



ROAD TRANSPORT AND SAFETY AGENCY

DON'T BE A VICTIM OF FRAUD

**DO YOU NEED A SERVICE
OR TO TRANSACT WITH
THE RTSA? WALK INTO
OUR SERVICE CENTRES
TO SEEK ASSISTANCE
AND GET INFORMATION.**

**AVOID THIRD PARTIES.
RTSA HAS NOT APPOINTED
ANY INDIVIDUALS AS ITS AGENTS.**

**WORKING TO SERVE YOU EFFICIENTLY
WITH INTEGRITY AND HONESTY.**



RTSA
ROAD TRANSPORT AND SAFETY AGENCY
Republic of Zambia



983/ 0955983983



: Ask RTSAE: www.rtsa.org.zm



ROAD TRANSPORT AND SAFETY AGENCY

CLIENT SERVICE CHARTER

YOU COME FIRST

We are committed to providing excellent customer service by putting our Clients at the centre of everything we do. Our Charter sets out our commitment to you.

Working together with you, we promise to:

- **Attend to you in a timely and efficient manner**
- **Provide you information you require about our services**
- **Be transparent and fair in the execution of our duties**
- **Promptly respond to your complaints**
- **Be polite, helpful and professional in our responses**
- **To go an extra mile, just for you.**

Contact us at Email: pro@rtsa.org.zm, call (+260) 211 230 553.

RTSA Client Service Charter



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