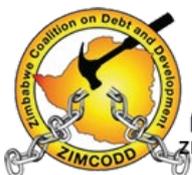


# PUBLIC RESOURCE MANAGEMENT SITUATIONAL REPORT



**ZIMCodd**  
ZIMBABWE COALITION ON DEBT & DEVELOPMENT

**JUNE  
2021**



# TABLE OF CONTENTS

|           |   |           |
|-----------|---|-----------|
| <b>01</b> | <b>Introduction and Background</b>                                    | <b>02</b> |
| <b>02</b> | <b>Purpose</b>  | <b>03</b> |
| <b>03</b> | <b>Methodology</b>  | <b>04</b> |
| <b>04</b> | <b>Contextual Analysis of Public Resources Management in Zimbabwe</b> | <b>05</b> |
| <b>05</b> | <b>Public Resources Management Survey Findings</b>                    | <b>07</b> |
| 5.1       | Availability of public resources of economic value in your districts  | 07        |
| 5.2       | Equal and equitable distribution of benefits of public resources      | 08        |
| 5.3       | Citizen Consultation on Decisions to do with Public Resources         | 08        |
| 5.4       | Access to Devolution Funds & Local Authority Budgets Information      | 09        |
| 5.5       | Citizens' Access to Information on Public Resources                   | 09        |
| 5.6       | Provision of clean and safe water                                     | 11        |
| 5.7       | COVID-19 Resources  | 12        |
| 5.8       | Natural resource extraction   | 13        |
| <b>06</b> | <b>Social Service Delivery Findings</b>                               | <b>16</b> |
| 6.1       | Access to public resources by different groups at community level     | 16        |
| 6.2       | Quality & safety of Road Infrastructure                               | 17        |
| 6.3       | Community Rating on Quality of Transport                              | 18        |
| 6.4       | Community Rating on Sanitation and Social Amenities                   | 18        |
| 6.5       | Community Rating on Health and Wellness                               | 21        |
| <b>07</b> | <b>Conclusion and Recommendations</b>                                 | <b>23</b> |

# 1

## Introduction

Good Public Resource Management (PRM) is intrinsic to delivering better public infrastructure and improving lives of citizens. The rights-based social accountability monitoring framework anchors public resource management on five processes through which a state can deliver services that contribute to the realisation of socio-economic rights of citizens and these are resource allocation; expenditure management; performance management; public accountability and integrity; and, oversight. Premised on these five basic processes, this report presents a summary of public resource management in 54 districts in Zimbabwe in the month of June. The report is fed by ZIMCODD's Community Resource Monitoring Agents (CORAs) who are resident in these districts and have been capacitated to monitor, track, document and report the abuse of and good public resource management practices at district level on a monthly basis.

# 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, ZIMCDD 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 on COVID-19 resource mobilisation, allocation and expenditure and the aim is to influence citizen recourse against the apparent abuse of public resources. The initiative seeks to contribute to two main objectives which are:

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

# 3

## Methodology

This situational report analyses and presents the views, knowledge and perceptions of Community Resource Monitoring Agents residing in 54 districts which have been purposively sampled. The CORAs are Social and Economic Justice Ambassadors who have been capacitated and deployed by ZIMCODD to track, monitor and document the use of public resources in their districts monthly. A mixed methods research design utilizing a survey and a case study approach was employed. The sampled districts are presented in the map below:



With the aim of identifying leakages and bottlenecks in the flow of financial resources and to flag the abuse and mismanagement of public resources, CORAs gather evidence throughout the month and submit a survey questionnaire to ZIMCODD for processing. CORAs also randomly select and engage stakeholders at their local level and compile human interest stories which are shared with ZIMCODD as case studies. Quantitative responses to the survey questionnaire are augmented by qualitative data from case studies and this provides a comprehensive view to public resource management at local level

# 4

## Contextual Analysis of Public Resources Management in Zimbabwe

Public Resource Management in Zimbabwe continues to deteriorate coupled with systemic and grand corruption which has become the hallmark of structural and governance system in Zimbabwe. Institutional dilapidation and organizational incapacity have become the order of the day with the Vice President and Minister of Health, Chiwenga lamenting that the Zimbabwean Health Sector is in ramshackle, which is a reflection of weak public service delivery. Public Resource Management in June reached dire levels when it was revealed that the DRC Ambassador to Zimbabwe Mawampanga Mwana Nanga who has “no known business interest in Zimbabwe” managed to access US\$120,605 which is 0.01% of the US\$ 1.2 billion allocated at the Foreign Exchange Auction System. This is despite the fact that local authorities which have a greater responsibility to deliver robust public service delivery were given less than that of the Ambassador. Local authorities such as City of Gweru and City of Masvingo were given US\$120,000 and US\$ 76,672 respectively.

The government has also continued with its surplus obsession rather than development and growth. This is projected by the Minister of Finance’s obsession with expenditure reduction at the expense of public service delivery. The government declared a ZWL\$ 9.8 billion surplus on the 3rd of June at a time when the country is confronted by the COVID-19 3rd wave and vaccine shortages. Even so, what makes one wonder about the government’s sincerity when it comes to its surpluses are these simple questions: is a surplus of importance under recession? Is a surplus worth mentioning when the government is failing to provide basic service delivery? Is it a surplus to the masses or the elite? What kind of surplus without human development indicators? What surplus are we talking about when power outages are the order of the day? When the Education sector is affected by striking teachers? With Clinics and hospitals experiencing drug shortages, roads are in bad state after being declared a national disaster, more people falling into the poverty trap and those in need of social safety nets bulging? It is such noble questions that establishes the basis for interrogating the ZWL 9.8 billion surplus. If one is to use the current ruling exchange rate which is at US\$ 1= ZWL 84.7653 the surplus is US\$ 115,613,346.

Public Resource Mismanagement was also brought to light by the 2019 Office of the Auditor General’s (OAG) Report which exposed the scale and magnitude of poor public resource mismanagement in Zimbabwe’s public sector. Of interest is the US\$400 million which

the Zimbabwe Consolidated Diamond Company (ZCDC) failed to account. This was compounded by grave governance epidemics which saw a series of unauthorized expenditure. For example, in 2019 an excess expenditure of \$6 806 340 654 which arose from Unallocated Reserve transfers made to line Ministries amounting to \$7 386 995 654 that exceeded the approved budget of \$580 655 000 in contravention of Section 305 (5) of the Constitution of Zimbabwe Amendment (No. 20) Act, 2013.

Endemic corruption and mismanagement of funds in local authorities was also brought to the fore by the 2019 OAG's report which highlighted irregularities in expenditure and lack of supporting documents with Gweru City Council, Masvingo City Council, Mutare City Council, Chitungwiza Municipality, Bindura Municipality, Chinhoyi Municipality and Marondera Municipality found wanting at varying degrees. While funds continue being mismanaged, the state of service delivery continues to deteriorate with all the districts reporting water shortages, sporadic sewer bursts, poor roads and uncollected refuse.

The period under review also saw a surge in the number of COVID-19 cases with 12 areas across three provinces, a majority comprising of rural areas going under a localized lockdown to contain the spread of the virus. Transparency and accountability on the availability of vaccines remains an issue of concern. Contrary to the announcement by the Finance Secretary that Zimbabwe has no shortage of COVID-19 vaccines, the month of June was characterized by a serious shortage of COVID-19 vaccines, with a majority of districts going for weeks without the first dose of the vaccine. From observations done by Community Resource Monitoring Agents in various districts, it is evident that areas such as Harare, Bulawayo, Kariba, Gweru, Masvingo, Zvishavane, access to the second dose was limited to major hospitals.



People queuing for COVID-19 vaccines, UBH, Bulawayo

# 5

## Public Resources Management Survey Findings

### 5.1 Availability of public resources of economic value districts

Across all provinces, all the 54 sampled districts reported the availability of public resources of economic value as presented in Figure 1 below:

This section presents a snapshot of public resource management in the 54 sampled districts:

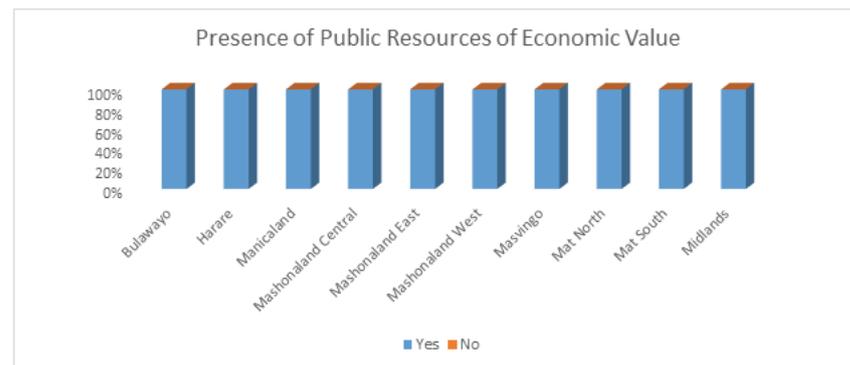


Figure 1: Presence of Public Resources of Economic Value at district level

Public resources of economic value are both natural and man-made. The identified public resources in the sampled districts include: Land; water bodies; timber; gas; wildlife; forestry; estates; quartz; tourist attraction sites; fish; kapenta; minerals such as coal, gold, limestone, chrome, diamonds, dolomite, black granite, white granite, quarry, copper; roads; schools; boreholes; hospitals; and clinics. It is from these public resources that citizens expect to derive maximum benefits through good public resource management.

## 5.2 Equal and equitable distribution of benefits of public resources

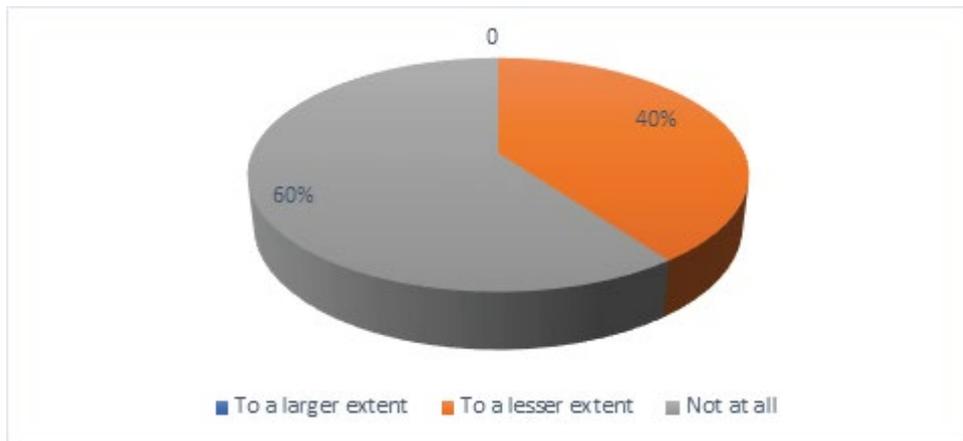
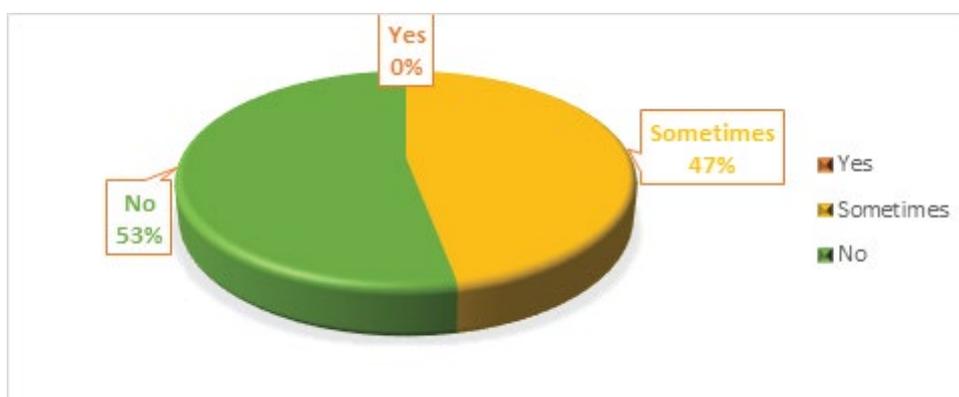


Figure 2: Distribution of benefits from Local Public Resources

The distribution of the benefits of public resources at community level remains worrisome across all the 54 districts. Below half of the respondents (40%) reported that benefits are distributed to a lesser extent while 60% of the respondents said that the benefits from public resources are not shared equally and equitably and no district acknowledged the equal and equitable distribution of benefits from public resources.

## 5.3 Citizen Consultation on Decisions on Public Resources

Citizens' involvement in PRM decisions is not only a cardinal principle of good governance, it is also key in ensuring transparency and accountability in public resource use at the local authority level. Figure 3 shows the percentage of districts where citizens are sometimes consulted on decisions to do with public resources against districts which are not consulted when authorities make decisions to do with public resources. Since the majority districts (53%) hold the view that they are not consulted while a significant proportion (47%) are sometimes consulted, local authorities therefore need to institute mechanisms that enhance citizen participation in decisions that affect them. The low levels of citizen participation mirrors low levels of transparency and accountability in PRM across the 54 sampled districts

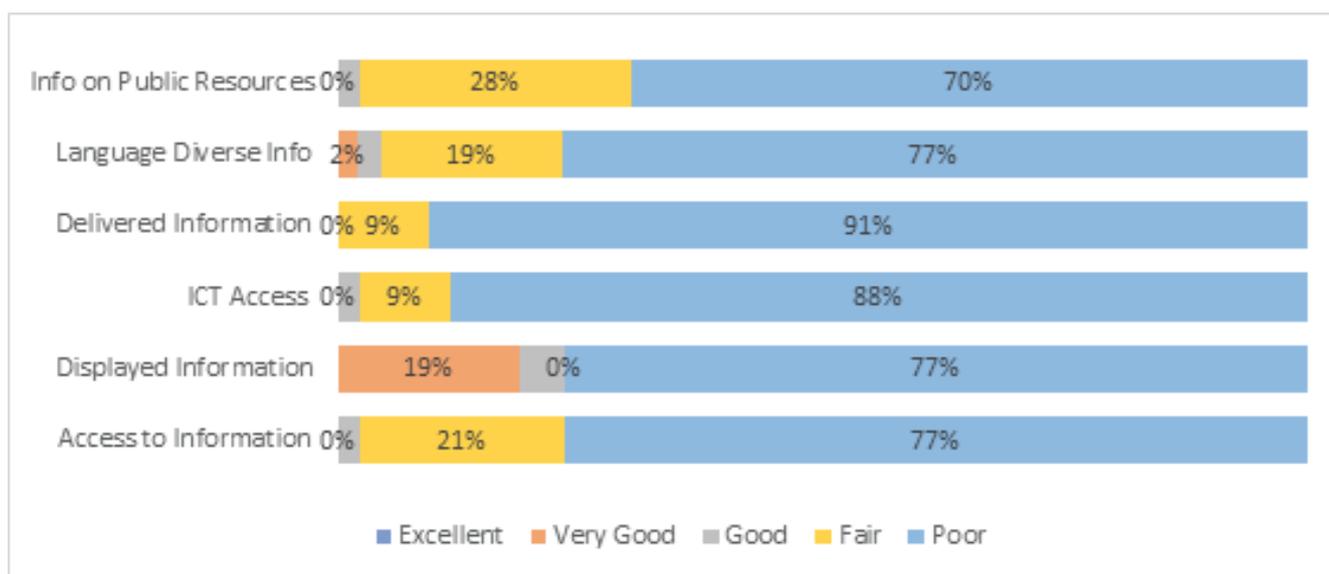


## 5.4 Access to Devolution Funds & Local Authority Budgets Information

In 51 districts (94%) CORAs had access to information on devolution funds and local authority budgets information while in 3 districts (6%) they reported lack of access to such information. This is attributable to their quest for such vital information which paves a way for their participation in spaces and platforms such as full council meetings where this information is disclosed. Be that as it may, most districts reported limited access to expenditure reports on how these funds have been used. The 3 districts in which CORAs had no access to devolution or budget information are Insiza, Bubi and Binga.

## 5.5 Citizens' Access to Information on Public Resources

Transparency and accountability to public resource management can also be measured by assessing citizens' access to information on how local authorities are raising, allocating and spending public resources. Figure 4 shows community rating on citizen's access to public resources information:



Access to information on public resources has been rated poorly across all variables and across all the 54 districts. The variables assessed include citizen's access to information in one central source at community level, access to clearly displayed printed community information, free access to computers and the Internet in public places, community information that is delivered in person to people who may have difficulty in leaving their home, community information that is available in a number of different languages and, information on natural and public resource such as minerals and wildlife where between 38 and 49 districts (70% to 91%) reported that access to public resources information is poor. The story below illustrates how citizens are sidelined in public resource management and prejudiced by their representatives yet they bear the brunt of poor public resource management.

## Case 1

**Mutare West: Access to information and citizen participation critical for development**

While section 62 of the constitution guarantees the right to information, for Mutare West residents lack of civic engagement, participation and disclosure of information has become the order of the day. It is a shared view that this is done to disempower and silence the voice of communities in demanding social service delivery and meaningful community development through proper channeling and management of public funds and resources. A Constituency Indaba held by ZIMCODD on 12 June at Marange Clinic, with a focus on devolution and service delivery, revealed that access to timely and reliable information and citizen participation is a critical component in the development of communities.

The indaba revealed that due to delays in the distribution of public funds including devolution funds, community share ownership trust funds and other rebates by local authorities are stumbling blocks to social service delivery and achievement of community development goals. It was noted that Bwizi clinic in Ward 19 which has been having water challenges for more than a decade, is now in the process of having piped water for 1.5 kms at 5 points and this has been enabled by an organization called MASCOOP (civil society). Another longstanding development project is of Mutandati Dam that community members of Ward 16 contributed US\$20 per household family to construct the dam. These development projects have been pending for 3 years since cyclone Idai hit. The Civil protection unit did the quotations but never came back to give feedback and nothing was done. This shows that citizens are deprived of public resources information and community engagement while service delivery continues to deteriorate. In the same meeting, community leaders acknowledged ZIMCODD for bringing the Member of Parliament to meet his constituency since his appointment to office in 2018. This was illustrative of the lack of information dissemination, engagement and feedback mechanisms by those entrusted to represent the people in parliament or council. The major questions raised were: who then do these MPs represent when they do not create platforms to meet the electorate to disseminate information and gather concerns? And how can they effectively exercise their oversight role on public resources management, contracts negotiations and transparency on investment deals?



## 5.6 Provision of clean and safe water

While water is at the core of sustainable development and is critical for socio-economic development and for human survival itself, water woes have persisted across the country owing to financial, governance. Figure 5 shows the percentage of districts with water supply against those without as well as the frequency of water supply:

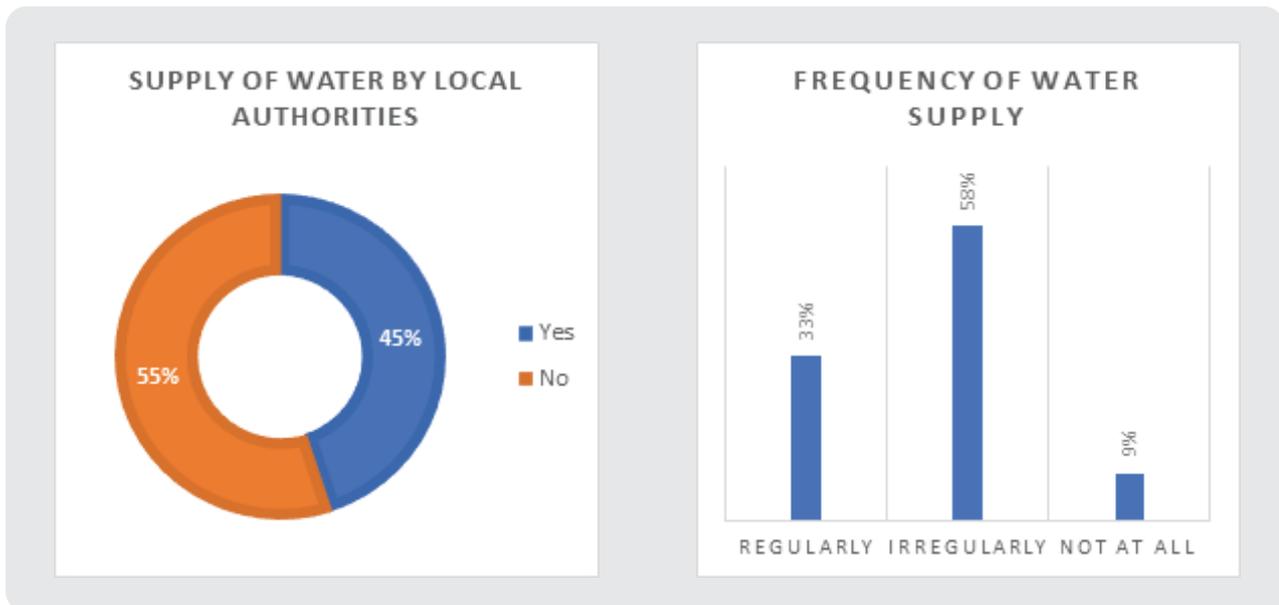


Figure 5: Supply of clean and safe water at local level

### Case 2

#### Gwanda: Perennial water challenges

Despite water being a constitutional provision in section 77 (a) where every person has a right to safe, clean and portable water, residents of Gwanda urban have gone for a longtime without the precious liquid because of failure by the local authority to service the ZINWA debt. This has been going on since 2012 up to date. The local authority blames residents and government departments for not paying their bills. In spite of the shrinking economy some residents have consistently been paying their dues while others defaulted. However, there are certain households that have not been billed because they are not captured in the council system since 2004 and this has not been rectified. Hlalani kuhle residents in particular have not received any water bills. The Councilor for ward 9 indicated that close to 1200 households have enjoyed free water, and this non-revenue water has caused the council's debt to ZINWA to continue going up. The Councilor indicated that some of the residents have been going to the council revenue office to plead that they pay but they have been turned away because their houses are not in the system. The councilor for ward 9 chairs the Environment, Water and Sanitation Committee and he said he has been raising the issue with Council engineering and IT management, but his efforts have been all in vain. The other challenge that causes water shortages is the perennial pipe bursts. The piping system especially in wards 4 and 7 were installed during the colonial era and needs complete overhaul for residents to have constant water supply. The council must come up with a long-term solution to this challenge and this should therefore be prioritized in the next budget.

## 5.7 COVID-19 Resources

The COVID-19 pandemic continues to ravage the globe with countries putting in place various measures. These measures include establishing and decentralizing COVID-19 testing and quarantine centers to community level. Figure 6 shows the number of COVID-19 facilities in selected districts:

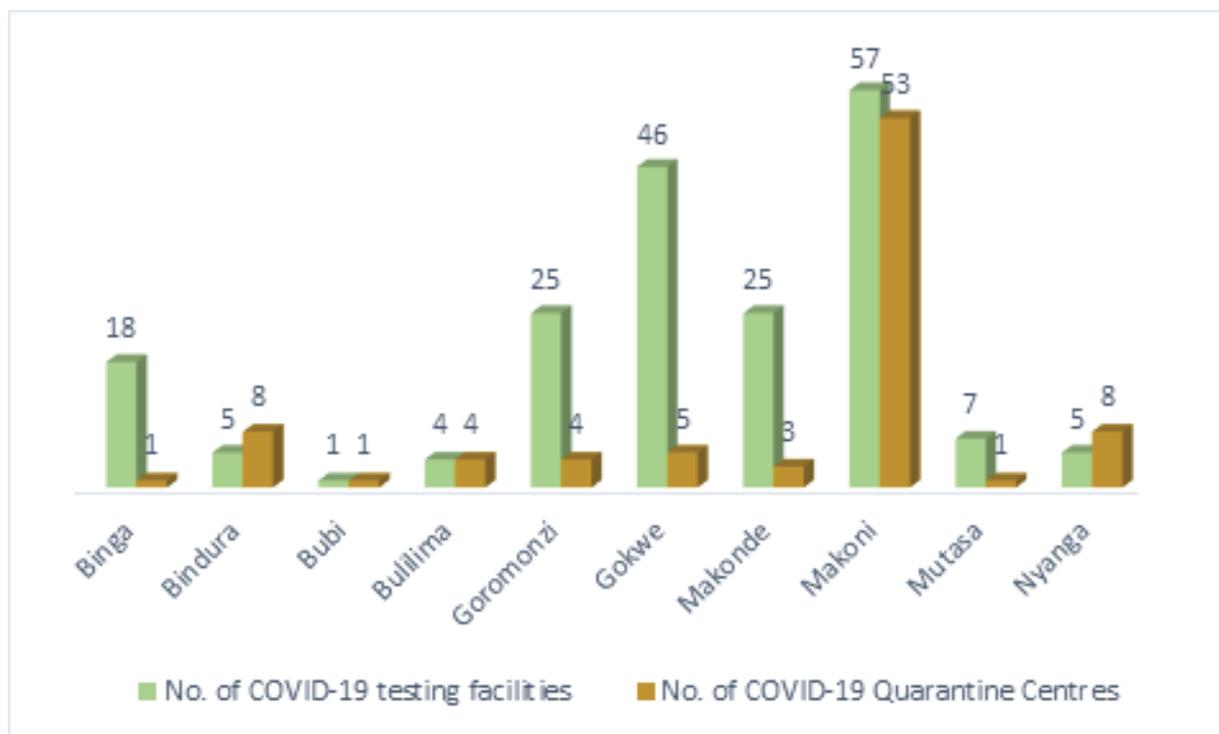


Figure 6 illustrates that Makoni district has the highest number of COVID-19 testing centers followed by Gokwe with 46 with the least being Bubi with 1 testing center. Makoni also tops on the number of quarantine centres (53) followed by Nyanga and Bindura with 8 centers each. The goal is to vaccinate 10million people (60% of the population) to attain herd immunity. The vaccination process which is meant to provide citizens with another layer of protection against COVID-19 should be done in a manner that ensures and prevent further spread of the virus. The same goes for COVID-19 testing which should be done in full compliance with the COVID-19 WHO prevention regulations. Below are some of the cases illustrative of public resource management in the COVID-19 era:

### Case 3,

#### Kariba: Vaccine Shortage

The recent COVID-19 outbreak in Kariba has pushed the demand for vaccination resulting in the town going out-of-stock of the vaccines. All the Sinopharm doses have been dispensed for the first and second jabs while only the second jab remained for the Sinovac vaccine by end of June 2021. Kariba and Hurungwe have been categorized as COVID-19 hotspots resulting in them being placed under localised lockdowns to curtail the spread of the virus to nearby districts. The Acting Kariba District Medical Officer Mr Malvern Dhlwayo confirmed the stock-out in a town which currently has more than 176 active COVID-19 cases. At Nyamhunga council clinic, Kariba heights hospital and Mahombekombe council clinic, people who wanted the first dose were being turned away due to unavailability of the vaccine.

## Case 4

### Gutu: Gutu Rural Schools operating at high risk in the COVID-19 era

It is concerning that schools in Gutu are failing to meet COVID-19 prevention measures as expected by the WHO. Most rural schools in Gutu area are operating below what is expected to fight against the Corona virus pandemic. Schools were instructed to meet COVID 19 regulations by the Government through the Ministry of Primary and Secondary Education. Schools are relying on government and donor hands outs which are not enough to put prevention measures while the capacity of parents to pay school fees has been compromised due to the crumbling economy. Some schools such as Machingambi High 1 were having 60 learners in one classroom and no consistent temperature readings. At Nharira and Firoumwe schools there is no consistent sanitizers and soap for learners to wash their hands at the entrance points while masks are also in short supply. This exposes not only learners to risk of contracting Corona Virus but also the already struggling and incapacitated teachers. No social distance can be achieved in a class of 60 with three learners sharing a desk, this was witnessed during the last school-term. The Deputy Head of Machingambi High cited lack of furniture, text books and money as factors contributing to failing to meet COVID-19 regulations.

## Case 5

### COVID-19 outbreak in Plumtree

Outbreak of COVID-19 is not clearly announced in Plumtree, Healthcare department is not informing the Residents about the spread and prevalence of the pandemic in this district. When reached for comments, one of the nurses said since the beginning of this pandemic, the main District Hospital has only received PPEs twice for staff and staff end up using their own PPEs as the government is not providing for its workers. Madlambudzi Hospital in Bulilima, situated 78 km from Plumtree, has high number of patients who tested positive to corona virus and the patients are told to self-quarantine at home while using home remedies to fight the virus as the hospital has limited capacity. 4 nurses who tested positive and were referred to Plumtree District Hospital, were prematurely discharged hence are suspected to be the ones who have brought the virus to flames in the town. Residents are leaving in fear as the virus has been detected in the town and its outskirts while those awaiting the second dose are in panic mode as their due date has already passed.

## 5.8 Natural resource extraction

Zimbabwe is endowed with vast amounts of platinum, gold, diamonds, asbestos, nickel, coal, chrome and iron among other mineral resources. With these minerals, Zimbabwe has the potential to address its economy and ensure sustainable economic growth. Such growth can lead to poverty reduction and create employment through forward and backward linkages across the productive sectors of the economy . It should however be noted that having mineral resources is not enough to propel the country on such a growth path. Sound public resource management which is anchored on transparency and accountability in natural resource governance remain a pre-requisite for economic growth and development. The Government must fulfil its stewardship role over these resources, and adhere to principles of good governance. Stories below illustrate lack of stewardship, transparency and accountability which robs the nation in general and mining host communities the needed economic growth:

## Case 6

### Marange:

CORAs operating in Manicaland have noted that lack of transparency and effective distribution of information necessary for decision making, monitoring of policy implementation and contract performance are hampering development in Marange. The communities are not privy to specific details of how much revenue is being realised from minerals being extracted. Failing to disclose such information is fueling corruption, illicit financial flows and tax evasion and eventually the community loses as there will not be any developmental projects that can be carried out. The local authorities are crying foul, while mining companies continue to declare losses, yet they remain onsite. The logic behind paying royalties, levies and tax incentives in ZW\$ to communities when mining companies proceeds in hard currency remain an unanswered question for the Marange people who continue to wallow in abject poverty.

## Case 7

### Chiadzwa:

ZCDC further plunging citizens into abject poverty

As Chiadzwa community we feel ZCDC should be dissolved as it has failed dismally to resuscitate the economy of Zimbabwe. There are still reports of hundreds of millions missing, yet it is the reason why it came into existence. The question which comes to mind is whether the dissolution of companies in 2016 and formation of ZCDC was an economic move or merely an economic gimmick?

The Hopes of the community to realise any value from their diamonds seem to be fading. Findings from the 2019 Auditor-General report indicates that about 400 million dollars is not accounted for from the diamond mining of ZCDC in Chiadzwa. This is a slap in the face of the community that is wallowing in abject poverty who had hopes that the consolidation of Diamond companies would bring the much-needed development which the previously dissolved companies failed to bring. Chiadzwa community has had an upsurge in its population from approximately 1200 households to over 4000 households due to mining activities and this meant a strain on the available public goods. The increase in the local population meant that there's pressure on food security. Due to the presence of diamonds in the area, the costs of buying food stuffs and groceries have just gone up. In fact, for the past decade the locals have been forced to use USD as the official currency, making it difficult for the already struggling poor Chiadzwa residents.

Education is one of the affected sectors which continue to suffer as the two schools that were relocated to Arda Transau to pave way for mining to take place were never replaced. As such, students are now walking long distances of up to 20 kilometers to and from to access education.

It is pathetic that Marange community has always been known as one of the poorest communities in Manicaland. The discovery of diamonds has failed to rescue it from its situation. With perennial reports of illicit financial flows, diamond smuggling and tax evasion, communities have lost trust in its government. This is because the host community is yet to realise the economic benefits of diamonds which ZCDC has enjoyed since its inception. Some will argue that ZCDC is worse off than its predecessors, as community members can pinpoint a number of socioeconomic benefits from Mbada Diamonds as compared to ZCDC. This is a clear indication that issues of resource mobilization, tax justice and public finance management are deeply rooted in maladministration, poor governance such that if corrective measures are not taken communities will continue to suffer under the banner of the resource curse phenomena.

## Case 8

### Penhalonga:

Service delivery woes continue – Residents of Penhalonga a mining host community situated some 17 kilometers north of the City of Mutare have noticed a worrisome pattern in the past decade where there has not been a significant expansion of road network infrastructure, water reticulation systems, adequate health and education infrastructure to cater for the growing population. The hopes of improving social services are receding each day as standards decline on a regular basis. The untarred roads are in a deplorable state while the local primary school with an ever-increasing enrolment every year no longer has adequate class room accommodation. Three ECD classes and two infant streams are currently accommodated in temporary timber structures. At the clinic staff accommodation is also a menace while basic medical equipment including an ambulance are lacking.

Penhalonga is one of the top eight areas in the country which is endowed with rich gold deposits and Redwing mine is the only large-scale gold producer in the area. Sixty other small-scale mines are scattered around this peri-urban centre. Two investor companies were also given special grants to carry out river bed mining along the Mutare river. DTZ a Russian company carried alluvial gold operations for 10 years and left a huge royalty debt at the local authority. In 2020, a Bellarus company was also awarded a special grant to do a similar operation and the local authority is yet to receive royalty proceeds.

Revenue collection by Mutasa Rural District Council is poor resulting in these large companies not paying their dues. It is the ordinary residents who are penalized for arrears while the corporate companies and investors evade such payments. The large amounts they owe the local authority is substantial to in transforming service delivery. Despite all these revenue collection challenges, Zimbabwe's fiscal mining regime continues to be extremely generous to foreign investors and corporate companies whose operations are now providing the lowest revenue to local authorities which is crippling service delivery in host mining communities



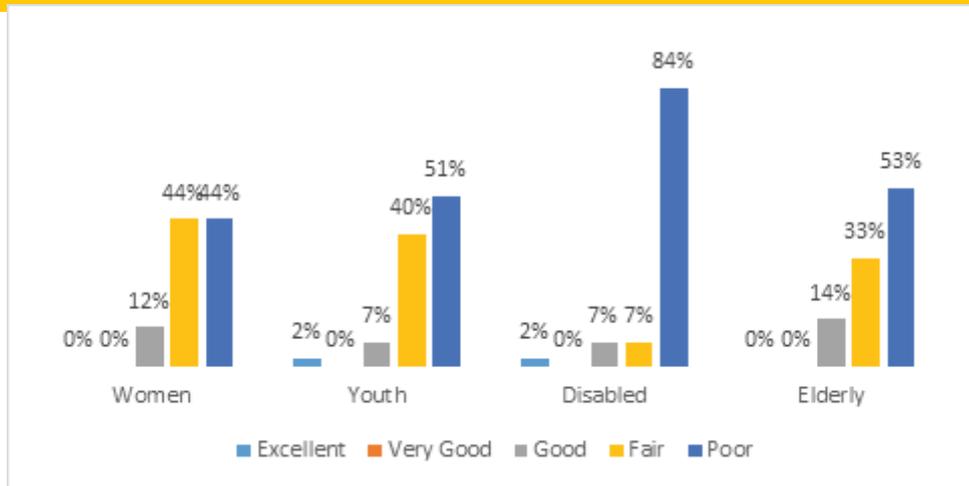
Roadside way turned into dumping site, Marondera



## Social Service Delivery Findings

The introduction to this month’s situational report notes the significance of good public resource management to effective and efficient public service delivery which contributes to realization of socioeconomic rights. However, the state of service delivery in Zimbabwe both at national and local level in rural or urban areas is in shambles owing to systemic corruption, abuse and misuse of public funds and lack of transparency and public accountability. Resultantly, the state has been found wanting in fulfilling citizens’ fundamental rights as enunciated in chapter 4 of the constitution. This section of the report presents the state of service delivery in sampled districts, which is illustrative of the symptoms of poor public resource management:

### 6.1 Access to public resources by different groups at community level



Access to public resources was rated poor across different demographic groups as depicted in the graph above. Access to public resources by persons with disabilities rated the worst with 84% of the districts rating it poorly as compared to the elderly and youth groups in which 53% and 51% of the districts respectively rated access to public resources as poor. Access to public resources by women groups fared better across districts with 44% of the districts rating it poor while 44% rating it fairly. This status quo calls for equitable distribution of public resources to ensure access by all and more needs to be done to ensure access to public resources by vulnerable groups such as people with disabilities

## 6.2 Quality & safety of Road Infrastructure

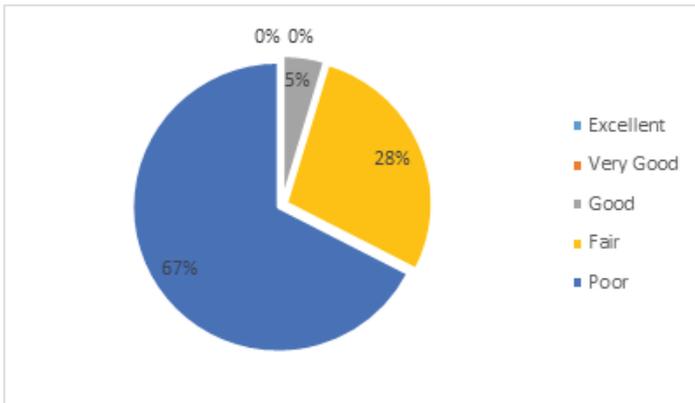


Figure 8: Quality and safety of Road Infrastructure

The quality and safety of road infrastructure was rated poor in 67% of the districts while in 28% of the districts road infrastructure was rated fair and in only 5% of the districts, quality and safety of road infrastructure was rated good. The extracts below illustrate the nature of road infrastructure in some districts:

### Case 10

#### Bubi

Bubi residents continue to be prejudiced by Bubi Rural District Council which has been reluctant to revamp the deteriorating state of the roads in spite of them paying their rates and taxes to the council. Residents feel betrayed as their roads are characterised by potholes and broken bridges due to the heavy rains experienced earlier in the year and yet council is not doing anything to rectify the situation. This state of roads poses a serious threat to people's lives.



Pictures showing the state of roads in Bubi District

### Case 11

#### Lupane:

Lack of transparency on a Road construction project - The construction of the road connecting Lupane and Nkayi is long overdue. This road has always been budgeted for in every year since 1980 but nothing has been done to date. This means that this road had been neglected for some years despite being budgeted for in government yearly budgets. In June 2021, a company called Sheshem Road Construction was hired to re-gravel the road. It is concerning that the road is being re-gravelled yet it's supposed to be tarred according to the annual budgets. It is also worrying that there hasn't been anything done in terms of following up on such public moneys which are released for such development projects. It is imperative that the government accounts for all the moneys that have been allocated towards these projects yet there is nothing to show on the ground.

## 6.3 Community Rating on Quality of Transport

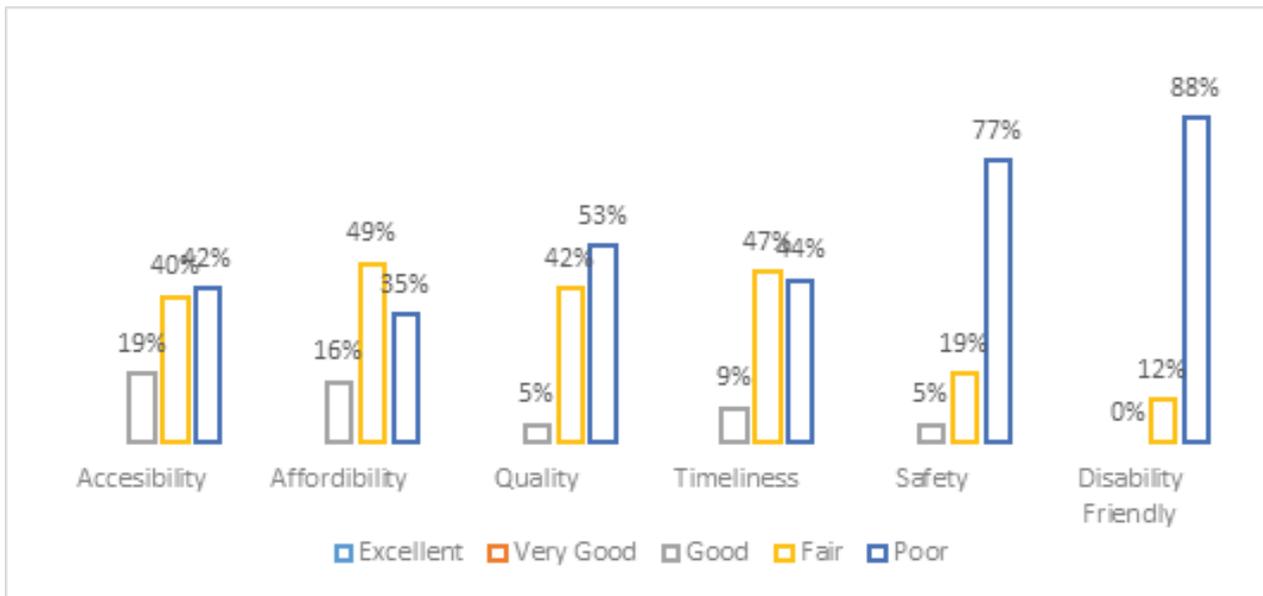
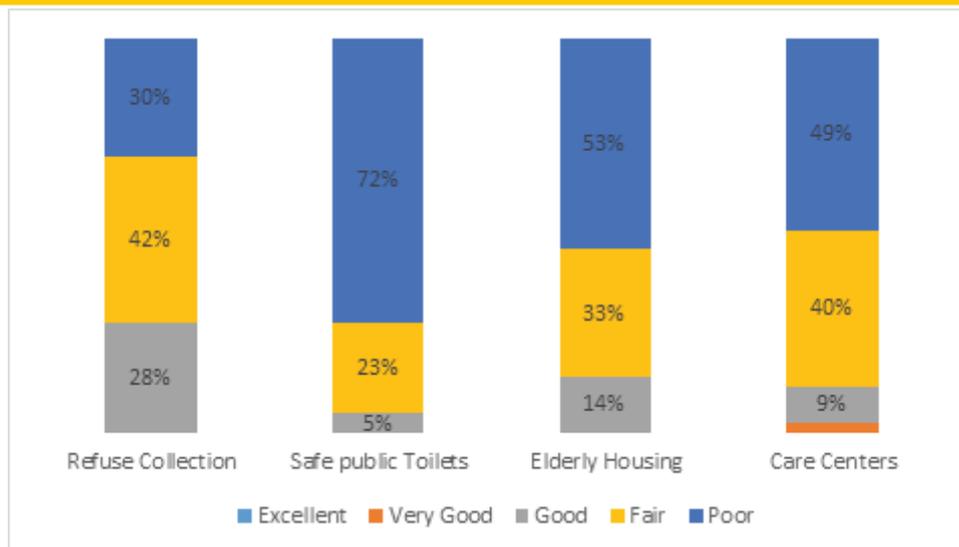


Figure 9: Nature of Public Transport system

The state of public transport system was assessed in terms of accessibility (42% districts voted poor), affordability (35% voted poor), quality (53% voted poor), timeliness (44% voted poor), safety (77% voted poor) and disability friendly (88% voted poor). While the government is commended for reviving the ZUPCO public transport system in 2020 for urban and intercity travel, clearly more needs to be done to ensure disability friendliness, safety in view of the COVID-19 3rd wave, quality of the buses and lately affordability with the recently introduced price hikes.

## 6.4 Community Rating on Sanitation and Social Amenities



Service delivery is generally poor across all variables in regards to safe sanitation and social amenities. Availability of safe public toilets was rated poor in 72% of the districts. Access to housing by the elderly was poor in 53% districts while availability of care centres was rated poor in 49% of the districts. Refuse collection seem to paint a slightly better picture with only 30% of the districts rating it poorly while 42% rated it fairly. The cases below attest to poor service delivery:

## Case 12

### Marondera:

The Marondera Town Council has been failing to fulfill its duties which include refuse collection in the high-density suburbs. A survey revealed that since March 2021 in Cherutombo, refuse is being collected once a week (that is if it's collected) and in the leafy suburbs of Marondera (Paradise Park, Winston Park, Ruzawi Park, Ruvimbo Park and Morningside) had their refuse collected daily. In Cherutombo, there has been a lot of dumping sites thereby damaging the state of roads, risking residents' lives and also the health of the residents.

## Case 13

### Makoni district:

In ward 4R section in vengere location the oldest suburb in Rusape lays seven poor small sewer septic tanks, for more than a decade the council is failing to address the residents' concerns about the sewer problem. Raw sewage is pouring out 24/7 and only stops when there is no water. The raw sewage has turned the whole area into a wetland. It has changed the condition of the road into a mudflow. Furthermore, the raw sewage is flowing into Rusape dam putting many lives into danger. It is alleged that the community onlookers addressed this concern to the mayor Mr Cyton Sithole and he refused to comment on this issue. Contrary to the above, they are failing to solve simple problems but the council top officials are living extravagant lives through rates and rents. Recently Rusape town council purchased 7 vehicles for middle managers for US\$70 000..

## Case 14

### Chegutu:

Poor waste management in Chegutu-The Chegutu Municipality has an obligation of collecting refuse in according to Urban Councils Act Chapter 29:15 and Rural District Council Act 29:13. However, Chegutu still battles the issue of waste management due to a number of reasons including shortage of waste compactors to collect garbage, lack of fuel, un-serviced machinery and poor waste segregation. The Municipality has also failed to respond to the ever-growing population. The non-collection of refuse has also led to the blockages of water drainages as waste is being disposed anywhere resulting in potential health hazard to the residents. The Council has been blaming it on non-payment of bills by residents leading to revenue shortage required for the purchase of new waste compactors while residents blame the Council of poor management and wasteful spending through purchasing of luxurious vehicles for top managers at the expense of service delivery.

## Case 15

### Chitungwiza -

Lately the local authority has been facing challenges that have slowed down the response to sewer issues with other households going for at least a week without being attended to, thereby creating a breeding ground for diseases like typhoid and cholera. According to the mayor of Chitungwiza Cllr Lovemore Maiko, the response time to sewer emergencies should be within 48 hours with all resources available. The local authority is however faced with a number of challenges including unavailability of equipment such as backhoes, tipper trucks, provision of construction material to upgrade aged and surpassed capacity of sewer pipes and lack of municipal water for the town in order to have adequate flushing water as the council is getting 70 mega-litres of water per week from Harare instead of the required 490 mega-litres. An increase in infill stands has also put a lot of pressure on the sewer system which is already old and needs attention yet there are no funds to address that at the moment with current rates collection sitting at 34%. However, there have also been complaints from residents who have had to pay money in hard currency to the responsible people for them to have their cases attended to. One resident who opened up on condition of anonymity highlighted that he had to pay US\$10 for the sewer burst at his house to be repaired after making several calls for more than a week without anyone coming to their rescue. The pictures below show raw sewage flowing into the streets of Chitungwiza, a health-ticking timebomb:



## 6.5 Community Rating on Health and Wellness

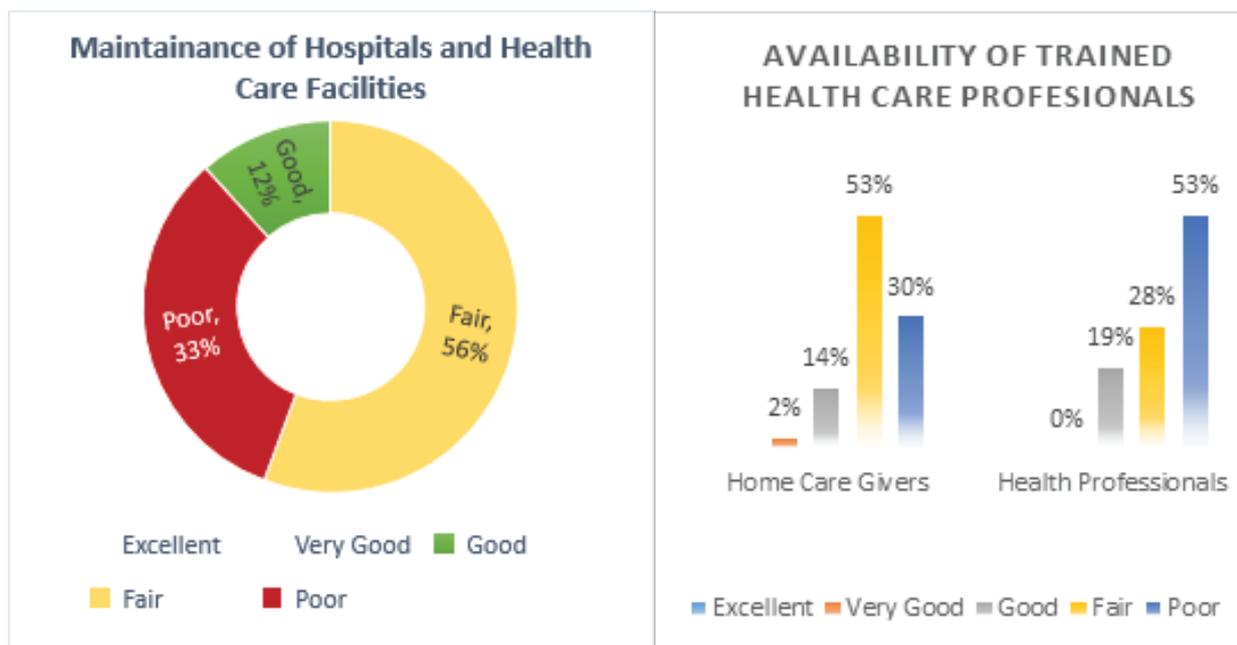


Figure 11: Community Rating on state of healthcare

While the maintenance of Hospitals and Healthcare Facilities is generally performing fairly across the districts as assessed by 56% of the total districts sampled. 33% rated it poorly while a significant 12% rated it good. On the contrary, the availability of trained healthcare professionals was rated poor in 53% of the districts and fair in 28% of the districts. This speaks to limited access to specialized healthcare services at district level implying a financial burden on local people in pursuit of specialized services. Availability of home caregivers is generally fair across districts with a rating of poor in 30% of the districts, fair in 53% of districts and good in 14% of the districts which answers the accessibility question to basic healthcare services.

A worrying situation is presented in figure 12 regarding the availability of emergency health vehicles at district level which has been rated poor by 65% of the districts and fair in 28% districts which speaks to limited access of emergency healthcare services. This is because at national level, Zimbabwe is operating with only 134 functioning ambulances for an estimated 15million population as of 6 June 2021 thereby making it difficult for Zimbabweans to access timely emergency health care. Access to maternal health has been rated fair in 49% of the districts and good in 19% and poor in 33% of the districts. Since COVID-19 has placed an extra-burden on women and girls, it is prudent for the government to revamp its health service delivery system and infrastructure so as to improve access to maternal health which is necessary to reduce maternal mortality.

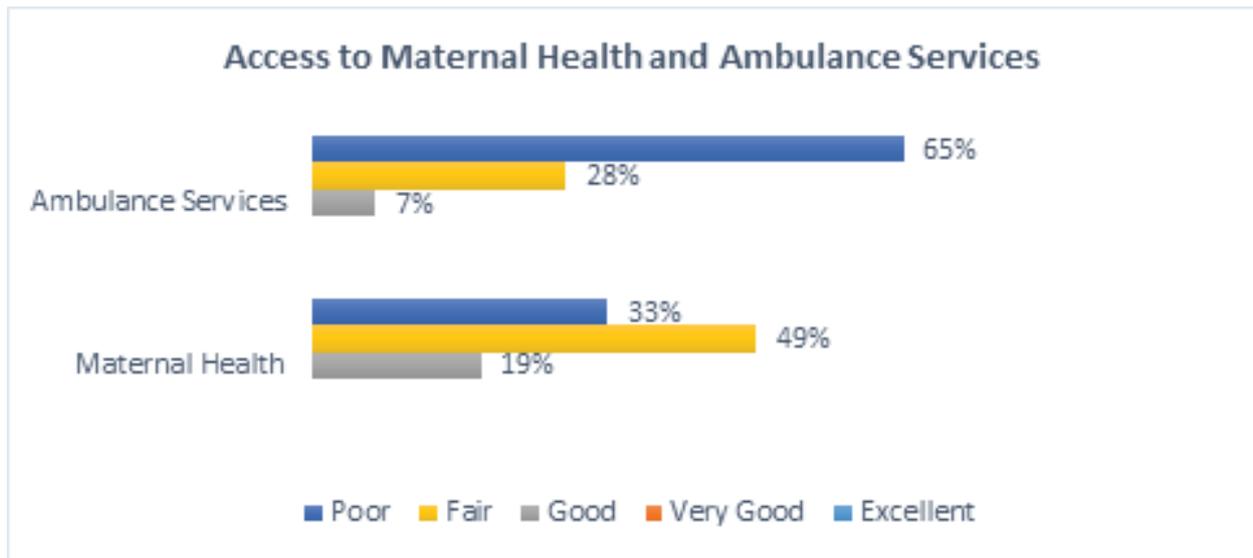


Figure 12: Access to maternal health & ambulance services

COVID-19 has indeed exposed the grave state of the country's public service delivery. As presented in this situational report, public service delivery is collapsing as illustrated by unavailability of clean, safe and portable water, poor waste management, potholed roads, derelict infrastructure and a crumbling healthcare system. The 2019 OAG's report underpins this claim as it notes that Masvingo City Council was producing 30 mega litres of treated water per day against the current demand of 48 mega litres per day while Marondera Municipality was only able to provide 13.5 mega litres against a daily demand of 27 mega litres. Mutare City Council had one ambulance servicing the whole city. Bindura Municipality's suburbs such as Brockdale, Woodbrooke, Greenhill, Cleverhill and Chiwaridzo 3 (Garikayi) have not been accessing tap water since their establishment. In general, the 2019 OAG's report highlighted that a number of local authorities face challenges in meeting their service delivery mandates due to financial, institutional, and capacity constraints. The report further noted that the number of reported service delivery issues have risen over the years which is symbolic of weakening service provision by many local authorities.

# 7

## Conclusion and Recommendations

Public Resource Management can only be good if it results in responsive public services through public spending that is affordable, transparent and accountable. The Constitution and the Public Finance Management Act provide a fairly sound legal framework for Parliament to monitor the use of public funds expended from the national purse. Section 119(3) of the Constitution states that “all institutions and agencies of the State and government at every level are accountable to Parliament”. It should be noted that if the provisions in these statutes are not enforced, the country will continue experiencing the current rampant abuse and mismanagement of public resources. Challenges such as corruption continue to hinder good public resources management, which is a necessary for effective service delivery, sustainable economic growth and development. Such challenges have constrained the executive’s capability to fulfil its constitutional obligations and its social contract with citizens. Equally, the legislature has been very limited in holding the executive to account as they often lack the independence to perform their constitutional oversight and representative functions

### Recommendations

**This situational report recommends:**

1) The role of strong accountability institutions – Parliament, as the embodiment of citizens’ aspirations and interests, citizens look up to them to guarantee that public resources are used in the best interest of the public. As such, the parliament should diligently discharge its constitutional mandate and demand timely release of financial statements by the executive. The Parliament must institute a system which ensures that the executive does not only submit income and expenditure reports but to be accompanied by a report on non-financial indicators, that is a system which links expenditure to outcomes. This will further enhance transparency and accountability in public

resource management especially where timely and/or real-time sharing of information is enabled so that anomalies are detected and addressed.

2) Citizen Participation in local governance processes – Section 264 (a) of the Constitution provides for citizen’s participation in the exercise of the powers of the state and in making decisions affecting them. Through the concept of social accountability monitoring, this constitutional provision empowers citizens with the right of citizens to obtain justifications and explanations for the use of public resources from those entrusted with the responsibility to manage them in order to progressively realise social and economic rights. To expedite citizen participation, Local Authorities should develop their internal capacity to integrate participatory processes into their systems, mobilize citizens and conduct participatory planning, budgeting and review processes. Civil society should create platforms to enhance citizens engagement in economic governance processes including civic education, awareness raising, developing and disseminating citizen-friendly information be it on budgets, reports, policies or laws.

3) Full implementation of devolution – The Zimbabwean Constitution provides the framework for devolution of governmental powers and responsibilities in Section 264 with tiers of government outlined in Section 5 of the Constitution. Sub-section 1 provides for devolution of governmental powers and responsibilities to provincial and metropolitan councils and local authorities. Section 301(3) of the Constitution further provides that a budget of at least 5% of the national revenues raised in any financial year should be allocated to the provinces and local authorities as their share in that fiscal year. Therefore, decentralisation of political power and spending responsibility to subnational governments remains key in deciding their own budgets and setting their own development priorities. This is critical to empower citizens to make locally based development choices and improve the delivery of public services.

## Annex 1: Citizen’s voices on Public Resource Management

### **Tenderpreneurship handicaps COVID-19 national response, Harare**

The COVID-gate scandal of 2020 involving Obadiah Moyo was clearly not the end of corruption in the health sector. Just in the month of June 2021, it was revealed that Zimbabwe was prejudiced of millions of United States dollars as a result of irregular procurement transactions around COVID-19 materials . To this end, it has become imperative to look into how COVID-19 resources are being utilised by central government and local authorities. As the capital city, Harare City Council has been one such local authority of interest and the findings below confirm why.

Harare City Council is reported to be involved in an opaque transaction where Eqstra Holdings failed to deliver 10 000 Tyvek COVID-19 protective overalls worth ZW\$51 520 000 (US\$606 117) after it was unprocedurally awarded a tender. According to an audit report by the city’s internal audit, council audit manager Archibald Nyamurova, the prices for the equipment were inflated. The initial purchase order (0105212) for Eqstra to supply council with 15 000 Tyvek suits at a price of ZW\$2 997 (US\$37) per unit at a total value of ZW\$44 650 000 (US\$525 294) was way cheaper, despite having more units. The audit report also reads: “Council was deprived of its right to receive ZW\$25 760 000 (US\$303 000) worth of stock as result of the 5 000 units which were not delivered to council.” Eqstra was awarded an order by council to supply 15 000 suits, however, the company only supplied council with 10 000 Tyvek suits at a price of \$5 152 (US\$60) per unit.

In US dollar terms, a benefit of US\$1 030 400 was forfeited as a result of the non-delivery. The report further states that council was prejudiced of US\$862 000 because of the authorised but unjustified price variation. In total, the council lost US\$1 892 400 to this scandal. This amount could have been channelled to other COVID-19 essentials such as personal protective equipment (PPE) and hand sanitizers for the council-run clinics and hospitals

Undoubtedly, the dimension of the loss carries a huge impact on the COVID-19 response plan for Harare and shows the local authority's ineffectiveness in COVID-19 management. In addition, since the internal audit document was generated within the structures of council, it is possible that the figures were downplayed. However, undisputable is the fact that the irregularities in the tender reveal and bring to light the anomalies brought about by tenderpreneurship which results in incapacitated organizations and institutions being awarded tenders at the expense of national security as the pandemic is currently a formidable threat to national security. The COVID-19 response plan for Harare has therefore been set back by corruption to this extent

## First Vaccine Dose shortage hits Bulawayo

The people of Bulawayo have become more proactive in trying to access the vaccine and this is threatening yet another shortage. A similar scenario was witnessed in the month of May and it spread across the country.

However, on 26th of June 2021, it was reported that Zimbabwe received 500 000 Sinopharm vaccines including syringes and 500 000 more were to be received on the 27th of June 2021; of the 2.5 million vaccines which were reported to be expected from China by the end of the month, this being an effort to increase the availability of the vaccines.

Whilst shortage is a threat that may be settled, another problem is the fact that access to vaccine has been limited to Bulawayo City Council Clinics and three major hospitals: United Bulawayo Hospitals (UBH), Mpilo Hospital and Ingutsheni Mental Hospital.

The biggest problem with this is the people of Bulawayo now crowd in these few centers and this puts pressure on the centers because they either have one or two desks to serve over 300 people in the few hours they serve people. The researcher visited UBH for two days hoping to access the vaccine, but failed with over a hundred more people. The hospital staff started serving people who had arrived before 6am in the morning just after 9am; these people arrive very early in the morning to try and catch the queue and usually the first people to be served are those who come as companies, those above 60 and those who would have come the previous day and remained after others have been vaccinated. However, this means if one arrives after 7am they will not get vaccinated on the day because of these first preferences in the centralized centers of vaccination. Moreover, the facility mentioned that they only vaccinated from 9am until 2pm, thus, this means that only a few people get vaccinated in a day yet the demand for the vaccine is very high.

Considering the season we are in, it is very unsafe for people to be moving from their homes from as early as 5am so as to try and access the vaccine whilst the number of robberies occurring in Bulawayo of late has escalated, moreover, the gathering of over 200 people in one place as they try to access the vaccine so as to prevent their chances of contracting COVID-19 puts them at a risk again of contracting it whilst they queue for the vaccine.

On the other hand, Ingutsheni Mental Hospital to further increase the demand on the vaccine only takes a maximum of 150 people for vaccination in a day and most people wake up at dawn to catch the queue because by 6am the number of people will have reached 150 and the rest either try Mpilo Hospital or UBH. In terms of efficiency, Mpilo Hospital served one person whom the researcher asked in 6 hours, though they mentioned that the time could have been less as the staff who were serving people delayed during their tea break and lunch hour.

The Council clinics which were reported to have the second dose of the vaccine apparently have very long queues too and there is often a stampede with less attention being paid to COVID-19 prevention measures such as 1meter physical distancing. People generally are at risk of contracting the virus at these vaccination facilities.

**Bulawayo has moved all vaccination centres to only Bulawayo Council Clinic, as this has now cause a lots of queque jumping and people are fighting to keep their places and having to wait up to four hour just to receive a vaccinate which is also in short supply and even those that are having to go for their second vaccine should have been give priority but are now having to join long queues just to receive that second vaccine.**

**There are not enough vaccines. For this past week Bulawayo has not had the first vaccine. The only place offering it was ingutseni hospital and the ques were unbelievable. Yesterday violence broke out as people who had been there since 3am failed to get the vaccine while those with money paid and got it the free vaccine.... I think the VP needs to address the issue of shortages so that we can all access the vaccine.**

The picture shows the reactions of the people of Bulawayo after the announcement by the Vice President and Health Minister on the new requirements for market traders.

The Vice President and Health Minister, Constatino Chiwenga declared last Thursday that market traders will not be given tables unless they have vaccination certificates. This alone has increased the demand for the vaccine even further and as if that is not enough, the Zimbabwe United Power Company, Southern Division, has given 2weeks leave to its admin workers such that they may get vaccinated and they are not to report for duty unless they can produce vaccination certificates. Therefore, this proves that the demand for the vaccine has tripled as of this weekend in the City of Bulawayo and the supply is lower than the demand.

## Wasteful expenditure by Gweru City Council

Despite the poor service delivery that is being offered by the City of Gweru, Mayor Makombe defends the city on the recent ZW\$3.5 million that was splashed on a 3-day Masvingo workshop at Chevron hotel. This was revealed in a virtual Constituency Indaba facilitated by ZIMCODD. The Mayor indicated that the workshop expenditure is part of governance while the Gweru City Council Public Relations Officer added that Masvingo was the venue of choice because it offered cheaper rates in comparison to all others. The workshop which ran from 16 to 18th June was attended by 54 officials with each individual pocketing about ZW\$65000. Members of the academia who attended the virtual meeting condemned wasteful spending by the city fathers noting that such huge spending was unjustifiable at a time when service delivery is poor as evidenced by failing to supply water, no refuse collection while charging exorbitant rates burdening the poor citizen. Gweru city council could have developed Mtapapa market or addressed other binding constraints the city is faced with and improve service delivery however, due to misplaced priorities 3.5million was squandered in 3 days by a few individuals while the majority languish in abject poverty. This is contrary to basic principles of sound public finance management as provided for in section 298 of the constitution which include transparency, accountability and equity.

## 14 months later, no designated market stalls for informal traders. Gweru.

Almost everyday vendors are being raided by the council police and also the Zimbabwe Republic police even though the council has not allocated proper vending sites for the informal traders. One vendor Violet Gapare pleaded for Gweru city council to heed to the call of informal traders considering its 14months after the shutdown of Kudzanai market and nothing has been done to rectify the situation. Other vendors vouched not to leave the streets until the council allocates vending stalls resulting in the cat and mouse relationship between vendors and council. The Mayor, councilor Josiah Makombe apologized for the delay in reopening Kudzanai market citing challenges associated with COVID-19 lockdowns which made it difficult for council to import building materials. It should be noted that it has been 14months of suffering for vendors whose livelihoods were ravaged by this move with their lives and families thrown into abject poverty. It is estimated that the Kudzanai market requires US\$6 million to see it to completion.

## Demolition of illegal structures in Chitungwiza exposes thousands to loss of livelihoods, Chitungwiza

On the 7th of June 2021, Chitungwiza City council joined forces with the police to demolish “illegal” vending structures across the capital and the dormitory town as per government directive thereby leaving thousands of people stranded without any means to provide for their families. The demolitions started in St Mary’s and spread to other parts of Chitungwiza.

The demolition process in the name of ‘bringing sanity’ has worsened poverty by ruining citizens’ livelihoods, this is because the majority of unemployed people had resorted to vending as a way of earning a living. Most people in Zimbabwe have already been struggling to make ends meet and COVID-19 pandemic has increased people’s vulnerability as it left many people food insecure.

A woman who identified herself as Mai Moses from New Zengeza 5 who left her abusive husband and

has since been taking care of her five children and her two sisters, cried uncontrollably as she faced her salon being demolished in ward 6 near Limbani shops she was using that space for her business and her family's survival was depending on it. She had no way of knowing how she was going to feed them let alone take them to school. She is one of many victims who were left stranded after the demolitions. Surprisingly some of the victims claimed that they were paying money to council and therefore the council had no right to demolish their structures since they were accepting payments from structures that they claim to be illegal. Others claimed to have had acquired these spaces through their political affiliations but all the same the incident has left many already impoverished families in a worse and vulnerable condition. Citizens are imploring the government to fix this crisis as it is highly increasing their vulnerability.

## An Urgent Call for Government Intervention on the plight of Chiredzi Farmers.

It is now three years since Chiredzi farmers from Chizvirizvi under Chief Tshovani delivered their Sorghum and Maize to the GMB but they have not yet received payments. Attempts to follow-up have yield no results . The councillor for ward 22 which is under Chiredzi Rural District Council Wilfred Manyiyo reinforced the by above assertion by noting that:

"We have over 200 farmers who are yet to receive their payments from GMB. I visited the depot several times but they told me that they are looking for information regarding deliveries made at Chizvirizvi. People are being disadvantaged and it is my hope that the issue is addressed quickly,"

"It is alleged that Chiredzi farmers are in this predicament because the depot lost information regarding Chizvirizvi collection", noted Aspect Mashingaidze, ward 32 Councillor. Thus, Chiredzi farmers have become victims of institutional mismanagement which is calibrated to entrench social and economic inequality. This is because even after GMB Nandi stated that they had lost information of the entire Chizvirizvi collection point farmers went ahead to produce proforma receipts but to no avail. The depot manager of GMB Nandi Sharon Darikwa when interviewed by Newshawks attributed loss of information to the change of system by the GMB's information technology department but did not go further in explaining how the 200 farmers can be helped to receive their payments .

In addition, this is not the first time GMB has failed to pay farmers, it seems like it's an inherent challenge that has affected farmers for years. In 2015 "The Zimbabwean" carried out a survey on GMB's failure to pay farmers . The findings of the survey brought to light the far-reaching implications of GMB's failure to pay farmers as they were no longer able to pay for their children school fees. Among those affected were farmers from Wedza and Tongogara. GMB's failure to pay farmers affect their livelihoods and further impoverish them as some would have borrowed during planting season intending to pay back after selling their produce. The survey revealed that between 2012-2015 GMB owed farmers US\$ 35 million . This was besides the fact that GMB was selling the produce it received from farmers. Chilunjika and Mutizwa (2019) noted that parastatals had become havens of corruption and mismanagement . An assertion which is valid if one is to consider the plight of Chiredzi farmers who have become victims of organisational mismanagement. E-governance is supposed to positively transform the lives of people not to be the fountain of their misery and unhappiness.

A survey conducted by ZIMCODD discovered that in 2018 GMB was paying ZWL 2400 per tonne. ZWL 2400 in 2018 would have been better in terms of market value than ZWL 2400 now. Thus, there is need for restitution not just paying farmers what the organisation owes them. The money should be re-evaluated and be given the current market of tonnage. To this end, this situational report calls on the government to

intervene on the issue concerning Chiredzi farmers. The Parliamentary Portfolio Committee on Agriculture should call in GMB management to explain why farmers should be victims of their system upgrade. Lastly, farmers must be empowered to sell grain to other merchants, for as long as those traders do not rip them off. GMB is in terminal decline.

## The Plight of Evicted MAGANGA Farmers, Marondera

About 400 resettled farmers and their families (totaling to over 700 people), were evicted from the Maganga Estate (Marondera rural) by the Messenger of Court who was accompanied by a Court Order and a group of riot police, the land is said to belong to Hunyani Estates. Against the provisions of section 51 of the constitution, the evicted people and their properties and crops were dumped at Theydon Granite along the Harare–Mutare railway, in an open area with no toilets risking the health of the people. Maganga Estate is in Marondera rural Ward 23, 20km East of Marondera Town, it is located near Bernard Mzeki Shrine and Tsindi Ruins.

The victims were appealing for assistance from the government and well-wishers. One angry farmer who preferred anonymity said in 2017 the Ministry of Lands promised them 200ha land allocation in the Maganga Estate and the eviction came as a surprise without even any warning or notice. Some young farmers said they were allocated land and had been staying in the area for quite a long time and never thought of being evicted. The evicted people are living under very cold weather conditions with children and others have made temporary make shifts.

Efforts to get comments from the Marondera District Development Coordinator, Mr Clement Masawi were fruitless as he didn't answer his calls or respond to the WhatsApp messages. The Ministry of Lands were also not answering their calls and their offices were closed. Hunyani Estate told the writer that they were not in any position to comment until they communicate with their lawyer.



## Bribery Thriving at Registration Offices In COVID-19 Times, Bulawayo

Residents in Bulawayo are now resorting to bribing workers from the registration office in order to access National registration documents. National Identity documents and Birth certificates are no longer easily accessible to the public as they are now only being processed at Tredgold offices and at Msitheli town center. Prior to COVID-19 pandemic, the registration offices had gone under devolution and township centers were issuing out the documents. Mpilo Hospital and United Bulawayo Hospitals were also some of

the centers that were issuing the said.

As the novel virus hit, and the country was put on lockdown, the registry offices had to operate at 50% of its staff and as such other centers were closed. In an effort to minimize the spread of the virus, they developed a system in which they would, on a specific day of each month, give out numbers to three hundred people who would be attended to that month. Their working month is twenty days long so each day would have a specific number of people that would get their documents, about 15.

Residents begin queuing as early as 3am in order to try and make the 300 mark that will be selected for the month. It is the ones who don't get selected and yet really need the documents that approach the service providers and offer them bribes so they their documents are processed. "I had no choice but to buy a drink for them so that I could get my child a birth certificate that is really needed at the school where he is doing grade one", said one informant (name withheld). The drink referred to is the bribe money.



*Scores of people queuing for National Registration Documents at Tredgold building in Bulawayo*

Approached to make a comment on this, the Registry stated on the record that they were not aware of such things happening as they were very illegal. However, some of the workers who requested anonymity did confirm that they were taking bribes from desperate citizens. "We charge around US\$ 25 for ID cards and those who need birth certificates should have US\$50 or more because their process is a bit longer" they said. They said the civil servant salaries that they get are not enough to sustain their livelihoods and they get to supplement with the bribes they get. They indicated that taking bribes has kept them afloat in the pandemic times and they are seeing better days than before COVID-19.

Other residents who were asked to comment on the issue said the restrictions introduced because of the pandemic are not friendly to the citizens as they are now forced to bribe officials to access documents that are otherwise free. Others were grateful that they have another avenue to get access to documents that do not involve the long queues in the harsh weather even though its illegal.

In most recent events, the Registry offices had opened its doors to ordinary and advanced level students who needed national Identity cards to register for their exams and the numbers that were turned away are overwhelming. Concerns of the spread of the virus arose as there was no social distancing seen. The question at the end of the day is, how many "drinks" shall be bought?



+263-242-776830



[zimcodd@zimcodd.co.zw](mailto:zimcodd@zimcodd.co.zw)

---



Zimcodd



@zimcodd1



[www.zimcodd.org.zw](http://www.zimcodd.org.zw)