



REPUBLIC OF ZAMBIA

REPORT

OF THE

COMMITTEE ON LANDS, ENVIRONMENT AND TOURISM

FOR THE

**FIRST SESSION OF THE TWELFTH NATIONAL ASSEMBLY
APPOINTED ON THURSDAY, 6TH OCTOBER, 2016**

PRINTED BY THE NATIONAL ASSEMBLY OF ZAMBIA

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REPORT OF THE COMMITTEE ON LANDS, ENVIRONMENT AND TOURISM FOR THE FIRST SESSION OF THE TWELFTH NATIONAL ASSEMBLY, APPOINTED ON THURSDAY, 6TH OCTOBER, 2016

Consisting of:

Mr E K Belemu, MP (Chairperson); Mrs M C Chonya, MP; Mr F S Kufakwandi, MP; Mr C M Zulu, MP; Mr M Jamba, MP; Mr S Mulusa, MP; Mr J Malanji, MP; and Mr D Mungáandu, MP.

The Honourable Mr Speaker
National Assembly
Parliament Buildings
LUSAKA

Sir,

Your Committee has the honour to present its Report for the First Session of the Twelfth National Assembly.

Functions of the Committee

2. In addition to any other duties conferred upon it by Mr Speaker or any Standing Order or any other Order of the Assembly, the duties of the Committee on Lands, Environment and Tourism are to:

- i) study, report and make appropriate recommendations to the Government through the House on the mandate, management and operations of the Government ministries, departments and/or agencies under its portfolio;
- ii) carry out detailed scrutiny of certain activities being undertaken by the Government ministries, departments and/or agencies under its portfolio and make appropriate recommendations to the House for ultimate consideration by the Government;
- iii) ask, if considered necessary, recommendations to the Government on the need to review certain policies and certain existing legislation;
- iv) examine annual reports of Government ministries and departments under its portfolio in the context of the autonomy and efficiency of Government ministries and departments and determine whether the affairs of the said bodies are being managed according to relevant Acts of Parliament, established regulations, rules and general orders;
- v) consider any Bills that may be referred to it by the House;
- vi) consider International Agreements and Treaties in accordance with Article 63 of the Constitution;
- vii) consider special audit reports referred to it by the Speaker or an Order of the House;

- viii) where appropriate, hold public hearings on a matter under its consideration; and
- ix) consider any matter referred to it by the Speaker on an Order of the House.

Meetings of the Committee

- 3. Your Committee held twelve meetings during the year under review.

Programme of Work

- 4. At the commencement of the First Session of the Twelfth National Assembly, your Committee adopted its Programme of Work, a summary of which is outlined below.
 - a) Consideration of the topical issue, *Contribution of the Tourism Sector to Socio-Economic Development*.
 - b) Consideration of the Action-Taken Report on the Committee's Report for the Fifth Session of the Eleventh National Assembly.
 - c) Local tour.
 - d) Consideration and adoption of the Committee's draft report for the First Session of the Twelfth National Assembly.

Arrangement of the Report

- 5. Your Committee's Report is organised in four parts: Part I deals with the deliberations of your Committee arising out of the presentation of written and oral submissions from various stakeholders; Part II presents the findings of your Committee during its local tours; Part III presents your Committee's observations and recommendations arising out of the presentation of written and oral submissions from various stakeholders and from the tours; and Part IV deals with your Committee's consideration of the Action-Taken Report on the Report of your previous Committee.

Procedure adopted by the Committee

- 6. During the period under review, your Committee considered one topical issue in line with its Programme of Work. Your Committee requested detailed memoranda on the topic under consideration from relevant stakeholders. In order to fully appreciate the topical issue under its consideration, your Committee thereafter invited the stakeholders to provide oral submissions and clarifications on issues arising from their written memoranda. Your Committee also undertook a local tour during the year under review.

PART I

THE CONTRIBUTION OF THE TOURISM SECTOR TO SOCIO-ECONOMIC DEVELOPMENT

Background

7. The tourism sector has been identified as one of Zambia's key economic sectors as the nation strives to diversify its economy. This recognition has been supported by various key institutional and policy reforms by the Government in its endeavour to develop the untapped potential of the sector and increase its contribution to the nation's revenue. The vision in the National Tourism Policy for the tourism sector is to *'make Zambia an exciting and growing destination that realises its full potential and rewards tourists with unique, authentic and treasured experiences'*. In striving to realise this vision, the Government wants Zambia to be among the top five tourist destinations of choice in Sub-Saharan Africa by 2030.

Zambia's tourism potential emanates from its natural environment, which abounds with a variety of tourism attractions. The main tourism attractions in the country include the Victoria Falls and the wealth of wildlife spread out in the country's twenty national parks and thirty-four game management areas. Furthermore, the country boasts of other vast water falls; lakes and rivers; one of the largest concentrations of bird species in the world; and a rich culture spread across the country.

Despite this potential, the contribution of the tourism sector to the country's Gross Domestic Product (GDP) remains low, averaging at 2% over the past four years.

Arising from the above, your Committee resolved to undertake a study to assess the contribution of the tourism sector to socio-economic development.

The objectives of the study were to:

- i) get an update on the operationalisation of Zambia's Tourism Policy;
- ii) find out the contribution of the tourism sector to GDP, employment and total Government Revenue;
- iii) learn the major challenges faced by the tourism industry;
- iv) appreciate the strategies that are in place to harness the untapped contribution of tourism to socio-economic development; and
- v) make appropriate recommendations to the Executive on the way forward.

Summary of Submissions from Stakeholders

8. The following stakeholders made submissions on the topic under consideration:

- i. Ministry of Tourism and Arts;
- ii. Ministry of Lands and Natural Resources;
- iii. Ministry of Finance;
- iv. Ministry of National Development Planning;
- v. Ministry of Commerce, Trade and Industry;
- vi. Zambia Tourism Agency;
- vii. National Heritage Conservation Commission;
- viii. Zambia Development Agency;
- ix. Industrial Development Corporation;
- x. Tourism Council of Zambia;
- xi. Zambia Institute for Policy Analysis and Research;
- xii. Policy Monitoring and Research Centre;
- xiii. Conservation Lower Zambezi;
- xiv. Country Hotels and Suites;
- xv. Lower Zambezi Tourism Association; and
- xvi. Common Grounds Network.

The submissions from the above listed stakeholders are summarised below.

Overview of the Tourism Sector

8.1 Your Committee was informed that tourism was considered one of the most dynamic economic sectors. It comprised a wide range of products, services and activities, including accommodation establishments, tours and transport services, among others representing a long value chain. It was, therefore, an important contributor to socio-economic development, particularly in the areas of job creation and utilisation of natural resources.

Tourism was recognised as one of the fastest growing sectors in the world. The sector had emerged as one of the fastest job creators in the world, employing directly more than 98 million people worldwide. Your Committee was further informed that despite having significant tourism potential, Zambia had not benefited proportionately from the momentous global growth of the sector as demonstrated by insignificant growth in tourist arrivals into the country over the years. According to the Journal of Service, Science and Management published in 2014, over the last ten years, tourist arrivals had grown marginally at an average of 4.2% per annum with total tourist arrivals in Zambia estimated at 915,000. The key competitors to Zambia's tourism received significantly higher numbers of tourists. For example, South Africa received 8 million tourists per annum and Kenya received 1.9 million per annum. Further, the growth of the tourism sector in Zambia had been constrained by a number of factors.

Your Committee was informed that in terms of employment creation, the sector made a significant contribution. The sector was estimated to employ over 57,000 people with earnings by tourism establishments in excess of US\$250 million per annum.

Policy, Legal and Institutional Framework of Zambia's Tourism Sector

8.2 Your Committee was informed that during the implementation of the Sixth National Development Plan (SNDP), the Government continued to review the policies and legal frameworks in order to align them to new developments and continued to provide an enabling environment for accelerated private sector investment and development. Efforts were made to encourage private sector participation in tourism in order to promote employment and reduce poverty.

Policy Framework

Your Committee was informed that the tourism sector was recognised as one of the priority sectors by the Government as it had the potential to contribute to social and economic development of the country. It was guided by various policies including the Vision 2030; SNDP; and the National Tourism Policy.

Zambia's first Tourism Policy was adopted in 1997. It sought to encourage the participation of the private sector in tourism, ensure that tourism development was environmentally sustainable, encouraged the diversification of the tourism product, provided investment incentives in tourism and encouraged rural community participation. Due to the changes on the political, economic, and social fronts in the country as well as on the international scene, the Government developed a new National Tourism Policy in 2015. This was done in order to allow for greater economic liberalisation and further disengagement of the Government from the tourism sector in order to allow for more participation of the private sector in the industry. The main objective of the Policy was to guide all players in the industry to optimise sustainable development of tourism opportunities, extend tourism activities to regions and communities that might have previously been neglected, set out the national implementation framework and to spell out the specific roles of different stakeholders in the sector.

Legal Framework

Your Committee was informed that in order to achieve the Government's vision and objectives for the tourism sector, the Government reviewed the legislation guiding the tourism sector in 2015. The main law guiding the sector was the *Tourism and Hospitality Act* No. 13 of 2015, which repealed the *Tourism and Hospitality Act* No. 23 of 2007; and the *Zambia Tourism Board Act* No. 24 of 2007. Other laws included the *Zambia Wildlife Act* No. 14 of 2015; the *National Heritage Conservation Commission Act* Chapter 173 of the Laws of Zambia; and the *National Museums Act* Chapter 174 of the Laws of Zambia.

Institutional Framework

Your Committee was informed that the Zambian tourism industry was managed by a combination of public, private and non-governmental organisations. Policy formulation,

planning, management and monitoring of the industry were, therefore, the shared responsibility of a range of stakeholders.

The Ministry of Tourism and Arts was the principal public sector agency and was responsible for spearheading policy formulation and development planning; conducting research; and facilitating and monitoring of product development activities. Other public sector agencies which fell under the Ministry included the Zambia Tourism Agency; National Heritage Conservation Commission; National Arts Council; National Museums Board; and Hotel and Tourism Training Institute. In addition, there were other Ministries that were closely related and played major roles in tourism development, including the Ministry of Lands and Natural Resources; the Ministry of National Development Planning; and the Ministry of Finance.

Private sector institutions included the Tourism Council, the Hotel and Catering Association of Zambia and various tourism associations such as the Livingstone Tourism Association; the Siavonga Tourism and Business Association; and the Lower Zambezi Tourism Association.

The tourism sector had undergone various reforms in the past five years. The enactment of the *Tourism and Hospitality Act* No. 13 of 2015, resulted in various institutional reforms. These included, but were not limited to the following:

- a) the establishment of the Zambia Tourism Agency to take over the functions of the Zambia Tourism Board and other licensing, registration and regulatory functions from departments of the Ministry of Tourism and Arts;
- b) creation of the Tourism Development Fund - for tourism product development, tourism infrastructure, tourism marketing, tourism training and research; and
- c) introduction of the Tourism Levy to be paid by tourism enterprises.

Other institutional changes in the sector included the dissolution of the Zambia Wildlife Authority (ZAWA) whose functions were transferred to the Department of National Parks and Wildlife (DNPW).

Tourism Sector Performance

Performance of the Global Tourism Sector

8.3 The stakeholders submitted that according to the United Nations World Tourism Organisation (UNWTO), in 2016, tourism contributed 10% of global GDP and raised tourism's share in the world's exports to 7% in 2015. The international tourism receipts in destinations around the world grew by 3.6% in 2015. This was the sixth consecutive year of above-average growth in international tourism since the 2009 global economic crisis. International tourism receipts grew by 4.4% in real terms with total earnings estimated at US\$1,260 billion worldwide in 2015.

Performance of Zambia's Tourism Sector

Your Committee was informed that the tourism sector's average contribution to the country's GDP averaged 2% in the period 2011 to 2015. Accommodation and food services were the major contributors to GDP in the tourism sector, while the contribution of arts, entertainment and recreation was relatively low.

Your Committee was further informed that the contribution of the tourism sector to domestic revenues averaged 0.25% over the period 2011 to 2015.

The performance of the tourism sector in terms of tourist arrivals, contribution to GDP and contribution to domestic revenue is illustrated in Tables 1, 2, and 3 below.

Table 1: Tourist Arrivals - Purpose of Visit

Purpose of Visit	2011	2012	2013	2014	2015
Leisure/Holiday	194,215	223,342	251,824	249,501	235,235
Business	500,727	465,145	479,892	506,054	499,584
Conference	22,999	7,598	38,678	21,013	22,902
Study	46,857	815	16,716	17,175	20,564
Visiting friends and relatives	69,113	57,875	42,569	63,385	59,622
Other	86,388	104,313	84,897	89,842	93,875
Total	920,299	859,088	914,576	946,969	931,782

Source: Ministry of Tourism and Arts

Table 2: Contribution to GDP

	2011	2012	2013	2014	2015	Projection 2016
GDP (Nominal)	114,032.5	131,273.5	151,330.5	167,053.0	183,381.0	213,139.0
Share of Tourism in (K'millions)	2,101	2,752	3,203	3,275	3,645	4,245
Percentage share of tourism of GDP	1.8	2.1	2.1	2.0	2.0	2.0

Source: Ministry of Finance

Table 3: Contribution to Domestic Revenue

	2011	2012	2013	2014	2015	Projection 2016
Domestic Revenues (K'000)	17,766,400	22,012,182	24,531,708	30,274,530	33,721,610	42,109,127
Revenue from tourism Activities (K'000)	60,677	62,476	43,471	56,488	79,353	87,272
Percentage share of tourism of GDP	0.34	0.28	0.18	0.19	0.24	0.21

Source: Ministry of Finance

Your Committee learnt that in terms of employment, the sector recorded an overall increase from 62, 671 people in 2012, to 72, 078 people in 2014. However, formal sector employment declined from 29,574 people in 2012, to 27,236 people in 2014.

Zambia's Tourism Products

8.4 Your Committee was informed that the Government had not only recognised that the tourism sector was a key economic sector requiring support through various key institutional and policy reforms, but also that the sector had huge untapped potential. The fact that the potential remained untapped hindered the growth of the sector and negatively affected its contribution to the nation's socio-economic development.

Zambia's tourism products continued to be limited as they were mainly wildlife based or centred around the Victoria Falls. The stakeholders submitted that there were many types of tourism, most of which were available in Zambia, but had not been fully exploited. Examples of the different types of tourism are discussed below.

a) *Adventure Tourism*

Adventure tourism comprises various tourism activities which are all common in the African region, particularly in Zambia. These include backpacking, camping, hiking, game viewing and sightseeing.

b) *Cultural Tourism*

Zambia has very strong cultures. All the seventy-two different tribes have significant cultural attractions that could be an attraction to tourists. The country has very rich cultural values which could attract a variety of tourists visiting Zambia.

c) *Ecotourism*

Zambia has vast tracts of pristine and relatively undisturbed lands. Ecotourism is about conservation and encourages responsible tourism.

d) *Geo Tourism*

This type of tourism is focused on natural and built environments. It is sustainable tourism that looks at the conservation and promotion of places as geo sites. These include built national monuments, natural attractions such as the Victoria Falls, hot springs and heritage buildings.

e) *Sports Tourism*

In a broad sense, sports tourism is any travelling that is done to participate in a sporting event – including just watching. As long as a sport is the primary reason for one's travel, it could be considered sports tourism. Your Committee was informed that one way of tapping into this was by constructing more sports arenas and facilities such as golf courses.

f) *Conference Tourism*

Meetings, Incentives, Conferences, and Events (MICE) is a type of tourism in which large groups, usually planned well in advance, are brought together for a particular purpose. This type of tourism has the potential to attract a large number of visitors to the country and could be used to entice participants to venture into other tourist activities that are available in the country. The facilities for MICE need to be improved in order to be able to tap into possible benefits. Examples of such facilities include fully fledged international convention centres.

Your Committee was informed that national policies and strategies needed to be innovative enough to explore and exploit different types of tourism in order to attract more tourists. Lack of differentiation and diversification in the tourism sector had impeded the optimisation of the sector's growth. The stakeholders submitted that while attracting more tourists was a vital ingredient in growing the tourism sector, there was also need to have a diverse and dynamic tourism product in order to increase the length of stay of tourists. The stakeholders further submitted that while one of the goals of the SNDP was to increase the average length of stay for tourists to fourteen days, the available tourism products attracted tourists to stay for an average of only three to five days in most tourism destinations in the country.

Challenges faced by the Tourism Sector in Zambia

8.5 Your Committee was informed that in August, 2013, Zambia and Zimbabwe co-hosted the 20th Session of the UNWTO General Assembly. Stakeholders submitted that this significant event presented an opportunity for Zambia to improve tourism infrastructure, services and various tourism related aspects. Despite the successful Assembly, the country had continued to experience a number of challenges in the sector. The stakeholders submitted that the majority of the problems in the tourism sector arose from poor planning; lack of coordination between the Government and the private sector; and poor understanding of the tourism industry. The challenges included inadequate physical infrastructure particularly roads, railways, airports, telecommunications and accommodation facilities; limited and underdeveloped tourism products; limited community participation; and inadequate marketing of Zambia as a tourist destination. Other challenges that were identified by the various stakeholders included:

- a) inconsistencies in policy and legislation;
- b) lack of planning and consultations on policy issues for the sector;
- c) a cumbersome tax regime for the tourism and travel industry;
- d) costly licensing procedures;
- e) energy deficit and erratic electricity supply;
- f) poor marketing and tourism promotion strategy;
- g) lack of credible information and statistics on tourism in Zambia;
- h) cumbersome investment approval processes and the absence of a decentralised one stop shop for tourism related investments;
- i) lack of clear procedures on alienating land for tourism development projects;
- j) unplanned tourism investments;

- k) an undeveloped aviation sector (air travel was heavily dependent on foreign airlines and it was costly);
- l) lack of investment in domestic air travel;
- m) undeveloped domestic tourism; and
- n) poor infrastructure in tourist attraction centres such as national parks and game management areas.

Some of the major challenges are discussed in detail below.

i) *Poor Marketing*

Your Committee was informed that there was poor marketing and promotion of Zambia's tourism. There appeared to be no market research aimed at understanding the needs of the different niche markets. Further, the tourism sector did not have a marketing strategy that was targeted at the demands of tourists and that segmented the various tourist markets. The international tourism market was diverse and, therefore, segmentation and understanding of market characteristics was key in the overall marketing of the destination. In addition, the participation of local tour operators at international fairs/tourism exhibitions had been reducing over time. This had reduced the country's exposure as a tourist destination and contributed to the reduction in the number of tourists visiting the country.

Your Committee learnt that the stakeholders in the industry had not come together to develop a coordinated marketing strategy. Further, the media had not been engaged to carry out aggressive marketing campaigns due to the high costs charged by the media. Furthermore, there was lack of sensitisation among local communities. In most cases, the local communities did not understand the potential of their areas and hence there was no word of mouth advertising.

ii) *Uncoordinated Tourism Planning*

Your Committee was informed that because of generally poor and uncoordinated planning, the sector could not develop. The stakeholders submitted that there was need for Government institutions to be made aware of the common goals of the tourism development agenda. For example, the Department of Immigration staff needed to be capacitated in how to deal with tourists; the district councils needed to keep the environment clean; the Ministry of Infrastructure and Housing needed to ensure that certain measures were put in place to improve tourism infrastructure; the Ministry of Transport and Communications as well as the communications regulator, Zambia Information and Communications Technology Authority (ZICTA), ought to realise that Information Communication Technologies (ICTs) were a cardinal part of the tourism experience.

iii) *Inadequate Government Support*

Your Committee was informed that despite being pronounced as a priority sector, tourism continued to receive inadequate funding which was far below other priority sectors such as agriculture. There was also a shortage of well-trained human resource in the tourism sector due to inadequate resources and training facilities.

iv) *Poor Communication*

Your Committee was informed that communication in some parts of Zambia where tourist attractions were found was also a challenge. This was a major setback and there was urgent need to invest in communication infrastructure.

v) *Poor Participation by Local Investors in the Sector*

The stakeholders submitted that the sector was dominated by foreign investors as there were no incentives for locals to participate in the sector.

vi) *Lack of Adequate or Acceptable Infrastructure*

With regard to accommodation, the stakeholders submitted that Zambia only had a handful of good hotels and these were concentrated in urban areas. In addition, a lot of the available accommodation establishments did not meet the required standards that international tourists required and expected. Your Committee was informed that it was a challenge to access most of the identified tourist attractions, especially during the rainy season and most local tour guide companies were not willing to take tourists to these areas. This resulted in tourists visiting the same places and thereby creating saturation.

vii) *Failure to Grow Domestic Tourism*

Your Committee was informed that one of the most important strategies for growing the tourism sector was through the promotion of domestic tourism. Zambia's tourism was dependent on foreign visitors. The absence of the active involvement of Zambians restricted the growth of the sector and rendered it highly vulnerable to external shocks. More robust local tourist demand could create a strong base for the sector.

viii) *Increasing Competition and Failure to Tap into New Markets*

Your Committee learnt that in Sub-Saharan Africa, Zambia faced serious competition from neighbouring Zimbabwe, Botswana, Namibia, Mozambique, Tanzania and South Africa. Further afield, Uganda, Kenya and Mauritius performed better in terms of tourist arrivals and tourist receipts. Arrivals into Zambia were dominated by tourists from Europe, the Americas, Asia and the Pacific. Considering that the Chinese had increasing economic interests in the

country, the potential for Chinese tourists visiting the country remained largely untapped.

ix) *Inadequate Air Transport*

Your Committee was informed that Zambia's top overseas sources of tourist arrivals included tourists from the United States of America and the United Kingdom in the west and China and India in the east, yet there were no direct connecting flights from these countries to Zambia, making travelling to the country expensive and inconvenient. The potential of tourism could be tapped into through better airline connectivity. Better airline connectivity could also facilitate the development of tourism and make Zambia more accessible and attractive to many more international tourists.

On the domestic scene, the cost of flying was beyond the reach of many Zambians and this dampened the potential for the growth of domestic tourism.

x) *Limited Tourism Product*

Your Committee was informed that Zambia had a limited tourism product which was based mainly on the Victoria Falls and wildlife, but this had become a tired package. There was need to come up with more wholesome packages that would attract tourists to stay in Zambia for more days. There was also need for tourism packages that tapped into the many unique tourism attractions that Zambia had to offer, including arts and culture; animal and bird species; and history, among others. The stakeholders submitted that there was need to invest in facilities such as golf courses; race courses; water parks; theme parks; shopping malls; casinos; zoos; children's gaming facilities; sports and recreation arenas; light aircraft services; boating clubs; boat hiring; and convention centres.

xi) *Length of Stay*

Your Committee learnt that tourists who visited Zambia stayed in the country for an average of three to five days. The stakeholders submitted that the average length of stay was part of the characteristics of the holiday product. When tourists planned a holiday, a number of decisions were made about different components of the trip, for example the choice of destination, type of accommodation and means of transport. Although decisions about different aspects of the trip could be considered sequentially, their main characteristic was their interdependence. Diversifying the tourism product and improving tourism infrastructure was an important component of increasing the length of stay. Your Committee was informed that Government's target of increasing the average length of stay to fourteen days could only be achieved if deliberate measures were implemented in order to achieve the target.

xii) *Weak Regulation*

Your Committee was informed that there was inadequate enforcement and in some cases a total absence of standards in the tourism sector, especially in the accommodation sector. This had resulted in most establishments operating below the minimum standards, making Zambia an uncompetitive destination in terms of quality.

xiii) *Inadequate Skills Training in Tourism and Hospitality Industry*

Your Committee was informed that most tourism operators relied on unskilled personnel. This was largely on account of the limited tourism training facilities within the country. Where training was offered, the standards did not meet the requirements of the sector.

xiv) *Lack of Reliable and Coordinated Statistics*

Your Committee was informed that statistics in the tourism sector were unreliable and there was no coordination as regards the collection of statistical information among the various bodies responsible for the sector. The stakeholders stressed the need for up-to-date and coordinated statistics on various aspects of the sector such as tourist arrivals and the number of accommodation establishments, as this could help give an accurate status of the tourism sector. These statistics could also serve as a guide on where improvements could be made. Additionally, in order for investors to have the confidence to invest in the sector, they needed to have reliable and up-to-date statistics.

xv) *Excessive Red Tape*

The stakeholders lamented that there was burdensome bureaucracy for tour operators. Many tourism enterprises required a minimum of twenty-two licenses, and some as many as forty nine different licenses and permits from seven different authorities who were situated in different locations. This was a tedious and costly process which ultimately increased the cost of doing business.

xvi) *High Tax Regime*

Your Committee was informed that Zambia's tourism destinations were viewed to be too expensive. However, this state of affairs was brought about by the high cost of doing business, excessive red tape and tax regime. Aside from the multitude of taxes levied upon the industry via various authorities and councils, growth, employment and development in tourism was being burdened with a number of other taxes, including the ones outlined below.

- 16% Value Added Tax (VAT) on all tourism products. (In Zimbabwe for example, 14% VAT was levied only on accommodation, food and beverages)

and not on activities, making tourism activities in Zambia 16% more expensive than in Zimbabwe).

- Mandatory and arbitrary 10% service charge charged on accommodation, food and beverages making such services 10% more expensive than they should be.
- 1.5% Tourism Levy effective 1st January, 2017.
- 0.5% Skills Development Levy.

Such a taxation policy rendered Zambia uncompetitive (27.5% more expensive than Zimbabwe) from both a tourism investment and tourist perspective.

PART II

TOUR REPORT

9. In line with its topical issue, your Committee undertook tours in Lusaka and Southern Provinces. During its tours, your Committee paid courtesy calls on the Provincial Minister for Southern Province in Choma and on His Royal Highness Chief Mukuni at his Palace in Livingstone.

The various places that your Committee visited during the tours are discussed below.

Lusaka National Park and Mosi-oa-Tunya National Park

9.1 Your Committee visited Lusaka National Park (LNP) which is situated in the eastern part of Lusaka and spanning sixty square kilometres. The Park was opened to the public in June, 2015. Your Committee was informed that more than 500 animals had been introduced into LNP accounting for twenty-two different species of wild animals including zebra, white rhino, wildebeest, eland, sable, warthog, impala, kudu, pangolin nyala and giraffe, among others. The Park offered activities such as camping, walking safaris and bicycle trails; and facilities included game viewing roads, a visitor information centre, one picnic site and public conveniences.

Your Committee was informed that the major investments undertaken prior to the opening of LNP included fencing off of the perimeter; construction of animal holding pens and the rhino sanctuary; a temporary office with two pit latrines; sinking of sixteen boreholes; construction of water troughs; installation of four solar powered pumps at four boreholes; construction of the entry gate; and excavating of six larger water holes. A number of items were also procured including a utility vehicle, a tipper truck, a tractor, a grader, three quad bikes, a motor bike and two water bowsers. There was also stocking and re-stocking of some animal species.

Your Committee was further informed that the major changes that the LNP was facing are as outlined below.

- *A limited budget* – the allocation to LNP of K917, 000 was not sufficient for operations and other activities such as upgrading the roads; improving signage leading up to and inside the Park; improving the tourist sites, that is, the camping site and the picnic site; improving the water reticulation system; connecting to the national electricity grid; building a sentry house for field officers; and building a kitchenette at the rhino boma, among others.
- *Limited manpower* – staffing levels were too low to allow for effective management of LNP. There were not enough wildlife officers to man entry points, patrol the park and secure the rhinos for twenty-four hours every day. The number of general workers had been reduced from eleven to five and these were not enough to cover the workload of the entire Park.
- *Office accommodation* - the office that had been constructed before the opening of LNP was not conducive for the operations of the Park. It could not accommodate all the necessary staff such as the Ecologist and Research Technician. The cramped office space also doubled as a storeroom and this needed to be addressed.
- *Transport* – LNP only had one run down utility vehicle which was used for all the operations of the Park.

Your Committee also toured the Mosi-oa-Tunya National Park (MNP) situated along the upper Zambezi River. The Park is home to the Victoria Falls and stretches over an area of sixty-six square kilometres. Your Committee was informed that the Park afforded visitors wonderfully relaxing drives alongside the Zambezi River and the chance to view a wide variety of species including numerous antelope species, zebra, giraffe, warthog, elephant; and a variety of birds and smaller animals.

Your Committee was informed that both LNP and MNP were managed by the DNPW. The Parks were facing a number of similar challenges that were being faced by other facilities under the management of the Department, which was responsible for twenty game parks and thirty-four game management areas.

Your Committee learnt that the Department did not have a strategic plan as the last plan that was applicable under the former ZAWA had expired. Cabinet Office had guided that the DNPW needed to formulate a strategic plan as the one for the Ministry of Tourism and Arts did not include the Department. The was because at the time of formulation, the parastatal ZAWA still existed. However, there was no funding for this particular activity. In addition, there were no management plans for most protected areas, making it difficult for the Department to plan for development in these areas and to handle issues such as human animal conflict and the rampant encroachment.

Your Committee also learnt that the DNPW required more than 3,000 uniformed officers countrywide to be able to effectively police all of its facilities. However, the Department only had about 1,200 personnel and was in dire need of more officers in order to be able to effectively carry out its mandates. Other major challenges included:

- i) lack of transport which made effective policing difficult;
- ii) lack of field equipment for officers including effective firearms which had not been purchased in over twenty years, leading to loss of life of officers as poachers had more sophisticated weapons;
- iii) lack of infrastructure such as housing and office space for officers; airstrips and roads in protected areas; and tourist facilities in parks; and
- iv) lack of uniforms for wildlife officers as these had not been purchased since 2012.

Kabwata Cultural Village

9.2 Your Committee visited Kabwata Cultural Village in Lusaka and was taken on a conducted tour of the village by the Chairperson of the Kabwata Visual Arts and Cultural Association (KAVICA).

Your Committee was informed that Kabwata Cultural Village consisted of huts which were built in the 1930s and 1940s by the colonial Government to accommodate local labourers during the colonial era. The huts were built to house single men whose families were left in villages. After independence, the Government demolished most of the huts in the 1970s. However, in an attempt to preserve Zambia's cultural heritage, forty three huts were saved. In 1974, KAVICA was established and the area was turned into a cultural centre. Artists and craftsmen from all over Zambia were invited to be part of the village in order to encourage the production of traditional handicrafts from all over Zambia.

Your Committee learnt that Kabwata Cultural Village was under the Department of Arts and Culture in the Ministry of Tourism and Arts and used to receive a Government grant of K12, 000 per year until 2016. The District Cultural Officer explained to your Committee that funding to the Village had been stopped because the initial plan was that the Village was supposed to be an income generating centre and was meant to be contributing 40% of its income to Government revenue.

Your Committee was informed that due to inadequate resources, facilities in Kabwata Cultural Village were in a state of disrepair. Your Committee was further informed that a lot needed to be done to improve the standard of Kabwata Cultural Village. There was need to increase the number of shops because the existing shops had to be shared among patrons and were still not enough. A number of cooperating partners had been engaged in the past and this engagement had resulted in the construction of one shelter.

Your Committee learnt that the Kabwata Cultural Village was a place where tourists, both local and foreign, could buy traditional artefacts; figurines; animal and bird carvings; spears; drums; walking sticks; baskets; drums; and African printed fabrics, among others. In the past, the central arena would host traditional dancing during weekends and public holidays.

Your Committee was informed that funds for the day to day running of Kabwata Cultural Village were generated through a 20% levy that was collected from all the sales made by members of KAVICA. Half of this amount was used for the general maintenance of the Village while the rest was put into a savings scheme and was given out as bonuses to members of KAVICA at the end of each year.

Your Committee was informed about a number of challenges that the Village was facing, as listed below.

- i) The infrastructure at the Village was dilapidated and could not be rehabilitated due to lack of funds.
- ii) There was inadequate security at the Village.
- iii) There was poor marketing of the centre and inadequate signage to attract visitors.

Lusaka National Museum

9.3 Your Committee was taken on a guided tour of the Lusaka National Museum by the Director of the Museum. Your Committee was informed that the Museum officially opened its doors to the public in October, 1996. Lusaka National Museum is a cultural history institution specialising in ethnography; art; archaeology; and history. The Museum collection was preserved in storage rooms, while other heritage objects were displayed in the galleries. The Museum has two galleries, one on the ground floor and the other on the upper floor of the Museum building. The lower gallery was home to contemporary art, highlighting the way of life of the Zambian people through paintings, sculptures and models while the upper gallery told a story of Zambia's development, from ancient through historic past to the contemporary way of life. The Museum's collection of contemporary art housed works of artists from Zambia's independence in 1964, to the present day. The Museum also had a children's corner on the upper floor and housed a public library.

Your Committee was informed that Lusaka National Museum was a research and educational institution and was the museum with the largest collection of art in Zambia. However, due to financial constraints, it had not yet become a fully-fledged museum. A number of challenges that the Museum was facing were pointed out to your Committee as outlined below.

- i) Funding was poor and the Museum mainly relied on donations from well-wishers and the small entrance fee that was charged. As a member of the International Council of Museums, the Lusaka National Museum was not supposed to be a profit making organisation. Therefore, the entrance fee was minimal.
- ii) The exhibitions in the Museum were not as they should be and the Museum was mostly empty. The Director informed your Committee that if the Museum was to attract more tourists, there was need to improve the display in the

galleries to enable tourists have a more realistic feel of Zambia's history and culture.

- iii) The building was in a state of disrepair. The roof was leaking and this posed a danger to the collections in the museum. The plumbing system was in very bad state and required a complete overhaul. In addition, the electricity wiring also need to be redone urgently.
- iv) There was no access ramp to the Museum for the physically challenged.
- v) Access to the Museum was porous and security was poor. The products in the Museum were priceless national treasures and people went to great lengths to try and steal and sell them. There was, therefore, an urgent need to step up security.
- vi) There was insufficient storage for the Museum's collections. Additionally, the available storage was not ideal and required upgrading in order to correctly preserve the collections.

Siavonga Tourism and Business Development Association

9.4 Your Committee held a meeting with members of the Siavonga Tourism and Business Development Association. The meeting was also attended by His Worship the Mayor of Siavonga.

The Chairperson of the Association informed your Committee that the potential of Siavonga as a tourism destination had not been fully exploited and the tourism sector in the district was centred around Lake Kariba. He explained that tourism in Siavonga was not performing as well as it should because of the many challenges that the district was facing.

Your Committee was informed that one of the biggest challenges was the poor infrastructure in Siavonga. The roads in and leading up to the district were in dire need of attention. While many pronouncements had been made that the roads would be repaired and/or upgraded, nothing had been done for many years.

Your Committee was further informed that another major challenge that affected tourism in Siavonga was the kapenta fishing that took place on Lake Kariba. There was rampant and uncontrolled fishing on the lake despite the presence of Council by-laws that placed restrictions on how fishing should be conducted. The Council had issued a by-law banning fishing within a three kilometre radius of tourism establishments, but this was not adhered to by most fishermen who were fishing illegally without the necessary permits and licences. This had negatively affected the accommodation establishments because the noise from the generators and the lights on the fishing rigs at night disturbed the guests. In addition, the overfishing had affected Zambia's ability to hold fishing competitions on the lake due to the depleted fish numbers on the Zambian side of the lake. Your Committee learnt that a very successful annual fishing competition was held on the Zimbabwean side and this was a major tourist attraction. The success of this competition was attributed to the strict enforcement of regulations on fishing by Zimbabwean authorities. Your Committee also learnt that while various

Government bodies including the Siavonga District Council and the Department of Fisheries, were supposed to monitor fishing activities on Lake Kariba, no such monitoring took place.

Your Committee was informed that apart from Lake Kariba, there were no other tourist related activities to attract tourists to Siavonga. Without proper roads, a functioning airstrip, a good water reticulation system and other incentives, investors, both local and foreign, could not be attracted to invest in Siavonga. There was need for tourism related facilities such as shopping centres and restaurants to be established in Siavonga. Your Committee learnt that while most of the Zimbabwean side of Lake Kariba was a national game park, this was not the case on the Zambian side. Therefore, tourists preferred to visit the Zimbabwean side because there was the attraction of other activities such as game viewing. Most accommodation establishments in Siavonga relied on conference tourism from a few organisations in Lusaka and business was tough for most establishments in Siavonga.

The Chairperson of the Siavonga Tourism and Business Development Association stated that Siavonga was more of a shanty fishing village than a tourist destination. He explained that the Siavonga District Council appeared not to have a strategic plan aimed at making Siavonga a flourishing tourist destination for tourism. It was also apparent that Siavonga was not considered in any national tourism plans.

Livingstone Tourism One Stop Shop

9.5 Your Committee visited the Tourism One Stop Shop and met representatives from the various Government Departments. Your Committee was informed that in a bid to facilitate business registration in the tourism and support sectors, the Ministry of Commerce Trade and Industry; and the Ministry of Tourism and Arts collaborated to establish and operationalise the Livingstone One Stop Shop in 2013. The One Stop Shop provided services aimed at making it easier and quicker to register a business as well as obtain the necessary licences and permits. This had been achieved through bringing together Government agencies involved in offering registration services and issuance of licences and permits in one location. The idea was to have a well coordinated system of providing business registration and licensing services.

Your Committee was further informed that the major focus of the One Stop Shop was the streamlining of business registration procedures and the One Stop Shop was working on the integration of the IT systems of the agencies offering services under the umbrella. Integration of the IT systems would allow for sharing of data by institutions under the One Stop Shop and thus, further improve efficiency in registration of businesses. Key stakeholders in the Livingstone One Stop Shop included the Patents and Companies Registration Agency, the Zambia Revenue Authority, National Pensions Scheme Authority, Workers Compensation Fund Control Board, Citizens Economic Empowerment Commission, Department of Immigration, and the Zambia Public Procurement Authority. Others were the Registrar of Cooperatives, Livingstone City Council, the ZTA, the Zambia Environmental Management Agency and the DNPW. The Zambia Development Agency was the coordinating agency of the One Stop Shop. Staff

from these agencies and departments were stationed at the Livingstone One Stop Shop to offer clients step-by-step assistance for business registration and licensing.

Your Committee learnt that while it was a good idea, the One Stop Shop was not meeting its intended objective because the stakeholders could still not get all the necessary permits in one easy step. While the various agencies were housed in one building, there had been no integration of their systems meaning that business operators still had to visit many different desks, paying several fees and collecting separate licences. Your Committee was also informed that the staffing levels at the One Stop Shop were very poor and often-time the stakeholders were turned away because there were no officers manning the various desks.

Livingstone Tourism Association

9.6 Your Committee held a meeting with members of the Livingstone Tourism Association (LTA) and was informed that the challenges facing the tourism industry in Livingstone had arisen from poor planning and communication between the public and private sectors of the tourism industry, causing a lack of information and coordination and creating a mismatch between needs and deeds.

Your Committee was informed that the growth of tourism in Livingstone specifically and Zambia as a whole was hampered by the factors cited below.

- a) The tourism sector was characterised by excessive red tape and bureaucracy. For instance, one Livingstone tour operator required forty-nine licences and permits obtainable from twelve different authorities costing the business at least US\$90,000 per annum, excluding the administrative costs necessary to complete the process. In addition, visa requirements for tourists to enter into Zambia had continuously been a major hindrance to increasing tourist arrivals in the country.
- b) The cost of travelling into and within Zambia was cited as another prohibitive factor to tourism growth. There were no direct flights from Europe and Asia, where most tourists originated from, into Zambia. In addition, the recently introduced security fee of US\$5 for domestic and US\$10 for international passengers was another added hindrance.
- c) Zambia as a destination was not adequately marketed on the international market due to underfunding and a poor marketing strategy.
- d) Domestic tourism was not the mainstay of Zambia's tourism unlike the situation in other countries like South Africa and Zimbabwe. Zambians preferred to visit other countries even when discounts of up to 50% were offered. The domestic market was not adequately targeted and Livingstone was perceived to be expensive.

- e) There was disorganisation at Kazungula Border post. The unbecoming behaviour of many unauthorised agents and money changers caused tourists to feel harassed. In addition, there was too much litter at the border, coupled with the disorderly parking of trucks on the Zambian side which making it almost impossible for tourists to park their vehicles.
- f) Livingstone was slowly, but surely being turned into a truck park by long-haul trucks. There was need for a bypass to carry truck traffic without it passing through the middle of the city. There was also need to consider moving the Zambia Revenue Authority offices to a new truck park and relocating all truck parks to the same area. This could be coupled with closing the bridge at Victoria Falls to all trucks so that the bridge could become a tourist friendly zone once more. As things stood, the bridge was congested and not conducive to tourists as they had to compete with trucks.
- g) There were low water levels on the Zambian side of the Victoria Falls because ZESCO was diverting water for power generation. The load shedding in the tourist capital added to the cost of doing business and gave tourists a negative perception of Livingstone.
- h) There was an unfavourable tax structure. 16% VAT was charged on accommodation and on all tourism activities in Zambia whereas in Zimbabwe 14% VAT was only levied on accommodation, food and beverages and not activities. This made activities in Zimbabwe much cheaper than on the Zambian side. With the KAZA UNIVISA in place, most tourists preferred to do activities in Zimbabwe than in Zambia, leaving the Zambian facilities underutilised. This translated into less revenue to the Government. Other taxes included the mandatory 10% service charge, 1.5% tourism levy and 0.5% skills levy. Such taxation rendered Zambia almost 28% more expensive than Zimbabwe and, therefore, uncompetitive.

In proposing solutions to the challenges faced, the Chairperson of the LTA informed your Committee that local government was a key stakeholder in the development of tourism and should consider tourism in all planning, including in land allocation for tourism development, water supply and waste management. There was need for the Government policy to be inclusive and to be arrived at through collaboration between the private and public sectors in order to reach the full potential of the industry.

Your Committee was further informed that the growth of Zambia's tourism industry could have a significant impact on formal and informal employment and incomes, particularly in rural areas. In order for the tourism industry to have a chance of developing and reaching its full potential in Livingstone, a number of key interventions should be undertaken as highlighted below.

- a) Consult more meaningfully with private sector in developing a Tourism Master Plan. Regular meetings should be held between the public and private sectors

and the private sector's inputs should be reflected accordingly in the decisions taken. The Government should avoid surprising the private sector with new policies and legislation. This would help ensure that legislation was practical and relevant to grow and not inhibit the sector.

- b) Increase the national tourism marketing budget substantially and engage the private sector to develop the marketing plan so that the funds could be spent effectively.
- c) Make tourists and investors feel welcome by easing entry formalities, reducing red tape and eliminating harassment and corruption by officials.
- d) Make Livingstone a Multi Facility Tourism Economic Zone to attract local and foreign investment into the District.
- e) Reduce costs by reducing taxes through incentives by not assigning a non-traditional export status to bona-fide tourism operations that generated foreign currency. This could include reducing corporate tax for tourism enterprises from 35% to 10%.
- f) Reduce red tape and rationalise licensing by all relevant authorities through the creation of a one stop licensing shop where all relevant information for investors, both new and old, could be obtained easily. This would help reduce costs for operators and make the sector more efficient and transparent.
- g) Promote new foreign airlines to utilise Livingstone's new airport, as Zimbabwe was doing at the Victoria Falls International Airport. If this was not done, the Harry Mwaanga Nkumbula International Airport was in danger of becoming a white elephant as there were only an abysmal three international flights a day using the facility.
- h) Revitalise vocational training for the tourism sector and encourage skilled workers to work in Livingstone. There was need to consider setting up a national tourism training institution and shifting the ZTA and Ministry of Tourism and Arts headquarters to Livingstone.
- i) Have a national programme to get Zambians to travel within Zambia, by making internal flights affordable to Zambians. This could be done through the reduction of taxes in the aviation sector. Domestic tourism was supposed to be the anchor of Zambia's tourism.

The LTA Chairperson stated that the Government needed to consult and engage the private sector in good time for the benefit of the nation. There was need to build the case for tourism in Zambia and in the region. Tourism had the potential to meet and exceed Zambia's socio-economic goals. The Chairperson called for the collection of

relevant tourism statistics which both the public and private sector could use to make better decisions.

Livingstone Museum

9.7 Your Committee toured the Livingstone Museum and was informed that it was the largest and the oldest museum in Zambia, established in the 1934, as the David Livingstone Memorial Museum.

In 1960, the museum recreated villages from five ethnic groups to give visitors a sense of traditional tribal life and to present the way of life during the Bronze and Iron Ages. Its name was changed to Livingstone Museum in 1966. Over the years, the museum had been a trustee of numerous archaeological expeditions in Zambia.

The museum provided an important insight into the national and cultural heritage of Zambia. The museum was laid out in five galleries namely: the archaeology gallery; the ethnographic gallery; the history gallery; the art gallery and the Livingstone gallery. These are briefly explained below.

- The archaeology gallery had exhibits of human evolution and cultural development in Zambia starting from the Stone Age to the Iron Age.
- The ethnography and art galleries had exhibits of the different cultures of the country. Handicrafts and musical instruments were part of this gallery.
- The history gallery traced the origins of the Bantu people, the era of British colonial rule up to the period Zambia attained independence from colonial rule. Also on display were exhibits of endemic animals as seen in their natural habitats in Zambia.
- The Livingstone gallery had an extensive collection of David Livingstone memorabilia, which were donated by the Livingstone family. The museum also had a large library of books on archaeology and wildlife and also some of the journals published by Dr David Livingstone.
- The museum also featured sculptures and paintings by Zambian artists.

With regard to the challenges faced, the Director of the Museum informed your Committee that the Museum had an approved establishment of seventy-nine members of staff, but due to insufficient funds, it only had forty members of staff. He explained that there was a pressing need for researchers, curators and archaeologists to be engaged. He further explained that the Museum building was old and in dire need of repair. The Museum had a large amount of valuable collections, but had very poor storage which threatened the preservation of these collections. Preservation of the exhibitions was also a challenge.

The Director informed your Committee that the grant that the Museum received could only meet emoluments and was not enough to cover operations and other expenses.

Harry Mwaanga Nkumbula Airport

9.8 The Managing Director of the Zambia Airports Corporation Limited (ZACL) took your Committee on a conducted tour of the Harry Mwaanga Nkumbula International Airport in Livingstone.

Your Committee was informed that the Airport was opened in 1952 and was built predominantly for a domestic market. In 2002, the Airport infrastructure was considerably upgraded to increase the capacity of the Airport to handle over 250,000 passengers per year. In 2010, ZACL began to source funds to expand the terminal building. The Airport underwent a major expansion worth US\$60 million which increased the capacity of the terminal building to 750,000 passengers per year. 50% of the financing was sourced through a ZANACO Bank loan while the remainder was from ZACL's own resources.

Your Committee was informed that while the upgrade of the Airport was supposed to be a positive step for Zambia's tourism, the airport was grossly underutilised as there were not enough airlines using it. This was attributed to the high airfares in Zambia and the high cost of tourism related activities in Zambia. The Managing Director stated that although the promotion of domestic tourism could be one way of growing tourism, the high cost of flying and tourism related activities applied not only to foreigners, but to Zambians as well.

As regards the setting up of a national airline, the ZACL Managing Director stated that this was a welcome idea. However, what needed to be worked out was the ownership model of the airline, that is, whether it would be wholly Government owned, privately owned, or be a Public Private Partnership (PPP) arrangement. What was important was that Zambia needed to have a national flag carrier.

Livingstone Bus Terminus

9.9 Your Committee visited the Livingstone Bus Terminus and was taken on a tour of the premises by the Project Consultant. Your Committee was informed that in February, 2013, the Government engaged consultants and architects to construct the international bus terminus at a cost of K41.5 million in readiness for the 20th Session of the UNWTO General Assembly.

Your Committee learnt that the terminus was supposed to have been completed within six months, but three years later, works were still going on due to poor funding. The works on the main building were estimated to have reached 97% completion, while the entire terminus was only about 60% complete.

The remaining works included paving of the drive way for buses and cars, palisade fencing and installation of a standby generator for power. Other works included the construction of a transit hotel and local mini-bus station adjacent to the terminus building and these would be works under phase II of the project. They were expected to be funded separately at a later date as a completely new undertaking. Preliminary site layout plans had been prepared as part of the overall site plan by the Consultant.

Livingstone Art Gallery

9.10 Your Committee was informed that the Livingstone Art Gallery was run by the National Arts Council of Zambia through the Southern Province Branch of the Zambia National Visual Arts Council. It provided a modern space for exhibitions of contemporary Zambian art. The concept of having a purpose-built art gallery in Livingstone was conceived by the Zambia National Visual Arts Council in 1992. Between 2004 and 2005, a small structure was constructed to cater for artists in residency programmes. Part of the structure was later modified to act as exhibition space, but it was not adequate. As part of the preparations for the 20th Session of UNWTO General Assembly, the construction of the gallery was conceived and the first Government built art gallery was completed at a cost of K6, 000,000 and officially opened in October, 2014.

Your Committee was informed that the Gallery received a grant from the Ministry of Tourism and Arts through the National Arts Council for its operations. The aim was to eventually have a gallery of very high standards which would generate its own income. However, there was still need for additional funding to complete a number of outstanding works such as the roads and other surrounding features.

Marketing was done through the Gallery's website and other online media. There was need for more branding and better signage to direct visitors to the Gallery. In addition, there was also need to improve access to the Gallery from the main road. Your Committee was informed that in a bid to attract tourists, the Gallery had partnered with a number of tour operators and also had very good rapport with the Livingstone Tourism Association.

Maramba Cultural Village

9.11 Your Committee toured Maramba Cultural Village and was informed by the Provincial Arts and Cultural Officer for Southern Province that the Cultural Village belonged to the Ministry of Tourism and Arts and was established to preserve the arts, crafts and culture of Zambia through music and visual arts.

In readiness for the 2013 UNWTO General Assembly, the Village underwent a major transformation. A kitchen, multi-purpose theatre, restaurant, bar, outdoor stage, landscaping and external fencing were constructed. The construction works enabled Maramba to house all arts, crafts, traditional food cuisine and cultural activities. Your Committee learnt that a second phase of construction would be undertaken in which homesteads would be developed that would replicate life from all the ten provinces of

Zambia. The idea was to harness all the cultural features of the country in order to attract more tourists and to enhance the diversification of Zambia's tourism product.

Your Committee was informed that in October, 2016, a fire swept through Maramba Cultural Village burning the restaurant, kitchen, toilets and outside performing stage. The Village had no funds to rebuild the burnt infrastructure.

The Provincial Cultural Officer informed your Committee that the Village received appropriation-in-aid and was also allowed to retain 60% of its revenue and had to remit 40% to the national Treasury. The funding that the Village had was not sufficient for all its operations such as purchasing of equipment for the National Dance Troop and other artists that were housed at Maramba and also for marketing of the products and services that were on offer.

Mukuni Big 5

9.12 Your Committee toured the Mukuni Big 5 Safaris, a private company that has been in operation since 2009. Your Committee was met by the proprietor and the General Manager of the Company. Your Committee learnt that the company offered elephant rides; lion walks; and interaction with cheetahs. The company was committed to the conservation, wellbeing and livelihood of lions, cheetah, elephants and caracals and was successfully breeding lions and caracals, while striving to breed cheetah. The animals were bred for release into nature reserves in Zambia. Your Committee learnt that cheetah numbers in the wild had decreased so much that they had become endangered and lions were vulnerable. The tour operator also operated the Lion King Cruise on the Zambezi River.

Your Committee was informed that Mukuni Big 5 Safaris was also committed to the education of the youth using its Education Through Conservation programme conducted for school children at the company premises and at different schools. This was out of the recognition that the youth needed to respect and conserve animals for the future because the future of these animals was in their hands. In a bid to be a good corporate citizen, Mukuni Big 5 Safaris endeavoured to strategically give back to the community in the following ways, among others:

- free educational tours for school children;
- conservation education for local schools;
- promotion of gainful employment for people from the surrounding villages;
- promotion of entrepreneurship by obtaining supplies from nearby villages;
- participation in all aspects of wildlife conservation, community development and cheetah breeding programs;
- raising funds to build a veterinary centre; and
- monitoring of cheetah in the wild.

Your Committee was informed that when Mukuni Big 5 started operating, there was a big influx of tourists. However, due to the factors discussed below, the number of tourist arrivals had reduced significantly.

- a) There was poor marketing of Zambia as a tourism destination. Marketing was focused on the Victoria Falls and not on marketing Zambia holistically. In order for the country to be successfully marketed internationally, there was need to incorporate tour operators on the Board of the Zambia Tourism Agency because operators were the ones on the ground and knew what appealed to tourists.
- b) There was competition from Zimbabwe because Zambia was perceived as a very expensive tourism destination. There were more tourist arrivals at the Victoria Falls Town Airport in Zimbabwe than at Harry Mwaanga Nkumbula International Airport in Livingstone.
- c) The tax structure was highly unfavourable. Tax VAT in Zambia stood at 16% while it was 14% in Zimbabwe. In addition to this, VAT was not charged on tourism activities in Zimbabwe as it would have been paid to the accommodation establishment, while in Zambia it was charged on every activity, making tourism very expensive. An example of some of the taxes that had to be paid by Mukuni Big 5 on the Lion King Cruise vessels that affected the price of the cruise were:
 - fixed lease fees of US\$4,000 per annum in respect of statutory boating fees;
 - statutory variable charges of US\$15 per cruise;
 - variable charges of US\$ 3 per person per entry on the boat;
 - applicable park entry fees in Mosi-oa-Tunya National Park, that is, US\$10 for international clients per person and K26 for locals per person; and
 - services offered were subject to VAT of 16% (that is, boat cruises and animal safaris).

There was need for the tax structure to take into consideration the fact that tourism in Zambia was seasonal. Therefore, during the seasons when there were no tourist activities, tour operators could barely break-even, but were still expected to pay the high taxes.

Your Committee was informed that tour operators were most of the time unaware of the different policies and pieces of legislation that existed in the country because of the poor communication between the Government and players in the sector. As a result of this poor communication, there was no proper tourism plan that spelt out exactly what was needed in the tourism sector. There was need for the Government to call for a tourism indaba for all tourism sector players in order to get views on exactly what should be put into a national tourism plan.

Lilayi Elephant Nursery

9.13 Your Committee visited Lilayi Elephant Nursery which is a sanctuary for young elephant calves that are rescued from various locations. Your Committee was informed that human animal conflict was an increasing threat to the elephant population and baby elephants were often the victims of these conflicts. These elephants found themselves without a family. Through a partnership between Game Rangers International (GRI), a non-profit conservation organisation, and Lilayi Lodge, the elephants were given a home and a family at the Lilayi Elephant Nursery with the hope of re-introducing them to the wild. At the Nursery, they received the dedicated care that they needed to get through the vital, vulnerable early months and years of rehabilitation before they were taken to the Kafue Release Facility where they were exposed to wild elephants and their new home in the Kafue National Park.

Your Committee learnt that poaching of elephants was occurring at an alarming rate and had exceeded the birth rate by far. If such trends continued, the elephants could become extinct within seven years and this would have a negative impact on Zambia's tourism. Your Committee also learnt that GRI conducted community outreach and awareness programmes on the negative effects of poaching. Community members were also encouraged to identify any abandoned elephants and report these to GRI.

The Lilayi Elephant Nursery worked closely with the local community in the area and also conducted educational tours. There was a plan to turn the facility into a world class educational centre and also to have a full-fledged animal sanctuary and not just an elephant sanctuary.

PHOTO GALLERY



Members of your Committee with DNPW officers at Lusaka National Park



Mr E K Belemu, MP at Kabwata Cultural Village with the Chairperson of the Kabwata Visual Arts and Cultural Association



Members of your Committee with the Director of the Lusaka National Museum and other officers.



Members of your Committee with the Managing Director and other officers from the Zambia Airports Corporation Limited at Harry Mwaanga Nkumbula International Airport



Members of your Committee with the Project Consultant at Livingstone Bus Terminus



The Project Consultant explaining the layout of the Livingstone Bus Terminus



Members of your Committee with the Director of the National Arts Council of Zambia at the Livingstone Art Gallery



Members of your Committee appreciating some of the exhibits at the Livingstone Museum



Members of your Committee listening to the General Manager at Mukuni Big 5 Safaris



Mr D Mungandu, MP perfecting the skill of preparing milk for the baby elephants at Lilayi Elephant Nursery

Members of your Committee took time out from their busy schedule to play their part in saving the environment. The Honourable members planted two trees in Livingstone, courtesy of conservationist Mr Benjamin Mibenge popularly known as Uncle Ben. In the words of Uncle Ben "Some people think 'if I plant a tree by the time it grows I'll not be there.' I think we must change that concept. When you plant a tree, you're planting for the generation to come, and if you don't plant expect a desert."





Mr E K Belemu, MP



Mrs M C Chonya, MP



Mr F S Kufakwandi, MP



Mr D Mungandu, MP



Mr M Jamba, MP



Mr S Mulusa, MP



Mr C M Zulu, MP



Mrs M C Chonya, MP

PART III

COMMITTEE'S OBSERVATIONS AND RECOMMENDATIONS

10. Your Committee notes the pronouncement by the Government that tourism should be one of the key growth sectors of the economy and acknowledges that tourism is an important economic activity which, if well harnessed, can significantly contribute to economic growth; employment creation; and rural development, among others. Your Committee is, however, concerned at the number of challenges in the tourism sector that were presented by various stakeholders during its deliberations.

In this Part, your Committee presents general observations and recommendations arising out of the interaction with various stakeholders who presented written and oral submissions to your Committee during its meetings and also during the tours. These will be followed by observations and recommendations that are specific to some of the places it visited during its tours.

Committee's General Observation and Recommendations

10.1 Following its meetings and local tours, your Committee wishes to make general observations and recommendations as set out below.

i) Development of a national tourism master plan

Your Committee observes that planning among the different bodies in the tourism sector, both public and private, is uncoordinated. There appears to be little or no stakeholder consultation in the formulation of policies and programmes for the sector. As things stand, there is a planning vacuum which has resulted in implementation of uncoordinated activities that do not add value to the sector.

Your Committee recommends that in order to give the sector a clear direction, there is an urgent need for a national tourism master plan to guide the development of tourism in Zambia. The tourism master plan should be derived from a consultative process between the Government, private sector operators and other stakeholders. Such a plan can help to eliminate policy inconsistencies.

ii) Improve data collection and provision of statistics

Your Committee observes that there are no reliable statistics related to the tourism industry. One of the significant challenges in policy making and design of interventions for the sector is the absence of reliable information for the sector which can be utilised by both the public and private sector institutions operating in the sector. The various bodies that have a role to play in the sector do not seem to have a system of providing coordinated statistics. Your Committee cannot over-emphasise the point that tourism statistics are invaluable and are an important tool for measuring the status of the sector and for monitoring tourism-specific policies and activities so that more efficient and

effective policies and programmes can be developed. Without reliable statistics, the sector may fail to achieve measurable targets.

Your Committee recommends that in order to foster the development of the tourism sector, the Government should, as a matter of urgency, establish a coordinated system of tourism statistics to allow for the collection of the international comparable tourism statistics and for accurate macroeconomic analysis of the sector. Your Committee further recommends that the Tourism Satellite Account should be operationalised.

iii) Develop and enforce standards in the sector

Your Committee observes that there is no regulation of standards in the tourism sector. Your Committee recommends that the Government should strengthen the institutional and regulatory framework in the sector and ensure that a system of standards is established and enforced.

iv) Improve the tax regime

Your Committee observes that Zambia is viewed as an expensive destination and one of the reasons put forward by stakeholders is the structure of taxes in the tourism industry.

Your Committee recommends that the Government should carry out a comprehensive study and review of the various licensing fees and taxes in the sector to determine the actual effects of the tax regime on the sector. Your Committee wishes to advise that this should include a comparative study with other countries in the region. Restructuring the tax structure may help Zambia overcome its status as high cost tourism destination.

v) Diversify the tourism product

Your Committee observes that Zambia has traditionally been regarded and developed as a wildlife safari destination coupled with the attraction of the Victoria Falls as the jewel in the crown. Your Committee notes that one of the objectives of the National Tourism Policy is to enhance and diversify Zambia's tourism offerings and experiences so that visitors extend their stay and spend more per visit. Your Committee is alive to the potential that exists for spreading tourism to new areas away from traditional tourism products.

Your Committee recommends that in order to increase the country's competitiveness, the Government should take measures to address the lack of product diversity with the ultimate aim of increasing tourist arrivals (including repeat visitors), increasing their length of stay and thereby, spreading the economic benefits of tourism to all parts of the country.

vi) Enhance access to tourism sites and improve tourism related infrastructure

Your Committee observes that one of the reasons tourists and investors continue to venture into the traditional tourist areas in the country is because of the poor accessibility and undeveloped facilities in other potential and untapped tourist sites.

Your Committee recommends that the Government should invest in good tourism infrastructure to attract more tourists and encourage longer stay in Zambia. There is need for the Government to ensure that a consistent supply of electricity and clean water; reliable communication; and good access roads and that other necessary infrastructure is available in areas where there is potential for tourism investment. Your Committee further recommends that investors should be attracted to develop new areas in the Northern Circuit.

vii) Enhance tourism marketing strategies and increase marketing budget

Your Committee observes that Zambia's budget for tourism in comparison to other countries in the region is insignificant. For example, the annual national tourism budgets of competitors in 2016, were as follows: South Africa US\$150 million, Kenya US\$50 million, Botswana US\$8 million, Zimbabwe US\$13 million, while Zambia in 2017, received an allocation of K14, 905,486 which translates to about US\$1.6 million. In addition, not enough is being done to market Zambia as a tourism destination. Your Committee further observes that current marketing strategies are insufficient.

Your Committee recommends that the budget to the tourism sector as a whole and to marketing in particular should be significantly increased because if the country is not adequately marketed, the number of tourists visiting the country will remain low. Your Committee further recommends that marketing should be a collaborative effort between the Government and private operators who understand the key markets and needs of tourists.

viii) Tourism one stop shop

While your Committee notes that the Government has created the One Stop Shop for the tourism sector in Livingstone, this One Stop Shop is not serving the needs of tourism sector operators the way it should.

Your Committee recommends that the operations of the One Stop Shop should be overhauled so that it begins to serve the purpose for which it was intended and cut down on the tedious and burdensome processes that business owners have to go through. In addition, this One Stop Shop model should be replicated in other districts around the country.

ix) Improve air travel

Your Committee observes that travelling by air within, into and out of Zambia is prohibitive both in terms of cost and availability of air transport. Your Committee wishes to point out that long haul tourists prefer the most direct routes to their preferred tourist destinations. It is disheartening to your Committee to note that the Harry

Mwaanga Nkumbula Airport is grossly underutilised. Your Committee further observes that for a long time, Zambia has struggled to compete on the international as well as regional tourism market despite being endowed with abundant tourist resources, because of the lack of a national airline. Your Committee observes that a national airline is a strategic undertaking, and should be looked at as a flag carrier that will have multiplier effects not only tourism, but on all sectors of the economy. Your Committee wishes to point out that the national airline does not have to be wholly state owned and can be managed using various ownership models.

Your Committee recommends that, as a matter of urgency, the Government should put in place strategies to improve Zambia's aviation industry. This should include finding ways increasing the number of airlines that operate in the country, attracting airlines that will operate direct flights to and from Zambia's main tourist markets; both domestic and foreign; reducing the cost of domestic air travel; and reviving the drive to have a national airline.

x) *Enhance skills for personnel in the sector*

Your Committee observes that the staff providing various services in the tourism sector play a pivotal role in determining how tourists view Zambia as a tourism destination of choice. Your Committee further observes that there is a critical shortage of well trained staff such as tour guides, waiters, front office personnel and drivers, among others, in the sector and this in most cases leads to poor quality of service.

While acknowledging that the Government recently transformed the Hotel and Tourism Training Institute (HTTI) in Lusaka into a university and in this vein widened its curriculum, your Committee strongly urges the Government to ensure the upgrading of HTTI achieves its intended purpose so that the country can have skilled personnel in the tourism sector. Your Committee further recommends that more training institutes should be established and that curricula should include foreign language training such as German, Italian, Spanish, French and Chinese. Further, the Ministry of Tourism and Arts should collaborate closely with other relevant Ministries to ensure that the quality of training in these training institutions meets the minimum standards.

xi) *Improve the country's image*

Your Committee observes that the reception of tourists at border points and in other places in the country plays a big part in attracting visitors to the country. In addition, sanitary conditions that prevail in a country also have an impact on how tourists view a destination.

Your Committee recommends that officials at roadblocks and border posts should be exposed to customer service training so that they improve their treatment of visitors. These officials, while performing their duties, should facilitate free movement for tourists and make them feel welcome, safe and valued at all border points and at all times within Zambia. Your Committee further recommends that urgent measures be

undertaken to curb the culture of throwing litter in undesignated places in the country's towns as it is turning the country into an eyesore which puts off tourists.

xii) Support local entrepreneurs

Your Committee observes that the tourism sector is dominated by foreign tour operators. Most Zambians involved in the sector run accommodation establishments which oftentimes face stiff competition from foreign owned businesses of higher standards.

Your Committee in this regard, recommends that the Government should step up efforts to incentivise local operators as this is a vital ingredient in spurring the growth of the sector. Your Committee, therefore, urges the Government to ensure that the Tourism Development Fund is correctly utilised.

xiii) Develop domestic tourism

Your Committee observes that while the local tourists have the potential to contribute significantly to the tourism sector, not much has been done in the country to promote domestic tourism. Your Committee wishes to point out that domestic tourism is critical to the sector, especially during off-peak tourism seasons, as a vibrant domestic tourism industry can generate visitor spending in slower off season months. Your Committee further observes that domestic tourism can be vital in promoting smaller, remote or less developed areas of tourism. In addition, attractive packages for locals can motivate Zambians to holiday within the country rather than outside, thereby spurring the growth of the tourism sector.

Your Committee, therefore, recommends that marketing strategies targeted at Zambians should also be stepped up.

Committee's Observations and Recommendation for Specific Sites Toured

10.2 Your Committee wishes to point out that all of the places visited during its tours have a very significant role to play in the development and growth of the tourism sector. Your Committee, therefore, urges the Government to ensure that the environment is conducive for the sector to thrive through balanced and consistent policy, legislative and institutional frameworks.

i) Lusaka National Park and Mosi-oa-Tunya National Park

Your Committee observes that Zambia's tourism is highly dependent on wildlife and in this regard, there is need to ensure that the wildlife sector is well managed. Your Committee finds it unacceptable that the DNPW is operating without a strategic plan. The transition from ZAWA to the DNPW was supposed to improve the operations of the wildlife sector. Your Committee further finds it unacceptable that not only is there a

shortage of wildlife officers, but the few available officers are also poorly equipped with regard to transport, firearms, uniforms and other equipment which are necessary for them to operate, giving an upper hand to poachers. Your Committee recommends that:

- a) as a matter of urgency, the DNPW should develop, implement and enforce management plans for all national parks and game management areas in order to eliminate unsustainable practices;
- b) the Government should strengthen the protection of wildlife and habitat through increased budgets so that all necessary equipment for the DNPW officers is procured; and
- c) more wildlife officers should be employed as a matter of urgency.

ii) *Kabwata Cultural Village and Maramba Cultural Village*

Your Committee observes that arts and culture have an important role to play in promoting tourism in Zambia. As the country strives to diversify its tourism product, your Committee acknowledges the need to promote cultural tourism that is offered by Kabwata Cultural Village and Maramba Cultural Village. In this vein, your Committee observes that the two Cultural Villages are important institutions in the promotion and preservation of Zambia's cultural heritage and consequently the promotion of the country's tourism.

Your Committee, therefore, recommends that marketing initiatives for Kabwata Cultural Village and Maramba Cultural Village should be stepped up. This includes improving access to as well as branding and signage of the two facilities. In addition your Committee recommends that Kabwata Cultural Village should be assisted to find partners to help improve the infrastructure at the facility.

iii) *Lusaka National Museum and Livingstone Museum*

Your Committee observes that museums are an essential part of the tourism sector. The items kept at the museums are priceless, not only in terms of tourism, but also in terms of the country's rich history and diverse cultural heritage.

Your Committee recommends that the Government should find concrete solutions to the problems facing the two museums, that is:

- a) the poor state of the buildings;
- b) the shortage of specialised staff;
- c) the poor funding to the institutions; and
- d) the lack of adequate and appropriate storage facilities for various artefacts.

iv) *Siavonga Tourism and Business Development Association*

Your Committee acknowledges the largely untapped potential for the growth of tourism in Siavonga and is concerned with the state of affairs in the District. Your Committee observes that the favourable location and natural scenery of Siavonga have not been exploited in order to make Siavonga a tourism destination of choice. Your Committee observes that there appears to be no plan to tap into the potential of Siavonga as a tourism destination. In addition, there is no proper infrastructure to support the growth of tourism in Siavonga. Your Committee further observes that the Siavonga District Council and other responsible Government agencies are not enforcing fishing regulations on Lake Kariba.

Arising from the above, your Committee recommends that:

- a) by-laws and national laws on fishing in Siavonga should be adhered to and enforced through collaborative efforts between the Council, Zambia Police Service and the Department of Fisheries;
- b) the Siavonga District Council should ensure that comprehensive plans are drawn up to make the town tourist friendly; and
- c) infrastructure such as roads, the airstrip and the water reticulation system in the District should be improved as a matter of urgency so that investors should be attracted to the district to invest in other tourism related activities away from Lake Kariba such as game farming.

v) *Livingstone Bus Terminus*

Your Committee observes that the Livingstone Bus Terminus was supposed to have been completed by the time the 20th Session of the UNWTO General Assembly was held in 2013, but four years later, the structure is not yet complete. Your Committee finds this situation totally unacceptable and urges the Government to ensure that adequate funding is provided so that the building can be completed without any further delay.

PART IV

CONSIDERATION OF THE ACTION-TAKEN REPORT

Consideration of the Action-Taken Report on the Committee's Report for the Fifth Session of the Eleventh National Assembly

Access to Land for Women in Zambia

11. Your previous Committee had observed that the laws relating to land did not discriminate against women. However, implementation of the laws needed to take cognisance of the gender related challenges that existed in the country. Your previous Committee had recommended that the Government should ensure that there was promotion of gender equity and equality in all development processes, including the allocation of land. Your previous Committee had further called for affirmative action in the implementation of the laws relating to land.

In the Action-Taken Report, the Government responded that it was aware of some challenges faced by women in accessing land, especially in customary areas. As such, the Government, through the Ministry of Lands, Natural Resources and Environmental Protection, had been promoting gender equity and equality in the allocation of land in the country. In this regard, the Government had written to all local authorities across the country to ensure that at least 50% of available land for allocation was reserved for women. The Government would, further, continue to hold meetings and sensitise traditional leaders through the Ministry of Chiefs and Traditional Affairs to ensure that women and other vulnerable groups are not discriminated against in the allocation of land.

In addition, the Government had undertaken sensitisation meetings with staff in the Office of the Vice President Resettlement Department and the Ministry of Agriculture to ensure that the plight of women and other vulnerable groups was taken into account during the allocation of land meant for resettlement.

The Government was in the process of coming up with the Customary Land Administration Bill. This legislation once enacted would strengthen security of tenure within the customary system, thereby promoting access to customary land by women. As a result, women would also be able to use land to access loans from financial and other lending institutions. Furthermore, the Government had embarked on the revision of the draft Land Policy of 2006. The revised policy would ensure increased access to land by women. The policy would also ensure that there was equal representation of women and men on bodies involved in land allocation to ensure gender parity.

Committee's Observation and Recommendation

Your Committee requests a status report on the Customary Land Administration Bill.

11.1 Your previous Committee had observed that the continued absence of a national land policy was unfortunate. A land policy was an important tool for providing guidelines on land administration and for addressing various challenges being faced in the land sector.

Your previous Committee had recommended that the Government should expedite the finalisation of the Land Policy. This would help in attaining the goals envisioned for the land sector in the Vision 2030, of secure, fair and equitable access and control of land for sustainable socio-economic development for Zambia by 2030.

In response, the Executive stated that through the Ministry of Lands, Natural Resources and Environmental Protection, it was determined to ensure that the country had a Land Policy that would guide and promote equitable access to land, promote security of tenure especially for rural communities, as well as sustainable utilisation of land. As such, the Government undertook provincial consultative meetings with a wide array of

stakeholders between December, 2015 and March, 2016. A consultative meeting was also held with the House of Chiefs from the 12th to 13th May, 2016. The Ministry was awaiting the official feedback/position from the House of Chiefs on the contents of the proposed policy. This would be followed by the revision of the 2nd draft policy after taking into account all stakeholders' inputs. The 3rd draft policy would then be subjected to a National Validation meeting after which it would be finalised. It was Government's desire to have the land policy in place before the end of 2016.

Committee's Observation and Recommendation

Your Committee requests a progress report on the finalisation of the Land Policy.

Consideration of the Action-Taken Report on the Committee's Report for the Fourth Session of the Eleventh National Assembly

The Role of Art and Culture in National Development

11.2 Your previous Committee had requested a status report on the Arts, Culture and Heritage Commission Bill.

In the Action-Taken Report, the Executive responded that the Arts, Culture and Heritage Commission Bill would be presented to Parliament when Cabinet approved the document. The draft Bill was still at the Office of the Permanent Secretary, Policy Analysis and Coordination Division at Cabinet Office. A follow up by the Permanent Secretary, Ministry of Tourism and Arts on Minute No. MTA/75/3/2 dated 8th February, 2016, was made to his counterpart at Cabinet Office requesting his Office to facilitate tabling of the draft Bill before Cabinet because the contentious issues raised by the Ministry of Chiefs and Traditional Affairs had been resolved through realignment of the mandates of the Ministries.

Committee's Observation and Recommendation

Your Committee requests a progress report on the Arts, Culture and Heritage Commission Bill.

CONCLUSION

12. Your Committee wishes to pay tribute to all the stakeholders who appeared before it and tendered both oral and written submissions. Your Committee also wishes to thank you, Mr Speaker, for the guidance rendered to it throughout the Session. Your Committee also appreciates the services rendered to it by the office of the Clerk of the National Assembly.

Your Committee is hopeful that the observations and recommendations contained in this Report will be favourably considered by the Executive for implementation by the concerned Ministries and Departments in the interest of the development of Zambia.

E K Belemu, MP
CHAIRPERSON

June, 2017
LUSAKA

APPENDIX I

LIST OF OFFICIALS

National Assembly

Mr S C Kawimbe, Principal Clerk of Committees

Ms M K Sampa, Deputy Principal Clerk of Committees

Ms C Musonda, Senior Committee Clerk (FC)

Mr F Nabulyato, Senior Committee Clerk (SC)

Mrs D Mukwanka, Committee Clerk

Ms S E Mwale, Stenographer

Ms A Maluwa, Typist

Mr C Bulaya, Committee Assistant

Mr M Chikome, Committee Assistant

Mr D Lupiya, Parliamentary Messenger