



The commuter

Issue 1, Vol 9, October 2013

**Toilet Etiquette
in transport sector**

Human Trafficking

**Eight Basic
Consumer Rights**

In this issue:

When tall women travel
Legislative controls in bus stations
Global Samaritans and many more

Mazhandu Family Bus Services



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The Simplicity of Coach Travel

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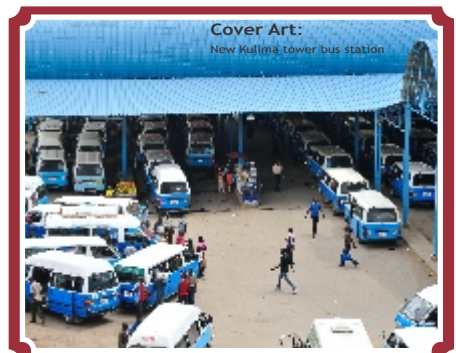
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This edition, Issue 1, Volume 9
Published in October 2013

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Welcome to the October edition of The Commuter magazine. This month our focus is on bus stations and their management. As Livingstone City Council is about to unveil its new Intercity Bus Terminus, it is important that the rights of commuters are observed and respected at this facility. Our interaction with commuters reveals that many of them haven't read the Markets and Bus Stations Act of 2007. This document gives an indication of how a bus station is supposed to be managed. This document can be bought at Government Printers in Lusaka or googled on the internet.

A bus station is supposed to have a board of management comprising various interest groups so that the concerns of the ordinary commuter are taken care of. Our bus stations need proper shelter and walk ways. Ramps, hand rails and voice data among others need to be in place so that Persons with Disabilities can equally access these facilities. Toilets and showers need to be built at all bus stations in Zambia and these should be accessible to all manner of travellers including the disabled.

The concept of universally designed bus stations is one which all councils in Zambia need to seriously adopt because the Disabilities Act was passed into law in the year 2012. Issues of accessibility and inclusiveness



are stipulated in black and white in the Disability Act. According to the Local Government Act (1991), Section 61 the local authority (council) is supposed to ensure that many public facilities including roads meet international standards.

Dear commuters research more about how bus stations and our roads are supposed to be built and maintained by visiting your local authorities. Don't forget to look out for human traffickers on the buses and border crossings. HIV is still with us so learn more about District AIDS Task Forces and how you can join one. To the truck drivers we say be easy on the roads and avoid having multiple sexual partners. Read on and enjoy your ride.

A handwritten signature in blue ink that reads "Mwanalushi".

Liswaniso Mwanalushi [Mr]
Editor

Mwasimu Millers

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Eight (8) Basic Consumer Rights

(i) The right to satisfaction of basic needs

To have access to basic, essential goods and services: adequate food, clothing, shelter, health care, education, public utilities, water and sanitation. This means that every government should ensure that even the poorest of the poor access these basic needs.

(ii) The right to safety

To be protected against products, production processes and services which are hazardous to health or life. Government must ensure that they adopt or encourage the adoption of appropriate measures including legal systems, safety regulations, national or international standards, voluntary standards and maintenance of safety records to ensure that products are safe or either intended or normally foreseeable use.

In Zambia, this has been addressed through 52 (1) of the Act which states

“A person or an enterprise shall not sell any goods to consumers unless the goods conform to the mandatory safety standards for the class of goods set by the Zambia Bureau of standards or other relevant competent body.”

(iii) The Right to be Informed

To be given the facts needed to make informed choice and to be protected against dishonest or misleading advertising and

labeling. For example under Competition and Consumer Protection Act No.24 of 2010, it is an offence to engage in conduct that is likely to mislead the public that goods are of a particular origin, standard, quality, value, grade, composition, performance, style or model or have a particular history or previous use (section 47).

(iv) The Right to Choose

To be able to select from a range of products and services offered at competitive prices with an assurance of satisfactory quality.

(v) The Right to be Heard

To have consumer interests represented in the making and execution of government policy and in the development of products and services.

(vi) The Right to Redress

To receive a fair settlement of just claims, including compensation for misrepresentation, shoddy goods or unsatisfactory.

(vii) The Right to consumer Education

To acquire knowledge and skills needed to make informed, confident choices about goods and services, while being aware of basic consumer rights and responsibilities and how to act on them.

(viii) The Right to Healthy Environment

To live and work in an environment which is non threatening to the well being of present and future generations.

Legislative Controls In Bus Stations

Some jurisdictions have introduced particularised legislative controls to foster safer bus stop design and management. The State of Victoria, Australia, for example, has enacted a Bus Safety Act which contains performance-based duties of care which apply to all industry participants who are in a position to influence the safety of bus operations - what is called the 'chain of responsibility'. The safety duties apply to all bus services, both commercial and non-commercial, and to all buses regardless of seating capacity. Breach of the duty is a serious criminal offence which carries a heavy penalty.

The primary duty holder under the Bus Safety Act is the operator of the bus

“The primary duty holder under the Bus Safety Act is the operator of the bus service, as the person who has effective responsibility and control over the whole operation.”

service, as the person who has effective responsibility and control over the whole operation. However, the Act also contains a safety duty covering people with responsibility for bus stops including people who design, build or maintain the stop and who decide on its location.

This duty was introduced in response to

research showing that the most serious hazard associated with bus travel occurs when passengers, especially children, are crossing the road after alighting from the bus. The location and layout of a bus stop is therefore a factor in the level of risk.

Safety duties are also imposed by the Bus Safety Act on a range of other people including -

- bus safety workers including drivers, schedulers who set bus timetables, and mechanics and testers who repair or assess vehicle safety
- procurers - that is, people who procure the bus service, known as the customer in the commercial charter sector.

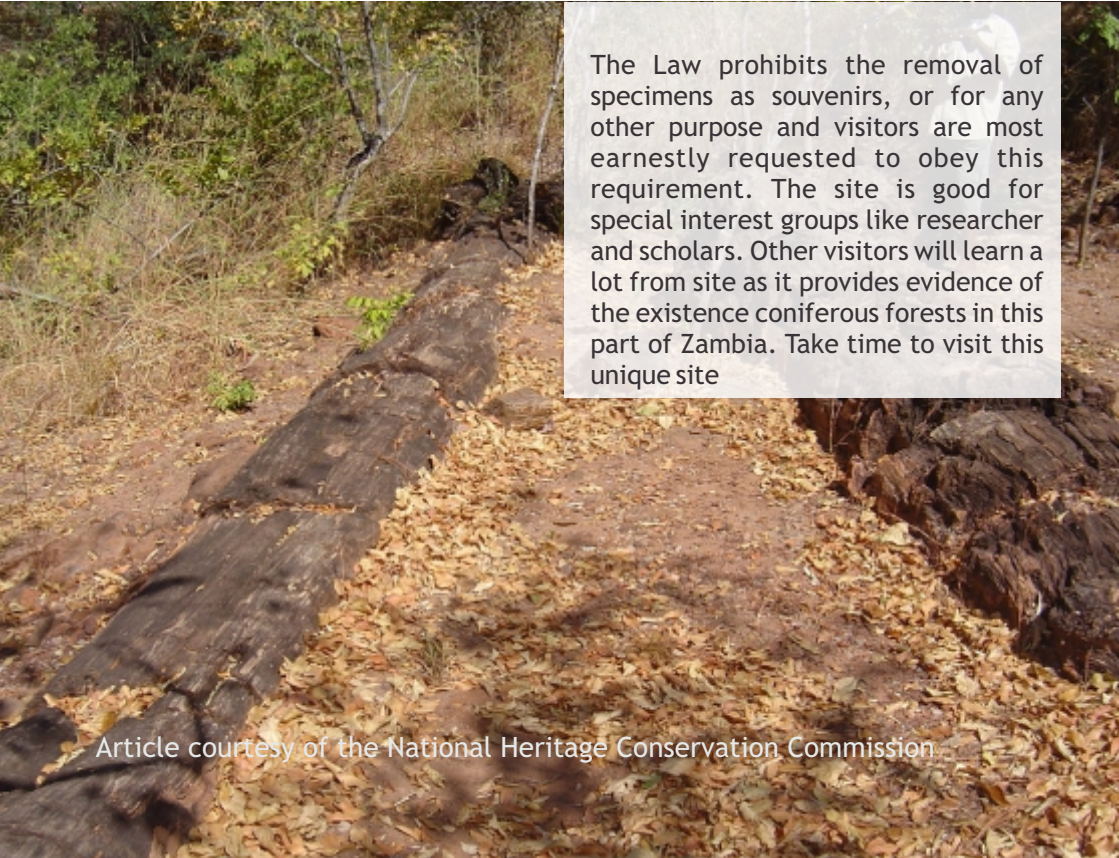
All of these persons can clearly affect bus safety. They are required by the Bus Safety Act to ensure that, in carrying out their activities, they eliminate risks to health and safety if 'practicable' - or work to reduce those risks 'so far as is reasonably practicable'. This familiar practicability formula is borrowed from Victoria's Rail Safety Act (and a subsequent national model Rail Safety Bill) and the Occupational Health and Safety Act 2004.

CHIRUNDU FOSSIL FOREST (Siavonga District)

The Chirundu Fossil Forest National Monument lies immediately to the south of the Lusaka-Chirundu Road, 21 kilometers from Chirundu, at the corner of the north Kariba Access Road, and is in the centre of a much larger area over which wood can be found.

Sections of tree trunks up to two to three metres in length are exposed here as a result of the erosion of the soft red sandstones which are of Karroo or Secondary age. Scattered over the area are sparse Middle and Late Stone Age industries, indicating that these people sometimes made use of fossil wood for making stone implements.

The fossil trees belong to the Karroo period and are approximately 150,000,000 years old.



The Law prohibits the removal of specimens as souvenirs, or for any other purpose and visitors are most earnestly requested to obey this requirement. The site is good for special interest groups like researcher and scholars. Other visitors will learn a lot from site as it provides evidence of the existence coniferous forests in this part of Zambia. Take time to visit this unique site

When Tall Women Travel They Don't Go Unnoticed

When I was asked to write this article on tall women travel and tall backpacking, I thought, phewwww... me? I'm just learning how rewarding gardening can be! Not a problem though, it may not be perfect, but neither am I. So I asked the perfect candidate, an inspiring tall woman traveler. She was on an excursion around the world. From fall 2007 to 2009 she traveled the globe, backpacking and volunteering. As a medical practitioner, helping those in need is what I do for a living, so I am very touched by Gigi's gracious spirit...

Jene': What is the Number One issue you have while on the road?

Gigi: "Clothes. Unlike other people who can buy replacement items on the road as they travel.. I've found that's impossible for me. All my clothes were lost while I was in Panama recently, and I was stuck with just what I had on for over two months. (Which was fine, as the indigenous tribe I was living with wore the same thing every day anyway). After I briefly went home for a week, I decided this time around to bring more clothes - a lot more clothes - and shoes - than most people. Simply because finding replacements along the way has proved difficult. Two of my favorite, tried and true online companies are Macabi skirts and Athleta."

Jene': What is it like dealing with transportation for tall women who travel?

Gigi: "Cramming my insanely long legs into the tiny spaces on buses, trains, and so on has given me such a headache. Sometimes I have to wait for a less full bus to get a better seat, as I literally cannot fit onto the bus and get

back out again (especially crowded minibuses in Guatemala!). Also plane seats have been an issue. When the airline personnel see me coming, they usually try to upgrade me to an exit seat - and several times I got upgraded to first class. But when this doesn't happen, it's not a comfortable ride."

Jene': What about when you're on the beaten path, walking, or about town?

Gigi: "Well, on the Camino, on my pilgrimage to Santiago, sometimes other people want to take my picture. One woman told me I should be in a sideshow! Men often want to take my picture with them, especially tiny men."

Jene': How about sleeping arrangements?

Gigi: "...when tall women travel the beds are often too short! Most times I can't stretch my legs out."

Jene': So all in all what is the experience of tall women travel like?

Gigi: "Most of the time, being tall is a benefit, not a negative thing. For example, I was robbed my first day in Guatemala - but about 40 people watched it happen (as they were all staring at the tallest woman they had ever seen). So the angry mob basically chased the guy down and hit him with their handbags and bundles until he gave back my stuff. Then a nice family invited me to lunch!"

When tall women travel, a few extra precautions are needed. Some practical medical advice for tall women on the road would be to take extra precaution with your lower extremities, hips, legs, ankles, and feet. It's a lot easier to twist an ankle, wear down your feet, or hurt your leg or hip when you are tall. Bring plenty of supports and bandages. Your legs are your motor for moving forward on your trek.



7 Organizational News

– By staff reporter



The purpose of the DATF is to coordinate, supervise, and monitor the implementation of HIV and AIDS policies and programmes in the districts. The composition of the DATF general membership should reflect factors that contribute to vulnerability and exposure to HIV infection in the district. While the composition should represent all sectors, the number of people on the executive committee may be limited to make effective dialogue and decision-making manageable. It is suggested that a DATF should range from 10 to 30 members.

Functions

The DATF is responsible for the following tasks:

- Interpreting national policies to guide the district response
- Recording and maintaining a database of HIV/AIDS response in the district
- Monitoring and Evaluation of the local response
- Compiling quarterly reports for submission to the DDCC and PATF
- Developing HIV and AIDS district

District AIDS Task Force (DATF)

response plans

- Building capacity of stakeholders in HIV and AIDS response
- Facilitating the formation and training of Community AIDS Task Forces (CATFs)
- Contributing to the development of IEC materials to suit local needs
- Advocacy for resource mobilization (human, material and financial) for the local response
- Documenting and disseminating examples of best practices

DATFs receive technical, financial and administrative support from NAC and other partners. DATFs receive technical and secretariat support from District AIDS Coordination Advisors (DACAs).

Community Level

As noted above, DATFs facilitate the formation and training of Community AIDS Task Forces (CATFs). Normally, CATF catchments are aligned to ward boundaries or Area/Resident Development Committees' (A/RDCs) catchments. Where these areas are vast in terms of geographical coverage and or population density, wards can be further sub-divided to form Zonal AIDS Task Forces (ZATFs) or Village AIDS Task Forces (VATFs). At community level, all community-based organisations (CBOs) are coordinated by the CATFs. CATFs are in charge of coordinating, supervising and monitoring HIV/AIDS activities at community level.



Quiz

Prizes

1. One return complimentary bus ticket on the Livingstone to Lusaka route
2. Free lunch for two at Mumana Pleasure Resort in Lusaka

Terms and conditions apply



Our Business Concept

The main objectives of *The Commuter* are:

- To produce 3000 copies of a magazine every month
- To promote good environmental friendly practices at public transport facilities.
- To mainstream Disability rights, HIV prevention, Water & Sanitation issues, Governance, Gender friendly practices, ICT's usage, anti Human Trafficking and local tourism promotion in activities

Who are we?



The Commuter is a community based media organization which was registered under the Printed Publications Act, Cap. 161 section 5 [1] of the Laws of Zambia on the 17th day of August 2011 and the Patents and Company Registration Agency [PACRA] on the 6th of November 2012. The Commuter uses the social entrepreneur approach in its management and outreach activities.

Contact

The Commuter magazine's mailing address is C/O Community Based Rehabilitation, Musi O Tunya Road, Vaghela house, Plot # 215, P.O. Box 60080, Livingstone, Zambia, Mobile: +260 977 369 832 or +260 954 505 055, email: the_commuter@mail.com

Our Services

- A monthly publication
- Website
- Advertising space
- Information Centre
- Exhibition Stands
- Consultation and Research Services

Sustained through –

- Adverts
- Institutional Subscription
- Membership



Our mission is to promote an environment which enhances mutual understanding of rules and regulations between commuters and public transport service providers. Our vision is a growing public transport system that is protective of the environment and provides access to all clients

Key Partners



COMMUNITY BASED REHABILITATION (CBR) - ZAMBIA SUPPORT PROGRAMME



Mazhandu Family Bus Services

cewas

international centre for water management services

Rules for the Quiz

Look for questions on pages spread through, the book send your answers, Name of participant, NRC/Passport number, Contact Number and or Email to: +260 954 505 055 or +260 977 369 832

Prizes should be claimed withing 30 days

- By Staff Reporter

TOILET ETIQUETTE IN THE TRANSPORT SECTOR

Common throughout Africa, you'll likely encounter squat toilets in bus stations, local restaurants, train stations and budget hotels. Squat toilets are the upscale version of a "long-drop" which is simply a hole in the ground. Both long-drops and squat toilets usually come without toilet paper, but most should have a bucket (or bowl) of water to wash yourself with. Practice makes perfect, and after a while you'll be reading a newspaper while you go.

Here's How to behave in a toilet:

1. Enter the squat toilet and look around for any toilet paper (unlikely) or water supply. You should find a small tap with a bucket or bowl underneath.
2. Put your feet on the foot rests, the two corrugated or ribbed parts on either side of the hole of the squat toilet. Face away from the hole (usually towards the door or entrance of the toilet).
3. Pull your clothes down but make sure they stay above your feet and don't get wet. Roll up your pants or tuck them into your socks. These toilets are usually wet on the ground because people use the water to wash themselves, or they don't aim too well. The safest thing to do is just remove your pants or skirt completely and hang them over the door (if there is one.)
4. Get into the squat position and make sure your feet are FLAT on the ground. If you're on your toes you're very likely to tip forward or backward. Flat feet give you better balance and it's much more relaxing on your thigh muscles if you are going to be in this position for a while. Spread your feet wider if you find yourself toppling. As The Banterist points out in a hilarious account of using a squat toilet, "Assume a squatting position like a competitive ski jumper".
5. Go ahead and finish your business by aiming for the hole. Scoot forward or backwards if you're missing completely (without losing your balance). Don't worry, practice makes perfect.
6. If you plan to use the water to rinse yourself off, take the bowl pour it over your bottom and use lots of water. Let the running water clean you off, and use your left hand to rinse and clean, only if necessary. Try and avoid splashing your clothes with water. If you have your own toilet paper it's usually not a good idea to throw it down the hole because you'll ruin whatever plumbing there may be. Find a trash can instead.
7. Use the water provided in the bowl or bucket to flush. Pour the water along the side of the squat toilet so it swirls around and cleans the whole bowl before going down. If the bucket or bowl was filled when you came in, be courteous to the next person and refill it before you leave.
8. Wash your hands thoroughly if there is water available, or use some anti-bacterial wipes, or hand gel.
9. Be grateful that squat toilets and "long-drops" exist because they are much more hygienic than a western toilet without adequate plumbing! Enjoy the fact that there is no toilet seat you have to try and hover over or even sit on, given the condition of some of these toilets.

- 2) Name the Zambian legal document which was recently enforced to ensure persons with disabilities enjoy their full rights and freedoms
 - A) The disability Act of 2012
 - B) The disability charter of 2013
 - C) The African charter of 2013

Guided Tours of Livingstone

Do you want to visit a traditional Zambian village, Fishermen, Poets, Musicians, Dancers, Cooks, Doctors, Painters and Hunters etc. Do you want to see our ever smiling Zambian faces, shake our diligent hands, sing our local songs, watch the makish, dance to our kawale music, attend our churches, drink our chibwantu or kachasu, eat our hopani, sleep on our reed mats and listen to our sun setting folklore?

Then call +260 954 505 055 or +260 977 369 832 for bookings or Email: the_commuter@mail.com. Tourism runs deeper than the Victoria Falls and the Livingstone museum.



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Global Samaritans



Robert McCarron and his basketball team from Hillcrest National Technical Secondary School members pose for a group picture with their counterparts from Global Samaritans. Mr McCarron organized a half day basketball coaching program at Global Samaritans in association with Chrisma Hotel.

- To educate and assist local pastors in their evangelism.
- To provide individuals with the opportunity to be involved in life changing missions.

About us

We are a non-denominational, non profit organization dedicated to improving the physical and spiritual well being of those suffering in Zambia. Global Samaritans was established by doctors Bo and Ruby Cheves in 1997. While primarily an orphanage, Global Samaritans has provided biblical teachings and preaching, medical care, medical supplies, and food relief to many in need. We began accepting children in 2002 and are continuously adding children as our facilities expand. We also provide the opportunity for teams to experience life-changing missions in Zambia.

Our Mission

Three purposes of the Global Samaritans:

- To raise mature, productive Christian children who will impact the future of Zambia.

Sponsor a Child

The PAGE program [provide and guide experience] gives you the opportunity to become involved in the life of a Zambian child. You will receive an annual update, picture and letter from your child. You will be able to communicate with your child and participate in their growth and development. You also have the opportunity to meet the child you sponsor as a member on one of Global Samaritans mission teams.

As a sponsor you will be providing food, clothes, shelter, medical expenses, and school fees for a child in need. Become a sponsor today! Simply fill out the child sponsorship form located under the child sponsorship section of our website.

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 Email: richard.chanter@yahoo.co.uk, richardchanter@gmail.com
 Website: www.chanters-livingstone.com

Human Trafficking

It is defined as: The recruitment, transfer, transport, harbouring, and receipt of persons by deception or force for exploitation

1) Recruitment

Partially deceptive recruitment Victims may be aware that they are to be employed in a given activity but do not know under what conditions

2) Fully deceptive recruitment

Victims are lured by promises of employment and financial gain and are fully deceived as to the true intentions of the traffickers.

3) Forcible recruitment

Victims are forcibly taken

Transportation

- Origin, transit and destination countries
- Legally or illegally
- Travel by land, air or sea
- Often accompanied (documents retained)

Trafficking routes will always reflect one consistent factor - victims will be routed to where the demand exists for their services, where the potential profit of their exploitation is the highest

How does trafficking work?

Exploitation

Traffickers transport their victims for the sole purpose of personal gain, often either to make large amounts of money from their exploitation or to obtain free services or labor.

- Sexual exploitation (streets, bars, brothels, massage parlors, call-girl, escort agencies)
- Forced labor (agriculture, fishery, construction, mines, sweatshops, catering)
- Domestic servitude
- Street begging or peddling
- Forced military service
- Organ removal
- Removal of body parts
- Children trafficked for adoption

How do traffickers control their victims?

Coercion and Control Mechanisms

- Debt bondage
- Removal of ID's/passports and travel documentation
- Isolation - linguistic and social
- Use of violence and fear
- Use of shame
- Use and threat of reprisal against victims' families

FACTS ABOUT ZAMBIA

Currency	: <i>Zambian Kwacha</i>
Capital City	: <i>Lusaka</i>
National Motto	: <i>One Zambia, One nation</i>
Area	: <i>752 615 sq km</i>
Population	: <i>13 million</i>
Official Language	: <i>English</i>
Religion	: <i>Christian</i>
Independence	: <i>24th October 1964</i>
Tourism Peak Season	: <i>May to September</i>

FACTORS FOR INVESTMENT IN LIVINGSTONE

- § *Enabling business environment*
- § *One stop shop for easy business advice and registration*
- § *Abundant natural resources and human capital*
- § *Peace and tranquility*
- § *Airport and road accessibility*
- § *Border town*
- § *Stable economy*

EMERGENCY TELEPHONE NUMBERS

Anti Human Trafficking	: <i>990</i>
Police	: <i>991</i>
Ambulance	: <i>992</i>
Fire Brigade	: <i>993</i>
RTSA	: <i>983</i>

Livingstone City

Lusaka Road (to Kafue and the Capital)



3) Disabled persons are human beings like any one else and they need to participate meaningfully and be included in all aspects of social economic developmental processes

- A) True
- B) False

Did you know that...?

According to the Local Government Act (1991), Section 61 the local authority (council) is supposed to:

- ✓ establish and maintain a public transport service
- ✓ establish and maintain roads
- ✓ exercise general control, care and maintenance of all public roads, streets, avenues, lanes and foot walks
- ✓ control the set-up of temporary platforms, seats and other structures, such as at bus stations and taxi ranks
- ✓ control traffic and parking
- ✓ promote road safety
- ✓ establish and maintain a system of lighting in streets and other public places, such as bus stations or public toilets
- ✓ erect, purchase and maintain buildings, where it is in the public interest, for use of professional purposes, such as the provision of information and ticket selling at bus stations
- ✓ To prohibit and control the development and use of buildings, in the interests of public health and safety, such as ensuring the cleanliness and accessibility of buildings such as bus stations
- ✓ To establish and maintain sanitary convenience and ablution facilities, such as clean public toilets

The
commuter BUS
Quiz No 3
sponsored by



COMMUNITY BASED REHABILITATION (CBR)
- ZAMBIA SUPPORT PROGRAMME

4. When does the world commemorate International Day of the disabled?
A) 15th March B) 22nd April C) 3rd December D) 23 October
5. What do the letters CBR stand for?
A) Consumer Based Results B) Consumer Best Rates
C) Community Behaviour Rehabilitation D) Community Based Rehabilitation

What is Presumptive Tax?

These are estimates of tax payable that are used in dealing with incomes or activities that are hard to tax, e.g. the informal sector. Presumptive taxation offers the possibility of reducing tax evasion at low cost and broadening the revenue base.

Why Presumptive Tax on Bus, Minibus and Taxi operators?

Most of the transport businesses in Zambia fall under the informal sector. The informal sector, world over, is difficult to tax because:

- Governments lack a comprehensive list of these potential taxpayers;
- The administrative cost of dealing with a sea of returns from these small taxpayers, are extremely high;
- The informal sector businesses keep poor records and books of accounts.

Over the years, many of our taxpayers operating mini buses and taxis have complained that they find it difficult to comply with our requirements for the following reasons:

1. Complicated tax procedures:

Most transporters find it difficult to remember and comply with all their obligations under the Income Tax Act, which include;


- a) Filing returns and accounts by the due date
- b) Filing Provisional Tax returns by the due date
- c) Paying Provisional Tax by the 14th of the month following the end of every quarter;
- d) Settling any penalties and interest where applicable;
- e) Keeping up to date business records at all times, etc.

[To be continued], courtesy of Zambia Revenue Authority

TOOTERS ROADHOUSE RESTAURANT



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HOW TO MOBILIZE RESOURCES FOR NGOS Proposal Writing & Fundraising Techniques

COURSEOVERVIEW

NGOs in Zambia play a significant role in providing services to the country's population that often cannot be reached by the private and the public sector. However, NGOs depend on financial grants from donors to fulfil their noble cause. Apart from the challenge of limited donor agencies, NGOs often lack technical capacities to write successful funding proposals. With shrinking donor support and an increasingly competitive environment, only the best proposals can be considered for funding. Besides delivery of skills of how to write winning funding proposals, this training will impart participants with new ways of resource mobilization to make NGOs less reliant on donor agencies.

WHY YOU SHOULD ATTEND

After completion of this training you will...

...be able to write a winning funding proposal in order to attract resources

...be aware of aspects proposal evaluators look for

...have gained knowledge of main elements of a project with emphasis on how the project's design attracts or repels donors

...know how to establish a good & sustainable relationship with your donors

...be confident in applying new methods of mobilizing resources for your organisation

VENUE & DATE

The training will take place at the Tsopano Center in Rhodes Park, #20 Tito Road (opposite ILO) from **04th – 08th November 2013**.

Please download the detailed course schedule from www.tsopano.org/fundraising.pdf

For more information please contact tsopanocenter@gmail.com or call 0211 – 258 792 or 0969-484 350.

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- In Kafue at ZSIC General Insurance Kafue road next to Barclays bank
- In Ndola at Mpendwa house
- In Kitwe at Ex-Legal house
- In Chililabombwe at Zambia National Building Society.

WE KNOW HOW TO CREATE THE ONE STOP SHOP!

Solid partners, Flexible solutions