



UCAZ

Urban Councils
Association of Zimbabwe

UCAZ PERSPECTIVE ON SI 170 Minimum Service Delivery Standards Indicators for Local Authorities, Regulations, 2025

From the perspective of the Urban Councils Association of Zimbabwe (UCAZ), this S.I serves as a critical framework for ensuring standardized and improved service delivery across urban local authorities. UCAZ, as a representative body for urban councils, would likely view the "Minimum Service Delivery Standards Indicators for Local Authorities, Regulations, 2025" as a tool to guide councils in achieving uniformity, efficiency, and accountability in their operations.

Key points from a UCAZ perspective:

- **Standardization of Services:** The document provides clear benchmarks and target indicators for essential services such as water supply, sanitation, waste management, roads, public lighting, and housing. This helps urban councils align their operations with national goals and international standards.
- **Accountability and Governance:** The inclusion of corporate governance indicators emphasizes the need for transparency, efficient complaint handling, and financial accountability, which aligns with UCAZ's mission to promote good governance among urban councils.
- **Environmental Stewardship:** The focus on environmental management, including wetlands protection, waste recycling, and beautification, supports UCAZ's commitment to sustainable urban development and environmental conservation.
- **Public Health and Social Amenities:** The regulations highlight the importance of providing adequate health facilities, essential medicines, and community amenities, which are critical for improving the quality of life in urban areas.
- **Capacity Building:** The document encourages local authorities to develop strategic plans, maintain updated records, and adopt modern technologies like GIS and ERP systems, which align with UCAZ's efforts to build capacity and modernize urban governance.

Overall, UCAZ would likely view this document as a positive step toward enhancing service delivery, promoting sustainable urban development, and ensuring that urban councils meet the needs of their communities effectively. It provides a clear roadmap for achieving these goals by 2026 and 2030.



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