



CLIENT CHARTER 2025

1. PREAMBLE

The Health Service Commission was established by Health Service Amendment Act Number 9 of 2022 to:

- i. constitute the Health Service and provide for its administration and the conditions of service of its members;
- ii. provide for the transfer of persons engaged in public health service delivery from the Public Service to Health Service and to;
- iii. provide for matters connected with or incidental to the foregoing.

2. HEALTH SERVICE COMMISSION VISION

A world-class health service for a highly productive Zimbabwe.

3. MISSION STATEMENT

To facilitate an inclusive health delivery system in Zimbabwe through a competent and motivated workforce

4. VALUES

- Professionalism
- Fairness & Diversity
- Efficiency
- Accountability
- Transparency
- Responsiveness
- Innovation

5. Terms of reference

- Constitution of Zimbabwe
- Health Service Amendment Act, 2022
- Public Entities Corporate Governance Act
- Health Service Act 15:16 and regulations thereunder
- HSC Circulars

- Labour Act Chapter 28:01
- Statutory Instruments
- Official Secrecy Act

6. FUNCTIONS

The Commission's functions are:

- a) to appoint qualified and competent persons to hold posts and grades in the Health Service.
- b) to create grades in the Health Service and fix conditions of service for its members.
- c) to exercise control and disciplinary powers over members of the Health Service.
- d) to investigate grievances and to remedy the grievances of members of the Health Service concerning official acts or omissions;
- e) to implement measures to ensure effective and efficient performance and the general well-being of the Health Service.
- f) to ensure members of the Health Service carry out their duties efficiently and impartially.
- g) to advise the President and the Minister on any matters relating to the Health Service.
- h) to supervise and monitor health policy planning and public health.
- i) to supervise, advise on and monitor the technical performance of hospital management boards and state-aided hospitals.
- j) to promote throughout the Health Service—
 - i. the values and principles governing public administration as set out in section 194 of the Constitution; and

- ii. to promote throughout the Health Service the principles of public financial management as set out in section 298 of the Constitution.
- k) to exercise any other function that is conferred or imposed on the Commission by this Act.

7. ORGANISATION OF THE COMMISSION

The Health Service Commission is made up of the Chairperson, Deputy Chairperson and 5 Commissioners.

The Commission is supported by a secretariat, headed by the Secretary who reports to the Commission. The secretariat is made up of five departments and six units.

DEPARTMENTS

- Human Resources
- Conditions of Service and Industrial Relations
- Finance and Administration
- Monitoring and Evaluation
- Performance Improvement and Development

UNITS

- Corporate Services
- Information and Communication Technology
- Internal Audit
- Legal
- Public Relations
- Procurement Management

i. Human Resources Department –

Purpose: To Develop, implement and maintain sound human resources policies, plans and procedures for the Health Service

ii. Conditions Of Service Department –

Purpose: Conduct research, develop, and recommend compensation and benefit packages for the Health Service for Commission approval, and maintain a harmonious industrial relations climate.

iii. Finance And Administration Department –

Purpose: To Provide appropriate financial and logistical support.

iv. Monitoring And Evaluation Department –

Purpose: To monitor the implementation of the HSC policies, plans and procedures in the Public Health Sector.

v. Performance Improvement and Development –

Purpose: To shape the HRH performance and development systems and programs, through designing and supporting the health service performance management framework.

vi. Corporate Services Unit –

Purpose: To provide secretarial services for the Commission to ensure good corporate governance.

vii. Public Relations Unit –

Purpose: To safeguard the Commission's image, through the provision of accurate, clear and complete information about services, programmes and initiatives to stakeholders and the public.

viii. Internal Audit Unit –

Purpose: To monitor and review the effectiveness of internal control systems for the Commission.

ix. Legal Services Unit –

Purpose: To provide legal advice and services to the Commission, while ensuring compliance with all laws which regulate or affect the operations and activities of the Commission.

x. Information and Communication Technology Unit –

Purpose: To provide support to all departments in terms of Information Technology solutions, digital and manual systems and provide cyber security solutions against cyber threats.

xi. Procurement Management Unit –

Purpose:- To manage all procurement activities of the Commission in accordance with the Public Procurement and Disposal of Public Asset Act and Regulations.

8. OUR CLIENTS

External Clients

- Members of the Health Service
- Ministry of Health and Child Care and other Government Ministries, Departments and Agencies
- Parliament of Zimbabwe
- Development Partners and Non-Governmental Organizations
- Health service users and the public.
- Health Professionals' Regulatory Bodies
- Staff Associations and Unions
- Media
- Prospective employees

Internal Clients

- Secretariat staff
- Commissioners

Stakeholders

- Government Ministries, Agencies and Departments (MDAs)
- World Health Organisation
- Global Fund

- UNDP
- UNICEF
- HPA
- Financial and Development partners
- Educational and Training Institutions

9. COMMITMENT TO OUR CLIENTS

We commit to provide:

- fair opportunities for employment in the public health sector.
- highly qualified, efficient, impartial, skilled and competent Health workers.
- access to relevant information regarding the Health Service
- a conducive work environment.
- a platform for health-workers to air complaints, grievances, and to receive a fair hearing in cases of misconduct.
- opportunities for career growth and professional development.
- A guarantee of confidentiality of information
- Protection against sexual exploitation, harassment, violence and any other form of victimisation.

10. Dedication to Service Excellence

- Our offices shall remain open from 07:45 to 16:45 during weekdays and closed on weekends and gazetted Public Holidays.
- All disciplinary cases and appeals shall be handled promptly.
- All suitability interviews shall be processed within 30 days of the declaration of a vacancy.
- We will promptly attend to visitors.
- We shall answer phone calls courteously and promptly.

- We shall timeously process all payments within the framework provided.
- We shall conduct procurement in a fair, transparent, honest and competitive manner.
- We shall always be courteous to our clients.
- We shall acknowledge receipt of all written communication.
- We shall utilise relevant media platforms to channel information to our clients and stakeholders.
- We shall promptly respond to queries and complaints and handle them in confidence.
- We shall comply with relevant policies, statutes and regulations in the execution of our mandate.
- We shall dress decently as expected of public officers at all times.

11. OUR EXPECTATIONS FROM CLIENTS

We expect our client to:

- Provide correct information on all communications.
- Be honest and ethical.
- Engage our staff with respect.
- Be decently dressed when they approach us for any service.
- Report any improper conduct and or corruption by our staff.
- Provide clear and honest feedback on HSC service delivery.

12. REVIEW OF THE CHARTER

The Charter will be reviewed annually to ensure its relevance, taking into consideration feedback and suggestions from stakeholders and the evolving environment in line with the HSC Strategic plan and Communication strategy.

13. FEEDBACK MECHANISM

We value comments and feedback on services that we offer, in the same manner, we welcome complaints, compliments and suggestions. All correspondence should be addressed to the Secretary on the following platforms:

General line: 0242- 775991

WhatsApp: 0719451686

Toll-free line: 08010088

Facebook: Health Service Commission Zimbabwe

X: @hsczimbabwe

Website: www.hsc.org.zw

Email: infor@hsc.org.zw, hsczimbabwe@gmail.com, infor1@hsc.org.zw

Or visit us at:

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Corner J. Tongogara / Mazowe Street*