



Government of Zimbabwe

**MINISTRY OF PUBLIC SERVICE, LABOUR
AND SOCIAL WELFARE**

CLIENT SERVICE CHARTER

FEBRUARY, 2025

1. PREAMBLE

The Ministry of Public Service, Labour and Social Welfare (MPSLSW) exists to serve the people of Zimbabwe through the inclusive sustainable provision of labour administration, employment services promotion and inclusive social protection for all. In line with this thrust, the Ministry implements various programmes and projects that seek to guarantee social safety nets in the society throughout the life cycle (womb to tomb) and decent work for all. This Client Service Charter (CSC) outlines the organisation's commitment as embedded in its values, core functions and the rights and obligations vested in its clients. The Charter provides feedback mechanisms from clients through which it is able to review performance and improve service delivery. To facilitate communication, ensure transparency and engagement with its clients, contact details for the Ministry offices have been provided.

2. VISION

Decent work and sustainable social protection for all by 2030.

3. MISSION

To promote quality and inclusive public service delivery, employment promotion, efficient labour administration and provide sustainable social protection services for socio-economic transformation.

4. CORE VALUES

1. C - Commitment- dedication to duty
2. R - Responsiveness—timeously and proactively attending to our clients
3. E - Efficiency- maximum utilisation of available resources
4. A - Accountability - ownership and responsibility for our actions
5. T - Transparency- open access to information
6. I - Impartiality-fair and objective provision of goods and services to our clients
7. I - Integrity- professional, ethical, honest, fair and reliable in the conduct of our work
8. E - Empathy-feeling for those in need and providing support

5. MANDATE

The mandate of the Ministry of Public Service, Labour and Social Welfare is to promote quality and inclusive public service delivery, employment promotion and efficient labour administration and provide sustainable social protection services for socio-economic transformation.

6. TERMS OF REFERENCES

The Ministry derives its mandate and functions from the following legal instruments;

- The Constitution of Zimbabwe.
- Statutory Instrument assigning functions and Acts to the Minister.
- All Acts Administered by the Ministry of Public Service Labour and Social Welfare which include;
- Children's Act [Chapter 5:06]
- Disabled Persons Act [Chapter 17:01]
- Factories and Works Act [Chapter 14:08]
- Labour Act [Chapter 28:01]
- National Social Security Authority Act [Chapter 17:04]
- Older Persons Act [Chapter 17:11]
- Pneumoconiosis Act [Chapter 15:08]
- Private Voluntary Organizations Act [Chapter 17:05]
- Refugee Act [Chapter 4:03]
- Social Welfare Assistance Act [Chapter 17:06]
- Social Workers Act [Chapter 27:21]
- State Service (Disability Benefits) Act [Chapter 16:05]
- Public Service Act [Chapter 16:04]
- Zimbabwe Institute of Public Administration and Management Act [Chapter 25:17]
- Boy Scouts Association Act [Chapter 25:03]

7. DEPARTMENTS AND THEIR CORE FUNCTIONS

1.1. Labour Administration

1. Labour inspections (workplace and market institutions).
2. Dispute resolution.
3. Register labour market institutions.
4. Register collective bargaining agreements and codes of conduct.
5. Provide labour market information.
6. Facilitate regional and international engagements on labour and employment.
7. Coordinate process of temporary employment permits for expatriates.
8. Conduct labour market research and develop research methodologies and data collection instruments.
9. Promote productivity in workplaces.
10. Coordinate collective bargaining in the Public Service.

Employment Services and Promotion

1. Manage the development and review of legislation and policies on employment in accordance with national development imperatives and priorities.
2. Develop and review national employment programmes for the promotion of decent and productive employment.
3. Develop comprehensive national legal and policy frameworks to facilitate the transition from informal sector to formality.
4. Establish an effective national coordinating and monitoring mechanism to enhance employment promotion and creation initiatives.
5. Manage a fund for sustainable livelihoods and employment promotion initiatives.
6. Manage just transition and green economy employment initiatives.
7. Develop strategic partnerships for employment promotion and employment services initiatives at regional and international level.
8. Management of migrant resource centres.
9. Establish an effective and functional labour market information system to monitor the regular collection, analysis and appropriate dissemination of employment information.
10. Develop and manage systems for effective and efficient registration and placement of job seekers at all levels into employment.
11. Implement comprehensive nationwide career/vocational guidance and counselling programmes.
12. Superintend over the administration of Private Employment Agencies.
13. Build capacities and strengthen structures for employment promotion among key stakeholders at national level.
14. Establish and manage the Unemployment Benefit Fund.

1.2. Social Development

1. Provide social assistance to vulnerable groups.
2. Implement and coordinate social protection programming.
3. Manage community recovery and rehabilitation programmes.
4. Facilitate the realisation of rights by older persons, children, refugees, migrants and returnees, and other vulnerable groups.
5. Registration and monitoring of private voluntary organisations and residential care facilities.
6. Provide probation and rehabilitation services to children in need of care and protection including children in conflict and contact with the law.

7. Administer the food deficit mitigation strategy.
8. Implement and coordinate the national case management system for the welfare and protection of children.
9. Facilitate access to education for vulnerable children through basic Education Assistance Module (BEAM),
10. Strengthening the household economy.
11. Facilitate the identification, documentation, tracing and re-unification (IDTR) of children outside the family environment including those living on the streets.
12. Re-integration of survivors of drug and substance abuse.

1.3. Disability Affairs

1. Ensure the promotion, protection and respect of disability rights.
2. Facilitate disability mainstreaming across all sectors.
3. Provide empowerment loans and grants to persons with disabilities.
4. Provide vocational training and rehabilitation services to persons with disabilities.
5. Facilitate payment of vocational training fees for students with disabilities.
6. Provide, manufacture and fabricate assistive technologies for persons with disabilities.
7. Support to institutions, organisations and vocational centres for persons with disabilities.
8. Facilitate capacity building on disability issues across all sectors.
9. Provide appropriate support to care givers of persons with disabilities.
10. Facilitate awareness raising programmes on disability rights.
11. Process state service disability benefits claims of government employees who are injured or deceased while on official duty.

1.4. Human Resources

1. Establishment control.
2. Employee resourcing.
3. Human capacity development.
4. Discipline and grievance handling.
5. Staff welfare administration.
6. Salary administration.

1.5. Sustainable Development Goals and Humanitarian Assistance Unit

1. Coordinate and participate in the formulation, implementation, monitoring, evaluation and review of strategies, policies and regulations aimed at the attainment of Sustainable Development Goals (SDGs) and the provision of Humanitarian Assistance.
2. Coordinate technical liaison with relevant Ministries, clusters and other stakeholders in the initiatives designed to attain the Sustainable Development Goals (SDGs) and provide Humanitarian Assistance.
3. Coordinate participation in International Sustainable Development Goals and Humanitarian Assistance activities.
4. Contribute to the development of budgets and funding strategies for the attainment of Sustainable Development Goals (SDGs) and the provision of Humanitarian Assistance.
5. Carry out SDGs awareness campaign programmes.
6. Coordinate the convening of meetings, production of reports, cluster programs and projects on Sustainable Development Goals (SDGs) and Humanitarian Assistance.

1.6. Communication and Advocacy

1. Plan publicity strategies and campaigns for the Ministry.
2. Manage the Ministry's positive use of social media.
3. Monitor media reports and public opinions regarding Ministry's programmes and projects.
4. Maintain the highest visibility of the Ministry in print, broadcast, TV and online media.
5. Manage external and internal dissemination of information of the Ministry's policies, programmes and projects.
6. Prepare marketing and promotional material for the Ministry, both print and electronic.
7. Recommend, implement and maintain site design and operation in liaison with the Ministry's ICT Department.
8. Promote the Ministry's programmes and projects to stakeholders.
9. Develop the Ministry's Clients' Charter.
10. Prepare and participate in the Ministry's exhibitions and outreach programmes.
11. Conduct research to keep abreast with global economic changes in terms of policies and practices.

1.7. Gender Mainstreaming, Inclusivity and Wellness

1. Coordinate the formulation, implementation and evaluation of gender mainstreaming, inclusivity and wellness policies, strategies and programmes in the Ministry in consultation with Heads of Departments.
2. Provide technical expertise / advice on capacity building, knowledge building and management of gender mainstreaming, inclusivity and wellness issues to the Accounting Officer.
3. Lead in the review of workplace policies and procedures in the Ministry, ensuring that these are all inclusive.
4. Develop and maintain strategic partnerships with stakeholders such as the Zimbabwe Gender Commission, other Line Ministries and Civil Society organizations to entrench gender mainstreaming, inclusivity and wellness issues in the Ministry and ensure that they feed into the national agenda.
5. Coordinate the implementation of policies and programmes on the welfare of persons with disabilities in the Ministry.
6. Advocate for the implementation and institutionalization of gender, inclusivity and wellness policies, strategies and programmes and ensure communication and advocacy to all Members within the Ministry.
7. Ensure that public utilities in the Ministry are accessible and do not discriminate against persons with disabilities.
8. Develop and manage capacity development programmes to enhance Members in the Ministry's understanding of gender mainstreaming, inclusivity and wellness issues.
9. Design, implement and monitor all-inclusive programmes intended to improve the physical and mental health of employees in the Ministry.
10. Audit Ministry policies, procedures and systems to ensure that the working environment upholds employee wellbeing as a culture and develop appropriate wellness programmes.
11. Ensure that all activities, plans and programmes in the Ministry are inclusive and gender mainstreamed all times.

1.8. Internal Audit

1. Provide audit services to the Ministry.
2. Assess the cost effectiveness and efficiency of programmes and projects by the Ministry.
3. Evaluate management's adherence to risk policy.

1.9. Procurement Management

1. Planning the procurement activities of the Ministry.
2. Provide technical guidance in the work requirements and methods of procurement.
3. Acquisition of goods, services and works.
4. Managing procurement contracts and overseeing their management.
5. Valuation of public assets for disposal and recommending best disposal method.

1.10. Finance and Administration

1. Preparation of estimates of revenue and capital and recurrent expenditure in consultation with relevant departments.
2. Resource mobilisation and disbursement.
3. Management of Ministry's resources.
4. Institutionalisation of internal controls.
5. Transport and asset management.
6. Infrastructure development and management.
7. Receipt and management of donations.
8. Management of security services.
9. Records management.
10. Library services.
11. Facilities management.
12. Managing disposal of public assets.

1.11. Legal Services

1. Provide legal services to the Ministry.
2. Participate in law reform and review.
3. Litigation in liaison with the Attorney General's office.

1.12. Strategic Policy Planning, Monitoring and Evaluation

1. Review and alignment of the strategic purpose of the Ministry with national development strategy.
2. Prepare the Ministry's Strategic Plan in consultation with other Departmental Heads and the Secretary.
3. Monitor the implementation of the Ministry's strategic plan by the various Departments and evaluate support that may be required.
4. Spearhead the evaluation of the Ministry projects and programmes.

5. Advise the Secretary to enable strategic thinking and optimise strategic planning processes for the Ministry.
6. Develop strategic tools for use by the Ministry in strategic thinking, planning and implementation.
7. Superintend over the development of aligned and integrated Department plans.
8. Conduct reviews to identify strengths and weaknesses and evaluate operations effectiveness within the Ministry.
9. Coordinate the production of Monitoring and Evaluation reports.
10. Coordinate international activities related to planning and policy development.
11. Design and manage the programmes that support the Ministry's strategic purpose and intents.
12. Conduct market research; provide current data on changes taking place in the environment with specific attention to the economic, political and technological trends in the environment.
13. Coordinate the establishment of an appropriate monitoring and evaluation (M&E) system for the Ministry.

1.13. Information Communication Technology

1. Development, implementation and maintenance of Information Technology policy and systems in the Ministry.
2. Identify ICT user needs for the Ministry.
3. Formulate and review cross-cutting and Ministry specific ICT policies and procedures.
4. Manage all ICT operations and evaluating them according to established Ministerial goals and national development aspirations.
5. Design, implement and maintain Disaster Recovery Plans and policies and formulate Business Continuity Plan.
6. Run all ICT systems, including anti-virus software, print services and email provision.
7. Contribute to the development of national ICT policies, ICT Legislation and Statutory Instruments and monitor for compliance with such within the Ministry.
8. Provide appropriate and timely ICT solutions and responses to Ministry's operational process challenges.

9. Manage the regular infrastructure audits and identify areas that need improvement as well as continuously upgrade hardware and software technologies in line with global trends.
10. Ensure the implementation of stringent quality standards in the provision of ICTs in the Ministry.
11. Establish close linkages with the Department of E-Government Technology in the Office of the President and Cabinet and the Ministry of Information Communication Technology and Courier Services.
12. Ensure the development and implementation of an ICT capacity development plan and program for Ministry's human capital.

8. CLIENTS AND STAKEHOLDERS

1.14. Clients

1.14.1.External Clients

1. Employers, National Employment Councils and Employers' Associations
2. Workers and Trade Unions
3. Job seekers/students/private employment agencies
4. Families in distress, persons with disabilities, older persons, children, orphans, returnees, refugees and asylum seekers
5. Adoptive and Foster parents
6. Residential care institutions (older persons, children and disability)
7. Civil Society Organisations
8. Private Voluntary Organisations
9. Members of the Public (Citizens and Residents of Zimbabwe)
10. Retrenches and pensioners
11. Labour migrants

1.14.2.Internal Clients

1. Members of staff
2. Ministry Departments
3. Office of the Permanent Secretary
4. Office of the Minister

1.15. Stakeholders

1. Regional and International labour organizations

2. Researchers/research institutions
3. Donors/International organization
4. Non-Government Organisations
5. Civil Society Organisations
6. All Ministries Departments and Agencies,
7. Local Authorities,
8. Procurement Regulatory Authority of Zimbabwe (PRAZ)
9. Parliament,
10. Public Service Commission (PSC)
11. Office of the president and Cabinet (OPC)
12. Zimbabwe Gender Commission
13. Auditor General
14. Suppliers of Goods and Services

9 SERVICE COMMITMENT AND STANDARDS.

Within the constraints of available resources, the Ministry undertakes to: -

1. Receive clients at the reception in a cordial and helpful manner;
2. Answer office phone calls within the third ring;
3. Investigate queries/complaints on unfair labour practices within seven (7) days of notification;
4. Resolve industrial disputes within thirty (30) days of receipt of complaints;
5. Intervene in the event of collective job action within 48 hours;
6. Register workers' and employers' organizations, national employment councils, codes of conduct and collective bargaining agreements within sixty (60) days;
7. Inspect enterprises at least twice per year to ensure fair labour and employment practices;
8. Process retrenchment applications referred to the Retrenchment Committee within fourteen (14) days of receipt;
9. Process temporary employment permit applications for expatriates within two (2) weeks;
10. Publish a biannual labour market information bulletin;
11. Coordinate the signing and implementation of at least two (2) MoUs annually;
12. Facilitate tripartite engagement and social dialogue
13. Coordinate at least four (4) NJNC meetings annually;
14. Organize one (1) career's fair/day/session/in-plant exposure per district/cluster per term for students in primary and secondary schools;

15. Register every job seeker for employment within one (1) hour of calling at public employment service offices;
16. Fill all vacancies notified to the public employment services by employers, within 24 hours of notification;
17. Register new private employment agencies within 21 working days of submission of applications and all relevant documents;
18. Renew licenses of registered private employment agencies within five (5) working days of receipt of renewal fees;
19. Investigate queries and complaints on unfair employment practices by private employment agencies within seven (7) days of notification;
20. Provision of migration information for migrants within one (1) hour of notification.
21. Organise job canvassing to companies every month.
22. Disseminate labour market information to enhance lifelong learning through career talks to job seekers on quarterly basis.
23. Organize an employment expo/summit every year.
24. Promote sustainable livelihood projects focusing on youth and women as an ongoing initiative.
25. Facilitate the promotion of skills development programmes for job seekers in every province annually.
26. Provide cash transfers to vulnerable households bi-monthly
27. Register private voluntary organizations within three months of receipt of documents;
28. Register refugees on arrival;
29. Provide counselling to those in need upon registration
30. Register and counsel refugees within three months of arrival;
31. Make determination of appeals by refugees with a reasonable time;
32. Pay maintenance allowances to refugees monthly;
33. Process project proposals submitted by persons with disability within three months;
34. Investigate and assess public assistance cases within fourteen (14) days of receipt of application;
35. Pay monthly public assistance entitlements to qualifying individuals;
36. Pay fees and grants to institutions within thirty (30) days of receipt of claim documents;
37. Investigate cases of children at risk within 48 hours of receiving a report;
38. Assess adoptive and foster parents within six (6) months of submission of application;

39. Review court orders within 3 years of placement;
40. Process repatriations of non – nationals within four (4) months of application;
41. Register children’s institutions and crèches within six (6) months of application and inspect them every six months;
42. Process payment for vocational training fees for persons with disabilities within thirty (30) days of receipt of application;
43. Purchase assistive devices within thirty (30) days of receipt of application;
44. Reintegrate Persons who use drugs within 2 days after discharge from rehabilitation centres;
45. Follow up the reintegrated monthly;
46. Respond to correspondence within 48 hours;
47. Respect client’s confidentiality on all matters unless compelled by a Government agency or a court of law to do otherwise;
48. Timely delivery of procured goods and service;
49. Make payment of goods and services within 48 hours of release of funds;
50. Respond to media articles on queries on Public Service issues within 24 hours;
51. Produce the Ministry’s performance Annual Report within the first quarter of every year;
52. Produce annual asset certificates by the 28th of February of the ensuing year;
53. Carry out asset verification biannually;
54. Conduct biannual file audits;
55. Weeding of library resources biannually;
56. Respond to critical ICT systems and service queries within 24 hours;
57. Submit annual financial statements by the 31st of March of ensuing year;
58. Submit monthly procurement reports to PRAZ by the 5th of the ensuing month;
59. Produce audit report after 2 weeks of completion of an audit engagement;
60. Complete recruitment formalities within thirty (30) days of receiving candidate list from Public Service Commission without discrimination;
61. Process appointments, promotions, advancements, transfers, staff leave and regrading within seven (7) days of receiving adequate documentation;
62. Handle grievances, disciplinary cases according to Public Service Regulations within ninety (90) days;
63. Monitor implementation of performance management quarterly according to Public Service Regulation;

- 64. Monitor implementation of Ministry strategic plans quarterly;
- 65. Monitor implementation of 2030 agenda biannually;
- 66. Conduct gender audit annually;
- 67. Conduct wellness programmes quarterly;
- 68. Process multi-lateral and bi-lateral sponsored courses for public servants within fourteen (14) days of receiving the call for training;
- 69. Respond to request for legal advice within five (5) days;

10 OBLIGATIONS AND RIGHTS

a. Ministry Obligations

As a Ministry, we have an obligation to uphold our core values and execute our services with integrity, diligence, transparency, fairness and accountability to our clients.

b. Rights of Clients

Our clients have a right to:

- ✓ Quality, inclusive and timeous services;
- ✓ Access information within legal confines;
- ✓ Privacy and confidentiality;
- ✓ Be respected;
- ✓ Lodge a complaint; and
- ✓ Appeal and to a review.

c. Client Obligations

Our clients are obliged to:

- ✓ Approach and treat our staff with respect and courtesy;
- ✓ Be patient and cooperating during unusual busy periods;
- ✓ Attend scheduled meetings punctually;
- ✓ Provide accurate and complete information when applying for services;
- ✓ Respond to request for information by the agency in a timely manner;
- ✓ Abide by any legal requirements and other obligations that clients are to meet in order to be eligible for services; and
- ✓ Respect and follow all applicable laws and regulations.

11 REVIEW OF CHARTER

We promise to review the Charter annually in response to client feedback as well as the changing dynamics of the working environment.

12 FEEDBACK

The Ministry values the feedback it receives from its clientele with regards to the quality of services offered. We value feedback from our clients and are committed to resolving complaints in a fair and timely manner. The feedback will be used to review the Clients' Charter and in formulating future policies to ensure continuous improvement in the delivery of services. Clients and stakeholders can provide feedback or make complaints by:

- ✓ Speaking with a Ministry representative in person or over the phone
- ✓ Emailing our customer service department
- ✓ Filing a complaint in writing or using our online complaint form
- ✓ Use of our suggestion boxes
- ✓ Participating in our client services surveys
- ✓ Participating in stakeholder consultations platforms.
- ✓ We will investigate all complaints and provide a response within 10 business days.

Contact Addresses

Head Office

All enquiries, issues and complaints that relate to the Ministry should be lodged with the Permanent Secretary:

Ministry of Public Service, Labour and Social Welfare

9th Floor Kaguvi Building

P. O. Box CY 17

Causeway

Harare

Zimbabwe

Telephone: 242 793930/251288

Website: www.mpslw.gov.zw

Email: mpslswaim@gmail.com

Instagram: [instagram@mpslsw_zim](https://www.instagram.com/mpslsw_zim)

Facebook: Ministry of Public Service, Labour and Social Welfare

Department	Contact Details
The Director, Social Development	242 796080/732119/703711-3
The Director Finance and Administration	242 700255
The Director, Labour Administration	242 253224
The Director, Strategic Policy Planning, Monitoring and Evaluation	
Legal Advisor	242 707147
The Director, Human Resources	242 250193
The Director, Gender mainstreaming, Inclusivity and Wellness	242 796454
The Director Procurement Management	242 794566/250634
The Director Disability Affairs	242 708649
The Director Employment Services and Promotion	242 708258
The Director Internal Auditor	242 705610

○ **Suggestions Boxes**

Written comments, complaints, compliments and suggestions should be placed in the suggestion boxes, which are available at all our offices as indicated in the Directory.

○ **Toll Free Lines**

TBA

○ **Ministry's Directory**

Department	Physical	Postal	Telephone	Fax Number
Switchboard	Compensation House 12 TH Floor	P Bag 7707 CY, Harare	242 790871-7 242 796453-6	791974
Switchboard	Kaguvi Building 9TH Floor	P Bag 7707 CY, Harare	242 251022 242 703871	791974
Chief Director	Kaguvi Building 9TH Floor	P Bag 7707 CY, Harare	242 703624	791974
Human Resources	Compensation House 8 th Floor	P Bag 7707 CY, Harare	242 250193	791974
Finance and Administration	Kaguvi Building 9TH Floor	P Bag 7707 CY, Harare	242 700255	791974
Legal Services	Kaguvi Building 9TH Floor	P Bag 7707 CY, Harare	242 707147	791974
Labour Administration	Kaguvi Building 9TH Floor	P Bag 7707 CY, Harare	242 253224	791794
Social Welfare	Compensation House, 3RD Floor	P O BOX CY 429, Harare	242 703711 242 790723\4	796080
Disability Affairs	Compensation	P O BOX CY	242 708649	796080

	House, 3RD Floor	429, Harare		
Harare Provincial Office (Social Services)	Makombe Complex Block 4, Room 42	Box CY 111 Causeway	242 2933034	242 2933035
The PSDO Bulawayo	3RD Floor, F Block Mhlanhlandhlela Building, 10th Avenue/Basch St	Box 563 Bulawayo	09-889944	09-63213
The PSDO Manicaland	Manica Chambers, Hernert Chitepo Street	P. BAG Q7743 MUTARE 1 ST	020-64615/64674 Email- fdmsmanicaland@gmail.com	020-62846
The PSDO Mashonaland Central	Mutungagore New Government Complex	P Bag 995, Bindura	0271-7017,6510 Email- fdmsmashcentral@gmail.com	0271-6560
The PSDO Mashonaland East	Government Complex, Block 2nd St/Morriss Avenue, Marondera	Box 730, Marondera	0279-24841/24842 Email- fdmsmasheast@gmail.com	0279-24844
The PSDO Masvingo	Ground Floor, Benjamin Burombo House, Robert Mugabe Street	Box 511 Masvingo	039-62208 63983 Email- fdmsmasvingo@gmail.com	039-63043
The PSDO Matabeleland North	3 rd Floor, F. Block Mhlahlandela Building, 10TH Avenue/Basch Street	Box 563 Bulawayo	09-65832/74374/74374 Email- fdmsmatnorth@gmail.com	09-63213
The PSDO Matabeleland South	New Government Composite Block	P. Bag 5849 Gwanda	0284-22735/6 Email- fdmspsdomatsouth@gmail.com	0284-22748
The PSDO Midlands	New Government Complex	Box 996 Gweru	054-23037/25526 Email- fdsmidlands@gmail.com	054-22265
Employment services and promotion. Harare	Old Morgan High School Chinhoyi/Grant Street	P O Box CY 88 Causeway	04-761566-7 761473	Nil
Employment services and promotion. Bulawayo	Old Memorial Hospital Building 10th Ave Lobengula	P O Box 2244 Bulawayo	09-65781/72765/71126	Nil
Employment services and promotion. Mashonaland West	Block A, Old Chinese Complex, Opp General Hospital	P O Box 7749 Chinhoyi	067-22640/25860 Email- fdmsmashwest@gmail.com	Nil
Employment services and	New Govt, Complex 4 th Avenue	P O Box 228, Gwanda	0284-22801-2/22388	Nil

promotion. Gwanda				
Employment services and promotion. Gweru	Gweru Old Prison, Main Street West Ext	P O Box 255 Gweru	054-236689/ 222135/221235	Nil
Employment services and promotion. Bindura	Stand No. 308 Bylorie Building, Ndoda	P O Box 164 Bindura	0271-60/7405	Nil
Employment services and promotion. Kadoma	Mashayamombe Building, Harvey Street, Kaguvi Street	P O Box 310 Kadoma	068-23470/28466	Nil
Employment services and promotion. Kwekwe	Kaguvi Drive	P O Box 310 Kwekwe	055-2643-4	Nil
Employment services and promotion. Marondera	Msasa Street	P O Box 746 Marondera	0279- 23330/22561	Nil
Employment services and promotion. Masvingo	Mazorodze Avenue	P O Box 522, Masvingo	039- 63949/69349	Nil
Employment services and promotion. Mutare	Murahwa Building Herbert Chitepo Street	P O Box 819 Mutare	020-64416/ 64416/60805	Nil
Bindura Labour Relations	Ndoda Hondo, Old Government Complex	Box 330, Bindura	0716460/6589	Nil
Gwanda Labour Relations	Government Complex	Box 261 Gwanda	0284-2437	Nil
Beitbridge Labour Relations	None	0286-22206	Nil	
Plumtree Labour Relations	92 Plumtree Industrial Sites, Next to GMB	Box 131 Plumtree	019- 2505	Nil
Mvurwi Labour Relations	Mvurwi Community Hall, Suwoguru Township, Mvurwi	Box 7506 Mvurwi	0277 2202	Nil
Marondera Labour Relations	Government Complex 2nd/Morris Road, Marondera	Box 40, Marondera	0279- 23329/23165	0279- 24609
Chivhu Labour Relations	Opposite Chivhu Hotel, Chivhu	Box 105, Chivhu	056-2757	Nil

Mudzi Labour Relations	Government Complex Mudzi	None	Nil	Nil
Murehwa Labour Relations	DA'S Office, Murehwa	Box 56 Murehwa	0278-22247	Nil
Chinhoyi Labour Relations	7 Heroes Building, Park Street, Chinhoyi	Box 7719 Chinhoyi	067-2207067-23276	Nil
Kariba Labour Relations	Stand 3282 Nyamhunga, Kariba	Box 191 Kariba	061-2644	Nil
Karoi Labour Relations	DA'S Office, Karoi	Box 1256 Karoi	064-6377	Nil
Kadoma Labour Relations	Old Prison Complex, Tsvakayi Road, Kadoma	Box 75 Kadoma	068-22209	Nil
Mutare Labour Relations	Government Complex. R. Mugabe Way, Mutare	Box 84 Mutare	020-64428	Nil
Rusape Labour Relations	Local Government, Nyabadza Avenue, Rusape	Box 209 Rusape	025-2343	Nil
Chipinga Labour Relations	New Government Complex, 1 Moodie, Chipinga	Box 303 Chipinga	0227-2562	
Bulawayo Labour Relations	Mhlandendlela Government Complex, Basch Street/10th Avenue, Bulawayo	Box 956 Bulawayo	09-63711-4	09-71839
Hwange Labour Relations	NSSA Compensation House, Mukwa Drive	Box 164 Hwange	081-32731 081 32740	Nil
Harare Labour Relations	Makombe Complex, Block 4, Room 42	Box CY 111 Causeway	04-2933034	2933035
Masvingo Labour Relations	New Government Complex, Simon Mazorodze Avenue, Block 2, Masvingo	Box 20 Masvingo	0392-63475	0392-63555
Mwenezi Labour Relations	Stand No. 322 Rutenga Growth Point	Box 2011 Mwenezi	014-251	Nil
Gutu Labour Relations	Old Rural District Council Offices, Mupandawana Growth Point,	Box 47 Mupandawana Gutu	030-2716	Nil

	Gutu			
Chiredzi Labour Relations	2nd Floor, Old Mutual Building, Chilonga Drive, Chiredzi	Box 303 Chipinge	031-2214	Nil
Gweru Labour Relations	New Government Complex Building, 10th Street, Ground Floor	Box 580 Gweru	054-22017-9	Nil
Kwekwe Labour Relations	4th St/ 3rd Avenue, Police Station Building, Kwekwe	P O Box 310 Kwekwe	055-22641/5	Nil
Gokwe Labour Relations	Government Complex Office 17, Ground Floor, Gokwe	P Bag 6063 Gokwe	059-5464	Nil
Zvishavane Labour Relations	Government Complex	Box 216 Zvishavane	051-2616	Nil