

Chisyomezyo chakulipeda mabelekelo kwaKkomishini ya

INSURANCE AND PENSIONS COMMISSION



Aatala a IPEC

Nkamu iilangene aazyampnencheni ya Insurance and Pensions Commission (IPEC) ninkamu yakabumbwa muni lyamulawu uuyendelezwa zampnencheni wa Insurance and Pensions Commission Act [Chapter 24:21], ikuti iyendelezwe aatala azyampnencheni kuchitila kutabilizigwa kwaabaabo bajisi zisyomezyo zampnencheni antoomwe ampango zilimutubunga twampnencheni.

Eeyi nkamu ibikka ngambo zyayo kuMutabi wazyamaMali.

Mpalamo yaNkamu yaInsurance and Pensions Commission

- Kusimya kutobelezwa milawu, kweendelezwa, akulanga milimo iichitwa abasikweendelezwa mali zampnencheni;
- Kutabilila ziyandisyo zbabajisi zisyomezyo zampnencheni, mpango zilimubunga zichita zampnencheni antoomwe abaabo bayelede kugwasikkana;
- Kukkalinkania mutabi woonse uulangene aazyampnencheni antoomwe azyamali; antoomwe
- Akusumpula mutabi woonse wampnencheni mbuuzulwa.



Mubono wesu (Vision)

Kuba nkamu iibeleka kiili kiisyomekede, iibikkiliza woonse muntu, akubeleka kabotu chakuzwidilila kwamutabi wa mpencheni kusika mwaaka wa 2030.



Mpalamo (Our Mission)

Kusimya milawu, kweendelezwa, akupanga bweendelezpi bwampnencheni kuchita mutabi mubotu mukutabilila aabo bajisi zisyomezyo zampnencheni antoomwe amumbunga zampnencheni kwiinda mukweendelezegwa kubotu kwamilawu.

Nzitulemeka (Our Core Values)

Bweendelezi bwa milimu yesu anzituchita bupangidwe kakutyobelezegwa eezi nzitulemeka, eezyo Kkomishini ziyianda kuzuzikizya: -

- Busongo** – Tulalibelelela mukulitalila mpalamo zyaajulu
- Kusyommeka** – Tulavwila kubweendelezi boonse bulangene akutobelezegwa kwamilawu
- Bululami** – tubeleka akweelania muntu woonse ngutubelekesyana aawe kumilawu akulizyoonse ziyandikana.

- Bulemu** – zizuminano zyamilawu zyoone tuzibikka kumutu woonse bweelene, katusumpula kulilemeka akulijata kweelede.
- Kujatilana** – tusungwaazya kubeleka antoomwe, kulyidilana, antoomwe akwaambuuzyania kuli aantnganana, katuzi kuti kubeleka kwakujatila antoomwe kusimya kuzwidilila kwamilimu yesu.
- Kuchita Mulimu Mubotu** – Tweezya kubona kuti twiinzya aawo mputulangilwa kusika kwiinda mukusumpula bulemu boonse bwamilimu yesu akupa zisyomzyo zyeedelede mukupa mizeezo.

Zimweelede kulangila naa mwabelekesyana a IPEC IPEC ilipedeledede: -

- Kujanika kulinduwe kulaba mukunjila muwofesi, kulemba magwalo aama email, kuuma luwayile, kubelesya makkwa aa social media naakuti mulizimwi nzila;
- Kutambula akusandula kuzikumbizyo zyenu ziza muni Iya IPEC muchiindi cheelede;
- Kugwasizya kwiinda mukukutozwa kumbunga yeelede naa kiizibinkene ku Kkomishini, naa kakuli mibuzyo iitakonzeki kusandulwa a IPEC;
- Kulanga magwalo eenu chakufwambaana kaatakwe kudyamiizya;
- Kukuzibisya, naa katutakonzeki kujata chiindi chitalidwe nikuba njiili njetelezyo iliwo mpawo twakuzibisya chiindi nchitutajate;
- Kukuzibisya aatala azyeelelo zyako antoomwe amikuli yako;
- Kutambula bunyontoosi bwaletwa kuKkomishini munzila iilabulemu alimwi iilantanganana;
- Kusumpula nzila zyamilimu yesu abweendelezi;
- Kupa mulumbe muchiindi cheelede alimwi imvwisika;
- Kupa milimu yajulu kuliboonse mbitubelekesyana aabo;
- Kujata milumbe yako chansiswa aawo aayeledede; mpawo
- Kutola majwi ngoboozwa munzila yabulemu, nkaambo zitugwasya kulilingula akusumpula mbelekelo yesu.

Zyelelo zyambitubelekesyana aabo

- Mbuli ngutubelekesyana aawe ujisi zyelelelo eezi: -
- Kujatwa kabotu, chakusyomeka, chakutasaluulwa akulemekwa, kazyeelelana achizuminano chako mbuli mbucheledede kweenda;
 - Kutambula majwii aazwa kulindiswe kuti wabikka bunyontoosi naa chikumbizyo;
 - Kujana makani aali aatala anzila zyesu ziyakubikka malayisensi azibunga zyawo, kubikkiliza aazisungo nzyayenda aawo; anzila yakubwezwa kwamli zyama layisensi kuzwa kulinduwe mbuli mbukweelede; mpawo
 - Akuya kunkuta zyamilawu naa kotazuminani amizeezo yesu.

Mikuli yambitubelekesyana aabo

IPEC ilipedeledede: -

- Mbuli sikubelekesyana aawe wesu uulemekwa, mukuli wako: -
- Kutupa makani achoonzyo;
 - Kujata babelesi besu abulemu;
 - Kutobelezwa zisungo zyoone zibikkidwe, zizuminano zyama layisensi kubikkiliza magwalo aa IPEC amilawu;
 - Kulanga kuti makani ngoyanduula taawo na aa webbusayiti sansiina kotana kutufoonea naa kutulembela;

- Kulanga kuti kaambo nkoyanda kuisiya kulindiswe keelede kulangwa muni Iyayino nkamu na sansiina kotana kutufoonea naa kutulembela;
- Kuzibisya twaambo twabuboli, bukopokopo akutalijata kubotu kwababelesi ba IPEC; mpawo.
- Kupa milumbe iiboola atala ambelekelo uyeyu.

Kwaambuuzyania ambitubelekesyana aabo Zyiindi Zyakusandula

Mulimo	Nchito	Chiindi
Mibuzyo biyo	Kuzibisya kuti watambulwa mubuzyo	Zuba lyomwe lyakubeleka
	Nsandulo iizwide kumbuzyo iitakwe zyingi	Mumazuba aatala aakubeleka
	Nsandulo iizwide kumbuzyo iiyanda mfunkununo	Mumazuba musanu aabili aakubeleka (naa kaayinda aawo, weelede aambilwe sikubuzya)
Kuvwila mafooni	Kuvwila	Kiitana kulila tutatu fooni
Basikuswaya kumulyango	Kutambula beenzu	Mumaminiti musanu
Zikumbizyo zabyasimutala twaambo	Kuzibisya kuti zyatambulwa Kweendelezwa	Zuba lyomwe lyakubeleka, naa kazitali ziyumu mpawo mazuba aatala aakubeleka naa kaziyaanda mfunkununo (azibisigwe sikukumbila naa kayinda aawo mazuba)
Kulembela layisensi musule lyakutula zyoone ziyandikana	Kuzibisya kuti zyatambulwa	Mukaufi kamazuba aatala aakubeleka
	Kweendelezwa	Mazuba makumi aane aalamusanu aakubeleka
Zimwi zilembelwa, mbuli, kuzumizigwa kuchita mulimu, kusambala, kujalwa kwamali achiimo chakuliliya	Kuzibisya kuti zyatambulwa	Mazuba aatala aakubeleka
	Kweendelezwa	Mukaufi kamazuba makumi aatala aakubeleka
Kulangisigwa kwakutobelezwa milawu	Kuyolanga aabusena mpawo	Ngambo yakusungana mukaufi kamazuba makumi aatala aakubeleka
	Mfunkununo	Ngambo yamamanino mumyezi yobile
Kuzibisigwa kwangambo yakampanzi kamwaaka	Kuzibisigwa kwangambo	Myeezi yotatwe
Kuzibisigwa kwangambo zyamwaaka	Kuzibisigwa kwangambo	Musule amyezi yobile musule aakumana kwakampani akampanzi
Kweendelezegwa akujatwa kwabunyontoosi	Kuzibisya kuti zyatambulwa	Mu 30 Vwivwi
	Kweendelezwa	Zuba lyomwe lyakubeleka
		Mazuba musanu aabili aakubeleka kuti zitakwe buyumuyumu.
		Mazuba makumi aatala aakubeleka kubunyontoosi bujisi buyumuyumu (kuzibisya sikunyontooka naa kazooyinda aawa mazuba)

Majwi aaboola– Bunyontoosi aMizeezo

Tulameka majwi eenu, bunyontoosi amizeezo. Tubelesya majwi eenu aaya mbuli chitondeezyo chakuti tulikubeleka biyeni, alimwi zitugwasya kuti tubone mputweelede kubambulula akusumpula milimu yesu.

Mwakumbilwa kutumina majwi eenu kwiinda mu email eyi: feedback@ipec.co.zw.

IZYIINDI ZYAKUBELEKA KWAMAWOFESI

Monday–Friday

8:00am–4:30pm

MAWOFESI ANGA ALIJALIDWE KUMANA KWAMVIKI AMUMAZUBA AAKULYOOKEZYA

Nkoku nkutujanika

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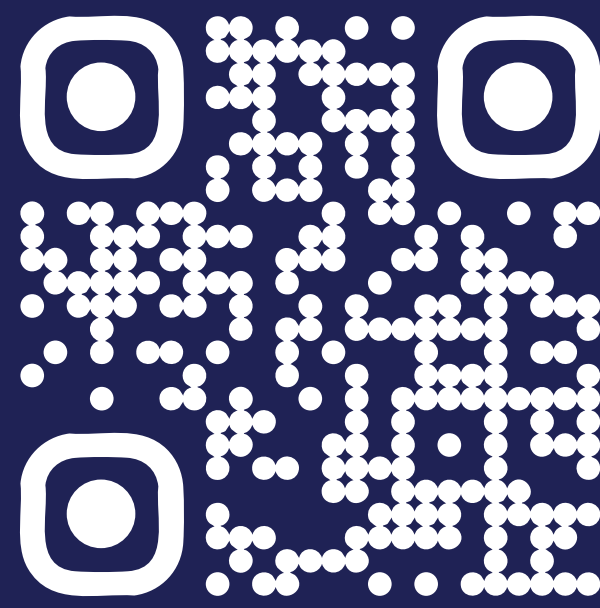
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