



Bank Of Zambia



Banking, Currency and Payment Systems Department

CUSTOMER SERVICE CHARTER

for

Banking Division

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FOREWORD

This Customer Service Charter outlines the standards of service you should expect in your interaction with Banking Division. The adoption of the Charter constitutes an undertaking by the Division to provide banking services of high standard in line with best practice, relevant laws, rules and guidelines.

The charter outlines our commitments and responsibilities and also specifies your obligations in order to enable us uphold our service commitments on time. It also provides the steps for expressing yourselves in the event that you are dissatisfied with our service delivery.

This charter is a living document and will be revised as and when there are changes in the business environment.

This customer service charter provides our service commitment to you and should not be construed to be a legally binding document.

MR LAZAROUS KAMANGA

DIRECTOR – BANKING, CURRENCY & PAYMENT SYSTEMS

1.0 PURPOSE OF THIS CHARTER

The purpose of this charter is;

- To define who we are and the scope of this charter
- To state the standards of services you should expect to receive
- To outline your rights and responsibilities as our customer
- To outline our commitments to you
- To outline the complaints procedure

2.0 WHO WE ARE

Our mission as Banking Division is “**To deliver efficient and effective banking services, to our customers**”. This mission fits into the overall functions of the Bank of Zambia which are: To formulate and implement monetary policy; to act as fiscal agent of the Government; to license, regulate, and supervise banks and financial institutions under the act in order to ensure a safe and sound financial System; and to manage the banking, currency and payment systems operations.

In pursuing the overarching objectives, the Bank of Zambia through the Banking Division provides banking services to its core customers that are both internal and external. Internal Customers comprise members of staff and institutions directly linked to the Bank, while External Customers are mainly the Government and commercial banks. The Bank also acts as settlement agent for the commercial banks as provided for in the National Payment Systems Act. As Banker to Government, the Bank maintains the Treasury Single Account and other project and donor funded accounts, and facilitates revenue collection. As Banker to commercial banks, the Bank provides current, statutory and cash collateral accounts and acts as Settlement Agent. These services are offered at the Head and Regional Offices.

Our service delivery is underpinned by the Bank of Zambia's value system embedded in its **Vision, Mission and Core Values**, which form the foundation of its decisions and actions.

3.0 OUR COMMITMENT TO YOU

Our Banking Service commitments will be guided by the following principles:

- **Excellence**
We will endeavour to consistently deliver high level of service with excellence
- **Accountability**
We will ensure that all our services comply with relevant laws and regulations and will take responsibility for the decisions and actions we take.
- **Fairness**
We will be impartial and ethical in all our dealings with you and ensure that your complaints are resolved fairly and in a timely manner.
- **Privacy and Confidentiality**
We will treat all your account information as private and confidential and ensure that the usage of your information is safe and secure
- **Reliability**
We will provide you with consistent service in line with our service standards and aim to exceed your expectations.
- **Transparency**
We will provide you with clear, relevant and timely information on all our services

4.0 YOUR RIGHTS AS OUR CUSTOMER

As our customer, you have the right;

- To be served with respect, professionally and timely;
- To complain if you are unhappy with our service;
- To customer information, confidentiality and privacy;
- To receive updates and changes concerning your accounts; and
- To access our facilities and services in a manner that meets your needs.

5.0 YOUR RESPONSIBILITY AS OUR CUSTOMER

As a customer, you have the responsibility;

- To manage the operations of your account(s) in accordance with regulations and any terms and conditions set by the Bank;
- To timely update account mandates whenever there are changes, to prevent fraud and avoid delays in service delivery;
- To abide by any legal requirements and other obligations according to laws, rules and regulations of the Republic of Zambia;
- To provide complete, accurate and timely information when requested by the Bank; and
- To treat Banking staff members with courtesy and respect.

6.0 OUR SERVICE GUARANTEE

We guarantee to provide quality service by:

- Identifying ourselves when we speak to you;
- Seeking to understand your requirements and identify what is important to you;
- Listening actively and responding to your needs;
- Being clear and helpful in our dealings with you and giving reasons for our decisions; and
- Acting with care and diligence as we serve you and to conduct ourselves honestly and with integrity.

Our service promises are to;

- Welcome you with a smile 😊
- Greet you
- Know our Jobs
- Treat your concern as our concern

7.0 OUR SERVICE STANDARDS

We pledge to provide service in accordance with the following standards;

7.1 Communication Service Standards

	Service	Our commitment
1.	When you call on us, we promise to	<ul style="list-style-type: none"> • Be courteous • Be willing to assist you and be responsive to your needs • Treat you fairly and professionally • Be accountable and adhere to sound business practices • Explain our services and deliverables to you • Demonstrate technical and professional competence in providing the services
2.	Phone and Over the Counter enquiries, we promise to	<ul style="list-style-type: none"> • Answer Phone calls within 3 rings • Acknowledge your presence or phone call as we endeavour to resolve your problem within the first visit or call. Where we are unable to provide a solution immediately, we will provide feedback within 2 business days. Where the enquiry is complex, we shall keep you informed of the progress until closure of enquiry.
3.	Email or written correspondence, we promise to	<ul style="list-style-type: none"> • Respond to your enquiry within 2 business days. Where the enquiry is complex, we shall keep you informed of the Progress.

7.2 Service Standards for External Customers

1. Government Service Standards

	Service Type	Service Time	Customer Requirements
1.	Opening of Local Currency accounts	Within 2 working days upon receipt of complete set of requirements and we will officially write to you on the new account	Submit correctly completed account opening forms/authority, account signatories and any other relevant documents
2.	Receiving and validation of letters and Backing sheets	Within 20 minutes per backing Sheet	Submit correctly authorized instruction letters and backing sheets as per account mandates and guidelines
3.	Processing of Internal transfers (Intra-account transfer)	Within 1 hour of receipt of valid instruction	Submit correctly authorized instruction letters and backing sheets as per account mandates and guidelines

7.2 Service Standards for External Customers

I. Government Service Standards

	Service Type	Service Time	Customer Requirements
4.	RTGS transfers	Within 1 hour of receipt of valid instructions	Submit approved and authentic Instructions
5.	GRZ Bulk Cash Deposit	Within 2 hours	Submit Completed Deposit slips
6.	Cheque clearing	Same day value for all Government cheque deposits	Submit Valid Deposit Slip & Cheque item
7.	Account Maintenance Charges	Last day of every month.	Ensure account is sufficiently funded to cover the charge
8.	Provision of GRZ Electronic Statements	By 8.30 AM every morning	Submit Letter duly signed by authorised signatories
9.	Adhoc Statements	Within 1 hour	Submit Letter duly signed by authorised signatories
10.	Provision of Monthly Statements	By the 10th of every month <small>As stated in the GRZ guidelines or as may be revised from time to time</small>	
11.	Standing Orders for monthly statements	By the 5th working day of every month	Submit Letter duly signed by authorised signatories
12.	Audit Confirmation	Within 2 working days of receipt of duly authorised instructions	Submit Audit confirmation request approved by authorized account signatories
13.	Closure of Accounts	1 working day	Submit duly authorized instruction Letter

II. Commercial Bank Service Standards

	Service Type	Service Time	Customer Requirements
1.	Receiving and validation of letters	Within 10 minutes at counter	Submit correctly authorized instruction letters as per account mandate
2.	RTGS transfers	Within 1 hour of receipt of valid instructions	Submit approved and authentic Instructions before 15:00hrs
3.	Adhoc Statements	Within 1 hour	Submit Letter duly signed by authorised signatories
4.	Processing of Internal transfers (Intra-account transfer)	Within 1 hours of receipt of valid instruction	Submit correctly authorized instruction letters as per account mandates
5.	Provision of weekly statement to Commercial Bank	Every Thursday 08:30Hrs	
6.	Notification of ZECHL collateral requirements	On the 1st working day of every month	
7.	Audit Confirmation	Within 2 working days of receipt of duly authorised instructions	Submit Audit confirmation request approved by authorized account signatories.
8.	Recovery of Bank Penalties	Within 24 hours of the letter of notification	Provide sufficient funds on settlement accounts

7.3 Service Standards for Staff and Internal Customers

	Service Type	Service Time	Requirements
1.	Account opening	1 working day	Submit duly completed account opening forms and other supporting documentations
2.	DDACC & RTGS Transfers	Within 1 hour	Submit valid funds transfer instruction by 14:30hrs
3.	Internal Transfers	Within 30 minutes	Submit correctly completed and approved instructions letters before 14:30hrs
4.	Standing orders	Shall be consistently effected in line with standing order instructions	Submit duly approved standing order instruction

7.3 Service Standards for Staff and Internal Customers

	Service Type	Service Time	Requirements
5.	Stop Payments	Within 30 minutes	Submit duly approved and completed Stop payment form
6.	Cash/ Cheque Deposit	5 minutes at counter (Normal Deposits)	Submit correctly completed deposit slip
7.	Cash Withdraw/Cheque Encashment	7 minutes at the counter	Provide Positive identification as per account mandate and correctly signed cash withdraw slip
8.	Cash Exchange	Within 5 minutes at counter	Submit correctly completed cash exchange slip
9.	Cheque book issuance	1 working day Provided cheques are in stock	Submit cheque book requisition slip or memo
10.	Account statement	Within 10 minutes	Submit account statement requisition slip/memo
11.	Account closure	1 working day	On submission of clearance memo from HR
12.	Account Balance inquiry	5 minutes	Provide positive identification as per account mandate and submit valid balance inquiry submission slip.
13.	Reference Letters	1 working day	Submit written request

8.0 CUSTOMER COMPLAINTS

We will endeavour to provide you high standard of service. However, should you be dissatisfied with our service, you have the right to complain. We promise to resolve your complaint in a fair, timely, transparent, accountable and equitable manner.

When complaining we kindly request you to:

- State clearly what part of the service or conduct of our staff you are unhappy about
- State what you would like to be rectified
- Provide factual and accurate information of the complaint

In resolving your complaint, we guarantee you utmost confidentiality and encourage you to provide your contact details to enable us respond to your complaint expeditiously.

Our Complaints process is as follows:

Have a Complaint?	COMPLAINTS PROCESS	Escalation Point
 <p>DISSATISFIED WITH OUR SERVICE</p>	<p>Log your complaint to the Manager – Banking preferably in writing. The letter can be delivered in person or sent either via email, fax or by normal mail). You can also log your complaint in the register placed within the Banking Hall.</p> <p>The Manager will formally acknowledge receipt of complaint within two working days. Expect your complaint to be resolved within 10 working days.</p>	<p>A</p>
 <p>NOT HAPPY AFTER 10 DAYS</p>	<p>If you feel that the complaint has not been satisfactorily dealt with by the Manager, you can then escalate to Assistant - Director Banking for Head Office customers or Assistant Director - Operations for Regional Office customers.</p> <p>The AD will formally acknowledge receipt of your complaint within two working days. Expect your complaint to be resolved within 5 working days.</p>	<p>B</p>
 <p>STILL NOT HAPPY AFTER 5 DAYS</p>	<p>In the event that your complaint is not addressed to your satisfaction by Assistant Director, then you have the right to complain to the Director – BCPS / Regional Office.</p> <p>The Director will formally acknowledge receipt of your complaint within two working days. Expect your complaint to be resolved within 5 working days.</p>	<p>C</p>
 <p>STILL NOT SATISFIED AFTER 5 DAYS</p>	<p>You may log a written complaint with the Deputy Governor Operations, if you are still not satisfied with the handling of your complaint.</p> <p>The Deputy Governor will formally acknowledge receipt of your complaint within two working days. Expect your complaint to be resolved within 5 working days.</p>	<p>D</p>

We would love to receive feedback on what you feel about our service to help us improve and serve you better. We encourage you to complete our service feedback form and drop it in the suggestion box placed in the Banking Hall. We would also like to know what you loved most about our service.

When complimenting, we kindly request you to:

- State clearly what you liked most about our service and what we can do to improve and enhance your customer service experience
- Where the compliment relates to staff, indicate the name(s) of staff and what you liked about their service.

9.0 OUR CONTACT DETAILS

BOZ Head Office

P.O Box 30080

LUSAKA

Telephone: (+260) 211 228888

Fax: +260-211-227567

Email: banking.customerservice@boz.zm

Website: <http://www.boz.zm>

BOZ Regional Office

P. O BOX 71511

NDOLA

Telephone: +260 212 611633-52

Fax: +260 212 614251

Email: banking.customerservice@boz.zm

Website: <http://www.boz.zm>

Office Hours: Monday – Friday 08.15 – 14.30 hrs.

The Bank is closed for business on weekends and Holidays



