

Inqubo PR 005-1WP 	Igama: Ugwalo oluyisisekelo Sokusuthisa Izidingo Zomphakathi	Amakhasi: 4
	Ilungiswe: Ngumphathi wezokudlelana lomphakathi Isiginetsha:	Isilungiso/Isiqondiso 02
	Kugunyazwe: Ngumlawuli wezokuthenga lokuthengiselana Isiginetsha	Usuku lokqwethulwa: Mabasa 2024

ISANDULELO

I-National Oil Infrastructure Company of Zimbabwe (NOIC) (Inkampani ezimelayo) ingaphansi kukahulumende weZimbabwe njalo ilawulwa yi-Mutapa Investment Fund. Umlandu wayo omqoka yikutholisa lokuthwalela, ibuye yethulele, lokuphatha konke okungamafutha ezimota lemitshina ngendlela engasuthisa uzulu wonke.

I-NOIC isisabalalise imisebenzi yayo yaze yangena ekuthengiseni amafutha okuhambisa izimota ngaphandle kwelizwe. Inkampani le iyaphatheka ekuthengweni lekuthengisweni kwe-ethanol umthetho ophoqa ukuba ihlanganiswe lamafutha okuhambisa izimota. I-NOIC ilakho konke okuphathisa ekuhlanganiseleni abathengayo amafutha okuhambisa izimota le-ethanol okutholakala ezindaweni eqhubela kuzo umsebenzi.

Ukufinyeleleka lokuphangisa ukusiza abafuna uncedo lwenkampani kungokunye kwezinjongo ezimqoka ekuqhubeni imisebenzi ye-NOIC. Inhlanganiso le yenza imizamo emikhulu yokuqakathekisa amakhasitoma ukuze iqinisekise ukusuthiseka kwawo.

Ugwalo lolu lwethula izinga lohlonzi lokuncediswa uzulu okufanele alikhangelele enkampanini ye-NOIC.

UMBONO NGEKUSASA LENKAMPANI

Ukuba yinkampani yamafutha okuhambisa izimota ekhethwa nguzulu phakathi kwezinye esifundeni sonke.

UBIZO LWETHU

Ukuqinisekisa ukuba ukuthwalwa, ukugcinwa, ukufikiswa ezindaweni lokwabiwa kwamafutha okuhambisa izimota leminyane imitshina kunye legasi; kweniziwa ngendlela ezakwala iqhubeka.

Ukuzinikela kwe-NOIC ekwethuleleni umphakathi imisebenzi kugxile kulokho ekuqakathekisayo okulandelayo:

Ukwethembeka – Injongo yenkampani yikusebenza ngendlela eyethulela amakhasitoma okuzawagculisa ngaso sonke isikhathi.

Ubuqotho – Konke esikwenzayo kukhokhelwa yikungafihli lutho, ukwethembeka lokungasekeli hlangothi.

Ukuba sezingeni eliphezulu – Imisebenzi yenkampani lokwenza kwethu kuhlose ukulingana kumbe ukubangcono kulama-industry wonke elizweni.

Ukusebenza ngokubambisana – Sikholwela ekuqakathekeni komuntu wonke lasekusebenzeni ndawonye kwezisebenzi zethu ziliqembu ukuze sifeze izinhloso zethu singangenanga ezindlekweni ezingehlisa uhlonzi lomsebenzi.

Ukuzinikela – Ibhezimusi lethu liqhutshwa njalo likhuthazwa yikufisa ngamandla ukwethulela umphakathi izixazululo ukuze wenelise ukufeza izifiso zawo ngokugcweleyo. Ubudlelwano obuzakuma isikhathi eside buyimpilo yebhezimusi lethu

ISIMO SENKAMPANI

I-Board ipha amaqhinga angumkhombandlela ngapha u-Chief Executive Officer (umaqhuzu wenkampani) elomlandu wokuphumelelisa milandu yenkampani kukhokhela iminyango elandelayo:

Iwofisi kamaqhuzu wenkampani ilomlandu wokubumba lokuphumelelisa amaqhinga enkampani, ukuqondiosa imisebenzi yeminyango eyehlukeneyo enhlanganisweni, ilawula ubudlelwano labanye abathintekayo, kuqinisekiswa lokho ngemithetho eqinisekisa ukuthi inhlanganiso iyamkela izindlela ezithatha lamathuba angaletha ukulahlekelwa ekusebenzeni kwayo, kusethulwa izinsiza zokuphumelelisa inhlelo zemisebenzi yenkampani lokulawulwa kwayo okuphumelelisa ibhezimusi. Iwofisi kamaqhuzu ipha ubukhokheli bonke lokuhlelwa kwamaqhinga lokuhlolwa kwenqubelaphambili yemisebenzi yenkampani.

Abezemali, ukuphatha lomnyango wabezezisebenzi yibo abalomlandu wokulawula impahla yenkampani, ukwatshelwanwa kwemibiko lakho konke okuletha imali kunye lokulandelwa kwemithetho yonke. Leli iqula yilo njalo elilomlandu wokudala umumo ovumela ukuthi kukhutshulwe impumela yemisebenzi yenkampani.

Ababona ngezokuqhuba kwenkampani yibo abalomlandu wokuvumela ukwamkelwa lokukhitshwa kwamafutha eBeira engeniswa ezimpompini athwalwe, agcinwe abuye athwalwe njalo aze azokwamkelwa ngamakhasitoma, beqinisekisa ukungaphambaniseki kohlonzi lwawo lokuthi impahla yokuwathwala igcinakala isebenza kule. Yibo njalo abalomlandu wokugcina lokunakekela impahla ephathela igasi i-LPG.

Umnyango wezokusiza ekuqhutsweni kwemisebenzi yenkampani yiwo olomlandu wokuqinisekisa ukulandelwa kwemithetho yonke lokwethulela umphakathi okufunayo.

Umnyango wezokuthenga lokuthengiselana yiwo olomlandu wokuphatha ubudlelwano phakathi kwenkampani lamakhasitoma ayo, ukuthuthukiswa ibhizimusi, ukuthengisa, ukukhankasela okuthengiswayo lobudlelwano benkampani lomphakathi ukuze kukhuliswe inani labenza ibhizimusi lenkampani njalo kuqinisekiswa ukuba izimpawu zenkampani lesithunzi sayo kuzo zonke inhlangothi zayo kugcinakala kukuhle.

IZINSIZABHIZIMUSI ZETHU

I-Feruka Depot – Le yindawo lapho okufikela khona amafutha ezweni leZimbabwe ngempompi evela eBeira, eMozambique. Kulesiphala samafutha lapha, kulapho njalo aphinda athelwe khona kokuzawathwala esesiwa eMsasa ngempompi njalo ukuze ayefinyelele amakhasitoma eHarare lezinye izindawo.

I-Msasa Depot – Lesi yisigodlo samafutha elizweni esiseHarare njalo kugcinwa kuso kubuye kwatshiwe kutsha amafutha la.

I-Mabvuku Depot – Layo le yindawo encedisa eyeMsasa ekugcineni amafutha eseHarare. Layo iqakathekile ekugcinweni lekwabiweni kakutsha kwamafutha ukuze ahanjiswa lapho afuneka khona ngezimota ezilungele ukuwathwala kumbe ngesitimela. Indawo le imiselwe ukuthwalwa kwamafutha emanengi esiwa kwezinye izigaba zelizwe.

I-Bulawayo Depot – Le isehlangothini olungezansi kwelizwe, layo yamukela amafutha athwalwa ngezimota ezilungele ukuwathwala kunye lesitimela. Umsebenzi wokuqunga amafutha nge-Ethanol wenziwa lapha anduba inhlanganisela le ihanjiswa ezindaweni ezifuna amafutha okuhambisa izimota la.

I-Beitbridge Depot – Le indawo yamkela idizili evela eSouth Africa laseMatola eseMozambique; elethwa ngezimota ezilungele ukuwathwala kanye lesitimela.

I-Ruwa Depot – Lapha kugcinwa kubuye kuphathwe igasi okuthiwa yi-Liquified Petroleum Gas (LPG). Lapha yikho eyethulwa khona ibuye ifakwe emasilindenini okuyithwala inengi.

AMAKLAYENTI ETHU

- Yilabo abathengi labathengisi abathwala amafutha ngezabo izimpompi.
- Yilabo abathengi laathengisi bamafutha abafuna ukugcinelwa abo.
- Yilabo abalungisa i-ethanol abadinga ukuyigcinelwa.
- Ngamankampani ahlola ubuqotho bamafutha.
- Ngabathenga igasi i-LPG kwamanye amazwe abadinga lapho abangayigcinela khona.
- Ngabathengi labathengisi begasi i-LPG abadinga ukuyithengisela abanye.
- Amankampani asebenzisa igasi ii-LPG ekuqhubeni imisebenzi yawo.

I-NOIC izinikela ukuba;

- Amafutha apontshelwe lapha afuneka khona kungakedluli amahola angamatshumi amabili lane (usuku) nxa izimpompi zisesimeni esivumayo.
- Amafutha ampontshwayo afinyeleleke kungakedluli insuku ezintathu (amahola angamatshumu ayisikhombisa lambili) nxa izimpompi zingasebenzi kuhle.
- Ukuthatha isikhathi esingedluli imizuzu engamatshumi ayisikhombisa befaka amafutha ezimoteni zokuwathwala.
- Ukwazisa amaklayenti kusasele izinsuku ezinhlanu ukuba imisebenzi yenkampani iphazamiseke nxa lokho kuzakwenzakala.
- Ukwazisa amaklayenti ngemisebenzi yenkampani emitsha kusasele amahola alitshumi lambili ukuba yethulelwe umphakathi isuka kulabo abayilungisayo labapha imvumo yokuthi isetshenziswe.
- Ukuphendula yonke imibuzo evela kumakhasitoma kungakedluli insuku zokusebenza ezintathu.
- Ukuxazulula izikhalazo zamakhasitoma kungakedluli izinsuku eziyisikhombisa zokusebenza zethuliwe.
- Ukuvikela impilakahle lomumo ogqagqele abathintekayo emisebenzini yenkampani ngokulandela izimiso ze-ZWS ISO 45001:2018 lokweyama ezimisweni ze-ZWS ISO 14001:2015.
- Ukwethulela amaklayenti imisebenzi ayifunayo ngokuphangisa nxa angalungisa wonke amaphepha afunekayo.
- Ukuqinisekisa ukuthi uhlonzi lwemisebenzi lokwethulwa kwayo luhambelana lokufuneka elizweni jikelele.
- Ukulandela imithetho yonke ehambelana lemisebenzi yenkampani.

AMALUNGELO ETHU

I-NOIC ilelungelo lokulandelayo:

- Ukwamkela izinhlawulo zonke eziyabe zifuneka kusiya ngezivumelwano eziyabe zenziwe.
- Ukwesula kumbe ukuguqula izivumelwano kusiya ngemithetho eyabe ikhona.
- Ukungenzi umsebenzi nxa kungabhadalwanga.
- Ukwala ukwamkela imisebenzi engahambelani lezimiso ezibekiweyo.
- Ukungavumeli ukuthi abadlezelayo, abephula umthetho labaswela ubuntu bangene ezindaweni zenkampani.

AMALUNGELO AMAKLAYENTI

Amaklayenti e-NOIC alamalungelo alandelayo:

- Ukuthabatha amafutha nxa bangagcwalisa izidingo ezifaneleyo.

- Ukwethula izikhalazo zabo kumaqhuza wenkampani loba esinye isisebenzi senkampani nxa engasuthisekanga ngemisebenzi yayo.
- Ukufinyelela izindawo lempahla zenkampani lapho umthetho obavumela khona.
- Ukwethulelwa inani lokusetshenziswa kwempahla yenkampani ekupheleni kwenyanga yinye ngayinye.

IMILANDU YAMAKLAYENTI

Amaklayenti aphoqwa ukuba:

- Abhadalele imisebenzi aythulelwa yinkampani kusiya ngokuvunyelweneyo.
- Ukuhlawula zonke izimali lemithelo okubekwe ngumthetho.
- Alandele izindlela, izimiso lemithetho ebekiweyo.
- Benelise ukwenza konke okufunwa yi-NOIC ukuze bafinyelele imisebenzi yenkampani.
- Balandele isikhathi sokufaka ama-order esifunwa yinkampani.
- Balandele imithetho lemithethonqubo ehlonitshwa endaweni ye-NOIC.

Ukubuyelelwa kogwalo lokusuthisa izidingo zomphakathi

Ugwalo lolu luzabe lubuyelelwa ngemva kweminyaka emibili lnx kubelesidingo. Lokhu kuzakwenziwa ngemva kokubonisana labathintekayo emisebenzini yenkampani lokuzwa imibono yamaklayenti.

IMIBONO NGOGWALO LOKUSUTHISA IZIDINGO ZOMPHAKATHI

Yonke imibono engabakhona mayelana logwalo lokusuthisa izidingo zomphakathi kumele ithunyelwe kumlawuli wezokuthenga lokuthengiselana enkampanini, uNkz C Chikwaiti – i-email: cchikwaiti@noic.co.zw. Inombolo zocingo zithi: +263-242-771477, umakhalekhukhwini: +263-772 535 313

Inombolo yocingo yamahala: 0772171459 / 08080203

Kugunyazwe: nguW. Matukeni

Umaqhuza wenkampani

Isiginetsha _____