

# Annual Report 2024



The background of the entire page is a warm, orange-toned image. It shows a close-up of a person's hands holding a piece of torn, aged paper. On the paper, the words 'HUMAN RIGHTS' are visible, written in a dark, possibly ink or paint, in a slightly irregular, hand-drawn style. The lighting is soft, creating a sense of depth and texture.

# Annual Report 2024

# Foreword From The Chairperson



Fungayi Jessie Majome (Ms.)  
Chairperson  
**ZIMBABWE HUMAN RIGHTS COMMISSION**

Time does indeed fly. In human rights and administrative justice terms it did so in 2024 at the Zimbabwe Human Rights Commission (ZHRC). I am pleased to commend to you, on behalf of my fellow members of the Commission, our Annual Report in terms of Section 323 of the Constitution, which highlights the range of the work, experiences, accomplishments, difficulties and well as solutions and impressions of the Commission in our quest for each and every person in and of Zimbabwe to enjoy all their fundamental human rights, all the time.

The Commission as is widely known is the National Human Rights Institution (NHRI) of Zimbabwe and less widely known as the Public Protector/Ombuds Institution of Zimbabwe. It is created by section part 3 of Chapter 12 of the Constitution as one of the Independent Commissions Supporting Democracy. Our role is to fulfil the purpose through our mandate of the promotion, of human rights and administrative justice and seek redress for violations through the various means available.

In 2024 the Commission bade a fond farewell to the former Chairperson Dr. Elasto Hillarious Mugwadi, whose term came to its end and welcomed the writer. I am privileged to lead a team of dedicated and diligent Commissioners who, although they were only five (5) out of the eight (8) required by law, powered through all the demands of meetings and guidance required of them. I am excited to lend my efforts at the wheel of the helm of the ZHRC ship that has a talented, highly skilled and dedicated team that has, despite being under resourced, a track record of professional, objective and diligent pursuit of the protection of human rights in Zimbabwe. Evidence of this is in the prestigious 'A' status ranking reserved for independent, effective and broad mandate NHRIs, that the ZHRC has from the Global Alliance of National Human Rights Institutions (GANHRI) which is affiliated to the UN Office of The High Commissioner For Human Rights (OHCHR).

My goal during my mission is to continue with these efforts and position Zimbabwe, by 2029 as a country where human rights are a household and a personal credo, where we all, individually, take responsibility for our rights, the rights of the next person, in our personal lives and in our official duties. For this to happen we must

remember the ancient wisdom of the Bantu peoples -'ubuntu ngumuntu ngabantu' - 'I enjoy my dignity as a human being because of the dignity of others.' Human rights encompass that dignity - that is when everyone enjoys their freedom and equality with others.

The annual report exhibits the work of the Commission building on foundations of its past work, namely the National Inquiry on Access To Documentation of 2016-2017. It also parades mainstay work performed of our three programmes in the Results Based Management (RBM) Framework of governance and administration, human rights, protection and administrative justice. It also discusses the general human rights outlook of Zimbabwe which showed improvements in formal legal protection of rights locally and internationally, and developments of concern in the civil and political rights observance, and deterioration in economic, social and cultural rights due to economic and local currency values turbulence. A positive outlook remains, nevertheless with immense potential to address the areas of concern.

I look forward to Parliament and the Executive strengthening their investment in the human rights and administrative justice mandate of the Commission so that Zimbabweans enjoy, as section 8 of the Constitution envisages, 'prosperous, happy and fulfilling lives'. This is only through enjoying all human rights, by everyone, all of the time.

Fungayi Jessie Majome (Ms.)  
Chairperson  
**ZIMBABWE HUMAN RIGHTS COMMISSION**



# Executive Secretary's Message



Vengesai Erick Mukutiri  
Acting Executive Secretary  
**ZIMBABWE HUMAN RIGHTS COMMISSION**

This report provides an overview of the Zimbabwe Human Rights Commission's progress in implementing its constitutional mandate on human rights and administrative justice. As we reflect on the past year, I am proud of the progress we have made in promoting the respect, protection, and enforcement of human rights and administrative justice. In sharing this report with all our stakeholders, I am encouraged and reminded of the profound work that contributed to the successes delivered under challenging circumstances. Indeed, the ZHRC continues to contribute to the National Development Strategy 1 (NDS 1), Zimbabwe's economic development blueprint. To that end the Commission is grateful to the Government of Zimbabwe for both the funding and technical support to execute its mandate. An effective, functional, and well-resourced ZHRC plays an important role in facilitating inclusive and sustainable development.

During the year 2024, the Commission took significant steps to strengthen capacity and address challenges in the delivery of key programmes. These include but are not limited to: conducting human rights training for staff members on human rights, administrative justice, and other areas relevant to their respective roles; training of various duty bearers on administrative justice and rights based approaches to service delivery; engaging government ministries, departments, agencies and institutions, as well as civil society organisations, and private business on pertinent issues of concern regarding enjoyment of human rights and freedoms; conducting multi – media human rights awareness campaigns; investigating complaints of human rights and administrative justice violations and providing remedies to victims; monitoring the human rights situation and inspecting places of detention and recommending improvements; following up progress on implementation of previous ZHRC recommendations and ensuring feedback and accountability; and, advocating for policy reforms on key human rights issues and public service delivery practices resulting in notable positive outcomes.

Despite these efforts, we know that there is still a lot more to be done. Team ZHRC is committed to continuous improvement and to

working collaboratively with our partners, stakeholders including clients to address complex human rights and administrative justice challenges that affect the Zimbabwean society at large. We recognize that human rights are a shared responsibility, and we will continue to engage with our stakeholders, locally, nationally and globally to ensure continued growth, wider impact and greater sustainability.

Let me take this opportunity to acknowledge and salute the great leadership that Team ZHRC enjoyed from Dr. Elasto Hilarious Mugwadi whose ten (10) year tenure of office as Chairperson ended in March 2024. On the same note the ZHRC family celebrated the appointment of Ms. Fungayi Jessie Majome as the new Chairperson. The Commission benefited immensely, during the period under review, from her wisdom and insights as she articulated her vision and trajectory for her tenure of office. The ZHRC leadership team was further strengthened following the appointment and assumption of duty of Commissioner Martin Muduva in December 2024. We look forward to tapping from the new energy and ideas coming with these policy level appointments.

Lastly, I would like to express my gratitude to my fellow staff members for their commitment and creativity in dealing with the challenges of promoting, protecting and enforcing human rights even in changing, complex and sensitive situations. As a team we continue to be inspired by the ZHRC vision of a Zimbabwean society where human rights and administrative justice are enjoyed by all.

A stylized, handwritten signature in black ink, appearing to read 'Erick'.

Vengesai Erick Mukutiri  
Acting Executive Secretary  
**ZIMBABWE HUMAN RIGHTS COMMISSION**

# Executive Summary

The Zimbabwe Human Rights Commission's 2024 Annual Report provides an overview of its activities, ensuring compliance with its constitutional mandate as outlined in section 243 of the Zimbabwean Constitution. The Report is prepared in terms of section 323 of the Constitution of Zimbabwe which provides for the submission of Annual Reports by the Commission.

The Report gives an overview of 2024, detailing the activities that were undertaken during the period which include investigations and complaints received, monitoring of the human rights situation, the inspection of facilities that house people, research and advocacy, human rights education and the work of Thematic Working Groups (TWGs). The report also highlights key human rights events that were commemorated such as the Day of the African Child and International Human Rights Day (IHRD). The Report also covers the organizational structure, staff and the financial statement for the year.

The Commission received and processed 1,273 human rights violations complaints cases from its six provincial offices across the country. The Harare Metropolitan Province handled five hundred and forty-one (541) cases, Manicaland Province two hundred and forty-four (244), Masvingo Province, two hundred and ten (210), Bulawayo Province, Matabeleland South and Midlands Provinces, two hundred and twenty-nine (229), Mashonaland West Province, twenty-six (26), Matabeleland North Province twenty-three (23).

The Commission under the Administrative Justice Unit, received one thousand one hundred and fifty-nine (1159) maladministration cases during 2024. The Provincial offices received the following number of cases, Harare four hundred and eighty-eight (488),

Bulawayo three hundred and thirty-seven (337), Manicaland one hundred and twenty-eight (128), Mashonaland West sixteen (16) and Matabeleland North three (3).

The Commission conducted inspection visits to various institutions, including prisons, refugee camps, children's homes and police cells to assess the conditions under which persons were kept. Monitoring was also extended to the assessment of Parliamentary Bills and court judgments for human rights compliance. Health care institutions were assessed in four (4) provinces: Harare, Bulawayo, Masvingo and Manicaland. The Commission further assessed the enjoyment of human rights and freedoms including during the holding of by elections, emergencies such as hailstorms and responses by Government.

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 ZHRC conducted 156 human rights awareness activities using a variety of multi-media approaches during 2024.

Insufficient financial and material resources to carry out all planned activities and delays in the release of funds by Treasury affected the achievement of key deliverables and targeted performance levels. The ZHRC persisted in finding means to fulfil its mandate. The Commission recommends the Parliament of Zimbabwe to lobby for budgetary increase to sufficient levels in terms of section 322 of the Constitution and efficient disbursement for the ZHRC to effectively perform its mandate.

## Acknowledgements

The Commission acknowledges the work exhibited by the members of the Commission and members of the secretariat throughout this year. The Commission is especially grateful to the following stakeholders and development partners for the support who made 2024 a success:

- i. The Government of Zimbabwe
- ii. The European Union (EU)
- iii. The United Nations Development Programme (UNDP)
- iv. The Raoul Wallenberg Institute of Human Rights and Humanitarian Law (RWI)
- v. International Organization for Migration (IOM)
- vi. Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)
- vii. Global Alliance for National Human Rights Institutions (GANHRI)
- viii. Network of African National Human Rights Institutions (NANHRI)

The Commission remains indebted to the people of Zimbabwe and all stakeholders who continue to use its services and those who offer recommendations for the improvement of the Commission in offering services for the enjoyment of human rights and administrative justice for all.

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# Acronyms

ADP	African Disability Protocol
AGRITEX	Department of Agricultural Technical and Extension Services
AJMC	Administrative Justice Mobile Clinics
CEDAW	United Nations Convention on the Elimination of All Forms of Discrimination against Women
CHI	Complaints Handling and Investigations
COTRAD	Community Tolerance Reconciliation and Development Trust
CRPD	United Nations Convention on the Rights of Persons with Disabilities
CSO	Civil Society Organisation
CRC	UN Convention on the Rights of the Child
DDC	District Development Coordinator
EMA	Environmental Management Authority
EPRA	Education, Promotion, Research and Advocacy
FaFloZim	Fauna and Flora Zimbabwe
GANHRI	Global Alliance of National Human Rights Institutions
GBV	Gender based violence
GIZ	Deutsche Gesellschaft Internationale Zusammenarbeit
GoZ	Government of Zimbabwe
HRE	Human Rights Education
ICT	Information Communication Technology
IEC	Information, Education and Communication
ICCPR	United Nations International Covenant on Civil and Political Rights
ICODZIM	Institute for Community Development in Zimbabwe
IHRD	International Human Rights Day
IOM	International Organization on Migration
IRBM	Integrated Results Based Management
JSC	Judicial Service Commission
JLOS	Justice, Law and Order Sector
KNCHR	Kenya National Commission for Human Rights
LEAD	Labour, Economists and African Democrats
LAD	Legal Aid Directorate
LSZ	Laws Society of Zimbabwe
MDAs	Ministries Departments and Agencies
MoJLPA	Ministry of Justice, Legal and Parliamentary Affairs
MoPSE	Ministry of Primary and Secondary Education
MURRA	Masvingo United Residents and Ratepayers' Association
MASDRRA	Masvingo Service Delivery Residents and Rate Payers' Association
MHRC	Mobile Human Rights Clinic
M&I	Monitoring and Inspection
M&E	Monitoring and Evaluation
NANHRI	Network of African National Human Rights Institutions
NDS 1	National Development Strategy 1

# Acronyms

NHRI	National Human Rights Institution
NPA	National Prosecuting Authority
NI	National Inquiry On Access To Documentation in Zimbabwe
PMU	Procurement Management Unit
SADC	Southern Africa Development Community
SAFOD	Southern African Federation of the Disabled
SAP	System Applications and Programmes
SIDA	Swedish international Development Cooperation Agency
RWI	Raoul Wallenberg Institute on Human Rights and Humanitarian Law
TWG	Thematic Working Group
UNDP	United Nations Development Programme
UPR	Universal Periodic Review
VIDCO	Village Development Committee
ZACC	Zimbabwe Anti-Corruption Commission
ZANU-PF	Zimbabwe African National Union-Patriotic Front
ZHRC	Zimbabwe Human Rights Commission
ZHRC Act	Zimbabwe Human Rights Commission Act [Chapter 10:30]
ZICOMO	Zimbabwe Constitutional Movement
ZPCS	Zimbabwe Prisons and Correctional Service
ZNA	Zimbabwe National Army
ZRP	Zimbabwe Republic Police

# 1. Introduction

This report is submitted for the year 2024 in terms of section 323 of the Constitution of Zimbabwe and describes ZHRC operations and activities. The ZHRC was established in terms of section 242 of the Constitution of Zimbabwe. Its operational framework is in terms of the Zimbabwe Human Rights Commission Act [Chapter 10:30]. It is one of the five (5) Chapter 12 Independent Commissions Supporting Democracy in Zimbabwe established in terms of section 232 of the Constitution.

The ZHRC has a dual mandate, that is, the Administrative Justice mandate i.e. the Ombudsperson/Public Protector role and the national human rights institution mandate. The Commission derives the mandate for its work from section 243(1) 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 investigations 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
  - i. places where [persons with mental disabilities] 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.

(2) 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 Organisational Structure

### 1.2.1 The Commission

During the reporting period the term of Chairperson Dr. Elasto Hilarius Mugwadi ended and that of Ms. Fungayi Jessie Majome as Chairperson started on 21 March 2024. The ZHRC had five (5) Commissioners out of the Constitutionally mandated complement of eight (8). One of these is the Deputy Chairperson Dr. Dorothy Moyo who serves the Commission from the Bulawayo office. The other Commissioners are Dr. Angeline Guvamombe, Ms. Beauty Kajese, Dr. Professor Cowen Dziva, Dr. Brian Penduka and Engineer Martin Muduva.



# Chairperson And Commissioners



Chairperson Ms. Fungayi Jessie Majome



Deputy Chairperson Dr. Dorothy Moyo



Commissioner Mrs. Beauty Kajese



Commissioner Dr. Brian Penduka



Commissioner Dr  
Anaeline Guvamombe



Commissioner Prof.  
Cowen Dziva



Commissioner Eng. Martin  
Muduva



### 1.2.2 The Secretariat

The Commission Secretariat is headed by the Executive Secretary who is supported by two Deputy Executive Secretaries, one responsible for the Programmes the other for Support Services. Five (5) directors support the two sections.

### 1.2.3. Programmes Section

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

#### I. Complaints Handling and Investigations and Administrative Justice (CHI & AJ)

The CHI & AJ Department comprises of two units responsible for complaints handling and investigation of cases of human rights violations and administrative justice. The department enables the Commission to exercise the functions set out in Section 243(1) (d) to (h) of the Constitution which include:

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

The Administrative Justice function encompasses the Public Protector mandate which was transferred to the ZHRC in 2013 in terms of section 243 (1)(e) and after the abolition of the former Public Protector's Office.

#### II. The Education, Promotion, Research and Advocacy (EPRA)

The EPRA Department consist of two units, one responsible for Education and Promotion; and the other for Advocacy, Research and Knowledge Management. This department assists the Commission to fulfil the functions provided for in Section 243 (1) (a), (b) and (j) of the Constitution, namely:

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

#### III. Monitoring and Inspections (M & I)

The Monitoring and Inspections Department is responsible for fulfilling the functions of the Commission provided for in section 243(1)(c) and 243(1) (k) of the Constitution.

- i. To monitor, assess and ensure observance of human rights and freedoms;
- ii. To visit and inspect places of detention, prisons, refugee camps and places where persons with mental challenges are kept.

### 1.2.4. Support Services Section

The Support Services Section is headed by the Deputy Executive Secretary who is supported by the Director of Finance & Administration and the Human Resources Director.

Three units of this section report directly to the Executive Secretary's Office namely; Procurement Management Unit (PMU), Internal Audit Unit and Legal & Corporate Services Unit. The Legal and Corporate Services Unit has three sections, namely Legal, Protocol and Public Relations.

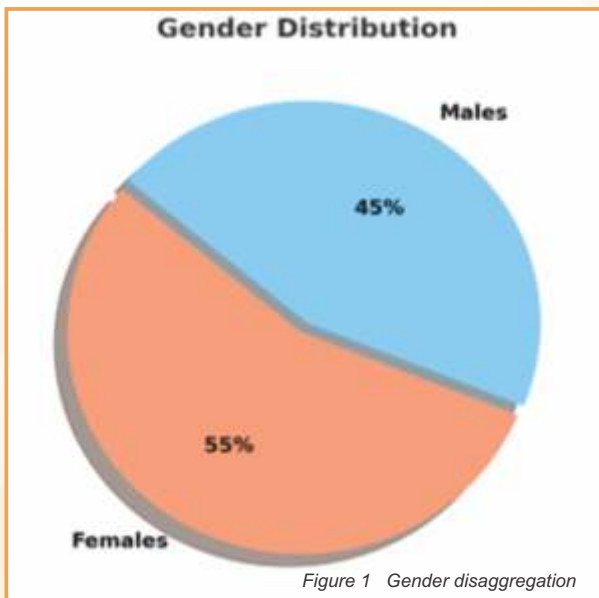
## 2. ZHRC ESTABLISHMENT

### 2.1 Chairperson and Commissioners

In March 2024, Ms. Fungayi Jessie Majome was appointed Chairperson of the Commission following the expiry of the term of office for Dr. Elasto Hilarious Mugwadi. The Commission operated with five out eight Commissioners for over a year. On 20 December 2024, Eng. Martin Muduva was then appointed Commissioner of the ZHRC. By the end of 2024, 2 posts for Commissioners remained vacant.

### 2.2 Secretariat

The ZHRC has an approved establishment of two hundred and fifty-two (252) posts. The ideal establishment is four hundred and six (406). As of 31 December 2024, a total of one hundred and forty-one (141) posts were filled. The current establishment is 56% of the approved complement. The Commission filled 21 secretariat posts in critical positions across the organisation. Treasury concurrence is being sought to fill the outstanding vacancies. Gender disaggregation within the Commission is 45% male and 55% female.



#### 2.2.1. Diversity, Equity and Inclusion

The Commission values a culture of diversity, equity and inclusion at the workplace. A diverse workforce brings in unique perspectives, ideas and experiences that complement each other and align to organizational success and growth in the long run. The Commission employs a workforce of diverse age groups as shown in figure 2.

In compliance with inclusivity and diversity in recruitment, the

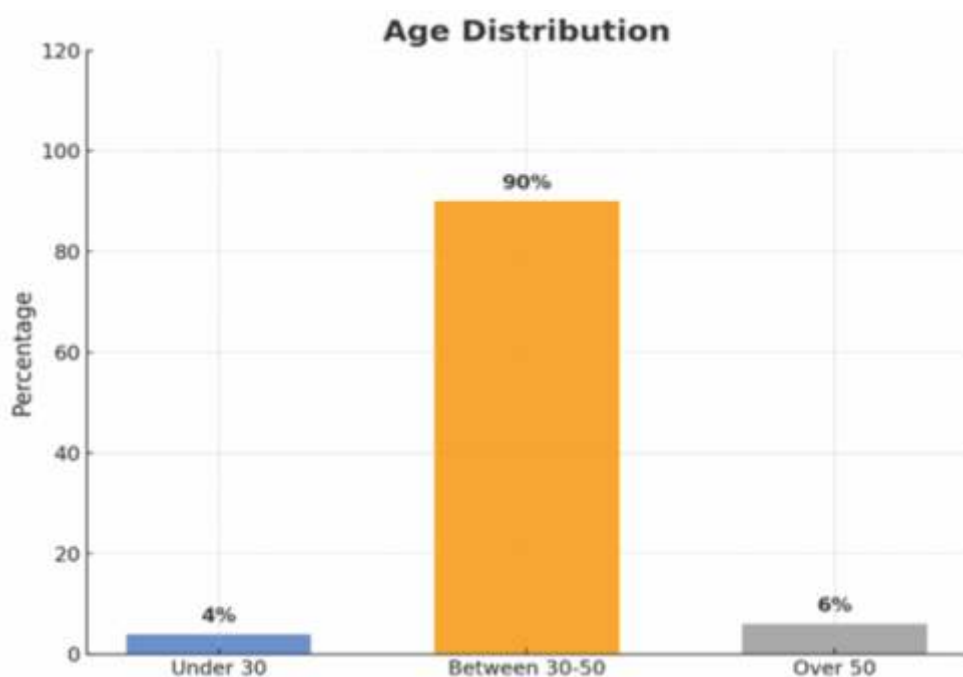


Figure 2 Disaggregation by Age

Commission had among its staff, a visually impaired officer and another officer with albinism in 2024. In addition, the ZHRC employs people from diverse backgrounds, languages and minority groups.

#### 2.2.2. Terminations

A total of 15 skilled personnel left the Commission through resignation during the reporting period giving a staff turnover rate of 10.6%. This is indicative of challenges that the Commission is facing in retaining key skills within the organization due to unfavourable conditions of service.

#### 2.3 Performance Management

During the period under review, the Human Resources Department produced a performance report on a quarterly basis. The Chairperson, Commissioners, management and all members of staff signed performance contracts for the year 2024 in line with IRBM. The contracts were reviewed every quarter to assess the level of attainment of goals set.

#### 2.4 Talent Management and Development

The Commission conducted 22 training and development programmes and implemented a performance management system to monitor and evaluate staff performance. These include International Public Sector Accounting Standards (IPSAS) level 1, conflict management, integrity workshop, risk management framework for management and regulation awareness among others.

#### 2.5 Monitoring and Evaluation

The Monitoring and Evaluation (M and E) Unit tracked programme effectiveness on a number of activities by the different departments of the Commission. Quarterly performance evaluations were conducted to track progress in the achievement of anticipated results in line with the ZHRC strategic plan. The Commission conducted four (4) surveys of the impact of the Commission's work

and found the indicated results: level of visibility of ZHRC Administrative Justice (25%), extent of awareness of human rights (63%), client satisfaction (35%) and employee satisfaction (36%) to measure efficiency, effectiveness, sustainability, relevance and service delivery related to human rights and administrative justice promotion mandates of the Commission.

#### 2.6 Decentralization

The Commission has established offices in 6 out of 10 provinces that is Harare, Bulawayo, Manicaland, Masvingo, Matabeleland North, Mashonaland West. Of these only three (3) provincial offices are well established. In 2024 the Commission had planned to open offices in Matabeleland South and Midlands Provinces in terms of the requirement in section 22 of the ZHRC Act but did not succeed as Treasury concurrence was not granted.

### 3. OVERVIEW OF THE HUMAN RIGHTS SITUATION IN 2024

#### 3.1 Introduction

This section provides a general overview of the human rights situation in the country as observed by the ZHRC in accordance with its monitoring function. It highlights progress and areas of concern in the enjoyment of human rights in Zimbabwe including special interest groups.

#### 3.2 Ratification of Key Outstanding Instruments

The ratification of human rights instruments creates obligations for the State to comply with the provisions of the respective treaties thereby creating a conducive environment for the enjoyment of human rights and freedoms. It also provides minimum standards by which a State can abide by, for the improvement of the human rights situation. The ZHRC took note of efforts by the Government of Zimbabwe to ratify and accede to some outstanding key human

rights instruments as follows.

**3.2.1** Protocol to the African Charter on Human and People's Rights on the Rights of Persons with Disabilities (African Disability Protocol) on 16 May 2024. The Protocol is yet to come into force.

**3.2.2** International Convention on the Protection of the Rights of All Migrant Workers and Members of their Families (ICRMW) on 5 November 2024.

Whilst applauding the progress made above, the Commission continues to urge the Government to ratify key outstanding treaties including the United Nations Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (UNCAT), the 1961 Convention on the Reduction of Statelessness and the International Convention for the Protection of All Persons from Enforced Disappearances.

### 3.3 Socio-Economic Rights

**3.3.1** ZHRC conducted investigations in parts of Harare Metropolitan Province and a monitoring mission in Chiredzi to assess the government's response to the cholera outbreak. The ZHRC made recommendations to relevant local authorities to improve the quality of water, sanitation, frequency of waste and refuse collection and general service delivery so as to curb recurrent cholera outbreaks.

**3.3.2** The ZHRC remains concerned about the unprocedural displacements and arbitrary evictions as confirmed through monitoring missions and investigations in Karoi, Hatcliffe, Chinhoi, Guruve and Belvedere. The Commission issued recommendations to relevant stakeholders encouraging them to follow due process including consultations and compensation where applicable.

**3.3.3** The ZHRC noted the progressive judgment in the matter of Joshua Mavhangira Madzivanyika and 12 Others versus Munda Family Trust and 5 Others HH 373-24. The judgement by the High Court is in tandem with the Local Authorities Blueprint which was launched by His Excellency the President of Zimbabwe. In the blueprint the Government noted with concern reports of local authorities that were selling State land i.e. traditional communal lands in breach of the Communal Lands Act [Chapter 20:04], Rural District Councils Act [Chapter 29:13] and the Traditional Leaders Act [Chapter 29:17]. The Government directed that local authorities should cease to sell communal and agricultural land. An impact of the illegal sales of land was an increase in the number of internally displaced persons. The judgement protected the villagers' freedom from arbitrary eviction.

**3.3.4** In addition, the ZHRC noted with concern the potential risks associated with land allocation in undesignated areas such as wetlands and other high-risk zones prone to flooding and other natural disasters. For instance, the Commission conducted monitoring missions to Budiro Harare where fifty-nine (59) households, were affected by flash floods along the Marimba River due to heavy rains. During this mission, ZHRC gathered that there was loss of life and the destruction and loss of property. The ZHRC emphasized the importance of Local Authorities exercising prudence when issuing land in areas prone to flooding or other natural disasters. In line with this, the ZHRC recommended that

Local Authorities abstain from granting land in wetlands or other high-risk zones. By taking a cautious approach, Local Authorities can safeguard the safety of citizens and prevent unnecessary environmental harm. It is crucial for Local Authorities to remain mindful of and to act in the best interests of all parties involved.

**3.3.5** ZHRC during its inspection visits to hospitals, noted the challenges faced by the health sector. Challenges faced by some hospitals included lack of essential equipment such as incubators for preterm babies, cancer and x-ray machines amongst others. It was noted that some hospitals had staffing shortages, poor infrastructure and shortage of medication for chronic illnesses.

**3.3.6** ZHRC took note of the Government's efforts in promoting the right to health care, through setting up of an opportunistic infection clinic at Chikurubi Maximum Prison in Harare. The clinic is meant to cater for the inmates, the Zimbabwe Prisons and Correctional Service (ZPCS) staff and their dependents. This must be replicated at all prisons.

**3.3.7** The ZHRC continues to receive cases regarding politically partisan discrimination through actions by some ZANU PF's officials in communities and inequality in food aid distribution. This impact of the situation is exacerbated by the drought experienced throughout the country. Through its media monitoring, the ZHRC learnt of the arrest of two officers from the Ministry of Public Service, Labour and Social Welfare in Guruve, Mashonaland West Province for allegedly stealing food aid meant to support villagers affected by the prevalent drought.

**3.3.8** The ZHRC was further concerned with loss of life due to the increased road carnage recorded in 2024. According to the Zimbabwe Republic Police (ZRP) from January to September 2024, Zimbabwe recorded thirty-nine thousand six hundred and twenty-eight (39 628) road accidents resulting in one thousand five hundred and thirty-two deaths (1532) deaths and seven thousand four hundred and thirty-eight (7438) injuries. Road safety is a human rights issue when it comes to the protection of the right to life and the right to a standard of living adequate as provided for in the Universal Declaration for Human Rights (UDHR) and the International Covenant on Civil and Political Rights (ICCPR).

### 3.4 Civil and Political Rights

**3.4.1** Following the recalls from elected office of officials of within the Citizens Coalition for Change (CCC) political formation, citizens were accorded an opportunity to vote and stand for office in terms Section 67 of the Constitution against a background of debate on whether the recalls were legitimate or not. The ZHRC monitored by-elections were held in Mashonaland West and Midlands provinces which were all conducted procedurally and peacefully. The elections were however marred by voter apathy.

**3.4.2** The ZHRC noted stakeholder concerns regarding the shrinking civic space during the reporting period following the arrest of political activists, human rights defenders, journalists and ordinary citizens caught in the crossfire, who were charged with unlawful gathering and incitement of violence. Of concern were the long pre-trial detention periods. Such actions go against international law and the provisions of the Constitution that is, sections 49 and 50 (6) regarding the right not to be detained without



trial.

**3.4.3** In August 2024, the ZHRC issued a statement detailing its investigations into allegations of assaults, abductions and torture involving both state and non-state actors. The Commission was concerned with the abduction of individuals by unknown assailants from the Robert Mugabe International Airports on 31 July 2024. These actions were in violation of sections 51, 52 and 53 of the Constitution which guarantee the right to human dignity, personal security and protection from torture and inhumane treatment.

### 3.5 Progressive Legislation

The Commission noted progress in the enactment of progressive legislation including the protection of some vulnerable groups such as children and persons with disabilities as follows.

**3.5.1** Children - In September 2024, General Notice 1441 A of 2024 brought into effect the Criminal Laws Amendment (Protection of Children and Young Persons) Bill, 2024 into law. The amendment removed the age of consent to sexual intercourse for minors which was sixteen (16) and raised the age of consent to eighteen (18) years which is the age of majority, effectively closing the legal gap that exposed children between ages sixteen (16) years and eighteen (18) to sexual abuse and child marriages.

**3.5.2** Persons with Disabilities – The ZHRC advocates for the finalisation of the PWDs Bill into law. The Persons with Disabilities (PWD) Bill, 2023 seeks to align provisions on persons with disabilities to the Constitution and the International Convention on the Rights of Persons with Disabilities (CRPD). This is to confer rights and freedoms to PWDs as provided for in the Constitution and international instruments. The Bill amongst other issues, provides for the promotion of employment of persons with disabilities, promoting awareness of the capabilities of persons with disabilities and setting up of a fund to promote the rights of PWDs.

**3.5.3** Death Penalty Abolition Act – On 31 December 2024, Zimbabwe abolished the death penalty through the enactment of the Death Penalty Abolition Act [Chapter 9:26]. This was a significant step in upholding the sanctity of life as enshrined in section 48 of the Constitution alongside section 51 and 53 which respectively guarantee the rights to dignity and freedom from torture, cruel, inhuman and degrading treatment.

### 3.6 Conclusion

From the above stated, the ZHRC notes that there was an improvement in the human rights situation in terms of commitment to adhere to international treaties as evidenced by the ratification of key human rights instruments. In addition, there was improved protection of the rights of vulnerable groups through the enactment of progressive legislation. The Commission remained concerned with the decline in the enjoyment of economic, social and cultural rights hampered by the change of currency in the first quarter and the erosion of purchasing power of the local currency. Despite the introduction of a more stable currency in the Zimbabwe Gold (ZIG), incomes remained low with the ordinary citizen barely making ends meet. The enjoyment of civil and political rights needs to be improved as it was affected by the shrinking civic space, arrests and allegations of torture of some human rights defenders and political actors.

## 4. HUMAN RIGHTS PROTECTION: COMPLAINTS HANDLED AND INVESTIGATED (CHI)

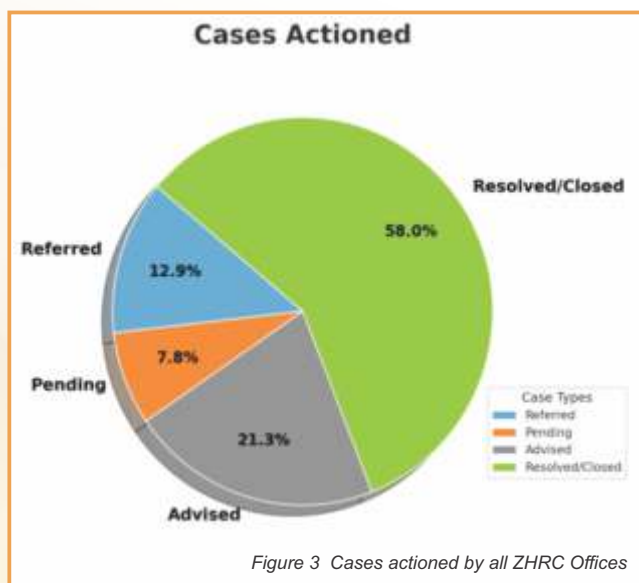
### 4.1. Introduction

The Commission received and processed one thousand three hundred (1300) human rights violation cases from the six (6) ZHRC offices across the country. The Harare office which serves Harare Metropolitan Province, Mashonaland Central and Mashonaland East Provinces handled three hundred and ninety-seven (397) cases, Mutare which serves Manicaland Province three hundred and thirty-four (334), Masvingo for Masvingo Province two hundred and twelve (212), Bulawayo for Bulawayo, Matabeleland South and Midlands two hundred and sixty-five (265), Chinhoyi for Mashonaland West fifty-two (52) and Hwange for Matabeleland North forty (40).

### 4.2. Cases received and actioned

A total of two hundred and twenty-nine (229) cases were pending and under investigation, with six hundred and twenty-seven (627) cases having been advised. Further, a total of three hundred and seventy-nine (379) cases were referred to various stakeholders for their further management whilst sixty-five (65) cases were resolved and closed. Figure 4 below shows cases actioned.

The Commission referred three hundred and seventy-nine (379) cases to its referral stakeholders. The cases were referred to the following stakeholders: the Legal Aid Directorate (LAD), Justice for Children Trust (JCT), Department of Social Development (DSD), Legal Resources Foundation (LRF), Zimbabwe Republic Police (ZRP), Zimbabwe Lawyers for Human Rights (ZLHR) and Ministry of Public Service, Labour and Social Welfare, Civil Registry Department (CRD), Judicial Service Commission (JSC), Zimbabwe Prisons and Correctional Services (ZPCS), Law Society of Zimbabwe, the Zimbabwe Women's Lawyers Association (ZWLA), the National Prosecuting Authority (NPA), Musasa Project, National Employment Councils, Insurance and Pensions Commission and to University legal aid Clinics.



#### 4.2.1. Classification by Province from January to December 2024



The table below illustrates the number of cases received from each province.

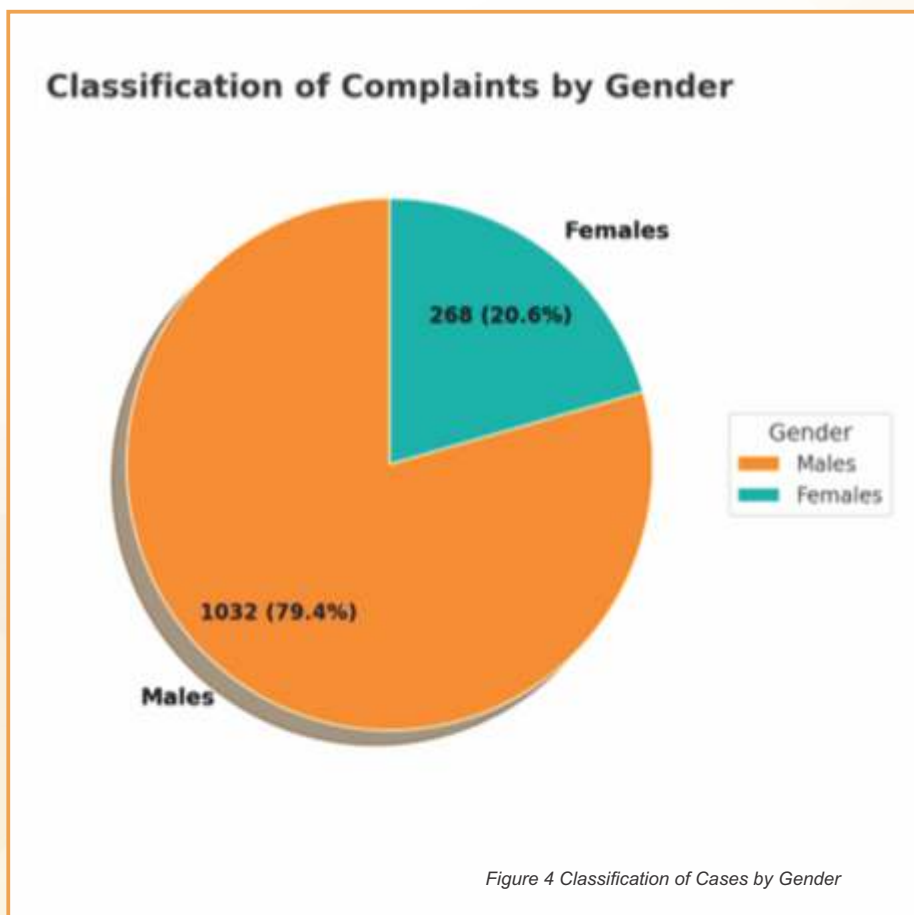
Table 1 : The classification by Province of cases received from January to December 2024.

Province	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Bulawayo	1	4	2	117	8	26	5	0	0	0	0	0	163
Harare	8	6	14	184	9	5	6	4	12	3	12	4	267
Mashonaland Central	2	2	0	1	95	0	1	1	2	0	0	0	104
Mashonaland East	5	3	1	7	3	0	0	0	1	1	5	0	26
Mashonaland West	1	3	1	2	6	15	2	7	3	4	7	1	52
Masvingo	9	5	3	110	12	4	4	2	7	48	5	3	212
Manicaland	2	9	4	164	21	3	2	3	10	90	8	18	334
Matabeleland South	3	1	1	0	42	0	1	0	0	0	0	0	48
Matabeleland North	1	3	5	3	3	9	2	0	12	2	0	0	40
Midlands	0	0	1	0	39	8	1	1	0	1	2	1	54
Total	32	36	32	588	238	70	24	18	47	149	39	27	1300

The statistics illustrated in table 1 shows that Manicaland Province (334) and Harare Province (267) recorded the highest number of complaints received during the year under review. Bulawayo (163) and Masvingo (212) and Mashonaland Central (104) Provinces also reported significant numbers. It was also noted that Midlands (54) Matabeleland South (48), Mashonaland West (52), Matabeleland North (40) and Mashonaland East (26), reported relatively lower-case numbers. This means that there is need to increase the ZHRC visibility through the establishment of offices in all provinces. Matabeleland North and Mashonaland West are newly established offices with limited staff. Efforts to increase the visibility of established offices in these Provinces will go a long way in increasing the uptake of cases of violations of human rights and freedoms and the general service delivery

#### 4.2.2 Classification of Cases by Gender

The one thousand three hundred (1300) cases received from January to December 2024 were further classified according to gender. A total of one thousand and fourteen (1014) individual complaints were received from males as compared to two hundred and sixty-two (262) individual complaints from females. Most of the cases handled were from prison inmates who are mainly male. There were twenty-four (24) complaints received from group complainants during the same period. Of the 24, six (6) were females and eighteen (18) were males. This is further illustrated by figure 4.



As indicated in Figure 4, the ZHRC conducted Mobile Human Rights Clinics (MHRCs) in prisons during the second quarter. The statistics from the prisons indicated there were more males than females hence the high number of cases presented to the Commission by males. Nonetheless, the trend of cases received by the Commission in the previous year indicates the same trend that the Commission continues to receive 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. Therefore, there is need for targeted outreaches to engage with women to encourage complaint submissions.

### 4.3 Nature of complaints

Of the one thousand three hundred (1300) cases that were received, eight hundred and sixteen (816) cases were specifically on human rights violations and four hundred and eighty-four (484) cases were on general issues.

#### 4.3.1 Human Rights

Figure 5 shows the number and specific nature of human rights cases received. The majority of cases was of violations of rights of accused persons indicating the need for education and adherence to human rights-based approaches by duty bearers such as ZRP and ZPCS.

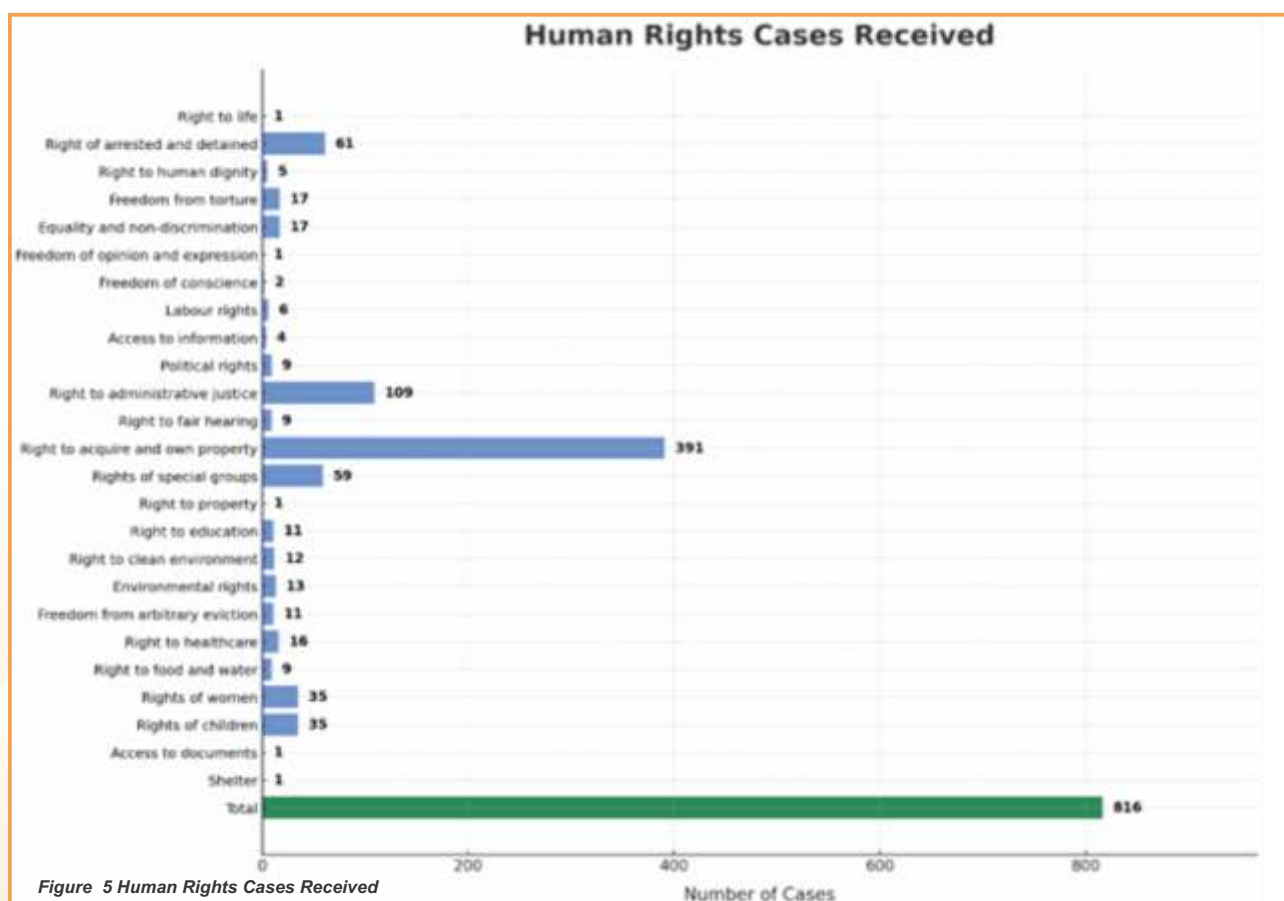
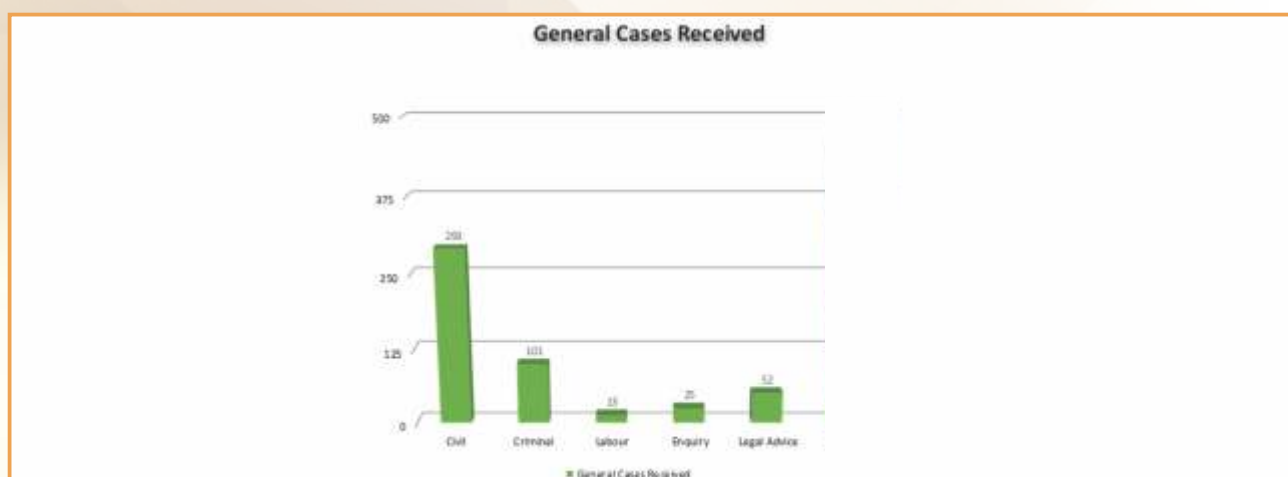


Figure 5 Human Rights Cases Received

#### 4.3.2 General cases received

Figure 6 shows the number of cases of a general nature received. The Commission received a total of four hundred and eighty-four (484) cases of a general nature. hts-based approaches by duty bearers such as ZRP and ZPCS.



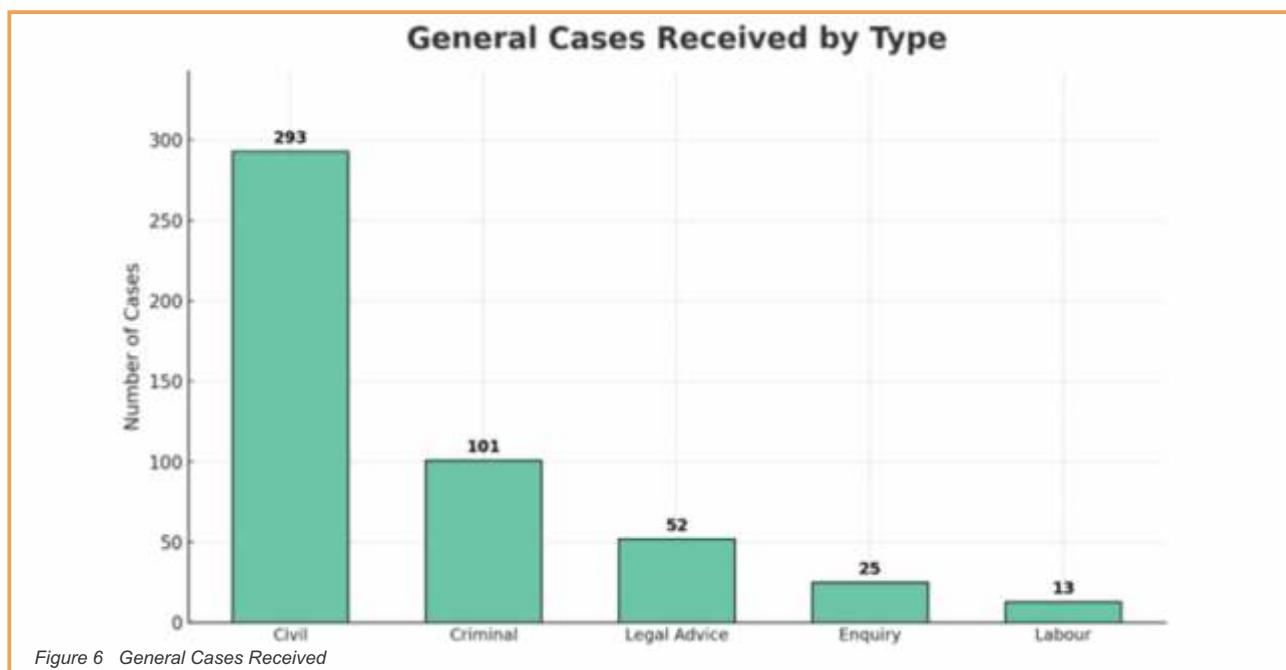


Figure 6 shows a high number of civil cases received during the MHRCs and the complainants were provided with legal advice. The number of cases of a general nature that were received indicated that the general public had an appreciation of the existence of the Commission and were comfortable reporting various violations. However, some of them fell outside the mandate and jurisdiction of the Commission, though they were actioned appropriately.

#### 4.4 Investigations Conducted During 2024

ZHRC carried out sixteen (16) investigations. The causes of action that warranted investigations arose from violations of equality and non-discrimination (section 56) on the grounds of political affiliation and partisan distribution of government agricultural inputs (pfumvudza, intwasa), freedoms of conscience (section 60), political rights (section 67), property rights (section 71), environmental rights (section 73), arbitrary evictions (section 74), right to education (section 75) and right to health care (section 76). Recommendations from the investigations to remedy human rights violations were proffered and shared with relevant stakeholders for implementation. The ZHRC is tracking the implementation of recommendations by the various stakeholders using its recommendations tracker.

**A summary of some of these cases is as follows:**

##### 4.4.1 Guruve District: Property Rights and Administrative Justice Investigation 22-26 January 2024.

The ZHRC carried out an investigation in Guruve District, Mashonaland Central Province on the alleged violation of property rights by the Guruve Rural District Council. The two cases from separate villages were combined into one investigation because they were stemming from the same cause of action. The allegations raised by the complainants were to the effect that the Guruve Rural District Council was arbitrarily expropriating communal land without the consent or involvement of the villagers and that the Council was not paying any compensation for improvements to the land as is expected in terms of the Communal Lands Act read

together with the Constitution of Zimbabwe. The complainants alleged that the RDC was summarily taking their farming and residential land which they used and held in accordance with the applicable customary laws. The ZHRC recommended conciliation between the Guruve Rural District Council and the villagers residing in Chifamba Village and Chimanikire Village however the case is yet to be finalized.

##### 4.4.2 Harare Cholera Investigation: 8-18 January 2024

The ZHRC carried out an investigation on the Cholera Situation in Harare Metropolitan Province looking into the human rights and maladministration implications of the cholera situation. The complainant alleged that since the beginning of the outbreak of Cholera in the City of Harare, the Municipality had been arbitrarily cutting water supplies to the affected communities and the city was failing to collect refuse. Further, the persistent failure of the relevant Government authorities to deliver crucial services, was a violation of fundamental human rights.

In its findings, the ZHRC established that the failure by the Harare Municipality to deliver basic services had violated several fundamental human rights which include the right to a healthy and safe environment, right to safe, clean and potable drinking water and the right to life. The ZHRC found that the Harare Municipality was failing to fulfill its mandate due to a crippling financial incapacitation, which has seen it failing to maintain sewer and water infrastructure, collect refuse and upgrade their systems to match the ever-growing Harare population.

The ZHRC also noted that Government of Zimbabwe through its various institutions was conducting notable initiatives to address the cholera endemic in Harare. The ZHRC recommended among others that Harare City Council should upgrade its old infrastructure and ensure that it delivers its service to the people in a timely manner. The ZHRC proffered recommendations to the Ministry of Finance, Economic Development and Investment Promotion to review its foreign currency exchange policies so as to enable bodies like Municipalities to get resources timeously.

#### **4.4.3 Makoni District: Violation of the right to Education 19 -22 February 2024.**

The ZHRC, on its own initiative, instituted an investigation into the alleged human rights violations following a demonstration by students at a Christian mission secondary school. The students were against the increase of the school mission fund by Responsible Authority (RA). The mission fund was paid over and above the tuition fee, therefore a majority of parents could not afford to pay to the fund. Furthermore, the mission fund had not been approved by the Ministry of Primary and Secondary Education. The ZHRC found that the students had marched to the District Education offices in Rusape on 14 February 2024 to present a petition of their grievances to the District Schools Inspector. During their march, the students were confronted by the police and four (4) of them sustained bite injuries from police dogs. The ZHRC also found that the Permanent Secretary for the Ministry of Primary and Secondary Education had convened an emergency stakeholder meeting on 15 February 2024 to resolve the issue. The ZHRC wrote to the Permanent Secretary requesting for an interview on the way forward to enable ZHRC to finalise on its findings but did not get a response. Nevertheless, the issue was resolved by the relevant stakeholders.

#### **4.4.4 Masvingo Runyararo West: Environmental Rights Investigation- 29 January -2 February 2024.**

An investigation in Runyararo West, Masvingo District in Masvingo Province was conducted in January 2024. This was in response to some allegations which were raised during an Environmental Rights Thematic Working Group stakeholder's engagement meeting. The residents of Runyararo West alleged that their rights were being violated by Masvingo City Council which has a dumpsite too close to their homes. They claim that the Council regularly burns the solid waste at the dumping site emitting harmful gases which are hazardous to the surrounding residents. Further, during the same meeting it was stated that the Council should relocate houses from wetlands in the Masvingo residential areas, but no initiatives were taken. Due to flooding, which affects the wetlands areas every year, residents lose property as water flows into their houses. From the investigation, the ZHRC found that the Masvingo City Council was in the process of commissioning a new dumping site at Cambria Farm so that it can decommission the Runyararo West dumpsite. The ZHRC recommended that the Masvingo City Council speed up the construction of the new dumping site and the relocation process of the affected households along Davis Mugabe Road. The process is, however, ongoing.

#### **4.4.5 Shurugwi: Property Rights and Environmental Rights Investigation 11 - 15 March 2024.**

The ZHRC conducted an investigation in Shurugwi wherein the complainant alleged that the Respondents China-Zimbabwe Corporation and Best Integrity Mining Company were infringing on his property rights and environmental rights. The Respondents carried out their mining activities without consulting him and they were conducting open cast chrome mining leaving the casts open posing a threat to human and animal life. He also alleged that the Company discharges waste from their washing plant into a nearby river causing siltation. The ZHRC found that the complainant's farm lies within the Great Dyke and chrome mining activities in some parts of the farm were ongoing but in some parts of the farm they had ceased. The ZHRC also found that there were open casts scattered around the farm and the nearby river was heavily silted as a result of the mining activities. The ZHRC recommended the rehabilitation of

the area and a follow up is yet to be made to assess implementation.

#### **4.4.6. Gokwe Mediation, Makayi Village, Ward 34 Gokwe North District, Midlands Province- 8 to 12 April 2024.**

The ZHRC carried out a mediation in Makayi village Ward 34, Gokwe in April 2024 upon request by the Complainants who alleged violation of their freedom of conscience and expression as well as extortion. The villagers said they were coerced to attend a witch-hunting ceremony by their Village Heads and were aggrieved that their property including livestock was taken by a "Tsikamutanda / Witch hunter." Some of the Village Heads who appended their signatures to the request for the services of the "Tsikamutanda" were of the view that the intended purpose was to resolve the mysterious deaths in the village. As a result of mediation, the village heads admitted that they were at fault by requesting a "Tsikamutanda" without consulting and informing the community. The Village Head who initiated the enlisting of the "Tsikamutanda" too acknowledged that he was unaware that it was prohibited. The ZHRC educated the community on the right to freedom of conscience as provided in section 60 of the Constitution. Consequently, although the property was not returned, the affected community members felt at peace as a result of the mediation.

#### **4.4.7. Mutasa District, Ward 13 Investigation Report: Right to Equality and Non-discrimination: 6 to 10 May 2024.**

The subject matter of the investigation was brought to the attention of the ZHRC at a mobile human rights clinic hosted by Catholic Commission for Justice and Peace and facilitated by the ZHRC at St. Barbara mission in ward 13 Mutasa District on 27 November 2023. It was at that MHRC that some villagers of Ward 13 alleged that they were being denied access to agricultural inputs by the ward 13 Councillor and ward 13 cell leader for supporting the Citizens Coalition for Change political party. Despite them meeting the criteria for accessing inputs, including land preparation they were excluded from lists of beneficiaries whilst some ZANU PF supporters who did not meet the criteria were benefitting. In light of the complaints, the ZHRC embarked on an investigative visit to Mutasa district ward 13. The findings confirmed that the complainants had indeed been discriminated based on their political affiliation in violation of sections 56 and 67 of the Constitution and also that ZANU PF cell leaders were actively involved in the distribution of aid using party cell lists. Further, AGRITEX officers had been relegated to mere secretaries of the cell leaders. The ZHRC recommended that ZANU PF Mutasa District leadership should desist from involving itself from the distribution of government agricultural inputs and food aid.

#### **4.4.8 Mashonaland Central Province-Mazowe District: Environmental Rights and Labour Rights Investigative Summary- 08 to 12 July 2024.**

The ZHRC carried out an investigation in Mvurwi on alleged environmental rights violations by the San He Mine including air pollution from burning tires and dust emissions that harmed residents' health, as well as inadequate protective clothing for mine workers. The investigation confirmed that San He Mine was indeed causing significant dust pollution and engaged in destructive practices such as large-scale digging and tree cutting without proper rehabilitation measures. The ZHRC attributed some ecological degradation to illegal miners, who operated without accountability. The investigation also revealed that the mine had cut off water supplies to Village D, forcing residents to travel long distances for



water, thus infringing on their right to access clean water. Moreover, the mine had failed to fulfil its commitment to drill additional boreholes for the community. While the mine's expansion had been confirmed, issues regarding insufficient and low-quality protective clothing for workers were also noted.

The ZHRC recommended that San He Mine address the identified environmental, labour and corporate responsibility concerns. It urged the Ministry of Mines and Mining Development to investigate the boundary and expansion issues, while the Environmental Management Agency (EMA) was advised to tackle dust and environmental degradation. Additionally, the DDC was tasked with addressing the community's water access concerns and the community was encouraged to formally present their issues to the Ministry of Mines through the Village Development Committee (VIDCO) Chair.

**4.4.9 Magunje, Hurungwe District, Mashonaland West Province - Freedom from Arbitrary Eviction Investigative Summary- 16 to 20 September 2024**

The ZHRC carried out an investigation in Ward 10 Magunje, Hurungwe District in Mashonaland West Province on alleged arbitrary evictions or potential displacement of community members due to the expansion of Magunje Growth Point by the Hurungwe Rural District Council (RDC). The Complainants alleged that they received an eviction letter with one month's notice from Hurungwe RDC and eight villages were affected. The District

Development Coordinator (DDC) acknowledged to have received a copy of the eviction letter from RDC. He noted that there were gaps in communication before the community were served with the eviction letters. The DDC deemed this matter urgent, necessitating a crucial meeting with key stakeholders, including the Hurungwe RDC and its previous leadership, by mid-October 2024. The RDC Chief Executive Officer (CEO) declined to provide information to the ZHRC stating that the matter was being handled by the Council's lawyers. The ZHRC found that there was no access to information and that the affected persons were not consulted about the evictions. The communities were surprised to be served with eviction letters. The Complainants were not resisting relocation but were concerned about compensation; the compensation status of affected individuals was unclear. The ZHRC recommended the RDC to engage with the affected communities directly or through their local leadership in planning and decision-making processes and to attend to their requirements and concerns.

**5. ADMINISTRATIVE JUSTICE**

**5.1. Processing of Administrative Justice Complaints**

**5.1.1. Cases Received and Actioned**

The ZHRC received a total of one thousand one hundred and eighty-six (1186) cases on administrative justice during the period January to December 2024. The statistics received in each province are reflected in Figure 7.

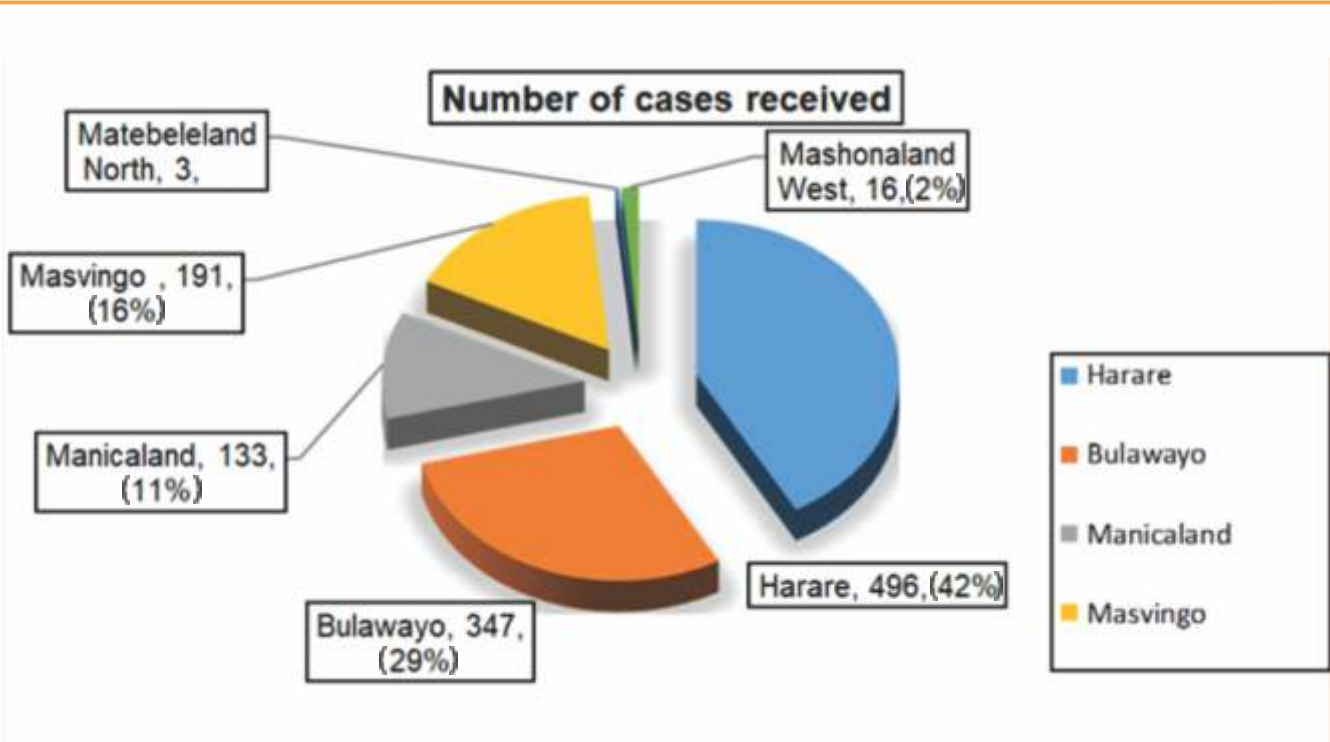


Figure 7 Number of Administrative Justice Cases Received

The distribution of the administrative justice cases received is shown in Table 2.

Table 2: Distribution of cases received by provinces

	January	February	March	April	May	June	July	August	September	October	November	December	Total
<b>Harare</b>	25	13	17	199	136	36	8	3	6	42	3	8	<b>496</b>
<b>Bulawayo</b>	9	8	24	97	142	8	12	5	13	12	7	10	<b>347</b>
<b>Manicaland</b>	3	18	11	48	8	7	6	3	2	16	6	5	<b>133</b>
<b>Masvingo</b>	2	8	4	123	10	2	7	4	4	15	8	4	<b>191</b>
<b>Mat North</b>	1		0	0	0	1	1	0	0	0	0	0	<b>3</b>
<b>Mash West</b>	0	2	1	0	1	1	1	5	0	0	5	0	<b>16</b>
	<b>40</b>	<b>49</b>	<b>57</b>	<b>467</b>	<b>297</b>	<b>55</b>	<b>35</b>	<b>20</b>	<b>25</b>	<b>85</b>	<b>29</b>	<b>27</b>	<b>1186</b>

The Harare and Bulawayo offices received a higher number of cases because they are the most established offices and they also handle cases from other provinces without ZHRC offices. since they participated in provinces where the ZHRC had not yet established offices. The Mashonaland West and Matabeleland North provincial offices handled the lowest number of cases because they are not fully established and are run by the provincial coordinators only.

#### 5.1.2. Actions taken on cases received during the first half

Of the one thousand one hundred and eighty-six (1186) cases received, five hundred and forty (540) cases were pending, requiring further investigations. Finalisation of field investigations was hampered by lack of resources. Three hundred and eighty-nine (389)

remove the percentages, leave number, make the numbers bold as highlighted before for consistency cases were advised. Two hundred and thirty-four (234) cases were referred to other organisations better placed to deal with the cases. Eleven (11) cases were resolved, nine cases (9) were declined by the Commission for lack of jurisdiction and three (3) were withdrawn by the complainants.

#### 5.1.3. Classification of Cases Received by Gender

Similar to human rights cases, males reported most of the administrative justice complaints compared to females. Table 3 illustrates the overall classification of cases received by gender in 2024.

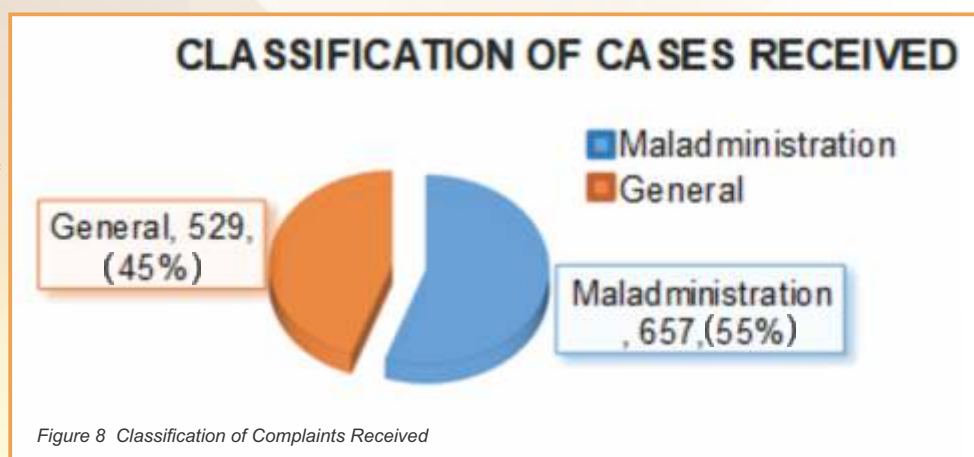
Table 3: Classification of Cases by Gender

Gender	Number of cases	Cumulative Percentage
<b>Females</b>	241	20%
<b>Males</b>	941	80%
<b>Groups</b>	4	0%
<b>TOTAL</b>	<b>965</b>	<b>100%</b>

The statistics highlight the importance of prioritising awareness programmes targeting women across the country, to enhance their understanding of abuse of power and maladministration issues, as well as the ZHRC's role in protecting the public from such issues.

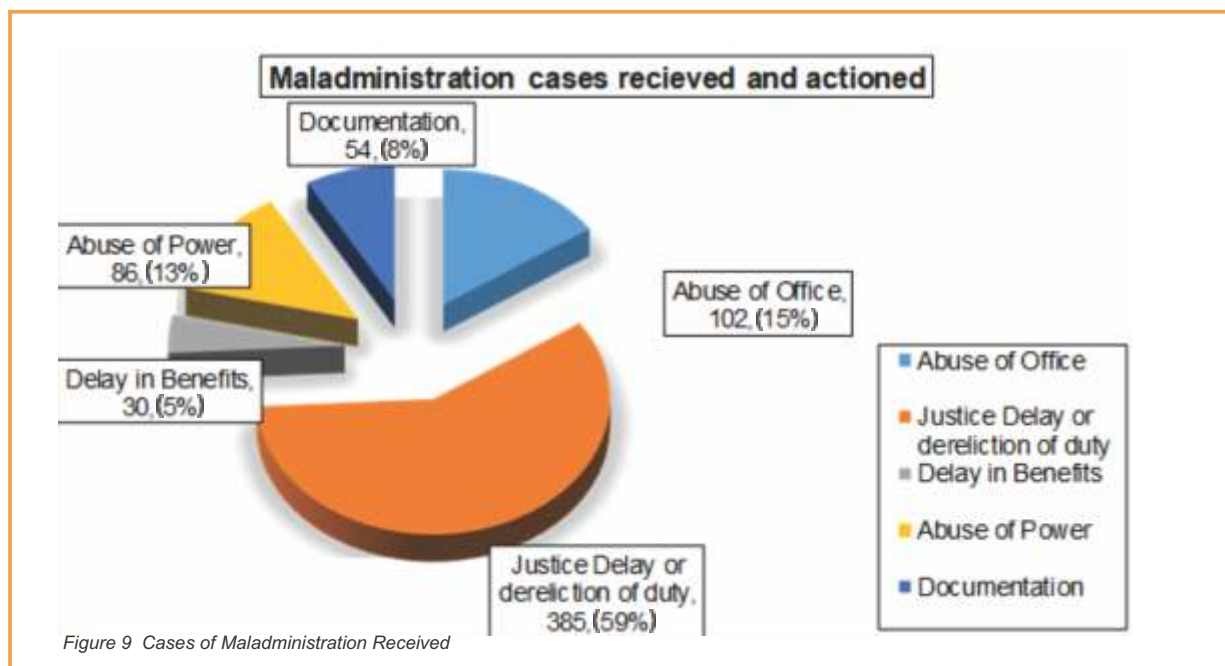
#### 5.1.4. Classification of Administrative Justice Complaints Received

Complaints were classified into various categories to better understand them over the year. Of the one thousand one hundred and eighty-six (1186), the ZHRC received six hundred and fifty-seven (657) maladministration cases and five hundred and twenty-nine (529) general complaints. Figure 8 depicts the specific classifications of complaints received.



### 5.1.5 Maladministration

The geographical distribution for the maladministration cases received depicted in Figure 9.



The majority of cases of justice delay or dereliction of duty included authorities failing to provide access to justice for arrested and detained individuals. These were largely situations recorded during prison visits in which various complaints were addressed against Zimbabwe Republic Police personnel, the National Prosecuting Authority and the Judicial Service Commission. The complaints included allegations of police abuse during arrest and loss of property rights. During the prison mobile clinics, issues about access to court documents for filing appeals, reviews and bail were also discussed.

To address the challenges above, there is need to strengthen coordination with public authorities by providing tailored training programs for public officials. These initiatives must be focused on the need for a human rights-based approach and good public administration.

#### 5.1.6. General Cases

There was a total of five hundred and twenty-nine (529) general cases received. There were two hundred and thirteen (213) civil cases among those received. This accounted for 41% of all general cases received. In addition, two hundred and seventy-four (274) cases were criminal in character. This accounted for 52% of the total cases received. Forty-two (42) cases were general inquiries, accounting for 7% of all cases.

### 5.2 Activities and Investigations Carried Out

The ZHRC investigated twenty-seven (27) administrative justice cases and some of the case summaries are as provided below.

#### 5.2.1. Restoring Identity and Securing a Child's Right to Education Through ZHRC Intervention

The ZHRC received a complaint from a woman whose identity had been erroneously recorded as deceased by the Civil Registry in September 2021. This error came to light in 2023 when the complainant attempted to be issued with a birth certificate for her child at the Gokwe Civil Registry. She was informed that the system

listed her as deceased and buried in Bikita, despite possessing a valid national identification document (ID) issued in 2022. This administrative error negatively affected the right to education of the complainant's child who was denied enrolment for Early Childhood Development (ECD) programme at a government school. This also subjected the complainant to financial and emotional distress as she was redirected from one Civil Registry office to another without resolution.

After several engagements and follow ups, on 4 November 2024, the complainant's status in the Civil Registry system was reactivated. On 15 November 2024, the complainant successfully obtained a birth certificate for her child, enabling the child to be enrolled for ECD. The complainant expressed her gratitude to the ZHRC through a heartfelt letter, accompanied by a copy of her child's birth certificate. She commended the Commission for its pursuit of justice and its role in restoring her identity and securing her child's future.

#### 5.2.2. Restoring Justice for Retired Soldiers through ZHRC Intervention

On 10 July 2024, the ZHRC received a formal complaint from nine former employees of the Zimbabwe National Army (ZNA). The group, having retired between 2021 and 2023, raised a grievance regarding computation of their pension benefits which excluded the promotional ranks awarded to them prior to retirement. The anomaly significantly reduced their pension entitlements, negatively impacting their property rights.

Efforts by the retirees to rectify this anomaly on their own were futile. The complainants expressed frustration over the lack of responsiveness and transparency, a clear violation of their constitutional right to administrative justice. Following ZHRC's intervention, the ZNA Head Office acknowledged and rectified the anomaly, resulting in the complainants receiving their pension arrears in full.



### 5.2.3. Advancing Administrative Justice in Bikita District

The ZHRC received a complaint from Bikita Residents Ratepayers Association (BIRRA), who alleged violation of right to administrative justice by the Bikita Rural District Council (BRDC). The complaint raised allegations that BIRRA applied to be recognized as a key stakeholder and sought a recommendation from BRDC for registering as a Private Voluntary Organization (PVO). However, the application and request were declined, leading to claims of procedural unfairness and exclusion from critical decision-making processes. Following ZHRC intervention, the BIRRA was registered and recognized as a stakeholder and now actively participates in community governance as a residents' association.

### 5.2.4. Negotiation and Justice in the City Parking System

The ZHRC received a complaint from a 72-year-old pensioner who alleged that on the 26th February 2024, he parked his vehicle in Harare CBD and paid a prepayment for parking for an hour that is from 1310 hours to 1410 hours, which costs one United States dollar (US\$1). Upon his return, the complainant found his motor vehicle clamped by City Parking marshals, with a fine of US\$57 which led to his vehicle being impounded after failing to pay and subsequently accruing US\$1500 in storage fees. The ZHRC managed to resolve the matter by facilitating a negotiation for the reduction of the penalty. During the course of the investigation, the ZHRC recommended the City Parking to develop a policy that exempts senior citizens from paying parking fees. On 22 August 2024, City Parking (Pvt) Ltd. implemented the policy which exempts senior citizens and war veterans from paying parking fees.

### 5.3. Client Service Charters

The ZHRC conducted a review of public institutions' client service charters (CSCs) during the evaluation period. This process was initiated with meetings involving the ZHRC and various public entities. The ZHRC gathered that several institutions either lacked CSCs or were not effectively implementing them in their service delivery processes. The evaluation encompassed an assessment of CSC distribution techniques, review processes, complaint management procedures and marketing strategies.

The review identified several shortcomings in service delivery, including under utilisation of websites, insufficient service marketing efforts and a notable lack of commitment to service delivery. In response to these findings, it is recommended that institutions undertake necessary measures to enhance their inclusion in the service planning and implementation process. This can be achieved by providing CSCs in multiple languages and utilising diverse marketing channels to ensure broader accessibility and engagement. The reviewed CSCs were the City of Harare, Ministry of Primary and Secondary Education, Chitungwiza Municipality, Mazowe RDC, Chaminuka RDC, City Parking (Pvt) Ltd, Cities of Bulawayo, Masvingo, Mutare, Bulilima RDC and Chivi RDC.

### 5.4. Local Authorities' Assessments

The ZHRC conducted assessments of local authorities' service delivery standards, aiming to evaluate compliance with their client service charter standards. Stakeholders and authorities play a crucial role in service delivery and the ZHRC offers support and advice to enhance service delivery. Engagement meetings and survey questions were used to understand residents' perceptions and recommendations for improvement. In 2024, the ZHRC assessed the cities of Harare, Chitungwiza municipality, Bulawayo, Masvingo and Mutare to assess the effectiveness of their services

and address any challenges they may face. This process helps authorities understand their services and address any potential issues.

The assessment indicated that most of the local authorities face challenges in service delivery, including water supply, sanitation, waste water, solid waste management and road infrastructure systems. These services fail to meet residents' expectations, affecting the value for money. Most of the challenges highlighted were centred on unavailability and inefficient utilisation of resources. The ZHRC therefore recommended improved service delivery, revamping of water reticulation systems and waste management collection.

## 6. HUMAN RIGHTS ENFORCEMENT

The Commission's primary functions include monitoring, assessing and ensuring the observance of human rights and freedoms, as well as inspecting places of detention and related facilities. In 2024, the ZHRC tasks included monitoring detention facilities, analysing bills to align with human rights principles, monitoring public hearings and court judgments to protect human rights and inspecting healthcare facilities and evictions to ensure humane evictions and compliance with international human rights standards. These activities aimed to ensure the protection and respect of human rights

### 6.1 Monitoring of Emergencies

The Commission conducts general human rights monitoring in terms of section 243(1)(c) of the Constitution. This includes the assessment of human rights situations during emergencies such as floods, cyclones, evictions and displacements amongst other emergencies.

#### 6.1.1 Monitoring of floods in Budiriro

The ZHRC conducted a monitoring mission to assess the human rights situation of individuals affected by floods in suburbs of Harare Metropolitan Province from the 31 December 2023 to 8 January 2024. The floods affected Budiriro 5B Extension, Common Vision and the paddock area of Kuwadzana high-density suburbs. Forty-two (42) households were affected, causing significant property and infrastructure damage from the flooding of Marimba River. A six-year-old child lost his life in the floods. The flooding was attributed to a narrow bridge constructed by a Chinese company which failed to adequately manage the water flow. The ZHRC engaged the Department of Civil Protection (DCP), the Harare City Council (HCC) and Ministry of National Housing and Social Amenities to convene a meeting to address the issue of illegal settlements and ensure that deserving cases are offered alternative conducive alternative housing. In addition, recommendations were made to the Ministry of Local Government and Public Works to ensure that local authorities abide by the "Enhanced Cabinet Committee on Disaster Management Framework Guidelines on Wet Land". A recommendation was made to the Zimbabwe Anti-Corruption Commission (ZACC), to investigate the operations of the HCC including allegations of corruption in the issuance of stands and the involvement of land barons.

#### 6.1.2 Monitoring of Hailstorm-Affected Areas in Makoni District, Manicaland Province.

The ZHRC conducted a monitoring mission in response to the media reports on the severe impact of a hailstorm that struck certain areas



of Makoni South Constituency on October 25 and 26, 2024. The ZHRC and District Development Coordinator (DDC) engaged to discuss the devastating impact of a hailstorm on wards 27, 29 and 33, resulting in significant destruction and violations of human rights. The disaster led to injuries, displacements, infrastructure destruction and loss of personal property, livelihoods, documents and essential services. The impact was particularly severe for children, women, older persons and persons with disabilities. The Commission made a recommendation to the Minister of local Government and Public Works for the implementation of measures for effective disaster management, including risk assessment, infrastructure reinforcement, early warning systems, healthcare provision, stockpiling supplies, emergency planning, protocol development and community education and awareness.

### 6.1.3 Monitoring of Evictions in Masvingo

In 2024, the Commission monitored evictions of alleged illegal settlers in Masvingo Province, Bhuka area in Chivi District. The evictions by the Ministry of Lands, Agriculture, Fisheries, Water and Rural Settlement (MoLAFWRS) were based on the claim that settlers occupied State land illegally and residents were given only 7 days' notice to vacate without a court order. This, therefore, violated Section 74 of the Constitution, which prohibits evictions without court orders. The Commission recommended that evictions be carried out in terms of the law and with respect for human rights.

### 6.1.4 Cholera Monitoring Mission in Chiredzi

The Commission conducted a human rights monitoring mission in Chiredzi District, Masvingo Province from 6 to 9 March 2024. The mission aimed to assess the overall human rights situation in the district amidst a cholera epidemic and the response by the Government and other key stakeholders. The Mapanza Workers Compound was the most affected area, with approximately two hundred (200) individuals being affected. The outbreak was attributed to a lack of access to clean and portable water and poor sanitation in the compound. The ZHRC expressed concern about the 38% coverage of safe water in the district, which was below the expected standard. Other issues of concern identified were shortage of protective clothing for health workers and volunteers, inadequate vehicles for transporting patients and unreliable water sources in cholera treatment centres. Despite these challenges, the ZHRC acknowledged the efforts made by the Ministry of Health and Child Care (MoHCC) in collaboration with various stakeholders, to save lives and mitigate the impact of the cholera epidemic. In its recommendations, the ZHRC urged Chiredzi Local Authorities to improve on hygiene and sanitation through the construction of ablution facilities and safe water sources. The ZHRC made recommendations to the MoHCC to provide cholera vaccines in high-risk areas and to improve working conditions of health care workers, to strengthen information dissemination during an outbreak.

## 6.2 Election Monitoring

In fulfilment of its constitutional mandate, the ZHRC monitored the Chinhoyi Ward 4 Local Government By-Election on the 9th of March 2024. The by-election was held to fill a vacancy created when the ZANU PF losing candidate, Ignatius Zvigadza, successfully challenged the election of Archibold Muzanenhamo in the August 2023 general elections. The ZHRC observed that the pre-election environment was peaceful, with no reported incidents of violence or intimidation. On Election Day, the Commission witnessed the opening of four polling stations at Chengetanai Old People's Home.

The polling stations opened on time and the voting process was orderly. The ZHRC also observed the vote-counting process, which was conducted without any disputes. The ZANU PF candidate emerged victorious. In the post-election period, the Commission noted that the peaceful environment prevailed, with no signs of tension or animosity amongst the supporters of different parties. The holding of peaceful elections, where political parties are tolerant of each other's views is possible and as in the case of Chinhoyi should be replicated in future elections.

## 6.3 Monitoring Places of Detention

The Commission conducts inspection of facilities such as refugee camps, police cells, prisons and care institutions, in terms of section 143(1) k of the Constitution. After the inspection visits, the Commission prepares reports and makes recommendations to the Minister responsible for the administration of those places and Parliament.

### 6.3.1 Homefield Centre ZIMCARE Trust

The ZHRC conducted a human rights monitoring mission to Homefield Centre ZIMCARE Trust in Harare on February 23, 2024. The mission aimed to assess the human rights situation of Persons with Disabilities (PWDs) residing at the centre. The ZHRC commended the Homefield Centre ZIMCARE Trust for its efforts in promoting and protecting the rights of Persons with Disabilities (PWDs) despite economic challenges. However, the ZHRC noted challenges at the institution such as a staff deficit, inadequate trainers and facilitators and the need for additional equipment at the workshops. It was further noted that there were delays in the disbursement of per capita grants from the government which were last received in October 2023, affected the operations of the institution. These challenges affected the enjoyment of rights of PWDs, as stated in Article 2 of the Convention on the Rights of Persons with Disabilities (CRPD) and Section 83 of the Constitution of Zimbabwe. The ZHRC made recommendations to the Ministry of Public Service Labour and Social Welfare to facilitate the timely disbursement of social protection grants to support the centre with additional staff and facilitate the passing into law of the PWD bill so as to strengthen protection mechanism for PWDs.

### 6.3.2 Northcot Training Institute

The ZHRC conducted a follow-up monitoring visit at the Northcot Training Institute to assess the human rights situation of institutionalised children in conflict and in contact with the law. The Commission noted that some of the recommendations made during the initial visits had been implemented. Positive developments included the completion of a boundary wall and the presence of a security company managing the entrance. A new house was built for the superintendent and there was slight improvement on access to potable water. However, challenges remained, such as dilapidated infrastructure of hostels, staff housing and deteriorating sewage system. The ZHRC made recommendations to the Ministry of Public Service, Labour and Social Welfare to the effect that they should identify and implement a lasting solution for the sewage system and ensuring good hygiene standards are upheld on the premises. The recommendations from the ZHRC were well received by the Ministry which committed to improving the situation at the institute.

### 6.3.3 Police Cells

In 2024, the Commission conducted monitoring and inspection of 21 police stations nationwide. The inspection visits were in line with section 243 (1) k of the Constitution which mandates the

ZHRC to monitor prisons, places of detention and to make recommendations to the responsible Minister for their improvement. The monitoring and inspection mission focused on the conditions of holding cells, the rights of arrested and detained persons and the rights and welfare of the personnel managing these stations.

The monitoring mission revealed several challenges at police stations which included deteriorating infrastructure almost across all stations. Even police cells in urban areas such as Harare, Bulawayo and Gweru needed attention. Most of the cells at police stations did not meet the minimum standards as provided for in international and regional instruments. For instance, some cells did not have toilets inside, others had toilets which were not cordoned off raising concerns of failure to uphold human dignity. Almost all the 21 police stations inspected, did not provide food rations for arrested persons and they had to request for food from their relatives. For female inmates, there was a shortage of sanitary wear. The Commission was further concerned with the shortage of work equipment and facilities for officers such as office equipment. With the heavy reliance on printed documents for use at courts, some officers had to personally raise money to purchase printers and laptops for use at their stations. Station vehicles were in short supply and some stations experienced staff shortages. The inspections highlighted the need for an increase in budgetary allocation to the ZRP to ensure that the police effectively and efficiently fulfil their mandate.

#### 6.3.4 Prisons

In 2024, the ZHRC, monitored and inspected nine (9) prisons. The facilities inspected included Chiredzi, Mutimurefu and Chikombedzi in Masvingo Province, Mlondolozhi, Bulawayo Prison, Khambi Medium, Khambi Maximum and Khambi Remand in Bulawayo Metropolitan Province and Mutare Farm prison in Mutare. The ZHRC noted that the food situation at the prisons inspected had improved from the previous years. However, the food provided

remained mundane with meat protein being scarce and provided in fewer prisons. Most of the workshop, storage and kitchen boiler equipment meant to support prisons had broken down. Firewood as a source of energy in prisons was posing challenges raising the need to support alternative sources of power.

During the monitoring exercise the ZHRC identified issues such as drug shortages particularly anti-psychotic drugs for inmates with mental health conditions and medication for inmates with chronic illnesses such as diabetes and high blood pressure. In Bulawayo prisons there were cases of malnutrition especially amongst mental health patients. The Chairperson of the ZHRC, in seeking to resolve this issue, held a high-level engagement meeting with the ZPCS to discuss the shortage of drugs for detained and criminal mental health patients and irregular immigrants. The main purpose of the meeting was to come with ideas on how best to resolve the issue of mental health drugs and continued detention of irregular immigrants. It was highlighted that economic challenges made it difficult for the government and the responsible Ministry of Justice, Legal and Parliamentary Affairs to honour its mandate in the supply of drugs in prisons, owing to scarcity of resources. Drug shortages for the mental health patients were attributed to inadequate funding towards health care services. Some of the identified solutions include identifying donors and possible international funding in the area of mental health drugs and engagement of key duty bearers to find lasting solutions.

Prisons continued to reel under the challenges of inadequate uniform supplies for both inmates and staff which impacted heavily on upholding the right to human dignity. Some of the prisons such as Khambi complex were difficult to access due to a poor road network. A Joint ZPCS/ZHRC Taskforce on Implementation of Recommendations which was set up in 2022, continued to advocate to the responsible Minister and other stakeholders, for improved conditions in prisons.



Figure 10 ZHRC Chairperson Fungayi Jessie Majome, to the right, with a human rights officer Yeukai Dzumbira, tasting inmates' food, as part of the inspection exercise at Mutare Farm Prison



#### 6.4 Bills

The ZHRC conducted analysis of Bills in 2024, assessing their human rights compliance to regional and international instruments. In terms of section 141 (b) of the Constitution, Parliament must ensure that interested parties are consulted on Bills before Parliament. Section 244(1) of the Constitution provides that the Commission may submit reports to Parliament on particular matters relating to human rights and freedoms. The analysis of Bills was conducted to track development of legislation and compliance to human rights principles. The analysis on Bills were shared with the Parliament through the respective Chairpersons of the Thematic and Portfolio Committees. The Commission viewed this to be an important intervention giving human rights lens on selected Bills.

The Commission attended public hearings on various Bills, including the Private Voluntary Organisation Bill, Persons with Disabilities Bill and the Death Penalty Abolition Bill. The analysis focused on evaluating each Bill's alignment with the Constitution and its impact on human rights. The PVO Bill hearings in some areas such as Masvingo ended prematurely due to threats of violence. The ZHRC was however concerned with the abandonment of the public hearings on the PVO Bill in Harare and Masvingo. The ZHRC noted that the public hearings are an essential process in the development of legislation and recommends that the public hearings be conducted in a peaceful and secure environment. The ZHRC recommended further consultations in areas where public hearings were disrupted. The ZHRC acknowledged the human rights advancement in the Criminal Law Amendment Bill, the Administration of Estates Amendment Bill and the enactment of the Death Penalty Abolition Act [Chapter 9:26].

#### 6.5 Court Cases Analysis

The ZHRC extended its monitoring mandate to assess the human rights implications of different court judgments passed by the Courts. The ZHRC identified specific cases which had positive human rights implications on the enjoyment of rights in Zimbabwe. The Commission acknowledged the Courts' positive decisions on the protection and promotion of children's rights in Zimbabwe with a special focus on statelessness and juvenile justice. For instance, the Commission applauded the court's decision in the case of Scott v Shiri & Anor HB 70/24 (on statelessness) as a case furthering the right to access to documentation and the rights that are affected by lack of civil documents therein. The decision in S v X (a juvenile) HC 26/23 highlighted Zimbabwe's juvenile justice system which strives to uphold principles of rehabilitation, reintegration and protecting the best interest of young offenders. A 14-year-old child offender had his sentence of 5 years for culpable homicide, wholly suspended on condition of good behaviour. The Court rightfully stated that juvenile justice aims to ensure that juvenile offenders are protected from hardened adult criminals whilst striking a balance with the nature of the crime committed.

#### 6.6 Assessment of Office of the Auditor General's Report for Human Rights Impact

The Report of the Auditor-General containing audited results of State-Owned Enterprises and Parastatals for the 2023 financial year was assessed by the Commission. This was in line with the Commission's functions in section 243 (1) (c) of the Constitution, as stated above, which include monitoring, assessing and ensuring observance of human rights and freedoms. The report exposed a vast number of fissures and irregularities in the procurement processes of most public entities thus posing a risk of abuse of funds and financial loss. It is accepted that the alleged mismanagement of

public funds in the audit report had a considerable impact on quite a number of human rights. Institutions providing healthcare, education and access to water, had negative audits which impacted on the enjoyment of human rights.

The Commission highlighter that economic, social and cultural rights require fortification against regressive violations in the form of fraud, corruption, mismanagement of funds, negligence and omissions. The OAG's report showed how human rights are susceptible to violations by key stakeholders to a particular service delivery. Most rights have a progressive realization rider on them and this means that the Government must move forward and ensure that the rights are realized over time. However, the government will not move forward if there is rampant corruption and mismanagement of funds by the most relevant entities. In this regard the ZHRC implored the government to invoke appropriate measures including prosecution to ensure full realization of socio-economic rights of the Zimbabwean citizens.

#### 6.7 Stakeholder Engagement Meetings

##### 6.7.1. Consultations following up on national inquiry on access to documentation recommendations.

The ZHRC conducted stakeholder consultations to follow up on the implementation of recommendations related to access to identity documents for vulnerable groups including institutionalised children. The meetings took place in Matabeleland North, Mashonaland Central, Masvingo, Mutare and Matabeleland South Provinces during the second and fourth quarters of 2024. The main objectives of the follow-up meetings were to determine whether stakeholders had implemented the recommendations made in the national inquiry into access to documentation report and to identify any challenges or significant progress made toward implementing them.

The provincial multi-stakeholder meetings were well attended by various government Ministries, Departments and Agencies as well as Civil Society Organisations, which acknowledged that considerable efforts had been made since the ZHRC's report to address issues regarding the documentation of children in care institutions. The ZHRC noted that significant alignment of legislation and policies with the Constitution had occurred, facilitating the enhanced enjoyment of children's rights to education and identity, particularly for those in care institutions, as outlined in Section 75 of the Constitution of Zimbabwe.



Figure 11 Director Monitoring and Inspections, Ms. Priscillah Mbanga presenting on Findings of the National Inquiry on Access to Documentation in Gwanda District

### 6.8 Health Care Institutions Monitoring

The ZHRC conducted a mission to assess the human rights situation in the health sector by assessing facilities in Masvingo, Bulawayo, Harare and Manicaland Provinces. A total of nine (9) hospitals and clinics were assessed on provision of healthcare services. The mission found that most facilities were old but clean and all had sufficient food stocks except for those clinics that did not offer overnight admission. Medicinal drugs were available in some institutions with the exception of United Bulawayo Hospitals (UBH) which had low medication supplies and Thorngrove Infectious Diseases Hospital. There was also an inadequate supply of antipsychotic drugs in hospitals and some clinics visited in Masvingo such as Morgenster and Masvingo General Hospital as well as Mazorodze Clinic. The ZHRC has noted with concern the erratic water supply in health institutions in Masvingo District. Despite efforts by the Ministry of Health and Child Care to provide quality healthcare services, the Commission is concerned about inadequate resources for health workers and patients, including machines for medical tests, protective clothing and dilapidated infrastructure, including kitchen equipment and beds. Recommendations were made to the Ministry of Finance to priorities funding of the health sector.

### 6.9 Tongogara Refugee Settlement

The ZHRC conducted a follow up monitoring mission to Tongogara Refugee Settlement having last visited it in 2022. It was noted that the number of asylum seekers and refugees was sixteen thousand and thirty-five (16 035) comprising of five thousand two hundred and

ninety-two (5 292) households. Most of the refugees and asylum seekers were from the Democratic Republic of Congo (DRC) amounting to twelve thousand (12 000) people due to the war and instability in that country.

Since the focus of the Commission is to ascertain the conditions under which persons are kept, progressive developments were noted. The right to access to potable water had improved with the number of boreholes having increased from eleven (11) to fifteen (15) from 2022 to 2024, the right to education had improved with the construction of an additional ECD block. However, a critical shortage of teachers was reported and those available were demotivated and their attendance to classes was irregular. Access to healthcare had improved; notably access to medication for chronic illnesses and the clinic was refurbished. In addition, there were now frequent visits by medical practitioners such as a dentist, physio therapist and a general doctor.

The Commission was concerned about the continued unresolved challenged facing the refugees and asylum seekers. These included slow finalisation of requests by the population either for refugee determination status or consideration for resettlement in another country. The reservations by Zimbabwe on the Refugee Convention means that refugees are confined to the camp and can be refused the right to work. The Commission has called for the revocation of the reservation and amendment of the Refugee Act [Chapter 4:03] so that refugees can enjoy the right to work.



Figure 12 The Chairperson Fungayi Jessie Majome, second from left, DES Programmes Mr. V.E. Mukutiri (centre) and ZHRC officers with the Sister-in-Charge (left) and officer from the Camp Administrator's office, on a tour of the Tongogara Resettlement Clinic in Chipinge District, Manicaland Province.



## 7. PROMOTION OF HUMAN RIGHTS

In line with its human rights promotion mandate in 2024, the Commission carried out a number of activities which included human rights awareness outreaches; training seminars on human rights; participation at exhibitions, radio programmes; development and dissemination of Information; Education and Communication (IEC) material; press statements; and development of advocacy papers.

### 7.1 Human Rights Awareness Raising Outreaches

The ZHRC conducted one hundred and one (101) community

outreaches, focusing on raising awareness on the implementation of recommendations from the Report on the National Inquiry (NI) on Access to Documentation, civil and political rights, rights of refugees and asylum seekers and on access to justice. The Commission disseminated IEC material on human rights in pamphlets, booklets and books. A total of 39,549 copies of IEC material were distributed during these outreaches. For the first time ZHRC conducted human rights awareness outreaches at Tongogara Refugee Camp.

#### 7.1.1 Human Rights Awareness Outreaches on the Implementation of Recommendations from the NI Report



Figure 13 ZHRC Human Rights Officer, Mr Tamburike Mutambiranwa facilitating a human rights awareness session at Matabo Secondary School. Ward 32, Mberengwa District, Midlands Province

The outreaches on raising awareness on the NI report were conducted in Mwenezi District, Mberengwa, Hurungwe and Rushinga focusing on importance on civil registration documents contributing towards appreciation of civil registry documents from a

human rights perspective. In addition, the ZHRC raised awareness on civil and political rights. A combined total of three thousand seven hundred and seventy-two (3772) people attended the outreaches as illustrated in Table 4.

Table 4: Outreach Attendance

District	No. of Outreaches	PWDs	Female	Male	Total
1.Hurungwe–(Mashonaland West)	6	20	203	201	404
2.Mberengwa- (Midlands)	12	28	363	404	767
3.Mwenezi- (Masvingo)	24	49	683	714	
4.Rushinga–(Mashonaland Central)	14	28	501	703	

Participants at the outreaches were drawn from diverse backgrounds, including traditional leaders, councillors, school heads, village health workers, child community care workers and Persons with Disabilities (PWD).

The Commission noted that the Central Registry Department (CRD)

and the Department of Social Development (DSD) have made progress in implementing recommendations from the (NI) report. However, legal reforms remain outstanding in that both the Births and Deaths Registration [Chapter 5:02] and the Citizenship of Zimbabwe Act [Chapter 4:01] have neither been reviewed to incorporate the recommendations from the NI report nor aligned to

the Constitution. Notable policy reforms include the Active Notification by Traditional Leaders whereby they have been empowered to issue written confirmations of births and deaths that would have occurred in the village for registration purpose. The mass registrations carried out in 2022 and 2023 cleared a significant backlog of unregistered citizens. Other major positive developments included decentralisation of issuance of civil registry documents, computerisation of some sub offices and efficiency in the issuance of passports as well as positive attitude by the staff towards clients.

However, persistent challenges include demand for lobola payment by maternal relatives, procrastination and negligent attitudes towards document acquisition by the public. Some traditional leaders in their areas have not yet been trained on Active Notification and some healthcare facilities are withholding birth confirmation records for non-payment of maternity fees. Government and Council Health care facilities have made strides in implementing the NI

report. The CRD should increase the number, frequency and duration of mobile registration programs and publicize them and not link mobile registration to elections.

### 7.1.2 Human Rights Awareness Outreaches with a Focus on Civil and Political Rights.

From 17 December to 20 December 2024, the ZHRC conducted fourteen (14) human rights awareness outreaches in Zaka District and Chimanimani District, focusing on civil and political rights. The outreaches attracted nine hundred and eighty-one (981) people, including four hundred and six (406) males and five hundred and seventy-five (575) females. Of these, fifty-two (52) were persons with disabilities. Participants with leadership roles or authority in their communities acknowledged their duty to protect, promote, uphold and fulfil civil and political rights in their respective jurisdictions.



Figure 14 ZHRC Officers distributing IEC materials at Bota Primary School Outreach in Zaka, December 2024.

### 7.1.3 Human Rights Awareness Outreaches on Access to Justice.

The ZHRC conducted thirty (30) human rights awareness outreaches in three districts: Nyanga, Beitbridge and Hwange. The outreaches were attended by a total of 2 495. Of that figure 1 746 were women, 749 were males and a 68 were PWDs. The purpose was to raise awareness on access to justice, provide awareness on available remedies in the event of violations and promote the protection of vulnerable groups including women, children, older persons, prison inmates and persons with disabilities. Human rights issues raised by the participants included lack of confidence in the justice delivery system, limited knowledge of the law, inaccessibility of courts, unaffordable court fees, inadequate resources by law enforcement agencies to effect arrest and selective application of the law.

### 7.1.4 Tongogara Refugee Settlement (TRS) Outreaches on Rights of Refugees and Asylum Seekers

The ZHRC conducted twenty-three (23) human rights awareness outreaches at Tongogara Refugee Settlement from 16 October to 19 October 2024. These outreaches were based on previous

monitoring visits in 2017, 2019 and 2022, which highlighted the need for these outreaches to facilitate access to the Commission's services. A total of one thousand four hundred and six (1,406) participants attended the outreaches, with 58% being women and 42% being males. Twelve (12) participants were PWDs. civil and political rights in their respective jurisdictions.



Figure 15 Outreach: Participants reached out at Tongogara Refugee Settlement Community outreaches included PWDs



## 7.2. Human Rights Training

In total the Commission conducted nine training seminars, of which the trainees were Recruit Correctional Officers (RCOs) of the Zimbabwe Prisons and Correctional Service (ZPCS), Zimbabwe Republic Police (ZRP) Officers and Recruit Police Officers, Harare Children's Home caregivers, government officials and community leaders in Binga and Hwange and Officials of the Parks and Wildlife Agency (Zimparks). Over 7 200 Information, Education and Communication (IEC) materials were distributed during the training seminars.

### 7.2.1 Training of Recruit Correctional Officers

Three training seminars for Recruit Correctional Officers (RCOs)

were held between February and November 2024. The seminars aimed to raise awareness of regional and international prison standards and human rights-based approaches to law enforcement. The seminars also highlighted the Commission's dual mandate as the National Human Rights Institution (NHRI) and the Public Protector. The training covered socio-economic rights, civil and political rights of inmates, regional and international standards for prison treatment and access to justice. A total of two thousand two hundred and sixty three (2,263) RCOs were trained, bringing the total to four thousand nine hundred and forty- nine (4,949) since the program's inception in May 2021.



Figure 16 ZHRC Provincial Coordinator of Masvingo, Mr. Fidelicy Nyamukondiwa facilitating a training session for RCOs

### 7.2.2 Training of ZRP Officers

The ZHRC and ZRP collaborated to conduct human rights awareness training for police officers in Mashonaland West Province, Masvingo Province and Ntabazinduna Police Academy in Matabeleland North Province. The training focused on the rights of juveniles, persons with disabilities, refugees, asylum seekers and crime victims. The seminars also aimed to raise awareness of the

Commission's dual mandate as the National Human Rights Institution (NHRI) and Public Protector. The training sessions took place on November 11, 2024. A total of three hundred and thirteen (313) officers, comprising eighty-five (85) investigating officers and two hundred and twenty-eight (228) recruit police officers, participated in the training programmes. Approximately 58% of the participants were male, whilst 42% were female.



Figure 17 ZHRC Deputy Director for the Administrative Justice Department, Mr Thomas Kanyimo, facilitating a training session.

### 7.2.3 Training of Caregivers at Harare Children's Home

The Commission conducted a pilot training session with caregivers at Harare Children's Home on human rights-based approaches to care giving in children's homes. The training covered international, regional and national frameworks protecting children's rights and emphasized caregivers' roles in upholding these laws. Key issues discussed included corporal punishment, child sexual abuse and the minimum age of criminal liability. The Commission emphasized the need for a child-centred approach that addresses the unique needs and vulnerabilities of children, emphasising the importance of protecting their rights and ensuring access to appropriate care and support. A total of fourteen (14) caregivers, two (2) men and twelve (12) women, were trained.

### 7.2.4 Human Rights Awareness for Officials of the Zimbabwe Parks and Wildlife Authority (ZimParks)

The Commission conducted a human rights awareness workshop on the mandate and functions of the ZHRC as well as rights enshrined in the Declaration of Rights including human rights aspects relevant to the ZimParks law enforcement function for sixty-one (61) participants of the Zimbabwe Parks and Wildlife Authority (ZimParks). Participants at the training comprised of nineteen (19) females and forty-two (42) males. Issues raised by participants, included a request for the ZHRC to conduct human rights awareness training for ZimParks Recruit Rangers and to disseminate human rights IEC materials to rangers stationed across Zimbabwe. There was also a request for the Commission to capacitate the ZimParks Library with IEC materials, conduct Training of Trainers (TOT) workshops for ZimParks lecturers and instructors and to conduct environmental rights awareness outreaches in protected areas to promote human rights in the context of human and wildlife conflict in these areas.

### 7.2.5 Training of Duty Bearers on Implementation of Recommendations of the National Inquiry (NI) on Access to Documentation

The ZHRC held training workshops in Hwange and Binga Districts, attended by one hundred and fifty-two (152) participants, including forty-four (44) females and one hundred and eight (108) males. The workshops assessed the progress made in implementing the NI. The first workshop was for stakeholders from Government Departments and Civil Society Organizations, while the second was for community level duty bearers, including representatives from Government Departments who operate at Ward level and community leaders. The workshops increased awareness of the importance of obtaining civil registration documents for human rights enjoyment and fostered positive attitudes towards access to civil registration and a human rights-based approach to service delivery amongst targeted stakeholders.

### 7.3. Human Rights Awareness Through Exhibitions

The Commission participated in the Zimbabwe International Trade

Fair (ZITF) Mashonaland West, Harare, Manicaland and Masvingo Agricultural Shows in during the year 2024, promoting awareness and respect for human rights and freedoms and receiving complaints of human rights violations and maladministration, in line with its functions.

#### 7.3.1 Zimbabwe International Trade Fair (ZITF), Bulawayo

The ZHRC participated at ZITF from 23-27 April 2024 to showcase its human rights work and explore business-human rights links. The Commission used several promotional strategies, including stakeholder interaction, radio and television programs, to raise awareness about the relationship between business and human rights. The exhibitions also raised awareness of the Bulawayo, Matabeleland North and Mashonaland West offices. A total of six thousand three hundred and sixty-eight (6 368) people visited the ZHRC stand, with 52% of visitors being women and 48% being men.



Figure 18 ZHRC exhibition stand during ZITF in Bulawayo

#### 7.3.2 Agricultural Shows

The ZHRC exhibited at four (4) agricultural shows in Mashonaland West (21-24 August), Harare (26-31 August), Manicaland (19-21 September) and Masvingo (26-29 September) to raise awareness of its mandate, offices, human rights and the relationship between business and human rights. The agricultural shows' themes were anchored on the quest to increase productivity, industrialisation, economic and sustainable development to achieve the nation's developmental aspirations. National exhibitions have proven to be a versatile promotion strategy, allowing for various activities such as one-on-one discussions, quiz sessions, live radio and TV programs, distribution of IEC materials and stakeholder engagement. The ZHRC used exhibitions as a platform to receive and consider complaints from the public. A total of two thousand five hundred and fifty-one (2,551) people visited the ZHRC stands during the four agricultural shows of which 58% were female, whilst 42% were male and seventy-one (71) PWDs. The Commission distributed fifteen thousand six hundred and seventy (15,670) copies of IEC material and ZHRC promotional items during the shows, including caps, hats, t-shirts, key rings and pens.





Figure 19 ZHRC Chairperson, Ms Fungayi Jessie Majome (left), on radio during the Manicaland Agricultural Show



Figure 20 Public Awareness outreach at Masvingo Agricultural Show



Figure 21 Attorney General Hon. Virginia Mabiza (in black) with the Minister of State for Provincial Affairs for Masvingo Province (in maroon) at the ZHRC stand.



Figure 22 Minister of State for Provincial Affairs Manicaland Province Hon. Mugadza interacting with ZHRC officials at the ZHRC stand.

#### 7.4 Commemoration of International Human Rights Day (IHRD) 2024

On 10 December 2024, the ZHRC joined the global community in commemorating the International Human Rights Day (IHRD). The Theme for the 2024 IHRD commemorations was “Our Rights. Our Future. Right Now.” The ZHRC held commemorations in five provinces: Harare, Bulawayo, Masvingo, Manicaland and Mashonaland West. Help desks were set up in each province to handle complaints and community interactions. Six hundred and twenty-five (625) people visited the help desks and one thousand six hundred and forty-one (1,641) IEC materials were distributed.

#### 7.5 Human Rights Promotion Through Radio And Tv Programmes

The Zimbabwe Human Rights Commission (ZHRC) utilised radio programmes during the ZITF and agricultural shows to disseminate information to millions of people as shown in Table 5. The radio programmes conducted at exhibition focused on the link between innovation, industrialisation, trade and the impact on human rights. Table : Radio and Television Interviews the Commission Participated in during Agricultural Shows

Exhibition Event	Radio/TV Station	Estimated Listenership
Mashonaland West Agricultural Show	Platinum FM	+/- 1.5 million
Harare Agricultural Show	Radio Zimbabwe	+/- 5.7 million
	Star FM	+/- 3.5 million
	ZTV	+/- 7 million
Manicaland Agricultural Show	Diamond FM	+/- 1.7 million
Masvingo Agricultural Show	Hevoi FM	+/- 4.3 million

In addition, ZHRC conducted other radio programmes in collaboration with the Great Zimbabwe University (GZU) Law Clinic.

### 7.6 Development of New IEC Material

The Commission managed to develop IEC material (3 brochures) on migration and human rights in Kadoma from 9 - 13 September 2024 in supporting peaceful, safe, sustainable reintegration for returning migrants and host community in Zimbabwe impacted by the non-renewal of the Zimbabwe Exemption Permit (ZEP). The workshop resulted in the production of four (4) brochures, of which three (3) were adopted by the Commission with amendments and carry the following titles:

- i) Rights of Zimbabwean Migrants;

- ii) Rights of Unaccompanied Migrant Children;
- iii) Rights of Migrants in Vulnerable Situations; and
- iv) Rights of Refugees and Asylum Seekers in Zimbabwe.

The Commission also produced a jingle entitled to promote awareness that everyone has rights and people have to be tolerant and respect the rights of others.

### 7.7 Press Statements

The ZHRC released thirteen (13) press statements and published them on its various social media platforms and the official ZHRC website. The statements were also widely covered by various local and international media entities. They also raised awareness on human rights and the Commission's functions.

Table 6 : Press statements which the Commission published in 2024

Press Statement / Commemoration	Date
1. Environmental Rights Thematic Working Group Statement on World Wetlands Day	2 February, 2024
2. Press Statement on the International Women's Day	8 March, 2024
3. Press Statement on Commemoration of Zimbabwe's 44th Independence	18 April, 2024
4. Workers' Day 2024 Press Statement	1 May, 2024
5. World Press Freedom Day	3 May, 2024
1. Press Statement on the 11th Anniversary of the Adoption of the 2013 Constitution of Zimbabwe	23 May, 2024
2. Statement on Allegations of Assaults Abductions and Violations of Human Rights and Freedoms	9 August 2024
3. Statement on the Day of the African Child	16 June 2024
9. Press Statement for the International Day of Enforced Disappearances	30 August, 2024
10. Press Statement on the Criminal Laws Amendment (Protection of Children and Young Persons) Act, 2024	September 2024
11. Press Statement on 16 Days of Activism against Gender Based Violence	25 November, 2024
12. Press Statement on International Day of Persons with Disabilities	3 December 2024
13. Press Statement on the Commemoration of the 2024 International Human Rights Day	10. December, 2024



Figure 23 ZHRC Chairperson Fungayi Jessie Majome, second from left and Commissioners Beauty Kajese, to the left and Dr Angeline Guvamombe to the right during the Independence Day Celebrations in Murambinda



The Commission produced a paper titled "Reducing Estate Administration Fees to Protect Beneficiary Property Rights." The paper focuses on the impact of multiple estate administration fees on ordinary Zimbabweans and advocates for a fairer system. The Commission also conducted field research to understand the collateral consequences of a criminal record on ex-convicts' rights in Harare and Midlands Provinces. The research aimed to gather input on the advocacy paper "The Need for Criminal Record Expungement in Zimbabwe to Protect Socio-Economic Rights of Ex-Convicts" and identify areas for improvement to strengthen the advocacy paper. The research aimed to provide ex-convicts with an opportunity to articulate their views on criminal record expungement.

## 8. COMMISSION MEETINGS

### 8.1 Policy Meetings

During the review period, the Zimbabwe Human Rights Commission (ZHRC) conducted three (3) full Commission policy meetings, instead of the mandated four (4), due to budgetary constraints. Additionally, Special Commission meetings were held to address urgent matters. These meetings resulted in resolutions aimed at enhancing the operations and governance of the Commission, with a significant number already implemented.

The meetings were conducted both virtually and physically at the ZHRC Head Office to consider key administrative and policy issues affecting Commission operations. These meetings pointed towards a proactive approach in strengthening the Commission's capacity and financial sustainability while addressing the professional development needs of the staff.

During the review period, the ZHRC managed to generate a total of 37 resolutions from Commission meetings. The majority of these resolutions have been implemented, illustrating the Commission's commitment to enhancing its effectiveness and responsiveness as an institution dedicated to human rights advocacy and governance. The meetings also emphasised the Commission's strategic engagement, stakeholder collaboration and continuous improvement in its operational frameworks.

The resolutions passed during these meetings represented a crucial aspect of the ZHRC's efforts to adapt to emerging challenges and uphold its mandate effectively, reinforcing its role in promoting and protecting human rights in Zimbabwe.

### 8.2 Committee Meetings

The Administration, Human Resources and Gender Committee managing to conduct all scheduled four (4) statutory meetings in each quarter. The Committee reviewed policies and referred them to the full Commission for consideration and adoption. Some of the policies include; Decentralisation Policy, Petty Cash Policy, Gender Policy, Funeral Policy, Writing Style Guidelines and Legal and Corporate Services Standard Operating Procedures.

## 9. THEMATIC WORKING GROUPS

### 9.1 The Children's Rights

#### 9.1.1 Meetings of the Children's Rights TWG

The ZHRC did not manage to conduct Children's Rights Thematic Working Group meetings due to budget constraints, but significant progress was made on the promotion of children's rights. The Commission continued to mainstream children's rights in all its awareness raising activities particularly community outreaches and issues of concern by communities centred around access to registration documents, impact of abolition of corporal punishment in schools and non-exclusion of children from school lessons or collection of public examinations results on the basis of non-payment of school fees.

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

The ZHRC finalised the development of the alternative report on the African Charter on the Rights and Welfare of the Child (ACRWC) and submitted it to the African Committee of Experts on the Rights and Welfare of the Child (ACERWC). The 44th Ordinary Session of the ACERWC took place in October 2024 in Maseru, Lesotho. Although the ZHRC did not manage to make a presentation during the session, Zimbabwe State Party report on the ACRWC was reviewed.

#### 9.1.3. Commemoration of Day of the African Child

The Commission issued a press statement to commemorate Day of the African Child. On 27 June 2024, the ZHRC held belated commemoration of Day of the African Child (DAC) at Capota School for the Blind (hosted by M. Hugo High School. The DAC is commemorated on the African Continent on 16 June every year and recalls the 1976 Soweto Uprising which signified the struggle by black students to be taught in their indigenous African languages. The 2024 DAC commemorations were significant in that they were the first such commemoration to be held by the ZHRC directly in partnership with children with disabilities.

### 9.2 Gender Equality and Women's Rights TWG

#### 9.2.1 Gender Equality and Women's Rights TWG

The Commission did not manage to hold meetings on the Gender Equality and Women's Rights TWG in 2024. The Commission continued to mainstream gender equality and women's rights issues in all its activities particularly during community outreaches. The Access to Justice Outreaches in Nyanga and Mberengwa focused on access to justice by vulnerable groups including women. The Commission issued press statements on International Women's Day on 8 March and 16 Days of Activism against Gender based violence. The Commission also adopted its reviewed internal Gender Policy. The Commission was also represented at various fora on gender issues hosted by different stakeholders that included the Ministry of Women's Affairs and Small and Medium Enterprise Development, the Gender Commission and the Women's Coalition.

### 9.3 Environmental Rights Thematic Working Group

#### 9.3.1 Engagements

The ERTWG seeks to promote section 73 which guarantees, every person has the right—(a) to an environment that is not harmful to their health or well-being; and (b) to have the environment protected for the benefit of present and future generations, through reasonable legislative and other measures that— (i) prevent pollution and ecological degradation. Furthermore, a safe, clean, healthy and sustainable environment is integral to the full

enjoyment of a wide range of human rights, including the rights to life, health, food and water.

Through its ERTWG membership, particularly the residents' association, engagement meetings were held in Harare with two residents' associations in Chitungwiza and Harare, allowing them to ventilate issues about environmental rights violation. Some of the notable concerns that arose included the construction of homes on wetlands. Examples given were in Zengeza 4, the non-availability of City Council water in some areas in Chitungwiza and in areas where it is available, it was not fit for consumption. The women have to go with their own water buckets in order to be admitted into the maternity wards at Chitungwiza hospital, non-collection of waste in the suburbs and poor drainage systems complained of. Further issues by Borrowdale residents' association included the non-availability of water in areas such as Borrowdale and where the water is available it was dirty, non-collection of waste, construction of buildings on wetlands and sewage pipes that are now too old, overwhelmed and bursting in high density areas.

### 9.3.2 Radio Awareness Programmes on Environmental Rights

The ERTWG participated in radio sessions with Diamond FM in Manicaland Province and Hevoi FM in Masvingo Province in September 2024. The radio sessions aimed to sensitise and inform the audience about their environmental rights, as enshrined in the Constitution and other applicable legal frameworks in Zimbabwe, raising awareness about the existence and work of the ERTWG as well as to inform the audience about channels for reporting environmental rights violations to the ZHRC. The radio session assisted in increasing the number of cases to the Commission on environmental rights violations.

### 9.3.3 Commemoration of World Wetlands Day

The TWG also joined the rest of the world in commemorating World Wetlands Day – 2 February 2024. It released a TWG released a statement on the ZHRC social media platforms urging all stakeholders to take heed of the call to protect wetlands. The protection could be by increasing awareness about the importance of conserving wetlands through educational campaigns and media coverage. It urged the City and Rural Councils to immediately stop the allocation and approval of housing developments on wetlands and encouraged the domesticating the provisions of the UN Ramsar Convention and Convention on Biodiversity.

**9.3.4** As part of the ERTWG awareness raising on environmental rights, a flyer was developed and shared to all members, its finalization for print is pending.

## 9.4 Special Interests Groups Thematic Working Group

### 9.4.1 Meeting of the SIGTWG Members

The Special Interest Groups Thematic Working Group (SIGTWG) held a meeting on the 19th of September 2024 at the ZHRC Head Office. The meeting deliberated on several key issues pertaining to its work. The meeting finalized the review of its Terms of Reference (TORs) for the SIG TWG, following the expiry of the last TORs. It was resolved that members be given more time to review the amended TORs to the 23rd of September 2024. Members with comments were requested to submit them for incorporation. The amended TORs were adopted by the Commission and drafted new appointment letters for all SIG TWG members who accepted

appointment into the TWG. The SIGTWG members also brainstormed on activities to be implemented in 2024-2025. It was agreed that a draft work plan will be prepared and presented to the TWG members in the next TWG meeting. Members also requested for a joint SIG TWG monitoring mission, particularly on implementation of the ZHRC National Inquiry on Access to Documentation Recommendations.

### 9.4.2 SIGTWG Meeting to Discuss the draft SADC Protocol on the Rights of Persons with Disabilities

In November 2024, the SIGTWG held a meeting with the Southern Africa Federation of the Disabled (SAFOD) which is a regional disability organisation with the mission to advocate for the rights of persons with disabilities. The purpose of the meeting was to raise awareness to government and propose the adoption and ratification of SADC Protocol on the Rights of Persons with Disabilities. The Protocol follows the adoption and ratification of the African Disability Protocol (ADP).

The proposed SADC Disability Protocol will address all issues of persons with disabilities and underrepresented groups such as persons with albinism. The Protocol will also address the SADC regional challenges faced by persons with disabilities and gaps within the African Disability Protocol. SAFOD indicated that in all the 16 member states in the SADC region, there were no clear and accurate statistics on disability; therefore, the SADC Disability Protocol should aim for the establishment of systems and mechanism for conducting research and documentation. The ZHRC made its comments and provided feedback on areas that needed to be strengthened in the Protocol. The feedback was well received by SAFOD who indicated that they would further deliberate on the issues raised by the ZHRC.

## 10. IMPORTANT EVENTS THAT TOOK PLACE

### 10.1 Dialogue on Intersex Rights Workshop

In line with its human rights advocacy functions, the ZHRC in collaboration with the Intersex Community of Zimbabwe and United Nations Development Program (UNDP) conducted a dialogue on the human rights situation of intersex persons in Zimbabwe. In 2023 ZHRC produced the advocacy paper entitled, 'Binary Gender Identity on Civil Registration Documents: Implications on the Rights of Intersex Persons in Zimbabwe' The aim of the workshop was to raise awareness on human rights situation of intersex persons including on access to documentation and to come up with recommendations to inform legal and policy reform. The workshop resulted in the development of recommendations to specific government ministries aimed at improving the human rights situation of intersex persons including the Ministry of Health and Child Welfare (MoHCC), Council for Medical Practitioners, the Ministry of Justice and Parliamentary Affairs (MOJPA), Ministry of Primary and Secondary Education (MOPSE) and the Civil Registry Department (CRD). An action plan was developed to guide efforts by the various partners in coming up with solutions to challenges encountering intersex persons.

### 10.2 Learning Visits

The ZHRC carried out two administrative justice study visits during the year. These were carried out to the Office of the Public Protector of South Africa (PPSA) and the Kenyan Commission on



Administrative Justice and the Right to Information (KCAJ). The study visits were primarily aimed at exploring how the other Public Protector institutions had approached their constitutional mandate in administrative justice. The experiences of the visited institutions were held to be important to benefit the ZHRC in effectively fulfilling its constitutional mandate.

The study visits were carried out taking into account the realities and uniqueness of the Zimbabwean context. As a better-established institution, the PPSA and the KCAJ provided grounded learning exposure for the ZHRC. The learning visits were supported by the European Union and the Raoul Wallenberg Institute for Human Rights and Humanitarian Law. A workshop will be conducted to synthesise the lessons learnt for practical implementation.



Figure 24 Delegates from the PPSA, ZHRC and Mozambique pose for a photo in front of the Public Protector House, Pretoria after the study visit deliberations. Standing front row the PPSA Adv. Kholeka Gcaleka (at the centre), the Chairperson of the ZHRC Ms. F. J. Majome to the left of the PPSA and the Ombudsman of Mozambique Dr. Isaac Chande (to the right of the PPSA).



Figure 25 Chairperson of the ZHRC Fungayi Jessie Majome, seated centre front row, flanked by ZHRC Commissioner Beauty Kajese to the right and the Executive Secretary of the Kenya Commission on Administrative Justice (CAJ) with the ZHRC delegation and members of the Kenya CAJ

### 10.3 Equal Zimbabwe National Disability Rights Campaign Launch

Equal Zimbabwe is a coalition of over twenty organizations of people with disabilities (OPDs) from across the country, as well as several civil society organizations (CSOs). The goal of the coalition is to ensure that persons with disabilities in Zimbabwe are afforded clear and pronounced enforceable rights through a holistic legal instrument. To enhance the actualization of this goal, Equal Zimbabwe arranged a National Disability Rights Campaign Launch. As the secretariat responsible for the administration of the campaign, Sightsavers Zimbabwe extended an invitation to the ZHRC to witness this milestone event on the 7th of February 2024 at Monomotapa Hotel, Harare.

The launch was based on fundamental objectives some of which were the need to expedite the Persons with Disabilities Bill; to lobby for Domestication of the Convention on the Rights of People with Disabilities; and to advocate for complementary legislation which ensures that persons with disabilities can realize their rights. The Equal Zimbabwe National Disability Right Campaign Launch was a milestone achievement in the disability rights advocacy movement. Pertinent issues were raised and it is anticipated that the Persons with Disabilities Bill goes through an expedient lawmaking process and is enacted in the near future.

### 10.4 Attending the Launch of the Guidelines on the Employment of Persons with Disabilities in the Public Service

The Commission attended the launch of the Guidelines on the Employment of Persons with Disabilities at Rainbow Towers in Harare, on the 12th of April 2024. This was in line with provisions of Article 1 of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) and Section 22 and 56 of the Constitution of Zimbabwe Amendment (No 20) Act 2013, which provides for the employment of persons with disabilities. The Launch was also in respect of the Public Service Act Chapter (16:04) and the National Disability Policy (2021) which recognise the different barriers encountered by Persons with Disabilities to effectively participate in socio-economic activities resulting in their marginalisation as they serve within various roles in the Public Service. Representatives from the Independent Commissions, Government Ministries, Civil Society Organisations and the Parliament attended the launch.

### 10.5 Governance Technical Working Committee Round Table Meeting

The ZHRC was invited by the Ministry of Justice, Legal and Parliamentary Affairs to this round table meeting held at Ezulwini Villa on the 14th of May 2024. The meeting's objective was to discuss the different institutions' key reform priorities in contributing towards improved governance in the country as well as related technical support. ZHRC made a presentation highlighting that one of its key priorities was to improve the monitoring and reporting on human rights to treaty body mechanisms, such as the United Nations, the Universal Periodic Review and the African Union mechanisms.

## 11. MAJOR SUCCESSES AND ACHIEVEMENTS

The Commission's major successes and achievements in 2024 included:

- i. GANHRI accreditation in 2023 and certificate received in 2024
- ii. Chairperson Fungayi Jessie Majome was appointed to the Bureau of the Global Alliance for National Human Rights Institution (GANHRI) representing Southern Africa.
- iii. Chairperson Fungayi Jessie Majome appointed as Chairperson of the Southern African Development Community (SADC) Alliance of NHRIs.
- iv. One thousand two hundred and seventy-three (1273) cases resolved in 2024 up from 700 in 2023.
- v. Conducted 49 mobile human rights clinics in 2024 up from 26 in 2023.
- vi. Carried out important events such as ZPCS and ZHRC taskforce engagements, learning visits to South Africa and Kenya among others
- vii. One thousand one hundred and fifty-nine 1159 cases of Administrative Justice were received and actioned in 2024 up from 330 in 2023.
- viii. Decentralisation to Mashonaland West Province.
- ix. Procurement of Manicaland Provincial Office.

## 12. CHALLENGES ENCOUNTERED IN 2024

- i. Insufficient financial and material resources to carry out all planned activities, these include tools of trade and vehicles for investigations to perform planned tasks.
- ii. Insufficient budget and delay in release of funds by the Treasury.
- iii. Non-fulfilment of conditions of service for staff members and Commissioners.
- iv. Delay in amendment of 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.
- v. Shortage of manpower in light of decentralization.
- vi. Vacancies at policy level. The Commission has a Chairperson and 6 Commissioners instead of Commissioners 8 thereby affecting the constitution of some oversight committees such as the Finance Committee and the Risk Management Committee. This affects the Commissions' oversight function over operations.

- vii. Erratic internet connection that affects e-governance and e-programming.

## 13. RECOMMENDATIONS

### 13.1 Parliament of Zimbabwe

- i. To allocate a budgetary increase for the ZHRC to effectively carry out its mandate cite constitutional provisions I have mentioned earlier, decentralise and
- ii. Allocate an adequate budget for the ZPCS and ZRP to refurbishment their facilities countrywide, procurement of uniforms for staff and inmates, construction of staff quarters and supply of drugs for mental and chronic illnesses.

### 13.2 Ministry of Health and Child Care

- i. To lobby Parliament for increased and adequate resources to support the health sector for the supply of drugs, purchase of health machinery, refurbishment of dilapidated infrastructure and purchase of protective clothing.

- ii. To continue to lobby for better working conditions for personnel in the health sector to avert brain drain.

### 13.3 Ministry of Local Government and Public Works

- i. To lobby for funds to refurbish its dilapidated infrastructure especially in prisons, police cells and public care institutions.
- ii. To continue to implement its policies and legislative mandate on local authorities especially in the allocation of stands and general service delivery.
- iii. To ensure that evictions, where necessary, are carried out in accordance with international standards.

### 13.4 Ministry of Finance and Economic Development

- i. To ensure timely release of funds to public institutions most of whom solely rely on Treasury funds.

### 13.5 Central Computing Services (CCS)

- i. To support the ZHRC in the provision of adequate connectivity.

## FINANCIAL STATEMENTS

### VOTE 32: ZIMBABWE HUMAN RIGHTS COMMISSION

#### STATEMENT OF SURPLUS OR DEFICIT FOR THE YEAR ENDED 31 DECEMBER 2024

##### Transfers from Treasury

<b>Income</b>	<b>66,018,976.84</b>
<b>Expenditure</b>	
Employment Costs	21,743,289.97
Goods and Services	21,397,507.55
Current Transfers	-
Acquisition of Non Financial Assets	3,921,160.34
<b>Total Expenditure</b>	<b>47,061,957.86</b>
<b>Total Surplus</b>	<b>18,957,018.98</b>



## FINANCIAL STATEMENTS

### VOTE 32: ZIMBABWE HUMAN RIGHTS COMMISSION

#### STATEMENT OF SURPLUS OR DEFICIT FOR THE YEAR ENDED 31 DECEMBER 2024

##### TRANSFERS FROM TREASURY

<b>INCOME</b>	66,018,976.84
<b>TOTAL</b>	<b>66 018,976.84</b>
<b>EMPLOYMENT COSTS</b>	
Basic Salaries	9,491,585.87
Inservice Allowances	3,550,698.53
Administrative Allowances	2,230,728.79
Other Allowances	4,292,252.95
Benefits in Kind	2,178,023.83
<b>Sub Total for Compensation</b>	<b>21,743,289.97</b>
<b>GOODS AND SERVICES</b>	
Communication information supplies	1,062,632.05
Educational Materials, Supplies and Services	-
Hospitality	1,234.11
Medical Supplies and Services	-
Office Supplies and services	303,796.32
Rental and hire	3,190,577.45
Training and Development	613,137.94
Foreign Travel Expenses	9,421,866.56
Utilities and other Service charges	1,247,685.01
Financial Transactions	148,469.01
Institutional provisions	1,609,571.82
Other goods and services	-
Physical Infrastructure	45,300.45
Technical & office equipment	26,223.66
Vehicle and Mobile Equipment	711,259.53
Stationary plant,machinery fixed	-
Fumigation and cleaning	-
Fuel,Oil & Lubricants	2,530,441.67
Other items not included above	-
<b>Sub Total</b>	<b>21,397,507.55</b>
<b>CURRENT TRANSFERS</b>	
Subscriptions to various organisations	-
<b>Sub Total</b>	
<b>ACQUISITION OF NON FINANCIAL ASSETS</b>	
Building	3,921,160.34
Transport equipment	-
Other machinery and equipment	-
<b>Sub Total</b>	<b>3,921,160.34</b>
<b>TOTAL EXPENDITURE</b>	<b>47,061,957.86</b>
<b>TOTAL SURPLUS</b>	<b>18,957,018.98</b>



# FINANCIAL STATEMENTS

## VOTE 32.- ZIMBABWE HUMAN RIGHTS COMMISSION APPROPRIATION ACCOUNT FOR THE YEAR ENDED 31 DECEMBER 2024

Expenditure Head	Original Budget	Supplement	Unallocated	Total/	Actual		More than	Less than	Explanation for main variations
	Estimates 2024	Estimates 2024	Reserves Transfers	Revised Budgets	Expenditure as at December 31, 2024	Estimated			
	\$		\$	\$	\$	\$	\$	\$	
PROGRAMME 1. GOVERNANCE AND ADMINISTRATION									
EXPENSES									
Compensation of employees.....	9 897 266	-	-	9 897 266	10 930 222	1 032 956	-	-	The excess was due to recruitment of staff and increase in exchange rate for US\$ component
Use of goods and services.....	12 292 368	-	-	12 292 368	9 377 346	-	2 915 021	-	The saving arose from non - release of funds by Treasury due to low revenue inflows
Other Expense.....	4 507	-	-	4 507	-	-	4 507	-	The saving arose from non - release of funds by Treasury due to low revenue inflows
Acquisition of non-financial capital assets	6 207 933	-	9,887,413	16 095 346	3 921 160	-	12 174 185	-	The saving arose from non - release of funds by Treasury due to low revenue inflows
	\$ 28 402 073	-	9,887,413	\$ 38 289 486	\$ 24 228 728	\$ 1 032 956	\$ 15 093 714		
PROGRAMME 2. HUMAN RIGHTS AND FREEDOM									
EXPENSES									
Compensation of employees.....	6 826 566	-	-	6 826 566	8 311 997	1 485 431	-	-	The excess was due to recruitment of staff and increase in exchange rate for US\$ component
Use of goods and services.....	11 652 494	-	-	11 652 494	8 514 566	-	3 137 928	-	The saving arose from non - release of funds by Treasury due to low revenue inflows
Subscriptions.....	115 685	-	-	115 685	-	-	115 685	-	The saving arose from non - release of funds by Treasury due to low revenue inflows
Acquisition of non-financial capital assets	6 983 924	-	-	6 983 924	-	-	6 983 924	-	The saving arose from non - release of funds by Treasury due to low revenue inflows
	\$ 25 578 669	-	-	\$ 25 578 669	\$ 16 826 562	1,485,431	\$ 10 237 538		
PROGRAMME 3. ADMINISTRATIVE JUSTICE									
EXPENSES									
Compensation of employees.....	1 883 525	-	-	1 883 525	2 501 072	617 547	-	-	The excess was due to recruitment of staff and increase in exchange rate for US\$ component
Use of goods and services.....	5 055 592	-	-	5 055 592	3 505 596	-	1 549 996	-	The saving arose from non - release of funds by Treasury due to low revenue inflows
Subscriptions.....	30 048	-	-	30 048	-	-	30 048	-	The saving arose from non - release of funds by Treasury due to low revenue inflows
Acquisition of non-financial capital assets	2 327 975	-	-	2 327 975	-	-	2 327 975	-	The saving arose from non - release of funds by Treasury due to low revenue inflows
	\$ 9 297 139	-	-	\$ 9 297 139	\$ 6 006 667	617,547	\$ 3 908 019		
Total:	\$ 63 277 882	-	9,887,413	\$ 73 165 295	\$ 47 061 958	3,135,934	\$ 29 239 271		
Net Underspending.....									\$ 26 103 337

....., 2025.

Month / Day / Year

E.V MUKUTIRI

Acting Executive Secretary for the Zimbabwe Human Rights Commission.

