

# PIG INDUSTRY BOARD

Better Nutrition. Better Health.

## SERVICE DELIVERY STANDARDS

### Our Service Commitment

The Pig Industry Board (PIB) is committed to delivering quality service guided by the principles of professionalism, integrity, and responsiveness. We pledge to uphold the following standards in all our interactions:

- All clients will be treated with dignity, courtesy, and respect.
- Clients visiting our offices will be attended to within 5 minutes of arrival.
- We will address all client issues with integrity, efficiency, and professionalism.
- All incoming telephone calls will be answered within 3 rings.
- All hand-delivered mail will be acknowledged upon receiving

### PIB Obligations and Rights

As a national institution mandated with the development of the pig industry in Zimbabwe, the Pig Industry Board:

- Is accountable to the nation for matters relating to pig industry development.
- Provides services that include research, training, extension services, and the supply of pig genetics.
- Maintains a zero-tolerance policy towards corruption in the discharge of its duties.
- Welcomes constructive feedback from clients to continually improve service delivery.
- Utilizes various communication platforms, including electronic and print media, to disseminate information.
- Commits to handling complaints promptly, fairly, and transparently.
- Recognizes the client's right to escalate unresolved complaints to the next level of authority.

### Client obligations and rights

Our valued clients are expected to:

- Refrain from engaging in any corrupt practices when conducting business with PIB.
- Provide accurate and timely information when requested.
- Treat PIB staff with courtesy and respect.
- Comply with the rules and regulations that govern PIB operations.

### Feedback and Contact Details

We value your feedback as a critical input to our service improvement.

#### Contact Us:

- **Telephone:** +263 242 142394/5 | 0772 234 650
- **Address:** Pig Industry Board, Cromlet Road, Arcturus  
(25.5 km peg along Harare–Nyamapanda Road)