



## Program Summary

Zambia's program seeks to control corruption in targeted government institutions, improve public service delivery to the private sector and improve border management of trade.

## Program Highlights

- The Zambia Revenue Authority Taxpayers' Charter has been launched. The Charter defines the Zambia Revenue Authority's maximum-time service level commitments to its customers.
- The Plan Quarantine and Phytosanitary Service website and online import permit approval were launched. This online service is the government of Zambia's first such product and sets the state for other agencies and ministries to provide more services online.
- The consolidation of five related agencies into one umbrella agency resulted in the creation of the Zambia Development Agency. This agency now functions as a one stop shop for investors, exporters, and other businesses.

### Threshold Status

Status.....Implementation, Year 2

### Threshold Information

Total Amount.....\$22.7 million

Agreement Signed.....May 22, 2006

### Country Information

Population.....11,668,457\*

GNI Per Capita Income.....\$490\*

\*World Development Indicators, World Bank, 2005