



Client Service Charter

Isithembiso seZCHPC kulabo abathola usizo kuyo sisukela emlandweni wayo wokwenza imisebenzi esebenzisa amakhompiyutha azimeleyo elizweni asebenza ngamandla amakhulu, imisebenzi yobuchwephetshe bolwazi lwezokuxhumana esezingeni eliphezulu, usekelo ucwaningo, kanye lokuqeqeshisa ukuze kuthuthukiswe ucwaningo lwesizwe, ukusungulwa kwemibono emitsha, ukwenza izinto ngokwesimanje, kanye lokuthuthukiswa kwezamabhizimusi. Isithembiso sethu kulabo abathola usizo kithi sigxile ezimisweni zethu ezimqoka esiziqathekisiyo ezigoqela ubungcwethi emsebenzini, ukuziphatha okuhle, ukuphangisa ukusabela izimo ezintsha, ukusebenzelana kanye lokwenza izinto ngobunono obuphezulu.

Isithembiso sethu esiqathekileyo

I-ZCHPC izinikela kulokhu:

1. Ukuphatha bonke abathola usizo kuyo kanye labo bonke esebenzelana labo ngokulinganayo, ngenhlonipho, ngesizotha langobungcwethi ngaso sonke isikhathi.
2. Ukutholisa indawo evikelekileyo yokusebenzisa amakhompiyutha kanye lokugcina ukuvikelwa kwedatha, imfihlo yolwazi, kanye lokulondolozwa kokuphepha kwezobuchwephetshe.
3. Ukupha usizo losekelo oluthembekileyo njalo olutholakala masinyane ngesikhathi samahola okusebenza (ngoMvulo kusiya ngoLwesihlanu, kusukela ngo8 ekuseni kusiya ku4:30 emini yantambama) njalo iqhubeka isipha usizo ngemva kwamahola okusebenza nge-imeyili, ucingo kanye lezinkundla zobuchwephetshe lapho okudingeka khona.
4. Ukuphendula zonke izincingo ngenhlonipho zingakakhali kathathu ngesikhathi samahola okusebenza.
5. Ukwamukela lokuphatha zonke izethekeli ezifike endaweni yokwamukela abantu ngenhlonipho kungakapheli imizuzu emibili zifikile.
6. Ukubika masinyane ukuthi yonke imibhalo ethunyelweyo isiyamukelwe, okugoqela phakathi izimpendulo ezizenzakalelayo zemilayezo ethunyelwa ngobuchwephetshe.
7. Ukubika ukuthi izicelo zabacele ukwenzelwa imisebenzi loba ukupha imibiko ephathelane lamatikiti okucela ukusekelwa kungakapheli amahola angamatshumi amabili lane.
8. Ukupha ulwazi oluqhubekayo mayelana lenhlupho ezinkulu ezibikiweyo kuze kufike ekuxazululweni kwazo.
9. Ukuqinisekisa ukuthi izinhlelo ezinkulu zamakhompiyutha amakhulu, leze-cloud kanye lezokusingathwa kolwazi zihlala zisebenza, okugoqela phakathi ukutholakala kwenhlelo ezibalulekileyo zeHPC amahola angamatshumi amabili lane ngosuku, insuku eziyisikhombisa ngeviki.
10. Ukuxazulula ngokufika inani elingamatshumi amahlanu ekhulwini (50%) lezehlakalo ezibikiweyo kungakadluli amahola angamatshumi amabili lane, kusiya ngobunzima lobubanzi bodaba.
11. Ukusabela kuzehlakalo ezisendaweni yonaleyo kungakapheli amahola angamatshumi amabili lane, kwezikhatshana kungakapheli amahola angamatshumi amane lasificaminwembili, kanye lalezo ezithinta izinhlelo lezimpahla ezibalulekileyo kungakapheli amahola angamatshumi ayisikhombisa lambili.
12. Ukwazisa abathola usizo kuyo kusasele insuku ezintathu kungakaqalwa imisebenzi yokulungisa imitshina ehlelwe ngaphambilini.
13. Ukupha isilinganiso sendleko esingadingi ukuhlolwa kwendawo kungakadluli amahola angamatshumi amabili lane, kanye lokupha isilinganiso sendleko esidinga ukuhlolwa kwendawo kungakadluli amahola angamatshumi ayisikhombisa lambili.
14. Ukwenzela imisebenzi labo abathola usizo kuyo ngokuvumelana leziVumelwano Zezinga Lemisebenzi yosizo, izivumelwano, kanye lokuhlelwa kwesikhathi sokuqhuba umsebenzi.
15. Ukuqinisekisa ukuthi imali isetshenziswa ngendlela eletha inzuzo efaneleyo ngokusebenzisa izimpahla ezikhona ngendlela esebenza kakuhle, ephumelelayo njalo esobala.
16. Ukupha izixazululo ezithembekileyo, ezivikelekileyo njalo ezingakhuliswa kalula zamakhompiyutha asebenza ngamandla amakhulu kanye lezobuchwephetshe bolwazi lokuxhumana.
17. Ukupha ulwazi oluqondileyo, olweneleyo njalo oluhambelana lesikhathi olumayelana lokulungiswe yiZCHPC, lemisebenzi kanye lezinhlelo zayo.
18. Ukugcina izindlela ezisebenza kakuhle zokwamukela imibono, ukuphatha izikhalazo, lokuxazulula ingxabano.

Izindlela zokwamukela imibono evela kwabathola usizo

I-ZCHPC iqathekisa ukwamukela imibono evela kwabathola usizo kuyo lakulabo abasebenzisana layo mayelana lohlonzi lwemisebenzi eyenzayo. Nxa kulokukhathazeka, izikhalazo, imibuzo, imibono, loba ukuncoma okuphathelane lalomthetho wokusiza abathola usizo kuyo kungaqondiswa kuBaphathi Abakhulu be-ZCHPC kusetshenziswa imininingwane yokuxhumana engaphansi lapha:

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