

Zampost's digital transformation centres – Bringing digital government closer to citizens

Zampost, in strategic partnership with the SMART Zambia Institute – the e-government division of Zambia – has launched digital transformation centres (DTCs) across the country, significantly enhancing digital inclusion and accessibility of government services. A primary goal of this initiative, dubbed “Boma Pafupi” (meaning “government close to you”), is to bring government services closer to citizens, reducing the need for long and costly travels to central administrative offices in Lusaka.

Connectivity at DTCs is powered by Starlink's high-speed satellite internet, providing reliable and fast digital access even in remote and rural areas traditionally underserved by fixed and mobile infrastructure. Citizens visiting the DTCs can access high-speed internet free of charge. To date, Zampost has equipped 109 post offices with Starlink terminals, greatly expanding free high-speed internet access for citizens in rural and remote areas, and empowering Zampost to deliver effective and secure e government services across the country.

The DTCs serve as accessible points for a wide array of government services through their integration with SMART Zambia's “ZamPortal” e-government platform. Citizens can conveniently apply for, access and/or pay for over 300 services, including road tax, land rates, passport applications, vehicle licences, and hunting licences, directly at post offices. Zampost personnel provide in-person assistance to users of all ages and digital proficiency levels, ensuring inclusive and equitable service delivery.

This initiative aligns with SMART Zambia's broader ambition to create a citizen-centric government that leaves no one behind in the nation's digital transformation. By offering digital literacy support and free internet access, Zampost empowers all citizens – whether digitally savvy or not – reinforcing community resilience and expanding digital accessibility across Zambia. Future plans aim to extend these services to all Zampost locations nationwide.



Sources: (SMART Zambia Institute, 2025, 2024, n.d.; YAR 89.7 FM, 2024)