



Zimbabwe

FROM THE SECRETARY'S DESK

***Advancing Public Service Excellence
Through Innovation and
Collaboration***



Mrs. S. Zembe
Secretary, Service Commissions

The second quarter of 2026 marks a decisive inflection point in the Public Service reform trajectory. What was once framed as intent and strategic direction is now unmistakably translating into measurable progress and tangible dividends for citizens.

A review of the period reveals a system in motion, reforms gaining traction, institutional frameworks consolidating, and service delivery outcomes beginning to reflect the depth of our collective resolve. This is no longer a narrative of promise, but one of demonstrable advancement, anchored in execution, accountability, and a renewed commitment to reposition the Public Service as an effective instrument of national development.

The past few months witnessed an extraordinary display of commitment, innovation and collaboration across our Ministries, Departments and Agencies.

This edition captures the essence of our collective journey, a journey defined by bold interventions aimed at strengthening the machinery of government and enhancing service delivery to the citizens of Zimbabwe.

What unites all the initiatives featured in this publication is a shared recognition that the public service of the future cannot be built on the traditions of the past. Across every workshop, convention and policy review, common threads emerged:

- a. An unwavering commitment to human capital development as the engine of transformation,
- b. The embrace of digital innovation as a pathway to efficiency and transparency,

Editor's Note – Issue 2, 2026

Welcome to the second edition of From the Secretary's Desk for the year 2026. As a dedicated publication, this platform remains an essential conduit for sharing valuable insights, diverse perspectives, and carefully curated updates that inform, connect, and inspire its readership. This publication remains steadfast in its core mission: to deliver clear, accessible, and meaningful information that resonates with the evolving priorities and pressing developments in the public sector. Each edition is thoughtfully curated to serve as a reliable record of progress, highlighting key themes, innovative initiatives, and significant milestones.

Looking ahead into the rest of the remaining months of 2026, we anticipate ongoing improvements in both the substance and presentation of our publication. These enhancements will be driven by accumulated experience, feedback from our readership, and a persistent dedication to excellence in communication.

This current issue represents yet another step forward in our continuous journey of growth and refinement. It adds to an expanding collection of work characterised by consistency, high standards, and purposeful storytelling—qualities that underpin our commitment to serving as a trusted voice in the public service landscape.

Contact Details

For any questions or clarifications, contact:
General Manager— Content Development and Management

Email: amos.wutawunash@psc.org.zw

Internal Ext: **653**

Direct Line: **0242-250 452**

- c. The deepening of partnerships, both regional and cross-sectoral as a force multiplier for impact,
- d. The reinforcement of ethics, integrity and accountability as non-negotiable foundations of public trust,
- e. The prioritisation of inclusivity and well-being as essential to a motivated and productive workforce.

These are not isolated achievements. They are interconnected strands of a single, unified vision: a high-performing public service that drives national development and delivers excellence to every citizen. They are the building blocks of the Zimbabwe we are building together, a Zimbabwe that is prosperous, empowered and inclusive.

To every public servant who contributed to these achievements, thank you. Your dedication, professionalism and hard work are the engines that drive our nation forward.

The path ahead remains exacting, and the demands on the Public Service will continue to intensify. Yet the evidence presented in this edition affirms a system that is not static, but advancing with clarity of purpose, disciplined execution, and an unyielding commitment to results. This momentum is directed towards the realisation of Vision 2030, anchoring a high-performing, citizen-centred Public Service that delivers inclusive national development.

In equal measure, this national endeavour is intrinsically linked to the broader continental prerogative. Zimbabwe's reform trajectory is positioned not only to respond to domestic imperatives, but to actively contribute to regional integration and Africa's collective advancement, in line with the aspirations of Agenda 2063. In this convergence of national resolve and continental purpose, the Public Service emerges as both an instrument of transformation at home and a committed partner in shaping the Africa we want.

With gratitude and optimism,

Mrs. S. Zembe

Secretary to Service Commissions



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e-Payslip FOR GOVERNMENT

ACCESSING YOUR e-Payslip VIA MOBILE APP GUIDE

The Public Service Commission has introduced the MyPsc Mobile Application as an additional channel for accessing e-Payslips, complementing the Self-Service Portal and Corporate Email.



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3

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The MyPsc Mobile App is now officially available on the Google Play Store and is currently compatible with Android devices. Please note that an iOS version for Apple devices will be released in due course.

Access the Helpdesk at: <https://psc.gov.zw/crm/>



IMPORTANT SECURITY ADVISORY

To safeguard against cyber threats such as phishing, civil service members are strongly advised **not** to download or access the application via links shared on social media platforms (WhatsApp, Facebook, Instagram, X, etc), QR codes, or any unofficial websites.

DISCLAIMER: PSC will not distribute any external links or QR codes for this application. **Google Play Store** remains the sole official source for downloading the MyPsc Mobile App or its updates.

We encourage all civil service members to adopt this secure digital channel and benefit from enhanced convenience it provides.

2026 MAY DAY CELEBRATIONS



Honourable Mercy Dinha delivering the key note address representing the Minister of Public Service Labour and Social Welfare Honourable E. Moyo at the May Day Celebrations on 1 May 2026.

The Public Service Commission and the Health Service Commission joined the Zimbabwe Confederation of Public Sector Trade Unions (ZCPSTU) and Health Apex Council in celebrating the International Workers Day on the 1st of May 2026 at Girls High in Harare. The celebrations were held under the theme Honouring the Dignity Labour: Defending Workers ‘rights, fair wages and social protection for all.

The event was graced by the Minister of Public Service, Labour and Social Welfare Honorable Edgar Moyo represented by the Deputy Minister, Honourable Mercy Dinha as the Guest of honour. In his key note address he reaffirmed Government ‘s commitment to safeguarding employment, he made reference to the strong second quarter economic recovery in 2025, with fewer job losses than expected, and noted that 17 out of 48 National Employment Councils had already concluded new wage agreements in 2026.

Furthermore, Honorable Moyo reiterated on how workplace safety is a priority in Government with ‘zero harm’ as the new standard. He highlighted the improvement notices and prohibition orders issued in 2025 to buttress the ‘zero-harm’ notion as well as the processed 12,400 injury claims the National Social Security Authority (NSSA).

The Chairman to Service Commissions Dr V. Hungwe represented by Commissioner Larry Mavhima commended the workers for the serving the nation with dignity, resilience, dedication and excellence.



PSC Commissioner Mr. L. Mavhima delivering the Chairman's remarks on behalf of the Chairman to Service Commissions Dr V. Hungwe at the May Day Celebrations

He also clarified on the job evaluation exercise and its primary purpose to align jobs within a coherent and equitable structure that supports a modern, performance-oriented Public Service. In concluding he encouraged the Workers to have discussions on cost-of-living adjustments within the established engagement forums.

The President of the ZCPSTU Mrs C. Alexander applauded the workers for coming together to celebrate their hard work and resilience as well as the PSC and HSC for ensuring the event was a success.

The event began with a march and fitness activities to instill the spirit of oneness, togetherness and wellness in the workspaces. During the celebrations the Guest of honour toured exhibition stands for sponsors and partners like PSMAS, Moonlight amongst others.

In attendance was the National Joint Negotiating Council (NJNC) - Government team leader Mr Nobert Machinjike, The Permanent Secretary for the Ministry of Public Service, Labour and Social Welfare Mr P. Kunaka, Health Service Government Team Leader Dr Hove, Health Apex President Mr Gumbo, Members from the Workers Unions, PSC Head of Agencies, General Managers and PSC staff.

The PSC continues to foster an environment of inclusive development through harmonious engagements with the Workers.

FORGING TOMORROW'S LEADERS

Five-day intensive workshop equipped newly appointed Deputy Directors with the tools to lead, innovate and transform the Public Service.

On the 23rd of March 2026, a new chapter in public service leadership began. At the Zimbabwe Institute of Public Administration and Management (ZIPAM), a cohort of newly appointed Deputy Directors and their equivalents gathered for a transformative five-day Managerial Skills Development Workshop. This was not merely a training programme. It was a deliberate and strategic intervention designed to forge the next generation of public service leaders, men and women equipped not only with technical competence but with the vision, integrity and emotional intelligence required to steer Zimbabwe's public service towards its Vision 2030 aspirations.

Officially opening the workshop, the Secretary to Service Commissions, Mrs. S. Zembe, represented by the Head of ICT Digitalisation and Modernisation, Mr. C. Ncube, delivered a message that resonated deeply with every participant. She reminded them that promotion within the Public Service is not a reward for past service alone; it is a sacred trust bestowed upon those who are called to lead teams, drive change and deliver on the nation's aspirations. She underscored the vital role of the Public Service Commission's human capital framework in shaping a workforce capable of realising the goals of the National Development Strategy 2 and, ultimately, the broader vision of a prosperous and empowered upper-middle-income society by 2030.



The workshop was meticulously designed to address the multifaceted demands of modern public administration. Participants were equipped with critical competencies spanning risk management, ethics and integrity, strategic thinking, emotional intelligence, performance management and culture change. A pivotal moment of the workshop was the comprehensive presentation delivered by the Zimbabwe Anti-Corruption Commission on the functions, structure and systemic challenges that affect public offices, including corruption, fraud and ethical breaches. This session served as a stark reminder that leadership carries the weight of public trust and that integrity is the bedrock upon which public service credibility is built.

The workshop concluded with a dedicated wellness session, reinforcing the PSC's commitment to cultivating healthy workspaces and underscoring the message that sustainable leadership requires not only intellectual and strategic capacity but also physical, mental and emotional wellbeing.

As the newly appointed Deputy Directors returned to their duty stations, they carried with them not only new skills but a renewed sense of purpose. Yet, the true measure of this workshop will not be found in attendance registers or certificates of participation. It will be found in the tangible transformation that these leaders bring to their workplaces in the decisions they make, the teams they build and the services they deliver to the citizens of Zimbabwe.

The Way Forward

Deputy Directors were called upon to embrace continuous learning and self-development as a lifelong commitment, recognising that the public service environment is dynamic and the challenges of tomorrow will demand knowledge and skills that may not exist today.

They were urged to embed ethics and integrity in every aspect of their daily operations, serving as custodians of integrity and ensuring that their teams operate with transparency, accountability and unwavering adherence to the rule of law.

The application of emotional intelligence in team leadership was emphasised; leaders who understand their own emotions and those of their team members are better equipped to inspire, motivate and guide their staff through periods of change and challenge. Deputy Directors were encouraged to champion wellness and work-life balance within their institutions, modelling healthy behaviours and creating workspaces where mental and physical health are actively supported. Finally, they were called upon to be catalysts for work culture change, challenging outdated practices, embracing new technologies and fostering a culture of continuous improvement.

For Ministries, Departments and Agencies, the way forward was equally clear. The Public Service Commission called upon all MDAs to support leadership development programmes as a strategic investment in institutional capacity, providing newly appointed Deputy Directors with the time, resources and encouragement they need to apply their learning. This meant fostering mentorship and coaching cultures where experienced leaders guide and nurture emerging talent, creating enabling environments where new leaders can experiment, innovate and grow without fear of reprisal, at the same time recognising and rewarding transformative leadership.

FROM CHAOS TO CLARITY

Landmark workshop developed Retention and Disposal Schedule for the Pensions Department: a milestone in the journey towards transparent, accountable and efficient governance



Imagine an office overwhelmed by mountains of records, some actively in use, others semi-active, many non-active all stored without a coherent system. Retrieval is a daily struggle. Urgent requests go unanswered. Productivity suffers. Citizens wait. This was the vivid picture painted by the General Manager for Internal Human Resources, Ms. B. N. Katanda, as she officially opened the landmark Retention and Disposal Schedule Workshop on 5 May 2026 at the Domboshava Campus.

Drawing on the timeless African proverb, "If you want to go fast, go alone; if you want to go far, go together," she underscored that developing a robust records management framework is not a task for any one department or individual, it is a collective responsibility that demands collaboration, shared expertise and a unified sense of purpose.

The workshop brought together a diverse coalition of stakeholders, reflecting the collaborative, whole-of-government approach that underpins this transformative initiative. Representatives from the Ministry of Public Service, Labour and Social Welfare, the Ministry of War Veterans, Liberation Struggle, the Ministry of Home Affairs, the National Archives of Zimbabwe and PSC Secretariat staff convened to tackle the monumental task of developing a comprehensive Retention and Disposal Schedule for the Pensions Department.

Participants mapped records across a wide spectrum of functions, from refunds, retirements and death-in-service benefits, to injury-on-duty claims and the administration of estate monies. Beyond pension operations, the workshop also examined records across Legal Services, Administration, Finance, Internal Audit, Information Technology, Human Resources, and Records and Information Management, recognising that a comprehensive schedule must account for the full institutional footprint of the PSC Secretariat.

The urgency of this initiative was sharpened by the PSC's imminent rollout of an Electronic Document and Records Management System (EDRMS), to be integrated with the GovPay system operated by the Salary Service Bureau.

Facilitators it made clear that EDRMS will fundamentally transform how records are captured, stored, retrieved and audited across the Public Service, while GovPay will rely directly on that data for accurate and timely salary processing. This digital transformation represents a paradigm shift which is a move from chaotic, paper-based systems to streamlined, efficient and transparent digital processes that will enhance service delivery and rebuild public trust.

The Way Forward

Records management must be prioritised as a strategic imperative, not a bureaucratic afterthought. Ministries, Departments and Agencies must allocate the necessary resources human, financial and technological so to ensure that records are managed in accordance with national standards and best practices. Institutions must prepare for the rollout of the EDRMS by digitising existing records and building the capacity of staff to operate within a digital environment. Compliance with National Archives guidelines must be non-negotiable, ensuring that records are retained and disposed of in a manner that is legally sound and operationally efficient.

Perhaps most importantly, a culture of accountability and transparency must be fostered across the public service. Every public servant must understand that records management is not a peripheral activity but the backbone of transparent, accountable and effective governance. A public service that cannot find its records cannot serve its citizens.

The Public Service Commission reaffirmed its commitment to modernising Zimbabwe's information management infrastructure and called on all Ministries, Departments and Agencies to embrace records management best practices as a cornerstone of transparent, accountable and effective public service delivery in support of Zimbabwe's Vision 2030.

The Retention and Disposal Schedule for the Pensions Department is a milestone, but it is only the beginning. The journey from chaos to clarity continues and every public servant has a role to play.

Transforming Training, Upskill the Trainer

Five-day convention brought together 93 trainers from 13 campuses to reimagine public service training for the digital age.



The Deputy Chairperson of the Public Service Commission, Dr. N. Ndiweni, delivering a keynote address at the Trainers' Convention held at Senga Campus, Gweru.

In an era defined by rapid technological shifts and evolving governance demands, the Public Service Academy, in collaboration with the Kenya School of Government, successfully convened its highly anticipated 2026 Trainers' Convention. Held at the Senga Campus from June 15 to 19, 2026, the five-day convention marked a decisive departure from traditional, purely theoretical training methodologies. Under the theme "Transforming Training for Public Service Excellence: From Research to Practice in the Digital Age," the event established a strategic platform aimed at institutionalising research-driven training, deepening regional partnerships and driving measurable improvements across public sector delivery.

The convention brought together 93 PSA Principals and trainers drawn from 13 distinct regional campuses, representing the full geographic and institutional diversity of the Public Service. This broad representation ensured that the impact of the convention would be felt in every corner of the country, from the bustling cities to the most remote rural outposts.

The opening ceremony set the tone for the week ahead, with the Head of Human Capital Development and Management emphasising continuous professional development as the core driver of institutional capacity. The Deputy Chairperson of the Public Service Commission, Dr. N. Ndiweni, delivered a powerful keynote address, emphasising that innovation, digital transformation and research are non-negotiable pillars underpinning Zimbabwe's Vision 2030. She challenged trainers to be catalysts of transformation in the Public Service, insisting that their role extends far beyond the transmission of information to the cultivation of a workforce that is adaptive, innovative and deeply committed to excellence.

The PSA Steering Committee Chairperson, Ambassador Muchada, issued a direct call to action, reminding facilitators that the Academy is not in the business of training for the sake of training but training to transform. On the final day, the Director General of the Kenya School of Government, Prof. Nura Mohammed, joined virtually, encouraging deeper synergies between the two institutions through collaborative research for sustainable transformation and development of the Public Service in Africa.

The convention's intensive programme bridged the gap between academic rigour and frontline public administration through these targeted daily themes:

- ◊ effective training methodologies focused on modern adult learning principles and technology-enhanced delivery;
- ◊ workplace wellbeing and team development tackling the psychological dimensions of public service;
- ◊ research capacity and knowledge management equipping trainers with robust skills in research design, data analysis, and policy formulation;
- ◊ digital transformation leveraging AI and emerging technologies; and
- ◊ regional collaboration strengthening partnerships with African institutions.

Each day built upon the previous, creating a comprehensive and transformative learning experience. While the convention successfully upskilled trainers in evidence-based governance, AI applications and regional collaboration, participants transparently identified significant structural hurdles, including limited access to research resources, inadequate digital infrastructure in some campuses and gaps in policy alignment across training programmes.

To address these barriers, the convention closed with actionable recommendations, including the formal institutionalisation of a centralised research repository backed by strict governance protocols.

The Way Forward

Trainers were called upon to adopt research-driven training methodologies grounded in evidence and responsive to the evolving needs of the public service.

They were urged to foster learner-centred, technology-enhanced delivery that engages participants and prepares them for the future of work. Collaboration across campuses and regions must be strengthened, sharing knowledge and resources to build a robust training ecosystem. Training institutions must invest in digital infrastructure and strengthen research capacity and knowledge management. Finally, all training programmes must be aligned with NDS2 and Vision 2030, ensuring that every training intervention contributes directly to national development goals.

UBUNTU, CULTURE AND THE AFRICA WE WANT

As Zimbabwe celebrated Africa Day, the Public Service Commission reflected on the enduring power of culture, unity and collective responsibility in shaping a high-performing Public Service.

Every year, the month of May is decorated with a special rhythm across Africa, a season of colour, song, dance, storytelling and deep reflection, it is Culture Month. On the 25th of May, public servants across Zimbabwe joined the continent in commemorating Africa Day, a day that reminds Africans of their shared heritage, unity, resilience and destiny. Culture Month is more than a celebration of traditional attire, food or music. It is a celebration of identity. It reminds Zimbabweans that culture is the heartbeat of a people and the bridge between generations.

Deep within Zimbabwean culture are values that promote dignity, cooperation, inclusivity and gender equality alongside the values that guide modern institutions and workplaces today.

Zimbabwean communities were built on the foundations of Ubuntu, the concept rooted in the belief that "I am because we are." Communities survived through unity and collective responsibility. Men and women worked together in complementary roles to sustain families, preserve knowledge and strengthen society. Traditional practices of working together reflected inclusion and solidarity. Communities gathered to help one another plough fields, build homes, harvest crops and support vulnerable families. No one was left behind because society understood that prosperity was collective. The elderly, widows, children and persons living with disabilities were embraced as valued members of the community.

Today, these values remain profoundly relevant as Zimbabwe advances national development goals under NDS2, which recognises the importance of leaving no one and no place behind. It promotes inclusive economic growth, gender equality, innovation and citizen-centred governance. These aspirations closely mirror the African values of Ubuntu, cooperation and human dignity. The vision of the Public Service Commission "A High-Performing Public Service", draws strength from these cultural foundations. A high-performing public service is not built by technical skills alone but by people who respect one another, work collaboratively and serve citizens with empathy and professionalism.

As Zimbabwe joined the continent in celebrating Africa Day, the occasion carried a deeper message aligned to the African Union Agenda 2063: "The Africa We Want." The Agenda envisions Africa driven by its people, celebrating its cultural identity while advancing development, equality, peace and prosperity. Zimbabwe's rich cultural heritage has an important role to play in shaping that future.

The Way Forward

Every public servant was called upon to embrace Ubuntu in their daily interactions with colleagues and citizens alike. This requires championing inclusivity and ensuring that no one is left behind. It requires serving with dignity and compassion, recognising that every citizen deserves respect and responsive service. It requires celebrating our diversity, understanding that our differences are not weaknesses but our greatest strength. And it requires aligning institutional culture with national values, ensuring that the public service reflects the aspirations and identity of the people it serves.



The Facilitators from the Ministry of Information, Publicity and Broadcasting Services and the PSC Secretariat Staff posing for a group photo, celebrating the Culture Month at the Writing and editing skills workshop held at ZIPAM on 3 June 2026.

OSH MAINSTREAMING: A NEW ERA OF ACCOUNTABILITY AND CARE

Accounting Officers and Chief Directors equipped to lead the Occupational Safety and Health Agenda.

The Public Service Commission recently convened two high-level sensitisation workshops for Chief Directors and Permanent Secretaries from all 26 Ministries at Cresta Lodge on the 13th and 19th of May 2026. These sessions were not merely training events but were a clarion call for a fundamental shift in how the health, safety and wellbeing of the public service workforce is viewed.

As the country accelerates towards its Vision 2030 aspirations, the machinery of government must evolve. A productive, motivated and healthy public service is the bedrock upon which national development is built. The Occupational Safety and Health Bill, currently under consideration, represents a watershed moment in our journey to create decent and productive working environments across all Ministries, Departments and Agencies.

In his keynote address delivered on behalf of the Chief Secretary to the Office of the President and Cabinet, Dr. M. Rushwaya, Mr. Churu underscored a transformative message: OSH is no longer a peripheral concern, it is a core performance indicator. He announced that the Public Service Commission has developed Key Performance Indicators for Permanent Secretaries, Chief Directors and Directors responsible for Gender Mainstreaming, Inclusivity and Wellness. These KPIs are designed to ensure that OSH responsibilities are fully integrated into the performance management framework across the Public Service. This development marks a paradigm shift for the first time, the stewardship of worker safety and wellbeing is being formally enshrined in the performance contracts of our most senior leaders.

The workshops, facilitated by trainers from the National Social Security Authority, equipped participants with practical tools to drive implementation. Key interventions discussed included the formal designation of Directors responsible for Gender Mainstreaming, Inclusivity and Wellness to oversee OSH matters; the allocation of sufficient funding by Accounting Officers for workplace risk assessments, awareness campaigns, wellness initiatives, medical surveillance and the provision of protective equipment; the systematic identification and mitigation of workplace hazards; and the roll-out of OSH training programmes at all levels of the public service. Each session concluded with robust plenary discussions, ensuring that the workshops were genuine collaborative platforms where challenges were surfaced and solutions co-created.

The Way Forward

Accounting Officers and Chief Directors were called upon to champion OSH within their institutions as a strategic priority. They must allocate resources to ensure compliance and proactive risk management, embedding OSH into performance management systems and institutional culture. They must lead by example, demonstrating that the wellbeing of every public servant matters. OSH is not an additional burden; it is an investment in our most valuable asset the people. A safe, healthy and supported workforce is a productive workforce.

TOWARDS AN INCLUSIVE, SAFE AND ACCOUNTABLE PUBLIC SERVICE

Joint workshop with UNDP charted a new course for gender equality, inclusivity and workplace safety in the Public Service



The Secretary to Service Commissions represented by Mrs. G. Machakaire delivering the key note address at the Gender Mainstreaming and Inclusivity Guidelines and reviewing the Public Service Sexual Harassment Policy

From the 27th to the 28th of May 2026, the Public Service Commission, in conjunction with the United Nations Development Programme, convened a landmark policy development workshop at Holiday Inn Hotel in Harare. Held under the theme "Towards an Inclusive, Safe and Accountable Public Service," the workshop marked a decisive step in Zimbabwe's journey towards gender equality and workplace dignity. The workshop focused on two critical objectives: developing Gender Mainstreaming and Inclusivity Guidelines and reviewing the Public Service Sexual Harassment Policy.

Officially opening the workshop on behalf of the Secretary to Service Commissions, Mrs. S. Zembe, the General Manager for Talent Management, Mrs. G. Machakaire, delivered a powerful message: the time for rhetoric is over, the time for results is now. She reaffirmed Government's commitment to upholding constitutional principles of equality, human dignity and non-discrimination, as well as regional and international frameworks that guide gender mainstreaming initiatives. She highlighted that the Public Service Commission has recognised the need to strengthen institutional mechanisms that translate gender mainstreaming and inclusivity from policy rhetoric into measurable practice.

In a groundbreaking announcement, she revealed that the PSC is in the process of developing a Gender Mainstreaming Index for annual assessment an objective, evidence-based tool to measure institutional progress towards gender equality and inclusivity.

The review of the Sexual Harassment Policy was a central focus of the workshop. Mrs. Machakaire underscored the urgency of this exercise, explaining that the PSC is undertaking a deliberate review of the current policy framework with the aim of strengthening prevention, reporting, response and accountability mechanisms. She called on stakeholders to contribute their expertise to develop a policy framework that is survivor-centred, preventative in approach, legally sound, practically implementable and responsive to contemporary workplace realities. Representing UNDP, Mrs. T. Muvingi re-affirmed the organisation's commitment to supporting Government efforts and strengthening capacity across the public service.

The first day of the workshop focused on gender mainstreaming and inclusivity guidelines, with presentations on national, regional and international frameworks, an overview of gender mainstreaming in the public service, as well as the development of a Public Service Gender Mainstreaming Index. The second day focused on the review of the Sexual Harassment Policy, highlighting gaps and areas of improvement, with UNDP providing best practices in preventing and responding to sexual harassment. Consultations continued after the workshop at the sub-national level to raise awareness and identify additional gaps and interventions.

The Way Forward

Accounting Officers, Chief Directors and Heads of Departments were called upon to champion gender mainstreaming in their institutions as a strategic priority. They must ensure the implementation of the Sexual Harassment Policy with vigour and accountability, creating safe reporting mechanisms where every public servant feels protected. They must embrace inclusivity, ensuring that no one is left behind and measure their progress using the Gender Mainstreaming Index to drive accountability. Gender equality and workplace safety are not optional, they are constitutional imperatives and foundational to a high-performing Public Service.

BUILDING A HIGHLY TRANSFORMED WORK CULTURE

Three-day intensive workshop equipped Directors with tools to transform work culture, enhance productivity, and drive national development.

From the 22nd to the 24th of June 2026, a cohort of Directors from across the Public Service gathered for a transformative three-day workshop focused on one of the most critical elements of organisational success: work culture transformation. This was not merely another training programme. It was a strategic intervention designed to equip public service leaders with the tools, insights and mindsets required to build high-performance cultures that will drive Zimbabwe towards its Vision 2030 aspirations.

The workshop was anchored in a profound understanding that the quality of leadership and the culture of an organisation determine its ability to deliver results. The discussions and exercises were deliberately crafted to confront the practical realities that shape public service delivery today. The issues explored throughout the workshop were all centred on enhancing workmanship and leadership styles as a way to improve productivity and attain our economic blueprint, Vision 2030.



The Facilitator from ESAMI delivering a lecture whilst participants were following proceedings during a Work Culture Transformation workshop held at ZI-PAM on 25 June 2026

A central feature of the workshop was the administration of personality tests, with participants receiving colour personality results that revealed their dominant traits and behavioural tendencies. This exercise was a strategic tool designed to help leaders understand how their personal characteristics influence their leadership styles, decision-making processes and interactions with colleagues. The colour personality framework provided a common language for discussing differences and appreciating the diverse strengths that each leader brings to the table.

Leaders who understand their own strengths and weaknesses are better equipped to build complementary teams, delegate effectively and navigate complex interpersonal dynamics. The personality assessments revealed that while participants exhibited a wide range of traits and characters, there is indeed a high need to appreciate each other's strengths and weaknesses for the positive good of our economic discourse as a country.

A substantial portion of the workshop was devoted to understanding the nature of work culture and its profound impact on organisational performance. Participants explored the values, beliefs and behaviours that define organisational culture examining how these elements shape employee engagement and productivity to innovation and service delivery. Culture is not an abstract concept; it is the lived reality of every workplace, reflected in how people treat one another, how decisions are made, how problems are solved and how success is celebrated. The workshop placed a strong emphasis on values, ethics and integrity as the foundational elements of a high-performing public service.

One of the most impactful sessions focused on mindset change, framed through "the mathematics of change." Participants were challenged to recognise that the thinking that created current challenges cannot be the thinking that solves them. Transformation requires a fundamental shift in how we view our work, our colleagues and the citizens we serve. The session explored the concept of a growth mindset versus a fixed mindset, encouraging Directors to embrace learning, experimentation and continuous improvement.

The workshop culminated in a comprehensive exploration of what it takes to build and sustain a high-performance culture. Participants examined the key elements of high-performance organisations, including clear vision and strategy, engaged and empowered employees, effective performance management systems, and a culture of accountability and continuous learning.

The facilitator explored various impediments that hinder the development of an organisation, with particular attention to how we relate to one another and the issue of micromanagement. Poor interpersonal relationships and excessive control over subordinates stifle creativity, undermine morale, and impede productivity. Directors were challenged to reflect on their own leadership styles and consider how they can create environments where trust, autonomy and collaboration flourish. The workshop also emphasised the cruciality of embracing the Whole-of-Government Approach as a way for us to collectively attain an upper-middle-income society by 2030. Different Government departments working together to address complex issues that cross departmental boundaries is essential for achieving meaningful and sustainable outcomes.

Directors were called upon to embrace self-awareness as the foundation of effective leadership, investing in understanding their own strengths and weaknesses. The need to embody habits of highly effective people, demonstrating the behaviours expected from teams, Directors were challenged to embed ethics and integrity in every aspect of their operations, serving as role models for the departments they lead.

An embrace of innovation with a championing mindset encourages the building and sustaining of high-performance cultures within institutions, using KPIs as drivers of excellence and accountability. Directors were also urged to embrace the Whole-of-Government Approach, breaking down silos and fostering cross-departmental collaboration.

The time for transformation is now!



ZIMBABWE

**23
JUNE
2026**

HAPPY AFRICA PUBLIC SERVICE DAY

CELEBRATING SERVICE
DRIVING DEVELOPMENT
TRANSFORMING LIVES



Every year, the Africa Public Service Day is commemorated on 23 June across the continent to honour the dedication and contributions of public servants to national development, celebrate excellence and innovation in public service delivery and strengthen partnerships between Governments and the citizens they serve

This year, Public Service Day is being commemorated at Chinhoyi University of Technology under the theme: Enhancing Public Sector Institutions and Empowering Multi-Stakeholder Partnerships to Achieve Universal Water Availability and Safe Sanitation by 2063

**TIME: 8:30am****VENUE: Chinhoyi University of Technology grounds**

Towards a Results-Oriented Public Service: The Journey to Standardise PSC Operational Manuals



Participants from the Internal Human Resources department during the development of their Standard Operating Procedures at a workshop held at Chinhoyi Campus

On the 26th of June 2026, the Public Service Commission concluded a final (*second phase*) pivotal workshop at Chinhoyi Campus, which focused on the Standard Operating Procedures and the Accounting Officer's Manual. Mr. J. Dube, represented by Mr. I. Bangidza, outlined a strategic path forward to ensure the Commission's operational framework remains robust, compliant, and results-oriented.

The proposed way forward necessitates a comprehensive technical review and quality assurance process for all draft documents. This ensures that the procedures align with legislative requirements and internal governance standards. PSC departments and agencies are further tasked with a final validation of their functional areas to identify and rectify any process gaps, overlaps, or inconsistencies.

Addressing policy gaps identified during the workshop is a critical priority for strengthening the Commission's governance framework. Participants were designated as departmental focal persons to ensure ongoing coordination, validation, and implementation support. These officers will play a central role in embedding the approved delegation of authority and accountability mechanisms throughout the organisation.

A key pillar of the strategy is the digitalisation of these procedures. Mr. Bangidza emphasised that the Commission should progressively move towards workflow automation, electronic document management, and online dashboards to enhance accountability and service delivery. This digital shift will be complemented by the development of an integrated operations management system for real-time monitoring. Capacity building remains central to successful adoption. Once approved, the Commission will roll out a structured training and awareness programme to ensure all staff are familiar with the new manual.

Furthermore, continuous improvement will be institutionalised, with agencies tasked to document lessons learnt and emerging risks to inform future annual reviews. The roadmap includes clear milestones, beginning with technical editing and ending with a six-month implementation review. These steps are designed to align operational processes with broader national objectives, specifically the Public Service Commission's Strategic Plan, the National Development Strategy 2, and Vision 2030.

Following these remarks, Mr. M. Chadya, representing the Head for Strategic Planning and Programme Management, Dr. H. Chikova, delivered closing reflections. He noted that the initiative began in April 2026 and represents a major achievement in institutional development. He stated,

"These documents will become critical instruments for institutionalising best practice, promoting consistency in operations, strengthening accountability, enhancing transparency, and improving service delivery across the organisation."

Mr. Chadya highlighted that these manuals move the Commission beyond reliance on individual experience and unwritten practices. By providing an authoritative reference for business processes, the documents will serve as vital tools for institutional memory, succession planning, and performance management. This transformation is expected to foster a results-oriented public service that is highly responsive to the needs of citizens.

The workshop's success was attributed to the commitment of all participants, the guidance of facilitators from the Ministry of Finance, and the leadership provided by the Public Service Commission. Mr. Chadya expressed sincere appreciation to the Chinhoyi Campus team and the facilitators for creating a productive environment. The session concluded with a formal commitment to ensure these documents receive final approval from Senior Management and the Accounting Officer.

In his concluding statement, Mr. Chadya remarked, "As we conclude this phase of the exercise, we should take pride in what has been accomplished while remaining cognisant that the real measure of success will be the quality of the final documents and their effective implementation."

SOLAR ENERGY THE SILENT INVESTMENT PARTNER: PSPF LAUNCHES THE NEW GLOVERS SOLAR PLANT

The President of the Republic of Zimbabwe Dr E. D. Mnangagwa commissioned the Public Service Pensions Fund New Glovers Solar plant phase 1 in Munyati, Kwekwe on the 22nd of May 2026. The New Glovers solar plant is presently generating 10MW of clean energy and feeding into the national grid. The project is expected to produce 110MW once completed, increasing supply to mining agriculture and industry while supporting national development priorities as enshrined in the NDS2.

The project is a vital milestone in the country's transition towards sustainable energy production for industrial growth. The plant is built on 2400 hectare of land, it comprises of 18 600 installed panels, 31 invertors, 2 smart transformers and 6km transition line connected directly to the national grid. The plant produces 20GW of electricity per annum, emits 20 000 MW hours of carbon emissions making it clean energy

In his speech, the President commended the Public Service Commission for harnessing public-private partnership to foster development by coming up with local innovations managed and built by and for the people of Zimbabwe.

He applauded the investors highlighting that the facility reflected growing investor confidence in the country's economic reform agenda, He said

"The project is historic being among the first implemented under the Government Project Support Agreement Framework. This is a mechanism which creates a conducive and bankable investment environment for renewable energy development and infrastructure financing"

He added that the project was part of the efforts by the 2nd Republic to boost energy production and addressing climate change associated challenges, he said

"This initiative is part of ongoing efforts to diversify the national energy mix and build resilience against climate change and associated energy challenges."

He alluded that investments should be innovative and harness the natural resources available for development, he said

"The sun is Zimbabwe's silent business partner in the transition from fossil fuels to green energy. 'Our country is endowed with abundant solar radiation

The Chairman to Service Commissions Dr V. Hungwe highlighted how the project had created employment, stimulated local enterprise and contributed to the socio-economic development of surrounding communities. He also alluded that the fund was being positioned to attract more investors, he said

"We have deliberately positioned the fund as a credible and trusted investment partner and in this regard, we extend an open invitation to like minded investors to collaborate with us in scaling impactful investments that secure pensions while building the productive capacity of our nation."

The Minister of Provincial Affairs and Devolution Midlands Province Honourable Ncube welcomed the initiative focusing on its emancipatory capacity in Industrialisation especially in the province. In closing the Minister for Energy and Power Development Honourable July Moyo thanked the investors for the project highlighting the 1800MW demand from the national grid.

The project depicted a strategic model which laid the foundation for inclusive development and renewable energy investments which will unlock development opportunities. The Public Service Pension Fund funded 51% of the project and 49% funded by the investment partners TRIZIM CAPITAL, CAIB and Old Mutual. The Public Service Pension Fund continues to safeguard the pension fund by making sustainable investments in real estate, infrastructure development and clean energy production.

Public Service Pension Fund expands territory



The Secretary to Service Commission, Mrs. S. Zembe (middle), Head for Pay and Benefits Development and Management, Mr. N. Machinjike (Right) and the Chief Investments Officer, Dr. F. Gaba (Left) at the PSPF meeting held in Kariba.

The Public Service Pension Fund (PSPF), through its hospitality subsidiary Monomotapa Hospitality Private Limited, acquired Caribbea Bay Resort in Kariba as part of its strategic effort to expand and strengthen the Fund's hospitality and tourism investment portfolio. The resort was acquired from African Sun Limited for a total transaction value of USD 5.6 million in a deal that was concluded on the 6th of March 2026.

The addition of Caribbea Bay Resort to the assets expands the Fund's hospitality portfolio and enhances its geographic diversification within Zimbabwe's tourism sector. The investment complements the Fund's existing hospitality assets under Monomotapa Hospitality Private Limited, including the Monomotapa Hotel in Harare and Rupurara Valley Lodge in Nyanga.

By integrating these assets under a dedicated hospitality platform, the Fund strengthened governance, operational management, and long-term value creation within its tourism investments. The PSPF is directly contributing to economic development through job creation, revenue creation and infrastructure development components in the NDS2.

Caribbea Bay Resort is located on the shores of Lake Kariba, one of Zimbabwe's premier tourism destinations. The property sits on approximately 12.5 hectares of land and offers a comprehensive hospitality facility designed to serve both leisure and corporate markets. Key features of the resort include:

- i. 86 hotel rooms (keys) providing accommodation for domestic and international visitors
- ii. Three conference facilities suitable for government meetings, corporate events, and tourism conferences
- iii. Timeshare units and hotel staff quarters supporting operational capacity and accommodation services

Beyond financial returns, the investment supports broader economic and social objectives. The acquisition contributes to the continued development of Zimbabwe's tourism sector, supports employment in the hospitality industry, and stimulates economic activity in Kariba through linkages with local businesses and tourism operators. Furthermore, the investment ensures that the value generated from this strategic tourism asset ultimately benefits civil servants and pensioners, who are the primary beneficiaries of the Public Service Pension Fund.

Plans have been put in place to modernise and upgrade the property in order to enhance its competitiveness within regional tourism markets. Improvements will focus on strengthening service quality, upgrading infrastructure, and improving the overall visitor experience. These upgrades are expected to position Caribbea Bay Resort as a high-quality tourism destination capable of generating resilient and sustainable long-term returns for the Fund and its members. The fund portfolio projects reflect a balanced mix of housing, commercial, and renewable energy initiatives that directly advance national development priorities.



**PUBLIC SERVICE
COMMISSION**

CHOOSE LIFE OVER DRUGS

DRUGS DESTROY DREAMS

Your future is too important to gamble away.

Drug and substance abuse can lead to:

-  Poor health and mental instability
-  Loss of employment opportunities
-  Violence and crime
-  Family breakdown
-  Depression and hopelessness

PROTECT YOURSELF

-  Say NO to peer pressure
-  Choose positive friendships
-  Engage in sports, reading and productive hobbies
-  Seek guidance when stressed or overwhelmed

*A Better
Choice
Starts Today*

Your life matters.
Your future matters.



**STOP DRUG ABUSE —
START LIVING**



Your future
is in your hands.
CHOOSE WISELY.



MEN'S MENTAL HEALTH MONTH: STRENGTH IN SPEAKING UP



The Public Service Commission joins the rest of the world in recognising Men's Mental Health Month this June. This month has been dedicated to raise awareness about the mental wellbeing of men and encouraging open conversations about mental health. Mental health is an essential component of overall wellbeing as it affects how a person thinks, feels, relate to others, make decisions, and cope with life's challenges, as physical health fluctuates, so does mental health. It is normal for anyone, including men to experience moments of stress, anxiety, sadness, grief, frustration, burnout and emotional exhaustion. Many men face barriers that prevent them from seeking help when they need it. Social expectations often encourage men to be self-reliant, stoic, and emotionally reserved. As a result, some may feel uncomfortable discussing personal struggles or may fear being judged as weak.

Research consistently shows that men are less likely than women to seek professional mental health support, even when experiencing significant distress. The month of June therefore, has been set aside to raise awareness on men's mental health issues and how they can get counselling services and support structures in the different communities they live in.

An important aspect of promoting men's mental health is challenging the myths and stereotypes that often discourage men from seeking support. One common misconception is that strong men do not struggle emotionally.

In reality, emotional challenges are a normal part of the human experience, and everyone encounters moments of stress, sadness, anxiety, or uncertainty at some point in life. In addition, another harmful belief is that asking for help is a sign of weakness, whereas, seeking support reflects self-awareness, courage, and a commitment to personal wellbeing.

By dispelling these myths, we can create an environment where men feel empowered to speak openly, seek assistance when needed, and prioritise their mental wellbeing without fear of judgment or stigma.

Good mental health is nurtured through consistent healthy habits, meaningful relationships, and positive support systems. Male employees are encouraged to recognise the importance of talking openly about their experiences and emotions with trusted colleagues, friends, family members, mentors, or professional support providers when challenges arise. The PSC provides support services through the different structures embedded through the Internal Human Resources systems.

Participation in workplace wellness activities and programmes can provide valuable opportunities to reduce stress, build resilience, and promote overall wellbeing. Maintaining healthy daily routines, including regular physical activity, adequate sleep, balanced nutrition, and sufficient rest, are facets equally important for sustaining both physical and mental health.

Employees should take regular breaks when needed to recover from work pressures and prevent burnout. Developing healthy coping strategies, such as exercise, prayer, meditation, reading, pursuing hobbies, or spending time in nature, can help individuals manage stress more effectively and maintain emotional balance. Most importantly, men are encouraged to seek support early whenever feelings of stress, anxiety, hopelessness, or emotional distress become difficult to manage, remembering that reaching out for help is a positive step towards recovery, resilience, and long-term wellbeing.

The Public Service Commission remains committed to promoting a healthy, inclusive, and supportive workplace. Employees especially male employees are encouraged to actively participate in wellness initiatives organised by the PSC. These activities are designed not only to improve physical health but also to foster social connection, resilience, stress management, and overall wellbeing.

Supporting men's mental health is not solely a men's issue, but it is everyone's responsibility. Female colleagues, supervisors, and team members play a vital role in creating an environment where men feel safe, respected, and comfortable seeking support.



World ALBINISM AWARENESS DAY



THEME

DEMANDING OUR RIGHTS:
PROTECT OUR SKIN, PRESERVE OUR LIVES

13 June

The Public Service
Commission is
committed to
promoting
inclusivity,
equality and
respect for the
rights, dignity and
wellbeing of
Persons with Albinism.



RESPECT & DIGNITY

We uphold the rights, dignity
and wellbeing of Persons
with Albinism.



INCLUSIVITY

We create an environment
where everyone is valued
and included.



EQUALITY

We stand for equal
opportunities and fair
treatment for all.

Zimbabwe National Disability Expo 2026: Advancing Inclusion, Empowerment, and National Development

The Zimbabwe National Disability Expo 2026, held from 24 to 26 June 2026 at Mucheke Stadium in Masvingo, reaffirmed the Government of Zimbabwe's commitment to creating an inclusive society where persons with disabilities are empowered to participate fully in national development. Organised by the Office of the President and Cabinet (OPC) in partnership with government ministries, organisations of persons with disabilities (OPDs), development partners, civil society, and the private sector, the expo was held under the theme, **"Embracing Disability Inclusion in All Sectors, A Masterstroke for National Prosperity and Economic Development."** The three-day event brought together policymakers, persons with disabilities, healthcare professionals, educators, service providers, development partners, and exhibitors from across the country to showcase innovations, exchange knowledge, and strengthen collaboration on disability inclusion.

The opening day focused on advocacy, empowerment, and celebrating the achievements of persons with disabilities. Participants attended presentations on disability rights, empowerment models, and inspiring life success stories shared by youth and women with disabilities. The day's programme also featured sporting activities involving organisations of persons with disabilities, promoting inclusion through recreation and teamwork. On the second day, discussions centred on integrating disability inclusion into Zimbabwe's national development agenda. Experts unpacked how disability inclusion supports the attainment of Vision 2030 and the National Development Strategy. Participants also received information on Presidential Scholarships for students with disabilities, the implementation of the National Disability Policy, and social protection programmes designed to improve the welfare of persons with disabilities. A roadshow and disability inclusion quiz competition, broadcast by ZBC Radio Zimbabwe, further raised public awareness and encouraged community engagement.

The highlight of the expo was the main event held on Friday, 26 June 2026. Proceedings began with a solidarity march involving participants and the Zimbabwe Republic Police, followed by a tour of exhibition stands and the commissioning of Jairos Jiri legacy presidential empowerment projects.



The PSC Exhibitors posing for a group photo at the National Disability Expo in Mucheke, Masvingo.

The Guest of Honour, Hon. Vice President Cde (Rtd) K.C.D. Mohadi, delivered a keynote address reaffirming the Government's commitment to protecting and promoting the rights of persons with disabilities. He emphasised that disability inclusion is a constitutional obligation and highlighted the importance of the Persons with Disabilities Act of 2025 in strengthening Zimbabwe's legal framework for protecting the rights of persons with disabilities.

The Vice President stressed that disability inclusion is central to achieving Vision 2030 and sustainable national development. He called for a shift from charity-based approaches towards empowerment through inclusive education, healthcare, accessible infrastructure, digital technologies, employment opportunities, entrepreneurship, and equal access to productive resources.

He further encouraged a whole-of-government and whole-of-society approach, calling upon government institutions, local authorities, development partners, the private sector, civil society organisations, academia, and organisations of persons with disabilities to work together in promoting inclusion. He emphasised the principle that decisions affecting persons with disabilities should always involve their meaningful participation.

A significant highlight of the keynote address was the announcement of the Presidential Empowerment Package for persons with disabilities. The package includes goats under the Presidential Goat Scheme, poultry projects, residential stands, agricultural land, farming equipment, and mining support initiatives aimed at promoting economic independence and sustainable livelihoods across all ten provinces.

Throughout the expo, exhibitions showcased assistive technologies, rehabilitation services, inclusive education initiatives, entrepreneurship projects, healthcare services, and community development programmes. The exhibitions provided an opportunity for stakeholders to exchange ideas, establish partnerships, and demonstrate practical solutions that improve the quality of life for persons with disabilities. Sign language interpretation was provided throughout the event, ensuring effective communication and accessibility for participants who are deaf or hard of hearing. This demonstrated the organisers' commitment to ensuring that the expo itself reflected the principles of inclusion it sought to promote.

The expo achieved several important outcomes, including increased public awareness of disability rights and the National Disability Policy, strengthened partnerships among government institutions and disability organisations, improved visibility of organisations of persons with disabilities, greater awareness of Presidential Scholarship opportunities, and enhanced access to information on assistive technologies and social protection programmes. Despite its success, several challenges were identified. These included transport difficulties experienced by some participants, limited participation from remote rural communities, the high cost of specialised assistive technologies, and the need for more practical demonstrations and skills-based workshops.

To build on the gains made during the expo, recommendations included expanding outreach programmes to rural communities, improving transport arrangements for participants, increasing budgetary support for assistive technologies, incorporating more practical training sessions into future expos, strengthening follow-up activities after the event, and promoting inclusive recruitment and employment practices across the Public Service.

The Zimbabwe National Disability Expo 2026 demonstrated that disability inclusion is not merely a social responsibility but a key driver of national development. By promoting equal opportunities, empowering persons with disabilities, and fostering collaboration among stakeholders, the expo reinforced Zimbabwe's commitment to building an inclusive society where every citizen contributes meaningfully to national prosperity. The event served as a powerful reminder that disability is not inability and that inclusive development is essential for achieving Vision 2030.

Building Knowledge, Transforming Libraries: PSC Embarks on Benchmarking Tour to Shape the Future of Public Service Academy Libraries

The Public Service Commission (PSC) has taken a significant step towards strengthening knowledge management and academic support services following a comprehensive benchmarking tour of library services across selected Public Service Academy campuses.

Led by the General Manager for the Content Development and Management department, Mr. Amos Wutawunashe, the multidisciplinary team travelled to Domboshava, Chinhoyi, Murehwa, Toronto (Mutare), and Rowa campuses to assess the current state of library services and developed a shared vision for transforming PSC libraries into modern knowledge and learning centres. Far from being a routine inspection, the tour marked the beginning of a strategic conversation about the future of libraries within the Public Service.

Rethinking the Role of the Library

The benchmarking exercise began with a fundamental question that guided discussions throughout the tour: What is the role of a library in the twenty-first century?

This question challenged participants to move beyond the traditional perception of libraries as buildings filled with books and instead consider their evolving role in supporting digital learning, research, knowledge management, and institutional development.

Addressing members of the benchmarking team, Mr. Wutawunashe emphasised that while the atmosphere and heritage associated with traditional libraries remain important, modern libraries must equally embrace electronic information resources and virtual services.

"There is still value in walking into a beautiful library and reading a printed book," he noted during the discussions. "However, today's library must also provide access to electronic databases, digital resources, and information that can be accessed beyond the physical walls of the library."

The discussions reinforced the need for PSC libraries to develop into special libraries that directly support the Commission's mandate by providing specialised information resources in public administration, leadership, governance, human capital development, finance, ICT, strategic management, policy development, and public sector transformation.

Libraries Beyond Books

While physical infrastructure varied across the campuses, one message consistently emerged throughout the tour: libraries must become more than places where books are stored. The benchmarking discussions emphasised the need for librarians to become active partners in teaching, learning, research, and curriculum development. Participants highlighted the importance of involving librarians in module development, supporting trainers in identifying authoritative information sources, promoting information literacy, and assisting staff pursuing postgraduate studies. Libraries were also recognised as important centres for advocacy, with librarians encouraged to promote awareness of national and international commemorative events while providing access to information that supports government priorities and public sector transformation.

Knowledge Must Not Be Lost

One of the most compelling discussions during the tour centred on Knowledge Management. Participants acknowledged that the Public Service Commission generates vast amounts of institutional knowledge through policy development, training programmes, research, and public sector reform initiatives. However, unless this knowledge is systematically documented and preserved, valuable institutional memory risks being lost. The ongoing Job Evaluation exercise was cited as a practical example. Similar initiatives had been undertaken in previous years, yet limited documentation exists explaining the challenges encountered, lessons learnt, and factors influencing implementation. The benchmarking team agreed that modern libraries should play a central role in preserving such institutional knowledge for future generations of public servants.

Towards a Standardised Library System

The benchmarking exercise concluded with a shared commitment to develop a standardised library model for the Public Service Academy. The envisioned model will establish minimum standards for infrastructure, staffing, ICT integration, collections, digital

services, and knowledge management across all campuses. It will also position libraries as integral components of teaching, learning, research, innovation, and organisational development. As the Public Service Academy continues to expand through the addition of new campuses, including Highlands, Domboshava, Chinhoyi, Murehwa, Bikita, Alvord, Thuli, Elangeni, Eskhoveeni, Inyathi, and Senga, the lessons drawn from the benchmarking exercise are expected to guide the development of library services across the entire Academy. The tour ultimately reaffirmed that the future of the Public Service Academy extends beyond classrooms and lecture halls. It also depends on the strength of its knowledge systems. By investing in modern library services, the Public Service Commission is laying the foundation for an Academy that not only trains public servants but also preserves institutional memory, supports research, encourages innovation, and promotes lifelong learning.

CONCLUSION

As this edition of the Secretary's Desk draws to a close, we reflect on the remarkable journey that the Public Service Commission undertook in the second quarter of 2026. The articles contained in these pages tell a story of transformation that is boldly reimagining itself in pursuit of excellence.

We witnessed the forging of new leaders, equipped with the skills and vision to drive change. We saw the establishment of robust records management systems that will bring order and efficiency to our operations. We celebrated the deepening of regional partnerships and the adoption of research-driven training methodologies that will shape the public servants of tomorrow.

We reaffirmed our commitment to the values of Ubuntu and cultural identity that define who we are as Zimbabweans. We placed the health, safety and wellbeing of our workforce at the centre of our agenda. We took decisive steps towards building a public service that is inclusive, safe and accountable to all. And we equipped our Directors with the tools, mindsets and strategies needed to build high-performance work cultures that will drive national development. These are not isolated achievements. They are interconnected strands of a single, unified vision: a high-performing public service that drives national development and delivers excellence to every citizen.



The Chief Director in the Ministry of Information, Publicity and Broadcasting Services, Mr. J. Gandari, the General Manager for Content Development and Management, Mr A. Wutawunashe, the Director for Communication Services Mr Chitauuro and the PSC Secretariat staff posing for a picture at the Writing and Editing Skills Workshop held at ZIPAM from the 2nd to the 4th of June 2026.



The Public Service Commission General Managers in the Strategic Planning and Programme Management Agency and the PSC Secretariat staff posing for a group photo at the PSC Standard Operating Procedure and the Accounting Officer's Manuals workshop held at the Chinhoyi Campus on 19 - 26 June 2026.



ZIMBABWE



MyPSC MOBILE APP FOR e-PAYSLIP FOR GOVERNMENT EMPLOYEES

FREQUENTLY ASKED QUESTIONS

The Public Service Commission has introduced the MyPsc Mobile Application as an additional channel for accessing e-Payslips for Government Employees, complementing the Self-Service Portal and Corporate Email. Below are some Frequently Asked Questions.



1 What is the MyPsc Mobile App?

The MyPsc Mobile App is a secure mobile application that allows Government employees to access their electronic payslips directly from their mobile phones.



2 Why has PSC introduced the MyPsc Mobile App?

To improve convenience, accessibility and efficiency in accessing payroll information. It is part of the Government's digital transformation agenda under GovPay.



3 What is GovPay?

GovPay is the Integrated and Modernised Payroll and Pension System (IMPPS), a Government programme aimed at digitalising and integrating payroll and pension administration.



4 Where can I download the MyPsc Mobile App?

The application is available exclusively on the Google Play Store. Do not download the app from links, QR codes or unofficial websites.



5 Who can use the application?

The application is available to Government employees who are on the Government payroll.



6 What information do I need to access the application?

You will need:

- Your Employee Code (EC) Number
- The last digits of your ZWG salary account number
- The last digits of your USD salary account number



7 What services can I access through the application?

You can:

- View current payslips
- Download payslips
- Access payslip history
- Retrieve payroll information securely



8 Will the application replace the Self-Service Portal?

No. The MyPsc Mobile App is an additional channel and complements existing channels such as the Self-Service Portal and Corporate Email.



9 Is the application available for iPhone users?

Currently, the application is available for Android devices only. An iOS version for Apple devices will be released in due course.



10 Will there be any charges for using the application?

The application is free to download. Standard mobile data charges may apply depending on your mobile network provider.



11 What should I do if I experience difficulties registering or accessing my payslip?

Employees should contact the PSC Helpdesk through the official support channels provided by the Commission or alternatively call (0242) 700881-4.



12 Why is Government introducing e-Payslips for Government Employees?

e-Payslips improve accessibility, reduce paper usage, enhance efficiency, improve service delivery and support Government's digital transformation agenda.



13 Is my information protected?

Yes. The Public Service Commission is committed to safeguarding employee information. Always follow security guidelines when using the application.



14 What comes next under GovPay?

The MyPsc Mobile App and e-Payslip service are among the first products of GovPay. Additional digital services will be introduced as the programme continues.



FOR YOUR SECURITY

- ✓ Download the application ONLY from the Google Play Store.
- ✓ Avoid links, QR codes and unofficial websites.
- ✓ Protect your login details.



MyPsc Mobile App
Available on
Google Play Store



GovPay – Your Pay, Your Future, Our Commitment
TRANSFORMING PAYROLL AND PENSION SERVICES THROUGH DIGITAL INNOVATION



ZIMBABWE



**BEWARE OF
FAKE ADVERTS**

DON'T BE CONNED!

The Public Service Commission wishes to alert the public about fraudulent job advertisements circulating on unauthorised platforms.

PSC formally advertises ALL job opportunities through:

- PSC official website (www.psc.gov.zw)
- PSC Social Media platforms
- Recognised newspapers
- Government notice boards

*Don't become
a victim of fraud*

Always confirm job vacancies through our official channels before applying. Report suspicious adverts to the Public Service Commission immediately.



Zimbabwe Public Service Commission

263-788584848

PSC official website:
www.psc.gov.zw

PSC Never charges for its services.



Website: www.psc.gov.zw