

Zambia 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 Ministry of Lands officially launched its new customer service center in an event attended by recently deceased -President of Zambia, Dr. Levy Mwanawasa. The center is intended to facilitate land registration and increase the availability of information to the public.
- ★ The Ministry of Lands and the Ministry of Immigration launched new Customer Service Charters. The new charters define standards for services provided by both institutions to the public, including commitments to time and quality of service delivery.
- ★ The Zambia Immigration System (ZIMS), was rolled out to Immigration offices and posts in Livingstone. As part of the roll out, Immigration successfully programmed and installed newly delivered passport scanners which allowed ZIMS entry and exit functions to be tested. Immigration staff at regional offices received training and began implementing the entry and exit functions on ZIMS utilizing the passport scanners procured through the threshold program.
- ★ The Zambia Revenue Authority expanded its Customs Accredited Client Program significantly following the successful conclusion of the pilot phase. The Commissioner of Customs inducted 12 new firms into the Program, which is intended to reduce transit time for accredited clients. The program has already led to decreased border congestion at Chirundu and improved business performance for participating companies.
- ★ Recently released survey results show that the percentage of households reporting payment of a bribe to the Customs Division of the Zambia Revenue Authority has fallen from 14 percent to 4 percent over the course of the program.

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*