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GOODBYE PAPER, HELLO GOVPAY!

PSC Unleashes Revolutionary Payroll System for Every Civil Servant



Pay Master - Mr T. Shoko

After thirty-two years of operation, the legacy SPACE payroll system is in the process of being replaced. The Public Service Commission (PSC) is at an advanced stage in finalising GovPay, the new Integrated Modern Payroll and Pensions System. The system is designed to enhance efficiency, transparency and security in the management of salaries and pensions and will provide government employees with improved access to accurate and timely payroll information once fully implemented.

To understand what this means for Government workers across the country, the Paymaster at the Salary Service Bureau, Mr T. Shoko, provided a detailed briefing on the new system.

For nearly three decades, the SPACE system has been the backbone of Government payroll. However, the system was designed before the internet

transformed modern business operations. It operated as a stand-alone platform, unable to communicate with other critical Government systems such as ZIMRA, the banks or the Public Service Commission's own human resources and pensions modules. This resulted in slow, manual, error-prone processes that cost the Government time and money. For civil servants, it meant waiting for weeks for paper payslips that often arrived late or went missing entirely. The old system was never internet-enabled and could not be exposed to modern digital platforms without significant security vulnerabilities. GovPay has been introduced to address these limitations.

For Government employees, the most immediate change is the introduction of the ePayslip. Instead of waiting for a physical paper payslip to be printed, transported and distributed, payslips will now arrive electronically. They will be delivered directly to secure government email inboxes, accessible at any time from any location. The ePayslip eliminates the significant costs Government previously incurred in printing and distributing paper payslips, while providing civil servants with convenient access to their salary information.

Access to an ePayslip will require every Public Servant to have an active Government corporate email account. This requirement establishes a secure and sovereign communication channel for official payroll correspondence. Unlike generic email platforms hosted outside national jurisdiction, Government corporate emails are created and maintained within Zimbabwe's secure infrastructure by the Government Internet Service Provider, ensuring enhanced protection of sensitive salary and pension information.



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A CLOSER LOOK INTO GOVPAY

The process is structured and centrally coordinated. The Paymaster's Office extracts verified employee data from its payroll database and submits the consolidated list to the Government Internet Service Provider for the creation of unique, secure email accounts. Once generated, the credentials are transmitted back through official channels to Ministries and Departments for controlled distribution to individual employees.

Human Resources Departments play a critical oversight role in this process. They must verify staff records, ensure that every employee formally acknowledges receipt of their credentials, and guide them in activating and adopting their corporate email accounts as their sole channel for secure Government correspondence. Where accounts have not yet been created, HR units are required to urgently submit validated staff lists to the Paymaster who will then facilitate the creation of the corporate emails by the GISP to ensure no employee is excluded from the system.

In addition to receiving ePayslips through their Government corporate email accounts, Public Servants will be able to register for secure, self-service access to their payroll information via the Member Portal hosted on the Public Service Commission (PSC) website. Registration requires the employee's verified Government corporate email address and unique identification details already captured in the payroll database. Once authenticated, the system generates individual access credentials, enabling the employee to log in securely.

The portal functions as a protected, role-based self-

service platform. Upon login, users can view a personalised dashboard reflecting information drawn directly from the central payroll system. This includes current and historical payslips, earnings and deductions breakdowns, leave records, and loan information where applicable. Access is encrypted and restricted to the individual account holder, ensuring confidentiality and data integrity.

Designed with a familiar, user-friendly interface comparable to secure online financial platforms, the portal enables employees to retrieve their records instantly, reducing administrative bottlenecks and minimising the need for manual enquiries through HR offices.

GovPay will ultimately cover all Government employees, Grant aided Institutions, Independent Commissions and Traditional leaders. The SPACE system was originally designed only for specific sectors: the Police, Airforce, Civil Service and Education. Over time, additional institutions including parastatals and various quasi-government organisations were added, placing increasing strain on a system never built to handle such volumes. Treasury has now directed that all quasi institutions receiving funding from the Consolidated Revenue Fund must be paid through the Salary Service Bureau. This means GovPay will serve not only civil servants in traditional ministries but also the army, intelligence services, teachers, lecturers, universities and parastatals.

The project has been under development for one year. The developer, AXIS, has delivered the system framework and the team is currently con-



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Anytime, Anywhere, Smart: GovPay

ducting functionality testing, stress testing and final refinements and installment of infrastructure including DR Sites . These tests are running in parallel with the old system to ensure no disruption to payroll operations. Some modules, including the ePayslip, are already operational in over sixty ministries and grant-aided institutions, with the number of participating institutions increasing steadily. The full national launch is targeted for the first or second quarter of this year, with testing continuing until the system performs flawlessly.

While email and the portal are the primary access channels, additional options are under consideration. WhatsApp is being explored as a potential delivery channel, though data security and privacy requirements mean that any solution must meet strict standards. Discussions are underway with POTRAZ and local providers regarding the development of secure WhatsApp business facilities.

The transition to GovPay also has implications for the staff currently managing the old system. The Head of Pay and Benefits Development and Management addressed all staff to confirm that the introduction of GovPay will not result in job losses. The new system automates manual and repetitive tasks, allowing staff to focus on more meaningful duties and providing opportunities for upskilling and professional development. For long-serving staff members with thirty or forty years of service who may wish to retire, exit packages are available, with arrangements in place for appropriate recognition of their service. Staff response to the new system has been positive.

Plans are in place to conduct awareness campaigns

across all provinces and districts. The objective is to ensure that all Government employees, regardless of location, are informed about the system and understand how to access their ePayslips and portal accounts. No region or workplace will be left behind in the rollout.

The replacement of the SPACE system with GovPay represents a significant change in how Government payroll is managed. The new system is designed to eliminate the delays, errors and inefficiency associated with paper-based processes. For civil servants, the immediate steps are to ensure that personal details have been submitted to human resources departments, to activate corporate emails when they arrive and to register for the portal to access full-service records. To ensure that no one and no place is left behind, designated PSC Kiosks have been established countrywide to cater for our members such as traditional leaders and pensioners who may face challenges with this new technology.

GovPay forms part of the broader digital transformation agenda under the National Development Strategy and supports the objectives of Vision 2030.





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GovPay AT A GLANCE

What is it?	The Integrated Modern Payroll and Pensions System, branded GovPay
What does it replace?	The SPACE system, operational since 1994
Who is it for?	Every government employee and pensioner drawing from the Consolidated Revenue Fund
Key feature	The ePayslip, delivered via secure corporate email
Also available	An online portal displaying payslips, leave balances, loans and service records
Access method	Through government corporate emails, created by the Government Internet Service Provider and distributed by Ministries
Current status	Operational in over 60 ministries and grant-aided institutions
Full launch target	First or second quarter of 2026
Integration partners	ZIMRA, Banks, NSSA, Government Internet Service Provider, POTRAZ