

INSURANCE AND PENSIONS COMMISSION

Gwaro rekugwinyisa kune vatinoshandidzana navo



Nezve IPEC

Insurance and Pensions Commission (IPEC) ikhambani yakatangwa Kuburikidza ngemutemo weInsurance and Pensions Commission Act [Chapter 24:21], kuti itonge nekutsvakurudza mashandiro anoita makambani anechekuita nezve insurance nemapenjeni kuitira kungwarira kodzero dzevanotenga mainsurance nemapenjeni.

IPEC iripashi peMinistry yezvemari, ye Finance.

Chinangwa cheIPEC

- Kutonga nekutsvakurudza mashandiro anoita makambani anoita zveinsurance nemapenjeni.
- Kungwarira kodzero dzevatengi veinsurance nemapenjeni.
- Kungwarira kugadzikana kwe indasitiri yeinsurance nemapenjeni uye chikamu chezve mari.
- Kumirudzira indasitiri yeinsurance nemapenjeni.



Muono (Vision)

Kuva Insurance and pensions indasitiri yakagondaka, isikakheti uye yakagwinya patichaguma muna 2030.



Donzvo (Mission Statement)

Kugadzirisa, kunanzerera uye kugwinyisa mushando we insurance and pensions kuti ingwarire vakapinda muhurongwa uhwu.

Zvatinokoshesa (Our Core Values)

Mukushanda kwedu pamushando, tinokoshesa zvinoteera padzasi, izvo zvatinokarakadzira nekukumikidza kuti zvi nge zviri muvashandi ve Ipec;

Unyanzv

Tinoshanda takazviemerera nemaitiro epadera.

Kutendeseka

Tinoshanda zvakajeka, zvisina uori uye tichitedzeera mutemo.

Kururama

Tinodetsera muntu weshe zvakaenzana pasina kukheta

Kutendeseka

Tinoteedzera mitemo yeshe yemushando. Tichikoshesa untu.

Kubata mushando wakanakisa

Tinovavarira kubata mushando zvemhlobo yepadera.

Kushandidzana

Tinoita kuti tishandidzane zvakanaka yaembho.

Zvaunganingirira kuIPEC

IPEC yakazvipira:

- Kuita zvive nyore kuti mutibate kubudikidza nekutihambira mumaofisi edu, kutumira nwaadhi panhare, kutichaira nharembosha, nedzimwe njira dzakasiyana dzekutibata nadzo.
- Kupingura mibvunzo iri pasi pemvumo yeIPEC nenguwa.
- Kumutumira kune rimwe bazi kana tisingabati nyaya yacho.
- Kugadzirisa zvikumiro zvenyu pasina kukheta .
- Kumuziisa kana tisingachakoni kuteedzera nguwa dzakaronzwa.
- Kumuziisa kodzero dzenyu nezvamunosungirwa kuita maererano nema insurance nemapenjeni enyu.
- Kugadzirisa zvitsinzwa ngenjira yakajeka.
- Kuvandudza mashandiro edu.
- Kupawo ruzivo rwakarurama nenguwa.
- Kupa mushando wakanaka kune veshe.
- Kungwarira zvamunotibhuira zvisingafaniri kuziikanwa nevamweni veruzhinji pazvinokodzera.
- Kukoshesa mazano amunotipa padera pemashandiro edu.

Kodzero Dzevatinoshandidzana Navo

Munekodzero yekubatwa zvakaenzana zvisina kukhetwa , musinga dzvanyirirwi, uye muchi remekedzwa, zvinohambirana nemutemo.

Zvamunoningirira kuita Sevategi veInsurance kana Penjeni

Munoningirira:

- Kupa ruzivo rwakadzara.
- Kuremekedzawo vashandi vedu.
- Kuteedzera zvamunosungirwa kuita nemitemo inosanganisira neyeIPEC.
- Kuningira pawebaiti yedu, dzimwe dzenguwa zvamunenge muchida kubvunza zvingaa zviri pawebaiti yedu.
- Kuona kuti nyaya yenyu iri pasi peIPEC ere.
- Kumangara zviito zveuri kana kusateedzera mutemo kwevashandi ve IPEC.
- Kutipawo mazano kubudikidza pamushando wedu nezvamungada kuti tiite.

Nguwa Dzatinotora Kupindura zvichemo kana mibvunzo

Mhando yezvitsinzwa kana mibvunzo	Zvatinotora	Nguwa Yatinotora
Mibvunzo yakajairika	Kumuzisa kwemibvunzo	Zuwa rimwe rega rekushanda
	Mhinduro yakadzara kumibvunzo isingadi tsvakurudzo	Mukati mwemazuwa matatu ekushanda
	Mhinduro yakadzara kumibvunzo inoda tsvakurudzo	Mukati mwemazuwa manomwe ekushanda (Tokona kuzisa mubvunzi kana imwe nguwa ichidiwa)
Mukatiidzira nhare	Kupindura nhare	Nhare isati yaira katafu
Makativhakachira mumaofisi edu	Kukuchingamidzai zvakanaka	Mukati memaminiti mashanu
Mibvunzo kubva kuvatori venhau	Kuziva kwemibvunzo	Zuwa rimwe rega rekushanda
	Kugadzira mhinduro	Zuwa rimwe chete rekushanda kana mibvunzo isingadi tsvakurudzo dzakanyaya. Kana mazuva matatu ekushanda, kana zvamabvunza zvichida tsvakurudzo (kuzisa mubvunzi kana imwe nguwa ichidiwa)
Chikumiro cherezinesi mushure mwekuunza zvinodiwa zveshe	Kuzisa kwechikumiro	Mukati mwemazuwa matatu ekushanda
	Kugadzira chikumiro cherezinesi	Mazuva makumi marogomuna ne mashanu ekushanda(45 working days)
Zvimwe zvikumbiro: zvakanakana neKutendekwa kwekutengeswa kwe mhlobo dzema insurance nemapenjeni	Kuzisa kuashirwa kwechikumiro	Mukati mwemazuwa matatu ekushanda
	Kugadzira chikumiro zvakanakana	Mukati mwemazuwa makumi matatu ekushanda (30 working days).
Kuogorora makambani ema insurance nemapenjeni	Ongororo dzepandau	Report yekutanga mukati mwemazuwa makumi matatu ekushanda (30 working days)
		Report yekupedzera mwedzi mitiri (2 months)
	Kuferefeta zvineudzamu	Mwedzi mitatu (3 months)
Kubudiswa kwema reports muzvikamu zvegore	Kubudiswa kwema reports	Mwedzi mitiri teibvwa mukupera kwe chikamu chegore (2 months after the end of each quarter)
Kubudiswa kwema reports egore	Kubudiswa kwema reports	Musi wa30 Gunyana (30 September)
Maitiro ekugadzira zvitsinzwa	Kuzisa kuashirwa kwezvitsinzwa	Zuwa rimwe chete rekushanda
	Kugadzira chitsinzwa zvakanakana	Mazuva manomwe ekushanda, pazvitsinzwa zvisingadi kutsvakurudza kwakadzama
		Mazuva makumi matatu ekushanda pazvitsinzwa zvinoda kutsvakurudza kwakadzama (kuzisa akaunza chitsinzwa kana imwe nguwa ichidiwa)

Kuashira Mhinduro Yenyu

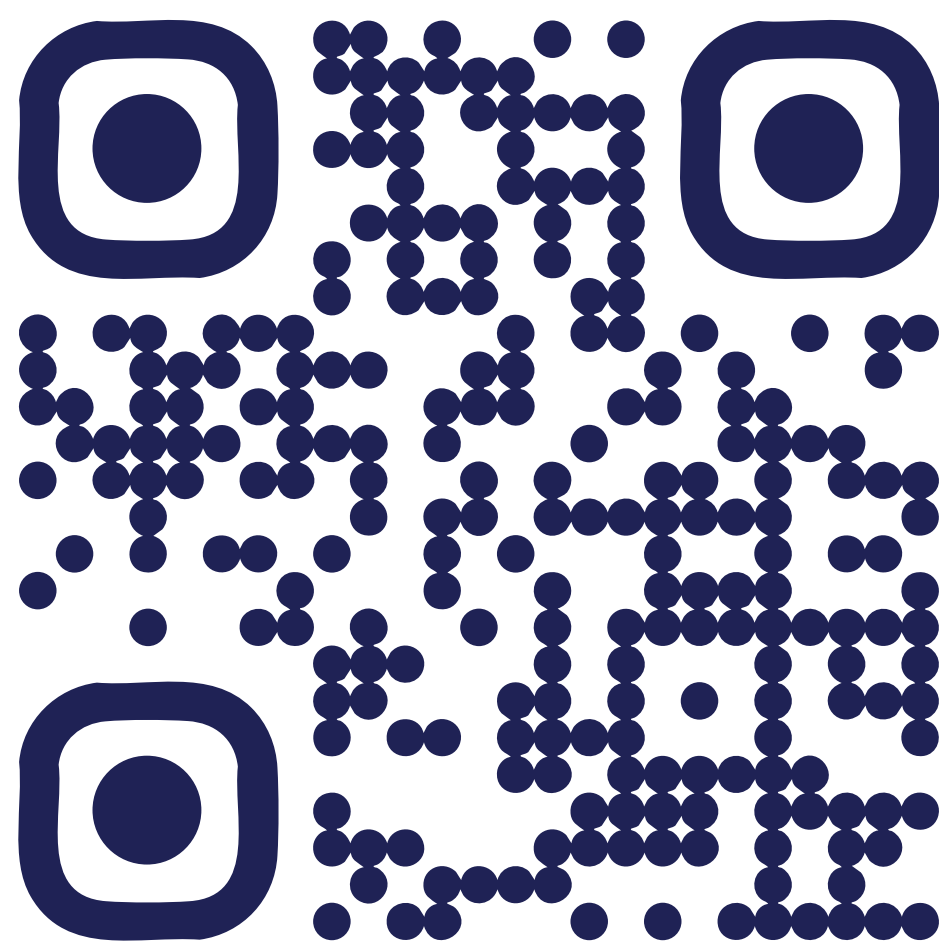
Tumirai kukurudziro, zvitsinzwa kana mazano ku: feedback@ipec.co.zw

OFFICE WORKING HOURS

Monday-Friday

8:00am-4:30pm

OFFICES ARE CLOSED DURING WEEKENDS AND PUBLIC HOLIDAYS



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Protecting The Interests Of Insurance And Pension Consumers