



MINISTRY OF TINKHUNDLA ADMINISTRATION AND DEVELOPMENT

## **CUSTOMER SERVICE CHARTER**

**2018 - 2023**

*“Promoting modern development, Governance and service delivery  
grounded on strong traditional value systems”.*

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## ACRONYMS

**MTAD** - Ministry of Tinkhundla Administration and Development

**NDP** - National Decentralization Programme

**PRSAP** - Poverty Reduction Strategy and Action Plan

**RC's** - Regional Coordinators

**RA** - Regional Administrator

## PREAMBLE

I am greatly honored to present to you our very first Customer Service Charter. This is our pledge to you, to say that, not only will we strive to exceed our customer service requirements at all times, but we will endeavor to provide professional service that customers will find responsive, efficient and timely. Our staff has pledged to work with customers in a positive manner, cognitive of our customer needs.



As a Ministry we also pledge, in our quest for integrated sustainable community livelihoods we will adopt and maintain the highest ethical standards in the enhancement of quality service delivery, capacity building of institutions and individuals, maintaining the dignity of all people and employing the principles of community development as well as ensuring sustainable, integrated interventions that will incorporate all strategic partners.

The Ministry pledges its support to the Government service delivery improvement initiative by His Majesty's Government. We believe that the Customer Service Delivery Charter will be pivotal in enabling us to be key players in the quest for the country to meet its 'First World Status' aspiration by the year 2022 and beyond, through effective, efficient service delivery as well as people driven socio-economic development and good governance.



**David Made Ngcamphalala**  
**Honourable Minister**

**Ministry of Tinkhundla Administration and Development**

## ACKNOWLEDGEMENTS

The Ministry of Tinkhundla Administration and Development is indebted to His Majesty's Government and Cabinet for spearheading this project. This work clearly demonstrates Government's commitment to deliver quality services to the entire populace of the Kingdom of Eswatini and by all means ensure Government has satisfied customers. This charter is our Ministry's declaration of the intention to take our country and its peoples towards vision 2022 and beyond.

This work would have not been possible without the commitment of the Ministry's staff and the leadership provided throughout this project by the Ministry of Public Service through the Management Services Division, your professionalism and enthusiasm is highly appreciated.

Our core values, mission and services offered are well poised to provide an efficient, courteous and knowledgeable workforce to improve on the quality of service we provide. This Charter tells you what you can expect from us, what you need to know about your obligations and how to let us know if we are doing well or could do better.

The Ministry's Management and Staff is ready to be held accountable to the commitments made through this charter. We expect you to give us your feedback through the procedures which we have outlined herein for making complaints.

  
NONHLANHLA DLAMINI

**PRINCIPAL SECRETARY MINISTRY OF TINKHUNDLA ADMINISTRATION  
AND DEVELOPMENT**

## **OUR CUSTOMER SERVICE PLEDGE**

This charter is the Ministry of Tinkhundla Administration and Development Commitment to provide high quality, equitable and sustainable public services at Regional, Tinkhundla and chiefdom levels to all the citizens of Eswatini and our esteemed customers. In this regard, we endeavor to serve you efficiently for effective development results with due diligence and the highest levels of professionalism.

In all our processes and systems, we shall uphold the utmost integrity towards the delivery of our services to our customers. All in all, we sincerely desire to leave no one behind in all our socio-economic development efforts and the delivery of our services to our customers.

In summary we pledge to;

- Ensure proper planning and co-ordination of development in Tinkhundla and Chiefdom levels
- Commit to deliver quality services to our customers/clients and stakeholders
- Build sufficient policy framework
- Provide clear communication channels for engagement with our clients/customers & stakeholders
- Provide quality skills training under the skills development programme
- Commit to disbursing the Regional Development Funds timeously to deserving Emaswati organized groups
- Thrive to conduct community mobilization that will encourage participation in poverty alleviation strategies

## EXECUTIVE SUMMARY

The Ministry of Tinkhundla Administration and Development's mandate is to create an enabling environment for effective service delivery at Regional and Tinkhundla level and to enforce good governance practices, inclusive development and balanced regional development.

MTAD recognized the fact that the **citizen / customer/ client has a right to fair, just and equitable treatment/ service**. If for any reason the citizen/customer/client is not satisfied or feels unjustly serviced, he/ she has a right to complain.

This charter therefore is a high level commitment by the Ministry to acknowledge that citizens have a right to access services that we provide. The commitments made in this charter will also be visibly placed in offices, public foyer and areas where service client's/ customers que for services.

Our core values and services offered herein are well poised to provide an efficient, courteous and knowledgeable workforce to improve on the quality of service we provide. This Charter outlines what can be expected from us, what you need to know about your obligations and how to let us know if we are doing well or we need to improve. In this document we have illustrated our Portfolio Responsibilities, Vision, Mission, Mandate, Objectives and our Values. The Departments and Sections of the Ministry that are responsible for executing the ministry's mandate and who our Customers, Clients and Stakeholders have been adequately articulated herein.

Finally, this charter has outlined the business processes and turnaround times when rendering services, it has further outlined how the Regional offices operate in collaboration with the Tinkhundla Centre and their core function and how these services can be available to you the client. **Our Service Pledge** is our uppermost commitment statement which has articulated timelines and quality of service.



## **OBJECTIVES OF THE CHARTER**

Our Customer Service Charter states our commitment to provide our customers with quality services and standards by which to measure our performance. It also provides our staff and clients with clear standards to strive for in service excellence and to achieve the Ministry's vision and values. The main objective of this customer service charter hence, is to provide a framework for defining service delivery standards customers can expect from us, observing their rights as our client as well as handling any complaints they might have pertaining to the quality of our service delivery.

## 1.1 INTRODUCTION

The Ministry of Tinkhundla Administration and Development (MTAD) was established by His Majesty's Government in 2009 through the Eswatini Government Legal Notice Number 25 of 2009. MTAD's mandate is to create an enabling environment for effective service delivery at Regional and Tinkhundla level and to enforce good governance practices, inclusive development and balanced regional development. The Ministry discharges its mandate through the following functional departments:

- Regional Administration
- Planning and Coordination
- Tinkhundla Administration
- Community Development
- Decentralization

### **The Ministry's mandate is to;**

- Facilitate the implementation and monitoring of all decentralized programmes including public services from National government to Sub-National level thus promoting Good governance and fiscal stability, public finance management and service delivery;
- Provide technical support through community development to ensure inclusive and sustainable growth, leading to poverty reduction;
- Improve the capacity of Regions, Tinkhundla and Chiefdoms to plan, implement and manage development programmes and the delivery of services to their communities thus promoting poverty reduction, inclusive and sustainable growth;
- Offer financial support through development funds to the Regional and Tinkhundla Development Committees to help reduce the impact of poverty to enhance sustainable growth, create and reduce poverty.

## **1.2 VISION**

“The Ministry of Tinkhundla Administration and Development will be a pioneer for good governance towards effective and efficient service delivery.

## **1.3 MISSION STATEMENT**

“The Ministry is committed to promoting the Tinkhundla based system of governance through participatory approaches and effective coordination of development and services to the citizens.

## **1.4 MAIN OBJECTIVES OF THE MINISTRY**

The main objectives of the Ministry are;

- a) To oversee the implementation of all Government policies at national, regional and Tinkhundla levels.
- b) To improve the capacity of Regions, Tinkhundla and Chiefdoms to plan, implement, manage and monitor development programmes and the delivery of services for their communities.
- c) To co-ordinate and facilitate an integrated approach of all developmental programmes, projects, activities and other initiatives by Development Agencies, Government Departments and Non-Governmental organizations at Regional, Sub-Regional, Tinkhundla and Chiefdom levels.
- d) To facilitate and implement the decentralization of all basic services from the Central Government to the grassroots level.
- e) To build and strengthen community capacities and skills to participate in the country’s socio-economic development for the attainment of sustainable development and poverty alleviation.
- f) To establish mechanisms to develop, co-ordinate and disseminate information on regional and Tinkhundla activities and programmes.

## 1.5 CORE VALUES AND PRINCIPLES

In implementing this Customer Service Charter and executing its roles and delivery of the mandate, the Ministry commits to upholding the following values;

### PROFESSIONALISM

- **Respect for people:** we shall treat all people with respect, dignity and fairness to create a safe and healthy work environment that promotes engagement, openness and transparency
- **Excellence:** we shall engage in positive engagement, collaboration, effective teamwork and professionalism, providing services fairly, timely and efficiently
- **Equity and all-inclusiveness:** we shall ensure that all our customers/clients feel that they have a, 'stake in it' and do not feel excluded or marginalized from the services we provide
- **Effectiveness and efficiency:** we shall thrive to provide professional, verified information to all our customers/ clients
- **Speed and responsiveness:** we shall effectively and efficiently meet each customer/client requests within reasonable time frames

### RELIABILITY

- **Integrity:** we shall uphold the highest ethical standards including, being discrete in keeping all customer information in the strictest confidence and being principled in rendering services to the public
- **Stewardship:** we shall ensure effectiveness and efficiency in the use of resources, being accountable at all times
- **Connectivity:** we shall make sure to create linkages, both inter and intra institutional, as well as between the citizen/client/customer and decentralized service providers particularly in the area of timely and quality service delivery
- **Transparency:** decisions taken and their enforcement shall be done in a manner that strictly adheres to prevailing rules and regulations and that is reliable,

wholesome, factual, timely, easily understood. Information will be freely available and directly accessible to those who will be affected by such decisions and their impartial enforcement

## **ATTENTIVENESS**

- **Courtesy:** we shall provide each customer with polite, courteous and respectful service
- **Assistance:** we shall attend to the needs of all customers
- **Understanding:** We shall make every effort to understand the needs and wishes of each customer and to provide a complete solution as soon as possible in accordance with these needs and wishes
- **Presentation:** We shall ensure that the Customer's/Client's visit experience, is as comfortable and pleasant as possible

## **Portfolio responsibilities**

The Ministry is responsible for the following portfolio responsibilities as per legal notice number 189 of 2015:

- Regional Administration
- Tinkhundla Administration (excluding city, town councils and town boards)
- Regional Development Planning and coordination
- Decentralization
- Community Development
- Regional Development fund
- Poverty reduction fund
- Empowerment fund

## **2.0 DEPARTMENTS UNDER THE MINISTRY**

### **2.1 MINISTER'S OFFICE**

The Minister is the political head of the Ministry and is responsible for the overall political direction and ensuring that the Ministry's general conduct and programmes are geared towards achieving developmental objectives of the Kingdom of Eswatini

as captured in various public policy documents such as the Constitution, National Development Strategy, Poverty Reduction Strategy and Action Plan, Sustainable Development Goals and Government Programme of Action in particular ensuring that the portfolio responsibilities of the Ministry are pursued and achieved.

## **2.2 ADMINISTRATION**

The Administration Department consists of the Principal Secretary, Under Secretary, Human Resources, Legal Advisor, Accounts, Planning and Communications offices.

### **2.2.1 PRINCIPAL SECRETARY'S OFFICE**

The office of the Principal Secretary is the controlling and administrative head of the Ministry responsible for the overall administration and accounting of all transactions of the Ministry. The Principal Secretary executes her functions through the heads of departments and sections. This office provides strategic direction and further infers and implement policies to guide the Ministry's direction. The Principal Secretary further ensures that the resources of the Ministry are used in a manner that is in accordance with the provisions of Public Finance Management law; examining and developing means that will improve the provision by the ministry or department of cost-effective public services.

### **2.2.2 UNDER SECRETARY'S OFFICE**

Head of administration, support services and personnel management. The Under Secretary also represents the Principal Secretary's Office.

### **2.2.3 HUMAN RESOURCES UNIT**

Responsible for general administration duties, interpret and implement Human Resources (HR) policies to guide and provide direction to the Ministry.

### **2.2.4 ACCOUNTS SECTION**

This section is headed by a Financial Controller, who is a key player in recurrent budget preparation for the Ministry. This section provides accounting and financial services to the Ministry. It is also responsible for the procurement of goods and services processes.

### **2.2.5 PLANNING SECTION**

This section provides socio-economic analysis and planning support to the Ministry in undertaking its mandate.

### **2.2.6 LEGAL ADVISOR'S OFFICE**

This office is an extension of the office of the Attorney General (AG) and advises the Ministry on legal matters.

### **2.2.7 COMMUNICATIONS OFFICE**

This office is responsible to the Government Spokesperson and Assistant Government Spokesperson for the provision of support and advice on the communication deliverables and their respective Ministries.

## **2.3 REGIONAL ADMINISTRATION**

Regional Administration is the second level of government after national Government. The Regional Administration structure is established by section 82(1) of the Constitution of Eswatini, 2005. The Regional Administration Departments are in all the four regions of the country. The Constitution Mandates Regional Administration to be responsible for the overall administration and co-ordination of social and economic development of the region. It carries out its day to day administration and development co-ordination function through the support of government technical staff placed in the regions.

It provides structures for national government to allocate resources in an efficient, effective and more equitable way to the communities in the country. Regional Administration structures and institutions are created to administer and co-ordinate socio-economic development in the respective regions through community based initiatives specifically targeting at improving the standard of living of the people.

The Regional Administration Departments are managed by Regional Administrators who are appointed by His Majesty King Mswati III.

### **2.3.1 Regional Administrators**

There are four Regional Administration Offices (Hhohho, Lubombo, Manzini and Shiselweni) each headed by the Regional Administrator (RA) who is a political head

and deals with regional development, political and chieftaincy issues. The Regional Administrator is appointed by His Majesty the King and has the status of a Deputy Ministry and reports to His Majesty on customary issues related or originating from traditional leadership and to the Minister of Tinkhundla on developmental and general regional administration issues. The RA is the leader of all government business in the region.

### **2.3.2 Regional Secretaries**

These departments (one per region) are the administrative heads of the regions as well as right hand office to the Regional Administrator. The Regional Secretary (RS) office reports administratively to the Principal Secretary of the Ministry of Tinkhundla Administration and Development. The Regional Secretary is linked to the office of the Director of Decentralization and is responsible for managing and overseeing decentralized service delivery and development management in the regions.

Under the RS department there is also the Regional Development Team (RDT) that was established to ensure the co-ordination of government service delivery and programs implementation in an efficient and effective manner. This team comprises of all the heads of departments in each region. It meets on a monthly basis to track service delivery and support programs implementation.

The Regional Secretary office has the following sections and units that ensure the execution of its mandate;

- ✓ Senior Regional Office,
- ✓ Regional Office,
- ✓ Assistant Regional Office,
- ✓ Regional Planner,
- ✓ Regional Accountant.
- ✓ Community Development Office.

### **2.3.3 TINKHUNDLA ADMINISTRATION (excluding City, Town Councils and Town Boards**



Tinkhundla are the third level of governance and they are equivalent to local administration. Tinkhundla administration excludes (city councils, Town Councils and Town boards). There are presently 59 Tinkhundla centres spread out of the whole country. In terms of section 218 sub section 2 of the Constitution the primary purpose of an Inkhundla is to bring services closer to the people and let them take charge of their own development. These are manned by the secretary of the Inkhundla who co-ordinates all aspirations of the Inkhundla together with the relevant Inkhundla officers.

Tinkhundla are the foundation for the bottom-up development planning process and the delivery of local services in partnership with central government. Tinkhundla also provide a platform through which traditional leadership participates meaningfully in the administration and development of local areas. Under each Inkhundla there is the office of Indvuna Yenkhundla and Bucopho. (Bucopho together with their communities' initiate, compile and co-ordinate development projects and programmes within chiefdoms).

#### **2.3.3.1 Indvuna Yenkhundla**

Indvuna Yenkhundla is an elected head of the Inkhundla authority. He/she is responsible and accountable to Bucopho [Inkhundla Executive Council] and the Regional Administrator for administrative and policy parameters. He/she is the chairman of the Inkhundla.

#### **2.3.3.2 Inkhundla Secretary**

This Inkhundla secretary is the most senior administrative position at Inkhundla and reports to the Indvuna Yenkhundla on the day to day administration of the Inkhundla and is responsible for giving policy advice to the Inkhundla Executive Committee and carrying out all administrative duties of the Inkhundla. The Regional Secretary oversees the efficiency of the Inkhundla Administration.

#### **2.3.3.3 Bucopho**

Bucopho was established in terms of section 81 of the Constitution and has a dualistic personality. There is Bucopho, the Inkhundla executive council and

Bucopho the individual Councillor. Bucopho both as an executive council and individual councillor is generally accountable to the people in the Inkhundla and to the Regional Administrator on administrative and policy parameters. Bucopho as an individual Councillor also represents its respective chiefdom at an Inkhundla level.

## **2.4 COMMUNITY DEVELOPMENT**

The mandate of the Department of Community Development is to facilitate and support community based socio-economic initiatives through community empowerment techniques and skills development for the creation of sustainable development and collaborative mechanisms in order to enhance self-reliance.

The Women in Development (WID) is a section of the Department of Community Development in the Ministry of Tinkhundla Administration and Development. Its goal is to empower the disadvantaged people especially women with self-reliant skills for collective socio-economic development. Currently, there are five Women in Development (WID) Training Centers which offer skills development in sewing and fashion design, batik, appropriate technology, food processing and preserving and business management and marketing.

## **2.5 DECENTRALIZATION DEPARTMENT**

This department is the Head of the Decentralization programme and leads in activities that involve the decentralization of services. (Service Delivery, Institutions development and reforms.) By and large the Decentralization Programme is a national support system for Regions and Tinkhundla to make them deliver on their governance and development mandate.

## **2.6 REGIONAL DEVELOPMENT PLANNING AND CO-ORDINATION**

Regional Development Planning and Coordination focuses on socio-economic development through proper regional development planning and co-ordination at regional level. This department was established in order to bring sound, comprehensive, balanced and integrated regional development and co-ordination.

### **3.0 LIST OF SERVICES PROVIDED BY THE MINISTRY OF TINKHUNDLA ADMINISTRATION THROUGH ITS DEPARTMENTS**

#### **3.1 ADMINISTRATION AND HUMAN RESOURCES**

The service rendered by the above department is to;

- ensure that the mandate of the Ministry is adhered to
- ensure that all policies, programmes and projects of government are implemented to the fullest
- advise the Honourable Minister on issues pertaining to the administrative functions of the ministry
- coordinate other government agencies and development partners, directing them to development needs and service delivery at community level
- ensure that all activities are well coordinated in the various sections and departments of the Ministry
- ensure that the delegated responsibilities of the Ministry are effectively carried out in an efficient manner in the various departments of the Ministry

Other internal Administration responsibilities are as follows: -

- oversee the implementation and monitoring of the Ministry's strategic plan
- receive grievances arising from employer/employee relations and further action these
- implement measures to enhance the external image and influence of the Ministry to make it better empowered to drive Government policies
- human resource management, training and development
- safe keeping of personal and general records and files
- monitoring and tracking systems for all outgoing and incoming mail
- supervision of support staff

- fulfill transport needs of the ministry
- attend to the maintenance of all vehicles
- budget, audit reports and address all Public Accounts Committee recommendations.
- facilitate procurement and process payments
- processing of salaries and allowances due to staff members

### 3.2 REGIONAL ADMINISTRATION

The **Regional Administrator** as a general overseer ensures that;

- The service provided by all government Ministries and non-governmental organizations from National level to Regions, Tinkhundla and Chiefdoms are well coordinated.
- Office accommodation is provided for all relevant government Ministries and NGO's at the Region and Tinkhundla Constituencies through consultation with relevant stakeholders and the National Government Ministries.
- There is monitoring and report on political and administrative operations at Regional, Tinkhundla and Chiefdom levels.
- There is speedy resolution of community conflicts and land disputes in the Chiefdoms.
- There is proper planning and co-ordination of development in Tinkhundla and Chiefdom levels.
- There is monitoring and efficient implementation of developmental projects provided by the Regional Development Fund, Empowerment Fund and other funds made available to the regions, Tinkhundla and Chiefdoms for the purposes of economic development at grassroots level.
- There is well coordinated transportation of the Swati nation to national events, gatherings/meetings held in the respective Royal Residences from all the chiefdoms and Tinkhundla.

**3.21 The Regional Secretary (RS)** department as stated above is the right-hand office of the Regional Administrator and reports administratively to the Principal Secretary of MTAD. This office is responsible for the following services;

- Administrative efficiency of the office of the Regional Administrator in execution of functions of that office.
- Prepare and coordinate the budgets for the region according to priorities.
- Account for all recurrent and capital projects finances of the region and Tinkhundla.
- Procurement and management of all the equipment, facilities and transport available for use by the region.
- Facilitate, coordinate and manage Regional development planning.
- Convene all heads of public sector departments, non-governmental organizations and service organizations in the region.
- Supervise regional staff including government staff at Tinkhundla Centres.
- Advise the Regional Administrator on government policy and on general issues that pertain to administration of the region including issues pertaining to conduct and/or performance of Tinkhundla elected leaders.
- Supervise, monitor and coordinate the activities of Tinkhundla in the region.
- Coordinate and oversee implementation of government services and programmes in the region and Tinkhundla and produce reports.
- Perform all regional statutory functions including membership in bodies like farm dwellers tribunal, Master of the High Court functions, Liquor Licensing Board etc.

### **3.3 TINKHUNDLA ADMINISTRATION**

The specific functions of Tinkhundla Centres are as follows;

Through the office of the **Inkhundla Secretary**, the service received from the Inkhundla Centres are as follows;

- Coordinate the preparation of the Inkhundla development and operational budget.

- Manage government assets used by the Inkhundla including but not limited to the Inkhundla building, office furniture, equipment and vehicles.
- Coordinate with the government officials, NGOs and the Inkhundla Executive Committee in conducting community needs assessment.
- Monitor and evaluate Inkhundla programmes and ensuring Inkhundla wide accessibility to government services.
- Coordinate the procurement of office maintenance supplies in line with financial policy and instructions.

Through the office of the **Indvuna Yenkhundla**, the services of the Inkhundla Centres include:

- Presiding in all official meetings of the Inkhundla.
- Supervising the work of Bucopho in the respective Chiefdoms.
- Ensuring that decisions of the Inkhundla Executive Committee (Bucopho) are implemented.
- Supervising the Inkhundla Executive Secretary.
- Regularly updating Chiefs in the Inkhundla of all social and economic development programmes and projects implemented in the Inkhundla.
- Ensuring the preparation and implementation of an Inkhundla Development Plan.
- Attending meetings at chiefdoms as and when necessary.

Through the office of the **Bucopho**, the service provided in the Inkhundla Centres are as follows:

- Provide a link between Inkhundla Committee and the Chiefdom.
- Collaborate and work closely with Bandlancane in promoting Community Development Projects in the Chiefdom.
- Oversee the implementation of all community projects funded through grants or loans from National Government and compile reports for each project for submission to Inkhundla and Umphakatsi.

- Provide general assistance to members of the community to access facilities, funds and information which they may from time to time need from Inkhundla.

### **3.3.1 COMMUNITY BASED ECONOMIC AND SOCIAL DEVELOPMENT PROGRAMMES**

The Ministry has a number of programmes that are grassroots community focused aimed at uplifting the economic standard of living for communities and households.

These are disbursed under the Tinkhundla Centres and known as;

- ❖ The Regional Development Fund
- ❖ The Community Poverty Reduction Fund and
- ❖ The Empowerment Fund

#### **3.3.1.1 REGIONAL DEVELOPMENT FUND**

The Regional Development Fund was established under Legal Notice Number 3 of 2015. It was launched by His Majesty, King Mswati III on the 9<sup>th</sup> February 1999 with the main aim of financially supporting organized Swati groups and associations at Regional, Tinkhundla and Chiefdom levels. This was started with the view of kick starting income generating projects and to address other needs such as; lack of suitable infrastructure.

It is an annual Government grant to all four Regions and administered through Tinkhundla to support infrastructure and business projects decided by communities as essential for their development.

**The main aim of the fund is to alleviate and eventually eradicate poverty in each of the four regions of Eswatini by initiating:**

- ❖ Infrastructure improvements and service delivery around which community commercial projects could be established e.g. school classrooms, laboratories, staff housing construction, rural electrification and community water tank construction.

- ❖ Viable commercial projects and/or schemes with the primary objective of creating jobs and generating income to sustain and further develop communities within each Region at the grassroots level.

### **3.3.1.2 COMMUNITY POVERTY REDUCTION FUND**

The Community Poverty Reduction Fund was established and regulated by Legal Notice No.106 of 2009. This is a revolving fund established as one of the wheels to alleviate poverty and ultimately eradicate extreme poverty through supporting viable community business ideas, co-operatives or commercial projects or schemes that will create jobs and further contribute to the economic growth and development of local communities.

Citizens can borrow from a minimum of **E1, 000.00** to a maximum limit of **E100, 000.00** to start or re-capitalize a business venture. The repayment period is scheduled according to the capacity of the business venture to generate income.

#### **The fund is accessible to:**

- ❖ All Swati individuals of the age of 18 and above,
- ❖ The less privileged, trained entrepreneurs, graduates from tertiary institutions,
- ❖ Registered Swati Cooperatives or Associations, and
- ❖ Companies of which the majority of shares are held by Emaswati.

### **3.3.1.3 EMPOWERMENT FUND**

The Empowerment Fund was established as a support fund for Tinkhundla operational expenses. The operational expenses include; cleaning utilities (inside and outside the Inkhundla office structure), stationery, computer materials, furniture, painting and general minor building maintenance.



### **3.4 REGIONAL DEVELOPMENT PLANNING AND CO-ORDINATION**

The services rendered by this department are as follows:

- Determine the social and economic development status for each region.
- Determine the nature and levels of social and economic development imbalances/gaps between and within regions.
- Determine the benefit incidence of public expenditure between and within regions.
- Recommend and develop specific evidence-based corrective and strategic interventions to address regional development imbalances as will have been identified.
- Establish sustainability mechanisms for the Regional Development and coordination Programme, and
- Develop monitoring and evaluation mechanisms for this programme.

### **3.5 DECENTRALIZATION**

The specific role of the Decentralization Department is to:

- Improve Government service delivery by providing the requisite infrastructure (Service Centres and Tinkhundla Centres).
- Facilitate the effective service delivery mechanisms from the central to regional and local levels.
- Facilitate and institute development reforms to benefit the masses.
- Create a road map for the decentralization of services to communities, regions and Tinkhundla to assist them deliver on their governance and development mandate.

### **3.6 COMMUNITY DEVELOPMENT**

#### **3.6.1 Services you can expect from Community Development**

- ❖ Mobilization and sensitization of communities on community development issues and opportunities for poverty alleviation.
- ❖ Training communities on group organization and development.
- ❖ Assisting groups, associations and community based organizations on the formulation of a constitution.
- ❖ Training on project/business planning, implementation and management.
- ❖ Provision of skills development at community level.
- ❖ Community Development Radio Programme.
- ❖ Assistance with project's implementation, monitoring and evaluation.

### **3.6.2 Services you can expect from the Women in Development Programme**

- ❖ Train rural women in income generating skills which promote production and small scale entrepreneurship.
- ❖ Monitor and follow up on graduate's business practices.
- ❖ Provide programmes such as; marketing, business development, organization and leadership.
- ❖ Disseminate information on market conditions from data gathered through formal studies and simple surveys done by the field staff, trainees, WID representatives and graduates.
- ❖ Increase awareness in, and building skills in group information and business management, access to credit and input supplies, and
- ❖ Sensitize rural communities on the needs and problems of women entrepreneurs.

## **4.0 WHAT SHOULD THE CLIENT EXPECT AND OUR OBLIGATIONS**

The Ministry and its officers commit to pursuing excellent customer service through following the under-listed standards and behavior dispositions;

### **4.1 WHAT THE CLIENT SHOULD EXPECT;**

- ❖ **Accessibility of Service**

- We will ensure that all citizens are not unfairly restricted from a service they rightfully deserve in account of inaccessibility of buildings, distance or any other inhibiting arrangement or hindrances as may be raised by the clients themselves.
- We will exercise rules and regulations fairly, equitably and justly to everyone with an intention to facilitate and not to frustrate service delivery.

### ❖ **Quality Service to Clients**

The MTAD service provider will;

- demonstrate commitment, knowledge and confidence in our work and show you respect.
- know the rules and regulations of the service you require and will advise you accordingly or refer you to another service provider.
- be skilled at problem solving and will listen to you carefully.
- demonstrate a commitment to be efficient and achieve results.
- strive for professionalism in all situations.
- have a smile and use a positive voice tone towards clients/customers.
- show careful and active listening to what you are asking or saying.
- thrive to be factual.
- not smoke, eat or chat whilst assisting you.
- desist from taking bribes or inducement of any kind.
- treat members of the community/chiefdoms, Tinkhundla, and public seeking services with respect, understanding, patience and courtesy.
- display standards, procedures, required documents etc. visibly in service areas.
- be easily identified through name tags.
- increase the drive to ensure shorter queues at service delivery points.

- have a special queue for clients with special needs (e.g. the elderly, disabled etc.)
- ensure that clients' assembly area has all information about services offered and document and fees requirements for efficient service delivery.
- ensure confidentiality in the treatment of public information.

### ❖ **Positive Handling of Clients/ Customers**

The MTAD service provider will;

- provide a service with a human face/a service that meets the needs of users.
- adapt service according to needs of customer as long as this is within the rules governing the provision of the service.
- understand that rules and regulations are meant to facilitate and not to frustrate service delivery.
- not break rules but will make you to understand and appreciate them.
- follow the Ministry's policy for handling complaints.
- follow up and keep you informed on progress within 14 working days.
- take your contact details and keep to our promise.
- apologize if there is a need.
- avoid long ques.
- do a little extra time to get you assisted.
- answer the telephone within 30-45 seconds, identify ourselves and transfer you to the relevant service you require.

### ❖ **Timely Service to clients**

We will strive to:

- exhibit sensitivity to timeliness.

- ensure that prescribed times for opening and closing of offices is adhered to at all times and notices issued well in advance if there will be any changes.
- provide information on approximate time each client will take once he/she has reached the service point.
- introduce innovative methods and systems to reduce waiting time for clients in queues.
- respond to all queries/ requests/ letters and complaints within agreed or reasonable short time.
- ensure that all customers are standing in correct queues and have the correct documentation.
- have a special queue for clients with special needs (e.g. the elderly, disabled etc.)
- ensure that clients' assembly area has all information about services offered and document and fees requirements for efficient service delivery.
- serve citizens promptly and courteously at all service delivery points.

#### **4.2 CLIENT OBLIGATIONS**

- Provide us with relevant documentation and accurate and complete information to assist us provide the service in a timely manner.
- Abide with the legal requirements that make them eligible for the services sought.
- Follow the stipulated procedure when applying for any type of fund.
- Cooperate with us when eligibility for funding is being accessed.
- Honor the Terms and Conditions of the agreement made with us.
- Be presentable when visiting our offices.
- Avoid public smoking.
- Treat our employees with courtesy and consideration.
- Desist from offering gifts, favours and inducements to or exerting undue pressure on them.
- Punctually attend scheduled appointments.

- Because of one reason or another or a dispute has occurred, and you are no longer able to execute the project for which you were granted funding, you are to immediately report such to the Inkhundla Secretary.
- Pay all rentals and service fees due, on time.

## 5.0 MINISTRY CLIENTS AND STAKEHOLDERS

CLIENTS FOR MTAD	STAKEHOLDERS
<ul style="list-style-type: none"> <li>▪ All Government Ministries and Departments at National Level and Sub-National levels</li> <li>▪ Non – Governmental Organizations</li> <li>▪ All Parastatals</li> <li>▪ Private Sector</li> <li>▪ Small Medium Enterprise and Cooperatives</li> <li>▪ All Tinkhundla Constituencies</li> <li>▪ Traditional leaders (Chiefs and Tindvuna)</li> <li>▪ General Public</li> <li>▪ Media</li> <li>▪ Research institutions</li> <li>▪ Tourists</li> </ul>	<ul style="list-style-type: none"> <li>▪ Micro-Projects Unit</li> <li>▪ National Emergency Response Council</li> <li>▪ United Nations Development Programme</li> <li>▪ Republic of China on Taiwan</li> <li>▪ World Vision</li> <li>▪ World Bank</li> <li>▪ All Government Ministries and Departments at National Level</li> <li>▪ Chiefs</li> <li>▪ All Politicians, legislators and Judiciary</li> <li>▪ Elections and Boundaries Commission</li> <li>▪ Diplomatic corporations</li> </ul>

## 6.0 REVIEW OF THE CHARTER

The Ministry of Tinkhundla Administration and Development is in line with realizing vision 2022, the vision can be realized through constant monitoring of the ministry's performance. The Ministry will review the Charter at any time when there is a need or new developments in order to improve its performance. Whereby no need the Charter will be reviewed every five years.

## 7.0 COMPLAINTS, COMPLIMENTS AND SUGGESTIONS REPORTING OFFICE

The Ministry strives to deliver the best service to the public with its dedicated and professional personnel. Despite our dedication, we do realise that our services may sometimes not be of the best satisfaction to our clients and the public at large. We therefore have a standard procedure to investigate your complaint fully and fairly. Depending on the magnitude of the complaint:

- Your complaints will be dealt with immediately and you will receive a response within 72 hours of lodging your complaint either telephonically or in writing.
- We will investigate your complaint and respond within fourteen (14) working days of receiving it.
- Public service perception/ feedback boxes are to be placed in strategic places in all the Tinkhundla and Regional offices. These boxes are to be controlled by the Regional Secretary (at Regional level) who will compile the perceptions and share the reports with the Ministry Controlling Officer on monthly basis.

## 8.0 FEEDBACK COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

- Feedback, complaints/grievances, compliments can be lodged anywhere within the Ministry's structure, either at the Inkhundla Centre, Regional Secretary's office and the Ministry's headquarters. It could be personally lodged, through telephone or suggestion boxes provided. The addresses for the Tinkhundla Regional Offices and Secretaries are attached in Annexure. The Ministry contacts are as follows;

<p><b>Principal Secretary</b> Tel: (+268) 2404 1244 Cell: (+268) 7606 3303</p>	<p><b>Under Secretary</b> Tel: (+268) 2404 1244 Cell: (+268) 7606 4062</p>
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- To every complaint or grievance in service delivery, the client should expect feedback within fourteen (14) working days after lodging complaint.

- The client should be free to lodge any complain or suggestion without any fear of any form of victimization.
- The client should ensure to get the name and title of that officer or office number whom he/she has a grievance about or complaint against.
- The Ministry will deal with all complaints with all diligence and professionalism.

If you are not satisfied with this response you may raise your concerns at a more senior level by writing formally to the Secretary to Cabinet in the following captured address. The Ministry does not tolerate any form of abuse and inefficiency by its officers.

**THE SECRETARY TO CABINET**  
**Private and Cabinet Office**  
**Tel: (+268) 2404 2251**

We encourage our clientele to share with us the best possible ways we can improve our services to meet the public service satisfaction. We also acknowledge all compliments should our services be of satisfaction to our clientele.

Designated email addresses will be displayed in all office notice boards and information boxes installed in all Regional, sub-regional and Tinkhundla service delivery areas for citizens to drop in their perceptions. Periodic public perception studies will be undertaken to inform improved public service delivery strategies. The information will include corrective actions taken or to be taken to address particular service delivery concerns of the public.



## 9.0 CONTACT DETAILS FOR REGIONAL OFFICES

<b>LUBOMBO REGIONAL ADMINISTRATION OFFICE</b>	<b>SUB-REGION OFFICE</b>
<p>Siteki Government Office, DC building P.O. Box 20, Siteki, Eswatini. Tel: 23434233/5 Fax: 23434401</p>	<p>Siphofaneni Urban Area, Siphofaneni Complex next to Dumsani Supermarket P.O. Box 20, Siteki, Eswatini. Tel: 23441882/ 23441841/2</p>
<b>HHOHHO REGIONAL ADMINISTRATION OFFICE</b>	<b>SUB-REGION OFFICE</b>
<p>CNR of Mdada &amp; Zwide Streets Mbabane City, ESWATINI P.O Box 45, Mbabane Tel: 2404-2191/2 H100</p>	<p>Pigg's Peak Sub- Regional Offices Next to Pigg's Peak Magistrate Court P. O. Box 26 Pigg's Peak H108</p>
<b>SHISELWENI REGIONAL ADMINISTRATION OFFICE</b>	<b>SUB-REGION OFFICE</b>
<p>Tobacco Agencies Nhlangano Town Shiselweni Regional Administration P.O Box 8, Nhlangano ESWATINI S400 Tel: 2207 8422/3 Fax: 2207 8238</p>	<p>Hlatikulu Sub-Regional Offices, Hlatikulu Town, Next to Hlatikulu Police Station P. O. Box 21 Hlatikulu Tel: 2217 6144/6245</p> <p>Hluti Sub- Regional Offices Hluti Town, Next to Hluti Police Station P. O. Box 165 Hluti Tel: 2227 5300</p>

**MANZINI REGIONAL  
ADMINISTRATION OFFICE**

**SUB-REGION OFFICE**

MANZINI REGIONAL ADMINISTRATION  
P.O BOX 13, MANZINI

TEL: (+268) 2505 8655

HLATHIKHULU SUB- REGIONAL OFFICES  
HLATHIKHULU TOWN, NEXT TO HLATHIKHULU  
POLICE STATION  
P. O. BOX 21  
HLATHIKHULU

**TEL: 2217 6144/6245**

HLUTHI SUB- REGIONAL OFFICES  
HLUTHI TOWN, NEXT TO HLUTHI POLICE STATION  
P. O. BOX 165  
HLUTHI  
TEL: 2227 5300

## 10. BUSINESS PROCESS (how we will serve you)

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### OUR SERVICES...COMMUNITY DEVELOPMENT SERVICES

Service	Source	Duration	Cost	Comments
<b>Women in Development Skills development Trainings</b>	The Vocational Skills Training Centres are found in:- <ul style="list-style-type: none"> <li>▪ Siphofaneni</li> <li>▪ Sithobelweni</li> <li>▪ Mahamba</li> <li>▪ Ntfonjeni</li> <li>▪ Mahlangatsha</li> </ul>	1 hour at Centre (Interview process).	In-house program (E552.00)  Out-reach program (E50.00 per person)	<ul style="list-style-type: none"> <li>▪ All ordinary citizens between ages of 18 years- 60 years of age.</li> <li>▪ Completed application form</li> <li>▪ Certified copy of Identity Document (ID)</li> </ul>
<b>Community capacity development trainings</b>	Tinkhundla	Depends upon Community need	Free	Be ready to learn

## OUR SERVICES...REGIONAL DEVELOPMENT FUND

Requirements	Source	Duration	Cost	Comments
<ul style="list-style-type: none"> <li>Mobilization by Community Development Officer</li> <li>Registered Application form from Inkhundia</li> <li>Cost (3 Quotations where applicable)of the project</li> <li>Letter of approval from Umphakatsi or local Chief</li> <li>Proof that project if infrastructure, will benefit atleast 10 homesteads</li> <li>Bank book or bank statement</li> <li>Viable business plan for income generating projects</li> <li>Approved project design by relevant ministry for infrastructure projects</li> <li>Fully completed application form</li> <li>Proof of registered Eswatini Organized Group (EOG)</li> <li>Tax Clearance Certificate</li> <li>Trading License</li> <li>List of EOG members</li> <li>Proof of 10 % contribution towards project costs</li> <li>Proof of land allocated</li> <li>Proof of technical involvement of relevant Ministry in the project</li> <li>Proof that Project will benefit the community and offer employment opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Chiefdom, Inkhundia ,Chiefdom,Regional Office Regional Development Fund Technical Committee (RDFTC),Regional Office Regional Development Fund Committee (RDFC),Head Quarters and Microprojects</li> </ul>	<ul style="list-style-type: none"> <li>1 day</li> <li>2 weeks</li> <li>2 weeks</li> <li>2 weeks</li> <li>1 week</li> <li>3 months</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> <li>10%of total cost</li> </ul>	<ul style="list-style-type: none"> <li>Be a citizen by descent as defined in the constitution of the Kingdom of Eswatini Act 001 of 2005 (above 18 years)</li> <li>EOG can be a cooperative, association, company, or partnership</li> <li>Members of EOG must be atleast 10 members</li> <li>Be registered in the Umphakatsi</li> <li>Must have been mobilized by Community Development Officer</li> <li>Umphakatsi through a fully completed application should have recommended the project to the Inkhundia.</li> <li>Project should have been recommended through a fully completed application form and ranking of projects by the respective Inkhundia to the RDFTC</li> <li>Project (s) should have been recommended and/or not recommended through a dossier to the RDFC by the RDFTC</li> <li>The PS ensures that projects approved by the RDFC conform to the provisions of the RDF regulations</li> </ul>

# APPLICATIONS PROCESS



## OUR SERVICES...**REGIONAL LEVEL SERVICES**

Service	Duration	Cost	Requirements	Comments
Certification of documents.	2 minutes	Free	Originals & copies	Public helped by Commissioner of Oaths, RS, SRO, RO, ARO and Inkhundla Secretary.
Commissioning of Documents (Kufungisa)	5 minutes	E2 Revenue Stamp	<ul style="list-style-type: none"> <li>▪ Relevant documents</li> <li>▪ National Identity Document</li> <li>▪ Witnesses to be present where applicable</li> </ul>	Public helped by Commissioner of Oaths, RS, SRO, RO, ARO and Inkhundla Secretary.
Marriage solemnization (Kushadisa)	30 minutes	E 75	<ul style="list-style-type: none"> <li>▪ Appointment with marriage officer</li> <li>▪ Vetting (Age, marital status, mental status, sobriety, nationality, premarital counselling &amp; consent)</li> <li>▪ Banns of marriage/special license</li> <li>▪ Consents of both parties</li> <li>▪ A man and a woman</li> </ul>	Public helped by Marriage Officer (RS, SRO and RO).
Chieftaincy disputes	Depends on resolution	Free	Accused and accuser presents oneself	RA and Ndabazabantu adjudicate over the issue

## OUR SERVICES...REGIONAL LEVEL SERVICES

Service	Duration	Cost	Requirements	Comments
Permit for the Conveyance of Dead Bodies in the Country	10 minutes	Free	<ul style="list-style-type: none"> <li>▪ Identity Document of person responsible for conveying the body</li> <li>▪ Identity Document of deceased</li> <li>▪ Medical death notification Certificate</li> <li>▪ Death certificate</li> <li>▪ Mode of conveyance</li> <li>▪ Letter from Umphakatsi confirming citizen</li> </ul>	Public helped by RS, SRO, RO and ARO.
Permit for the Conveyance of Dead Bodies (foreigner) outside the Country	10 minutes	Free	<ul style="list-style-type: none"> <li>▪ Identity Document of person responsible for conveying the body</li> <li>▪ Identity Document of deceased</li> <li>▪ Residence Permit/ passport of deceased</li> <li>▪ Medical death notification Certificate</li> <li>▪ Death Certificate</li> <li>▪ Mode of conveyance</li> <li>▪ Letter from Umphakatsi workplace confirming citizen</li> </ul>	Public helped by RS, SRO, RO and ARO.

## OUR SERVICES...REGIONAL LEVEL SERVICES

Service	Duration	Cost	Requirements	Comments
Permit for the Conveyance of Dead Bodies on transit in the Country	10 minutes	Free	<ul style="list-style-type: none"> <li>▪ Identity Document of person responsible for conveying the body</li> <li>▪ Identity Document of deceased</li> <li>▪ Medical death notification Certificate</li> <li>▪ Death certificate</li> <li>▪ Mode of conveyance</li> <li>▪ Letter confirming citizen from</li> </ul>	Public helped by RS, SRO, RO and ARO.
Paupers Funeral Permit issuance	1 day	Free	<ul style="list-style-type: none"> <li>▪ Application to conduct a Pauper's Funeral</li> </ul>	Public helped by RS, SRO, RO and ARO.
Scholarship Application Forms signing	10 minutes	Free	<ul style="list-style-type: none"> <li>▪ Identity Document</li> <li>▪ Graded tax</li> <li>▪ Umphakatsi Representative</li> </ul>	

## OUR SERVICES...**INKHUNDLA CENTRE SERVICES**

Type of service	Duration	Cost	Required Attachments
Disbursement of Regional Development Fund	5 months	Free	<ul style="list-style-type: none"> <li>See above table</li> </ul>
Certification of authentic documents	2 minutes	Free	<ul style="list-style-type: none"> <li>Authentic original copies</li> <li>Copy/ copies to certify</li> </ul>
Affidavit	2 minutes	Free	<ul style="list-style-type: none"> <li>Written affidavit ( printed handwritten)</li> <li>E2 revenue stamp</li> </ul>

### 11. OPERATING HOURS OF MTAD AND ALL TINKHUNDLA AND REGIONAL ADMINISTRATION OFFICES

#### THE MINISTRY OF TINKHUNDLA ADMINISTRATION AND DEVELOPMENT

#### OPERATING HOURS

<p>Mondays to Thursdays 8:00am to 1:00pm 2:00pm to 4:45pm One-hour lunch at 1:00pm to 2:00pm, and a 15 minutes break before 1:00pm.</p>	<p>Fridays 8:00am to 1:00pm 2:00pm to 4:30pm One-hour lunch at 1:00pm to 2:00pm, and a 15 minutes break before 1:00pm.</p>
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**The Ministry is closed on Saturdays, Sundays and public holidays.**



## TINKHUNDLA CHIEFDOMS IN THE HHOHHO REGION

Inkhundla Name	Physical Address	Chiefdom	Contact Details
1. Hhukwini	Gobholo-Dlangeni Rd, next to Mdzimba High School & Clinic	Lamgabhi, Dlangeni, Sitseni and KaSiko	Contact RS
2.Lobamba	Next to Lobamba Fire Station	Ezulwini,Elangeni,Lobamba, Nkhanini, Zabeni	Tel. 2416 2441
3.Madlangempisi	Mliba-Madlangempisi Rd.next to Madlangempisi Bus Rank	Nyonyane/Maguga, Buhlebuyeza/Tfuntini, KaGucuka, Dvokolwako/Kuphakameni, Mzaceni/Ekukhulumeni, and Mavula	Tel:2437 1725
4.Maphalaleni	Mbuluzi-Pine Valley Rd. Next to Maphalaleni Clinic.	Maphalaleni, Dlozini, Mcengeni, Nsingweni, Madlolo and Mfeni	Contact RS
5. Mayiwane	Mliba-Matsamo/Pigg's Peak-Buhleni Rd. next to Mayiwane RDA	Herefords,Mavula, Mkhuzweni,Mkhweni, Mfasini	Tel :2431 7355
6.Mbabane East	Next to Mbabane City Police Station	Musunduzza, Fontein, Sidwashini and Mdzimba.	Tel. 2404 5143
7.Mbabane West	Next to Mbabane City Police Station	Manzana, Nkwalini,Mngwaneni	Tel.2404 1789
8.Mhlangatane	Buhleni-Mananga Rd.Mphofu eGushede	Malibeni, Mangweni, Mphofu, Ndwabangeni, Nhlunguyavuka, Zinyane, Sidwashini and Nyakatfo	Contact RS
9.Motshane	Next to Motshane High School	Nduma, Kupheleni, and Mpolonjeni.	Contact RS
10.Ndzingeni	Pigg's Peak-Maguga Rd. Opposite to Ndzingeni Clinic & High School	Mgungundlovu, Ludlawini, Ndzingeni, Bulandzeni, Kwaliweni, Mvuma, Nkamanzi, Ntsanjeni and Meleti.	Tel. 2437 1317
11.Nkhaba	Mbabane-Pigg's Peak Rd behind Nkhaba Clinic	Nkhaba, Ekuvinjelweni, Malanti, eJubukweni.	Tel. 2444 3263
12.Ntfonjeni	Next to Ntfonjeni High School	Vusweni,Mshingishingini,Lomshiyo, KaHhohho,Emvembili, KaNdwandwa, kaHhelehhele	Tel.2431 7355
13.Pigg's Peak	Pigg's Peak Town, next to Gobolondlo Hall	Bulembu (Luhhumanani 1), Luhhumaneni (KaNdeva), Luhlangotsini,PiggsPeak, Nginamadvololo, Nsangwini	Tel.2437 1388
14.Siphocosini	Sigangeni Chiefdom, below Sigangeni High School.	Siphocosini, Mantabeni, Luhlendlweni and Sigangeni	RS Hhohho
15. Timphisini	Pigg's Peak-Buhleni Rd. Msahweni Rd. next to Timpisini High School.	Mashobeni North, Emvembili, Ludzibini, Hhohho	Tel.2437 1345

## TINKHUNDLA IN THE MANZINI REGION

Inkhundla Name	Physical Address	Chiefdom	Contact Details
1. Kukhanyeni	Nyakeni next to Magida Store.	Nyakeni, Maliyaduma, Nswaceni, Mbeka, Bhekinkhosi, Nkiliji and Mkhulamini.	2383 8279
2.Kwaluseni	Mhlaleni off ramp next to Siphumelele Primary School	Logoba, Kwaluseni, Mhlane and Mhobodleni.	2550 2019
3.Lamgabhi	Along Mehlwabovu-Bhunya Rd.	Lamgabhi, Dvudvusini, Luhleko, Emhlangeni, and Nhlulweni	2452 6436
4.LobambaLomdzala	Enroute to Mahlanya Market next Mahlanya Primary School	Kufinyeni, Luyengo, Mahlanya and Ngwenyameni.	2528 2016
5.Ludzeludze	Rd. to Ekudzeni	Mbekelweni, Zombodze, Lozitha, Nkamanzi and Kudzeni.	2548 0539
6.Mafutseni	Ntabamhloshana at Ntimbutini Area	Ngculwini, Ka-Nkhambule, Mafutseni, Luhlokohla, Timbutini and Bhudla.	2550 5193
7.Mahlangatsha	Mahlangatsha	Bhahwini, Nciniselweni, Nzeleni, Sigcineni, KaZulu, Mgomfelweni, Luzweleni, Mambatfweni, Nsangwini, Mpolonjeni and Ludvondvolweni.	2518 5252
8.Mangcongco	Malutha next to Border Gate	Mangcogco/Zenukeni, Sandlane/Ekuthuleni, Mabhukwini and Dwalile.	2452 6255
9.Manzini North	Manzini Central	Makholweni, St Pauls, Dwaleni, Mnyenyweni, Manzini Central, Mzimmene.	2505 3984
10.Manzini South	Next to SEC Depot	Mjingo, Moneni, Tincacweni, Zakhele and Ngwane Park.	2505 6917
11.Mhlambanyatsi	Mhlambanyatsi	Zondwako, Lundzi, Dingizwe, Mlindazwe, Bhunya and Mbangave.	2528 2016
12.Mkhiweni	Luve	Dvokolwako, Kutsimleni, Mbelebeleni, Khuphuka and Mnjoli.	2548 5059
13.Mtfongwaneni	Next to Mtfongwaneni Primary School.	Gundvwini, Lwandle, Ndlamlameni and Hlane/Bulunga.	2559 5339
14.Ngwemphisi	Next to Ngwemphisi RDA	Dladleni, Ngcoseni, Bhadzeni I, Velezizweni and Macudvulwini.	2530 1025
15.Nhlambeni	Along Yith'abantu Highway	Ngonini, Njelu, Mphankhomo, Masundvwini	2559 5339
16.Nkomiyahlaba	Sigombeni next to Clinic	Sibuyeni, Vusweni, Sigombeni, Eni, Ngcayini, Sankolweni, Ntunja and Eni.	Contact RS
17.Ntontozi	Ntontozi	Ntontozi, Khalangilile, Ncabaneni, Mphini, Ndinda and Ndinilembi.	2528 3237
18.Phondo	Phondo at Mgazini	Bhadzeni 2, Lushikishini, Khabonina, Mahhashini and Mgazini	Contact RS

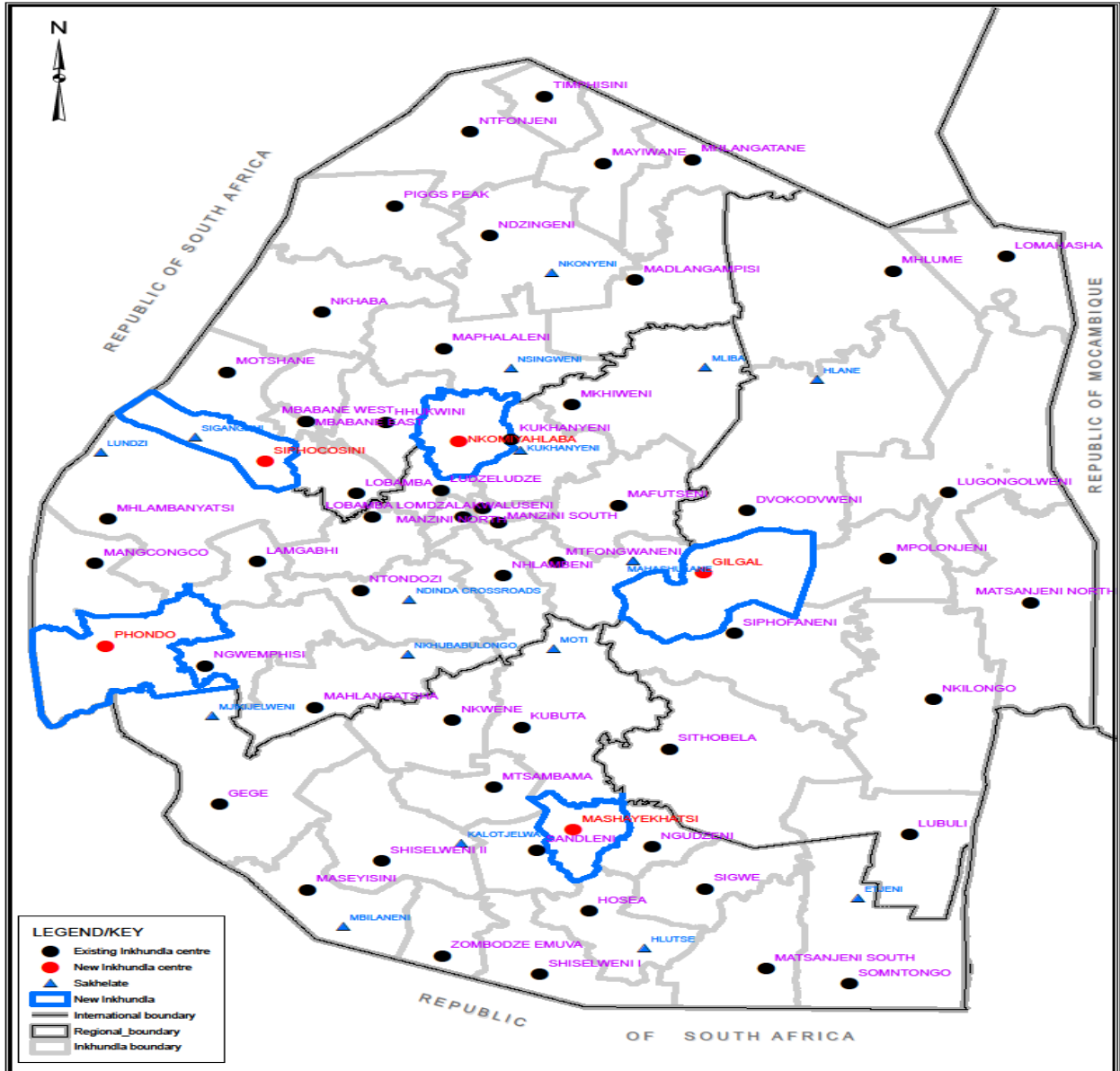
## TINKHUNDLA/CHIEFDOM IN THE SHISELWENI REGION

TINKHUNDLA CENTRES	PHYSICAL LOCATION	Chiefdom	Contact Details
1.Gege	Nhlangano/Gege Road Next to Gege Police Station	Siyendle, Sidwala, kaDinga, Nsukazi, Nshamanti, Mlindazwe, Mhlahlweni, Sisingeni, kaTsambekwako, Dilini and Mashobeni.	2225 0247
2.Hosea	Hluthi/Hlathikhulu Gravel Road, next to Hosea High School	Lushini, Manyiseni, Nsingizini, Hhohho Emuva, Ondiyaneni, Kaliba, Nsingizini and Bufaneni.	2304 6060
3.Kubuta	KaPhunga Emaphoyiseni	Ngobolweni, Zishineni/kaNdlovu, KaPhunga, Nhlabantfu, Kholwane, kaGwebu and kaMboke	2207 8540
4.KuMethula	Mbulungwane/Ngudzeni Rd. Mashayekhatsi	Gasa, Lomfa, Khamsile, Mbabane, Mbangweni, Nzameya, Nkalaneni and Nkomonye	2217 6218
5.Maseyisini	Nhlangano/Mahamba Rd, pass Holneck, before Jobert, next to Sport ground	Dlovunga, kaMzizi, Masibini, Mbilaneni, Simemeni and Vusweni	2207 9844
6.Matsanjeni South	Hluthi/ Lavumisa Road, before Matsanjeni Health Centre	Kwaluseni, Nsalitje, Nkonka, Dinabanye, Qomintaba and Bambitje	2304 6137
7.Mtsambama	Hlathikhulu/ Kubuta Road, Inter-Section Mbulungwane/ Kubuta Road	Benezer, Kwendzeni, kaZenzile, Bhanganoma and Magele.	2207 8254
8.Ngudzeni	Ngudzeni, Ndushulweni Chiefdom	KaMbiko, KaMhawu, KaMshengu, Kukhanyeni/Mphini, Lusitini, Ndushushulweni, Nokwane, Phobane	2207 8463
9.Nkwene	Nhlangano/Manzini Road, Pass Nkwene Clinic Next To Etingadzeni	Nkwene, Hlobane, Buseleni and Kuphumleni.	Contact RS
10.Sandleni	Mhlosheni/Mbulungwane Road, Next To Sandleni High School	KaGwegwe, Ngololweni, Nkhungwini, Nhletsheni and kaShiba/eZibondeni.	2207 8867
11.Shiselweni 1	Hluthi/ Lavumisa Road At Mantambe	Dumenkhungwini, Eposini, Hhuhuma, Mabonabulawe, Mnchinsweni, Manyandzeni, Zikhotheni	2237 0074
12.Shiselweni 2	Opposite Mbangweni Royal Kraal	Mahlalini, Sikhotseni, Mpangisweni, Mbeka, Mbabala, Mahlalini, Sikhotseni, Mpangisweni, and Mbabala.	2304 6137
13.Sigwe	Siphambanweni/Maloma Road, Next Sigwe Police Post	Ndunayithini, Lulakeni, Kuphumleni, Nyatsini and Mphini/Kukhanyeni .	2207 7435
14.Somntongo	Hluthi/ Lavumisa Road Pass Ndabazewe High School, Vimbizibuko Chiefdom	Etjeni, Nsubane, Luhlekweni, Phangweni, Ntuthwakazi, Maplotini and Vimbizibuko.	2304 6060
15.Zombodze	Mbulungwane/ Ngudzeni Road, Mashayekhatsi	Bulekeni, Mampondweini, Ngwenyameni, Zombodze	2225 0247

## TINKHUNDLA/CHIEFDOM IN THE LUBOMBO REGION

Inkhundla Name	Physical Address	Chiefdom	Contact Details
1. Dvokodweni	Malindza Sigcaweni gravel road, next to Dvokodweni Primary and High Schools	Malindza, Mdumezulu, Njabulweni, Ntandweni, Mhlangatane and Hlane.	2550 9264
2. Gilgal	Gilgal Area	Bulunga, Etjedze, Hlutse, Macetjeni, Sigcaweni West and Vikizijula	2347 2500
3. Lomahasha	Nduma Area	Lomahasha, Mafucula and Shewula.	2323 6173
4. Lubuli	Nsoko Maloma gravel road, next to Lubulini clinic	Canterburry, kaVuma, Mabantaneni and Ntuthwakazi.	2303 0265
5. Lugongolweni	Lonhlupheko Likhula road next to kaLokuhle Bus Services	Kalanga, Milindazwe, Sitsatsaweni, Makhewu	2343 4128
6. Matsanjeni North	Siteki Maphungwane gravel road, next to Matsanjeni Primary School	Lukhetseni, Mambane, Maphungwane, Tikhuba	2343 5178
7. Mhlume	Mhlume Thabankulu Rd. next to Vuvulane Primary School	Mhlume, Tambankulu, Vuvulane, Tshaneni, Simunye and Tsambokhulu.	2313 1468
8. Mpolonjeni	Mpolonjeni shopping complex next to Mpolonjeni High School.	Kashoba, Ngcina, Sigcaweni, Ndzangu, Mpolonjeni	2343 4237
9. Nkilongo	Farm next to Matata	Crooks, Illovo/Mayaluka, Mndobandoba/Phafeni, Nkhanini/Lusabeni, Gamula, and Lunxhontfu.	2363 6281
10. Siphofaneni	Siphofaneni shopping area, behind Siphofaneni bus rank	Mkhweli, Nceka, Madlenya, Ngevini, Mphumakudze, Tambuti and Maphilingo.	2344 1016
11. Sithobelweni	Next to Sithobelweni RDA	Nkonjwa, Mamisa, Luhlanyeni and part of Nokwane.	2344 1603

TINKHUNDLA MAP OF SWAZILAND- 2017 EDITION



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