

TOLLING NEWS

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A Publication of the National Road Fund Agency

GOVERNMENT GETS ROYAL SALUTE OVER TOLL GATE EMPLOYMENT

A good road network is the driving force towards economic development

TOLLING BEHIND THE MASK

Front lining in a pandemic

KAZUNGULA BRIDGE NO LONGER A PIE IN THE SKY

Multi-million project eases way of doing business between Botswana and Zambia.



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Message from the Director / Chief Executive Officer



billion was collected in tolls revenue for the period 1st January to 31st December 2020 against budgeted collections of K1.6 billion representing a collection performance of 94%. We were optimistic that we would reach our target but our efforts were hampered by Covid-19 which, saw reduced processed traffic volumes.

However, the traffic volumes which stood at 15, 826.406 passages were still impressive compared to 14, 125, 277 passages recorded in 2019 out of which 2,637,929 vehicle passages were processed at discounted rates under the Frequent User and Local User Discount facilities with 2,226,894 being Frequent Users

and Local Users stood at 411, 035.

We wish to thank you most sincerely for embracing the Electronic Toll Card which has continued to register growth over the years with a total of K167 million in tolls revenue collected using this payment platform representing 25% of the total inland collections for the period.

We shall ensure that operational efficiency and the growth trajectory in terms of toll revenue collection is maintained this year. In so doing, the Agency will use resilient approaches including automation of processes to ensure agility during challenging times such as the current Covid-19 pandemic.

To achieve all this, we shall count on your unwavering support as we all continue to adhere to stipulated health guidelines under the new normal.

The challenges of the Covid-19 presents the perfect opportunity for us to operate in our theme for the year 2021 which is Innovate.

We believe that key changes in operations are inevitable, considering the new business environment companies have to operate in during this pandemic.

They call for competitive innovations that will keep the wheels of our operations and the economy turning.

Our promise is to continuously endeavor to provide new ideas to enhance our service delivery and system efficiency that borders on excellence to the satisfaction of our stakeholders.

Wallece Mumba

We welcome you all to our first edition of the 2021 Tolling Newsletter, and we pray that you have continued to keep safe.

We look at the past year, 2020 as a year of mixed blessings, in the wake of the outbreak of Covid-19 which, had a telling impact on the general business environment at country, regional and world levels. The deadly disease is still with us and our operations have fitted squarely, in the new normal.

As an Agency, entrusted to administer and manage road sector finances from a diverse of sources as per law prescribed, we wish to indicate here that we operated with K10.5 billion as the 2020 Road Sector Budget with external component standing at K6.8 billion, local K2.7 billion, Contractor Financed projects K539 million and K472 million under the Private Public Partnerships (PPPs).

We received and disbursed K3.8 billion under the local component representing an increase of 145% in receipts while K3.1 billion was received under the external component representing 46 % and K488 million was receipted from the Contractor Financed projects representing 91%. We did not have any PPP projects during this period.

With these finances, we processed a total of 4,585 Interim Payment Certificates (IPCs) for various road contractors and consultants as submitted by the respective implementing agencies.

We continued with the implementation of the Road Tolling Program which made a significant contribution to the road sector basket of funds earmarked for road construction, rehabilitation and maintenance.

As will be shown in this Newsletter, a total of K1.551

ROAD TOLLING PROGRAMME, SO FAR SO GOOD



During 2020, the National Road Fund Agency (NRFA) escalated the implementation of the National Road Tolling Program through the administration and management of road tolling facilities at inland toll gates and through oversight of collected road tolls at Ports of Entry.

The implementation of the Road Tolling Program is in conformity with the Agency's mandate of resource mobilisation as stated in the Road Fund Act No. 13 of 2002 and is also in keeping with the Agency's mission "to Proactively Mobilise Resources and Effectively Manage and Administer the Road Fund in a

Transparent and Sustainable way to ensure Value for Money and Stimulate Socio-Economic Development."

In the year 2020 five (05) new inland toll stations were completed and commissioned, these included:

1. Mibenge in Samfya, Luapula Province.
2. George Kunda in Mukushi, Central Province
3. Alexander Grey Zulu in Nyimba, Eastern Province
4. Reuben Chitandika

Kamanga in Katete, Eastern Province and

5. Kebby Musokotwana in Livingstone, Southern Province

The commissioning of these toll stations created about 105 direct jobs with Toll Collectors recruited from the respective provinces. It must be mentioned that tolling operations stopped at Kapiri Mposhi Weighbridge and Livingstone Weighbridge when the George Kunda and Kebby Musokotwane Toll Gates respectively were officially commissioned.

Further the Kazungula Weighbridge which was also a toll collection point was closed for

periodic maintenance which meant that they were no tolling operations from weighbridges as at the end of the year. The total number of operational collection points as at the close of 2020 was thirty six (36), comprising of twenty six (26) inland toll stations and ten (10) ports of entry.

A total of K1.551 billion in tolls revenue was collected in 2020 against the budgeted collection of K1.641 billion representing a collection performance of 94%. The underperformance was mainly attributed to the continued impact of the Covid-19 pandemic on the general business environment at country and regional levels resulting in reduced processed traffic volumes.

However, there was a year-on-year growth of 28% in tolls revenue compared to the 2019 collection on K1.212 billion and this was mainly attributed to commissioning of new toll stations and the implementation of the Statutory Instrument 74 of 2020 which provides for collection of tolls at inland toll stations from foreign registered vehicles. The immediate revenue impact of SI 74 has seen an increase in toll revenue of about K20 million per month.

During 2020, the Agency processed a total of 15, 826,406 vehicle passages at inland toll stations compared to 14, 125, 277

passages in 2019. Out of this figure, 2,226,894 were captured under the Frequent User Discounts whilst Local User Discount passages stood at 411, 035. The road user discounts stood at a total of 2,637,929 accounting for 17% of the total traffic processed.

The electronic toll card payment system has continued to register growth over the years. During the period January – December 2020, a total of K167 million in tolls revenue was collected using this cashless system representing 25% of the total inland collections for the period, representing a 44% growth from 2019 when K116 million was collected through this platform.

The Agency wish to assure all stakeholders that toll collections and disbursements is done in an open and transparent manner with continuous monitoring of the tolling system to ensure that any bottle necks are identified and addressed immediately.

This is done through a control center which has been established at Head Office to provide real time operations oversight at toll stations and in all the booths. Further, we have video recordings for each and every transaction with cumulative totals of the collected revenue from each of the interconnected toll station.

All the transactions in the system have an audit trail which enables verification of all transactions

including receipting; and we have opened up all our tolling facilities to various interest groups to appreciate the internal controls and general operations of the road tolling system.

With respect to utilisation of the tolls revenue, we are guided by Section 11 of the Tolls Act No. 14 of 2011 which states that the toll or other charges imposed for the use of a toll road and collected by the Agency shall form part of the Road Fund and shall be used exclusively for the construction, maintenance and rehabilitation of public roads. We wish to state here that when collected, road tolls are put together with other revenues from Fuel Levy and other Road User Charges and disbursed for all road projects and related activities across the country.

During 2020 we processed a total of 4, 585 interim payment certificates (IPCs) or invoices from various road contractors and consultants valued.

The demand for road infrastructure development remains high while the resource envelope is not adequate to bridge the finance gap for road construction, rehabilitation and maintenance.

We hope to continue on the same growth trajectory in terms of broadening the revenue base and the general outlook for the year 2021 is positive and promising.

Tolling Commences at Sabina Toll Gate



BY PATRICK MUSONDA

Toll collectors say a prayer upon commencement of tolling at the Sabina toll station

Twenty Three new Toll Collectors held each other's hands and bowed their heads in prayer in the early hours of Monday 25th January 2021 shortly before road toll commencement at Sabina Toll Gate in Kalulushi on the Mufurila -Sabina Road.

This religious gesture which, has characterised commencement of road tolling at the 25 inland toll gates in operation symbolizes unity while seeking divine guidance and spiritual support as Agency staff implement the road tolling programme with commitment and dedication to duty.

As per normal operating procedures, all systems were put in place ahead of the commencement of tolling, with massive print and electronic sensitisation of motorists on the Toll Tariff Structure and available Local User and Frequent User Discounts for eligible road users.

The Agency is continuously encouraging



Sabina Toll commencement

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The new Toll Gate will have an estimated traffic volume of 2,500 vehicles per day and a projected monthly revenue of K6.2 million

motorists to go cashless by obtaining an Electronic Toll Card as a faster and efficient way of paying tolls not only at Sabina Toll Gate but at all toll gates across the country.

With the arrival of state police at the toll facility, security has been enhanced on this theft prone road and this has also encouraged trade between local farmers and motorists.

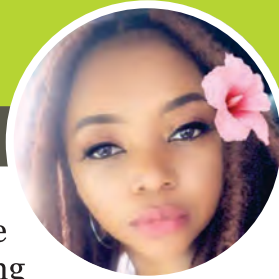
The newly recruited Toll Collectors have already struck a good working relationship with the community and as part of Corporate Social Responsibility the Agency has conducting spraying exercises to mitigate the prevalence of mosquitoes as the Toll Gate is located in a malaria infested area.

The new Toll Gate will have an estimated traffic volume of 2,500 vehicles per day and a projected monthly revenue of K6.2 million which will be put together with other collected revenues for road maintenance, construction and rehabilitation.

The Sabina Toll Gate has particularly come at a good time as heavy duty vehicles were avoiding to pay tolls at the Wilson Mofya Chakulya Toll Gate between Kitwe and Chingola by using the Kalulushi road by pass.

GOVERNMENT GETS ROYAL SALUTE OVER TOLL GATE EMPLOYMENT

BY LOVENESS KAONGA



Senior Chief Nzamane of the Ngoni Speaking People of Eastern Province, has commended Government, through the National Road Fund Agency (NRFA) for its deliberate policy to recruit local people at the recently opened Alexander Grey Zulu and Rueben Chitandika Kamanga Toll Gates.

Speaking during a conducted tour of the Reuben Chitandika Kamanga Toll Gate, recently, Senior Chief Nzamane who was accompanied by 18 of his Headmen called on local people to safeguard the road tolling infrastructure as it was the only sustainable way of raising domestic revenue.

“These Toll Gates belong to all of us, stealing from them would be like stealing from our own homes, therefore I urge everyone to guard them religiously,” he said.

The Senior Chief stressed that a good road network was the driving force towards economic development and all sectors of the

economy depended on it hence the need to support all efforts aimed at road maintenance.

And speaking during the tour, NRFA Public Relations Manager, Alphonsius Hamachila said the Agency recorded a 28 percent year-on-year growth in tolls revenue in 2020 with K1.5 billion raised from the 36 toll collection points against the K1.2 billion collected in 2019.



NRFA Public Relations Manager, Alphonsius Hamachila presents a portrait to Chief Nzamane, during the tour of Reuben Chitandika Toll Station.



Chief Nzamane addressing his headmen.

“

A good road network was the driving force towards economic development and all sectors of the economy depended on it hence the need to support all efforts aimed at road maintenance.

Senior Chief Nzamane
of the Ngoni Speaking People

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The Committee of Road Sector Board Chairpersons pose for a picture with NRFA staff and management at Enoch Kavindele Toll Station

Enoch Kavindele Toll Gate's Lustre shines bright

...as staff score in the right quarter



BY RACHEL NAMUKOLO

It is a story that touched the hearts of the Road Sector Board Chairpersons from Road Development Agency (RDA), Road Transport and Safety Agency (RTSA) and National Road Fund Agency (NRFA), who were on an inspection tour of infrastructure and operations of Road Sector Agencies.

Working about 30 kilometers away from Chingola and miles away from Solwezi, Staff at Enoch Kavindele Toll Plaza demonstrate their selfless commitment to the call of *ubuntu* by identifying areas of concern in their community and initiating programs to address these concerns.

For the past two years, the station has undertaken two programs that kept over 200 children in School at George Mwelwa Primary, a local school situated a few meters away from the Toll Plaza.

The 'Feed A Child' initiative is aimed at encouraging pupils to attend classes by being availed breakfast every morning while the Sponsor a Child Initiative supports vulnerable children to stay in school.

All this is made possible through a voluntary commitment by staff at the Plaza.

The committee members who were inspecting operations at the Toll Plaza were visibly moved when the Station Manager, Ms. Malama Chola narrated how as part of team building, her team had actively undertaken activities to support the community where they operate.

RDA Board Chairperson and Committee Chairperson Mr. Samuel Mukupa described the team's effort at community involvement as a remarkable "score in the right quarter."

Mr. Mukupa noted that while many people thought their country owed them, a group of young people had demonstrated duty and patriotism by setting aside a little for the less privileged for impact.

"That kind of thing needs special recognition. You are not doing it for Enoch Kavindele, you are doing it for Mother Zambia, and we are very grateful", he said.

And RTSA Board Chairperson Dr. Cornelius Chipoma said NRFA was enabling a character-building environment by letting young people lead in the toll stations.

He encouraged the team to take ownership of their programs.



Road Sector Agencies Board Chairperson Mr. Samuel Mukupa (R) talks to Enoch Kavindele - Station Manager, Ms. Malama Chola (L) as NRFA Vice Board Chairperson Mr. Kaitano Chungu looks on.

"For the NRFA the people we typically keep finding in the toll stations are young. Beyond collecting tolls, these are the places we can let our young people excel. Everywhere we have been to on this tour, we have not come across an exceptional group such as this one," he said.

Meanwhile, NRFA Vice Board



Enoch Kavindele Toll Station staff donate assorted items to George Mwelwa Primary School.(Pre-Covid)

Chairperson who is also Zambia Red Cross Director, Mr. Kaitano Chungu said he would take it upon himself to ensure that his organization would put in place certain activities to supplement the efforts by the staff.

INSECTS MAKE TOLLING A LIGHT MOMENT



BY MEBELO MWANANGOMBE

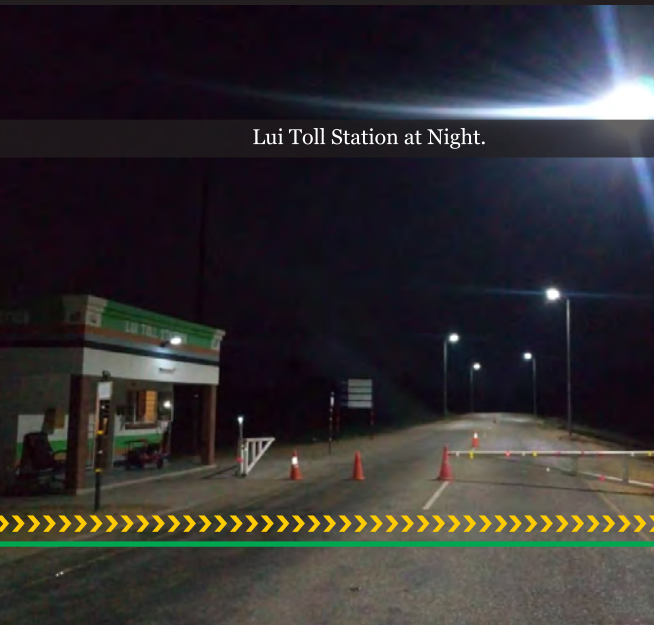
It takes one who has worked at a station surrounded by nature to know what it means to have one source of light in the bush.

All manner of insects are attracted to that light and that can be quite uncomfortable when you are relying on that light to execute your duties because you will be surrounded by insects which makes it hard to enjoy the night shift.

For now, Lui Toll Station between Senanga and Sesheke along with its sister stations in the Western Province can gladly say the narration above is a thing of the past as they had solar street lights installed at the stations much to the delight of Toll Collectors and motorists. With this development Toll Collectors can now see vehicles clearly as they approach the toll station and the station and its surrounding are now bright as day in the night.

As for the insects, let's just say they now have so many points of light above to hover around that they are not a bother anymore.

Lui Toll Station at Night.



Its Happy Tolling at Chilonga Toll Gate



BY VINCENT MUMBA

Internal customer service is when we provide customer service to the people we work with, helping them to do their best to serve external customers.

Chilonga Toll Gate, situated between Mansa and Kawambwa in Luapula Province was opened on 9th December, 2019. The station does not just have a group of people that work at the same place but has a team of very different individuals who enjoy working together and who share a commitment to working cohesively to aid the Agency achieve its goals.

We may not have equal experience, talent or education but the Station Manager Mr. Laban Botha has made sure that we work in a way that no one makes the other feel inferior. This has improved morale and productivity and in turn made us provide exceptional

customer service to external stakeholders.

Among us we have the general workers that have ensured that we work in a clean environment as it is part of good customer service. The drivers ensure that everyone is picked on time. Toll Collectors work closely with Shift Supervisors to serve clients efficiently. The maintenance and IT Technician have been doing everything possible in their capacity to prevent any glitches in their line of work in order for the station to have continuous smooth tolling operations.

On 9th December, 2020 we celebrated our first anniversary. Happy Tolling.

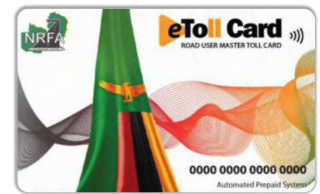
“The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world but if they don't play together, the club won't be worth a dime”-Babe Ruth.



The team at Chilonga celebrates the stations one year anniversary.

THE FUTURE LOOKS CASHLESS

BY RACHEL NAMUKOLO



The world is ever-changing, electronic solutions are quickly taking centre stage. Allowing the ease with which business transactions are done world over.

Sending, receiving, saving, investing money, buying, all it takes is a click of a button. Cash transactions are slowly becoming obsolete, electronic is where it is at in the 21st century. And tolling? Well, that too has gone cashless.

The National Road Fund Agency (NRFA) Electronic Tolling System offers the Agency an opportunity to keep up with the ever-changing environment while generating revenue.

So far, the Agency has deployed the cashless Tolling System at all toll stations, making it possible for you to buy an E-Toll card and load value from any toll station across the country.

The electronic toll card payment system has continued to register growth over the years. During the period January – December 2020, a total of K167 million in tolls revenue was collected using this cashless system representing 25% of the total inland collections for the period represents a 44% growth from 2019 when K116 million was collected through this platform.

The cashless solution identified as the E-Toll Card that is selling at a nominal fee of K30 offers a number of gains. For one, it's time saving, imagine not having to worry about carrying smaller notes because you need change

at a booth, or not worrying about carrying huge sums of money that you are afraid might be misplaced.

Let me put this in perspective, you are driving an abnormal load that pays K500 heading to, let's say Kasempa from Livingstone, that's quite a stretch.

The trouble of having to take out K500 cash at each of these toll stations is simply unnecessary in this day and age when you can simply load your card with enough value and 'tap and go' at any toll station anywhere in the country, taking away the risks and inconvenience associated with cash handling. Cash management has been made far



You will have to pass through ten toll stations; which include Kebby Musokotwane, betweenimba and Livingstone, Daniel Munkombwe between Choma and Monze, Shimabala between Kafue and Lusaka, Katuba, between Lusaka and Kabwe, Manyumbi between Kabwe and Kapiri Mposhi, Kafulafuta between Kapiri Mposhi and Ndola, Michael Chilufya Sata between Ndola and Kitwe, Wilson Mofya Chakulya between Kitwe and Chingola, Enoch Kavindele between Chingola and Solwezi and Humphery Mulemba between Solwezi and Kasempa before you finally reach your destination.

That's K5,000 for the stretch.

much easier and much more efficient with the card, especially for large fleets.

The E-Toll Card allows us to serve you quickly and efficiently within the 10 second tolling transaction time we have set out to achieve during each tolling transaction. Picture the amount of time it takes for you to take out your cash, check if it's the correct amount, hand it over to the toll collector who also has to check if it's the right amount, then probably has to change it. With the card, the whole transaction process is turned into a three-step process. All you need to do is take out your card, hand it over to the toll collector who taps it on

the machine, your transaction is receipted and your card is handed back to you, that's a tap and go.

While you are at it, an instant SMS notification is sent to the mobile number under which the E-Toll Card is registered, letting you know how much in tolls you have paid, how much is remaining on your account, the name of the toll station and the

time. Its tap and go, reducing congestion at the toll station because it hasten the processing time.

The SMS notification also acts as a security feature, for a company operating a large fleet of vehicles, it is easy for you to track your fleet and know the direction they are heading. This promotes transparency and accountability as you conduct your business.

So, what's the future of tolling? A new era calls for new dynamics and innovations.

NRFA Manager Road Tolling Operations, Tukuza Lungu says “We look forward to a time when all tolls will be collected electronically. Where cash would be the exception instead of the norm, giving the public convenience and quicker processing time.”

Tolling behind the Mask

....a toll collectors experience amidst Covid-19



BY NANCY SAILI



Mask? Check. Gloves? Check. Sanitiser? Check. Handwash? Check. Ready to Toll.

It is now almost a year since the World Health Organisation declared Covid-19 a global pandemic. The disease which is described as a respiratory type of illness with flu like symptoms has affected not only people's health but also destabilised many economies around the world.

The virus is said to spread from an infected person to another (through the mouth, nose or eyes) as they breathe, cough, sneeze or speak especially when in close contact. It may also be spread via contaminated surfaces.

Toll collection has never been without potential health risks such as exposure to dust and smoke fumes from motor vehicles. The new risks associated with the novel virus however, pose much more dangerous risks that may have devastating impacts. Despite the challenges faced, we have a saying that “Tolling Must Continue” this is because tolling provides critical revenue that keeps our nation's roads and bridges in good working order for the safety of road users. It also acts as a supplemental revenue source for other developmental improvements.

Whether tolling at the border point or inland tolling station, Covid-19 poses the same risks. As people who work in close, frequent contact with the general public on a daily basis, the risk of contracting the disease is even higher for Toll Collectors. This has placed the Agency right in the face of the virus as Toll Collectors interface with not only motorists but their co-workers and families. It is quite scary to be faced with the possibility of exposure on a daily basis, especially with constant exchange of cash between Toll Collectors and motorists. As a Toll Collector you constantly have to do a double take when you hear a client sneeze or cough just before they hand you their cash especially if they are not masked up. As governments and health institutions continue to closely monitor the situation, measures have been put in place and we are all tasked to commit

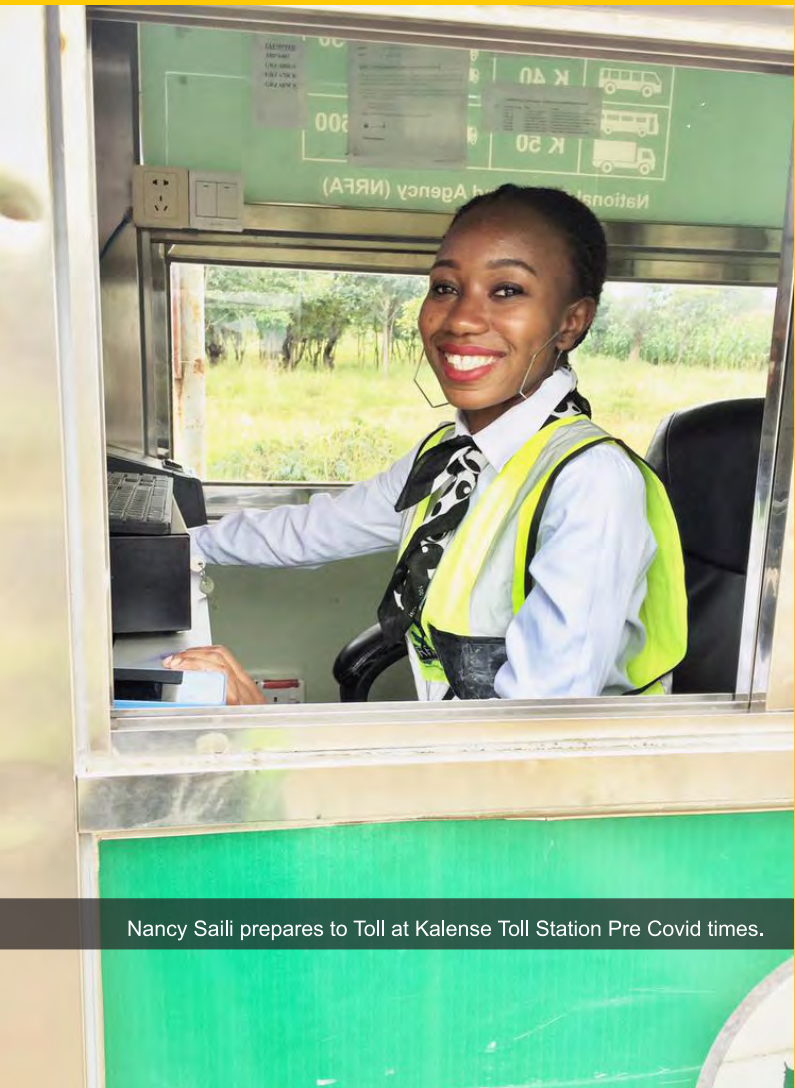
to complying with these efforts to slow the spread of this deadly disease. As a government agency the National Road Fund Agency – (NRFA) values the health and safety of the public as well as its employees and has therefore put in place preventive measures to limit the spread of the virus.

Over the year we have experienced an unprecedented shift in our life and work routines.

- Frequent spraying of disinfectants around the stations.
- Provision of hand sanitisers and disposable gloves at all toll stations.
- Masking up before entering the work vehicle.
- Constant use of hand sanitisers, frequent hand washing with soap and the use of gloves where necessary.
- Mandatory testing of all staff members to isolate those infected from others.
- Encouraging motorist to go cashless by purchasing Electronic toll cards.

These measures and new routines have helped create some sense of normalcy during the pandemic. However, with reports of a new wave of the Corona Virus, risks still remain. Due to the ever-changing Covid 19 landscape, we continue to stay updated with the news and rely on the Ministry of Health for guidance on how best to stay safe while working in the face of the pandemic.

And Tolling, will definitely continue, under the new normal.



Nancy Saili prepares to Toll at Kalense Toll Station Pre Covid times.

Adjusting to change whether planned or unplanned, gradual or sudden is no easy thing for anyone. But the current situation we are faced with requires that we change our way of life/work, and in our case it means setting higher standards of hand and personal hygiene. This includes;

- The Implementation of staff rotation at all toll stations as well as the Agency's Headquarters, where one group works while the other self quarantines for two weeks. This is in an effort to avoid risk of exposure among staff.
- Staff, especially Toll Collectors are discouraged from travelling away from their respective towns to avoid exposure/spread of the disease.



THE TOLL COLLECTOR WHO WAS 'BORN TO SUFFER'

The misfortune of losing both his parents when he was still very young, left Gift Sakala's life in jeopardy. His mother died in 1988 when he was just three years old and his father died three years later.

The untimely deaths of his parents dictated a change of venue for Gift from Mandebvu Compound in Lusaka to Mukomanimau village in Katete district in Eastern Province. Gift says his aunt whose livelihood depended on selling illicit local beer known as Kachasu, thought she was the only one capable of taking care of him. Now a Toll Collector with the National Road Fund Agency (NRFA) based at Kakonde Toll Plaza between Nakonde and Mbala, Gift narrates the difficulties he passed through to get where he is today.

“I reached a point where life became unbearable for me and to express what I was going through, I wrote on all my school books the words 'born to suffer'” he says.

After taking custody of Gift and three of his siblings, his aunt shifted to Ukwimi, an area in Petauke that was previously occupied by refugees who came from Mozambique. Later, another aunt of his came to pick him from Ukwimi and took him to Kamimba

Village in Sinda District, where he started farming and looking after her cattle.

“I later realised that I needed to go back to school, so I returned to Ukwimi. Earlier on I had stopped school three times in grade 2, 3 and 4 due to financial constraints.”

“When I went back to school, I was 16 years old. So I skipped Grade Five and started in Grade Six at Mwanika Basic School,” he says.

Gift passed his Grade 7 examinations and went on to become head boy of Mwanika

Basic School in Grade Nine.

“I later qualified to Grade 10 at Petauke Secondary School, which is a boarding school

but my aunt could not afford to pay for me.” “Luckily the first born son of the woman who was married to my uncle came to



Gift at in his shop in Mtendere in 2014. The shop enabled him generate funds for his college fees.

my aid. My aunt was in a polygamous marriage,” he says. Gift explains that the man (his sponsor) who was at the time working as a Security Guard bought him some uniform and paid school fees for the first and second terms but could not go beyond that.

He then decided to seek help from the Headmaster of the school.

“I told him that the person who used to pay for me could no longer do so. So he put me

On the Forum for African Women Educationalists in Zambia (FAWEZA) programme and my school fees were paid by FAWEZA until I wrote my Grade 12 exams,” he says. Gift managed to get a Grade 12 School Certificate, after which he went back to the farm and stayed there until April the following year.

“I decided to go back to Lusaka with the aim of re-writing some subjects in which I did not perform very well. When I got there, I found a job as a general worker.”

“The man who employed me was residing at the University of Zambia (UNZA) and we agreed that I would do his laundry, cook, clean his house as well as work at this company in Lusaka's Show Grounds at a salary of K200. This was in 2008,” he recalls.



Gift in Japan at an Enhancement of SME System for Industrial Promotion program in 2016

Gift started work at 06:00hours at his employer's residence at UNZA and by 08:00 hours he would go to work at the man's company up to 17:00 hours. He worked for four years during which his salary was gradually increased until it reached K700. Gift married while still getting a salary of K700. In 2012, he got a job at Zambia Chamber of Commerce and Industry (ZACCI) as an office Assistant. Meanwhile, in the sidelines he ran a shop in Mtendere, a business he started with K3000 capital money he received from his former employer. His intention was to raise funds for college fees.

"I started knocking off at 16:30 hours at ZACCI so that I could

make it in time for my evening classes at NIPA. From there I went to my shop in Mtendere and would be there until we closed the shop at 22:00hours." Gift occasionally got salary advances which he invested in the Shop and the profit went towards paying for his school fees at NIPA, where he studied Business Administration as well as Public Administration. He acquired his diploma in 2015 and within the same year he was promoted Business Development Officer at ZACCI. By now his belief that he was born to suffer was slowly fading from his mind.

He was again promoted as a Membership Officer and got a chance to travel to Japan under a

JICA programme. In November 2019, Gift quit his job at ZACCI and joined Astro Holdings Group of Companies as a Business Development Manager. His stay at Astro Holdings was short-lived as he opted to switch to NRFA in November, 2020. Gift now says success does not depend on a person's background but their Determination to make it no matter the challenges.

"You do not need to go into prostitution, stealing or rather staying idle, find something to do. I humbled myself and worked as a garden boy and later took myself to college. I appeal to the youths to humble themselves and not reject certain jobs but instead make themselves useful" he says.

Gift married Manase Banda in 2011 and they have two children together. He says his wife contributed greatly to his achievements because of her tolerance and good attitudes during trying times.

"I remember a time when we went for a whole year surviving on nshima and vegetables only. She did not complain. She only advised me to limit the number of children we would have" he says.

Gift says he enjoys analyzing current affairs and has written articles on youth empowerment, smuggling of maize and land administration.

He harbors ambitions of running his own company and becoming a policy-maker in the near future.

Courtesy of Zambia Daily Mail



Gift at Kakonde Toll Station

ROAD SECTOR BOARDS WALK THE TALK



BY RACHEL NAMUKOLO

The Road Sector comprises three agencies, the Road Transport and Safety Agency (RTSA) established by an Act of Parliament No.11 of 2002, The Road Development Agency (RDA) established by an Act of Parliament No.12 of 2002, and the NRFA established by an Act of Parliament No.13 of 2002.

RTSA has the mandate to among other things provide a system of road safety and traffic management, the Road Development Agency (RDA) was established to provide for the care, maintenance, and construction of public roads in Zambia while the NRFA has the mandate to mobilize resources that go towards various road interventions.

While the Agencies have different mandates, their work is interlinked. A recent tour in Lusaka, Central and Copperbelt Province undertaken by the committee of Board Chairpersons of the three Agencies was key in reinforcing inter-agency cooperation and demonstrated synergies and areas of mutual cooperation.

This was a follow-up tour to the first visit made by the Board whose objective was to inspect the level of care and maintenance of road sector infrastructure and ascertain preventive measures against the spread of Covid-19 considering that each Agency had frontline staff directly interacting with the public.

The team, which was led by Mr. Samuel Mukupa (RDA Board Chairperson), comprised NRFA Vice-Board Chairperson Mr.

Kaitano Chungu and RTSA Board Chairperson Dr. Cornelius Chipoma.

RDA Board Chairperson, Mr. Samuel Mukupa said public infrastructure had suffered negligence for a long time but it was time for the sector to take deliberate steps in incorporating cleanliness and maintenance to reflect a respectable image of the country as a whole.

“Apart from making sure that the road network which is very critical infrastructure for development is sound, we also strongly feel that the infrastructure, which is part and parcel of the entire program, should reflect what Zambia is,” he said.

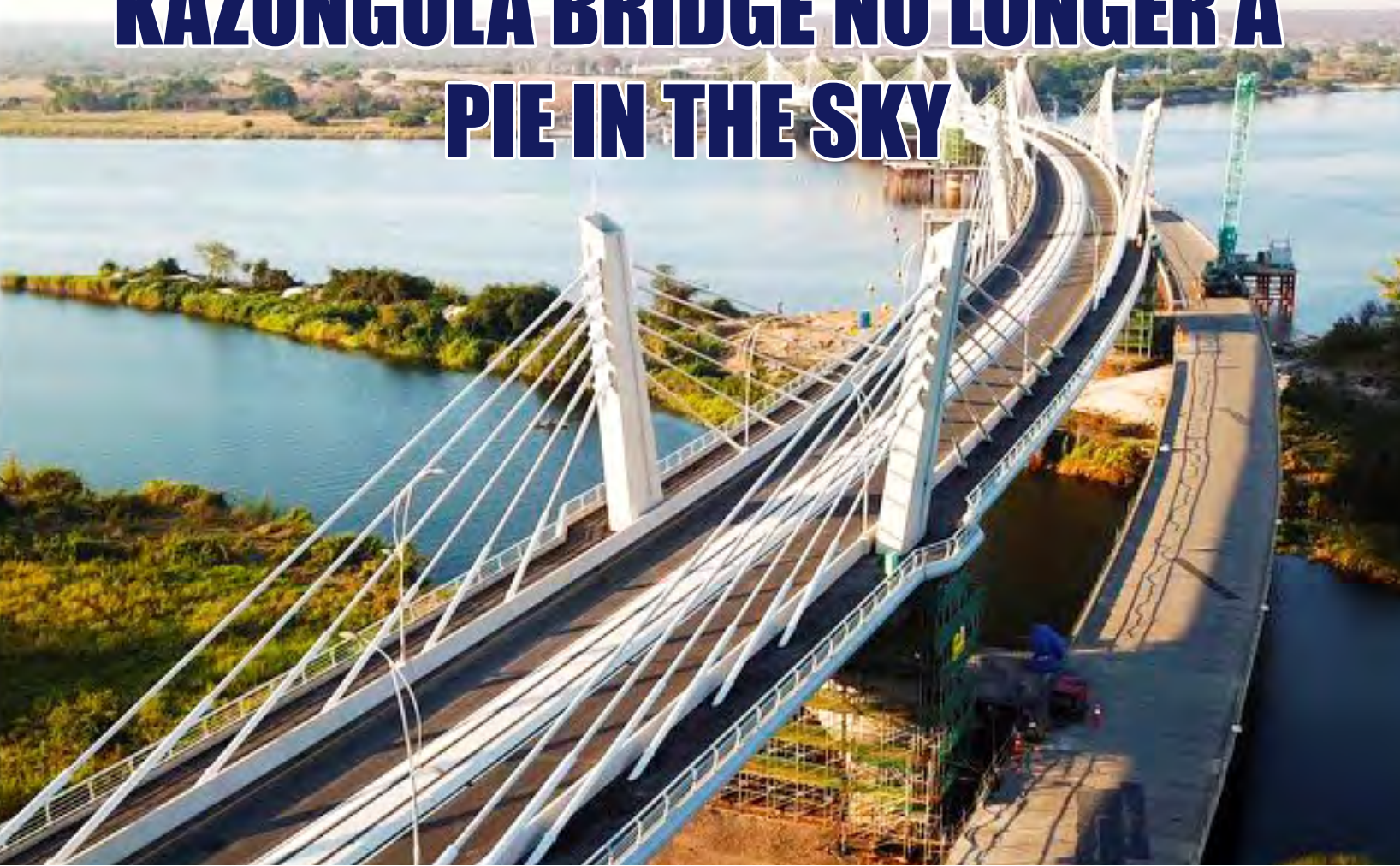
And RTSA Board Chairperson Dr. Cornelius Chipoma noted that an attitude change towards public infrastructure was vital in its transformation and maintenance.

Meanwhile, NRFA Vice-Board Chairperson Mr. Kaitano Chungu said the onus was on each individual to ensure that the public infrastructure in the road sector reflected quality, integrity, and conscientiousness.



RDA Board Chairperson Mr. Samuel Mukupa (c) confers with RTSA Board Chairperson Dr. Cornelius Chipoma (l) and NRFA Vice Board Chairperson Mr. Kaitano Chungu (r) at Kapiri Mposhi Weigh Bridge.

KAZUNGULA BRIDGE NO LONGER A PIE IN THE SKY



Government says the completed Kazungula Bridge project should motivate both Zambia and the Democratic Republic of Congo to accomplish the Kasomeno-Mwenda toll road and Luapula Bridget project.

Infrastructure Development Minister Vincent Mwale says positive lessons have been drawn from the Kazungula bridge bilateral project between Zambia and Botswana.

He says the lessons will be useful in the implementation of the Kasomeno-Mwenda toll road project.

ZANIS reports that Mr. Mwale was speaking when he and his DRC counterpart Willy

Ngoopos toured the new Kazungula Bridge in Kazungula district.

Mr. Mwale explained that the visit to the bridge has triggered more interest in both the Zambian and DRC officials to deliver the project in Luapula Province on schedule.

And Mr. Ngoopos said the Luapula River which, separates the Haut Katanga and Luapula Provinces should have a bridge in order to connect the two regions.

He said Botswana and Zambia have eased the way of doing business between them following the construction of the bridge.

And Luapula Province Minister

Nickson Chilangwa who was part of the delegation with his Southern Province counterpart Edify Hamukale warned that people who want to sabotage the project less than a month before groundbreaking will be treated as enemies of the country and the region.

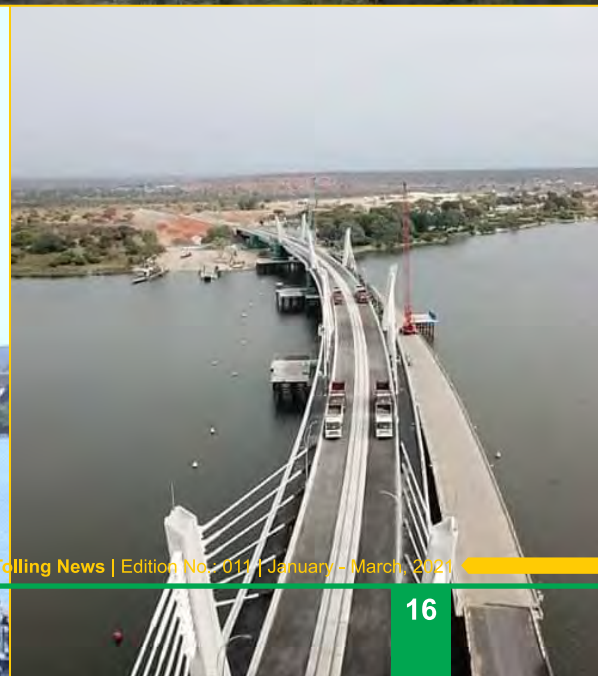
And Dr. Hamukale expressed optimism that the Kasomeno-Mwenda toll road and Luapula Bridge project and the Kazungula Bridge will benefit the people of Southern and Central Africa in terms of trade.

ZANIS



A progression of works on the Kazungula Bridge 2018-2020.

Pictures courtesy of RDA



E-Toll Card: Frequently Asked Questions

Q. What is an E-Toll Card and how does it work?

A. The NRFA is rolling out a cashless payment solution which is an efficient and secure way of accessing Toll Gates across the country through an E-Toll Card. The Card is being sold at K30 only at all Toll Stations across the country and the NRFA Head Office in Lusaka. The minimum value you can load on it is a k100 and you will be able to use at any toll station in the country.

Q. Where and how does one load value on their card?

A. You can load value from all class A toll stations across the country as well as NRFA Head Office in Lusaka. The Agency is working to enhance its systems in giving the public a variety of payment options in the nearest future such that they will be able to load value on different mobile platforms. At the moment there are three modes of payment for loading value. The first option is cash payment, secondly through a check deposit and the third option is a direct transfer to our account.

Q. Are there specific Toll Gates where you have to pay using the E-Toll Card?

A. The E-Toll payment system is available at all toll stations across the country.

Q. How does one know when the E-Toll account funds are low?

A. The user of an E-Toll Card gets instant SMS notifications each time the card is used, informing you how much has been used and how much is the balance on your account.

Q. Does the card and the value have an expiry date?

A. No. The card and value do not have an expiry date and can be used for as long as the user deems fit. However, you may need to top up value as and when it gets low.

Q. Can one E-Toll Card be used by any vehicle or there is some restriction?

A. The E-Toll Cards are not tied to a particular registration number unless on request by a corporate account holder. For individual accounts, the user has the option to use their card on any vehicle or give authority to somebody else to use their card.

For more details on the E- Toll card, please contact us on 700 on all mobile service networks.



I am a Toll Collector (Poet)

*Making sure that you are better served,
As you are taken care of with Love and respect that's well deserved.*

*When your opinion to be heard is all you want,
And you are pretty sure you are always right,
I'm that one standing on your way day and night.
The one you are always getting angry at,*

*Cause you see me whenever you come around.
Instead of chating you or getting mad,
I try to show you how to understand.
Sometimes I may not be the right person to answer some of the questions you hold,
But with best of my ability, I try to serve you with values that my integrity upholds.*

*I bring you Love and Care,
And show you my priceless smiles.*

*I am the one that comforts, stands and care for you,
Because I love what I Do.*

*Sometimes you come with your cheap propaganda,
Calling me as a political Cadre,
Intimidate me with all your threats and Agenda,*

*Throwing at me all the trash and Mud,
But because of the professionalism I have to hold,
I confidently swallow my Pride,
And just "Do what's right".*

*Sometimes you come with some enticing ideas to bribe me,
Because somewhere someone far far away was convinced with your cheap deal,
And you assume I can also buy in,*

I always don't forget to just "Do what's right".

*Sometimes my duty calls for abnormal working hours,
Away from comfort and family members,
Just to ensure we meet targets with whatever it may take in the middle of nowhere,
Always ensuring to uphold the core values of the Institution everywhere.*

*I am a **toll Collector**,
You are my **Customer**,*

*I have a responsibility to mobilize road revenue for a sustainable road fund without even hesitating.
And I will always "Do the right thing".*

Muneku Moses

Toll Collector- Manyumbi Toll Plaza



Muneku Moses

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