



National Food and Nutrition Commission

SERVICE DELIVERY CHARTER FOR THE NATIONAL FOOD AND NUTRITION COMMISSION

*Prepared by:
National Food and Nutrition Commission
LUSAKA*

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FOREWORD

I am pleased to present this Service Delivery Charter as part of our commitment to pursue our vision of being a “reliable leading institution for optimal nutrition of the nation”. The Charter spells out the Commission’s core services and standards which our clients should expect to receive in line with our mandate of coordinating food and nutrition action for optimal food and nutrition of the nation.

The Charter is intended to commit the National Food and Nutrition Commission to deliver excellent services in a professional, transparent and accountable way to our clients on a continuous basis. The Charter outlines our services and the standards at which they are offered. In addition, the Charter empowers our clients to hold us accountable for the quality of our services. Further, we have established a system of monitoring, evaluating and disseminating results regarding implementation of this Charter. This will ensure a smooth interface between our clients and ourselves.

In conclusion, I sincerely hope that our clients will take their valuable time to familiarise themselves with the contents of this charter and hold us accountable to the commitments we have made. As a Commission, we shall remain indebted to our Clients and diligently offer the services they need.



Muntanga Kampengele – Mapani (Dr.)
Executive Director

NATIONAL FOOD AND NUTRITION COMMISSION

1.0 PURPOSE OF THIS CHARTER

- 1.1 To enhance our clients' awareness of the type of services the Commission provides;
- 1.2 To explain to our clients the standards of service they should expect to receive;
- 1.3 To outline the rights and responsibilities of our clients;
- 1.4 To explain our rights and responsibilities as the service provider; and
- 1.5 To explain how our clients can lodge complaints and make suggestions about our service delivery.

2.0 MISSION AND VISION

- 2.1 **MISSION**
"To coordinate food and nutrition action for optimal food and nutrition of the nation".
- 2.2 **VISION**
"To be a reliable leading institution for optimal nutrition of the nation".

3.0 CORE VALUES

- 3.1 **Creativity**
We continuously innovate and seek new ways to deliver our services
- 3.2 **Integrity**
We are credible and honest in implementing food and nutrition programs
- 3.3 **Team work**
We bring together our uniqueness and competencies to achieve a common goal

3.4 **Equity**

We execute our work in a fair and reliable manner

3.5 **Accountability**

We take responsibility for our action in the execution of our duties

4.0 **WHAT OUR CLIENTS SHOULD EXPECT FROM US**

4.1.1 In support of the above values, the National Food and Nutrition Commission will strive to continuously improve the standards of the services we provide so as to meet your needs and expectations. To this end, you, our esteemed clients, have the right to expect timely provision of the following services:

1. Provision of food and nutrition information and guidelines
2. Promotion of good food and nutrition practices
3. Coordination of food and nutrition programmes
4. Provision of technical support

5.0 **STANDARDS OF SERVICE DELIVERY**

In conformity with the Law and our core values, we pledge to provide services in accordance with the following standards: -

<i>Service Type</i>		<i>Standard of Service</i>	<i>Duration</i>
5.1 Registration Certificate/Restoration of Registration certificate			<i>Within 21 days</i>
Clients: <i>Nutrition professionals, Nutrition practitioners who have been removed from the register</i>	Vital Steps		
	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Attend Committee hearing (where applicable)</i>	<i>Within 7 days</i>	
	<i>Collect Registration Certification</i>	<i>Within 13 days</i>	

Requirements			
<ul style="list-style-type: none"> - Prescribed fees - Certified Copy of National Identification document - Certified copies of academic and professional qualifications - Zambia Qualifications Authority certification (Foreign trained professionals) - Certificate of good standing/Recommendation from relevant body (Foreign trained professionals) 			
Service Type		Standard of Service	Duration
5.2 Practising Licence			Within 5 days
Clients: Nutrition professionals	Vital Steps		
	Submit application	Within 1 day	
	Collect licence	Within 4 days	
Requirements			
<ul style="list-style-type: none"> - Prescribed fees 			
Service Type			Duration
5.3 Non practicing status certificate			Requirements
Clients: Nutrition professionals intending not to practise for a specified period of time	Vital Steps	- Proof of registration	Within 7 days
	Submit application	Within 1 day	
	Collect approval letter	Within 6 days	
Requirements			
<ul style="list-style-type: none"> - Application letter - Current practicing licence 			
Service Type		Standard of Service	Duration
5.4 Registration certificate – Nutrition groups			Within 36 days
Clients : Nutrition groups	Vital Steps		
	Submit application	Within 1 day	
	Attend inspection of premises	Within 21 days	
	Collect certificate	Within 14 days	

Requirements			
<ul style="list-style-type: none"> - Minutes in which resolution to form the group was passed - Prescribed fees - Constitution/Rules of the group 			
Service Type		Standard of Service	Duration
5.5 Approval of Food and Nutrition programmes/projects			Within 35 days
Clients : Institutions implementing nutrition programmes	Vital Steps		
	Submit application	Within 1 day	
	Collect quotation for logistics	Within 2 days	
	Attend inspection of premises/avail samples for laboratory tests	Within 27 days	
	Collect approved programme/project	Within 5 days	
Requirements			
<ul style="list-style-type: none"> - Prescribed fees - Programme/Project document - Logistics for inspection/laboratory tests 			
Service Type		Standard of Service	Duration
5.6 Nutritional Guidelines/Information			Within 12 days
	Vital Steps		
Clients: Public and private institutions, General public	Submit request	Within 1 day	
	Attend meeting (where applicable)	Within 7 days	
	Collect guidelines	Within 4 days	
Requirements			
<ul style="list-style-type: none"> - Proof of registration (for public and private institutions) 			
Service Type		Standard of Service	Duration
5.7 Capacity building programmes			Within 19 days
Clients: Public and private institutions	Vital Steps		
	Submit request	Within 1 day	*This is not inclusive of the training period.
	Collect quotation	Within 3 days	
	Confirm training	Within 1 day	
	Attend training	Within 14 days	
Requirements			
<ul style="list-style-type: none"> - Proof of registration - Prescribed fee Logistics for the training 			

Service Type		Standard of Service	Duration
5.8 Research			<i>Within 397 days</i>
<i>Clients: Public and private institutions and the general public</i>	Vital steps		
	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Collect quotation</i>	<i>Within 30 days</i>	
	<i>Confirm conduct of research</i>	<i>Within 1 day</i>	
	<i>Collect research results</i>	<i>Within 365 days</i>	
Requirements			
<ul style="list-style-type: none"> - <i>Draft proposal</i> - <i>Prescribed fees</i> - <i>Logistics for the conduct of the research</i> 			

6.0 OUR OTHER STANDARDS

IF YOU CONTACT US BY TELEPHONE

- Our staff will identify themselves by name and department;
- We will give clear and easy to understand advice; and
- If we are unable to answer your enquiry immediately, we will advise you when you can expect a response.

IF YOU WRITE TO US

- We will respond to your correspondence within 5 working days. Our responses will clearly show our reference number, the author's name, office telephone, fax and email address; and
- We will endeavor to resolve your enquiry before we send you the response. If we are unable to do so, we will inform you on the progress we are making and when you can expect a response.

IF YOU VISIT OUR OFFICES

- You will be attended to in the shortest possible time; and
- You will be screened and referred to the appropriate station within 10 minutes.

7.0 CLIENT RIGHTS AND OBLIGATIONS

As our esteemed client, you have the right to expect the highest standards of service delivery from us.

In this respect, you have the right to:-

- Accurate information on the service you are seeking from us;
- Privacy and confidentiality with respect to treatment, personal and financial information, written or oral, that you communicate to us in the course of receiving a service;
- Be treated with courtesy and consideration in all your dealings with us;
- Complain when you receive sub-standard services; and
- Participate in the review of this charter;

WE ASK FROM YOU THE FOLLOWING:-

- To treat our staff with respect and courtesy;
- To provide accurate information when requested;
- To fulfil financial obligations;
- To promptly respond to requests for information by us;
- Not to offer any gifts, favours or inducements to our staff or solicit the same from them; and
- To comply with any existing Acts and Regulations, governing the provision of the service you are seeking.

8.0 HOW TO COMPLAIN AND COMPLIMENT

We encourage you to provide feedback (compliments and complaints) about our staff and services.

When complimenting, we ask that you:

- State clearly which service you were happy with and who amongst our staff provided the service.

When complaining we ask that you:

- State clearly what you are not happy with.
- State what you want to be rectified; and
- Be honest.

Feedback can be provided by visiting our main offices at the address given below:

National Food and Nutrition Commission
Plot 5112
Lumumba Road
P.O Box 32669
LUSAKA
ZAMBIA

Telephone : + 260 211 227803 or +260 211 221426

Email : info@nfnc.org.zm

Website: www.nfnc.org.zm

Office Hours:

Monday – Friday 08.00 – 13.00 hours
14.00 – 17.00 hours

Our offices are closed on weekends and public holidays

In order to safeguard your rights, we guarantee you utmost confidentiality and privacy in respect of your identity and substance of your complaint. However, we encourage you to provide personal details such as postal address, telephone, email or fax. This will enable us to respond to your complaint expeditiously.

9.0 FEEDBACK MECHANISM

- We will acknowledge receipt of all complaints, compliments and suggestions.
- We will respond to both written and verbal (Which might be recorded) complaints within 5 days of receipt; and where we are

unable to provide a response within that time, we will inform you when exactly we will be able to do so.

10.0 ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE

We will continue to be transparent and accountable in the performance of our duties. To this end, we will publish information on our level of compliance with our service standards and guarantees we have made in this charter.

Specifically, we will:

- Publish performance results against charter commitments in our Annual Reports.
- Report on charter performance to our clients and other stakeholders including our staff.
- Publish a summary of complaints categorised by type and frequency of occurrence and what actions we took in our Annual Report.

