



# CALL FOR STAKEHOLDER INPUT - ZRA OPERATING MODEL

The Zambia Revenue Authority (ZRA)'s Corporate Strategic Plan 2022-4 ("CSP") is a critical guiding document for the organisation (see the ZRA website at <https://www.zra.org.zm/wp-content/uploads/2022/05/ZRA-CSP-2022-2024.pdf>)

A key strategic objective in the CSP is to develop and support a committed, competent and high performing workforce. To achieve this objective, the CSP includes a commitment to review and implement a revised organisational structure (an "operating model") for the ZRA, which is aligned to international good practice. This is pursuant to Section 19 (2) of the Zambia Revenue Authority Act Chapter 321 of the Laws of Zambia. The realignment of the ZRA operating model will improve service delivery to all stakeholders and optimise revenue collection.

The Commissioner General of the ZRA is pleased to announce that in line with the CSP, he has commissioned a project to carry out a review of the ZRA's operating model, which commenced on 8 May 2023. In this regard, independent consultants have been appointed to provide technical support to the ZRA. The operating model project has the full support of the Ministry of Finance and National Planning and the ZRA Governing Board.

The operating model review process will be transparent, including wide consultation with both internal and external stakeholders, covering government, business, NGOs, trades unions and the wider public. In addition to the planned consultations, input on how the ZRA's operating model can be optimised is welcome from all stakeholders and can be sent to a dedicated email, [externalfeedback@zra.org.zm](mailto:externalfeedback@zra.org.zm) before 31 May 2023. All stakeholders, at individual or institutional level, are hereby encouraged to indicate the structure-related challenges they currently face and submit ideas on the ideal structure for ZRA that can serve them better.

Call Centre

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