



Zimbabwe



FROM THE SECRETARY'S DESK

THIRD EDITION

Dear Colleagues and Partners in Service,



Mrs. S. Zembe
Secretary, Service Commissions

As we reflect on the third quarter of 2025, I am pleased to share a message of progress, commitment, and renewed focus as we stride towards the realisation of Zimbabwe's Vision 2030. The Public Service Commission (PSC) remains steadfast in its

dedication to transforming the public service into a modern, efficient, and citizen-centric institution that aligns with our national aspirations. Our **Vision** is to be an empowered public service leading and propelling sustainable and inclusive socio-economic growth and prosperity for all citizens of Zimbabwe whilst committed to excellence and good governance.

Our **Mission** is to facilitate the delivery of responsive services and promote economic growth and development through enhanced policy, institutional and operational capacity of the Public Service and its relevant partners.

Our Core **Values** Professionalism, High performance, High ethics, Servant leadership, Innovation, Inclusivity, Entrepreneurship and Accountability continue to guide our actions and decisions as we navigate the challenges and opportunities of the modern era.

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Editor's Note – Issue 3, 2025

Welcome to the third issue of "From the Secretary's Desk" for 2025. This edition, turns the spotlight on the Performance Audit and Inspectorate Agency, an integral yet often understated arm of the Public Service Commission housed within the Secretary's Office. As a custodian of ethical governance, the Agency safeguards probity across the Commission's operations, ensuring that both quality and process uphold the highest standards of integrity. Operating across provinces and districts, it exemplifies a decentralised system where diverse workstreams converge to deliver a unified and accountable public service aligned with our constitutional mandate.

Additionally, this issue highlights key events undertaken by the PSC during the third quarter of the year, reaffirming that collaboration, clarity of purpose, and service excellence remain at the core of the Commission's operations. As we approach the culmination of NDS 1, we continue to uphold the principles of professionalism, accountability, transparency, efficiency, and innovation, cornerstones of our transformative agenda.

We invite you to explore these pages and gain insight into the collective efforts that propel the Commission forward, reaffirming our shared commitment to service delivery and institutional excellence.

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As we approach the final stretch of our National Development Strategy 1 (NDS1), it is vital to acknowledge our achievements in the third quarter. We have made significant strides in skills development through targeted training programs, fostering a culture of innovation that drives service delivery improvements, and enhancing employee welfare to motivate our workforce. The modernisation of ICT infrastructure has been pivotal in enabling a more transparent, accessible, and efficient public service, aligning with our citizen-centric and market-facing approach.

Good governance remains at the heart of our efforts. We have prioritised transparency, accountability, and inclusivity in our operations, ensuring that the public service is responsive to the needs of all citizens, regardless of their background. Our focus on wellness and inclusivity ensures a supportive work environment that promotes diversity and equal opportunities for all public servants.

In line with our transformative agenda, the Commission wishes to introduce the Performance Audit and Inspectorate Agency, operating within the Secretary's Office. This agency plays a crucial role in monitoring and evaluating the performance of public institutions, ensuring compliance with standards, and fostering continuous improvement. Its insights and audits are vital in strengthening accountability and ensuring that public resources are used effectively to achieve developmental goals.

Looking ahead, we are now finalising preparations for the fourth quarter of 2025. Our focus remains on consolidating gains, completing ongoing initiatives, and laying a strong foundation for the next phase of our journey towards Vision 2030.

The remaining months are critical as we align our efforts to ensure the public service is ready to meet the aspirations of our nation. The achievements of this quarter reaffirm our commitment that a transformed, efficient, and citizen-focused public service is central to Zimbabwe's long-term development. Every step we take brings us closer to realising the ambitious goals of Vision 2030 and the transformative agenda that will define Zimbabwe's future.

Let us continue to work together with dedication, integrity, and a shared vision for a prosperous Zimbabwe.



PSC conducts Occupational Safety and Health capacity building for Directors of Gender Mainstreaming, Inclusivity and Wellness



Secretary to Service Commissions Mrs. S. Zembe delivering her keynote address at the Occupational Safety and Health capacity building for Directors of Gender in Gweru



Participants pose for a group photo with the Secretary to Service Commissions, Mrs. S. Zembe, at the OSH workshop held in Gweru.

The Public Service Commission conducted the Occupational Safety and Health (OSH) capacity building workshop for newly appointed Directors, Deputy Directors for Gender Mainstreaming, Inclusivity and Wellness department as well as OSH focal persons in MDAs from the 18th to the 22nd of August 2025 at Senga Training Centre in Gweru. The capacity-building initiative forms part of a series of trainings conducted by the PSC to equip civil servants with the skills necessary to lead and advance the workstream promoting the adoption of best practices in Occupational Safety and Health (OSH) across the Public Service.

OSH has become a global priority stemming from the recommendations of the International Labour Organisation (ILO) which advocates safe and healthy working environments in its framework of fundamental principles and rights to work. Therefore, the Government has dedicated itself to aligning its framework to the international best practices and standards.

Officially opening the workshop, the Secretary to Service Commissions, Mrs. S. Zembe, underscored the importance of the engagement.

This vital orientation for the Directors of Gender Mainstreaming Inclusivity and Wellness should be taken seriously as you are meant to lead workstream dedicated to combating drug and substance abuse as well as promote OSH in the workplace.

She further highlighted how the workshop would contribute to strengthening OSH legislation in the Public Service, noting that,

The OSH Bill currently before Parliament seeks among other objectives to ensure that OSH legislation applies to all workplaces without distinction. This workshop therefore is coming at an opportune time as this will ensure that the Public Sector is prepared to embrace the imperatives and obligations that will be thrust on the sector by the new legislation.

Several strategic topics were explored in depth by subject matter experts, including Hazard Identification and Risk Assessment (HIRA), Principles of Accident Prevention, International OSH Standards, and OSH legislation in Zimbabwe. The sessions also covered Machinery Safety, Biological Hazards and their Control, as well as employee benefits such as NSSA pensions, among others, providing participants with a comprehensive understanding of both regulatory frameworks and practical safety measures.

During the workshop the group created committees to ensure that time framed deliverables for performance assessments for the different MDAs are met. The workshop concluded with a tour at the Bata shoe company to learn more about Occupational Safety and Health in factories. Facilitators from NSSA awarded all participants with certificates of completion for the program.

In attendance were the Head of Pay and Benefits Management, Mr. N. Machinjike, along with members of the ZCPSTU. Workers' representatives applauded the Government's commitment to Occupational Safety and Health, recognizing it as a significant achievement that underscores the vital role civil servants play in daily operations and reflects the Government's appreciation of human capital and the importance of safe working environments.

ZIMBABWE NATIONAL DEFENCE UNIVERSITY PUBLIC LECTURE



Commissioner Prof. C.T. Khombe delivering the Chairman's Public Lecture at the ZNDU in Harare

The Chairman to Service Commissions Dr V. Hungwe represented by Commissioner Professor C.T. Khombe delivered a Public Lecture at the Zimbabwe National Defence University on 28 July 2025 under the theme ***"Creating an Enduring National Paradigm: The Strategic Nexus between the PSC and Universities in Advancing Patriotism, Security and Nation-Building Excellence."***

The lecture unpacked the constitutional mandate of the PSC and role in influencing duties of cultivating cadres in the uniformed services. The lecture further unpacked nation-building which is achieved through collaborative governance where PSC and Universities work in concert to shape inclusive, responsive and forward-looking policies, and initiatives.

Furthermore, the public lecture highlighted how universities such as ZNDU cultivate a spirit of patriotism, particularly through education, research, and discourse, which are central to the institution's mission.



The ZNDU Registrar presenting a token of appreciation to the Chairman for Service Commissions, represented by Commissioner Prof. C. T. Khombe at ZNDU, Harare

Complementing this, the PSC, through the Public Service Academy, is introducing modules designed to embed patriotic values into the recruitment, training, and performance evaluation of public servants.

To strengthen corporate governance, the presentation also emphasized the broader dimensions of national security, demonstrating that it encompasses not only territorial defence but also cyber resilience, economic stability, social cohesion, and ideological integrity.

The Registrar for the ZNDU Brigadier General P. Taruwodzera stated that the engagement had provided a platform and foundation for collaboration in research and nation building between the PSC and ZNDU to produce graduates and cadres that are employable in government. He said,

'The PSC and Universities should therefore fully collaborate in the development of national human resources for the benefit of our motherland. Nation building starts with creating cadres with the correct spirit, cadres with patriotic values who will endeavour to build their nation.'

He also emphasised that the PSC has played a pivotal role in ensuring that public institutions operate with integrity and efficiency. Through such initiatives, the next generation of public servants can be inspired to uphold the values of our democracy, serve communities with commitment, and adeptly navigate the complexities of modern governance.

The lecture ended with a vibrant plenary session where issues pertaining to job evaluation, conditions of service in the uniformed forces were discussed. In attendance was the General Manager for Content Development and Management Mr A. Wutawunashe, General Manager for Uniformed Services Mr A. Magomo and the Provincial Coordinator for Harare Province, Mr T. Nkala.

The engagement is part of the lecture series the PSC is conducting to strengthen partnerships with institutions of higher learning to influence decision making and policy through research.



The General Manager for Content Development and Management, Mr A. Wutawunashe introducing the Guest of Honour at the ZNDU Public Lecture.



The General Manager for Uniformed Services Mr A. Magomo responding to the questions from participants during the plenary session at the ZNDU Public Lecture held in Harare.

NEW

ZIMBABWE

E-Payslip

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E-Payslips will be sent through three channels namely:

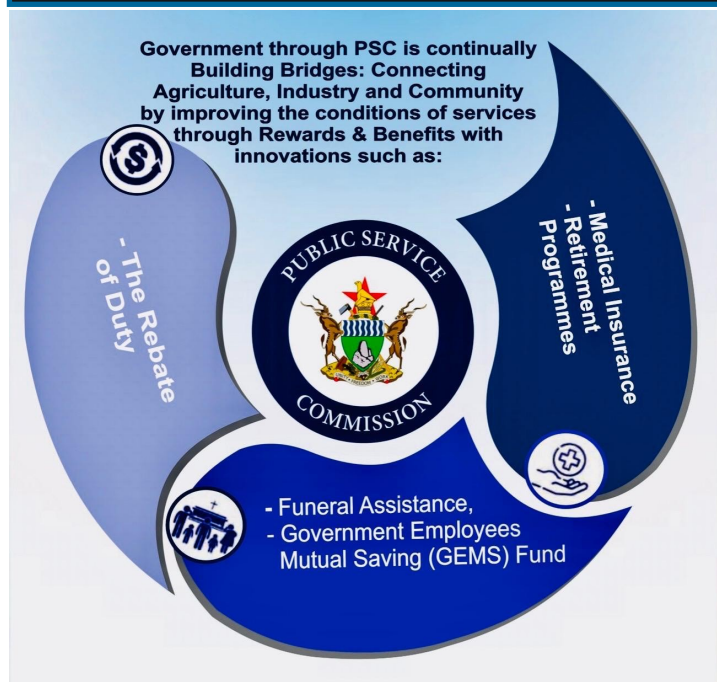
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- Improved Security
- Enhanced efficiency
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E-Payslip

Modernisation and Digitalisation of Payroll and Pensions System



PSC HOST MEMBERS FROM THE KINGDOM OF ESWATINI FOR A BENCHMARKING EXERCISE



The Secretary to Service Commissions, Mrs. S. Zembe (Seated at the Centre), Mr. N. Dlamini Executive Secretary for the Teaching Service Commission (Immediate Left), Mr. S. Simfunza Principal Management Analyst (Far Left seated), Mr. Motsa Editor of the Teachers Union (Far Left standing), Mr. Maliwa from MoPSE right and PSC Senior Managers posing for picture at the King of Eswatini on a bench marking exercise on 19 September, 2025.

The Public Service Commission (PSC) hosted members from the Ministry of Education and Training from the Kingdom of Eswatini on a bench marking exercise on the 19th of September 2025. The delegation was undertaking a consultative study visit focused on secondary education reforms at the Ministry of Primary and Secondary Education. The delegation included the Teachers Service Commission and Teachers Union from the Kingdom of Eswatini. The delegation showed interest in understanding more about the PSC and its functions in the recruitment of teachers as well as the conditions of service.

During the meeting, presentations on the institutional linkages between the Public Service Commission and the Ministry of Primary and Secondary Education were made. The delegation was fully furnished with the e-recruitment systems in PSC that affect teachers, the functions of PSC in the organisational development management of structures that govern teachers, quality assurance in terms of qualifications, regional representation and policy formulation.

Additionally, the presentation on conditions of service offered a comprehensive overview of both monetary and non-monetary benefits. In attendance was Head for Human Capital Development and Management Mr. Mupandawana, Acting-Head for Pay and Benefits Management Mr. Dhliwayo and General Manager for Content Development and Management, Mr. Wutawunashe.

The Public Service Commission continues to strengthen regional relationships through sharing knowledge and mutual learning in education sector governance and human resource management.

Unlocking Better Services: Why Zimbabwe's Citizen Satisfaction Survey Matters to You

As we step into October 2025, there's an exciting buzz in the air about Zimbabwe's ongoing journey towards a more responsive and efficient public service. On 1 October, the Public Service Commission (PSC) kicked off its annual Citizen Satisfaction Survey (CSS) Training Workshop at Senga Academy in Gweru, Midlands Province. This gathering of 115 dedicated participants from across the nation's provinces marks a pivotal moment in our collective effort to make government services work better for everyone. But what exactly is the CSS, and why should it matter to you, your community, and the country at large?

In this newsletter, we will explore just that—with a dash of optimism and a focus on how your input can shape a brighter future. Let's dive in.

What is the Citizen Satisfaction Survey?

At its heart, the Citizen Satisfaction Survey is a nationwide initiative designed to capture your thoughts on how well public services are delivered. Launched in 2023 under the Second Republic's banner of openness and accountability, the CSS is more than just a questionnaire—it is a conversation between citizens and the state. Think of it as your direct line to government, where you rate everything from the timeliness of healthcare appointments to the courtesy of revenue officers, all on a simple scale that helps pinpoint what is working and what needs a tweak.

For citizens like you, the CSS is a golden opportunity to have your say. Imagine waiting endlessly for a passport renewal or navigating bureaucratic hurdles at a local clinic—frustrating, is it not? The survey shines a light on these pain points, ensuring they are not swept under the rug. By participating, you are not just venting; you are contributing to real improvements.

Past surveys have already led to faster service delivery in sectors like education and health, where satisfaction scores have climbed from 60% in 2023 to 70% in 2024's provisional results. That is tangible progress: shorter queues, friendlier interactions, and services that feel more tailored to your needs. In a country where economic challenges have sometimes strained resources, the CSS empowers you to demand—and receive—better value for your taxes.

But the benefits do not stop at the individual level. For the PSC, the survey is an indispensable tool for self-reflection and growth. As the body overseeing civil service standards, the PSC uses CSS data to identify training gaps, streamline processes, and foster a culture of servant leadership. This aligns perfectly with their core values: accountability, where feedback drives decisions; high performance, by setting benchmarks for excellence; and empathy, ensuring public servants view citizens as partners, not just recipients. In 2024, the PSC itself scored 73% on the index, a notch above the national average, but they are the first to admit there is room for improvement. This data helps them refine operations, making the PSC more agile and effective in supporting ministries across the board.

Zooming out, the government as a whole reaps immense rewards from the CSS. It is a diagnostic powerhouse that informs policy at the highest levels, from the Ministry of Public Service, Labour and Social Welfare right up to Cabinet. By aggregating responses from thousands of citizens—4,750 in 2023, rising to an estimated 5,200 in 2024—the survey provides a clear picture of sectoral strengths and weaknesses. Health services topped the charts at 75% satisfaction in 2023, thanks to successful vaccination drives, while revenue collection lagged at 55%, highlighting bureaucratic delays. These insights allow the government to allocate resources smarter, tackle corruption risks, and boost overall efficiency. In essence, it is a safeguard for public funds, ensuring they translate into services that truly serve the people.

And for Zimbabwe as a nation? The CSS is a cornerstone of our developmental blueprint. It dovetails seamlessly with National Development Strategy 1 (NDS1, 2021–2025), particularly Priority 7 on enhancing governance and

As NDS1 wraps up this December, the 2025 CSS serves as its final litmus test, measuring progress towards macroeconomic stability and inclusive growth. Looking ahead, it feeds directly into NDS2 (2026–2030), with its 10 national priorities emphasising good governance, devolution, and innovation. By embedding citizen feedback, the survey supports Vision 2030's ambitious goal of an empowered upper middle-income society by 2030—one characterised by reduced poverty (targeting a 15% drop), resilient infrastructure, and human capital development. In the current world, where social cohesion is key, the CSS fosters trust, reduces disillusionment, and promotes compliance, all of which fuel economic recovery. It is not hyperbole to say that a well-run CSS could boost civil service productivity by 20%, as per recent audits, propelling us towards that prosperous horizon.

The Vital Role of Training in the CSS Success



The Public Service Commission (PSC) Head of Strategic Planning and Programme Management, Dr H. Chikova addressing participants at the PSC Citizen Satisfaction Survey (CSS) Enumerators Workshop in Gweru, Senga Campus.

None of this magic happens without proper preparation, which is where the CSS Training Workshop comes in. Held annually, this year's event in Gweru is a masterclass in equipping enumerators—those front-line heroes who will fan out across provinces to collect your views. Day 1 alone was a whirlwind of inspiration: from the national anthem sung with diverse regional flair to a keynote by General Manager L.R. Dube, who humorously dissected the anthem's lyrics while underscoring the survey's strategic weight.

The training emphasises practical skills, like handling data tablets provided by ZIMSTAT, navigating ethical dilemmas, and building trust during interviews. Presenters like Mr Mpandari shared lessons from past surveys—tackling biases, overcoming access barriers (such as being turned away from certain institutions in 2024), and adapting to logistical hiccups like heavy rains. Mr Nyika added a reflective touch with quotes on learning from history, stressing teamwork, emotional intelligence, and crisis management.

Why is this training so crucial? It ensures the CSS is rigorous and representative, covering all 10 provinces and 72 districts with a 95% confidence level. Poorly trained enumerators could skew data, leading to misguided policies. Instead, this workshop—drawing on global best practices—builds a cadre of professionals who treat every interaction with respect and accuracy. For the PSC, it's an investment in quality; for the government, a guarantee of reliable insights; and for citizens, assurance that your voice is captured faithfully. As one plenary participant noted, advance publicity and consent from local authorities will smooth the path, making the process even more inclusive.

Preparing for the CSS: Get Ready to Share Your Story



The Public Service Commission participants at the PSC Citizen Satisfaction Survey (CSS) Enumerators Workshop in Gweru, Senga Campus.

As the 2025 CSS rolls out in the coming months—typically over three months in the third quarter—now is the time to prepare. Enumerators will reach out via face-to-face interviews and digital platforms, probing key areas like timeliness, courtesy, competence, and accessibility in services you use daily.

Questions are straightforward, often on a 1–5 Likert scale, so no need for expertise—just honest reflections. To be better placed to respond, take a moment to jot down recent experiences: Was your child's school registration smooth? Did a hospital visit meet expectations? Consider demographics too—rural voices, women's perspectives, and youth input are vital for balanced data. Past trends show urban satisfaction at 72% versus rural 64% in 2023, and women's scores slightly lower in social services, prompting targeted fixes. By thinking ahead, you will provide nuanced feedback that drives change.

Rest assured, your responses are confidential, handled with ZIMSTAT's technical rigour to ensure anonymity and integrity. Digital innovations, like mobile apps for real-time submissions, are being piloted under NDS1's digital economy pillar, making participation easier than ever.

Why Your Voice Truly Matters

In a democracy like ours, every voice count, but the CSS amplifies yours in ways that ripple nationwide. Your feedback is not filed away—it is a catalyst for reform. High satisfaction in one sector inspires others; low scores trigger interventions, like curriculum tweaks that lifted education ratings by 10% between 2023 and 2024. By sharing, you are co-authoring Zimbabwe's story, aligning with constitutional mandates under Section 194 for responsive administration.

For marginalised groups—rural dwellers, women, youth—the CSS promotes inclusivity, ensuring no one is left behind. It's a nod to the African Union's Agenda 2063 and SDG localisation, fostering social cohesion in our diverse nation. Ultimately, your input builds trust: when citizens see changes based on their say, compliance rises, corruption falls, and community bonds strengthen. As President Mnangagwa's mantra suggests, an open Zimbabwe thrives when voices like yours lead the way.

Spotlight on Performance-Based Awards

One of the CSS's most innovative features is its link to performance-based awards for senior civil servants. Gone are the days of automatic bonuses; since 2022, these "13th cheques"—paid in November–December and up to 100% of base salary—are tied to CSS indices. Senior officials, from permanent secretaries to department heads, are evaluated on their ministry's scores. Hit above 75%? Full rewards flow. Fall short of the 70% threshold, like the 2024 national average of 64% (missing by 6%), and deductions apply.

See, as the citizen you have the power to demand proper service, if those senior officials do not listen, then you the citizen has the power to bite them where it matters the most, their pocket. Kudos to the second republic for giving citizens such a voice like this

This system motivates excellence: the PSC's 73% score in 2024 unlocked uplifts, while underperformers face incentives to improve. It is fair play—rewarding collective effort over individual gains—and aligns with NDS1's results-based management. For citizens, it is a win: better indices mean better services, closing the loop on accountability. Projections suggest this could enhance productivity by 20% by 2025, directly benefiting you through efficient governance.

Looking Ahead: A Brighter Zimbabwe Together

As the CSS Training Workshop continues, it is clear this initiative is more than a survey—it's a bridge to a better Zimbabwe. Important to citizens for empowered feedback, to the PSC for refined operations, to the government for informed policies, and to the nation for sustainable growth, the CSS embodies the Second Republic's vision of openness. Your participation is not just encouraged; it is essential. So, when an enumerator knocks, seize the moment—your voice could be the spark that ignites real change. Together, let us build a public service we are all proud of.

Stay tuned for updates, and remember in Zimbabwe's story, you are the hero!

New Retirement Age Unpacked



In a substantial policy shift, the government introduced new regulations to extend the retirement age for civil servants and uniformed forces. The new gazetted policy, which took effect at the beginning of 2025, ushered in a substantial change in the work life of civil servants. This change, which allows many to work until the age of 70, has ignited a national conversation, pitting the desire for continued employment against the urgent need for opportunities for the youths.

The new policy, outlined in Statutory Instruments (SIs) 197 and 198 of 2024, introduces a nuanced system for different sectors of public service. This legislation effectively supersedes the provisions of Statutory Instrument 6 of 2000, which previously set the compulsory retirement age for civil servants at 65. The new SI 197 now fixes the pensionable age at 70 years for civil servants appointed on or after January 1, 2025. However, for those who were already in service before this date, the policy offers a more flexible arrangement. They have a pensionable age of 65 but with the option to continue working until 70 to receive their full pension. This distinction creates a two-tiered system, with a clear separation between the old and new members.

The uniformed forces have also seen significant changes. According to SI 198 of 2024, the retirement age for regular soldiers is now 55, up from 50, with a possible extension to 60. For war veterans, there is a special provision allowing them to continue serving until the age of 65. The policy also extends the pensionable service for police from 20 to 30 years. These changes reflect a targeted approach to different public sectors, likely based on the specific operational and demographic needs of each force.

For many older civil servants, the policy is a welcome lifeline. In a country grappling with economic instability and a challenging pension landscape, the opportunity to work for an additional five years is seen as a way to secure financial future. The government's standpoint therefore, is likely rooted in practical concerns, as keeping experienced personnel in their roles can maintain stability and institutional knowledge. This allows the government to retain skilled workers in critical areas, ensuring continuity of service.

The decision to raise the retirement age to 65 is an ambitious one, meant to adapt to an ever-changing economic landscape. While misconceptions about its impact exist, it represents a positive shift in the country's approach to workforce sustainability. However, the true benefits will be realised only when the necessary support systems are put in place, allowing older workers to continue contributing meaningfully to society while ensuring that the younger generation has the opportunities it needs to thrive. The policy is a step forward, but it's only one piece of the puzzle. With the frameworks in place, it will result in a more dynamic and inclusive workforce for decades to come.

Public Service Commission Drives Pension Reforms through Provincial Outreach

In a significant stride towards strengthening pension management, payroll administration and enhancing service delivery, the Public Service Commission (PSC), through the Pay and Benefits Development and Management Agency, successfully conducted a series of Pension Awareness and Capacity Building Workshops. The outreach program, held between July 21 and August 8, 2025, traversed Manicaland, Mashonaland East and Mashonaland Central provinces, marking a key part of the PSC's broader reform agenda aligned with the National Development Strategy 1 (NDS1).

The initiative was meticulously designed to build institutional capacity, foster administrative efficiency and to deepen the understanding of ongoing pension and payroll reforms among public sector employees. The workshops drew an impressive attendance of over 380 participants, including Human Resource officers, District Coordinators, and District Schools Inspectors, representing various Ministries, Departments, Agencies (MDAs), parastatals, and independent Commissions.



The Manager in the Pensions Management department, Mr Handireketi, eloquently drives home a key point, captivating attendees during a session of the Matabeleland South Pensions Awareness and Capacity Building workshop

The workshops were officially inaugurated by the PSC Pension Master, Mr. Makiwa, who, in his keynote address, reinforced the Commission's commitment to the timely and accurate disbursement of pension benefits. He stressed the crucial need for collaboration between Human Resource practitioners and central PSC offices to improve service delivery and ensure the successful implementation of reforms, with a particular focus on the upcoming transition to the GovPay system. A comprehensive curriculum was covered, addressing themes vital to public service operations and retirement planning. These included:

- ◇ The PSC's expectations,
- ◇ Pension management and retirement preparedness,
- ◇ Payroll management and updates on the GovPay system,
- ◇ Talent management and secondment protocols,
- ◇ Non-monetary benefits,
- ◇ PSC's client charter and values, and
- ◇ Sessions on benefits for injury and death on duty

The content was delivered through a dynamic and accessible format, featuring structured presentations, engaging skits, quizzes and interactive discussions, all aimed at boosting knowledge retention and practical application.

A notable feature of the workshops was the inclusion of key service providers such as PSMAS, SMEDCO, FBC Bank, Nhema Chickens, India-Africa Incubation Centre, among others. These stakeholders provided participants with valuable information on a range of post-retirement opportunities, from medical aid and financial services to entrepreneurship and small business development, helping civil servants to plan for a secure future beyond their working years.

Participants appreciated the opportunity to engage directly with the PSC and commended the Commission's openness to feedback and its willingness to address systemic challenges head-on. The workshops were widely described as a much-needed platform for two-way communication and constructive problem-solving, helping to bridge the gap between the government and its employees.

The success of the Pension Awareness and Capacity Building Outreach Programme is seen as a significant step forward. It not only enhanced civil servants' understanding of pension and payroll systems but also fostered a more collaborative and responsive environment. As the pension and payroll reforms continue to unfold, the PSC remains steadfast in its commitment to creating a retirement system that is efficient, transparent, and responsive to the needs of every public servant, ensuring that all can retire with dignity and financial security.

The PSC Champions Students' Welfare: Zvishavane Midlands Park Commissioned



The Public Service Pension Fund Investment project, the Zvishavane Midlands Park launched on the 15th of September 2025.



The President of the Republic of Zimbabwe, His Excellency, Cde Dr. E. D. Mnangagwa represented by the Vice President K.V. Mohadi, the Honourable Ministers and the Chairman for Service Commissions, Dr V. Hungwe posing for a picture at the Zvishavane Midlands Park launch, on the 15th of September 2025

The Public Service Commission (PSC) has once again demonstrated its commitment to the welfare of students, ensuring they are decently housed through the Midlands Park Student Accommodation in Zvishavane. The project was officially commissioned by His Excellency, the President of the Republic of Zimbabwe, Emmerson D. Mnangagwa, marking a significant milestone in addressing accommodation shortages and supporting national housing and infrastructure development goals.

The Midlands Park development comprises 28 modern residential blocks for 56 family households and four-storey student accommodation blocks accommodating approximately 700 students. The USD\$28 million project, completed over four years, created numerous employment opportunities, benefiting the local community. The project aligns with Zimbabwe's National Development Strategy 1, which seeks to deliver one million housing units by the end of 2025.

Midlands Park demonstrates the PSC's commitment to the wellbeing of public service students, ensuring access to quality accommodation, while showcasing the potential of pension funds to drive meaningful national development.

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The Public Service Commission staff posing for a picture at the Zvishavane Midlands Park launch, on the 15th of

The Midlands Park success reinforces the PSC's broader mandate to support a motivated and secure workforce, contributing to national goals, including Vision 2030. It exemplifies how strategic investment and long-term planning can enhance national development. The commissioning ceremony was attended by the Chairman of the Service Commission, Dr V. Hungwe, PSC Commissioners, the Secretary to the Service Commissions, Mrs. S. Zembe, Heads of Agencies, PSC Senior Management, and staff from the head office and provincial offices. Through initiatives like Midlands Park, the PSC continues to lead by example, translating strategic vision into tangible benefits for students, employees, and the nation at large.

The PSC strengthens University Partnership through Public Lecture at Great Zimbabwe University

On 22 August 2025, the Chairman to Service Commissions, Dr. V. Hungwe, delivered a public lecture at Great Zimbabwe University's (G.Z.U) Herbert Chitepo Law School under the theme "Harmonising University Heritage-Based Education with Public Service Human Capital Priorities: Building a Skilled and Adaptive Public Service Workforce."

The public lecture formed part of a lecture series being conducted by the PSC across universities in Zimbabwe.



The Chairman for Service Commissions, Dr V. Hungwe delivering the Public Lecture at the Great Zimbabwe University in Masvingo, on the 22nd of August 2025.

These engagements are designed to strengthen the relationship between the Public Service Commission (PSC) and institutions of higher learning, ensuring that graduates entering the civil service are well-prepared to meet the evolving human capital needs of government.

In his opening remarks, the Vice Chancellor of G.Z.U., Professor R. Zvobgo, reaffirmed the university's steadfast commitment to advancing the national philosophy of Education 5.0. He noted that the university is guided by the goal of producing graduates who are not only academically competent but also innovative and capable of addressing real community challenges. The Vice Chancellor applauded the PSC for establishing such a programme to directly engage with university students, describing it as an important step in bridging the gap between higher education and the world of work.

The lecture delivered by Dr. V. Hungwe outlined the mandate and functions of the PSC, while also stressing the importance of collaboration between the Commission and institutions of higher learning. Dr. Hungwe noted that universities remain the primary source of human capital for the civil service, hence the need for curricula and training to align with the skills required in the modern public sector.

In his address, Dr. Hungwe highlighted the PSC's expectation of a public servant who is agile, adaptive and responsive to the evolving needs of government service delivery. He accentuated that heritage-based education must translate into producing graduates who are not only knowledgeable but also innovative and flexible in addressing the challenges of a dynamic civil service landscape.

A vigorous question-and-answer session concluded the lecture, during which participants raised a range of pertinent issues. Discussions covered job opportunities within the public service, internship placements, conditions of service including salaries and incentives, retirement age and the increasing numbers of graduates seeking employment in the civil service.

The lecture was attended by the PSC Head of the Pay and Benefits Agency, Mr. N. Machinjike, General Manager for Internal Human Resource, Ms. B. Katanda, General Manager for Talent Management, Mrs. G. Machakaire, General Manager responsible for Content Development and Management Mr. A. Wutawunashe, staff from PSC head office, provincial representatives from Masvingo, as well as staff from all districts within the province, ensuring wide participation and engagement.

On the sidelines of the lecture, Dr. Hungwe held a strategic engagement with Masvingo's provincial and district PSC staff, a key component of his nationwide lecture circuit aimed at strengthening institutional visibility and cohesion. The meeting created a valuable platform for provincial teams to share their insights and concerns directly with the Chairman, who took time to listen and respond substantively. Central to the discussions were issues of modernising subnational structures and reinforcing the PSC's posture as a dynamic, learning organisation committed to continuous improvement and service excellence.

The public lecture marked an important milestone in reinforcing the PSC's commitment to cultivating a skilled, motivated, and adaptive workforce for Zimbabwe's Public Service. More significantly, it reflected the Commission's evolution into a market-facing institution that draws insights from first-hand engagements to strengthen policy design and implementation. By interacting directly with academia, the PSC bridges the gap between higher education and the world of work, ensuring that learning outcomes and public service needs are mutually reinforcing. This collaboration represents a deliberate co-creation of employability pathways and competency-based development products that enhance institutional impact. In doing so, the PSC not only reaffirms its role as the human resource engine of Government but also advances a governance culture where knowledge, innovation, and service excellence translate into tangible benefits for citizens.

Bridging Academia and Public Service: The Chairman's Lecture at Africa University

In its continuing drive to strengthen partnerships with institutions of higher learning, the Public Service Commission (PSC) made history on 5 September 2025 when it brought its Chairman's Public Lecture to Africa University, the first private university to host this landmark engagement. Delivered by PSC Commissioner Mrs. R. R. Mukogo under the theme "Bridging the Knowledge Gap: The Contribution of Higher and Tertiary Education in Enhancing Human Capital for Modern Governance in an Evolving Civil Service," the lecture drew a vibrant audience eager to explore synergies between the PSC and Africa University. The gathering resonated with shared purpose, to bridge the knowledge divide, nurture responsive leadership, and forge enduring collaborations that strengthen the nexus between scholarship and service to the nation.



The Chairman for Service Commissions, Dr Vincent Hungwe, represented by the PSC Commissioner, Mrs Rosemary R. Mukogo, delivered the Chairman's Public Lecture, at the Africa University Campus in Mutare.

The Vice Chancellor of Africa University, Professor P. Mageto, represented by Professor Machakanja, gave the welcome remarks and commended the PSC for its timely engagement with the university community. She noted that the visit came at a critical moment when universities must remain aligned with global changes. In the remarks, she explored the VUCA concept, Volatility, Uncertainty, Complexity and Ambiguity, and its relevance both to higher education institutions and the PSC. He stressed that adaptability, innovation and foresight are crucial if universities are to produce graduates who can thrive in such an environment.



The Chairman for Service Commissions, Dr Vincent Hungwe, represented by the PSC Commissioner, Mrs Rosemary R. Mukogo, delivered the Chairman's Public Lecture, Africa University staff and PSC Secretariat staff posing for a picture at the Africa University Campus in Mutare.

Commissioner Mukogo delineated the functions and mandate of the PSC and underscored the Commission's responsibility to ensure that the civil service remains efficient, professional and responsive. She highlighted the importance of closer engagement with institutions of higher learning, noting that universities are the foundation of human capital development for the public sector. The lecture further underlined that universities must produce technology-driven graduates who can meet the demands of a rapidly advancing world. Commissioner Mukogo stressed that the future public servant must not only be competent and ethical but also technologically literate and innovative to contribute meaningfully to national development. The lecture was attended by PSC staff from head office as well as Manicaland provincial staff, underscoring the Commission's commitment to strengthening relation-

A robust question and answer session concluded the lecture, with students and staff raising issues that reflected their keen interest in the future of public service. Deliberations ranged from the employment of foreign students in the public sector, the structure and availability of attachments and graduate internships, PSC human capital development strategies, and the impact of Artificial Intelligence (AI) on the world of work.

The lecture at Africa University reinforced the PSC's commitment to building a skilled, innovative and technology-ready workforce, while also providing a platform for dialogue with the next generation of professionals who will drive Zimbabwe's public service into the future.

PSC Hosts Second Retirement Planning Conference



The Public Service Commission (PSC) successfully held the second edition of the Retirement Planning Conference in Bulawayo from 24 to 26 September 2025. Running under the theme "Retirement Planning in Action: Transforming Insights into Realities," the conference sought to empower, equip and motivate public servants nearing retirement to begin preparing early in order to ensure a smooth transition into post-employment life.

The Vice President of the Republic of Zimbabwe, Hon. K. C. D. Mohadi, officiated the event. In his keynote address, he underscored the importance of robust social security systems as a cornerstone for sustainable development, noting their alignment with the United Nations Sustainable Development Goals (SDGs) and the national vision of attaining an upper-middle-income economy by 2030.



The Public Service Commissioners during presentations at the Retirement Conference held in Bulawayo, ZITF Hall 4, 24 - 26 September 2025.

The PSC Chairman, Dr V. Hungwe, presented an overview of the retirement planning landscape under the topic “The Future of Retirement Planning in the Public Service.” He highlighted key policy issues and outlined government efforts to ensure that public servants retire with dignity.

The conference featured a broad range of topics designed to prepare civil servants for life after retirement, whether in business or community development. Discussions covered entrepreneurship and income-generating projects, agribusiness and mining opportunities, as well as pensions and social security matters. Testimonials from retired public servants who have successfully ventured into projects served as proof of concept, inspiring participants to take practical steps towards their retirement goals. Takeaways from the sessions included the importance of networking, partnerships and collective approaches to overcoming challenges associated with retirement planning. Participants raised critical issues such as the lack of access to land for agricultural ventures including poultry, rabbit farming and crop production, as well as barriers to the ease of doing business.

In her closing remarks, the PSC Deputy Chairperson, Dr. Ndiweni, applauded the achievements of the conference and assured participants that policy reforms are underway to address constraints that have hindered entrepreneurship among public servants. She emphasised that the conference was central to strengthening social protection systems and fostering a culture of innovation, sustainability and good practices within and beyond the public service.

The event also attracted regional participation, with the Chairman of the South African Public Service Commission, Prof. Somadoda Fikeni, delivering a presentation on “Perspectives on Policy Frameworks and Retirement Planning in South Africa,” thereby sharing valuable regional experiences.

The conference brought together PSC Commissioners, Heads of Departments, General Managers, and PSC staff from across provinces, contributing to its success.

PSC hosts the 3rd Consultative Workshop with Workers Representatives



The Secretary to Service Commissions, Mrs. S. Zembe delivering her key note address at the 3rd Consultative Workshop held in Masvingo recently.

The Secretary to Service Commissions Mrs. S. Zembe officially opened the third Quarter consultative workshop with workers representative on the 30th of September 2025 at Urban Lifestyles Hotel in Masvingo. The workshop is a part of a series of workshops that the Government and Workers representatives come together quarterly to discuss different key issues of mutual benefit that affect workers in the public service to enhance conditions of service and service delivery.

In her opening remarks, the Secretary applauded the workers for respecting the NJNC as the rightful platform to negotiate. She also applauded the different committees that have been working together from the beginning of the year to bring forth results on OSH, Housing, Funeral Assurance, Basic needs Basket amongst others.

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The Secretary to Service Commissions, Mrs. S. Zembe (Fourth from left, Mr Sisimayi (Third from left), Mrs C. Alexander (Second from left), Mr N. Machinjike (Second from right), Mr W. Mpandawana (Far right) and the Provincial Coordinator: Masvingo, Mr T. Makuza (Far left), posing for a photo at the Consultative Workshop in Masvingo.

The workers team leader, President of the Zimbabwe Confederation of Public Sector Trade Unions, Mrs. C. Alexander in her speech thanked the PSC for always hosting the quarterly meeting as scheduled and for putting gravitas to the matters discussed.

The workshop started with a report from the recommendations of the second bipartite workshop for the property ownership joint committee, basic needs basket joint committee, occupational safety and health joint committee, financial joint committee and the joint committees gave feedbacks. During the workshop presentations were made on the job evaluation grading and mapping, current monetary policy and projected outlook for 2025, legislative framework, update on the retirement conference, platform economy amongst others.

On the last day, the workshop was concluded with a team building tour at the Great Zimbabwe monuments, a cultural adventure to understand the underlying roots of unity, peace, development and innovation which are the part of the fundamental principles of the Bipartite.

In her closing remarks the Secretary to Service Commissions represented by Head Pay and Benefits Mr. N. Machinjike showed appreciation for the maturing relationship between workers and Government negotiators as the conversations had broadened to cover different subject matters such as climate change and mental health. She said,

“As things stand, the informational presentations shared on this platform have expanded the breadth and depth of our discussions, enabling us to bring to the fore issues that speak directly to the lived realities within the service. Matters such as mental health and productivity, once peripheral, are now being elevated into the mainstream of our dialogue...”

She ended her speech by encouraging members to stay abreast with global trends as the bipartite has become a global contributor at international engagements such ILO conference and COP 30.

In attendance was the Head for Human Capital Development and Management, Mr. Mupandawana, Chairperson for the National Joint Negotiation Council, Mr. Sisimayi and other negotiators from government and the workers. The PSC continues to strengthen the relationship with workers for effective service delivery.

PSC scoops 1st position at the 2025 Provincial Agricultural Show: Mashonaland Central Province



The Minister of State for Provincial Affairs and Devolution Hon C. Magomo and Chief Agriculture Expert Mr. Wang handing over the shield to the PSC District Coordinator, Bindura, Mr. S. Nyoni with other PSC exhibitors.

The Public Service Commission (PSC) scooped the 1st position in the category of Service Commissions at the Provincial Agricultural Shows in Mashonaland Central and West, Midlands Province and Matabeleland North Province held from the 29th of July to the 10th of August 2025.



The Provincial Coordinator for Mashonaland Central, Mr. G. Madhumbu and PSC Exhibitors pose for a picture at the PSC stand in Bindura.



The General Manager for Provincial Coordination, Mr L.R. Dube, the Provincial Coordinator for Matebeleland North, Dr I. Ndebele and the PSC exhibition team posing for a photo at the Provincial Show in Hwange.

The shows were under the different themes that were surrounding empowering the Public Service and innovative solutions for development. The overall themes for the shows resonated well with the PSC 's mission to drive progress and development through innovative solutions that enhance and empower public service delivery.

During the exhibitions, the PSC showcased the Modern Payroll and Pensions System including its automated functions that will enhance service delivery in the public sector. Furthermore, the exhibitors managed to register different walk-in clients on the online registration platform, as well as providing access to online pensions services, evidence of the modernisation efforts.

PUBLIC SERVICE COMMISSION PROVINCIAL SHOWS IN PICTURES



The Provincial Coordinator for Matebeleland North, Dr I. Ndebele, the District Coordinator for Hwange, Mr Ndlovu and the PSC exhibition team posing for a group photo and holding the participation certificate at the Hwange Agricultural Show.



The General Manager Provincial Coordination, Mr L. R. Dube and the PSC exhibition team posing for a group photo at the Midlands Agricultural Show held in Gweru.



The Provincial Coordinator for Midlands Province, Mr A. Chimanyiwa and the PSC exhibition team posing for a group photo at the Agricultural Show held in Gweru.



The Head for Strategic Planning and Programme Management, Dr H. Chikova and the PSC exhibition team posing for a group photo at the Mashonaland West Agricultural Show held in Chinhoyi.



The General Manager Provincial Coordination, Mr L. R. Dube and the PSC exhibition team posing for a group photo at the Mashonaland West Agricultural Show held in Chinhoyi.

INTERNATIONAL DAY OF SIGN LANGUAGES

THEME: SIGN LANGUAGE UNITES US

Let's celebrate inclusion, identity and connection today and every day.



PUBLIC SERVICE COMMISSION

In Collaboration with...



DEAF ZIMBABWE TRUST

TUESDAY 23 SEPTEMBER

TIME: 11:00-13:00HRS
Venue: PSC Head Office 7th floor boardroom

THE PUBLIC SERVICE COMMISSION - PERFORMANCE AUDIT AND INSPECTORATE DEPARTMENT



Performance audit



MEET THE PERFORMANCE AUDIT AND INSPECTORATE TEAM



Mr. Telmember Muchenje
Inspector General
Secretary's Office

and projects, systems and compliance audits, as well as investigations of complaints raised by the citizenry against MDAs or members therein.

With a public service career spanning over three decades, he has dedicated more than twenty years to performance auditing and inspectorate functions, which he commenced in 2004. He rose through the ranks from being a District Inspector, Chief Provincial Inspector and was attested as Inspector General in October 2024, having acted in that capacity from October 2023. Prior to engaging in inspectorate work Mr. Muchenje had a stint as a secondary school head teacher and also served in the then Department of Civil Aviation as an Assistant Air Traffic Control Officer. The Inspector General holds a Masters in Business Leadership (BUSE), a Bachelor of Education (UZ), and various diplomas and certificates in education, public relations, human resources management as well as monitoring and evaluation.



Mr. Stanley Sithole
Manager
Performance Audit and Inspectorate

Mr. Stanley Sithole serves as the Deputy Inspector General in the Performance Audit and Inspectorate Department within the Secretary's Office. He possesses a rich and multidisciplinary academic background, holding a Master's in Commercial Law (LLM) and an MBA from the United Kingdom, a Bachelor of

Laws (LLB), a BSc (Hons) in Sociology from the University of Zambia, and a Diploma in Banking from the Institute of Bankers of Zimbabwe (IOBZ). In addition, he is a Chartered Financial Analyst (CFA) and holds an Executive Certificate in Portfolio Management and Investments from the University of Zimbabwe. With 15 years of distinguished service in the Public Service, Mr. Sithole brings together legal acumen, financial expertise, and strategic management insight, qualities that define his professional contribution to the Commission's oversight and performance assurance mandate.

THE PUBLIC SERVICE INSPECTORS



Ms. Anscaria Fore
Public Service Inspector



Ms. Evelyn Mutizhe
Public Service Inspector



Mrs. Takudzwa Bvute
Public Service Inspector



Mr. Tawanda Mupengo
Public Service Inspector

HARARE PROVINCE



Mr. Simba Muvirimi
Chief Provincial Inspector
Harare Metropolitan



Mr. Charles Maketo
Public Service Inspector



Mr. Kuziva Chipuka
Public Service Inspector



Ms. Lydia Tahungai
Public Service Inspector



Mr. Owen Goshomi
Public Service Inspector

MATEBELELAND NORTH PROVINCE



Mr. Sylvester Nyoni
Acting Chief Provincial Inspector
Matabeleland North

Mr. Sylvester Nyoni commenced his service career at Belvedere Teachers College as an Assistant Teacher on 01/01/1987. He was confirmed in his position in 1989. Over the years, he advanced through various roles, including Teacher, Head of Department, High School Head, and Buildings and Planning Officer, alternating assignments between Matabeleland North and Bulawayo Provinces.

In 2012, Mr. Nyoni joined the Public Service Commission as a District Inspector in Lupane. He was posted to Hwange from 2016 to 2021. In 2021, he was redesignated as a Monitoring and Evaluation Officer in Nkayi, before transferring to Umguza in 2023. At the end of 2023, he was slated to move to the Performance Audit and Inspectorate Department. Currently, Mr. Nyoni serves as the Acting Chief Inspector for Matabeleland North Province. He holds a Certificate in Education and a Bachelor of Education degree from the University of Zimbabwe.

THE PUBLIC SERVICE INSPECTORS MATEBELELAND NORTH



Mr. Joseph Mthombeni
Public Service Inspector: Nkayi



Mrs. Ncube
Public Service Inspector-Lupane



Mr. Alexious Moyo
Public Service Inspector: Hwange



Mr. Samulo Mutale
Public Service Inspector: Binga



Mr. Pardon Hungwe
Public Service Inspector:
Bubi



Mr. Raymond T. Ncube
Public Service Inspector:
Tsholotsho

MATEBELELAND SOUTH PROVINCE



Mrs. Thalia C. Jukwa.
Acting Chief Provincial Inspector
Matabeleland South

Mrs. Thalia C. Jukwa is an Acting Chief Provincial Inspector, Matabeleland South Province. She oversees and manages seven districts within Matabeleland South Province, including Beitbridge, Bulilima, Gwanda, Mangwe, Insiza, and Umzingwane. Her primary responsibilities involve conducting systems audits, supervising and coordinating service delivery inspections across the Public Service, and validating government projects and programs to ensure their efficiency and effectiveness at the provincial level. Mrs. Jukwa holds a Master's Degree in Business Administration (MBA), a BSc Honours in Sociology, a Diploma in Personnel Management from IPMZ, and an Executive Certificate in Monitoring and Evaluation.



Mr. Agrippa Nkomo
Public Service Inspector: Matobo



Mr. Prince Mashira
Public Service Inspector: Matopo



Mr. Anele Dube
Public Service Inspector-
Umzingwane



Mr. Wisdom Mathe
Public Service Inspector:
Plumtree and Bulilima



Mr. Luckson Madovi
Public Service Inspector: Insiza

MASVINGO PROVINCE



Tumbwi Pontian Kudakwashe
Acting Chief Provincial Inspector:
Masvingo Province

Mr. Pontian K. Tumbwi is the Acting Chief Provincial Inspector for Masvingo Province. He joined the service as a teacher on May 1, 1985, and has held various roles including acting school head and deputy head, before being promoted to substantive Deputy Head in 1993 and Head in 1996. He was a part-time tutor at Zimbabwe Open University (2006-2008), facilitated BSPZ and BEST programs (1997-2001), and served as NAPH District Vice Chairperson (2009-2012).

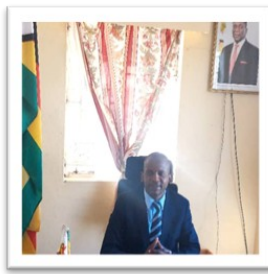
In 2012, he joined the Public Service Commission Secretariat as a District Inspector. Between 2021 and 2023, he was re-designated as Monitoring and Evaluation Officer at Masvingo Provincial Office, before returning to the District Inspector role in 2024. He was appointed Acting Chief Provincial Inspector in May 2025. His qualifications include a Master of Education (Educational Administration, Planning and Policy Studies, 2003), a Bachelor of Education in the same field (1997), a Certificate in Education.

(Primary, 1985), ICDL (2006), and certificates in Monitoring and Evaluation (2016) and Project Management (2024). His current duties encompass auditing and validating service delivery, inspecting government projects and programs, auditing HR functions, resource management, compliance, analysing performance ratings, conducting investigations, advising the public, supervising staff, and providing reports on provincial developments.

THE PUBLIC SERVICE INSPECTORS: MASVINGO



Mr. Lawrence Chidzonga
Public Service Inspector:
Masvingo



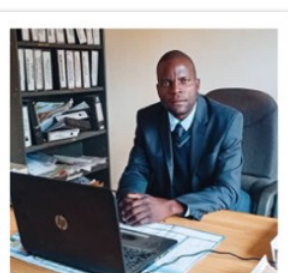
Mr. Stanley Maphondera
Public Service Inspector:
Gutu



Mr. Kudakwashe Munyanyi
Public Service Inspector: Chivi



Mr. Flavian Zimuto
Public Service Inspector:
Chiredzi



Mr. Testimony Munyoro
Public Service Inspector:
Mwenezi



Mr Malozana Busangabanye
Public Service Inspector: Zaka

MASHONALAND WEST PROVINCE



Mrs. Esther Mundembe
Chief Provincial Inspector Masho-
naland West

Mrs. Esther Mundembe brings over 30 years of extensive experience in Public Sector Management. A pioneering member of the Public Service Commission Inspectorate since its inception in 2004, her expertise encompasses Public Policy Analysis, Training Management, Monitoring and Evaluation, Performance Management, and Institutional Governance. Currently serving as Chief Provincial Inspector for Mashonaland West, she provides strategic leadership and oversees inspectorate operations, including audits of government ministries, departments, and agencies to ensure service delivery, policy adherence, resource utilization, and accountability. She played a key role in developing the Inspectorate's Standard Operating Procedures manual and a training manual for new inspectors in Performance Audit. Mrs. Mundembe holds a Masters in Business Management (NUST), a Bachelor of Science Honours in Politics and Administration Studies (UZ), a Diploma in Training Management (ZIPM), and certificates in Monitoring and Evaluation (Zimbabwe Public Service OPC) and Project Management (ESAMI).



Mr Innocent Pazara
Public Service Inspector:
Makonde



Mr. Elvis Matangaidze
Public Service Inspector:
Chegutu



Mr. Shadreck Rukuni
Public Service Inspector: Sanyati
and Mhondoro-Ngezi



Mr. Sharp Mutsena
Public Service Inspector:
Zvimba



Mr. Daniel S. Kaplin
Public Service Inspector:
Kariba



Shadreck Ngandu
Public Service Inspector
Hurungwe

MASHONALAND PROVINCE

CENTRAL



Ms. A Mukodza
Chief Provincial Inspector
Mashonaland Central Province

Mrs. Agnes Mukodza is the Chief Provincial Inspector for Mashonaland Central Province. She holds a Master's in Education (2007), a Bachelor of Education (2000), a Monitoring and Evaluation Certificate (2017), and a Certificate in Primary Education (1988).

Her service career began in 1989 as a primary school teacher. She served as a District ECD Trainer (2000-2001), Deputy Head (2001-2002), Head of Primary (2002-2004), and District Inspector (2004-2017). She was Acting Chief Provincial Inspector from June 2017 until February 2022, when she was appointed Chief Provincial Inspector, a position she holds currently.

Mrs. Mukodza's responsibilities include conducting service delivery inspections, ensuring compliance and resource utilization in MDAs, validating government projects, system audits, handling public complaints, supervising staff, producing provincial reports, managing PSC suggestion boxes, and representing the province at meetings and functions.

THE PUBLIC SERVICE INSPECTORS: MASHONALAND CENTRAL



Mr. Joseph Shumba
Public Service Inspector:
Mbire



Mr. Batanai Foki
Public Service Inspector:
Rushinga



Mr. Logic Karimatsenga
Public Service Inspector:
Mazowe



Mrs. P Munyikwa
Public Service Inspector:
Mt Darwin



Mr. Gaura Cuthbert
Public Service Inspector:
Mt Darwin



Mr. Albert Kofi
Public Service Inspector:
Bindura



Mrs. Amanda R. Ngandu
Public Service Inspector:
Rushinga



Mr. Ernest T. Runesu
Public Service Inspector:
Guruve



Mr. Ephet T. Gambe
Public Service Inspector:
Mudzi



Mr Joseph Mlambo
Public Service Inspector:
Goromonzi

MASHONALAND EAST PROVINCE



Mr Simango Happysons
Chief Provincial Inspector
Mashonaland East

Mr. Happysons Simango is a veteran Inspector who joined the Public Service in 1984 as a teacher. He excelled as a teacher and was promoted to Deputy Head before becoming School Head Grade 1 in 1989 and has risen through the ranks to become Chief Provincial Inspector. He holds a Master of Philosophy Degree, a Bachelor of Education in Educational Administration and Policy Studies as well as a Certificate in Education. He oversees the capacitation of personnel in the Performance Audit and Inspectorate department and develops validation tools and instruments. He joined the public Service Commission in 2004 as a District Inspector and was later promoted to the rank of Chief Provincial Inspector in the year 2011.



Mr. Richard Gora
Public Service Inspector:
Marondera



Mr. Paswani Makumbe
Public Service Inspector:
Chikomba



Mr. Itai Nyambudzi
Public Service Inspector:
Mutoko



Mr. Norbert Chiwanza
Public Service Inspector: Seke



Mr Chikede Victor
Public Service Inspector
Hwedza



Mrs. P. Mukwakwa Gladys
Public Service Inspector:
Uzumba Maramba Pfungwe



Mr. Herikanos Muchumani
Public Service Inspector:
Murewa

MANICALAND PROVINCE



Mr. Jairosi Chihwayi
Acting Chief Provincial Inspector
Manicaland

Mr. Jairosi Chihwayi is the Acting Chief Provincial Inspector in the Performance Audit Department, where he plays a crucial role in gathering and compiling information for submission to the Head Office. He collaborates closely with Provincial Heads to ensure that the Commission's operations align with the National Development Strategy and the Commission's Vision. Mr. Chihwayi holds a Bachelor of Education degree in Educational Administration, Planning, and Policy Studies, along with a Certificate in Education and several administrative certifications. With a distinguished career spanning over 36 years in public service, he brings extensive experience across various educational and administrative roles.

His career began as a teacher (1989–2002), after which he was promoted to Deputy Head (2002–2006), followed by appointments as School Head (2006–2009), Acting Education Officer (2009–2011), and Substantive Education Officer (2011–2012). In 2012, he was promoted to District Inspector for Nyanga District, serving until 2015. He was then transferred to Buhera District, where he served from 2016 to 2021.

Subsequently, Mr. Chihwayi was redesignated as Monitoring and Evaluation Officer for Manicaland Provincial Coordination, before being appointed as District Inspector for Mutare in 2022. Since February 1, 2025, he has been serving dual roles as District Inspector and Acting Chief Provincial Inspector.

THE PUBLIC SERVICE INSPECTORS: MANICALAND



Mr. Paul T. Mutongoza
Public Service Inspector:
Buhera



Ms. Annie Masvikeni
Public Service Inspector:
Chipinge



Mr. Shepherd S. Dhedheya
Public Service Inspector:
Chimanimani



Mr. Crispen Muriro
Public Service Inspector:
Makoni



Mr. Chega Mvududu
Public Service Inspector:
Mutasa



Mr. Thomas Manyara
Public Service Inspector:
Nyanga



BULAWAYO PROVINCE

METROPOLITAN



Mr. Norman S. Muchemedzi
Chief Provincial Inspector: Bulawayo Metropolitan Province

Mr. Norman Sebastian Muchemedzi is the Chief Provincial Inspector in the Performance Audit and Inspectorate Department of Bulawayo Metropolitan Province. With over 30 years of extensive experience in Public Administration, Policy Implementation, Monitoring, and Evaluation, he is a seasoned leader within the Public Service Commission. Mr. Muchemedzi has demonstrated a distinguished career progression, starting as a District Inspector in Beit Bridge District, then serving in Gwanda District, before advancing to the role of Chief Provincial Inspector for Matabeleland South Province. Currently, he holds the position of Chief Provincial Inspector for Bulawayo Metropolitan Province.

In his capacity as CPI, Mr. Muchemedzi plays a pivotal role in championing a comprehensive 360-degree service delivery approach. He is instrumental in ensuring effective monitoring and validation of the implementation of government programs and projects within the 100-day cycle, across Ministries, Departments, and Agencies (MDAs) at the provincial level.

Academically, Mr. Muchemedzi holds a Master of Philosophy (MPhil) degree in Public Management from Midlands State University. He earned a Bachelor of Social Science with Special Honours in Monitoring and Evaluation from Lupane State University, and a Bachelor of Education Degree in Administration and Policy Studies from the University of Zimbabwe.

Additionally, he holds a Diploma in Human Resources Planning from the Institute of People Management Zimbabwe (IPMZ), a Postgraduate Diploma in Education from the University of Zimbabwe, and numerous certificates in monitoring and evaluating government projects.

THE PUBLIC SERVICE INSPECTORS: BULAWAYO METROPOLITAN



Mr. Pasca Dumani
Public Service Inspector:
Khami



Mr. Rich Satamwe
Public Service Inspector:
Bulawayo



Mr. Herbert Mawindi
Public Service Inspector:
Bulawayo Central



Mr. Njabulo Kumalo
Public Service Inspector:
Mzilikazi

THE GOVERNMENT MUTUAL SAVINGS (GEMS) FUND

Are you a civil servant struggling to finance your projects, school fees and retirement planning? Are you tired of loan sharks and their exorbitant interest rates? Search no more! Visit the PSC pavilion at ZAS 2025 and fill out a GEMS loan application form. If you meet the requirements, you stand a chance to get up to ZWG 50 000 loan at 10% interest per annum! Don't forget to bring:

- Your current payslip
- Proof of employment
- Photocopy of I.D

MIDLANDS PROVINCE



Mr. Felix Simango
Acting Chief Provincial Inspector
Midlands



Ms. Fungai Mutsengi Public
Service Inspector:
Gokwe North



Mr. Maphosa
Public Service Inspector:
Shurugwi



THE PUBLIC SERVICE INSPECTORS: MIDLANDS

UPCOMING EVENTS



Mr. Marrian Madzimure
Public Service Inspector:
Gokwe South



Mr. Ezekiel Magwera
Public Service Inspector:
Zvishavane



Ms. Ruth Siliya
Public Service Inspector:
Kwekwe



Mr. Eliam Mukandawire
Public Service Inspector:
Mberengwa

- A. INTERMINISTERIAL SPORTS COMPETITIONS**
- B. CHAIRMAN'S PUBLIC LECTURES**
- C. STRATEGIC PLAN REVIEW 2021—2025**
- D. PSC HONOURS AND AWARD EVENT**
- E. WORK CULTURE TRANSFORMATION SENSITISATION PROGRAMME FOR SENIOR GOVERNMENT OFFICIALS**

Exciting updates are on the horizon! Stay tuned for the PSC latest news, upcoming events and important updates in the upcoming edition of the “From the Secretary’s Desk” publication!

**Our jobs are not
for sale, neither
are our transfers
or any other
processes.**



The Public Service Commission wishes to advise members of the public that if you are asked by anyone to pay for any of our services, report or notify us on **(242) 796091**, or contact **ZACC**.



**All our services
are free!!**



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Zimbabwe Public Service Commission



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Zimbabwe Public Service Commission



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