

## COMMISSION CONTACT DETAILS FOR THE HUMAN RIGHTS COMMISSION:

The Director-General  
Human Rights Commission  
Human Rights House Stand No. 36871  
Independence Avenue  
P.O. Box 33812, Lusaka  
**LUSAKA**

Tel: +260-0211-251327/251357  
Toll free line: 8181  
WhatsApp: +260 954 443 010  
Email: [info@hrc.org.zm](mailto:info@hrc.org.zm)  
Email: [complaints@hrc.org.zm](mailto:complaints@hrc.org.zm)

Website: [www.hrc.org.zm](http://www.hrc.org.zm)

## PROVINCIAL OFFICES

**Central Province Office**  
Plot No. 6 Marshal Avenue  
Opposite Zamtel Post Office, Kabwe  
Mobile: +260 957 445 833  
**KABWE**

**Copperbelt Province Office**  
Plot No. 88189 Moffat Road  
P.O. Box 240528, Ndola  
Mobile: +260 954 170 753/ +260 970 520 355  
**NDOLA**

**Eastern Province Office**  
Plot No. 916 Anoya Zulu Road  
P.O. Box 510496, Chipata  
Mobile: +260 954 170 748/ +260 970 520 352

**CHIPATA**  
**Luapula Province Office**  
NAPSA Building along Chitimukulu Road,  
Mansa  
Mobile: +260 970 520 356/+260 958 122 370  
**MANSA**

**Muchinga Province Office**  
Plot No. 1588 Mayadi Compound  
Lubwa Road, Chinsali  
Mobile: +260 970 520 358  
**CHINSALI**

**Southern Province Office**  
House No. 1861/1 Muchinga Road  
P.O. Box 60935, Livingstone  
Mobile: +260 975 961 028/ +260 764 353 543  
**LIVINGSTONE**

**Northern Province Office**  
Plot No. 696 Lunzua Road, Kasama  
Mobile: +260 954 170 760/ +260 957 446 032  
**KASAMA**

**North- Western Province Office**  
Room No. 134 NAPSA Building, Solwezi  
Mobile: +260 764 353 519  
**SOLWEZI**

**Western Province Office**  
Plot No. 164 Senanga Road Mongu  
P.O. Box 910447, Mongu  
Mobile: +260 958 122 374  
**MONGU**



## Human Rights Commission-Zambia



## Steps to Access Information Under the Access to Information Act, No. 24 of 2023



This flyer was printed with financial support from the German Federal Ministry of Economic Cooperation and Development (BMZ) and co-funded by the European Union under the Enabling Access to Justice, Civil Society Participation and Transparency programme.

[www.hrc.org.zm](http://www.hrc.org.zm)

Building a sustainable culture of human rights together

## Steps to Access Information Under the

## Access to Information Act, No. 24 of 2023

A citizen or holder of a residence permit has the right to access information held by, or under the control of, an information holder.

A public institution or private entity that utilizes public funds or has information of significant public interest is recognized under the Access to Information Act (ATI) as an information holder.

### STEP 1

A requester submits Form I of the First Schedule of the ATI (General) Regulations to information holder.

*NB. A verbal request can be made with the help of the information holder where the requester is unable to write. No fees shall be paid for making a request for information.*

### STEP 2

Information holder acknowledges receipt of the request for information by using Form IA of the Schedule to the ATI Guidelines and give a copy to the requester.

### STEP 3

The Information holder informs the requester in writing within seven working days of receiving the request, stating whether the request is granted, refused, transferred, or given an extension of time, with reasons for the action (unless the request is granted).

### STEP 4

A requester appeals to the Human Rights Commission within 30 days if not satisfied with the decision of the information holder under step 3.

### STEP 5

The Commission determines the appeal within 30 days of concluding the hearing.

### STEP 6

A requester or information holder appeals to the High Court if not satisfied with the decision of the Human Rights Commission, using the Appeals Form issued under the ATI (Appeals) Rules

ATI (General) Regulations can be downloaded at <https://hrc.org.zm/wp-content/uploads/2025/12/Access-to-Information-General-Regulations.pdf>

ATI Guidelines can be downloaded at [https://hrc.org.zm/wp-content/uploads/2025/12/Access-To-Information-Guidelines\\_2025.pdf](https://hrc.org.zm/wp-content/uploads/2025/12/Access-To-Information-Guidelines_2025.pdf)