



LOTTERIES AND GAMING
BOARD

CLIENT SERVICE CHARTER



FOREWORD BY THE MINISTER OF HOME AFFAIRS AND CULTURAL HERITAGE



The Lotteries and Gaming sector is a vital contributor to Zimbabwe's socio-economic transformation, supporting national development priorities through regulated, ethical and transparent gaming activities. This industry provides the generality of the population with opportunities for recreation and entertainment. In line with National Development Strategy 2 (NDS2), the government of Zimbabwe continues to strengthen governance systems, modernise statutory frameworks and promote responsible investment across all economic sectors. In this regard, the Lotteries and

Gaming Board (LGB) remains a central institution mandated to regulate and uphold integrity, accountability and compliance in the conduct of lotteries and gaming.

The government of Zimbabwe reiterates its unwavering commitment to promoting ethical conduct, enforcing strict adherence to national and international compliance standards, and ensuring that gaming proceeds contribute meaningfully to social protection, empowerment, health, education, sport and other national priorities. Responsible gaming, consumer protection and investment security remain top priorities. All operators are urged to respect the sanctity of licenses issued to them and to uphold the values of transparency, fairness and accountability. Punters are the backbone of the industry, and their protection is placed at the centre of all regulatory and operational processes.

Through sound governance, professional conduct and sectoral alignment with National Development Strategies, the gaming industry can contribute significantly to the achievement of Vision 2030. The Ministry of Home Affairs and Cultural Heritage reaffirms its supervisory commitment to full statutory compliance, ethical business conduct, and the highest standards of regulatory integrity within the gaming sector. It is our continued objective to advance for a safe, transparent, and accountable operating environment that protects the public while promoting orderly sectoral growth. Gambling must always be conducted responsibly. Members of the public are urged to engage in gaming activities mindfully and to make use of available safeguards designed to prevent and mitigate gambling-related harm.

All operators and investors are reminded that participation in the gaming industry requires strict adherence to the laws and regulatory frameworks governing the sector. Compliance is compulsory and essential for maintaining a fair, secure, and competitive market. This includes licensing obligations, financial reporting, responsible gaming standards, anti-money-laundering requirements, and adherence to approved operational practices. Compliance ensures a stable, predictable, and ethical business environment that supports sustainable sectoral growth, protects consumers and the integrity of the industry.

In the same understanding, gaming revenue plays an important role in supporting socio-economic programmes that contribute to national development aspirations, including improved social services, community support initiatives, and broader economic empowerment.

Hon. Kazembe Kazembe (MP)
Minister of Home Affairs and Cultural Heritage

STATEMENT BY THE LOTTERIES AND GAMING BOARD CHAIRMAN

The Lotteries and Gaming Board remains fully aligned with the National Development Strategy 2 (NDS2) as a national framework, reaffirming its commitment to regulating the gaming industry with professionalism, equity



and integrity. In keeping with the Government of Zimbabwe's economic agenda, which urges all public institutions to strengthen governance systems, adopt digital transformation, enhance service delivery and promote sustainable economic growth, the gaming sector in Zimbabwe continues to evolve in response to a dynamic business landscape shaped by technological advancements, shifting market trends and rising expectations for regulatory compliance. Accordingly, the Board is reinforcing oversight systems, advancing risk management frameworks and improving service efficiency in pursuit of national goals for economic competitiveness.

This Client Service Charter demonstrates our commitment to accountability, openness and responsible regulation. It sets out the standards stakeholders can anticipate, the principles we uphold and the pledges we make to ensure the sector operates ethically, securely and in full adherence to national legislation.

As we upgrade systems and refine processes to facilitate ease of doing business, we remain dedicated to safeguarding the gaming public, encouraging ethical investment and contributing to national socio-economic development.

In fulfilling our service mandate, we will continue to strengthen regulatory systems, elevate client service standards and engage stakeholders with transparency to ensure that the gaming industry remains responsible, effectively governed and aligned with national development objectives.

A handwritten signature in black ink, appearing to read 'E. Chidhakwa'.

Dr. E Chidhakwa,
Chairman
LOTTERIES AND GAMING BOARD

STATEMENT BY THE BOARD SECRETARY



The regulation and operation of the gaming industry in Zimbabwe remain the obligation and mandate of the Lotteries and Gaming Board as set by the Lotteries and Gaming Act [Chapter 10:26]. Under the guidance of the National Development Strategy 2 (NDS2) the government of Zimbabwe has prioritised ease of doing ethical business and integration of institutions to strengthen and improved regulatory efficiency and enhanced stakeholder engagement. In this context, the Lotteries and Gaming Board commits to delivering a service that is efficient, transparent and aligned with global best practices.

Stakeholders, including investors, operators, Law enforcement, punters and the public are key to the sustainability of the gaming industry. The entity gratifies in the rich tapestry of the gaming sector stakeholder matrix that enhances the regulatory and compliance functions with precision.

This Charter reaffirms our commitment to ensuring that all stakeholders receive quality services, timely communication and equitable treatment in accordance with the law. The Board is modernising its internal systems, improving data management, strengthening compliance surveillance and investing in digital service platforms to guarantee efficient service delivery. Responsible gaming remains a priority, and the Board is scaling up education, awareness and initiatives to minimise gaming-related harm. We encourage collaborative engagement as we continue to strengthen the sector and support its contribution to national development.

A handwritten signature in black ink, appearing to read 'G. Mutobaya', written over a light purple rectangular background.

G. Mutobaya
Secretary
LOTTERIES AND GAMING BOARD

1.0 INTRODUCTION

This Charter serves as a guide to stakeholders and clients regarding the Lotteries and Gaming Board (*hereinafter The Board*) roles, service expectations, rights, responsibilities and channels of communication. It demonstrates the Board's commitment to high standards of service delivery and includes provisions aligned to the National Development Strategy), which prioritises effective regulation, responsible investment promotion, institutional reform and socio-economic transformation. In doing so, the Lotteries and Gaming Board embraces principles of transparency, accountability, fairness and integrity in carrying out its mandate.

2.0 Purpose of the Charter

Through this Charter that is derived from the Lotteries and Gaming Board Strategic Planning [2026 – 2030], the Board seeks to achieve the following objectives:

- 2.1 inform clients of the services provided by the Board
- 2.2 guide clients in acquiring business and regulatory intelligence as a radar for the lotteries and gaming market.
- 2.3 facilitate empowerment through the shared growth initiative
- 2.4 promote responsible gaming, paying particular attention to the backbone of the lotteries and gaming industry, the gaming fans
- 2.5 reengineer continuous improvement of processes including elimination of inferior quality machines, equipment and systems
- 2.6 promote socio-economic development
- 2.7 steward the Lotteries and Gaming Fund
- 2.8 set clear service standards and performance expectations.
- 2.9 strengthen accountability and transparency in service delivery.
- 2.10 promote responsible conduct among operators and stakeholders.
- 2.11 support National Development Strategy institutional strengthening and investment promotion agenda.

3.0 Definition of terms

Board: The Lotteries and Gaming Board

Gaming device: Any equipment used directly/indirectly for the purpose of a game of chance, where a wager is placed and a possibility of win or loss exists.

Lotteries: any scheme, arrangement, system or device by which a prize is or may be won, drawn or competed for by lot, dice or any other method of chance.

Gaming harm: Negative consequences or distress caused or derived from irresponsible participation in games of chance.

4.0 LOTTERIES AND GAMING BOARD PROFILE

The Board is created by the Lotteries and Gaming Board [Chapter 10:26] section 3: 'There is hereby established a Board to be known as the Lotteries and Gaming Board, which shall be a body corporate capable of suing and being sued in its corporate name and, subject to this Act, of doing anything that a body corporate may do by law'

The functions of the board include:

- 4.1 to regulate and control the development and operations of all lotteries and gaming activities
- 4.2 to grant, renew, transfer and terminate licenses in respect of lotteries and gaming activities
- 4.3 to ensure that licensees comply with the conditions of such licenses
- 4.4 to define areas in which casinos may be established and operated
- 4.5 to make recommendations to the Minister responsible for finance regarding levies and the application of moneys in the Fund
- 4.6 to approve gaming devices
- 4.7 to perform any other function that may be conferred or imposed on the Board in terms of this Act or any other enactment.

In achieving this mandate, the Board has put in place measures to enforce statutory and regulatory compliance, promote responsible gaming and public protection, ensure that gaming revenues support socio-economic development and provide high-quality service to all clients and stakeholders.

5.0 Vision

A world-class gaming regulatory authority by 2030.

6.0 Mission

To regulate the gaming industry fairly, equitably and professionally to ensure a safe and secure gaming environment.

7.0 Philosophy

Ethics breeds longevity.

8.0 Core Values

8.1 Integrity-*honesty*

8.2 Transparency-*openness*

8.3 Accountability-*being answerable*

8.4 Excellence-*the quality of being outstanding*

8.5 Ubuntu-*humanity and collective responsibility rooted in African Philosophy*

9.0 QUALITY POLICY STATEMENT

The Lotteries and Gaming Board is committed to providing high-quality regulatory services that ensure safe, compliant and responsible gaming practices. Through continuous improvement and strict adherence to governance frameworks, the Board aims to exceed the expectations of clients and stakeholders.

10.0 Promises to our clients

The board also provides the following promises to its clients in accordance with the quality policy statement and staff code of conduct:

10.1 Fairness

When processing licenses, renewals, and approvals within published timelines from time to time and conduct inspections and compliance monitoring fairly and professionally.

10.2 Equality: when dealing with clients, the Board will treat all clients fairly and professionally. Any discrimination based on the places of origin, race, gender, religion, ethnic group, philosophical or political views or personal considerations are prohibited.

10.3 Staff conduct: The Board and its staff shall itself to the public by name tags or Ids where necessary to do so identify themselves to you by wearing identity cards/name tags or uniforms during working hours. They will be polite, courteous, friendly, considerate and caring to all clients and helpful.

10.4 Responsiveness: The Board and its staff is committed to providing correct and timely information to all its clients and the public at large

10.5 Appropriateness: The Board and it staff shall work to ensure that the quality-of-service delivery meet the client's expectations in line with existing laws, regulations and guidelines while preserving the environment.

10.6 Confidentiality: The Board and its staff shall keep confidential information given to its offices or officials and use it only for the purpose for which it was intended.

10.7 Decision Making process: The Board and its staff aim for a fair balance between speed of decision making and assessment of the matter at stake and give reasons for decisions that are made

10.8 Excellence, the Board and its staff shall execute their duties with excellence and credibility.

10.9 Accountability, the activities of the Board and its staff shall be discharged in an accountable and transparent manner.

10.10 Accessibility: The Board endeavours to be accessible physically and virtually, and is located at 44 Lawson Avenue, Milton Park, Harare where the offices are open from 0800hrs to 1630hrs from Monday to Friday (except during public holidays). Board website is: www.lgb.co.zw and email is: info@lgb.co.zw

10.11 Dissemination of Information

The Board shall disseminate clear, accurate, and timely information to all clients through website, letters, electronic media, brochures, pamphlets, billboards, stickers, fliers, and promotional materials like branded caps and t-shirts.

Information about the Lotteries and Gaming Board activities shall be shared through:

- 10.11.1 Website: www.lgb.co.zw
- 10.11.2 Email: info@lgb.co.zw
- 10.11.3 Official telephone calls +263(24)22702986
- 10.11.4 Official Social Media platforms.
- 10.11.5 Facebook: Lotteries and Gaming Board
- 10.11.6 WhatsApp. +26371593649
- 10.11.7 Official letters and notices.
- 10.11.8 Meetings
- 10.11.9 Workshops
- 10.11.10 Conferences
- 10.11.11 Public education and awareness campaigns.
- 10.11.12 Publications, brochures, flyers and targeted outreach.
- 10.11.13 Exhibitions
- 10.11.14 Client visits to the offices

11.0 Clients' Rights

Clients have the right to:

- 11.1 timely and professional gaming regulatory service.
- 11.2 clear information and guidance on regulatory requirements.
- 11.3 fair and impartial treatment.
- 11.4 confidentiality and privacy.
- 11.5 efficient processing of licenses.
- 11.6 lodge complaints and receive feedback.
- 11.7 appeal decisions to the Minister when necessary

12.0 Clients' Obligations

Clients are expected to:

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- 12.1 comply with all regulatory requirements.
 - 12.2 provide accurate and complete information.
 - 12.3 uphold ethical conduct in all dealings.
 - 12.4 respect service processes and timelines.
 - 12.5 report any unlawful or unethical gaming activity.
 - 12.6 Official secrets-and confidentiality

13.0 Responsible Gaming

The Board is committed to promoting safe and responsible gambling practices through educating the public on the risks associated with gambling, implementing measures that prevent and mitigate gambling-related harm and ensuring operators comply with responsible gaming standards.

14.0 Investor and Operator Compliance

All operators and investors must:

- 14.1 adhere strictly to all applicable gaming laws and regulations.
- 14.2 ensure transparency and accuracy in financial reporting.
- 14.3 maintain ethical operational practices.
- 14.4 implement responsible gaming frameworks.
- 14.5 cooperate fully with inspections, audits, and regulatory oversight.
- 14.6 Non-compliance will result in corrective action, penalties, or withdrawal of operating licences.

15.0 Socio-Economic Contribution

As part of its extended mandate, the Lotteries and Gaming Board, shall ensure that gaming revenues shall be committed to socio-economic development work across the country's geographical space in terms of Section 53(2) of the Lotteries and Gaming Act [Chapter 10:26]

16.0 Our Commitment

The Lotteries and Gaming Board is committed to delivering efficient, transparent, and professional regulatory and administrative services that uphold the integrity of the gaming industry while safeguarding the public interest. We are further committed to stakeholder engagement and to resolving complaints promptly, transparently, and professionally. We will continue to improve our systems, enhance service excellence, uphold regulatory integrity, and promote a responsible and thriving gaming sector that contributes meaningfully to socio-economic development.

17.0 Feedback

Feedback may be submitted through designated customer service channels. If unresolved, complaints may be escalated to the Minister of Home Affairs and Cultural Heritage.

18.0 BENEFITS OF THE CLIENT SERVICE CHARTER

This charter proffers the following benefits to both the entity, clients and stakeholders:

- 18.1 improved clarity and efficiency on services offered.
- 18.2 enhanced accountability and professionalism.
- 18.3 strengthened protection of client rights.
- 18.4 improved stakeholder trust, investor confidence and regulatory compliance.
- 18.5 support for responsible gaming practices.

19.0 Service Standards

The Board shall ensure that for the following services it offers, the tabulated standards will be followed

SERVICES OFFERED	STANDARD
Issue or renewal of a permanent Casino License	21 working days
Issue or renewal of a Lottery License	21 working days
Issue or renewal of a Totalizator License	21 working days
Issue or renewal of a Totalizator License	21 Working days
Issue or renewal of a Gaming House License	21 working days
Issue or renewal of a Gaming House License	21 working days
Issue or renewal of a Bookmakers License	21 working days

All applications for initial and renewal of licenses shall be processed within twenty-one (21) working days from the date the Chief Executive Officer, or the Designate, acknowledges receipt of a complete and compliant application.

20.0 Communication protocols

The Lotteries and Gaming Board is committed to uphold effective and responsive communication with clients, stakeholders, punters the and the public. All feedback and complaints should be directed to:

The Chief Executive Officer

Lotteries and Gaming Board

44 Lawson Avenue, Milton Park, Harare

Tel: +263 242 702986 / 257033 / 257037

Cell: +263 714 583 125

Email: info@lgb.co.zw

Website: www.lgb.co.zw

WhatsApp: +263 713 961 556

21.0 CONCLUSION

The Lotteries and Gaming Board recognises that good governance, effective regulation and responsible gaming are central to the sustainability and credibility of the gaming sector. Through this NDS2-aligned Client Service Charter, the Board reaffirms its commitment to transparency, professionalism and national development