

PUBLIC RESOURCES MANAGEMENT SITUATIONAL R E P O R T

MAY 2021



ZIMCODD
ZIMBABWE COALITION ON DEBT AND DEVELOPMENT



Sewage Dam, Chegutu



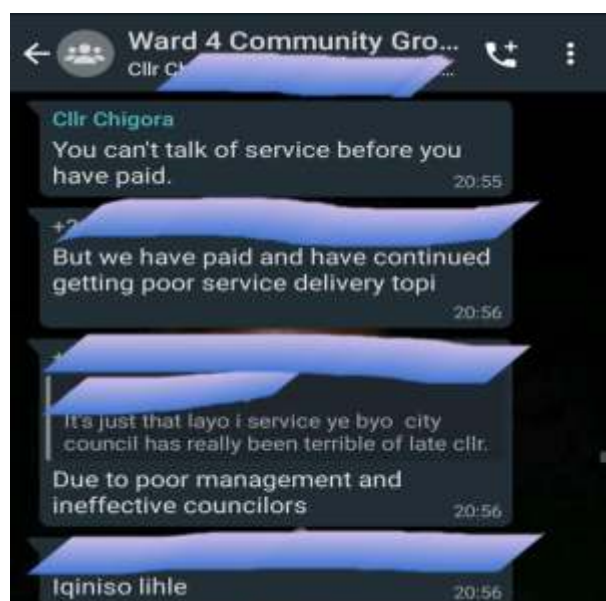
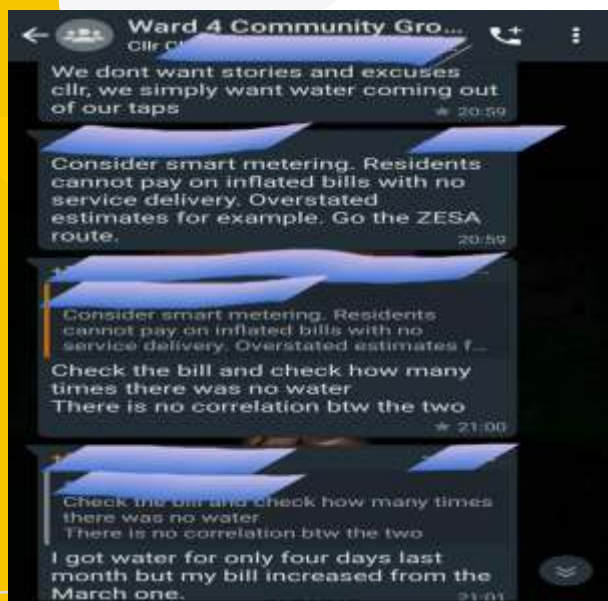
Binga-Bulawayo Highway near Kulima Mbumbi



1 of 16 public toilets closed since 2019, Goromonzi



Internally displaced community in Bulawayo, Ngozi Mine



Residents demand service delivery from duty bearers, Bulawayo

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1 Introduction and Background

This report presents an overview of public resource management at a district level from 54 districts across Zimbabwe's 10 provinces. The data has been collected by ZIMCODD's Community Resource Monitoring Agents (CORAs) resident in these 54 districts for the period May 2021. CORAs have been capacitated to monitor, document and report the abuse of public resources at district level on a monthly basis. The goal is to enhance citizen agency in public resource monitoring and to promote citizen participation in economic governance.

2 Purpose

Driven by the growing corruption, resource leakages, abuses and mismanagement of public resources, let-alone COVID-19 earmarked resources, and the flouting of procurement procedures by public officials, ZIMCODD engaged on this intervention to influence and promote efficient deployment and use of public resources starting from the district level. The motivation also stem from the lack of transparency and accountability in COVID-19 resource mobilisation, allocation and expenditure. The aim is to influence citizen recourse against the apparent abuse of public resources. The initiative seeks to contribute to two main objectives which seek to:

- i) Build citizen agency in public resource monitoring and in particular, COVID-19 resources; and
- ii) Promote participation in economic governance at the local level.

3 Methodology

This report is a collation of the views and perceptions of 54 Community Resource Monitors (CORAs) who are purposively sampled and are deployed by ZIMCODD to track and monitor the use of public funds in their districts monthly. A mixed methods research design was utilized, using both a survey and a case study/story telling approaches.

Using evidence gathered per district throughout the month, CORAs complete a survey questionnaire which is submitted to ZIMCODD for processing via Open Data Kit (ODK). CORAs also engage different stakeholders at local level which are randomly selected and produce human interest stories which they share as case studies with ZIMCODD. This is done in strict adherence to COVID-19 rules and regulations such as masking up, social distancing and maintaining hand hygiene. As such, the responses to the survey are supported by qualitative evidence which is presented as human-interest stories on public resource management. To ensure data quality, the respondents (CORAs) have been trained to understand and interpret the survey questionnaire and to cross validate the information before submitting to ZIMCODD. CORAs are in 54 districts across the 10 provinces of Zimbabwe and below is the reach:

Table 1: Selected sample coverage of the Situational Report

Province	Reach/Districts
Bulawayo	Bulawayo Central, Bulawayo West,
Harare	Glen View, Budiro, Kuwadzana, Epworth, Ruwa, Chitungwiza
Masvingo	Masvingo urban, Chivi, Gutu, Chiredzi
Manicaland	Mutare urban, Mutasa, Makoni, Chipinge, Chimanimani, Nyanga
Midlands	Gweru, Kwekwe, Zvishavane, Vungu, Gokwe, Chirumanzu
Mashonaland East	Marondera, Macheke, Goromonzi, Mutoko, Chikomba
Mashonaland Central	Bindura
Mashonaland West	Chinhoyi, Chegutu, Kariba
Matabeleland North	Binga, Bubi, Lupane, Hwange and Victoria Falls
Matabeleland South	Beitbridge, Bulilima, Insiza, Gwanda

The aim is to identify leakages and bottlenecks in the flow of financial resources, to flag the abuse and mismanagement of public resources and also to document and report on good practices for replication in other districts. Data gathered from the survey questionnaires is analyzed quantitatively using ODK and Excel and presented as a summary. The situational report is qualitatively informed by human interest stories.

4 Contextual Analysis of Public Resources Management in Zimbabwe

In the period under review, the macroeconomic ecology had impact on public resource management and clearly the politics of public resource management took precedence. The administration of public resources is shrouded in politics despite the fact that this might be detrimental to national development and growth. This narrative presents the reality of the Zimbabwean public resource management and can be substantiated by the government's move to purchase "35 new off-road double cab Toyota vehicles for top bureaucrats in the Home Affairs Ministry" which will cost at least "US\$ 1 million"¹ at a time when the same ministry "terminated a tender to install advanced border control system to enhance security". Zimbabwe has porous borders and currently the Mozambique crisis is intensifying. As such, Zimbabwe's proximity to Mozambique requires that it strengthens its borders to defend its territorial integrity and sovereignty in line with the principles of international law.

¹ <https://www.theindependent.co.zw/2021/05/28/ministry-to-splurge-us1m-on-cars/>

The month of May saw various local councils receiving devolution funds from the central government which most local authorities have dedicated to road refurbishment. Marondera Urban District for example received 7.7 million which was then dedicated towards refurbishment of water works and purchasing of vehicles to be used by the council to deliver services for the residents. Other public resources mainly came from COVID-19 funds, rates and exploration of resources.

The period under review witnessed rampant abuse and mismanagement of public resources which are meant to cushion the vulnerable, a trending system in all districts. Chipinge district serves as a good example where in the period under review, it was reported that an attachee in the social welfare department stole ZW\$91 000 from the department of social welfare.

Further, public service delivery continues to deteriorate as government continues to consolidate its support base for the 2023 elections. This can be evidenced by the purchase of 18 new Isuzu twin cabs for chiefs which were presented at the official opening of the Mbuya Nehanda statue. This is against a backdrop of poor emergency management as the city of Bulawayo only has 6 emergency vehicles for a population of approximately 650 000². This is exacerbated by the fact that the police service is not the only one in dire need as the entire emergency system is ill-capacitated. In the month of May, CORAs in districts such as Harare, Bulawayo, Marondera, Nyanga and Masvingo reported on the shortage of the COVID-19 vaccine and COVID-19 vaccination certificates. Bulawayo for example ran out of first dose of vaccines towards the end of April right up to the third week of May. The state of roads in the various districts continues to deteriorate, in districts such as Nyanga, Bulawayo, Binga, Gutu and Mutasa among others.

On the other hand, government continues to entrench its monopoly of public transport as the ban on private Kombis has not been lifted. This is despite the difficulties being encountered by citizens in accessing transport which further expose them to the pandemic as they spend hours in queues waiting for buses while disregarding the prescribed COVID-19 regulations. The month of May also brought reminiscence of the 2008 days when load shedding was the order of the day. Towns like Bulawayo and some parts of Harare have experienced power blackouts for almost a week.

² www.zimlive.com/202106/01/bulawayo-has-six-police-vehicles-for-650k-population-top-cop-reveals/

5 Public Resources Management Survey Findings

This section presents a synopsis of public resource management at district level across all the provinces.

5.1 Availability of public resources of economic value in your districts

In all the 10 provinces, there is presence of public resources of economic value as depicted by the graph below. It is only in Midlands and Harare where about +/-20% of respondents in each area expressed that there were no resources of economic value, however the majority 77% and 80% confirmed the presence of public resources of economic value in their districts and this calls for the effective and prudent use of those resources for public good.

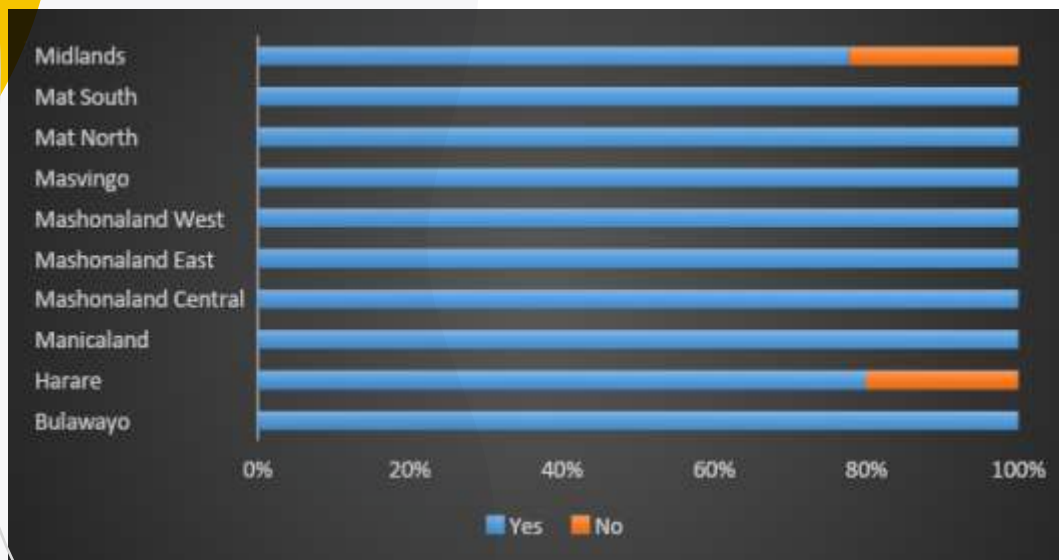


Figure 1: Presence of Public Resources of Economic Value at District Level

5.2 Equal and equitable distribution of benefits of public resources

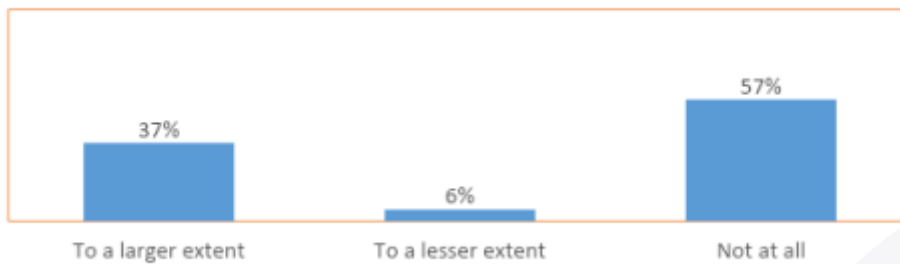


Figure 2: Distribution of benefits from Local Public Resources

The graph above shows that in 31 districts (57%) there is no distribution of the benefits of public resources. 20 districts (37%) confirmed that to a larger extent, the benefits from public resources are not shared equally and equitably while 3 districts (6%) acknowledged that there is equal and equitable distribution of benefits from public resources to a lesser extent.

5.3 Citizen Consultation on Decisions to do with Public Resources

The survey revealed that in 30 districts (56%) respondents are sometimes consulted on decisions to do with public resources in their districts while in 24 districts (44%) respondents are not even consulted when authorities make decisions to do with public resources. The survey also revealed that in instances where citizens are consulted, it is only cosmetic and not genuine as illustrated in the excerpt below by a Bulawayo CORA:

“The Bulawayo City Council reviewed their rates in January 2021 and increased them by 400% and this was not well received by the residents as they were still on lockdown with most of them having been retrenched from work as they were not deemed essential services. The Bulawayo City Council later consulted the residents on further increase of the rates and the residents were against the move as per the conclusion from the consultation. However, the outcome was disregarded by the local authority which increased the rates by a further 131%. This means that the consultation was just done for formality, but then the local authority had already taken a decision against residents.”

5.4 Citizens' access to information on public resources

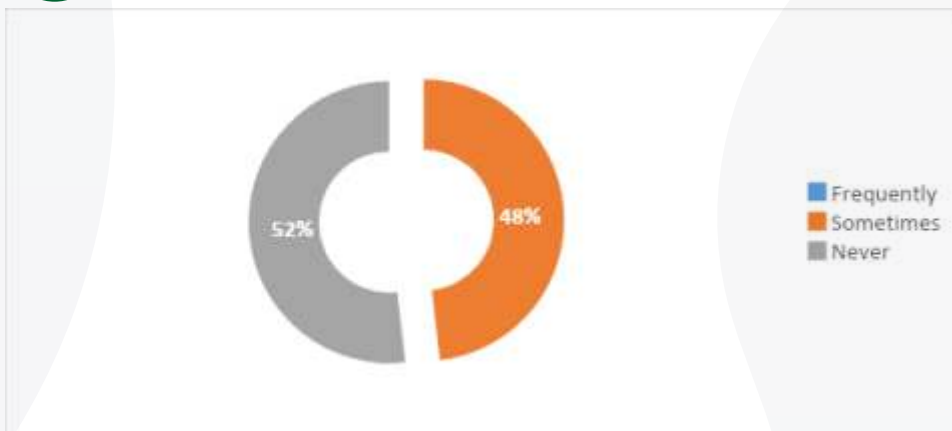


Figure 3: Local Authority's frequency in sharing public resources information

52% of respondents reported that local authorities never share information on public resources with citizens while 48% reported that local authorities sometimes share information on public resources. This resonated with the findings in 5.3 above where authorities selectively consult or inform the public when it comes to public resources management. Resultantly, the lack of consultation or information makes it difficult if not impossible for citizens to challenge or influence economic decisions in their districts. Even when asked by citizens to provide information on public resources, some officials become elusive and literally close the space for engagement between residents and solution holders as illustrated below:

*“On the 28th of May 2021, in what Bulawayo residents called **Operation gag them**, the councilor removed from the WhatsApp group anyone who asked a lot of questions demanding accountability and transparency over funds that pertain to the wards. The residents were making enquiries over the ward retention fund, which is 3% of the rates that would have been paid by the ward. One resident was removed for asking why the councilor said information is accessed on a need-to-know basis when the constitution in section 298 clearly stipulates that there should be transparency and accountability in the manner in which public funds are used. In a separate conversation, when the same councilor was approached by another resident, he had indicated that Ward 4 had accumulated ZW\$2.3 million in retention fund account with approximately ZW\$495,000 already used for grass cutting, road repairs and other contractual agreements. The misunderstanding then emerged when the resident asked to share the attained information with other group members and the Councilor said individuals had a right to access the information in their singular capacity and not in representation of organizations or other groupings.”*

5.5 Citizens' access to information about the exploitation, management and use of public resources at local level

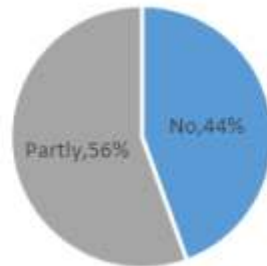


Figure 4: Informed about exploitation and use of public resources

Respondents are largely not informed about the exploitation, management and use of public resources in their communities as with 3.3 and 3.4 above. In this case, 56% of the sampled districts reported that they are partly informed while 44% of the districts reported that they are not well informed about resource exploitation, use and management and this hinders citizen participation and meaningful engagement in economic governance. Secrecy in the public resource management creates ground for corruption, mismanagement and abuse of public office. It is important to note that domestic resource mobilisation will not reach its full potential if it does not put citizens at the centre.

5.6 Provision of clean and safe water

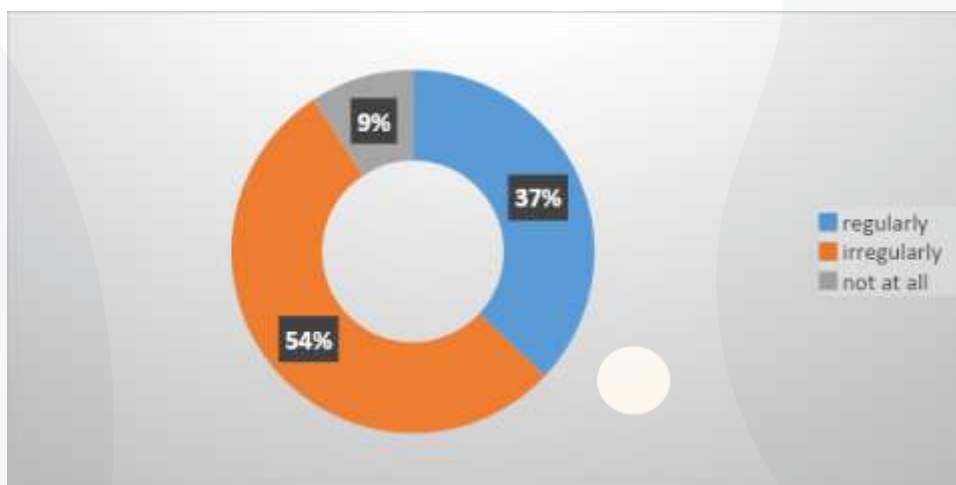


Figure 5: Supply of clean and safe water at local level

Local authorities have largely abrogated their duty to provide clean, safe and portable water in spite of the presence of public resources of economic value which authorities can leverage on.

In Figure 5 above 54% of 54 districts reported irregularity in the supply of clean and safe water while in 37% of the 54 districts there is a regular supply and in 9% of the 54 districts there is no supply of clean and safe water at all. Excerpts below attest to this finding:

Case 1: HWANGE - *The right to clean and safe water has been violated. Hwange community has suffered from water cuts which is more or less of water shedding or rationing despite the coal city being next to the Zambezi River.*

CASE 2: GWERU - *A water crisis is looming in Gweru despite the city's two main dams (Gwenhoro and Amaponongwe) which are at over 90% full in capacity. As such, the city council continues to tighten water rationing and in some parts such as Mkoba 19 and 14 residents go for weeks with dry taps. Although access to water is a basic human right and a key to achieving gender equality and household food security, water shortages continue to manifest themselves in Gweru and other cities. In a state of the city address, the Mayor of Gweru His Worship Councillor Josiah Makombe cited water as one of the main challenges confronting the city. He noted that, the water situation in Gweru is mainly because of the obsolete infrastructure the city has. The treatment plant was put in place in 1967 and has never been upgraded nor changed in spite of the growth in the city's population from 170 000 then to approximately 350 000 people. After being hit by a typhoid outbreak which claimed lives in 2018, Gweru is faced with yet another imminent disaster due to erratic water supplies with some suburbs going for 3 weeks without tap water.*

5.6 Accessibility to Devolution Funds & Local Authority Budgets Information

In 49 districts (91%) there was knowledge about devolution funds and local authority budget information while in 5 districts (9%) there was no knowledge of such. The 5 districts where there was no access to neither devolution or budget information are Bindura, Bubi, Gwanda, Insiza and Kwekwe. The excerpts below illustrate the sentiments of residents around devolution funds and what the allocations were used for:

Case 3: Chipinge - *“These devolution funds are being diverted as payrolls for council workers yet roads are full of potholes. Since cyclone IDAI the roads have not been repaired or maintained yet 20 percent of the devolution funds goes to the Ministry of roads and transport. Projects that were initiated in 2020 are still not completed such as the solar project, the water project and as a result some of the solar panels and water pipes have been stolen as they were lying idle. Sewer pipes are bursting on a daily basis and there is nothing to show for devolution funds received.”*

Case 4: Mutasa Rural District - *Council must account for devolution funds. Penhalonga Residents in Mutasa district have expressed concern over lack of transparency and accountability on the 2020 devolution funds. Mutasa Rural District Council (MRDC) received ZW \$219 million as part of the funds which is provided in the Constitution under section 264. The council has only purchased a refuse truck. Despite purchasing the refuse truck the MRDC is still failing to collect garbage and this has remained a cause for concern and residents have expressed concern over the lack of transparency and accountability in the manner public funds are being utilized. In response to residents’ concern the councillor promised to bring the finance committee for further clarity.”*

Case 5: Marondera - *Marondera Urban District received ZWL\$7.7 million for devolution Funds. With the money, the council rehabilitated the Dombotombo water tanks and expanded the Longlands Water Treatment Plants. The rehabilitation of the water tanks and expansion of the Longlands Water Treatment Plants was received with great joy by most of the residents in Morningside and Ruzawi Park areas who had spent close to 10 years without running water. Devolution funds were also used to purchase 6 tractors, drawn water bowsers, 3 new modular water storage tanks, 17 boreholes and new model ambulance. The water capacity is not enough but has improved as it stands at 18.5mega litres against a demand of 27 mega litres. As such, the water woes still persist in some areas in Marondera.*

Case 6: Mutare – *in one of the feedback meetings, the mayor of Mutare, His Worship Councillor Blessing Thandi reported to ward 14 residents that the devolution funds received by Mutare City Council were used to fund the rehabilitation of Sakubva Stadium, the ongoing upgrading of the Dangamvura water pipeline, the repair of the Pungwe raw water pipeline, Installation of traffic lights in the CBD and the rehabilitation of the Mutare Infectious Disease Hospital.*

Case 7: Mutoko – *on engaging the Mutoko Rural District Council Chairperson of the Finance committee, Councillor Dende Kwanisai; the 2019 devolution funds received were used to construct a new Primary School classroom block at Chitowa which was built to decongest Mutoko Primary which was overwhelmed. The other share was used to construct Bepeta Clinic in Ward 2 and is now awaiting its official opening. Bepeta clinic is believed to have used ZW\$3.9million while the balance was used for the construction of Chatiza Secondary High School science laboratory which is currently at gab-level.*

Case 8: Epworth – *Epworth local board (ELB) was given a total of ZW\$14 million dollars in 2020 as Devolution funds. Engagement with the mayor, Councilor Gift July revealed that of the total ZWL\$ \$14,746,359.00 received, the council bought a tractor worth \$215 000, a total of 15 boreholes were drilled in all wards of Epworth community at a cost of \$3,279, 343.14, public toilets were built in some of the shopping areas of Epworth at a cost \$1,432 417.00 and vegetable markets at \$1,483,944.27. Streetlights costed \$2,058,332.30, refurbishment of the Mabvazuva clinic which is used as a quarantine center for COVID-19 patients and this costed \$229,663.00. Glenwood primary school building material and labour costed \$2,950,903.63. The council also bought skip bins at a total*

cost of \$229,663.24 and bank charges were \$238,591. The total cost of the Devolution funds used was \$12,168,161.42 and the balance left is \$2,578,197.58. The picture below shows a toilet constructed in Ward 4 using devolution funds which were earmarked for the education sector, water, public safety, health and social amenities.



Chitungu council toilet built in Ward 4, Epworth using devolution funds

5.7 COVID-19 Resources

47 out of 54 districts reported to have between 1 to 10 health care centres offering access to COVID-19 testing while 7 districts to have more. The 7 districts with more than 10 testing centres are presented in the table below:

Table 2: Number of COVID-19 testing centres

District Name	No. of COVID-19 testing centres
Binga	18
Bubi	11
Bulilima	17
Goromonzi	22
Makonde	15
Makoni	57
Mutasa	12

53 districts reported to have between 1 to 5 quarantine centres for COVID-19 except for Harare urban which reported to have 18 quarantine centres.

From the 54 districts, 38 districts reported to have between 1 and 10 healthcare centres which received PPEs from the government while 16 districts reported to have more healthcare centres that received PPEs from the government as depicted in the graph below:

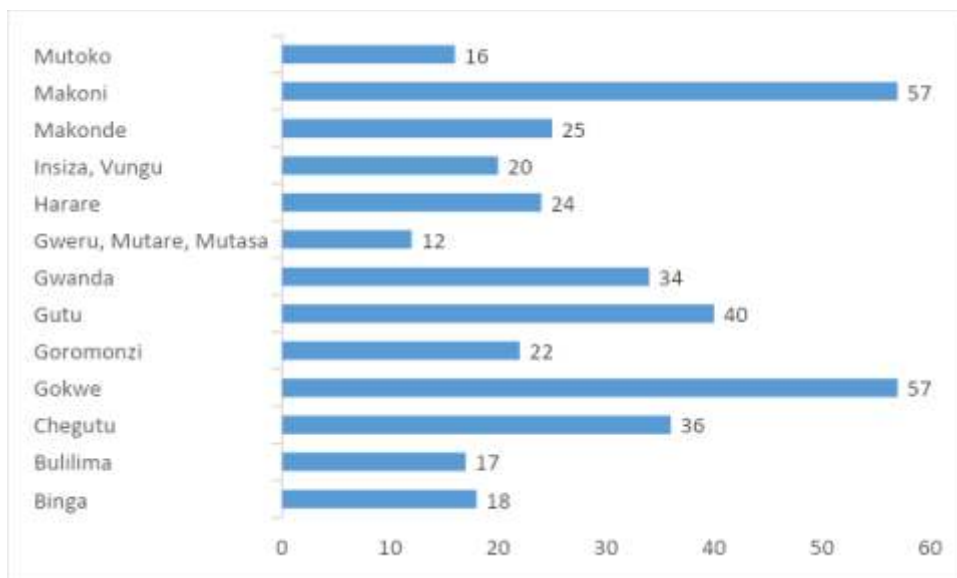


Figure 6: Number of Health centres which received PPE's from the Government

It should be noted that effective social protection and safety nets play a major role in reducing poverty and vulnerability to pandemics of this nature while redressing inequalities in access to health. The government should therefore ensure equitable distribution of services to achieve access to health by all.

5.8 Natural resource extraction

The paradox of high levels of poverty and underdevelopment in resource rich communities is a reality in most communities in Zimbabwe. This can be traced to lack of transparency and accountability in revenue proceeds from the resource extraction in those communities. Host communities have consistently been short-changed as evidenced by poor living conditions, environmental degradation, health hazards, forced relocation among other social ills. Mining companies have also fleeced communities with corporate social responsibility initiatives which are usually nothing compared to the value of resources extracted in those communities.

The stories below illustrate how illicit financial flows in Zimbabwe continue to erode potential revenue that can lift the country out of its abject poverty, debt and economic underdevelopment:

Case 9: Lupane – *Lupane residents have registered an outcry over timber which is being exploited by Forestry Commission and unregistered timber loggers. In 2005 companies from as far as Harare descended in Lupane for timber concessions where they harvested timber without paying royalties to Kusile Rural District Council coffers. The exploitation of timber has remained a cause of concern as truckloads of timber continue to be seen ferrying timber during the night to unknown destinations and yet there is no ploughing back to the community. As a result, Ironwood is now extinct because of the timber poachers while Kusile Rural District Council is not taking any action to curb such illicit activities happening.*

Case 10: Hwange - *On the face value Hwange is rich with vast resources such as coal, wildlife and other different minerals, however, the district remains poor as these resources are not benefiting the local people. The state of infrastructure has remained deplorable calling for a robust and a united front by the government, private sector and civil society actors to match the development of the area with resources it is endowed with. The launch of the Hwange District Socio-Economic Development Stakeholders Initiative (Hwange DSEDSI) on 11 May with the aim of having an all-inclusive structure which monitors the resources in the district and document the value of resources being extracted is a welcome development. This initiative is believed to define a transparency and accountability mechanism which will foster socio-economic development for the local Hwange community by ensuring locals benefit directly from all the economic activity happening in their own vicinity.*

Case 11: Gold Leakages a cause for concern in Mutasa - *Mutasa district is a resource rich area endowed with natural resources from base and metal minerals, timber plantations, natural water falls. However, the significance of the impact of these resources on social and economic welfare of the Mutasa citizens is questionable. Exploitation of resources leaves a lot to be desired especially in the mining industry which has emerged as a key economic sector within the district. Basking with the Metallon Gold Company and approximately 100 registered Small Scale Mining Companies which have been mining to date there is nothing to show for it due to corruption, illegal gold trading and evasion of tax royalties. Corruption and gold smuggling among other issues have crippled the attainment of development within the district for many years. Mutasa Rural District Council has pointed out that Small-scale mining companies are failing to pay taxes to the local authority, while Redwing Mine owes the council millions of dollars back dating to 2016 despite the mining operations happening at the Metallon Company. With the contract mining of Prime Royal Africa Mining Company (PRA) happening at the giant mining company, a lot of gold leakages are evident as there is decrease in gold production declared per month.*

Illegal gold trading has become the order of the day in Mutasa with political elites manipulating the system and making it difficult for government agencies to conduct their duties in a transparent and accountable manner. Local authorities are reluctant to hold Prime Royal Africa mining company to account for its mining activities at Redwing mine for fear of victimization. Processed gold from Penhalonga is being smuggled to neighboring countries like South Africa and Mozambique with an organized syndicate at the expense of community and the country at large.

6 Social Service Delivery Findings

As outlined in section 4 on the overview of Public Resource Management, there is indeed a positive correlation between how public resources are governed and the state of social service delivery in a given country. Effective delivery of public services is closely linked with poverty reduction and growth, and research has shown that countries with strong, transparent, accountable public resource management systems tend to deliver services more effectively and equitably. After looking at the synopsis of public resource management in section 5 above, this section unearths the state of social service delivery across districts in Zimbabwe.

6.1 Natural resource extraction

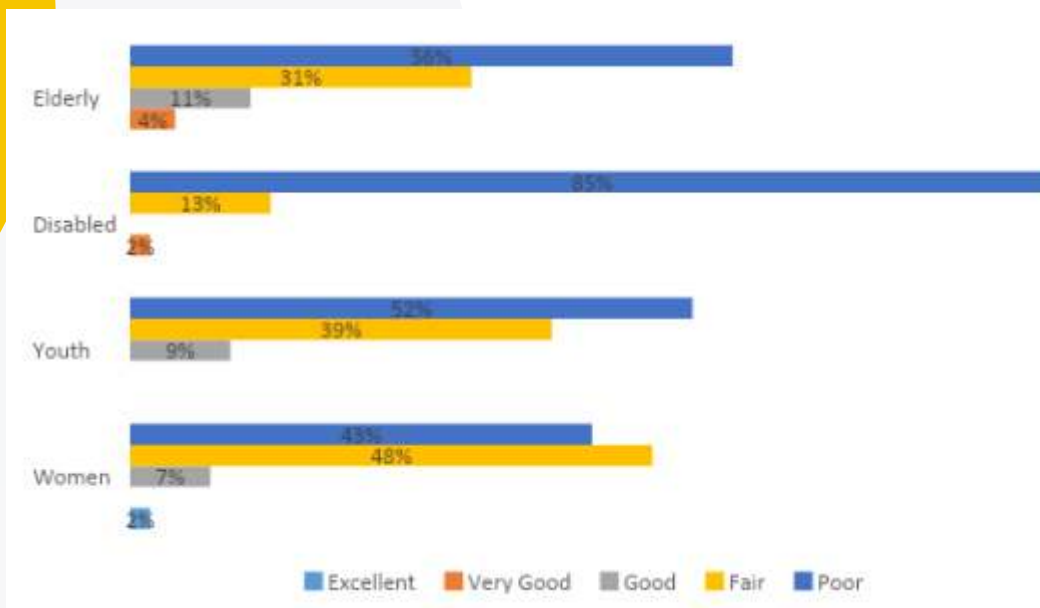
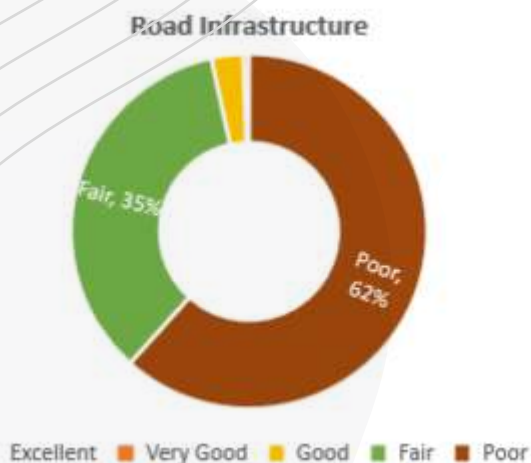


Figure 7: Access to Public Resources by Demographic groups (N=54)

54 districts rated their community in terms of access to public resources by different groups. All districts largely rated access to public resources poor as depicted in the graph above. Access to public resources by women was rated poor in 43% of the districts and fair by 48% of the sampled districts; access to public resources was rated poor in 52% of the



districts and fair in 38 % of the districts. 85% of the districts rated access to public resources by persons with disabilities as poor while only 13% of the districts rated the same as fair. In terms of access to public resources by the elderly was rated poor in 56% of the districts while 31% of the districts rated it as fair. An insignificant 2% of the districts rated access to public

resources by women as excellent and there is no other case where access to public resources was rated as such. This illustrates that access to public resources by different groups is generally poor and worse for the most vulnerable groups such as PWD's.

6.2 Quality of Road Infrastructure

The quality of road infrastructure was rated poor in 62% of the districts and while in 35% of the districts road infrastructure was rated fair and in only 3% of the districts, road infrastructure was rated good. The extracts below illustrate the nature of road infrastructure:

Figure 8: Quality of Road Infrastructure

Case 12: Gutu - A population of more than 10 000 households in Gutu North are suffering due to poor road infrastructure as they cannot access markets for their agricultural produce. The road network is so poor and Devure river overflows during rainy seasons making it difficult for residents to cross into Gutu town since there are no bridges. The problem could have been addressed only if the road construction project which was started in 2018 was completed as the government had promised to commission the first 10km stretch of the road between Hamandishe Village and Soti Source river in November the same year. The road was funded by ZINARA through Gutu Rural District Council and the project only managed to construct 1km and left the problem deepening since the detour that was made was destroyed by rains and it's in no shape for vehicles to pass especially during the rainy season. The 1km road constructed falls short in explaining the ZWL\$12.2 million that was allocated for that project. The same project was also started and abandoned more than 25 years ago, suggesting some trend in mismanagement of public resources

directly impacting on service delivery which should have made a difference in the lives of Gutu North residents.

Case 13: Gweru - The issue of the Mkoba 4 road that connects to Antelope Park has been a major concern for Antelope Park and other surrounding businesses as Vungu Rural District Council is not taking any action to fix the road whose state has been deteriorating. The road is under the purview of Vungu but the council has not maintained the road over the past 2 years. A Ward 11 councillor who was approached, Councillor Albert Chirau acknowledged how the state of the road has negatively affected the whole community, however, he seemed to have been shifting the blame on irresponsible private players including Karimazondo Farm, Lessafre and other Chinese companies which are not fixing the road as part of their corporate social responsibility.

6.3 Community Rating on General Service Delivery

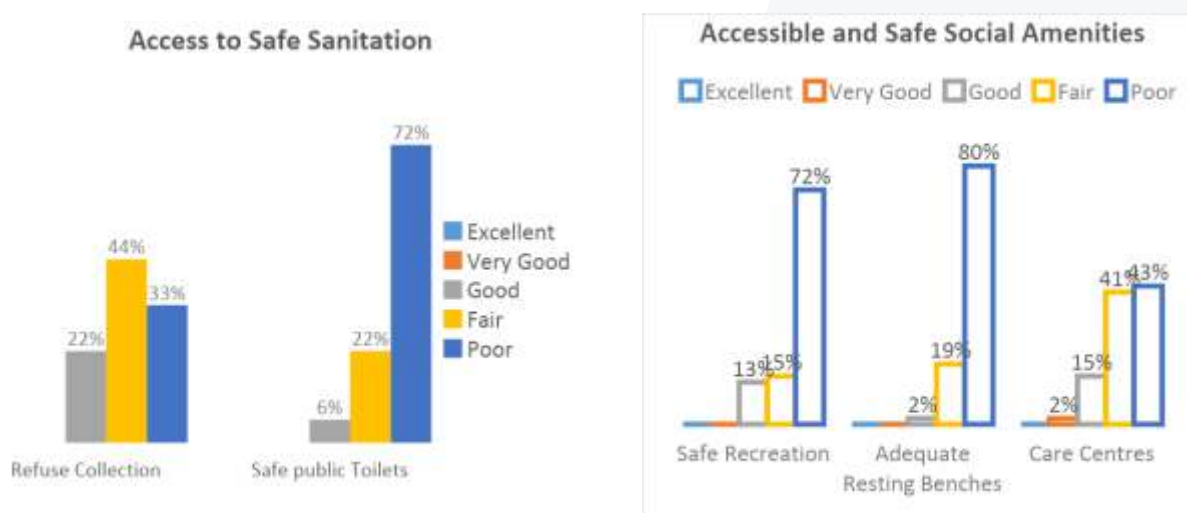


Figure 9: Access to sanitation and safe social amenities

18 out of 54 districts (33% of the respondents) reported that refuse collection was poor while 24 districts (44%) said it was fair and 12 districts (22%) reported good refuse collection. In 39 districts (72%) access to safe public toilets was poor while in 12 districts (22%) access to safe public toilets was fair and in 3 districts (6%) access to same was rated good. When it comes to accessible social amenities a high of 72%, 80% and 43% of the total districts rated service delivery poor on safe recreation, resting benches and care centres respectively. On the other hand 15% of districts rated safe recreation fair while 19% of the districts rated adequate resting benches as fair and 41% of the districts rated care centres fair. Clearly service delivery is rated poor by the majority of the districts across all variables. This is substantiated by the cases below:

Case 14: Mutasa - Residents and ratepayers of Penhalonga suburbs are up in arms with their local authority over the new water and refuse tariffs for the 2021 budget amid poor service delivery by the local authority. Ratepayers are bitter because council is not collecting garbage which is piling on roadside for long periods, a situation hazardous to residents. The local authority has also failed to provide household rubbish bins for the past five years citing unavailability of funds as the main cause in spite of the hikes in refuse tariffs.

Case 15: Budiro, Harare - Open sewers and flowing sewage have become common sights in Budiro suburb, posing significant health risks. Residents of Budiro suburb endure sewer bursts on a daily basis. Worrisome to note is that these residents now live in the epicentre of Zimbabwe's deadliest cholera and typhoid outbreak in a decade. The waste from burst sewer pipes is easily flowing into shallow wells while children are seen playing in sewage, thereby presenting another health time bomb.

Case 16: Glen View, Harare - The year 2021 presents a different scenario of the once sunshine city status due to mushrooming dumpsites all over. Uncollected garbage has become the order of the day with waste going for months uncollected. Residents are now dumping waste everywhere posing a health threat to residents who are paying ZWL\$565/monthly for refuse collection. The failure by the local authority to prioritise this area has also seen residents questioning how rates continue to increase while service delivery is diminishing with residents spending over 3 months without seeing a waste collection vehicle. They claim that most of their refuse collection trucks are down and spare parts are difficult to acquire due to foreign currency challenges.

Case 17: Plumtree – The town which started as a railway growth point has overtime transformed into a town with an estimated population of 200 000 residents. While the sewage and water supply used to supply for less than 10 000 people, no measures have been taken to expand the water and sewer systems. Residents are always complaining about low pressure water and sewage spilling creating mini ponds where mosquitoes are breeding easily. Residential and commercial space has expanded but not water and sewer infrastructure creating sanitation threat to residents. Water pipes drawing water from Magwe Dam were installed during the Smith' regime, they are outdated and always bursting resulting in the city failing to access tap water for 2 or more weeks.

Case 18: Vungu Rural District – The Pictures below show sewage bursts in Vungu district:



i: Sewer Outbursts and Sewage River flowing towards residential areas in Vungu District

Case 19: Goromonzi – Residents of Goromonzi Rural District are aggrieved with their council as they feel shortchanged. The public toilets have been locked since 2019, there is no clean and portable water and residents have resorted to open defecation. This presents a high risk for COVID-19 to spread at an alarming rate while exposing residents to other waterborne diseases such as diarrhea and typhoid.

6.4 Community Rating on General Service Delivery



Figure 10: Quality of Public Transport services

The quality of public transport was rated poor in 55% of the 54 districts sampled, while in 30% of the districts it was rated fair and good in 14% of the districts. Since the government revived the ZUPCO mass transport system for most urban and intercity travel in a bid to curtail COVID-19 infections in 2020, the public has suffered at the mercy of the government as ZUPCO transport services cannot meet the high demand for transport. Citizens therefore spend hours in queues waiting for a ZUPCO bus. The picture shows people waiting at the ZUPCO pick up point for Budiriro at Market Square in Harare. In the context of COVID-19, Public transport and specifically ZUPCO buses have been identified as a hot spot for new corona virus infections. Social distancing and sanitization is not observed hence putting the public at risk of contracting COVID-19.



6.5 Community Rating on Health and Wellness

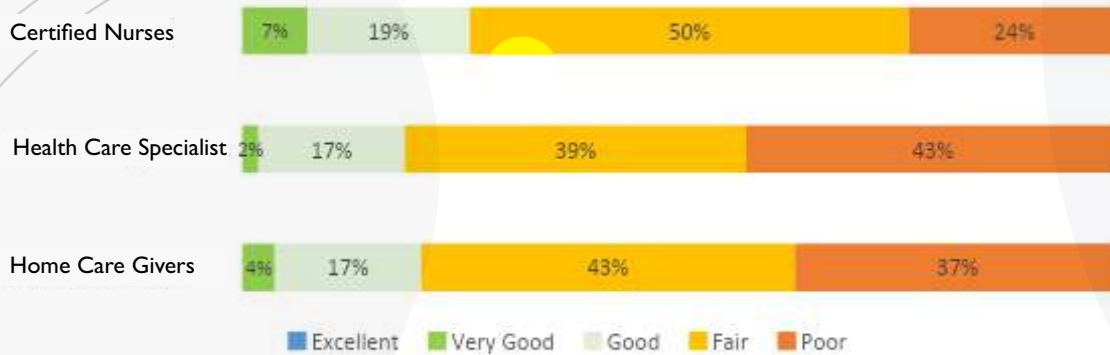


Figure 11: Availability of Healthcare professionals at District level

Availability of certified nurses was rated poor in 24% of the 54 districts, fair in 50% of the districts and good in 19% of the districts. Availability of healthcare specialists was rated poor in 43% of the districts, fair in 39% of the districts and good in 17% of the districts. The availability of home caregivers was rated poor in 37% of the districts, fair in 43% of the districts and good in 17% of the districts. This shows that home caregivers and certified nurses are significantly represented at district level as compared to specialized healthcare personnel. There is therefore need to use alternative frameworks to hold the government accountable, such as the Maputo and Abuja declarations emphasizing budget allocations for delivery of essential services such as health that guarantee key socio-economic rights.

7

Conclusion and Recommendations

This situational report is a pointer to serious violation of socioeconomic rights, a challenge emanating from poor management of public resources. Resultantly, the country's social service delivery is dysfunctional as evidenced by the country's failure to adequately invest in public health, water and sanitation and public transportation to mention just but a few. Corruption in public institutions has evidently undermined the capacity of public institutions to deliver quality public services to citizens. However, a key element of the state lies in its ability to tax fairly, responsibly and efficiently allocate and spend public resources in the best interest of the people of Zimbabwe.

The following is recommended to strengthen public resource management in Zimbabwe:

- **Leadership** – Zimbabwe needs a strong political will and commitment to decisively deal with corruption in all its multi-layered dimensions. There is need for the government to demonstrate political will to arrest and prosecute perpetrators and guarantee the independence of the responsible oversight institutions.
- **Adaptive and inclusive economic governance processes** – the government should monitor, evaluate and learn from the failures of the policy trajectory it has pursued overtime. There is an urgent need for policy reforms that put the people of Zimbabwe at the center of economic governance and in particular, public resource management in order to realize meaningful development at local and national levels.
- **Social accountability** - Civil society actors and communities should deepen their knowledge in public resources governance and strategies to demand transparency and accountability from duty bearers in the mobilisation, allocation, distribution and reporting on public resource use. This includes the feasibility, selection, tendering and management of natural resources.

Annex 1

Selected Human Interest Stories

Discrepancies in the COVID-19 Vaccination Programme (Bulawayo)

With its estimated population of 640,000, the city of Bulawayo positively responded to COVID-19 vaccination in the region. This came after the city had received 13,200 doses for phase one and 50 000 more for stage two of phase one.

The city ran out of first dose of vaccine from end of April to end of May. At some vaccination points people were vaccinated without being given any proof of being vaccinated due to unavailability of vaccination certificates. As result of this, many are being discouraged to go for vaccination.

This has affected a number of community members but mostly young people living with HIV as this group of people are required to have their viral load test before being vaccinated. The challenge is that results of this test take time before the client can access them, this means a number of people living with HIV have not been vaccinated yet. The other group being excluded is that of young mothers who are lactating as they cannot take the jab while breast feeding.

Through the CORA initiative, we have started to engage the authorities to avail reasons behind the shortage of the vaccines. The feedback received was that Bulawayo city requested for 220 000 doses but only received 13 200 doses of vaccines. In one of the meetings held, Minister July Moyo said he will do a follow up with Natpharm so that they can continue making deliveries of the vaccine because vaccines are available in Harare. These point to a system and structural failure of the vaccination programme which ideally should be accessed by all citizens.

Major drug shortage hits Ngomahuru Hospital (Masvingo)

Located about 50km south of Masvingo town, Ngomahuru Psychiatric Hospital, a well-established and reputable mental health institution is now a pale shadow of its former self. With a maximum capacity of 300 mental patients who used to be comfortably accommodated and treated, there are just 130 mental patients left (21 females and 109), but the institution can hardly look after them. Basic needs such as medicines, food, linen, soap and even water are now difficult to get and inmates have been reported to be going hungry most of the time.

The hospital has gone for years without receiving basic injections for psychiatric patients such as methimazole decomendy required once a month for each patient, carbamazepine, sodium valproate, cefoperazone among other critical drugs. The shocking state of Ngomahuru Psychiatric Hospital, one of the four psychiatric health institutions in the country, are a tip of an iceberg and illustrate the government's failure to sustain the country's health sector. A recent visit by ZIMCODD CORA Masvingo to Ngomahuru Psychiatric Hospital, revealed harrowing tales of hunger and neglect. The ministry of health is failing to supply the health institution with drugs despite the ministry of finance mentioning a surplus in the government coffers. Due to shortage of drugs and food many patients suffer from malnutrition and pelagic which makes them difficult to recover.

In February 2021 the hospital also went for a month and some weeks without running water where patients were risking their life, bathing in a nearby river. The water shortage was caused by electricity problems at ZINWA pump station. The two state owned institutions which were responsible to rectify the problem (ZESA and ZINWA) were blaming each other for over a month without resolving the water problem. The water crisis was later resolved due to public outcry and urgent court application by the Zimbabwe Lawyers for Human Rights. The government and responsible players are neglecting the institution which makes life hard for patients and staff.

The state of Ngomahuru hospital is clear evidence that Zimbabwe's health sector has dilapidated without much recourse. Infrastructure gaps still exist in service delivery and availability, as well as readiness of health facilities to provide basic health-care interventions in the country. In this regard, ZWL\$54.7 billion has been allocated to the Ministry of Health and Child Care a slight increase in allocation for health by 2.8 % in 2021 National Budget. It's still below the requirement of 15% in the Abuja Declaration but above the 11.3% SADC benchmark. The health sector is facing all these challenges due to a number of factors including grand corruption, illicit financial flows, conflation of state and political party business on public debts among other issues.

6000 residents living in the dark for 2 years in Sakubva (Mutare Urban)

Approximately 6000³ people in 1000 households in Maonde community in Sakubva have been living in the dark in the past 2 years after the city council and ZESA conspired against residents and switched off their electricity. This community which had their electricity supply cut off in October 2019 are petitioning Mutare City Council to rescind their decision since they have lived in the dark for too long.

³ 1000 men, 2000 women and 3000 boys and girls

The cutting off of electricity has resulted in negative socio-economic consequences including loss of livelihoods and rise in criminal activities. Women, girls and young boys are having to bear the brunt as they spend long hours in search of firewood in the nyakamete industrial area, Fern Valley and lower Vumba (about 10 km) away. They are exposed to danger of wild animals but more specifically, they face arrest under forestry and EMA Acts for fetching firewood without license from the Forestry Commission. However, without any alternative source of energy, they have to find means of evading the council and forestry rangers. When caught they are forced to pay bribes and there are many cases of “*sexotition*” where the rangers demand for sex in order to let the women and girls pass with the firewood.

On 10th of October 2019 residents of Maonde had their electricity power cut due to a legacy debt (ZW\$2 million) owed to ZESA by City of Mutare. Residents of Maonde, Matida, McGregors, NHB and Block section were provided electricity by local authority and their rentals were inclusive of water and electricity. However, the electricity bill was not accumulated by the residents but by the local authority and the bill for residents was a measly \$50000 out of the \$2million owed to ZESA. The bill does not belong to residents but rather the local authority. ZESA had disconnected Mutare Civic centre and other council facilities but when the local authority was approached, they shifted the blame on residents and said that those that were owing were residents of Maonde, Matida and other council rented houses in Sakubva which prompted ZESA to then switch off the residents.

Through the social and economic justice advocacy facilitated by the CORA, the local authority was approached and undertook to get the affected areas reconnected. A demonstration was also held at the Moffat Hall department of housing and community services where a team including a CORA in that area were elected to engage with the local authority over the matter. The committee was able to encourage residents to pay up what they owed to local authority so that in turn they reconnect the electricity to the affected areas. ZESA has been playing hard ball and demanding that the local authority must re-do the electrical fittings and tubing in all the houses in the affected areas and provide bulk electricity meters so that ZESA can switch them on again. This has proved a tall order for the local authority which have no capacity to undertake this exercise. Residents are now frustrated over continuous failure by the City Fathers to pay their debt so that ZESA can reconnect the Maonde residents. The council has failed to satisfy the socio-economic rights of residents in this regard in spite of the residents meeting their part of the bargain.

The residents bemoaned the lack of transparency and accountability on the part of the council which failed to give residents a detailed report on how the residents owed ZESA

when they were paying their rates to the council. Residents are therefore demanding that the Council must restore electricity unconditionally and surrender them to ZESA so that they pay direct to them to avoid future services being cut off by the service provider. No to bulk meters but each person to have access to their own meters.

Devolution a reality or myth? Interrogating the Tongaat Hulleys Zimbabwe Kilimanjaro Project. (Chiredzi)

In an effort to honor its social responsibility and help the government attain the objectives of the Transitional Stabilization Programme (TSP) and its successor the National Development Strategy (NDSI), Tongaat Hulleys Zimbabwe (THZ) which is the amalgamation of Hippo Valley Estates and Triangle Estate initiated a US\$40 million dollar project known as Kilimanjaro⁴ in April 2019.

The project was aimed at empowering local communities and infuse economic emancipation by helping local black farmers to venture into sustainable agricultural projects. THZ was to prepare 3 300 virgin land and put the first plantation, monitor it until it grows then surrender it to farmers who will simply enjoy the benefits while THZ recoup its expenses on the process and production of sugar.

The Kilimanjaro project on completion was supposed to create an addition of 2000 jobs directly or indirectly and an additional of 50 000 tons of sugar per annum according to Mr Chinhuru, the THZ executive in charge of the project.

However, like other THZ social responsibility and empowerment projects excessive government intervention derails the intended strategy culminating in project delay or failure. The targeted beneficiary of the project were local farmers mainly those from Chiredzi and Masvingo province although it was going to benefit the entire nation the project wanted to empower local residents first. Nonetheless, like in a communist nation where command economy takes precedence, the government influences the beneficiary list and the project is slowly becoming another Mwenezi and Mkwasine project where the majority of the beneficiaries are members of the security sector. Further, no jobs have been created as yet.

Thus, economies of affection, rent-seeking and politically exposed persons have threatened the effective administration of the project and devolution which is a constitutional prerequisite and requires that the local people be the beneficiaries of resources within their jurisdiction.

⁴ www.herald.co.zw/kilimanjaro-project-a-game-changer/amp/?espv=1

Interviews with key informants from THZ establish that, the organisation no longer gives the project priority after excessive interference from the state and those who have partisan links. This is because instead of empowering the local people, it will end up empowering those coming from Harare.

Majority of local residents expressed displeasure in how the government has always systematically disempowered them even when constitutionally it does not have the locus standi to be at the core of the administration of the project.

Lessons from history shows that political interventionism has never done good for Zimbabwe's economy. It has been detrimental, an enzyme of unemployment, destitution culminating into closure of industries and extreme poverty. The Shabani Mashava mine is a clear case point.

Victoria Falls Councilors Disappoint Residents (Hwange District)

From a distance, one may think Victoria Falls is a land of milk and honey, permeating and flowing through governance and humanitarian issues. Another would think that perhaps the outcry from residents over unaffordable water and rates is due to the novel coronavirus which was first recorded in the city in March 2020 and saw the city's vibrant tourism economy coming to its knees.

It has been the norm that residents in the resort town are not actively engaged in civic issues. This has seen Parliamentary Portfolio Committees and other Consultation meetings mostly being held in Hwange where the District offices are located or in Lupane – the provincial capital.

However, the tide seems to be changing. Last year, the ruling party – ZANUPF revived its district community structures under the name: District Coordinating Committees. This saw Hwange District voting Councilor Matthew Muleya and Alderman Nkosilathi Jiyane as the DCC Chairperson and Secretary, respectively. These two, particularly Muleya are men of the people. Muleya has over the years mastered the art of persuasion and of course politicking.

On 8 May 2021, the Hwange DCC hosted an update meeting on devolution funds. The DCC invited Hwange Local Board, Hwange Rural District Council and Victoria Falls Council to interface with residents on the allocation and use of devolution funds. Victoria Falls residents filled up the Chinotimba Hall, but to their disappointment, the local Council did not attend the meeting.

This did not deter the DCC from sharing information about the devolution funds, much to the pleasure of residents in attendance. According to the Hwange DCC, Matabeleland North province received ZWL 533 084 000 as devolution funds. Of the total amount, Victoria Falls Council received 83 million, Hwange Local Board received 101 million and Hwange Rural District Council received 140 million.

A week later, DCC held another meeting specifically for the Victoria Falls Council and residents to interface on devolution funds and present progress reports. Three residents' associations attended the meeting, namely: Victoria Falls Combined Residents Association (VIFACORA), Hwange District Residents Association (HDRA), Victoria Falls United Residents Association (VFURA).

Residents came out in numbers, including the white community who rarely attend such meetings. Victoria Falls was represented by the City Treasurer, Director of Housing, Operations Engineer, Chief Accountant and PA to the mayor's office. Although invited, the mayor and councilors did not attend the meeting.

Residents highlighted that they were not happy with the high tariffs charged by Council and that the budget consultative process was flawed evidenced by the fact that their objections were not considered in the final budget. Residents further demanded to be informed about the source of revenue that Council used to purchase vehicles such as Toyota Fortuna. In response, Council management indicated that they were not mandated to answer in the absence of their employer and that they were merely recipients of their contractual agreement between them and their employer. Residents also expressed their disgruntlement on the capital expenditure report as it was not clear how the Council used revenue on capital expenditure, such as roads and buildings. The Council was further probed on whether they have any income generating projects so that they do not only rely on tariffs. In response Council said they have such projects on paper, but were waiting for approval from the Central Government.

It is evident that there is a gap which can be filled by ZIMCODD through conducting capacity building on citizen participation on the budget cycle and processes. The training should also target local councilors who continue to demonstrate their lack of aptitude in representation and leadership.

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