



Ministry of Agriculture
FARMER INPUT SUPPORT PROGRAMME
(FISP)



2023/24
DIS & eVoucher Implementation Handbook



Food and Agriculture
Organization of
the United Nations



Republic of Zambia

**Ministry of Agriculture
FARMER INPUT SUPPORT PROGRAMME
(FISP)**

**Direct Input Supply & Electronic Voucher
Implementation Handbook**

TABLE OF CONTENTS

List of Tables	vi
List of Figures	vi
List of Annexes	vi
1 Background	1
1.1 Introduction	1
1.2 The Zambia Integrated Agricultural Management Information System (ZIAMIS)	2
1.3 Objectives of the Programme	6
1.3.1 Key Features of the Programme	6
2 Institutional Arrangement for Implementation of FISP	9
2.1 Governance and Institution Framework	9
2.2 Roles of Stakeholders in FISP Implementation	10
2.3 Specific Roles of MoA Staff and Local Leadership in the Programme	14
2.4 Inputs Distribution Schedule for the 2023/2024 Agricultural Season and Depot Operations	17
2.4.1 Depot Operations	17
2.5 Procedures for Revenue Accounting	18
2.5.1 Deposits	18
2.6 ZIAMIS Accessibility and User Help Support	19
2.7 Key Features for the FISP Implementation	22
3 FISP Implementation Process	23
3.1 FISP Beneficiaries' Identification and Registration	23
3.1.1 Selection Criteria of Farmer Organizations and Individual Farmer Beneficiaries	24
3.1.2 FISP Beneficiary, Identification and Selection	24
3.1.3 FISP Beneficiary Selection	25
3.2 Approved FISP Beneficiary Contribution	26
3.2.1 Authority to Deposit (ATD) Creation and Issuance through ZIAMIS	27
3.3 Suppliers' and Service Providers' Participation in FISP	28
3.4 Selection and Contracting of Service Providers	29

3.4.1	Eligibility of Service Providers	29
3.4.2	Scope of services by Service Providers	30
3.4.3	Technical Requirements by Service Providers	30
3.4.4	Service level functionalities between GRZ ZIAMIS system and Service Providers	31
3.4.5	Farmer Input Support Programme Index Insurance	31
4	Farmer Contribution	35
4.1	Farmer Contribution	35
4.1.1	Approved FISP Beneficiary Contribution	35
4.2	ZIAMIS Set up and Preparedness for FISP under Direct Input Prepositioning	36
4.2.1	ZIAMIS set-up of districts	36
5	Implementation through DIS	39
5.1	Identification and Contracting of Suppliers and Warehouse Managers	39
5.2	Registration of Suppliers and Warehouse Managers	40
5.3	FISP Input Catalogue and Development of the ZIAMIS Inputs Collection Application	40
5.3.1	Definition of Input Packs	41
5.4	Inputs Collection Process	41
5.4.1	Collection of inputs at the warehouse	42
5.4.2	Acquittals by Individual Farmers	43
5.5	FISP Implementation Documents	43
5.6	Stock Recording and Reporting Procedures	44
5.6.1	Stock Receipts	44
5.6.2	Stock Issuances	44
6	Implementation through the eVoucher Modality	47
6.1	Identification and engagement of Suppliers and Agro-dealers under the eVoucher Modality	47
6.1.1	Supplier and Agro-dealer Registration on ZIAMIS	48
6.2	Suppliers Creation on ZIAMIS	48
6.2.1	Supplier and Agro-dealer engagement	49
6.2.2	FISP Input Catalogue and Development of the ZIAMIS	

Redeeming Application	49
6.3 Redeeming under the eVoucher Modality	51
6.3.1 Redeeming	51
6.3.2 Redeeming using ZIAMIS eVoucher Application	52
6.4 Code of Conduct	60

LIST OF TABLES

Table 1	FISP Inputs Allocation from 2002/2003 to date	5
Table 2	Key governance structures on the implementation of the FISP	9
Table 3	Roles of Different stakeholders	10
Table 4	Reporting Processes by different players	13
Table 5	Specific roles of MoA staff and provincial administration in the Programme	14
Table 6	ZIAMIS Accessibility and User help Matrix	19
Table 7	Access Portals to ZIAMIS and their Appropriate Users	20
Table 8	Service Level Functions between ZIAMIS and Service Providers	32
Table 9	2023/2024 FISP beneficiary allocation to Provinces and Districts	55
Table 10	Supplier management cost sheet	101
Table 11	Warehouse weekly update template	102

List of Figures

Figure 1	Zambia Integrated Agriculture Information Management System	4
Figure 2	Farmer and FISP Beneficiary Registration Process	23
Figure 3	Farmer contribution depositing modalities under ZIAMIS	27
Figure 4	Summarized process of making the farmer contribution by farmers	28
Figure 5	Flow of farmer contribution under ZIAMIS	36

Figure 6	Supplier, Warehousing Managers and local suppliers under FISP	39
Figure 7	Supplier Identification under FISP - eVoucher	48
Figure 8	FISP Input Catalogue Process in ZIAMIS	50
Figure 9	Redeeming using ZIAMIS	54

List of Annexes

ANNEX 1	Selection Criteria for FISP Beneficiary Farmers	63
ANNEX 2	Terms of Reference for the Committees, PACO's Office and PCO	66
ANNEX 3	Detailed Outline of the ATD Process on ZIAMIS	79
ANNEX 4	Outline of the Conditions and scope of supplier's Involvement in the FISP	81
ANNEX 5	Private Sector Participation	85
ANNEX 6	Ministry of Agriculture Procurement Procedures for Agro-Dealers and Suppliers	89
ANNEX 7	Detailed Instruction on Ziamis Redeeming Application, Agro-Dealer Guide	98

Acronyms

“CAC”	Camp Agriculture Committee
“DAC”	District Agricultural Committee
“DACO”	District Agricultural Coordinator
“FISP”	Farmer Input Support Programme
“GRN”	Goods Received Note
“GIN”	Goods Issued Note
“GIV”	Goods Issued Voucher
“MoA”	Ministry of Agriculture
“MoFNP”	Ministry of Finance and National Planning
“PACO”	Provincial Agricultural Coordinator
“PCO”	Programme Coordinating Office
“FSP”	Food Security Pack



BACKGROUND

1.1 Introduction

The Government of the Republic of Zambia (GRZ) introduced the Fertilizer Support Programme (FSP) in 2002, which was later renamed as the Farmer Input Support Programme (FISP) in 2009. The programme was introduced to enhance access to agricultural inputs by small-scale farmers at an affordable cost and increase the participation and competitiveness of the private sector in the supply and distribution of agricultural inputs.

The FISP is currently being implemented in all the 10 provinces and 116 districts of the country. The number of FISP beneficiaries is reviewed annually, and selection is based on the criteria determined by the Ministry of Agriculture. However, the number of beneficiaries has been static at 1,024,434 since the 2017/18 farming season. To improve FISP implementation, Government introduced the Zambia Integrated Agricultural Management Information System (ZIAMIS) in the 2017/18 agricultural season. The FISP uses the ZIAMIS to manage the electronic registration of beneficiaries, suppliers, agro-dealers, farmer and GRZ contributions, insurance pay-outs and the redeeming of inputs.

For the 2023/2024 agricultural season, two modalities of FISP implementation will be used as follows:

- i. Electronic vouchers (eVoucher) with private sector participation in input redeeming in two (2) provinces namely, Central and Lusaka.
- ii. Direct Input Supply (DIS) in eight (8) provinces namely Copperbelt, Eastern, Luapula, Muchinga, Northern, Western, Southern and North Western.

The role of the government in the FISP eVoucher modality is streamlined to overseeing and monitoring whilst the private sector will be engaged to manage key FISP processes such as the engagement of agro-dealers, redeeming and distribution of farming inputs to the beneficiaries. On the other hand, the DIS modality entails the procurement and distribution of inputs by government.

This handbook has therefore been prepared to outline the procedures and technical requirements for all participating stakeholders under FISP. Subject to new instructions issued by the Permanent Secretary (Technical Services) in the Ministry of Agriculture, all stakeholders will be expected to strictly adhere to these procedures and requirements.

1.2 Zambia Integrated Agricultural Management Information System (ZIAMIS)

The ZIAMIS is a web-based database introduced by the Ministry of Agriculture (MoA) to manage key and routine management information collected and handled by MoA. The system is accessible at national, provincial and district levels and comprises a central database; various access portals for the various stakeholders such as suppliers, agro-dealers, and banks; a set of associated applications (windows and android) for farmer registration; market price collection; e-extension, routine food security and nutrition data collection.

The ZIAMIS is to perform the following functions in the implementation of FISP:

- i. Ensure due diligence in identification of beneficiaries to be supported under the programme.
- ii. Maintain centralized and harmonized record keeping, monitoring, and tracking of beneficiary transactions using an integrated information system.
- iii. Ensure accountability, transparency, and segregation of responsibilities among the various stakeholders within the program chain.
- iv. Minimize potential financial misappropriation risks at various levels of the programme chain (farmer deposits, redeeming of inputs, beneficiary management, payments, transaction costs, etc.)
- v. Adherence to stores and financial regulations and procedures of various stakeholders in the program chain particularly the Government of the Republic of Zambia.
- vi. Ensure the system facilitates redeeming, adherence to technical standards and specifications for agricultural inputs that farmers access under the programme.
- vii. To monitor availability of agricultural inputs under the programme.

The figure below provides an overview of the ZIAMIS.

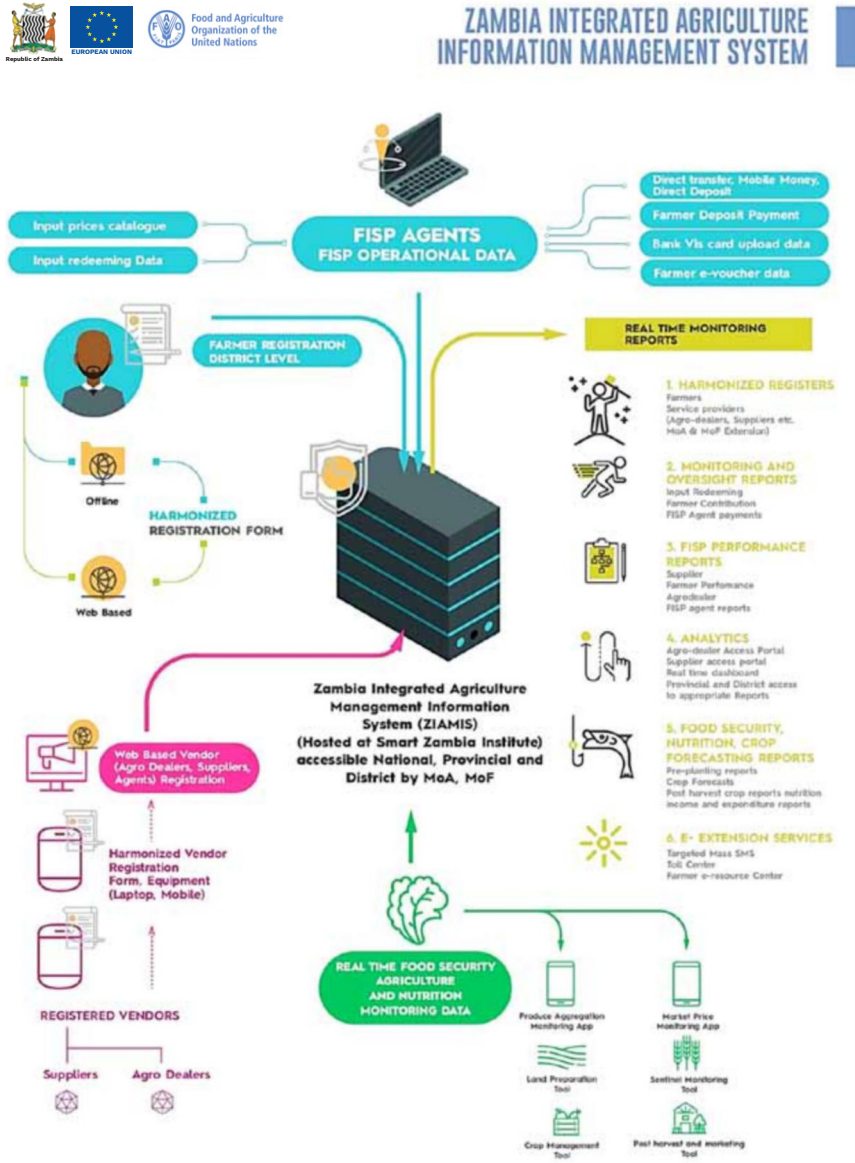


Figure 1: Zambia Integrated Agriculture Information Management System

The table below shows the FISP Input Allocations from the 2002/2003 Season to date;

Season	Budget		Fertilizer (MT)	Maize, (MT)	Targeted Beneficiaries				Percentage (%)	
	ZMW'000				eVoucher	DIS	Total	eVoucher	DIS	
2002/03	100,000		48,000	2,400	0	120,000	120,000	0	100	
2003/04	114,500		60,000	3,000	0	150,000	150,000	0	100	
2004/05	112,600		46000	2,500	0	115,000	115,000	0	100	
2005/06	140,000		50,000	2,500	0	125,000	125,000	0	100	
2006/07	198,000		84,000	4,234	0	210,000	210,000	0	100	
2007/08	150,000		50,000	2,550	0	125,000	125,000	0	100	
2008/09	185,000		80,000	4,000	0	200,000	200,000	0	100	
2009/10	435,000		100,000	5,342	0	500,000	500,000	0	100	
2010/11	430,000		178,000	8,790	0	891,500	891,500	0	100	
2011/12	485,000		182,854	8,985	0	914,670	914,670	0	100	
2012/13	500,000		183,634	8,770	0	877,000	877,000	0	100	
2013/14	500,000		188,311.60	9,000	0	900,000	900,000	0	100	
2014/15	500,000		208,235.75	10,000	0	1,000,000	1,000,000	0	100	
2015/16	1,338,008		208,235.75	7,620	241,000	759,000	1,000,000	24	76	
2016/17	755,220		183,253.15	8,072	602,521	1,006,666	1,609,187	37	63	
2017/18	2,856,565				1,024,434		1,024,434	100	0	
2018/19	1,785,873		159,229.70	4,212	612,777	411,657	1,024,434	60	40	
2019/20	1,428,487		247,999.95	6,889	382,456	641,978	1,024,434	36	64	
2020/21	1,111,840		328,654.60	8,577	166,761	857,673	1,024,434	20	80	
2021/22	5,372,671		376,414.54	10,244.34	0	1,024,434	1,024,434	0	100	
2022/23	7,442,500		307,330.20	10,244.34	0	1,024,434	1,024,434	0	100	
2023/24	9,118,154		240,760.50	7,977.51	473,247	551,187	1,024,434	46.2	53.8	

Table 1: FISP Inputs Allocation from 2002/2003 to date

The number of targeted beneficiaries under FISP in all the districts in the 2023/2024 agricultural season will be 1,024,434 small-scale farmers.

1.3 Objectives of the Programme

The overall objective of FISP is to improve the supply and delivery of agricultural inputs to small-scale farmers through sustainable private sector participation at affordable cost, in order to increase household food security and income. The specific objectives of the programme are to:

- i. Expand markets for private sector input suppliers and increase their involvement in the distribution of agricultural inputs in rural areas;
- ii. Ensure timely, effective and adequate supply of agricultural inputs to targeted small-scale farmers;
- iii. Improve access of small-scale farmers to agricultural inputs;
- iv. Serve as a risk-sharing mechanism for small-scale farmers to cover part of the cost of improving agricultural productivity;

1.3.1 Key Features of the Programme

- i. The agriculture input suppliers will be selected in line with the provisions of the **Public Procurement Act No. 8 of 2020**. The suppliers shall position inputs at designated depots in the districts. They will manage the warehousing until farmers collect the inputs;
- ii. The selected beneficiary farmers will deposit the stipulated beneficiary contribution in the FISP account at selected integrated financial service providers for any combination of packs;
- iii. The Programme Coordinating Office (PCO), office of the Provincial Agricultural Coordinator (PACO), office of the District Agricultural Coordinator (DACO), District Agricultural Committee (DAC) and Camp Agricultural Committee (CAC) will monitor the

programme;

- iv. The programme will target small-scale farmers registered on ZIAMIS; and
- v. The programme will promote agricultural extension services for improved production and productivity;

INSTITUTIONAL ARRANGEMENT FOR IMPLEMENTATION OF FISP

2

2.1 Governance and Institution Framework

The following are the key institutions responsible for governance and coordination of the implementation of FISP.

Table 2: Key governance structures on the implementation of the FISP

Institution	Role	Description
Ministry of Agriculture	Business owner of the FISP & Zambia Integrated Agricultural Management Information System (ZIAMIS)	Overall responsibility over the effective implementation of FISP and operational management of the ZIAMIS processes
		Oversight on the agricultural component of the ZIAMIS routine management information
Ministry of Finance and National Planning	Financial aspect of the program and overall coordination of financial institutions participating under FISP	Oversight on all financial aspects of the FISP implementation and conduct of financial institutions under the programme
e-Government Division (SMART Zambia Institute)	Primary technical Coordinator and System Administrator for the ZIAMIS	System administration and management of the ZIAMIS and associated applications and user help

The Ministry of Agriculture will directly be responsible for the implementation and providing oversight of all FISP activities under the overall guidance of the National Steering Committee through the Permanent Secretary (Technical Services) in the Ministry of Agriculture. FISP activities will be implemented through the Ministry of Agriculture structures as follows:

- i. National Level:** The Programme Coordinating Office (PCO) will provide overall coordination of all activities and stakeholders in the implementation of FISP. Key stakeholders include input suppliers (who will manage their own warehouses), cooperating partners, and service providers.
- ii. Provincial Level:** The PACOs will collaborate with the FISP PCO at national level to provide overall coordination of all FISP activities within their provinces and districts. These include the identification of beneficiaries; data collection activities and operations of FISP input and service providers.
- iii. District Level:** The DACOs will collaborate with their PACOs and the FISP PCO to provide overall coordination of all FISP activities within their districts. These include identification of beneficiaries; data collection activities and operations of input supplier warehouse managers and other FISP service providers.

2.2 Roles of Stakeholder in FISP Implementation

Table 3: Roles of Different stakeholders

Identified player	Roles
Ministry of Agriculture	i. Policy Guidance
Ministry of Finance and National Planning	i. Mobilization and disbursement of funds ii. Monitoring of resource utilization and programme performance.
Smart Zambia Institute	i. Primary technical coordinator of the Zambia Integrated Agriculture Information System

<p style="text-align: center;">Farmer Organizations</p>	<ul style="list-style-type: none"> i. Consolidates list of beneficiaries and submits to CAC; ii. Receives approved beneficiary farmers list from CAC; and iii. Publicizes beneficiaries list; iv. Ensure that all redeemed inputs are accounted for
<p style="text-align: center;">Fertilizer Suppliers</p>	<ul style="list-style-type: none"> i. Supply and deliver fertilizer to designated district depots as guided by the MoA; ii. Provide storage facilities for fertilizer; iii. Provide warehousing of fertilizer at district level; iv. Issues fertilizer to individual/group beneficiary farmer as per Redeeming Code; v. Account for inputs collected by farmer organization/individual farmer; vi. Provide physical weekly reports to DACO's office; and vii. Update input catalogue in ZIAMIS.
<p style="text-align: center;">Seed Suppliers</p>	<ul style="list-style-type: none"> i. Supply and transport assorted seed to designated district depots as guided by the MoA; ii. Provide storage facilities for seed; iii. Provide warehousing of seed at district level; iv. Issues seed to individual/group beneficiary farmers as per Redeeming Code; v. Account for inputs collected by individual farmer or their representatives; vi. Provide physical weekly reports to DACO's office; and vii. Update input catalogue in ZIAMIS.
<p style="text-align: center;">Farmers</p>	<ul style="list-style-type: none"> i. Submit correct beneficiary details (NRC, phone number, etc) during farmer registration; ii. Raise farmer contribution and deposit for the input pack; iii. Redeem and collect allocated input pack from input supplier warehouse(s) (using own arranged transport); and iii. Acquit for inputs collected

<p style="text-align: center;">Banks</p>	<ol style="list-style-type: none"> i. Receive system generated ATD from the DACOs office; ii. Only receive deposits corresponding to the number of farmer on the ATD; iii. Ensure farmers are on the beneficiary list and ATD was issued before accepting deposits from the beneficiary (any variance from the amount on the ATD should be referred back to DACO`s office); iv. Issue deposit slips and deposit print-outs to individual farmer/group; v. Real time reporting of farmer deposits to ZIAMIS; and vi. Issue bank statements disaggregated by district and ATD number at least once a month to DACO`s office and Ministry Headquarters.
<p style="text-align: center;">CAC</p>	<ol style="list-style-type: none"> i. Receive and approve lists of farmer beneficiaries from farmer groups; ii. Communicate to farmer organizations about approvals made; iii. Communicate approved list of famers and farmer organization lists to District Agricultural Committees for ratification; iv. Monitor utilization of inputs; and v. Monitor acquittal of inputs redeemed by the farmers. vi. Recommend to DAC for the blacklisting of farmer organizations/farmers that fail to acquit for redeemed inputs. Blacklisting shall be for a period not exceeding three (3) seasons

DAC	<ul style="list-style-type: none"> i. Submit district input requirements to the Provincial Agricultural Coordinator's Office for planning purposes through the office of the District Agricultural Coordinator's Office; ii. Allocate number of beneficiaries per camp; iii. Receive and ratify the approved beneficiary lists from CACs; vi. Communicate approved list of famers and farmer organisation lists to the Provincial Agricultural Coordinator's office through DACO; v. Publish the approved lists of beneficiary farmers in the various camps at the office of the DACO; vi. Monitor acquittal for input redeemed by farmers vii. Recommend to the DACO for the blacklisting of all farmer organizations/farmers that fail to acquit for redeemed inputs viii. DACO's office shall be the secretariate
Local Leadership	i. Sensitization and monitoring of the programme.

Table 4: Reporting Processes by different players

Identified Player	Type of reports	To Whom	Frequency
PCO	Progress reports	Management at MoA Head Office	Weekly
Assistant Director - ICT	System generated reports	Management at MoA and PACOs	Weekly
PACO	Progress reports	Permanent Secretary	Weekly
DACO	Progress reports	PACO	Weekly
Fertilizer Suppliers	Progress reports	DACO	Weekly
Seed Suppliers	Progress reports	DACO	Weekly

Note: Fertilizer and Seed Suppliers should ensure that the reports are submitted to the DACO and the PCO. These will be in addition to the system generated reports.

2.3 Specific Roles of MoA Staff and Local Leadership in the Programme

Table 5: Specific roles of MoA staff and provincial administration in the Programme

Position	Responsibility
Provincial Administration	i. Oversight of FISP operations at provincial level through the Permanent Secretary.
FISP – Programme Coordination Office (PCO)	i. Overall programme oversight and supervision; ii. Procurement of inputs and services; iii. Programme sensitisation; iv. Budgeting for FISP activities; and v. Provides Monitoring and Evaluation back-stopping support to the Programme.
ZARI, PPQS and SCCI	i. Periodic inspection and certification of procured inputs for quality controls ii. Inspection of warehouse facilities for compliance
Provincial Agricultural Coordinator	i. Overall supervision of the program in the province; ii. Review progress of the programme; iii. Monitor and coordinate the operations of the programme at provincial level; iv. Submit weekly and monthly Reports to Permanent Secretary [MoA (Technical Services) and provincial administration]; and v. Submit wrap up reports to the Permanent Secretary [MoA (Technical Services) and provincial administration]; and vi. Monitoring and evaluation of the programme
Provincial Agribusiness Development Officer/Senior Marketing Development Officer	i. Create awareness on the operations of the programme; ii. Create and update a database for the programme at provincial level; iii. Conduct input reconciliations; iv. Reconciliation of FISP contributions; v. Monitor the operations of the programme at Provincial level; and vi. Provide weekly updates and wrap up reports to PACO's office.

<p style="text-align: center;">District Agricultural Coordinator</p>	<ul style="list-style-type: none"> i. Coordination, programme oversight, planning, implementation, monitoring and review; ii. Ensure effective extension support is provided to the farmers; iii. Create awareness on the operations of the programme; vi. Supervise and backstop district agricultural staff in the implementation v. of the programme; vi. Report to the PACO on the operations of the program on a regular basis; vii. Supervise the collection, distribution, acquittal and utilization of inputs in the district; viii. Ensure that all documents are secured and released as needed; ix. Open client/cooperative files where all documents for each client will be kept; x. The DACO will collect weekly fertiliser and seed stock delivered report with accompanied copies of GRNs and Delivery Notes from the input supplier warehouse managers; xi. Submit weekly updates to PACO`s office; xii. Submit wrap up reports to PACO`s office; and xii. Report all thefts and other malpractices to the relevant security offices
<p style="text-align: center;">Senior Agricultural Officer</p>	<ul style="list-style-type: none"> i. Ensure that the district farmer register is comprehensive and complete; ii. Provide effective extension support to the benefiting farmers iii. Supervise and backstop the BEOs and CEOs in the implementation of the FISP programme; iv. Authenticate the approved beneficiary lists by the CACs.

<p style="text-align: center;">District Marketing Development Officer</p>	<ol style="list-style-type: none"> i. Shall be the secretary to the DAC regarding this programme; ii. Create farmer/stakeholder awareness on the operations of the programme; iii. Create and update a database for the FISP programme at district level; iv. Conduct physical stock inspections; v. Monitor the operations of the programme at district level and vi. Provide weekly updates and wrap up reports to the DACO's office
<p style="text-align: center;">Block Extension Officer</p>	<ol style="list-style-type: none"> i. Maintain and update the FISP farmer register at block level; ii. Provide effective extension support to the benefiting farmers where CEOs do not exist; iii. Create awareness on the operations of the programme; iv. Supervise and backstop the Camp Extension Officers in the implementation of the FISP programme; v. Authenticate the approved beneficiary lists by the CACs; and vi. Monitor the operations of the programme at block level.
<p style="text-align: center;">Camp Extension Officer</p>	<ol style="list-style-type: none"> i. Maintain and update the camp farmer register; ii. Provide effective extension support to the benefiting farmers; iii. Create awareness on the operations of the programme; iv. Provide secretarial services to the CACs; v. Publicise the list of approved beneficiaries; and vi. Monitor the operations of the programme at camp level.

Contract Manager	<ul style="list-style-type: none"> i. Monitor the performance of the supplier to ensure all delivery or performance obligations are met or appropriate action is taken by the procuring entity in the event of obligations not being met; ii. Ensuring that the supplier submits all required documents; iii. Ensure that the procurement entity meets all its payment and other obligations on time and in accordance with the contract; iv. Ensure that there is adequate cost, quality and time control, where required; v. Prepare any required contract variations or change orders and obtain all required approvals before the issue; vi. Refer any handover or acceptance procedures; and vii. Refer any recommendations for contract termination to the Procurement Unit.
-------------------------	---

MoA staff and all other civil servants will only handle documentation as specified in this manual. They will not handle any cash on behalf of any farmer or farmer organisation. ***Disciplinary measures shall be taken against any officers or farmer who cause over-deposits*** or issue inputs without following guidelines specified in the FISP Implementation Manual.

2.4 Input Distribution Schedule for the 2023/2024 Agricultural Season and Depot Operations

2.4.1 Depot Operations

Each district will have a main depot established for the purposes of distributing agricultural inputs to designated Satellite collection points. (Retrieve data from input supplier contract)

Terms of Reference for the Input Suppliers

The following are the ToRs for input suppliers through their warehouse managers: -

- i. Receive agricultural inputs at the district warehouse;
- ii. Issue a Good Delivery Note to DACO. Good Delivery Notes shall be issued in chronological order i.e. a Good Delivery Note issued on say 10th December cannot be before a Goods Delivery Note issued on 5th December;
- iii. Record the receipts and keep records in hard and soft copies;
- iv. Store the inputs securely in the warehouse in an acceptable and accountable manner;
- v. Issue agricultural inputs using ZIAMIS to approved beneficiary farmers based on redeeming codes linked to their NRC;
- vi. Provide weekly reconciled stock records to the DACO using the warehouse weekly update template (table 11); and
- vii. Ensure that individual farmers or their three (3) authorised representatives sign for inputs received on the GIN

2.5 Procedures for Revenue Accounting

This section prescribes documentation, guidelines on cash deposits, recording and reporting.

2.5.1 Deposits

Farmers will collect the Authority to Deposit (ATD) from the DACO and thereafter proceed to deposit their farmer contribution at the bank. Deposits will be allowed at any of the designated banks or their agents regardless of districts.

- i. The banks or their **appointed agents** will have real time access to the ZIAMIS and will issue system generated deposit slips from which copies will be given to the farmer.
- ii. The bank shall receive money from beneficiary farmers.
- iii. Farmers will also have the option of paying using the mobile

money platform.

- iv. The bank or their appointed agents shall issue a copy of the system generated deposit slip, which a farmer will submit to the DACO.
- v. Each deposit slip will have an ATD and NRC number for reference and reconciliation purposes.
- vi. The ZIAMIS automatically generates reports on confirmed deposits.

2.6 ZIAMIS Accessibility and User Help Support

Following the introduction of ZIAMIS, all FISP operations are integrated through the system. Access to the ZIAMIS is controlled and requires a user to be granted access credentials. In this regard, all stakeholders with interest to access ZIAMIS related information could request access to ZIAMIS as outlined in table 6 below:

Table 6: ZIAMIS Accessibility and User help Matrix

Stakeholder	Profile	Procedure
SMART Zambia	Administrator and User Help	User Management. Database and Sever Management.
GRZ Personnel from MoA and MoF	District and Provincial	Will have access to ZIAMIS portal for Approvals.
Suppliers	National	Contracting and registration is done at HQ and suppliers will access the ZIAMIS portal to respond to their tender inputs (Populate the Supplier Catalogue).

Banks	ZIAMIS Bank Interface	Financial Institutions have integrated their systems with ZIAMIS for the purpose of real time verification for farmers who intend to deposit their K400 initial deposit thus ensuring they are on the beneficiaries list.
-------	-----------------------	---

To facilitate user friendliness and easy navigation through the ZIAMIS, there are multiple access portals created for each functional user group. Stakeholders participating under FISP can obtain credentials appropriate for their functions as follows:

Table 7: Access Portals to ZIAMIS and their Appropriate Users

Access Portal	Description	Appropriate Users
District Level Input Supplier Portal	Access portal for Input Suppliers will enable them to access the recommended catalogue of products under Direct Input Supply, their input distributing transactions and payables The portal will enable warehouse managers to log on to ZIAMIS Redeeming application (windows and android), allow them to view the approved FISP catalogue of inputs and enable them undertake redeeming transactions with farmers.	Registered Warehouse Managers
National Level Input Supplier Portal	Access portal for national level suppliers of various agricultural products will allow them input details of the products and locations where they have been contracted to supply inputs on the programme. Details include variety, quantity and packaging of the products.	Registered national level Suppliers

Access Portal	Description	Appropriate Users
Service ProviderPortal	<p>Access portal for all contracted service providers such as banks.</p> <p>The portal allows service providers track information regarding deposits collected and reflected in ZIAMIS.</p>	Contracted banks
Programme Portal (civil servants)	<p>Access portal for all GRZ officers involved in implementation of various functions within the ZIAMIS. These include: Farmer registration, monitoring; oversight and management of FISP.</p> <p>Depending on the user category, the same access enables the user to access associated ZIAMIS applications (windows and android) for specific data collection and uploads.</p>	Contracted banks
Application Programing Interface (API)	API for integration of all service provider systems with ZIAMIS.	<p>Technical personnel (IT) from appropriate service providers¹ contracted to provide specific services to FISP</p>

Various tools have been created to provide support to FISP stakeholders at various levels.

District MoA offices are the first line of support for any challenges encountered at field level. In addition, the following are specific facilities for any ZIAMIS user:

- i. ZIAMIS Support ***727#**: for retrieving **redeeming codes**, this facility is a mobile phone service that attracts local mobile service provider market rates;
- ii. Email facility at ZIAMIS.support@sz.gov.zm: any user with

- access to email can send an email on any issue on ZIAMIS;
- iii. Bulk SMS to complement direct extension messaging: periodically, bulk messages will be sent to different ZIAMIS stakeholders; and
- iv. Help Desks at SMART Zambia Institute: a walk-in help desk at SZI is available for ZIAMIS users and the general public for support;

2.7 Key Features for the FISP Implementation

In-line with Government's decision to implement FISP through specific modalities in selected districts of the country, the following are the key features of the programme:

- i. All FISP activities will be integrated and harmonized through the ZIAMIS. The ZIAMIS will therefore be the one-stop-platform for all FISP related information and transactions for GRZ monitoring and oversight. All systems for all service providers will be integrated with ZIAMIS as a backbone system thereby creating an ecosystem of solutions offered by various service providers.
- ii. All approved farmers will make a contribution by depositing to approved FISP financial service providers either individually or as a group.
- iii. All stakeholders involved in FISP implementation will strictly adhere to a harmonized calendar of activities to ensure effective and timely implementation of the program.

3

FISP IMPLEMENTATION PROCESS

In line with the introduction of ZIAMIS as a backbone of the FISP implementation, the subsequent chapters outline the FISP implementation processes.

3.1 FISP Beneficiaries' Identification and Selection

Resulting from efforts by MoA to enhance its performance monitoring, a national farmer register has been established within MoA. As such, the FISP approved beneficiary list will be drawn from the existing national farmer register within ZIAMIS. Farmers who are not on the register will automatically be ineligible to participate under FISP. It is therefore imperative for all districts to ensure that farmers within their jurisdiction are registered and accurate records maintained within the farmer register accessible under the ZIAMIS. Figure 2 below outlines the farmer and beneficiary identification process:

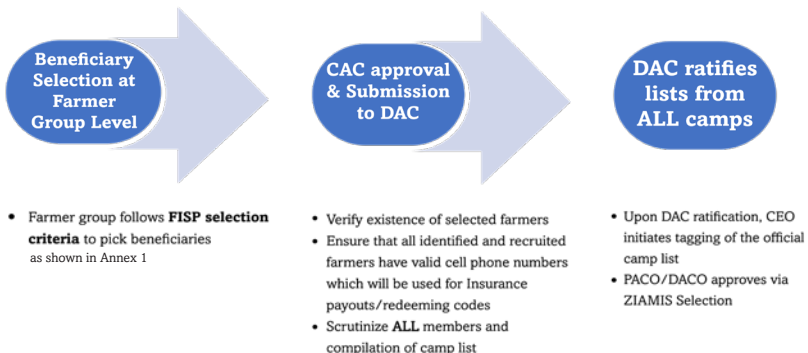


Figure 2: Farmer and FISP Beneficiary Registration Process

3.1.1 Selection Criteria of Farmer Organizations and Individual Farmer Beneficiaries

A detailed selection criterion for participating farmer organizations and individual farmers is provided in Annex 1.

Farmer Sensitization

At district level, the DACOs is responsible to ensure that through the BEOs and CEOs, all farmers in the district have been sensitized on the requirement for registration under the national farmer register. In addition, the SAO is responsible to ensure that the farmer register is comprehensive and complete according to the harmonized national farmer registration form as provided by the MoA.

In this regard, the DACO will ensure that farmers within their area of jurisdiction are effectively sensitized on the requirement for farmer registration and the FISP beneficiary identification process. At camp level, the BEOs will work with CACs to ensure that farmer sensitization is undertaken. The CAC will explain modalities to all farmers. The MoA will support this activity with the use of various information, communication and education materials.

3.1.2 FISP Beneficiary, Identification and Selection

For FISP purposes at camp level, the Camp Agricultural Committee (CAC) is responsible for identification of individual FISP beneficiary farmers with verified biometrics following the selection criteria set out in Annex 1. During this process, the Camp Extension Officer (CEO) will serve as secretariate.

BEOs and CEOs, will be in charge of sharing with the CACs a hard copy of the existing ZIAMIS farmer register in the respective camp. The CAC will use this list to recommend FISP beneficiary farmers in

their camp. Once the FISP recommended farmers are identified by the CAC, BEOs and CEOs will facilitate ratification of the recommended farmers by the DAC. **The list to be submitted to the DAC must be signed by the CEO, the CAC Chairperson and a recognized member of the clergy in that camp.** Terms of Reference for the DAC are provided in Annex 2.

After submission of the names by CAC, DAC will **ratify** recommended FISP beneficiaries. It is expected that, BEOs and CEOs will work with the DMDO to tag all DAC ratified farmers on the ZIAMIS. **Tagging of farmers on ZIAMIS implies designation of FISP beneficiaries from the master list of farmers registered in that particular district.** A ZIAMIS registered farmer but NOT tagged as “FISP beneficiary” will not appear on the “FISP Approved Beneficiary list” for that district.

Once the DMDO has tagged all DAC ratified FISP beneficiary farmers, the DACO or PACO will approve the list in line with the allocation made by the FISP PCO to that district and Province. Upon DACO or PACOs approval, all tagged farmers will appear on the **ZIAMIS FISP Approved Beneficiary list for that particular season.** Tagged farmers by the district but not approved by the DACO or PACO will not appear on the **ZIAMIS FISP Approved Beneficiary list for that particular season.** It is therefore critical for all districts to ensure that all FISP selected farmers have been tagged from the master farmer register and DACO or PACOs have approved all tagged farmers in their area of responsibility in line with a set deadline.

The **ZIAMIS FISP Approved Beneficiary list for that particular season** will then be the official beneficiary list that MoA will use for subsequent FISP operations.

Important to note

*Districts must ensure that farmer records on the ZIAMIS are correct and complete. Critical records such as **NRC number and Mobile Number are mandatory and not possible to duplicate**. Farmer's mobile numbers are critical and mandatory to enable farmers receive notifications on:*

- i. Successful deposit;
- ii. Receipt of redeeming codes;
- iii. Crop Insurance premium and payouts; and
- iv. e-Extension messages and other agricultural messages

3.2 Approved FISP Beneficiary Contribution

The FISP is a co-funded initiative between the government and the farmers. At the start of each season, GRZ through MoA will announce the applicable farmer contribution amount and the GRZ contribution amount. Once announced, SZI is responsible to ensure these amounts are uploaded in ZIAMIS set up.

In this regard, a ZIAMIS approved FISP beneficiary farmer will become eligible to collect inputs for that season only after the individual farmer/group has made a deposit of their contribution, registered and uploaded on ZIAMIS. Farmers will make their deposits through any of the provided depositing service providers.

All ineligible farmers who deposit the farmer contribution will not be refunded and will forfeit their contribution to the government.

Figure 3 below outlines the flow of farmer contribution under ZIAMIS:

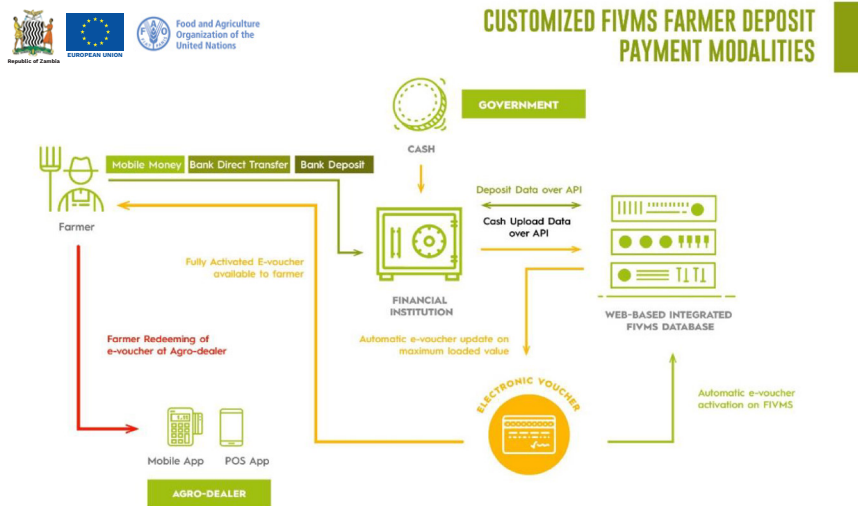


Figure 3: Farmer contribution depositing modalities under ZIAMIS

3.2.1 Authority to Deposit (ATD) Creation and Issuance through ZIAMIS

Before farmers can make a deposit, the CEO will initiate the creation of ATDs. It is mandatory that the MoA district office will issue an electronic Authority to Deposit (eATD) through ZIAMIS. An eATD will be generated for an individual farmer/group at MoA district office. A detailed outline of the eATD process is provided in Annex 3.

Once signed by MoA district authorized officer, the beneficiary farmer can take the eATD to the depositing financial service provider to deposit their contribution after which they should be issued with a printed system generated receipt. Alternatively, farmers will be able to make their contribution via mobile money payment systems. Once information about farmer depositing of their contribution is received

by ZIAMIS, issuance of Redeeming Code is initiated and generated.

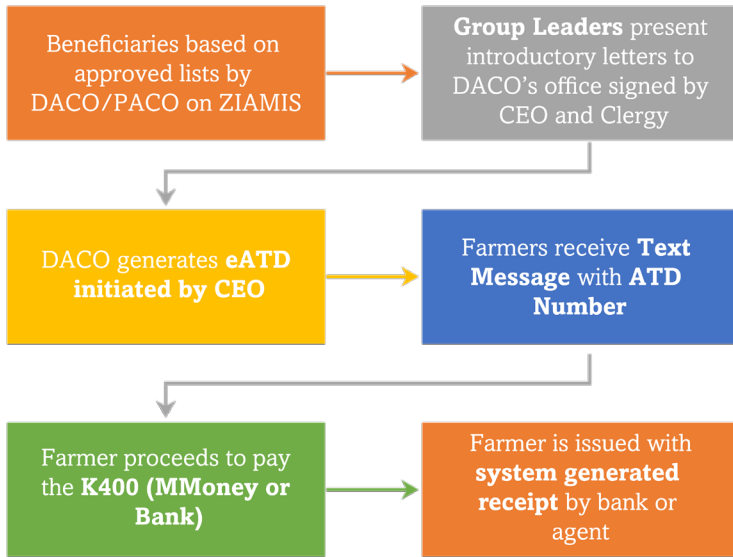


Figure 4 Summarized process of making the farmer contribution by farmers.

3.3 Suppliers and Service Providers' Participation in FISP

The main actors in the input distribution chain are:

- i. **National Suppliers:** companies that have been contracted to supply high quality and technically recommended agricultural inputs. The companies may either be international or national producers of these items and/or nationwide distributors. They have capacity to supply the approved items in quantities enough to meet the national demand at the appropriate time either nationally or throughout a specified region/province. Annex 4 provides a detailed outline of the conditions and scope of supplier's involvement in the FISP and the selection criteria;

- ii. Warehouse Managers:** Under the Direct Input Supply, input suppliers through their seed and fertilizer warehouse managers are required to issue inputs once farmers produce authenticated Redeeming Codes generated from the system after depositing required farmer contribution authorized from the DACO's office. Annex 5 provides a detailed outline of the conditions and scope of warehouse managers.
- iii. Agro-dealers:** Agro-dealers are the district and camp level merchants that stock assorted agricultural inputs and equipment. They provide a critical link in the flow of commodities from suppliers/manufacturers to farmers at farm level. Under the FISP, agro-dealers are the point of sale of inputs and are required to sell to farmers only the approved items from the recommended national suppliers.
- iv. Transporters:** Farmers shall provide/arrange their own transport to facilitate transportation of their inputs at their own cost.
- v. Banks:** This category includes banks and other non-bank service providers that provide banking services such as mobile money payments etc. Their involvement in the FISP is mainly aimed at facilitating processes such as the deposit of farmers' contributions and the payment to suppliers.

3.4 Selection and Contracting of Service Providers

3.4.1 Eligibility of Service Providers

Selection and contracting of service providers will be undertaken through the MoA procurement procedures. The following will be eligible:

- i. Financial Institutions (banks) with demonstrable capability for software and hardware.
- ii. Individual service providers (Financial Institutions and telecom companies) with evident capability for software, hardware and physical presence in targeted locations.

3.4.2 Scope of services by Service Providers

In line with GRZ policy on FISP Implementation, the following functions are to be undertaken by participating banks and service providers:

- i. **Collect and manage the prescribed farmer contributions** based on an approved beneficiary list under FISP.
- ii. **Receive, manage and transmit all revenues deposited on behalf of GRZ** through agreed disbursement modalities.
- iii. **Provide real time monitoring data to the government through the ZIAMIS** on all transactions undertaken with farmers (farmer contribution received and transmission activities) for government oversight.

3.4.3 Technical Requirements by Service Providers

After being selected, a service provider will establish a mandatory contact with Smart Zambia Institute to ensure establishment of the technical link between their system and ZIAMIS. In line with the services provided, the following information is mandatory to be exchanged:

- i. **Setup information:** at the onset of the season, the banks will be required to integrate to ZIAMIS for real time exchange of information.
- ii. **Farmer contribution transactions:** farmers/groups are required to deposit their contributions through any of the various

channels agreed with the banks, after which they must be issued with a system generated receipt.

- iii. **Provision of bank statement:** the bank will be required to submit monthly bank statement to the MoA (PCO & DACO) disaggregated by district and ATD number.

To fulfil the scope of activities by service providers under FISP, individual service provider ICT systems will have to meet the following minimum technical requirements for their inter- operability with ZIAMIS:

- i. **Establish a secure Integration with the service provider systems and GRZ ZIAMIS.**

Two forms of integration are envisaged:

- a. Option 1 (Priority) integration: Real time information exchanges over real time Application Programming Interface (API). Details of the API can be obtained from SZI.
- b. Option 2 (stop gap measure towards real time integration): An **excel file exchange** via SFTP (Secure File) protocol. Details of the API can be obtained from SZI.

3.4.4 Service level functionalities between GRZ ZIAMIS system and Service Providers

Selected service providers should provide integration platform with the ZIAMIS system. Details of the data format for real time and excel APIs can be obtained from SZI ZIAMIS technical team.

3.4.5 Farmer Input Support Programme Index Insurance

During a given season, FISP beneficiaries will continue to be covered by insurance products. The Crop Insurance Premium will be paid from the farmer and GRZ contribution.

When there is a trigger, the insurance companies will send reports of the triggers/pay-outs to the ministry. The insurance module on ZIAMIS will be used for managing insurance triggers and pay-outs to affected farmers. This module will be used to disburse insurance pay-outs to farmers.

Payouts will be sent directly to beneficiary farmers through their mobile contact numbers.

Table 8: Service Level Functions between ZIAMIS and Service Providers

Service name	Requirements from ZIAMIS	Requirements from service provider
Secure exchange via VPN	ZNDC VPN request form	VPN credentials
Configuration of SFTP file folders	SFTP access credentials for individual service provider (within 6 hours of VPN connection)	Installation of recommended SFTP clients
Set up data exchange	<p>Excel list of the following information:</p> <ul style="list-style-type: none"> • Approved FISP beneficiary list by geographical location • Approved list of agro-dealers by geographical location 	<ul style="list-style-type: none"> • Excel list of the following information: • Verified FISP beneficiary list of already existing farmers with the bank or service provider. • Account numbers of the verified FISP beneficiaries registered with the bank (within 48hours of receiving the approved beneficiary list) from ZIAMIS • Unique IDs for POS issued to approved agro-dealers

<p>Farmer contribution/ deposits transactions</p>	<p>The following information/ actions will be exchanged/ undertaken:</p> <ul style="list-style-type: none"> • Error reports for all irreconcilable farmer deposit reports (every 24 hours) • Generation and dissemination of eVoucher codes to approved farmers (within 7 days from the date of deposit notification from the bank) • Authorization to upload farmer contribution to farmer account/ card (within 24 hours of notification of contribution) • Authorization to upload GRZ contribution to farmer card (within 36 hours of notification of farmer deposit) 	<p>The following information/ actions will be exchanged/ undertaken:</p> <ul style="list-style-type: none"> • List of all farmer/ group deposit transactions received by the bank (every 24 hours) • Uploading of authorized amount of eVoucher (within 24 hours of authorization to load amount from ZIAMIS) • Banks to share list of all successful uploads of voucher values to farmers cards/accounts (within 24 hours of authority to deposit)
---	---	--

<p>Payment transactions on FISP farmer accounts/ cards</p>	<p>The following information will be exchanged:</p> <ul style="list-style-type: none"> • Exception report on payment transactions not matched with corresponding transactions on ZIAMIS (within 24 hours of transactions notification) 	<p>The following information will be exchanged:</p> <ul style="list-style-type: none"> • List of transactions and amounts of all payments from farmers accounts/ cards (within 72 hours of transaction)
<p>Reconciliation of exceptional reports</p>	<p>MoA FISP secretariat staff and Bank/ Service provider staff scheduled meeting to review irreconcilable transactions (farmer/ group deposits, authorizations to upload and payment transactions) every Friday commencing upon exchange of set up data</p>	<p>MoA FISP secretariat staff and Bank/Service provider staff scheduled meeting to review irreconcilable transactions (farmer deposits, authorizations to upload and payment transactions) every Friday commencing upon exchange of set up data</p>

The contract signed with Service providers will outline consequences of funds transfer without corresponding redeeming transactions on ZIAMIS.

4

FARMER CONTRIBUTION

4.1 Farmer Contribution

4.1.1 Approved FISP Beneficiary Contribution

The FISP is a co-funded initiative between the government and the farmers. At the start of the agriculture season, GRZ through MoA will announce the applicable farmer contribution. Once announced, SZI is responsible to ensure that this amount is set up in ZIAMIS.

In this regard, a ZIAMIS FISP approved beneficiary farmer will become eligible to receive an input pack for that season only after the individual farmer/group has made a deposit of their contribution and the deposit is registered on ZIAMIS. Farmers shall make their deposits individually or as a group.

The figure below outlines the flow of farmer contribution under ZIAMIS:

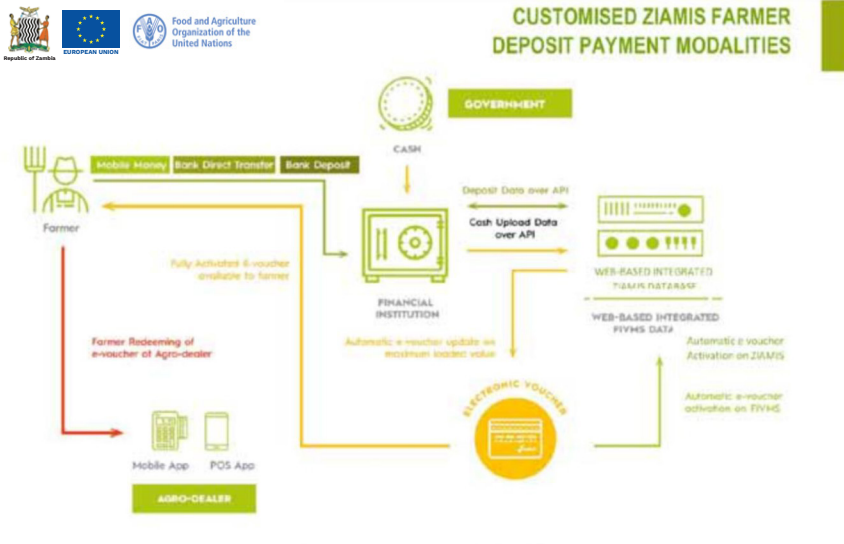


Figure 5 Flow of farmer contribution under ZIAMIS

4.2 ZIAMIS Set up and Preparedness for FISP under Direct Input Prepositioning

In preparation for a season, it is the responsibility of the Ministry through the Department of Agribusiness and SZI to ensure that the following activities have been undertaken:

- i. ZIAMIS set-up of districts;
- ii. Contracting of national input suppliers and designation of warehouses where farmers will collect inputs at the district.

4.2.1 ZIAMIS set-up of districts

Before the start of the season, MoA through ABM will advise SZI to set up on ZIAMIS all districts to be on particular modality. This setting will enable tracking and distinguishing of the follow-up transactions.

Among the key distinctions are:

- i. Accounting and tracking of farmer contribution;
- ii. Processing of farmer contribution management;
- iii. Processing of ATD;
- iv. Processing payment of suppliers and warehouse managers involved in the program; and
- v. Reconciliation of farmer registration and payments.

Upon the setting of the districts, SZI will also act on guidance from the MoA to set the following at the ZIAMIS backend:

- i. Setting of the value determined for each farmer; and
- ii. Setting of input package for each of the beneficiary farmers by indicating the input category and quantity targeted per farmer.

5 IMPLEMENTATION THROUGH DIS

5.1 Identification and Contracting of Suppliers and Warehouse Managers

- i. The fertilizer and seed suppliers will be selected in line with the provisions of the Public Procurement Act No. 8 of 2020 and public procurement regulations of 2022. The suppliers shall position inputs at designated depots in districts.
- ii. Both fertilizer and seed suppliers will be responsible for warehouse management of the inputs until farmers collect their fertilizer and seed respectively.
- iii. The warehouse managers will issue the inputs to beneficiary farmers appearing on the eATC and issue them with a Goods Issued Note (GIN).

The figure below provides an overview of the registration process for suppliers and warehouse managers.



Figure 6: Supplier, Warehouse Managers and local input suppliers under FISP

Following the submission of the forms to MoA according to outlined

procedures, all applicants are screened by MoA to confirm correctness and completeness of information and capacity to carry out specific activities and provide the required services.

5.2 Registration of Suppliers and Warehouse Managers

Suppliers under the direct input provision will be selected at national level. After their contracting, they will be given ZIAMIS credentials to register as ‘mother’ agro-dealer. Registration and access to ZIAMIS is mandatory for all the input suppliers.

Upon registration, the contracted supplier will be required to log in their page and register the gadgets that will be used in all warehouses for the redeeming of inputs by their appointed warehouse managers. These gadgets must be provided to the warehouse managers in good time, followed by a comprehensive training programme for the users by the MoA officials.

Once registered, the DACO will activate each warehouse where farmers will collect inputs for that registered supplier as a branch in their district. This will mark the end of supplier registration on ZIAMIS under direct GRZ input pre-positioning.

The ZIAMIS credentials will equally enable suppliers to access the ZIAMIS supplier portal where they can monitor in real time the progress of inputs collection including information on quantities of specific varieties of inputs sold.

5.3 FISP Input Catalogue and Development of the ZIAMIS Inputs Collection Application

The creation of approved Suppliers on ZIAMIS enables them to submit information of the agricultural products they will give to farmers through FISP, thus facilitating the creation of the ZIAMIS catalogue. Selected suppliers must request ZIAMIS to access

credentials by submitting Supplier Access Form.

The ZIAMIS credentials will enable suppliers to access the ZIAMIS supplier portal where they can monitor in real time information on quantities of specific varieties of inputs collected. A supplier is only able to view products they registered but not products of other suppliers. Specific guidance for supplier portal is provided.

5.3.1 Definition of Input Packs

During the 2023/24 season, each farmer will get the following inputs:

- i. 3 x 50kg basal dressing fertilizer;
- ii. 3 x 50kg top dressing fertilizer;
- iii. 1 x 10kg bag maize seed; and either
- iv. 1 x 25kg bag of Soya bean seed or 1 x 20kg bag of Groundnuts seed or 12.5kg Rice seed or 5kg Sunflower seed or 10kg Cowpea seed.

5.4 Inputs Collection Process

- i. Upon confirmation of the farmer's deposit, the system will automatically send a confirmation of deposit message to the registered mobile numbers of the individual farmers on the ATD;
- ii. The farmer(s) will then proceed to the DACO's office where they will be issued with an ATC. Once the ATC has been generated, the system will automatically send a unique redeeming code to the registered mobile number of the individual farmer or their authorized representatives. Other farmers on the ATC will receive text messages confirming that their ATC has been collected by their representatives. The codes will be used for authentication at the point of redeeming inputs at the warehouse;
- iii. The farmer will be required to present their NRC and redeeming

- code to the warehouse manager;
- iv. The warehouse manager will issue inputs to the farmer based on confirmed credentials;
 - v. The warehouse manager will issue the Goods Issued Note (GIN) to the individual farmer/group in triplicate which should be signed by the farmer;
 - vi. The signed copies of the GIN will be distributed to the farmer, the warehouse manager and the DACO. The warehouse manager will be responsible for the distribution of the GIN to the DACO.

5.4.1 Collection of inputs at the warehouse

The procedure of collecting inputs at any designated warehouse shall be as follows:

- i. A warehouse manager will be required to operate a ZIAMIS redeeming application on windows or android that will be used to authenticate individual farmer/group that will be collecting inputs.
- ii. Suppliers will not be expected to exceed their allocations. In this regard, the catalogue will be locked based on contracted inputs by type and quantity.
- iii. Upon presentation of the redeeming code and NRC by a farmer at the warehouse, the warehouse manager will authenticate the individual/group farmer by verifying the redeeming code into the ZIAMIS.
- iv. Once the redeeming code(s) and NRC are successfully authenticated, the ZIAMIS app will display the quantities of inputs a farmer is authorized to collect.
- v. Once inputs are displayed on the ZIAMIS app, the warehouse manager will finalize the transaction and ZIAMIS will automatically deduct the inputs collected, allowing the farmer to

go to another warehouse to collect the remaining inputs or return to the warehouse once inputs are available.

- vi. Once redeeming transaction is completed, the DACO will see all redeemed transactions acquitted by the individual farmer/group through the GIN on ZIAMIS.

5.4.2 Acquittals by Individual Farmers

Each farmer that collects inputs from the warehouse will require acquittals as follows:

- i. Individual farmers will ensure to have signed against their names for inputs received against the acquittal sheet. All signed copies of the acquittal sheet deliveries to the farmers will be handed back to the DACO by the farmers/group leaders for acquittal record reference.
- ii. ZIAMIS will automatically generate summary reports on inputs supplied, delivered and issued by supplier, warehouse and type. These reports will be accessible at national, provincial and district level for review and support any payment requests.

5.5 Implementation Documents

- i. FISP Implementation Handbook
- ii. Authority to Deposit (**ATD**)
- iii. Bank Deposit Slip
- iv. Authority to Collect (**ATC**)
- v. Beneficiary Acquittal Sheet
- vi. Goods Issue Note (**GIN**)
- vii. Goods Received Note (**GRN**)
- viii. Goods Delivery Note (**GDN**)
- ix. Supplier`s Invoice

- x. Stock weekly update
- xi. Supplier cost sheet

5.6 Stock Recording and Reporting Procedures

5.6.1 Stock Receipts

- i. During receipt of stocks, the warehouse manager will be required to issue a Goods Received Note (GRN), upload a copy to ZIAMIS and submit a copy to the DACOs office, immediately.
- ii. The DACO will be required to maintain a file where all copies of GRNs issued to each supplier will be kept chronologically by date. This will enable the programme to establish total quantities received from each respective supplier as per contract.
- iii. Distribution of Goods Received Notes (GRNs) should be as follows:
 - i. First copy – National Supplier
 - ii. Second copy – DACO
 - iii. Third copy – Book
- iv. The Warehouse Manager will be required to send a weekly stock report to the DACO, (table 11) indicating total quantities received and issued at the depot.

5.6.2 Stock Issuances

Redeeming Code for Input Collection

- i. The Redeeming Code will be generated on the system upon confirmation of farmer contribution deposit into the

bank. Once the input distribution exercise is flagged off, the system administrator will prompt the issuance of redeeming codes to individual beneficiary farmers or their authorized representatives. The farmer will receive a redeeming code through an SMS which they will present to the Warehouse Manager to begin the redeeming process.

- ii. The Warehouse Manager will be required to issue a system generated Goods Issued Note (GIN) when issuing inputs to beneficiary farmers. The warehouse manager should ensure that three copies of the GIN are issued and signed by each beneficiary farmer. The copies are to be distributed as follows:
 - i. Farmer
 - ii. DACO
 - iii. Retained by Warehouse Manager

The Warehouse Manager will be required to submit a weekly stock returns report to the DACO.

6 IMPLEMENTATION THROUGH THE eVOUCHER MODALITY

6.1 Identification and engagement of Suppliers and Agro-dealers under the eVoucher Modality

Government will advertise for the expression of interest (EoI) from interested national suppliers to participate in the eVoucher modality. Interested national suppliers will submit their applications in line with public procurement regulations of 2022 (Annex 6). Those who will be selected to participate shall position their inputs in the districts. National suppliers will NOT be allowed to distribute inputs directly to the farmers. In this regard, they will be required to engage agro-dealers already domiciled within the participating districts. However, in instances where there is insufficient presence of local agro-dealers, the national supplier will need to seek written approval from PS-MoA to distribute inputs directly to the farmers. It will therefore be the duty of the national supplier to facilitate registration and provision of registered redeeming gadgets to their preferred agro-dealers. The national supplier through ZIAMIS will thus provide agro-dealers with credentials for accessing the ZIAMIS redeeming application.

The figure below provides an overview of the registration process for suppliers and agro-dealers.



Figure 7: Supplier Identification under FISP - eVoucher

Following the online registration, all applicants are screened by MoA to confirm correctness and completeness of information and capacity to carry out specific activities and provide the required services. Suppliers are responsible to choose which agro-dealers they would work with to have their agricultural inputs redeemed.

6.1.1 Supplier and Agro-dealer Registration on ZIAMIS

Suppliers and Agro-dealers will be registered and provided with credentials for access to ZIAMIS. Registration and access to ZIAMIS is mandatory.

6.2 Suppliers Creation on ZIAMIS

The registration of approved Suppliers on ZIAMIS enables them to submit information regarding the agricultural products they wish to offer to farmers through the FISP eVoucher, thus facilitating the creation of the ZIAMIS catalogue. Suppliers require a once off registration and the same credentials will be used for all subsequent seasons.

The ZIAMIS credentials will enable suppliers access the ZIAMIS supplier portal where they can monitor in real time the progress of the redeeming, including information on quantities of specific varieties of inputs sold and amounts due by individual agro-dealers across the country. A supplier is only able to view products that they registered but not products of other suppliers.

6.2.1 Supplier and Agro-dealer engagement

1. National input suppliers will partner with agro-dealers for them to participate in the programme. The national suppliers will then arrange for access credentials for their preferred agro dealers to enable them access the ZIAMIS supplier portal.
2. Engaged agro-dealers will have to accept a written contractual partnership with the national suppliers.
3. Agro-dealers can have many contracts with different national suppliers.
4. An agro dealer can only see products that are on the catalogue from the national suppliers with whom they have a contract with.
5. National input suppliers and agro-dealers will ONLY redeem inputs that are listed in the ZIAMIS catalogue
6. The suppliers will keep track of the volumes of inputs redeemed by their agro-dealers
7. The national supplier will be able to see transaction reports of all of the redeemed inputs and will claim for payment of invoices at agreed intervals.

6.2.2 FISP Input Catalogue and Development of the ZIAMIS Redeeming Application

As per MoA standard procedures, during the FISP planning phase the FISP Secretariat identifies the various types of agricultural inputs (e.g. maize, basal fertilizer, top dressing fertilizer, Soybean, Cowpea,

Common beans, Groundnuts and Rice) that should be made accessible to beneficiaries under the programme during the specific season. The quantity of inputs redeemable will be locked in the catalogue.

All national suppliers under the FISP programme must submit input information (e.g. packaging, variety, prices, etc.) through ZIAMIS, thus enhancing diversification and farmers' choice, while guaranteeing adherence to MoA procurement procedures and standards.

All products that have successfully passed through the review will form the final catalogue from which beneficiaries are able to select inputs at the point of redeeming. Agro-dealers will be able to access the final catalogue on the ZIAMIS redeeming application, from which the farmers will select inputs of their choice. Any supplier with missing products on the ZIAMIS redeeming application must contact SZI-ZIAMIS technical team to facilitate rectifying of the problem.

The figure below provides an outline of the key steps required for developing the FISP catalogue in ZIAMIS

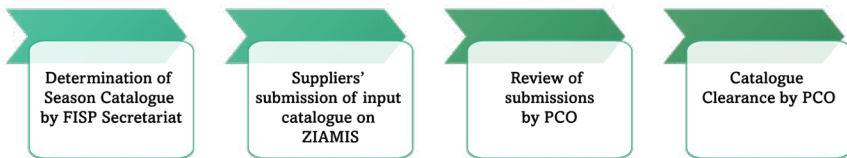


Figure 8 FISP Input Catalogue Process in ZIAMIS

6.3 Redeeming under the eVoucher Modality

Under ZIAMIS, a wide range of options are available for farmers to interact with the FISP at the point of redeeming. All service providers (agro-dealers, banks, etc) will be required to integrate and transact through ZIAMIS for oversight and monitoring. All service providers participating under ZIAMIS will implement mandatory authentication of beneficiaries and capture all mandatory information necessary for the FISP monitoring and oversight. All service providers will adhere to the outlined procedures.

6.3.1 Redeeming

At the point of redeeming, all agro-dealers will operate a ZIAMIS redeeming application accessible via windows computer or android mobile phone or a tablet. Figure 9 provides more information on the redeeming process. The following steps will be undertaken:

- i. **Physical identification:** A beneficiary farmer must present his/her green National Registration Card (NRC) to a FISP participating agro-dealer. Once the beneficiary farmer has been positively identified, the agro-dealer proceeds with the redeeming process;
- ii. **Electronic verification:** the agro-dealer opens the ZIAMIS redeeming application on his/her gadgets, after which he/she is prompted to enter the NRC number and the eVoucher code of the farmer to complete the redeeming process. Where the eVoucher code and the NRC number are matched, the beneficiary is presented with the catalogue of agricultural inputs from which to redeem;
- iii. **Input selection:** from the catalogue, the beneficiary selects inputs of his/her choice. The Agro-dealer should indicate both

the quantity and variety/type for the combination of inputs that the farmer has selected in the catalogue;

- vi. **System validation of redeemed inputs:** once the beneficiary has finished redeeming the inputs, the system confirms the redeemed items and generates an invoice for the agro-dealer and sends an SMS to the registered beneficiary's mobile number.

6.3.2 Redeeming using ZIAMIS eVoucher Application

To redeem using eVoucher codes from ZIAMIS. Figure 9 provides further details:

- i. Farmers will use NRC and eVoucher code alone to authenticate themselves at redeeming point.
 - ii. Banks will be instructed by the MoA to make payment of ZIAMIS approved funds to suppliers. This implies, there will no longer be requirement for instant payment to suppliers but rather payments will be made on the basis of ZIAMIS generated invoices for transactions carried out by their agro-dealers.
-
- i. Suppliers will only be paid at agreed intervals with MoA and following ZIAMIS generated invoices **confirmed by DACOS** for all transactions that have been registered under ZIAMIS.

The following mandatory procedures are to be made at the farmer and agro-dealer contact at the time of redeeming:

- i. All agro-dealers will use ZIAMIS application compliant gadgets that will be registered on ZIAMIS upfront and run the harmonized ZIAMIS catalogue through the ZIAMIS redeeming application
- ii. Transactions where farmers have been provided with inputs

outside ZIAMIS redeeming application will not be recognized and paid for by GRZ.

- iii. Agro-dealers will undertake mandatory authentication of eligible farmers at the time of redeeming.

Authentication criteria will be embedded in the ZIAMIS redeeming application. The following are the authentication measures:

- a. Physical verification of green NRC of the farmer
- b. Verification of farmer eVoucher code

Important note: All FISP approved and eligible farmers must have an active mobile number (registered in their name with ZICTA). No farmer will be allowed to register an already registered mobile number on ZIAMIS. Only a ZIAMIS registered mobile number will be able to receive the unique eVoucher code to be used for farmer authentication at the point of redeeming.

AGRO-DEALER - FARMER CONTACT AT REDEEMING (OPTION 2)

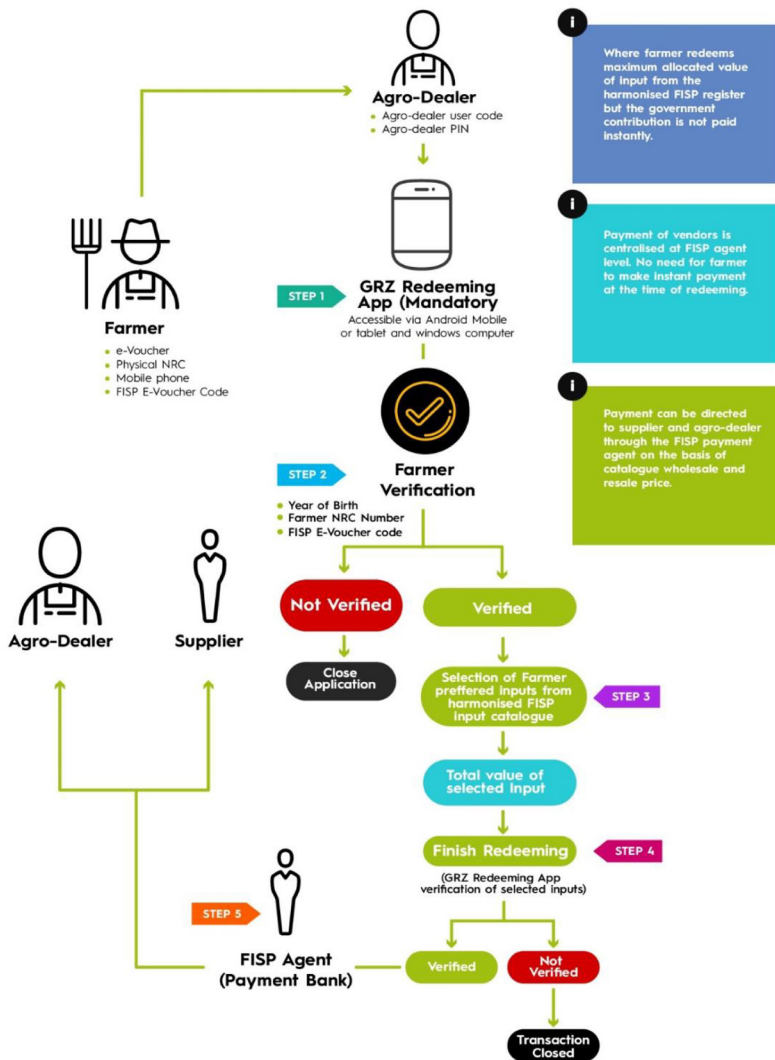


Figure 9: Redeeming using ZIAMIS

Input Allocation to Districts

Table 9: 2023/24 FISP beneficiary allocation to provinces and districts

PROVINCE	DISTRICT	ALLOCATED BENEFICIARIES
Central	Chibombo	21,106
11 Districts	Chisamba	16,416
	Chitambo	5,702
	Kabwe	20,764
	Kapiri mposhi	27,000
	Luano	8,715
	Mkushi	16,101
	Mumbwa	15,942
	Ngabwe	3,818
	Serenje	19,097
	Shibuyunji	8,050
	Sub-total	162,711
Copperbelt	Chililabombwe	8,846
10 Districts	Chingola	9,099
	Kalulushi	7,840
	Kitwe	7,021
	Luanshya	7,521
	Lufwanyama	10,340
	Masaiti	10,840
	Mpongwe	16,630
	Mufulira	7,442
	Ndola	8,109
	Sub-total	93,688
Eastern	Chadiza	14,710
14 Districts	Chipata	17,238
	Kasenengwa	14,038

	Chipangali	16,460
	Katete	26,869
	Lundazi	10,946
	Lumezi	6,513
	Chasefu	9,611
	Mambwe	6,100
	Nyimba	12,430
	Petauke	21,374
	Lusangazi	7,309
	Sinda	15,800
	Vubwi	8,000
	Chama	7,145
	Sub-total	194,543
Luapula		
12 Districts	Chienge	4,000
	Chipili	4,000
	Kawambwa	12,500
	Lunga	154
	Mansa	13,549
	Milenge	4,600
	Mwansabombwe	2,000
	Mwense	3,500
	Nchelenge	3,600
	Samfya	3,882
	Chifunabuli	3,414
	Sub-total	61,804
Lusaka	Chilanga	8,146
6 Districts	Chongwe	17,800
	Kafue	12,000
	Lusaka	8,600
	Rufunsa	12,142

	Luangwa	500
	Sub-total	59,188
Muchinga	Chinsali	8,466
8 Districts	Isoka	12,174
	Mafinga	8,370
	Mpika	8,960
	Kanchibiya	5,530
	Luvushimanda	3,930
	Nakonde	11,913
	Shiwangandu	5,810
	Sub-total	65,153
Northern	Chilubi	3,500
12 Districts	Kaputa	3,500
	Kasama	20,315
	Luwingu	7,000
	Lupososhi	4,500
	Mbala	10,000
	Senga	11,500
	Mporokoso	4,500
	lunte	5,500
	Mpulungu	9,500
	Mungwi	15,000
	Nsama	3,500
	Sub-total	98,315
N/Western	Chavuma	3,500
11 Districts	Ikelenge	2,200
	Kabompo	7,500
	Kalumbila	5,173
	Kasempa	14,500
	Manyinga	6,000

	Mufumbwe	6,500
	Mushindano	3,800
	Mwinilunga	8,500
	Solwezi	6,700
	Zambezi	3,600
	Sub-total	67,973
Southern	Livingstone	800
15 Districts	Kazungula	14,000
	Kalomo	31,000
	Choma	27,000
	Monze	30,000
	Mazabuka	13,500
	Chikankata	14,200
	Gwembe	4,400
	Siavonga	1,500
	Sinazongwe	3,500
	Pemba	9,400
	Namwala	13,000
	Zimba	7,900
	Itezhi Itezhi	10,675
	Chirundu	2,500
	Sub-total	183,375
Western	Limulunga	700
16 Districts	Mongu	1,000
	Kalabo	600
	Sikongo	300
	Nalolo	500
	Senanga	884

	Sioma	200
	Shangombo	200
	Sesheke	600
	Mwandi	800
	Kaoma	12,000
	Luampa	4,500
	Lukulu	3,500
	Mitete	800
	Nkeyama	10,000
	Mulobezi	1,100
	Sub-total	37,684
116	Grand Total	1,024,434

6.4 Code of Conduct

Code of Conduct for Camp Agricultural Committee (CAC), District Agricultural Committee (DAC) Members and Ministry of Agriculture Staff on the Farmer Input Support Programme.

The members of the CAC and the DAC including the members of staff at the Ministry of Agriculture are expected to demonstrate high degree of professionalism when carrying out duties. In this regard, therefore, the above mentioned are expected to adhere to the following ethics on matters related to the Farmer Input Support Programme.

The mentioned should adhere to the following:

FISP Code of Conduct

- i. Carryout their respective responsibilities with integrity and in a transparent and efficient manner;*
- ii. Adhere to the beneficiary selection criteria and Not act in a way that favours or discriminates against particular individuals or interests;*
- iii. Not exert undue pressure on beneficiaries of the FISP with prospects of personal gain /interest;*
- iv. Declare to the relevant authority direct or indirect financial interest on FISP matters that would be viewed as conflicting with the Ministry's Interest;*
- v. Not accept gifts or rewards of any kind from the beneficiaries of FISP which might compromise one's personal judgment or integrity;*
- vi. Not abuse official position to advance personal interests /gain or indeed for friends on FISP.*
- vii. Membership to the committee will be by institution. Institutions will appoint specific representatives;*
- viii. Any member of a CAC committee who fails to attend three consecutive meetings, with or without apology, will be dropped from the committee and be replaced within a month;*
- ix. All members of a committee should respect collective responsibility and abide by the agreed resolutions of the committee*
- x. In case of failure to make major decisions by consensus during a committee meeting, voting by secret ballot shall be the only acceptable option, and voting by proxy shall not be allowed;*
- xi. Only DAC and CAC members from the Government side shall be allowed to send representatives to attend certain DAC and CAC meetings.*

Non-compliance to the code of conduct will constitute misconduct and will therefore attract disciplinary action to be taken against those found wanting.

ANNEX 1: Selection Criteria for FISP Beneficiary Farmers

SELECTION CRITERIA FOR FISP BENEFICIARY FARMERS



This Manual is produced with technical support from the Food and Agriculture Organization of the United Nations (FAO) and the European Union (EU)

Selection Criteria for Participating Farmer Organizations

Farmer organizations are the main channel in the distribution of agricultural inputs under the Farmer Input Support Programme. Such farmer organizations should:

- i. Be duly registered and have a certificate issued by the registrar of co-operative societies under Ministry of Small & Medium Enterprise Development and/or Registrar of Societies under Ministry of Home Affairs and Internal Security;
- ii. Have an executive committee with appropriate powers to act;
- iii. Have a track record of using agricultural inputs on farming activities;
- iv. Not be organized on partisan lines, or as a family business or private partnership;
- v. Have written by-laws or constitution to manage their funds and have appropriate accountability mechanisms;
- vi. Have a proven track record either as (a co-operative, farmer organization or as individual members of the organization committee) and/or ability to distribute inputs to their members; and
- vii. Be located in a designated agricultural camp and be engaged in agricultural production.

Each selected farmer organization will be subjected to an inventory before it is approved to participate in the Farmer Input Support Programme.

Selection Criteria of Individual Farmer Beneficiaries

An individual beneficiary needs to be a member of a registered farmer organisation. The farmer is selected and approved by the Camp Agricultural Committee on recommendation of the farmer organisation he/she belongs to, as guided by the following criteria:

- i. Be a registered small-scale farmer and actively involved in farming within the camp coverage area;
- ii. Cultivating not more than 5 ha of land;
- iii. Have the capacity to pay the prescribed farmer contribution towards the total cost of an input pack;
- iv. Not employed by the government of the Republic of Zambia (Civil servant), public institutions (such as statutory bodies and parastatals), formal employment or on a regular allowance from the government;
- v. Should be a Zambian and possess a green National Registration Card (NRC);
- vi. Have an active phone number; and
- vii. Not benefiting from the Food Security Pack Programme.
- viii. Only one pack must be given per household (***HH here is defined as people living in one house, cultivating on the same field and feeding from one pot***)

Punitive measures will be instituted against farmer groups that do not adhere to this criteria above

All selected beneficiary farmers should have their details captured or checked against a trusted database. Upon approval, all selected beneficiary farmers will be required to pay their farmer contribution before their redeeming codes are generated for use.

**ANNEX 2: Terms of Reference for the Committees, PACO's
Office and PCO**

**TERMS OF REFERENCE
FOR THE COMMITTEES,
PACO'S OFFICE & PCO**



This Manual is produced with technical support from the Food and Agriculture Organization of the United Nations (FAO) and the European Union (EU)

Committees

Farmer Group Level

The CACs will ensure that the selected beneficiaries belong to registered farmer organizations and engaged in farming activities in that camp.

Camp Level

A) Composition of Camp Agricultural Committees (CACs)

The CAC is an agricultural structure that is responsible for all agricultural activities at camp level. It is made up of representatives from the following institutions:

- i. Zone Representatives elected as in B (i) below;
- ii. A chief's representative, who will be appraised by the Ministry of Agriculture;
- iii. A representative from a community-based organization within the camp;
- iv. A representative from a faith-based organization within the camp;
- v. An officer from Ministry of Community Development and Social Services;
- vi. A representative from public offices other than MOA; and
- vii. MoA (Camp Extension Officer) with the role of Secretariat

NOTE: Membership to the CAC should NOT be based on PARTISAN lines

B) Zone Representative

The term of office for members of CACs shall be as follows: -

- i. A zone representative shall be elected from the chairpersons of farmer organizations in the zone under the supervision of the camp extension officer (CEO).
- ii. The tenure of office for the Camp Agriculture Committee (CAC) members from zones shall be a maximum term of three (3) years, after which they will rest for another two (2) years before they can be re-elected into the committee.
- iii. The Chairperson and Vice shall be democratically elected by the CAC members at their first meeting.
- iv. The Block Extension Officer (BEO) shall supervise the creation of the CACs where necessary and will endorse the CAC members.
- v. The Camp Extension Officer (CEO) will serve as secretariat to the CAC.

C) Terms of Reference for CACs

In line with FISP, the following are the Terms of Reference: -

- i. The CAC shall maintain a record of the updated farmer register according to zones;
- ii. Receive a list of selected beneficiary farmers who will benefit from FISP through zonal representatives after recommendation by the farmer organizations;
- iii. Verify and confirm that the farmer belongs to the camp and is actively involved in farming activities;
- iv. Approve FISP beneficiary list of farmers;

- v. Submit to DAC approved list of FISP beneficiaries with signatures of CAC representatives;
- vi. Receive ratified lists of beneficiary farmers from DAC through the Block Extension Officer (BEO);
- vii. Publicize lists of successful approved beneficiary farmers at the offices of the CEO, BEO and public places such as churches; and
- viii. Monitor the utilization of inputs at camp level;

The Block Extension Officers (BEOs) shall verify that the approved beneficiary farmers are bona-fide farmers in respective camps and submit the beneficiary lists to the District Agriculture Committees (DACs) and back to CACs following ratification by DACs. All CAC members shall abide by the ***FISP Code of Conduct***.

District Level

At District level, there will be the District Agricultural Committee (DAC) which will be involved in the ratification of the beneficiary lists of farmers from the CACs and also appraisal of farmer organizations.

District Agriculture Committees (DACs)

The District Agriculture Committees (DACs) are responsible for all agricultural activities at district level.

A) Composition of District Agricultural Committee

1. Farmer representative who is elected from each block and should be a member of the CAC;
2. Representative from the District Cooperative Union;
3. Representative from a farmer organization;
4. Representative from the local authority;

5. District Community Development Officer;
6. District Fisheries and Livestock Coordinator's Office;
7. District Cooperative Development Entrepreneurship Officer
8. Office of the President (Special Division);
9. Representative from a law enforcement agency (the Anti-Corruption Commission or Drug Enforcement Commission or Zambia Police); and
10. District Agricultural Coordinator's Office (DACO). The DACO's office shall comprise of:
 - i. District Agricultural Coordinator (DACO);
 - ii. Senior Agricultural Officer (SAO);
 - iii. District Marketing Development Officer (DMDO).

B) The tenure of office for members of DAC

The tenure of office for members of DACS shall be as follows:

1. A maximum of three (3) consecutive years for DAC members from the agricultural blocks, the district cooperative union and the farmer organization;
2. After 2 years the DAC members as in B (1) will rest for another two (2) years before they can be considered for re-election; and
3. The Chairperson and Vice shall be democratically elected by the DAC members at their first meeting, and these shall not be government officers.

Accountability

The DAC will be accountable to the PACO at the provincial level. The DAC members will be collectively accountable for all the decisions they make and implement during the distribution of FISP inputs.

Terms of Reference for the DAC

In line with FISP, the following are the terms of reference:

- i. Submitting district input requirements to the Provincial Agricultural Coordinator's Office for planning purposes through the District Agricultural Coordinator's Office;
- ii. Allocating number of beneficiaries per camp;
- iii. Receiving and ratify the approved beneficiary lists from CACs;
- iv. Publishing the approved lists of beneficiary farmers in the various camps at the office of the DACO; and
- v. Monitoring the FISP input distribution exercise at district level.

DAC members are expected to attend all FISP meetings at district level. The quorum for the DAC meeting shall be held when two third of the membership are present and in attendance of the meeting. All DAC members shall abide by the FISP Code of Conduct.

Provincial Level

Provincial Agricultural Coordinator's Office (PACO)

The Provincial Agricultural Coordinator's Office will be responsible for the overall supervision and monitoring of the programme at provincial level. The PACO may constitute a monitoring team at a provincial level from government institutions.

Terms of Reference for the Provincial Agricultural Coordinator's Office - FISP

- i. Report to the MoA Permanent Secretary (Technical Services) and Provincial Permanent Secretary;
- ii. Submit FISP district input requirements (seed types & varieties) to the Permanent Secretary (Technical Services) - MoA;
- iii. Supervise and monitor the overall performance of the programme;
- iv. Compile and submit provincial wrap up reports to the MoA

- Permanent Secretary (Technical Services), through (PCO,) and a copy to Provincial Permanent Secretary;
- v. Receive policy guidelines on FISP and advise the District Agricultural Coordinators.

National Level

Ministry of Agriculture will be directly responsible for the implementation and oversight of all FISP activities under the guidance of the Permanent Secretary (Technical Services) in the Ministry of Agriculture. FISP activities will be implemented through the Ministry of Agriculture structures as follows:

Programme Coordinating Office (PCO)

The Programme Coordinating Office is responsible for the day-to-day management of the programme.

The Composition of the Programme Coordinating Office

- i. National Coordinator (Programme Coordinating Officer)
- ii. Assistant Programme Coordinating Officer
- iii. Monitoring and Evaluation Officer
- iv. Communication specialist (NAIS)
- v. Contract Managers
- vi. Procurement Officer
- vii. Accountant – Revenue
- viii. Accounts Assistant
- ix. Secretary/Typist
- x. Registry Clerk
- xi. Driver
- xii. Office Assistant

The functions of the PCO are:

- i. Management and administration of the Farmer Input Support Programme;
- ii. Initiation of timely procurement of inputs;
- iii. Creation of awareness of the programme to all stakeholders
- iv. Liaison with collaborating agencies and stakeholders;
- v. Preparation and review of the operational system of the Programme;
- vi. Management of programme funds;
- vii. Preparation of programme reports and updates;
- viii. Establishment of monitoring and evaluation mechanism; and
- ix. Budgeting for FISP activities.

Composition of the National Steering Committee

1. Ministries

- i. Ministry of Agriculture - Permanent Secretary (Technical Services)
- ii. Ministry of Fisheries and Livestock – Representative
- iii. Ministry of Finance and National Planning – Representative
- iv. Ministry of Community Development and Social Services - Representative
- v. Ministry of Commerce, Trade and Industry - Representative
- vi. Ministry of Small and Medium Enterprises - Representative
- vii. Ministry of Agriculture Directors
- viii. Ministry of Agriculture - Provincial Agricultural Coordinators
- ix. Ministry of Justice – Attorney General’s representative

2. Bank of Zambia
3. SMART Zambia Institute
4. Food and Agriculture Organisation
5. Agricultural Consultative Forum Chairperson (ACF)
6. Farmer Organizations
 - i. Zambia National Farmers Union (ZNFU)
 - ii. Zambia Cooperative Federation (ZCF)
 - iii. National Union for Small Scale Farmers in Zambia (NUSFAZ)

Terms of Reference for the National Steering Committee

- i. The national steering committee will supervise and provide policy guidelines to the programme;
- ii. Promote coordination with other stakeholders at policy level;
- iii. Mobilize resources for the programme;
- iv. Monitor and oversee the overall programme;
- v. The Committee will meet not less than twice in a year.

NOTES: DO NOT CLAIM VAT IF YOU ARE NOT REGISTERED

Goods Release note (GRN)

Required documents for Payment of input suppliers

- 1.0 Invoice
- 2.0 Supplier management cost sheet
- 3.0 Confirmation letter from DACO to PACO
- 4.0 Confirmation letter from PACO to PS
- 5.0 GRN/GIN (originals)
- 6.0 Delivery Notes (Originals)
- 7.0 Copies of Contract
- 8.0 Copy of Registration Certificate
- 9.0 Copy of TPI Certificate
- 10.0 Copy of VAT Certificate/Tax clearance where applicable

TERMS OF REFERENCE FOR THE SERVICE PROVIDERS

Selection criteria for FISP Service providers

- i. Timeliness of real time and excel API integration of the service provider's solutions into the ZIAMIS according to the process flows outlined below.
- ii. Timeliness of implementation of a proposed solution by individual stakeholders or a consortium including demonstrable viability of the proposed solution to enable application during 2023/2020 agricultural season;
- iii. Reliability of the proposed solution's security features including farmer authentication and protection of user details and funds;
- iv. Credible and practical compliance enforcement mechanism for FISP Management and Reporting requirement;
- v. At least 3 years of relevant experience in implementation of the proposed solution or service required by GRZ;
- vi. Competitive transaction costs and clearly defined transaction cost structure;
- vii. Complementary service provision accompanying the package such as
 - a. Alerts and balance checking capabilities;
 - b. Competitive SMS rates etc
 - c. Supplier to Agro-dealer linkages
 - d. Farmer support after FISP
 - e. Resilience of solution to work in rural areas (online and offline mode)
 - f. Financial support package e.g. credit guarantee for farmers who have been approved to access FISP support.

- viii. Geographical coverage of proposed solutions including practicality of proposed solution to serve rural and underserved areas.
- ix. Compliance with regulatory systems particularly financial regulation, competition law, applicable licenses, etc.

Process Flows for Key FISP Implementation Processes

This annex forms an integral component of the ToRs for the service providers. The process flows on key FISP implementation processes are aligned to the enhanced eVoucher and Direct Input Supply (DIS) FISP modalities in line with adoption of the ZIAMIS by GRZ.

The process flows are made on the following understanding and prerequisites:

- i. All beneficiaries for FISP will be registered and approved for FISP by GRZ and their records stored in the ZIAMIS. Any beneficiary not on **GOVERNMENT’S FARMER REGISTER** (ZIAMIS) shall not be able to transact under FISP;
- ii. All beneficiaries will be effectively verified through credible authentication mechanisms both at the time of registration, making a farmer contribution and redeeming of the eVoucher. Various options of authentication have been integrated into the ZIAMIS;
- iii. FISP beneficiaries will co-contribute toward the total value of the eVoucher as a condition for government contribution to the total value of the eVoucher or DIS package of inputs
- iv. A registered beneficiary (farmer) will have a flexibility and choice of the FISP Service providers to work with in their areas. This includes options for contribution, payment and input redeeming points. Notwithstanding, administrative measures may be undertaken to enable convenience and efficiency in any of the processes if any of the participating

service providers do not adhere or conform to the laid out procedures and processes

- v. A registered beneficiary (farmer) on eVoucher modality will have a flexibility and choice of inputs to redeem from a harmonized catalogue of FISP recommended products accessible only from FISP agro-dealers;
- vi. All systems for farmer contribution collection, redeeming and payment must be integrated with the ZIAMIS for real-time monitoring and government oversight.
- vii. All transactions shall have mandatory procedures for farmer contribution, collection, redeeming interface and payment. Non adherence to the laid out procedures will lead to discontinuance of participation of the service provider on the program.
- viii. A clear and acceptable verification mechanism of all farmers redeeming should be implemented to guarantee appropriate and targeted farmer is the one redeeming inputs.
- ix. Unless explicitly authorized by the controlling officer, all transactions outside specified transaction procedures will be deemed inadmissible and GRZ will not be liable to pay.

ANNEX 3: Detailed Outline of the ATD Process on ZIAMIS

DETAILED OUTLINE OF THE ATD PROCESS ON ZIAMIS



Food and Agriculture
Organization of the
United Nations

This Manual is produced with technical support from the Food and Agriculture Organization of the United Nations (FAO) and the European Union (EU)



REPUBLIC OF ZAMBIA
MINISTRY OF AGRICULTURE
FARMER INPUT SUPPORT PROGRAMME
AUTHORISATION TO DEPOSIT

Date: 2018-03-11 11:31:53

FISP FORM 4

ATD No: 2018-11-157-01010104

To the Authorised Bank Manager

.....
.....
.....

RE: AUTHORITY TO DEPOSIT FARMERS CONTRIBUTION (ATD)

I wish to confirm that the following farmers in Chibombo Central Camp, Chibombo District are authorised to deposit farmer contributions towards the Farmer Input Support Programme (FISP) for the 2017/2018 agricultural season.

No.	ZIAMIS FARMER ID	FARMER NRC	FARMER SURNAME	FARMER FIRST NAME	COOPERATIVE NAME	MAXIMUM AMOUNT (ZMK)
1.	868066	182101/17/1	Shimanimamba	Hildah	Atunoya Kunembo	400.00 (ZMK)

AUTHORISING OFFICIAL

Name: Signature: Date:

A comprehensive ZIAMIS support package has been developed to handle diverse problems at the

different levels of users and beneficiaries as follows:

1. ZIAMIS call center on ***727#** for prerecorded voice messages
2. Email facility at ZIAMIS.support@szi.gov.zm
3. Bulk SMS to complement direct extension messaging
4. Help desk at Smart Zambia Institute
5. IEC materials such as guides, posters, brochures, etc.
6. e - Learning on ZIAMIS

**Annex 4: Outline of the Conditions and scope of supplier's
Involvement in the FISP**

ANNEX 4

**OUTLINE OF THE CONDITIONS
AND SCOPE OF SUPPLIER'S
INVOLVEMENT IN THE FISP**



**Food and Agriculture
Organization of the
United Nations**

*This Manual is produced with
technical support from the Food
and Agriculture Organization of
the United Nations (FAO) and the
European Union (EU)*

Selection Criteria – Suppliers

1. Be a registered entity and have a valid Company Registration Certificate;
2. Have a valid TPIN number and a VAT Certificate, if any;
3. Have a valid trading licence;
4. Have a valid Tax Clearance Certificate;
5. Have relevant licenses for handling of agricultural inputs (e.g. herbicides, seed, etc.) or proof of payment indicating process of obtaining licenses has commenced

Terms of Reference - Suppliers

National suppliers shall supply agricultural inputs to FISP Recommended Agro-dealers under the conditions set out below:

1. Categories, Quantities and Locations of Supply of Agricultural Inputs

Within the framework of the FISP programme, the Suppliers will be required to engage agro-dealers to distribute inputs as specified in the ZIAMIS catalogue.

2. Technical specifications and quality standards

2.1 The Supplier shall use its best efforts to ensure: An adequate supply of agricultural Inputs conforming to MoA specifications and national quality standards as detailed below and appropriately and accurately labelled;

Whenever appropriate, certificates verifying quality of agricultural inputs meeting MoA technical specifications and quality standards should be made available.

2.2 The Supplier shall ensure that the agricultural inputs made available to agro-dealer under this programme will meet the following specifications and national quality standards:

- Seeds: Seed supplied must be certified seed as certified by the Seed Control and Certification Institute (SCCI).
- Fertilizers: Fertilizer supplied must be as per the specifications provided for by the MoA. The various chemical composition and moisture content of each type of fertilizer must be strictly adhered to. The fertilizer must be manufactured by approved manufacturers.

3. Prices

- The prices offered by the Supplier should be in line with the prevailing market prices and should be submitted through ZIAMIS tendering process.
- The Supplier will endeavor to maintain price levels as agreed during the tendering process. The supplier agrees that any arbitrary or unjustifiable price adjustment will attract penalty of exclusion from the programme.

6 Method of Payment

- MoA will pay to the supplier the costs of inputs redeemed through ZIAMIS and certified by MoA Responsible Officer.
- MoA will not pay the supplier for any agricultural inputs that:
 - Are not part of the categories of inputs listed on the ZIAMIS catalogue;
 - Do not match the MoA specifications or quality standards;
 - Do not match the ZIAMIS record, or for eVouchers that do not correspond to MoA's records.

- MoA will make payment to a bank account indicated by the supplier, providing that the bank account is in the name of the supplier.

Annex 5: Private Sector Participation

ANNEX 5

PRIVATE SECTOR PARTICIPATION



Food and Agriculture
Organization of the
United Nations

*This Manual is produced with
technical support from the Food
and Agriculture Organization of
the United Nations (FAO) and the
European Union (EU)*

Terms of References for Agro-dealers

The Agro-dealer shall supply agricultural inputs through the FISP eVoucher Scheme under the conditions set out below:

1. Scope of the Agreement

- The Agro-dealer will distribute agricultural Inputs to beneficiaries
- The Agro-dealer will accept and honor all FISP codes issued to the beneficiaries by GRZ

2. Categories of Agricultural Inputs

- The Agro-dealer will be required to redeem to FISP beneficiary farmers only inputs shown on the ZIAMIS
- The agro-dealer will ensure that, within the framework of the FISP programme, beneficiaries receive agricultural inputs within the available funds, as indicated on the ZIAMIS redeeming application at the time of redeeming.

3. Technical specifications and quality standards

3.1 The Agro-dealer shall use its best efforts to ensure:

- An adequate stock of agricultural inputs conforming to MoA specifications and national quality standards as detailed below and accurately labelled;
- Whenever appropriate, certificates verifying quality of agricultural inputs meeting MoA technical specifications and quality standards are available.

3.2 Specific Agro-dealers have been approved to supply agricultural inputs to FISP beneficiaries. The inputs

made available by the agro-dealers under this eVoucher Scheme will meet the following specifications and national quality standards. These standards are being assured by the national suppliers under this programme:

- Seeds: Seed supplied must be certified seed as certified by the Seed Control and Certification Institute.
- Fertilizers: Fertilizer supplied must be as per the specifications provided for by the MoA. The various chemical composition and moisture content of each type of fertilizer must be strictly adhered to.

4. Provision of Agricultural Inputs

- The agro-dealer will only distribute agricultural Inputs that are included in the categories listed in the ZIAMIS catalogue and meet the technical specifications and quality standards set out. MoA may contract an inspection company or any other institution to control the quality of the inputs and to verify that they conform to MoA specifications and quality standards.
- The national supplier through the agro-dealer guarantees that the agricultural inputs comply at a minimum with any applicable national laws, standards and norms.
- The national suppliers through the agro-dealer agrees that any agricultural inputs that do not conform to the specifications, quality standards or national laws, standards or norms will be replaced during the eVoucher Scheme under penalty of exclusion from the programme.

5. Selling Procedures

The Agro-dealer will:

- Carry out identification checks of beneficiaries (physically check identity against NRC). THE VERIFICATION PROCESS IS COMPULSORY.
- Not exchange the eVouchers for cash in any circumstance
- Issue receipts as evidence of the sale and for record keeping;
- Keep the copy of the receipt duly filed for record keeping purposes.

**Annex 6: Ministry of Agriculture Procurement Procedures for
Agro-Dealers and Suppliers**

ANNEX 6

**MINISTRY OF AGRICULTURE
PROCUREMENT PROCEDURES
FOR AGRO-DEALERS AND
SUPPLIERS**



*This Manual is produced with
technical support from the Food
and Agriculture Organization of
the United Nations (FAO) and the
European Union (EU)*

CONDITIONS OF SUPPLY OF AGRICULTURAL INPUTS BY SUPPLIERS UNDER MoA eVOUCHER PROGRAMME

1 Selection Criteria of Suppliers for Supply of Inputs under eVoucher Programme

Suppliers to participate under the eVoucher program will be selected following the criteria outlined below:

1.1 Submission of a formal **expression of interest to participate under the eVoucher scheme** under the MoA Farmer Input Support Programme (FISP) by completing attachment 1 to these conditions. The expression of interest must:

- a) Clearly confirm that the supplier will meet the packaging of individual input per farmer requirement as stipulated in the attachment 1
- b) Clearly indicate the pricing of the input by unit quantity offered by the supplier. Most inputs are expressed in Kgs or Litres. The programme has further indicated the required packaging per farmer. However, the supplier must clearly indicate price per packing offered especially where the packaging is different from the packaging by
- c) Clearly indicate **point of contact**: where there supplier will service the farmers under the project. (See point 3 below for further details)

1.2 **Competitiveness of pricing offered by the supplier**. The MoA reserves the right not to accept any price offered by a supplier should it consider the pricing non-competitive. The supplier must clearly indicate the pricing per commodity, per district and per packaging offered

1.3 Demonstrated **capability of the supplier to provide farmer contact points for redeeming of inputs as close as possible to their agricultural camps**. Under the eVoucher system, the supplier will be responsible for prepositioning and redeeming of

the inputs directly to farmers. This can be arranged through agro-dealers of supplier choice. The following factors will be used to assess the supplier's capability:

- a. Prior registration of all contact points/agro-dealers/agents designated by the suppliers for farmer redeeming of inputs within the proximity of farmer locations. The supplier must provide these details in the attachment 1 and specified by location
 - b. Confirmation of availability of redeeming gadgets for the management of the redeeming process by the contact points/agro-dealers/agents
- 1.4 Conformity of **packaging of inputs in line with requirements provided by the MoA per farmer**. The suppliers must demonstrate adherence to the outlined packaging of inputs per farmer. Where the packaging is not similar, suppliers packing must easily be able to constitute the total package required per farmer. Supplier packaging that requires more than one farmer to share a package will not be accepted

2 Scope of the Agreement

The supplier shall supply agricultural inputs through the MoA eVoucher scheme managed through the ZIAMIS.. Conditions for the supply and participation are set out below:

- 2.1 A supplier is allowed to partial supply inputs to the programme by quantity or geographical location. However, the MoA shall not be required to provide a guarantee of minimum amount a supplier can supply under the programme. Participating suppliers will undertake their own marketing initiatives and advertisement for their products to be chosen/selected by targeted farmers. The MoA will only be required to pay for the inputs actually collected

by farmers at a pre-agreed price with the supplier. This includes the following:

- a. At any of the contact/disbursement/redeeming points, the supplier will (directly or through any of their agents) apply the provided and provisioned for authentication mechanism for all targeted beneficiaries in line with the MoA eVoucher programme. This implies that only those farmers with their details, authentication credentials and ZIAMIS provided OTP (redeeming code) will be serviced under the eVoucher programme.
- b. Any input disbursed to farmers not registered and not fulfilling the FISP provided beneficiary authentication mechanisms will not be paid for by MoA. Suppliers engaged in such practices will take responsibility for any inputs issued outside the ZIAMIS. In addition, the supplier will service only those farmers fulfilling requirements and authentication mechanisms as provided for under FISP.
- c. The supplier acknowledges that under this programme and associated contract with MoA does not guarantee that any minimum quantities of Agricultural Inputs will be sold through this eVoucher scheme. The agro-dealer and the supplier will execute this Contract in a spirit of mutual cooperation

2.2 Suppliers will be required allow farmers to redeem only pre-recommended inputs as provided for on the eVoucher redeeming application and ZIAMIS. Under the eVoucher scheme, the suppliers will provide farmers with inputs within the set out package per farmers and within their assigned package. The following requirements must be fulfilled:

- a. **Technical specifications and quality standards:** the supplier acknowledges that its participation in this eVoucher scheme is based on its representations to MoA or its representative as to

the quantities and quality of the agricultural inputs that it can supply in the selection process. Therefore, the supplier shall use its best efforts to ensure:

- An adequate stock of agricultural inputs conforming to MoA specifications and national quality standards as detailed below and appropriately and accurately labelled;
 - Whenever appropriate, certificates verifying quality of Agricultural Inputs meeting the MoA's technical specifications and quality standards are available.
- b. The agricultural inputs made available by the supplier to farmers under this eVoucher scheme will meet the following **specifications and national quality standards:**
- **Seeds:** seed supplied must be certified seed as certified by the Ministry of Agriculture's Seed Control and Certification Institute (SCCI). They must be in line with the germination, purity and moisture content requirements as indicated in the MoA technical specification.
 - **Fertilizers:** fertilizer supplied must be as per the specifications provided for by the Ministry of Agriculture in Zambia. The various chemical composition and moisture content of each type of fertilizer must be strictly adhered to. The fertilizer must be manufactured by approved manufacturers.
 - **Agricultural Chemicals:** chemicals supplied must be on the approved list of the Zambia Environmental Management Agency (ZEMA).

2.3 Provision of agricultural inputs: the supplier will only supply agricultural inputs that are included in the categories listed in the attachment 1 and meet the MoA technical specifications and quality standards set out by MoA in the technical specifications for all inputs required.

- a. During the redeeming period, the MoA may contract an inspection company or any other institution to control the quality of the inputs and to verify that they conform to MoA's specifications and quality standards.
- b. The supplier further guarantees that the agricultural inputs sold under the programme comply at a minimum with any applicable national laws, standards and norms.
- c. The supplier agrees that any agricultural inputs that do not conform to the specifications, quality standards or national laws, standards or norms will be replaced during the eVoucher programme under penalty of exclusion from the FISP.

2.4 Agricultural inputs not listed in attachment 1: In an event that the MoA requires agricultural inputs normally sold by the supplier but are not included in attachment 1; the additional inputs may be incorporated in attachment 1 through a formal written amendment that will include the specifications/quality standards to be signed by the Parties.

3 Agricultural Input Redeeming Procedures under the FISP eVoucher Scheme

During the implementation of the FISP eVoucher programme, the following procedures will be followed:

3.1 Pre-requisites for suppliers:

Once a supplier is selected and confirmed to participate under the eVoucher programme by the MoA, the supplier will be required to undertake the following:

- a. Register their details on ZIAMIS. These specifically include their contact details, payment details, gadgets they will use for redeeming and locations/contact points where redeeming will take place.
- b. Submit a signed price declaration agreement outlining the prices that have been agreed with the MoA at the start of the redeeming period. Where there is a justifiable need for raising prices, the adjustment will be made in writing and agreed to by both parties before implementation

3.2 Management of eVoucher redeeming applications

Following a successful registration of a supplier and finalisation of the contract and associated price declaration, a supplier will be provided with the following by the MoA:

- a. **Credentials** for accessing (i) National Supplier web based portal to monitor progress of their redeeming by their agents via ZIAMIS. Where discrepancy between ZIAMIS and Supplier records exists, reconciliation will be undertaken with the ZIAMIS record as a basis (ii) for a eVoucher redeeming application to be used by each agent/contact point redeeming inputs to farmers. The credentials are linked to the supplier and the associated agent/locations
- b. **FISP eVoucher redeeming application:** the application is for windows and android gadgets. The supplier will need to ensure that all gadgets used in the redeeming have access to internet for the redeeming process. No transactions made outside the redeeming application will be recognised by the MoA for payment unless there is a prior written authorisation by the MoA.

3.3 Input redeeming process under the FISP eVoucher programme

All beneficiary farmers under the FISP programme are registered on the ZIAMIS. No farmer unregistered on the ZIAMIS is expected to be supported under this programme. At the point of redeeming input, farmers are expected to show up with their (i) National Registration Card (ii) ZIAMIS Issued OTP (redeeming code) that is electronically and directly submitted to them via their registered phone number. Upon presentation of these, the supplier agent conducting the redeeming will:

- a. Carry out identification checks of beneficiaries (physically check identity card number against the person presenting the ID) to ensure that the person presenting the NRC is indeed the owner of the ID. All suppliers that will be involved in practice of collecting farmer NRCs without instantly issuing corresponding inputs to farmers will be penalised by being removed from the programme
- b. Through the FISP eVoucher redeeming application, undertake an electronic authentication of the farmer ID and the associated farmer OTP (redeeming code). Once authenticated, the supplier agent to proceed with redeeming of inputs as allocated to the farmer and as displayed on the redeeming application. Suppliers engaged in redeeming farmer inputs without issuing inputs to farmers will be penalised by being removed from the programme and blacklisted in the government procurement system as engaged in malpractices.

3.4 Schedule and Method of Payment

Subject to the provisions of these conditions, the MoA will only pay to the supplier costs of inputs actually redeemed by farmers as

per records registered on the ZIAMIS on the basis of transactions registered by the eVoucher redeeming application. During the redeeming period, the MoA will pay the supplier not later than 30 days after the end of the redeeming period that will end on the 15th of December. Payment will be made on the basis of the following:

- a. Invoice automatically generated by the ZIAMIS and cleared by the supplier through their supplier web portal and associated Supplier invoice issued by the supplier
- b. Payment will be made to the Supplier through payment details as provided during registration as outlined in 3.1 above
- c. The MoA will not pay the supplier for any inputs the supplier provided to farmers not registered on the ZIAMIS, transacted outside the eVoucher redeeming applications or inputs not provided for in the farmer electronic voucher

**Annex 7: Detailed Instruction on Ziamis
Redeeming Application,
Agro-Dealer Guide**

ANNEX 7:

**DETAILED INSTRUCTION
ON ZIAMIS REDEEMING
APPLICATION
AGRO-DEALER GUIDE**



This Manual is produced with technical support from the Food and Agriculture Organization of the United Nations (FAO) and the European Union (EU)

USER GUIDE

This user guide is intended for guiding Agro-dealers on the use of ZIAMIS and its related applications.

The guide will cover the following areas:

1. Agro-dealer registration on ZIAMIS
2. Access to ZIAMIS and Agro-dealer page
3. Setting up of the redeeming application
4. Registration of redeeming devices
5. Redeeming process
6. Payment process
7. User Help

1. AGRO-DEALER REGISTRATION ON ZIAMIS

In order for an Agro-dealer to login to the ZIAMIS and perform various activities through the system, they will be registered by the national supplier who will engage them.

2. ACCESS TO ZIAMIS AND AGRO-DEALER PAGE

The ZIAMIS platform is accessible at the following link:

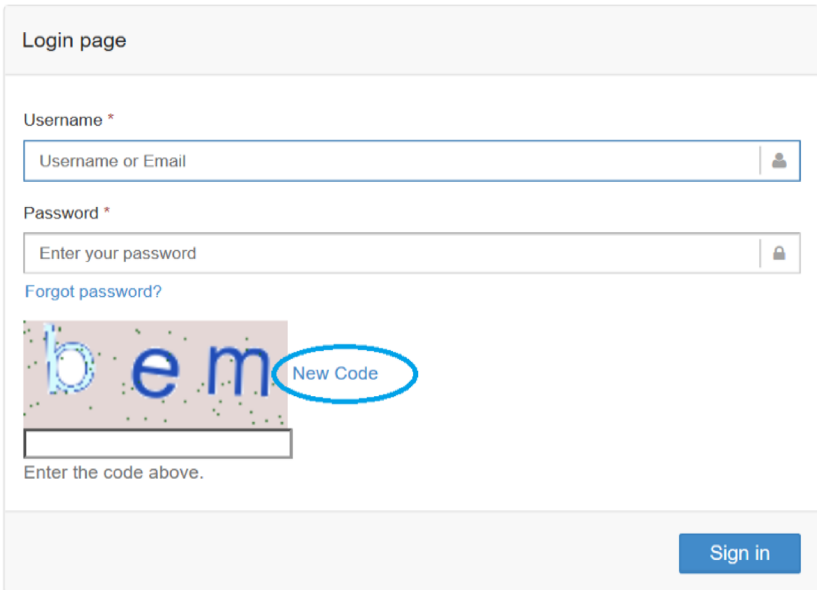
<https://ziamis.grz.gov.zm/auth/default/login>

Registered Agro-dealers can login to the platform using the credentials (username and password) provided to them by SZI.

IMPORTANT

To ensure your Agro-dealer profile is correctly setup, you must login on the ZIAMIS platform before you start to redeem using the ZIAMIS applications.

To login, insert the username, password and verification code in the relevant tabs. If you wish to get a new verification code, press NEW CODE.



The screenshot shows the login page with the following elements:

- Username ***: A text input field containing "Username or Email" and a user icon.
- Password ***: A text input field containing "Enter your password" and a lock icon.
- Forgot password?**: A blue link.
- Verification Code**: A CAPTCHA image showing the letters "b e m" with a "New Code" button circled in blue next to it.
- Input field**: A text input field below the CAPTCHA with the placeholder text "Enter the code above."
- Sign in**: A blue button at the bottom right.

Table 11 Warehouse weekly update template

Supplier/Warehouse manager stock weekly update

Name of Warehouse: _____

District: _____

Input type: _____

District allocation (MT) (a)

Reporting date:

Details	Quantity (MT)
Balance B/F (previous week)	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
GRN No.	
Total for the week (c)	
Total issued (week) (d)	
Closing balance in the shed (c-d)	

Cumulative receipts (b)

Balance against allocation (a-b)

Reporting officer: _____

Signature: _____



Republic of Zambia