



THE TURBINE

ZESCO Internal News

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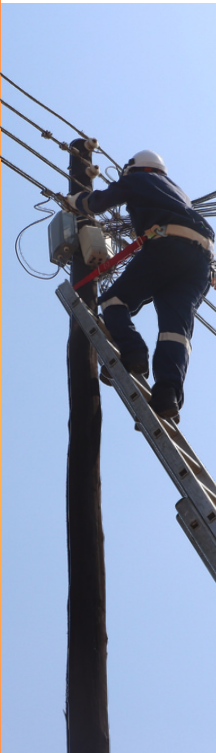
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FOREWORD

Greetings and welcome to the September issue of the Turbine Newsletter.

There are several reasons to be optimistic about ZESCO's organic business growth trajectory, going by the milestones attained in the renewable energy space in recent months. With more than 3000 megawatts of solar energy projects birthed from power purchase agreements with various entities, the future is solar bright.

The recent groundbreaking for the 50 Megawatts solar project by Altra Green in Serenje district of Central Province barely six months after the PPA signing signals the start of more such developments soon to come. Read more about the stakeholders' sentiment regarding the development on page 3.

The Government of the Republic of Zambia had dedicated considerable time and resources to galvanize tangible investments in the electricity service industry with its intent being to increase access to clean, affordable, and sustainable energy resources. The latest achievement in this space are the upcoming 1500 mini grids to be deployed countrywide. The story is on page 4.

ZESCO is at the peak of its maintenance season and works on major transmission lines are underway in various parts of the country. Read more of how teams in various parts of the country are going the extra mile to major works on page 2.

In sport, Zambia's return at Africa's most coveted tournament, the Africa Cup of Nations (AFCON) has left many locally based star players with whetted appetites for a place among the 30-member squad to hoist the country's flag at next years edition to be staged in Ivory Coast. Find who among the ZESCO United players is eyeing for ticket to Ivory Coast.

We serve you these many more stories in the September edition of the **Turbine**.

Enjoy the read!

Editor



Have Your Say!

The Turbine Newsletter is here to churn out news and some exciting content to the satisfaction of you our readers. We are also serving you with a platform to share your stories and ideas of how we can make the newsletter content inclusive and relevant.

Have your say via publicrelations@zesco.co.zm



MAJOR ANNUAL MAINTENANCE WORKS ON 330KV KABWE STEPDOWN - PENSULO TRANSMISSION LINE SUCCESSFULLY CARRIED OUT

In the sweltering heat and potentially treacherous terrain, ZESCO maintenance teams went to greater heights to deliver critical annual major maintenance works on the main power system central corridor substation situated in Kabwe.

The works on the main 330kV transmission line from Kabwe Step Down Substation to Pensulo Substation took place on 16 and 17 September 2023.

As the sole power transportation conduit from the major power generating stations in the southern part of the country to the northern part, power supply to Muchinga, Northern, Eastern, Luapula and part of Central provinces was interrupted during the maintenance period.

Meanwhile, construction of the second 330kV Kabwe Step Down-Pensulo transmission line has advanced to near completion. Once commissioned, the additional power transportation conduit shall increase the

capacity and security of power supply to the Five (5) provinces while introducing flexibility to maintenance scheduling.

The maintenance and expansion of generation, transmission, and distribution infrastructure sits atop of ZESCO's areas of strategic focus espoused in the Corporations 10-year strategic plan for the period 2022-2031. Among the specific objectives is "to increase the transmission networks power transfer capacity, access and security while the development of high priority transmission network reinforcements is among the attendant initiatives.



50 MEGAWATTS SOLAR POWER PROJECT TAKES OFF IN SERENJE DISTRICT

A 50 Megawatts solar power project has taken off in Serenje District of the Central Province to the delight of Senior Chief Kabamba of the Lala speaking people in whose chiefdom the project is domiciled.

This development comes barely six months after ZESCO Limited and Ultra Green Corporation Zambia Limited signed a Power Purchase Agreement to construct a 50 Megawatts solar energy power plant which is expected to be completed in two-years.

Speaking at the ground-breaking ceremony held on 19 September 2023, Senior Chief Kabamba extolled Ultra Green Corporation Zambia Limited for joining a list of investors who have chosen the district as a good investment destination.

The Senior Chief expects the solar power project once completed to create job opportunities for the local people in the district.

"As we break ground on this 50 Megawatts Solar PV project, we do so with the unwavering belief that clean and sustainable energy is not just a goal but a driving force that will power our nation's progress for generations to come."

- Eng. Peter Kapala

"We expect this project to create job opportunities for our local people, but we are also open to external workforce particularly with jobs that require skilled manpower.

We also wish to state from the onset that we will not condone exploitation of workers through meagre wages and lack of safety and health working conditions."

Meanwhile, Energy Minister, Eng. Peter Kapala said Ultra Green Cooperation's decision to invest in a 50 Megawatts solar power project is another significant milestone in Governments journey towards a more sustainable and resilient energy future.

"As we break ground on this 50 Megawatts Solar PV project, we do so with the unwavering belief that clean and sustainable energy is not just a goal but a driving force that will power our nation's progress for generations to come."

"The solar plant exemplifies the power of strategic collaboration between the public and private sectors. ZESCO Limited and Ultra Green Corporation Zambia Limited have united their strengths to diversify our energy mix, reduce carbon emissions and provide affordable electricity to our citizens," he said.

And ZESCO Limited Director-Distribution and Customer Services, Peter Chamfya says the solar power plant will make the electricity sub-sector more resilient and supportive of industrialization, especially in view of the growing demand for power by the manganese smelting plants in Serenje district.

Mr. Chamfya added that ZESCO Limited as the Transmission Network Service Provider, will ensure that the 50 Megawatts capacity Ultra Green Solar power plant is successfully absorbed into the national grid.



GOVERNMENT ANNOUNCES THE DEPLOYMENT OF 1,500 MINI-GRIDS ACROSS THE COUNTRY

Access to affordable and reliable energy by Zambia's population is an enabler of increased economic growth opportunities and improved well-being.

The proportion of Zambia's population that has access to electricity stands at 40 percent as of 2022. Thus, the Government's rural electrification programme seeks to expand the national grid, develop renewable energy and mini grids in rural areas to achieve reliability, sustainability and security of electricity supply. The target being to attain 50 percent electrification by 2030 in accordance with the Rural Electrification Master Plan.

On 22 September 2023, the President of the Republic of Zambia, Mr. Hakainde Hichilema announced the deployment of around 1,500 mini-grids across the country, with groundbreaking on the first grids expected before the end of 2023.

The President's announcement came soon after his virtual address of the Global Leadership Council of the Global Energy Alliance for People and Planet (GEAPP) at which he presented Government's plan to transform Zambia's energy landscape by providing electricity to communities living off the national grid.

President Hichilema said: "These mini grids will be run as businesses, providing underserved communities with opportunities for increased income and improved health services, among other benefits. This collaborative effort has been made possible with the support of The Rockefeller Foundation and the 'Sustainable Energy for All' team, with more partners expected to join this initiative soon.

"We invite youths and cooperatives to seize the opportunity to enhance business, trade, and investment in their communities as we bridge the energy access gap and build a brighter future for all," the President said.



A LIGHT BULB IN A RURAL HOUSEHOLDS IS LIFE CHANGING-THE CASE OF ESAP

Electrification, especially of rural communities, plays an integral role in the alleviation of poverty and subsequently the development of any nation.

It is for this reason that the Government of the Republic of Zambia in efforts to accelerate electricity access for rural areas sourced for funding from the World Bank to implement the Electricity Services Access Project (ESAP). The project aims at scaling up the rural electrification programme. The ESAP provides 'last mile' connections to the national grid to low-income households and Medium and Small Enterprises (MSEs) in rural areas by offering subsidised electricity connections.

"Since electrifying my shop at the market, I was able to grow and diversify my business. Because I have electricity I can also work extended hours. My business now stays open up to 22 hours."

- Fredrick Chanda

Since 2018, ZESCO in collaboration with Rural Electrification Authority (REA) has successfully scaled up the rural electrification programme in Northern, Luapula, Copperbelt, North-Western, Eastern, Muchinga, Central, and Western Provinces.

As at 15 June 2022, a total of 58,411 electricity connections were made countrywide for both Household and MSEs exceeding the initial target of 22,000 low income households and 1000 MSEs.

As a result, several households and businesses have benefitted from basic lighting and electricity. One such business is that of Tionge Tembo a widow of Chawama compound in Petauke who was able to electrify her hair salon at the local market.

Her business significantly improved as she was able to add value by purchasing styling equipment such as hair blowers and toners which attracted more clients.

"Previously I could only offer my clients limited services but now there are variety of hair styles we can do as I have hair dryers and hair curlers. I have since employed an assistant as the number of clients I see per week has increased compared to the past," she narrated.

Ms. Tembo also shared that her livelihood has improved due to the boost in her business.

"With the increased income, I am able to feed my children daily and provide them with decent shelter", she said.

Another beneficiary, Fredrick Chanda of Kalomo district was able to power both his home and his shop which now operates as a butchery, offering the community a variety of fresh meat.

"Since electrifying my shop at the market, I was able to grow and diversify my business. Because I have electricity I can also work extended hours. My business now stays open up to 22 hours."

He expressed his thankfulness to REA and ZESCO.

Due to the expansion of my business, I have been able to offer employment to some of my family members. I was also able to buy a farm where I am rearing chickens and plan to rear goats. My dream is to grow my business to a point of supplying livestock at the Kasumbalesa boarder" an enthusiastic Mr. Chanda added.

At the household level, Ms. Elizabeth Banda, a single mother of four in Petauke, was overjoyed to finally have electricity in her home. This newfound access enables her to carry out essential household tasks like cooking and ironing with ease.

She shared her enthusiasm, saying, "The K250 I spent on the connection is a fraction of what I used to spend on charcoal and candles. Additionally, my children can now wake up early to study, take warm baths before school, and stay updated on current events and other television programs."

Ms. Banda also experienced a positive impact on her small grocery business located by the roadside. She explained, "Since I connected my house to electricity, I've been able to enhance my 'kantemba' business because now I can sell chilled water, munkoyo, and soft drinks."

These success stories represent just a few of the many positive outcomes resulting from the subsidy program.

As a result of the overwhelming response the Government through ZESCO Limited has reintroduced connection subsidy targeting a total 8,300 connections, composed of both low-income households and SMEs countrywide.

The subsidised connections will be accessed on first come, first serve basis and will cease once the targeted number is met.

ZESCO LIMITED CONDUCTS ANTI VANDALISM OPERATIONS IN CHONGWE



A team comprising Security and Corporate Affairs departments engaged the public on vandalism of ZESCO installations which has adversely affected the power utility.

Chongwe Municipal Council Mayor Mr. Christopher Habbenzu expressed concern on the increased cases of vandalism in his area. Mr. Habbenzu urged the public to partner with ZESCO Limited in curbing vandalism of its installations in Chongwe and Palabana.

And ZESCO Limited Chief Security Officer Wesley Mbula said ZESCO is spending huge amounts of money to replace vandalised materials throughout the country. Mr. Mbula urged the community to protect ZESCO power infrastructure and report all cases of vandalism to ZESCO or the Zambia Police.

ZESCO Limited recently held a weeklong anti Vandalism operation in Chongwe targeting communities in Chongwe and Palabana areas.



ZESCO'S DIGITAL TRANSFORMATION JOURNEY SETS SIGHTS ON ARTIFICIAL INTELLIGENCE

ZESCO Limited has for the last three decades been on an exciting digital transformation path with its Information Communication Technology (ICT) Department curving a narrative that has revolutionized the way the power utility conducts its business, and re-shaped the way it interfaces with its customers.

With a customer base that stands at 1,260,829 as at October 3 2023 and expected to grow exponentially in a few years requires ZESCO has had to adopt and extensively deploy technology to fine tune its tools and resources used to communicate, create, disseminate, store, and manage information.

ZESCO's ICT department has been prolific in ensuring that the Corporation remains in tandem with the changing tides in the digital space.

Senior Manager - Innovation, Governance and Licensing, Chapuka Sikazwe spoke to the Turbine about ZESCO's digital transformation journey from the computerization and digital age into a future where Artificial Intelligence (AI) stands tall.

"There has been a rapid change in our operations from the early 90's when ZESCO was commercialized. The key part of the commercialization process meant that ZESCO needed to improve efficiency in terms of its revenue collections as well as internal processes which ultimately affect service delivery. Computerization of our processes was key in ensuring that efficiency was achieved. This was done through the introduction of the Business Information Systems (BIS)," Sikazwe recalls.

The introduction of the Business Information Systems meant introducing systems that are critical in managing customer information, billing, applications for power, management of faults as well as enhancing the efficiency in our internal processes such as procurement processes, fleet management and human capital management," he added.

Recent changes in technology have paved way for the digital world which has led to the introduction of fast internet, various social media platforms as well as the use of mobile phones has had a direct bearing on how service providers interface with their customers.

Mr. Sikazwe recalls how ZESCO Limited ICT department quickly took advantage of the opportunities presented by the digital space.

"Our digital transformation agenda started in 2022 with a focus towards digitizing most of our services. This was done by leveraging on the influx in the usage of social media such as WhatsApp, and Facebook as well as internet as well as mobile phone technology to take our services to the customers. This has significantly improved customer experience and is a relief on our customer service staff as customers are now able to access our services at their convenience without having to go through the hustle of travelling long distances and queuing to access our services.

"We have created digital platforms such as the ZESCO Limited website, WhatsApp, ZESCO Mobile phone App, USSD and Facebook. We also have the Self-Service on call, which allows customers to contact our Call Center but do not necessarily need talk to an agent as they can get an automated response based on a self-service menu that is presented automated through voice response. This gives one an option to access a wide range of services without having to speak to an Agent."

ZESCO Limited's 10-year strategic plan is anchored on five pillars with Customer Satisfaction towering over the rest. Achieving Customer Satisfaction means that the ICT department remains alert to the changing tides in the digital space.

It is no surprise that the ICT department has already set sights on adopting the much talked about Artificial Intelligence.

"Customer Satisfaction is critical to our strategic plan. We are leveraging on technology not just as a business enabler but as a catalyst to achieving strategic goals. We are in the process of adding Artificial Intelligence (AI) to our collection of digital platforms. AI will enable customers to chat with us using natural language and be able to get the kind of help that they need through an automated chat pot," Sikazwe concluded.



ZESCO LIMITED EMPLOYEES TRAINED IN CUSTOMER SERVICE

ZESCO Limited has placed Customer Satisfaction atop the five key pillars of its 10-year strategic plan (2022-2031). This pillar is elaborated as “achieving customer satisfaction, winning customer confidence and loyalty.”

Believing that the Corporation’s strategic plan will only be successfully actualized when employees exuded a positive attitude towards work, Managing Director Eng. Victor Mapani has at any given opportunity implored employees to work in a smart and productive way by adopting efficiency, effectiveness, and excellence in their day-to-day operations.

Strategically positioned to achieve pillar number five of the strategic plan which speaks to aligning human capital to business objectives, the Human Capital and Development Directorate is keen on facilitating opportunities that could best strengthen and expand knowledge in customer service among all employees.

The Directorate facilitated a two-day Customer Service training targeting company employees from 28 to 29, September 2023, held at the Mulungushi International Conference Centre in Lusaka.

“The objective of this training is not only to fulfil our Key Performance Indicators (KPI) to do with customer centricity but also to ensure that our customers are getting the best service from our staff. All our staff that interface with our customers directly need to understand where we are going as an organization in terms of what we are expecting from them when relaying information to our customers,” Senior Manager - Learning and Development Dr. Sepo Imasiku said in an interview with the Turbine.

ZESCO Limited intends to roll-out the Customer Service Training in all service centers across the country, Dr Imasiku added.

“We have started with Lusaka and our next stop will be Ndola and later Livingstone. We intend to cover all the ten provinces countrywide by next year. The target is not just to look at our staff that are in Customer Service Centers and the Call Center but even our faults crews as they go out in the field to interact with our customers. We want them to have the skills to understand everything that they need to know to serve the customers,” she said.



Jerico Nchimunya is a Zambia Police Service Officer currently on secondment to ZESCO Limited. As ZESCO’s Senior Security Officer for the Eastern Zone based at Chudleigh, Nchimunya disclosed that the training had changed his perception of a customer from a point of a law enforcer.

“This training has been beneficial in the sense that I have come to acknowledge the value of a customer to ZESCO Limited. A customer to ZESCO is 100 percent important because we can’t exist without them. The Company survives on the revenue it generates from these customers. Today I have learnt tips on how to manage irate customers in a calm manner because I have been properly equipped with tips on how to do this.”

Sekanji Kaluba, a graduate Call Center Agent says the two-day training has broadened her way of thinking towards work.



ZESCO FRONTLINE WORKERS CELEBRATE CUSTOMER WEEK

ZESCO Limited's efforts to provide reliable and environmentally sustainable electricity services to local and international customers cannot be realized without a committed staff of frontline workers whose day-to-day responsibilities include attending to the needs of every customer.

Generating, transmitting, and distributing of a fragile commodity like electricity to all parts of the country is no mean task for ZESCO and therefore requires a dedicated team which must constantly interface with customers.

ZESCO has a well-motivated cadre of frontline staff which include Customer Service Officers, Call Center Agents, and Faults men whose primary role is to deal with Customer needs.

In celebrating this year's Customer Week under the theme: Team Service, the Corporation paid tribute to all its staff for their exemplary service to the organization.



LWEENDO SHARES HIS RELENTLESS JOURNEY TO END VANDALISM

Meet Stanley Chingwala Lweendo, a prolific Security Officer who has dedicated his time at ZESCO Limited towards clamping down on vandalism.

On secondment to ZESCO from the Zambia Police Service, Lweendo's name doesn't float above the rest by accident. His ability to sniff-out vandals has earned him a place among the best performing security staff in the ZESCO Security department.

Vandalism and theft of ZESCO installations impedes the Corporation's plan to provide clean, safe, and sustainable electricity supply to its customers. The vice bleeds the Corporation out of millions of kwachas yearly with perpetrators often stealing electricity cables and transformers.

"Firstly, it's a great experience to work for ZESCO Limited which is one of the biggest companies in Zambia. Fighting vandalism is not easy, but with a good team engaging the community, information is easily communicated. The collaboration among parties helps bring perpetrators to book," Lweendo observes.

Lweendo's unflinching dedication to duty and desire to bring perpetrators to book has yielded impressive results.

"When I was Lusaka South Principal Security Officer, we made 11 arrests and eight convictions between June and December 2022. This year alone we have made 100 arrests, 19 convictions, one discharge while the rest of the cases are in the courts of law.

My transfer to Corporate has so far led to the creation of a new team which has so far made 23 arrests and two convictions."

Lweendo's success in bringing perpetrators to book has the hallmark of a man who has spent years understanding the behavioral pattern of thieves. He attributes his achievements to his employers, the Zambia Police Service.



"Being a police officer, I have the knowledge of operations and investigations which helps me to do the planning daily. This has helped me a lot to identify, be proactive and reactive in my line of duty. I have also managed to build teams with a positive attitude and set achievable goals. Good communication with my team, having patience and effective collaboration with members of the community also helps," he said.

ZESCO's fight to end vandalism continues to yield positive results. However, keeping the momentum alive requires dedicated and self-motivated officers like Lweendo and vigorous sensitization campaigns.

"It is really a great experience that my work is being recognized by the Corporation and appreciated, which gives me the courage to work even harder. I also believe this to be a winnable cause especially through sensitization campaigns. This can be seen from the results we have recorded so far which show a reduction in vandalism," he concluded.



CONVICTION OF STEWARD SIMUKWASA FOR 'OBTAINING MONEY BY FALSE PRETENCES'

A Ndola resident Steward Simukwasa aged 30 years has been convicted and sentenced to two years imprisonment with hard labour by the Ndola Subordinate Court for obtaining money by false pretences and cheating.

Steward Simukwasa of House No.22 Mapalo Compound in Ndola pleaded guilty to eleven (11) counts of offenses out of the thirteen (13) counts he was charged for.

Brief facts of the matter are that between 3rd June 2022 and 6th August 2023 in Ndola with intent to defraud, Simukwasa did obtain K6,150 from Chisha Damon of Mapalo compound, K1,255.00 from Leonard Chembo of Chiwala farm, K1,600.00 from Bertha Mwanza of House No. 4644 Pamodzi Bonano, K1, 800.00 from Ruth Mwape of Makenzi compound.

Simukwasa also obtained K3,000.00 from Bessy Ngulube of house no. 408 of Chipulukusu Compound, K7, 196. 00 from Sudden Kunda of house no.0330 Chipulukusu Compound, K 2, 700. 00 from Hatimbula Kennedy of House No.MD13 Makenzi Compound, K2, 920. 00 from Jane Sande of CHT 2961 Chifubu Compound, K400.00 from Lucy Chilufya of Chipulukusu Compound and K1,000.00 from Chila Sholoka of house no.50 Petauke road in Ndola.

Simukwasa obtained a total amount of K28, 021.00 by falsely pretending to be an electrician employed by ZESCO Limited authorized to collect payments for installation of ZESCO poles, pre-paid meters and connection of electricity to their newly constructed houses and shops when in fact he had no such authority.

Simukwasa who worked as a casual worker for ZESCO Limited on a contractual term of three months from 21st November 2022 to 31st February 2023 committed these offenses before, during and after the contract was terminated.

CHIPOLOPOLO AFCON RETURN ELATES UNITED PLAYERS

It's almost eight years since the Chipolopolo Boys hoisted the Zambian flag at the Africa Cup of Nations (AFCON) tournament. The 2015 tournament held in Equatorial Guinea triggered Zambia's lengthy absence at Africa's most prized football showpiece.

George Lwandamina, Wedson Nyirenda, Sven Vandenbroek, Beston Chambeshi, Milutin Sredojević, and Aljosa Asanovic are some of the coaches whose attempts to lift the then warring fortunes of the Zambian game at continental level ended in disappointment.

After eight years of changing coaches, the Football Association of Zambia (FAZ) finally landed their star manager in Israeli born and former Chelsea Head Coach Avram Grant who ended Zambia's length absence at AFCON.

The man from the holy land orchestrated Zambia's return at continental stage in style winning Group H with a game to spare. Grant's side finished first in Group H of the Ivory Coast 2023 Africa Cup of Nations qualifying series ahead of hosts Ivory Coast, Comoros, and Lesotho.

Chipolopolo's eight-year torturous absenteeism at the AFCON has not only seen an avalanche of changes on the technical bench but also led to a change in squads leading to the birth of a new generation of star players led by Leicester City striker, Patson Daka.

Zambia's Super League giants, ZESCO United have also seen some of its star players play a significant role in the Chipolopolo Boys return at AFCON.

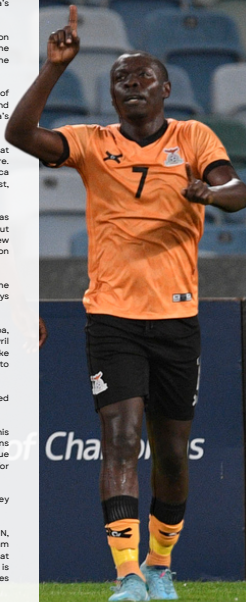
United attacking and defensive midfielders Kelvin Kampamba, Kelvin Kapumbu, including goalkeepers, Toaster Nsabata, and Cyril Chibwe are some of the star players who will be aiming to make their debut appearance at the Ivory Coast 2023 AFCON edition to be held in January next year.

Chibwe expects a lot of competition among the locally based players ahead of the coveted continental showpiece.

"It is exciting because we were never given a chance. This qualification means a lot to every Zambian player. It also means that each one of us will need to double their effort in the league ahead of the 2023 AFCON. Every player will be fighting for recognition from the Head Coach," he said.

Kapumbu is elated by the prospects of donning the Zambian jersey at Africa's prestigious tournament next year.

"I am very happy to have contributed to Zambia's return at AFCON, especially it has been a while since Zambia played at AFCON. I am also looking forward to being among the players who will be at AFCON. The fans will be extremely important during this outing. It is important for us to ensure that we do very well in the group games before setting ambitions beyond the group stages."





Powering The Nation