



**INNOVATION THROUGH SPACE SCIENCE
AND TECHNOLOGY**

CUSTOMER SERVICE CHARTER

This Customer Service Charter outlines our commitment to delivering high-quality service and defines the standards you can expect from ZINGSA.

**PERMANENT SECRETARY
(MHTEISTD)**

**ACTING DIRECTOR GENERAL
(ZINGSA)**

PREAMBLE

At ZINGSA, we are committed to providing exceptional customer service to all our stakeholders. We recognize the importance of clear communication, responsiveness, and a customer-centric approach to ensure a positive experience for every individual or organization that interacts with our space agency.

ZINGSA is a wholly owned Government of Zimbabwe entity, established under the Research act [Chapter 10:22], responsible for designing, promoting, coordinating and conducting research and development initiatives that promote advances in Geospatial Sciences and Earth Observations, Space Engineering, Space Science, Aeronautical Engineering, Mechatronics, Satellite Communication Systems, Global Navigation Satellite Systems (GNSS), Land Positioning Systems, Unmanned Aerial Vehicles (UAV), and Launch of Satellites





01

VISION

To harness space technology for national development of Zimbabwe.

02

MISSION

Build Zimbabwe into a space power hub through cutting edge research capable of making innovations and scientific discoveries.

03

VALUES

Team work
Integrity
Growth
Excellence
Reliability

ZINGSA

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MANDATE



THE OBJECTIVES OF THE ZINGSA ARE TO:

- 1.** Promote the peaceful use of space;
- 2.** Support the creation of an environment conducive to industrial development in space technology;
- 3.** Foster research in Geospatial science, Space science, Communications, navigation and Space physics;
- 4.** Advance scientific, engineering and technological competences and capabilities through human capital development outreach programmes and infrastructure development;
- 5.** Foster international co-operation in space-related activities.

SERVICE STANDARDS

■ **Accessibility:** We will ensure that our services, information, and resources are easily accessible to all individuals, regardless of their abilities or backgrounds. We will strive to accommodate special needs and provide alternative formats whenever possible.

■ **Responsiveness:** We are committed to responding promptly to your inquiries, concerns, and feedback. We aim to acknowledge your communication within our business days and provide a comprehensive response or resolution within our business days, depending on the complexity of the matter.

■ **Professionalism:** Our staff will conduct themselves in a professional and courteous manner at all times. We will listen actively, treat you with respect, and provide accurate and relevant information to assist you effectively.

■ **Timeliness:** We will make every effort to deliver our services in a timely manner. While some services may have predefined timelines due to operational considerations, we will communicate any expected delays or changes promptly and provide regular updates throughout the process.

■ **Transparency:** We are committed to being transparent in our operations and decisions. We will provide clear and concise information about our services, processes, and any applicable fees or charges. If there are limitations or constraints that may impact service delivery, we will communicate them honestly and openly.



CHANNELS OF COMMUNICATION

Phone:

Our dedicated customer service helpline is available during business hours to address your queries, provide assistance, and handle complaints. The contact number is **+2638688003466**

Email:

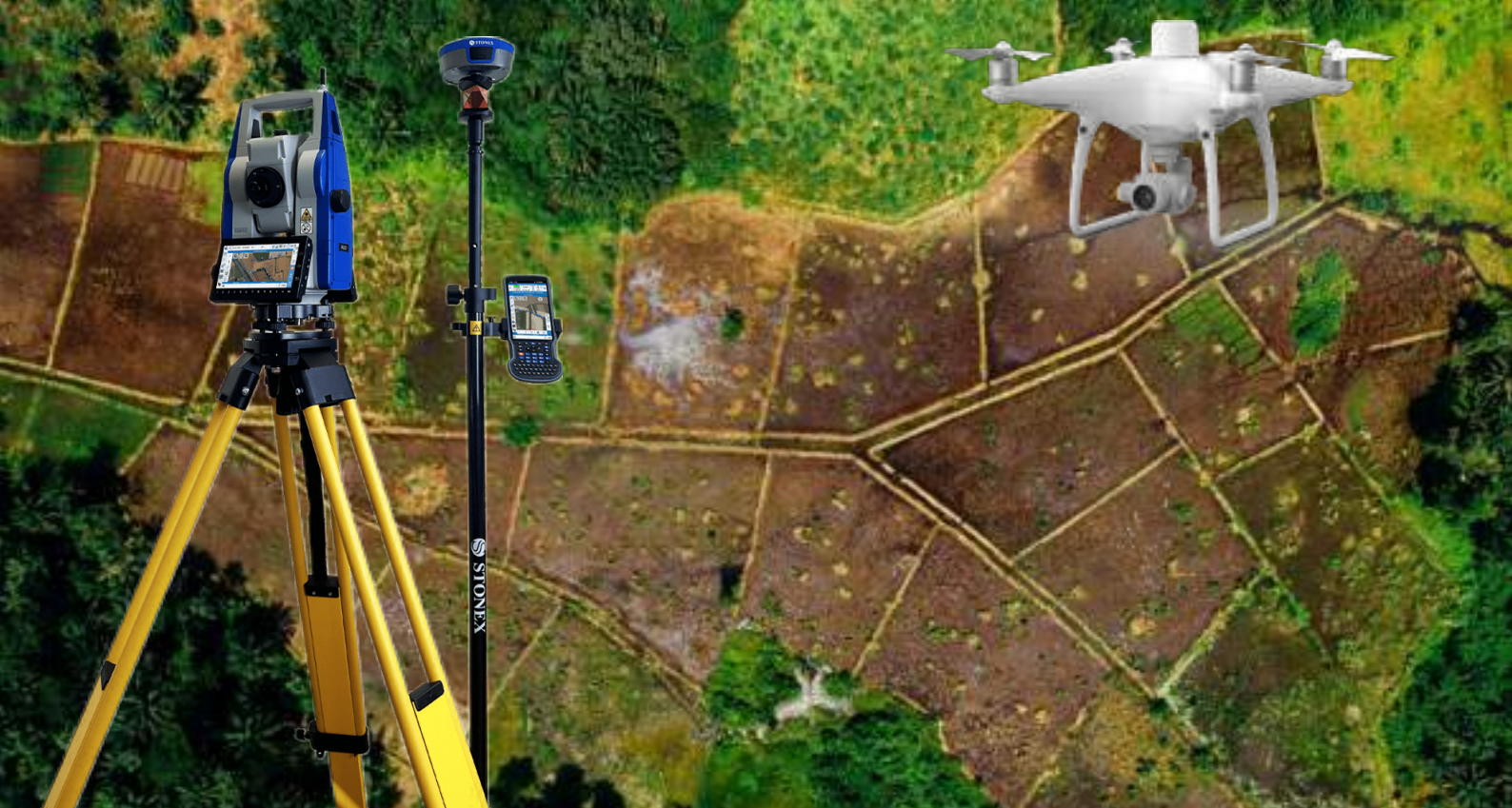
You can reach us via email at **publicrelations@zingsa.ac.zw**. We will respond to your email inquiries promptly and provide the necessary support.

Website:

Our website serves as a central hub for information, updates, and self-service options. It includes FAQs, forms, and resources to assist you in finding relevant information and accessing our services. **zingsa.ac.zw**

COMPLAINTS AND FEEDBACK:

- a. We value your feedback and consider it an opportunity for improvement. If you have a complaint, suggestion, or general feedback, we encourage you to reach out to us through any of the channels mentioned above.
- b. We will acknowledge your complaint within our business days and initiate an investigation. We aim to resolve complaints in a fair, objective, and timely manner, keeping you informed of the progress throughout the process.
- c. If you are not satisfied with the resolution provided, you may escalate your complaint to a higher level of management or utilize alternative dispute resolution mechanisms, as applicable



Continuous Improvement:

We are committed to continuously improving our customer service practices. We will review feedback, monitor service performance, and implement necessary enhancements to ensure we meet and exceed your expectations.

By adhering to this Customer Service Charter, ZINGSA strives to foster a positive customer experience and build long-lasting relationships with our stakeholders. We appreciate your trust and look forward to serving you in the exciting field of space exploration.

Customer Service Questionnaire

Thank you for choosing ZINGSA for your needs. We value your feedback and strive to continuously improve our customer service. Please take a few minutes to complete this questionnaire to help us understand your experience and identify areas for enhancement. Your responses will remain anonymous.

1. How satisfied are you with the overall customer service provided by ZINGSA?

- a) Very satisfied b) Satisfied
- c) Neutral
- d) Dissatisfied
- e) Very dissatisfied

2. How would you rate the responsiveness of our engineers when addressing your inquiries or concerns?

- a) Excellent
- b) Good
- c) Average
- d) Poor
- e) Very poor

3. Were your inquiries or concerns resolved in a timely manner?

- a) Yes, definitely
- b) Yes, to some extent
- c) No, not at all

4. How knowledgeable were our engineers in providing accurate and helpful information?

- a. Extremely knowledgeable
- b. Knowledgeable
- c. Somewhat knowledgeable
- d. Not very knowledgeable
- e. Not knowledgeable at all

5. Did our engineers communicate effectively and clearly?

- a. Yes, always
- b. Yes, most of the time
- c. Sometimes
- d. Rarely No, never

6. How would you rate the professionalism and courtesy of our engineers?

- a) Excellent
- b) Good
- c) Average
- d) Poor

e) Very poor

7. Did you find our engineers empathetic and understanding towards your needs?

- a) Yes, definitely
- b) Yes, to some extent
- c) No, not at all

8. On a scale of 1 to 10, with 1 being "not at all likely" and 10 being "extremely likely," how likely are you to recommend our space agency's customer service to others?

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1. How satisfied are you with the range of services offered by ZINGSA?

10. Is needs

Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

there any specific aspect of engineers that you would like to highlight as exceptional or improvement?

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01. How frequently do you interact with our engineers?

- a) Very frequently
- b) Frequently
- c) Occasionally
- d) Rarely
- e) Never

12. How did you initially contact ZINGSA?

- a) Phone call
- b) Email
- c) Live chat
- d) Social media
- e) Other (please specify)

13. Overall, how would you rate your experience with ZINGSA?

- a) Excellent
- b) Good
- c) Average
- d) Poor
- e) Very poor



**Thank you for taking the time to complete this questionnaire.
Your feedback is valuable to us and will assist us in enhancing
our customer service to better serve your needs. If you have any
additional comments or suggestions, please feel free to provide
them below.**



ZINGSA

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Satellite Manufacturing | Geotechnical Surveys | Wildlife Tracking | Remote sensing | Precision Agriculture | Drone Surveys | Mineral Exploration | Spatial Engineering | Research.