

## **ISANDULELO (PREAMBLE)**

I-Health Service Commission yasungulwa ngaphansi kwe Health Service Amendment Act Number 9 ka-2022 ukuze:

- i. kwakhiwe iHealth Service kanye lokuhlinzekela ukuphathwa kwayo lezimo zokusebenza kwamalunga ayo;
- ii. ukuhlinzekela ukudluliselwa kwabantu abasebenza kwezempilo zikahulumende besuka kuPublic Service besiya kuHealth Service;
- iii. ukuhlinzekela izinto ezihambelana lalokhu okukhulunywe ngenhla.

## **2. UMBONO WE-HEALTH SERVICE COMMISSION (VISION)**

Ukuze kube lohlelo lwezempilo olusezingeni lomhlaba eZimbabwe elisebenza kahle kakhulu.

## **3. ISITATEMENT SOMGOMO (MISSION STATEMENT)**

Ukuqinisekisa ukuhlinzekwa kwezempilo okubandakanya wonke umuntu eZimbabwe ngokusebenzisa abasebenzi abalamakhono njalo abakhuthazekileyo.

## **4. AMAGUGU (VALUES)**

- Ubungcweti (Professionalism)
- Ubulungiswa kanye lehlukahlukana (Fairness & Diversity)
- Ukusebenza kahle (Efficiency)
- Ukuziphendulela (Accountability)
- Ukucaca (Transparency)
- Ukuphendula ngesikhathi (Responsiveness)
- Ukuqamba izinto ezintsha (Innovation)

## **5. IZISEKELO ZOKUSEBENZA (TERMS OF REFERENCE)**

- Imithetho yoMthethosisekelo weZimbabwe
- IHealth Service Amendment Act, 2022
- Public Entities Corporate Governance Act
- Health Service Act 15:16 lemilayo yayo
- AmaCirculars eHSC
- Labour Act Chapter 28:01
- Statutory Instruments

## **6. IMISEBENZI (FUNCTIONS)**

Imisebenzi yeCommission ihlanganisa:

- a) ukuqoka abantu abafanele futhi abalamakhono ukuba babambe izikhundla kuHealth Service.
- b) ukudala izikhundla lokumisa izimo zokusebenza.
- c) ukuphatha kanye lokusebenzisa izijeziso kubasebenzi.
- d) ukuphenya izikhalazo lokuzilungisa.
- e) ukuqinisekisa ukusebenza kahle kanye lenhlalakahle yabasebenzi.
- f) ukuqinisekisa ukusebenza ngokwethembeka lokungabandlululi.
- g) ukunikeza uMongameli loNgqongqoshe izeluleko.
- h) ukuqapha izinhlelo zezempilo.
- i) ukuqapha ukusebenza kwamabhodi ezibhedlela.
- j) ukukhuthaza imigomo yoMthethosisekelo (Sections 194 & 298).
- k) ukwenza eminye imisebenzi enikezwe ngumthetho.

## **7. UKUHLELWA KWEKHOMISHINI (ORGANISATION)**

ICommission yakhiwa ngu:

Usihlalo

Isekela likaSihlalo

AmaCommissioner angu-5

Isekwa yiSecretariat eholwa nguSecretary.

### **AMANYANGO (DEPARTMENTS)**

Human Resources

Conditions of Service and Industrial Relations

Finance and Administration

Monitoring and Evaluation

Performance Improvement and Development

### **AMAYUNITHI (UNITS)**

Corporate Services

ICT

Internal Audit

Legal

Public Relations

Procurement Management

## **8. AMAKHASIMENDE ETHU (OUR CLIENTS)**

External Clients

Amalunga eHealth Service

Ministry of Health and Child Care lamanye amaministry

IPhalamende yeZimbabwe

Abaxhasi lentuthuko (Development partners)

Abasebenzisi bezempilo lomphakathi

Izikhungo zokulawula abezempilo

Ama-union kanye lama-association

Imithombo yezindaba

Abafuna umsebenzi

Internal Clients

Abasebenzi beSecretariat

AmaCommissioner

Ababambiqhaza (Stakeholders)

Amaministry kahulumende

WHO

Global Fund

UNDP

UNICEF

HPA

Izikhungo zemfundo

## **9. UKUZIBOPHEZELA KWETHU (COMMITMENT)**

Sizibophezela ukuhlinzeka:

Amathuba alinganayo emisebenzi

Abasebenzi abalamakhono

Ulwazi olufanele

Indawo enhle yokusebenza

Inkundla yezikhalazo

Amathuba okuthuthuka emsebenzini

Ukuvikelwa kolwazi

Ukuvikelwa ekuhlukumezweni

## **10. UKUZINIKELA EKUSEBENZENI KAHLE**

Amahofisi avulwa 07:45–16:45 phakathi kweviki

Amacala aqhutshwa masinyane

Ama-interview zingakapheli izinsuku ezingama-30

Izivakashi ziyamukelwa masinyane

Ukuphendula amafoni ngokuhlonipha

Ukuqhutshwa kokuthengwa ngendlela ecacileyo

## **11. OKULINDWE KUMAKHASIMENDE**

Sikhangelele amakhasimende ukuthi:

Anike ulwazi oluqondileyo

Abe eqotho

Ahloniphe abasebenzi

Agqoke ngendlela efaneleyo

Abike inkohlakalo

Anike impendulo eqotho

## **12. UKUBUYEKEZWA KWECHARTER**

ICharter izahlolwa minyaka yonke ukuze ihlale ifanele.

## **13. INDLELA YOKUNIKA IMPENDULO (FEEDBACK)**

Siyamukela imibono, izikhalazo, izincomo.

Xhumana lathi:

Ucingo: 0242-775991

WhatsApp: 0719451686

Toll-free: 08010088

Facebook: Health Service Commission Zimbabwe

X: @hsczimbabwe

Website: [www.hsc.org.zw](http://www.hsc.org.zw)

Email: [infor@hsc.org.zw](mailto:infor@hsc.org.zw)

Noma usivakashele:

Health Service Commission

Parirenyatwa Group of Hospitals Complex

Corner J. Tongogara / Mazowe Street