

# 2023 ANNUAL REPORT



# ZIMBABWE HUMAN RIGHTS COMMISSION 2023 ANNUAL REPORT

## FOREWORD

The Zimbabwe Human Rights Commission (ZHRC/Commission) hereby presents its Annual Report for the year 2023. This becomes its 14<sup>th</sup> Annual Report since its establishment. The report is submitted in terms of section 323 of the Constitution of Zimbabwe (2013), which directs Commissions to submit annual reports to Parliament. ZHRC commits itself to continue delivering on its mandate towards the promotion and protection of human rights and administrative justice. To enhance access to its services, the Commission has embarked on the decentralization of its offices in line with the Devolution and Decentralization Policy of 2020, Vision 2030 and the National Development Strategy (NDS1). Accordingly, the Commission has to date established six provincial offices in Harare, Bulawayo, Masvingo, Manicaland, Matabeleland North, and Mashonaland West Provinces and should have established offices in all provinces by the end of 2025. Decentralization is backed by phased recruitment of staff which has seen the staff compliment of the Commission increase from eighty-three (83) to one hundred and thirty-eight (138) and is expected to increase to two hundred and forty-seven (247) by 2025.

The Commission has managed to operationalize the Administrative Justice Unit, which performs the Public Protector Function of protecting the public against abuse of power and maladministration by State and public institutions and by officers of those institutions. It has also operationalized some new functions such as Legal and Corporate Services, Monitoring and Evaluation, Internal Audit, Knowledge Management as well as Research and Advocacy to enhance institutional efficiency as well as promotion and protection of human rights, fundamental freedoms and administrative justice. The Commission acknowledges continuous efforts by the Government of Zimbabwe as it makes positive strides towards promotion of human rights in the country. One of the key factors to promote the right to dignity is education, and the Commission commends the Government for maintaining high levels of investment in education, including adoption of policies that promote human rights, not only in the education sector but in other sectors such as the gender equality and disability sectors. The amendment of the Education Act to prohibit corporal punishment in schools and to allow pregnant girls to continue learning in the school system in accordance with the Constitution, guarantees the right to education for everyone.

These achievements also extended to various social protection measures such as provision of food relief and agricultural inputs to support the most vulnerable groups in our society, efforts towards macro-economic stabilization and various initiatives to move the country towards a middle income economy in fulfilment of the NDS 1. Despite this progress, much still remains to be done to improve the human rights situation in the country and to ensure that a culture of human rights becomes ingrained in our society. In particular, the Commission notes that polarization and intolerance of divergent political views still persist in the country characterized by incidents of violence as the country held by – elections a few months after the 23<sup>rd</sup> -24<sup>th</sup> of August 2023 harmonized elections.

The Government also needs to do more to curb impunity and corruption. Alignment of some pieces of legislation impacting on human rights including the Zimbabwe Human Rights Commission Act to the Constitution remains outstanding. The Commission regularly produces reports after conducting monitoring and inspection missions as well as Investigations Reports with recommendations for implementation, in most cases by different Ministries, Departments and Agencies (MDAs) including

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those meant to improve conditions in our institutions such as prisons, old peoples' homes, children's homes and institutions for persons with mental challenges to become more dignified but implementation of the recommendations lags behind. The Commission therefore strongly urges responsible authorities to respect and act on the recommendations proffered by the ZHRC.

Economic, social and cultural rights of citizens instrumental in making people lead fulfilling and dignified lives continue to be negatively impacted by economic inflationary challenges, and inadequate service delivery particularly provision of electricity, water and sanitation which contribute to perennial outbreaks of communicable diseases such as cholera, typhoid and diarrhea. Some harmful religious and traditional practices such as early childhood marriages through betrothals continue to violate the rights and entitlements of the most vulnerable groups that include children, women, minority groups and persons with disabilities.

Poverty among communities and households including in urban areas due to unemployment and limited economic opportunities is on the increase. Despite Government efforts to deal with the crisis, drugs and substance abuse continue to be rampant and destroy the future of our young generation. The Commission calls on the Government of Zimbabwe as the primary duty bearer to work with all stakeholders in ensuring that outstanding pieces of legislation impacting on human rights including the ZHRC Act are aligned to the Constitution. Macro-economic challenges facing communities and households in rural, peri-urban and urban communities also need to be urgently addressed to protect the livelihoods and socio-economic rights of citizens.

The Commission calls on all political players and citizens alike to exercise political tolerance, show restraint and respect towards one another and act in accordance with the law when exercising their rights. By the same token, the ZHRC calls on law enforcement agencies to investigate and facilitate prosecution of offenders who commit criminal violations of human rights in all their forms and degrees. In fulfilment of its constitutional mandate to protect, promote and enforce human rights, and administrative Justice, the Commission will continue to discharge its functions diligently and without fear or favour to contribute towards a more just Zimbabwean society. This is more so as we are committed to maintain the Commission's brand as an "A" Status National Human Rights Institution (NHRI) for Zimbabwe, recently re-accredited as such by the Global Alliance of National Human Rights Institutions (GANHRI) in accordance with the Paris Principles relating to the status of National Human Rights Institutions. The Commission will continue to work with all duty bearers and stakeholders in Government, the private sector, civil society and indeed the media in promoting, consolidating, strengthening and sustaining a culture of human rights in our country characterized by the human rights values of dignity, freedom and justice for all.

Dr Elasto Hilarious Mugwadi

ZHRC CHAIRPERSON

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## ACRONYMS

AJMC	Administrative Justice Mobile Clinics
CHI	Complaints Handling and Investigations
CSO	Civil Society Organisation
CRC	Convention on the Rights of the Child
EPRA	Education, Promotion, Research and Advocacy
GIZ	Deutsche Gesellschaft Internationale Zusammenarbeit
HRE	Human Rights Education
ICT	Information Communication Technology
IEC	Information, Education and Communication
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women
ICCPR	International Covenant on Civil and Political Rights
IHRD	International Human Rights Day
IOM	International Organization on Migration
ICODZIM	Institute for Community Development in Zimbabwe
JSC	Judicial Service Commission
JLOS	Zimbabwe Justice, Law and Order Sector
LEAD	Labour, Economists, and African Democrats
LAD	Legal Aid Directorate
LSZ	Laws Society of Zimbabwe
MDAs	Ministries Departments and Agencies
MoPSE	Ministry of Primary and Secondary Education
MURRA	Masvingo United Residents and Ratepayers Association
FaFloZim	Fauna and Flora Zimbabwe
MASDRRA	Masvingo Service Delivery Residents and Rate Payers Association
COTRAD	Community Tolerance Reconciliation and Development Trust
MHRC	Mobile Human Rights Clinic

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M&I	Monitoring and Inspection
M&E	Monitoring and Evaluation
NANHRI	Network of African National Human Rights Institutions
NHRI	National Human Rights Institution
NPA	National Prosecuting Authority
NI	National Inquiry on access to Documentation in Zimbabwe
GoZ	Government of Zimbabwe
GBV	Gender-based Violence
SADC	Southern Africa Development Community
SIDA	Swedish international Development Cooperation Agency
RWI	Raoul Wallenberg Institute on Human Rights and Humanitarian Law
TWG	Thematic Working Group
PMU	Procurement Management Unit
UNDP	United Nations Development Programme
UPR	Universal Periodic Review
ZACC	Zimbabwe Anti-Corruption Commission
ZHRC	Zimbabwe Human Rights Commission
ZICOMO	Zimbabwe Constitutional Movement
ZPCS	Zimbabwe Prisons and Correctional Service
ZNA	Zimbabwe National Army
ZRP	Zimbabwe Republic Police



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## EXECUTIVE SUMMARY

The fourteenth Annual Report of the Zimbabwe Human Rights Commission provides an overview of the activities of the Commission in 2023, which were carried out in line with its constitutional mandate and functions as provided for in Section 243 of the Constitution of Zimbabwe.

In line with the focus goal of decentralization, offices were opened in Mashonaland West and Matabeleland North. The Commission also had the ZHRC staff regulations, referred to as Zimbabwe Human Rights Commission (Conditions of Service) Regulations, 2023 (Statutory Instrument 241 of 2023), promulgated during the period under review.

In 2023, being an election year, the ZHRC conducted election monitoring activities, such as pre-election visits, election days monitoring and post-election visits. The ZHRC Election Report has been adopted and publicized. In addition, monitoring visits were made to prisons, children's homes and a high-level inquiry was made on the human rights situation of persons affected by underground and surface coal seam fires in Hwange.

The Commission received a total of eight hundred and fifteen (815) human rights violations complaints from January 2023 to December 2023. Of the eight hundred and fifteen (815) cases received, four hundred and forty (440) cases were received and actioned by the Northern Region Office, one hundred and fifty-seven (157) cases were received and actioned by the Southern Region Office, sixty-one (61) cases were received and actioned by the Eastern Region Office and one hundred and fifty-seven (157) cases were received and actioned by the Masvingo Office.

The Commission, under the Administrative Justice Unit, received a total of four hundred and ninety-six (496) cases during the period from January to December 2023.

In fulfilment of the Commission's constitutional mandate to promote awareness of and respect for human rights in accordance with Section 243 (1) (a) of the Constitution, the Education, Promotion, Research and Advocacy (EPRA) department conducted human rights awareness activities using a variety of multi-media approaches during the year under review. The department conducted a total of one hundred and twenty-one (121) outreaches throughout the year. These included ward-based community outreaches in Insiza and Beitbridge Districts (Matabeleland South Province) as well as Nkayi and Bubi Districts (Matabeleland North Province).

Unstable pricing mechanisms and exchange rate volatilities continue to affect the achievement of key deliverables and targeted performance levels in the face of inflation. This remains the main reason for non-achievement of planned activities as the budget would have been drastically eroded. However, the ZHRC remains committed to fulfilling its constitutional mandate within the means of available resources.

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## 1. INTRODUCTION

### 1.1 Mandate of the ZHRC

The ZHRC was established in terms of section 242 of the Constitution of Zimbabwe Amendment (No. 20) Act, 2013 and operationalized by the Zimbabwe Human Rights Commission Act [Chapter 10:30]. It is one of the five (5) Chapter 12 Independent Commissions supporting democracy established in terms of section 232 of the Constitution. ZHRC has a dual mandate, that is, the Administrative Justice mandate (Ombudsman/Public Protector role) and the human rights promotion and protection mandate. The Commission derives the mandate for its work from Section 243 of the Constitution of Zimbabwe, which provides for the following functions:

- a. to promote awareness of and respect for human rights and freedoms at all levels of society;
- b. to promote the protection, development, and attainment of human rights and freedoms;
- c. to monitor, assess and ensure observance of human rights and freedoms;
- d. to receive and consider complaints from the public and to take such action regarding the complaints as it considers appropriate;
- e. to protect the public against abuse of power and maladministration by the State and public institutions and by officers of those institutions;
- f. to investigate the conduct of any authority or person, where it is alleged that any of the human rights and freedoms set out in the Declaration of Rights has been violated by that authority or person;
- g. to secure appropriate redress including recommending the prosecution of offenders where human rights or freedoms have been violated;
- h. to direct the Commissioner- General of Police to investigate cases of suspected criminal violations of human rights or freedoms and to report to the Commission on the results of any such investigation;
- i. to recommend to Parliament effective measures to promote human rights and freedoms;
- j. to conduct research into issues relating to human rights and freedoms and social justice; and
- k. to visit and inspect:
  - i. prisons, places of detention, refugee camps and related facilities; and
  - ii. places where mentally disordered or intellectually handicapped persons are detained; in order to ascertain the conditions under which persons are kept there, and to make recommendations regarding those conditions to the Minister responsible for administering the law relating to those places.

The Commissioner- General of Police must comply with any directive given to him or her by the Zimbabwe Human Rights Commission under subsection (1) (h).

### 1.2. Sections and Departments of the Commission

The Commission has two (2) sections namely, Programmes and Support Services. The functions of the sections and departments that fall under them are discussed below:

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## 1.2.1 Programmes Section

The section is headed by the Deputy Executive Secretary for Programmes, with the support of three (3) directorates which discharge the functions of the Commission as outlined in Section 243 of the Constitution through implementation of various projects and activities. The programmes directorates are listed below:

### **Complaints Handling and Investigations and Administrative Justice (CHIAJ)**

The CHIAJ Directorate is responsible for complaints handling and investigation of cases of human rights violations and administrative justice. It enables the Commission to exercise the functions set out in Section 243(1)(d) to (h) of the Constitution which include:

- To receive and consider complaints from the public and take such action regarding complaints as it considers appropriate
- To protect the public against abuse of power and maladministration by the State and Public Institutions and Officers of those institutions.
- To direct the Commissioner-General of Police to investigate cases of suspected criminal violations of human rights or freedoms and report to the Commission on the results of any such investigations.

The Administrative Justice Unit is newly established and encompasses the public protector mandate which was transferred to the ZHRC in 2013 after the abolition of the former Public Protector's Office. It is a Unit within the Complaints Handling and Investigations and Administrative Justice Department.

### **The Education, Promotion, Research and Advocacy (EPRA)**

This directorate assists the Commission to fulfil the functions provided for in Section 243 (1) (a), (b) and (j) of the Constitution, namely:

- To promote awareness of and respect for human rights and freedoms at all levels of society;
- To promote the protection, development and attainment of human rights and freedoms; and
- To conduct research into issues relating to human rights and freedoms and social justice.

### **Monitoring and Inspections (M & I)**

The M & I Directorate enables the Commission to fulfil the functions of the Commission provided for in Section 243 (1) (c) and 243 (1) (k) of the Constitution. These include:

- To monitor, assess and ensure observance of human rights and freedoms
- To visit and inspect prisons, places of detention, refugee camps and related facilities,
- To visit and inspect places where persons with disability such as those with mental challenges are detained.

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## 1.2.2 Support Services Section

The Support Services Section is comprised of two (2) directorates that are responsible for support services, that is, Human Resources as well as Finance and Administration and Units such as Records Management, Information Communication and Technology and Transport. It is headed by the Deputy Executive Secretary Support Services who is supported by the Director of Finance and Administration and the Human Resources Director.

## 1.2.3 Executive Secretary's Office

There are three Units that report directly to the Executive Secretary's Office namely: Procurement Management Unit (PMU), Internal Audit Unit and Legal and Corporate Services Unit. The Legal and Corporate Services Unit has three functions, namely legal, protocol and public relations.

## 1.3 Organisational Structure

### 1.3.1 Commissioners

During the reporting period, the ZHRC had four (4) part-time Commissioners and the Chairperson and Deputy Chairperson who serve the Commission on a full-time basis. The term of office of former Commissioner Sethulo Ncube ended in July 2023. Her contribution to the Commission is highly appreciated.

#### Current Commissioners



Dr. Elasto Hilarius Mugwadi - Chairperson of the ZHRC



Commissioner Dr. Dorothy Moyo - Deputy Chairperson of the ZHRC

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Commissioner Beauty Kajese



Commissioner Brian Penduka



Commissioner Dr Angeline Guvamombe



Commissioner Prof Cowen Dziva

## 1.3.2 Management

The Commission Secretariat is headed by the Executive Secretary who is supported by two Deputy Executive Secretaries, responsible for Programmes and Support Services respectively. Five directors support the two sections, three from programmes and two from Support Services.

## 1.3.3 Current ZHRC Establishment

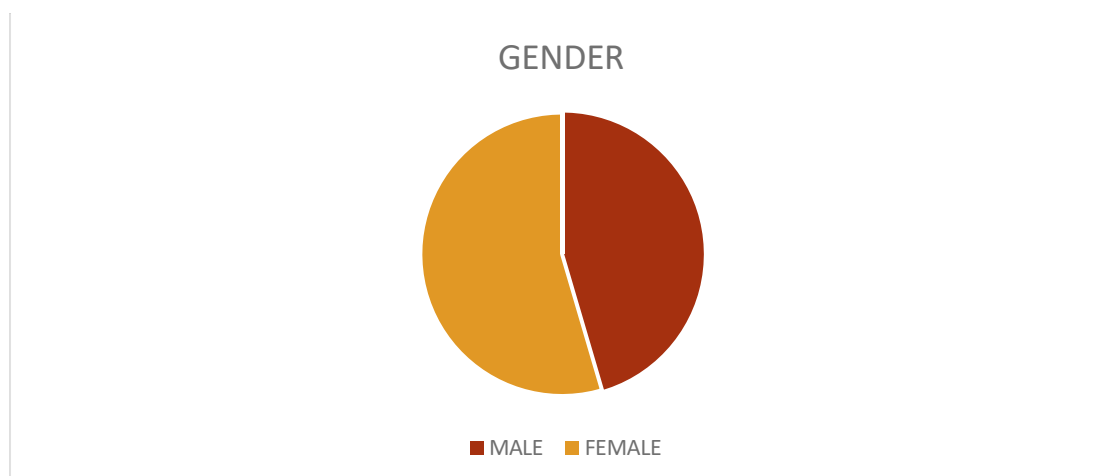
The Zimbabwe Human Rights Commission has an approved establishment of two hundred and forty-seven (247) inclusive of the Chairperson and Commissioners. A total of one Hundred and forty-two (142) posts were filled as of 30 November 2023. ZHRC has a total of seven (7) employees on secondment from Zimbabwe Prisons and Correctional Services (ZPCS). The current permanent establishment is 58% of the approved complement of two hundred and forty (247).



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**Table 1: Summary of the staff establishment and vacancies**

Designation	Authorised Establishment	Strength	Vacancies
Chairperson	1	1	0
Deputy Chairperson	1	1	0
Commissioners	7	4	3
Executive Secretary	1	1	0
Deputy Executive Secretaries	2	2	0
Directors	5	5	0
Deputy Directors	16	10	6
Head Office	79	74	5
Provincial Staff	135	44	91
<b>Total</b>	<b>247</b>	<b>142</b>	<b>105</b>



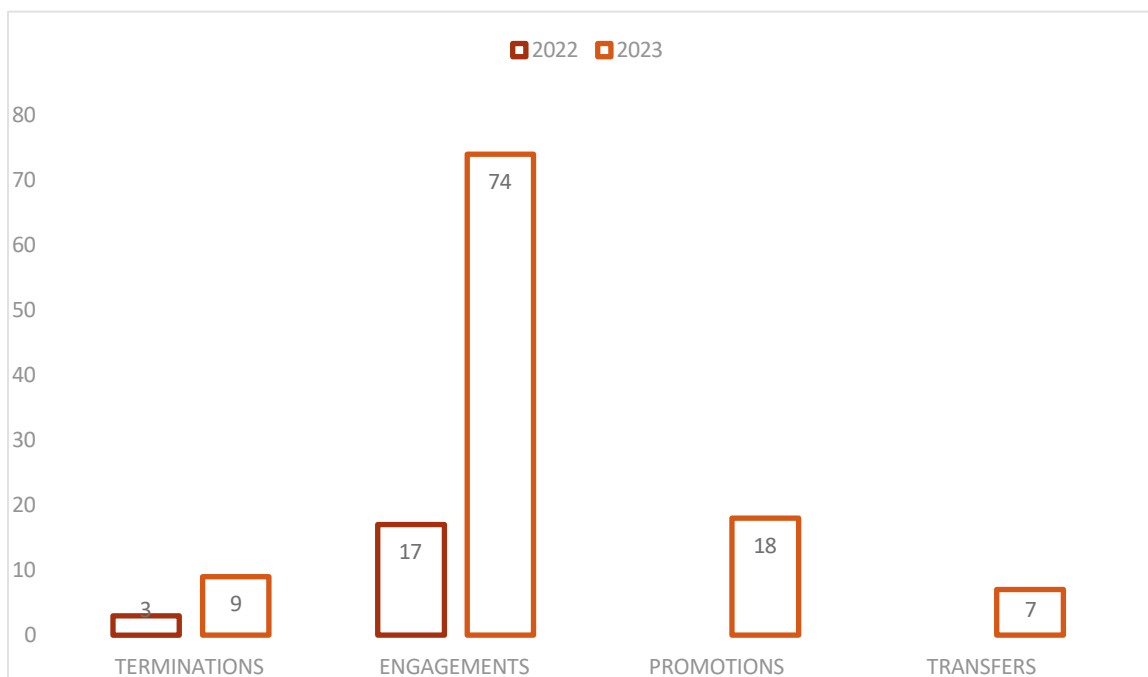
**Figure 1: Gender disaggregation**

**Table 2: Representation of the establishment**

Staff Headcount Per Department			
Department	<i>December 2022</i>	<i>December 2023</i>	<i>2022 &amp; 2023 % Change</i>
Executive Secretary's Office	11	26	57.6%
Programmes	30	59	32.2%
Administration	36	58	38%
Secondment	8	7	-12.5%
<b>Total</b>	<b>85</b>	<b>150</b>	<b>43.3%</b>

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## 1.3.4 Appointments, Promotions, Transfers and Terminations



**Figure 2: Shows appointments, promotions, transfers and terminations for the period under review**

During the period under review the ZHRC was grateful to Treasury for concurring to the filling of seventy-nine critical posts, though still very inadequate it has gone a long way in addressing the manpower challenges.

A total of nine (9) terminations were processed during the period under review. An analysis of the terminations shows that all the terminations in 2023 were through resignations. This is mainly as a result of staff seeking greener pastures due to the low salaries being offered by the Commission.

## 1.3.5 Decentralisation

During the period under review, the Commission pursued its strategic focus to decentralise to all provinces in Zimbabwe. Treasury concurred to filling of posts in three Provinces, namely Bulawayo, Manicaland and Masvingo. The Commission seconded staff from the already constrained establishment to open offices in Matabeleland North and Mashonaland West in its quest to continue decentralising to all provinces in Zimbabwe. The need to decentralise ZHRC operations to all provinces cannot be over-emphasised as this will have a significant impact in promoting accessibility of the Commission by the general public.

## 1.3.6 Performance Management

As part of the Human Resources core functions the department managed to produce a performance report for every quarter. The Chairperson, Commissioners, management and all officers signed

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performance contracts for the year 2023. The contracts were reviewed every quarter to assess the level of attainment of set goals.

## 1.3.7 Pension

In line with the encouragement from Treasury for all entities who are funded by Treasury to move to the Government pension, the ZHRC resolved to move all its employees below the age of fifty to the Government Pension Scheme.

## 1.3.8 Policies Reviewed

During the period under review the following policies were adopted by the Commission.

- i. Staff welfare policy,
- ii. Funeral policy
- iii. Health and Safety policy
- iv. Electronic Gadgets policy
- v. Motor Vehicle Policy
- vi. Procurement Policy

## 1.3.9 Staff Regulations

The Zimbabwe Human Rights Commission (Conditions of Service) Regulations, 2023 (Statutory Instrument 241 of 2023) were promulgated during the period under review.

## 1.3.10 Capacity Building

ZHRC has continued to invest in training and skills development for its staff.

**Table 3: The number of training workshops conducted during the year 2023**

TYPE OF TRAINING	PARTICIPANTS
1. IRBM Training	Commissioners
2. Induction of staff	New Officers
3. Customer Care training	Office Orderlies and Executive Assistants
4. Programme based budgeting training	Commissioners and Management
5. Personnel procedures	Human Resources Officers
6. Secretary's annual winter school	Executive Assistants

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<b>7. Conflict management training</b>	Commissioners, management and Bulawayo Office staff
<b>8. Training on management of meetings and minute taking</b>	Executive Assistants and Auditors
<b>9. Management training for deputy directors</b>	Deputy Directors
<b>10. Integrity training workshop</b>	Executive Secretary, Deputy Executive Secretaries, Directors and Deputy Directors.
<b>11. Government Pension Benefits training</b>	All Officers, Head Office, Bulawayo and Mutare Office
<b>12. Training on the Administrative Justice Training Manual</b>	Commissioners, Management and Administrative Justice Officers
<b>13. Internal staff induction workshop</b>	All new Officers
<b>14. Alternative dispute resolution workshop</b>	All Complaints Handling and Administrative Justice Officers
<b>15. Health wellness programme</b>	All Officers, Head Office
<b>16. Gender Awareness training</b>	Gender Thematic working group officers and Human Resources officers
<b>17. Records classifiers training</b>	Records Officers
<b>18. SAP Training</b>	Finance and Administration Officers



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**Figure 3: Seated from the left Mr N. Chishakwe, DES Programmes Mr. Mukutiri, ZHRC Commissioner Dr. A. Guvamombe, Directors; Mrs Makumbe and Mrs Ngarande. Provincial Coordinators (Masvingo, Bulawayo, Mutare and Hwange), Deputy Directors CHI &AJ and Human Rights Officers in attendance at the ADR training at Holiday Inn, Mutare from the 24-26<sup>th</sup> of October 2023.**



**Figure 4: Participants of the Administrative Justice Manual Training Workshop held on the 20<sup>th</sup> of September 2023 in Harare pose for a photograph with the ZHRC Chairperson and the facilitators.**

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## 1.3.11 Monitoring and Evaluation

In 2023 the Commission established the Monitoring and Evaluation Unit (M and E Unit) following the recruitment of two (2) Monitoring and Evaluation Officers in June 2023. The M and E Unit enables the ZHRC to track progress in the achievement of anticipated results in line with its strategic plan and Constitutional mandate. The M and E Unit is responsible for collecting data that enables the ZHRC to make informed and evidence-based decisions regarding program implementation and the general performance of the Commission.

The Commission conducted three (3) surveys in 2023, namely, the employee satisfaction survey, the client/stakeholder satisfaction survey and the extent of human rights awareness survey. During the period under review, the M and E Unit managed to produce two (2) Quarterly Performance Monitoring Reports which informed the final evaluation of the Executive Secretary's Performance Contract.

## 2. MONITORING AND ENFORCEMENT OF HUMAN RIGHTS

The Monitoring and Inspection Department (M&I) is responsible for assessing the observance of human rights at all levels of society. The department derives its functions from Section 243 (1) (c) and 243 (1) (k) of the Constitution. Correspondingly, the department monitors and inspects places of detention such as prisons, police cells, mental institutions, refugee camps, older persons, and children's homes. In addition, ZHRC through the M&I department conducts monitoring of the human rights situation during elections, as well as human rights media monitoring. The department assesses Government compliance to Treaty and Charter-based mechanisms such as the Convention on the Rights of the Child (CRC), Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), International Covenant on Civil and Political Rights (ICCPR) amongst others, and the Universal Periodic Review processes. Likewise, the department monitors human rights compliance in legislation development and court processes.

### 2.1 Monitoring of Emergencies

#### 2.1.1 High-level Inquiry into the Human Rights Situation of Persons affected by Coal Seam fires in Hwange

The Commission conducted a high-level inquiry on the human rights situation of persons affected by coal seam fires from 27 March to 30 March 2023. From this visit, the Commission gathered facts on the severity of coal seam fires focusing on the impact they have had on the enjoyment of fundamental rights and freedoms and then proffered viable recommendations to the Government on how best to improve the human rights situation of the affected communities. The underground fires were reportedly caused by operational challenges that led to the abandonment of some mine shafts. The fires self-ignited and started burning on their own. The ZHRC recommended that infrastructural development be prioritized culminating in each household having its own ablution facilities. The ZHRC noted the benefits of coal mining to the Hwange community and the country at large. However, the downside has been its harmful effects on members of the community due to coal dumps as well as underground and surface fires. There have been violations of human rights



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including the right to a clean environment, the right to life, the right to an adequate standard of living, and other economic and social rights. There is a need for a coordinated and multi-stakeholder response to the negative effects of coal mining and for businesses in Hwange to adhere to the principles of business and human rights.

### 2.1.2 Monitoring of Harare Children's Home after a Fire Incident

On the 19<sup>th</sup> August 2023, the M and I team visited Harare Children's home following a fire incident that occurred on the 17<sup>th</sup> of August 2023 while the children were playing outside. The Commission was advised that the police and the fire brigade were promptly called, and both responded swiftly. However, the fire brigade could not put off the fire because all their 3 trucks had no water. The fire subsequently died down after consuming beds, cot beds for babies, clothes, blankets, shoes, toys, books, a laptop, money, and other valuables. It was reported that a total of 40 children and 5 mothers were displaced by the fire and arrangements for alternative accommodation in the already full hostels were being considered. ZHRC also noted that some children were traumatized by witnessing the fire incidents, and as such there remains a need to support the children, together with their caregivers, with counselling.

## 2.2 Monitoring Places of Detention

### 2.2.1 Prison Monitoring

During the period under review, the ZHRC monitored 21 prisons across the country. The objective of these visits was to assess the conditions in which inmates were kept, provide recommendations for improvement, and observe emerging human rights concerns. During the visits, it was observed that inmates were provided with three meals per day, broken down into breakfast, lunch, and supper. However, the government's procurement measures have led to delays in the provision of cooking oil and sugar to prisons such as Chiredzi and Mutimurefu. Additionally, there was overcrowding in some prisons such as Gokwe, Mutimurefu, and Murewa. In Gokwe overcrowding had led to the spread of communicable diseases, in particular, chicken pox owing to the Judicial Service Commission setting up a regional court, resulting in inmates from four districts being housed in Gokwe prison. The Commission commends the efforts of the GoZ and ZPCS in providing a constant supply of medication for those with chronic ailments. However, there was a deficit of healthcare personnel, and most institutions require additional resources to improve service delivery within the primary healthcare facilities and overall, the living conditions of inmates. Therefore, the ZHRC recommends that the Parliament of Zimbabwe lobby for a budget increase for the ZPCS to refurbish prison facilities countrywide, purchase uniforms, and construct staff quarters in penal institutions.

### 2.2.2 Monitoring of Children's Homes

ZHRC monitored Alfred Walter Hostels and Alpha Cottages children's homes in Masvingo to assess the human rights situation and areas of improvement in the said institutions.

During the monitoring visit, the Commission noted that the Department of Social Welfare made efforts towards ensuring that children discharged after attaining legal majority age were equipped with vocational training. There were concerns with the non-availability of after-care plans/ facility for young adults above 18 years (at both homes). This posed a challenge as most institutions could not discharge children who had no alternative place of residence.

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At Alpha Cottage Children's Home, the institution faced challenges of inconsistent water supplies due to water rationing which was still rampant in the area.

## Good practices

- Alpha Cottages had innovative personnel who ensured that they engaged in income-generating projects for the institutions' self-sustenance including gardening and poultry.
- The institution ensured that all chronically ill children acquired their medication from nearby health institutions and local clinic free of charge.
- All the children at the home are enrolled at school except one child who had recently been admitted into the institution.
- All children at the home have access to documentation i.e. birth certificates and national identity cards.
- At Alfred Walter Hostel, children who have attained 18 years old are allowed to volunteer or work at the institution as part of the exit measures for discharged children.
- The institution ensured that all chronically ill children acquired their medication from nearby health institutions and local clinics free of charge.

## 2.3 Monitoring the Human Rights Situation during Elections

### 2.3.1 Election Day

In general, the polling process was conducted smoothly. However, certain provinces such as Manicaland, Harare, Mashonaland East, and Bulawayo experienced some delays in opening polling stations due to the unavailability of ballot papers, specifically the local authority ballot paper. Zimbabwe Human Rights Commission (ZHRC) noted that the delays caused frustration and fatigue for some voters, leading to disenfranchisement. ZHRC took note that assisted voters were mostly assisted by their confidantes to cast their votes as provided for in the Electoral Act. The main reasons given for assisted voters were illiteracy, visual impairment and trembling of hands. Vulnerable groups of people including pregnant women, persons with disabilities, the elderly and nursing mothers were given the first preference to cast their vote. The Zimbabwe Human Rights Commission (ZHRC) has reported some cases where ballot papers were improperly allocated to constituencies during the recent election. One example is the discovery of an Epworth ballot book for Local Authority in Zengeza West Constituency, where 47 ballots had already been used before the mistake was detected and rectified.

Although most polling stations displayed all results soon after the vote tabulation, there were instances where the procedures for posting the election results were not followed. For instance, at Manda polling station in Bulilima District, the Presidential and National Assembly results were not displayed at the polling stations. Instead, voters were advised to view the results at the Ward Collation Centres.

### 2.3.2 Post-Election Monitoring Mission

The ZHRC carried out another post-election monitoring mission a month after the elections to assess the human rights situation after the harmonised elections. The Commission established that there was general calmness amongst the electorate and in communities of Shurugwi, Zvishavane, Gweru amongst other districts visited. However, ZHRC recorded an incident of violence during the

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monitoring of the human rights situation and observation of the Ward 33 Makoni South run-off by-election that was held on the 2<sup>nd</sup> of October 2023.

## 2.4 Monitoring Protection of Children's Rights

### 2.4.1 Alternative Report on the African Charter on the Rights and Welfare of the Child (ACRWC)

From the 24<sup>th</sup> to the 28<sup>th</sup> of April 2023, the ZHRC initiated the internal drafting of the ACRWC Alternative Report on the state of children's rights in Zimbabwe in response to the concluding observations proffered to Zimbabwe by the African Committee of Experts on the Rights and Welfare of the Child. The ZHRC drafting team included staff from all programmes departments, that is, the Complaints Handling and Investigations and Administrative Justice (CHIAJ), Monitoring and Inspections (M and I) and Education Promotion Research and Advocacy (EPRA). The objective of the internal drafting workshop was to gather information from ZHRC staff and the Children's Rights Thematic Working Group members on the state of children's rights during the reporting period.

After that, the ZHRC Draft Alternative Report was thereafter subjected to a brainstorming workshop with selected members of the Children's Rights Thematic Working Group (TWG), Gender Equality and Women's Rights and Special Interest Groups TWG in Kadoma from the 8<sup>th</sup> to the 12<sup>th</sup> of May 2023.

In attendance were the following stakeholders:

- Zimbabwe Youth Council (ZYC)
- Zimbabwe Albino Association (ZAA)
- Department of Social Development – (Ministry of Public Service, Labour and Social Welfare) Save the Children
- Legal Resources Foundation (LRF)
- Federation of Disabled Persons in Zimbabwe (FDPZ)
- Zimbabwe Gender Commission (ZGC)
- Zimbabwe National Council for the Welfare of Children (ZNCWC)

Thereafter, the Monitoring and Inspections department conducted provincial community consultations on the ZHRC Draft Alternative Report in Masvingo, Manicaland and Matabeleland South provinces (29 May to 2 June 2023) in order to solicit input and review of the ZHRC Draft Report before presentation to the Commission M&I Meeting for review, adoption and ultimately submission to the African Committee of Experts on the Rights and Welfare of the Child. Some of the issues that were raised during the provincial community consultations included capacity enhancement on Children's rights targeting children with disabilities, sensitising children of their rights as well as sensitising them on responsibilities that come with human rights. The issue of corporal punishment was discussed, in addition to child marriages, and under education, leisure and cultural activities, there were concerns on why pupils were still being sent back home for failing to pay school fees.

### 2.5 Monitoring the Human Rights Situation of Internally Displaced Persons

#### 2.5.1 Old Citrus Farm

Through its media monitoring functions, the ZHRC learnt about a story from Newsday on October 6, 2023, where 200 settlers had their houses destroyed and evicted from Old Citrus Farm ward 11, Chinhoyi in Mashonaland West Province. ZHRC was concerned about the human rights situation of the IDPs considering the report that the evicted families were living in the open. The ZHRC used its constitutional mandate to monitor the situation and make appropriate recommendations to the government and all stakeholders to ensure that their human dignity as well as other human rights and freedoms are protected, whilst other necessary interventions are considered.

The ZHRC noted that the land wrangle at Old Citrus Farm between Mr Chiyangwa and the community had been ongoing, and the October 2023 eviction was the second ordeal. The first one was done in 2021. The community at Old Citrus Farm confirmed that they had been served with a court order and therefore their eviction was not arbitrary. While the ZHRC appreciates the need to uphold property rights for Mr. Chiyangwa, it is however, concerned by how the evictions were reportedly done (use of violence, physical assaults, and attacks using metal weapons and knives), with property burnt alongside food reserves and other household properties hidden in the nearby bushes. Section 51 of the Constitution of Zimbabwe provides for the right to human dignity which should be respected and protected. Zimbabwe ratified the African Union Convention for the Protection and Assistance of Internally Displaced Persons in Africa. The Convention in Article 3(1) urges states parties to refrain from, prohibit and prevent arbitrary displacement of populations. Despite a court order being available, there was no alternative accommodation for those evicted.

The ZHRC noted with concern that the manner in which the eviction was executed disregarded the rights of children. The Commission witnessed several children who were loitering around their expunged homesteads at Old Citrus Farm and not attending school. Reasons for not attending school were that their uniforms and stationery were burnt to ashes. Most parents had clouds of uncertainty hovering above them and were not sure of what would happen next and therefore could not risk having their children go to school. The eviction also affected the rights of other vulnerable groups like older persons and persons with disabilities. Despite the fact that section 82 and 83 provides for the rights of the elderly and persons with disabilities respectively, the way the eviction was executed disregarded these rights.

#### 2.5.2 Chingwizi Follow-up visit

During the period under review, the department conducted a follow up monitoring mission to Chingwizi in order to solicit more detailed response on the implementation of recommendations made by ZHRC in its preceding visits and to perceive issues raised by the IDPs. ZHRC commends the efforts of the Government of Zimbabwe and all stakeholders in the development of the Chingwizi resettlement area. However, there had been slow progress on implementation of recommendation proffered since. There is need for the Government of Zimbabwe to finalise and communicate its position on issues such as property rights, allocation of adequate hectares of land and to review compensation provided to the IDPs.

## 3.PROTECTION OF HUMAN RIGHTS

The Complaints Handling and Investigations (CHI) Department is mandated by the Commission to receive complaints of human rights violations and investigate them. Complaints intakes were undertaken through the Commission's Mobile Human Rights Clinics, WhatsApp, physical walk-in, and hotline numbers as well as the different social media platforms. Investigations were conducted through telephone calls, letters and field missions.

### 3.1 Cases Received and Actioned

The Commission received a total of eight hundred and fifteen (815) cases from January 2023 to December 2023. Of the eight hundred and fifteen (815) cases received, four hundred and forty (440) cases were received and actioned by the Northern Region Office, one hundred and fifty-seven (157) cases were received and actioned by the Southern Region Office, sixty-one (61) cases were received and actioned by the Eastern Region Office and one hundred and fifty-seven (157) cases were received and actioned by the Masvingo Office.

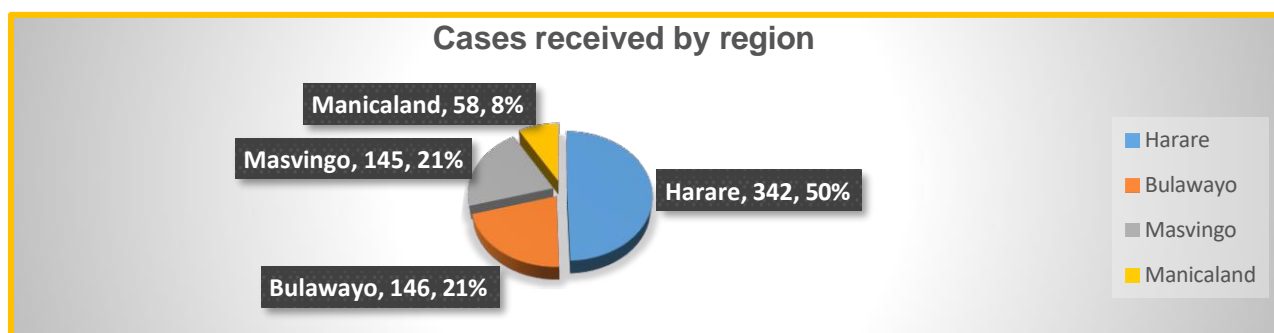
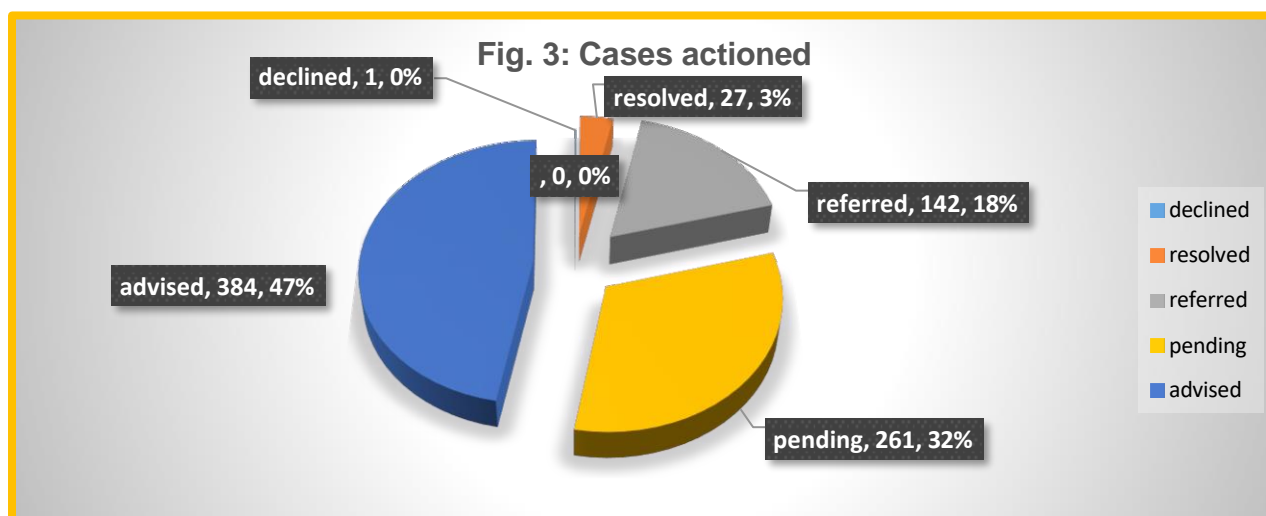


Figure 5: Cases received by region

Of the eight hundred and fifteen (815) cases received, three hundred and eighty-four (384) of the cases were advised. Two hundred and sixty-one (261) cases are pending investigations while twenty seven (27) cases were resolved. One (1) case was declined and a total of one hundred and forty-two (142) cases were referred to various partner organisations. Fig 3 shows cases actioned

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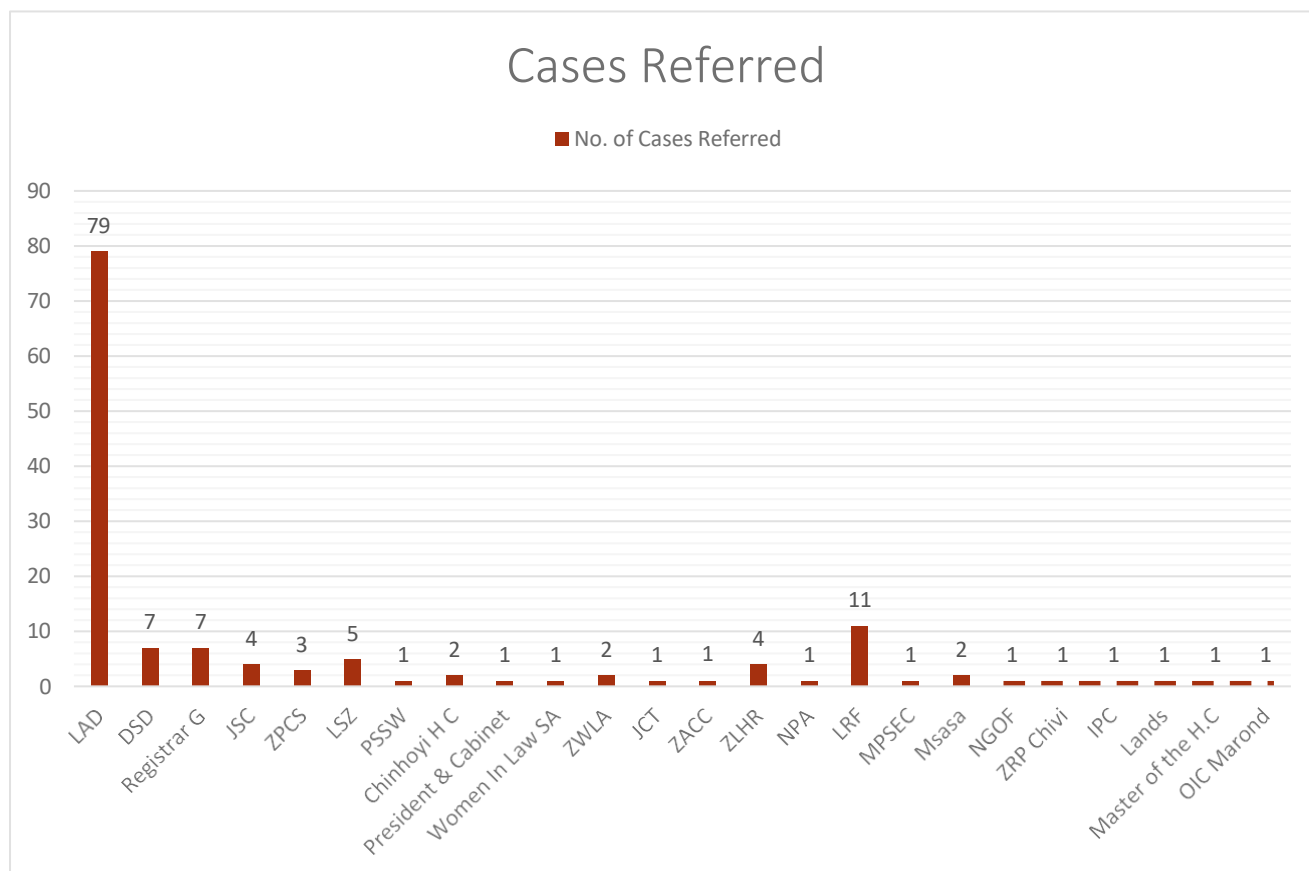


**Figure 6: Cases actioned**

Three hundred and eighty-four (384) of the cases were advised. Two hundred and sixty-one (261) cases are pending investigations while twenty-seven (27) cases were resolved. One (1) case was declined. A total of one hundred and forty-two (142) cases were referred to various partner organisations as follows; Seventy-nine (79) cases were referred to the Legal Aid Directorate, seven (7) cases were referred to the Department of Social Development, seven (7) cases were referred to the Registrar General, four (4) cases were referred to the Judicial Service Commission, three (3) cases were referred to the Zimbabwe Prisons and Correctional Services, five (5) cases were referred to the Law Society of Zimbabwe, one (1) case was referred to the Ministry of Public Service and Social Welfare, two (2) cases were referred to the Registrar Chinhoyi High Court, one (1) case was referred to the Office of the President and Cabinet, one (1) case was referred to the OIC Marondera Police, one (1) case was referred to the Women and Law in Southern Africa, two (2) cases were referred to the Zimbabwe Women's Lawyers Association, one (1) case was referred to Justice for Children, one (1) case was referred to the Zimbabwe Anti-Corruption Commission, four (4) cases were referred to the Zimbabwe Lawyers for Human Rights, one (1) case was referred to the Master of the High Court, one (1) case was referred to the National Prosecuting Authority, thirteen (13) cases were referred to the Legal Resources Foundation, one (1) case was referred to the Ministry of Primary and Secondary Education, two (2) cases were referred to Musasa project, one (1) case was referred to Non-Governmental Organisation Forum, one case was referred to the Land Commission, one (1) case was also referred to Zimbabwe Republic Police Chivi and another one (1) case was referred to the Insurance and Pensions Commission.



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**Figure 7: Cases referred**

## 3.1.1 Classification by Province

Table 4 below shows classification of cases received by province from the month of January to December 2023.

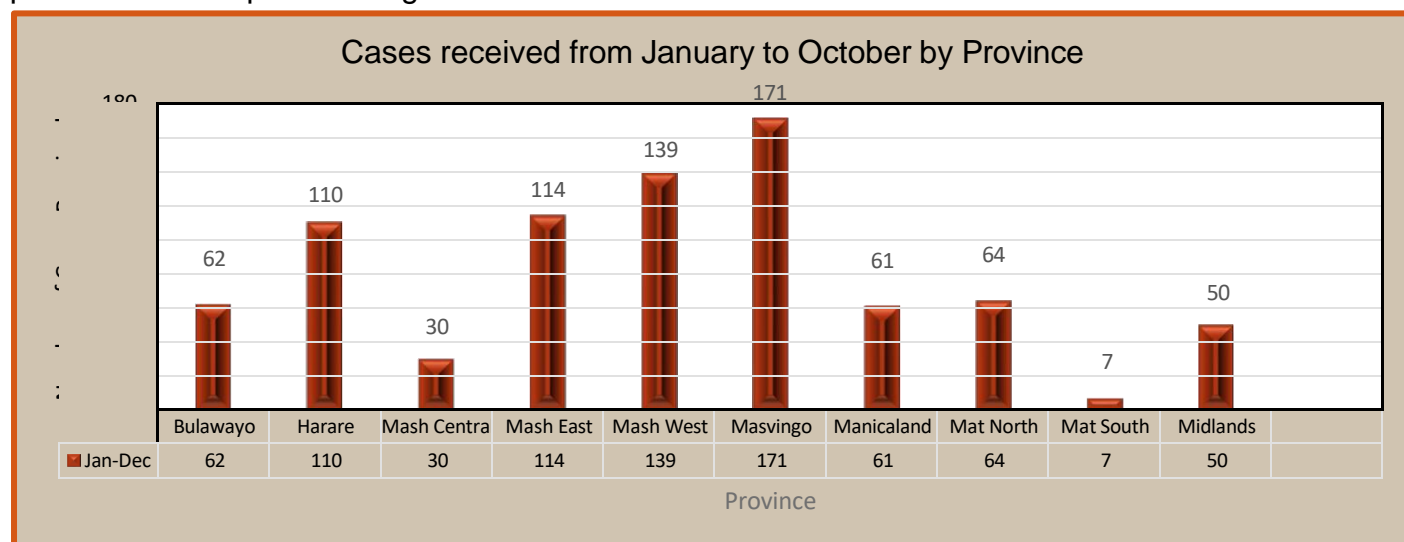
**Table 4: Classification of cases received by Province**

Province	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total
<b>Bulawayo</b>	4	5	8	7	6	3	6	8	0	4	11	<b>62</b>
<b>Harare</b>	5	3	5	6	1	4	15	16	6	14	35	<b>110</b>
<b>Mashonaland Central</b>	2	0	0	0	0	0	0	9	10	6	3	<b>30</b>
<b>Mashonaland East</b>	4	0	0	1		1	0	5	10	60	32	<b>114</b>
<b>Mashonaland West</b>	0	116	3	1	0	2	3	4	7	1	2	<b>139</b>
<b>Masvingo</b>	5	60	5	4	22	7	13	9	13	23	11	<b>171</b>
<b>Manicaland</b>	4	0	5	1	3	1	4	3	3	34	3	<b>61</b>
<b>Matabeleland North</b>	0	61	0	0	1	1	0	0	1	0	0	<b>64</b>
<b>Matabeleland South</b>	0	0	2	1	1	2	1	0	0	0	0	<b>7</b>

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<b>Midlands</b>	0	0	1	1	1	1	0	1	1	23	27	<b>50</b>
<b>Total</b>	<b>24</b>	<b>245</b>	<b>29</b>	<b>22</b>	<b>37</b>	<b>22</b>	<b>42</b>	<b>55</b>	<b>50</b>	<b>165</b>	<b>124</b>	<b>815</b>

To better understand the contributions made by province, the total number of cases received by provinces are depicted in Figure8 below.

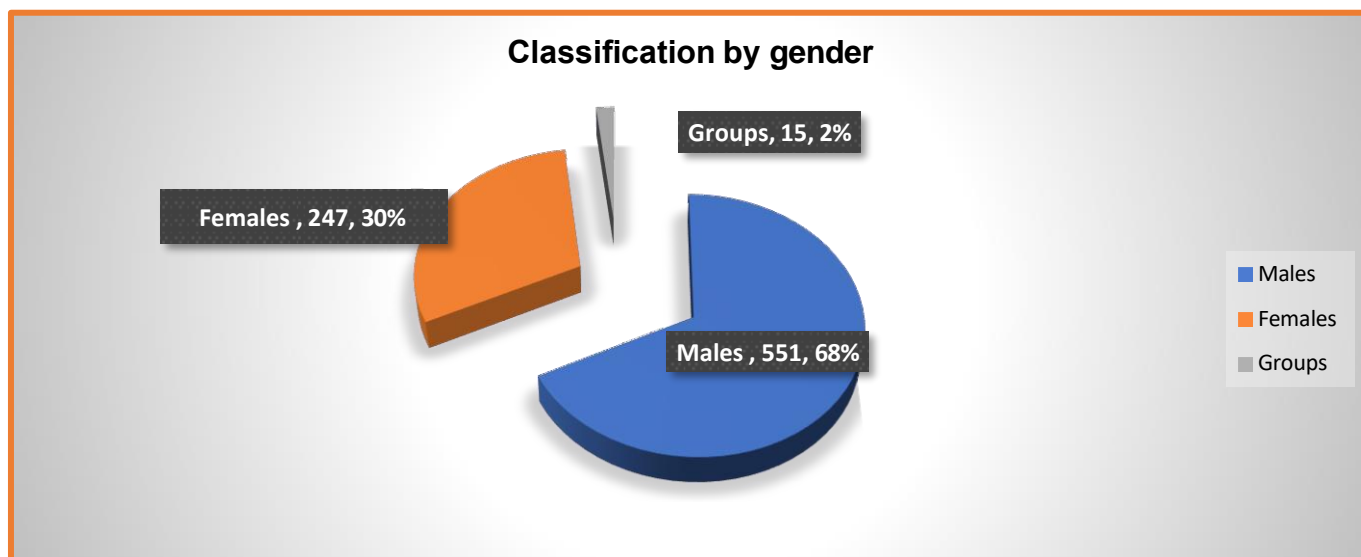


**Figure 8: Cases received from January 2023 to December 2023 by Province**

The statistics illustrated by the graph above shows that Masvingo, Mashonaland West Province, and Mashonaland East Province had the highest number of complaints received from January 2023 to December 2023. This is due to higher visibility of the Commission in Mashonaland which is an area covered by the Zimbabwe Human Rights Commission head office where the Commission offices are located. It is also due to mobile human rights clinics which were conducted in the three provinces hence the high number of cases received. It is also noted that provinces like Midlands and Matabeleland South have least number of complaints received. The main reason being that of invisibility in those provinces as there are no offices established yet, particularly Midlands Province which is shared by either Harare station or Masvingo Province. In the month of October there was a notable increase of complaints received from Mashonaland East and Manicaland Province. This was as a result of the Mobile Human Rights Clinics (MHRCs) which were held in those provinces. There is need to conduct Mobile Human Rights Clinics in the provinces that have the least number of complaints received to raise awareness with regards to the mandate of the Commission and its services. There is need to establish offices in the provinces that received the least number of cases for example Midlands Province to increase accessibility.

## 3.1.2 Classification of Cases by Gender

The eight hundred and fifteen (815) cases received from January to December were further classified according to gender. A total of five hundred and fifty-one (551) complaints were received from males as compared to two hundred and forty-seven (247) complaints from females, fifteen (15) were received from various groups during the same period and one was received anonymously. This is further illustrated by figure 9, below.

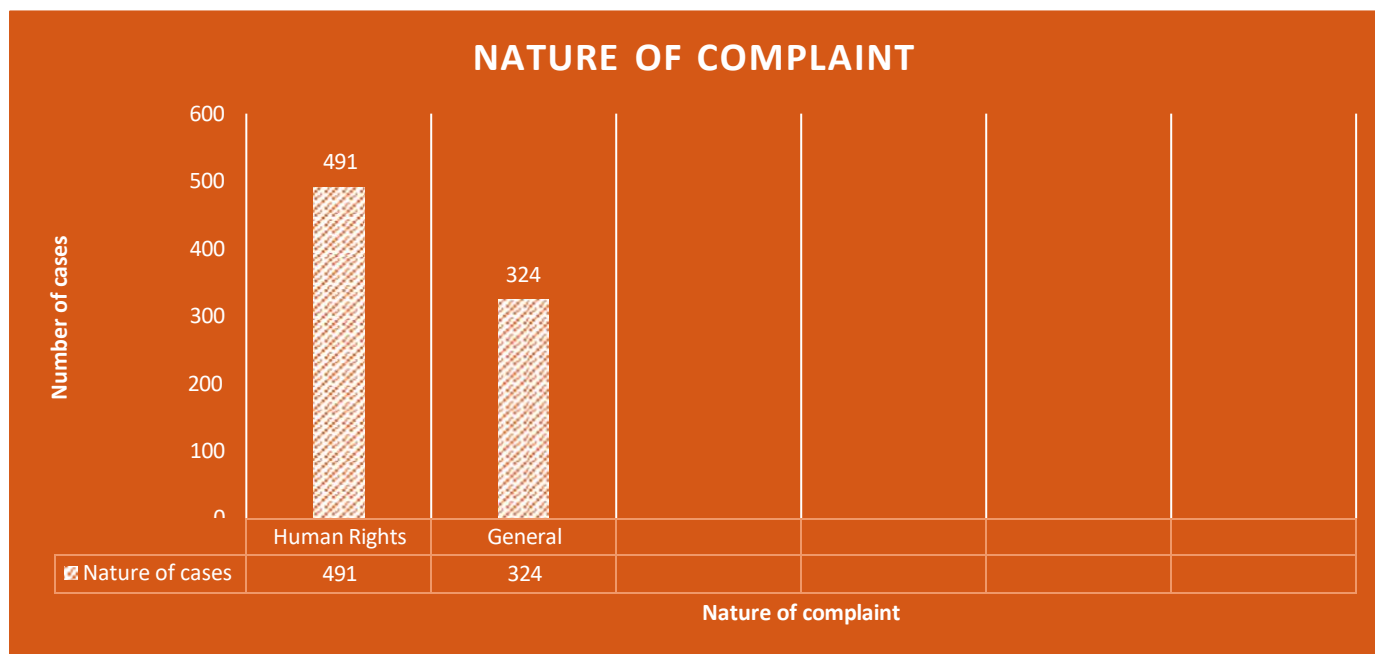


**Figure 9: Classification by gender**

As indicated above, the CHI Department conducted Mobile Human Rights Clinics in prisons. The statistics from the prison indicated there were more males than females hence the upsurge in the number of cases presented to the Commission by males. However, the trend of cases received by the Commission in the previous years indicates that the Commission received more cases from males than females. There is therefore a need to ensure that various barriers that prevent women from filing complaints, such as limited access to information, patriarchy, financial constraints and gender roles that confine women to domestic spaces, are demystified and deconstructed. The Commission may also consider separating males from females when conducting mobile human rights clinics so as to make females feel free to report any complaint during the complaints intake.

### 3.1.3 Classification by Nature of Complaints

Of the eight hundred and fifteen (815) cases that were received, four hundred and ninety-one (491) cases were human rights violations in nature and three hundred and twenty-four (324) cases were of a general nature. This is shown in figure 10 below.



**Figure 10: Nature of complaint**

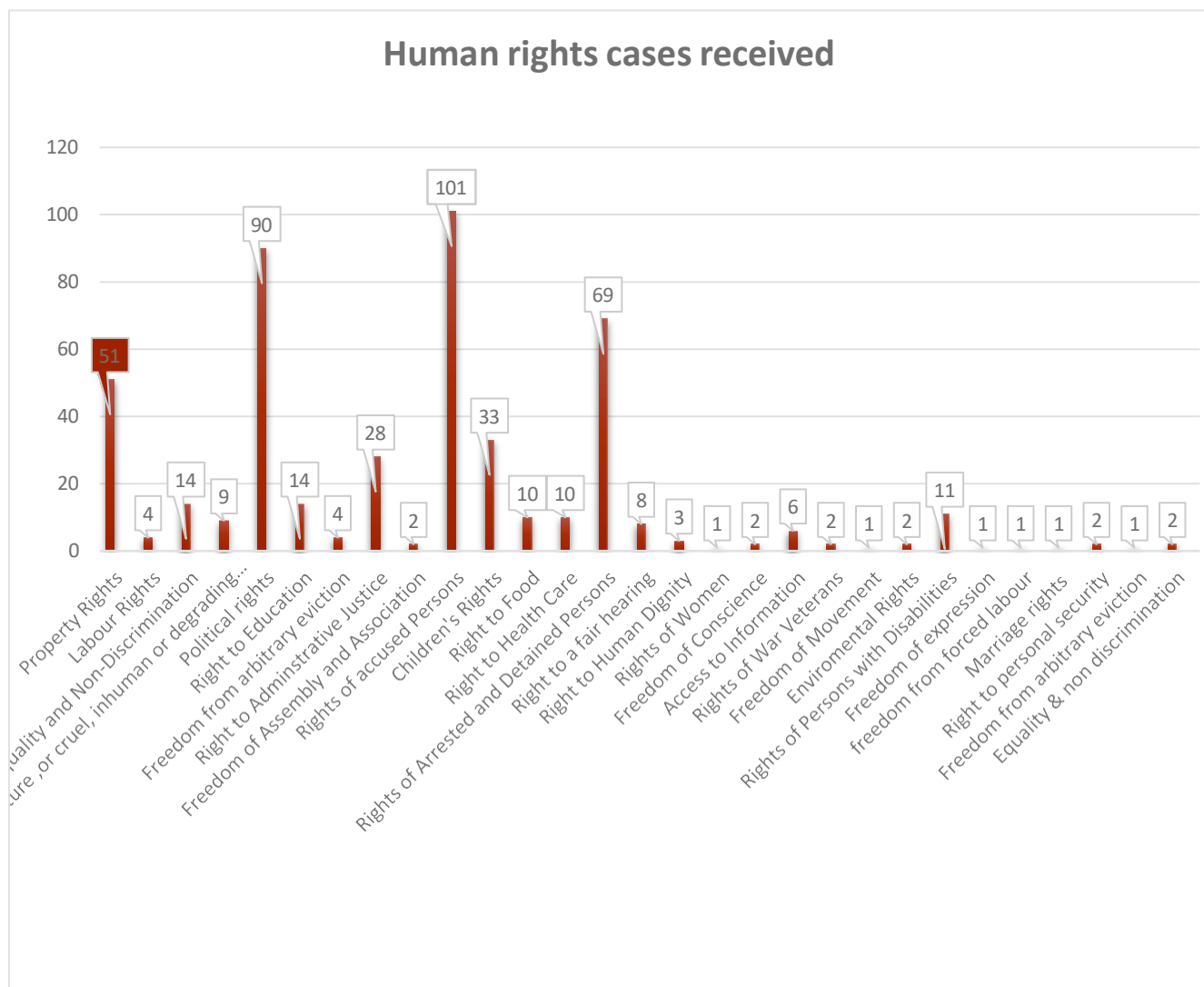
## 3.1.4 Human Rights Cases

The graph above shows the number and specific nature of human rights cases received during the months of January to October 2023. The Commission received a total of four hundred and ninety-one (491) cases of alleged human rights violations.

The graph shows that there was a high number of political rights violations, which were recorded pre and during the 2023 Zimbabwe harmonised elections. Therefore, there is need of intense human rights awareness particularly on political rights during the pre- election period.

There is also a high rate of violation of rights of the accused and rights of the arrested and detained persons thus indicating the need for education on human rights-based approach on duty bearers such as ZRP.

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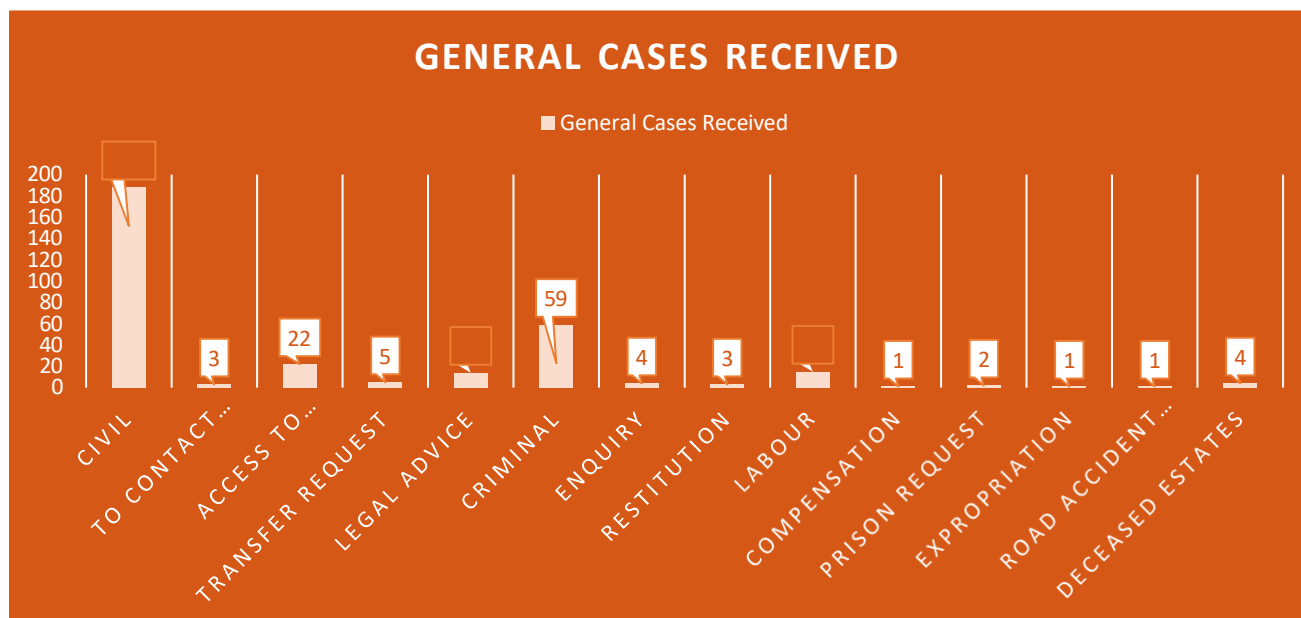


**Figure11: Human rights cases received**

## 3.1.5 Cases of a General Nature

The graph above shows the number of cases of a general nature received from January to December 2023. The Commission received a total of three hundred and twenty-four (324) cases of a general nature. The high number of cases of a general nature received also indicates that the public have an appreciation of the existence of the Commission and are comfortable to report various violations. However, some of them fall outside the mandate and jurisdiction of the Commission, but they are actioned appropriately when received.

# ZIMBABWE HUMAN RIGHTS COMMISSION 2023 ANNUAL REPORT



**Figure12: Cases of a general nature**

The graph above shows a high number of civil cases. These were received during the Mobile Human Rights Clinics and the complainants were provided with legal advice. The number of cases of a general nature that were received indicate that the general public have an appreciation of the existence of the Commission and comfortable to report various violations. However, some of them fell outside the mandate and jurisdiction of the Commission, but they were actioned appropriately when received.

## 3.2 Cases Presented to the Commission

The Commission holds bi-monthly Commission meetings to deliberate on handled cases during the reporting period. The meeting also adopts recommendations for specific actions to remedy human rights violations that would have been exposed from the investigations carried out. The Commission held five (5) Commission Board Meetings on Complaints Handling and Investigations in 2023. These were held on the 15<sup>th</sup> of February 2023, 20<sup>th</sup> of April 2023, 05<sup>th</sup> of July 2023, 28<sup>th</sup> of September 2023 and 29<sup>th</sup> of November 2023.

During those Commission meetings, twenty-two (22) cases were presented to the Commission for closure. Sixteen (16) cases were closed on the basis that they had been resolved. Four were closed on the basis that the ZHRC lacked jurisdiction to handle them, and two (2) cases were closed on the basis that they could not be sustained. Thirty (30) investigative reports were presented. Of these Reports, twenty-three were under implementation phase, and recommendations were shared with relevant Stakeholders. To ensure effective implementation of recommendations proffered, the Commission has adopted a Recommendations Implementation Tracker which will assist in the process. Six Reports were deferred for further action such as Alternative Dispute Resolution mechanisms.



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## 3.3 Mobile Human Rights Clinics (MHRC)

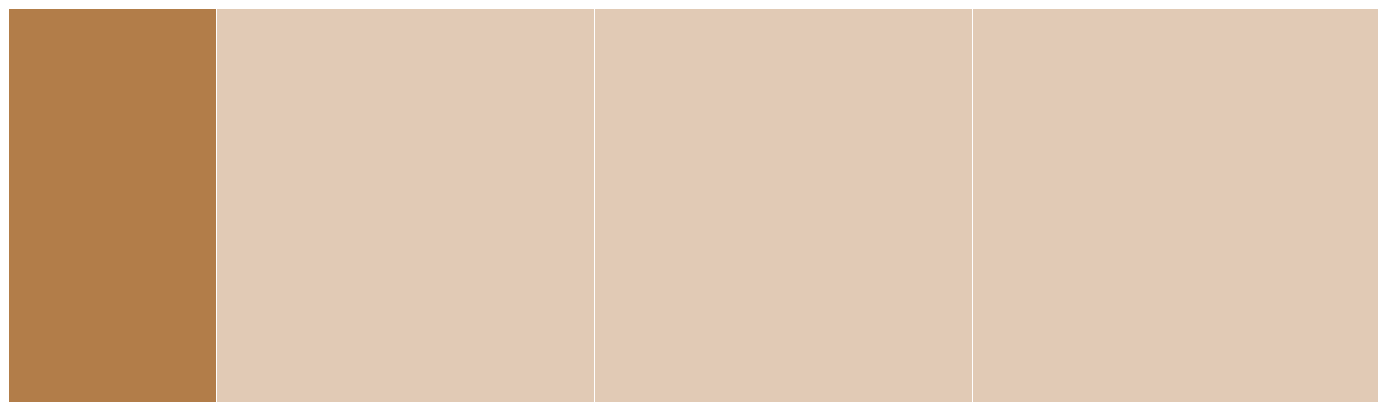
### 3.3.1 Mobile Human Rights Clinics in Prisons

The ZHRC is implementing a project to strengthen human rights through access to justice in marginalized communities of Zimbabwe. This is being implemented through mobile human rights clinics in prisons, to assist inmates to act in defense of their fundamental human rights and freedoms. In 2023 MHRCs were conducted as follows:

**Table 5: Mobile human rights clinics in prison**

Date	Province	Prisons Visited	Inmates Reached
29th January -3rd February 2023	Mashonaland West	Kariba Prison	3894 Males
		Hurungwe Farm Prison	110 females
		Karoi Prison	
		Chinhoyi Prison	
		Kadoma Prison	<b>Total 4004</b>
	Masvingo	Masvingo Remand Prison	
		Chivi Prison	
		Zaka Prison	
		Chiredzi Prison	
		Mutimurefu Prison	
	Matabeleland North	Anju Farm Prison	
		Binga Prison	
		Hwange Prison	
		Victoria Falls Prison	
16 to 20, September 2023	Mashonaland East	Ridigita Farm Prison	1144 Males
		Marondera Prison	33 Females
		Goromonzi Prison	
		Tabudirira Farm Prison	
		Mutoko Prison	
		Mutawatawa Satellite Prison	<b>Total 1144</b>
		Murehwa Prison	

# ZIMBABWE HUMAN RIGHTS COMMISSION 2023 ANNUAL REPORT



The purpose of the MHRCs was to ensure increased access to justice for inmates and avail a complaints mechanism and remedies on justice-related issues. Issues affecting Inmates included violation of the rights to a fair trial, legal representation, bail, restitution, and appeal. The Commission reached a total of five thousand one hundred and eighty-one **(5 181): 5038 Males 143 Females** inmates. Those who directly benefited from the services of the ZHRC were a total of five hundred and fifty **(550)** (493Males 57Females) from individual complaints from inmates. Major issues raised by prisoners were lack of stationery to apply for their appeals, lack of information in relation to court processes, complaints against the police, corruption by officials in the justice delivery system, lengthy remands, lack of legal representation and access to record of proceedings. The ZHRC managed to facilitate the payment of restitution and release of an inmate at Kariba prison who had been unreasonably denied payment of the restitution at Kariba Court.

## 3.3.2 Mobile Human Rights Clinics in Communities

The table below provides details of mobile human rights clinics held in communities.

**Table 6: Mobile human rights clinics in communities**

Date	Province	People reached and assisted
9th-13th October 2023	Masvingo Manicaland Midlands	The Commission reached a total of one thousand one hundred and thirty-three (1 133) participants from the three mentioned provinces. Of the one thousand one hundred and thirty-three (1 133) participants, six hundred and six (606) were males and five hundred and twenty-seven (527) were females  <b>The Commission received one hundred and one (101) cases.</b>

# ZIMBABWE HUMAN RIGHTS COMMISSION 2023 ANNUAL REPORT

31st of October 2023 -2nd of November 2023

Harare

One hundred and sixty-seven (167) people. Of the total number of attendees, one hundred and twenty-nine (129) were female and thirty-eight (38) were male.

**The Commission received (16) sixteen cases.**

The purpose of the MHRCs was to raise awareness on human rights and the mandate of the ZHRC, to identify and document human rights issues affecting the communities at large and to facilitate the intake of complaints on human rights and maladministration related issues. Major issues which were raised during the MHRCs included children's rights in relation to their responsibilities, child marriages and child headed families, child abuse and the issue of a striking balance between the upholding of cultural norms and values against the observance of human rights amongst other issues. The ZHRC documented all the issues raised by the communities engaged and the complaints raised for further action.

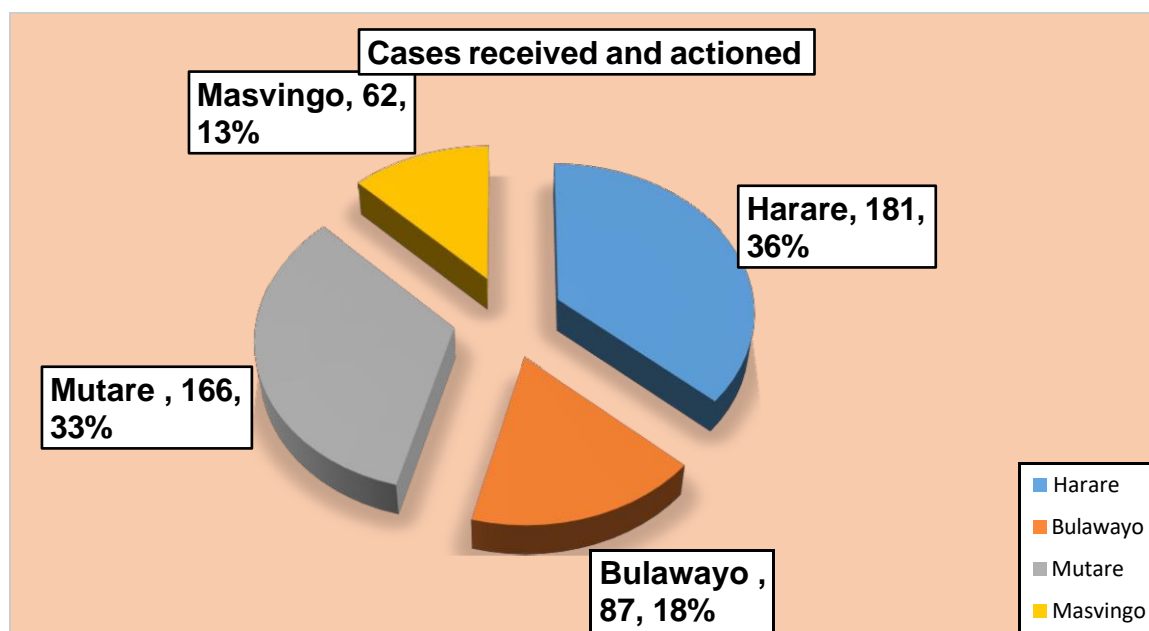
## 4. ADMINISTRATIVE JUSTICE

The Administrative Justice Unit performs the role of public protector. Its mandate is to protect the public against abuse of power and maladministration by State and public institutions and by officers of those institutions as provided in section 243 (1) (e) of the Constitution. Complaints intakes were undertaken through various methods such as physical walk-ins, the Commission's WhatsApp and SMS hotline numbers, ZHRC email, as well as through Administrative Justice Mobile Clinics. Investigations were conducted through telephone, letters, and field investigations during the reporting period.

### 4.1 Cases Received and Actioned

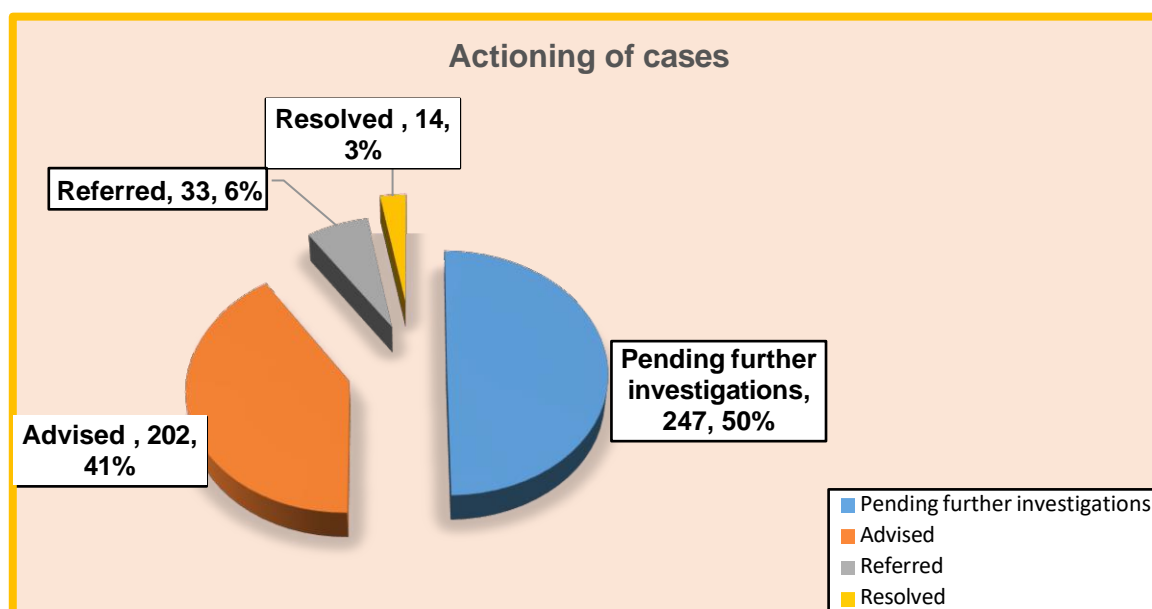
The Administrative Justice Unit received a total of four hundred and ninety-six (**496**) cases during the period from January to December 2023. Of the four hundred and ninety-six (**496**) cases received, one hundred and eighty-one (**181**) cases were received and actioned by the Northern Region Office (Harare), eighty-seven (**87**) cases were received and actioned by the Southern Region Office (Bulawayo), and another one hundred and sixty-six (**166**) cases were received and actioned by the Eastern Region Office (Mutare). The Southeast Region Office (Masvingo) received and actioned sixty-two (**62**). These statistics are depicted below.

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**Figure 13: Cases received and actioned**

Of the four hundred and ninety-six (496) cases received, a total of two hundred and forty-seven (247) cases are pending further investigation, with a total of two hundred and two (202) cases being advised. Thirty-three (33) cases were referred to partner organisations, which are better placed to deal with the matters. A total of fourteen (14) cases were resolved. This is depicted in Figure 14 below.



**Figure 14: Action taken on cases received**

Three (3) cases were referred to the Law Society of Zimbabwe (LSZ), while another three (3) cases were referred to the Zimbabwe Gender Commission for further action. Two (2) cases were referred to the Zimbabwe Anti-Corruption Commission (ZACC), eighteen (18) cases were referred to the Legal Aid Directorate (LAD), and three (2) cases were referred to the Legal Resource Foundation (LRF). One (1) case was referred to the National Prosecuting Authority (NPA), the other (1) case

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was referred to the Registrar General's Office (RG), one (1) case was referred to Gutu Rural District Council, and another (1) case was referred to Ngomahuru Mental Institution.

## 4.2 Classification by Province

Cases received throughout the year were categorised by the province where the case occurred. This was done to conduct an analysis that was used to guide various activities, such as the Administrative Justice Mobile Clinics, and to enhance awareness of the ZHRC's Public Protector Mandate. The statistics are depicted in table 8 shown below.

It is clear from Table 8 below that the number of cases being received on a monthly basis remains low. Only the months of February and October registered a high number of cases due to Administrative Justice Mobile Clinics that were held in Mashonaland West, Manicaland, Matabeleland, Midlands, and Mashonaland East provinces in those months. The Administrative Justice Unit visited different places in the provinces and recorded the complaints from the general public as a way to improve the accessibility of the Commission. This indicates the need to increase the visibility of the Commission, especially in rural areas where citizens' knowledge of the ZHRC mandate is still very low. This can be dealt with by increasing the number and frequency of Administrative Justice Mobile Clinics and other initiatives to increase accessibility in the following year.

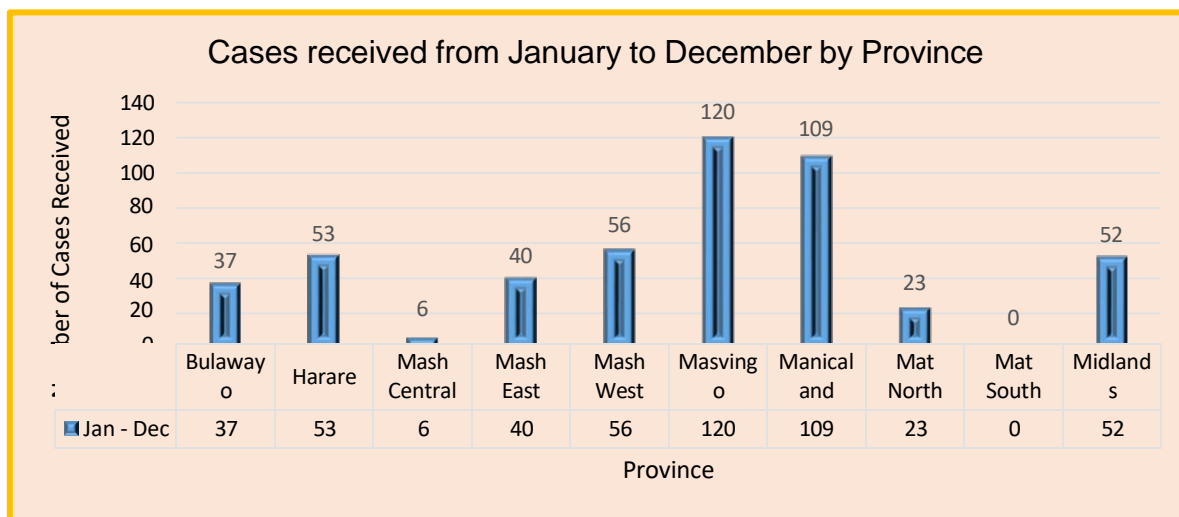
**Table 7: Number of cases received by Province**

### 2023 Number of Cases received

Province	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Bulawayo	6	2	3	5	1	3	2	1	0	6	8	0	37
Harare	6	1	4	5	6	3	6	4	2	1	7	8	53
Mash Central	0	0	0	0	1	1	1	0	1	0	2	0	6
Mash East	1	0	0	1	1	0	1	0	3	32	1	0	40
Mash West	2	52	0	0	1	0	1	0	0	0	0	0	56
Masvingo	1	58	0	0	4	1	18	4	6	23	5	0	120
Manicaland	2	5	3	2	20	2	9	12	11	34	6	3	109
Mat North	0	10	0	0	0	0	4	2	2	2	1	2	23
Mat South	0	0	0	0	0	0	0	0	0	0	0	0	0
Midlands	0	0	0	1	16	2	3	2	3	8	16	1	52
Total	18	128	10	14	50	12	45	28	28	106	46	14	496

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The number of cases received by provinces is depicted in Figure 23 below to help understand the contributions made by province to the total number of cases received.



**Figure 15: Cases received from January 2023 to December 2023 by Province**

Figure 15 above shows that Masvingo province received one hundred and twenty (**120**) cases, followed by Manicaland province, which received one hundred and nine (**109**) cases. Mashonaland West Province received fifty-six (**56**) cases, Mashonaland East Province received forty (**40**) cases, Harare Province received fifty-three (**53**) cases, and Midlands Province received fifty-two (**52**) cases. Bulawayo Province had thirty-seven (**37**) cases, Matabeleland North Province had twenty-one (**23**), and Mashonaland Central Province had six (**6**) cases. During the time period under consideration, no cases were reported in Matabeleland South Province. The number of cases received in Masvingo, Manicaland, and Midlands Provinces was high as a result of Administrative Justice Mobile Clinics that were held in those provinces in the months of February and October 2023.

The Commission has opened an office in Hwange in Matabeleland North Province, which was a positive move to increase its visibility in the province. The Commission is also decentralising to all the provinces, such as Mashonaland West Province, Mashonaland East Province, and Mashonaland Central Province. Decentralisation will increase the number of cases received and ensure that residents in those provinces effectively use the Commission's services.

## 4.3 Classification of Cases by Gender

To understand the gender disaggregation of cases received, the gender of the complainants was analysed. This assisted the Commission to understand the level of knowledge of the

Table 9 below depicts the complainants' gender

**Table 8: Classification of cases received by Gender**

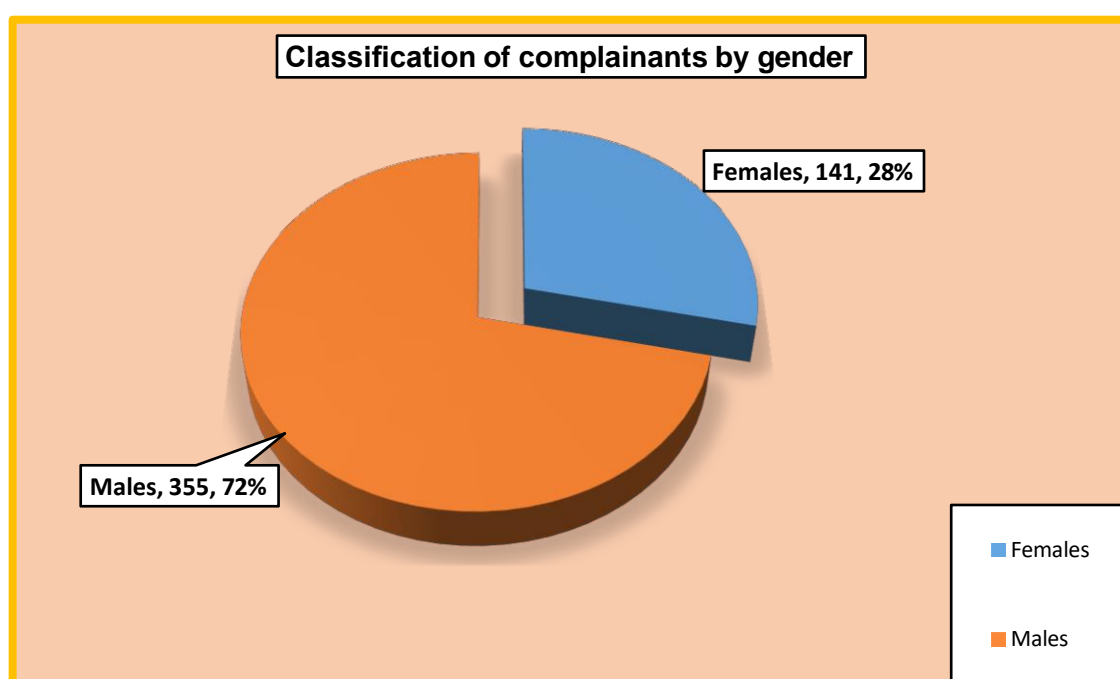
Gender	Number of cases	Cumulative Percentage
Females	141	28%



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Males	355	72%
TOTAL	496	100%

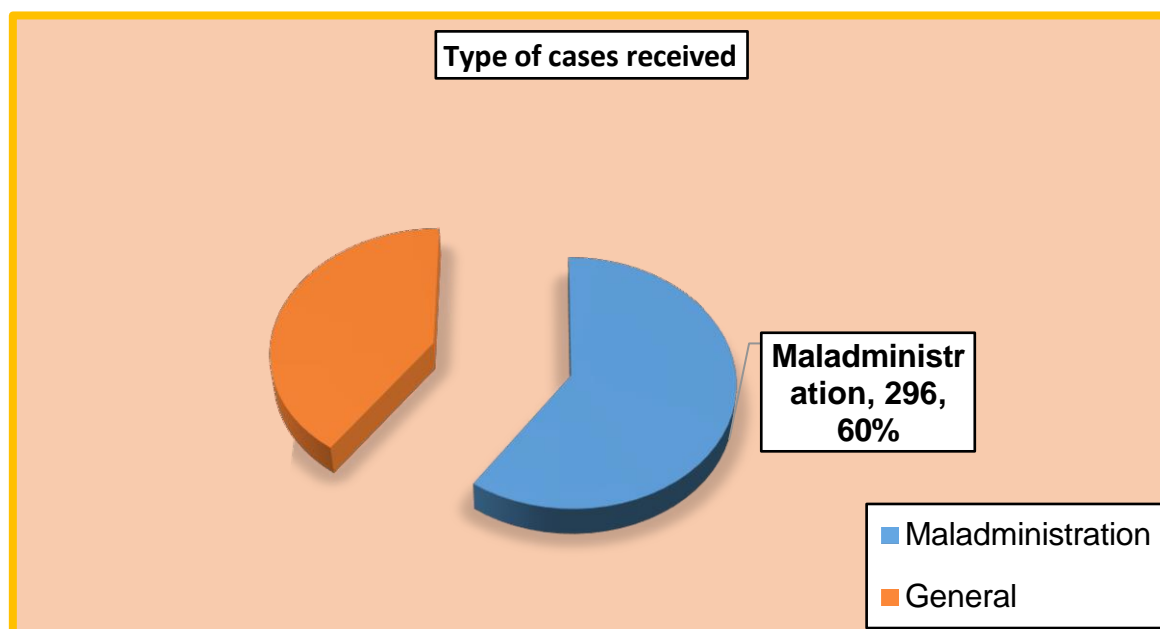
From Table 8 above, it is clear that men reported 72% of the complaints received by the Commission, while women reported only 28%. The statistics have signalled a significant gap between the number of complaints received from women and those received from men. Therefore, more awareness programs aimed at women are needed in rural and hard-to-reach areas where there is widespread ignorance of maladministration cases and the role of the ZHRC in combating such cases. The statistics are pictographically depicted in Figure 16 below.



**Figure 16: Classification of cases by gender**

### 4.4 Nature of Cases Received

During the time period in question, the Commission received two hundred and ninety-six (**296**) administrative justice cases and two hundred (**200**) cases of general nature. These cases are depicted in Figure 17 below.



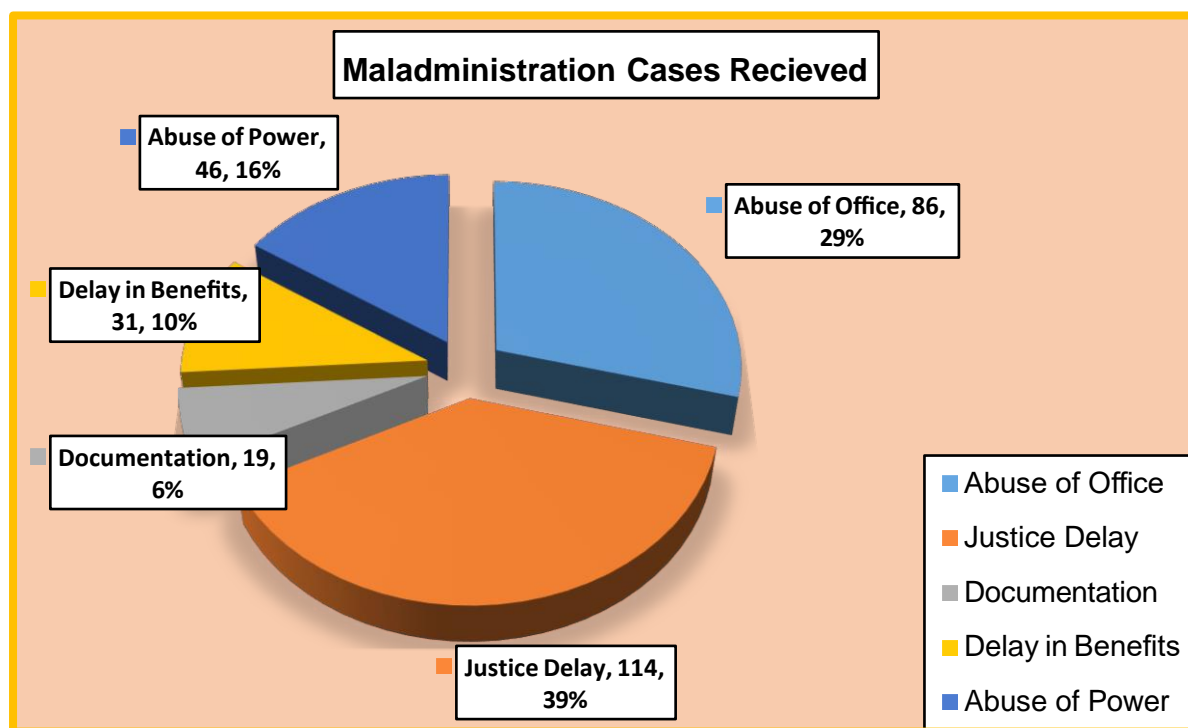
**Figure 17: Type of cases received**

It is clear from Figure 17 above that 60% of the cases received during the reporting year related to maladministration. These cases were investigated by the Commission. The remainder (40% of the cases) were of a general nature. The ZHRC offered general assistance and guidelines to complainants on the best ways in which they could seek different remedies that are available at law.

## 4.5 Maladministration Cases Received

Figure 18 below indicates the distribution of maladministration cases received during the period January 2023 to December 2023. Figure 26 below indicates that justice delay topped the number of maladministration received with a contribution of **114** (39%) of the total. This was followed by abuse of office, which contributed **86** (29%) of the maladministration cases, while abuse of power contributed **46** (16%) of the total maladministration cases. Delay in benefits contributed to **31** (10%) of the maladministration cases, while issues to do with access to documentation contributed **19** (6%).

It is clear that the majority of the cases involved delays in justice by government officials. More engagements must be focused on the need for public officials to comply with the procedures provided in the law to ensure efficiency and effectiveness in performing their duties as a way to reduce cases of maladministration and promote good governance.



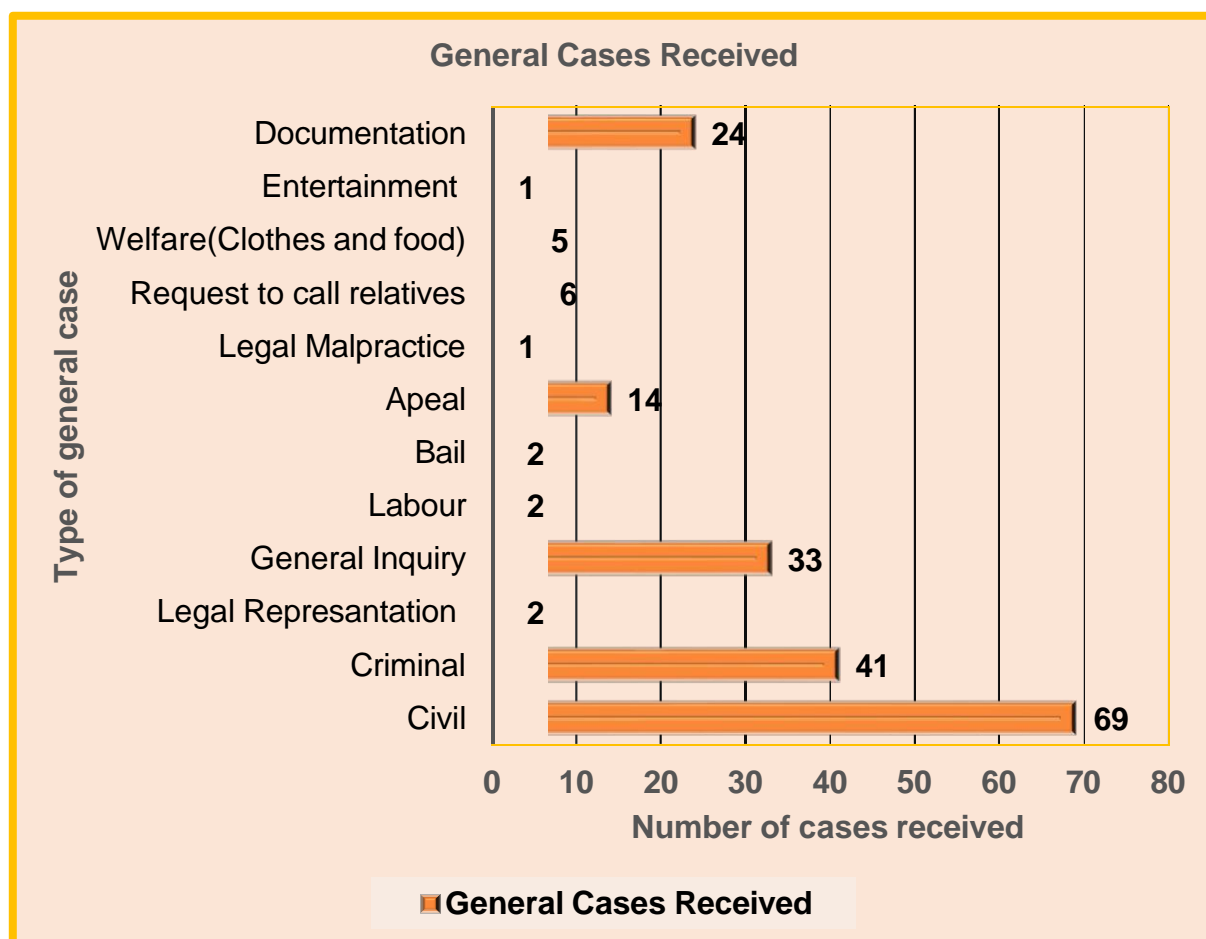
**Figure 18: Maladministration cases received**

## 4.6 Cases of a General Nature Received and Actioned

General cases that were received by the Commission were analysed to further understand them. The statistics show that a total of two hundred (**200**) cases were received during the period under review. The general cases received were distributed as indicated in Figure 19 below.

According to Figure 19 below, most of the general cases were civil and criminal in nature. Most of the complainants in these cases only required legal advice on these issues, and the ZHRC assisted them. This initiative assisted the complainants to get justice in their cases, considering the cost of legal advice, which was offered free of charge by the Commission.

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**Figure 19: General cases received**

## 4.7 Commission Meetings on Administrative Justice

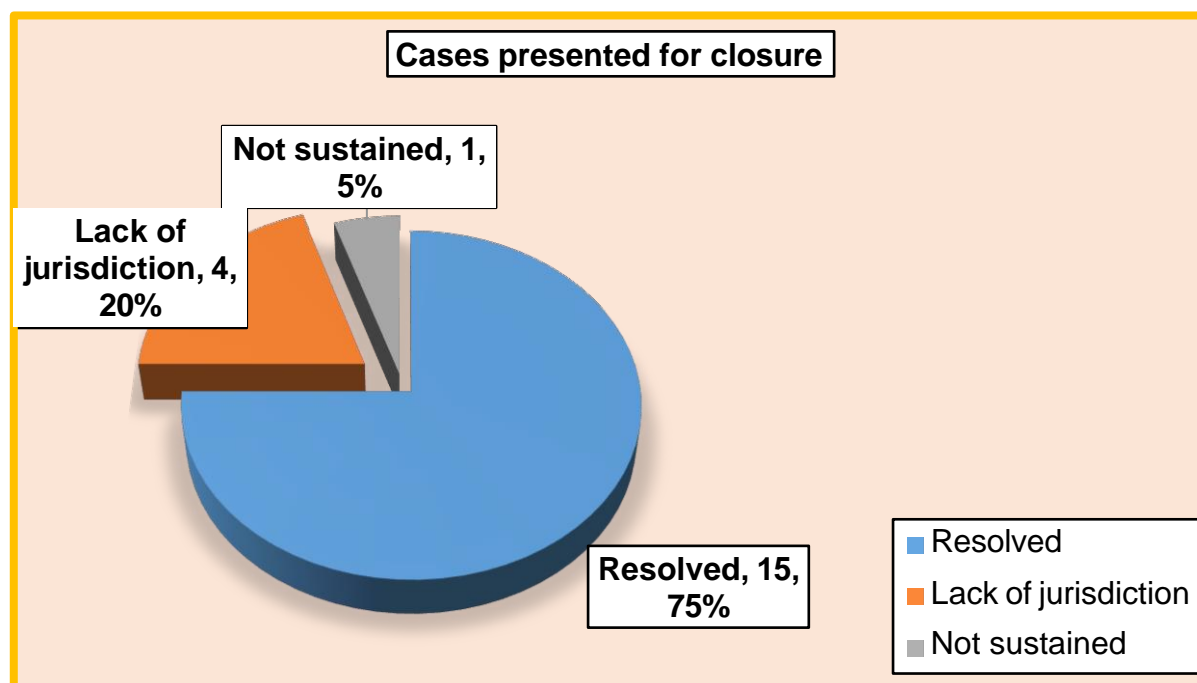
The Commission held five (5) Commission Board Meetings on Administrative Justice throughout the year. The Commission meetings on Administrative Justice were held as indicated in Table 9 below.

**Table 9: Commission Meetings on Administrative Justice**

Date	Venue
15 <sup>th</sup> February 2023	ZHRC Boardroom, Harare
20 <sup>th</sup> of April 2023	ZHRC Boardroom, Harare
06 <sup>th</sup> of July 2023	ZHRC Boardroom, Harare
28 <sup>th</sup> of September 2023	ZHRC Boardroom, Bulawayo
30 <sup>th</sup> of November 2023	ZHRC Boardroom, Harare

### 4.7.1 Cases for Closure

During the above Commission meetings, twenty (20) cases were presented for closure. The closed cases were distributed as indicated in Figure 20 below.



**Figure 20: Cases for closure**

## 4.7.2 Investigative Reports Adopted by the Commission

The Administrative Justice Unit investigated twenty-five (25) cases, of which twenty-three (23) investigative reports were adopted by the Commission and were adopted. Only two investigative reports that were investigated in November 2023 are yet to be submitted before the Commission for adoption. All the submitted and adopted reports had their recommendations shared with the complainants, respondents, and different stakeholders. Recommendations' implementation trackers are being used to follow up on the implementation of the recommendations.

## 4.8 Alternative Dispute Resolution

The Administrative Justice Unit adopted alternative dispute resolution mechanisms to resolve cases brought to its attention. The Unit had a target of resolving seven administrative justice cases using alternative dispute resolution. Seven (7) cases were resolved through different alternative dispute resolution methods. Three Manicaland Mediation reports—the Mberengwa Conciliation Report, the Chinyika Gutu Negotiation Report, and the Matabeleland Mediation Report—were recorded during the period and adopted by the Commission. Only the Bubi Mediation Report was not adopted pending the signing of a mediation agreement by the parties. More cases will be resolved using alternative dispute resolution mechanisms as officers are now conversant with the processes used in alternative dispute resolution following their training.

## 4.9 Administrative Justice Stakeholder Engagement Meetings

The Administrative Justice Unit hosted stakeholder engagement meetings with Government Ministries, Departments and Agencies (MDAs). The meetings were held to sensitize public officials on the Public Protector function of the ZHRC. The meetings were also meant to advise on the establishment of the ZHRC's Administrative Justice Unit. The engagement meetings were held as indicated in Table 11 below.

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**Table10: Administrative Justice Engagement meetings held**

Date	Province
26 <sup>th</sup> July 2023	<b>Harare</b>
27 <sup>th</sup> day of September 2023	<b>Bulawayo</b>
4 <sup>th</sup> day of October 2023	<b>Mutare</b>
22 <sup>nd</sup> November 2023	<b>Masvingo</b>

During these meetings, presentations on the overview of the ZHRC mandate in general, the background of the Public Protector's Office, the Administrative Justice Mandate of the ZHRC, and the Commission's Administrative Justice procedures were made by the ZHRC secretariat. Questions raised by the attendees included how the ZHRC measured its client satisfaction index and why there is a dual mandate and not a separate office for the Public Protector like in other jurisdictions, amongst others. An explanation of the funding nature of the ZHRC's programmes was also asked, as this has a bearing on the independence of the Commission. All the questions were adequately addressed.

There was consensus across public institutions that the mandate of the Public Protector needed to be expanded. It was also indicated that there was a need to protect public servants from manifestly unlawful directives made in the course of their everyday work. This could be made after investigations and on recommendations made by the ZHRC. A request was made for more regular interactions across public institutions to establish a forum for sharing ideas and experiences as a way to increase collaboration.

The meetings were successfully hosted. By the end of each meeting, stakeholders had an appreciation of the Administrative Justice mandate of the Commission. The meetings have also increased the level of interaction between the ZHRC and different stakeholders.





**Figure 21: ZHRC Chairperson, Dr. Elasto Hilarius Mugwadi, and Commissioner, Dr. Angeline Guvamombe, pose for a photograph with Chiefs from Manicaland Province at the Administrative Justice Engagement Meeting which was held at Golden Peacock Hotel in Mutare on the 4<sup>th</sup> of October 2023**



**Figure 22: Participants during the meeting listening to the presentations at the Bulawayo stakeholder engagement meeting at Cresta Churchill Hotel in Bulawayo on the 27<sup>th</sup> of September 2023**

## 4.10 Review of Public Institutions' Service Charters

To promote good governance and efficient public administration, ZHRC reviewed service charters of ten public institutions, which had been targeted. In carrying out these reviews, the ZHRC attended meetings with different institutions, such as the Zimbabwe Prisons and Correctional Service, the Zimbabwe Anti-Corruption Commission, the Environmental Management Agency, the Legal Aid Directorate, and the Procurement Regulatory Authority of Zimbabwe, among others.

The meetings were held as initial steps to advise the institutions on the oversight role of the ZHRC in ensuring efficient and effective service delivery and the need to promote good governance. The meetings were a success, as the institutions agreed to cooperate with the ZHRC in the review of their service charters.

The Commission also drafted the Public Institutions Service Charter Review Guidelines. The guidelines were presented before the commission for adoption on 30 November 2023 and were adopted.

The service charters for the identified institutions were reviewed. Reports on the review of client service charters were produced, and the reports are yet to be tabled before the Commission for

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adoption. The recommendations will be shared with the different stakeholders for implementation after the reports have been adopted.

## 4.11 Administrative Justice Mobile Clinics (AJMCs)

The Administrative Justice Unit carried out Administrative Justice Mobile Clinics (AJMC) in three different provinces, namely Masvingo, Midlands and Manicaland. The AJMCs were directed at ensuring that everyone had access to the Commission's services. Administrative Justice Mobile Clinics were held in Masvingo Province between the 1<sup>st</sup> and 5<sup>th</sup> of May 2023. In the Midlands province, AJMCs were held from the 8<sup>th</sup> to 12<sup>th</sup> May 2023 and 9<sup>th</sup> to 13<sup>th</sup> October 2023 while those for Manicaland Province were held between the 8<sup>th</sup> and 12<sup>th</sup> of May 2023 and 16<sup>th</sup> to 20<sup>th</sup> October 2023.

The AJMCs' objectives were to raise awareness of the human rights guaranteed in the Declaration of Rights, with a special emphasis on the administrative justice mandate of the Commission. The AJMC were also targeted at identifying and documenting administrative justice and general issues affecting the community at large, to provide legal advisory services to affected communities, and to facilitate the intake of complaints on cases of violation of the right to administrative justice. The AJMCs conducted are indicated in Table 11 below.

**Table 11: Administrative Justice mobile clinics conducted**

Province	District	Ward/Place	Males	Females	Total	
Masvingo	Gutu	8	20	60	80	
		24	47	71	118	
		33	61	118	179	
		34	27	64	91	
Manicaland	Honde Valley	10	37	54	91	
		15	48	68	116	
		18	33	58	91	
	Mutare Rural	4	59	65	124	
		6	13	57	61	
		10	34	27	70	
Midlands	Zhombe	Esidakeni	22	24	46	
		St. Andrews	28	46	74	
		Zhombe Business Centre	57	499	556	
	Gokwe North	5	39	22	61	
		7	17	9	26	
		9	115	22	137	
	Total		657	1264	1921	

All of the communities visited expressed concern about the behavior of their children under the age of 18, which they linked to increased promotion of children's rights. As a result, they advocated for more awareness directed specifically at those children, educating them on both rights and



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responsibilities as well as limitation of rights. Communities were also concerned about the prevalence of child marriages in Manicaland Province.

Another issue raised by all communities was discrimination on the basis of political affiliation, with some people not benefiting from government programmes such as Pfumvudza.<sup>1</sup> Communities in Gokwe complained about the abuse of power by traditional leaders in the implementation of the 'ZunderaMambo'<sup>2</sup> programme. The community complained that they were forced to travel long distances with their cattle to work at the 'ZunderaMambo' and at times their cattle would die due to long distances travelled to and from the area depriving them of their property rights.

There were also complaints from the Gokwe community that traditional leaders were forcing the communities to make payment for trivial issues such as reporting funerals. These challenges were caused financial prejudice to the communities already grappling with financial challenges.



**Figure 23: Ms. M. Manyati delivering a public lecture on the ZHRC mandate while members of the community were listening during the AJMC in Gokwe North District 9<sup>th</sup> of May 2023**

<sup>1</sup>The government initiative to assist farmers with farming inputs after they had prepared land to the expected standards.

<sup>2</sup>The exercise is a cultural practice where every family contributes human and animal labour to the community fields to increase crop production and assist members of the community in times of need.



**Figure 24: Mr. M. Museva with participants attending AJMC in Ward 6 Mutare Rural District listened on the 17<sup>th</sup> of October 2023**

## 4.12 Prison Administrative Justice Mobile Visits

The Administrative Justice Unit carried out prison visits to raise awareness on the administrative mandate of the Commission as well as record cases of maladministration amongst prison inmates. The visits were conducted in Mashonaland West, Masvingo and Matabeleland North Provinces from the 29<sup>th</sup> of January to the 1<sup>st</sup> of February 2023. The fourteen (14) prisons visited are indicated in Table 12 below.

The purpose of the prison visits was to ensure increased access to justice for inmates and avail a complaints mechanism on justice related issues. This necessitated the finding of ways in which inmates at these institutions could be assisted to claim their rights and defend their rights as far as their rights to a fair trial, legal representation, bail, and appeal are concerned. The Commission reached a total of four thousand and four (**4 004**) inmates. Of those reached three thousand eight hundred and ninety-four (**3 894**) were males while one hundred and ten (**110**) were females. All these inmates directly benefited from the prison visits.

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**Table 12: Prisons visited by Province**

Province	Prison
Mashonaland West Province	<b>Hurungwe Farm Prison</b>
	<b>Karoi Prison</b>
	<b>Chinhoyi Prison</b>
	<b>Kadoma Prison</b>
Masvingo Province	<b>Masvingo Remand Prison</b>
	<b>Chivi Prison</b>
	<b>Zaka Prison</b>
	<b>Chiredzi Prison</b>
	<b>Mutimurefu Prison</b>
Matabeleland North Province	<b>Anju Farm Prison</b>
	<b>Binga Prison</b>
	<b>Hwange Prison</b>
	<b>Victoria Falls Prison</b>

The Commission received a total of four hundred and forty-one (**441**) individual complaints from the inmates which were filed by three hundred and eight-nine males (**3081**) and fifty-two (**52**) females. The individual complaints from inmates concerned legal advice relating to application for bail, lodging of appeals, claims for restitution, issues of justice delay and legal representation.

Major issues raised by prisoners were lack of stationery to apply for their appeals, lack of information in relation to court processes, complaints against the police, corruption by officials in the justice delivery system, lengthy remands, lack of legal representation and access to record of proceedings. The ZHRC managed to facilitate the payment of restitution and release of an inmate at Kariba prison who was unreasonably denied payment of the restitution at Kariba Court.

## 5. HUMAN RIGHTS PROMOTION

### 5.1 Human Rights Awareness

In fulfilment of the Commission's constitutional mandate to promote awareness of and respect for human rights in accordance with Section 243 (1) (a) of the Constitution, the Commission conducted human rights awareness activities using a variety of multi-media approaches during the year under review. A total of **121** outreaches throughout the year. These included ward-based community outreaches in Insiza and Beitbridge Districts of Matabeleland South Province as well as Nkayi and Bubi Districts (Matabeleland North Province).

Some of the objectives of the outreaches included to promote awareness of the mandate and functions of the ZHRC on protection and promotion of human rights in relation to access to civil registration documents; to facilitate access to justice to enhance awareness and appreciation of the importance of obtaining civil registration documents in relation to enjoyment of human rights and access to services among communities; to address harmful socio-cultural and religious practices and attitudes that impede access to civil registration documents and to increase demand for services offered by the ZHRC in relation to access to documentation, among others.



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A major focus of the human rights awareness activities in 2023 was on promoting awareness of civil and political rights (including electoral rights) provided for in Section 67 of the Constitution and to facilitate access to remedies for electoral related human rights violations in view of the 2023 harmonised elections that were to be held in August 2023. Ward based community outreaches were also conducted in Bikita District (Masvingo Province) and Mutasa District in Manicaland Province. The department spearheaded the Commission's exhibition at the 2023 Zimbabwe International Trade Fair (ZITF) in April 2023 where the focus was on interacting with businesses and visitors on the relationship between business and human rights as well as through radio programmes which focused on raising awareness on business and human rights themes including corporate social responsibility. The Commission also utilised the ZITF to publicise its newly established offices in Masvingo and Bulawayo. During ZITF, five (5) radio interviews were conducted as well as one (1) television programme on ZTV. A total of **1, 122** people visited the ZHRC stand, and **8,118** IEC materials were disseminated. The department exhibited at the International Women's Day commemorations held in Harare in March 2023.

Radio programmes to promote awareness of electoral rights and available remedies in the event of electoral rights violations were conducted during the year. In this regard, the Commission conducted radio programmes at Central Radio Station and 98.4 FM Radio Station (Gweru, Midlands Province) and Ntepe-Manama Radio Station (Gwanda, Matabeleland South Province) in July 2023. Furthermore, ten (10) radio programmes were conducted at Hevoi FM in Masvingo and Ya FM in Zvishavane (Midlands Province) in March 2023. Each of the five (5) radio stations hosted five (5) radio programmes, making a total of **twenty-five (25) radio programmes**, reaching an estimated listenership of **2,100,000** people.



**Figure 25: EPRA Director and Deputy Director having a radio programme on electoral rights awareness at 98.4 FM in Gweru. Midlands Province in July 2023**

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ZHRC conducted a ground-breaking outreach, the first of its kind at the Zion Christian Church (ZCC) annual church conference at Defe in Gokwe District, Midlands Province in August 2023. The outreach took the form of exhibitions and interactions with ZCC church congregants and dissemination of IEC materials on electoral rights and other constitutional rights, reaching **6,030** church congregants. Dissemination of IEC materials is one of the multi-media approaches that were used by the Department to educate communities on electoral rights and other constitutional rights. Accordingly, an exercise to disseminate IEC materials focusing particularly on electoral rights was conducted in August 2023 covering Mwenezi District (Masvingo Province); Makoni, Buhera and Chimanimani Districts (Manicaland Province); Makonde, Chegutu, Sanyati and Chinhoyi Districts (Mashonaland West); Gwanda and Matobo Districts (Matabeleland South Province); Bulawayo Metropolitan Province and Hwange District (Matabeleland North Province). In total **127, 335** IEC materials on the electoral rights, on the mandate and functions of the Commission and on other constitutional rights were disseminated in all the six (6) Provinces combined.



**Figure 26: ZHRC Executive Secretary Dr Delis Mazambani emphasizing the nexus between constitutional rights and biblical teachings during the women's session at the Zion Christian Church Defe International Conference in Gokwe, in August 2023**

In September 2022, the Department conducted exhibitions at the Manicaland and Masvingo Provincial Agricultural shows, respectively. Exhibitions, (including the ZITT exhibition reported on earlier) are one of the multi-media outreach strategies used by the Commission. In total, the two (2) Provincial Agricultural shows attracted **395** visitors who visited and interacted with the Commission directly at the exhibition stands and who accessed IEC materials. A total of **7, 775** IEC materials of different types on electoral rights, the mandate and functions of the ZHRC and other constitutional



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rights were disseminated. The wide range of IEC materials disseminated at the two agricultural shows had a wider reach and impact as these could also be accessed by people who did not physically visit the exhibitions. An estimated **1,2 million** listeners were reached through radio programmes that were conducted on the sidelines of the two agricultural shows at Diamond FM in Mutare and Hevoi FM in Masvingo, respectively. Furthermore, in November 2023, the Department exhibited at the commemorations of 16 Days of Activism against Gender Based Violence, which were held at Hauna Business Centre, Mutasa District in Manicaland Province.

The table below shows summarises statistics of people reached using multi-media approaches during outreaches.

**Table 13: Show statistics of participants at outreaches**

Location/ District	Number of people reached
1. Insiza – (Matabeleland South)	747
2. Nkayi - (Matabeleland North)	653
3. Beitbridge - (Matabeleland South)	208
4. Bubi - (Matabeleland North)	943
5. Bikita - (Masvingo Province)	1,690
6. Mutasa - (Manicaland Province)	1,997
7. Radio programmes on electoral rights awareness (25 radio programmes combined: Yah FM, Hevoi FM, Central Radio, Ntepe-Manama and 98.4 FM)	2, 100 000
8. ZCC Annual Church Conference (Defe-Dopota) Outreach	6, 030
9. Manicaland and Masvingo Provincial Agricultural Shows - (combined) including radio programmes as part of exhibitions	1,200 000
10. ZITF exhibition	1, 122
<b>TOTAL</b>	<b>3, 313, 390</b>

## 5.2 Training on Human rights-based Approaches to Service Delivery and Implementation of Recommendations of the National Inquiry on Access to Documentation in Zimbabwe

During the reporting period, a total of twenty-four **(24) training workshops** in **twelve (12) districts** for duty-bearers and stakeholders on human rights and human rights-based approaches to service delivery with a focus on implementation of recommendations in the report on the National Inquiry on Access to Documentation in Zimbabwe. The workshops were conducted in Gutu, Bikita, Chivi and Mwenezi Districts (Masvingo Province); Murehwa, Mutoko, Uzumba-Maramba-Pfungwe and Mudzi Districts (Mashonaland East Province); Chimanimani and Makoni Districts (Manicaland Province); and Chirumhanzu and Zvishavane Districts (Midlands Province, respectively). The overall purpose of the training workshops was to explore the extent to which recommendations of the NI report were

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being implemented, to examine and dialogue on challenges still being experienced by communities in accessing civil registry documents and in particular to emphasize the role of duty bearers and stakeholders in facilitating access to these documents by people still facing peculiar challenges in this regard. In total **1,407** duty bearers and stakeholders were trained across the twelve (12) Districts combined. A total of **15,358** IEC promotional materials were disseminated at all the 24 training workshops combined.



**Figure 27: Mr S Chitekwe facilitates an interactive discussion with participants at a training workshop for duty bearers and stakeholders in Zvishavane District, Midlands Province in October 2023.**

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Figure 28: Participants follow proceedings during the stakeholder training workshop in Chivi District, Masvingo Province on the 14<sup>th</sup> of April 2023.

Table 14: *summarises the number of stakeholders trained on HRBAs to service delivery and on implementation of NI Report Recommendations at all the 24 training workshops;*

District:	No. of stakeholders trained:
1. Gutu	100
2. Bikita	124
3. Chivi	131
4. Mwenezi	106
5. UMP	115
6. Murehwa	100
7. Mutoko	95
8. Mudzi	201
9. Chimanimani	89
10. Makoni	110
11. Chirumhanzu	128
12. Zvishavane	108
<b>TOTALS</b>	<b>1,407</b>



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### 5.3 Training Seminars on Human Rights and Human-rights Based Approaches (HRBA) to Law Enforcement for Prison Officers at Ntabazinduna ZPCS Training School, Matabeleland North Province

From the 19<sup>th</sup> to 21<sup>st</sup> April 2023, training seminars were conducted on Human Rights and Human Rights Based Approach (HRBAs) to law enforcement and access to justice for prison inmates for Correctional Officers who were undergoing in-service training at the Zimbabwe Prisons and Correctional Services (ZPCS) Ntabazinduna Training School in Matabeleland North Province. In total, six hundred and twenty-one (**621**) Officers were trained, three hundred and forty two (**342**) of them being Junior Officers who are already serving while two hundred and seventy nine (**279**) were officers in middle management.

Besides the overall purpose of inculcating rights-based approaches to law enforcement and promoting access to justice for prison inmates, the seminars also focused on capacitating participants on the minimum standards for prison conditions as well as share key findings from ZHRC prison monitoring missions. A total of **9, 610** IEC materials were disseminated during the training seminars. As a result of these seminars and four (4) previous seminars conducted for the ZPCS, there is now increased demand by the ZPCS for the Commission to extend these training seminars to ZPCS stations across the country.



Figure 29: Mr T Makuyana facilitates a discussion during the Seminar for ZPCS Prison Officers at Ntabazinduna Training School on the 20<sup>th</sup> of April 2023



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### 5.4 Pre-election Training workshops for Political Parties, Duty Bearers and other Stakeholders with Strategic Roles in Facilitating the Enjoyment of Electoral Rights

ZHRC coordinated training workshop for political parties, duty bearers and other stakeholders and partners with strategic roles in facilitating enjoyment of electoral rights which were conducted in Bulawayo on 11 July 2023 and in Mutare on the 13<sup>th</sup> July 2023. The workshops were part of the Commission's engagements with duty bearers and other stakeholders who play a part in electoral processes including political parties, contesting candidates and others who have a duty to promote a conducive environment by ensuring that the electoral processes are in compliance with the electoral code of conduct. These stakeholders have an obligation to ensure that the civil and [political rights including electoral rights enshrined in the Constitution are safeguarded.

A total of one hundred and twelve (**112**) duty bearers and stakeholders participated in both workshops combined comprised of fifty-five (**55**) in the Bulawayo workshop and fifty seven (**57**) in the Mutare workshop. A total of **599** IEC promotional materials on electoral rights were disseminated during the two (2) workshops.

There was appreciation among the duty bearers and stakeholders who participated in both workshops of their strategic roles in ensuring a conducive electoral environment that upholds the civil and political rights of citizens.



**Figure 30:** The ZHRC Executive Secretary (Programmes) Mr. V.E. Mukutiri interacts with MPs and Political Party representatives who had just received ZHRC electoral rights awareness regalia at the workshop for duty bearers, political parties and other stakeholders in Mutare on the 13<sup>th</sup> of July 2023

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5.5 Development of the Child Rights Advocacy Strategy and the Strategy to Integrate Human Rights Education in Secondary and High Schools in Zimbabwe

During the year under review, ZHRC spearheaded the development of a Child Rights Advocacy Strategy with funding from UNICEF through the no-cost extension project granted to the Commission beyond 2022. The strategy was facilitated by an external moderator and had the input of EPRA staff and external stakeholders engaged in the child rights sector and who are members of the Children's Rights Thematic Working Group (TWG). The strategy will guide the advocacy work of the Commission on programming around child rights protection and promotion. Furthermore with funding from UNICEF and working in collaboration with the Ministry of Primary and Secondary Education, the Department produced the Strategy to Integrate Human Rights Education (HRE) in secondary and high schools in Zimbabwe. Both strategies were adopted by the Commission during the second quarter of 2023.

5.6 Commemoration of the 2023 International Human Rights Day

ZHRC commemorated the 2023 International Human Rights Day (IHRD) whose theme was; ***"Freedom, Equality and Justice for All"***. The commemorations were held on Friday 8th December 2023 since the actual day of the commemorations which is the 10<sup>th</sup> of December fell on a Sunday. The press statement proceedings were attended by a few ZHRC staff and journalists from 12 local media houses who covered the event. Activities of the 2023 IHRD commemorations included a press statement delivered in the ZHRC head Office Boardroom by the Chairperson of the Commission, Dr. Elasto Hilarious Mugwadi. The press conference proceedings were also live-streamed and attracted a followership of 800,000 people.

## 6. THEMATIC WORKING GROUPS

Currently the ZHRC has six Thematic Working Groups (TWGS) namely:

- Environmental Rights
- Gender Equality and Women's Rights
- Children's Rights
- Special Interest Groups
- Civil and Political Rights
- Economic, Social and Cultural Rights

Due to budgetary constraints some of the TWGs did not manage to conduct planned activities. However, the following TWGs managed to conduct the activities indicated below:

### 6.1 Environmental Rights Thematic Working Group (TWG)

#### 6.1.1 Resident Associations Engagement meeting- 7<sup>th</sup> of July 2023

The TWG conducted two stakeholder engagement meetings with the Residents Associations in Masvingo on 7 July 2023. The meeting was the Masvingo United and Ratepayers Association (MURRA), EnviroPress Zimbabwe, Fauna and Flora Zimbabwe (FaFloZim), Masvingo Women's Forum, Masvingo Service Delivery Residents and Rate Payers Association (MASDRRA), Masvingo

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Media Centre, Community Tolerance Reconciliation and Development Trust (COTRAD), Disability Amalgamation Community Trust and the Zimbabwe Disability Advocacy Empowerment Rehabilitation Technology. The other meeting was held in Bulawayo on 6 December 2023 and attended by the Environmental Guardian Services, Zimbabwe Churches Alliance and the Bulawayo Residents Association.

The objectives of the meetings were to introduce the ZHRC and the Environmental Rights TWG to Residents' Associations and some Civil Society Organizations (CSOs) in Masvingo and Bulawayo and to identify environmental issues that are affecting both communities. Both were progressive meetings which however raised similar issues. Most issues concerned mining companies which dug pits and left them unsecured. This was said to be a danger to the communities and their livestock which kept on falling into these unsecured pits. Another issue raised concerned another mining company in Masvingo which mined lepidolite lithium and stored it in silos at their mine. It was said that one of these silos burst and the dust from the burst contaminated the air and those that were in close proximity inhaled the dust and some got into their eyes to the extent that some lost their sight.

The issue of Environmental Impact Assessments (EIA) came to light with some participants alleging that some companies were not conforming to them in that a certain company was alleged to have built a service station on a wetland without any prior consultation. Another company was said to have been conducting blasting activities in the Target Kopje Hillside Mountain which resulted in the cracking of houses.

The TWG has begun the consultative processes with the relevant mines in a bid to solve some of the concerns raised. The Thematic Working Group at a meeting held on 28 November 2023 resolved that the remaining issues were to be dealt with in the first quarter of 2024 in collaboration with the Environmental Management Agency (EMA).

## 6.2 Gender Equality and Women's Rights Thematic Working Group

The Gender Equality and Women's Rights Thematic Working Group (GE&WR-TWG) whose chairperson is Professor Cowen Dziva, held a TWG meeting on the 4<sup>th</sup> May 2023. The TWG sought to re-engage and re-constitute TWG membership so as to resuscitate activities of the TWG to enable it to deliver on its mandate. The TWG managed to re-invite ten members to the TWG. In this meeting, a work plan for 2023 was adopted. One of the activities was the commemoration of 16 Days of Activism against Gender-Based Violence. To commemorate 16 Days of Activism against Gender-Based Violence, the TWG produced a Press Statement which was published on its social media platforms.

The TWG finalised the research paper 2023 titled, "Devolution Agenda in Zimbabwe: *An Opportunity for Increased Women Participation in Local Governance*," supported by the Raoul Wallenberg Institute for Human Rights and Humanitarian Law. The research paper sought to examine the potential of the devolution agenda in propelling women's inclusion and participation in Zimbabwe's local governance.

The TWG Chairperson also participated in activities on behalf of the Commission organized by other partners. A training on *Preventative Mechanisms for the Protection of Women in Detention* was convened in Pretoria on the 27-27 January 2023. The training's aim was to enhance the

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Commission's understanding of women's rights in detention facilities. Further, UN Women organized a *Training on Violence Against Women during Elections* 26-30 June 2023. The training gave insights into women issues and what to look out for when monitoring elections. The Director that coordinates the work of the TWG attended a workshop from 6<sup>th</sup> to 7<sup>th</sup> June 2023 in Lusaka, Zambia hosted by the Women's Law in Southern Africa on drafting and reviewing of laws and policies that promote and protect the work of Human Rights Defenders.

### 6.3 Children's Rights Thematic Working Group (TWG)

The Children's Rights Thematic Working Group (CR-TWG) is Chaired by Deputy Chairperson Commissioner Dr. Dorothy Moyo. The TWG held two (2) quarterly meetings in the first and second quarters of the year. The first meeting served as a platform for members of the TWG to review drafts of the Child Rights Advocacy Strategy and the Human Rights Education & High School Quiz Strategy drafted the previous year with the support of UNICEF sponsored project. The same meeting also facilitated review by TWG members of the first draft of the Children's Rights brochure which was printed and extensively disseminated throughout the country during human rights awareness outreaches, stakeholder training workshops on human rights-based approaches, human rights monitoring missions, mobile human rights clinics, commemorative events, exhibitions and other Commission events.

The Director that coordinates the work of the TWG attended an interface meeting in Nairobi on the African Committee of Experts on the Rights and Welfare of the Child (ACERWC) with National Human Rights Institutions (NHRIs) and Civil Society Organisations. The membership of the ZHRC to the ACERWC was confirmed and the Commission also got information that Zimbabwe had submitted a report to the Committee which was going to be considered in 2023 – 2024. This prompted the Commission to draft an alternative report.

Some of the members of the TWG played a critical role in drafting of the ZHRC Alternative Report on the African Charter on the Rights and Welfare of the Child that was held during the week starting 12 May 2023. The report had since been submitted to the ACERWC.

### 6.4 Special Interest Groups Thematic Working Group (SIG TWG)

The Special Interest Groups Thematic Working Group is chaired by Commissioner Beauty Kajese. The SIG TWG held a meeting in May 2023. Some of the members of the TWG also participated during the brainstorming workshop on the ZHRC Alternative Report on the African Charter on the Rights and Welfare of the Child that was held in Kadoma during the week starting 12 May 2023.

The Thematic Working Group Meeting of May 2023 reviewed and amended the Terms of Reference (TOR) for the Special Interest Groups Thematic Working Group. The meeting resolved that the SIG TWG retains the four groups that were of main focus, that is, the youth, older persons, children and indigenous minorities. In terms of indigenous minorities, it was resolved that the TWG should not limit itself to one specific group.



## 7. ENGAGEMENTS WITH INTERNATIONAL AND LOCAL STAKEHOLDERS

As an inclusive National Human Rights Institution, ZHRC engaged with several local and international stakeholders. Some of them are highlighted below.

### 7.1 The Role of NHRIs in Monitoring and Reporting on Civic Space- Uganda Workshop 10- 15 April 2023

From the 12<sup>th</sup> to the 14<sup>th</sup> of April, Zimbabwe Human Rights Commission (ZHRC), represented by Human Rights Officer, Mrs. B Chandiposha, attended a workshop in Kampala that was hosted by the Network of African National Human Rights Institutions (NANHRI). The workshop trained participants on the role of NHRIs in monitoring and reporting on civic space. Amongst other participants were representatives from Ghana, Kenya, Uganda, Liberia, Nigeria, Morocco, Zambia and Ethiopia. The key role of every NHRI to monitor, report and provide redress for human rights violations that have taken place as well as to promote reform of laws, policies and practices that will prevent human rights violations from occurring again was ventilated. In light of the above, representatives from NHRIs were trained on their role in monitoring and reporting on civic space, acquainting them on specific issues to look out for when on a monitoring mission. At the end of the workshop, participants were given assignments to assess how the context of civic space was in their respective countries.

### 7.2 Network of African National Human Rights Institutions 14<sup>th</sup> Biennial Conference held in Ghana in October 2023

ZHRC was represented by Dr Elasto Hilarius Mugwadi at the 14<sup>th</sup> Biennial Conference of Network of African National Human Rights Institutions (NANHRI) held in Accra, Ghana. Dr Mugwadi chaired NANHRI and his tenure at the helm of the regional body ended on the 19<sup>th</sup> of October 2023.



**Figure 31: ZHRC Chairperson, Dr Elasto Hilarious Mugwadi addressing delegates at the 14th Biennial Conference of Network of African National Human Rights Institutions (NANHRI) held in Accra, Ghana on the 18<sup>th</sup> of October 2023**

## 7.3 International Ombudspersons Conference held in Moscow, Russia in October 2023

The Zimbabwe Human Rights Commission participated in the VII International Scientific and Practical Conference "Issues of Human Rights Protection: Exchange of Best Practices of Ombudspersons", on the 18<sup>th</sup> of October 2023 in Moscow, Russia in a hybrid format on the topic "Competencies of Ombudspersons". The event brought together ombudspersons of foreign countries, human rights commissioners in the constituent entities of the Russian Federation, representatives of international organizations, government authorities of the Russian Federation, the scientific community and human rights organizations. The workshop was held against the backdrop of the celebrations of the 75th anniversary of the Universal Declaration of Human Rights (UDHR). Participation at the workshop underscores Zimbabwe's willingness to co-operate with the global community in ensuring administrative justice issues in the country are effectively tackled. The Executive Secretary Dr Delis Mazambani and the Director responsible for Complaints Handling and Investigations and Administrative Justice, Mrs Kurai Makumbe represented the Commission.





**Figure 32: The Executive Secretary Dr D Mazambani and Director Complaints Handling Investigations and Administrative Justice, Mrs K Makumbe with other delegates attending the workshop in Moscow, Russia on the 20<sup>th</sup> October 2023.**

## 7.4 Learning Visit to Sweden

Deputy Commissioner Dorothy Moyo led a ZHRC delegation to Sweden on a study visit in October 2023. The purpose of the study visit was to appreciate the Swedish human rights systems and to learn from experiences of Swedish institutions working in diverse human rights thematic sectors with a view to appropriately consider the lessons learnt on the mandate and work of the Commission.

The study visit was organised by the Raoul Wallenberg Institute of Human Rights and Humanitarian Law (RWI) and was funded by the Swedish international Development Cooperation Agency (SIDA). During the study visit, visits to fourteen (14) Swedish institutions in Lund and Stockholm, were undertaken. On the sidelines of the study visit, the ZHRC participants in the study tour worked with the Raoul Wallenberg team in drafting proposed tentative goals and activities for the 2024-2027 cooperation agreement with SIDA in the framework of SIDA's support to Zimbabwe under its **Human Rights, Governance and Democracy Strategic Pillar**. The Department has given its input to EPRA components of the draft proposal which is still under development.

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### 7.5 Engagement Meeting with the Catholic Commission for Justice and Peace in Mutare on the 27<sup>th</sup> of October 2023

To promote peaceful communities where citizens enjoy peace and service delivery reinforced by the duty bearers, the Catholic Commission for Justice and Peace (hereinafter referred to as CCJP) implemented a project titled Citizen Participation and Accountability for Social Cohesion (CPASC) in Mutare on the 27<sup>th</sup> of October 2023. The ZHRC was invited by the Catholic Commission for Justice and Peace to attend the training program. The ZHRC was also asked to unpack the right not to be tortured or subjected to cruel, inhuman or degrading treatment or punishment which the Zimbabwe Peace Project had superficially touched on during its presentation on human rights in general.

### 7.6 Training workshop for African National Human Rights Institutions on Resolutions 275 and 552 held in Gweru on the 24<sup>th</sup> of November 2023

On the 24<sup>th</sup> of November 2023, ZHRC attended a training of officials from National Human Rights Institutions in Africa in collaboration with the Network of African National Human Rights Institutions (NANHRI) in Gweru. The training focused on resolutions of the African Commission on Human and Peoples' Rights with respect to LGBTIQ persons in Africa emanating from the African Commission on Human and Peoples' Rights which adopted two resolutions that speak directly to the discrimination of LGBTIQ persons.

### 7.7 Justice, Law and Order Sector (JLOS) Technical Meeting held in Mutare from the 18<sup>th</sup> – 22<sup>nd</sup> of July 2023

The ZHRC is one of the key players in the justice sector and partners with other Ministries, Departments and Agencies (MDAs) in promoting and effective justice delivery system through the Zimbabwe Justice, Law and Order Sector (JLOS). JLOS is a collaborative platform that brings together relevant institutions with a mandate on justice delivery to dialogue and develop joint strategies for the improvement of access to justice by the citizens. The JLOS has been in existence since 2012 and covers institutions in the Executive arm of Government, Government Agencies and Departments, the Judiciary and law-based Civil Society Organizations. This mechanism has since gained recognition as a platform to deliberate and coordinate justice delivery efforts of different actors in the three arms of the state, while recognizing their individual and independent mandates. The platform has a technical committee which meets quarterly as well as a steering committee comprising of policy makers who are regularly briefed and updated on the progress made on justice delivery and access to justice. The JLOS has in the past, carried out programs such as the gender mainstreaming to sensitize its members on gender issues to enable them to help women access the justice delivery system, monitoring and evaluation and electronic case management system to its members, in an effort to enhance justice delivery.

The meeting was convened to:

- To update JLOS members on activities undertaken within the SGBV including outlining gaps and challenges to date.

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- To sensitise JLOS institutions around digitization within the sector and strengthen the capacity of the justice institutions to utilise sector wide digital tools within the Justice Sector.
- To equip Justice Sector institutions with specialist and technical knowledge aimed at changing the manner of doing business to effectively combat corruption and support/contribute to public sector transparency and accountability in Zimbabwe.



**Figure 33: Participants at the JLOS Technical Meeting ZHRC represented by Ms. S.S. Moyo-Deputy Director-Complaints Handling and Investigations Department on the 22<sup>nd</sup> of July 2023 in Mutare.**

### 7.8 Engagement meeting with Veritas held on the 27<sup>th</sup> of July 2023 in Mutare

The ZHRC attended a networking and courtesy meeting with Veritas at Mojo Restaurant in Avondale on the 27<sup>th</sup> of July 2023. Veritas is running a project Zimbabwe Constitutional Movement (ZICOMO) emanating from Section 7 of the Constitution of Zimbabwe which provides for promotion of public awareness of the Constitution. The programme aims to increase civil society advocacy for constitutional reform and strengthen local institutions' capacity to advance the implementation of the Constitution. ZHRC as a national human rights institution was, therefore, one of the targeted organizations for the programme. The objective of the meeting was to discuss the work of the Commission, as well as the human rights situation of women, children and disabled women's economic and social rights specifically. The ZHRC highlighted that it had thematic working groups that also specifically deals with the special needs of the groups mentioned which are Gender Equality and Women's Rights TWG, Children's Rights TWG and Special Interest TWG. Veritas was concerned about lack of enforcement of recommendations by the ZHRC and hence recommended the need for the amendment of the ZHRC Act.



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## 7.9 Institute for Community Development in Zimbabwe Workshop- 28<sup>th</sup> of July 2023

The ZHRC attended a half day workshop at Crown Plaza Hotel on the 28th of July 2023 hosted by Institute for Community Development in Zimbabwe (ICODZIM). The workshop was attended by participants from development partners, women organisations, and youth organisations, organisations of persons with disabilities and organisations in the human rights sector. The objective of the workshop was to review the draft Universal Periodic Review (UPR) monitoring and evaluation framework developed by ICODZIM as well as to come up with the recommendations for UPR. Out of the 264 recommendations made to Zimbabwe in the last 3rd cycle of UPR in January 2022, ICODZIM is monitoring and tracking only 20 recommendations. It was noted that the ZHRC as a national human rights institution plays a significant role on the UPR process hence it should take an active role in the entire process to ensure effective enjoyment of the human rights in Zimbabwe. The participants were expected to review the recommendations after the workshop in order to contribute to the finalised ICOD UPR monitoring framework and the ZHRC was also to submit its input. The participants agreed that there was need for continuous monitoring and tracking of the UPR.

During the reporting period, the EPRA department participated in activities designed to promote collaboration with other institutions. The EPRA Director attended a workshop on the gender index during the 4<sup>th</sup> quarter. During the third quarter, the Deputy Director EPRA attended a report writing workshop on the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) in Mutare. Some human rights officers in the Department participated in a gender training workshop.

## 8. FINANCIAL STATEMENT

### 8.1 Background

Unstable pricing mechanisms and exchange rate volatilities continue to affect the achievement of key deliverables and targeted performance levels in the face of inflation. The Commission's original budget for 2023 was ZWL \$4 740 600 000.00. However, as at 31 December 2023 budget and expenditure inclusive of employment costs were as follows:

<b>Revised Budget</b>	<b>13,330,094,005.00</b>
<b>Expenditure</b>	<b>12,721,687,093.90</b>
<b>Budget Balance</b>	<b>608,406,911.10</b>

The expenditure above depicts a budget consumption of 95% at the date of reporting. Ordinarily budget consumption should be hovering around 98% at this time of the year. The major reason for this disparity is that the Commission received Unallocated Reserves that increased our budget threshold.

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## 8.2 Additional budget

Revised budget	13 330 094 005.00
The Commission's 2023 original budget	4 740 600 000.00
Additional budget given as at 31 December 2023	<b>8,589,494,005.00</b>

## 8.3 Summarised financial performance report for each sub-programme as at 31 December 2023

### 8.3.1 PROGRAMME 1: The Governance and Administration

**Table 15: Budgetary support for the Governance and Administration**

Details	Budget	Expenditure	Variance	Burn Rate
<b>Commissioners and Executive Secretary</b>	3,803,738,728.00	3,781,949,569.69	21,789,158.31	99%
<b>Finance Department</b>	685,719,254.00	669,368,916.75	16,350,337.25	98%
<b>Human Resources department</b>	900,259,152.00	871,785,819.51	28,473,332.49	97%
<b>Administration Department</b>	2,880,170,506.00	2,710,648,251.24	169,522,254.76	94%
<b>Internal Audit Department</b>	153,713,548.00	140,859,413.27	12,854,134.73	92%
<b>SUB TOTAL</b>	<b>8,423,601,188.00</b>	<b>8,174,611,970.46</b>	<b>248,989,217.54</b>	<b>97%</b>

### 8.3.2 PROGRAMME 2: Human Rights and Freedoms

**Table 16: Budgetary Support for the Human and Freedoms Subprogramme**

<b>Human Rights Protection</b>	<b>1,258,542,060.00</b>	<b>1,120,817,949.71</b>	<b>137,724,110.29</b>	<b>89%</b>
<b>Human Rights Enforcement</b>	1,699,170,940.00	1,644,971,815.10	54,199,124.90	97%
<b>Human Rights Promotion</b>	1,089,858,186.00	1,019,282,567.75	70,575,618.25	94%
<b>SUB TOTAL</b>	<b>4,047,571,186.00</b>	<b>3,785,072,332.56</b>	<b>262,498,853.44</b>	<b>94%</b>

### 8.3.3 PROGRAMME 3: Administrative Justice

**Table 17: Budgetary support for the Administrative Justice Programme**

<b>Administrative Justice</b>	<b>858,921,631.00</b>	<b>762,002,790.88</b>	<b>96,918,840.12</b>	<b>89%</b>
<b>SUB TOTAL</b>	<b>858,921,631.00</b>	<b>762,002,790.88</b>	<b>96,918,840.12</b>	<b>89%</b>

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<b>Grand Total</b>	<b>13,330,094,005.00</b>	<b>12,721,687,093.90</b>	<b>608 406 911.10</b>	<b>95%</b>
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## 8.4 Budget Support

**Table 18: Monthly budgetary support for the year 2023**

<b>Month</b>	<b>Amount</b>
<b>January</b>	250 000 000.00
<b>February</b>	300 000 000.00
<b>March</b>	300 000 000.00
<b>April</b>	300 000 000.00
<b>May</b>	300 000 000.00
<b>June</b>	300 000 000.00
<b>July</b>	693 500 000.00
<b>August</b>	663 000 000.00
<b>September</b>	
<b>October</b>	497 625 000.00
<b>November</b>	1 000 000 000.00
<b>December</b>	203 000 000.00
<b>Grand Total</b>	<b>1 807 125 000.00</b>

## 8.5 Active Development Partner Projects in 2023

The Commission currently has two projects with development partners that are currently ongoing, that is the projects with the European Union and the GIZ.

**Table 19: Projects with development partners**

<b>Project</b>	<b>Budget</b>	<b>Expenditure</b>	<b>Balance</b>	<b>Burn Rate</b>
<b>RWI/EU</b>	<b>209,144.00</b>	<b>207,033.92</b>	<b>2 110.08</b>	<b>99%</b>
<b>GIZ</b>	<b>82 013.12</b>	<b>42 835.36</b>	<b>39,177.76</b>	<b>52%</b>

### 8.5.1 European Union Supported Project

The Zimbabwe Human Rights Commission is running a three-year project funded by the European. The Commission received the second instalment of 50% equivalent to **US\$209 144.00** for the second year.

### 8.5.2 GIZ Supported Project.

The project supported by the German Development Cooperation started in October 2022 with total a budget of US\$82 013.12 and the project is running up to September 2024. The Commission has so far received a total cash disbursement of US\$42 835.36.



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The Commission (ZHRC) managed to mobilise financial resources for the acquisition of the following items:

- a) Furniture
- b) Motor Vehicles
- c) ICT equipment
- ii) Mobilised financial resources amounting to ZWL\$8,589,494,005.00
- iii) All our batches were funded and therefore managed to clear all outstanding per diems for staff members.

## 9. SUCCESSES AND ACHIEVEMENTS

The Commission's major successes and achievements in 2023 included:

- Successful review and re-accreditation with 'A' Status by the Global Alliance of National Human Rights Institutions (GANHRI).
- Seven hundred (700) cases resolved in 2023 up from 513 in 2022.
- Conducted 26 mobile human rights clinics in 2023 up from 15 in 2022.
- Conducted 65 election monitoring missions in 2023 up from 22 in 2022.
- Carried out 118 community outreach programmes on human rights and administrative justice countrywide up from 93 in 2022.
- Trained 1721 stakeholders on human rights and administrative justice in 2023 up from 1571 in 2022.
- Three hundred and thirty cases of Administrative Justice were received and actioned in 2023 up from 202 in 2022.
- Decentralisation to additional provinces namely: Matabeleland North and Harare Metropolitan Province.
- Increased staff complement from 83 to 162 inclusive of critical posts such as Monitoring and Evaluation, Legal and Corporate Services, Knowledge Management and Research as well as Internal Audit.

## 10. CHALLENGES ENCOUNTERED IN 2023

- Insufficient financial and material resources to carry out all planned activities, these include tools of trade, vehicles for investigations to perform planned tasks.
- Insufficient budget and delay in release of funds by the Treasury.
- Non-fulfilment of conditions of service for staff members and Commissioners.
- Delay in amendment to the Zimbabwe Human Rights Commission Act [Chapter 10:30] to provide for the administrative justice mandate and accord the Commission powers to enforce its recommendations.
- Shortage of manpower in light of decentralization.

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- Vacancies at policy level. The Commission currently has 6 Commissioners instead of 9 so some oversight committees have not been constituted such as the Finance Committee and the Risk Management Committee. This affects the Commissions' oversight function over operations.
- Erratic internet connection that affects e-governance and e-programming.

## 11. RECOMMENDATIONS

### 11.1 Ministry of Industry and Commerce

To ensure that companies follow the necessary procedures including consulting villagers before they access land for their business operations.

### 11.2 Ministry of Local Government and Public Works

To ensure that Chiefs and Headmen do not partake in partisan politics.

### 11.3 Ministry of Finance and Economic Development

To provide adequate financial support to the Commission, which is timeously disbursed.

### 11.4 Central Computing Services (CCS)

The ZHRC acknowledges the support of the CCS for the SAP internet, however, there is need for additional support to ensure adequate connectivity.

### 11.5 Parliament of Zimbabwe

To lobby for budgetary increase for the ZPCS for refurbishment of prison facilities countrywide, procurement of uniforms for staff and inmates and construction of staff quarters at prisons.

