

**ZIMBABWE CABINET**  
**35<sup>TH</sup> POST-CABINET BRIEFING**  
**29<sup>TH</sup> OCTOBER, 2024**

**1.0 REPORT ON THE FOOD DEFICIT MITIGATION STRATEGY AND URBAN CASH TRANSFER PROGRAMME**

Cabinet considered a report on the Food Deficit Mitigation Strategy and Urban Transfer Programme as presented by the Minister of Public Service, Labour and Social Welfare, Honourable July Moyo.

The nation is informed that under the 2<sup>nd</sup> Blitz Food distribution, a cumulative total of 94 527.64 metric tonnes has been moved across the nation as at 22<sup>nd</sup> October, 2024, out of the expected 139 854. 94 metric tonnes of cereal which translates to 62.7% coverage. The grain was distributed to vulnerable and food insecure people across the country's provinces as follows:

- a) Manicaland, 17 443. 58 metric tonnes;
- b) Mashonaland Central, 10 276.49 metric tonnes;
- c) Mashonaland East, 17 525.21 metric tonnes;
- d) Mashonaland West, 10 987. 69 metric tonnes;
- e) Masvingo, 12 380.14 metric tonnes;
- f) Matabeleland North, 8 605.99 metric tonnes;
- g) Matabeleland South, 6 460.64 metric tonnes; and
- h) Midlands, 10 847.90 metric tonnes.

Furthermore, a total of 4 362.51 metric tonnes has been collected to date by Chiefs across all provinces under the Zunde RaMambo/Isiphala Senkosi Strategic Grain Reserve Distribution Programme. Disbursement of funds to beneficiaries with correct details has since commenced under the Urban Cash for cereal Programme and a total of 28 726 beneficiaries have been reached with cash disbursements as at 28<sup>th</sup> October 2024. Under the School Feeding Programme a cumulative total of 17 250.80 metric tonnes mealie-meal/ maize grain had been collected as at 25<sup>th</sup> October, 2024.

## **2.0 PROPOSED AIR SERVICES DEVELOPMENT PLAN**

Cabinet considered and approved the Proposed Air Services Development Plan as presented by the Minister of Transport and Infrastructural Development, Honourable Felix Mhona.

The nation is informed that the Air Services Development Plan was developed in order to guide air services development at Victoria Falls Airport and Robert Gabriel Mugabe International Airport. The Plan seeks to identify potential tourist and business source markets for Zimbabwe and will be utilized in the preparation of business cases for routes that can be presented to airlines and preparing for meetings with airlines and preparing for industry events/trade shows.

Cabinet advises that the Air Services Development Plan is informed by the following factors, assessment of demand and supply factors at Victoria Falls

and Harare, infrastructure assessment at both airports and the enabling environment for aviation transport in Zimbabwe. The Air Services Development Plan provides for a clear Air Route Development Strategy which provides an overall strategy for air services development for Victoria Falls and Harare as well as route development strategy by country and by airline. The Plan recognises the importance of coordination by both the public and private sectors in active route development by undertaking engagements with potential airlines. To that end, the plan proposes strategies for coordinating the two sectors in the development of air services in Zimbabwe.

Furthermore, in order to actualize the objectives of the Air Services Development Plan, an institutional coordination framework comprising the Air Service Development Steering Committee and the Technical Committee were established. The role of the Air Services Development Steering Committee shall, among others be, to oversee the development and technical execution of the Air Services Development Plan as well as to promote the development of new air routes and the success of the existing ones.

The Plan will strive to develop Zimbabwe as a destination of choice and will increase tourism arrivals into and within the country. The Plan will also make connectivity within Africa and beyond easy and accordingly flights into Zimbabwe will increase. Cabinet acknowledges the centrality of

communication strategies in the implementation of the Air Service Development Plan.

### **3.0 REPORT ON THE CITIZEN SATISFACTION SURVEY AND BASELINE SURVEY ON WORK CULTURE TRANSFORMATION, 2023**

Cabinet considered and adopted the Report on the Citizen Satisfaction Survey and Baseline Survey on Work Culture Transformation, 2023, as presented by the Minister of Public Service, Labour and Social Welfare, Honourable July Moyo.

Cabinet notes that the survey is in line with His Excellency the President, Cde E.D. Mnangagwa, and the Second Republic's operational values of servant leadership, and citizen-centric interventions emanating from citizen engagement and inclusivity. Given that Government entities have the greatest interface with the people through the public services they provide, there is need to continuously and objectively assess citizens' satisfaction with the services in order to ensure that expectations are effectively met. The survey is a major milestone in that it serves as a service-level benchmark for Government in spearheading people-centred service delivery, the baseline survey having been carried out in 2022.

As such, the study gathered information on citizens' and employees' perceptions regarding Zimbabwe's public service delivery system as well as the current work culture among public servants in accordance with set

dimensions. The data gathered through these surveys is important for improving policies, systems and procedures in order to enhance service delivery. Notably, the survey included gathering information on the behaviours, attitudes and knowledge of public service employees from citizens, Government employees and stakeholders in all the country's 10 provinces, 72 districts and from all the Government Ministries. A sample of 5 920, comprising 4 750 citizens and 1 170 civil servants was chosen.

Cabinet informs the nation that the study found that the overall Satisfaction Index (level of satisfaction) was 70.81% compared to the 67.78% recorded in 2022. The improvement was due to the following indices which were rated in the "strongly satisfied" category: *Assurance*, 76.90% in 2023 compared to 72.52% in 2022; *Empathy*, 75.6% in 2023 and 71.37% in 2022; *Responsiveness*, 72.35% in 2023 and 66.96% in 2022; and *Reliability*, 71.25% in 2023 and 67.18% in 2022. However, there is need to better the indices falling within the "satisfied" category, that is, *ICTs infrastructure and Equipment; Inclusivity and Gender and Location*.

The overall Employee Satisfaction Index was 72.66% compared to the 69.17% recorded in 2023. Civil servants perceived themselves to be highly empathetic, assuring and reliable towards citizens. The 2023 survey dimensions of *Empathy, Assurance and Reliability* had indices of 79.85%; 79.16% and 75.57% were all higher than the 2022 indices of 75.45%, 75.71% and 75.10%, respectively. There was need to improve on the

*ICTs infrastructure and Equipment; Inclusivity and Gender and Location* which were in the “*satisfied*” category.

There was high and positive correlation between citizens’ and civil servants’ perception of the service quality dimensions, hence the conclusion that citizens and employees are generally satisfied with quality of service offered by Government. Government will continue to prioritise the conditions of service of its staff members to guarantee excellent service delivery.

The five top rated Ministries, Departments and Agencies were as follows: **the Public Service Commission**, (citizens-77.47% and civil servants-75.42%); **Ministry of Environment, Climate Change and Wildlife**, (citizens-73.70% and civil servants-73.22%); **Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development**, (citizens-73.12% and civil servants-73.73%); **Ministry of Information Communication Technology, Postal and Courier Services**, (citizens-75.30% and civil servants-76.25%); and **Ministry of Information, Publicity and Broadcasting Services**, (citizens-72.87% and civil servants 72.85%).

Only two Ministries, that of Local Government and Public Works, and National Housing and Social Amenities recorded decreases in their satisfaction indices, while all other Ministries improved in their citizens’ ratings in 2023.

Most provinces registered improvement in the 2023 Citizen Satisfaction Index with the exception of Manicaland, Mashonaland East and Masvingo. Regarding employee satisfaction, most provinces recorded improvement, with the exception of Mashonaland Central, Mashonaland East and Matabeleland North.

Meanwhile, the overall Work Culture Transformation Index in 2023 was 73.20% compared to 69.09%, with the average work culture transformation scores for the relevant dimensions ranging from 54.35% (working from home) to 82.00% (work ethics). Government will, nevertheless, endeavor to improve on the *ICTs; Wellness, Inclusivity and Gender; and Attitude* dimensions of the Work Culture Transformation. As part of the improvement thrust, over 2 000 civil servants recently met in Gweru for a week-long Inter-Ministerial Sports Tournament, which goes to show the importance Government is placing on Wellness.

Overally, members of the public will appreciate that the survey shows that the citizens are generally satisfied with the delivery of public services as the transformation of the Public Service continues.

#### **4.0 UPDATE ON MBARE TRADERS MARKET RECONSTRUCTION**

The Minister of Local Government and Public Works, Honourable Daniel Garwe updated Cabinet on Mbare Traders Market Reconstruction.

As part of the reorganisation of the Mbare Musika Traders Market following the declaration of a State of Disaster by His Excellency the President on 14 October, 2024 in the aftermath of the Mbare Fire Disaster, Government has put in place a response and recovery plan under the Building Back Better programme. The Government will intervene through a number of initiatives which include the following:

- provision of immediate relief in the form of livelihood support (safety nets) such as cash transfers, payment of school fees and psycho-social support and child protection;
- immediate resuscitation of businesses through loans, grants and other stimulus packages to assist traders with restocking of goods;
- provision of alternative and conducive workspace-the Harare City Council has offered the open space opposite Carter House as an alternative while reconstruction is taking place;
- economic empowerment programmes that support stakeholders in rebuilding their businesses and promoting economic stability; and
- upgrading market infrastructure to densification using two or three storey buildings and enhancing emergency response systems to prevent future fire disasters (long term).



An assessment carried out by Government established that a total of 4 695 traders (1 511 stall operators and 3 184 lessees) were directly affected by the disaster, which had a negative bearing on the livelihoods of 23 000 people.

A three (3) floor model design is being proposed at the Mbare Musika Traders Market whereby businesses will be classified and accommodated on all the three levels. The reconstructed main market will accommodate at least 10 000 traders. Work on the reconstruction of the new Mbare Musika Traders Market is expected to take seven (7) months to complete, effective November 2024.

The Mbare Musika Traders Market project will serve to pilot the Smart Market concept. The objective of the Smart Market concept is the enhancement of trading environment through provision of safe and modern facilities.

## **5.0 PRINCIPLES OF THE HEALTH PROFESSIONS BILL**

Cabinet considered and approved the Principles of the Health Professions Bill, which were presented by the Minister of Health and Child Care, Honourable Dr. Douglas Mombeshora.

Cabinet wishes to inform the public that the Health Professions Act (Chapter 27:19) will be amended in order to align it to the Constitution and ensure that it complies with provisions of the Public Entities Corporate Governance Act (Chapter 10:31), the Audit Office Act (Chapter 22:18) and the Public Finance and Management Act (Chapter 22:19). The amendments will also make provision for tele-health, an emerging phenomenon.

The Health Professions Act was promulgated in April 2001 and is therefore being amended to be in tandem with emerging trends. The Bill will provide for the establishment of Councils to cater for diversity in healthcare professionals and ensure gender parity and fair regional representation in the Councils. Accordingly, the Bill will create the Health Professions Authority which will be responsible for dispute resolution between healthcare practitioners and maintenance of confidentiality of patient information. The Bill will provide that members of the Councils should abide by principles of good corporate governance at all times, promoting transparency, accountability and integrity in their decision-making and actions.

**I THANK YOU!**