

SERVICE CHARTER

THE MINISTRY OF GENDER, CHILDREN, DISABILITY AND SOCIAL WELFARE IS COMMITTED TO PROVIDING EFFICIENT SERVICES WHILST MAINTAINING THE HIGHEST ETHICAL AND PROFESSIONAL STANDARD IN AN EFFORT TO MEET THE SATISFACTION OF ITS CUSTOMERS.

ALL THE SERVICES RENDERED BY THE MINISTRY, HOWEVER, WERE DEVOLVED TO DISTRICTS AND OTHER INSTITUTIONS. THEREFORE, THE MINISTRY'S CURRENT ROLE IS MERELY TO PROVIDE POLICY DIRECTION. THE CHARTER HIGHLIGHTS DESK/ENQUIRIES AS THE MAJOR SERVICE BEING PROVIDED AT CENTRAL LEVEL ON ALL THE AREAS OF FOCUS

| SERVICES RENDERED | REQUIREMENTS | CHARGES/ FEES | TIME LINES |
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| 1. DESK/ENQUIRIES ON: | | | |
| Responding to Correspondents | Be considerate and polite; and abide with the legal/policy requirements for the services sought | Free | 3 Days |

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| Gender Mainstreaming | Be considerate and polite; and abide with the legal/policy requirements for the services sought | Free | 10 Minutes |
| Gender Equality and Women Empowerment | Be considerate and polite; and abide with the legal/policy requirements for the services sought | Free | 10 Minutes |
| Early Childhood Development | Be considerate and polite; and abide with the legal/policy requirements for the services sought | Free | 10 Minutes |
| Child Protection | Be considerate and polite; and abide with the legal/policy requirements for the services sought | Free | 10 Minutes |
| Social Cash Transfers | Be considerate and polite; and abide with the legal/policy requirements for the services sought | Free | 10 Minutes |

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| Community Mobilization and Capacity Building | Be considerate and polite; and abide with the legal/policy requirements for the services sought | Free | 5 Minutes |
| Home Management and Nutrition, HIV & AIDS | Be considerate and polite; and abide with the legal/policy requirements for the services sought | Free | 10 Minutes |
| Adult Literacy | Be considerate and polite; and abide with the legal/policy requirements for the services sought | Free | 5 Minutes |
| Probation and Rehabilitation | Be considerate and polite; and abide with the legal/policy requirements for the services sought | Free | 10 Minutes |
| Family and Child Welfare | Be considerate and polite; and abide with the legal/policy requirements for the services sought | Free | 5 Minutes |
| Disability and | Be considerate and polite; and abide | Free | 20 |

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| the Elderly Welfare Issues | with the legal/policy requirements for the services sought | | Minutes |
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WE ARE COMMITTED TO PROVISION OF EFFICIENT SERVICE THAT SATISFIES YOU

Therefore, any service that does not meet your expectations and conform to quality standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to the Director of Administration.

The client is also at liberty to seek further redress from the Office of the Ombudsman

Ministry of Gender, Children, Disability and Social Welfare, Gemini House, City Centre, P/Bag 330, Lilongwe 3.

Telephone: +265 1 770 411

Website: <http://www.gender.gov.mw>