

SERVICE CHARTER

SINGOBANI?

POSB libhanga elabunjwa ngo 1904 njengesikhwama sokuqoqa lokugcina imali yokuthuthukisa ilizwe. Inhlelo zalelibhanga zilawulwa ngumthetho we People's Own Savings Bank Act [Chapter 24:22] of 1999 ezigoqela;

- Ukwamukela imali lokuyibuyisela isizele,
- Ukupha abantu be Zimbabwe inhlelo zebhanga lezemali,
- Ukukhuthaza abantu be Zimbabwe ukugcina imali,
- Ukupha abantu bakuleli izikwelede.

UMBONO WETHU

Yikukhokhela ekupheni inhlelo eziqakathekileyo e Zimbabwe.

UMSEBENZI WETHU

Ukulungisisa izikhalazo ngendlela elula, ephangisayo, langobuciko njalo egoqela wonke umuntu, kusetshenziswa ulwazi lwakulezi nsuku kanye lezisebenzi zethu

IZIMISO ZETHU

Ukusebenza ndawonye | ukuqhubeka sithuthukisa inhlelo zethu | ukuphangisa ukuzwa lokulungisisa izikhalazo | Ubuqotho

ISITHEMBISO SETHU

Isizotha | Inhlonipho | inhlelo ezithembekileyo njalo ziqhutshwa ngesikhathi | ukuphangisa ukupha imbiko eqakathekileyo lokuthi lifinyelele lula inhlelo zethu | Ukugcina imbiko eyimfihlo kungela bandlululo | Ukuqhubeka silipha inhlelo zohlolzi lwaphezulu

IMPENDULO YETHU

- Ucingo –sithembisa ukwemukela ucingo lungakakhali kathathu.
- Ukubonana Mathupha – Izisebenzi zethu zihlezi zilungiselele ukuliphathisa ngezikhathi zomsebenzi ezibekiweyo.
- Okubhaliweyo – Yonke imibuzo ezabhalwa phansi izakwaziswa ngokusemthethweni futhi iphendulwe ngesikhathi esifaneleyo.
- Ebulenjini - Yonke imibuzo ethunyelwa kuzinkundla zethu zokuxhumana izakwaziswa futhi iphinde iphathwe ngesikhathi esifaneleyo.

UNGAPHATHISA NJANI

- Ukuhlonipha izisebenzi zethu.
- Ukuhlonipha abanye abasebenzisa ibhanga lethu.
- Ukusebenzisana lathi ekudingeni indlela ezisebenzayo zokulungisisa izikhalazo ezitshiyeneyo.
- Ukupha imbiko egcweleyo njalo eyeqiniso nxa likhulumisana lathi.
- Ukupha imibono eyakhayo, kungaba ngokuhle kumbe okubi.
- ukuhlonipha indawo esihlala kuzo lamalungelo abo bonke abasebenzisa ibhanga lethu.

UKULINGANISWA KWALOKHO ELIKUKHANGELELAYO LESIKUKHANGELELAYO

Siyayiqakathekisa imibono yenyu mayelana lebhanga lethu. Lokhu kugoqela esikwenza kuhle lokusamele sikulungisise. Siyathokoza nxa lisipha imibono yenu ngoba kusiza ukulungisa izikhalazo masinyane futhi sivimbele ukuthi zingaze zaphindakala .Sithembisa ukuphendula yonke imibuzo ngesikhathi esifaneleyo; kodwa, kwezinye izikhathi kungadingeka ukuthi kuchwayiswe ngokujulileyo. Nxa kungaba njalo, sithembisa ukulazisa ngengqubekela phambili sisebenzisana lani ukulungisisa izikhalazo zenu.

LAPHO ESITHOLAKALA KHONA: