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SERVICE CHARTER

TIMBORI ANI?

POSB ibhanga rakaumbwa muna 1904 sehomwe iri pamutemo yekuunganidza nekuchengeta mari yekusimudzira budiriro yenyika. Bhanga iri rinopihwa simba nemutemo we People's Own Savings Bank Act [Chapter 24:22] of 1999 rekuita zvinotevera:

- Kugamuchira mari ichidzorerwa yabereka,
- Kupa vanhu vemu Zimbabwe zvirongwa zvose zvemabhanga uye zvemari,
- Kukurudzira vanhu vemu Zimbabwe kuchengeta mari,
- Kupa zvikwereti kuvanhu vemu Zimbabwe.

CHINANGWA CHEDU

Kutungamira mukupa masevhisi ezvemari anokosha munyika ye Zimbabwe

BASA REDU

Kugadzirisa zvichemo zvemari nenzira dziri nyore, dzinokurumidza, dzine hunyanzvi hutsva, uye dzinobatanidza wese, tichishandisa tekinoroji dzechizvino-zvino pamwe nevashandi vedu.

TSIKA DZEDU

Kubatana nekushanda pamwechete | Kuramba tichivandudza zvirongwa zvedu | Kukurumidza Kupindura | Kuvimbika

CHITSIDZO CHEBASA REDU

Hunhu | Kuremekedza | Kuita basa rakavimbika uye nenguva | kukasika kukupai mashoko akakosha, nekuti muwane ma sevhisi edu zvirinyore | kuchengetedza mashoko akakosha zvisina rusarura | Kuramba tichikupai zvirongwa ne ma sevhisi emhando yepamusoro

MHINDURO YEDU KWAMURI

- PaNhare – tinovimbisa kudaira foni isati yarira kanodarika katatu.
- PaMunouya – Vashandi vedu varipo kukubatsirai panguva dzose dzebasa.
- Zvakanyorwa - Mibvunzo yose ichagamuchirwa zviri pamutemo uye ichipindurwa nekukasika.
- Dandemutande – Mibvunzo yose inotumirwa kubudikidza nenzira dzakatsaukana dzepa dandemutande, ichatambirwa nekudairwa nenguva.

ZVAUNGABATSIRA NAZVO

- Kuremekedza vashandi vedu.
- Kuremekedza vamwe vanoshandisa bhanga rino.
- Kushanda nesu mukutsvaga nzira dzekugadzirisa matambudziko akasiyana.
- Kupa mashoko akazara uye ari echokwadi paunenge uchitaurirana nesu.
- Kupa pfungwa dzinovaka, kungava pakurumbidza kana kushoropodza.
- Kuremekedza nharaunda yatinogara uye kodzero dzevamwe vanoshandisa bhanga rino.

KUYENZANISA TARISIRO YENYU NEYEDU

Tinokoshesa zvikuru pfungwa dzenyu pamusoro pe Bhanga redu. Izvi zvinosanganisira patirikugona nepanoda kugadziriswa. Tinofara kana muchitipa pfungwa dzenyu nekuti zvinotibatsira kugadzirisa nyaya nekukurumidza uye kudzivirira kuti zvisadzokororwe zvakare. Tinozvipira kupindura mibvunzo yenyu. Zvisinei, dzimwe nguva panogona kudikanwa kuti tiite ongororo yakadzama. Kana izvi zvikaitika, tinovimbisa kuramba tichikuzivisa mafambisirwo arikuitwa nyaya, tichishanda pamwechete mukugadzirirsa zvichemo zvenyu.

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