



LOTTERIES AND GAMING
BOARD

CLIENT SERVICE CHARTER





ISANDULELO NGUMPHATHI WOGATSHA LWEZINDABA ZASEKHAYA LAMASIKO.

Ugatsha lwezokugembula lezeLotto luloncedo olukhulu ekuthuthukisweni kwezenhlalakahle lezomnotho elizweni leZimbabwe, lusekela izinto ezikhangelwa kuqala ekuthuthukisweni kwelizwe ngemisebenzi yokugembula elawulwayo, ekhanyayo njalo eyenziwa ngobuqotho. Lumkhakha upha inengi labantu amathuba ezokuzilibazisa lokukholisa. Kulandelwa uhlelo lukahulumende lwe-National Development Strategy 2 (NDS2), uhulumende weZimbabwe uqhubeka eqinisa indlela zokuphatha, wehlisa

isithunzi semithetho emidala njalo ekhuthaza ukutshalwa kwemali okulemfanelo kuyo yonke imikhakha yezomnotho. Ngale ndlela, iBhodi yezokugembula lezeLotto eye-Lotteries and Gaming Board (LGB) iseyisikhungo esikhulu esilegunya lokulawula lokusekela ubuqotho, ukuziphendulela kanye lokulandelwa kwemithetho ekuphethweni kwemidlalo yezokugembula lezeLotto.

UHulumende weZimbabwe uphinda agcizelele ukuzimisela kwakhe okungaguqukiyo ekukhuthazeni ukuziphatha okuhle, ukuqinisekisa ukuthobela okuqinile emithethweni yelizwe leyamazwe ngamazwe, lokuqinisekisa ukuthi inzuzo yokugembula isiza kakhulu ekuvikelweni komphakathi, ekuhlomiseni abantu, ezempilo, ezemfundo, ezemidlalo lezinye izinto eziseqhulwini elizweni. Ukugembula okulesibopho, ukuvikelwa kwabathengi lokuvikeleka kwemali etshaliweyo kuhlala kusemqoka kakhulu. Bonke abaphathi bamabhizinisi bayaqoqonselwa ukuthi bahloniphe ubungcwele bamalayisensi abawaphiweyo lokuthi baphakamise amagugu okusebenza egcekeni, ukulunga lokuziphendulela. Abagembuli bangumgogodla walo mkhakha, futhi ukuvikelwa kwabo kubekwa phakathi kwazo zonke inhlelo zomthetho lezokusebenza.

Ngokuphatha okuhle, ukuziphatha ngobuchwepheshe kanye lokulungelelaniswa kwalomkhakha leziNhlelo zokuThuthukiswa kweLizwe (National Development Strategies), ugatsha lwezokugembula lungenza uncedo olukhulu ekuphuncelenisweni kwe-Vision 2030. Umphakathi wogatsha lweZindaba Zasekhaya LaMasiko (Ministry of Home Affairs and Cultural Heritage) luyaphinda luqinisekisa ukuzimisela kwalo ekulandeleni ncamu yonke imithetho, ukuziphatha ngebhizinisi ngobuqotho, kanye lezinga eliphezulu kakhulu lomthetho wokulawula phakathi komkhakha wezokugembula. Kuyinjongo yethu eqhubekayo ukuthi sikhuthaze indawo yokusebenzela evikelekileyo, ekhanyayo, njalo elokuziphendulela, evikela umphakathi ngenkathi iqhubekisela phambili ukukhula komkhakha ngendlela ehlelekileyo ukugembula kumele kwenziwe ngokuziphatha njalonjalo. Amalunga omphakathi ayakhuthazwa ukuba azibandakanye emisebenzini yezokugembula ngokuhlakaipha njalo basebenzise amathuba okuvikeleka akhona lokwehlisa ingozi ezimayelana lokugembula.

Bonke abaqhuba amabhizinisi labatshali beziyemane zemali bayakhunjuzwa ukuthi ukuzibandakanya emkhakheni wezokugembula kudinga ukulandelwa ngokuqinileyo kwemithetho lezikhungo zokulawula ezikhokhela lumkhakha. Ukulandelwa kwemithetho kuyisibopho njalo kuqakathekile ekugcineni imakethe elobulungiswa, evikelekileyo, njalo elokuphelelana okuhle. Lokhu kuhlenganisa izibopho zamalayisensi, ukubikwa kwezezimali, izilinganiso zokugembula ngokuziphatha, izimfuno zokulwisana lokuhlanza imali engeyomthetho (anti-money laundering), kanye lokulandela izindlela zokusebenza ezamukelweyo. Ukuthobela imithetho kuqinisekisa indawo yebhizinisi ezinzileyo, ebonakalayo ngaphambili, njalo elobuqotho esekela ukukhula komkhakha okusimameyo, ivikele abathengi kanye lobuqotho balomkhakha.

Ngokubambisana okufanayo, inzuzo yezokugembula idlala indima eqakathekileyo ekusekeleni izinhlelo zezenzhlalakahle lezomnotho ezifaka isandla ezifisweni zokuthuthukiswa kwelizwe, kuhlenganise nokwethulwa

kwezidingo zomphakathi ezingcono, imizamo yokusekela izigaba zabantu, kanye nokuthuthukiswa kwezomnotho okubanzi.

Hon. Kazembe Kazembe (MP) UMphathi WeZindaba Zasekhaya Lamasiko

UMBIKO WOMGOQISI WEBHODI YELOTTERY LEMIDLALO YOKUGEMBULA

IBhodi yeLottery leMidlalo yokuGembula iyaqhubeka ihambisana ngokupheleleyo le **National Development Strategy 2 (NDS2)** njengohlaka lukazwelonke, iqinisa ukuzimisela kwayo ukulawula imboni yemidlalo



yokugembula ngobungcitshi, ngobulungiswa, langobuqotho. Ngokuvumelana lohlelo lukaHulumende weZimbabwe lokuthuthukisa umnotho, olukhuthaza zonke inhlanganiso zikahulumende ukuthi ziqinise uhlelo lokuphatha oluhle, zamukele ukusetshenziswa kobuchwepheshe bedijithali, zithuthukise indlela yokuletha usizo, njalo zikhuthaze ukukhula komnotho okuqhubekayo, imboni yemidlalo yokugembula eZimbabwe iyaqhubeka iguquka ukuze ihambelane lendawo yebhizimusi ehlala itshintsha ngenxa yentuthuko kwezobuchwepheshe, ukuguquka kwemakethe, kanye lokwanda kwesidingo sokuthobela imithetho lemigomo elawula lumkhakha.

Ngakho-ke, iBhodi iyaqhubeka iqinisa indlela zokugada lokulawula umsebenzi wemboni, ithuthukisa uhlaka lokuphathwa kwengozi (risk management), njalo iphucula ukusebenza kahle lokulethwa kwamasevisi ukuze isekele izinjongo zikazwelonke

zokwakha umnotho oncintisanayo.

I-Client Service Charter le ikhombisa ukuzimisela kweBhodi ekusebenzeni ngendlela elokuziphendulela, evulekileyo, kanye lokulawula umkhakha ngendlela efaneleyo. Ichaza izinga lamasevisi labo bonke ababambiqhaza abangawalindela, izimiso esizisekelayo, kanye lezithembiso esizenzayo ukuze siqinisekise ukuthi imboni yemidlalo yokugembula isebenza ngobuqotho, ivikelekile, njalo ithobela ngokupheleleyo imithetho yelizwe.

Ngesikhathi siqhubeka sithuthukisa uhlelo lwethu lokusebenza kanye lokuphucula izinqubo zokwenza kube lula ukuqhuba ibhizimusi, sihlala sizimisele ukuvikela abantu ababamba iqhaza emidlalweni yokugembula, ukukhuthaza ukutshalwa kwezimali okuhambisana lezimiso zokuziphatha okuhle, kanye lokufaka isandla ekuthuthukiseni inhlalakahle lomnotho welizwe.

Ekufezeni umsebenzi wethu wokuletha usizo, sizaqhubeka siqinisa uhlelo lokulawula umkhakha, siphakamise izinga lokulethwa kosizo kumakhasimende, njalo sisebenzisane labo bonke ababambiqhaza ngendlela ecacileyo levulekileyo. Lokhu kuzakwenza ukuthi imboni yemidlalo yokugembula iqhubeke isebenza ngokuziphatha okuhle, ilawulwe ngendlela ephumelelayo, njalo ihambisane lezinjongo zikazwelonke zentuthuko.

Dr. E Chidhakwa, Umgoqisi weBhodi IBHODI YELOTTERY LEMIDLALO YOKUGEMBULA



UMBIKO WOMPHATHI OMKULU

Ukulawulwa kanye lokusebenza kwemboni yemidlalo yokugembula eZimbabwe kuhlala kungumsebenzi lomthwalo weBhodi yeLottery leMidlalo yokuGembula njengokubekwa kwawo kuMthetho weLottery leMidlalo yokuGembula [Chapter 10:26].

Ngaphansi kokuqondiswa kwe **National Development Strategy 2 (NDS2)**, uHulumende weZimbabwe ubeke eqhulwini ukwenza kube lula ukuqhuba ibhizimusi elilandela izimiso zokuziphatha okuhle, kanye lokuhlanganisa ukusebenza kwezikhungo ukuze kuqiniseke ukusebenza kahle kwezinhlelo zokulawula kanye lokuthuthukisa ukusebenzisana lababambiqhaza.

Kulezi zimo, iBhodi yeLottery leMidlalo yokuGembula izimisele ukuhlinzeka ngosizo olusebenza kahle, avulekileyo, njalo ahambelana lezindlela ezamukelwa emhlabeni jikelele.

Ababambiqhaza, okugoqela abatshali bezimali, abaqhuba imidlalo yokugembula, abomthetho, abadlali bemidlalo yokugembula, kanye lomphakathi, balendima eqakathekileyo ekugcineni imboni yemidlalo yokugembula iqhubeka iqinile njalo isebenza ngendlela eqhubekayo. IBhodi iyazigqaja ngokuba khona kwabantu abahlukahlukeneyo ababambe iqhaza emkhakheni wemidlalo yokugembula, okwenza kube lula ukuthi imisebenzi yokulawula kanye lokuqinisekisa ukuthobela imithetho yenziwe ngokunemba langobungeitshi.

I**Charter** le iqinisekisa ukuzimisela kwethu ukuqinisekisa ukuthi bonke ababambiqhaza bathola amasevisi asezingeni eliphezulu, ulwazi olufinyelela ngesikhathi esifaneleyo, kanye lokuphathwa ngokulinganayo ngokuhambisana lomthetho.

IBhodi iyaqhubeka ithuthukisa izinhlelo zayo zangaphakathi, ithuthukisa ukuphathwa kolwazi, iqinisa ukuhlolwa lokuqondiswa kokuthobela imithetho, njalo itshala imali kuzinhlelo zamasevisi edijithali ukuze kuqinisekise ukutholakala kwamasevisi ngendlela ephumelelayo.

Ukugembula ngendlela elomthwalo wemfanelo kuhlala kuyinto eqakathekileyo, njalo iBhodi iyaqhubeka isandisa imfundiso, ukuqwashisa kanye lezinhlelo zokunciphisa ububi obungabangelwa yimidlalo yokugembula. Sikhuthaza ukusebenzisana okuqinileyo lababambiqhaza njengoba siqhubeka siqinisa lumkhakha njalo sisekela umnikelo wawo ekuthuthukisweni kwelizwe.

G. Mutobaya UMPHATHI OMKHULU IBHODI YELOTTERY LEMIDLALO YOKUGEMBULA

1.0 ISINGENISO

ICharter le isebenza njengomhlahlandlela kubo bonke ababambiqhaza kanye lamakhasimende mayelana lemisebenzi yeBhodi yeLottery leMidlalo yokuGembula (*kusukela lapha ezabizwa ithiwa iBhodi*), okulindelwe mayelana lokutholakala kosizo, amalungelo, izibopho, kanye lendlela zokuxhumana. Ikhombisa ukuzimisela kweBhodi ekunikezeni usizo asezingeni eliphezulu njalo igoqela izinhlinzeko ezihambelana le National Development Strategy (NDS), egcizelela ukulawulwa okuphumelelayo komkhakha, ukukhuthazwa kokutshala imali ngendlela elomthwalo wemfanelo, ukuguqulwa kwezinhlelo zezikhungo, kanye lokuthuthukiswa kwenhlalakahle lomnotho. Ngokwenza lokhu, iBhodi yeLottery leMidlalo yokuGembula yamukela izimiso zokusebenza ngokusobala, ukuziphendulela, ukulingana, kanye lobuqotho ekufezeni umsebenzi wayo.

2.0 Inhloso ye Charter.

Ngaleli **Charter**, elisuselwa kuHlelo lweQhinga Lokusebenza lweBhodi yeLottery leMidlalo yokuGembula [2026–2030], iBhodi ihlose ukufinyelela injongo ezilandelayo:

2.1 Ukwazisa amakhasimende ngosizo oluphiwa yiBhodi.

2.2 Ukuqondisa amakhasimende ekutholeni ulwazi lwezamabhizimusi lolokulawula imboni oluzasebenza njengendlela yokuhlola lokuqondisa isimo semakethe yeLottery leMidlalo yokuGembula.

2.3 Ukwenza kube lula ukuthuthukiswa kwamandla kanye lokuziphilisa ngokusebenzisa uhlelo lokukhula ngokubambisana.

2.4 Ukukhuthaza ukugembula okulomthwalo wemfanelo, kugxilwe kakhulu kubalandeli bemidlalo yokugembula, abangumgogodla wemboni yeLottery leMidlalo yokuGembula.

2.5 Ukuvuselela njalo lokuthuthukisa izinqubo zokusebenza, kugoqela ukususwa kwemishini, izisetshenziswa kanye lezinhlelo ezingafinyeleli kuzinga elifunekayo.

2.6 Ukukhuthaza ukuthuthukiswa kwenhlalakahle lomnotho.

2.7 Ukuphatha lokulondoloza iSikhwama seLottery leMidlalo yokuGembula.

2.8 Ukubeka amazinga acacileyo okulethwa kwosizo kanye lalokho okulindelwe mayelana lokusebenza.

2.9 Ukuqinisa ukuziphendulela kanye lokusebenza ngokusobala ekulethweni kosizo.

2.10 Ukukhuthaza ukuziphatha okulomthwalo wemfanelo phakathi kwabaqhubi bemidlalo yokugembula kanye lababambiqhaza.

2.11 Ukusekela uhlelo lwe **National Development Strategy** lokuqinisa izikhungo kanye lokukhuthaza ukutshalwa kwezimali.

3.0 Ingcazelo zamagama

IBhodi: IBhodi yeLottery leMidlalo yokuGembula.

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.

Umtshina loba isixhobo sokugembula: Loba yiwuphi umshini, isisetshenziswa loba into esetshenziswa ngokuqondileyo loba ngendlela engaziwayo ngenhloso yokudlala umdlalo wenhlanhla (umdlalo wemali), lapho okubekwa khona isibhedo (isikhonzi) njalo kulemathuba okuwina loba okulahlekelwa (okudliwa).

AmaLottery: Yiloba yiluphi uhlelo, indlela, icebo kumbe isisetshenziswa lapho umvuzo utholwa khona kumbe ungatholwa khona ngokukhethwa, ngokuphonsa idayisi, kumbe ngenye indlela esekelwe ethubeni.

Umonakalo obangelwa yimidlalo yokugembula: Yimiphumela emibi kumbe ukuhlupheka okubangelwa yikubamba iqhaza emidlalweni yethuba ngendlela engelamthwalo wemfanelo.

4.0 ULWAZI NGEBHODI YELOTTERY LEMIDLALO YOKUGEMBULA

IBhodi yasungulwa ngaphansi koMthetho weLottery leMidlalo yokuGembula [Chapter 10:26], isigaba 3 esithi: "Kusungulwa iBhodi elizakwaziwa ngokuthi yiLotteries and Gaming Board, elizakuba ngumzimba

osemthethweni olamandla okummangalela kanye lokumangalelwa ngebizo lalo elisemthethweni, njalo ngaphansi kwalo uMthetho, lenze loba yini umzimba osemthethweni ovunyelwa ngumthetho ukuyenza." Imisebenzi yeBhodi igoqela lokhu okulandelayo:

4.1 Ukulawula lokuqondisa ukuthuthukiswa kanye lokusebenza kwawo wonke amaLottery kanye lemisebenzi yemidlalo yokugembula.

4.2 Ukunikeza, ukuvuselela, ukudlulisa kanye lokuqeda amalayisensi aphathelane lamaLottery kanye lemisebenzi yemidlalo yokugembula.

4.3 Ukuqinisekisa ukuthi abalamalayisensi bayahambisana lemibandela ebekwe kulawomalayisensi.

4.4 Ukuchaza izindawo lapho amakhasino angasungulwa khona njalo asebenze khona.

4.5 Ukwenza iziphakamiso kuMphathiswa obhekele ezeZimali mayelana lemali ekhokhelwa uhulumende kanye lokusetshenziswa kwemali eseSikhwameni.

4.6 Ukwamukela lokuvuma izisetshenziswa zemidlalo yokugembula.

4.7 Ukwenza loba yimuphi omunye umsebenzi ongabelwa kumbe obekwe phezu kweBhodi ngaphansi kwalo uMthetho kumbe omunye umthetho.

Ekufezeni umsebenzi wayo, iBhodi isungule izindlela zokuqinisekisa ukuthobela imithetho ebekwe ngumthetho kanye lemigomo yokulawula, ukukhuthaza ukugembula okulomthwalo wemfanelo lokuvikela umphakathi, ukuqinisekisa ukuthi imali engena ivela emidlalweni yokugembula isekela ukuthuthukiswa kwenhlalakahle lomnotho, kanye lokuhlinzeka ngamasevisi asezingeni eliphezulu kubo bonke amakhasimende lababambiqhaza.

5.0 Umbono

Ukuba yisiphathamandla somthetho esisezingeni lomhlaba wonke ekulawuleni imidlalo yokugembula ngo2030.

6.0 Umsebenzi

Ukulawula imboni yemidlalo yokugembula ngendlela elobulungiswa, elinganayo, njalo yobungeitshi ukuze kuqinisekise indawo yokugembula ephephileyo levikelekileyo

7.0 Isisekelo somcabango

Ukuziphatha okuhle kwakha impilo ende.

8.0 Izimiso ezingumgogdla

8.1 Ubuqotho– *Ukwethembeka*

8.2 Ukusebenza ngokusobala– *Ukuvuleka*

8.3 Ukuziphendulela – *Ukuba ngumuntu ophendulayo ngemisebenzi yakhe*

8.4 Ubungcitshi– *Izinga lokwenza umsebenzi ngendlela evelele kakhulu*

8.5 Ubuntu – *Ubuntu kanye lomthwalo wokusebenzisana okugxile kusisekelo somcabango yesi-Afrika*

9.0 UMBIKO WEZINGA LEZIKHOKHELO

IBhodi yeLottery leMidlalo yokuGembula izimisele ukunika usizo lokulawula olusezingeni eliphezulu oluqinisekisa imidlalo yokugembula ephephileyo, ethobela imithetho, njalo eqhutshwa ngendlela elomthwalo wemfanelo. Ngokusebenzisa ukuthuthukiswa okuqhubekayo kanye lokulandela ngokuqinileyo izinhlelo zokuphatha ezamukelweyo, iBhodi ihlose ukwedlula okulindelwe ngamakhasimende kanye lababambiqhaza.

10.0 Izithembiso zethu kumakhasimende

IBhodi iphinde inikeze amakhasimende ayo izithembiso ezilandelayo ngokuhambisana lezinga zezikhokhelo kanye lemithetho yokuziphatha kwabasebenzi:

10.1 Ukungabandlululi:

Ngesikhathi icubungula izicelo zamalayisensi, ukuvuselelwa kwawo, kanye lokwamukela izicelo ngaphakathi kwezikhathi ezibekwe emphakathini, iBhodi izaqhuba ukuhlolwa lokuqapha ukuthobela imithetho ngendlela elungileyo, engachemi, njalo yobungeitshi.

10.2 Ukulingana: Ngesikhathi isebenzisana lamakhasimende, iBhodi izaphatha wonke amakhasimende ngendlela elinganayo njalo yobungcitshi. Akukho kubandlulula okuzavunyelwa ngenxa yendawo umuntu adabuka kuyo, uhlanga, ubulili, inkolo, iqembu lobuzwe, imibono yefilosofi kumbe yezombangazwe, kumbe okunye okuqondene lomuntu.

10.3 Ukuziphatha kwabasebenzi: IBhodi labasebenzi bayo bazaziveza emphakathini ngendlela efaneleyo lapho kudingeka khona, besebenzisa amabhajethi amabizo, izithupha kumbe imifaniswano ngesikhathi sokusebenza. Bazahlala behlonipha, benomusa, belobungane, benakekela njalo bezimisele ukusiza wonke amakhasimende.

10.4 Ukuphangisa ukuphendula: IBhodi labasebenzi bayo bazimisele ukunikeza ulwazi oluqondileyo njalo ngesikhathi esifaneleyo kuwo wonke amakhasimende kanye lomphakathi jikelele.

10.5 Ukufaneleka: IBhodi labasebenzi bayo bazasebenza ukuqinisekisa ukuthi izinga lokulethwa kosizo lihambisana lalokho okulindelwe ngamakhasimende, ngokulandela imithetho ekhona, imigomo kanye lezikhokhelo zokusebenza, njalo kugcinwa ukuvikelwa kwemvelo.

10.6 Ukugcina imfihlo: IBhodi labasebenzi bayo bazagcina imfihlo yolwazi olunikezwe indlu zomsebenzi kumbe izisebenzi zayo, njalo lolo lwazi luzasetshenziswa kuphela ngenjongo olwalunikelelwe yona.

10.7 Uhlelo lokuthatha izinqumo: IBhodi labasebenzi bayo bazazama ukugcina ukulinganisa okungabandlululiyo phakathi kokuthatha izinqumo ngesikhathi esifaneleyo kanye lokuhlolisisa udaba oluphambi kwabo, njalo bazanikeza izizatho zezinqumo ezithathiweyo.

10.8 Ubungcitshi: IBhodi labasebenzi bayo bazafeza imisebenzi yabo ngobungcitshi, ngokwethembeka kanye langokugcina isithunzi somsebenzi.

10.9 Ukuziphendulela: Imisebenzi yeBhodi kanye labasebenzi bayo izaqhutshwa ngendlela elokuziphendulela njalo evulekileyo.

10.10 Ukufinyeleleka: IBhodi izimisele ukuthi ifinyeleleke ngokuvakasha mathupha kanye langezindlela zasemoyeni.

Indlu zomsebenzi zeBhodi zitholakala ku 44 Lawson Avenue, Milton Park, Harare, njalo livulekile kusukela ngo 0800hrs kusiya ku1630hrs kusukela ngoMvulo kusiya kuLwesihlanu (ngaphandle kwensuku zamaholide omphakathi). Iwebhusayithi yeBhodi ngu: www.lgb.co.zw. I-imeyili: info@lgb.co.zw

10.11 Ukusabalalisa ulwazi

IBhodi izahambisa ulwazi olucacileyo, oluqondileyo njalo olufika ngesikhathi kuwo wonke amakhasimende isebenzisa iwebhusayithi, izincwadi, ezokuxhumana ngedijithali, amabhukwana, amaphephabhuku amancane, amabhilibhodi, izitikha, amaflaya, kanye lezinto zokukhangisa ezifana lamakepisi lezikipa ezilophawu lweBhodi.

Ulwazi olumayelana lemisebenzi yeBhodi luzatholakala ngezindlela ezilandelayo:

10.11.1 Iwebhusayithi: www.lgb.co.zw

10.11.2 I-imeyili: info@lgb.co.zw

10.11.3 Izingcingo ezisemthethweni: +263(24)22702986

10.11.4 Izinkundla zokuxhumana ezisemthethweni.

10.11.5 Facebook: Lotteries and Gaming Board

10.11.6 WhatsApp: +26371593649

10.11.7 Izincwadi lezaziso ezisemthethweni.

10.11.8 Imihlangano.

10.11.9 Inhlelo zokufundisana.

10.11.10 Izingqungquthela.

10.11.11 Imikhankaso yokufundisa lokuqwashisa umphakathi.

10.11.12 Izincwadi, amabhukwana, amaflaya kanye lokufinyelela emaqenjini aqondisiweyo.

10.11.13 Imibukiso.

10.11.14 Ukuvakashela kwamakhasimende emahhovisini.

11.0 Amalungelo amakhasimende.

Amakhasimende alamalungelo alandelayo:

- 11.1 Ukuthola usizo lokulawula imidlalo yokugembula ngesikhathi esifaneleyo njalo ngendlela yobungcitshi.
- 11.2 Ukuthola ulwazi olucacileyo kanye lesiqondiso mayelana lezimfuneko zokulawula.
- 11.3 Ukuphathwa ngendlela engabandlululiyo.
- 11.4 Ukugcinelwa imfihlo kanye lokuvikelwa kolwazi lwabo.
- 11.5 Ukucutshungulwa kwamalaysensi ngendlela ephumelelayo.
- 11.6 Ukufaka izikhalazo kanye lokuthola impendulo.
- 11.7 Ukuphikisa izinqumo kuMphathi lapho kudingeka khona.

12.0 Izibopho zamakhasimende

Amakhasimende akhengelelwe ukuthi:

- 12.1 Athobele zonke izimfuneko zomthetho kanye lemigomo yokulawula.
- 12.2 Anikeze ulwazi oluqondileyo olupheleleyo.
- 12.3 Alondoloze ukuziphatha okuhle kukho konke ukusebenzisana.
- 12.4 Ahloniphe izinqubo zokuthola usizo kanye lezikhathi ezibekiweyo.
- 12.5 Abike loba yimuphi umsebenzi wemidlalo yokugembula ongekho emthethweni kumbe ongahambelani lezimiso zokuziphatha.
- 12.6 Agcine izimfihlo ezisemthethweni kanye lokugcina imfihlo yolwazi.

13.0 Ukugembula okulomthwalo wemfanelo

IBhodi izimisele ukukhuthaza imidlalo yokugembula ephephileyo njalo elomthwalo wemfanelo ngokufundisa umphakathi ngobungozi obuhambisana lokugembula, ukusebenzisa izindlela zokuvimbela kanye lokunciphisa umonakalo obangelwa yimidlalo yokugembula, kanye lokuqinisekisa ukuthi abaqhuba imidlalo yokugembula bayahambisana lemigomo yokugembula okulomthwalo wemfanelo.

14.0 Ukuthobela kwabatshali bezimali labaqhuba imidlalo koyugembula

Bonke abaqhuba imisebenzi yemidlalo yokugembula kanye labatshali bezimali kumele:

- 14.1 Bathobele ngokupheleleyo yonke imithetho lemithetho elawula imboni yemidlalo yokugembula.
- 14.2 Baqinisekise ukuba imibiko yezemali inikezwa ngendlela ecacileyo njalo eqondileyo.
- 14.3 Bagcine izindlela zokusebenza ezihambelana lezimiso zokuziphatha okuhle.
- 14.4 Basebenzise izinhlelo zokugembula okulomthwalo wemfanelo.
- 14.5 Basebenzisane ngokupheleleyo ekuhlolweni, ekucutshungulweni kwemibiko, kanye lokuqondiswa lokugada ngumlawuli.
- 14.6 Ukungathobeli imithetho kuzaholela ekuthathweni kwezinyathelo zokulungisa, izijeziso kumbe ukuhoxiswa kwamalaysensi okusebenza.

15.0 Umnikelo/Igalelo kwezenhlalakahle lomnotho

Njengengxenywe yomsebenzi wayo owengeziweyo, iBhodi yeLottery leMidlalo yokuGembula izaqinisekisa ukuthi imali etholakala emidlalweni yokugembula isetshenziselwa imisebenzi yokuthuthukisa inhlalakahle lomnotho ezindaweni zonke zelizwe ngokuhambisana lesigaba 53(2) soMthetho weLottery leMidlalo yokuGembula [Chapter 10:26].

16.0 Ukuzinikela kwethu

IBhodi yeLottery leMidlalo yokuGembula izimisele ukunika usizo olulawula kanye lokuphatha okusebenza kahle, oluvulekileyo, njalo olulobungcitshi, luginca ubuqotho bemboni yemidlalo yokugembula njalo luvikela intshisekelo yomphakathi. Sizimisele futhi ukusebenzisana lababambiqhaza kanye lokuxazulula izikhalazo ngendlela esheshayo, ecacileyo njalo yobungcitshi. Sizaqhubeka sithuthukisa izinhlelo zethu, siphakamisa izinga lokusebenza, sigcine ubuqotho bokulawula umkhakha, njalo sikhuthaza imboni yemidlalo yokugembula elomthwalo wemfanelo, eqinileyo njalo eletha umnikelo oqakathekileyo ekuthuthukisweni kwenhlalakahle lomnotho welizwe.

17.0 Impendulo yamakhasimende

Impendulo ingathunyelwa ngezindlela ezibekiweyo zokuxhumana lamakhasimende. Nxa izikhalazo zingaxazululeki, zingadluliselwa kuMphathi wezeZindaba zaseKhaya kanye lamaSiko.

18.0 INZUZO ZE CLIENT SERVICE CHARTER

ICharter le iletha inzuzo ezilandelayo kuBhodi, kumakhasimende kanye lababambiqhaza:

18.1 Ukucaca okuthuthukileyo kanye lokusebenza kahle kumasevisi anikezwayo.

18.2 Ukukhula kokuziphendulela kanye lobungcitshi.

18.3 Ukuqiniswa kokuvikelwa kwamalungelo amakhasimende.

18.4 Ukwandiswa kokwethembana kwabathintekayo, ukuzethemba kwabatshali bezimali, kanye lokuthobela imithetho yokulawula.

18.5 Ukusekelwa kwezindlela zokugembula okulomthwalo wemfanelo.

19.0 Izinga losizo

IBhodi izaqinisekisa ukuthi amazinga alandelayo ayalandelwa ekupheni usizo:

USIZO OLUPHIWAYO	IZINGA/ISIKHATHI
Ukunikezwa kumbe ukuvuselelwa kwelayisensi yekhasino yaphakade	Amalanga angamatshumi amabili lanye
Ukunikezwa kumbe ukuvuselelwa kwelayisensi yeLottery	Amalanga angamatshumi amabili lanye
Ukunikezwa kumbe ukuvuselelwa kwelayisensi yeTotalizator	Amalanga angamatshumi amabili lanye
Ukunikezwa kumbe ukuvuselelwa kwelayisensi yeGaming House	Amalanga angamatshumi amabili lanye
Ukunikezwa kumbe ukuvuselelwa kwelayisensi yamaBookmakers	Amalanga angamatshumi amabili lanye

Zonke izicelo zokuqala kanye lezicelo zokuvuselela amalayisensi zizacutshungulwa phakathi kwamalanga okusebenza angamatshumi amabili lanye, kusukela ngelanga uMphathi Omkhulu (Chief Executive Officer), kumbe lowo obekelwe umsebenzi, evuma ukuthola isicelo esipheleleyo njalo esihambelana lemibandela ebekiweyo.

20.0 Indlela zokuxhumana

IBhodi yeLottery leMidlalo yokuGembula izimisele ukugcina ukuxhumana okusebenzayo, okuphendulayo njalo okucacileyo lamakhasimende, ababambiqhaza, abadlali bemidlalo yokugembula kanye lomphakathi.

Yonke impendulo kanye lezikhalazo kufanele zithunyelwe ku:

UMphathi Omkhulu

IBhodi yeLottery leMidlalo yokuGembula

44 Lawson Avenue, Milton Park, Harare

Ucingo: +263 242 702986 / 257033 / 257037

Umakhalekhukhwini: +263 714 583 125

I-imeyili: info@lgb.co.zw

Iwebhusayithi: www.lgb.co.zw

WhatsApp: +263 713 961 556

21.0 ISIPHETHO

IBhodi yeLottery leMidlalo yokuGembula iyaqaphela ukuthi ukuphatha ngendlela efaneleyo, ukulawula okuphumelelayo, kanye lokugembula okulomthwalo wemfanelo kuyinsika yokuqina kanye lokwethembeka kwemboni yemidlalo yokugembula. Ngaleyi **Client Service Charter** ehambelana le **National Development Strategy 2 (NDS2)**, iBhodi iyaqinisa ukuzinikela kwayo ekusebenzeni ngokusobala, ngobungcitshi, kanye lokusekela ukuthuthukiswa kwelizwe.