



NATIONAL ROAD FUND AGENCY

SERVICE CHARTER



February 2026



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FOREWORD

The National Road Fund Agency (NRFA) is pleased to present this Service Charter, which reflects the Agency's unwavering commitment to delivering high-quality, accessible, and responsive services to all our customers and stakeholders as we prudently manage and administer the Road Fund.

This service charter is informed by the Agency's Strategic Objective of enhancing Stakeholder Engagement, a critical process which ensures that our customers and stakeholders' needs and expectations are understood and addressed.

In this regard, the Service Charter outlines the standards of service you can expect from us, your rights and obligations as a service user, and the responsibilities we uphold to ensure continuous improvement and accountability.

Our Core Values guide us to serve with Proficiency, Integrity, and Team Work. As a team, we pledge to listen, learn, and evolve based on your feedback and needs.

We invite you to read this Charter and hold us accountable to our set standards. Your satisfaction is at the heart of everything we do.

Daniel Mtonga
DIRECTOR/CEO

VISION

"A sustainable and dynamic Road Fund for National Development"

MISSION

"To mobilize and sustainably manage financial resources for good and safe roads"

CORE VALUES

The Agency espouses three core values namely;

Proficiency;

Integrity; and

Teamwork.

MANDATE

To mobilize, administer and manage of all financial resources in the road sector.

1. INTRODUCTION

The National Road Fund Agency (NRFA) was established in 2002 under the National Road Fund Agency Act, No. 13 of 2002 of the Laws of Zambia. The policy direction of NRFA is provided by the Board of Directors while the day-to-day operations is managed by the Director/Chief Executive Officer who is assisted by a Senior Management team responsible for five (5) Departments namely Fund Management, Corporate Services, Internal Audit, Monitoring and Evaluation and Road Tolling. The National Road Fund Agency is responsible for mobilising, administering, and managing the road fund.

This Service Charter serves as a performance standard for service delivery, promising Stakeholders/Customers the best service rendered at various levels of engagement with the Agency at all times. This edition of the Service Charter has been reviewed considering the need to enhance service delivery to our Stakeholders/Customers in this dynamic business environment. The Charter will help the Stakeholders/Customers to understand their rights and obligations as they conduct business with the Agency.

The aim of this Charter is that of nurturing a mutual relationship of trust and respect between the National Road Fund Agency and the Stakeholders/Customers it serves. It explains what Stakeholders/Customers can expect from us and our commitment in mobilising, managing, and administering the road fund.

2. OBJECTIVES

The purpose of this charter is to:

- i. enhance our Stakeholders/Customers awareness of the type of services the Agency provides;
- ii. explain to our Stakeholders/Customers the standards of service they should expect to receive; and
- iii. explain to our stakeholders/customers our commitment to ensure the set performance standards and services are upheld.

3. SCOPE AND APPLICATION

This policy will be applicable to internal and external Stakeholders/Customers of the Agency.

4. STAKEHOLDERS/CUSTOMERS RIGHTS AND OBLIGATIONS

4.1 Stakeholders/Customer's Rights

NRFA will observe and respect the following rights:

- i. To be treated with courtesy, consideration, fairness and respect in a professional manner in accordance with the law;
- ii. To access to accurate and consistent information on road fund matters;
- iii. To timely responses to your enquiries and requests;
- iv. To confidentiality regarding your business engagements with the Agency;
- v. To appeal and request a review of penalties/sanctions in accordance with the provisions of the legislation;

- vi. To request for an official NRFA identification from our officers attending to you on official duties; and
- vii. To demand for a receipt upon any payment transactions.

4.2 Stakeholders/Customer's Obligations

- i. To register for any services that the Agency may provide;
- ii. To take reasonable care in providing complete and accurate information in your application and other documents you are required to provide;
- iii. To pay the correct user charges in line with the applicable laws;
- iv. To be cooperative with NRFA officers at all times;
- v. To treat NRFA officers with courtesy, consideration and respect;
- vi. Not to influence NRFA officers in corrupt activities in any manner whatsoever,
- vii. To promptly report on any malpractices to the NRFA integrity committee secretariat and relevant authorities.

5. SERVICE STANDARDS

In conformity with our core values espoused in our Strategic Plan, we pledge to provide services in accordance with the set performance standards as stipulated in the table below:

S/N	SERVICE	STANDARD
1.	Processing of Interim Payment Certificates (IPC) and Invoices	Nine (09) working days processing of documents
2.	Payment of IPCs and Invoices	Payment processed within three (03) working days based on processed IPCs, availability of funds for profiled and budgeted for projects.
3.	Processing of applications for Road User Exemptions	Response will be given within ten (10) working days of receipt of such applications.
4.	Processing of applications for Local User Discounts (LUDs) at Toll Stations	Response will be given within five (05) working days of receipt of such applications.
5.	Provision of Frequent User Discounts (FUDs) at Toll Stations	Automated discount activated upon ten (10) consecutive passage for motor vehicles in Classes A and B.
6.	Ensure all Road User Charges are managed and administered in a transparent and accountable manner for good and safe roads.	Publish annually audited financial statements
7.	Undertake Value for Money activities on funded road projects to uphold the interest of road users and ensure that works done are within set standards and specifications.	Quarterly Financial and Technical Audit Reports prepared and shared with key stakeholders.
8.	Toll fee payment transaction duration	Client served within ten (10) seconds of arrival at the booth.
9.	Provision of feedback to Stakeholders/Customers messages received through social media	Within twenty-four (24) hours
10.	Provision of feedback to Stakeholders/Customers correspondences	Within seven (07) working days.
11.	Processing of Appeals against motor vehicle abscondment at Toll Stations	Appeal concluded within (30) calendar days
12.	Attending to Stakeholders/Customers complaints	Attend to all complaints within seven (7) working days
13.	Stakeholder/Customer care	We will endeavour to treat and care for our stakeholders/customers with respect, fairness and always uphold confidentiality and professionalism.

6. **CONTACT**

We will continuously improve our service by proactively welcoming suggestions and receive feedback and act on it to meet your expectations.

Please contact us as follows:

By Phone:

700 Call centre on all networks

+260 211 – 253145/255660/250823

Help Desk: +260 764930425

Email: nrfa@zamnet.zm
roadfund@nrfa.org.zm

Social Media

Facebook - National Road Fund Agency

(formerly twitter) - twitter@nrfa_zambia

website – www.nrfa.org.zm

In Person at the:

National Road Fund House
Plot 33 Fairley Road
Ridgeway
LUSAKA

In writing:

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

7. **BREACH OF POLICY**

Failure to comply with the provisions of this policy may result in disciplinary action.

8. **ADMINISTRATION**

The Director – Corporate Services will be responsible for the administration, revision, interpretation, and application of this policy which will be displayed at all NRFA work stations.

9. **AMENDMENTS**

The policy may be reviewed and amended every two (2) years as may be required taking into account our Stakeholders/Customers suggestions, findings on surveys, new changes within the business environment, relevant laws and best practices.

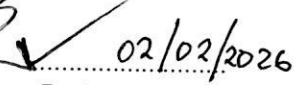
10. EFFECTIVE DATE

The effective date of this amended policy will be from the day of 2026 the date of approval by the Board.

11. BOARD APPROVAL

Mr. Noel Nkoma
Board Chairperson


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Signature


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Date