



LOTTERIES AND GAMING BOARD

CLIENT SERVICE CHARTER FOR LOTTERIES AND GAMING BOARD



FOREWORD BY MINISTER OF HOME AFFAIRS AND CULTURAL HERITAGE



The world over lotteries and gaming are viewed as important contributors to the development of economies. They help Governments to provide for their people. It is with profound appreciation and gratitude to be Minister of the gaming fraternity. I do commend all our stakeholders for good coordination with the Lotteries and Gaming Board, that shows that in the gaming field there is no hide and seek as the regulators and operators are blended in an atmosphere of cordial business consensus thus transparency and accountability become easy. Accordingly, regulators become just champions and enablers as opposed to being somewhat watchdogs.

There are some who look at gaming as a route for ‘cleaning dirty money’ but we should all understand that the problem in Africa is not the song, but who the singer is. It is thus not about the game but the players who might not be ethical. In order to keep the integrity of the industry intact, please remain attentive to prohibition of illicit practices like money laundering and the financing of terrorism among other delinquencies. Therefore, the tenets of responsible gaming must be observed at all times and in this regard dissemination of messages of responsible lotteries and gaming should be mandatory in all lotteries and gaming sites.

As operators, be assured that your interest will be protected. To that end the Lotteries and Gaming Board is under instructions to forge sound relations with the various stakeholders, so that you see that your investment is safe in Zimbabwe. Let me caution the operators to respect the sanctity of licences that are issued in their favour and that it is fairness not exploitation that sustains lotteries and gaming business.

Punters are the backbone of the industry and the purpose of the licences. As for the regulators, discharge your duties fairly without fear or favour, empower and monitor, taking decisive action where and when necessary for safeguarding the interests of the public.

As government we appreciate that lotteries and gaming are an integral component for the development matrix. All payers are thus implored to play the game according to the rules (Barbara Jordan). No individual/group is above the law. There are no sacred cows. So anyone bent on abusing the people will only be dealt with in terms of the law. Primarily, lotteries and gaming must not be for any other motive than the pleasure of the punters. Any other derivatives ought to be incidentals, should there be a surplus then commit it to socio-economic investments.

The Lotteries and Gaming Board will equally improve on their discharge of their constitutional mandate as enshrined in Chapter 10:26 of the Constitution of Zimbabwe. Other jurisdictions have shown that this industry has potential to improve fortunes of the government. In this regard all players are implored to understand that it is only prudent to appreciate that it 'pays in the end to be ethical in the beginning' which is the guiding philosophy of the Lotteries and Gaming Board.



Hon. Kazembe Kazembe (MP)

MINISTER OF HOME AFFAIRS AND CULTURAL HERITAGE

STATEMENT BY THE LOTTERIES AND GAMING BOARD CHAIRMAN



The environment in which virtually all institutions are operating in is characterised by a lot of volatility, uncertainties, ambiguities and complexities. While this is the impeccable reality progressive institutions do not resign to fate but keep on applying themselves in a manner that seeks to attain the best outcomes in whatever setting. This is what defines us at Lotteries and Gaming Board, where we are saying,

“... we will not depend on fair weather to act, But will continuously and consistently apply ourselves. We will not stop dreaming because the last dream we had was a nightmare.” We are motivated by the words of Martin Luther King (junior) who said ‘... we should keep on moving and that the *ultimate measure of a man is not where he stands in times of comfort and convenience but challenges and controversy.*’ We will continue to do our best in all seasons and at all times.

Allow me our valued stakeholders through the launch of this Client Service Charter to invite you to be indeed part of the bigger national picture espoused by the Head of State, to improve the livelihoods, standards and standing of all our people regardless of where they stand in life.

As the environment mutates, revolves, let us all assist each other to effectively deal with the many challenges that characterize our industry, that is the operational risk, legal and compliance risk.

The board is equally implored through this launch to upscale all efforts and commitment to pursue the ‘ease of doing business.’ In view of this undertaking allow me to present our intention to conclude work on our long awaited website soon. We appreciate the need to be adaptive to demands of the current environment. As the LGB we will endeavor to interact with your businesses more purposefully and meaningfully.

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

Chidhakwa E (Dr)
Lotteries and Gaming Board
CHAIRMAN

STATEMENT BY THE LOTTERIES AND GAMING BOARD INTERIM SECRETARY



The world over no institution can aptly survive into the future without forging alliances with the various stakeholders. The institutional stakeholders ought to be given the respect and audience they deserve. Taking them for granted has serious ramifications. In this vein, the LGB Secretary is hereby committing through this Client Service Charter, to acknowledge that the LGB stakeholders have a critical role to play in the

Lotteries and Gaming, Totalizator and Bookmaking matrices. The board cannot achieve anything without the stakeholders.

The LGB guided by its 2021-2025 Strategic Plan whose thrust dovetails into the National Strategy Development 1, is set to provide a service beyond reproach. The LGB will be pursuing a transformative trajectory so that the various stakeholders will realise that we can achieve more together. This view borrows from Martin Luther King (junior) who once said 'we should learn to love as brothers or perish together as fools'.

Moving forward LGB is saying if we work purposefully together as we seek to escalate our dreams, ambitions to greater heights, we will propel ourselves to unimaginable levels.

A handwritten signature in blue ink, appearing to read 'Chingozha M. P (Dr)'. The signature is stylized and fluid.

Chingozha M. P (Dr)
Lotteries and Gaming Board
INTERIM SECRETARY

INTRODUCTION

Good corporate citizens are those that are acknowledged by their various stakeholders as having engrained and sustaining good governance of their institutions. Stakeholders and clients in particular are now conscious of how institutions ought to behave, relate or deal with them. Consequently, taking them any how has serious ramifications. In this age and time, progressive institutions should observe good regulations, practices as a way of creating an acceptable impression with their stakeholders. This position came as a result of the African Public Service Charter signed by African Public Ministers in Windhoek, Namibia in 2001. The government of Zimbabwe, through section 3 of its Constitution now expects good governance to be seen in all its institutions.

This Charter, derived from the Lotteries and Gaming Board Strategic Planning [2020 – 2025] has the following objectives:

- Acquiring business and regulatory intelligence as a radar for the lotteries and gaming market.
- Facilitation of empowerment through the shared growth initiative
- Promotion of responsible gaming, paying particular attention to the backbone of the lotteries and gaming industry, the gaming fans
- Reengineering and continuous improvement of processes including elimination of inferior quality machines, equipment and systems
- Promotion of socio-economic development
- Stewardship of the Lotteries and Gaming Fund

Board: Lotteries and Gaming Board

Gaming device: any equipment used direct/indirectly for the purpose of a game

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: Gaming related problems derived from loss of revenue.

LGB: Lotteries and Gaming Board

LGB PROFILE

The LGB is created by Chapter 10:26 which says under 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:-

- a) To regulate and control the development and operations of all lotteries and gaming activities
- b) To grant, renew, transfer and terminate licences in respect of lotteries and gaming activities
- c) To ensure that licensees comply with the conditions of such licences
- d) To define areas in which casinos may be established and operated
- e) To make recommendations to the Minister responsible for finance regarding levies and the application of moneys in the Fund
- f) To approve gaming devices
- g) To perform any other function that may be conferred or imposed on the Board in terms of this Act or any other enactment.

4.1 Vision

A world class gaming regulatory authority by 2030.

4.2 Mission

To regulate the gaming industry in a fair, equitable and professional manner for the benefit of all stakeholders and clients.

4.3 Philosophy

- ▶ Ethics breeds longevity.

4.4 Core Values

- ▶ Consistency
 - ▶ Accountability
 - ▶ Fairness
 - ▶ Integrity/Interactivity
 - ▶ Transparency
 - ▶ Empowerment/engagement/Excellence/Entrepreneurship
- [CAFITE]

QUALITY POLICY STATEMENT

LGB is committed to provide a service beyond reproach to meet and adequately satisfy customer needs and expectations by ensuring quality, safe and effectiveness of lotteries and gaming activities and reducing gaming harm.

PURPOSE OF THIS CLIENT SERVICE CHARTER

Is to openly show the responsibilities of the LGB, stakeholders in promotion of services to all clients. This is in line with the National Development Strategy 1 (NDS1). The Charter also aims at providing information to clients in the following areas:-

- a) What LGB does
 - b) The standard of service clients can expect from LGB
 - c) Client basic rights
 - d) Client's responsibilities
 - e) How to communicate with LGB
 - f) How to present complaints, reports, compliments on LGB activities
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BENEFITS OF CLIENT SERVICE CHARTER

6.1 Clients

- to know the service provided by LGB
- to know the quality of service to receive from LGB
- to be able to evaluate the performance of services rendered by LGB and give feedback for the purpose of improving the services
- to realise contribution individuals, give in the quality services provided by LGB
- to be able to compare services provided by LGB and other government institutions and give suggestions on how to improve on what will be lacking or lukewarm

6.2 Lotteries and Gaming Board

- to measure and evaluate the services delivered to clients and make improved efforts where necessary
- to improve work discipline and responsibility to service delivery

LGB SERVICE GUIDELINES AND COMMITMENT

In our unrelenting quest to provide high quality services to LGB clients and stakeholders, the following service values and commitment will direct all engagements.

- engage and retain sufficiently competent and dedicated staff
- being honest to clients and stakeholders whether individuals or corporates
- promoting and upholding fairness
- being respectful and value all remarks, concerns of clients and stakeholders, whatever their station in life
- showing ingenuity, innovativeness, integrity at all times
- demonstrating openness and consistency
- avoiding conflict of interests
- engraining ethics in all veins and arteries of the institution

SERVICE STANDARDS AND PROMISES TO CLIENTS

Service Standards

The LGB aims at providing quality services to all clients and stakeholders. LGB will fulfil this by meeting the service standards as shown below:-

| SERVICE OFFERED | STANDARD |
|--|-----------|
| ◆ Issue or renewal of a Permanent Casino Licence | ◆ 3 weeks |
| ◆ Issue or renewal of a Lottery Licence | ◆ 3 weeks |
| ◆ Issue or renewal of a Totalizator Licence | ◆ 3 weeks |
| ◆ Issue or renewal of a Gaming House Licence | ◆ 3 weeks |
| ◆ Issue or renewal of a Bookmakers Licence | ◆ 3 weeks |

Promises to Clients

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

(i) Equality when dealing with clients.

LGB 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.

(ii) Staff conduct

Staff at LGB will 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.

(iii) Responsive

LGB is committed to providing correct and timely information to all its clients and the public at large

(iv) Appropriateness

LGB will 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.

(v) Confidentiality

LGB will keep away any confidential information given to its offices or officials and use it only for the purpose for which it was intended.

(vi) Decision Making process

LGB aims for a fair balance between speed of decision making and assessment of the matter at stake and give reasons for decisions that are made

(vii) Accessibility

LGB endeavours to be accessible physically and virtually.

- o Physically, LGB is located at 44 Lawson Avenue, Milton Park, Harare where the offices shall be open from 0800hrs to 1500hrs from Monday to Friday (except during public holidays)

- o LGB website shall be accessible at:- www.lgb.co.zw

- o LGB email shall be:- secretary@lotteriesandgamingboard.co.zw

(viii) Dissemination of Information

LGB shall disseminate information to all clients through letters, electronic media, brochures, pamphlets, billboards, stickers, fliers and promotional materials like branded caps and t-shirts.

Information about LGB and its activities shall also be disseminated through public educating programs in different mass media, participate in debates and direct discussions with the public, educating clients, from different places, as well as special groups like disabled people, those with chronic illnesses, disadvantaged groups and participating in different exhibitions such as Zimbabwe International Trade Fair (ZITF), Zimbabwe Agricultural Show (ZAS).

CLIENT RIGHTS AND RESPONSIBILITIES

Client Rights

- Assurance on quality, safety and effectiveness of LGB regulated activities
- Timely information on health risks of lotteries and gaming, counterfeit activities meant to defraud the clients, money laundering activities
- Continuous education on LGB activities
- Timely response of comments and complaints regarding LGB
- Timely processing of licences
- Right to privacy and confidentiality
- Equal, fair and unbiased treatment
- Rights to appeal to Minister against decisions made by LGB

Client Responsibilities

- Voluntary compliance
- Being honest to LGB and general public
- Respect LGB staff
- Timely attendance of arranged meetings
- Timely payment of all fees and charges for services provided by LGB
- To allow for all inspections by LGB staff

CLIENT FEEDBACK AND COMPLAINTS

Any feedback from clients will help to improve on service delivery. All complaints should be directed to:

Secretary, Lotteries and Gaming Board, 44 Lawson Avenue, Milton Park, Harare,

landline: +263 242 702986/257033/257037

Cell: +263 719 782 355

Email:- secretary@lotteriesandgamingboard.co.zw

Website:- www.lgb.co.zw

WhatsApp:- +263 713 961 556

If client is still dissatisfied the window to redirect complaints to the Minister will still be open.

CONCLUSION

Lotteries and Gaming Board is cognisant of the reality that survival in business today is not guaranteed unless there is compliance with good corporate governance principles and values. Consequently, Lotteries and Gaming Board has engrained ethics in all its veins and arteries.





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Milton Park, Harare, Zimbabwe

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