



Zimbabwe

PUBLIC SERVICE COMMISSION NEWSLETTER



FIRST EDITION 2026

EDITOR'S NOTE



*Mr Amos Wutawunashé
Chief Editor*

The inaugural 2026 edition of the Public Service Commission Newsletter is presented at a defining moment in the Commission's reform and renewal trajectory. This publication consolidates key milestones achieved, highlights strategic initiatives currently underway, and signals the forward momentum shaping the Commission's priorities for the year ahead.

Central to this edition are the authoritative perspectives of the Chairman of Service Commissions and the Secretary to Service Commissions. The Chairman articulates the strategic imperatives that will

anchor institutional focus in 2026, while the Secretary advances a complementary vision grounded in innovation, transparency, and service excellence. Together, these contributions set a clear and elevated tone for the Commission's work programme.

The edition also documents the notable accomplishments of PSC Agencies during 2025, evidencing measurable progress in strengthening public service delivery, while coverage of key activities undertaken in January 2026 reflects sustained institutional drive and operational responsiveness. The Editorial Team records sincere appreciation to the readership for its steadfast engagement and the positive accolades that continue to affirm the value of this platform.

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THE CHAIRMAN'S MESSAGE



Dr Vincent Hungwe
Chairman
Public Service Commission
Defence Forces Service Commission
Police Service Commission
Prisons and Correctional Service Commission
Health Service Commission

Dear Esteemed Stakeholders,

The commencement of 2026 marks a consequential moment for reflection, institutional renewal, and purposeful recommitment within the Public Service Commission (PSC). This inaugural newsletter is issued against a backdrop of deliberate reform, signaling a Commission that is sharpening its strategic focus and consolidating its transformation agenda for the year ahead.

The PSC remains unwavering in its mission, with its vision firmly embedded within Zimbabwe's national development architecture. Strategic priorities continue to be tightly aligned with the National Development Strategy 2 (NDS2), the national blueprint for accelerated growth, inclusive development, and improved quality of life. The Commission's role transcends routine administration; it is fundamentally that of a governance engine, translating policy intent into measurable public value through disciplined execution, institutional modernisation, and a resolute citizen-centred ethos.

The emerging operating environment demands a Public Service that is agile, professional, and demonstrably impactful. In response, the PSC is intensifying its modernisation drive, anchored on results-based management, process re-engineering, and strengthened accountability systems. These interventions are designed not only to enhance efficiency but to ensure that public institutions visibly respond to the evolving expectations of the populace and the complexities of a modern economy.

Strategic oversight and policy stewardship will continue to be exercised with heightened vigilance to sustain stakeholder confidence and ensure that Commission interventions remain anticipatory, responsive, and reform oriented. The overarching objective is clear: to position the Public Service Commission as a pivotal enabler of a capable, ethical, and high-performing public service.

Management and staff are therefore called upon to approach 2026 with renewed discipline, professional rigour, and institutional pride. The mandate entrusted to the Commission is both significant and consequential. Its fulfilment rests on collective commitment to excellence, integrity, and results.

With sustained focus and shared purpose, the Public Service Commission is well positioned to advance Zimbabwe's development aspirations and to deliver tangible impact to the citizens it serves.

Dr V. Hungwe
Chairman, Service Commissions



The Secretary 's Message - Vision to Result, 2026



Mrs Sibusisiwe Zembe
Secretary, Service Commissions

The year 2026 ushers in the opening chapter of the Public Service Commission's five-year Strategic Plan, framed within the National Development Strategy 2 and grounded in a clear resolve to elevate institutional performance. Warm appreciation is extended to every member of the PSC family whose commitment and resilience continue to sustain the Commission's forward momentum. While the past year tested capacity and endurance, the period ahead signals a decisive shift from adjustment to confident mastery of change.

In practical terms, the Strategic Plan is anchored on focused pillars designed to build a Public Service that is safer in its systems, smarter in its operations and more equitable in its outcomes. Modernisation and technological innovation will therefore move from aspiration to disciplined implementation, recognising that effective public service delivery increasingly depends on intelligent, responsive, and well-integrated systems.

To give effect to this direction, priority attention in the year ahead will be directed toward automation initiatives intended to simplify processes and enhance service responsiveness. Strategic planning will remain the

central coordinating instrument, ensuring that programmes and resources stay tightly aligned with national priorities and institutional mandates.

Equally important is the feedback loop that informs continuous improvement. The Citizen Satisfaction Survey will therefore continue to serve as a critical compass, guiding operational refinement and reinforcing a culture of evidence-based decision-making. At the same time, the Commission's constitutional human capital mandate calls for sustained investment in people.

Accordingly, upskilling and reskilling will be elevated as strategic imperatives, acknowledging that the future of work is increasingly skills-based and demands greater agility beyond traditional role boundaries. Social protection measures will also be strengthened to ensure that members of the Civil Service are adequately supported within a changing work environment.

Ultimately, progress will not be judged by the volume of tools introduced, but by the extent to which the workforce is empowered to use them effectively and confidently. With continued dedication and shared purpose, 2026 stands poised to become a year of meaningful institutional impact and measurable advancement.

Mrs S. Zembe

Secretary, Service Commissions



THE CHAIRMAN PRESIDES OVER THE INDUCTION OF NEW NJNC GOVERNMENT NEGOTIATORS



The Chairman, Service Commissions, Dr. V. Hungwe, PSC Commissioner, Mr. L. Mavima, Secretary to Service Commissions Mrs. S. Zembe, Permanent Secretary of the Ministry of Public Service, Labour, and Social Welfare Mr. S. Masanga, representatives from PSC Management, and members of the NJNC Secretariat posing for a picture in the 10th floor boardroom.

The Chairman Service Commissions, Dr. Vincent Hungwe, convened an orientation meeting at the PSC Head Office with the newly appointed members of the National Joint Negotiation Council (NJNC). During the session, he outlined the Government’s expectations, emphasizing the importance of reviewing and negotiating public sector salaries, allowances and conditions of service to align with those of an upper middle-income society.

The NJNC’s mandate, spanning from 2026 to 2027, comprises 17 members from both govern-



ment and workers representatives who negotiate

and deliberate on issues of mutual benefit to contribute to policy and system transformation. The primary aim of the meeting was to ensure that members fully understand their responsibilities and objectives, thereby encouraging effective participation in the Council’s activities.

Attendees included Commissioner, Mr. L. Mavima; Secretary Service Commissions, Mrs. S. Zembe; Permanent Secretary, Ministry of Public Service, Labour and Social Welfare Mr. S. Masanga; representatives from PSC Management; and members of the NJNC Secretariat.



The Secretary for Service Commission Mrs. S. Zembe, the Acting Secretary for Health Service Commission Mr. M. Sande, Team Leaders for National Joint Negotiation Council and Health Service Bipartite Negotiation Council attended the fourth quarter consultative workshop with Workers Representatives at Rainbow Hotel in Bulawayo from the 8th to the 12th of December 2025.



HUMAN CAPITAL DEVELOPMENT AND MANAGEMENT



Mr. Walter Mpandawana
Head for Human Capital Development and Management

As 2026 commences, the Human Capital Development and Management Agency reflects on a transformative 2025 while de-

liberately setting its agenda for the year ahead. Guided by the National Development Strategy 2 (NDS2), the Agency continues to place people at the centre of public sector performance, recognising human capital as the very foundation of effective governance and service delivery.

2025 Performance and Key Achievements

A major highlight of 2025 was the successful completion of the Job Evaluation exercise, which resulted in the development of new job grades and titles across Ministries, Departments and Agencies (MDAs). This landmark exercise laid the groundwork for rationalised structures and equitable job classification. Progress is currently underway, with documentation being prepared for Cabinet consideration while inputs from the remaining MDAs are being finalised. Concurrently, the Agency has begun implementing the new organisational structures emanating from the job evaluation outcomes.

During 2025, the Agency successfully filled funded vacant posts, responding to both strategic staffing needs and attrition. A total of 234 senior positions, from Deputy Director level upwards, were filled, along with all requests for junior posts arising from attrition. Deliberate attention was paid to gender balance, youth inclusion and equity.

As a result, women now constitute 37% of leadership positions, with 1% occupied by persons living with disabilities and 63% held by men. Notably, youth representation exceeds the 20% constitutional threshold, demonstrating compliance with the Constitution of Zimbabwe.

On the policy front, the Agency developed and reviewed several critical frameworks, including:

- i. The Human Resource Strategy
- ii. The Succession Planning Policy
- iii. The Reviewed Sexual Harassment Policy.

These instruments strengthen governance, talent continuity and safe working environments within the Public Service. In training and capacity development, the Agency supported orientation programmes for newly recruited members through Public Service Academies; conducted a work culture transformation training in provinces in partnership with ESAMI; delivered training on e-learning platforms; and successfully hosted Secretary's Day, recognising the pivotal administrative role played by secretaries.

The Agency also advanced behavioural alignment and wellness interventions through collaboration with occupational psychologists, aimed at the early identification and management of workplace challenges. Encouragingly, an increasing number of MDAs are referring employees for professional support, contributing to retention and workplace wellbeing. Further achievements included the signing of Integrity Pledges, reinforcing ethical conduct; progress on the e-Recruitment platform, which enables online job advertising and candidate registration through the HRMIS (currently operating in a hybrid model); continuous job fairs to widen access to employment opportunities and the secondment of 27 public officers to regional and international engagements, strengthening exposure and skills transfer.

Key Priorities for 2026

- i. Improve the representation of women and youth in leadership positions.
- ii. Assess the impact of the Job Evaluation and Functional Analysis, including staff perceptions and organisational outcomes.
- iii. Enhance turnaround times for recruitment processes and advertisements of posts.
- iv. Develop and refine recruitment and human resource planning policies to identify skills gaps and guide workforce planning over the next five years
- v. Strengthen collaboration with institutions of higher learning to align skills development with Public Service needs
- vi. Position the Agency strategically within the Future of Work discourse
- vii. Roll out workplace wellness programmes
- viii. Promote the employment and inclusion of persons with disabilities, while demystifying policy, benefits and employer responsibilities.

Pay and Benefits Development and Management

The Pay and Benefits Agency recorded a productive year in 2025, marked by notable policy, systems and investment milestones that directly support the welfare of civil servants and the broader objectives of the National Development Strategy 1(NDS1).



Mr. Nobert Machinjike
Head, Pay and Benefits Development and Management

Overview of 2025 Performance

In line with its mandate, the Agency made measurable progress in strengthening rewards and benefits administration, payroll and pension systems, industrial relations, and investment management.

In 2025, the industrial relations landscape was characterised by constructive engagement and stability. The Agency successfully maintained positive relations with service members, with no records of industrial action or major strikes recorded during the year.

Key achievements in this area included:

- **Bipartite Engagements:** Four quarterly bipartite meetings were held, reinforcing social dialogue and trust between the Government and workers.
- **Retirement Summit:** A successful Retirement Summit was hosted in Bulawayo, equipping retirees with entrepreneurship skills to ensure a decent quality of life after retirement.
- **Occupational Safety and Health (OSH):** Training and certification of members in Occupational Safety and Health was undertaken, with plans to replicate and expand this initiative in 2026.

From a policy perspective, several frameworks were reviewed and updated. Most notably, the review

of the retirement age was concluded in 2025 and is now fully implemented in 2026 and beyond. These reforms reflect the Agency's responsiveness to demographic, economic and labour market realities.

The Agency advanced automation initiatives to modernise payroll and pension administration, with successful test runs for the e-payslip system paving the way for full rollout. The Agency continued to leverage infrastructure and development projects aligned with NDS1 goals on energy security, housing, education, and economic growth. Key achievements for 2025 include:

- commissioning of the Zvishavane Student Accommodation;
- completion of the Masvingo Mini Hydro Project; and
- progress on flagship projects, including the Solar Energy Project, the Marondera Warehouse, and the Great Zimbabwe Mini Hydro Project.

A major highlight for 2026 is the review of rebates of duty on motor vehicles imported by civil servants, which will take effect during the year and provide tangible benefits aligned with the vision of an upper-middle-income society.

Closely related, a new Public Service Medical Aid Society (PSMAS) Board has been established, marking a fresh governance chapter in medical assurance, while the Government Negotiating Team has been renewed with a more diverse and skills-rich composition to strengthen future negotiations.

Turning to operational modernisation, the Agency will fully roll out the e-payslip system for both in-service and post-service members, conduct a staff audit under the Salary Service Bureau and introduce biometric verification for pensioners to enhance integrity and service delivery.

Parallel to these system enhancements, the Agency's investment portfolio continues to expand. The year 2026 will see the commissioning of completed projects, including the Marondera Warehouse, the Great Zimbabwe Mini Hydro Project and the Solar Project. New projects will commence, notably the Tugwi Mukosi Project and the planned acquisition of Caribbean Bay, while regional investment gaps in Matabeleland South and Mashonaland Central are being addressed.

Supporting members' financial wellbeing beyond salary, the Agency reaffirmed its commitment to the Government Employee Mutual Savings (GEMS) Fund, which recorded overwhelming positive feedback as services improved. Members are encouraged to participate as confidence in the Fund strengthens. Complementing this is the planned rollout of a Skills Attraction, Development and Retention Fund to support public sector human capital development.

Looking to retirement, 2026 will feature an enhanced Retirement Summit with greater emphasis on follow-up support, structured retirement planning training and finalisation of a comprehensive Retirement Policy. Underpinning all these initiatives, the Agency will continue to strengthen social dialogue, drawing lessons from regional public service forums to further professionalise industrial relations practices.



Great Zimbabwe Hydro pictures



Zvishavane Mixed Accommodation



Marondera warehouses



New Glovers Pictures

STRATEGIC PLANNING AND PROGRAMME MANAGEMENT



Dr. Henry Chikova
Head, Strategic Planning and Programme Management

The Public Service Commission (PSC) regards the planning function as a critical linchpin for achieving national priorities and, ultimately, Vision 2030. Central to the PSC's operations is the Strategic Planning and Programme Management Agency (SPPM), which is mandated to lead planning strategies, evaluate programme effectiveness, and provide organisational oversight on strategic direction.

The Agency comprises four distinct functions, structured to follow a complete strategic cycle: Strategic Planning, Provincial Coordination, Performance Management and, Monitoring and Evaluation.

In 2025, the Agency recorded the following significant achievements:

- i. Contributing to the formulation of NDS2 through the Tripartite Forum.
- ii. Formulating the 2026–2030 Strategic Plan.
- iii. Developing digital monitoring tools.
- iv. Undertaking performance management initiatives across MDAs.
- v. Supporting the recruitment of teachers.
- vi. Evaluating the Bus Service.
- vii. Conducting citizen satisfaction surveys (February and October).
- viii. Capacitating staff through engagements with external stakeholders.

Building on this foundation, the PSC, through its SPPM Agency, has set a clear direction for 2026 and beyond. In 2026, the Agency has placed a strong emphasis on monitoring, evaluation and learning to ensure that all systems and programmes achieve their intended targets in alignment with the 2026–2030 Strategic Plan.

During the 2026–2030 period, the Agency will strengthen performance management systems to build capacity for tracking progress against strategic outcomes, utilising digital tools for fast, effective and efficient service delivery. Data-driven approaches will support the enhancement of programme effectiveness and facilitate continuous improvement.

This focus on accountability ensures that government agencies remain responsive to stakeholder feedback and are equipped to make informed decisions that enhance public service outcomes. The Agency's major priorities for 2026 are:

- Automating monitoring and evaluation systems.
- Conducting the citizen satisfaction survey in October.
- Engaging with partners to mobilise resources.
- Representing the PSC in the preparation of national events.

The Agency's approach in 2026 remains forward-looking and progressive, ensuring that the PSC remains aligned and dynamic in a VUCA environment. In an era of rapid technological change and market volatility, the organisations that thrive are those with the most disciplined systems.

By investing in both robust strategic planning and rigorous programme management, the PSC will ensure that it is not merely moving fast, but moving in the right direction towards the attainment of an upper-middle-income society by 2030.



ICT DIGITALISATION AND MODERNISATION



Mr. Charles Neube
Head, ICT Digitalisation and Modernisation

The Information Communication Technology, Digitalisation, and Modernisation Agency, operating within the Public Service Commission, has a mandate focused on harnessing technology to improve Government systems. The Agency comprises two distinct functions, Security and Governance; and, Innovation and Development which work together to prioritise the integration of digital tools and processes that enhance efficiency, responsiveness and accessibility.

The year 2026 is foundational for the PSC strategic plan, which will set the tone for the next five years, informed by the National Development Strategy 2 (NDS2) launched in 2025. In 2026, the Agency will focus on the following activities:

- i. procuring and deploying ICT tools;
- ii. securing PSC buildings nationwide;
- iii. procuring and deploying network appliances; and
- iv. installing renewable energy solutions across all PSC buildings.

These activities speak directly to the Agency's mission: "A digitally transformed PSC that delivers efficient, responsive, transparent and inclusive services through sustainable ICT systems." Data protection and privacy remain a priority for the Agency following the adoption of online systems to enhance service delivery. Strategies have been put in place to ensure that all members of the organisation are protected at all times.

In response to challenges faced in the previous year, the Agency has developed solutions that directly address these issues, including the use of renewable energy to mitigate power cuts and connectivity disruptions.

In 2025, the Information Communication Technology, Digitalisation and Modernisation Agency made significant progress and achieved notable successes, including:

- i. deploying digitally enabled tools for events and major surveys;
- ii. conducting a nationwide scoping exercise across all provinces;
- iii. mobilising resources for the procurement of ICT tools;
- iv. formulating e-recruitment and e-learning platforms; and
- v. capacitating staff, including the training of Data Protection Officers.



ICT officers closely following proceedings during capacitation training of Data Protection Officers.

The Agency stands ready to collaborate with other departments to ensure that the PSC achieves digital transformation, contributing directly to the attainment of Vision 2030.



Please scan the QR code above to gain direct access to the PSC's Epayslip Portal.

THE SECRETARY SETS THE TONE FOR THE YEAR 2026



Secretary, Service Commission, Mrs S. Zembe addressing PSC Secretariat staff at the 9th Floor Boardroom on the 26th of January 2026.

On 26 January 2026, the Secretary to Service Commissions, Mrs S. Zembe, addressed the Public Service Commission's three sister departments - Finance, Administration, and the Procurement Management Unit in a closed-door meeting to align the teams for the year ahead, an exercise she routinely conducts at the beginning of each year. During the meeting, she unpacked the new Vision, Mission and Values of the PSC, which were adopted in the previous year during the 2026–2030 Strategic Plan workshop. She encouraged members to embrace the new narrative by cultivating a culture that supports a high-performing PSC and enhances service delivery.



General Manager - Procurement Management Unit, Mr P. Hwena (Left) and General Manager - Finance, Mr J. Dube (Right) following proceeding during the address by the Secretary.

She also outlined the paradigm shift from the National Development Strategy (NDS) 1 to NDS2, emphasising how all facets of government are expected to work together to contribute to the pillars outlined in these national documents. She reiterated that the collective contribution of departments is crucial in ensuring that the PSC leads and propels Zimbabwe towards greater heights championing sustainable, inclusive and transformative socio-economic development, growth and prosperity in line with Vision 2030.

Mrs. Zembe further urged the departments to always remain accountable and to shun corruption, ensuring that the work of the PSC is executed with integrity, grit and professionalism.



PSC Secretariat staff following proceeding during the address by the Secretary in the 9th Floor Boardroom on Monday 26 January 2026.

During the meeting, the Secretary stressed the importance of departments adhering to the statutory requirements of their respective fields and working together to produce timely statutory reports, as these have a bearing on the PSC as a whole.

The meeting concluded with a discussion on monetary benefits, concerns raised by members and tools of trade.

Enhanced Public Service Delivery: ZRP Re-Invigorates Client Charter



Chairman, Service Commissions Dr V. Hungwe familiarising with the new Charter.



Police Commissioner - General Stephen Mutamba showcasing the Client Charter

On 30 January 2026, the Chairman to Service Commissions, Dr V. Hungwe, alongside the Secretary to Service Commissions, Mrs S. Zembe, attended the Zimbabwe Republic Police (ZRP) Client Service Charter Re-invigoration. The event served to renew the covenant and reaffirm the ZRP's commitment to every oath made to the citizens of Zimbabwe.

Police Commissioner-General Stephen Mutamba emphasised that the core purpose of the Charter is to demonstrate the ZRP's commitment to meeting the service delivery expectations of the public. He called on citizens to hold the Zimbabwe Republic Police accountable and urged greater public participation in the fight against corruption within the service. Comm-Gen Mutamba reaffirmed the organisation's dedication to meeting public service delivery expectations

The Client Charter sets service standards and outlines what members of the public should expect from the po-

lice, including their rights and obligations. It clearly articulates the ZRP's commitment to the diverse communities it serves. The relaunch of the Charter is aligned with national expectations as the country progresses towards Vision 2030.

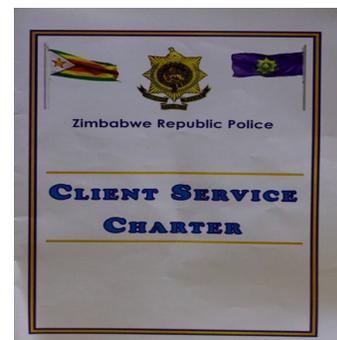
Commissioner-General Mutamba stated that the Charter is central to demonstrating the police's resolve to meet service delivery expectations, adding that it defines the minimum standards citizens should expect when engaging with the police.

"In so doing, we clearly set out the standards for professionalism, courtesy and efficiency. This is far more than a document, it is a solemn pledge and handshake extended to every human being within the confines of Zimbabwe. It is a reaffirmation of what the Zimbabwe Republic Police stands for."

The Public Service Commission continues to support the Zimbabwe Republic Police in discharging its constitutional mandate through human capital expertise, policy formulation, and the alignment of all human capital strategies with national priorities and Vision 2030.



Secretary, Service Commissions Mrs S. Zembe reading the Charter



UNIFORMED SERVICES AGENCY



General Manager , Uniformed Services—Mr A. Magomo

The Uniformed Services Agency made significant strides in 2025 to enhance service delivery through the provision of human capital expertise in the Uniformed Service Commissions.

Major highlights of the previous year include :

- Zimbabwe Prisons and Correctional Service Commission (ZPCS) Institutional national tour;
- Collaboration in the Job Evaluation exercise;
- ZRP capacity development of Senior Officers;
- ZPCS pass out parade; and
- Contribution to the ZPCS Secondment policy.

In 2026, the Agency will focus on the Modernisation Agenda as enshrined in the National Development Strategy 2 (NDS2). This will be pursued through benchmarking exercises conducted jointly with the Zimbabwe Prisons and Correctional Services, focusing on the development of smart prisons and the acquisition of modern equipment to enhance progressive service delivery. These initiatives are aimed at ensuring a seamless transition from colonial-era systems to contemporary correctional and rehabilitation frameworks.

Furthermore, the Public Service Commission, through the Agency, will contribute to the formulation and review of key policies, including the ZPCS Training Policy, among others.

In collaboration with the Zimbabwe Republic Police. The Agency will also review the Detailed Establishment Table, which outlines the distribution of officers by rank at the subnational level. This exercise is intended to ensure that officers are deployed equitably, in alignment with operational needs.



His Excellency Dr. E.D. Mnangagwa, President and Commander-in-Chief of the Zimbabwe Defence Forces, with ZPCS Commissioners and the Acting Secretary to

In 2026, the Agency is forward-looking, drawing inspiration and guidance from the pillars of human



ZPCS Pass out Parade—Ntabazinduna

capital development, innovation, security and good governance as stipulated in the National Development Strategy 2 (NDS2).

The PSC joins the world in observing the International Data Privacy Week 2026

The Public Service Commission joins the nation in observing International Data Privacy Week, running from 25 to 31 January 2026. Observed annually during the last week of January, the week is dedicated to raising public awareness on the importance of protecting personal data and promoting privacy rights, as enshrined in the Universal Declaration of Human Rights and Section 57 of the Constitution of Zimbabwe. The PSC is commemorating the week under the motto: "Your Privacy Matters."

As the nation advances towards a digitally enabled economy by 2030, it is essential to recognise that digitalisation cannot succeed without a strong culture of privacy and trust in digital services and platforms. These commemorations therefore seek to encourage citizens to take greater control of their personal data through awareness, education and practical action.

The Government, through the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ), has underscored the need for a robust privacy culture as the country accelerates its march towards a digitally enabled economy. POTRAZ is commemorating this year's Data Privacy Week under the theme: "Privacy as the Default: A Foundation for Trust and Innovation in a Digitally Enabled Economy."

In observing the week, it is imperative to note the PSC's data privacy posture, as outlined below.

- PSC Data Privacy Posture: Everyone's Responsibility.
- Data privacy posture refers to an organisation's readiness to protect personal data. It is how we build and maintain trust with clients, colleagues, and partners.

Why It Matters

- Protects our reputation and those we serve.
- Avoids legal and financial risks.
- Builds competitive advantage.
- It is simply the right thing to do.

The 4 Pillars (Your Role)

1. Governance & Accountability

Your Role:

Follow policies, report concerns, complete mandatory training.

2. Data Control

Your Role:

Only collect necessary data.

Use approved systems only.

Never use personal tools for company data.

3. Security & Protection

Your Role:

Use strong passwords & MFA.

Lock your workstation.

Report incidents immediately.

4. Transparency & Rights

Your Role:

Forward any data requests to IT – do not handle yourself.

Non-Negotiable Rules

- Never sell personal data
- Report immediately if you suspect a breach
- Complete privacy training – it's mandatory



Zimbabwe

Cyber and Data Protection Act



TECHZIM

TECHZIM





Mashonaland East Province, Chikomba District, District Coordinator—Dr. Joyline Machinga,

Dr. Joyline Machinga, who attained her Doctor of Philosophy in Human Resource Management in 2025, has demonstrated exemplary leadership and dedication to educational development. Through a meticulously prepared and evidence-based Commission Submission, she successfully addressed a longstanding issue affecting disadvantaged school heads in Chikomba District. The matter, which had remained unresolved since 2007, involved systemic, administrative and institutional barriers faced by certain school heads.

Her impactful submission prompted the Commission to take decisive action, leading to corrective measures with far-reaching implications beyond Chikomba District. These interventions have contributed to restoring equity, boosting morale and enhancing confidence in public service mechanisms as effective tools for tackling deeply embedded challenges within the education sector at the national level.

In recognition of her outstanding leadership and support, Dr. Machinga was honored as the 2024 Winner in the category of Most Supportive Leader-Managers.

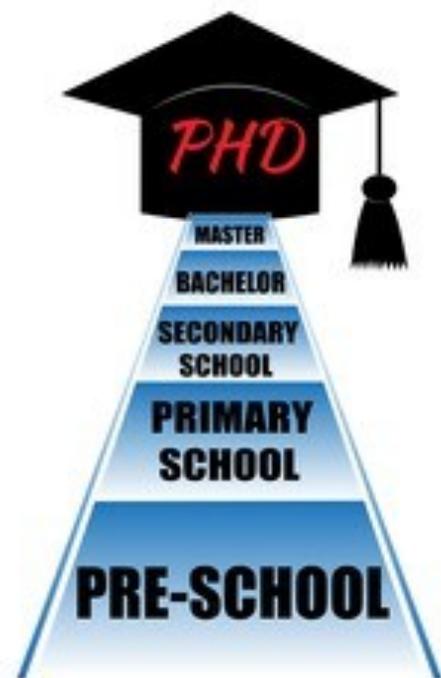
Celebrating the Bright Minds of 2025: Our New PhDs Shine Bright!

This year, we proudly celebrate a remarkable milestone the achievement of our members who earned their PhDs in 2025. These dedicated scholars have exemplified perseverance, curiosity and a passion for knowledge, pushing the boundaries of their respective fields and inspiring us all.

From groundbreaking research in sustainable energy to innovative breakthroughs in healthcare, their academic journeys stand as a testament to the power of determination and intellectual curiosity. Their contributions not only advance their disciplines but also pave the way for future generations of thinkers and changemakers.

Join us in honoring these exceptional individuals as they step into new horizons, ready to make a lasting impact on the world. We are incredibly proud of their accomplishments and look forward to witnessing their continued success.

Congratulations to our 2025 PhD graduates — the future is brighter because of you!



Full Throttle Forward: Civil Servants Gain Improved Vehicle Rebate Freedom

In a significant boost for Zimbabwe's public sector employees, the Government has revised the motor vehicle rebate scheme thresholds, making personal vehicle ownership more attainable for civil servants. Administered under the leadership of the Public Service Commission (PSC)—which spearheads the rebate application and approval process in close collaboration with the Zimbabwe Revenue Authority (ZIMRA) and the Ministry of Finance—the scheme grants eligible civil servants a full rebate on customs duty for one imported vehicle, provided its Cost, Insurance, and Freight (CIF) value remains within the prescribed limit for their grade. Should the CIF value exceed the threshold, importers may still proceed by paying duty only on the excess amount. The rebate is typically available once every five years to civil servants with adequate service.

The Public Service Commission has played a pivotal role in driving these reforms, ensuring that the process remains efficient and responsive to the needs of civil servants, while coordinating with relevant authorities for seamless implementation.

Grades B and C: US\$2,500

Grades D and E: US\$4,000

Deputy Director: US\$10,000

The new framework expands to five more nuanced taxonomies:

Grades B1 to B5: US\$3,500

Grades C1 to C5: US\$5,000

Grades D1 to D5: US\$7,500

Grades E1 to E4: US\$10,000

Deputy Director: US\$20,000



These upward adjustments, representing a key success of the National Joint Negotiating Council (NJNC) in advocating for enhanced conditions of service for civil servants, provide substantially greater flexibility—especially for junior grades. Building on feedback from consultative forums such as last year's Pensions Awareness and Capacity Building Workshop, where concerns over low thresholds were raised, the NJNC's negotiations have delivered tangible improvements in employee welfare.

This rebate enhancement is complemented by broader relief measures, including sharp reductions in vehicle registration and licensing fees gazetted in early 2026. Notably, standard number plate fees have fallen from US\$500 to US\$50—a 90 per cent cut—with similar reductions applying to change of ownership and other charges.

For many lower-grade civil servants (B1 to B5), the new US\$3,500 threshold opens access to reliable, fuel-efficient vehicles that were previously out of reach duty-free. Dar es Salaam port in Tanzania remains the most widely used entry point for Zimbabwean car importers, offering a convenient route via established transit corridors.

Popular platforms such as Be Forward and SBT Japan list a range of compact Japanese hatchbacks from 2016 onwards that align closely with this limit.

For instance:

A range of popular vehicle models now align favorably with the revised rebate threshold. The Toyota Vitz, a perennial favourite for its durability and low running costs, is a prime example. Many 2016–2018 models with modest mileage have FOB prices ranging from US\$1,800 to US\$2,800, and with typical freight and insurance costs to Dar es Salaam of approximately US\$1,500–US\$1,800, the resulting CIF value falls between US\$3,300 and US\$4,600. This allows many B-grade officers to import duty-free or with only minimal excess duty. Similarly, the Honda Fit, renowned for its spacious interior and zippy performance, frequently appears in 2016–2017 examples with FOB prices of US\$2,000–US\$3,000, yielding CIF values of approximately US\$3,500–US\$4,800. The Mazda Demio, valued for its stylish design and efficient engines, commonly lists at FOB prices of US\$2,100–US\$2,900 for comparable-year models, resulting in CIF figures around US\$3,600–US\$4,700. The Nissan March, a compact and economical choice, often has 2016 models with FOB prices as low as US\$1,700–US\$2,500, bringing CIF values close to US\$3,200–US\$4,300. While prices fluctuate depending on condition, mileage, and market conditions, these examples illustrate how the revised threshold now accommodates practical, everyday vehicles for even the most junior civil servants—either fully duty-free or with affordable excess payments.

Civil servants must, however, pay close attention to importation age restrictions. Vehicles must be less than ten years old from the month of manufacture at the time of customs clearance. In 2026, this generally means vehicles manufactured from 2016 onwards qualify, but the precise month is critical. A car marked 2016/1 (January 2016) reaches ten years in January 2026 and risks disqualification if clearance occurs on or after that date—an issue that has affected many importers. To mitigate risks, it is advisable to select vehicles with at least a four-month buffer. For instance, when purchasing in February, opting for a June 2016 or later model allows for shipping delays and rebate processing. This rule applies even to vehicles transited via Dar es Salaam.

These reforms promise real improvements in mobility for civil servants, reducing reliance on public transport and easing the daily challenges faced by officers and their families.

In conclusion, the expanded thresholds and supportive measures represent a thoughtful, employee-centred initiative. By placing reliable vehicles within reach of lower-grade civil servants and streamlining processes under PSC recommendations, the Government has delivered meaningful welfare enhancements.

We invite readers to contribute to future coverage. Are there other aspects of the motor vehicle rebate scheme—such as application experiences, common challenges, or related benefits—that you would like us to explore in subsequent articles? Your suggestions are most welcome.

ZITE: BULAWAYO
STAND NO: AA04

What is Government doing to improve Civil Servants' welfare?

Government through PSC is working on improving Civil Servants' welfare with innovations such as:

1

- Medical Insurance
- Retirement Planning Programmes

2

- Funeral Assistance
- Government Employees Mutual Saving (GEMS) Fund

3

- The Rebate of Duty

Public Service Commission



Zimbabwe Public Service Commission



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