

customers work at the solar project and have come for lunch. Business is much better this time around because one is guaranteed to knock off with some money,"

work. Employed as a community liaison officer for the project, Chilufya is the link between the chiefdom and the contractor,

We have been allowed to gain experience from the project. So, this project has been a blessing to this chiefdom," Mr Chilufya said. With only a month remaining

experts, a community is satisfied because a lot of work has already been done and what is remaining are just final touches. We are very excited that this

the company, while 70 percent is debt coming from the financiers," disclosed KNEPEC chief executive officer, Boyd Kanchela.

peaking at 2,300MW, the country is racing to develop more generation and expand transmission and distribution

clean energy. This is a clear direct benefit," Zesco's director of planning and projects, Francis Namakanda, said.

# E-Toll Cards: Game-changer for road users



**VISULE CHELA**

**T**HE National Road Fund Agency (NRFA) continues to spearhead innovation in Zambia's road infrastructure financing through the deployment of an advanced Electronic Toll Collection (ETC) system. This modern tolling solution is transforming the way motorists interact with toll stations

on digital transformation. At the core of this transformation is the agency's Electronic Toll (E-Toll) System, an initiative that is revolutionising toll payments across the country. The NRFA is paving way for an easier, faster, and secure tolling system.

The E-toll system drastically reduces the need for motorists to carry cash, cutting down on transaction times and virtually eliminating long queues at toll stations. Drivers can now move through toll plazas without the delays often associated with manual payment processes, such as waiting for change or verifying cash.

The digital nature of E-Toll transactions ensures real-time data capture, enabling greater transparency in revenue collection and reporting. This aligns with the agency's goal of ensuring responsible management of public funds for infrastructure development and maintenance. Additionally, the E-Toll system enhances security for both road users and toll collectors. This shift



**TOLL card.**

solution for accessing tolling services across the country. This fee ensures that all road users, regardless of travel frequency, can benefit from the advantages of cashless tolling.

For companies managing large vehicle fleets, the E-Toll system presents an opportunity for better control and monitoring of toll expenses. Through authorised Toll Distributorship Partners, businesses can obtain and manage cards for multiple vehicles, streamlining operational efficiency and enhancing accountability.

To further enhance user experience, the NRFA has partnered with major mobile network operators (MNOs) Airtel, MTN, and Zamtel to enable effortless card top ups via mobile money. This allows motorists to recharge their cards anytime, anywhere, ensuring uninterrupted travel. The Agency is actively expanding value-loading options through banks, with some already on-boarded to offer motorists a broader range of payment solution via mobile money, bank cards, and other digital payment channels.

The implementation of the E-Toll system is a milestone in Zambia's journey towards

a fully digital road tolling environment. It reflects the NRFA's commitment to embracing cutting edge technologies that improve service delivery and align with global best practices. The success of the Zambian E-Toll system has already captured the attention of several countries across the African continent, with delegations expressing interest in learning from Zambia's model and potentially replicating it within their jurisdictions.

As Zambia advances toward becoming a digitally inclusive economy, the NRFA remains dedicated to modernising road user services. The E-Toll system stands as a testament to the



**DRIVE cashless, use an E-Toll Card for faster, secure and efficient service at all Toll Gates across the country.**

Agency's focus on innovation, sustainability, and efficiency. Motorists are therefore encouraged to adopt the E-Toll system and become active participants in the digital transformation of Zambia's road network.

To learn more about how to obtain your E-Toll card, recharge options, or for general inquiries, please visit the official NRFA website at [www.nrfa.org.zm](http://www.nrfa.org.zm) or contact the NRFA Customer Care Centre by dialing 700. Let's

move together towards a sustainable and dynamic road fund and drive cashless.

**The author is control centre supervisor - electronic tolling at NRFA.**



by promoting a cashless, convenient, and efficient mode of payment. The ETC system is not only streamlining operations across toll plazas, but also significantly improving the overall travel experience for road users.

As part of its mandate to provide quality and customer focused services, the NRFA has placed a strong emphasis

significantly minimises the risk of theft, loss, and fraud, creating a safer operating environment.

Understanding the diverse needs of its clientele, the NRFA has ensured that the E-Toll system is accessible to both individual motorists and corporate entities. The E-Toll card, priced at an affordable one-time fee of K30 only, offers a simple and cost-effective

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By James Gayo

