

Counting every car, capturing every cent 24/7



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IN TODAY'S world, well-maintained roads are crucial for economic growth, trade, and daily transportation.

At the heart of thousands of moving vehicles on these roads sits the National Road Fund Agency (NRFA)'s Control Centre, which manages all toll gates in the 10 provinces of Zambia, from one room, with real-time data flowing like traffic.

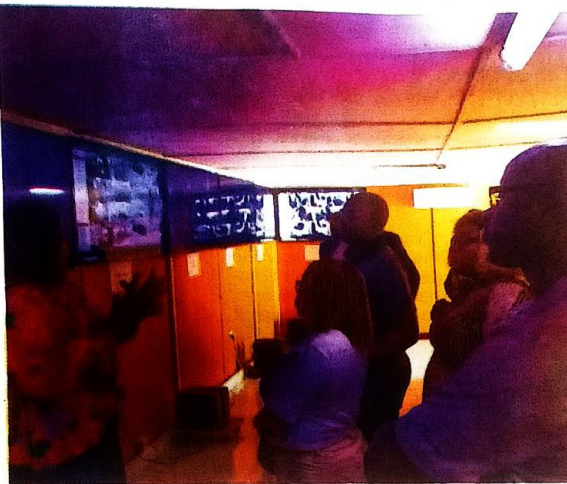
The agency plays a vital role in ensuring that road users contribute to the sustainability of the country's road network

with a team of control centre operators. Over the years, it has expanded significantly to improve efficiency and service delivery. Today, the control centre operates 24/7 and has a structured team comprising an overall supervisor, four shift supervisors, and 14 control centre operators. This growth reflects the increasing demand for real-time toll monitoring and operational support across Zambia's road network.

The NRFA Control Centre is a state-of-the-art facility that oversees all toll stations in Zambia. It serves as the nerve centre for ensuring efficiency, transparency and security in toll collection.

By utilising advanced technology, the control centre monitors real-time activities at toll booths, tracks revenue collection, and ensures compliance with operational guidelines. One of the key functions of the control centre is surveillance.

High-definition CCTV cameras and digital monitoring systems are installed at various toll stations, providing a 24/7 feed to the control centre. This allows operators to detect and address any irregularities, security concerns,



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investigations are conducted to maintain transparency and prevent revenue losses due to fraud or operational errors.

In addition to monitoring toll stations, the control centre is responsible for managing stakeholder engagements through the Call Centre Management System. It serves as a direct communication point for road users who require assistance, have inquiries, or need to report incidents. Whether it is a breakdown, an accident, or a toll-related concern, the control centre ensures that every call is handled efficiently, providing timely support to road users.

Apart from revenue tracking and security, the control centre is instrumental in handling incidents and emergencies at toll plazas. Whether it's a vehicle breakdown, an accident, or a power outage, the control centre coordinates with relevant units to ensure a prompt response. This proactive approach minimises disruptions and enhances the overall experience for road users.

Toll collectors at the front lines rely on the control centre for immediate assistance in cases of system failures or emergencies. The centre's rapid response capabilities ensure that operational downtime is kept to a minimum, thereby improving service delivery and efficiency.

The NRFA Control Centre is a testament to Zambia's commitment to modernising its

road infrastructure management. By integrating technology, strict security measures, and seamless communication, the centre guarantees that toll operations run smoothly, benefiting both the Government and road users.

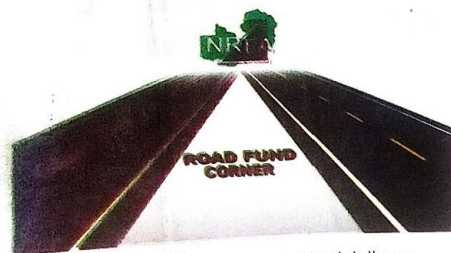
As road networks expand and traffic volumes increase, the role of the control centre will continue to evolve. With ongoing advancements in tolling

technology and data analytics, NRFA remains dedicated to improving road infrastructure funding and ensuring that Zambia's highways remain safe and efficient for all.

For road users, the NRFA Control Centre represents more than just a monitoring facility – it is a cornerstone of accountability, security and progress in Zambia's transport

sector.

To learn more about the operations of NRFA, please visit our official website at www.nrfa.org.zm or contact the NRFA Customer Care Centre by dialling 700. The author is control centre shift supervisor at NRFA.



through toll collection. The control centre is, therefore, a central hub designed to monitor, manage and enhance tolling operations across the nation.

It also acts as a call centre management system, the centre responsible for stakeholder engagements.

The NRFA Control Centre began operating in 2019

or operational challenges immediately.

Revenue collection at toll stations is a significant responsibility, and the control centre plays a pivotal role in safeguarding financial accountability. Through its toll management system, the centre ensures that every transaction is recorded accurately. In cases where discrepancies arise, swift

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By James Gayo

