

PUBLIC NOTICE

CUSTOMS NOTICE NO.20 OF 2017

IMPLEMENTATION OF KKIA CENTRALISED PROCESSING CENTRE (CPC)

This is to inform all stakeholders that the Zambia Revenue Authority through its Modernization Strategy has continued re-engineering the Centralised Processing Centres (CPCs); this time it involves the delinking of Kenneth Kaunda International Airport (KKIA) from Lusaka CPC and will be set up as a stand-alone CPC. The roll-out programme will run from 4th to 8th December 2017.

The following are the expectations:

- ✓ Clearing Agents to attend CPC Sensitization meeting;
- ✓ CPC to continue being treated as a back office: all enquiries to be directed through the client services desk;
- ✓ Other CPC matters to be directed to the Heads of Enforcement, Managers, etc.
- ✓ Appeals beyond CPC Manager to be escalated to the regional Assistant Commissioner;
- ✓ Officers to attend CPC training in E-inspection and Report Writing;
- ✓ Station change agent to take the lead role in most change activities during and after implementation; and
- ✓ Station Manager to take the lead role in the implementation of the CPC Program

Kindly take this as official notification.



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