



NATIONAL PEACE AND RECONCILIATION COMMISSION

ANNUAL REPORT

JANUARY-DECEMBER 2021

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A Peaceful Zimbabwe For All Generations

TABLE OF CONTENTS

LIST OF TABLES	v
LIST OF FIGURES	vi
LIST OF ACRONYMS	viii
FOREWORD BY THE CHAIRPERSON	x
EXECUTIVE SUMMARY	xi
MEMBERS AND SENIOR MANAGEMENT OF THE NPRC	xiii
MANAGERS AND OFFICERS OF THE COMMISSION	xiv
THEMATIC COMMITTEES AND PROVINCIAL OVERSIGHT ROLES	xvi
1. INTRODUCTION	1
1.1 Introduction	1
1.2 NPRC Performance Targets for 2021	2
1.3 NPRC Vision, Mission Statement and Values	2
1.4 Outline of the Annual Report	3
2. STRATEGIC ENGAGEMENTS OF THE COMMISSION	4
2.1 Synopsis of NPRC Engagements	4
2.2 National Engagements	5
2.2.1 Ministry of Justice, Legal and Parliamentary Affairs	5
2.2.2 Parliament of Zimbabwe	5
2.2.3 President of the Chiefs Council	6
2.2.4 Reserve Bank of Zimbabwe Governor	7
2.2.5 Security Institutions in Zimbabwe	7
2.3 Provincial Engagements	8
2.3.1 Ministers of State and Heads of Government Departments	8
2.3.2 Civil society Organizations and Churches	9
2.4 Conclusion	10
3. PROGRAMS OF THE COMMISSION IN 2021	11
3.1 RESEARCH & KNOWLEDGE MANAGEMENT	11
3.1.1 Background Information on Research and Knowledge Management	11
3.1.2 Legal and Policy Footing	11
3.1.3 Research Activities	11
3.1.4 Knowledge Management Systems Activities	16
3.1.5 Monitoring and Evaluation	19
3.2 COMPLAINTS HANDLING & INVESTIGATIONS PROGRAMS	20
3.2.1 Introduction	20
3.2.2 CHIL Targets for 2021	21
3.2.3 CHIL Programs for 2021	21
3.2.4 Summary of Investigations and Findings	23
3.2.5 Recommendations	24
3.2.6 Way Forward	25
3.3 HEALING, RECONCILIATION & REHABILITATION PROGRAMS	27
3.3.1 Introduction	27
3.3.2 Awareness Raising	27
3.3.3 Mashonaland West Agricultural Show	27
3.3.4 Midlands Province Agricultural Show	29

3.3.5	Strategic Partnerships in Healing and Reconciliation	30
3.3.6	Interface with Traditional Leaders	31
3.3.7	Indigenous Knowledge Systems	31
3.3.8	Conclusion	32
3.3.9	Lessons Learnt	32
3.3.10	Recommendations	33
3.4	VICTIM SUPPORT, GENDER & DIVERSITY PROGRAMS	33
3.4.1	Introduction	33
3.4.2	Policy Frameworks and Tools for Gender Mainstreaming	34
3.4.3	Victim Support Data Collection Tools	36
3.4.4	Awareness Raising, Lobbying and Advocacy Programs	36
3.4.5	Responding to Victim Needs	41
3.4.6	Institutional Capacity Strengthening on Victim Support	44
3.4.7	Promotion of Gender Sensitive Peacebuilding by Stakeholders	46
3.4.8	Engagements on Development of UNSCR National Action Plan	48
3.4.9	Conclusion and Way Forward	49
3.5	PREVENTION & NON-RECURRENCE PROGRAMS	50
3.5.1	Introduction	50
3.5.2	Conflict Early Warning and Early Response	51
3.5.3	National and Sub-National Peace Infrastructures	53
3.5.4	Dialogue and Mediation	66
3.5.5	Conflict Prevention	68
3.5.6	Recommendations	74
3.6	FINANCE, ADMINISTRATION & HR PROGRAMS	75
3.6.1	Finance	75
3.6.1.1	Funding from Government	75
3.6.1.2	Funding Under Strengthened Infrastructures for Peace	76
3.6.2	Human Resources and Administration	76
3.6.2.1	Recruitment, Training and Induction	76
3.6.2.2	Staff Welfare	77
3.6.2.3	Procurement of Vehicles and Furniture	78
3.6.2.4	Setting Up of Regional Offices	78
3.6.2.5	Internal Procedure Manuals	79
3.6.3	Procurement	79
3.6.3.1	Introduction	79
3.6.3.2	Major Procurements	79
3.6.3.3	Tender Performance	79
3.6.3.4	Compliance Matters	79
3.6.4	Resource Mobilization and Partnerships	80
3.6.4.1	Objectives of the Strategy	80
3.6.4.2	Commission's Comparative Advantage	80
3.7	MEDIA & COMMUNICATIONS PROGRAMS	81
3.7.1	Background	81
3.7.2	NPRC News Stories Captured in the Media	81
3.7.3	Other Media and Publicity Programs of the Commission	82
3.7.4	Challenges	83

3.7.5 Conclusion	83
4. STRATEGIES FOR GENDER MAINSTREAMING	84
4.1 Introduction	84
4.2 Guiding Framework for Gender Mainstreaming	84
4.3 Institutionalization of Gender Mainstreaming in NPRC Management Systems	84
4.4 Capacity Strengthening of NPRC on Gender Mainstreaming	85
4.5 Mainstreaming of Gender Imperatives Across the Commission	86
4.6 Institutional Reflections to Accelerate Gender Mainstreaming	89
4.7 Conclusion and Way Forward	90
5. CHALLENGES AND LESSONS LEARNT	91
5.1 Challenges	91
5.2 Lessons Learnt	92
6. RECOMMENDATIONS FOR THE PROMOTION OF PEACE	95
6.1 Legislative Recommendations	95
6.2 Policy Recommendations	96
6.3 Administrative Recommendations	97
7. CONCLUSION	100
8. 2020 AUDITED REPORT	103

LIST OF TABLES

Table 1:	Thematic Committees and Policy Level Leadership	xvi
Table 2:	Commission’s Provincial Oversight Roles	xvi
Table 3:	CHIL Targets 2021	21
Table 5:	Strategic Engagements by the CHIL Department in 2021	22
Table 5:	CHIL Awareness Campaigns in 2021	23
Table 6:	Summary of CHIL 2021 Investigations	26
Table 7:	Recommendations to Strengthen Mechanisms to Address CRSGBV	41
Table 8:	Number of Victims Supported by the Commission	42
Table 9:	Recommendations to Address the Needs of Victims	44
Table 10:	Counselling Trainings Conducted by the Commission in 2021	45
Table 11:	Key Actions Informed by the Lobbying and Advocacy Engagements	47
Table 12:	List of Final Indicators to the CEWER System	52
Table 13:	Demographics of Participants to Preventative Dialogue Meetings	55
Table 14:	Key Issues Raised on the Impact of Covid-19 on Peacebuilding Work	58
Table 15:	Strategic Peacebuilding Partners and the Role they Play in Peacebuilding	63
Table 16:	List of Programs and Sub-Programs of the Commission	75
Table 17:	Composition of new Members and Staff in 2021	76
Table 18:	Trainings Conducted on Gender Sensitive Conflict Management	86
Table 19:	Gender Representation of Commissioners and Staff	88
Table 20	Lessons Learnt from Programs Conducted	92

LIST OF FIGURES

Figure 1:	Members of the Commission and Senior Management	xiii
Figure 2:	Managers and Officers of the Commission	xiv
Figure 3:	Managers and Officers of the Commission	xv
Figure 4:	Minister of State, Hon Mliswa Addressing NPRC Stakeholders	4
Figure 5:	Commission Meeting with Thematic Committee on Peace and Security	6
Figure 6:	Commission Meeting with Reserve Bank Governor Dr Mangudya	7
Figure 7:	Commissioner Meeting ZRP Command in Mashonaland Central	8
Figure 8:	Commissioner Meeting Minister of State for Manicaland Province	9
Figure 9:	Chairperson Meeting with Faith Based CSOs in Bulawayo	9
Figure 10:	Joint Investigations and Research Meeting in Chisumbanje	13
Figure 11:	Father Mukonori Handing Over Donation of Books to Commission	18
Figure 12:	Mr Pathisa Nyathi Engaging the Commission on Historical Conflicts	18
Figure 13:	Investigations Entrance Meeting in Manicaland Province	21
Figure 14:	Commission's Investigations Team Visiting Mutoko	24
Figure 15:	Officers from ZDF Interacting with the Commission	28
Figure 16:	NPRC Agricultural Show Exhibition in Midlands Province	29
Figure 17:	Profile of Visitors to Exhibitions Stands	30
Figure 18:	Commission Chairperson's Meeting with Chief Mathema	31
Figure 19:	Launch of the Commission's VSGD Manuals and SOPs	34
Figure 20:	Young People Participating in the Commission's Peace Programs	37
Figure 21:	NPRC Staff Commemorating 16 Days of Activism Against GBV	38
Figure 22:	Stakeholder Commemoration of 16 Days of Activism Against GBV	39
Figure 23:	NPRC Young Staff Members' Messages on Ending GBV	40
Figure 24:	NPRC Manager Engaging a Victim During Investigations	43
Figure 25:	NPRC Staff Undergoing Counselling Training at CONNECT	45
Figure 26:	Mashonaland Central Provincial Peace Committee	54
Figure 27:	Harare Metropolitan Provincial Peace Committee	55
Figure 28:	Matabeleland South Provincial Peace Committee	56
Figure 29:	Bulawayo Metropolitan Provincial Peace Committee	57
Figure 30:	Mashonaland West Provincial Peace Committee	62
Figure 31:	Commission Chairperson with ZANU-PF Leadership in Bulawayo	64

Figure 32:	Commissioner Meeting ZRP Harare Metropolitan Command Structure	64
Figure 33:	Commission Chairperson with MDC-T Leadership in Bulawayo	66
Figure 34:	NPRC General Manager Participating in a Youth Dialogue Meeting	67
Figure 35:	Commission and Secretariat Undergoing Mediation Training at AU	68
Figure 36:	Executive Secretary and General Manager Reviewing IDP Messages	70
Figure 37:	One of the Commission's Adverts for a Community Radio Show	70
Figure 38:	International Day of Peace Concert Featuring Jah Prayzah	71
Figure 39:	Commissioner Going Through the Displays for IDP	72
Figure 40:	Commission Spokesperson Engaging the Media on IDP	73
Figure 41:	NPRC Staff Planning Meeting in Gweru	77
Figure 42:	NPRC Staff Undergoing Team Building Activities	78
Figure 43:	Regional Office Staff Meeting the Chairperson and Commissioner	79
Figure 44:	Some of the Media Reports on NPRC Work	81
Figure 45:	Billboards Erected by NPRC Around the Country	82
Figure 46:	Gender Mainstreaming Efforts of the Commission	89

LIST OF ACRONYMS

ACCORD	African Centre for the Constructive Resolution of Conflicts
AIPA	Agency Integrated Performance Agreement
AMP	Adversely Mentioned Person
AU	Africa University
AWLNZ	African Women Leaders Network in Zimbabwe
CCMT	Centre for Conflict Management and Transformation
CCCOP	Churches Convergence on Conflict and Peace
CCJP	Catholic Commission for Justice and Peace
CEWER	Conflict Early Warning and Early Response
CHIL	Complaints Handling, Investigations and Legal Services
CMU	Complaints Handling and Investigations Management Unit
CPNR	Conflict Prevention and Non-Recurrence
CRGBV	Conflict Related Gender Based Violence
CRSGBV	Conflict Related Sexual and Gender Based Violence
CSOs	Civil society Organizations
DRU	Dispute Resolution Unit
ECD	Early Childhood Development
EIA	Environmental Impact Assessment
EMA	Environmental Management Agency
ERC	Electoral Resource Centre
ERP	Enterprise Resource Plans
FBOs	Faith Based Organizations
GBV	Gender Based Violence
GIS	Geographic Information Systems
HRR	Healing, Reconciliation and Rehabilitation
ICT	Information and Communication Technology
IDP	International Day of Peace
KMS	Knowledge Management Systems
MDC-A	Movement for Democratic Change Alliance
MDC-T	Movement for Democratic Change-Tsvangirai
MP	Member of Parliament
NAP	National Action Plan
NDS	National Development Strategy
NGOs	Non-Governmental Organizations

NPRC	National Peace and Reconciliation Commission
PBF	Peace Building Fund
PCIA	Peace Conflict Impact Assessment
PDC	Provincial Development Coordinator
PMU	Procurement Management Unit
POLAD	Political Actors Dialogue
PoZ	Parliament of Zimbabwe
PPC	Provincial Peace Committee
PPDPA	Public Procurement and Disposal of Public Assets (Act)
PRAZ	Procurement Regulatory Authority of Zimbabwe
PRC	Peace Resource Centre
PTSD	Post-Traumatic Stress Disorder
RBZ	Reserve Bank of Zimbabwe
RDC	Rural District Council
RFQ	Requests for Quotations
RKM	Research and Knowledge Management
SADC	Southern African Development Community
SCORE	Social Cohesion and Reconciliation Index
SDGs	Sustainable Development Goals
SOPs	Standard Operating Procedures
UNDP	United Nations Development Program
UNSCR	United Nations Security Council Resolution
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
WASH	Water, Sanitation and Health
ZANLA	Zimbabwe African National Liberation Army
ZANU-PF	Zimbabwe African National Union-Patriotic Front
ZAPU	Zimbabwe African People's Union
ZDF	Zimbabwe Defence Forces
ZEC	Zimbabwe Electoral Commission
ZGC	Zimbabwe Gender Commission
ZHRC	Zimbabwe Human Rights Commission
ZIPRA	Zimbabwe People's Revolutionary Army
ZRP	Zimbabwe Republic Police
ZINGSA	Zimbabwe Geospatial and Space Agency
ZUNDAF	Zimbabwe United Nations Development Assistance Framework

FOREWORD BY THE CHAIRPERSON

The National Peace and Reconciliation Commission (NPRC) is obliged under Section 323 of the Constitution of Zimbabwe Amendment (No 20), to submit a report to the Parliament of Zimbabwe through the Minister responsible. In response to this statutory requirement, it gives me pleasure to present the 2021 Annual Report, covering the period 01 January to 31 December 2021. I would like to extend profound gratitude to the Government of Zimbabwe through the Office of the President and Cabinet, the Office of the Minister of Justice and Parliamentary Affairs, the various Ministries and departments, Independent Commissions, the Parliament of Zimbabwe, the United Nations Development Program, UN Women and other development assistance partners for the concerted support to the Commission throughout the challenging year.

There was optimism for a better year by the citizens of Zimbabwe, only for the year to begin with a lockdown period which stretched over the months of January and February. The month of March began in earnest with drastically reduced incidents of Covid-19 and hope for the opening up of the space for programming was restored. Although the restrictions on gatherings remained, the Commission was able to implement a number of programs outlined in the body of this report.

The second quarter of the year saw a change in the composition of the Commission. Of the eight Commissioners whose term of office came to an end in February 2021, two were retained and six were sworn-in in May 2021. I congratulate the Commissioners on their appointment. I would like to applaud the Secretariat for immediately preparing handover material for ease of reference by the new Commissioners. I am happy to say that as the year ends, the Commission has settled and is ready for the challenges and bright prospects that the year 2022 may bring. I am optimistic that 2022 will afford the Commission and the nation at large an opportunity to ensure peaceful by-elections which will set the tone for the 2023 harmonized elections. I continue to exhort all Zimbabweans to commit to a united and peaceful Zimbabwe in fulfilment of the vision of ‘**A peaceful Zimbabwe for all generations.**’ Let peace reign in our families, communities and institutions; in our professional, social and political relationships, in our  regions and our beautiful Zimbabwe.

Rtd Justice S.M. Nare

CHAIRPERSON

NATIONAL PEACE AND RECONCILIATION COMMISSION

11 March 2022

EXECUTIVE SUMMARY

The report provides an overview of the key initiatives which the National Peace and Reconciliation Commission undertook during the year, the achievements, impact and challenges under the ambit of peace and reconciliation. It also provides recommendations for consideration by the Parliament of Zimbabwe and the Executive among other stakeholders. While the COVID-19 pandemic exerted adverse challenges, the Commission continued to consolidate and demonstrate strong commitment towards the fulfilment of its constitutional and statutory mandate, National Development Strategy 1, Vision 2030, and the Sustainable Development Goals guided by the overarching principle of **‘leaving no one behind’**.

Strategic engagements were carried out with stakeholders in different sectors with the full realization that peace building and conflict resolution is a multi-faceted concept needing a multi sectoral approach. During their first interface with the newly appointed Commissioners, the Provincial Peace committees contributed towards building conflict preventive measures in electoral periods and the drafting of an Election Peace Monitoring Strategy. There are plans to develop a structured plan for the interface between the Traditional leaders and the NPRC in 2022 which will see the Commission working closely with them in peace building; especially in view of the upcoming harmonized elections in 2023.

In addition to the media coverage for all Commission programmes, the visibility of the Commission was further enhanced through a series of awareness campaigns carried out around the country to conscientise communities on its mandate in general and the need to report disputes and conflicts in particular. Some of the awareness raising programs were undertaken through exhibitions and shows conducted at Provincial level. The exhibition shows were opportunities for both visibility of the Commission and an avenue for members of the public to lodge complaints. The Commission continued to receive complaints of a varying nature from the public and these have been investigated, resolved and in some cases referred to other stakeholders for further management.

Furthermore, the Commission sought to reach and better appreciate the conflict related issues amongst communities through community-based and participatory research which will result in the formulation of the Peace Conflict Impact Assessment Model. In tandem with this research method, the Commission is in the process of conducting a nation-wide research in the ten provinces in Zimbabwe which will inform the levels of cohesiveness among Zimbabweans. The

research will also add to the body of knowledge on indigenous knowledge systems of peace and reconciliation.

As part of the International Day of Peace 2021 commemorations; activities were conducted to encourage peace and assure citizens of Zimbabwe that despite the current challenges posed by the Covid-19 pandemic, peace and co-existence are still possible as the nation can recover back better post the pandemic. The customization process of the Conflict Early Warning Early Response (CEWER) system initiated in 2020 is underway and involves the input of map data for Zimbabwe's provinces, districts and wards. As the year ended, the Commission officially launched the NPRC Gender and Inclusion Policy and the Standard Operating Procedures for Handling and Supporting Victims of Conflict Related Gender-Based Violence. The launch of the two defining policy documents was made as part of the Commemoration of the 16 Days Against Gender based Violence.

Adequate resource allocation from Treasury remains a challenge. However, immense Treasury support was provided which allowed the Commission to procure office furniture and equipment, thereby allowing for the equipping of the additional regional offices as well as the national office in Harare, partitioned to house Secretariat staff. In addition, seven vehicles were procured in the year. As part of the decentralization strategy as prescribed in Section 6(3)(a) of the NPRC Act, the Commission set up an additional three Regional Offices in Mutare, Gweru and Chinhoyi. The Southern Regional Office opened in 2019. Efforts are underway to cascade NPRC offices down to Provinces in fulfillment of the devolution agenda. The capacity of staff was enhanced through a comprehensive trainings and team building programs; some of them with the support of the Public Service Commission.

The report proposes legislative recommendations to come up with the Peace-Conflict Impact Assessment Law, Political Parties Legal Framework and Amendment of the Mines and Minerals Act [Chapter 21:05]. On the other hand, Policy Recommendations include Mining Rights and Farming Rights Policy, Community Services Committees Policy and Peace Education Policy.

The NPRC acknowledges and thanks all the actors at government and non-government levels who worked with the Commission to promote peace-building work in Zimbabwe.

Khotso ea qala le 'na; khotso ea qala le uena; Khotso ea qala le rona kaofela;

MEMBERS AND SENIOR MANAGEMENT OF THE COMMISSION

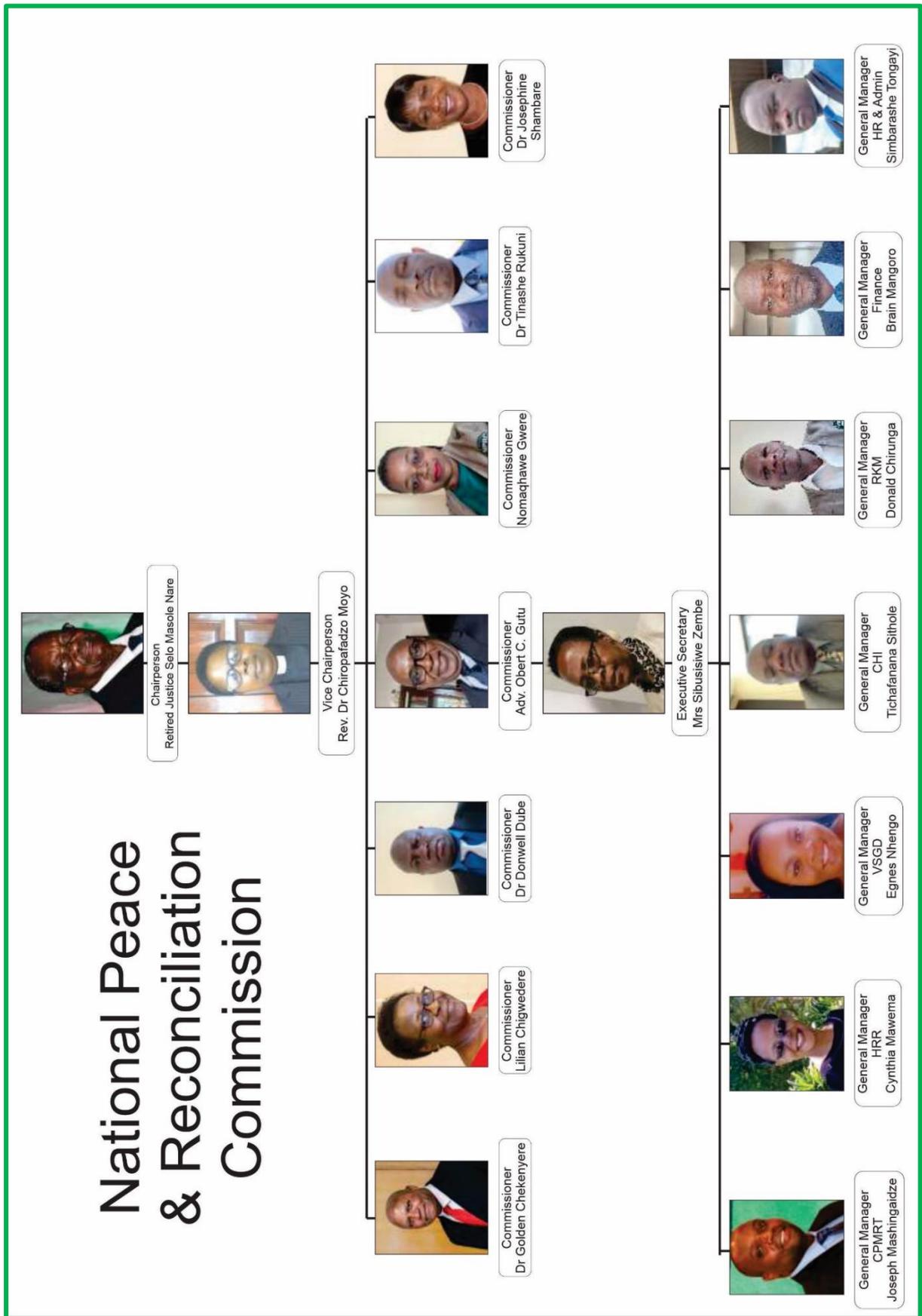


Figure 1: Members of the Commission and Senior Management

MANAGERS AND OFFICERS OF THE COMMISSION

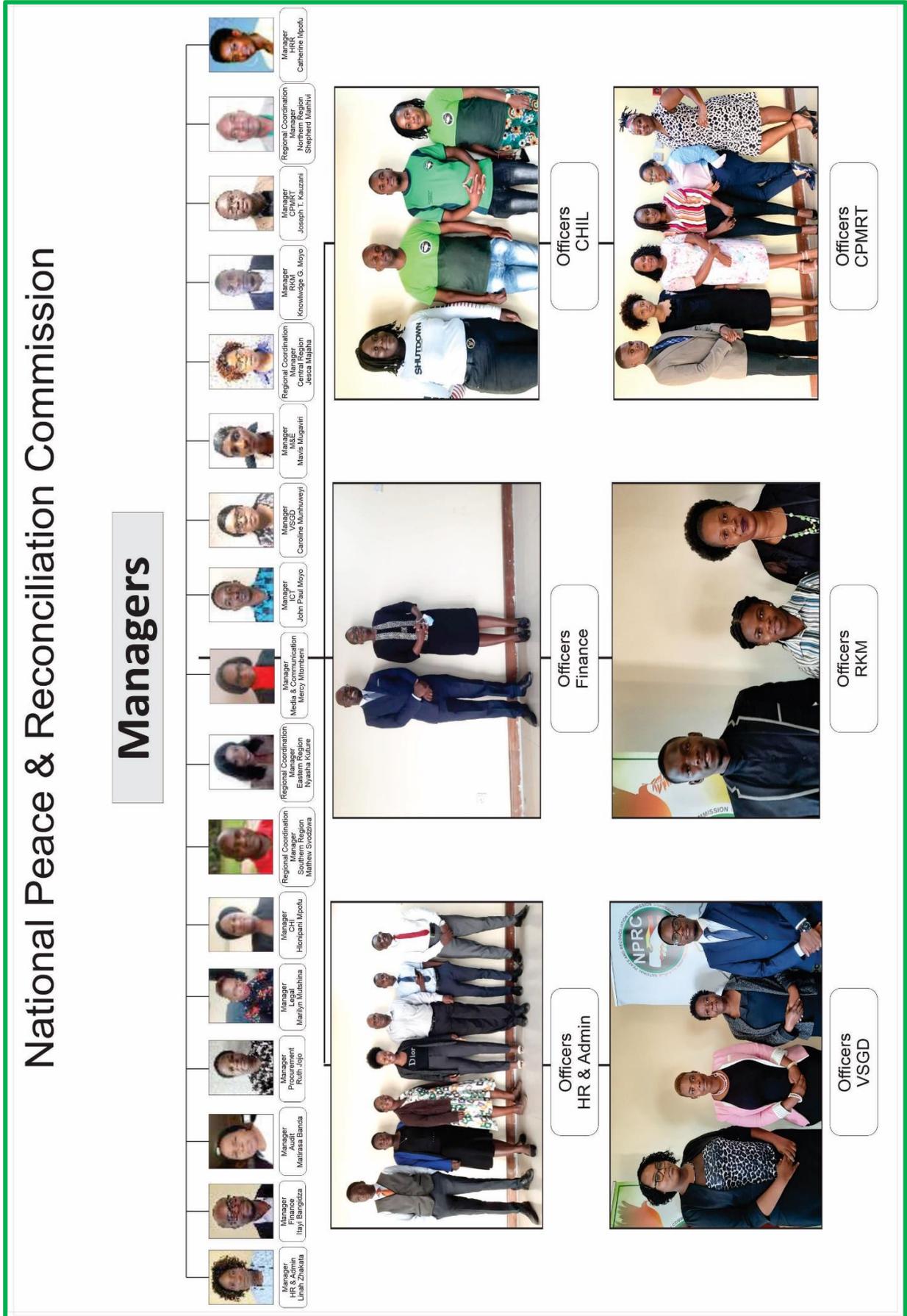


Figure 2: Managers and Officers of the National Peace and Reconciliation Commission

MANAGERS AND OFFICERS OF THE COMMISSION

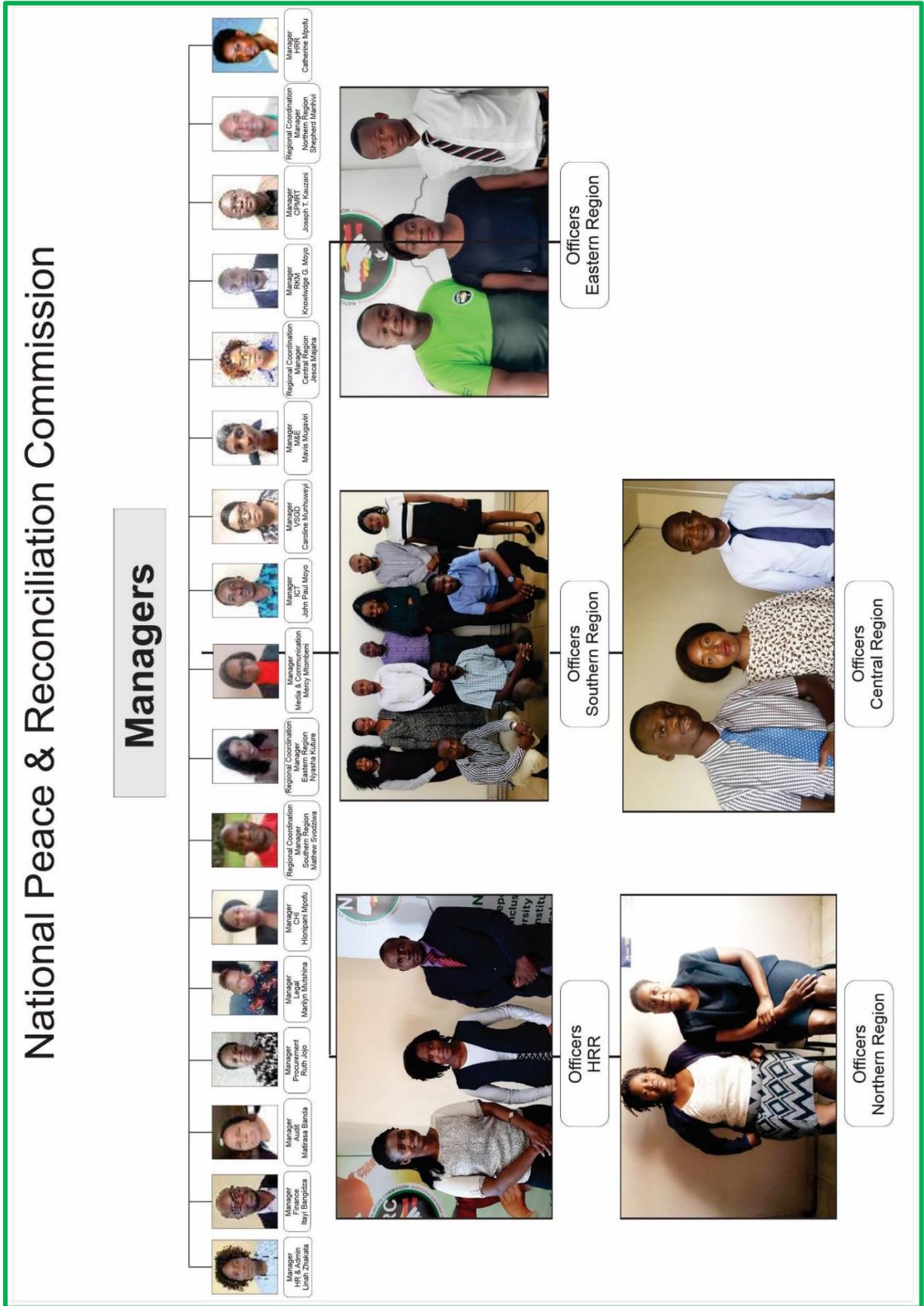


Figure 3: Managers and Officers of the National Peace and Reconciliation Commission



THEMATIC COMMITTEES AND PROVINCIAL OVERSIGHT ROLES

The Commission has eight Thematic Committees which guide on policy decisions. After the appointment of the new Commission in May 2021, the Commission reconfigured its Thematic Committees leadership in the following manner:

Table 1: Thematic Committees and their Policy Level Heads

<i>Thematic Committee</i>	<i>Commissioner Responsible</i>	<i>Deputy</i>
<i>Complaints Handling, Investigations and Legal Services</i>	<i>Commissioner Advocate O.C. Gutu</i>	<i>Commissioner Dr J. Shambare</i>
<i>Conflict Prevention and Non-Recurrence</i>	<i>Commissioner Dr T. Rukuni</i>	<i>Commissioner Mrs N. Gwere</i>
<i>Finance, Administration and Human Resources</i>	<i>Commissioner Dr J. Shambare</i>	<i>Vice Chairperson Rev Dr C. Moyo</i>
<i>Healing, Reconciliation and Rehabilitation</i>	<i>Commissioner Mrs L. Chigwedere</i>	<i>Commissioner Dr D. Dube</i>
<i>Advocacy, Media and Communication</i>	<i>Commissioner Advocate O.C. Gutu</i>	<i>Commissioner Dr G.D. Chekenyere</i>
<i>Research and Knowledge Management</i>	<i>Commissioner Dr D. Dube</i>	<i>Commissioner Dr T. Rukuni</i>
<i>Resource Mobilization and Partnerships</i>	<i>Commissioner Dr G.D. Chekenyere</i>	<i>Commissioner Advocate O.C. Gutu</i>
<i>Victim Support, Gender and Diversity</i>	<i>Commissioner Mrs N. Gwere</i>	<i>Commissioner Mrs L. Chigwedere</i>

The Commission also restructured its provincial oversight roles where each Commissioner has a province(s) assigned to them to oversee policy level decisions in the Provinces.

Table 2: Commissioners and their Provincial Oversight Roles

<i>Province</i>	<i>Commissioner</i>	<i>Province</i>	<i>Commissioner</i>
<i>Bulawayo Metropolitan</i>	<i>Rtd Justice Nare & Commissioner Gwere</i>	<i>Manicaland</i>	<i>Commissioner Chekenyere</i>
<i>Harare Metropolitan</i>	<i>Commissioner Gutu</i>	<i>Mashonaland Central</i>	<i>Commissioner Shambare</i>
<i>Mashonaland East</i>	<i>Commissioner Chigwedere</i>	<i>Mashonaland West</i>	<i>Vice Chairperson Rev Dr Moyo</i>
<i>Masvingo</i>	<i>Commissioner Rukuni</i>	<i>Matabeleland North</i>	<i>Rtd Justice Nare & Commissioner Gwere</i>
<i>Matabeleland South</i>	<i>Commissioner Gwere</i>	<i>Midlands</i>	<i>Commissioner Dube</i>

1. INTRODUCTION

1.1 Introduction

The National Peace and Reconciliation Commission (NPRC) is one of the five Independent Commissions established in terms of Section 251 of the Constitution of Zimbabwe, Amendment (No. 20) of 2013. The work of the Commission is informed by Sections 233 and 252 of the Constitution of Zimbabwe, Section 3(2) of the National Peace and Reconciliation Act [Chapter 10:32] and the provisions in the National Development Strategy 1; and is primarily aimed at fostering national unity, social cohesion, healing and reconciliation. The Commission is obliged in terms of Sections 253 and 323 of the Constitution of Zimbabwe to present a report to Parliament, through the responsible Minister (Minister of Justice, Legal and Parliamentary Affairs), outlining the pertinent peace and reconciliation issues that should be brought before the attention of Parliament and describing fully its operations and activities.

Section 16 Subsections 1-8 of the National Peace and Reconciliation Act further outlines the reporting requirements and the details of the said report to the Parliament of Zimbabwe, which, in addition to the narrative as described in Section 16(6)(a-i), shall carry the appropriate financial and audit reports. In 2021, the Minister responsible complied with provisions of Sections 17 of the NPRC Act wherein submissions were made to Parliament on the Commission's 2020 Recommendations and the plan for implementation of same. This report therefore outlines the Commission's programs which were implemented in 2021 across its various Thematic Areas and proposes recommendations that are necessary to implement for the promotion of peace, unity and reconciliation in Zimbabwe.

The report is prepared against the background that the Covid-19 pandemic had debilitating effects on the loss of Zimbabwean lives, as it did across the globe, something which impacted on the operating environment, not least because it affected implementation of programs but also that responses to Covid-19 such as the mandatory lockdowns became a source of conflict in many regards. As a response to the raging Covid-19 pandemic, the year opened under lockdown enforced from January the 5th and only got to be relaxed around March 2021. Around mid-July 2021, another lockdown was announced as a result of rising cases and deaths and the gradual relaxation of its conditions have been slower than before, with the easing of operating space taking place around September 2021. The last two months of the year also saw rising Covid-19 infections, affecting Commission programs in the process.

Between the period February to May 2021, the Commission's programs were significantly scaled down in response to the expiry of the term of service for Members of the Commission who were sworn-in in February 2016. This means some programs which needed the Commissioners' nod had to be put on hold until May 2021 when new Members were sworn-in.

1.2 National Peace and Reconciliation Commission Performance Targets for 2021

In compliance with the Government of Zimbabwe's Results Based Management thrust for improved and harmonized whole-of-government performance frameworks, the Commission set in its 2021 Annual Plan performance targets which were informed by this Theory of Change:

If the National Peace and Reconciliation Commission (NPRC) shepherds the country to deal with its past by initiating inclusive, gendered, knowledge-based and victim-centred healing processes and facilitates the enhancement of national and sub-national policy frameworks and capacities for the management and transformation of conflict, thereby strengthening the peace infrastructures; then the country will be set on the path of sustainable development in a peaceful, united and reconciled nation.

In contributing to the National Development Strategy 1 (NDS 1), the NPRC's work fits within the **Governance National Priority Area** and contributes to the National Key Result Area of **National Unity, Peace and Reconciliation**, whose National Outcome is **Enhanced Social Cohesion**. The main outcome for the Commission is to achieve, '**Improved victim centred, inclusive and gender responsive community unity, healing and reconciliation**' and the targeted outputs in 2021 were:

- a) Resolving conflicts;
- b) Recommending legislative and policy recommendations for peace;
- c) Conducting public programs to deal with conflicts experienced in the past;
- d) Setting up, capacitating and conducting programs for infrastructures for peace, including the conflict early warning and early response system;
- e) Providing a framework and mechanisms for support to persons affected by conflicts;
- f) Defining and recommending conflict-risk models based on conflict narratives.

1.3 NPRC Vision, Mission Statement and Values

1.3.1 Vision

A peaceful Zimbabwe for all generations

1.3.2 Mission

To unite Zimbabweans for sustainable peace by developing mechanisms to peacefully resolve conflicts of the past and institutionalise approaches for preventing their recurrence in the present and the future.

1.3.3 Values

Confidentiality

Transparency

Inclusivity

Victim centredness

Ubuntu

1.4 Outline of the Annual Report

The report is prepared in line with the prescriptions in Section 16(1)-(6) of the NPRC Act and covers the following:

- a) Brief on the Members and Staff of the Commission
- b) Commission's Strategic Engagements in 2021
- c) Programs of the Commission
 - i. Research and Knowledge Management Programs
 - a) Monitoring and Evaluation
 - ii. Complaints Handling, Investigations and Legal Services Programs
 - a) Summary of Investigations and Findings
 - b) Legal Services
 - iii. Healing, Reconciliation and Rehabilitation Programs
 - iv. Victim Support, Gender and Diversity Programs
 - v. Prevention and Non-Recurrence Programs
 - vi. Finance, Administration and HR Programs
 - a) Human Resources and Administration
 - b) Finance
 - c) Procurement
 - vii. Media, Communications and Advocacy Programs
- d) Strategies for Gender Mainstreaming
- e) Challenges
- f) Recommendations for the Promotion of Peace
- g) Financial Statements and Audit Reports

2. STRATEGIC ENGAGEMENTS OF THE COMMISSION

2.1 Synopsis of NPRC Engagements

Peacebuilding is a process intended to resolve current conflicts, deal with the past conflicts and future conflicts by addressing the causes of the problem and building a comprehensive strategy to encourage lasting peace. Successful peace building not only stops or prevents conflict, but it also changes the way disagreement is handled in a society or between nations. The work of a Peace Commission such as NPRC as stated in its mandate is to ensure that such individuals and entities should peacefully negotiate for their positions with readiness and willingness to compromise and alter their interests so as to ensure harmony and co-existence. It is against such a backdrop that the Commission has adopted ‘strategic engagements’ as a methodology which is key to successful implementation of its programs and activities in order to achieve its goal.



Figure 4: The Minister of State for Mashonaland West Province, Hon M. Mliswa addresses stakeholders during one of the Commission’s engagement programs

In general, strategic engagement is a process that goes through a series of steps; what is supposed to be done and when before the actual program has been taken on board. It outlines what you are going to do and when in order to maximize the chances of achieving success. In peacebuilding work; and in the work of the NPRC in particular, strategic engagements allow talking to various actors and individuals involved in a potentially conflict situation or conflict dynamic environment in order to seek to understand their positions, interests and thrust well ahead of the program or activity. This is part of the work in peacebuilding that is done behind the scenes. Some engagements are done quietly and other engagements are done publicly

depending with the nature of the activity at hand. Others are of a general character and some are of a specific nature depending on the objective of the engagement.

In 2021, the NPRC carried out a number of engagements as the year coincided with the appointment of the new Commissioners. The Commission met with the following stakeholders: Ministry of Justice, Legal and Parliamentary Affairs, Parliament of Zimbabwe, security institutions, Ministers of State for Devolution and Provincial Affairs and heads of key government departments at provincial level, Governor of the Reserve Bank of Zimbabwe (RBZ), President of the Chiefs Council of Zimbabwe, Civil society Organizations, Chapter 12 Independent Commissions, churches, youth organizations, women's organizations and local authorities. Some of the engagements, though not directly dealing with any conflicts, served as platforms to allow exchange of ideas and information as well as improve collaborative efforts towards building a peaceful and united Zimbabwe.

2.2 National Engagements

A number of engagements of stakeholders at national level were done by the Commission with the aim of coming up with consensus-built approaches to implementation of peace building programs. Below are some of the engagements which were carried out:

2.2.1 Ministry of Justice, Legal and Parliamentary Affairs

The Ministry of Justice, Legal and Parliamentary Affairs (MoJLPA) was designated as the Responsible Ministry in 2021 and provides a link between government and the Commission. It is through the MoJLPA that Commission's work and reports can be tabled in Parliament. Engagements led to the tabling of the Commission's recommendations as well as plans for their implementation in line with the NPRC Act. As the Commission is expected to carry out its mandate in line with NDS1, the Ministry also provided policy guidance in line with its role as the lead agency on the Governance National Priorities. After assumption of duty by the new Commissioners there were engagements to familiarize each other on the work at hand.

2.2.2 Parliament of Zimbabwe

Parliament's role is to provide oversight to all arms of state and government, including Independent Commissions. Parliament provides oversight to the NPRC through the Portfolio Committee on Justice, Legal and Parliamentary Affairs and the Thematic Committee on Peace and Security. NPRC held several engagements with these oversight Committees, one in Kariba and others in Harare, both physically and virtually. These meetings, among other issues; updated Parliament and Senate on the implementation matrix which was adopted in July of

2020, outlining the policy thrust of the new Commission and sharing ideas on delivering the service of peace to Zimbabweans. Bilateral engagements were also held between the Speaker of Parliament and the new Commission.



Figure 5: Members of the Commission meet with the Senate Committee on Peace and Security in the Senate Chambers in July 2021

As a result of the constant engagements between the Commission and the oversight Committees, significant lobbying was done to mobilize for additional support to Independent Commissions, particularly NPRC; <https://www.newsday.co.zw/2021/10/allocate-more-funds-to-independent-commissions/>

2.2.3 President of the Chiefs Council

According to the Constitution, the traditional leaders are the custodians of our culture and traditions and are also responsible for administering of communal land. Culture is multifaceted and multidimensional hence central to peace and conflict issues in the country; with traditional leaders having been central to peace building since time immemorial. From consultations carried out by the NPRC, the majority of conflicts in the rural areas mainly revolve around land and other related local conflicts. It is against this background that the Commission engaged with the President of the Zimbabwe Chief Council, Chief Fortune Charumbira. Discussions from the engagements acknowledged the overlap in the roles of the two institutions and stressed on the need for collaboration between the NPRC and Chiefs throughout the country; working through the Provincial Chief's Council. Both NPRC and the President of the Chief's Council acknowledged the positive impact of collaboration efforts on fostering a culture of peace in Zimbabwe.

2.2.4 Reserve Bank of Zimbabwe Governor

The NPRC noted from its provincial and stakeholder consultations that distortions in pricing of basic commodities, inflation and cash shortages among other monetary policy challenges, posed major threats to national peace, security and stability. As the RBZ is responsible for the formulation and implementation of monetary policy to ensure low and stable inflation levels, the Commission had an interface with the Governor in order to appreciate how the central bank operates and how its monetary policy responses can support NPRC's peace building work.



Figure 6: Members of the Commission interface with the Governor of the Reserve Bank of Zimbabwe, Dr Mangudya (fifth from right)

The RBZ Governor noted how financial markets are sensitive to human behavior such as speculation and financial indiscipline by citizens and businesses. A stable monetary policy environment is not only the function of the Governor but requires support from all stakeholders, the NPRC included. The Governor emphasized the importance of the NPRC in the resolution of past conflicts as it is often used by country's detractors to induce fear. Engagements done provided reassurances that the country is on a sound path to financial stability and recovery if efforts are made to restore confidence, reduce panicky behaviours and allay fears about the motives of the central bank in its monetary policy measures.

2.2.5 Security Institutions in Zimbabwe

Security institutions in Zimbabwe are key partners in the maintenance of peace and security in the country. Engagements done by the Commission have been focused on finding ways to foster social cohesion in Zimbabwe. The Commission met with the leadership from the Zimbabwe Defence Forces (ZDF), Zimbabwe Republic Police, President's Department and Zimbabwe Prisons and Correctional Service at national and provincial levels. In one of the engagements

with the Commander of the Zimbabwe Defence Forces, the Commission was apprised of efforts being made to promote social cohesion through inclusive recruitment policies and community led projects that enhance civil military relations. The Commission also engaged with the Zimbabwe Republic Police, whom in terms of the NPRC Act are required to support NPRC during investigations. Efforts are underway to consider how the Commission can include into its infrastructures for peace, the Zimbabwe Prisons and Correctional Services who are a key agency in rehabilitating instigators of community conflicts. There is keenness from security institutions to work closely with the Commission to engage the diaspora as they are key to meaningful social cohesion and political parties to ensure that Zimbabwe will have peaceful elections in in 2022 and 2023.



Figure 7: Commissioner Dr J. Shambare (centre) meets with the ZRP Command in Mashonaland Central Province

2.3 Provincial Engagements

In addition to engagements done at a national level; the Commission also actively interacted with provincial level stakeholders among whom were Ministers of State for Provincial Affairs and Devolution, heads of government departments, churches and other civil society organizations.

2.3.1 Ministers of State and Heads of Government Departments

Since much of the work of the Commission is done in Provinces, the NPRC engaged with the Ministers of State for Provincial Affairs and Devolution and other relevant government departments. These institutions spearhead government programs and activities where some conflicts have been reported. Aid distribution and development programs such as land allocation, Command Agriculture, Pfumvudza, provision of health and education facilities, building of infrastructure, allocation of mining claims and many other social welfare programs

have often been a source of conflicts centered around alleged partisanship, politicization and exclusion, for which these key government structures have provided handy interventions. Peace and cohesion in the communities is measured on the basis of provision of these facilities and as such, support programs often attract the interest and attention of many. Collaboration and exchange of ideas with these offices was important for the NPRC to appreciate existing conflict dynamics in the provinces and developing consensual avenues to dispel them.



Figure 8: Commissioner Dr G.D. Chekenyere chats with the Minister of State for Manicaland Province, Hon N. Matsikenyere in Mutare

2.3.2 Civil society Organizations and Churches



Figure 9: Chairperson of the Commission, Rtd Justice S.M. Nare (seated centre) is flanked by Commissioner Gwere (left) and Rev U. Sibanda during an engagement meeting in Bulawayo

The Commission held meetings with Civil society Organizations and faith-based institutions and received input and concerns about how to improve on peace building synergies. The majority of the churches and CSOs who were engaged have been in peace-building work for some time and interact with many stakeholders who are interested in promoting peace and unity. The Commission pledged to continue to complement and strengthen peace building efforts that have already been made in communities. One of the major desires expressed by CSOs and the faith-based community is to work together with NPRC to foster positive relations between government, CSOs and political parties.

2.4 Conclusion

Strategic engagements take a considerable amount of time and resources and often precede the actual programs that need to be carried out to build peace. Peacebuilding stakeholders understand the need for patience in peacebuilding and appreciate the necessity for behind-the-scenes engagement to guarantee the success of peace building work. Avoiding proper strategic engagements and consultations may result in failure and disastrous consequences. As perceptions are a reality in peace-building work, engagements are key in clearing out misconceptions and misunderstandings. On account of this, the Commission from time to time will carry out strategic engagements and consultations to enhance implementation of its programs and activities.

3. PROGRAMS OF THE COMMISSION IN 2021

The report outlines the programs covered by the Commission through its Thematic Committees namely:

- a) Research and Knowledge Management Committee
- b) Complaints Handling, Investigations and Legal Services Committee
- c) Healing, Reconciliation and Rehabilitation Committee
- d) Victim Support, Gender and Diversity Committee
- e) Conflict Prevention and Non-Recurrence Committee
- f) Finance Administration and Human Resource Committee
- g) Media and Communications Committee
- h) Resource Mobilization and Partnerships Committee

As captured in the introduction, the Commission's programs were implemented amidst a rising wave of Covid-19 as well as at a time of transition from the first Commission which served from February 2016 to February 2021 to the second Commission which was sworn-in in May 2021. The swearing-in of the new Commission also meant the necessity to realign some strategies and approaches in line with the thrust of the new Members. The following are the programs carried out under each Thematic Committee:

3.1 RESEARCH AND KNOWLEDGE MANAGEMENT

3.1.1 Background Information of RKM Department

The Research and Knowledge Management Thematic Committee comprises membership from the academic community primarily local Universities. It works closely with other research related state and non-state institutions such as the Research Council of Zimbabwe, National Archives of Zimbabwe and other Civil society Organisations. The overall objective is to assist the NPRC in the generation of knowledge through evidence-based research and collaboration with experts and the academic community.

3.1.2 Legal and Policy Footing

Sections 252(h) and (j) of the Constitution of Zimbabwe empower the Commission to do anything incidental to the prevention of conflict and promotion of peace and to recommend legislation to ensure that assistance, including documentation, is rendered to persons affected by conflicts, pandemics or other circumstances. The NPRC Act [Chapter 10:32] Section 3(2)(b) further empowers the Commission to conduct research on the nature, scope, extent, and causes of conflicts and the intervening strategies for those disputes and conflicts. In the NDS 1; Education 5.0 has identified knowledge generation to enhance peaceful co-existence and

harmony as key to creating a conducive and an enabling environment necessary for national development and industriousness of a country.

The Research and Knowledge Management (RKM) Thematic Committee supported the work of the Commission in two broad categories namely Research and Knowledge Management. Under Research in 2021 the Thematic Committee set to implement the following activities aimed at improving understanding of conflict dynamics and national narratives;

- a) Researches towards developing the Peace-Conflict Impact Assessment Policy Model
- b) Development of a Shared Social Cohesion and Reconciliation Index
- c) Development of a peace building glossary of terms
- d) Lobbying for a peace education curriculum

Secondly, under Knowledge Management which entails data collection, storage, analysis, documentation, dissemination and archiving, the outcome is to have an improved access to peace building knowledge by all stakeholders. Activities covered under Knowledge Management Systems (KMS) include the following:

- a) Establishment of a Peace Resource Centre.
- b) Conducting knowledge sharing platforms and academic round tables

3.1.3 Research Activities

Research activities of the Commission are informed by Section 3(2)(b) of the NPRC Act. Research work conducted included data gathering and analysis of conflicts, social cohesion and reconciliation, development of a peacebuilding glossary of terms and lobbying for a peace education curriculum.

3.1.3.1 Research Towards Development of the Peace-Conflict Impact Assessment Model

Some of the complaints that were reported to the NPRC centered on community conflicts between investors and various community stakeholders. In some cases, government departments were roped in as actors in the conflicts. The Commission, having noted these conflicts as the primary causes of different forms of polarization, embraced community-based researches in Mutoko district between black granite mining investors and the communities; in Chivi district between the Sese community and Murowa Diamond Mining Company; in Chipinge district between Greenfuel Company and the Chisumbanje and Chinyamukwakwa communities and in Silobela District between mining companies and the community. The purpose of adopting a community-based research methodology as opposed to mere academic research was to allow a bottom-up approach which answers to the specific needs of the

community. The approach allows the community to lead the process as well as to provide solutions for themselves and by themselves. The Commission's role was limited to that of facilitation as opposed to giving direction. In peace building, researches that favor a bottom-up approach tend to promote social cohesion as community-based recommendations are more compatible with the people's cultures and way of life as opposed to top-down approaches whose external and borrowed recommendations are dictatorial in nature and hence a source of polarization and disharmony.



Figure 10: Commissioner Dr Dube, the Chairperson of the Thematic Committee on Research and Knowledge Management leads a community discussion in Chisumbanje, Manicaland Province

In carrying out these research activities, the Commission to have a broader understanding of issues at hand engaged the communities from a three-tier level, the provincial level which encompasses, the Minister of State for Provincial Affairs, the security cluster, the office of the Secretary for Provincial Development and Devolution and all relevant departments. At district level, researches involved the offices of the District Development Coordinator, Rural District Council, security clusters, relevant government departments and the Chief responsible for the area.

Finally, at the community level, the Commission engaged both the victims and adversely mentioned persons. The Commission further investigated any other individuals or entities as suggested by the communities. As noted above, in the collection of data, the Commission relied on three methodologies namely focus group discussions, key informants' interviews and observations. The Commission also gravitated towards the Participatory Action Research Methodology which allows the community to own the entire process including informing on

the specific relevant methods of collecting data. In all the four case studies, the Commission noted that the conflict dynamics are largely the same as they are informed by similar laws and actors. Lack of consultation with communities, traditional leaders and relevant government departments by investors contributed to polarization among the actors. In many situations for example in Mutoko, investors were found mining in people's fields without the knowledge or consent of the owners of the fields, traditional leaders and the local authority concerned. In some cases, it created polarization among government departments as the Ministry of Mines alone would be privy to the developments but without the knowledge of other departments.

In other areas like Chivi, the absence of a Public Relations Office at the site was cited as a major source of disharmony as people relied on perceptions and rumours for information. In Chipinge District, lack of knowledge regarding to legal statutes guiding the operational framework between Agricultural Rural Development Authority and Greenfuel Company provided fertile ground for conflict and division between the community and the investor. In Silobela District at a mining company, change of ownership became a major source of conflict as the initial and the current owners have adopted different approaches to dealing with the community as far as Corporate Social Responsibility is concerned.

Some of the community generated recommendations to end resource-based impasses include:

- a) The need to have proper and full consultations among all actors involved, including the companies, community members, local councilors, MPs, RDC, traditional leaders, security, business, youth, women and relevant government departments before any work could take off;
- b) The establishment of a community relations office which should regularly engage the host community on whatever updates the investor should make known to them. The Commission observed that, communities are edgy about unannounced developments that threaten their livelihoods without their prior knowledge and engagement;
- c) Capacity building of communities should help make members appreciate the national good of contributing local resources to a national purse for national interest and also to make them appreciate various statutes governing the form or nature of contracts governing investments, particularly the case of Chisumbanje. It is through capacity building, that communities understand that their lives are not being shortchanged by the investor as they are given an opportunity to exchange information.

To curb conflicts and violence and to promote social cohesion within communities, NPRC intends to develop a Peace-Conflict Impact Assessment (PCIA) policy modelled similar to the

Environmental Impact Assessment (EIA) of EMA which speaks to, and emphasizes on the need to create a conducive environment balances and promotes co-existence between the needs of both the community and the investor. In 2022, the Commission intends to engage the same stakeholders and policy experts to use these findings to develop this policy.

3.1.3.2 Developing a Shared Social Cohesion and Reconciliation Index for Zimbabwe

The shared Social Cohesion and Reconciliation Index (SCORE) is a process of measuring peace by assessing the extent to which society is in peaceful co-existence and harmony with its members. Social Cohesion and Reconciliation Index (SCORE), is a versatile, context specific evidence-based assessment instrument that combines a participatory research principle with data analysis tools to identify the root causes of grievances, map conflict dynamics, assess drivers of resilience, to inform peace and development responses towards a shared vision. It involves rigorous calibration of a coherent research framework which incorporates different stakeholder perspectives. Identification of dimensions and indicators that speak to the nation's economic, social and political contextual framework is critical to the successful implementation of a SCORE Index process. The NPRC, with assistance from UNDP set in motion a process of conducting a nation-wide research in the ten provinces in Zimbabwe which will inform the levels of cohesiveness among Zimbabweans.

The SCORE index will also contribute to the successful implementation of national policies because knowing the level of social cohesion in a country assists policy and decision makers, CSOs, business and various other sectors to put in place measures to manage potential conflicts and work towards a desired future. The underlying assumption is that peacebuilding without social cohesion is not transformative and cannot achieve positive peace. SCORE index measures help to increase harmony, inclusion, trust, belonging and co-existence of individuals, groups and institutions where citizens develop a shared national vision. Various key stakeholders have been consulted in the process of the development of the SCORE index which will continue in 2022.

3.1.3.3 Peacebuilding Glossary of Terms

The NPRC, working together with the Midlands State University Institute of Languages and various stakeholders mooted a concept to develop a peacebuilding glossary of terms to assist communities to understand what it means to build peace and promote reconciliation in their locally understood languages. This is informed by the philosophy that there is healing through languages as it has been demonstrated that people are one through language. Language has been

one of the major causes of polarization in Zimbabwe, thus promoting social cohesion and building a culture of peace starts with being sensitive to language and the meaning of words as failure to correctly define some words can fuel conflicts in societies. Translation of peacebuilding terms into local languages indicates respect for local people and integration in the realities of each society. The use of English language is sometimes perceived as being too intrusive or ignoring and despising local cultures and languages. Translating peace building terminology to different languages is one of the ways of demonstrating the Commission's commitment to diversity and a strategy to ensure that the knowledge which relates to the mandate of the Commission is disseminated in an inclusive manner.

The NPRC seeks to come up with the glossary of terms that will help conceptualize and define the key words, concepts, phrases and frameworks used in peace building in general and national healing and reconciliation in particular. By translating the glossary of terms into the 16 official languages of Zimbabwe, the glossary of terms serves to ensure that communities are not discriminated through information generated and disseminated on the basis of languages. The lack of locally understood and conceptualized peacebuilding terms has been one of the challenges bedeviling peacebuilding interventions in Zimbabwe, taking into cognizance that words differ in meaning across different societies. The glossary of terms is expected to assist those who want to learn core concepts and develop peacebuilding models informed by indigenous concepts.

3.1.3.4 Lobbying for a Peace Education Curriculum

The Commission believes that incorporating peace education into primary, secondary schools and tertiary education is key in creating a national culture of peace in Zimbabwe. Hence, lobbying for peace education curriculum and working together with both state and non-state actors, Parliament included, is ongoing work on the part of the Commission. It is acknowledged that tertiary institutions, especially universities, have embraced peace education but more work needs to be done to ensure that from elementary level to secondary education, young people are groomed to understand peace building concepts.

3.1.4 Knowledge Management Systems Activities

The successful execution of the NPRC mandate revolves around knowledge sharing and generation. Institutional capacity strengthening lies in the proper flow of information and knowledge from collection, storage, analysis, dissemination and archiving. Since NPRC's work is knowledge and information bound, it is prudent to ensure that the flow of such information and knowledge is safeguarded and regulated in an organised manner and in accordance with

the governing laws of the country. The establishment of a peace resource centre is one such effort to achieve that.

3.1.4.1 Establishment of a Peace Resource Centre

The NPRC, working together with academic institutions, CSOs and peace practitioners is currently in the process of developing a peace library. Peace libraries have an important role to play in national healing, peace and reconciliation processes in divided societies. By giving access to knowledge, the library can encourage better understanding between people of different origins and different opinions. Through giving access to learning, the resource centre can build the capacity communities, and thus it can be a positive force for equality of opportunity, personal development, economic advancement, and social transformation.

The Commission through the Resource Centre, seeks to contribute to peace through the knowledge collected and preserved thereby promoting understanding of peace. The centre will also serve as a reservoir of knowledge to ensure that barriers to the free flow of information are removed, especially those that promote structural violence. NPRC notes that there can never be genuine tolerance and peaceful co-existence social justice, equality and social cohesion among citizens without the free flow of information and ideas. The library will be a platform for knowledge sharing which can be utilized as a research centre by researchers, academics, and NPRC staff. The commitment to intellectual freedom and unfettered access to knowledge and balanced information based on the principle of integrity, inclusivity and mutuality through the NPRC Resource Centre will make a lasting impression on the preconditions for peace, national healing, and reconciliation.

The NPRC has begun to create a physical and online library that will serve as a resource centre for reading material in general and NPRC work in particular. Having access to the right information has the capacity of liberating people from the shackles of ignorance and misinformation. Knowledge generation and dissemination; being key in peacebuilding processes; will help to prevent, manage, resolve conflicts and contribute to national healing and reconciliation in Zimbabwe. Access to peace building information is expected to go a long way in bridging the communication between the government and its citizens, thus reducing agitations, protests, and restiveness. This is ongoing work on the part of the Commission which regularly interfaces with various organisations such as individuals, media and academic institutions. The Commission does so in an effort to communicate its activities and findings and also embrace new findings on peacebuilding issues locally and regionally. Through these

efforts, the NPRC interacted with individuals, including Professor Shoko from University of Zimbabwe on indigenous knowledge systems.



Figure 11: Father Fidelis Mukonori (centre) hands over a donation of books for the Commission’s Peace Resource Centre to Commissioner Dube (right) and General Manager Chirunga (left)

3.1.4.2 Knowledge Sharing Platforms and Academic Round Tables



Figure 12: Historian, Mr Pathisa Nyathi (facing camera) shares with the Commission his experience of conflicts that took place in the Southern Region

3.1.4.3 Conclusion

In a nutshell, the Commission adopted research activities that were predominantly community based, and able to proffer conflict resolution strategies that are community based. Such community-based approaches which are compatible with the way people live naturally tend to improve harmony and coexistence in our communities and overall enhance the social cohesion of our nation. Above all, this assisted the Commission to remain NDS1 compliant in all its research activities.

3.1.5 Monitoring and Evaluation

The Monitoring and Evaluation role is to track the performance of indicators defined in the Strategic Plan, forming the basis of defining successes and milestones achieved by the NPRC.

3.1.5.1 Field Monitoring

At the programme level, the purpose of field monitoring was to track implementation and outputs systematically and measure the effectiveness of programmes. Through field reports, it helped determine exactly when a programme was on track and when changes were needed.

3.1.5.2 Collating NPRC Monthly, Quarterly and Annual Reports

The NPRC produced monthly, quarterly and annual reports which were shared with stakeholders in the responsible ministry, Parliament and cooperating partners. These reports assisted in reflecting on progress done towards targets throughout the year and also ensuring that the Commission is on the right track in line with the Strategic Plan.

3.1.5.3 NPRC Programs

Below are highlights of the progress in the implementation of programs at the NPRC. This is informed by the evaluation criteria which has the following categories; relevance, coherence, effectiveness, efficiency, impact and sustainability.

a) Relevance

The programs that are being implemented by the NPRC were described as relevant as they were designed in line with the Strategic Plan and also met the needs of the participants. Examples are trainings on basic counselling and Provincial Peace Committee dialogues among other programs. Participation was inclusive since stakeholders were drawn from various organisations and this ensured that the NPRC programs address the needs of citizens.

b) Coherence

In terms of coherence, NPRC programmes are interlinked; that is, from when complaints are received, investigated and supported through counselling which is a healing process. The

victims of violence including sexual and gender violence are not left out in this process. This is in line with the NPRC strategic plan and the National Development Strategy.

c) Effectiveness

NPRC programs, purpose and interventions are highly appreciated by stakeholders hence ensuring effectiveness. Participatory methods utilized by trainers and NPRC staff guaranteed effectiveness. NPRC programs were gender balanced and program participants were motivated to participate at all stages of program implementation.

d) Efficiency

Though programs were implemented, more resources are needed. Covid-19 also impacted on most of the projects which resulted in delay and sometimes postponement. The available resources were used efficiently in all programmes prioritising the most urgent ones.

e) Impact

In order to measure impact on the programmes that NPRC is implementing, an impact assessment should be done. This assessment will serve as baseline in terms of planning and designing other programmes and meeting the needs of stakeholders.

f) Sustainability

The sustainability of the work carried out by the NPRC can be ensured through scaling up of the project to target wider audience and larger communities. To further promote the work of peace and harmony, facilitation by the NPRC working in this area, needs to be focused.

3.1.5.5 Review of Key Performance Indicators

A review of key performance indicators was done in Mutare at Golden Peacock in which NPRC participated as it falls under the Governance Thematic Working Group under the National Development Strategy 1. The review of the indicators was context specific and enhanced the targets set in the Strategic plan in attaining the desired NPRC outcomes.

3.2 COMPLAINTS HANDLING, INVESTIGATIONS AND LEGAL SERVICES

3.2.1 Introduction

The Complaints Handling, Investigations and Legal Department (CHIL) is one of the seven Thematic Committees of the National Peace and Reconciliation Commission (NPRC). The mandate of the department is derived from Sections 252(f) and 252(j) of the Constitution of Zimbabwe Amendment (No.20) Act of 2013 (hereinafter called the ‘Constitution’) Section

3(2)(a) of the NPRC Act, Chapter 10:32 (hereinafter called the ‘Act’) and general provisions of the NPRC Regulations, S.I 90/2018 (hereinafter called the ‘Regulations’). These legal provisions give the department the power to receive, investigate, recommend appropriate legislation and do anything incidental to the investigation and legal issues relevant to the department’s mandate.

3.2.2 CHIL Targets for 2021

For the year 2021, the Commission’s investigations unit set out targets that dovetail with NDS 1 as shown in the Table below;

Table 3: CHIL Targets 2021

Activity	Target
Complaints to be received, handled and investigated	1500
Strategic Engagements	20
Awareness Campaigns	20

3.2.3 CHIL Programmes for 2021

Below are the Complaints Handling and Investigations Programs conducted in 2021:

3.2.3.1 Strategic Engagements



Figure 13: The Chairperson of the Thematic Committee on Complaints Handling, Investigations and Legal Services, Commissioner Advocate Gutu, flanked by General Manager T. Sithole (to his right) and the Secretary for Provincial Development and Devolution for Manicaland Mr E. Seenza (to his left) leads an engagement meeting prior to investigations in Chisumbanje, Chipinge District

Section 6(3)(b) of the Act requires the Commission to cooperate with other existing institutions such as Provincial Ministers, Provincial Development Coordinators, National Security Apparatus, Civil society Organisations, Faith-based Organisations and the Media among others in executing its mandate provided that this will not compromise the Commission’s independence. In the spirit of this provision, the Commission carried out strategic engagements across the breadth of the country in line with set targets (see Table 1), prevalence and density of conflict. Twenty-one (21) strategic engagements were done in the country as informed by conflict patterns. The purpose of these engagements was to secure the cooperation and the buy-in of the various stakeholders as they hold influence in most of the disputes or conflicts investigated.

Table 4: Strategic Engagements by the CHIL Department in 2021

Province	Stakeholders	Month
Bulawayo	Minister of State, PDC	April 2021
	Ukuthula Trust	March 2021
	Zimbabwe Christian Alliance,	March 2021
	CID Law and Order, Bulawayo	March 2021
	ZRP Bulawayo Central	March 2021
	ZRP OC District Beitbridge	June 2021
	Chief Chitauze	June 2021
	Zimbabwe Christian Alliance	June 2021
	ZRP Insiza	April 2021
Mash East	Minister of State, PDC, Rural District Council, JOC, Chiefs	August, 2021
Manicaland	Minister of State, PDC, CIO	September, 2021
	Provincial and District Command of ZRP	September 2021
	Ministry of Mines and Mineral Development	September 2021
	Chief Marange	September 2021
Masvingo	Minister of State, PDC	July 2021
	Provincial Command of ZRP, CIO	July 2021
	Ministry of Mines and Mineral Development	July 2021
Harare	Minister of State, PDC	April, 2021
	Epworth Local Board	April 2021
	Department of Physical Planning and CCMT	May 2021

3.2.3.2 Awareness Campaigns

Awareness campaigns were carried out throughout the country to conscientise communities on the mandate of the Commission in general and the work of investigations unit in particular and the need to report disputes or conflicts. The department conducted a total of fourteen (14) awareness campaigns throughout the year. These campaigns were generally based on prevalence of conflicts or disputes in the concerned areas as shown in Table 3 below.

Table 5: CHIL Awareness Campaigns in 2021

Province	Area District/Office	Attendance		Month
		M	F	
Bulawayo	Mhlahlandela Complex, Bulawayo	17	5	March 2021
	Koglen Primary, Bulawayo	13	7	March 2021
Matabeleland	Maphisa, Matopo	16	13	April 2021
South	Dulibadzimu, Beitbridge	29	15	June 2021
Matabeleland	Hwange	17	16	November 2021
North	Lupane RDC, Lupane	50	27	October 2021
Midlands	Tinshell, Gweru	12	8	June 2021
	Tongogara, Shurugwi	9	6	May 2021
Mashonaland East	Mutoko, Ward 12	35	30	August, 2021
Manicaland	Marange	22	19	September, 2021
	Chinyamukwakwa, Chisumbanje	400	307	September 2021
Masvingo	Sese, Chivi	40	30	July 2021
Harare	Epworth	60	40	April 2021
	Epworth	90	54	May 2021

3.2.4 Summary of Investigations and Findings

Section 16(6)(a) of the NPRC Act provides for the Commission to give a summary of the investigations carried out, its principal findings and the nature and consequences of conflicts. Below is an account of the investigations conducted, main findings and some of the proposed recommendations for improvement of unity, peace and cohesion in Zimbabwe.

3.2.4.1 Synopsis of Investigations

During the year under review, the Commission received and investigated two thousand five hundred and thirty-nine (2539) cases. The Table below shows a disaggregation of cases handled according to nature of complaint, gender of complainants and adversely mentioned persons.



Figure 14: General Manager Mr T. Sithole (centre) leads an investigation team in response to a complaint received in Mutoko

3.2.4.2 Summary of Key Findings from the Investigations

The investigations carried out during the year pointed to several findings, key of which are;

- a) The majority of the cases (96%) were caused by juristic persons such as mining companies, farming companies, local authorities and political parties;
- b) Land related issues remain one of the key drivers of conflict throughout Zimbabwe;
- c) Distribution of relief aid or grants remains a major source of contestations and conflict;
- d) The absence of real rights to land has disenfranchised different communities some of whom are being dispossessed of their land to give way for investments;
- e) Mining companies are often at loggerheads with communities who feel they are not consulted prior to exploitation of resources;
- f) Communities prefer to be consulted on corporate social responsibility rather than companies doing it without consultation;
- g) Residents bemoaned the absence of full information from local authorities on the procedures followed for one to acquire a stand leading to disputes;
- h) A number of pressure groups and community-based organizations are abdicating their mandate in preference to politics.

3.2.5 Recommendations

In light of the above general findings, the following recommendations are made;

- a) Where people are being relocated, government should put in place measures for them to be compensated before relocation;
- b) Stakeholders responsible for aid distribution need to be reminded to desist from politicising government assistance as it polarises communities;
- c) Provisions of the Mines and Minerals Act, Chapter 21:05 that require investors to consult communities prior to exploiting resources need to be adhered to and monitoring mechanisms should be put in place;
- d) Communities and investors such as mining companies need to work in consultation with each other prior to exploitation of resources or before corporate social responsibility programs are conducted;
- e) Communities need to be conscientised on the legal frameworks relating to communal land ownership, use and acquisition;
- f) Victims of political violence should be assisted to access psycho-social support;
- g) Perpetrators of electoral violence should be rehabilitated so as to promote positive peace;
- h) Local authorities should consider existing occupants when regularising informal settlements;
- i) Measures should be put in place for non-governmental organizations and community-based organizations to adhere to their mandate to avoid perceptions that they are pursuing political activities;
- j) The Commission needs to engage in intensive awareness campaigns to explain to communities the its mandate and increase visibility.

3.2.6 Way Forward

Awareness campaigns and strategic engagements need to be continuously done so that the Commission remains relevant in contributing to positive peace. The Commission should continue to utilize existing infrastructure set by other Commissions to promote peace. In the spirit of decentralization and devolution, the Commission needs to be represented in provinces and districts so as to attend to disputes and conflicts timeously.

Table 6: Summary of CHIL 2021 Investigations

Province	Mat-North		Bulawayo		Mat-South		Midlands		Masvingo		Manicaland		Mash-East		Mash-Central		Mash-West		Harare		Total									
Total Number of Complaints	6		3		7		6		60		1 578		197		1		6		703		2 567									
Gender of Complainants	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	2 567							
	5	1	2	1	4	3	5	1	40	20	932	646	138	59	1	0	5	1	445	258										
Dominant Dispute	Land		Nil		Political Violence		Nil		Mining		Land		Electoral Violence		Land		Land		Stands											
Gender of AMP	M	F	J*	M	F	J*	M	F	J*	M	F	J*	M	F	J*	M	F	J*	M	F	J*	M	F	J*	66					
	12	1	2	2	0	1	1	0	2	1	0	4	0	0	1	16	3	3	0	0	2	1	0	0		5	1	1	2	1
General Position of the Cases												Investigations complete in at least 80%																		

*AMP- Adversely Mentioned Persons

*J- Juristic Person

As shown on the Table above, 1577 of the complainants were male whilst 990 were female. This demonstrates that conflict is skewed against men. This can be attributed to the fact that the majority of the cases were land related and land is mostly owned by men. Out of the 66 adversely mentioned persons, twenty are juristic persons whilst the remainder are natural persons. At least 61% of the cases received by the department were from Manicaland province and these were mainly land related disputes. This is followed by stand disputes, mainly in Harare (27% of all cases) with electoral violence trailing a distant third at 138 cases in Mashonaland East.

3.3 HEALING, RECONCILIATION AND REHABILITATION

3.3.1 Introduction

The Constitutional mandate as it relates to Healing, Reconciliation and Rehabilitation is outlined in Section 252 of the Constitution of Zimbabwe and serves;

‘To develop and implement programmes to promote national healing, unity and cohesion in Zimbabwe and the peaceful resolution of disputes’

The myriad of challenges faced in reaching as many citizens as possible in the year 2020 drove the Commission to increase collaborations with strategic partners. This was in recognition that during the discharge of its mandate, the NPRC can request support from stakeholders as provided for in Section 6(3)(b) of the NPRC Act. The Thematic Committee on Healing, Reconciliation and Rehabilitation was able to facilitate collaborations between the Commission and Traditional leaders, Churches and Civil society Organisations. In addition, the Department found it prudent to increase awareness of the Commission’s work in Healing and Reconciliation through conducting awareness raising programs.

3.3.2 Awareness Raising

In previous years the Commission took advantage of events conducted by stakeholders to hold awareness programs on the NPRC mandate and its thematic areas. The basis for undertaking such a program was derived from the feedback that the Commission was receiving from stakeholders stating that NPRC was little known in the communities outside the main cities and towns. During the reporting year, this strategy was expanded to include taking advantage of exhibitions and shows conducted at Provincial level. The peace architecture of the Provincial Peace Committee became instrumental in ensuring the success of these awareness raising programs. The exhibition shows were opportunities for both visibility of the Commission and an avenue for members of the public to lodge complaints and have them resolved or referred to other stakeholders for further management.

3.3.3 Mashonaland West Agricultural Show

The Mashonaland West Agricultural Show, held early in October 2021, came at a time when the current scourge of Covid-19 had taken its toll on communities, therefore, there was a deliberate need to strengthen communities’ resilience lest the pandemic exacerbates already existing underlying tensions and unresolved conflicts. The visitors to the NPRC stand included farmers, miners, youth, women, students, security sector personnel and general community members.

The visibility of the Commission gave visitors an opportunity to receive healing through counselling and psycho-social support. Visitors participated by gathering information about the Commission from the NPRC staff and then after receiving such information concerning its relevance, they then participated further by either reporting a case or asking for further information to help others that might be involved in conflict of varying types.

The complaints raised by the citizens were varied and the details of each complaint was captured by the Commission's Complaints Handling, Investigations and Legal Services Unit. The Commission also captured those issues related to healing and reconciliation. For example, family dynamics have been affected by the harsh Covid-19 environment which has eroded the social and economic fabric of the communities. This has naturally fanned family disputes. Therefore, counselling was provided to a number of young students that stated that they were currently facing or being affected by family disputes. These disputes significantly affected them psychologically, socially and culturally. A total of 107 young people visited the stand. Adults also expressed that the harsh Covid-19 environment had triggered many families to disintegrate hence expressed gratitude for such psycho-social support initiatives, community healing and social cohesion programmes which would contribute to the restoration of family bonds. The Commission interacted with a total of 143 adult Females and 178 adult Males during the exhibition days.



Figure 15: Officers from the Zimbabwe Defence Forces interact with the Commission at one of the exhibitions

Students from local schools such as Msengezi, Moleli and Magagi, among others, visited the exhibition stand and received guidance, counselling and mentorship. Concerning child abuse many children said that they have seen or experienced child abuse but they remained silent because the perpetrator might be someone who pays their school fees, so they remain silent for

reasons such as fear. The Commission was not able to record the statement from the school going children as they were not comfortable with their voices being recorded. During counselling it was revealed that children's cry is for their voices to be heard. It was also noted that there is so much physical abuse in schools and a lot of children have remained silent. The presence of organisations such as the NPRC will empower the children to speak out.

There was a request for decentralisation of NPRC offices in order to allow for quicker and better handling of trauma and counselling issues. There was a request for better visibility of the Commission especially at grassroots levels. There was also a request for more outreach programmes in marginalised communities in the province, school awareness programmes and involvement of children in conflict management and resolution. Furthermore, a request was made for traditional, village and community leaders to be provided with more information on the NPRC, its functions and support services such as trauma counselling and psycho-social support. In addition, there was requests for awareness campaigns to Prisons and Correctional Service facilities.

3.3.4 Midlands Show



Figure 16: NPRC Manager in the Central Region, Ms J. Majaha (in khaki sunhat) engages stakeholders at the Midlands Province Agricultural Show Exhibitions

The Midlands show was more inclined towards business queries. As such the number of citizens visiting the NPRC stand was lower than had been expected. Despite this fact, the profile of the visitors to the stand included both the young and old. The NPRC Midlands Provincial Peace

Committee members not only graced the stand but also stood in to receive visitors to the NPRC stand, testimony that they were a part of the Commission. Similar to the show in Mashonaland West, citizens were able to lodge complaints of varying nature and these complaints were received and processed by the Commission. Complaints ranged from domestic violence, land disputes, mining disputes and violence by artisanal miners to mention a few.

Due to the fact that Provincial Peace Committee members were present during the duration of the show, referrals for counselling and psycho-social support were made with ease. The NPRC Central Regional Office was instrumental in also following up on complaints received during the show.

The illustration below highlights the demographics of visitors to the NPRC stand. The majority of visitors were residents of Midlands and ranging in the 36 to 64 age range.

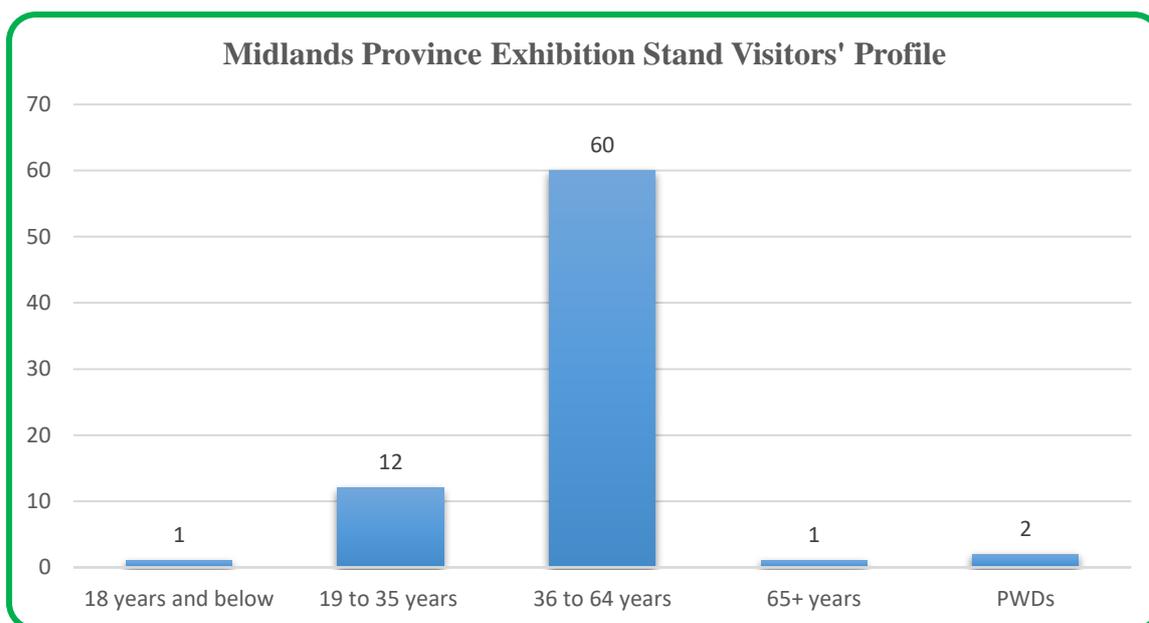


Figure 17: Profile of Visitors to the Exhibitions Stands

3.3.5 Strategic Partnerships in Healing and Reconciliation

The Commission engaged with various Civil society Organisations and Faith Based Organisations who clarified to the NPRC that among their key aims was civic engagement, social cohesion and national harmony. The Commission in the Southern Region received complaints that required the input of other sister Commissions. Therefore, on a number of complaints, joint investigations with the Zimbabwe Gender Commission and Zimbabwe Human Rights Commission were carried out.

3.3.6 Interface with Traditional Leaders

The Commission held a meeting with the President of the Chiefs Council at his invitation in Bulawayo in August 2021. The President of the Chief’s Council noted that Chiefs were a big institution that drew their mandate from Section 281 of the Constitution of Zimbabwe which provides for their role in resolving conflicts in their areas of jurisdiction. He further noted that the mandate of the Chiefs is to ensure peace all over Africa. The Commission was requested to convene another meeting with the Chiefs’ Council in order to explore ways of collaboration in peace building nationwide. A second meeting was convened in December where the President of the Chiefs Council reiterated the need for what he termed a “mutually reinforcing” relationship between the Chiefs and the NPRC. At this meeting, it was suggested that the Commission develops a structured plan for the interface between the Traditional leaders and the NPRC. The two meetings with the President of the Chiefs’ Council form the precursor for interface with traditional leaders on peacebuilding slated for the year 2022.



Figure 18: Chairperson of the Commission, Rtd Justice S.M. Nare (seated), together with Commissioner N. Gwere (right) meet with Chief K. Mathema

3.3.7 Indigenous Knowledge Systems

As part of appreciating the expansive field of Healing and Reconciliation, the Commission undertook a desk review on indigenous knowledge systems during the period under review and noted the following observations:

- a) Indigenous Conflict Management and resolution mechanisms use local actors and traditional community based judicial and legal decision-making mechanisms to manage and resolve conflicts within or between communities;

- b) Existing leadership structures in the Indigenous Knowledge Systems include but are not limited to Chiefs, Kraal Heads, Headmen, the elderly and the family unit. They employ the following mechanisms: -
- i. Reparations
 - ii. Proverbs
 - iii. *Ukukhumisana umlotha* (reconciliation)
 - iv. Community and Pastoral Counselling
 - v. Mediation/Arbitration/Negotiations
 - vi. Rituals/ Ritualistic communal procedures
 - vii. Use of myths as a philosophy
 - viii. Religion/religious orientation
 - ix. Oaths/ swearing

The Commission noted that the indigenous systems of healing and reconciliation follow the restorative model which is more desirable to employ and results in sustainable restoration of peace.

3.3.8 Conclusion

Awareness raising proved to be one of the viable avenues to ensure the hardest to reach citizens access the services of the Commission. Identifying and working with stakeholders qualified in psycho-social support helped to facilitate the implementation of healing programs within communities. Young people in schools have seen or experienced child abuse but have remained silent for reasons such as fear. Learners have requested for voices to be heard as they experience challenges that require intervention by the Commission. Traditional leaders are a key stakeholder in healing and reconciliation. Indigenous knowledge systems of reconciling parties in disagreement have been used in communities from time immemorial and have proved effective in community healing and reconciliation. The Provincial Peace Committees remain the entry point for all the programs planned for the coming year 2022 for the purposes of both strengthening this peace architecture and ensuring sustainable peace at Community level.

3.3.9 Lessons learnt

- a) The exhibition shows provide an opportunity for both visibility of the Commission and an avenue for members of the public to lodge complaints and have them resolved or referred to other stakeholders for further management.
- b) Learners have requested for voices to be heard and this is an opportunity for the Commission to reach out to schools in peace education.

- c) Indigenous systems of healing and reconciliation follow the restorative model and more desirable to employ and results in sustainable restoration of peace.
- d) Partnerships and collaboration with the Chiefs allow for the Commission to reach a wider scope of Communities under the judication of the Chiefs.

3.3.10 Recommendations

- a) Increase the number of awareness raising programs and the avenues through which these can be conducted;
- b) Increase partnerships in peace building programs in order to ensure sustainable healing and reconciliation;
- c) Consider utilisation of Indigenous knowledge systems of community healing and reconciliation.

3.4 VICTIM SUPPORT, GENDER AND DIVERSITY

3.4.1 Introduction

Under the guidance of the VSGD Thematic Committee, the Victim Support, Gender and Diversity (VSGD) Unit coordinates the implementation of the gender and inclusion principles. The specific focus of the Unit is to develop guidelines and rules on how the Commission will incorporate gender into its work, putting in place and implementation of mechanisms for supporting victims of conflict related gender-based violations as well as ensuring the recognition of the centrality of victims in all the Commission's work. In pursuit of this, several activities were implemented in 2021 namely:

- a) Development of policy frameworks and tools for gender mainstreaming and victim support,
- b) Awareness raising, lobbying and advocacy on ending conflict related GBV and promotion of gender sensitive peace building,
- c) Responding to victim's needs through rendering assistance to victims of conflict,
- d) Institutional capacity strengthening on victim support,
- e) Supporting strategic stakeholders lobbying and advocacy engagements on ending conflict related gender-based violence and promoting gender sensitive peace building and,
- f) Lobbying and advocacy engagements on the development of the United Nations Security Council Resolution (UNSCR) 1325 National Action Plan.

3.4.2 Policy Frameworks and Tools for Gender Mainstreaming and Victim Support

Section 9 of the NPRC Act mandates the Commission to develop guidelines, rules and tools to guide the mainstreaming of gender in the Commission's work. It also requires the Commission to put in place and implement policies and effective mechanisms for supporting victims of Conflict Related Gender Based Violations (CRBGV). In pursuit of this mandate, and through a consultative process, the NPRC finalised the development and officially launched the NPRC Gender and Inclusion Policy and the Standard Operating Procedures (SOPs) for Handling and Supporting Victims of Conflict Related Gender-Based Violence. The launch of the two NPRC defining policy documents was officiated by Hon. Senator. Chief Ndlovu, Chairperson of the Gender and Development Thematic Committee on 9 December 2021.

The launch witnessed buy-in and pledges of commitment to support the implementation of the two policy documents and other initiatives on gender responsive peace building by Development Partners, Independent Commissions and stakeholders. There was also a strong call on the need to capacitate the NPRC and its infrastructures on gender mainstreaming and victim support, strengthen partnerships and collaborations and develop a monitoring framework to ensure accountability and guaranteeing the operationalisation of the two policy documents. In addition, the development and dissemination of the two policy documents was highly commended and vastly publicised across all media platforms (social media, radio and T.V). This brought awareness among the public and stakeholders on the two policy documents as they relate to the work of the NPRC in dealing with victims of CRGBV as well as in supporting gender mainstreaming in peace building.



Figure 19: Commissioner L. Chigwedere (centre) is joined by Ms Serumaga, UN Women Country Representative and Senator Chief Ndlovu in launching the Commission's Gender and Inclusion Policy and SOPs

3.4.2.1 NPRC Gender and Inclusion Policy

The NPRC Gender and Inclusion Policy provides a guiding framework for the Commission and its stakeholders in mainstreaming gender in peace building work. The policy sets out priorities, strategies and actions to be taken to ensure the creation of a gender equal and inclusive workplace as well as in facilitating gender inclusive implementation of the Commission's core mandate. The Policy provides elaborate provisions on gender inclusive peace building practices under the Commission's specific programme areas namely; complaints handling and investigations, holding public and private hearings, victim needs assessments, conflict prevention and non-recurrence, research and knowledge management, healing and reconciliation and information dissemination.

The Policy is time framed to be implemented in 5 years (2022-2026). Implementation of the Gender and Inclusion Policy envisions the achievement of a gender just and inclusive peace and reconciliation process. Accountability for the implementation of the Policy within the Commission will be guaranteed through the development of Annual Gender Action Plans by Thematic Departments and the institutionalisation of gender focal persons who will drive the implementation of the policy in various Commission structures.

3.4.2.2 Standard Operating Procedures for Handling and Supporting Victims of Conflict Related Gender-Based Violence

The Standard Operating Procedures for Handling and Supporting Victims of Conflict Related Gender-Based Violence provides a guiding framework for the Commission and its stakeholders in responding to gender-based violence in conflict situations. The SOPs will guide the Commission to ensure a holistic multi-sectoral approach to support victims of CRGBV and to effectively provide support to victims in a manner that protects the rights and dignity of victims through:

- a) Providing a standardised procedural framework and guidelines on victim support;
- b) Setting out safeguarding measures to be taken by the Commission and its stakeholders to ensure that mechanisms are in place to deal with instances where no harm is caused to victims;
- c) Defining the victim centred principles that underlie and inform all interactions with victims of CRGBV;
- d) Clarifying the roles of the different actors who provide services to victims of CRSV;
- e) Providing guidance to members of the community on appropriate ways and standards for handling and referring victims of CRGBV and;

- f) Defining and strengthening synergies between different actors in handling the same victims at different stages.

3.4.3 Victim Support Data Collection Tools

Further to the two policy documents, and in line with Section 9(k) of the NPRC Act which mandates the Commission to develop mechanisms for the effective assessment of the needs of victims of gender-based violations, the NPRC developed and operationalised Victim Support Data Collection Tools namely; the Needs Assessment Tool, the Victims Follow -Up Support Tool, the Victims Data Base and the Stakeholder Mapping Tool. The tools were also developed to ensure good victims case management. The tools have strengthened the manner in which the NPRC tracks and documents discussions on victims' narratives and steps taken by the Commission and its stakeholders to render support services to the victims. The Stakeholder Mapping tool guides on the most appropriate stakeholder situated to provide services to the victims in cases where the Commission lacks jurisdiction.

3.4.4 Awareness Raising, Lobbying and Advocacy Programs

Public education and awareness raising is a critical accountability and response mechanism to end conflict related GBV and to promote gender sensitive peace building. The Commission conducted awareness raising programmes at different levels and platforms, comprising of social media, media statements, virtual and physical awareness activities. The highlights include the following:

3.4.4.1 Commemoration of the International Women's Day

In commemoration of International Women's Day, the NPRC had a media blitz comprised of media statements and profiling of NPRC's female leaders on the Commission's social media sites in the whole month of March 2021. This was meant to bring prominence on the role of women in peace building particularly, peace building decision making.

3.4.4.2 Commemoration of the International Youth Day

The NPRC Media Statements on the International Youth Day were followed by a virtual engagement with the Youths to celebrate the day held under the theme "Strengthening Capacities of Zimbabwean Youth for Peace through Dialogue and Advocacy for the Youth, Peace and Security Agenda' The Youth dialogue noted the need to establish a sustainable and vibrant Youth- Peace Program, nurture a culture of peace and tolerance among the youths, empower young people to participate and share their voices at the peace tables, including

through capacity building, mentoring and profiling the work of young people in the field of peace and security.



Figure 20: Young people participating in NPRC programs and sharing their desire for a peaceful society

3.4.4.3 Commemoration of the International Rural Women’s Day and of the Girl Child

Through the NPRC social media sites, the NPRC celebrated and profiled the role of the Girl Child and the role of Rural Women in fostering gender inclusive peace building on 11 October 2021, and 15 October 2021, respectively. The write ups provided recommendations to different

stakeholders on addressing issues of concern that hinder rural women and the girl child's effective participation in peace building processes.

3.4.4.4 Awareness Raising through Participation in Mainstream Media Programmes

Through participating in Radio Programmes such as Capitalk and Skyz Metro, the Commission also brought awareness on the need for gender inclusive peace building and the need to end conflict related GBV.

3.4.4.5 Awareness Raising through Field Work Processes and Exhibitions

The field work processes conducted in 2021 were instrumental in enhancing the visibility of VSGD issues and the Commission's work in general. The Commission and VSGD members interacted with community members and community leaders namely; Chiefs, District Development Coordinators, District Police Officers, District Intelligence Officers, Village Heads and community members as part of consensus building, awareness raising and as points of entry in communities during field work.

3.4.4.6 Commemorations of 16 Days of Activism Against Gender Based Violence



Figure 21: NPRC staff winding down the 16-days of activism against GBV commemorations

The NPRC commemorated the 16 Days of Activism Against Gender Based Violence through a media-advocacy campaign and a physical breakfast event held on the 9th of December 2021, at Crowne Plaza, Monomotapa Hotel. The NPRC's social media platforms were active with messages calling for an end to Conflict Related GBV throughout the 16 days of Activism Against GBV. The commemoration also brought awareness on the NPRC mandate in

addressing conflict related GBV and amplified the negative impact of violence on individuals and the society at large.

Further, the 16 days of activism against GBV commemorative event, witnessed the launch of the NPRC's two policies (see 3.4.2 above) as evidence of the Commission's commitment to shift from just awareness raising against GBV to putting in place mechanisms to respond to conflict related gender-based violence. The event was attended by women and men from across varied sectors namely; Civic society Organisations, Parliament of Zimbabwe, Chapter 12 Commissions, International and Regional partners. Through speeches, panel presentations and plenary discussion, the 16 Days of Activism Against Gender Based Violence Commemorative event proffered key recommendations to be considered by the NPRC and its stakeholders in addressing Conflict Related Gender Based Violence particularly, violence against women during electoral processes and as the Commission finalises and implements its Election Conflict Prevention Strategy.



Figure 22: Participants follow through one of the Commission's programs marking the end of the 16-days of activism against GBV commemorations

Key recommendations proffered for consideration by the NPRC include the following:

- a) Accelerate the operationalisation of the National Conflict Early Warning, Early Response System to facilitate real-time response to CRGBV during the 2023 Harmonised Elections.
- b) Develop a robust system for documentation and monitoring of CRGBV.
- c) Conduct nationwide awareness campaigns on ending violence against women in electoral processes.
- d) Promote peace in the homes, calling for individuals and community members who are the content creators, to become more responsible when it comes to social media.

- e) Employ an inclusive approach where men, women and youths are engaged and involved in fighting against conflict related gender-based violence;
- f) Bring more awareness on the complaints handling and investigations mandate of Chapter 12 Commissions and where necessary conduct joint investigations to address issues of Human Rights Violations emanating from political polarisation and non-tolerance and expedite investigations on all forms of violence against women and girls.
- g) Encourage truth telling by those affected by violations and empower them to speak out on violations suffered.
- h) To conduct joint capacity building sessions on responding to CRGBV focusing on the rights and needs of survivors of CRGBV.



Figure 23: Young people in the NPRC Secretariat demonstrating their commitment to ending gender-based violence

Table 7: Stakeholder Recommendations to Strengthen Mechanisms to Address CRGBV

Stakeholder Recommendations to Strengthen Mechanisms to Address CRGBV
a) Address gender-based violence and strengthen equal participation of women in electoral processes.
b) Media to ensure balanced and gender sensitive reporting that does not perpetuate violence against women in electoral processes.
c) Stakeholders to collaborate with the NPRC in implementing response and protection measures for victims of Conflict Related Gender Based Violence during electoral processes through: <ul style="list-style-type: none">i. Long term peace monitoring,ii. 24 hr toll free helplines to facilitate ad hoc reporting,iii. Rapid health care response services,iv. Responding to mental health needs of victims including crisis counselling,v. Referrals and linkages to comprehensive follow-up services, and safe shelter centres and,vi. Strengthen access to information to all diverse groups on the availability of protection measures and services for victims of CRGBV.
d) Treasury and Development Partners to strengthen resource mobilisation and avail resources for the full implementation of mechanisms for the prevention of CRGBV and protection measures for survivors of CRGBV, particularly violence against women during elections.
e) Government to enforce existing electoral laws in order to prevent, punish and eradicate electoral violence against women.

3.4.5 Responding to Victim’s Needs: Rendering Assistance to Victims

The Commission participated in a number of field work activities to support victims of conflict related gender-based violations in fulfilment of the following:

- a) The NPRC Act Section 9 which mandates the Commission to reach out to and identify victims of gender-based violations and provide them an opportunity to relate their own accounts of the violations or harm they have suffered and to set out their needs;
- b) The NPRC Act Section 9 which emphasises the need to assess the needs of victims of gender-based violations and take measures to restore the human and civil dignity of such victims;

- c) The need to ensure gender sensitive and inclusive complaints handling and investigations that consider the different lived experiences of men, women, boys, girls and youths during and after violent conflict situations;
- d) The need to contribute and achieve the National Development Strategy 1 (NDS1) targets and key performance indicators under the National Peace and Reconciliation which is ‘Number of persons affected by conflicts who have been given assistance’.

3.4.5.1 Victims Supported and Areas Visited

In 2021, collectively, the Commission provided support to 1825 victims through psycho-social support and referrals disaggregated as reflected below:

Table 8: Number of Victims Supported by the Commission

Area and Dates	Violations Suffered by Victims	Male	Female	Total
Hatfield February 2021	Displacements Political violence	-	19	19
Epworth April 2021	Political violence	1	19	20
Mufakose July 2021	Disputes over family house	0	1	1
Mutoko 3-16 August 2021	Political violence Economic rights	56	24	80
Chipinge 8-16 September 2021	Land disputes Displacements	375	825	1200
Marange 18-21 September 2021	Land disputes Displacements	6	25	31
Walk in victims- Continuous process throughout the year	Gender based violence Conflicts and violence in communities	30	39	69
Referrals and follow up to registered victims	Gender based violence Conflicts and violence in communities Political violence	262	213	475
Grand Total		730	1095	1825



Figure 24: VSGD Manager, Ms. C. Munhuweyi takes note of the victims' narratives during field work

Victim support field visits conducted illuminated best practices to be pursued by the NPRC in providing sustainable and comprehensive victim centered services.

- a) Create safe spaces and opportunities for marginalised and excluded groups to voice their vulnerabilities and needs, to transform themselves in the aftermath of conflict and develop confidence and capacity for effective engagement in peace building.
- b) Establish community sustained structures for counselling and psycho-social support of victims.
- c) Strengthen community engagements to enhance visibility of the NPRC Victim support mandate and the NPRC mandate in general.
- d) Facilitate timely response to victims needs to avoid further harm and lifelong trauma.
- e) Conduct continuous follow up programmes with victims of CRGBV until victims feel healed.
- f) Conduct awareness campaigns against conflict related gender-based violence and against all forms of violence against women and girls.
- g) Conduct dialogue and engagement meetings with relevant stakeholders and policy makers calling upon them to address socio-economic issues that are key sources of conflict, insecurity and threat to peace particularly for women such as WASH, poverty, unemployment, unequal exploitation of resources and corruption in distribution of aid.

3.4.5.2 Recommendations to Address the Needs of Victims

The section below outlines recommendations for consideration by Government and relevant stakeholders in addressing the needs of victims to which the Commission interacted with in 2021 and other yester years.

Table 9: Recommendations to Address the Needs of Victims

Recommendations to Address the Needs of Victims
a) The NPRC noted that, in order to restore the dignity of conflict related GBV survivors, psycho-social support should be accompanied by meeting the necessary materialistic needs of victims as such Government should prioritize compensation of victims among displaced communities and facilitate economic empowerment of victims.
b) There is need for comprehensive support and rehabilitation of victims of conflict related GBV, hence, Government should support the setting up of one Stop Centres and specialized units within all public hospitals.
c) Most victims alluded that they could not obtain assistance from public health institutions due to inaccessibility of hospitals and unavailability of medication as such an increase in budgetary allocation for devolution and availability of medication in public health institutions is recommended.
d) There is high level of conflict related GBV in areas affected by strife and emergencies hence the Government and all stakeholders should accelerate awareness campaigns on ending violence against women and child marriages.
e) The NPRC noted that, socio-economic issues such as, WASH, poverty, unemployment, unequal access to resources and corruption are key source of conflict, insecurity and threat to peace, particularly among women, hence accelerated action to address such socio-economic challenges is recommended.

3.4.6 Institutional Capacity Strengthening on Victim Support

To ensure competency in providing victim support and in line with the NPRC Regulations, the NPRC continues to capacitate its staff on handling victims. Notable activities implemented in pursuit of this include:

3.4.6.1 Counselling Trainings

In the year 2021, the Commission conducted training for 67 NPRC officials organised in three (3) groups disaggregated as in Table 8 below. The trainings successfully equipped participants

with skills on counselling and communication for victim centered handling of victims of CRGBV. Follow up evaluations noted NPRC officials confirming the effectiveness of the trainings in enhancing competency of the trained officials in handling victims of CRGBV during the field work processes.

Table 10: Counselling Trainings Conducted by the Commission in 2021

	Males	Females	Total	Dates and Venue
1st Group	12	10	22	15-19 February, Virtual training
2nd Group	6	15	21	11-15 October 2021 CONNECT Training Centre, Belvedere
3rd Group	6	18	24	18-22 October 2021. CONNECT Training Centre, Belvedere
Total	24	43	67	



Figure 25: Participants of the 2nd group of counselling training held from 15-18 October 2021 at CONNECT Training Centre, Belvedere

3.4.6.2 Duty of Care Training

Forty participants (25 females and 15 males) were capacitated on Duty of Care / Self-Care from 6-7 May 2021 at Holiday Inn in Harare. The training equipped participants with skills to cope with post-traumatic stress. The training was held on the background that, burn-out, vicarious trauma and compassion fatigue also affects NPRC Commissioners and officials as they deal with cases of CRGBV. The NPRC staff works and interacts with women and men who suffer from post-conflict violence mental health disorders which include trauma and Post Traumatic

Stress Disorder (PTSD) hence effective self-care practices are crucial. The duty of care training capacitated Commissioners and Staff with techniques for self-care, wellness and resilience after handling cases of victims.

3.4.6.3 Further Follow Up Actions by NPRC After the Trainings

The capacity building programs have shown that within the Commission, there will be need to:

- a) Protect staff and Commissioners from vicarious trauma through debriefing sessions and professional clinical counselling to prevent burn-out and secondary traumatisation;
- b) Extend trainings on victim support to Provincial Peace Committees as they also handle victims of CRGBV in their respective areas;
- c) Institutionalize wellness centers at NPRC offices which will serve victims as well as members of staff;
- d) Undertake capacity building on victim support as a continuous process where refresher courses for all members of staff and Commissioners are periodically held;
- e) Document success stories of victims supported by the NPRC who have lived past victimhood as survivors.

3.4.7 Promotion of Gender Sensitive Peace Building by Strategic Stakeholders

Collaborations and partnerships are critical to address the diverse gender dimensions of peace building work. The NPRC thus supported the lobbying and advocacy engagements on ending CRGBV and promotion of gender sensitive peace building conducted by strategic stakeholders through partnering with such stakeholders in convening lobbying and advocacy meetings or participation in meetings thereof. Participation of the NPRC included being part of the key speakers, discussants and panelists. Most of the lobbying and advocacy engagement meetings had the participation of Government, Parliament, UN Agencies, Traditional and Religious leaders, CSOs and Development Partners. These engagement meetings were pivotal in mutually guiding the NPRC and its stakeholders on the need to end conflict related GBV and the need to support gender inclusive peace building work.

The engagement meetings also offered an opportunity to reflect on the implementation of the Women, Peace and Security agenda in Zimbabwe, focusing on progress made towards women's equal and meaningful participation in peace processes, peacebuilding and security. Key stakeholder lobbying and advocacy engagements on ending CRGBV and on the promotion of gender sensitive peace building supported include:

- a) ‘Women Rise in Politics’, Women Political Training and Mentorship Programme, launched on 29 July 2021 and ongoing;
- b) Amplifying women’s voices in peace building and renewing women organisations’ commitment to peace building: Organized by Women Coalition of Zimbabwe, 24 September 2021;
- c) Roundtable on Ending Violence Against Women, UN Women, AWLN and NPRC organised meeting, 3 December 2021;
- d) Women’s Symposium on Violence Against Women, Women’s Coalition of Zimbabwe, 6 December 2021.

3.4.7.1 Prominent Issues Raised During Lobbying and Advocacy Engagements

- a) Women and the youth are still under-represented in institutions responsible for peace and security and fall short of the 50-50 gender equality provisions as per Sections 17, 56 and 80 of the Constitution of Zimbabwe;
- b) Covid-19 is widening the social inequality gap as levels of CRGBV are on the increase and disproportionately impacting on women and girls;
- c) Women do not usually organize and mobilize to demand effective implementation of instruments guaranteeing their rights at local, national, regional or international levels and;
- d) There are several threats to security and enjoyment of peace by women emanating from socio-economic issues and inequalities.

3.4.7.2 Key NPRC Actions from Lobbying and Advocacy Engagements

In all engagements, the NPRC, as a key machinery on peace building, drew key recommendations that will be considered in the fight against CRGBV and for the promotion of gender sensitive peace building. Key recommendations are summarised as follows:

Table 11: Key Actions Informed by the Lobbying and Advocacy Engagements

a) Strengthen engagements on the development of the Zimbabwe National Action Plan on UNSCR 1325. The NAP can be a tool for commitment to increase women’s participation in peace and security sector institutions;
b) Develop and implement strategies for the prevention and management of election conflict related GBV;
c) Document and profile women’s positive narratives on peace geared towards enhancing women’s participation in peace building decision making tables;

- d) Develop a data tracking and monitoring system to monitor the participation of women in peace building decision making positions;
- e) Strengthen the use of social and mainstream media in carrying-out gender sensitive Peace Education;
- f) Strengthen collaborative partnerships with networks and organisations of female peace builders to influence concerted voices on gender, peace and security initiatives;
- g) Conduct dialogue and engagement meetings with relevant stakeholders and policy makers calling upon them to address socio-economic issues that are key sources of conflict, insecurity and a threat to peace;
- h) Train various stakeholders on peace and security and protection of women's rights to strengthen their capacities on gender equality and sensitivity to gender issues;
- i) In collaboration with Government and other stakeholder implement a programme for the Rehabilitation of adversely mentioned persons.

3.4.8 Engagements on Development of United Nations Security Council Resolution (UNSCR) 1325 National Action Plan

In line with Chapter 12 Commissions objectives to support Constitutionalism and the implementation of Regional and International Instruments on Human Rights and on Gender, Women, Peace and Security, in 2021, the Commission prioritised lobbying, advocacy and engagements on the development of Resolution 1325 National Action Plan on Women, Peace and Security. UNSCR 1325, is a specialized normative framework on women, peace and security that presents an important tool for the implementation and monitoring of interventions on women's participation in the prevention and resolution of conflicts, peace negotiations, peace-building, peacekeeping, maintenance of peace in humanitarian response and in post-conflict reconstruction.

The NPRC in collaboration with UN Women engaged several stakeholders such as the Ministries of Defence and War Veterans Affairs; Women Affairs, Community and Small to Medium Enterprises; Home Affairs and Cultural Heritage; Justice Legal and Parliamentary Affairs; the Women Parliamentary Caucus, Parliamentary Caucus on Defence, Home Affairs and Security Services, the Zimbabwe Gender Commission, Zimbabwe Republic Police, Zimbabwe Prisons and Correctional Services and civic society organisations through a high-level commemorative event held at Meikles Hotel on 22 November 2021. The key outcome of the advocacy engagements is stakeholders' commitment to collaborate in the development of

the National Action Plan on UNSCR 1325, with Ministries of Defence and War Veterans and Ministry of Women Affairs, Community and Small to Medium Enterprises co-leading the process. This was based on the consensus that:

- a) The UNSCR 1325 NAP is an opportunity for Zimbabwe to identify and prioritize key peace and security issues facing women and determine indicators for its implementation at country-level;
- b) Development of a NAP is an opportunity for resource mobilisation for gender responsive peace building processes as it can also be used as a tool for identifying and promoting partnerships with Civic society and local organisations working on Women Peace and Security issues and for encouraging predictable and sustained funding for such efforts;
- c) The National Action Plan is an opportunity to shape responses to multiple threats to peace and social cohesion such as the Covid-19 pandemic and other increasing emergencies, induced by both natural and man-made disasters;
- d) The NAP can strengthen implementation of intersecting agendas and strategies, such as the Sustainable Development Goals (SDGs), and the other normative frameworks on gender, peace and security issues. This helps in ensuring policy coherence on cross-cutting issues, avoiding overlap and duplication of efforts.

In addition, the lobbying and advocacy engagement noted that there is a general limited awareness and understanding of the resolution at local level hence the need to ensure greater appreciation of the UNSCR 1325. In pursuit of this, a handbook for Parliamentarians on UNSCR 1325 will be developed supported by UN Women.

3.4.9 Conclusion and Way Forward

A wide range of Victim Support, Gender and Diversity programmes were implemented during the year under review, significantly contributing to fulfilling of the Commission's mandate particularly, Section 9 of the NPRC Act. The development of VSGD policy frameworks namely; the Gender and Inclusion Policy and the SOPs for Handling and Supporting Victims of Conflict related GBV provided a solid ground for enhancing victim support and implementation of gender mainstreaming in the Commission's work. Operationalization of the two policy frameworks will thus be central in defining VSGD activities to be pursued in 2022. Several awareness raising, lobbying and advocacy activities on ending conflict related gender-

based violence were pursued and in light of the pending elections, such awareness activities will be accelerated in 2022.

Victim support services were also rendered throughout the year and more needs to be done to ensure comprehensive victim support through strengthening follow up support and implementation of the Women Safe Spaces Programme. Several capacity building trainings on victim support were conducted for NPRC staff and continuous capacity building remains central in the next reporting period. Through collaborations with UN Women, the Commission supported several lobby and advocacy engagements on gender inclusive peace building including for the development of Resolution 1325 National Action Plan. In 2022, the NPRC will continue to support Government in its efforts to develop Resolution 1325 National Action Plan. As a way forward and building on 2021 activities, key outputs set for the VSGD in 2022 include-; Strategies on victim support, inclusivity, gender and diversity mainstreaming operationalized, Assistance rendered to persons affected by conflicts and Inclusive engagements on the prevention of conflict related GBV conducted.

3.5 CONFLICT PREVENTION AND NON-RECURRENCE

3.5.1 Introduction

The Thematic Committee on Prevention and Non-Recurrence's strategic programs and activities for the year 2021 include:

a) Conflict Early Warning and Early Response (CEWER)

- i) Finalization of consultations on the system indicators with women and youths
- ii) Internal capacitation and validation of the CEWER system indicators
- iii) Customization of the indicators into the CEWER System and its demonstration
- iv) Phase 1 procurement of the CEWER Situation Room equipment
- v) Engagement with the Zimbabwe Geospatial and Space Agency for GIS locations

b) Infrastructures for Peace

- i) Training and engagement meetings with Provincial Peace Committees
- ii) Commissioners/Provincial Chairpersons engagements with key stakeholders
- iii) Provincial Peace Committees Preventive Dialogue meetings
- iv) Establishment and induction of District Peace Committees

c) Dialogue and Mediation

- i) Reconstitution of the Dispute Resolution Unit

- ii) Capacity building on Mediation and Negotiation Skills for Sustainable Peace
- iii) Development of the Preventive Dialogue Framework
- iv) Local level mediation actions

d) Conflict Prevention

- i) Environmental scanning and media monitoring
- ii) Media engagements and conflict prevention awareness programs
- iii) International Day of Peace Commemorations
- iv) Election Conflict Prevention and Peace Monitoring Strategy
- v) Covid-19 preventive actions

3.5.2 Conflict Early Warning and Early Response (CEWER)

The Commission is in the process of finalizing the development of the Conflict Early Warning and Early Response (CEWER) system which will support the Commission's capacity to proactively detect and respond to conflicts. This is in fulfilment of the Constitutional mandate set out in Section 252 (g) which empowers NPRC 'to develop mechanisms for early detection of areas of potential conflicts and disputes, and to take appropriate preventive measures'. The CEWER system development was initiated in 2019 and since then, various processes aimed at supporting the systematic data collection, analysis and/or formulation of recommendations, including risk assessment and information sharing on areas of conflict in order to make decisions about effective response strategies have been taking place.

A phased approach for the setting up and operationalization of the CEWER system was put in place with technical support from the Centre for Humanitarian Dialogue in Kenya and the United Nations Development Program (UNDP). Dr Martha Mutisi, a Consultant who was engaged by the Commission in 2020 to assist in the development of the system indicators finalised engagements with youth and women's groups. The participants drawn from the civil society, faith-based organizations, political parties and community-based organizations offered their suggestions in the Political, Security, Environment, Socio-Economic and Socio-Cultural clusters of the CEWER indicators.

An internal review of the indicators was done with the aid of the Consultant which involved capacitation, training and validation before inputting into the prototype. Another session to review the final list of indicators together with the system developers. Below are the early warning indicators which have been customized and demonstrated to the Commission for approval before the official launch of the system:

Table 12: List of Final Indicators to the CEWER System

Political Cluster Indicators	Natural Resource Cluster Indicators
<ul style="list-style-type: none"> a) Confrontation between actors b) Physical assaults / abuse c) Sexual/Gender based violence d) Obstruction / exclusion of certain groups e) Recruitment into vigilante groups f) Protests, riots or demonstrations g) Dissemination of mis- and disinformation / malicious rumours h) Tribal talk / violent communication i) Incitement of violence / hate speech j) Pressure, threats and intimidation k) Inter-party or intra-party fragmentation/fighting l) Fraud /clientelism/ bribery voting influence m) Increased perception of Judiciary bias / corruption n) Repression of freedom of speech/ association o) Shooting p) Abduction q) Killings 	<ul style="list-style-type: none"> a. Land dispute / Land grabbing and acquisition b. Illegal exploitation of natural resources c. Corruption related to natural resources d. Discrimination / disproportionate access to natural resources e. Flood / droughts f. Large scale population movements / forced displacement g. Level of involvement of communities in extraction activities/level of community benefits from extraction proceeds' (community beneficiation schemes, employment and development) h. Manipulation of small-scale natural resource entrepreneurs; i. Land boundary disputes
Economic Cluster Indicators	Security Cluster Indicators
<ul style="list-style-type: none"> a) Change in food/commodity prices b) Food/commodity shortage c) Inflation d) Closure of company/industry e) Arrest of vendors f) Strikes Corruption / bribery g) Changes in macro-economic policies h) Unfair/partisan distribution of relief/humanitarian aid i) Differential access to livelihoods opportunities 	<ul style="list-style-type: none"> a) Arrest b) Illegal accumulation of weapons c) Armed clashes d) Homicide e) Forced displacement f) Selective application of the law g) Civil-military operation h) Bribery/corruption i) Sexual / Gender based violence j) Recruitment into vigilante groups k) Other forms of Human rights abuse
Socio-Cultural Cluster Indicators	
<ul style="list-style-type: none"> a) Domestic violence b) Suicide c) Imposition / restrictive interpretation of the law d) Restriction of citizens' movements e) Harassment / intimidation f) Violent crimes 	

- g) Homicide
- h) Religious dispute / religious intolerance
- i) Community/family disputes
- j) Abuse of social media / hate speech
- k) Exploitation of identity
- l) Harmful social and cultural practices
- m) Exercise/abuse of power by traditional leaders
- n) Level of inclusion/exclusion of marginalized groups
- o) Ethnic/tribal/racial discrimination

Part of the physical infrastructure of the CEWER system includes which include secure and partitioned offices and furniture, DSTV decoder, television set, and computers were procured. Additional CEWER situation room equipment is yet to be purchased so that the system becomes fully functional in anticipation of the 2022 by-elections and the subsequent 2023 harmonized elections. In 2021, the CEWER system computer program was procured and a customization process was at 75% completion by the end of the year. The customisation process involves input of Geographical Information System (GIS) files map data for Zimbabwe's provinces, districts and wards. The Zimbabwe National Geospatial and Space Agency (ZINGSA) worked with the Commission to ensure the availability of these maps which will help provide real time data on occurrences of conflicts or threats thereto.

3.5.3 National and Sub-National Peace Infrastructures

In keeping with Section 252(d) of the Constitution and Section 8 of the NPRC Act, First Schedule Section (3) (1), the Commission has continued to work closely with infrastructures for peace established at provincial level. Efforts to cascade the structures to district levels remains a broader commitment of the NPRC also provided for in the National Development Strategy 1. Following the capacitation of 294 Provincial Peace Committee members in 2020, workplans for the year 2021 (covered in the 2020 Annual Report) were developed. Some of the common activities proposed by the Provincial Peace Committees included:

- a) Establishment of District Peace Committees
- b) Awareness campaigns
- c) Sensitization/ stakeholder engagement meetings
- d) Baseline survey, information gathering and research
- e) Engagement with academia, public lectures/ dialogues
- f) Hearings
- g) Resource mobilization
- h) Healing, reconciliation and rehabilitation programs
- i) Lobbying the government for housing legislation
- j) Capacity building
- k) Commemorations

- l) Dialogue meetings at local level
- m) Engagement of traditional chiefs and their staff
- n) Team building of village, ward, and district peace committees
- o) Reframing historical narratives



Figure 26: Members of the Mashonaland Central Provincial Peace Committee after their meeting with the Commission in November 2021

However, the Provincial Peace Committee (PPC) members in many cases failed to meet due to the Covid-19 Pandemic which limited movement and engagements with communities. Although the general populace adopted online means of working and communicating, it was not every Provincial Peace Committee member who was appropriately resourced and thus it was a significant set back towards peace building. The work of these peace infrastructures was also affected due to the loss of a number of PPC to the pandemic. Despite, the aforementioned setbacks, the Commission had room to arrange for meetings with the 10 Provincial Peace Committees and other relevant stakeholders. The meetings were meant to be a platform to introduce the newly sworn-in Commission but also provided an opportunity to:

- a) Share conflict experiences during the Covid-19 restrictions and review measures to curb such in the future;
- b) Reflect on the upcoming elections and develop provincial plans of the preventive actions that will be taken to ensure peace, unity and cohesion;
- c) Review other conflicts affecting social cohesion in the province and develop strategies and approaches to addressing them.

Meetings were successfully held between October and November 2021 and Ministers of State for Provincial Affairs and Devolution and/or the Permanent Secretaries graced the meetings, reaffirming government's commitment towards building sustained peace and social cohesion in Zimbabwe.



Figure 27: Harare Metropolitan Province Peace Committee meeting in session in Harare (November 2021)

3.5.3.1 The Preventive Dialogue Meetings

In line with the Commission’s conflict preventive actions, a preventive dialogue framework was developed, following which a series of meetings were conducted around the country. These meetings generated participation from Provincial Peace Committee members whose details are captured below:

Table 13: Demographics of Participants to Preventative Dialogue Meetings

Name of Province	Date of Meeting	Participants	Male	Female
Bulawayo	03/11/2021	71	30	41
Harare	16/11/2021	67	35	32
Manicaland	25/10/2021	47	24	23
Mashonaland Central	28/10/2021	47	27	20
Mashonaland East	01/11/2021	59	28	31
Mashonaland West	29/10/2021	65	42	23
Masvingo	26/10/2021	54	36	18
Matabeleland North	04/11/2021	56	21	35
Matabeleland South	05/11/2021	43	26	17
Midlands	27/10/2021	54	34	20
Total		563	303	260

3.5.3.2 Election Conflict Prevention Strategies

During the meetings, provinces reflected on election conflict prevention and peace monitoring strategies that can be implemented in upcoming elections (by-elections in 2022 and 2023 harmonized elections). Common strategies raised and agreed upon are:

- a) Awareness campaigns on peace promotion through road shows, exhibitions and mainstream media engagements;
- b) Political leadership educating their followers and supporters around indiscipline issues to support unity, love and democracy;
- c) Capacity development for political leaders on tolerance and mediation;
- d) Continue to make efforts to bring all major political parties together to jointly work on achieving their goals without violence;



Figure 28: Matabeleland South Provincial Peace Committee joined by the Minister of State, Hon Ncube (seated centre, in blue shirt)

- e) Peace Committees capacitation on conflict prevention methods around electoral violence, mediation and dispute resolution mechanisms;
- f) Establishment of District Peace Committees for easier reach and roping in of traditional leaders in those District Peace Committees;
- g) Assisting political leaders with tolerance and social cohesion techniques that denounce hate speech during campaigns or rallies. Adopting a policy of non-violence and no hate speech when campaigning;
- h) Engaging the media to promote peace reporting;
- i) Conducting vibrant civic education on infusing peace education in the curriculum (ECD to higher education), conducting community activities such as sports, church services and community dialogue meetings;
- j) Gender tracking to monitor inclusivity during election processes;



Figure 29: Bulawayo Metropolitan Province Peace Committee joined by the Minister of State Hon Ncube (seated with black and white floral full dress)

- k) Promoting continuous dialogue among political players at national level as well as cascading POLAD to lower levels;
- l) Employing a multi-stakeholder approach in electoral conflict prevention programmes. These stakeholders include community leaders and influencers, CSOs, churches, education institutions and traditional leaders;
- m) Ensuring that all political stakeholders commit to signing a peace pledge and publicly agree to promote peace, denounce electoral violence and be liable to any political conflicts perpetrated by their members;
- n) Lobbying for the adequate support to the police forces so that they are capacitated to handle cases of conflict during elections. This entails equipping them with resources such as motor vehicles and fuel such that they are able to respond to violent conflicts rapidly. Political parties need to be trained and recognised as peace ambassadors as they are key actors in making sure there is peace during the election period;
- o) Mainstreaming traditional or indigenous peace building institutions such as religious institutions, traditional leaders and educational institutions in peace promotion as these groups have significant influence on opinions and behaviours of communities;
- p) Monitoring mainstream and social media platforms on conflict sensitive reporting as they can cause conflict depending on the news they disseminate;
- q) Depoliticizing institutions such as welfare organisations, the judiciary, security services and institutions responsible for food relief as these can cause conflict if their operations are seen to be partisan;
- r) Engaging key election stakeholders such as Zimbabwe Electoral Commission or the election monitoring bodies and;

- s) Strengthening the Commission’s early warning systems as they can assist the Commission to provide reliable information on potential threats to peace. The Commission needs to work closely with security services for effective and timely responses to cases of conflict.

3.5.3.3 Impact of Covid-19 on the Work of Provincial Peace Committees

In addition to the Election Conflict Prevention Strategies, members of the PPCs also took time to deliberate on Covid-19 related issues with particular focus on how the pandemic had impacted their lives and the general peacebuilding efforts in the various provinces. Some of the issues raised per province are highlighted in Table 13 below:

Table 14: Key Issues Raised on the Impact of Covid-19 on Peacebuilding Work

Province	Key Conflict Issues Raised
Midlands Province	<ul style="list-style-type: none"> a) Negative impact on health and access to healthcare; b) Loss of livelihoods; c) Shutdown of markets due to lockdown restrictions; d) Communities required support with basic needs and reliable information to enable them to follow prevention measures but they could not find it; e) Life changed to the detriment of women; f) Cases of gender based and domestic violence increased drastically in the province; g) The Covid-19 pandemic impeded progress of the PPCs, halted meetings and the execution of activities and generally affected the work plan for example execution of surveys and research; h) Duties assigned to committees to deal with conflict challenges in the Province were not followed up on and implemented; i) PPCs who were expected to intervene where conflicts arose were unable to offer support when the communities needed it the most because of the absence of clear operating frameworks; j) There was an increase in school drop outs, teen pregnancies and child marriages.

Province	Key Conflict Issues Raised
Matabeleland North	<ul style="list-style-type: none"> a) The Covid-19 pandemic limited practical work and physical meetings, for example public hearings were not undertaken and field visits were not carried out; b) An upsurge of cases in Gender Based Violence and domestic abuse; c) Rise in criminal activities such as break-ins, theft and violence; d) Teenage pregnancies and early child marriages; e) Unemployment and retrenchments; f) Drugs and substance abuse especially amongst the youths; g) Corruption and; h) Lack of food aid during the lockdown period.
Mashonaland West	<ul style="list-style-type: none"> a) Creation of a lot of conflicts which need to be urgently addressed; b) Restrictions on physical meetings resulting in resorting to virtual meetings yet the Peace Committee members did not have resources and the Commission could not support too; c) Loss of lives due to Covid-19
Mashonaland Central	<ul style="list-style-type: none"> a) Restrictions in the form of law imposed by Government that affected free mobility of people; b) Conflicts between community members and government policies; c) Negative impact on the economic activities of most self-employed residents as they could not access their market stalls and sell their products. Women subsequently were forced to interact with security servicemen who either harassed or abused them so they could pass their check points; d) Corruption was on the rise as citizens had to bribe the police or military to be able to move around from one town to another; e) Domestic violence was on the rise and reporting on gender-based crimes perpetrated during the lockdown period was not helpful. Victims would fail to travel to the relevant police station or to appear at the courts on the date they were given. The financial burden of this ultimately led to victims absconding court hearings and cases being dismissed;

Province	Key Conflict Issues Raised
	<ul style="list-style-type: none"> f) Committee members found themselves in conflict with legal instruments in their communities when trying to conduct peace building engagements; g) Boundary issues in mining claims were also said to be on the rise; h) Transport challenges and restrictions were so tight that members could not come up with structures as they did not meet often; i) Corrupt activities were on the rise.
Harare Metropolitan	<ul style="list-style-type: none"> a) Absence of physical meetings and limited access between the committee members, the secretariat and stakeholders; b) Alarming rise in conflicts and the use of hate speech on social media platforms. Generally; there was a shift of conflict to social media platforms; c) Gender based violence increased as a reflection of the socio-economic side-effects of the Covid-19 pandemic which exerted pressure on families and marital relationships; d) Inter-family and intra-family conflicts became rampant as did rises in cases of teen pregnancies, sexual harassment and incest rape; e) Child labour became a common scene as families had to generate income by sending their children especially girls to vend; f) A rise in conflicts between authorities (local authorities, security services, government) and citizens and, in particular with vendors; g) Citizens were affected psychologically, in that, fear and anxiety were particularly high; making individuals more likely to engage in violent conflict.
Matabeleland South	<ul style="list-style-type: none"> a) Commission activities were hindered during this pandemic and engagement within communities was limited; b) Work as a peace committee was stalled.
Masvingo	<ul style="list-style-type: none"> a) Conflicts between community members and security services as some were said to be unnecessarily assaulting people; b) Significant upsurge in Gender Based Violence and Domestic Violence; c) Significant reduction in intra-party and inter-party conflicts, demonstrations and other types of civil unrest-based conflicts

Province	Key Conflict Issues Raised
	<p>during the Covid-19 lockdown period. This was attributed to the strict restrictions on public gatherings and movement;</p> <p>d) Unequal distribution of Covid-19 relief resulting in conflicts in communities as others were not benefiting from resources.</p>
Mashonaland East	<p>a) Lack of access to healthcare and other basic needs;</p> <p>b) Socio-political rights violated;</p> <p>c) Sources of livelihoods disrupted;</p> <p>d) An increase in gender-based violence cases;</p> <p>e) Exponential increase in school drop outs, teen pregnancies and child marriages;</p> <p>f) Isolation of displaced villagers in mining towns with peace building organisations grounded and unable to help effectively.</p>
Manicaland	<p>a) Access to market stalls was difficult;</p> <p>b) Sexual harassment levels increased;</p> <p>c) Corruption escalated as everyone tried to find means of survival;</p> <p>d) GBV escalated in the households due to various reasons.</p>
Bulawayo	<p>a) Covid-19 hindered physical meetings and programs initially slated for implementation in 2021. In the absence of physical meetings, virtual meetings could have been conducted;</p> <p>b) Escalation in cases of Gender Based Violence;</p> <p>c) Increase in the prevalence of teenage pregnancies and early child marriages;</p> <p>d) Increased cases of drugs and substance abuse;</p> <p>e) Increased cases of corruption;</p> <p>f) Loss of employment especially during the lockdown periods;</p> <p>g) Unequal distribution of goods and food aid;</p> <p>h) High cases of theft</p>

3.5.3.4 Summary of Common Conflict Issues During Covid-19 Restrictions

The following are the major issues raised which had a potential to threaten peace, unity and cohesion during the Covid-19 restrictions:

- a) Increase in social vices such as rape, incest rape, domestic and gender-based violence, theft, drug and substance abuse, girl child abuse and corruption;
- b) Increase in school drop, outs, child marriages, spousal conflicts; teen pregnancies;
- c) Limitation on peacebuilding operations and failure to take advantage of the methods under the new normal to implement peace-building activities;
- d) Increase in conflicts between citizens and public authorities (law enforcement authorities, local authorities);
- e) Threats to livelihoods (loss of employment, inability to access markets) and absence of welfare support for the vulnerable persons;
- f) Difficulty in accessing basic services (food, health care, medication, destruction of houses);
- g) Limitations on people’s rights to movement, gatherings and public demonstrations;
- h) Migration of conflicts from the streets onto the digital media spaces;
- i) Loss of key members and citizens due to Covid-19.



Figure 30: Mashonaland West Provincial Peace Committee after their preventative dialogue meetings in Chinhoyi

3.5.3.5 Strategic Partners and their Roles in Peace Building Work

As part of the engagements, the peace committee members also took time to share how different groups of the society (women, youths, children, people with disabilities and the elderly) were being affected differently by an upsurge in conflict and violence as well as the Covid-19 pandemic. Also discussed was the critical role that the Peace Committees need to play in making sure that some of the challenges being faced by these groups have been

addressed. Similarly, the peace committee members identified other key relevant partners who can strategically assist in the peace building infrastructure and the role they can play in various peace processes at different levels, as highlighted below:

Table 15: Strategic Peacebuilding Partners and the Role they Play in Peacebuilding

Strategic players	Role Played by Strategic Partners in Peace Building
Judiciary	-Effectively enforce existing laws on offenders
Traditional and Religious leaders	-Practice being apolitical and preach peace at all times -Being non-partisan
Youth	-Be at the forefront in programmes which promote non-violence -Inculcate a culture of peace and acceptance of defeat in the case of elections -Where disputes arise, resolve conflicts amicably
Peace Committee Members and their institutions	-Educate others on constitutional provisions -Embrace and respect Human Rights as outlined in the Constitution -Engage in sensitisation on voter registration -Responsible behaviour especially on social media, at home, church -Avoid hate speech, ensure neutrality, tolerance and respect for diversity -Provide accurate information on issues pertaining to elections
Media and artists	-Positive peace reporting and avoid polarised or divisive comments -Artists should also be encouraged to promote peace through jingles, poems, dramas and songs
Police	-Non-partisan strict enforcement of the law without fear, favour or prejudice
Independent election observers	-Act as mediators in cases where there is potential of violent conflict -Evaluate the fairness or credibility of the election process
Civil society organisations	-Voter peace education and civic education -Watchdog -Early warning and media tracking -Funding peacebuilding programmes at local level



Figure 31: Commission Chairperson Rtd Justice S.M. Nare, seated right, meets with the ZANU-PF leadership in Bulawayo

3.5.3.6 Stakeholder Engagements



Figure 32: Commissioner Advocate Gutu (second from right) meets with the Command Structure of the Zimbabwe Republic Police in Harare Metropolitan Province as part of the Commission’s first stakeholder engagements

The coming in of the new Members of the Commission brought in the need for stakeholder engagements and courtesy meetings as the new Commissioners were introduced to the nation, province by province and from one key stakeholder in peacebuilding work to another. The Commission set on nationwide courtesy visits meetings whose main thrust was to:

- a) Introduce Commissioners assigned oversight roles in different Provinces by the Commission;
- b) Raise awareness on the roles and mandate of NPRC;
- c) Create synergies for partnerships and collaborations in future peace building programmes with key stakeholders in promoting peace.

Engagements were done in all the 10 provinces coordinated by the Provincial Secretaries and other NPRC members of staff. The Commissioners met the following stakeholders:

- a) Ministers of State for Provincial Affairs and Devolution
- b) Permanent Secretaries for Provincial Affairs and Devolution
- c) Mayors and Town Clerks
- d) Provincial and District Officers Commanding Zimbabwe Republic Police
- e) Zimbabwe National Army Commandants
- f) Zimbabwe Prisons and Correctional Service Commanding Officers
- g) Leadership of the Zimbabwe National War Veterans Association
- h) Director General-CIO and Provincial Intelligence Officers
- i) Representatives of the political parties represented in the Parliament of Zimbabwe (ZANU-PF, MDC-T and MDC-Alliance)
- j) Civil society Organizations (mainly the umbrella/representative organizations of different sectors and lobby groups)
- k) Zimbabwe Council of Churches
- l) National Junior Councils Association
- m) Academic institutions
- n) Other stakeholders as per invitation/special request

During the ‘Meet and Greet’ sessions, stakeholders affirmed their commitment to work closely with the NPRC in promoting and preserving peace and security in the country for the current and future generations. They also shared their expectations from the Commission as far as conflict prevention and peacebuilding is concerned in Zimbabwe. Parties pledged to continue to keep each other abreast of any new developments and to support the new Commission, emphasizing the need for the Commission to share its detailed work plans so that they can see areas of potential collaborations and partnerships.



Figure 33: The Chairperson of the Commission (seated), together with Commissioner N, Gwere, meet with the MDC-T leadership in Bulawayo

3.5.3.7 Capacity Enhancement

Members of the Commission and staff took part in the SADC Infrastructures for Peace Mobilization Meeting and training. This was an important training which highly capacitated NPRC team in coordinating and working with the infrastructures for peace. It was also a platform for cross-pollination of ideas in peacebuilding work within the SADC region. The 3-day training for key institutions with infrastructures for peace was successfully conducted virtually with key topics such as conflict prevention, conflict management, resolution and transformation as well as the role of media in peace building; gender dynamics in conflict management and importance of partnerships being covered.

3.5.4 Dialogue and Mediation

As provided for in the Constitution of Zimbabwe, Section 252(i); ‘the Commission shall ‘conciliate and mediate disputes among communities, organizations, groups and individuals.’ Dialogue, mediation and conflict resolution programs were undertaken by the Commission. In addition, the National Peace and Reconciliation Commission Regulations, SI 90 of 2018 endorse the setting up of a Dispute Resolution Unit with the main objective to ‘manage and administer the mediation, conciliation of disputes, provide support and guidance to the parties and mediators.’ Program undertaken in this light include:

- a) Reconfiguration of the Dispute Resolution Unit
- b) Conflict prevention dialogue meetings
- c) Capacity building on dialogue and mediation



Figure 34: General Manager Mr J. Mashingaidze (centre) participates in a youth dialogue session on building peaceful societies held in partnership with the Zimbabwe Council of Churches

3.5.4.1 Reconfiguration of the Dispute Resolution Unit

The Dispute Resolution Unit (DRU), set in terms of the Section VII of the NPRC Regulations is meant to support dialogue and mediation work of the Commission, with the help of experts in the field to assist in navigating the peacebuilding space. The DRU’s objective is to proactively deal with conflicts in Zimbabwe in efforts to build a peaceful and cohesive societies and institutions. The exit of the past Commission meant that this Unit needed to be reconstituted and is now chaired by the Chairperson of the Thematic Committee on Conflict Prevention and Non-Recurrence, Commissioner Rukuni. The work of identifying peace champions and mediators to build a database as provided for in the Regulations will commence in 2022. Synergies that have been done by the Commission regarding mediation and conciliation was the participation in the launch of the National Peace Maker Council whose common objective is to facilitate resolution of disputes within the faith community.

3.5.4.2 Preventive Dialogue Framework and Provincial Preventive Dialogue Meetings

The Commission began preparations and meetings to draft a Preventive Dialogue Framework in March 2021. In April 2021, the Commission held a 3-day workshop in Harare to draft the Preventive Dialogue framework which was then finalized in May 2021. This forms the basis of preventive dialogue engagements that were subsequently conducted with peace infrastructures around the country (See 3.5.3.1 above).

3.5.4.3 Training and Capacitation on Mediation and Dialogue

A training on Gender Sensitive Conflict Resolution and Mediation Training was facilitated by the Victim Support, Gender and Diversity Thematic Committee in collaboration with UN Women and the African Women Leaders Network in Zimbabwe in collaboration with the

African Centre for the Constructive Resolution of Disputes (ACCORD). This strengthened the Commission’s capacities in conflict resolution and mediation created space for women peace builders to network. Five Members of the Commission and nine from the Secretariat attended training at the Africa University on ‘*Building Peace from the Inside and Supporting Insider Mediation for Sustainable Transformation of Conflict.*’ The objectives of the training were to;

- a) Support national efforts for peace and stability in Zimbabwe.
- b) Provide participants with the necessary dialogue, negotiation and mediation skills and approaches to ensure peace building from the inside.



Figure 35: Members of the Commission and the Secretariat attending a training on insider mediation at Africa University

Various facilitators with technical experts in the mediation, negotiation and peace building skills provided training and critical skills to the participants.

3.5.5 Conflict Prevention

The Commission is seized with the responsibility “...to do anything incidental to the prevention of conflict and the promotion of peace’ (Constitution of Zimbabwe: Section 252 (h)). Thus, the Commission actively followed developments in the print and digital media as well as from engagements to ensure that any potential for conflict is flagged and responded to.

3.5.5.1 Collaborations on Conflict Prevention

The Commission carried out various engagement meetings and collaborations with internal and external stakeholders. Following the demolitions in Mbare (Harare) which posed a threat to local and national peace, the Commission engaged the Mayor of the City of Harare. Other collaborative engagements were made with civil society actors among whom are the Zimbabwe

Divine Destiny, Catholic Commission for Justice and Peace, Zimbabwe Council of Churches, Zimbabwe Christian Alliance, Electoral Resource Centre, Ecumenical Church Leaders Forum, American Friends Service Committee, among others to explore ways of proactively attending to conflicts.

As part of awareness raising efforts on conflict prevention and peacebuilding, several print, radio, television and online/digital programmes were hosted in a bid to raise awareness on the role of the Thematic Committee, the Commission's current efforts to mitigate conflicts and proffer solutions on how the general citizens can play a part in building peace and the prevention of conflicts. Local community radio stations were used due to their regional presence and influence and how they closely resonate with the concerns and issues of the citizens in those areas. In partnership with the Green Governance Zimbabwe Trust, the Commission had a radio program on Diamond FM (Manicaland Province) focusing on the role that the Commission can play in addressing environmental conflicts in the region, strategic conflict resolution techniques that can be employed in addressing environmental conflicts and how can communities assist the Commission discharge its Constitutional duties.

3.5.5.2 International Day of Peace Commemorations

The National Peace and Reconciliation Commission joined the world in celebrating the International Day of Peace on 21 September 2021. Prior to the day, the Commission organised a series of programmes as a build up to the International Day of Peace (IDP) commemorations. From the 15th to the 21st of September 2021, the Commission conscientised the nation on the day, through digital media platforms, various radio stations and television in Zimbabwe. Radio programmes were scheduled for Commissioners to make presentations about IDP on what the day meant and symbolised to the nation and the world at large. The Commission lined up five Commissioners to represent the Commission at five different commercial radio stations in the various provinces of the country. Although, the Commission wanted to utilise more community radio stations, some were yet to broadcast at the time of the commemorations.

The radio shows commenced on the 15th of September with Skyz Metro FM where Commissioner Gwere represented the Commission, followed by Hevoi FM in Masvingo, where the Commission was represented by Commissioner Dr Rukuni while Commissioner Gutu on the same day had a slot on Capitalk FM. Commissioner Gwere also took the Nyami-Nyami FM slot on the 16th of September 2021 while Commissioner Dr Golden Chekenyere took the Diamond FM slot on the 17th of September 2021.

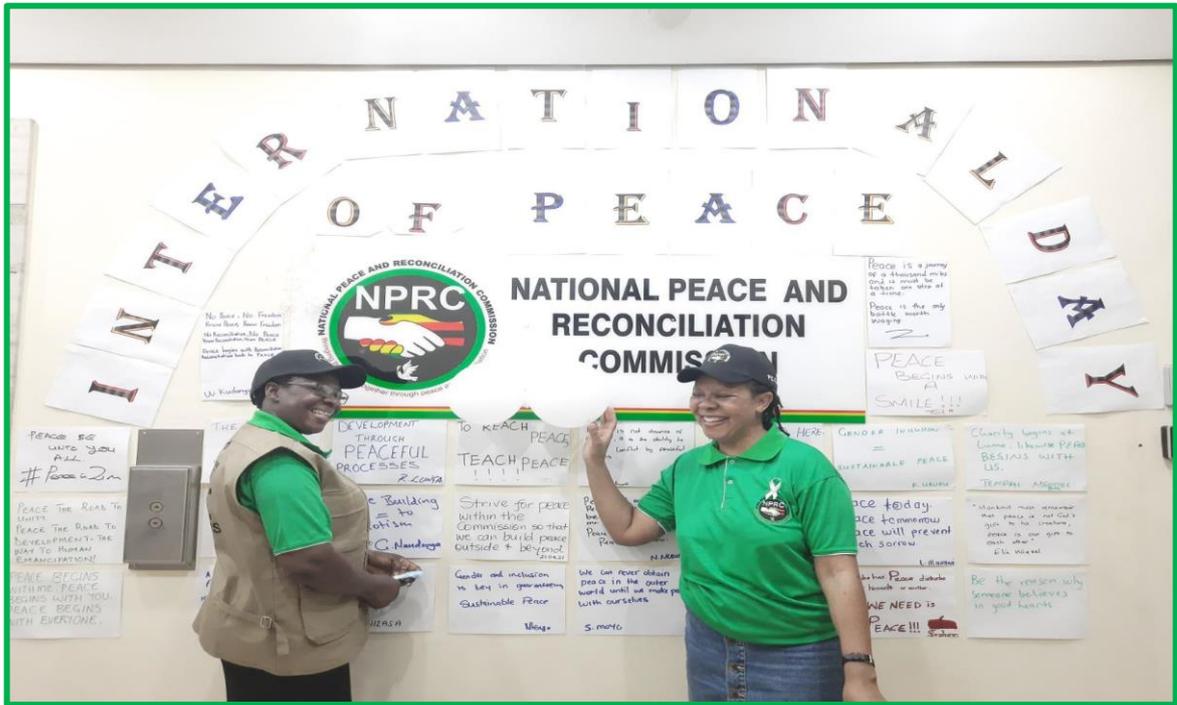


Figure 36: Executive Secretary of the NPRC, Mrs Zembe, (left) together with General Manager Mawema, go through messages shared by staff to commemorate International Day of Peace

Commissioner Gutu had an opportunity to go live on ZBC Television’s ‘Good Morning Zimbabwe’ where he raised awareness to the nation about IDP and its importance to the nation and what activities the Commission had planned for the day. On the International Day of Peace, NPRC published messages in the Chronicle and Herald newspapers. One was an advert to rally the nation in supporting peace work and committing to promote unity and cohesion while another was a profiling of the Members of the Commission who were sworn-in in May 2021.

NPRC RADIO PROGRAM

**GLOBAL PEACE MONTH-
INTERNATIONAL DAY OF PEACE**

HOST
WORKS GEZANI

GUEST
COMMISSIONER Dr TINASHE RUKUNI
Conflict Prevention and Non
Recurrence Chairperson

15 SEPTEMBER 2021
1530hrs



Hevo!
ihwi rokvedu
100.2fm



hevoifm100.2





hevoifm.co.zw



0713 060 600

Figure 37: One of the adverts for the Community Radio programs on International Day of Peace

The Commission also successfully launched an online Peace Concert on the Zimpapers Television Network (ZTN) Facebook and YouTube pages. Preparations included the design of e-fliers that were posted everyday as a countdown to the day. The concert premiered from 1830 hours to 2130 hours as part of the Commission's efforts to engage with audiences through edutainment programmes.



Figure 38: Jah Prayzah was the highlight of the IDP music concert on the 21st of September 2021

The Peace Concert constituted of remarks from the NPRC Acting Chairperson, the UN Resident Coordinator as well as performances from local artists who in their diversity represented most of the existing societal groups and music genres. The objective of the online Peace Concert was mainly to capture different audiences through music, raise awareness on the importance of peace and the mandate of the National Peace and Reconciliation Commission.

The Commission also engaged popular socialites to disseminate the message of peace, healing and reconciliation through video skits which came in two of the local languages (Shona and Ndebele). Comedians Sabhuku Vharazipi and Madlela Skhobokhobo were the main actors in the skits on preserving peace in communities, homes and places of work. Emphasis was put on peace and IDP commemorations and the 2021 theme as well as how to recover from the Covid-19 Pandemic. The objective of the skits was to capture a wide range of audiences through humorous comedies, raise awareness on the existence of NPRC and its mandate to maintain peace. The skits were uploaded on the NPRC, 'Masasi aSabhuku Vharazipi, naMbuya Mai John naChairman' and Madlela Skhobokhobo, Facebook and YouTube pages. Viewership, comments and shares for the Sabhuku Vharazipi and Skhobokhobo skits have been rising on Facebook, evidence that social media has an impactful role on the dissemination and sharing of

peace messages. <https://www.facebook.com/watch/?v=450007642962360;>
<https://www.facebook.com/madlaskhobokhobo/videos/1018345212346954>



Figure 39: Chairperson of the Thematic Committee on Prevention and Non-Recurrence, Commissioner Dr Rukuni goes through the messages shared on IDP

A virtual event was held on the 21 September to commemorate the International Day of Peace (<http://www.nprc.org.zw/international-day-of-peace-symposium/>). Speakers at this commemorative webinar who gave solidarity messages include the UNDP, NANGO) and representatives from youth and women’s organizations. The virtual symposium focused on how local and international partners, women’s representatives, civil society and youths can play a role in promoting the peaceful co-existence, unity, healing and reconciliation in Zimbabwe.

<http://www.nprc.org.zw/idp-commemorations-remarks-by-tafadzwa-muvingi/>,

<http://www.nprc.org.zw/wp-content/uploads/2021/09/%E2%80%98Civic-Society-Voice-on-the-International-Day-of-Peace-Commemorations%E2%80%99.pdf>

Another highlight of the commemorations was the press statement by the spokesperson of the Commission, Commissioner Obert Gutu which highlighted the disparities in access to life saving Covid-19 vaccines and the impact on unity and cohesion within and among countries.

<http://www.nprc.org.zw/national-peace-and-reconciliation-commission-statement-on-the-international-day-of-peace/>. This statement was carried in most of the national newspapers

<https://www.sundaymail.co.zw/new-international-day-of-peace-remembered>,

<https://www.herald.co.zw/nprc-warms-up-to-peaceful-polls/>, an indication of the extent to which the programs scheduled on and during the run up to the commemorations were covered and reached out to the public.



Figure 40: Spokesperson of the Commission, Commissioner Advocate Gutu, engages with the press on International Day of Peace

3.5.5.3 Elections Conflict Prevention Strategy



As the election mode is now on, the Commission finalized the drafting of an Elections Conflict Prevention Strategy which will inform by-elections and harmonized elections programs of the Commission in 2022 and 2023. The development of the strategy was a culmination of consultations with critical stakeholders who supported the Commission to come up with measures to end the cyclical and traditional culture of electoral violence, to reach out to all essential influencers in the peace circle with the aim of ensuring that the upcoming elections are not hostile, polarized and are tolerant. The strategy seeks to build inter-generational and all-inclusive conversations on electoral peace processes. The strategy proposes several programs to be carried out by the Commission and supported by other stakeholders and will focus on the following umbrella conflict preventive actions:

- a) Behaviour and Attitude Change Actions
- b) High Level Stakeholder Engagements and Partnerships
- c) Capacity Building and Enhancement
- d) Visibility and Information Dissemination

e) Peace-Building Initiatives

The election strategy will leverage on the competencies, expertise and experiences of ongoing peace building initiatives and collaboratively mobilize for peace during the electoral period.

3.5.5.4 Covid-19 Peace Monitoring

The Covid-19 pandemic has been accompanied by a surge in stigma, discrimination and disproportionate access to life saving vaccinations. At a global level, the Covid-19 pandemic has seen a surge in conflicts which has led to avoidable straining of relationships and unnecessary loss of life. Lockdown restrictions have further led to marginalization of the poor, conflicts over use of resources and also a surge in polarization of society both online and offline. Within the Zimbabwean context, there have been conflicts during the lockdown restrictions and some have been exacerbated by the Covid-19 pandemic. There have been increased reports of natural resource-based conflicts for example in Chisumbanje, in gold mining areas such as Shurugwi and Penhalonga, as well as conflicts over access to basic provisions such as water, education and even health services.

Within the family context, increased gender-based violence have been reported. Due to the shift from working physically to the digital space, there has been an increase in online hate speech and discrimination, and hate speech over political differences. To confront this scourge, the NPRC has been utilizing its Covid-19 Peace Monitoring team in line with Section 252 (j) of the Constitution of Zimbabwe which enjoins it not only to prevent conflicts, but also ‘...to recommend legislation to ensure that assistance, including documentation, is rendered to persons affected by conflicts, pandemics and other circumstances’. The Commission has thus received and investigated a number of complaints instigated as a result of the Covid-19 environment that citizens are surviving under.

3.5.6 Recommendations

- a) Political parties wield the power to influence society in a positive or negative way and the disharmony of these political institutions may significantly affect unity and cohesion in the country. To ensure that there is no disorder in the way political institutions behave, it is prudent for them to act within the confines of, at the very least a Code of Conduct (not only activated during elections time), and at best a legal framework;
- b) There have been conflicts that have occurred as a result of forced displacement, removal or destruction of properties resulting in citizens not only losing valuable property but also causing serious tensions among affected persons and local authorities. In line with the Kampala Convention which provides for guarantees for safe and dignified internal

migration and it is recommended that measures be put in place to avert discomforts for people where evictions, demolitions or relocations of property owners is being pursued;

- c) In view of the fact that elections are a known conflict multiplier, the role of the NPRC in electoral conflict prevention should be properly defined in the Electoral Act, in similar manner to the way in which the role of ZHRC is defined. This can also be reinforced by coming up with a liaison structure for Independent Commissions to help them work collectively rather than in competition with each other, during national programs.

3.6 FINANCE, ADMINISTRATION AND HUMAN RESOURCES

3.6.1 FINANCE

3.6.1.1 Funding from the Government of Zimbabwe

a. 2021 Budget

The Commission received a resource envelope of \$133 million for all its operations in 2021. 16% of the 2021 resource envelope was allocated to compensation of employees, 40% to use of goods and services and 44% to acquisition of non-financial assets. The Commission has two Programs through which Commission activities are implemented namely Governance and Administration and National Peace and Reconciliation. Governance and Administration, which is Program 1, has five sub programs under it and received 63% of the total budget. The structures that support the programming work for the Commission are housed under Program 1 hence the substantial resource allocation. The remaining 37% of the budget was allocated to Program 2 (National Peace and Reconciliation) with four sub programs.

Table 16: List of Programs and Sub-Programs of the Commission

Program 1: Governance and Administration	Program 2: National Peace and Reconciliation
Sub-Programs	Sub-Programs
1. Chairman, Commissioners and Executive Secretary	1. Conflict Prevention, Management, Resolution and Transformation
2. Finance, Administration and Human Resources	2. Healing and Reconciliation
3. Legal and Audit Services	3. Victim Support, Gender and Diversity
4. Monitoring and Evaluation	4. Complaints Handling, Investigations and Legal Services
5. Research and Knowledge Management	

b. Acquisition of Non- Financial Assets

The Commission was allocated \$59 million for procurement of non-financial assets for the period under review. From the 2021 allocation, \$38.8 million was released towards the procurement of pool vehicles for use by the Commission from which seven vehicles were bought. A total release of \$19.6 million went towards the procurement of furniture and ICT equipment for use by the newly recruited staff members.

3.6.1.2 Funding Under Strengthened Infrastructures for Peace from UNDP Basket Fund

The support under the Peace Building Fund came to an end on the 19th of February 2021. The Commission secured funding through UNDP focusing on two thematic areas that is Conflict Prevention and Non-Recurrence (CPNR) as well as Healing Reconciliation and Rehabilitation (HRR). The total support received amounts to 1,000,000.00 Norwegian Krone equivalent to US\$100,000 of which \$78,000 has been used towards Peace Committees preventive dialogue meetings, leaving a balance of \$22,000.

3.6.2 HUMAN RESOURCES AND ADMINISTRATION

Human Resources and Administration is a support function which coordinates the day to day operations of the Commission and ensures that the entry, stay and exit of staff is amicable.

3.6.2.1 Recruitment, Training and Induction

During the year, His Excellency the President, Dr E.D. Mnangagwa swore in six new Commissioners after the expiry of contracts of former Commissioners. Several in-house handover and familiarization programs, including a team building session, were conducted between May and December 2021. Stakeholder meetings were also conducted as described in the report above. The Commission filled 45 vacant posts provided by the Treasury Concurrence which approved a staggered recruitment process; 20 posts in March 2021 and 25 posts in July 2021. The Commission complied with Section 9 of the NPRC Act which provides for Gender equity in the structure of the Commission, in secretariat and any other committees the Commission may set up. The Table below represents the gender distribution of Commission Members appointed and staff recruited or promoted in 2021.

Table 17: Composition of New Members and Staff in 2021

Position	Females	Males	Total	% Female Representation
Commissioners	3	3	6	50
Managers	6	3	9	67

Position	Females	Males	Total	% Female Representation
Officers and Below	28	16	44	63
TOTAL	37	22	59	58

During this period, the Commission successfully held a Personnel Performance System training from 17 to 22 May 2021 at the Village Lodge in Gweru. The training sessions were facilitated by Mr Bhiri and Mr Mutyamaenza from the Public Service Commission.



Figure 41: Mr Mutyamaenza from the Public Service Commission works with NPRC's Finance and Administration team to develop personnel performance plans for 2021 in Gweru

The Human Resources Policy and Procedures Manual stipulates that newly employed members should be inducted within the first six months of engagement. However, resources were limited, resulting in the Commission having to resort to internal mini-induction sessions to ensure that new staff are in tune with the culture and systems of the organization.

3.6.2.2 Staff Welfare

The Commission adhered to the Ministry of Health and Child Care and Public Service Guidelines on Covid-19 in various ways. Provision of data for management so that they could work from home was done. Pool vehicles were availed to junior staff so that they could be ferried to and from work to avoid the use of public transport. Staff members continued to report for duty on rotational basis. The Commission also operated in line with Chapter 12 of the NPRC Human Resources Policy and Procedure Manual which provides for funeral assistance for all staff members who were bereaved.



Figure 42: Above and below: NPRC staff going through team building exercises

3.6.2.3 Procurement of Vehicles and Furniture

The Commission, with the support of the Treasury procured office furniture and equipment. Seven Double Cab Isuzu X-Riders out of 10 vehicles for which Cabinet Authority had been granted were procured. The Commission also completed the partitioning of the 6th Floor.

3.6.2.4 Setting up of Regional Offices

As part of the decentralization strategy as prescribed in Section 6(3)(a) of the NPRC Act, the Commission set up three additional Regional Offices namely, Eastern Region, Central Region and Northern Region. Efforts are underway to cascade down to Provinces in fulfilment of the devolution agenda.



Figure 43: The Chairperson of the Commission, Rtd Justice S.M. Nare and Commissioner Gwere meet with the Secretariat in the Southern Region Office in Bulawayo

3.6.2.5 Internal Procedure Manuals

A number of internal procedure manuals were crafted and printed.

3.6.3 PROCUREMENT

3.6.3.1 Introduction

Since the NPRC is funded from the fiscus; it uses an ERP system called SAP. SAP complexity affects the procurement process cycle time.

3.6.3.2 Major Procurements

The Commission made the following major procurements

- (i) 7 Isuzu X-Rider vehicles which were fully delivered
- (ii) Office furniture which was delivered

3.6.3.3 Tender Performance

Tender performance guidelines were well adhered to and the Commission's website, digital media platforms and notice board were used to advertise requests for quotations.

3.6.3.4 Procurement Compliance Matters

- a) The Accounting Officer was given the authority to conduct procurement in terms of Section 15 of the PPDPA Act and is in Class A;
- b) The Accounting Officer submitted the 2021 Annual and Individual Procurement plan in terms of Section 22 and 23 of the PPDPA Act and the Regulator gave the authority to procure for the year 2021;

- c) The Accounting Officer submitted all the 2021 monthly procurement returns on time to the Authority;
- d) The Accounting Officer did not enter into any contract or share procurement arrangement with any other Procuring Entity;
- e) The Accounting Officer did not cancel any major procurements. A few cancellations were done in the Request for Quotations threshold. This was due to cancelled programmes or poor liaison among user departments.

3.6.4 RESOURCE MOBILIZATION AND PARTNERSHIPS

The Commission, through the Resource Mobilisation Thematic Committee produced a Resource Mobilisation Strategy to work as the coordinating document in the efforts of the Commission to seek additional resources.

3.6.4.1 Objectives of the Strategy

This strategy notes the need for NPRC to augment the budgetary support being received from government so as to increase the coverage, quantity and quality of peace building services that will benefit Zimbabweans. In coming up with this strategy, the Commission seeks to:

- a) Identify potential sources of open funds locally, regionally and globally and develop strategies to engage at least five such sources per quarter and solicit for resources;
- b) Map the NPRC's operational advantages and how these can be used to build a resource base to strengthen them;
- c) Identify the Commission's funding gaps or priorities, matching these to the pool of donors and developing funding proposals thereof;
- d) Maintain a network of funding contacts and build relationships or synergies with them through collaborative programs and sharing lessons learnt;
- e) Develop a program to market and publicize the Commission's work locally and internationally.

3.6.4.2 Commission's Comparative Advantage

The Resource Mobilisation Strategy is premised on the Comparative Advantage that the has ahead of other peace building entities in the country. The Commission's comparative advantage is centred on the following key areas:

- a) The Constitutional and legislative mandate (Chapter 12 of the Constitution, Sections 233; 251-253; NPRC Act Chapter 10:32);
- b) The guaranteed independence of the Commission (Section 235 of the Constitution);

- c) The acknowledgment - that peace, unity and reconciliation form one of the key basic preconditions for achieving national development (National Development Strategy 1- Page 225-226), Zimbabwe’s Vision 2030 and Sustainable Development Goals;
- d) Goodwill from stakeholders in Zimbabwe including the government and non-government sector.

In 2021, efforts began to sufficiently man the Resource Mobilization and Partnerships Department, which work will be finalised in 2022.

3.7 MEDIA AND COMMUNICATION

3.7.1 Background

The Media and Communication Unit draws its mandate from Section 11 of the NPRC Regulations, Statutory Instrument 90 of 2018. It provides for the Commission to create a Unit to engage in communication and outreach with victims, partners, stakeholders and the public. The Commission is required to embark on a public outreach campaigns to educate and inform the general population on the mandate, objects and functions, policies and procedures of the Commission as well as its ongoing operations. The Commission’s programmes received media coverage throughout the year. Programmes such as Provincial Peace Committee meetings, international commemorations, trainings and workshops among others were covered in the print and digital media.

3.7.2 NPRC News Stories in the Media



Figure 44: Some of the stories captured in the media in 2021

Efforts were made to facilitate radio and television slots where Commissioners had an opportunity to articulate the mandate of the Commission and the various thematic departments. NPRC digital media sites played a key role in disseminating real time information with regards to the Commission’s programmes. NPRC website, Twitter handle, Facebook page and Instagram account were awash with Commission activities and programmes which were regularly updated.

All the important Commission events were posted on the sites. The Commission also received coverage for its programs some of which are captured below:

<http://www.nprc.org.zw/wp-content/uploads/2021/11/Twitter-Message-Day-6-PDF.pdf>

<http://www.nprc.org.zw/wp-content/uploads/2021/11/Remarks.pdf>

<https://herald.co.zw/nprc-wants-peaceful-polls/...>

<http://www.nprc.org.zw/wp-content/uploads/2021/09/Remarks-by-Tafadzwa-Muingi.docx>

<http://www.nprc.org.zw/?p=1132&preview=true>

3.7.3 Other Media and Publicity Programs of the Commission

The Commission’s messages on international and national commemoration days were posted on time thus amplifying the importance of those days and the visibility of the Commission. International Day of Peace, International Youth Day, Independence Day, Heroes Day among others were some of the commemorative days the Commission participated in. The Commission also supported the branding and mounting of signage at NPRC offices in Harare and the Southern Region office which helped to improve the visibility of the Commission.



Figure 45: One of the Commission’s billboards mounted around the country

The Commission printed banners and backdrops which are very important in making the Commission more visible especially when conducting Commission programmes. Exhibitions at the Mashonaland West Agricultural Show, Manicaland Agricultural Show and the Midlands Agricultural Shows had a lot of coverage, in the process helping communities around the country to receive the Commission's services and programs.

3.7.4 Challenges

Polarisation is a major challenge affecting the Commission's information dissemination, media and publicity work. Although the Commission received good media coverage on most of its programmes, certain sections of the media who are bent on tarnishing the image of the Commission by publishing negative stories about it. However, this did not deter the unit from continuing to publish Commission programmes.

3.7.5 Conclusion

The Commission still needs to robustly improve its visibility using both digital and mainstream media to effectively receive adequate coverage and to capture the diverse audiences in Zimbabwe.

4 STRATEGIES FOR GENDER MAINSTREAMING

4.1 Introduction

The Commission's Victim Support, Gender and Diversity Unit plays an important role in ensuring that the Commission has the internal capacity to comply with legal and constitutional standards on gender equality, victim support and inclusivity. The Unit however plays a facilitatory and coordinating role. All other functional units, committees and individuals within the Commission are expected to play a role in mainstreaming gender, ensuring inclusion and putting victims at the centre of their work as provided for in Section 9 of the NPRC Act which calls for:

- a) All Commission organs to consider and address gender implications of their activities;
- b) Mainstreaming of gender imperatives and human rights principles into every aspect of the Commission's work;
- c) Gender equity in the structure of the Commission, its secretariat and any other committees that the Commission may set up.

In pursuit of the above, this section details measures that were put in place in 2021 to facilitate and ensure the effective mainstreaming of gender in the Commission's work as well as intervention strategies put in place by Thematic Departments to engender their programmes and activities.

4.2 Guiding Framework for Gender Mainstreaming

In 2021, the Commission developed a key Policy Strategy to guide the mainstreaming of gender in the Commission's work in the form of the Gender and Inclusion Policy. The policy outlines the specific guidelines and rules on how the Commission will incorporate gender into its work and strategies to encourage the participation of women, girls and other marginalised groups in the work of the Commission. The Policy presents an opportunity for accelerated action in mainstreaming gender in the Commission's mandate. All Thematic Departments will henceforth, be guided by the Gender and Inclusion Policy in pursuing gender inclusive peace-building processes. To ensure accountability in the implementation of gender mainstreaming strategies provided in the Policy, all Thematic Departments will develop Annual Gender Action Plans guided by gender and inclusion priorities, strategies and actions provided in the policy.

4.3 Institutionalisation of Gender Mainstreaming in NPRC Management Systems

A coordinated system for the implementation of gender mainstreaming strategies is critical for the success of gender mainstreaming efforts. In line with the NPRC Act Section 9(2), the

Commission is required to appoint or second a dedicated Gender Focal Person to every unit, committee or body that it may establish or set up. In 2021, the Commission facilitated the institutionalisation of NPRC Gender Focal Persons in its Thematic Departments. This will strengthen the Commission's gender mainstreaming mandate through **increased attention to gender equality**, improved coordination, monitoring and evaluation of gender mainstreaming through the Gender Focal Persons. Institutionalisation of Gender Focal Persons in other Commission structures such as Peace Committees will be finalised in the year 2022.

4.4 Capacity Strengthening of the NPRC and its Infrastructures

Capacity building on gender mainstreaming is critical to ensure effective implementation of gender mainstreaming strategies. In 2021, the Commission conducted the following capacity building activities to strengthen its institutional structures on gender mainstreaming:

4.4.1 Gender and Transitional Justice Training

With the support of UN Women Zimbabwe, UN Women New York and the International Centre for Transitional Justice, the Commission facilitated a training on Gender and Transitional Justice for Commissioners and staff from the 26 to 27 July 2021. The training equipped Commissioners and staff with skills on mainstreaming gender in transitional justice mechanisms and in general, broadened skills for incorporating a gender inclusive approach into the design and implementation of the Commission's mandate.

4.4.2 Positive Peace Training for Women in Peace Committees

Series of Positive Peace Trainings were conducted for 25 female members of the Provincial Peace Committees on the dates 30 June 2021, 20 September 2021, and 23 September 2021. The trainings equipped women peace builders with skills to effectively contribute to gender sensitive peace building by emphasising on gender mainstreaming, women's empowerment, sustainable development and peace building linkages. The training further highlighted opportunities that can be utilised by women in their various roles and capacities to influence sustainable and positive peace.

4.4.3 Gender Sensitive Conflict Resolution and Mediation Training

To strengthen skills on mainstreaming gender in conflict analysis, mediation and conflict resolution, the Commission, with the support of ACCORD and UN Women facilitated two sessions of Gender-Sensitive Conflict Management, Prevention and Resolution virtual trainings for Commissioners and staff as follows:

Table 18: Trainings Conducted on Gender Sensitive Conflict Management

	Dates	Males	Females	Total
1st Group	28-29 September 2021	2	31	33
2nd Group	05-06 October 2021	6	26	32
Total		8	57	65

The trainings were graced by high level delegates in the peace and security sector such as Hon. Minister. M. Mutsvangwa, Minister of Information, Publicity and Broadcasting Services and Hon. O.C.Z Muchinguri-Kashiri, Minister of Defence and War Veterans Affairs. Among the participants were representatives of civic society organisations in the women, peace and security sector as well as women peace builders at national level. The trainings provided knowledge and expertise on gender-sensitive conflict analysis, mediation and conflict resolution, increased the engagement of women in peacebuilding and advancing the role of women in promoting peace at the national level as well as providing an opportunity for women mediators to share experiences.

4.5 Mainstreaming Gender Imperatives Across the Commission

Several efforts have been made in a bid to mainstream gender across all Commission programmes and activities as provided for in Section 9 of the NPRC Act which mandates all organs of the Commission to consider and address gender issues in the delivery of their mandate. The following section highlights major gender mainstreaming efforts employed by the Commission's Thematic Departments in 2021.

4.5.1 Research and Knowledge Management

The Research and Knowledge Management Department carried out community-based researches in Masvingo, Mutoko, Chisumbanje and Silobela where gender was a key variable enquired on to capture the different realities of women, men, boys and girls in conflict situations. Mainstreaming gender issues in research is essential as it informs the Commission's future programmes around gender issues of concern. As such, the community-based researches which enquired on issues ranging from political violence, displacements, land disputes and economic rights, brought to light key gender issues that that will be addressed through programmatic interventions. The Department is initiated the process of developing a Social Cohesion and Reconciliation Index for Zimbabwe with gender indicators to capture the gendered dimensions of social cohesion and reconciliation. Additionally, the desk review on indigenous knowledge systems and peacebuilding also enquired on the gendered nature of

indigenous knowledge systems and the roles played by men and women in healing and reconciliation.

4.5.2 Complaints Handling, Investigations and Legal Services (CHIL) Department

Applying victim support and gender sensitive lenses is critical during Complaints Handling and Investigations. During its investigations in 2021, the Department continued to disaggregate information on cases handled by sex, a variable which is important in analysing the gender dimensions of cases investigated by the Commission. The CHIL Department also included the Victim Support gender and Diversity team in all its investigations to ensure victim centred, gender inclusive complaints handling and investigations that consider lived experiences of men, women, boys, girls and youths during and after violent conflict situations.

4.5.3 Healing, Reconciliation and Rehabilitation (HRR) Department

The HRR Department engaged in strategic partnerships during the year under review. The partnerships on healing and reconciliation programmes included a number of stakeholders working in the gender and peacebuilding sector. This continues to facilitate gender responsive healing, reconciliation and rehabilitation programmes. During the year, the Department also conducted healing sessions targeted at women only as a unique group with special specific needs.

4.5.4 Conflict Prevention, Management, Resolution and Transformation Department

During the period under review, the CPMRT Department continued to accelerate its efforts in mainstreaming gender in the finalisation and operationalisation of the Conflict Early Warning Early Response System (CEWER). In its stakeholder engagements and conflict prevention programmes, the Department specifically targeted youth and women's groups. In addition, the Conflict Prevention Dialogues held across the ten provinces enquired on conflict related gender-based violations and brought to the fore strategies for victim support and for the prevention of conflict related gender-based violence during elections. During the year under review, the CPMRT Department also initiated the development of an Elections Conflict Prevention Strategy which is gender sensitive through detailing strategies on preventing and responding to gendered conflicts during elections.

4.5.5 Gender Mainstreaming in Human Resources

The Commission is mandated to ensure Gender equity in all its structures. In 2021, the Commission recruited new Secretariat and new Commissioners were appointed. Below is the

sex disaggregated data and analysis of the composition of the Commission and its Secretariat as of December 2021.

Table 19: Gender Composition of Staff and Commissioners

Position	Females	Males	Total	% Female Representation
Commissioners	4	5	9	45
Executive Secretary	1	0	1	100
General Managers	2	5	7	29
Managers	11	6	17	65
Officers and below	42	29	71	59
TOTAL	60	45	105	63

The current overall structure shows the Commission’s cumulative steps to engender its recruitment processes with a female complement now standing at 63%. (Commissioners and staff). The recruitment of more female Managers (65%) is also a major milestone as an equity measure to balance the glaring gap at the level of General Managers where, female representation is at 29%. It is however of concern to note that, women continue to dominate the lower level positions of Managers and Officers or below while men dominate high level positions of General Managers.





Figure 46: Striving for balanced representation in Commission programs: Top- Complaints Handling and Investigations team on field work and, bottom- Commissioners and Secretariat attending a training program

4.6 Institutional Reflections to Accelerate Gender Mainstreaming in the Commission

The following foundational requirements were identified through programmatic and institutional reflections on what should be done to accelerate gender inclusive peace building programming-;

- a) Beyond the VSGD Thematic Committee, there is need for commitment on gender mainstreaming by all Commissioners as the torch bearers;
- b) Strengthen the capacity of Commissioners and staff on gender analysis and the design and implementation of gender inclusive interventions. All employees should undergo routine training and capacity building on gender mainstreaming;
- c) Integrate gender into the Commission’s corporate monitoring framework to encourage practices of collecting and analysing gender disaggregated data and generating more evidence on the impact of gender inclusive programming as well as training of M and E personnel, programme and sub-programme managers on gender equality tracking, monitoring and evaluation;
- d) Build and strengthen intersectoral linkages and collaboration with Civic society Organisations working on gender, women, peace and security;
- e) Capacitate all peace committee members on gender sensitive peace building instead of undertaking a selective approach;
- f) Ensure that information on gender mainstreaming in peace building is readily available in the Commission, including through innovative strategies that are context specific and messaging specifically crafted for the marginalised groups and rural communities;

- g) Ensure that efforts to promote gender inclusive peace building are locally led and contextually adapted.
- h) Utilise participatory processes and creative approaches to promote meaningful inclusion of women, men, boy, girls and other disadvantaged groups.
- i) Work on masculinities and engage men and boys to address gendered drivers of violent conflicts.
- j) Engage Multi-Stakeholders to align priorities for gender equality and inclusivity in peace building to local realities and priorities.

4.7 Conclusion and Way Forward

NPRC Gender mainstreaming initiatives implemented in 2021, are a key milestone and a step in the right direction in facilitating gender inclusive peace building. The Commission's Thematic Departments made great strides in engendering their respective programmes and developing strategies to leverage gender inclusive peace building practises. Notwithstanding this, more still needs to be done to ensure that gender is systematically engrained in all activities and practises of the Commission. Additionally, the capacity building programmes implemented in 2021 were mostly introductory and did not provide adequate conceptual grounding on gender mainstreaming to facilitate institutionalisation of gender mainstreaming in the Commission. To address these gaps and for the systematic institutionalisation of gender mainstreaming in the Commission, in 2022, the VSGD will support the development of Annual Gender Action Plans across the Commission's Departments as an entry point to ensure accountability on gender mainstreaming and as a mechanism for operationalising the Gender and Inclusion Policy. Continuous capacity building programmes on gender mainstreaming for all the NPRC institutional structures will also be prioritised.

5. CHALLENGES AND LESSONS LEARNT

5.1 Challenges

The challenges that the Commission faced during its operations were as follows;

5.1.1 Resource Constraints

- a) The Commission's budget allocation was insufficient for coverage of its wide programs; for example; resources were not adequate to handle and investigate all the cases received hence some cases were either attended to outside designated timeframes or not attended to;
- b) Although the Commission has met its total staff establishment, the volume and prevalence of work and the need to have provincial presence in line with the devolution agenda, means that the human strength remains far insufficient to cover the whole country;
- c) Availability of tools of trade such as laptops and desktops remains inadequate for Commission staff, more-so in an environment where work methods are shifting to the virtual workspace in line with the new normal. The Commission does not have sufficient office accommodation thereby compromising the confidentiality of some processes such as investigations, counselling, victim support among others.

5.1.2 Covid-19 Restrictions

- a) Due to the Covid-19 pandemic regulations, the Commission's manning levels were cut down and staff and clientele mobility was generally limited. The Covid-19 pandemic made it difficult for the NPRC to conduct its duties most of which require NPRC to be on the ground. Traveling restrictions have made it impossible to carry out field work.
- b) Covid-19 led to migration to online meetings and working from home. This was however a challenge as the majority staff members were not provided with data to allow for seamless work flow;

5.1.3 Budget Releases

- a) Slow and inadequate release of budgetary allocations makes it difficult for the NPRC to stay in line with its scheduled activities during the course of the year. At the point of release of resources, the biggest chunk is channelled towards unavoidable Program 1 expenses (compensation, statutory payments, rentals) leaving out negligible balances to implement Program 2 work.

5.1.4 Economic Environment

The economic environment has had a negative impact on the Commission in the following ways:

- a) Escalating prices of goods and services thereby affecting procurement processes;

- b) High cost of leaving which has impacted negatively on staff welfare thereby increasing staff turn-over and commitment;
- c) High administrative costs eg rentals, fuels;
- d) Failure to match with the disparities between the official and the black-market rates, the latter of which is used by suppliers of goods and services

5.2 Lessons Learnt

Table 20: Lessons Learnt from Programs Conducted

Area	Lessons Learnt
IT, Media and Communication	<ul style="list-style-type: none"> a) The use of multi-media is effective in information dissemination and promoting the visibility of the NPRC. b) The use of technology, new strategies and innovation are essential in ensuring that implementation of activities continues in emergency situations.
Finance	<ul style="list-style-type: none"> a) The Commission’s budget should include budget provisions for emergencies to cater for unforeseen circumstances such as the effects of the Covid-19 pandemic.
Infrastructures for Peace	<ul style="list-style-type: none"> a) The use of Provincial Peace Committees as the coordination point for NPRC programs makes it easy to plan and reach out to significant stakeholders; b) The challenges presented by Provincial Peace Committees to implement programs amidst Covid-19 restrictions make it necessary to devolve peace infrastructures to lower levels (districts, constituencies and wards).
Monitoring and Evaluation	<ul style="list-style-type: none"> a) Stakeholder participation is essential in program design as it reflects the concerns of the victims and it also sustains programs.
Complaints Handling and Investigations	<ul style="list-style-type: none"> a) Investigations require to be done timeously to avoid either the escalation of the conflicts or parties resorting to self-help means or being overtaken by events thereby eroding public confidence in the Commission; b) Some people are not aware of the Commission’s existence, whilst some doubt its independence thereby are reluctant to report the conflicts they face; c) Civil Society Organizations and Community Based organizations often blow-up or inflate the nature, extent and scope of conflicts to

Area	Lessons Learnt
	<p>advance their own ulterior motives. Commission should endeavour to control the peace building narrative by attending to disputes early;</p> <p>d) The exhibition shows provide an opportunity for both visibility of the Commission and an avenue for members of the public to lodge complaints and have them resolved or referred to other stakeholders for further management.</p>
Legal Services	<p>a) Gaps existing in some laws may inadvertently be the reason why some conflicts continue to recur. In some cases, the absence of certain laws (for instance Witness Protection Act); inhibits the Commission’s peacebuilding work as some witnesses are reluctant to volunteer information useful for investigation for fear of victimization.</p>
Research and Knowledge Management	<p>a) Traditional leadership and communities in general require to be engaged in investment activities, including corporate social responsibility programs in order to avoid conflicts;</p> <p>b) Communities believe and labour under a misconception that they have a natural right to ownership of communal land thus becoming a source of conflict if government rolls out development programmes on communal land without consulting them;</p> <p>c) Community Based Research is ideal if one wants to produce authentic data.</p>
Healing, Reconciliation and Rehabilitation	<p>a) Learners have requested for voices to be heard and this is an opportunity for the Commission to reach out to schools in peace education;</p> <p>b) Indigenous systems of healing and reconciliation follow the restorative model and more desirable to employ and results in sustainable restoration of peace;</p> <p>c) Partnerships and collaboration with the Chiefs allow for the Commission to reach a wider scope of Communities under the judication of the Chiefs.</p>

Area	Lessons Learnt
Victim Support, Gender and Diversity	<ul style="list-style-type: none"> a) There is need to employ an inclusive approach where men, women and youths are engaged and involved in fighting against conflict related gender-based violence and the promotion of gender inclusive peace building; b) There is high level of conflict related GBV during electoral processes as well as in areas affected by strife and emergencies hence the need to accelerate awareness campaigns on ending all forms of violence against women and child marriages; c) There is need to strengthen capacity building programmes on the design and implementation of gender inclusive and victim centred interventions through routine training and refresher courses for Commissioners, all members of staff and Peace Committee members.

6. RECOMMENDATIONS FOR THE PROMOTION OF PEACE

Section 252(j) of the Constitution of Zimbabwe, Amendment (No 20) Act, 2013 mandates the Commission to recommend legislation to ensure that assistance is rendered to persons affected by conflict. Furthermore, Section 16(6)(g) of the NPRC Act provides for the inclusion of any legislative, administrative or other practical reforms which should be taken to prevent, manage or resolve conflicts in the Commission reports. Below is a summary of the proposed legislative, policy and administrative recommendations.

6.1 Legislative Recommendations

6.1.1 Peace-Conflict Impact Assessment Law

The Commission has noted several conflicts emerging between investors and communities and has noted the high likelihood of similar conflicts arising in the future as more companies continue to invest in Zimbabwe. There is a gap that there is no law which provides for an assessment of the potential conflicts that could be generated between investors and host communities where new investments are implemented. These conflicts pose threats to the country's peace, social cohesion and development. It is proposed that a law be put in place to guide investor-community relations before inception of investment projects. The Commission therefore recommends the enactment of a Peace-Conflict Impact Assessment Law. This law will provide guidelines for conflict-sensitive investment approaches by setting out procedures for community engagement, community beneficiation, corporate social responsibility, value addition among many other incidental issues.

6.1.2 Political Parties Legal Framework

In pursuit of good corporate governance in the country's political dispensation and to minimize institutional conflicts that may have a bearing on the unity and harmony of political organizations, it is proposed that there be legislation that provides for the registration of political parties. This will promote peaceful participation in political activities and regulated conduct of political institutions some of which will benefit from resources from the public purse.

6.1.3 Amendment of the Mines and Minerals Act [Chapter 21:05]

A number of conflicts noted were a result of the gaps in the Mines and Minerals Act and disharmony between the Act and other laws and regulations such as the Communal Lands Act. It is proposed that a review of the Act be done; and; amongst the amendments include provisions governing small-scale and artisanal miners, the conflict between farming rights and mining

rights, compensation in the event of displacement or disruption of other economic activities taking place in the mining area and environmental rehabilitation.

6.1.4 The Role of NPRC in Electoral Conflict Prevention

Section 133H of the Electoral Act, as amended in 2018, provides for the role of the Human Rights Commission in working together with ZEC and ZRP to expeditiously deal with conflicts arising during the electoral process. Considering its mandate, it would be necessary for the NPRC to also play a defined role since most such conflicts may fall within its purview to address. This will then strengthen the complementary roles of ZEC, ZHRC and NPRC in dissipating cases of politically motivated violence or intimidation which are raised by, or brought to the attention of the multi-party liaison committee.

6.2 Policy Recommendations

6.2.1 Mining Rights and Farming Rights Policy

The history of farmer-miner conflicts dates back to the precolonial era, and today, the conflicts continue to affect efforts towards promoting the country's peace, social cohesion and development. Some of the disputes originate from the absence of complementarity in the laws and policies in both the mining and agriculture sectors. Under the Mines and Minerals Act, for example, mining rights supersede all other land uses while under the Communal Land Act, the farmers have usufruct rights. However, these are not entirely protected when mining related projects come up. There is therefore need to have a policy in place which will guide relations between the two economic activities as they are both critical to the country's economy and the livelihood of the majority of Zimbabweans. Such a policy will provide guidance on the conflict between the two sets of rights as well as set guidelines and issues to be considered when resolving the conflicts. The policy, may also provide for compensation in the event of disruption of one economic activity in favour of another; something which is expected to minimize conflicts between respective holders of mining and farming rights.

6.2.2 Community Services Committees Policy

The Commission noted that welfare aid support has resulted in concerns over equitable and sometimes corrupt distribution of aid to the detriment of vulnerable groups in society. In order to halt this practice, the Commission recommends the enactment of a policy which will provide for the establishment of Community Services Committees. These will be groups of individuals selected from within the community adequately representing different groups such as political parties; Community Based Organisations; religious groups, traditional leaders, local authority

representatives and beneficiary groups among other. Their role will be to work closely with the Social Services Department working in those communities to promote and monitor and ensure equitable distribution of aid. They will also keep and regularly update the record of persons who are eligible for welfare aid. This will promote transparent and equitable distribution of welfare aid.

6.2.3 Peace Education Policy

As a means of preventing conflict and promoting sustainable peace for generations to come, it is recommended that a peace education curriculum be adopted from primary level through to tertiary level. This recommendation is premised on the Commission's appreciation of the need to include children and youth in peace building initiatives as they are the future of the country who have to sustain the peace which is built today. The curriculum will impart knowledge on the correlation of peace and development, methods of conflict prevention, management, transformation and resolution and each individual's role in peace building among many other incidental issues. Further, it will broaden understanding of peace-conflict issues in the Zimbabwean context.

6.3 Administrative Recommendations

- 6.3.1** Communities who are affected by displacement as a result of investments need conscientisation on the legal frameworks relating to communal land ownership, use and acquisition in order to reduce conflicts with investing companies. Engagements done with these communities should also address pertinent questions around relocations, loss of livelihoods and restoration of same if they are affected;
- 6.3.2** In implementing regularisation of settlements, local authorities have often been in conflict with affected illegal settlers for which it is recommended that measures be deployed to adhere to the Kampala Convention and minimize discomforts as well as prioritize existing occupants where alternative settlements are considered;
- 6.3.3** Indigenous knowledge systems, including traditional, religious and cultural structures, need to be appropriately mainstreamed in processes targeted at community healing, reconciliation and resolution of conflicts. This can be supported through strengthening mechanisms for community-based mediation while ensuring that female mediators play an effective role;
- 6.3.4** A national mapping process needs to be conducted to clarify the roles of service providers in conflict related sexual and gender-based violence to allow for holistic support and care to women and other vulnerable groups who are victims of conflicts. This will help strengthen coordination among stakeholders in the design and

implementation of measures to respond to and protect victims of Conflict Related Sexual and Gender Based Violence;

- 6.3.5** There is need to set up One Stop Centres and specialised units within all public hospitals to rehabilitate victims of conflict related gender-based violence and other similar violations. Public institutions should also set up wellness centres so that employees and clients who may be primary victims or may have been traumatized while offering support can benefit from in-house post-trauma counselling services;
- 6.3.6** In order to restore the dignity of conflict related GBV survivors, psycho-social support should be accompanied by meeting the necessary materialistic needs of victims, as such, Government should prioritize compensation of victims among displaced communities and facilitate economic empowerment of victims;
- 6.3.7** There is high level of conflict related GBV in areas affected by strife and emergencies, hence, the Government and all stakeholders should accelerate awareness campaigns on ending violence against women and child marriages;
- 6.3.8** Treasury and development partners to strengthen resource mobilisation and avail resources for the full implementation of mechanisms for the prevention of CRGBV and protection measures for survivors of CRGBV, particularly violence against women during elections;
- 6.3.9** It is necessary to strengthen engagement on the development of the Zimbabwe National Action Plan on the UN Security Council Resolution 1325 which will be used as the guiding tool for commitment to increasing women participation in peace and security matters;
- 6.3.10** To guarantee lasting healing and reconciliation, a program targeted at rehabilitating adversely mentioned persons will ensure that those traumatized, victimised and ostracised for their past actions are reintegrated into communities through conflict transformative actions;
- 6.3.11** There is need to foster closer synergies with stakeholders, not least of which are the security architecture, civil protection and civil society in activating the Commission's conflict early warning and early response systems;
- 6.3.12** Most programs targeted at building peace and unity among Zimbabweans are affected because of polarization. There is need to come up with programs where public officials speak openly against this. This could also include development of programs to promote tolerance of diversity while leaders actively work positively to reduce factious animosity based on political affiliation;

6.3.13 Socio-economic issues such as, WASH, poverty, unemployment, unequal access to resources and corruption are key source of conflict, insecurity and threat to peace, particularly among women, hence accelerated action to address such socio-economic challenges is recommended.

7. CONCLUSION

Despite the interruption to programming due to the Covid-19 induced lockdowns for the greater part of the year, the Commission managed to achieve quite significantly a number of activities that were planned for the year 2021. The Commission filled in 45 vacant posts including and welcomed six new Commissioners who were sworn-in in May 2021. The Commission now has a full complement of staff members, something which significantly enhanced its work. As part of the decentralization and devolution agenda, the Commission set up an additional three Regional Offices in Mutare, Gweru and Chinhoyi and efforts are underway to cascade down to Provinces.

Strategic engagements remain key in all the Commission's planned programmes and the NPRC recognizes that peace building, building cohesion and conflict resolution are only attainable when individuals, communities, governments and institutions all work together. The NPRC conducted strategic engagements with stakeholders in different sectors and with players in the peace building circles. These engagements, as with the other work of the Commission, were done in recognition of the sacrosanct values of Ubuntu, inclusivity and victim centredness while confidentiality and transparency were maintained.

The number of complaints received and resolved during the year was above the NDS 1 set target of 1500. The nature of conflicts received by the Commission ranged from political, land, mining, electoral boundary and land allocation conflicts. The rise in number of complaints received is attributable to the awareness campaigns and strategic engagements through various platforms such as social media, radio and TV, an indication that the members of the public are now aware of the existence and mandate of the Commission. The Commission also worked on researches, one of whose key recommendations is the need to develop a Peace-Conflict Impact Assessment Policy. Work was done to put in place a Peace Resource Centre as part of efforts to improve knowledge and documentation around peace and conflict.

The Commission's other programs covered in its healing and reconciliation include strategic engagements, public exhibitions and meetings with traditional leaders. Familiarisation visits were done by the new Commission to stakeholders around the country with the intention to introduce the new Members and to apprise them on the infrastructures supporting peace building work in the country. As the Commission gears for the 2022 by-elections and the 2023 harmonised elections, finalization of the CEWER system, development of the Elections Conflict Prevention Strategy and strengthening of the Dispute Resolution Unit are some of the

major initiatives taken by the Commission. In the year, the Commission commemorated several international days as part of its efforts to rally efforts towards inclusion of all persons in building peace, unity and cohesion in Zimbabwe. The NPRC worked on and launched the Gender and Inclusion Policy and the Standard Operating Procedures for Handling and Supporting Victims of Conflict Related Gender- Based Violence. These are expected to be the rallying point for gender mainstreaming in all the work of the Commission, including in its collaborations with other players.

As the nation fought the Covid-19 pandemic, the Commission remained very active in monitoring the adherence by citizens to the lockdown conditions, particularly to the extent that there could be potential for conflicts that needed its intervention. It remains the Commission's hope that as the nation works towards achieving an upper middle-income economy by 2030, a peaceful environment of tolerance and mutually edifying co-existence is possible.

The Commission appreciates the goodwill among Zimbabweans across the divide to work closely with each other to deliver a peaceful and united country. Also appreciated are the many stakeholders of the Commission; the government of Zimbabwe, Parliament of Zimbabwe, development partners, civil society actors, church and other faith-based institutions, the security sector, infrastructures for peace around the country, political institutions, traditional leaders and many others, without whose cooperation the results of NPRC's work would have been miniscule. We wish Zimbabweans a peaceful 2022.



Peace begins with me, peace begins with you, peace begins with all of us;

Ukuthula kuqala ngami, ukuthula kuqala ngawe, ukuthula kuqala ngathi sonke;

Runyararo runotanga neni, runyararo runotanga newe, runyararo runotanga nesu tose;

Lunyalalo lunotanga nami, lunyalalo lunotanga nawi, lunyalalo lunotanga nasu tose

Mulalo uthoma nga nne, mulalo uthoma nga vhone, mulalo uthoma ngarine rothe;

Kagiso e simdola ka nna; kagiso e simdola ka wena; kagiso e simdola ka rona rotlhe;

Khotso ea qala le 'na; khotso ea qala le uena; Khotso ea qala le rona kaofela;

Runyararo runoquaya neni; runyararo runoquaya newe; runyararo runoquaya nesu teshe;

Uxolo luqala nam; uxolo luqala nawe; uxolo luqala nathi sonke;

Kunyalala kotanga nami; kunyalala kotanga nawe; kunyalala kotanga naswi tose;

Luumuno lutalika andime; luumuno lutalika anduwe; luumuno lutalika andiswe toonse;

Kurhula kusungula ni mina; kurhula kusungula hi wena; kurhula kusungula hi hina hi kwerhu;

Mtendere uyambe kukhala ndiine; mtendere uyambe kukhala ndi iwe; mtendere uyanela kukhala watonse iwe ndi ine;

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A Peaceful Zimbabwe For All Generations

8. 2020 EXTERNAL AUDIT

The Commission hereby presents the 2020 Audit Report since by the time of submission of this Annual Report, the 2021 accounts had not been audited.

NPRC/7/3

All communication should be addressed to:
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P. O. Box CY 143, Causeway, Harare
Telephone 263-242-793611/3/4
Telegrams: AUDITOR
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Website: www.auditorgeneral.gov.zw



OFFICE OF THE AUDITOR-GENERAL
5th Floor, Burroughs House,
48 George Silundika Avenue,
Harare

19

NPRC 2/25/20

**REPORT OF THE AUDITOR-GENERAL
TO
THE EXECUTIVE SECRETARY
FOR NATIONAL PEACE AND RECONCILIATION COMMISSION
IN RESPECT OF
VOTE 29.-APPROPRIATION ACCOUNT
FOR THE YEAR ENDED DECEMBER 31, 2020.**

NATIONAL PEACE AND
RECONCILIATION COMMISSION
21 OCT 2021
5th FLOOR, BURROUGHS BUILDING
48 GEORGE SILUNDIKA AVENUE
HARARE ZIMBABWE

Report on the Audit of the Appropriation Account

Opinion

I have audited the Appropriation Account for the National Peace and Reconciliation Commission for the year ended December 31, 2020 and the notes to the Appropriation Account, which include a summary of explanatory notes.

In my opinion, the Appropriation Account, Finance and Revenue statements and other supporting returns fairly present the state of affairs of the National Peace and Reconciliation Commission as at December 31, 2020 in accordance with Generally Accepted Accounting Practice (GAAP).

Basis for Opinion

I conducted my audit in accordance with International Standards of Supreme Audit Institutions (ISSAIs). My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of my report. I am independent of the Commission in accordance with the ethical requirements that are relevant to my audit of the financial statements, and I have fulfilled my other ethical responsibilities in accordance with these requirements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key Audit Matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial statements of the current period. During the year under review no key audit matters were addressed in the context of my audit of the financial statements as a whole.

Other Information in the Appropriation Account

The management of the Commission are responsible for the Other Information. The Other Information comprises all the information in the Supporting returns other than the Appropriation account and my auditor's report thereon ("the Other Information").

My opinion on the Appropriation Account does not cover the Other Information and I do not express any form of assurance conclusion thereon.

In connection with my audit of the Appropriation Account my responsibility is to read the Other Information and, in doing so, consider whether the Other Information is materially inconsistent with the Appropriation Account or my knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of the Other Information, I am required to report that fact. I have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Appropriation Account

The Commission's Management are responsible for the preparation of this Account in a manner required by the Public Finance Management Act [Chapter 22:19] and the S.I. 144 of 2019 Public Finance Management (Treasury Instructions), 2019.

These responsibilities include designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the Appropriation Account and Supporting Returns that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Those charged with governance are responsible for overseeing the Commission's financial reporting process.

Auditor's Responsibilities for the Audit of the National Peace and Reconciliation Commission

The objectives of my audit is to obtain reasonable assurance about whether the Appropriation Account as a whole is free from material misstatements, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but it's not a guarantee that an audit conducted in accordance with ISSAIs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this return.

As part of an audit in accordance with ISSAIs, I exercise professional judgement and maintain professional skepticism throughout the planning and performance of the audit. I also:

- Identify and assess the risks of material misstatement, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Evaluate the overall presentation, structure and content of the Appropriation account, including the disclosures, and whether the Appropriation account represent the underlying transactions and events in a manner that achieves fair presentation.

I am required to communicate with management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during my audit.

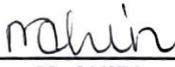
I am also required to provide management with a statement that I have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on my independence, and where applicable, related safeguards.

From the matters communicated with directors, I determine those matters that were of most significance in the audit of the Appropriation account of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on Other Legal and Regulatory Requirements

In my opinion, the Appropriation account has, in all material respects, been in compliance with the disclosure requirements of the Public Procurement and disposal of Public Assets Act [Chapter 22:23], the Public Finance Management Act [Chapter 22:19] and other relevant Statutory Instruments.

October 19, 2021.



M. CHIRI,
AUDITOR-GENERAL.

VOTE 29. -NATIONAL PEACE AND RECONCILIATION COMMISSION

APPROPRIATION ACCOUNT

FOR THE YEAR ENDED DECEMBER 31, 2020

Service	Vote	Expenditure	Expenditure compared with vote	
			Less than voted	More than voted
	\$	\$	\$	\$
PROGRAMME I. GOVERNANCE AND ADMINISTRATION \$26 904 800				
CURRENT EXPENDITURE				
I. A. Compensation of Employees:				
Original Estimate	\$8 156 000			
Transfer from Vote 5-Finance	<u>6 835 800</u>			
	14 991 800	13 724 847	1 266 953	—
I. B. Use of Goods and services.....	6 793 000	8 604 548	—	1 811 548
I. C. Acquisition of fixed capital assets.....	5 120 000	1 739 999	3 380 001	—
	<u>26 904 800</u>	<u>24 069 394</u>	<u>4 646 954</u>	<u>1 811 548</u>
PROGRAMME II. NATIONAL PEACE AND RECONCILIATION \$12 221 600				
CURRENT EXPENDITURE				
II. A. Compensation of Employees:				
Original Estimate	\$1 444 000			
Transfer from Vote 5-Finance	<u>1 090 600</u>			
	2 534 600	2 828 274	—	293 674
II. B. Use of Goods and services.....	5 207 000	6 870 489	—	1 663 489
II. C. Acquisition of fixed capital assets.....	4 480 000	1 759 999	2 720 001	—
	<u>12 221 600</u>	<u>11 458 762</u>	<u>2 720 001</u>	<u>1 957 163</u>
Total:				
Original Estimate.....	\$31 200 000			
Transfer in terms of Section 6 (2) of				
Appropriation (2020) Act, 2019	<u>7 926 400</u>			
	<u>\$39 126 400</u>	<u>\$35 528 156</u>	\$7 366 955	\$3 768 711
			} <u>\$3 598 244</u>	
		Net Underspending.....		<u>\$3 598 244</u>

VOTE 29. (Continued)

Notes

1. Explanations for the Main Variations between Expenditure and the Sums Appropriated:

- I. B The excess was due to general increases in the prices of goods and services.
- I. C The saving was due to non release of funding by Treasury as a result of lack of liquidity.
- II. A The excess was due to salary reviews for officers in 2020 that had not been anticipated.

OCTOBER 18, 2021.
Month / Day / Year


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S. ZEMBE,
Executive Secretary for National Peace and Reconciliation Commission.