

INSURANCE AND PENSIONS COMMISSION

GWARO RECHIVIMBISO KUNE VATINOSHANDIDZANA NAVO



Nezve IPEC

Insurance and Pensions Commission (IPEC) ikambani yakavambwa Kuburikidza nemutemo weInsurance and Pensions Commission Act [Chapter 24:21], kuti itonge nekuongorora mashandiro anoita makambani anoita zve insurance nemapenjeni kuitira kuchengetedza kodzero dzevatengi veinsurance nemapenjeni.

IPEC iripasi peMinistry yezvemari, ye Finance.

Chinangwa cheIPEC

- ~ Kutonga nekuongorora mashandiro anoita makambani anoita zveinsurance nemapenjeni.
- ~ Kuchengetedza kodzero dzevatengi veinsurance nemapenjeni.
- ~ Kuchengetedza kugadzikana kwe indasitiri yeinsurance nemapenjeni uye chikamu chezve mari.
- ~ Kusimudzira indasitiri yeinsurance nemapenjeni.



Muono (Vision)

“Indasitiri yeinshuwarenze nepenjeni inovimbwa nayo, inosanganisira munhu wese uye inoenderera mberi zvakasimba panosvika gore ra2030.”



Donzvo (Mission Statement)

“Kutonga, kutarisa uye kusimudzira bhezimisi reinshuwarenze nepenjeni kuitira kuchengetedza kodzero nezvido zvevanhu vane mapolisi einshuwarenze nenhengo dzhurongwa hwepenjeni, kuburikidza nekuita basa rekutonga nemazvo uye nehunyanzvi hwepamusoro.”

Zvatinokoshesa (Our Core Values)

Mukushanda kwedu pabasa, tinokoshesa zvonotevera pazasi, izvo zvatino shuvira nekukumikidza kuti zvive muvashandi ve IPEC;

Kushanda Nemazvo	Tinoshanda takazvimirira nemaitiro epamusoro.
Kushanda Zvakajeka	Tinoshandazvakajeka, zvisina huori uye tichitevera mutemo.
Kushanda Zvisina Rusaruro	Tinobatsira munhu wese zvakaenzana pasina rusaruro.
Kushanda Zvinehunhu	Tinotevedzera mitemo yese yebasa. Tichikoshesa hunhu.

Kushanda Pamwe Chete

“Tinosimudzira kushanda pamwe chete, kudyidzana uye kutaurirana pachena, tichiziva kuti kubatana mukushanda kunowedzera simba redu mukuzadzisa zvinangwa uye kunatsiridza mashandiro edu.”

Kushanda Zvinehunyanzvi

Tinovavarira kubata basa zvemhando yepamusoro.

Zvaungatarisira kuIPEC

- IPEC yakazvipira:
- ~ Kuita zvive nyore kuti mutibate kuburikidza nekutishanyira mumahofisi edu, kutumira tsamba panhare, kutichaira nharembosha, nedzimwe nzira dzakasiyana dzekutibata nadzo.
 - ~ Kupindura mibvunzo iri pasi pemvumo yeIPEC nenguva.
 - ~ Kukutumirai kune rimwe sangano kana tisingabati nyaya yacho.
 - ~ Kugadzirisa zvikumbari zvenyu pasina rusaruro.
 - ~ Kukuzivisa kana tisingakwanise kutevedzera nguva dzakatarwa.
 - ~ Kukuzivisa kodzero dzenyu nezvamunosungirwa kuita maererano nema insurance nemapenjeni enyu.
 - ~ Kugadzirisa zvichemo nenzira yakajeka.
 - ~ Kuvandudza mashandiro edu.
 - ~ Kupawo ruzivo rwakarurama nenguva.
 - ~ Kupa basa rakanaka kune vese.
 - ~ Kuchengetedza zvamunotiudza zvisingafanire kuzivikanwa nevamwe veruzhinji pazvinokodzera.
 - ~ Kukoshesa mazano amunotipa pamusoro pemashandiro edu.

Kodzero Dzevatinoshandidzana Navo

Munekodzero yekubatwa zvakaenzana zvisina kusarudzwa, musinga mbunyikidzwe, uye muchi remekedzwa, zvinofambirana nemutemo.

Zvamunotarirwa kuita Sevatenji veInsurance kana Penjeni

- Munotarirwa:
- ~ Kupa information yakazara.
 - ~ Kuremekedzawo vashandi vedu.
 - ~ Kutevedzera zvamunosungirwa kuita nemitemo inosanganisira neyeIPEC.
 - ~ Kutarisa pawebaiti yedu, dzimwe dzenguva zvamunenge muchida kubvunza zvingava zviripo pawebaiti yedu.
 - ~ Kuona kuti nyaya yenyu iri pasi peIPEC here.
 - ~ Kumhan'ara zviito zvehuwori kana kusatevedzera mutemo kwevashandi ve IPEC.
 - ~ Kutipawo mazano pamusoro pebasa redu nezvamungada kuti tiite.

Nguva Dzatinotora Kupindura zvichemo kana mibvunzo

Mhando yezvichemo kan mibvunzo	Zvatinoita	Nguva Yatinotora
Mibvunzo yakajirika	Kuzivisa kugamuchirwa kwemibvunzo	Zuva rimwe chete rekushanda
	Mhinduro yakazara kumibvunzo isingadi tsvakiridzo	Mukati memazuva matatu ekushanda
	Mhinduro yakazara kumibvunzo inoda tsvakiridzo	Mukati memazuva manomwe ekushanda (Togona kuzivisa mubvunzi kana imwe nguva ichidiwa)
Mukutiridzira nhare	Kupindura nhare	Nhare isati yarira katatu
Makatishanyira mumahofisi edu	Kukuchingamidzai zvakanaka	Mukati memaminitsi mashanu
Mibvunzo kubva kuvatori venhau	Kuzivisa kugamuchirwa kwemibvunzo	Zuva rimwe chete rekushanda
	Kugadzirira mhinduro	Zuva rimwe chete rekushanda kana mibvunzo isingadi tsvakiridzo dzakanyaya. Kana mazuva matatu ekushanda, kana zvamabvunza zvichida tsvakiridzo (kuzivisa mubvunzi kana imwe nguva ichidiwa)
Chikumbari cherezinesi mushure mekuunza zvinodiwa zvese	Kuzivisa kugamuchirwa kwechikumbari	Mukati memazuva matatu ekushanda
	Kugadzirisa chikumbari cherezinesi	Mazuva makumi mana ne mashanu ekushanda (45 working days)
Zvimwe zvikumbiro: zvakananana neKubvumidzwa kwekutengeswa kwe mhando dzema insurance nemapenjeni	Kuzivisa kugamuchirwa kwechikumbari	Mukati memazuva matatu ekushanda
	Kugadzirisa chikumbari zvizere	Mukati memazuva makumi matatu ekushanda (30 working days)
Kuongorora makambani ema insurance nemapenjeni	Ongororo dzeapanzvimbo	Report yekutanga mukati memazuva makumi matatu ekushanda (30 working days)
		Report yekupedzesera mwedzi miriri (2 months)
	Kuferefeta zvineudzamu	Mwedzi mitatu (3 months)
Kuburitswa kwema reports muzvikamu zvegore	Kuburitswa kwema reports	Mwedzi miriri tichibva mukupera kwe chikamu chegore (2 months after the end of each quarter)
Kuburitswa kwema reports egore	Kuburitswa kwema reports	Musi wa30 Gunyana (30 September)
Maitiro ekugadzirisa zvichemo	Kuzivisa kugamuchirwa kwechichemo	Zuva rimwe chete rekushanda
	Kugadzirisa chichemo zvizere	Mazuva manomwe ekushanda, pazvichemo zvisingadi kuongorora kwakadzama Mazuva makumi matatu ekushanda pazvichemo zvinoda kuongorora kwakadzama (kuzivisa akanza chichemo kana imwe nguva ichidiwa)

Kugamuchira Mhinduro Yenyu

Tumirai kukurudzira, zvichemo 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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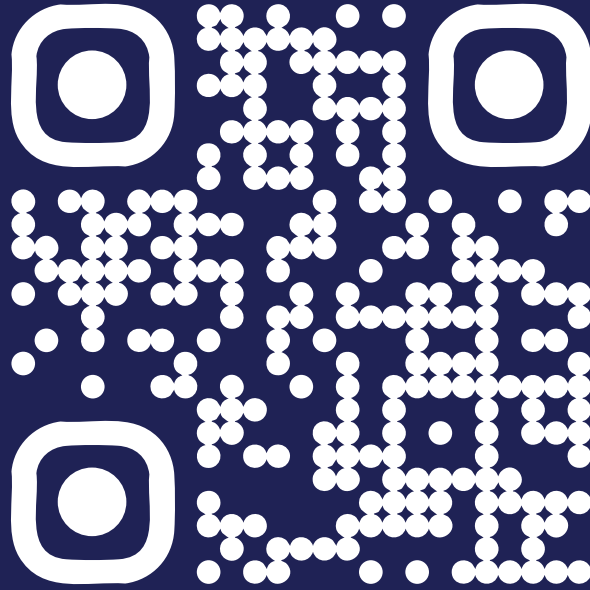
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