P
Minister of Industry, Trade, and Tourism

1.0 PURPOSE OF THE SERVICE CHARTER FOR MINISTRY OF INDUSTRY, TRADE AND TOURISM

The Client Service Charter seeks to:-

- Inform the public about the services offered by the and how to access them;

- Reform the tradition of Public Service by making a Civil Servant more responsive to Client needs;
- Improve service delivery to Clients; and
- Enhance Ministry's accountability in serving its Clients as per set standards

1.1 MANDATE

To promote, develop and regulate industry, trade, tourism and private sector development for sustainable economic growth sector in Malawi.

1.2 VISION

A dynamic, innovative, and a globally competitive sector contributing to the socio-economic development of the country.

1.3 GOAL

Transform the economy from predominantly importing and consuming into an exporting and producing country, and develop, manage and promote a vibrant tourism industry thereby significantly contributing to sustainable economic growth, job creation, economic empowerment, and the harnessing of local resources.

1.4 MISSION STATEMENT

To promote, support and facilitate the development of industry, trade and private sector, and tourism in both existing and potential growth sectors thereby increasing supply of value-added goods and services for Internal and international markets and developing the tourism industry while sustaining competitive advantage.

1.5 OBJECTIVES

To transform the economy from a predominantly importing and consuming into a producing and exporting one and developing the tourism industry thereby contributing significantly towards sustainable economic growth, job creation, empowerment of the locals, generation of competitive exports and harnessing local resources.

1.6 CORE FUNCTIONS

The core functions of the Ministry of Industry, Trade, and Tourism include:

- To promote the development and growth of industry and tourism in both existing and potential sectors;
- To increase the supply of value-added goods and services;
- To expand the market share for internally produced goods;
- To promote local participation in businesses and safeguard consumer interests;
- To develop and promote exports and trade relations;
- To facilitate domestic and international trade;
- To promote and facilitate investment in both industry and tourism;
- To undertake doing business and investment reforms;
- To promote the growth of MSMEs and Cooperatives;
- To coordinate and implement the Trade, Tourism, Industry and Private Sector Development Sector Wide Approach;
- Tourism development, marketing and promotion;
- Enforce Regulation through licensing, enforcement and grading;
- Enhancing Competitiveness;
- Doing Business and Investment Reforms;
- Sector Statistics Analysis and Information Management; and
- Sector monitoring and evaluation.

1.7 STRATEGIC OBJECTIVES:

- To create an enabling and competitive environment for the private sector to increase its investment levels;
- To expand the international market share of Malawian products and services;
- To promote growth and diversification of exports;
- To increase the contribution of manufacturing value added to gross domestic product (GDP);
- To strengthen and enforce national policy, legal and regulatory environment to develop industry, trade and private sector, and tourism ;
- To strengthen sector capacities and improve coordination and effective delivery of the sector programmes and services ;
- To increase visibility, awareness and knowledge to locally produced products and promote tourism;
- To enhance Malawi's attractiveness and competitiveness of locally produced products and as a tourist and tourism investment destination;
- To empower Malawians to participate in economic activities; and
- To improve the coordination of the various Ministry's programmes and projects.

1.8 CORE VALUES

The Ministry of Industry and Trade abides to the GoM code of ethics and the following are the core values:

- Patriotism;
- Collective responsibility;
- Professionalism;
- Integrity;
- Commitment;
- Adaptive and Dynamic;
- Excellence;
- Creativity;
- Networking;
- Transparency and Accountability;
- Respect Clients Rights;
- Strive to become economically viable; and
- Sustainability.

2.0 STRUCTURE OF THE MINISTRY OF INDUSTRY, TRADE AND TOURISM

The Ministry's Functions are carried out by its eight Departments as follows:

- Industry
- Trade
- Private Sector Development
- Marketing and Promotions
- Standards and Safety
- One Village One Product (OVOP)
- Policy and Planning Development;
- Administrative and Finance

2.1 MINISTRY CLIENTS

The Ministry clients comprise of anyone whom MoITT offer services to, works with to deliver results and has keen interest in what the ministry does. These include:

- Ministries, Department and Agencies (MDA)
- Parastatals
- Private sector
- Non Governmental Organizations
- MSMEs and Cooperatives;
- Training Institutions
- Media
- Research institutions
- Development Partners
- Trade missions
- Embassies

- Tourists
- Local communities
- The General Public

2.2 MINISTRY STANDARDS

The ministry is committed to provide the best standards of service to all its clients in the following areas:

- a. Accessibility
 - The services are available during official working hours from 7.30 am to 4.30 pm Monday to Friday with one hour lunch break between 12.00 noon to 1.00 pm;
 - Offices are closed on Saturdays and Sundays and during public holidays;
 - Ministry's information is available on its official website www.moit.gov.mw and www.visitmalawi.mw;
- b. Responsiveness
 - Deal with your enquires and complaints quickly and effectively;
 - Respond to phone calls promptly;
 - Make prompt 30 days payments of goods, services and works upon submission of accurate invoices and any supporting documents in line with the Procurement Act; and
 - When complaints are lodge, a response will be given within 7 working days.
- c. Service improvement
 - We will upgrade delivery of services in line with improvements in technology and changing needs of our clients
 - We will undertake to consult our clients on the level and quality of services that we provide
 - We will ensure value for money through the effective, efficient and economic utilization of resources.
- d. Anti-corruption

We endeavor to operate in a non-corrup environment. We will appreciate and act on any information on corruption activities reported to us.

2.3 SERVICES OFFERED BY THE MINISTRY

The ministry is to provide, facilitate, and guide on:

- Business advisory services;
- Import and export licensing services;
- Businesses licensing services;
- Facilitation of domestic and international trade;
- Guide on tourism development, marketing and promotion;
- Information on trade, tourism, and investment opportunities;
- Cooperative Societies registration services;
- Cooperative Societies auditing services;
- Industry, Trade and Tourism Statistical services;
- Registration of Export Processing Zones, tourism ;
- Technical services (policy and regulatory) ; and
- Existing regulations through licensing, enforcement and grading.

3.0 CLIENTS RIGHTS AND OBLIGATIONS

A Client is entitled to certain rights from and responsibilities to the Ministry. These rights and responsibilities shall be enjoyed and rendered by both parties in accordance with the existing laws, regulations and procedures.

3.1 Rights

The clients have the right to

- Information on the ministry's services and products;
- Have free access to the ministry services without discrimination;
- Maintain confidentiality on services that need such treatment;
- Provide feedback on ministry service delivery performance; and
- Participate and provide suggestions for improvement in the services provided by the Ministry.

3.2 Obligation

- Treating Ministry personnel with courtesy and respect;
- Responding to requests for information appropriately
- Respecting the Ministry's Core Values
- Providing feedback and comments on services offered by the ministry;
- Being punctual in attending scheduled meetings, gatherings with the ministry on requests, briefs etc; and
- Abiding to the legal requirements stipulated in the policies, regulations and Acts.

MINISTRY OF INDUSTRY, TRADE, AND TOURISM SERVICE DELIVERY CHARTER

Number	Services Rendered	Requirements	Charges	Time to Access Service	Responsible Office
1	Provide businesses licensing services	New license: - Passport Copy, Business Residence Permit, Tax Payer Identity Number, Registration Certificate.	Application: MK 1,000. 00 License fee: MK 60,000.00	7 days	Department of Trade
		Renewal of license:- Duly filled application form, copy of old license	Application: MK 1000. 00 License fee: MK 60,000.00	1 day	Department of Trade
2	Provide import and export licensing services	Duly completed application form,(refer import and export memorandum)	Free	7 days	Department of Trade
3	Registration of Export Processing Zones	Application processing and fees	MK 5,000	21days	Department of Industry
		Export Processing Zone licence/ Certificate	MK 50,000	30 days	Department of Industry

Number	Service Rendered	Requirements	Charges	Time to Access Service	Responsible Office
4	Provide business advisory services;	None.	Free	Instantly	Department of Private Sector Development
5	Industry, Trade and Tourism Statistical Information;	None.	Free	Continuous but depends on Type of Data requested- Minimum 2 days	Ministry's Trade Portal
6	Cooperative Societies auditing services;	Formal request from the Cooperatives, Cooperative Assets of less than MK 50,000,000.00	Based on the Asset value of the Cooperative	30 days	DoPSD (Cooperative Section)
7	Facilitation of value addition concept (Introduction of OVOP concept to new groups)	None	Free	90 days	OVOP
8	Provision and installation of processing machinery to Cooperatives	None	Free service (cost of machinery on loan)	Case by Case	OVOP
Number	Service Rendered	Requirements	Charges	Time to Access Service	Responsible Office

9	Facilitation of factory shell construction	None	Free service (cost of factory shell on loan)	Case by case	OVOP
10	Monitoring and Inspection of Cooperatives products and infrastructure facilities	Follow required minimum standards as stipulated in MS 21 AND 19	Free	Continuous	OVOP
11	Facilitation of Cooperative Governance	Working in collaboration with Cooperative Section	Free	Continuous	OVOP
12	Facilitation of formulation of groups to Cooperatives	Working in collaboration with Cooperative Section	Free	Continuous	OVOP
13	Facilitation of capacity building programmes (Business Management and Record keeping, Quality Control and Marketing)	None	Free	Case by case	OVOP
14	Cooperative Societies registration services;	Specialized training, Dully filled application form with signatures of at least 10 members, 3 draft copies of Bye-laws	MK 5,600.00 - primary cooperative MK10,600.00 - Cooperative Union MK 20,600.00 for Federation	30 days after which assume registered	Department of Private sector Development (Cooperatives Section)
Number	Service Rendered	Requirement	Charges	Time to Access Service	Responsible Office

15	Provide information on various technical services offered by the Ministry	Compliance of laws and regulatory:-	Free	As and when necessary	All Departments (Depending on the technical issue in question)
16	Provide guidance on domestic and international trade;	None	Free	Instant or Case by case	Department of Trade
17	Appraising/ Certifying Tourism Developments	Submission of Project and designs; EIA Report Permits from Lands and City/District Council Department, and/or concerned parties.	Free	20 days after site inspection of the project is conducted, and the customer will be given Tourism Development Certificate	Department of Tourism
18	Facilitation of Duty waivers in liason with Malawi Revenue Authority	Evidence of application to MRA; Tourism Licence; Business Licence; complying to payment of Tourism levy	Free	7 days. The customer will have Departmental Support for his/her waiver which will be sent to MRA.	Department of Tourism
Number	Service Rendered	Requirements	Charges	Time to Access Service	Responsible Office

19	Offering advisory services	None	Free	Continuous	Department of Tourism
20	Release and Fulfilment of Departmental mandate and legal framework requirements	None	Free	Continuous	Department of Tourism
21	Inspection of tourism facilities	Follow procedures as indicated in the establishment (see Tourism and Hotel Act)	Free	Continuous	Department of Tourism
22	Destination marketing and market research	Evidence of Compliance to paying of 1% Tourism Levy	Free (for listing in Directory)	Continuous	Department of Tourism
23	Grading Assessment	Submission of Application indicating- The required Star ranging from 1- 5 stars. Tourism Licence, Compliance to payment of 1 % Tourism Levy	MK100,000 for 1 star; MK200,000 for 2 star; MK300,000 for 3 star; MK 400,000 for 4 star; and MK 500,000 for 5 star	Within 30 days assessment of the unit is 120 days (award of Star	Department of Tourism
Number	Service Rendered	Requirements	Charges	Time to Access Service	Responsible Office

24	Registration of Tourism Enterprises	Submission of application of the Tourism Development Certificate;- Business registration certificate, permits from Lands, District/ City Councils, environmental Affairs or any other concerned agencies relating to the running of the business	Chargeable (See Tourism and Hotel Act – CAP 50:10)	7 days upon submission of the requirements.	Department of Tourism
25	Provision of Regulations materials	None. A client is given Upon request	MK500 for Tourism Regulations and MK 700 for grading criteria	Promptly	Department of Tourism
26	Developing/ Establishing strategic marketing-partnerships	None	Free	Continuous	Department of Tourism
27	Improving Malawi's image as a preferred destination with Focus on Eco-Tourism	None	Free	Continuous	Department of Tourism
Number	Service Rendered	Requirements	Charges	Time to Access Service	Responsible Office

28	Treating the general public courteously- and professionally	None	Free	Continuous	All Departments and Administration
29	Response to correspondence (feedback)	None	Free	Maximum 10 days	Administration
30	Responding to enquiries	None	Free	3 rings- (Telephone) 24 Hours -(Email) 7 days -(letters) Promptly -(Walk In)	Administration

4.0 REVIEW OF THE CHARTER

The Ministry is committed to frequently monitor and evaluate its performance. Therefore, the Service Charter will be monitored and reviewed as need arises in order to ensure that it is in tandem with new developments and also ensure sustainability of efficiency and effectiveness in service delivery.

5.0 FEED BACK

“COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY”

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Secretary for Industry, Trade and Tourism
Gemini House
P.O. Box 30366
Lilongwe 3, Malawi

Telephone No. + 265 (0) 1770 244/ 290
Fax No. + 265 (0) 1 770 680
Email address: moit@moit.gov.mw and info@visitmalawi.mw
Website: www.moit.gov.mw and www.visitmalawi.mw

Responsible Office: ATTENTION: The Director of Administration and Finance

The Ministry of Industry, Trade and Tourism is committed to efficient and effective provision of industry, trade and private sector development services

IT IS YOUR RIGHT TO DEMAND EFFICIENT SERVICE