

# MODEL FOR SERVICE DELIVERY – COST RECOVERY



A. Makarau and T. Muhwati  
NMS ZIMBABWE

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# NMS Strategic Vision

- To become a world class model of efficiency, professionalism and scientific excellence in the provision of user-tailored meteorological and seismological products and services by 2020.



# Rationale for the cost recovery model

- Meteorological operations are by their very nature costly in terms of equipment provision and maintenance.
- Part of the services have to be considered public good as there are certain services that should be accessed by everyone who needs them regardless of their ability to pay.

# Legal status

On 10 September 2003, the Meteorological Services Bill passed through parliament and got the Presidential Assent in the same month. The Meteorological Services Act (chapter 13:21) established the Meteorological Services Department (which had always existed under the Ministry of Transport and Communications before the Act) as a Statutory Body with a legal framework to provide certain products and services on a Cost Recovery Basis and Free or Tax-payer funded Services.



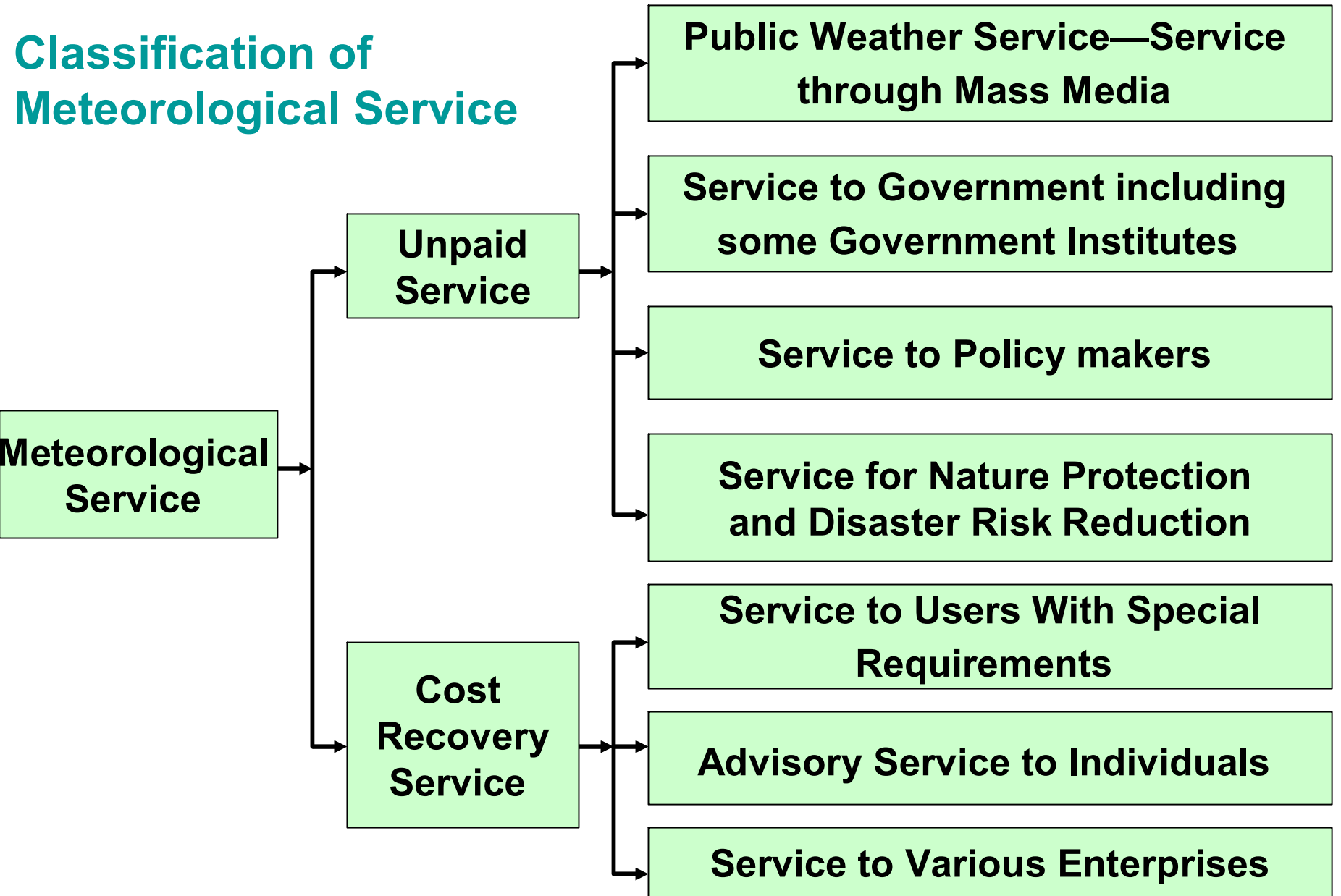
# Management of cost recovery Funds

- Formation of a board to oversee the management of the Meteorological Fund.
- 100% of the funds raised retained for use by the NMS.



# Categorization of services

# Classification of Meteorological Service



**Weather and Climate Service**

**Free Services  
e.g. public wx  
forecast**

**Budgetary  
allocations from  
Zim Govt**

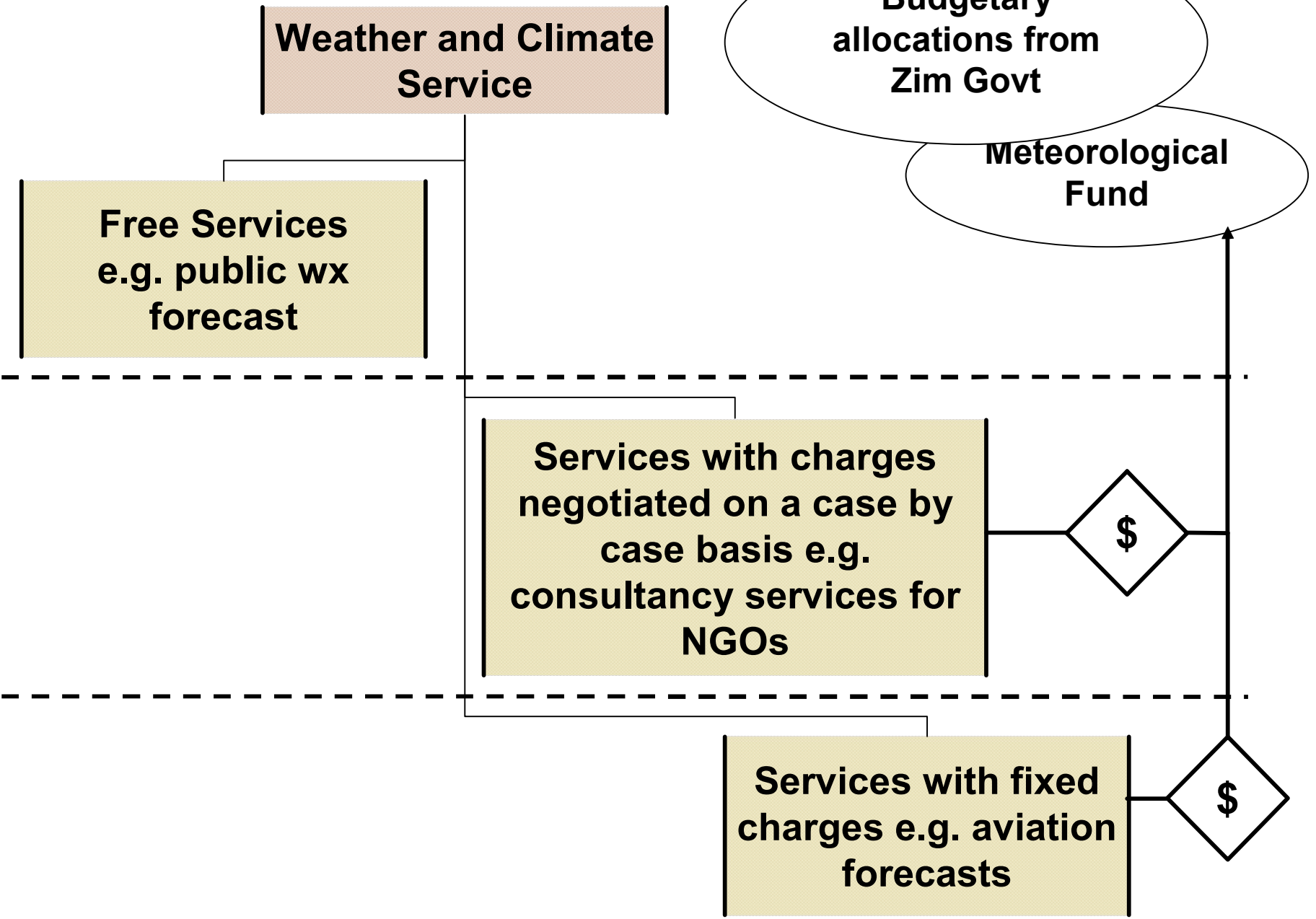
**Meteorological  
Fund**

**Services with charges  
negotiated on a case by  
case basis e.g.  
consultancy services for  
NGOs**

**Services with fixed  
charges e.g. aviation  
forecasts**

\$

\$







# CUSTOMER BASE

# Current Public Good customers

- Government departments/agencies
- General public
- Disaster management
- Small holder farmers (Media)
- Educational institutions
- World Meteorological Organisation (WMO)



# REVENUE GENERATION



Government: for PSIP, public weather services

Aviation: CAAZ, Air Force, Pilot Training Schools



Sponsorship: TV, Radio, Internet (web page)

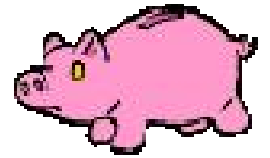


Publications: Direct sales, Adverts

**WEATHER &  
CLIMATE OF  
ZIMBABWE**



# REVENUE GENERATION



Publications: **Direct sales, Adverts**



Sale of data and consultancies (e.g., Horticultural Industry)

Partnerships: **Mobile Tel One, ZTV, Media**



Met Instrument sales, training & repair



# Strengthening the cost recovery model within NMS Zimbabwe

# QMS Implementation

- This will ensure that the NMS becomes customer oriented and emphasizes the production of standard quality products and services thereby increasing the customers or potential customers' willingness to pay.

# NMS restructuring

- The current restructuring exercise to adjust to the new realities of business oriented scientific government department. Already created: *commercial services and marketing branch* and *a public relations desk*.
- Climate Applications to be unbundled to create a *climate services division* and a *research and consultancy division* to ensure an increased product range and enhancement of specialist services.

# Enhancing Human Capacity

- Providing a quality service that is worth paying for and that attracts new customers needs a staff complement that is appropriately skilled in in different fields that are non- meteorological (e.g., Investments portfolio management, commerce and marketing skills and auditing.
- These are normally not available in basic civil service structures.



# Business and marketing strategy

- Full benefits of the cost recovery model can on be achieved by transforming certain sections/divisions of the NMS into a full business mode similar to fully commercialized government entities.
- Crafting and implementation of a business and marketing strategy key in setting NMS direction.

# IS strategy

- An IS strategy is being crafted to match technological advances in the field of information acquisition, processing, exchange and dissemination.
- Customers more and more advanced products and analyses.

# Challenges

- Potential customer resistance.
- Getting MSD staff into the business and cost recovery mode.
- Competition from other players within the area of climate services provision.



***Siyabonga  
Tatenda  
Thank You***

