ROADS FUND ADMINISTRATION

FINANCING THE ROAD INFRASTRUCTURE IN MALAWI

CLIENT SERVICE CHARTER

INTRODUCTION

The Roads Fund Administration (RFA) is a Government agency established for the purposes of raising, administering and accounting for funds for the construction, maintenance and rehabilitation of public roads in Malawi.

OUR SERVICE STANDARDS

The RFA commits to deliver its services according to the following standards:

TYPE OF SERVICE	STANDARD TIME
1. Payments to:	
a) Road works contractors and consultants (for recurrent programmes)	Within 5 working days of receipt of invoice or certificate
b) Community road maintenance clubs and foremen (under the Community Roads Maintenance Programme)	Within 5 working days of receipt of certificate
c) Suppliers of goods, services and other works to the RFA	Within 14 days of receipt of invoice or certificate
d) Malawi Revenue Authority (for different taxes)	Within the statutory timeframes
e) Malawi Revenue Authority (collection fees on international transit fees and road access fees)	Within 14 days of receipt of invoice
f) Directorate of Road Traffic and Safety Services (for approved road safety and traffic management programmes)	Within 7 working days of receipt of payment request
2. Tolling	
a) Collection of Toll fees	Within (10) seconds from Motorist providing cash or card for payment.
b) Renewal of Local User Card	Within 14 days of submitting expired Local User Card
c)Issuance of Local User Card	Within 14 working days of receipt of application fees
d)Accessing a Tollgate Barrier	Within (15) Seconds of paying applicable toll
3. Remittances to	
a) Roads Authority (funding for operational and capital expenses)	Monthly, by the 20th of the preceding month
b) District Councils (funding for administrative expenses for the Community Roads Maintenance Programme)	Within 5 working days of receipt of payment request
c) National Construction Industry Council (NCIC Levy collected from road works contractors and consultants)	Monthly, by the 25th of the following month
4. Responses, communications and feedback	
a) Responses to letters, written enquiries and other correspondences	Within 5 working days from date of receipt
b) Responses to customer complaints	Within 14 days from date of receipt of the complaint
c) Responses to media inquiries	Within 2 working days of receipt of written inquiries
d) Communication of tentative funding allocations to Roads Fund implementing agencies for the upcoming year	By 31st December of each year
e) Input and feedback to Roads Authority on the Annual National Roads Programme (ANRP)	Within 10 working days of receipt of the draft ANRP
f) Confirmation of receipt of fuel levy (To Malawi Energy Regulatory Authority)	Within 5 working days from date of receiving the levies
5. Submission of reports	
a) Annual audited accounts for the Roads Fund	By 31st October of each year
b) Audited accounts for Development Partners' funded projects administered by the RFA	Within the agreed timeframes as per the projects' financing agreements
c) Expenditure Returns to the Ministry of Finance, Economic Planning and Development (for development programmes)	Monthly, by the 15th of the following month
d) Technical and procurement audit reports of the Roads Fund implementing agencies	Within 30 days of receipt of the audit reports from the external auditors

CONTACTS AND FEEDBACK

If you have any enquiries, comments, concerns or complaints in respect of our service delivery or should you require more information on the RFA's activities, please contact us:

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