

Quick Guide: How to Get a Driving Licence (Renewal or Duplicate)

1. Go to the **Public Service Portal** (*ZamPortal*), <https://zamportal.gov.zm>.
2. Go to **e-Services Directory**, <https://eservices.gov.zm>.
3. Select the *Driving Licence Renewal (Duplicate)* e-service, review the service description (*e-Passport*) and click the **[APPLY FOR SERVICE]** button.
4. When asked for the login information, enter the Username and Password you created when you registered your account.

*Note: By default, your username is your National ID number; letters and numbers only, all special symbols are removed by the system. First-time users must register, by clicking on **My Profile / New Users**.*

5. Once logged in, you will see the Case Details Form, where you will see the general data about the service you are requesting and data retrieved from your profile and (e.g., *User Account No.*, *Case Type*, etc.).

Note 1: If you are filing on behalf of someone else, fill in Applicant's NID (e.g. NRC, Passport No, etc.). The details are pre-filled from the National Data Registers (e.g., Identity Register, Vehicle Register, etc.).

Note 2: Depending on your purpose, define the "Case Type". If you would like to Renew your driving licence, select "Renewal". If you would like to receive a duplicate, select "Duplicate".

6. Click **[NEXT]**. You will see the Service Description Form where you see the data about your Driving Licence, automatically retrieved from RTSA (e.g., *Driving Licence Details*, *Driving Licence Status*, etc.) Choose a Service Station, where you want your service to be delivered.
7. Once finished with the form, click **[NEXT]**. The next page will show the set of Eligibility Requirements to be verified for the given government service. Eligibility requirements might be verified automatically (*will be marked as „Verified” if succeeded*) or might need a document evidence to be uploaded, by clicking the **[ATTACH]** button (e.g. *Police Report for Driving Licence Duplicate*).
8. Click **[NEXT]**. On the next step you need to preview and sign the Application. Click the **[SIGN]** button, enter your digital signature PIN-code (in place of e-signature) and click **[APPLY]**. You will see the digitally signed Application you have just submitted. It will be permanently stored in **My Workplace**. You can also print or download it.
9. Follow the process by clicking on the **[NEXT]** button at the bottom of the page. The next page will show you the Treasury Invoice Form (click the **[PREVIEW THE INVOICE]** to see it) and Payment Options. If satisfied with invoice, select the payment method and pay.
10. If you selected the Mobile Payment method, provide your mobile phone number (*Note: during the trial period, we only accept payments from the ZAMTEL subscribers; MTN and AIRTEL are coming soon*). If you choose to pay by Debit / Credit Card, you will be redirected to the Bank page, then returned to your Application.
11. Upon confirmation of payment, click the **[PREVIEW THE RECEIPT]** button. You will see the digitally signed Treasury Receipt, which is the official proof of your payment (download or print it out for your records).

Note: The amount in the Receipt is different from the amount in the Invoice, due to the commission charged by a Payment Processor.

12. Click **[FINISH]** to submit your Application for processing (*you would be able to monitor the progress of your Application via "My Workplace"*). Visit selected RTSA Office to finalize the process offline and pick-up the document.
13. Once the review process is finished, receive an email or mobile text notification that your new driving licence is ready for pickup at the designated Service Provider's location.