



# TOLLING NEWS

A Publication of the National Road Fund Agency

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## NRFA Awards Service and Excellence



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## DISCLAIMER

Views expressed in the articles and stories in this journal are not necessarily those of NRFA, its Board of Directors or Management. The Editor welcomes contributions on the National Road Tolling Programme.

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# Director/Chief Executive Officer's Message

We concluded the year 2018 with a launch of the 'Do The Right Thing' Campaign which embodies our operational guidelines in key decision making processes based on Transparency and Accountability without compromising on service delivery and operational efficiencies.

'Do The Right Thing' Campaign focuses on change of the mind-set and attitudes.

This campaign spells out three key steps that each Agency staff would be required to take in arriving at a pertinent decision his or her course of duty, with the starting point being to undertake any assignment with a clear conscious as long as he or she is allowed to do so.

Secondly, if however, employees are not clear that the intended action is within laid down procedures and regulatory framework, they are advised to hold on and consult, and finally not to proceed with any action if, to the best of their knowledge and understanding, the intended action is not in the best interest of the NRFA, or indeed the nation.

'Do The Right Thing' Campaign is premised on customer-centric orientation, that of keeping our stakeholders' needs at the core of every decision, offering excellent service while putting in place

improved, value for money processes and maintaining acceptable, high morals and integrity, in the execution of our duties.

As an Agency mandated to manage and administer a huge financial envelope for the Road Sector, our launch of the 'Do The Right Thing' Campaign is in tandem with the Accountant General's 2019 message which we have carried on page 7 of this Newsletter.

His message reminds us that we are at the core of prudent management of public resources.



**NRFA Director/CEO Eng. Wallece Mumba**

calls for a corresponding and immediate need for sustainable revenue streams and to account for these finances by Doing The Right Thing in line with the Public Finance Management Act No.1 of 2018.

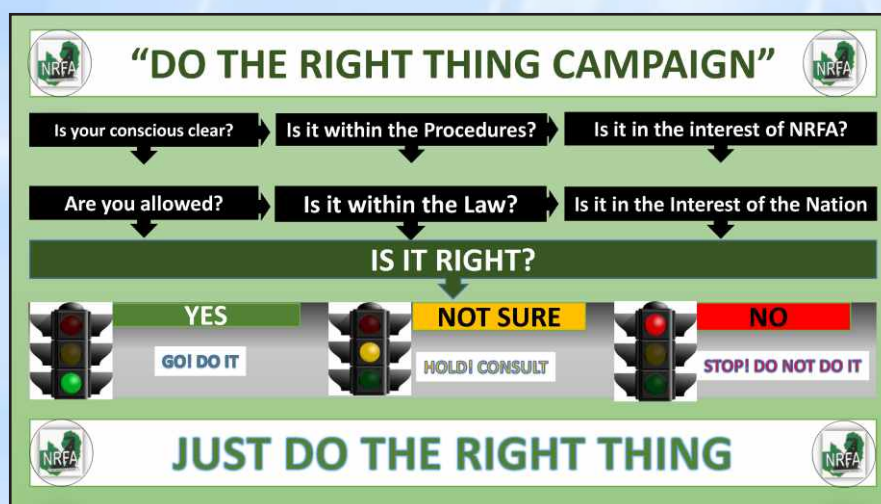
As we Do The Right Thing in the right way we shall accelerate the pace at which we innovatively think outside the box and broaden the resource envelope through homegrown financing mechanisms, apply the resources in line with budgetary provisions and

ensure Value for Money.

I wish to conclude, by wishing all our stakeholders a wonderful and rewarding 2019 as we roll-up our sleeves to deliver on the vision of a Sustainable Road Fund.

Best Wishes,

Eng. Wallece Mumba



In this role, we are stewards of public finances and the citizens of our country trust that we will diligently exercise this duty, at all times.

On our part, we have started the new year relishing the challenges that lie ahead. The huge demand for road infrastructure development to support the country's economic expansion

# Hon. Mwanakatwe attends to m



**Hon. Mwanakatwe collects Tolls from a motorist**

It has been my honour and rare privilege to undertake a conducted tour of the Katuba Toll Plaza, in Chisamba District. The Toll Plaza is one of the first conventional and modern toll plazas commissioned by his Excellency Mr. Edgar Chagwa Lungu, President of the Republic of Zambia in April, 2017.

The purpose of the tour was to acquaint my ministry with the operational status of the Katuba Toll Plaza in particular, and the overall implementation of the national road tolling programme in general, a home-grown solution to sustainable financing for road maintenance.

As you are aware, the National Road Fund Agency (NRFA), which has been entrusted with the responsibility of managing the road tolling programme falls under my Ministry and plays a fiduciary oversight on all road sector finances and ensures value for money.

The Agency operates as a commercial entity by bringing roads

on the market place through the road tolling programme where road users pay for the use of tolled sections of the country's highway.

Secondly, the general performance of the NRFA is anchored on its strategic plan 2017-2021 and is supportive of the objectives of the 7<sup>th</sup> National Development Plan (7NDP).

In addition to road tolling, the road sector revenues consist of direct government appropriated funding, fuel levy, other road user charges including road tax, weighbridge fees and fines and external funding through loans and grants.

In the year ended 31<sup>st</sup> December 2018, fuel levy collections and disbursements amounted to k709.8 million while other road user charges were at K482.1 million.

A total of K 908.59 million was collected in toll revenues from both in-land toll stations and ports of entry against a revenue target of K 845.6 million, representing a collection efficiency performance of 107%.

In 2018 revenue collected from inland toll stations accounted for 38% of total toll revenue collected at K344.2 million. This represented a 45% increase from what was collected in 2017.

Collections from ports of entry were K564.4million representing 62% of total toll revenues. Ports of entry collections increased by 31% compared to collections in 2017.

The overall releases by my ministry to the NRFA for road sector programmes was K7.04 billion, which was 81% of the 2018 road sector budget of K8.66 billion.

I wish to mention here and assure all road users that my ministry has trust and faith in the road tolling operating system and tolls revenue is ring-fenced for road maintenance, construction and rehabilitation.

All collected tolls go into a consolidated account for record purposes and remitted into the road fund account for onward disbursement. This cycle leaves an audit trail as tolls can be



# Motorists at Katuba Toll Plaza

reconciled from source to expenditure.

My ministry is satisfied with this top level governance of road tolling as it ensures fiscal discipline, transparency and accountability.

Some of the control measures instilled by the NRFA in toll operations include the following:

1. A central monitoring control centre has been established at the NRFA to provide real time operations oversight at toll stations and in all the booths;
2. The toll stations have been connected to a Wide Area Network (WAN) to facilitate efficient management of toll operations;
3. The NRFA introduced an electronic cashless payment system to minimize risks associated with cash handling;
4. The systems at the modern toll stations which include Katuba, Shimabala, Chongwe and Michael Chilufya Sata have been configured with automatic

number plate recognition cameras to facilitate efficient transaction processing;

5. All the transactions in the system have an audit trail which enables verification of all transactions including receipting;
6. There is a continuous monitoring of the tolling system to ensure that any bottle necks are identified and addressed immediately.

Let me state here that all proceeds generated from road tolling and other revenue sources have been utilised for the intended purpose.

In 2018, 315 local and foreign road contractors and consultants were paid out of which 78% were local and 22% were foreign contractors as my ministry has placed significant emphasis in supporting our small and medium scale contractors through the provision of timely and adequate financing to build capacity and improve livelihoods at local levels.

Some of the major road projects financed in 2018 include the

upgrading of the Pedicle Road, Kazungula Bridge, Kafue-Mazabuka road rehabilitation and all routine and periodic maintenance projects across the country.

A deliberate programme called the Road Tolling Maintenance Programme (RoToMaP) was initiated and key local authorities which include Lusaka, Kapiri-Mposhi, Ndola, Kitwe and Mansa were availed financing from the road tolling programme to work on identified roads in the localities which are linked to tolled roads.

As I conclude, I wish to urge the NRFA to strengthen its domestic revenue base by increasing the road tolling footprint across the country, enhancing internal systems and controls as my ministry will play an oversight role to ensure that integrity checks are conducted to the road tolling operating system and those mandated to operate the programme remain above board.

I thank you

**Hon. Margaret Mwanakatwe, MP**  
**Minister of Finance**

**NRFA staff member Clement Masiye shakes hands with Hon. Mwanakatwe**





# Go electronic – Get an E-Toll Card



**President Edgar Lungu appreciates how the E-Toll System works as demonstrated by NRFA staffer Mary Chama during the commissioning of the Michael-Chilufya Sata Toll Plaza in Ndola**

*By Patrick Musonda*

**T**he Electronic Toll platform is an efficient and secure way of accessing our Toll Stations through the use of the Electronic Toll Cards which are embedded with Near Field Communication (NFC) technology which enables you to make cashless payments.

It was officially launched on the 4<sup>th</sup> November, 2018 at Michael Chilufya Sata Toll Plaza by His Excellency the Republican President of Zambia Mr. Edgar Changwa Lungu. The Electronic Toll platform has attracted numerous road users and most transporters from North Western Province to Lusaka. Currently we have 23 Corporate bodies that have opened up E-toll pool accounts.

The E toll cards are currently available on sale at our head office going at ZMW 100.00 (One Hundred Kwacha Only) and are pre-loaded with a ZMW 100.00 (One Hundred Kwacha only) Toll value bringing the total cost to ZMW 200.00 (Two hundred Kwacha) per card.

The electronic toll payment solution is currently available at the eight (08) Toll Plazas, namely; Shimabala, Katuba, Chongwe, Mumbwa, Manyumbi Kafulafuta, Michael Chilufya Sata and Humphry Mulemba. However, the National Road Fund Agency will in due course be extending this service to all other Toll Stations dotted around the Country.

In the Age of High Technology cash strives to endure the competition with electronic money, because more and more people prefer to have virtual wallets. We already provided you with the information on particular payment systems, in this article we will describe the general advantages of electronic payment system and its disadvantages.

It is clear, electronic payment systems have a range of pros in comparison to traditional cash services: Easy to track expenses, Time savings, Expenses control, Reduced risk of loss and theft, User-friendly, Convenience and smart!



# From the Accountant General's Out Tray

Fellow Accountants, as we embark on Fiscal Year 2019, it is important to remind each other what our mandate as accountants is in relation to improved public service delivery, economic stabilisation, economic growth, and national building.

As Accountants, we are at the core of prudent management of public resources. In this role, we are stewards of public finances and the citizens of our country trust that we will diligently exercise this duty, at all times. It is in this regard that as we execute prudent management of public resources, we should firmly but fairly give lawful financial management guidance to functional departments to help them to apply resources on planned programmes.

By performing this role, we will be effectively contributing to productivity enhancement of Ministries, Provinces and Controlling Bodies' and helping the country to accelerate the growth of the economy through fiscal consolidation and financial discipline.



**Dr. Dick Chellah Sichembe**  
**Accountant General**

As I thank you for your contribution in the past year, I also wish to request that we should all make sure that 2019 becomes a year driven by discipline, honesty, hard work, integrity and accountability in the performance of our duties. As Accountant General, I will ensure that you are supported in your work.

However, should there be anyone among us who will not align themselves to the vision of serving the nation through compliance with the Public Financial Management, ACT, 2018, I will not hesitate to evoke disciplinary provisions, therein, against you. I will take every opportunity to ensure that there is prudent utilisation of public resources in order for the accounting cadre to effectively contribute to the performance improvement of the public service through timely attainment of resource backed performance targets.

In so doing, facilitating economic stabilisation, growth, and effective financial management will be the mantra of the accounting cadre forthwith and you colleagues are the ones to spearhead this crusade. In 2019, it will not be business as usual.

Let us work together and make the accounting cadre proud contributors to nation building and prosperity in line with the aspirations of His Excellency the President of the Republic of Zambia, Mr. Edgar Chagwa Lungu, and the Minister of Finance, Mrs. Margaret D. Mwanakatwe, MCC, MP.

I wish you a happy and prosperous new year.

**Dr. DICK CHELLAH SICHEMBE**  
**Accountant General**  
**Ministry of Finance**



# Rewarding Excellence and Service

By Rachel Namukolo



**Mr. Richard Chiyambi: Innovativeness Performance Award**

The National Road Fund Agency (NRFA)'s day to day operations are made possible by a team that is committed to service excellence, a team that thinks outside the box and works with passion to deliver a transparent and accountable service anchored on the Agency's Core Values of Transparency, Accountability, Integrity, Teamwork, Innovation and Excellence.

The Agency acknowledges these efforts and thus created a policy in 2017 that aims at recognise, appreciate and celebrate employees who have shown dedication and outstanding service to their work that goes beyond the call of duty.

The last Award Ceremony was held under the theme; "Rewarding Excellence and Service," and officiating at the event at Twangale Park in Lusaka, NRFA Board Chairperson Ms. Christabel-Michel Banda urged staff to continue pursuing excellence.



**Mr. Prichard Chigama: Innovativeness and Skillful Performance Award**



**Mr. Gilbert Kaonga: Devotion to Duty Award**

"As you receive these recognition awards, I urge you all not to stop seeking excellence but continue to set yourselves to work in identifying creative and innovative opportunities that are guided by our values in order to broaden our resource base beyond government funding. This can be realised through the formation and maintenance of strategic partnerships with various stakeholders who are key links in the chain towards sustainable development," she said.

"Your commitment to excellence and service, has brought us this far as an Agency, and it is under these two values that today we recognise and celebrate the extra effort of some of our colleagues here." And NRFA Director/ CEO Eng. Wallece Mumba said staff should continue to be guided by the Agency's Core Values in their daily operations as exceptional achievements were met when the Agency stood tall on a foundation of personal integrity, hard work and unwavering determination.



**Miss. Rachel Namukolo: Devotion to Duty Award**

Eng. Mumba thanked staff for all the support and commitment that had resulted in the achievements the Agency had scored during the past years. Those who received the awards under Devotion to Duty included: Mrs. Micah Chola – Manager





**Miss Chibuye Ngulukila: Distinguished Service Award**



**Ms. Mutinta Sianyingwa: Academic Recognition Award, Bachelor of Business Administration**



**Mr. Mcklay Munathikale receives the Devotion to Duty Award on Behalf of Ms. Yvonne Nakazwe**



**Mr. Saviour Kafwanka: Devotion to Duty**



**Mr. Ignitius Chibuye receiving an Academic Recognition Award Bachelor of Arts in Public Administration on behalf of Ms. Annie Mwale**



**Chisanga Mashikolo: Distinguished Service Award**

Finance Ms. Doris Kanyerere Finance Assistant , Mr. Eddie N. Milimo Fund Management- Finance Unit, Mr. Sylvester Chikumbe, -Driver/Mechanic, Mr. Saviour Kafwanka - Toll Collector, Ms. Yvonne Nakazwe-Toll Collector, Ms. Rachel Namukolo - Public Relations Assistant.

The Distinguished Service Award was presented to Mr. Chisanga Mashikolo Road Technician, Ms. Chibuye Ngulukila, Technical Assistant Fund Management, Mr. Gilbert Kaonga Toll Collector, while the Innovativeness and Skilful Performance Award was presented to Ms. Annie Mwanza Executive



**Ms. Annie Mwanza: Innovativeness and Skillfulness Award**



# Rewarding Excellence and Service

from page 9

Assistant and Mr. Pritchard Chigama. The Innovativeness Award was presented to Mr. Richard Chiyambi. Other categories included The Toll Collector of the 4<sup>th</sup> Quarter Award which went to Ms. Ethel Milambo and The Toll Station of the Quarter went to Mumbwa Toll Station.

The Agency also recognized academic and professional achievements obtained in the year 2018 as follows: Ms. Annie Mwale, Bachelor of Arts Degree in Public Administration, Mrs. Mutinta S. Siulapwa, Bachelor of Business Administration Degree, Ms. Valerie L. Subulwa, Degree of Bachelor of Business Administration, Mr. Emmanuel Siyanga, Chartered Accountant Zambia and Ms. Lhodzindabah Ng'ombe, Chartered Accountant Zambia.



Miss. Ethel Milambo: Toll Collector of the Quarter Award



Miss. Lhodzindaba Ng'ombe: Chartered Accountant



Miss. Doris Kanyebele (l) Mr. Eddy Milimo (c), Mrs. Micah Chola (r): Devotion to Duty Award



Mr. Sylvester Nchinkumbe: Devotion to Duty Award



# NRFA Growth cheers BoZ

As an Agency tasked to mobilise resources and provide strategic financial oversight to the road sector, the National Road Fund Agency (NRFA) sees funding gaps as one of the issues that inhibit infrastructure investment from reaching its full potential.

Therefore, in trying to come up with solutions to solve financial gaps in a sometimes imbalanced equation of resource envelop against fast growing road infrastructure demands as well as other competing demands, the Agency has realised the need to draw on the strengths of various stakeholders and expanding created synergies of cooperation.

One such partner is the Bank of Zambia, an institution vested with the mandate to formulating and implementing monetary policy and supervisory policies that will ensure the maintenance of price and financial system stability so as to promote balanced macro-economic development

NRFA Director/ CEO Eng. Wallece Mumba during a courtesy call on Bank of Zambia Governor, Dr. Denny Kalyalya, noted that the



**Dr. Kalyalya receives a token of appreciation from Eng. Mumba after the two institutions exchanged notes as shown in the picture below**

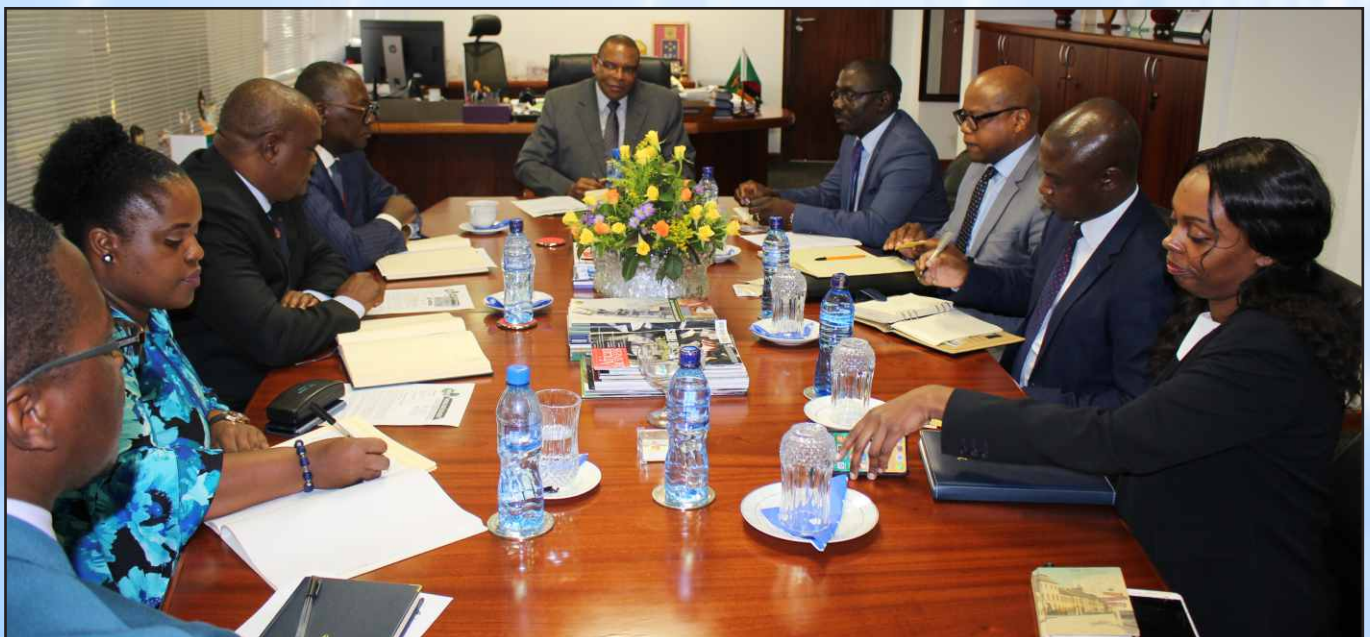
Agency was vested in strengthening key linkages with institutions such as BoZ so as to exchange notes on various issues that concern the growth of the road sector.

"We believe that strategic links and partnerships with institutions such as yours will create opportunities for us to learn from each other and share information that will help in the growth of the sector as we look at ways of further growing our resource envelope by finding innovative ways of mobilising resources in order to have a balance between our current resource envelop and

our outstanding projects and activities," he said.

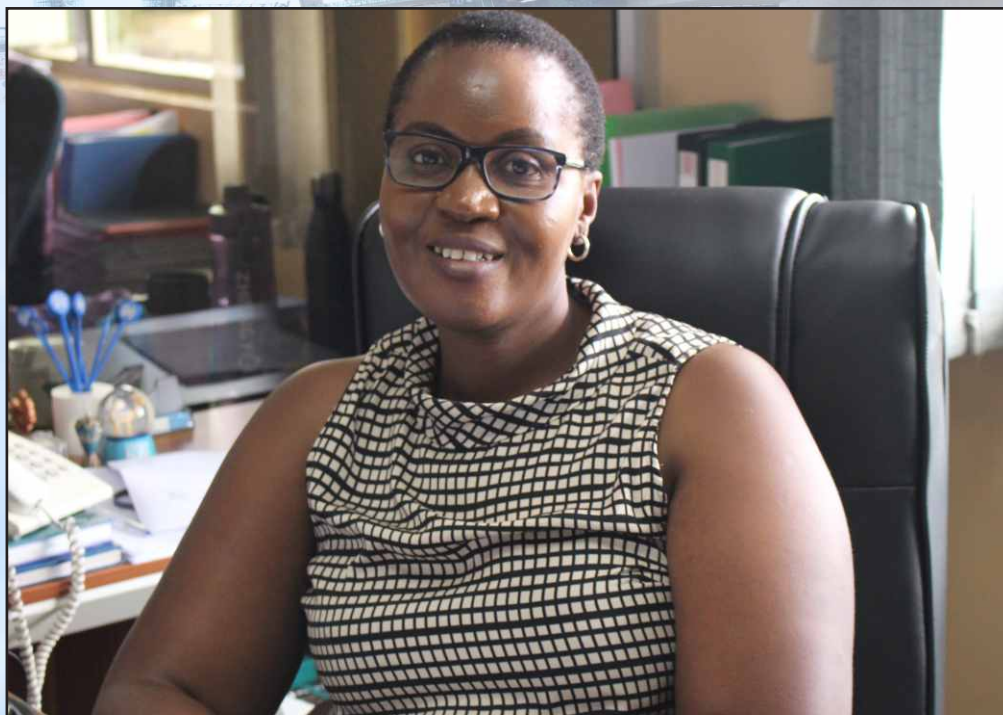
And BoZ Governor Dr. Kalyalya said it was interesting to learn that the NRFA had grown from an Agency that handled a budget of about K800 million in its formative years to a budget of about K8.6 billion over the last few years.

Dr. Kalyalya said the visit was timely as it served as a catalytic role in highlighting certain issues concerning the Agency thus addressing revenue and expenditure and how the Agency can strike a balance between the two.





# Job creation at the centre of Road Tolling



**Alice Nambeye: NRFA Manager Human Resources and Administration**

*By Rachel Namukolo*

**T**he NRFA traces its origins from the National Roads Board (NRB), which played the role of a funding Agency.

In May 2000, Government formulated a Transport Policy which saw the disbandment of NRB and established three road sector agencies through Acts of Parliament, namely Road Transport and Safety Agency (RTSA) created under the Road Traffic Act No. 11 of 2002, Road Development Agency (RDA) created under the Public Road Act No. 12 of 2002 and the National Road Fund Agency created under the National Road Fund Act No. 13 of 2002.

In 2002 the NRB had 12 employees but over the last decade since its transition to NRFA, the Agency is proud as it expands its resource base to attain a Sustainable Road Fund to not only be able to facilitate road infrastructure development but also support and

promote equitable economic and social development by creating employment, thereby enhancing lives.

NRFA staff compliment has been on the rise, thanks to the National Road Tolling Programme, and the Agency boasts of over 300 employees as can be seen in the chart:

Alice Nambeye NRFA Manager Human Resources and Administration says the workforce is projected to rise to 739 and critical to this growth has been the appointment of the Agency as Leads Toll Agent by the RDA In 2015.

She says Road Tolling had been a high contributing factor to the Agency's growth and with a target of 40 toll stations to be operational country wide, the staff structure could be in the range of 700.

"We are ready and have repositioned ourselves to embrace these numbers, however we are

also excited with this growth because the more stations we open, the more people we will employ thus take a lot of youths out of unemployment, which gives us great satisfaction to be able to contribute to the country's employment," she says.

"For the institution to get to where we are today and get to where we want to be which is a Sustainable Road Fund, it is our people who carry the vision of the institution, ensuring that the institution gets to where it wants to be, collecting the revenues that are needed to meet various obligations in the road sector and managing the sources that are being collected to ensure that they are applied accordingly," she said.

YEAR	NO. OF STAFF
2006	16
2007	18
2008	16
2009	19
2010	19
2011	25
2012	23
2013	24
2014	24
2015	79
2016	136
2017	253
2018	343

NRFA staff compliment over the years



# Corruption Free Zones

By Rachel Namukolo

The NRFA's modus operandi is driven by a set of key Core Values of Transparency, Accountability and Integrity, Teamwork, Innovation and Excellence, values critical to the day to day operations of an Agency entrusted with the huge responsibility of mobilising and managing the resource envelop of the entire road sector.

It is for this reason that the Agency through its Integrity Committee (IC) has continuously initiated strategies to build capacity in its staff in corruption prevention through trainings.

The Agency through the Anti-Corruption Commission (ACC) has conducted a training of 21 Toll Collectors nominated as Focal Point Persons from all the toll stations across the country.

Officiating at the launch of the five day capacity building workshop in Lusaka, Agency Director/CEO Eng. Wallece Mumba noted that the training asserted the Agency's will and commitment to the highest possible standards of transparency, integrity and accountability in its



**NRFA Toll Collectors attending the Anti-Corruption Commission training workshop in Lusaka.**

operations in line with ACC guidelines.

"Our Integrity Committee, in liaison with the ACC has been key in ensuring that the Agency's dealings are above board especially that we are now the Lead Tolls Agent in the implementation of the National Road Tolling Programme which exposes our staff to the handling of actual of cash," Eng. Mumba said.

And speaking at the same function ACC Chief Corruption Prevention Officer Never Sakala said NRFA had set itself apart as a model in the fight against corruption in the country.

Mr. Sakala said the NRFA had performed well in all the three models of prevention, investigation and sensitisation and was of the leading examples to other public institutions that were in partnership with the ACC in the fight against the scourge.

He noted that Integrity Committees in both Private and Public Institutions were a vehicle to facilitating the prevention of corruption and malpractices and working together would become change agents in the fight against corruption.



**NRFA Management, staff and ACC Officers pose for a photo during an ACC training workshop held at Ndozo Lodge in Lusaka**



# KAZUNGULA BRIDGE- A REGIONAL ECONOMIC BOOSTER

By Rachel Namukolo

**T**he Kazungula Bridge a whopping cost of about K2 billion, the Kazungula Bridge is set to be a major regional economic booster by enabling global competitiveness of goods due to reduced time based trade and transport cost.

The Kazungula Bridge project started in 2014 and is a bilateral project between the Republics of Zambia and Botswana whose objectives are to facilitate trade through reduced transit time for freight and passengers, reduced time based trade and transport costs, improved border management operations arising from the new one stop border facilities.

The project has been divided into three packages, package one includes the construction of 923m long bridge and approach ramp at a cost of USD 174,184,799.54, Package 2 includes the construction of a one stop border post ( Botswana ) and package 3 the construction of a one stop border post at cost of K263,670,419.98.

It is for this reason that the project has benefitted greatly from revenue collections from the National Road Tolling Programme, having received over K400 million in funding.

In October last year Finance Minister Hon. Margaret Mwanakatwe toured the multimillion dollar facility project



**Finance Minister Hon. Margaret Mwanakatwe on an inspection tour of the Kazungula Bridge with NRFA Director/CEO Eng. Wallece Mumba and RDA Director for Construction and Rehabilitation, Eng. George Manyele**

expressed satisfaction at the quality of works done on the project. Hon. Mwanakatwe was accompanied on the tour of duty by National Road Fund Agency (NRFA) CEO Eng. Wallece Mumba and Road Development

"The works are extremely impressive and if we are able to stick to our targets and April 2020 should happen for us here. I am very happy to be here to here with both teams from the NRFA, RDA and the project team to tell us what the challenges are and how we can assist them to ensure that April 2020 comes to fruition," she said.

And NRFA Director/CEO Eng. Wallece Mumba said the Kazungula Bridge was one of the projects benefitting from the tolls revenue, the agency having spent over K400m on the project so far.

Agency (RDA) Director Rehabilitation and Construction Eng. George Manyele.

The Minister expressed enthusiasm at the rate at which works had advanced, noting that the completion of the project would be made possible in April 2020 if the contractor kept to its target.

"So far we have paid more than K400m on this project and these are funds that are coming from revenues such as the road tolls. There have been questions such as where do you take the tolls money? These are some of the projects that are benefitting and being funded by that money."



**The Kazungula Bridge under Construction**



# FEEDBACK FROM OUR FACEBOOK PAGE

## QUESTION:

If you pass through the toll gate everyday that's to and fro, is there a discount?

## ANSWER:

We have two sets of discounts under the National Road Tolling Programme.

Motorists who reside within a ten km radius of any Toll Station in Zambia are eligible for Local User Discounts and shall require to pay K2 for their small vehicles pay for single access, or K50 for the whole month, while light vehicles with 2 – 3 axles shall pay K15 for single access or K450 for the whole month.

Applicants are required to produce authentication documents with respect to residential status such as title deeds, utility bills or recommendation letters from local leadership and proof of vehicle ownership.

Those who access Toll Gates frequently but do not reside within a ten kilometre radius of any of the Toll Gates shall enjoy Frequent User Discounts (FUDs) which are rebates up to 75%. Vehicles falling under the category of small vehicles shall pay K5.00 per passage under Frequent User Discounts while light vehicles between 2 – 3 axles shall pay K10.00, per single access thus enjoy up to 75 percent rebate in form of frequent user discounts for each passage within a prescribed period.

To be eligible for the Frequent User Discount, a vehicle, in whose vehicular characteristics fall into an eligible category, shall have to pass through a particular toll station at least ten (10) consecutive times within a thirty (30) day period. Thereafter, the vehicle shall qualify to be able to pay at a frequent user discount rate for a closed period of another thirty (30) days. This discount is automatically calculated by the toll system based on vehicle eligibility as well as road section usage, accordingly.

## QUESTION:

What qualifications do you consider for someone to be employed to work with you as a toll collector?

## ANSWER:

The Agency considers Business and Accounting related courses for the position of Toll Collector.

## QUESTION:

I would like to find out if there are any vehicles that are exempted from paying tolls?

## ANSWER:

Payment of tolls is an obligation that has to be undertaken by every motorist using any tolled road. This suggests that every vehicle using a tolled road is subjected to pay for road toll at any designated toll point as prescribed in the tolls Act 14 of 2011 part 3 section 9 (1) which states that; A driver of a vehicle passing through the toll point shall at the time of passing through the toll point, pay the toll in respect of the vehicle to the toll collector.

Only with exception of the exempted vehicles as stipulated in the Act under Part 3 section 10 (3) which states that 'Free passage on toll roads shall be granted to the following:

- a) Authorised emergency vehicles, including fire department and police vehicles, public or private ambulances, emergency response vehicles and vehicles carrying blood or tissue banks;
- b) Military vehicles
- c) The President's and the Vice-President's motorcade.

## QUESTION:

How does one access the E- Toll card?

## ANSWER:

The Electronic Toll Cards can be accessed either from Michael Chilufya Sata Toll Plaza in Ndola or the Agency Headquarters in Lusaka.



# 2018 PHOTO FOCUS



Participants at the Road Sector/Academia Workshop pose for a photograph at Mika Hotel in Lusaka



National Road Fund Agency exhibiting at the 2018 Engineering Institute of Zambia (EIZ) Symposium and Annual General Meeting in Livingstone



President Edgar Lungu receives a portrait of the newly commissioned Michael Chilufya Sata Toll Plaza in Ndola from the NRFA Board Chairperson Ms. Christabel-Michel Banda



NRFA scoops 2nd Price in Infrastructure Development, at the Kitwe Mining, Commercial and Agriculture Show



NRFA Director/CEO Eng. Wallece Mumba (l) with Madagascar Road Fund CEO Mr. Randimby (c) and Lesotho's Minister of Finance Dr. Moeketsi Majoro (r) at the 2nd 2018 ASAFG meeting held in Lesotho where Eng. Mumba was elected President of the ASAFG



A delegation from the Kenya Roads Board during a conducted tour of Katuba Toll Plaza



NRFA Director/CEO Eng. Wallece Mumba welcomes President Edgar Lungu to the NRFA stand at the 2018 Northern Province Investment Forum and Expo



NRFA participates at the 2018 Lusaka Agricultural and Commercial Show



# 2018 PHOTO FOCUS



MISA Zambia presents NRFA with the Golden Key Award for the most open and accessible public institution in Zambia



NRFA participates in the march past during the commemoration of the International Anti-Corruption Day



Transport and Communications Minister Hon. Brian Mushimba visits the NRFA stand at the 2018 Lusaka Happening Motor Show



NRFA Staff follow proceedings at the Agency's 2018 Awards and Commendation Ceremony held at Twangale Park in Lusaka.



Ndola City Council implements the Road Tolling Maintenance Programme



An NRFA branded fun bus during tolling sensitisation in Ndola prior to the commencement of Tolling at Michael Chilufya Sata Toll Plaza



NRFA operationalises the Control Centre at its Head Quarters in Lusaka to monitor all toll operations in the country



Central Province Minister Hon. Sydney Mushanga visits the NRFA stand at the Central Province Investment Forum and Expo



# NRFA SUPPORTS “ZAMBIAN GIRLS VISION 2030”

By Rachel Namukolo

**N**ational  
Road Fund  
Agency

(NRFA) Director and Chief Executive Officer Eng. Wallece Mumba has called on girl children to focus on their education and stay away from illicit activities such as drug use and sex resulting in early pregnancies.

He was speaking when 10 girls from various schools under Restless Development were attached to NRFA to get on the ground knowledge and experience on the operations of the Agency.

According to UNICEF, Zambia records one of the highest child marriage rates in the world with 31% of women aged 20-24 years married by the age of 18. The Sub-Saharan country continues to struggle with widespread child marriage cases, even though the set legal age of marriage in the country is 21 for both males and females.

A number of factors continue to drive this vice, such as traditional practices and beliefs, poverty which is a key underlying factor as over 60.5% of the population live below the poverty line, enabling families to see child marriage as an opportunity to benefit from their daughters bride price, polygamy and a lack of access to education. According to the UNFPA 65% of women aged 20-24 with no education were married or in union by the age of 18, compared to only 17% of women with secondary education or more.

Various interventions are being put in place to bring an end to child 18



**NRFA Front Assistant Officer Miss. Rhoda Mukwashi gives the girls a tour of the Control Centre.**

marriage that has continued to steal young girl's childhood and make mothers out of children. It is for this reason that the Ministry of General Education working together with UNICEF and an organisation calling itself Restless Development have partnered to introduce a programme known as The Zambian Girls 2030 Internship Programme.

The programme is aimed at providing girls in secondary schools aged between 15 and 17 with an opportunity to gain important career and life related skills through participating actively in a work environment under the guidance of a mentor. It is under this programme that Restless Development placed 10 girls from various schools with the National Road Fund Agency. The girls spent 10 days being rotated in various departments from Monitoring and Evaluation to Procurement and Fund Management, working closely with various mentors.

UNICEF Consultant Dr. Windu Matoka said the pilot programme had started on a positive note with 270 girls in grade 10 and 11 placed under the 5 day internship programme in various institutions across the country against the initial target of 300.

The pilot programme was initiated by the Ministry of General Education

and UNICEF having discovered that a number of girls in rural areas fail to complete their education due to early marriages and pregnancies with the highest rates recorded in Southern and Northern Province.

“As a way of motivating them to focus on their education and we have received quiet an overwhelming response from the institutions that we engaged,” Dr Matoka said.

The programme was designed in a way that enables the girls to attend career clubs where they are taught different skills in life such as, financial literacy, how to make proper career choices and how to do simple savings with the goal of motivating the girls to have various career options in life and keep away from early marriages and teenage pregnancy.

Dr. Matoka said UNICEF and the Ministry of General Education has been working to ensure that the programme is rolled out to other parts of the country to accommodate more girls.

And Eng. Mumba noted that the programme had exposed the girls to opportunities that would help them advance their education key to breaking the boundaries and various challenges they were facing and endeavour to achieve more.



# Road Tolling dynamics three years on



**President Edgar Lungu arrives at Katuba Toll Gate for Commissioning in April 2017**

1st September 2018 marked exactly three years since the Government of the Republic of Zambia made the revolutionary announcement to transfer the implementation of the National Road Tolling Programme (NRTTP) from Road Development Agency (RDA) to the National Road Fund Agency (NRFA).

This date is historical for the Zambian Road Sector as it culminated in the appointment of NRFA as the Lead Tolls Agent on 15th September 2015 by the Tolls Authority RDA pursuant to the provisions of the Tolls Act No. 14 of 2011. The NRFA is responsible for the operation of all designated toll stations in the country.

During this period of assigned oversight of the NRTTP, the NRFA has attained some of the following notable achievements:-

1. Launched all vehicle class tolling at Manyumbi and Kafulafuta on 15th January 2016 as part of phase 2 of the NRTTP.
2. Successfully spearheaded the enactment of tolling regulations under Statutory Instrument No. MJ 85 of 2016 which introduced road user value proposition in Local User Discounts (LUDs) and Frequent User Discounts (FUDs) all aimed at

promoting Willingness to Pay (WTP) and therefore encouraging social acceptance for tolling;

3. Rolled out blue chip Next Generation Toll Stations at four state-of-the-art toll plazas on the periphery of Lusaka indexed Shimabala on T2; Katuba T2; Mumbwa M9 and Chongwe T4;

4. Commissioned the third regime of toll stations named Simplified Toll Station which is a hallmark of innovation to fit financing capacity for toll infrastructure development in low volume roads mainly in rural parts of the country;

5. Provided employment opportunities of over 250 headcount in the tolling value chain as at end August 2018;

6. Collected national toll revenues in excess of ZMW 564.752 million from 2016 to end August 2018 from both ports of entry and inland toll stations of which 35% or ZMW 196.249 million is attributable to direct tolling activities at inland toll stations administered by the Road Fund Agency;

7. Introduced the concept of electronic tolling as an innovative cashless payment platform in line with the Seventh National Development Plan 7NDP, whereby the Agency registered 33,696

number of electronic transactions

amounting to a toll revenue collection of ZMW 3.472 million;

8. Piloted the concept of a control Centre at HQ using internal resources at controlled cost which has leveraged on a Wide Area Network (WAN) supplied by partners Zamtel and resulting in the real-time monitoring of tolling operations at activities at the HQ. This capacity has earned the Agency improved reaction time to faults in line with the strategic themes of Operational Efficiency and Service Excellence plus enabled third eye visibility to uphold integrity in our operations;

9. Introduced partners in the dual role of maintaining toll plazas surroundings through landscaping activities while leveraging their compensation through leasing advertising space.

10. Used the NRTTP as an enabler to financing road infrastructure programmes through various financing arrangements such as the National Pensions Scheme Authority (NAPSA) a facility worth ZMW 2.126 billion which has supported the completion of Road rehabilitation and upgrade projects from Ndola to Kitwe T3, Kitwe to Chingola T3 and Chingola to Solwezi T5.





NRFA Staff joined the Presidential fitness squad in Lusaka recently