



NATIONAL ROAD FUND AGENCY

SERVICE CHARTER

The National Road Fund Agency (NRFA) plays a fiduciary oversight on all Road Sector finances in Zambia. Our Promise as per our core values is to offer you Accountable, Transparent, Service as per service standards below:

No.	SERVICE TYPE	STANDARD OF SERVICE
01.	Reception	We pledge to warmly welcome you, greet and listen to you with respect, open mindedness, courtesy and understanding
02.	Response to Inquiries	We shall respond to your inquiry in a professional and timely manner and aim at providing timely and accurate information
03.	Annual Work Plans	We undertake to publicise all road projects and related activities ear-marked for construction, rehabilitation and maintenance of any related cost in a given financial year
04.	Road Fund Receipts and Disbursements	We undertake to avail information related to funds received from a diverse of sources and disbursed for road projects and related activities.
05.	Toll Fees and Other Road User Charges	We undertake to account for all funds collected from Tolling and Other Road User Charges and transparently plough the said funds for road maintenance
06.	Payments to Road Contractors and Consultants	In line with agreed targets with implementing Agencies, we undertake to effect payments to road contractors and consultants within 09 working days from the time the certificate is received at NRFA, subject to availability of funds
07.	Value of Money	We undertake to uphold the interest of the road user by carrying out Financial and Technical Audits and Road Inspections to ensure that funds disbursed are used for the intended purpose
08.	Audited Reports	We undertake to have our books audited quarterly and annually for transparency and accountability
09.	Privacy	We shall treat our clients fairly and uphold privacy and confidentiality at all times

We shall continuously improve our service by proactively welcoming suggestions and see feedback and act on it to meet your expectations. Please contact us as follows:

By Phone: +260 211 – 253145/255660/250823
 By Fax: +260 211 253154/252731

In Person at the:

National Road Fund House,
Plot 33 Fairley Road,
Ridgeway,
Lusaka

In writing:

Director/CEO
National Road Fund Agency,
P. O. Box 50695
Lusaka

Approved by:

The Service Charter shall become effective from 24th February, 2016 and shall continue to be in force until superseded or amended, as shall be the case from time to time.

Board Chairman:

Signature:

Date: 24th February, 2016