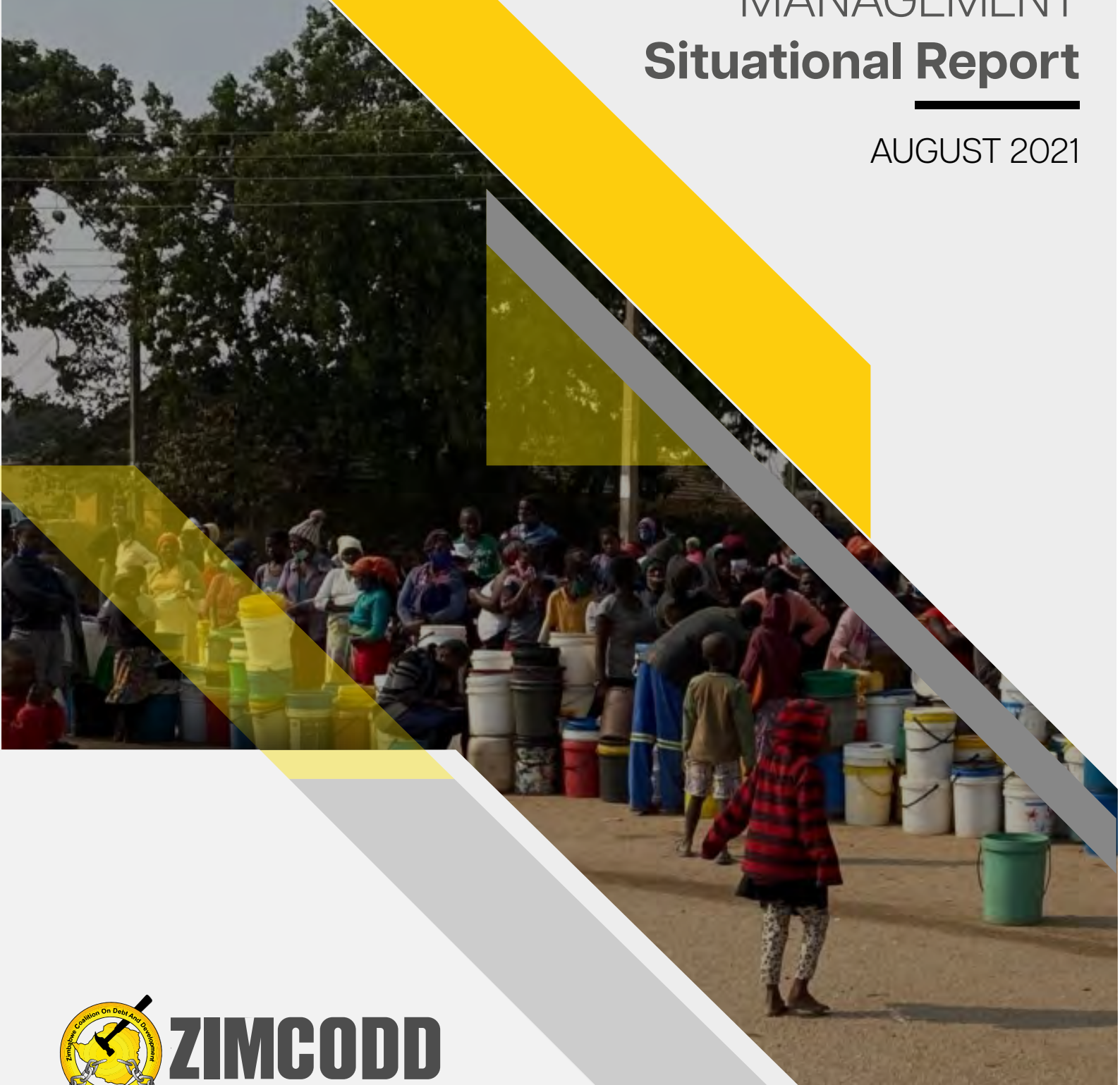


PUBLIC RESOURCES MANAGEMENT **Situational Report**

AUGUST 2021



ZIMCODD

ZIMBABWE COALITION ON DEBT & DEVELOPMENT



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01

INTRODUCTION & BACKGROUND

Poor Public Resource Management (PRM) has triggered the need for effective citizen oversight and involvement in PRM. This is because the development and progress of every nation is anchored on how it utilizes its public resources. Effective PRM is a cocktail of inclusive sustainable development, productivity, citizen empowerment and good public finance management. It is the tool used by the government to fulfil its fiduciary role and ensure that the needs of all citizens are catered for by activating robust social protection systems.

However, Zimbabwe has been characterized by poor PRM authored by corruption, nepotism, social and economic injustices which have militated against national development and growth. To this end, the need for robust PRM that is progressive, developmental, and inclusive prompted this research with the primary goal of bringing to light the challenges in PRM and to proffer actionable recommendations.

This situational report covers 56 districts in Zimbabwe's urban, peri-urban, and rural areas. The feeders to this report are ZIMCODD's Community Resource Monitoring Agents (CORAs) who are monitoring, tracking, documenting, and reporting the abuse of public resources at district level monthly.



PURPOSE

The Situational report seeks to function as a springboard for research that focuses on PRM in Zimbabwe. It intends to add to the existing body of knowledge and inform public officials on the state of PRM in Zimbabwean communities across the country. The situational report is a clarion call for the government's intervention on the state of PRM in Zimbabwe. The drive for this August issue emanates from the need to inform government on how it can utilize the US\$961 million received in the form of SDRs from the IMF by bringing to light areas that requires improved public service delivery.

This situational report primarily seeks to document evidence of poor economic governance that is characterized by grand systemic corruption, mismanagement of public resources, tenderpreneurship¹, resource leakages, and abuse.

The study further seeks to provide information that promotes transparency and accountability on COVID-19 resource mobilisation, allocation, and vaccine expenditure as well as the need to stimulate citizen action against the abuse of public resources. The initiative intends to contribute to two main objectives which are:

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

1. A process whereby government officials or political elites abuse their powers and influence to secure government tenders and contracts



METHODOLOGY

The situational report benefited from the perspectives of 56 CORAs in different districts across the country that have been purposively sampled. The emic approaches that are utilised in this report capture the details of individuals' daily lives and provide a secondary step in the process of determining specific causal pathways and relationships.

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



04

**CONTEXTUAL ANALYSIS
OF PUBLIC RESOURCES
MANAGEMENT IN
ZIMBABWE**



Public Resource Management continues to deteriorate with the government failing to provide basic service delivery across the country. This is due to a myriad of dynamics which include but not limited to excessive monopoly by the government, corruption, nepotism, COVID-19, infrastructural dilapidation, and opaque mega deals that leaves mining host communities displaced and disempowered.

The government's monopoly over the transport industry has culminated into a dismal failure leaving thousands of citizens stranded after work. The ban of private commuter operators commonly known as “kombis” or “mushikashika” under the guise of COVID-19 containment measures has not done any good as citizens spend hours in queues without maintaining any social distance². The situation has been exacerbated by the promulgation made by the government announcing a ZWL\$2000 fine for “mushikashika” passengers³. The move to put punitive measures through a fine by the government is meant to deter citizens using non-ZUPCO transport. However, the buses and kombis under the ZUPCO banner are failing to provide sufficient transport leaving thousands of citizens stranded thereby breaking the lockdown regulations.

The state of public health is also a cause for concern with the Office of the Auditor-General's latest report noting that the health sector is in a deplorable state. An adverse irony is that, instead of revamping the health sector, the government has moved to construct a new hospital for the VVIP at a cost of US\$270 million. This speaks volumes to institutionalized health inequalities which emanate from discriminatory or inequitable policies and practices that are auspicious and favourable to a dominant, governing

- <https://www.zimbabwesituation.com/news/transport-operators-fret-over-zupco-scheme/>
- <https://www.zimetro.co.zw/hundreds-fined-2000-for-boarding-mshika-shika/#:~:text=By%20the%20time%20of%20closing%20business%2017%20passengers,16%20buses%20and%20Harare%20C-entral%20had%2013%20buses.>

group and unfavourable to other groups, usually the vulnerable ones.

Therefore, the remarks by the Minister of Finance and Economic Development, Mthuli Ncube that the government has set aside approximately “US\$ 270 million for the construction of a VVIP hospital at Manyame Airbase in Harare and the structure is almost complete⁴” attest to institutionalized health inequalities that are meant to deter the public from accessing robust health services. The Zimbabwean Health Sector is in ramshackle, with poor, inadequate, and overused equipment. The country has 134 functioning ambulances⁵ for a population of 15,062,998 as of 3 September 2021⁶. This means that each ambulance will need to serve approximately 112,411 people thereby making it difficult if not impossible for Zimbabweans to access emergency health care on time. Institutionalized health inequalities therefore refer to how governance structural conditions facilitate decision-making driven by elitism and bias against the poor public.

Nonetheless, an interrogation of whether institutionalized health inequalities is the new norm in Zimbabwe raises several questions that begs for answers and further reflection; Has Zimbabwe institutionalized health inequalities? Are the poor and vulnerable citizens financing the construction of the new VVIP hospital which they are not going use? Why is it so important to construct the VVIP hospital when we have hospitals that simply needs a revamp? Is the government fulfilling its social contract responsibility?

The month of August also saw the government responding to the calls made by ZIMCODD in purchasing police vehicles after a publication which notes that the city of Bulawayo had only 6 functioning vehicles for the population of approximately 650 000⁷ people. In response,

the government purchased 458 vehicles to capacitate the police force⁸. Although, ZIMCODD acknowledges government’s efforts in this regard, there is need for the government to furnish the parliament with the granular details of the expenditure. At the same time, ZIMCODD disagrees with the government’s ambition to purchase helicopters for the police force as the same resources should rather be used to strengthen social protection system as Zimbabwe’s social spending is below the Social Policy for Africa (2008) benchmark of 4.5% of the national budget.

Furthermore, on the 23rd of August 2021, Zimbabwe received its US\$961 million allocation of the Special Drawing Rights from the International Monetary Fund. The SDR allocation will help Zimbabwe strengthen its resilience against the economic hiccups induced by the COVID-19 pandemic. Therefore, ZIMCODD calls on the government to be transparent in its expenditure and use the SDR allocation to bridge the inequality gap aggravated by the pandemic. To this end, social protection systems must be strengthened to rescue citizens from the deeply entrenched poverty.

Natural resource governance has also been a thorn in the flesh as minerals and other natural resources which are supposed to bring happiness and prosperity to host communities have become a source of agony and poverty coupled with systematic displacement of inhabitants. The clash of villagers in Murehwa and Heijin, a Chinese company is a clear testimony to the challenges being encountered by mining communities. Heijin was given “special mining grant to extract black granite⁹” and it now seeks to displace villagers to begin its operations. The same predicament which Mutoko villagers faces with another Chinese mining company called Shanghai Haoying Mining Investments.

4. <https://www.newsday.co.zw/2021/08/270m-hospital-for-chefs-only/>

5. www.sundaymail.co.zw/govt-buys-100-ambulances

6. www.worldometers.info/world-population/Zimbabwe-population/

7. <https://new.bulawayo24.com/index-id-news-sc-local-byo-204459.html>

8. <https://www.newzimbabwe.com/mnangagwa-splurges-on-458-police-cars-promises-helicopters/>

9. <https://www.theindependent.co.zw/2021/08/27/chinese-miners-in-black-granite-frenzy-hundreds-of-villagers-in-murehwa-now-face-eviction/>

PUBLIC RESOURCES MANAGEMENT SURVEY FINDINGS

In a quest to progressively realise social and economic justice for all, this situational report acts as a social accountability tool which enables and positions citizens to question and obtain explanations for the use of public resources by those entrusted with the responsibility of their management. Public officials therefore have a duty to provide the necessary justifications and to take corrective measures where public resources have not been effectively utilised as per the dictates clearly laid out in section 298 of the Zimbabwean Constitution. Therefore, a robust social accountability approach is critical to entrench a transparent and accountable Public Resource Management system in Zimbabwe. This section therefore presents a snapshot of how public resources are managed in the 56 sampled districts.

5.1. Availability of public resources of economic value.

Across all the 10 provinces, the 56 sampled districts confirmed the presence of public resources of economic value which are either natural or man-made. The identified public resources across the 56 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 the prudent utilization of these public resources that citizens continue to pin their hopes for socio-economic recovery at the local and national levels.



5.2 Equal and Equitable Distribution of Benefits of Public Resources

The distribution of the benefits of public resources at community level remains exclusive and not designed to address poverty and the deeply entrenched socio-economic inequalities. In the 56 districts covered by this situational report, most respondents (84%) reported that benefits from public resources are not shared equally and equitably. 14% reported that public resource benefits are to a lesser extent distributed equally and equitably while only 2% acknowledged equal and equitable distribution of benefits from public resources.

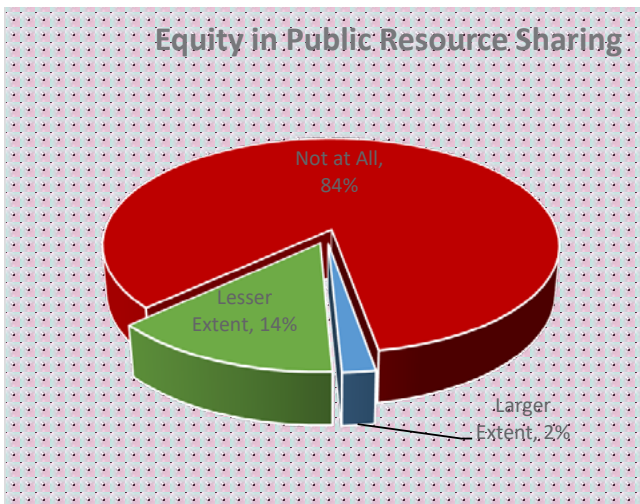


Figure 2: Distribution of benefits from Local Public Resources

5.3 Citizen involvement in Public Resource Management Decisions

Section 13 of the Constitution which focuses on national development expresses in Section 2 that the “state must involve people in the formulation and implementation of developmental plans and programmes that affect them”. Citizen involvement is critical in ensuring transparency and accountability in public resource use at the local authority

level. To the contrary, the situational report established that 66% of the respondents are not consulted while 26% are sometimes consulted and only 8% are consulted when public resource management decisions are made. Citizen involvement was also assessed in terms of informing citizens on PRM decisions, again it was noted that 72% of respondents are not informed while 25% are sometimes informed and only 3% confirming that they are informed as presented in Figure 3 below.

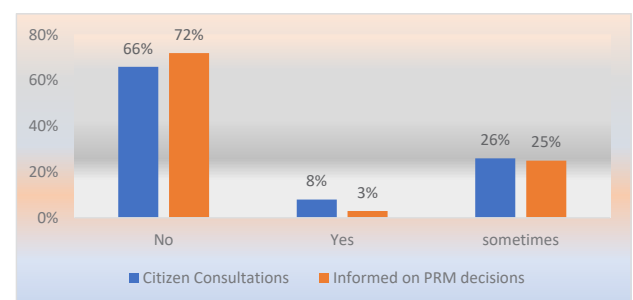


Figure 3: Citizen consultation by authorities on public resource decisions

This calls for the need by local authorities to devise mechanisms which fosters citizen participation in decisions that affect them. The low levels of citizen involvement mirrors low levels of transparency and accountability in PRM across the 56 districts.

5.4 Citizens' Access to Information on Public Resources

Access to information is central to good public resource management as it enables citizens to exercise their voice, to effectively monitor and to hold their government to account. It empowers and equips citizens for their social accountability role as it positions them to enter informed dialogue about decisions which affect their lives, to monitor and determine how public resources are used. Figure 4 shows how citizens rated their communities on access to public resources information:

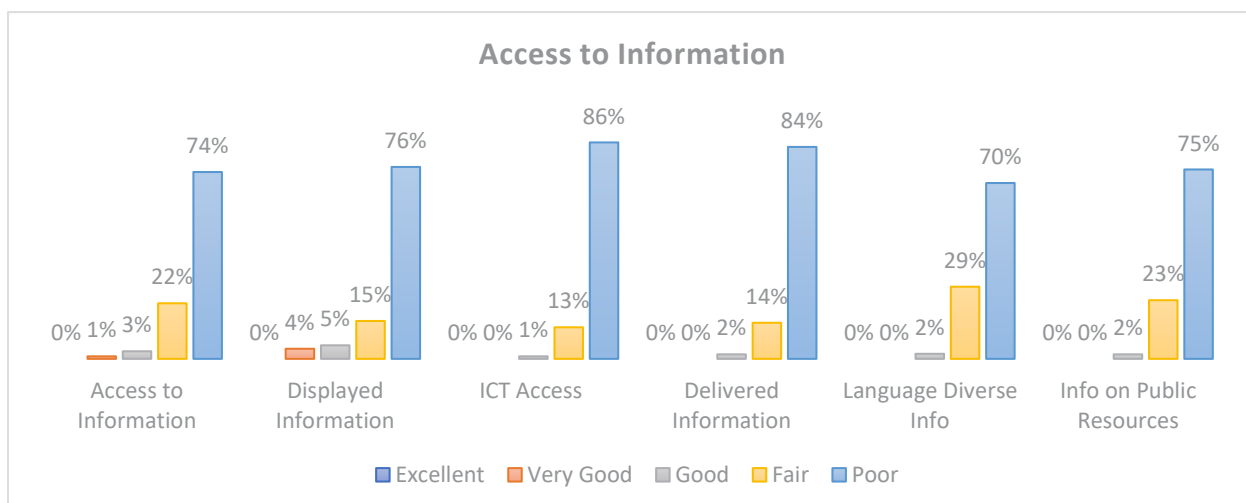


Figure 4: Access to information at local authority level

Access to information on public resources remains poorly rated on all variables across all the 56 districts. The variables assessed include citizen's access to information in one central source at community level (74% rated it poor), access to clearly displayed printed community information (76%), free access to computers and the Internet in public places (86%), community information that is delivered in person to people who have difficulties leaving their home (84%), community information that is available in a number of different languages (70%) and, information on natural and public resource such as minerals and wildlife (75%). This shows that citizen access to public resources information is generally poor in all districts.

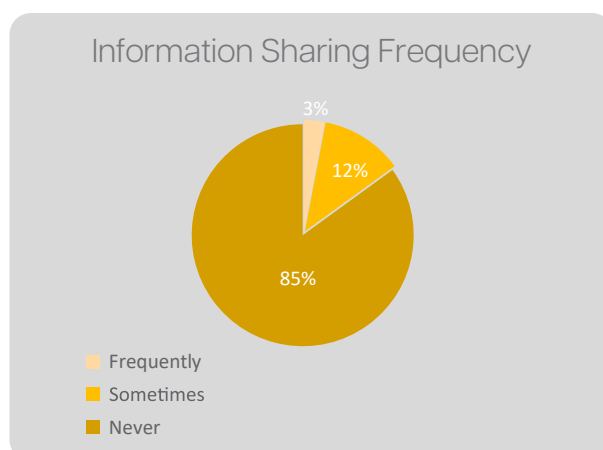


Figure 5: Frequency of Sharing Public Resources Information by local authorities

To buttress the view above, this situational report also assessed the frequency of sharing public resource information by local authorities. The report established that in 85% districts local authorities never willingly share information, sometimes share in 12% cases, and frequently share in 3% of the districts. This shows citizens' access to information on how local authorities are raising, allocating and spending public resources remains a privilege for a few.

Case: Purchase of a New Refuse Truck, Marondera

Marondera Town Council bought a new truck specifically for refuse collection. The cost of the Truck is unknown, and the source of funds used to purchase the new truck remains unknown. The purchase was however welcomed by the residents as this would improve the collection of refuse in all the locations whilst contributing to the betterment of the environment as most people will not be dumping litter everywhere. Residents need to know the source of funds and how much was used.

Case: Information Gap on COVID-19 Vaccine a Worrying Scenario in Mutare.

The lack of information on COVID-19 vaccinations in Ward 30 of Mutare rural district and surrounding wards is brewing a lot of animosity and disgruntlement. Due to erratic supply of COVID-19 vaccines, the villagers are sent back and asked to check again in a week or two. By the time they come back, they are told that vaccines are already finished. This is a factor of unclear channels of information distribution. Engaging one local councillor Mr Chibuwe proved that there is an information gap between him and the clinic as he was also not aware. However, CORAs in Mutare have taken it upon themselves to bridge the information gap through disseminating information on COVID-19 via social media groups. At times CORAs simply share statistics available in public domain then invite duty bearers to comment or offer their views.

5.5 Access to Devolution Funds Information

Access to devolution funds has remained a

challenge across districts particularly the full expenditure reports by local authorities. Where citizens are getting the information, it is mostly the amounts used and what was purchased without justification for variances. Thus, lack of transparency and accountability remains a barrier to effective PRM especially in the realization of social and economic justice at the local government level. A case in point for this issue is that of Mutasa RDC presented below:

Case: Mischief around Mutasa RDC devolution funds

Over the past two years Mutasa Rural District Council has been receiving devolution funds from treasury however the funds have been used without any systematic monitoring or evaluating structures in place. Lack of transparency and accountability in the procurement process has been the major set-back in utilising the funds by the local authority.

In 2020 the purchasing of a Backhole Loader, Refuse Compactor, Dumber Trailer and a Tractor was purchased without due tender procurement process. It is disheartening that prices have been inflated due to tender-prenuership.

In 2021, Mutasa RDC received ZWL\$219 million devolution funds and according to the adopted full council minutes, a total of 29 projects are to be done at a cost of \$180 341 398.00. To residents, this is a welcome move, but the biggest challenge is on the procurement processes and also on monitoring the quality of the purchased goods as well as the quality of work being done. Cases of supervisors taking some of the materials purchased for projects for personal gain is high and there are no monitoring mechanisms in place to safeguard the materials. Cement and other materials are

being swindled for personal use with those in position of power and this forces the delay in completion of projects. Some of the projects are lagging due mismanagement.

The construction of Nyamukwarara bridge and the surfacing of the Fairview Road has been in the council priority list but there is little to show as the year progresses, yet these are the two major projects of the devolution funds. Against this background, residents are demanding transparency and accountability on the use of devolution funds.

5.7 COVID-19 Resources

Zimbabwe like other countries is planning for booster shots and already distributing the COVID-19 vaccines to curb the pandemic. To date the country has procured 12million vaccines, a move which attests to the country's commitment to eliminate the pandemic. The national vaccination programme however, continues to be marred by a number of factors among which are vaccine availability, accessibility, corruption around vaccination cards. Some of the illustrative issues are captured below:

Case: Lack of storage facilities hindering rural vaccination, Mutare Rural

With the government encouraging people to get vaccinated and attain herd immunity by end of 2021, people in urban centres are privileged to have the jabs available although one may get the first jab and take time to access the second jab due to delays in distribution.

However, it is different in most villages in Mutare Rural and other rural centres. A visit to several health centres showed non availability of the jabs both first and second. Checking on the reasons for not having the jab available, most

health workers reported that they do not have refrigerators to store the vaccines hence they cannot have the vaccines. Residents now rely on mobile units who use some cooler boxes to store the jabs. It is of great concern that the government is mandating people to get vaccinated yet there are no storage facilities in most health centres in Mutare rural and this is depriving them their right to vaccination. Citizens are appealing to the government to allocate resources towards improving the storage facilities in rural areas so that the rural community will be not left out in this process.

Case: Negligence of COVID-19 patients at Rusape General Hospital

A heart-breaking audio clip which went viral on social media reveal shocking patient negligence at Rusape General Hospital. A Sabot truck driver succumbed to COVID 19 at Rusape isolation, he recorded a clip of himself explaining the ill treatment of patient at the government health facility. The driver struggled with his breathing and takes long pause in between words as he fights for life which he was about to lose if he was not connected to the ventilation



Further, he also shared a picture of another male patient who had fallen off his bed and there was no one to assist him to get back on the bed.

In explaining their negligence, the nurses complained about shortage of PPEs and ventilators. Reacting to the situation residents complained about the poor health services demanding better health service delivery with the hope that the management of the hospital will effect changes.

Case: A call to Audit City of Harare COVID-19 Funds

The emergence of the COVID-19 pandemic in 2020 brought with it many challenges closing almost all civic space for engagement and participation by residents and ratepayers. Council officials seem to have capitalised on this to divert from principles of Public Finance Management. The recalls of elected Councillors worsened the situation. Elected officials such as Councillors have a role to provide oversight on how Council finances are managed in the quest to provide efficient service delivery to residents.

The abuse of COVID-19 funds impacted heavily on residents of the City of Harare. Most health workers in Council clinics and hospitals resigned from work leaving a few nurses who are failing to cope with the demand for health services. By the end of July 2021, the City of Harare had been hit by an exodus of nurses with over 240 posts being vacant. This has resulted in the vaccination programme continuing but at a slow pace.

A case in point is Glen View Poly Clinic which operates with one qualified nurse most of the time. The government has recently announced

that it was going to take over City Health department, but residents are not aware how this is going to be carried out. To date the central government is neglecting municipal health workers despite making promises to take care of their remuneration. Workers in the Harare City Council's health department and those seconded to hotspots have not been receiving allowances for the past three months, while staff seconded from rapid response team of the municipality's fire brigade section is yet to receive their dues. The challenge is that instead of clearing the mess by instituting an audit, the government continues to strip roles and responsibilities from Council and residents.

The abuse of public funds has been going on for long in the City of Harare. Information gathered from the City of Harare finance committee indicates that four disbursements were done by the central government. In the period between May 2020 and March 2021 a total of ZWL\$44.7 million was disbursed and ZWL\$39 347 789 was used leaving a balance of ZWL\$4 970 340. During the same period US\$310 050 was disbursed from government and US\$298 500 was used to pay allowances to the City Health department and other departments leaving a balance of US\$11 550. According to Council officials all these funds were channelled towards allowances for staff.

Information gathered reveal that some of the funds were paid directly by the Ministry of Finance. This includes the rehabilitation of Wilkins hospital and Beatrice Infectious Diseases Hospital. According to the City Finance Committee Chairperson Counsellor T. Mhetu, all the funds were fully acquitted save those currently being utilised. The explanations fall short to indicate why City of Harare staff is leaving for greener pastures at an alarming rate. There is no guarantee that all the funds disbursed were used transparently hence residents urge the government to institute an official audit of the COVID-19 funds by the council.

5.8 Natural resource extraction

Mineral resource extraction has become a source of misery to resource rich communities as the discovery of minerals has been associated with displacements without citizen consultation. The continuation of such, threatens vision 2030, attaining an upper-middle class economy by 2030 by infusing poverty through displacement and widen the inequality gaps.

It remains unknown to the citizens whether the Chinese and Russians (ALROSA) were given a tax holiday in return for vaccine donations or not. This is because the tax incentives regime in Zimbabwe is fragmented and shrouded in secrecy. While donations are appreciated, it should be noted that the minerals being explored have a greater value than the vaccine donations that the country has received. This therefore calls for sound public resource management anchored on transparency and accountability and citizen agency in scrutinizing the deals and operations of the Chinese and Russians lest another US\$15 billion or more sophisticated scandal will manifest.

Stories below illustrate lack of public resource stewardship, transparency and accountability which has robbed the mining communities, the nation and generations to come of sustainable economic growth and development:

Case: Chiadzwa residents continue to wallow in abject poverty, Mutare

Chiadzwa is said to be home to 3000 villagers. This figure can rise above 7000 people including the artisanal miners who live in mountains and varying 'mining bases'. The health centre is always overwhelmed by the ever-growing population. Apart from challenges being faced by villagers, many must walk more than 10 kilometres to access health facilities. The Ward always suffer even though it directly hosts the

ZCDC and Anjin mining companies. Chiadzwa is depressing as it does not have electricity, an ambulance or mortuary. In case of emergency, one must travel over 40km to reach Birchenough Hospital or Mutambara mission hospital. These are the nearest referral hospitals. Marange is yet to have a district hospital despite its huge deposits of diamonds. Thus, prioritisation is still a great concern when it comes to public finance management and distribution in Zimbabwe. the picture below shows the state of Chiadzwa Health Centre:

The few buildings at Chiadzwa Health Centre, ward 30 in Mutare Rural District.

Unlike the situation in urban areas where they can get at least 1000 jobs per health centre, Chiadzwa is a different scenario. This kind of distribution also shows the unequal distribution of vaccines by health authorities. The call on the 2022 national budget is for the government to prioritize revamping of the health infrastructure which is in a deplorable state and ensure that remote areas are equally prioritized. The government should also put in place mechanisms to ensure that mining communities are benefitting from mining activities taking place in their communities.



Case Bindura: Poor working conditions for mine workers

The Chinese have acquired more gold claims in Bindura rural in the past 5 years and have equally exploited both the natural resource and the people. An average worker working at Ming Chang, just a few kilometres from the CBD Bindura earns USD 35.00 per month. The dividends that come out of the natural gold being mined is much more as compared to the salary index.

There are 300 workers who take shifts of over 9-10 hours non-stop and are forced to work without properly signed documents. The average kilogrammes of gold produced per month amounts to 300 kgs which is averagely US\$10500,000.00 at US\$35000 per kilogramme. There are no signs of giving back to the community with the 5-year period that the mine has operated. This is a backdrop on the community. This is one of the issues affecting development in the area as the resource is being siphoned to China without any benefit coming back to the community.

Chinese Mining Companies Has Caused Unrest in ward 11 Nyamukapa, Mutoko

The visit of Shanghai Haoyung Investments P/L into Mutoko District ward 11- Nyamukapa has brought unrest especially to the following villages, Tome, Chingamuka, Pasirayi and Karimazondo. The investors visited the said villages in July 2021.

The team of investors just went straight into the site without following procedure of going through the Mutoko Rural District Council and traditional leaders. This automatically caused the community to erupt against the investors who were claiming their powers to be rested on the Prospector's license which they got from the Ministry of mines.

The investors had already announced to the community that their licenses from the Ministry of mines were allowing them to take nearly 178 hectares and those villagers within the covered area were to face relocation. The villagers quickly raised an alarm which attracted the different concerned offices of the government and the Ministry of Mines were called to address this issue.

From the meeting held at Mutoko District Council Boardroom, the Ministry of Mines representatives indicated that the investor had not followed the proper channel and were instructed to start everything until they get to the villages. However, the villagers are still in fear of being relocated from their ancestral land, reburials, and losing agricultural land as the investors have already started conducting their survey on 28th of August to determine the number of households to be affected

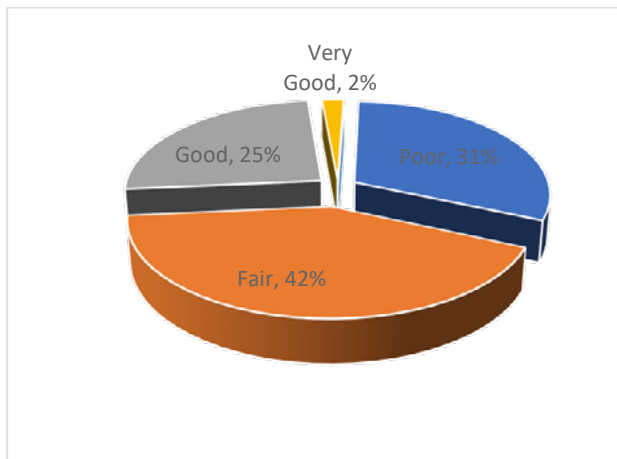
SOCIAL SERVICE DELIVERY FINDINGS

The core of any economy in the world is a strong social environment, it is a key enabler of growth with equity that eradicates poverty and inequalities both between and within communities. However, many developing countries such as Zimbabwe are associated with poor social service delivery hence high poverty prevalence, inequality and underlying conditions that have been exacerbated by the COVID-19 pandemic. The provision of basic social services such as quality of healthcare facilities, access to safe sanitation and social amenities, water supply, and road networks as guaranteed by Chapter 4 of the Constitution continues to dilapidate as presented in this section.

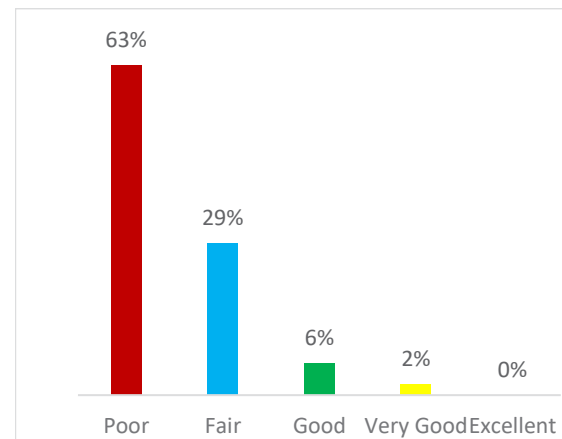
6.1 Availability of Trained Health Care Professionals

The availability of trained home health care professionals as well as affordability of home health care service is always of crucial importance in the delivery of quality health care services in communities. Health care professionals are the custodians and fountains of health knowledge and are also currently key in the management of the COVID-19 pandemic as they facilitate the provision of decentralized health services to avoid congestion at district hospitals.





Trained Home Health Caregivers



Affordable Home Health Care

The August situational report reveals a worrisome development, with only 2% of the 56 districts rating the availability of home health care professionals as very good, 25% as good, 42% rated it as fair while 31% rated it as poor. On the affordability front, about 63% of respondents rated it poorly with about 29% giving it a fair rating.

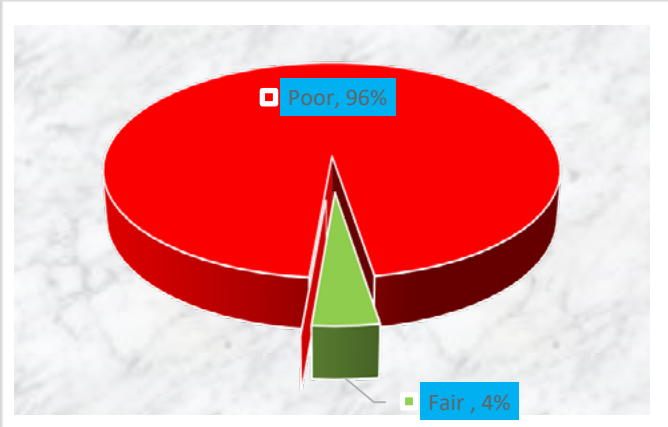
Furthermore, the survey also collected data on the availability of health care options and language as well as the level of respect of health care professionals. These variables are key in ensuring flawless service delivery. Nevertheless, in all the surveyed districts, 58% had poor health care options while 35% and 25% reported poor language and lack of respect towards patients by professionals respectively. The case below shows the impact of a shortage of health care workers in communities.

Case: Budiriro facing a shortage of Community Health Workers, Harare.

Community Health Workers (CHW) working in urban areas identify how the populations are impacted by factors related to social and economic status, like poverty, nutrition, water source, and crime among many other factors. They also decide how the health and education services of the community relate to the lives of people. However, the community of Budiriro is facing a shortage of these health care professionals. In the past years, the community had Voluntary Community Health Workers (the Mbuya Utsananas) who would pass essential health information and educate as well as helping the community with home care services, amongst many other duties. Nowadays, health attention is only found in clinics that are overwhelmed and overstretched.

6.2 Quality of Health Care

The quality of health care has significantly declined in the past 2 decades largely driven by limited financial support for the sector from the National Treasury. Most Zimbabweans including government workers are earning in local currency while the currency continues to tumble against the US dollar. The health care workers are now demoralized because they cannot afford basic commodities as inflation continues an upward trend. This is adversely impacting the quality of service provided by health professionals.



The survey results indicated that almost all (96%) of health care facilities in the country are deemed poor with the remainder, a paltry 4% rated as fair. The health sector has been marred by corruption, obsolete and dysfunctional equipment, industrial actions and underfunding among other administrative challenges and this has downplayed the quality of healthcare from the central to local level.

Figure 9: Health Care Facility Status

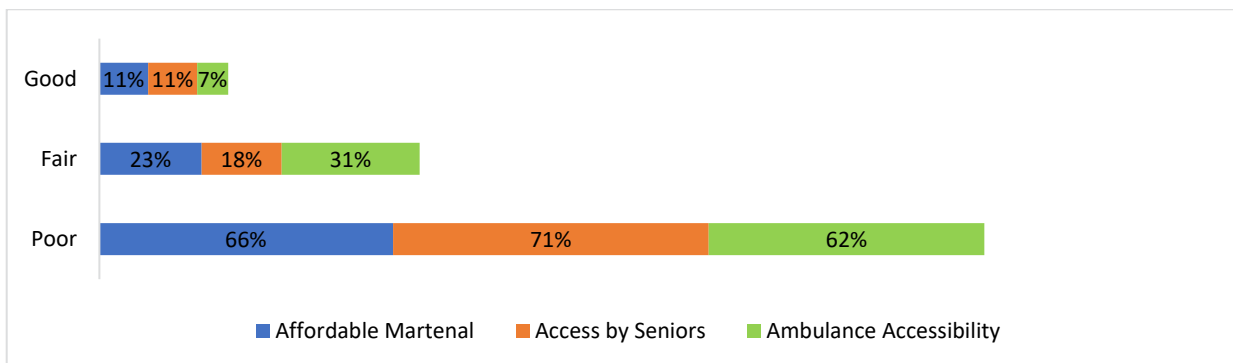


Figure 10: State of Health Care

Access to affordable quality maternal health care has been rated poor in 66% of the surveyed districts, up from 21% in the previous month. This shows the devastating impacts of COVID-19 pandemic particularly on public

funding to ensure affordable maternal care. If it remains unabated, this will increase child mortality rates at birth. Also, 71% of the districts could not access quality ambulance services while 62% of the seniors (elderly) had no access to quality health services they need.

6.3 Access to Safe Sanitation and Social Amenities

The provision of sanitation and other social amenities is also key for the betterment of human life. Despite the citizens playing their part in paying rates and rentals to local authorities, many towns and cities across the nation are now infested with garbage dumps and daily sewage flows. These are posing severe health risks, as they lead to an outbreak of deadly diseases such as cholera and typhoid. Also, the housing backlog especially in urban areas has increased sharply as the rate of migration from rural areas continue to gain momentum. Consequently, illegal settlements have mushroomed, and this is also stretching existing resources.

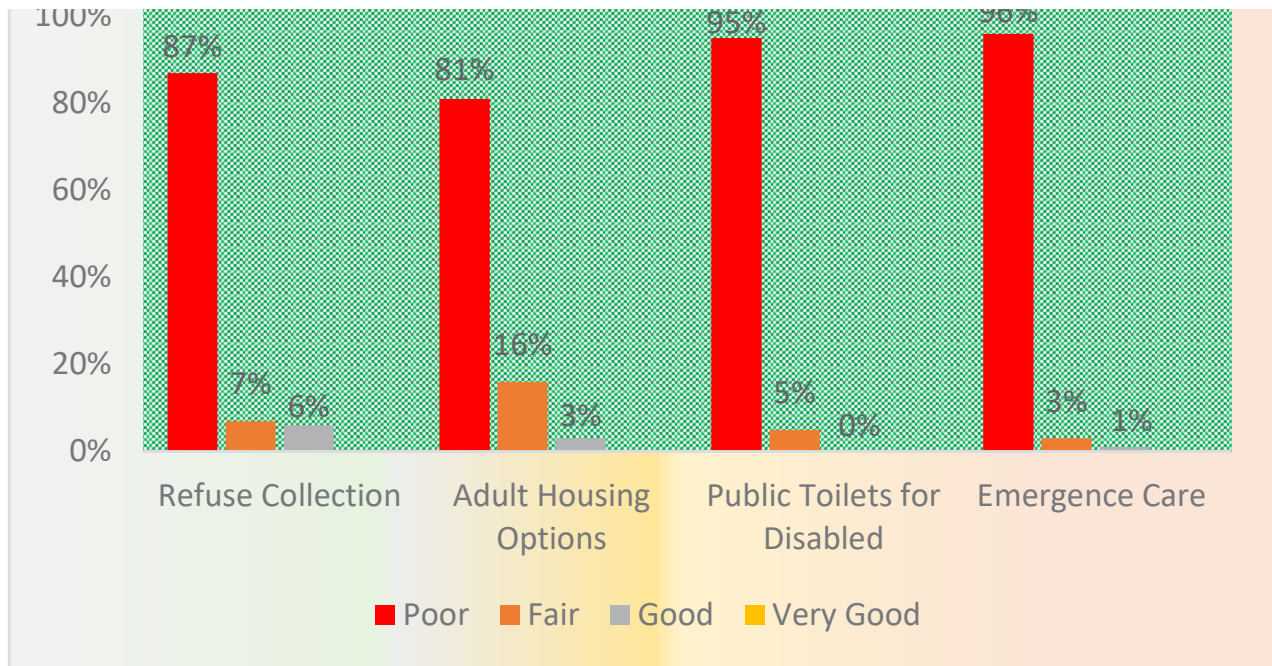


Figure 11: Access to Sanitation and Social Amenities

The survey found that 87% of the 56 districts had witnessed poor refuse collection. Local authorities should prioritize refuse collection to keep the environment safe to live for the residents. Also, survey results showed that 95% of public toilets were not adaptable for people with disability. This is a grave inequality that needs to be addressed to accommodate citizens from all walks of life. Further, there are limited housing options for adults, with only 16% of the respondents rating it as fair. The state of public parks has been largely poor (75%) while the overall rating of shopping areas was fair (56%). The cases below depict the impacts of poor social service delivery.



Fig12: Dumpsites in Bulawayo CBD

Case: Dumpsite in Bulawayo CBD

The left picture, labelled A, shows accumulating garbage in Bulawayo CBD along the 6th Avenue close to OK Supermarket. The dumping is coming from vendors as the city council is failing to provide trash cans or bins. To the right, the picture labelled B, shows an illegal dumpsite near the Erenkini area. Further exacerbating the situation is a lack of public toilets and people are urinating near vending sites.

Case: Penhalonga health scare, Mutare

Due to poor service delivery, lack of refuse collection in the residential suburbs, Penhalonga is facing a threatening health scare. Refuse is accumulating at roadsides and is not being collected monthly as per the budget plan. Over the years, the local authority has neither had its refuse trucks nor has a formal dumpsite. The local authority is relying on private contractors, who in turn have old vehicles prone to frequent breakdowns thereby rendering them less reliable. Also, some of these contractors are demanding payments in foreign currency despite that the local authority

is collecting most of its revenue in local currency. The problem is however resting with the local council. Why? In its 2019 budget, the council announced the purchase of a refuse compactor truck but to date, it is not availed. Residents are now dumping garbage in gullies, waterways, and storm drains. This poses risks of water-borne diseases as well as flooding during the rainy season.

Case: No public lighting in Victoria Falls

There is a growing mismatch between rates paid by residents and social service delivery from the local council in the high-density suburbs of Victoria Falls. Streetlights in most of these suburbs are dysfunctional yet in the night people are at war with stray wild animals such as buffalos, hyenas, elephants, and hippos from the Zambezi National Park.

One of the senior residents of Victoria Falls who has lived in the city for the past 40 years stated that, from his formative years as a ratepayer, he has been paying for the installation of streetlights. However, there are still no streetlights in the suburbs of Chinotimba, Mkhosana, and Mfelandawonye yet residents

are paying for non-existent service. Streetlights are only installed around the Council premises such as the Housing Office and Victoria Falls Council Workshop both in Mkhosana suburb. Below is the evidence for rate-paying for services unrendered, the council is charging residents ZW\$457.00 for street lighting as shown in the picture below:

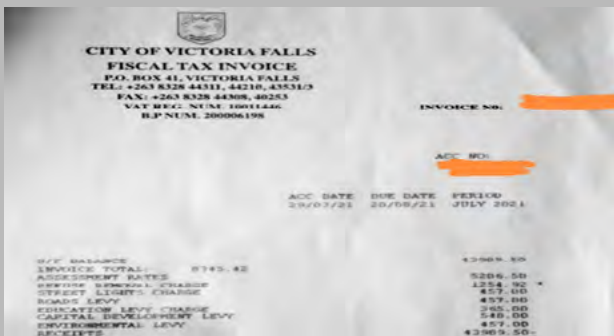
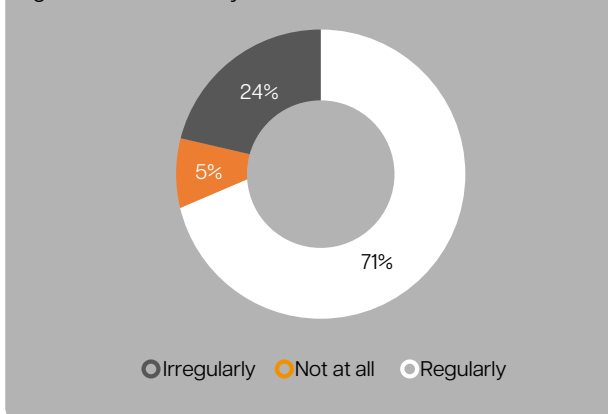


Figure 13: Copy of the Victoria Falls City Council Invoices

6.4 Water Supply

Water is the most important resource needed in supporting life as it is used for cooking, washing & bathing, drinking, and farming among many other uses, yet Zimbabwe is struggling to guarantee access to water by all citizens. Water is also essential in the realization of other human rights like the right to a clean and safe environment as well as the right to health.

Figure 14: Availability of Safe Water



Case: Open pits pose danger to Mutare Urban residents

In Ward 17 in Mutare Urban, instead of replacing old water pipes to provide a lasting solution to frequent pipe bursts, the local authority is creating other problems. The repairs of bursting water pipes by the council are commendable as they ensure access to water for the people. However, upon conducting repairs, the city workers are leaving big holes uncovered thus creating danger for residents especially children as well as the motorists. These holes have also become a breeding ground for mosquitos. Below is one of the pictures of the holes dug and left open by the Mutare City council workers:



Figure 15: One of the open pits left by Mutare City Council in a bid to repair burst water pipes

Case: 3 weeks without running water in Plumtree

Plumtree Residents have gone for 3 weeks without running water, as a failure by local authority executives. The Plumtree Combined Residents and Development Association (PCRADA), and concerned residents held a meeting with Plumtree Town Council executives to address poor service including water shortage, refuse collection, stray livestock, and selling of stands without proper paperwork (corruption). However, the residents had gone for 2 weeks from the date of the meeting without

concrete responses.

Case: Zvishavane

Izayi Park has more than 700 households who have been experiencing poor service delivery such as poor access to clean water, power, poor roads and poor refuse collection. Many homeowners testify that they have never seen a refuse collection truck hence they resort to throwing their litter in a nearby bushy area. Izayi park residents are living in fear of potential disease outbreaks following the unattended sewer bursts which have caused many families to see raw sewage flowing at their doorsteps.

Zvishavane town council is alleged to have allocated residential stands in wetlands which has caused poor service delivery in most parts of the location. Some families have made fruitless efforts to contact the local authority to have the sewer bursts repaired. Speaking to Mrs V. Dube, a resident who has gone for months facing a septic tank with raw sewage oozing out, she also produced her utility bill which proved that she was a devoted rate payer, but the council has been letting her down on service delivery ever since she moved into her new home.

For another resident, A. Nhimba a young taxi driver, the issue of Public Finance Management by the urban council clearly shows that there is no transparency and accountability with regards to revenue collected as reflected by the poor service delivery. Council officials haven't been making efforts to respond to complaints raised by its rate payers. There is therefore much that needs to be done by both the council and residents to solve this crisis which is a potential time bomb and an obvious health scare



Figure 16: sewage flowing into residential areas in Izayi Park, Zvishavane

6.5 Road Networks in Local Communities

According to economists, “a road is an economy” because a good road network enables the quick distribution of goods and services to all parts of the country. It also facilitates the safety of the traveling public while reducing the traveling time (and cost). Despite these enormous benefits that come from a quality road network, as well as the daily collection of road toll gate fees by the Zimbabwe National Road Administration (ZINARA), Zimbabwean roads are in a deplorable state as depicted in the chart below:

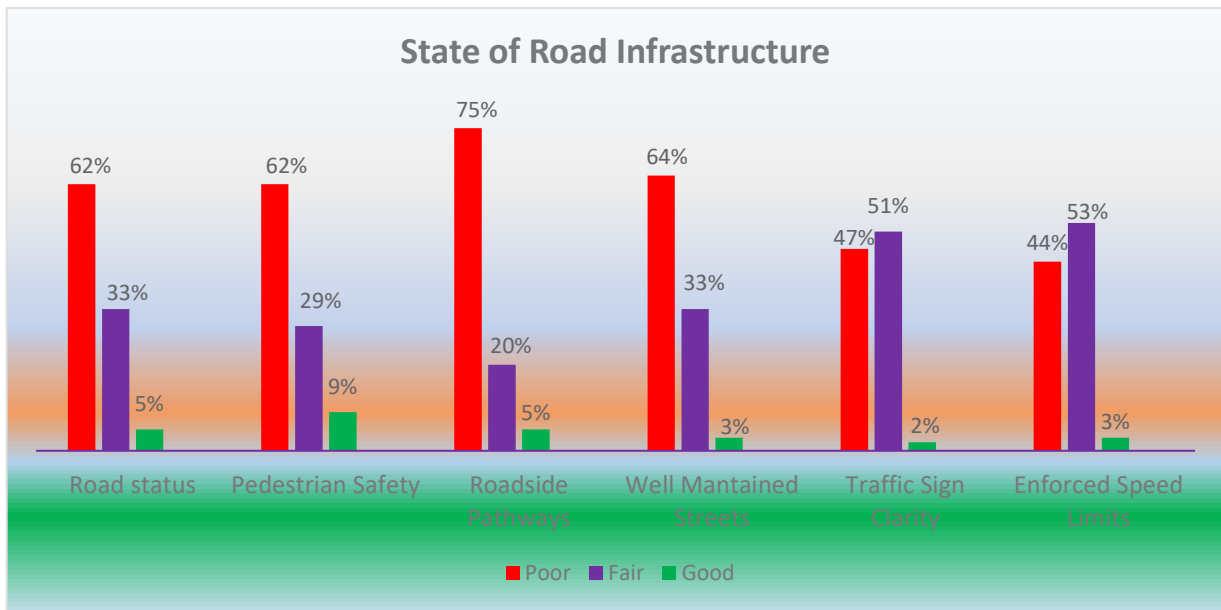


Figure 17: State of Road Infrastructure

The picture painted above is not surprising given that the central government itself had declared the State of Disaster on all roads in the country in February 2021. As such, 62% of the districts rated road status poor in terms of quality and safety while 33% rated it fairly. Only 5% of the districts reported that road network status was good. Also, 75% of the surveyed districts had poor roadside pathways and 64% poor on street maintenance. About 51% of the roads were rated fair in terms of having clear traffic signs while 53% fair on enforced speed limits. Both highways and local roads within cities which are under the purview of local councils are characterized by potholes and in need of significant repairs. However, the state of road infrastructure in some areas is expected to gradually improve given the Emergency Road Rehabilitation Programme that is currently underway nationwide.

6.6 Public Transport

The government is solidifying the ZUPCO monopoly by upholding the 2020 ban of all private operators in the public transport sector. The ban was instituted as a measure to reduce the spread of the COVID-19 virus. However, the parastatal's fleet is being overwhelmed by passenger traffic especially during peak hours causing some citizens to wait in queues for long hours before being ferried to their destinations. The public is ending up hitch-hiking, which is illegal, and are facing punitive fines when caught as well as high fares from pirating kombis and 'the mushikashikas'.

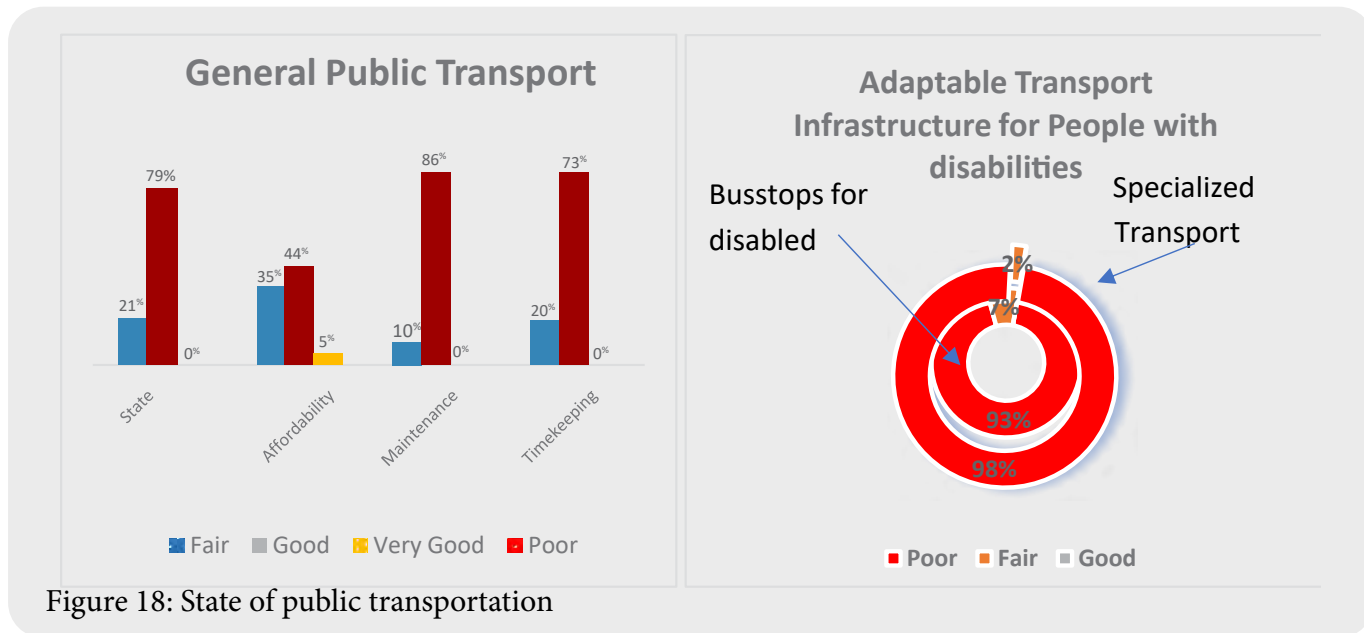


Figure 18: State of public transportation

The situational report findings confirm these public transport challenges as 79% of respondents indicated that the state of the public transport sector is poor with the remainder (21%) rating it as fair. About 75% rated public transport as not timekeeping. On affordability, 44% rated it poorly while 35% rated it fairly. There is also a lack of maintenance of existing public transport systems, and if combined with the bad state of local roads, the commuting public is at greater risk. The government is also yet to acknowledge the need for social inclusion as most public transportation cannot accommodate people with disabilities as shown above. Of the 56 districts covered by this situational report, 98% of the districts reported that transport infrastructure is poor when it comes to specialised transport while bus stops for people with disabilities was rated poorly in 93% districts.

CONCLUSION AND RECOMMENDATIONS

Effective PRM is necessary for a country whose service delivery, particularly the social sectors have collapsed as characterized by inadequate provision and maintenance of equipment and dilapidated infrastructure in health, education, transport, water and sanitation sectors illustrated in this report. The key challenges highlighted in this situational report remain valid and possibly more entrenched as there are inadequate control frameworks to hinder the misuse of public resources.

While the advent of devolution in the 2013 constitution provided an opportunity to act on these challenges in local PRM, the challenges have been, and are still massive as local authorities lack autonomy. The primary function of any public service, however, is to acquire, manage and deploy people, assets, money and information openly, effectively and efficiently but these functions have been degraded and the sense of service delivery has disappeared. Resultantly, service delivery has continued a downward trend, rising public mistrust and general perception of ‘public sector failure’ to uphold the social contract between the state and citizens particularly in key service delivery sectors, owing to poor public resources management.

Recommendations

- Public administration reform is necessary to address fundamental challenges highlighted in this report — corruption, misuse of public resources and dishonesty must be safeguarded by an ethos of integrity in the public service provision at local authority level. There is need for local authorities and their parent ministry to promote an effective governance and anti-corruption agenda to improve efficiency, effectiveness, transparency, and



- accountability of public expenditure.
- Duty bearers should provide access to equitable and quality services to the communities they serve. Local authorities must practice sound Public Resources Management and deliberately open spaces for citizen participation in public resource governance.
 - Implementation of the Office of the Auditor General (OAG) recommendations. Local authorities should adhere to and implement the OAG recommendations as they are key in improving service delivery. Some of the audit findings include a lack of proper financial records and reconciliation statements, violation of tender processes and procurement procedures, and a lack of clear separation of responsibility. The correction of these irregularities as per the OAG guidance is crucial for the improvement of corporate governance.
 - The government must prosecute public offenders. As OAG reports highlight gross mismanagement of public resources with cases of corruption topping the list, yet no meaningful legal actions are taken by authorities to recover the swindled resources, this shows tolerance of corruption. By prosecuting offenders of public resources, government will be setting precedence that will deter the would-be offenders in the future period.
 - Increase the ZUPCO fleet. Government should prioritize the purchase of adequate buses to cushion the commuting public who are facing long traveling hours as well as exorbitant prices from illegal transport operators. The current public transport mayhem is solidifying human suffering given that other key socio-economic indicators like inflation and exchange rate continue deteriorating. In August, monthly inflation rose by more than 4% and poverty prevalence is heading northwards.
 - Prioritize provision of services for people with disabilities as the situational report established a significant lack of infrastructure which supports people with disabilities. This is reducing their participation in various socio-economic activities thereby shrinking their incomes. To respect equal rights for every citizen as guaranteed by the Constitution, significant investments in adaptive infrastructure like public toilets and transport should be prioritized.
 - Resurfacing of local roads and ensuring that all communities are at least road-linked. Local roads in many communities are in bad shape, marred with deep potholes while other areas are yet to have a good road link. This inhibits equitable and sustainable economic growth and development, one of the main thrusts of the United Nations SDGs and AU Agenda 2063.
 - Local authorities should use rents and rates for the purposes they were collected for. Residents are paying their share, but the money ends up being spent on areas of less social importance. This will also make it easy for citizens to undertake social accountability monitoring because the money would have been utilized on things that can be tracked.
 - Invest in sustainable energy sources like solar energy. Many local authorities are failing to provide for instance clean water

because of power shortages faced by the national grid provider, ZESA holdings. Water pumps use electricity, and lack of thereof translates to non-provision of essential services. So, by going green, some of the excuses of authorities will be eliminated.

- Capacitate existing watchdog institutions such as the Zimbabwe Anti-Corruption Commission (ZACC) which investigates all corrupt activities in Zimbabwe and the Environmental Management Authority (EMA) which is a custodian of the environment.

Annex 1: Citizen's voices on Public Resource Management

Can Local Authorities Be Trusted to Deliver on Devolution Inspired Development, A Case for Harare City Council

With Harare City Council having received ZWL\$1.1 billion as part of its devolution funds from central government, there are great concerns over whether these funds are going to be used as transparently and as prudently as envisaged in section 298 of the Constitution. Harare Provincial Development Coordinator (PDC) Tafadzwa Muguti is on record saying while all the projects to be funded by the devolution grant will focus on not only water and sanitation but also fleet replacements, particularly of refuse trucks .

However, Harare City Council's track record concerning the sourcing of services, equipment and consignments reflects a system of tender corruption, underhand-dealings, under-

invoicing and non-delivery in most cases. During a hearing held in Parliament on Tuesday the 24th of August, the City of Harare was questioned over the non-delivery of refuse trucks and accepting a wrong consignment of skip trucks from 2020. The City of Harare acknowledged that it received a wrong consignment of 10 skip trucks and did not receive 15 fully paid-for refuse trucks by Mass Breed Investments.

Such anomalies in public procurement of consignments by local authority such as Harare City Council leaves one wondering how other smaller local authorities and local boards are faring in the handling and management of public funds. While devolution of funds is a welcomed gesture, there is need to move from financial devolution and include administrative devolution to ensure that officials at the local and provincial levels are capacitated to handle and manage the public funds allocated to them for maximum development. This will also ensure that safeguarding mechanisms are put in place to ensure that those that abuse public funds or handle them negligently without due diligence face the legal repercussions.

As it stands, there has not been any litigation process following this case. Council officials have not pursued the issue of the recovery of the refuse compactors, neither have they claimed the difference in value of the wrongly supplied skip trucks and disciplinary action taken on the officials who received the wrong consignment of skip trucks. Legal action is said to have commenced in July 2020, but not court case number has been availed thus far.

Undoubtedly, the dimension of the loss carries a huge negative impact on the state of service deliver in the city of Harare. Harare City Council has been struggling with refuse collection

for almost a decade and this has resulted in pollution and outbreak of diseases such as cholera and typhoid. More advocacy efforts therefore need to be advanced to pressure the local authority into pursuing this legal matter.

Transparency on the ZIMFUND Grant, a cause for concern

As Chitungwiza residents we came to understand that the Government and African Development Bank (AfDB) have signed a US\$1,8 million ZimFund grant earmarked for the procurement of materials for the rehabilitation of sewage reticulation infrastructure for Chitungwiza Municipality. The grant is said to have been funded from the Zimbabwe Multi-Donor Trust Fund (ZimFund) US\$145 million water and sanitation and energy Infrastructure programme, which was established in 2010 after the 2008 Cholera outbreak. The materials will include sewer pipes and fittings, machinery, PPEs, sewer rodding and jetting equipment, GIS hardware and software, service vehicles and solid shredder, among others.

As concerned residents we worry that the procurement process which has already been initiated and is at contract award stage for most of the packages while the implementation of the project is expected to be completed in November 2021. As residents we hope this grant will help bring back normalcy to the residents of Chitungwiza and significantly contribute towards the reduction of incidences of water-borne diseases such as cholera and typhoid. Chitungwiza Municipality is already a beneficiary of ZimFund's Urgent Water Supply and Sanitation Rehabilitation project (UWSSRP) Phase I and Phase II.

Under the first phase of UWSSRP, the intervention included rehabilitation of Zengeza's conventional sewage treatment

works that has a capacity of 35 million litres a day, which saw four sets of sewage treatment ponds and five trickling filters being installed. However, residents are facing the problem of access to information to these matters from the council. All the corridors of information seem to be closed. We want to know how the Council are going to use the funds and what measures they have put in place to ensure that the funds will be used as intended.

The Energy crisis conundrum: criminalizing poverty

Recently, there were reports that a multi-task team headed by the Forestry Commission has been formed with the objective of mounting a nationwide blitz to curb deforestation and illicit trade in wood and charcoal. The police dubbed this blitz "operation nhasi tasangana", which by the mid of August had collected more than 120 tonnes of firewood and huge quantities of charcoal which was meant to be used as cheap fuel by people in urban centres, growth points and rural areas.

According to the Police and Forestry Commission, the blitz was going to be intensified against those people who are found with firewood and charcoal without any license issued by the Forestry Commission. Police together with its partners such as EMA, Municipal police and Forestry Commission will be all over cities, growth points, rural areas with the objective of arresting those found with firewood. It is alleged that because they cannot afford alternative energy sources such as electricity or LPG they are responsible for the massive deforestation and environmental damage being experienced throughout the country.

Firewood is used by most people in Zimbabwe as the primary and only available fuel for

heating and cooking in the home. It has been like that for time immemorial and remain so in 99 percent of all rural households. Firewood or charcoal is also a source of fuel for many households in cities especially the high-density areas chiefly because it is the cheapest available alternative when compared to electricity, paraffin, or Liquid Petroleum Gas which for some reason are all priced or sold in \$US.

In Mutare, a kilogram of LPG is sold for a minimum \$US1.80 to \$2.00 while paraffin which used to be widely used has been off the market for a long time sells for \$1 per liter. Electricity has become expensive as well for those connected, however in new residential areas such as Destiny, Gimboki, Federation, Hillview, and many others, they are not connected to the grid. All these places, the majority of people use firewood or charcoal. It is no secret that firewood is the poor man's source of fuel not because they don't like electricity or LPG but because it's the only option. The ramshackle economy does not allow them that luxury.

⁸According to the World Bank, up to 74% of the population is now considered poor. Eight million (8) million people which is half of the population of sixteen million are considered as "extreme poor." The extremely poor category is defined as people living under the food poverty line of US\$29.80 (£21) for each person a month. In simple terms, these are people living under less than one dollar (US) per day. Causes of this endemic poverty levels are many, but bad economic governance which has reduced the population to paupers. It is unrealistic to expect these people to afford expensive fuel alternatives other than firewood. The national power utility is a national disaster, which has plunged the country into a serious energy crisis which has failed to connect new and

upcoming residential areas to the national grid. The Rural Electrification Agency (REA) demands insane amounts from rural people to electrify their homes despite the parastatal being a beneficiary of a rural electrification levy. There should be a forensic audit of this fund to determine how the monies have been used. Operation "nhasi tasangana" must be directed also to promote accountability. These are the real culprits causing destruction of our forests.

Operation "nhasi tasangana", the code name given to the national blitz against those selling, felling, transporting, carrying, stocking and using firewood has since arrived in Mutare and residents are in shock as they await the guillotine. In Gimboki, Destiny or Hillview where 90% of the 11000 households rely on nothing but firewood/charcoal for heating /cooking not just because of unaffordability of LPG but because the power utility has failed to connect these areas to the electricity grid. Thus, people have no option other than firewood. It is a matter of life and death. The firewood or charcoal must be sourced somewhere. Either they buy it from wood sellers or women and children trek daily to the nearby mountains to fetch the firewood. Whichever way, they are at risk of being arrested by the law enforcers. If the "operation nhasi Tasangana gang" have the it their way and move into residential areas searching for firewood, they are likely to arrest thousands of people to the extent that the jailhouse will overflow.

Women and Girls in Ward 4 Subjected to Poor Living Conditions, Gwanda

Jahunda township in ward 4 Gwanda urban was established around 1900 and its the oldest location in Gwanda. This is evidenced by the design of the houses, the houses are one {1}

roomed and it means it's a bedroom, sitting room and kitchen, all in one. These living conditions have adversely affected women and girls. The living conditions have destroyed women and girls' self-esteem, personal dignity and even exposed them to assault as they sometimes sleep outside in shacks made of plastics.

In 2020, a young mentally challenged girl {13} was raped while asleep in the shack and the matter was swept under the carpet. Residents in ward 4 still use communal toilets and get water from communal taps. This has become a challenge now when we are dealing with COVID-19. More than a hundred households share one toilet and to make matters worse, these public toilets have been left unattended for a long time and women and girls continue to suffer the consequences of dilapidated public toilets with no water and lighting. Also of concern is that the toilets do not have doors and there is no privacy. Sometimes men just get in the toilets without considering that it's a women's toilet.

Engagements with the duty bearers have been made several times. There was a budget to demolish and build new modern 3 roomed houses with toilet facilities, but the council only managed to complete a few houses. The councillor for the ward, who is also the Mayor for Municipality of Gwanda, highlighted that the housing project was supposed to be complete by now but due to financial constraints, they are not able to complete the project. It's been more than 5 years after the new houses were completed. The mayor also indicated that efforts to get funds for capital projects has been difficult but promised that with the little the council has, it will prioritise refurbishment of public toilets in ward 4 so that there could be running water in the toilets.

Demands from residents are that the city fathers prioritize ward 4, Jahunda redevelopment project and have title deeds. Residents are also calling upon the councillors to conduct feedback meetings regularly and to improve issues of water and sanitation in the ward.

Speeding up the Muda dam construction is a necessary measure in fighting water woes in Chitungwiza

The acute water shortages in Chitungwiza have impoverished mainly women as they are the managers of water at household level. In our recent community engagement on the issue, it was revealed that women and girls spend around 4 to 6 hours a day collecting water for household use. The time spent by women and girls fetching water has put a burden on them and has reduced equal opportunities between men and women as women can no longer take part in economic activities and girls are largely affected in their learning. The water challenges hinder women and girls from participating in income generating activities and education compared to men and boys who are less involved in fetching water.

The Government of Zimbabwe assumed the responsibility of the construction of Muda dam as the (water, sanitation & hygiene) WASH situation in Chitungwiza is giving birth to many challenges with women and girls being mostly affected. With a population of over 500 000 people, Chitungwiza Municipality is currently receiving not more than 100 megalitres of water per week, when weekly demand is 490 megalitres. During the last three years of drought, the amount of water received by Chitungwiza reached as low amount as 14 megalitres per week, at some point. The

hospitals and schools in Chitungwiza have no reliable municipal water supply and are also relying on boreholes.

Public water points or boreholes have turned out to be the main access points for potable water in Chitungwiza. In some areas even drilling boreholes has not been a fruitful solution as some of the drilled holes turned out to be dry. Cases of gender-based violence and violence against women at the boreholes have been reported and many have gone unnoticed. Facilitating access to water at household level is a good prevention strategy against GBV at public water points. The limited amount of water reached in Chitungwiza has also birthed several sewer blockages, further compromising health standards at household level within the COVID-19 era.

Lights for the Elite, Darkness for the Ratepayers, Victoria Falls

On 14 August 2021, the Victoria Falls City Council (VFCC) released a communique informing stakeholders and residents of installation of solar streetlights across the city as part of the Council's commitment to make the destination safe and accessible at night to residents and visitors.

Through this development of using smart and efficient technologies, the community of Victoria Falls and its visitors are expected to benefit, hence the community was encouraged to guard the infrastructure from any form of vandalism. Pursuant to the announcement, Victoria Falls Council commenced preparations for the installation of lights evidenced by holes which were drilled along the Victoria Falls —

Bulawayo highway.

The 30km stretch from the Victoria Falls International Airport along the Victoria Falls — Bulawayo highway is fully serviced with streetlights. On the contrary, despite the outcry by residents every year over a mismatch between rates paid and service delivery, Victoria Falls high density suburbs remain in complete darkness facing an unending war with buffaloes, hyenas, elephants, and hippos from the Zambezi National Park which roam the streets every night.

Speaking to one of the senior residents of Victoria Falls who has lived in the city for the past 40 years, he stated that, from his formative years as a rate payer, he has been paying for the installation of streetlights. However, there are still no streetlights in the suburbs of Chinotimba, Mkhosana and Mfelandawonye.

He further lamented that residents are paying for a non-existent service as streetlights were only installed around Council premises such as the Housing Office and Victoria Falls Council Workshop both in Mkhosana suburb. He also quizzed why Council is installing lights on a serviced highway road at the expense of ratepayers.



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