



ROAD TRANSPORT AND SAFETY AGENCY

ROAD TRANSPORT AND SAFETY AGENCY (RTSA) BOARD

Congratulatory Message for the newly appointed RTSA Board of Directors

The Management and staff of the Road Transport and Safety Agency (RTSA) wishes to congratulate the new Board of Directors of the Agency for their well-deserved appointment to the RTSA Board.

Management and Staff of the Agency have trust that the Board of Directors will provide strategic oversight of the Agency to spur sustainable growth of the road transport sector in Zambia and contribute to the social and economic development of the country.

On 15th August, 2019 Government appointed and inaugurated a new Board of Directors of the RTSA. Transport and Communications Minister Hon. Mutotwe Kafwaya presided over the inauguration ceremony with are call for the new Board of Directors to enhance the operations of the RTSA.

The New RTSA Board of Directors



DR. Cornelius Chipoma
Acting Board Chairperson



Mr. Daniel Kampilimba
Vice President



Eng. Misheck Lungu



Ms. Mumeka Walumweya



Mr. Henry Nkhoma



Ms. Lombe Kamukoshi



Ms. Mwenya Bwalya



Mr. Patrick Malindi



Eng. Wallace Mumba



Eng. Elias Mwape



Mr. Aaron Kamuti

Message from the new RTSA Board of Directors

The Road Transport and Safety Agency (RTSA) is transforming itself to enable a world-class and equitable regime of transportation system management through smarter road safety engineering, regulation, enforcement, revenue collection, and service delivery. Over the course of the 2019-2021, the way we do business and how citizens experience the RTSA brand will change irreversibly. RTSA's Governing Board, Management and frontline staff are committed to the highest level of accountability to ensure that organization of the country's transportation system serves the equitable movement of goods, services and all citizens including poor people in remote rural areas, poor women, young children, and people living with disabilities and generates socioeconomic multiplier effects.

In the next three years, the Governing Board and Management will rapidly raise the quality and reach of RTSA's safety and service delivery mandate. Few public agencies or their direct influence are as omnipresent in people's everyday lives as RTSA. The Agency is a factor affecting everyday movement, livelihoods, recreation and safety of citizens. But, at the same time, the Agency's foot print across the country is the most modest with only 600 staff serving the country's 16 million citizens. RTSA needs clever solutions to be enabling and present right across the country and equitably.

RTSA's approach going forward, is designed to address the mismatch between its modest size and commitment to serve all citizens equitably contributing to actualizing the Government's 2019 Transport Policy. The interventions planned and results sought in RTSA's strategic plan address the urgency of the issues that it faces today and in the future to come. Through six focus areas that include; Improve road transport and safety, improve Agency brand, decentralized service delivery, smart revenue collection, stakeholder management and communication and improving organizational capability, RTSA will effectively raise performance in executing its mandate. RTSA will work with key players in road safety

engineering including the Road Development Agency (RDA), National Road Fund (NRF), local authorities, research institutions, insurance companies, health professionals, private sectors actors broadly and local communities to ensure ongoing learning and responsive solutions for public safety and minimize recourse to punitive measures including fines and litigation.

RTSA will escalate its initiative to decentralize leveraging the presence and reach of other service organisation such as ZAMPOST and local government authorities to provide greater reach and reduce the burden and high of cost of citizens accessing our facilities. RTSA will also leverage as many stakeholders that have a regular connection with citizens including transport and pedestrian associations, religious groups, traditional leaders, learning institutions, civil society organisations and the media to communicate its vision and commitment to safety and service delivery. The Agency will work with these groups to devise clever incentive mechanisms that produce transport safety solutions that enable RTSA to widely share the burden of ensuring protection of the travelling public.

RTSA will rebrand by dramatically changing how citizens experience its services through its branches and appointed agents across the country. The rebranding effort includes online payment solutions for road taxes and licensing to cut out costly waiting time at service centres. RSTA will also deploy automated driver circuits to override subjective driver testing that results in corruption. The IT solutions will additionally enable the Agency to improve government revenue collection. Furthermore, the Agency will use its service centres for public education outreach given the regular patronage to its facilities. The Governing Board and Management will focus on problem solving and working collaboratively with various stakeholders to achieve a high level adherence to service standards that ensure that no one is left behind and in line with the government's goal of making Zambia the premier logistical hub in southern Africa in the transportation of people, goods and services.

Finally, the Governing Board and Management will reform the agency itself and professionalize it to ensure that the transformation is lasting and upholds a Social Contract with citizens to reduce commute times, the cost and burden in accessing services and achieve significant safety gains exemplified especially in the reduction of road accidents Sustainable Development Goals (Sds). Human resource management, cost cutting, financial prudence, procurement, effective contract management and contributing to a progressive legislative framework for transport system management are key to improving RTSA's performance. The RTSA brand that the Governing Board and Management seek to actualize is indeed a commitment to accelerated and sustained socioeconomic development of Zambia.

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ENHANCING SERVICE DELIVERY THROUGH SMART SOLUTIONS

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