

NAYO CIVACTS BULLETIN

13th Edition



CIVACTS

CIVACTS PROGRAM IS AN INITIATIVE THAT SEEKS TO AMPLIFY THE VOICES OF CITIZENS ON SERVICE DELIVERY CHALLENGES AND CO-CREATE SOLUTIONS.

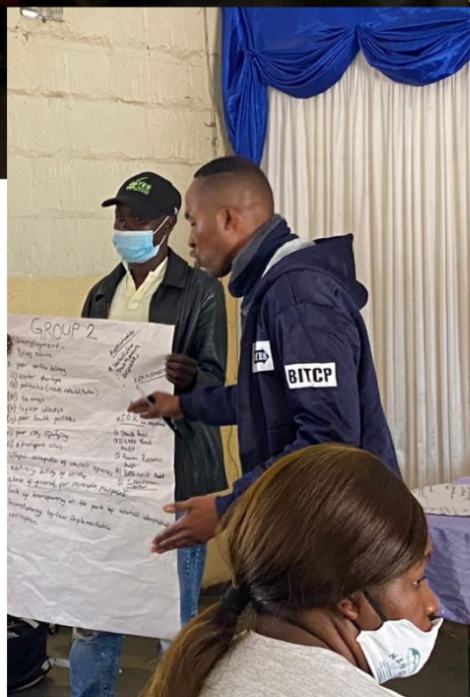
CHITUNGWIZA; COMMUNITY CONSULTATION

Community consultation is defined as a process of two way, informed communication between council and the community on an issue prior to council making a decision. Community participation is essential as it involves people to take part in democratic governance, input into governance and decision making. For the past years the National Association of Youth Organisations in collaboration with Accountability Lab Zimbabwe has been bridging a gap between the Chitungwiza Community and the council so as to discuss issues on service delivery.

Apart from carrying community dialogues to find solutions in achieving better service delivery in Chitungwiza, NAYO engaged local authorities, residents' associations, and community leaders, in three different podcast interviews discussing on pressing issues such as on the scope of service delivery in Chitungwiza, sustainability measures with regards to coping with service delivery and on service delivery challenges in Chitungwiza. The Councillors, Resident Association; CHITREST, and the local youths had an interface discussion to flag out the issues.

NAYO CIVACTS BULLETIN

12th Edition



Zengeza East Community Consultation

During the past months NAYO conducted a community dialogue in Zengeza East of Chitungwiza on service delivery where many issues were raised. In attendance was a population comprised of Residents of Zengeza east, youth people from Chitrest, the director for Chitrest and Councillor Tumayi Fungai Magadzire for Zengeza East.

Challenges Raised with the community

- Cases of drug abuse.
- Unemployment amongst the youths due to lack of sufficient opportunities.
- High levels of corruption within the municipality and the community at large.
- Poor health care facilities in government and council hospital.
- Transport challenges.
- Poor road infrastructure.
- Policization of boreholes.
- Insufficient water to cater for their needs.

NAYO CIVACTS BULLETIN

12th Edition



A scope of service delivery: Podcast 1

A podcast was held in May 2022 with two youth residents from Chitungwiza in attendance. The conversation was centred around service delivery in detail, the past, previous and future predictions. The constitution of Zimbabwe in section 264 (2) part a states that the objectives of devolution of governmental powers and responsibilities are to give powers of local governance to the people and enhance their participation in the exercise of the powers of the State and in making decisions affecting them.

Sustainability Measures :Podcast 2

Another Podcast was done with two other youth residents from chitungwiza discussing on sustainability measures with regards to coping with service delivery. These podcasts let's community associates and youth residents to clearly communicate their concerns to the council with the hope of seeing a difference in their communities and as a society. With good service delivery there is improved quality of life , achieved healthy living conditions, employment, equally distributed resources and many other benefits.

Issues related to service delivery:

- Lack of water supply
- Sewer bursts
- Rapid spread of diseases
- Poor sanitation
- Menstrual hygiene is at stake
- Abuse of young girls at water points
- There is a lack of communication between residents and the Municipality
- Children have fallen into wells due to negligence by adults who where supposed to be supervising them
- In unit A a water tank collapsed and fell onto minor resulting in their death.
- Robberies are frequent.
- High rate of infant mortalities
- Spread of infectious diseases such as cholera and typhoid
- Poor health facilities
- unemployment
- brain drain.
- Maternal health care is compromised.
- Hospital sites for construction have been turned into residential areas.
- private transport is banned and public transport is unavailable.

NAYO CIVACTS BULLETIN

12th Edition



SERVICE DELIVERY PODCAST



Service delivery is the core function of developmental local government. The provision of services such as waste management, water and health sector is closely associated with the well-being of people within a community. A 3rd podcast was carried by NAYO with the director of CHITREST, Alice Kuvheya and the councilor for Zengeza West, Mr Tonderai Chiwanza. In this podcast they were discussing around creating solutions and giving recommendations on how best to minimise the impacts of service delivery challenges and the work that the council has done to help in reducing risk.

Director of CHITREST COMMENTS

- The problems of poor service delivery emanate from the Municipality having poor management .
- All the major positions have no person responsible for those roles.
- The Municipality has no engineer available yet there are some developments that are taking place and some have to take place in the near future .
- Council office employees have not received their salaries for over 6 months.
- The vehicles which collect refuse fail to follow the schedule because of the lack fuel.

NAYO CIVACTS BULLETIN 11th Edition



**ZENZEZA WEST
 COUNCILLOR**

Councillor's Comments

- To fight the challenge of insufficient water supply, the council has been advocating for the construction of MUDA dam ever since they were sworn into office.
- The Council has been advocating for the revival of the Jonasi Aquifer and drilling of boreholes to cater for Makoni, Seke and Unit.
- In his ward, four boreholes have been drilled at the main shopping centres and 2 of them are motorised.
- To reduce the implications of sewer burst, the Council received a fund from the African Development Bank to revive the main sewer lines and this has seen the acquisition of new pipes and machinery to replace the old ones.
- Roads are being rehabilitated as a result of the Council receiving devolution funds.
- In ward 6 , there is a new road that is being constructed to ensure smooth movements.