



Secretary, Service Commissions

REMARKS BY THE SECRETARY OF COMMISSIONS

MRS S. ZEMBE

ON

**THE OCCASION OF CAPACITATION OF HUMAN RESOURCES
PERSONNEL IN LINE MINISTRIES AND PUBLIC SERVICE
COMMISSION SECRETARIAT (PROVINCIAL AND DISTRICT
SRAFF)**

ON

PENSION, PAYROLL AND HUMAN RESOURCES FUNCTIONS

Director of Ceremonies

Directors from Various Ministries, Departments and Agencies

General Managers

Managers

Participants

Ladies and gentlemen

I am honoured to welcome you to this critical training session aimed at capacitating PSC Secretariat Staff, Human Resources Personnel in line Ministries, Departments and Agencies at the national and most importantly, at the sub-national level. I want to emphasise the issue of sub-national level because this is where many things will be happening as we devolve and decentralise functions of Government to lower tiers of Government at the Provincial and District levels in line with Government Devolution and Decentralisation Agenda as captured in NDS 1 and Vision 2030 as pronounced by His Excellency, the President of the Republic of Zimbabwe, Cde. Dr. E. D. Mnangagwa.

The thrust of this training is to equip you with the necessary knowledge and skills to efficiently manage pensions, payroll, retirement planning, and human resources functions. Once you are

equipped, you will ultimately facilitate timely processing of terminal benefits and improve the welfare of our retirees. Gone are the days wherein, retirees would be required to travel to headquarters in Harare for processing their papers. The services should be provided at the District and Provincial level.

You may recall that in 2006, the Public Service Commission conducted an inquiry to address problems of delays in processing terminal benefits. The enquiry revealed that the major problem was information gap among the beneficiaries and those who interface with our different clientele nationwide.

The enquiry came up with clear responsibilities of Ministries and Government Departments to improve the efficiency levels of processing of pension applications and timely payments of terminal benefits.

It was noted that Human Resources personnel in line Ministries, Departments and Agencies, have a critical role of handling all initial documentation (*that is, the necessary forms for processing terminal benefits and the verification of the documents*) and submission of the same to the Public Service Commission Offices dotted in all the country's Districts and Provinces. They also deal with queries relating to pension and payments to beneficiaries.

It has been observed over time that attrition levels of HR personnel due to promotion, retirements or other forms of termination, has contributed to the resurfacing of problems of incomplete or incorrect terminal benefits application administration. In some cases, there are no applications for terminal benefits on termination. This delays payment of terminal benefits.

For effective and efficient payment of terminal benefits to happen, the Human Resources personnel in the line Ministries, the Public Service Commission staff in Provincial and District offices, are expected to work seamlessly with MDAs and provide guidance to ensure correctness and efficient processing of documents.

Essentially, the PSC Personnel is aware of what is required and the synergies with the MDAs at all levels should not be over emphasised so that the right procedures and requirements are all captured and processed to ensure timeous payments to retirees. I am glad that this workshop will see all of you benefiting from it. I implore you to take this training seriously to equip yourselves, enhance your efficiency levels and effectiveness as we implement NDS 1 and Vision 2030 to make our society better and enjoyable by all – leaving no one and no place behind.

As my parting shot, remember to comprehend these crucial points:

1. Learn how to manage pensions and payroll functions effectively;
2. Master the concepts of providing expert guidance on retirement planning;
3. Be able to perform human resources functions with precision and speed

In conclusion, let us embrace this opportunity to be capacitated and make a meaningful impact on the lives of our citizens.

I wish you fruitful training. I therefore declare this workshop officially open.

Thank you