



FROM THE SECRETARY'S DESK



Zimbabwe

July– September 2024

- **PSC libraries launch survey on information centres**
- **Korea donates US\$300,000 worth of valuable assets to PSA**
- **PSC ROLLS OUT ORIENTATION FOR NEWLY RECRUITED STAFF**
- **ZIMBABWE COMMEMORATES AFRICA PUBLIC SERVICE DAY**

President officially launches Madokero Creek and Mall Phase 2

The President, His Excellency Dr E.D. Mnangagwa



officially launched the Pensions Fund Housing Project, Madokero Creek and Madokero

Mall under the Public Service Commission on the 21st of June 2024, a housing project which was birthed through the Public Service Pension Fund.



THE SECRETARY'S DESK PUBLICATION

This is a publication which updates staff on latest developments within the organisation.

I hope that you find this publication as a welcome source of information that can keep you informed on Public Service Commission developments.

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President officially launches Madokero Creek and Mall Phase 2

established in 2018. It was received and ring-fenced by pension contributions from public officers, driven by sustainable economic progress and social protection for Government workers and Zimbabwean citizens. The Madokero housing Scheme and Madokero Mall were conceived and executed under the 100 day cycle projects.

Observably, the launch attracted the attendance of high ranking Government officials, Vice President Dr C.G.D.N. Chiwenga, the Chairperson of the ZANU-PF Party and Minister of Defence Comrade Oppah Muchinguri-Kashiri, Government Ministers, ZANU-PF representatives and members of the private sector.

Speaking at the gathering, His Excellency, the President Cde Dr E.D. Mnangagwa commended the PSC for its cutting edge contribution towards the Nation's Vision as it resonates with government's commitment to ensuring that those who have served the nation with dedication and loyalty are afforded the dignity, comfort and security they solely deserve.

The Madokero Creek Housing Scheme consists of 147 detached, semi-detached simplex and duplex units in a secure gated community for 2 bed and 3 bed units. The completed bungalow units have modern architectural designs with double volume roofs and matching dormer windows.

Twenty five of the units were allocated to Treasury to purchase for Chief Directors and equivalent

grades across the government.

On the other hand, the Madokero Mall Phase 2 consists of 13 retail stores, filling station and convenience shops which have been rented out and 46 duplex housing units.

The Chairman of the Public Service Commission (PSC), Dr Vincent Hungwe said that the ownership of the Madokero Housing Scheme fully demonstrates foresight in pooling the contributions of government workers to realise tangible benefits that will last beyond lifetime.

He further stated that as Zimbabwe targets an upper middle income society status by 2030, the PSC has practiced decent retirement for its workers and join the process using available opportunities in housing demand to create sustainable wealth for the state service pension scheme.

These infrastructural developments were created to benefit employees through bank rolling housing provision. Through these developments, 2000 men and women were employed during various stages of construction and more than 60 companies were engaged to supply services during construction.

The two projects resonate with the National Development Strategy (NDS1) which emphasises infrastructural development, modernisation and industrialisation as the bedrock for a thriving economy.

THE SECRETARY TO SERVICE COMMISSIONS

SECRETARY TO:

- **PUBLIC SERVICE COMMISSION**
- **DEFENCE FORCES SERVICE COMMISSION**
- **POLICE SERVICE COMMISSION**
- **PRISONS AND CORRECTIONAL SERVICE COMMISSION**
- **HEALTH SERVICE COMMISSION**

FORMER POSITIONS

EXECUTIVE SECRETARY: NATIONAL PEACE AND RECONCILIATION COMMISSION FROM DECEMBER 2018—JUNE 2024.

- **PERMANENT SECRETARY:** MINISTRY OF WOMEN AFFAIRS, COMMUNITY, SMALL AND MEDIUM ENTERPRISES DEVELOPMENT JUNE 2017—DECEMBER 2018.
- **PRINCIPAL DIRECTOR:** ORGAN FOR NATIONAL HEALING, RECONCILIATION AND INTEGRATION IN THE OFFICE OF THE PRESIDENT AND CABINET FROM JUNE 2009—2017
- **GENERAL MANAGER:** PUBLIC SERVICE COMMISSION FROM AUGUST 2007—JUNE 2009
- **DIRECTOR HUMAN RESOURCES:** MINISTRY OF PUBLIC SERVICE, LABOUR AND SOCIAL WELFARE FROM APRIL 2001— AUGUST 2007
- **DEPUTY DIRECTOR:** PUBLIC SERVICE COMMISSION



MRS SIBUSISIWE ZEMBE, SECRETARY TO SERVICE COMMISSIONS

QUALIFICATIONS

Master of Science in Strategic Management (Chinhoyi University of Technology),

BSc (Honours) in Politics and Administration (University of Zimbabwe)

Diploma in Personnel Management,

Certificate in Conflict Prevention and Peace Making in Africa,

Certificate in Conflict Transformation,

Certificate in Human Resources Planning

Certificate in Labour Relations, and

Other professional qualifications obtained inside and outside Zimbabwe.

PSC libraries launch survey on information centres

The Public Service Commission (PSC) libraries has launched a survey on the knowledge and usage of information centers within the Commission, in an attempt to revamp special library services.

The survey was launched in the wake of the library services and curating appropriate content that will be placed in the libraries, a significant move to help cater for the diverse needs of the people as the libraries are integrated to suit specific needs of the people.

Due to the growing need for specialized information and worldwide technological advancements, there is a dire need to venture into special libraries or information centres which will serve as vital repositories of knowledge and information. These will provide access to a wide range of resources including databases and digital information.

This enables the library to work closely with the users to identify the resources, services and programs that will best meet their needs and these include providing research and reference services.

The development is a foot forward for the libraries as they evolve into dynamic information hubs while embracing technology and enhancing the effective dissemination of information.

Currently, the Commission has three functional libraries which are housed at, the Pensions, Salary Services Bureau (SSB) at Mkwati Building, and the Head Office.

The services offered by these libraries have not been sufficient as it has been noted that due to technological advancements, the libraries have been lagging

behind, leaving them not functioning to their full capacity.

Through the emergence of special libraries or information centers this will help in maintaining the meaningful state of the libraries, which is premised on providing the users with information as well as the dissemination of information effectively and timeously.

With the introduction of special libraries or information centers, these will go a long way in promoting collaboration and knowledge sharing and this will be enabled by the subscriptions of journals, e-books, and other pieces of documentation with useful information.

These special libraries will provide internet access to their users in order to access library collections.

The survey, which was established to help in the transition to having special libraries will somehow promote or advertise the libraries as some people around the organization seem not to be aware of libraries within the Commission and their services. It will bring the library to the limelight, improve traffic.

These special libraries will be significant in promoting services like selecting and acquiring relevant resources, organizing and cataloging information for easy retrieval, assisting users in locating, using information effectively, and promoting literacy and research skills.

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PSC libraries launch survey on information centres

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It is the mandate of the library to present its users with different types of literature and resources and the survey gives a platform to the users to suggest which type of information they would want to be placed in the libraries, and in return, this gives the library a free play to provide with information that is useful and relevant.

In as much as this survey is targeted at improving the standards and visibility of the three libraries, users are given the opportunity to point out the publications which might be necessary and helpful in knowing what is happening around them such as, literature search services, advertisements and research support services, to mention just a few. These may include publications in relation to PSC policies, Newsletters, Codes of Conduct, publications from the secretary's desk. This will go a long way towards strengthening the users and keeping them fully informed of what is happening in and around the commission.

Also keeping the circulars in the libraries will be useful for future reference. These publications will not only be limited to internal publication, also other government publications will be significant to be seen in the library taking for instance, statutory instruments, Vision 2030, National Development Strategy¹ etc. because these are important and need to be available to everyone who might need the services.

With the feedback which has been received from the survey, the people have their own means of accessing local and international news or reading ma-

terials, and these will be infused with the libraries so as to make the library function to its optimum with everyone included.

The survey will see the revival of the use of libraries and boost a knowledgeable organization. If these libraries are functional to their maximum, even the staff will benefit and will also be encouraged to advance their studies.

WALKING THE TALK: High Performance as one of the PSC Values...

The PSC scooped first prize at the Mashonaland East Agricultural Show in the Commissions category



Korea donates US\$300,000 worth of valuable assets to PSA



Chairman, Service Commissions, Dr V. Hungwe...

The Republic of Korea has made a generous donation to the Public Service Academy, ensuring that the academy functions at its best. This donation comes at a time when the Public Service Commission (PSC) is working to strengthen the Public Service Commission Academy, with the goal of producing skilled and effective civil servants who drive socio-economic transformation.

At the handover ceremony held at the Domboshava Public Service Academy, the Minister of Public Service, Labor and Social Welfare, Honorable July Moyo, expressed gratitude to the Republic of Korea for its unwavering support. Hon. Moyo's Deputy Minister, Dinha, represented him at the event and made remarks that the donation was timely and would address transportation issues, a lack of technological resources, and other barriers that hinder the PSA's work.

The donation would promote better training and enhanced efficiencies in meeting the Commission's human development goals.

The donation, valued at US\$300,000, includes two 36-seater minibuses, a 30KVA solar system at Senga Campus in Gweru, furniture, and ICT gadgets.

Ambassador J. Park of the Republic of Korea mentioned that the donation would help improve training efficiency

within the PSA campuses. This would result in a competent and responsive staff ready to serve the citizens.

This donation coincides with the celebration of the 30-year bilateral relations between the two countries. The Korean government has demonstrated its unwavering commitment to achieving an empowered middle-income society, as championed by His Excellency Cde Dr E.D. Mnangagwa.

Dr. Vincent Hungwe, Chairman of the Service Commissions, emphasized that the gifts align with the needs of the academy. Their immediate impact is evident, with increased activity observed at Senga Campus in Gweru as government officials converge there. The Commission is determined to offer effective and quality service delivery, made possible by this donation, which will operationalize the training centers for excellence.

As the Commission moves towards a modern, efficient, and environmentally conscious public sector, Dr Hungwe urges the public service to be agile and responsive in addressing contemporary challenges. The ICT gadgets would also contribute to a technologically advanced civil service.

The installation of solar power at Senga Campus will ensure a reliable and sustainable energy source, creating a conducive learning environment with uninterrupted training sessions.

In addition to this donation, Zimbabwe has benefited from bilateral relations with Korea. Each year, over 300 government officials receive scholarships for Masters and Doctorate Programs across all sectors.

The Republic of Korea also hosted a team from the Zimbabwe Republic Police (ZRP) for a benchmarking exercise to establish a forensic laboratory for the ZRP.

The Korean Government assured Zimbabwe that the friendship between the two countries would continue to grow, as the Asian country was committed to helping with socio-economic development.

PSC ROLLS OUT ORIENTATION FOR NEWLY RECRUITED STAFF effectiveness.



Newly recruited staff pose for a photo at Rowa Training Institute.

In an effort to improve public service delivery, the Public Service Commission (PSC) annually conducts an induction program for newly recruited civil servants.

This year, the PSC rolled out induction that was subdivided into three groups. The first group attended the orientation from April 15th to 19th, 2024 at Murehwa Public Service Commission Academy. The second group attended from April 6th to 10th, 2024, and the third group attended from April 13th to 17th, 2024 at Rowa Public Service Commission Academy respectively.

It is programmes of this nature that equip novices with the necessary skills to effectively perform their duties. The Public Service Commission is working towards the attainment of Vision 2030, an empowered upper middle-income economy, by improving public service delivery.

Through experiential learning, participants acquire the skills to navigate the complexities of governance. The induction aims to revolutionize the approach of new recruits by promoting a culture of collaboration, efficiency, and

During the five-day course, the three groups covered various topics, including the structure of the Public Service Commission, public relations, payment and deductions, grooming and deportment, protocol, sexual harassment, injury on duty, transfers, leave, dress code, grievance handling, acts of misconduct, public administration, and working hours.

Generally, conventional training programs do not address the knowledge gap that is finally filled by the tailor-made orientation program. Participants undergo a rigorous course to enhance their careers and develop a well-rounded workforce capable of handling the complexities of their duties.

The integration of the orientation program focuses on areas connected to the Public Service Performance Management System, aimed at developing civil servants who are responsive to the government's needs.

The Public Service Commission is the leading employer responsible for the capacity development and management of the public sector workforce. The Commission fulfills this mandate through the Public Service Academy, which strives to produce mentally and skilled workers for the Zimbabwe Public Service.

Therefore, the program instills a culture of high performance, ethics, patriotism, servant leadership, accountability, responsiveness, and market orientation in newly recruited civil servants.

ZIMBABWE COMMEMORATES AFRICA PUBLIC SERVICE DAY

Under the auspices of the Africa Public Service Day, commemorated from the 19th to the 23rd of June 2024 in Mutare, civil servants across the divide converged to recognize the values and robust contributions of the public service as they progressively develop and sustain prosperity of the citizens.

The epochal event, which was themed, “Empowering a citizen centric Public Service for an inclusive and thriving 21st century Africa: A journey of life-long learning and Technological Transformation”, attracted scores of civil servants who thronged to celebrate the day.

Several activities were lined up for the remarkable 5-day long celebration as it kick started with a Walkathon and Aerobics on the first day followed by a clean-up campaign at Children’s Home and Old People’s homes in Mutare, then Ball Games, exhibitions, a public lecture and significantly, the official opening event which crowned the commemorations.

Speaking at the ceremony, the Minister of Public Service, Labour and Social Welfare Honourable July Moyo, commended the civil servants for their unmatched commitment to the attainment of vision 2030, adding that the government is mindful of the challenges which bedevil the workforce.

He further alluded that transformative education would take the public service to greater heights of digital transformation as he implored civil servants to harness digital technologies in a fast paced technological era.

The Public Service Commission (PSC) deputy Chairperson, Dr Nomathemba Ndiweni delivered a public lecture at Mutare Polytechnic under the

vating a culture of continuous learning and thought leadership in the Public Sector which was attended by a substantial number of civil servants.

The lecture enlightened the attendees on the concept of life-long learning that finds its roots in the integration of learning and living; encompassing activities for all age groups as it empowers individuals and societies to adapt and thrive in an ever changing world.

Through a plethora of exhibitions, the exhibitors across government and private sectors were afforded a room to engage, sharing best practices and innovative solutions to the myriad challenges besetting the public service landscape.

The people were able to access services that were offered by the exhibitors who briskly exhibited their services.

The celebrations served as a veritable showcase for the public servants who have demonstrated, beyond an iota of doubt, unwavering commitment to the values of public service that entail professionalism, integrity and citizen centricity.

Africa Public Service Day (APSD) is an entrenched strategic African Union (AU) calendar event, emanating from the Declaration of the first Pan-African Conference of Ministers of Public Service held in 1994, Tangier in Morocco. The Ministers agreed to set aside the 23rd of June of every year as Africa Public Service Day. This day is celebrated annually at national level in different countries and biennially at continental level, and Zimbabwe has participated in these continental APSD commemorations.

PSC set to modernise Payroll and Pension Systems

The Public Service Commission (PSC) recently convened a Project Inception meeting with Axis Solutions in a move to procure a new Payroll and Pensions System.

This move comes after noting that the existing payroll and pensions system at the Commission has become demoded and inefficient, leading to various challenges such as time-consuming manual calculations, potential errors, and difficulties in compliance with tax and labour regulations. The inception of the new project which is targeted to be complete in a space of eighteen months, will introduce a modern and comprehensive payroll and pension system.

The acquisition of a fully customised payroll and pension system, which is designed to automate, modernise, harmonise, and integrate the payroll and pension management processes, is a pivotal project for the PSC as it significantly contributes to the public sector transformation.

The new automated system, which is user-friendly, reliable, secure, scalable, and adaptable to the evolving needs of the public service will enhance operational efficiency, and such kind of innovative approaches are key to the attainment of the PSC strategic goals.

The PSC, amongst its key function, is to en-

sure accurate and timely payment of salaries for serving members of the civil service, pensioners, salaries and pensions to the public sector employees in parastatals and state-owned enterprises. Faced with such a task, the Commission identified the need to procure a new payroll and pension system that would address the current challenges and offer substantial business opportunities.

Addressing attendees at the inception meeting, The Chairman to the Service Commissions, Dr V. Hungwe alluded that the inception of the electronic payroll system project is more than just an intention to implement new technology but rather a testament to the PSC's commitment to modernise the Public Service and ensure that the government's operations are efficient, transparent, and responsive to the needs of the citizens.

The move to digitise the payroll system shows the dedication to building a Public Service that is not only modern but also capable of meeting the demands of the 21st century.

This will enable the PSC to reduce operational costs, eliminate bottlenecks, and enhance the transparency of the payroll processes.

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PSC set to modernise Payroll and Pension Systems

and free up resources that can be redirected towards other critical areas of service delivery, benefiting our citizens at every level, including those in subnational contexts.

The Secretary to the Service Commissions Mrs. Sibusisiwe Zembe cemented the need to modernise the payroll and pensions system by noting that, it is of utmost importance for the Public Service Commission in this digital age, to adapt and embrace new digital solutions about how the payroll system operates as technology is rapidly transforming the way people live and work. This adoption of new technologies will lead to the realisation of the NDS1 aimed at transforming the digital economy by providing improved service delivery through online digital platforms.

Addressing the senior management and government officials who had convened for the meeting, Mrs Zembe, further expounded that the new payroll and pensions services will offer a wide range of benefits, not only for the PSC but also for the general employees. These include automating calculations and tax deductions to generate accurate e-pay slips thereby facilitating easy salary transfers, payroll services take away the burden of manual payroll

processes. By ensuring timely and error-free payments, the new payroll and pension system will further instill transparency and improve overall employee satisfaction.

Axis Solutions as the Service Providers cemented that they were committed to fulfilling the task they have been entrusted with, and will ensure quality service delivery. Axis Solutions C. E. O, Mr Brian Mukudzavhu, assured the Commission that Axis Solutions can meet the deadlines set by the Public Service Commission, given the condition that both parties are collaborating well.

Modernising the Payroll and Pension system will go a long way in building public trust and ensuring quality service delivery to the civil service. When these systems are set, the Commission aims to decentralise the operations to the sub-national level which becomes functional to leave no one and no place behind

The inauguration of the electronic payroll system will be a landmark achievement in the ongoing efforts to build a modern, efficient, and responsive public service in Zimbabwe. It will further reflect on the collective vision of a Government that leverages technology to enhance service delivery, promote transparency, and improve the lives of the people.

PUBLIC SERVICE PENSION FUND INVESTMENT PROJECTS



Public Service Pension Fund Investment Project in pictures...



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Zimbabwe Public Service Commission



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