



TIME RELEASE STUDY REPORT

NAKONDE ONE STOP BORDER POST AND MWAMI BORDER POST

2022





This publication is made possible by the support of the European People through the European Development Fund 11 sponsored Common Market for Eastern and Southern Africa Trade Facilitation Programme which funded the Zambia Border Posts Upgrade Project under the Ministry of Commerce, Trade and Industry to undertake this Time Release Study at Nakonde and Mwami Border Posts. The authors' views expressed in this publication do not necessarily reflect the views of the EU or COMESA.



Time Release Study Report **NAKONDE ONE STOP BORDER POST AND MWAMI BORDER POST – 2022**

July, 2022





Foreword and Acknowledgment

Foreword



It gives us pleasure to present the first ever Time Release Study for the Nakonde One Stop Border and Mwami Border post. The Study was conducted within the framework of the World Customs Organisation' (WCO) tools and guidelines for Time Release Studies. Since the inception of Zambia Revenue authority in 1994, there has been significant modernisation reforms that have taken place under the Customs Service division to ensure a conducive trading environment in improving efficiencies and effectiveness of our borders. Both the Ministry of Commerce, Industry and Commerce and Zambia Revenue Authority remain committed to align the Customs procedures to the aspirations of the World Trade Organisation -Trade Facilitation Agreement as well as meet the obligations under the World Customs Organisation. Over the years, investments have been made in enhancing the efficiency of ZRA through initiatives such as upgrading the Automated System for Customs Data, ASYCUDAWorld, heightened e-payment solutions, Customs-to-Custom Data exchange with neighbour administrations, decentralization of Customs Processing Centres, use of Non-intrusive Inspection among other reforms. These reforms have been a response to changing global trends with the related growth in tradeable goods, thereby necessitating the need to remain responsive to the responsibility of enhancing trade facilitation and securing the supply chain along the trade corridors.

Therefore, both the Ministry and the Zambia Revenue Authority have continued to seek ways to contribute to reduce costs of doing business, improve the competitiveness in the region and enhance both producer and consumer welfare by simplifying and streamlining the clearance of goods at border posts. The aim remains to be that of simplifying and assure predictability in international trade procedures and practices.

Notably, Zambia has conducted several Time Release Studies from 2019 at Chirundu One Stop Border Post, Kazungula, Victoria falls, and Kenneth Kaunda international airport.

Time Release Study is a very important trade facilitation tool which helps to assess the efficiency of Customs processes and procedures by measuring the actual time taken from the arrival of goods to release from Customs. This study specifically focused on cargo clearance processes of transit goods and imports for final consumption as per the terms of reference with a view to identify mitigations addressing bottlenecks so as to reduce clearance times, enhance efficiency, and reduce overall dwell times for transporters, freight and clearing agents. The findings and recommendations of this study shall serve to improve the environment for doing business and the attractiveness of our country as a destination for investment. Gratitude goes to the Zambia Border Posts Upgrading Project (ZBPUP) domiciled within the Ministry for making resources available for this study. Let me end by also thanking the COMESA Secretariat and the European Union (EU) who are funders of the ZBPUP. Their support was, in indeed, very critical for the success of this TRS.

Lastly, we extend our gratitude to the Time Release Study-Technical Working Group Chair Mrs. Idah Chisenga Njovu, the WCO recognised Time Release expert Mr. Maxwell Kapindula, Dr. Simon Ngona Project Manager, Zambia Border Posts Upgrade Project, and Mr. Wilson Mazimba, Trade Facilitation Specialist for supervising the whole process of the study.

John A. Mulongoti
Permanent Secretary
Ministry of Commerce, Trade and Industry

October, 2022



Dingani Banda
Commissioner General
Zambia Revenue Authority

October, 2022

Acknowledgment



This report contains the findings and recommendations from the Nakonde One-Stop Border Post (OSBP) and Mwami Border Post Time Release Study (TRS) as conducted in November 2021. The study was facilitated by the Zambia Border Posts Upgrade Project under the Ministry of Commerce, Trade and Industry through the Common Market for Eastern and Southern Africa (COMESA) European Development Fund (EDF) 11 Trade Facilitation Programme. The team remains indebted for this support and the commitment towards facilitating the smooth process of the Study.

Special appreciation goes to the Commissioner General of the Zambia Revenue Authority Mr. Dingani Banda and Commissioner under the Customs Services, Mr. Sydney Chibbabbuka for their unwavering guidance and support which included the access to the Customs data through the Automated Customs Systems Data-ASYCUDAWorld.

Appreciation is further extended to the Zambia National Trade Facilitation Committee Secretariat with its Working Group on Time Release Study for the meticulous undertaking of the Study which made data collection possible from a cross section of stakeholders ranging from cross border regulatory agencies, truck drivers to small-scale traders at the two borders for their commitment and willingness to assure a successful Study.

Lastly, we acknowledge the technical expertise by the World Customs Organization (WCO) having provided technical and material support and due recognition of the Local TRS expert, Mr. Maxwell Kapindula.

Overly, special gratitude goes to Customs clearing agents, Other Border Agencies (OGAs) and the Customs officers at both Nakonde OSBP and Mwami Border Post for their participation and cooperation during the preparation and implementation of the study, which participation made it a success with the ultimate output of this report. The recommendations of this report will go a long way in addressing the identified bottlenecks along the trade corridor to enhance improvement by developing appropriate policy and operational measures that are responsive to the business demands in the country.

Idah Chisenga Njovu
Technical Working Group - TRS Chairperson

October, 2022



Contents

Contents

| | |
|--|-------------|
| Foreword and Acknowledgment | v |
| Members of the TRS-Technical Working Group (TRS-TWG) | xv |
| Abbreviations and Acronyms | xvii |
| EXECUTIVE SUMMARY AND KEY FINDINGS | xix |
| Key Findings | xxi |
| Import Clearance Process | xxviii |
| Standard clearance formalities | xxix |
| Physical Inspection | xxix |
| Prohibited and Restricted Goods | xxxi |
| Final clearance process flow | xxxi |
| Transit Clearance process | xxxii |
| Removals in Transit | xxxii |
| Removals In Bond | xxxiii |
| NAKONDE TRAFFIC FLOW | xxxiv |
| MWAMI TRAFFIC FLOW | xxxvi |
| Key Issues and Recommendations | xxxviii |
| | |
| Chapter One: INTRODUCTION | 1 |
| 1.1 Brief Back Ground of the Time Release Study (TRS) | 2 |
| 1.2 Zambia and Time Release Studies | 2 |
| 1.3 The Nakonde Mwami Time Release Study | 2 |
| 1.4 Project Background | 3 |
| 1.5 Project Preparation | 5 |
| 1.6 Project Inception | 6 |
| 1.7 TRS Technical Working Group and TRS Workshop | 6 |
| 1.8 Implementation Plan | 7 |
| | |
| Chapter Two: CROSS BORDER MOVEMENT OF CARGO IN ZAMBIA | 9 |
| 2.1 Borders and throughput | 10 |
| 2.1.1 Nakonde One Stop Border Post | 14 |
| 2.1.2 Mwami Border | 15 |
| 2.2 Revenue Collection | 17 |
| 2.4 Customs Import Permit Clearance | 19 |
| 2.5 ZAMESCO | 19 |
| 2.6 Number of Consignments Cleared through Nakonde and Mwami OSBP – 01 January to 31 December 2021 | 22 |
| 2.7 Most Common (Top 20) Commodities Cleared through Nakonde and Mwami Border Posts. | 22 |
| 2.6.1 List of Supporting Documents | 25 |
| 2.6.2 Transit Clearance | 25 |

| | |
|--|-----------|
| Chapter Three: METHODOLOGY | 27 |
| 3.1 Key Stages for the TRS | 28 |
| 3.1.1 Establishing the National TRS Working Group | 28 |
| 3.1.2 Training for the National TRS Technical Working Group | 28 |
| 3.2 Sampling Design | 28 |
| 3.3 Enumeration | 29 |
| 3.4 Data Entry, Cleaning, Analysis and Report Writing | 30 |
| 3.5 Scope | 31 |
| 3.6 Data Collection Points and Duration | 31 |
| 3.5 Traffic Movement from Zambia Gate to Check Point, Zamesco and Private Truck Parking Yards at Nakonde | 31 |
| 3.6 Traffic Movement from Malawi to Entry and Exit Gates at Mwami Border Post | 34 |
| 3.7 Conducting the Nakonde and Mwami TRS | 35 |
| 3.8 Study Constraints | 35 |
| Chapter Four: DATA ANALYSIS | 37 |
| 4.1 Clearance and Release of Import and Transit Cargo during the Study Period | 38 |
| 4.2 Validation with Customs systems log Reports and Consolidation of TRS Data | 38 |
| 4.3 NAKONDE OSBP | 39 |
| 4.3.1 Overview of Imports Clearance Analysis | 40 |
| 4.3.2 Average Release Times for Trucks | 40 |
| Overall Average Release Times for Physically Examined Consignments | 41 |
| 4.4 Clearance Through Selected Lanes | 43 |
| MWAMI BORDER | 43 |
| Chapter Five: INTERVIEW WITH CROSS BORDER TRADERS AND DRIVERS | 45 |
| Chapter Six: FINDINGS AND RECOMMENDATIONS | 49 |
| Chapter Seven: ROOT CAUSE ANALYSIS | 51 |
| CHAPTER 7: ROOT CAUSE ANALYSIS | 52 |
| 7.1 Key Performance Indicators | 53 |
| ANNEXES | 55 |
| Annex vii: PQPS Import Permit and Phytosanitary certificate (Sample) | 71 |
| Annex viii: Control of Goods Act; Transit Permit (Sample) | 73 |
| Annex ix: Questionnaire Used | 74 |
| Annex x: Zambia compulsory standard (ZCSA) - Process flow | 75 |
| Annex xi: Import Permit for Livestock and Livestock Products | 76 |
| Annex xii: In Transit Permit for Livestock and Livestock Products | 77 |
| "TIME RELEASE STUDY QUESTIONNAIRE | 80 |

List of Tables

| | |
|--|---------|
| Table 1: Clearance time for all Trucks Nakonde OSBP | xxi |
| Table 2: Clearance time for all Trucks Mwami Border Post | xxii |
| Table 3: Clearance time for imports - Nakonde OSBP | xxiii |
| Table 4: Clearance time for imports – Mwami Border Post | xxiii |
| Table 5: Clearance time for transit Nakonde OSBP | xxiv |
| Table 6: Clearance time for transit – Mwami Border Post | xxv |
| Table 7: Time taken by Other Government Agencies to issue permits and licenses | xxvii |
| Table 8: Number of trucks that arrived each day at the border and cleared the same day (CSD) – Nakonde and Mwami Imports and Transit (2-8 November 2021) | xxviii |
| Table 9: Short term issues and recommendations-Nakonde | xxxviii |
| Table 10: Long term issues and recommendations-Nakonde | xxxix |
| Table 11: Short term issues and recommendations-Mwami | xl |
| Table 12: Long term issues and recommendations-Mwami | xli |
| Table 1.1: Zambia – Nakonde/Mwami TRS Implementation Plan | 7 |
| Table 2.1: Ranking of ports of entry and clearance by revenue collected in 2021 | 10 |
| Table 2.2: Operational status of the station as gazzeted | 11 |
| Table 2.3: Ranking of Ports of Entry and Clearance by Traffic Volumes of Trucks cleared in 2021 | 12 |
| Table 2.4: Number of Trucks and Percentage against Total Processed at Each Border Post – 01 January to 31 December 2021 | 13 |
| Table 2.5: Revenue Collection from each border post – 01 January to 31 December 2021 | 17 |
| Table 2.6: Revenue from Transits by Station | 18 |
| Table 2.7: Agencies working at the Mwami Border | 21 |
| Table 2.8: Agencies working at the Nakonde OSBP | 22 |
| Table 2.9: Number of consignments cleared through Nakonde and Mwami OSBP – 01 January to 31 December 2021 | 22 |
| Table 2.10: Most common (top 20) commodities cleared through Nakonde 01 January to 31 December 2021 | 23 |
| Table 2.11: Most common (top 20) commodities cleared through Mwami 01 January to 31 December 2021 | 23 |
| Table 2.12: Most common (top 20) commodities cleared through Mwami 01 January to 31 December 2021 | 24 |
| Table 2.13: Most common (top 20) commodities Transits through Mwami 01 January to 31 December 2021 | 24 |
| Table 2.14: List of Supporting Documents | 25 |
| Table 3.1: Import transaction volumes for November 2020 and Actual sample size realized in November 2021 | 29 |
| Table 3.2: Nakonde OSBP Data Collection Points | 31 |
| Table 3.3: Mwami Data collection points | 33 |
| Table 29: Study Constraints and Recommendations | 35 |
| Table 4.1: Imports - Nakonde Cleared same day | 39 |

| | |
|---|----|
| Table 4.2: Transit – Nakonde Cleared same day | 39 |
| Table 4.3: Table 33: AEO – Nakonde Cleared same day | 40 |
| Table 4.4: Mwami Average time release for Non AEO trucks | 40 |
| Table 4.5: Clearance time for Authorized economic Operators (AEO) | 40 |
| Table 4.6: Clearance time for Declarations that went to Yellow | 40 |
| Table 4.7: Clearance time for Declarations that went to Red – Nakonde | 41 |
| Table 4.8: Average release time at ZAMESCO | 41 |
| Table 4.9: Average Time taken for inspections at Mwami – Inspection Bay | 41 |
| Table 4.10: Number of Physical inspections Nakonde OSBP During the study period | 42 |
| Table 4.11: Time taken for cargo inspections (NII) – Mwami | 42 |
| Table 4.12: Time taken for cargo inspections (NII) – Nakonde | 42 |
| Table 4.13: Number of Declarations cleared through Red, yellow and Blue lane at Nakonde OSBP during the study period | 43 |
| Table 4.14: Number of Declarations cleared through Red, yellow and Blue lane at Mwami Border Post during the study period | 43 |
| Table 4.15: Time taken for trucks cleared through Blue lane | 43 |
| Table 4.16: Time taken for trucks cleared through Yellow lane | 43 |
| Table 4.17: Time taken for trucks cleared through Red lane | 44 |
| Table 5.1: Short term challenges and Recommendations-Nakonde | 46 |
| Table 5.2: Long term challenges and Recommendations-Nakonde | 46 |
| Table 5.3: Short term challenges and Recommendations-Mwami | 46 |
| Table 5.4: Long term challenges and Recommendations-Mwami | 47 |
| Table 51: Short term recommendations | 50 |
| Table 52: Long term recommendations | 50 |

List of Figures

| | |
|--|--------|
| Figure 2: Clearance Time in Hours at Mwami Border Post showing Variance to International Best Practice | xxii |
| Figure 1: Clearance Time in Hours at Nakonde OSBP Showing Variance to International Best Practice | xxii |
| Figure 3: Import Clearance Time in Hours at Nakonde OSBP showing Variance to International Best Practice | xxiii |
| Figure 4: Import Clearance Time in Hours at Mwami Border showing Variance to International Best Practice | xxiv |
| Figure 5: Transit Goods Clearance Time in Hours at Nakonde OSBP showing Variance to International Best Practice | xxv |
| Figure 6: Transit Goods Clearance Time in Hours at Mwami Border Post showing Variance to International Best Practice | xxvi |
| Figure 7: Customs Import Process Map As-Is | xxix |
| Figure 8: Physical Inspection Process | xxx |
| Figure 9: Import Process flow | xxxi |
| Figure 10: Removals in Transit Process Flow | xxxiii |
| Figure 11: Removals in Bond Process Flow | xxxiii |
| Figure 12: Traffic Flow (No man’s land to ZM Gate)-Nakonde | xxxiv |
| Figure 13: Nakonde Traffic flow ZM Gate to checkpoint | xxxv |
| Figure 14: Traffic flow - Mwami Border | xxxvii |
| Figure 1.1: Map of Zambia showing location of Nakonde and Mwami Border posts | 3 |
| Figure 2.1: Map of Nakonde OSBP | 14 |
| Figure 2.2: Map of Mwami Border Post | 15 |
| Figure 2.4: Map showing Nacala Corridor | 16 |
| Figure 2.3: Lusaka-Mwami Distance | 16 |
| Figure 2.5: Ground Layout for Nakonde OSBP | 18 |
| Figure 2.6: Customs Import Permit Map at Nakonde and Mwami OSBP | 19 |
| Figure 2.7: Customs Physical Inspection Yard Nakonde OSBP - ZAMESCO Yard | 20 |
| Figure 2.8: Removals in Transit | 25 |
| Figure 2.8: Removals in Bond | 26 |
| Figure 3.1: Traffic Movement from Zambia Gate to Check Point, Zamesco and Private Truck Parking Yards at Nakonde | 32 |
| Figure 3.2: Traffic Movement from Malawi to Entry and Exit Gates at Mwami Border Post | 34 |
| Figure 4.1: Data Analysis and Validation with ASYCUDA log Reports | 38 |
| Figure 7.1: Fish Bone Analysis | 52 |
| Figure 7.2: Key Performance Indicator – Processing Efficiency | 53 |

Disclaimer

The Time Release Study Technical Working Group (TRS-TWG) has made its best endeavour in the time available, to provide a high-quality Time-Release Study report relying on information gathered during the exercise and information provided from different sources. The data and information contained in the report were accurate at the time the data and information were collected. The issues identified in the report are based on the observations made by the TRS-TWG during the 7 days of the TRS data collection, the ground reality at the Mwami Border Post and Nakonde OSBP at the time of the TRS, supported by observations and interviews made, and based on results of the data analysis. Therefore, the TRS-TWG treats this report as a result of a strong team effort to support the trade facilitation reform agenda of the Government of the Republic of Zambia. The report does not reflect any personal view point, collectively or individually, of the National TRS TWG members.

Rights and Permissions

This Report is the property of the Government of the Republic of Zambia. The material in this work is subject to copyright. In keeping with the provisions of the WTO TFA which encourages dissemination of Time Release Study reports, this work may be reproduced, in whole or in part, for non-commercial purposes as long as full attribution to this work is given.

Photo information

All pictures are sourced from members of the Time Release Study Technical Working Group and Google Earth. We would like to give credit to all members who provided them. Credit is also given to Wikipedia for the map of Zambia and to the Tripartite Transport and Transit Facilitation Programme for the map of the Nacala Corridor which covers Mwami Border Post.

Members of the TRS-Technical Working Group (TRS-TWG)

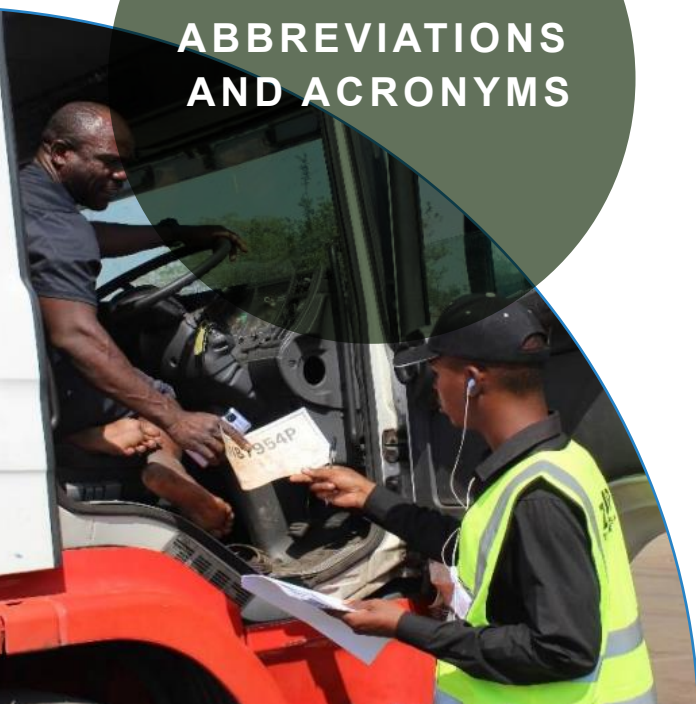
This Time Release Study was conducted by the Time Release Study Technical Working Group (TRS-TWG) in four stages comprising members from Ministry of Commerce, Trade and Industry - Dr. Simon Ngona, Lawrence Mwalye, Mcpherson Munsanje, Penina Jonazi, Florence Sinyangwe, NTFC Secretariat -Wilson Mazimba, Patricia Mwela, Christopher Mwango. Zambia Revenue Authority – Maxwell Kapindula, Haddon Mwila, Besa Chama, Bwalya Chibuta, Ministry of Health- Lweendo Simuzhila, Plant Quarantine & Phytosanitary Services - Mtawa Mkulama, Zambia Medicines Regulatory Authority -Daki Chilembo, National Epidemiology Information Centre- Dr Gregory Bwalya, Ministry Fisheries & Livestock – Given Simalumba, Zambia Compulsory Standards Agency – Kasuba Kasengele, Zambia Chamber of Commerce Trade & Industry – Emmanuel Mbambiko, and Customs Clearing and Forwarding Agency- Jonathan Moono.





ABBREVIATIONS AND ACRONYMS

ABBREVIATIONS AND ACRONYMS



| | |
|----------------|---|
| ASYCUDA | Automated System for Customs Data |
| AW | ASYCUDA World |
| CACP | Customs Accredited client program – In Zambia, this is equivalent to Authorised Economic Operator |
| COMESA | Common Market for Eastern and Southern Africa |
| CZ | Control Zone |
| CBM | Coordinated Border Management |
| EDF | European Development Fund |
| GRZ | Government of the Republic of Zambia |
| MCTI | Ministry of Commerce, Trade and Industry |
| NAILEC | National Livestock Epidemiology and Information Center |
| NII | Non-Intrusive Inspection |
| NTFC | National Trade Facilitation Committee |
| OGA | Other Government Agencies |
| OSBP | One Stop Border Post |
| PQPS | Plant Quarantine and Phytosanitary Service |
| RIB | Removal in Bond |
| RIT | Removal in Transit |
| SCCI | Seed Control and Certification Institute |
| TIP | Temporary Import Permit |
| TRS | Time Release Study |
| TRS-TWG | Time Release Study Technical Working Group |
| TWG | Technical Working Group |
| WCO | World Customs Organization |
| ZAMRA | Zambia Medicines Regulatory Authority |
| ZBPUP | Zambia Border Posts Upgrade Project |
| ZCSA | Zambia Compulsory Standards Agency |
| ZEMA | Zambia Environmental Management Agency |
| ZM GATE | Zambia Entry Gate |
| ZRA | Zambia Revenue Authority |



EXECUTIVE SUMMARY AND KEY FINDINGS



EXECUTIVE SUMMARY

In 2015, the Ministry of Commerce, Trade and Industry (MCTI) notified the World Trade Organization (WTO) of Zambia's alignment to the WTO Trade Facilitation Agreement (WTO-TFA) and its commitment to implementing measures of the TFA. In this notification, Zambia's alignment with Article 7.6 – Establishment and Publication of Average Release Times was listed as being Category C requiring support from Cooperating Partners. A number of Time Release Studies have so far been undertaken in Zambia. Among them are the COMESA Regional Time Release Study (TRS) in 2017, the Chirundu TRS supported by the World Customs Organisation (WCO) and the USAID Southern Africa Trade and Investment Hub (USAID Trade Hub) in December, 2019 and the World Bank-supported TRS conducted at Katima Mulilo, Livingstone, Victoria Falls and Kenneth Kaunda International Airport in 2020.

In November 2020, the Ministry of Commerce, Trade and Industry signed a sub-delegation Agreement with the COMESA Secretariat to implement a Zambia Border Posts Upgrade Project (ZBPUP) that has a number of activities meant to enhance trade facilitation at three Zambian borders, namely, Chirundu and Nakonde One-Stop Border Posts and Mwami Border Post as per the objectives of the COMESA Trade Facilitation Project. One of the activities of the ZBPUP is undertaking the Time Release Study at Mwami and Nakonde, with among other objectives, to establish a baseline to compare with, once the Project is fully implemented.

Under the guidance of National Experts from various border agencies, the Nakonde Mwami Time Release Study was conducted as per the WCO guidelines. In 2019, with capacity building from the WCO, a TRS Technical Working Group (TRS-WG) was setup under the National Trade Facilitation Committee to specifically undertake Time Release Studies in Zambia. The Nakonde and Mwami TRS utilised the expertise of the same TRS Technical Working Group with representatives from ten (10) border agencies, three (3) representatives from the NTFC and two private sector representatives to conduct the study. In this regard, a TRS workshop was held in Lusaka on 21 -22 October 2021 to train the TWG and plan for the upcoming TRS.

In conducting the actual data collection, the TRS-TWG split into groups of ten members each who travelled to Nakonde and Mwami, respectively on 30th October, 2021. On 1st November, 2021, both groups recruited enumerators, trained them on the data collection instruments and mapped the borders to ascertain data collection points. In view of the fact that the Zambia Revenue Authority had introduced export clearance processes inland, the TRS terms of reference focused on gathering data relating to imports and transit cargo only.

The TRS has revealed that the average time taken to clear a truck entering Zambia through the Nakonde OSBP is 1 day 9 hours, with Mwami Border Post recording 0 day 2 hours and 20 minutes. An import consignment takes 1 day, 15 hours and 43 minutes for Nakonde OSBP, while Mwami Border Post recorded an average of 18 hours and 39 minutes and transit consignment at Nakonde took an average of 1 day 5 hours and 1 minute with Mwami recording transit clearance time of 10 hours and 5 minutes.

During the study period, 1,047 import consignments were cleared on the same day of arrival (one-day clearance). The highest number of import consignments cleared on the same day was 61 which was on 4th November, 2021. In relation to transit cargo, during the study period, a total of 766 consignments were cleared within 24 hours with the highest being 233 consignments cleared on 3rd November, 2021. With regard to time taken to process permits, licenses and other trade supporting documentation, the study observed that there were varying periods of time in the issuance of these documents by Other Government Agencies. On one hand, some government agencies issue trade-supporting documentation within 24 hours of an application being lodged. On the other hand, some organisations take as long

as ten (10) days to provide required trade documentation. Trade regulatory agencies reported that improper applications are the number one reason for delayed permit/license issuance.

Additionally, it was noted that at Nakonde, the non-operation of 24-hour movement of traffic into and out of Zambia gravely hindered smooth trade between Zambia and Tanzania. Cross-border traders and truck drivers faced several challenges such as lack of a conducive inspection yard, limited bank operation hours and uncoordinated working hours by border Agencies that needed to be resolved quickly. Similar observations were made at Mwami Border Post by truck drivers.

The findings from interviews with truck drivers and cross-border traders is provided in Chapter five (5) and particularly in Tables 48 and 49. Recommendations for immediate action on the findings have also been made accordingly.

Key Findings

These findings are a result of data manually collected from 2nd to 8th November, 2021 and log reports obtained from the Customs System database for the same period.

The minimum time taken for Nakonde to clear a truck was 1 hour 26 minutes. On the other hand, the maximum time taken to clear a truck during the period under review was 5 days 7 hours and 20 minutes as Table 1 highlights. The average truck clearance period was calculated as; 1 day and 15 hours from the time of arrival to the time of departure from the Control Zone (CZ).

Mwami data shows minimum time of 22 minutes with maximum delay time of 2 days 23 hours and 42 minutes. The average clearance time for Mwami was 2 hours and 20 minutes. However, import consignments destined into Zambia took longer to clear than transit consignments as illustrated in Tables 4 and 6 below. For Nakonde, import consignments destined into Zambia took on average of 1 day, 15 hours and 43 Minutes, while transits took 1 day, 5 hours and 1 minute on average to be cleared. This means import consignments also took relatively longer to clear than transits at Nakonde as well.

Table 1: Clearance time for all Trucks Nakonde OSBP

| Indicator | Days | Hours | Minutes |
|--------------------|------|-------|---------|
| Minimum time taken | 0 | 1 | 26 |
| Maximum time taken | 5 | 7 | 20 |
| Average time taken | 1 | 15 | 0 |

The graphs in Figures 1 – 6 show clearance times converted into hours and compared with the international best practice average clearance time of 5 hours and less.

Figure 1: Clearance Time in Hours at Nakonde OSBP Showing Variance to International Best Practice

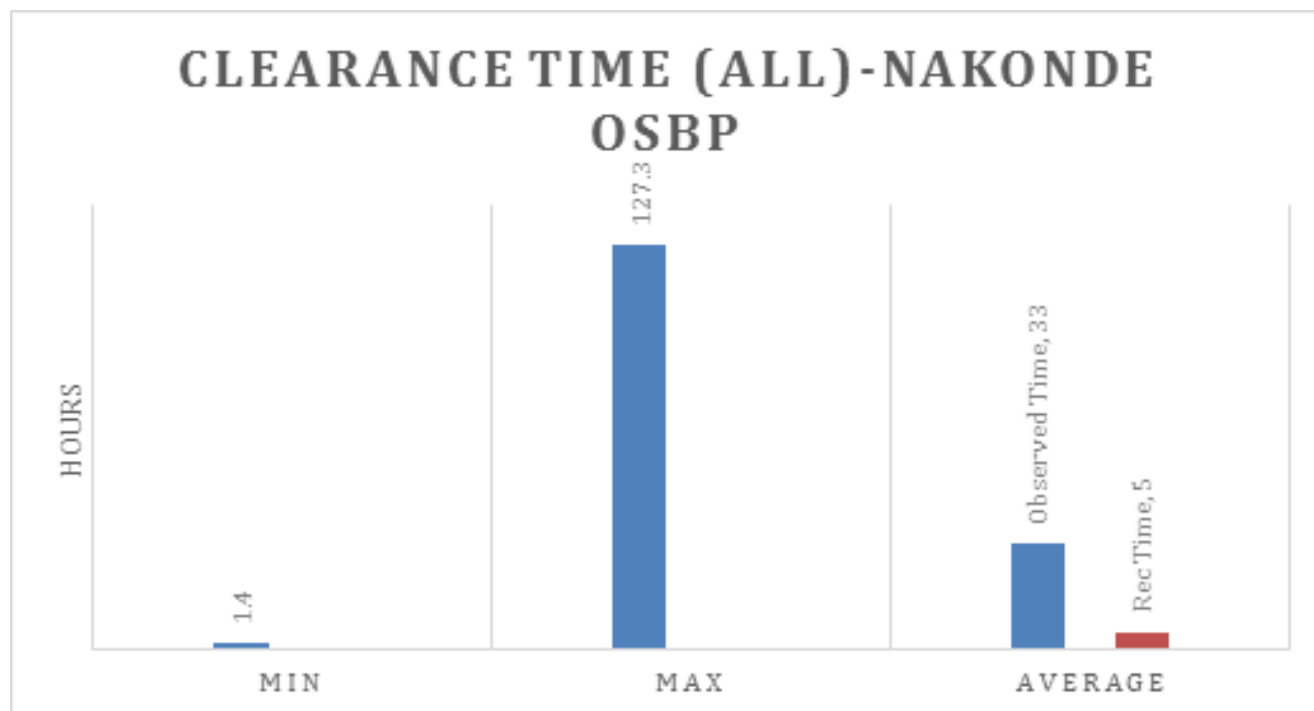
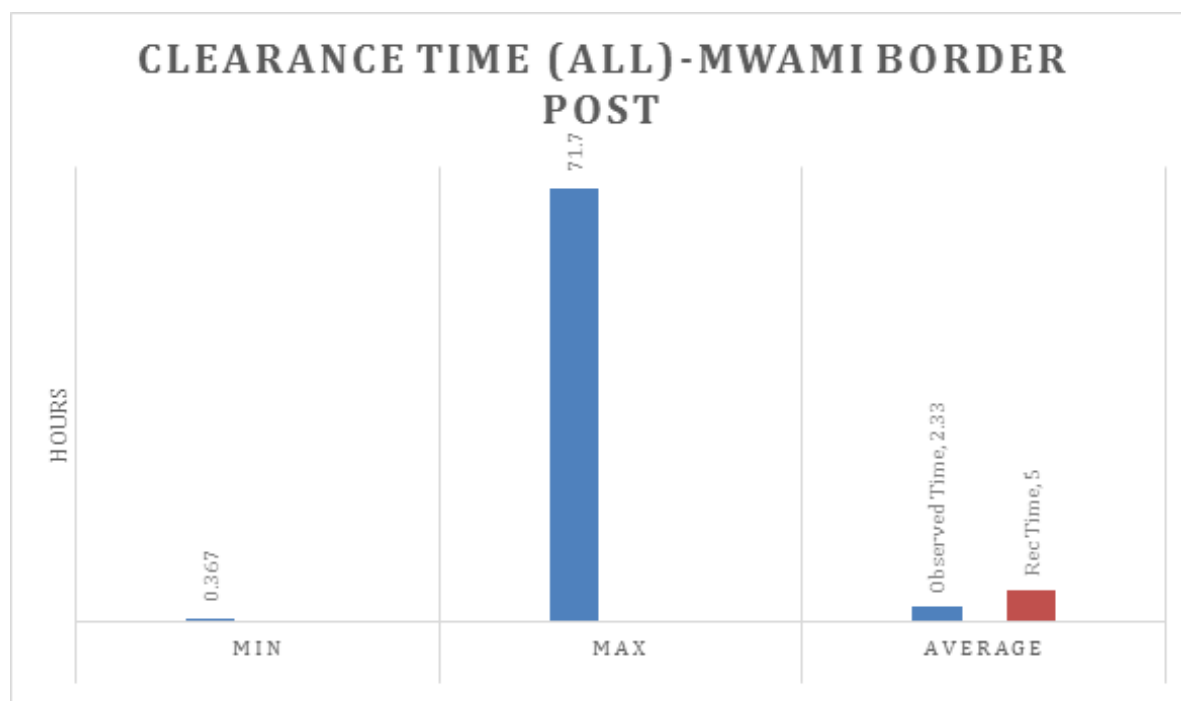


Table 2: Clearance time for all Trucks Mwami Border Post

| Indicator | Days | Hours | minutes |
|--------------------|------|-------|---------|
| Minimum time taken | 0 | 0 | 22 |
| Maximum time taken | 2 | 23 | 42 |
| Average time taken | 0 | 2 | 20 |

Figure 2: Clearance Time in Hours at Mwami Border Post showing Variance to International Best Practice



Figures 1 and 2 show the minimum, maximum and average clearing times in hours for all trucks at Nakonde OSBP and Mwami Border Post respectively. Provided the importer/transporter is compliant with customs laws and all necessary documentation is completed in time, the international best practice is that trucks/goods be cleared in 5 hours or less. From the figures above, it can be seen that the average clearing time for all trucks at Nakonde OSBP is 6 times higher than the international best practice of 5 hours or less average clearing time.

Table 3: Clearance time for imports - Nakonde OSBP

| Indicator | Days | Hours | Minutes |
|--------------------|------|-------|---------|
| Minimum time taken | 0 | 3 | 4 |
| Maximum time taken | 5 | 0 | 52 |
| Average time taken | 1 | 15 | 43 |

Figure 3: Import Clearance Time in Hours at Nakonde OSBP showing Variance to International Best Practice

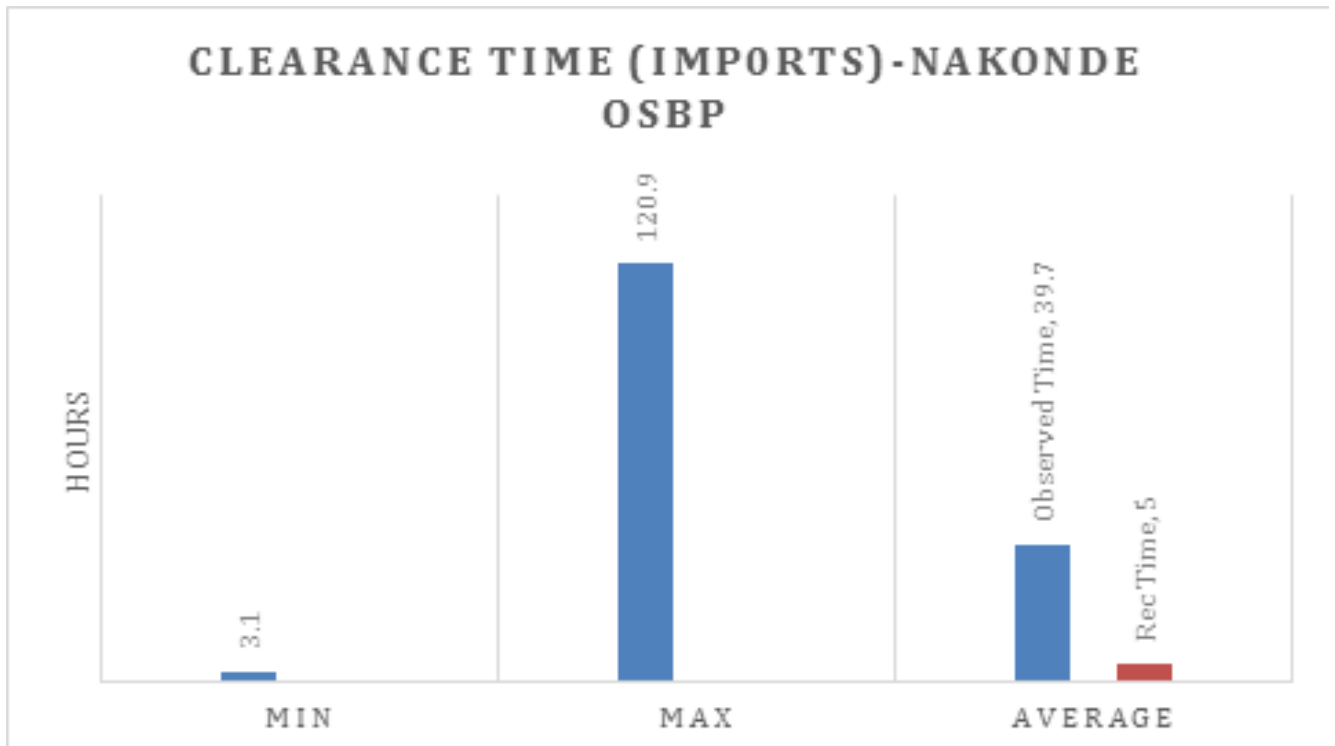
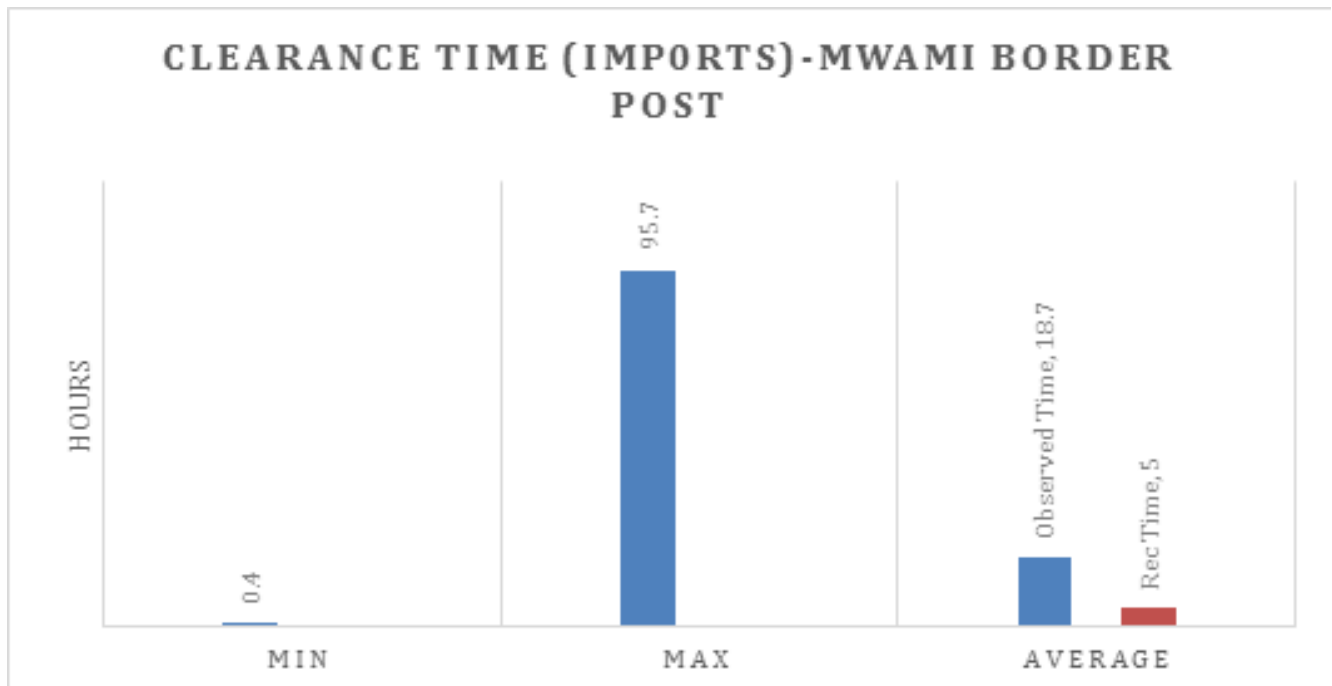


Table 4 Clearance time for imports – Mwami Border Post

| Indicator | Days | Hours | Minutes |
|--------------------|------|-------|---------|
| Minimum time taken | 0 | 0 | 22 |
| Maximum time taken | 3 | 23 | 42 |
| Average time taken | 0 | 18 | 39 |

Figure 4: Import Clearance Time in Hours at Mwami Border showing Variance to International Best Practice

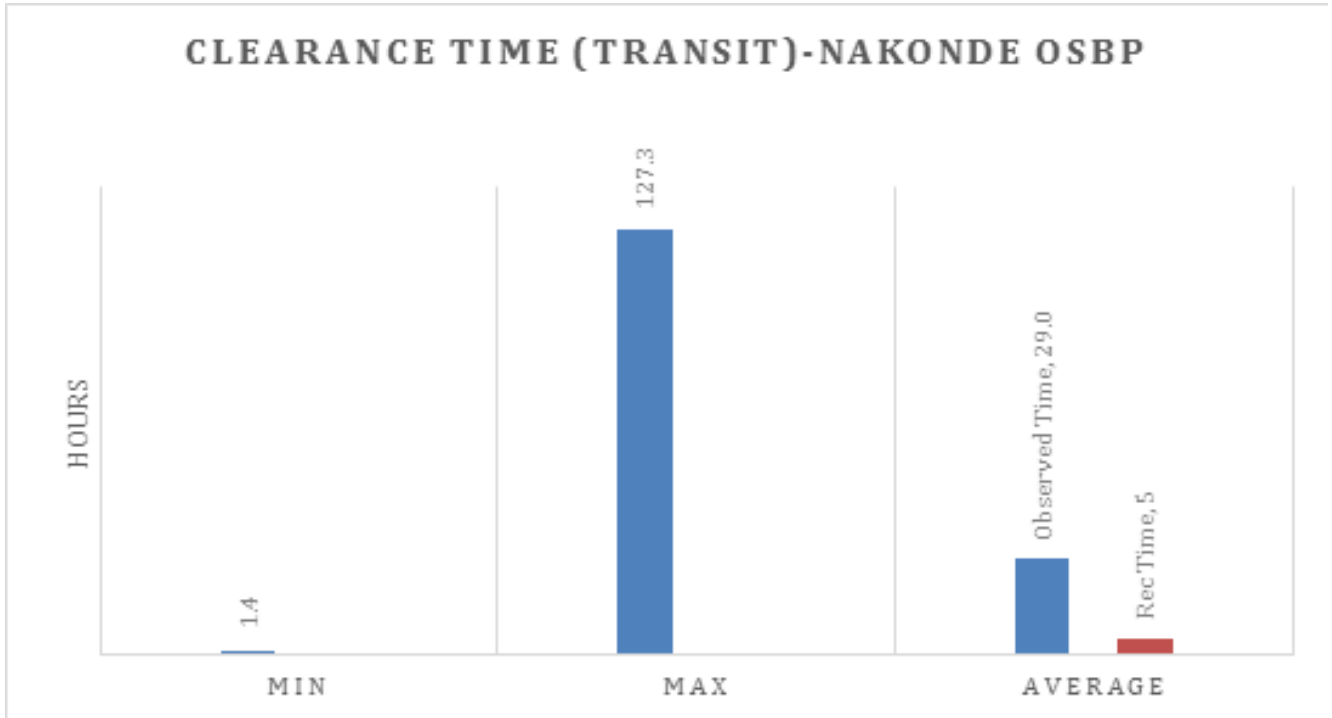


Tables 3 and 4 show clearance times of 5 and 3 days to clear final import declaration at Nakonde OSBP and Mwami Border Post respectively. Further, the observed average clearance time for imports is higher than the international best practice of 5 hours or less average clearing time for both Nakonde and Mwami border posts. However, clearing time for imports at Mwami Border Post was relatively faster than at Nakonde OSBP.

Table 5: Clearance time for transit Nakonde OSBP

| Indicator | Days | Hours | Minutes |
|--------------------|------|-------|---------|
| Minimum time taken | 0 | 1 | 26 |
| Maximum time taken | 5 | 7 | 20 |
| Average time taken | 1 | 5 | 1 |

Figure 5: Transit Goods Clearance Time in Hours at Nakonde OSBP showing Variance to International Best Practice



During the period under review, the data showed Maximum time of 5 days, 7 hours and 20 minutes to complete transit process at Nakonde OSBP. At Mwami, this took 10 hours and 5 minutes as shown in Tables 5 and 6.

Table 6: Clearance time for transit – Mwami Border Post

| Indicator | Days | Hours | Minutes |
|--------------------|------|-------|---------|
| Minimum time taken | 0 | 10 | 5 |
| Maximum time taken | 0 | 10 | 5 |
| Average time taken | 0 | 10 | 5 |

Figure 6: Transit Goods Clearance Time in Hours at Mwami Border Post showing Variance to International Best Practice

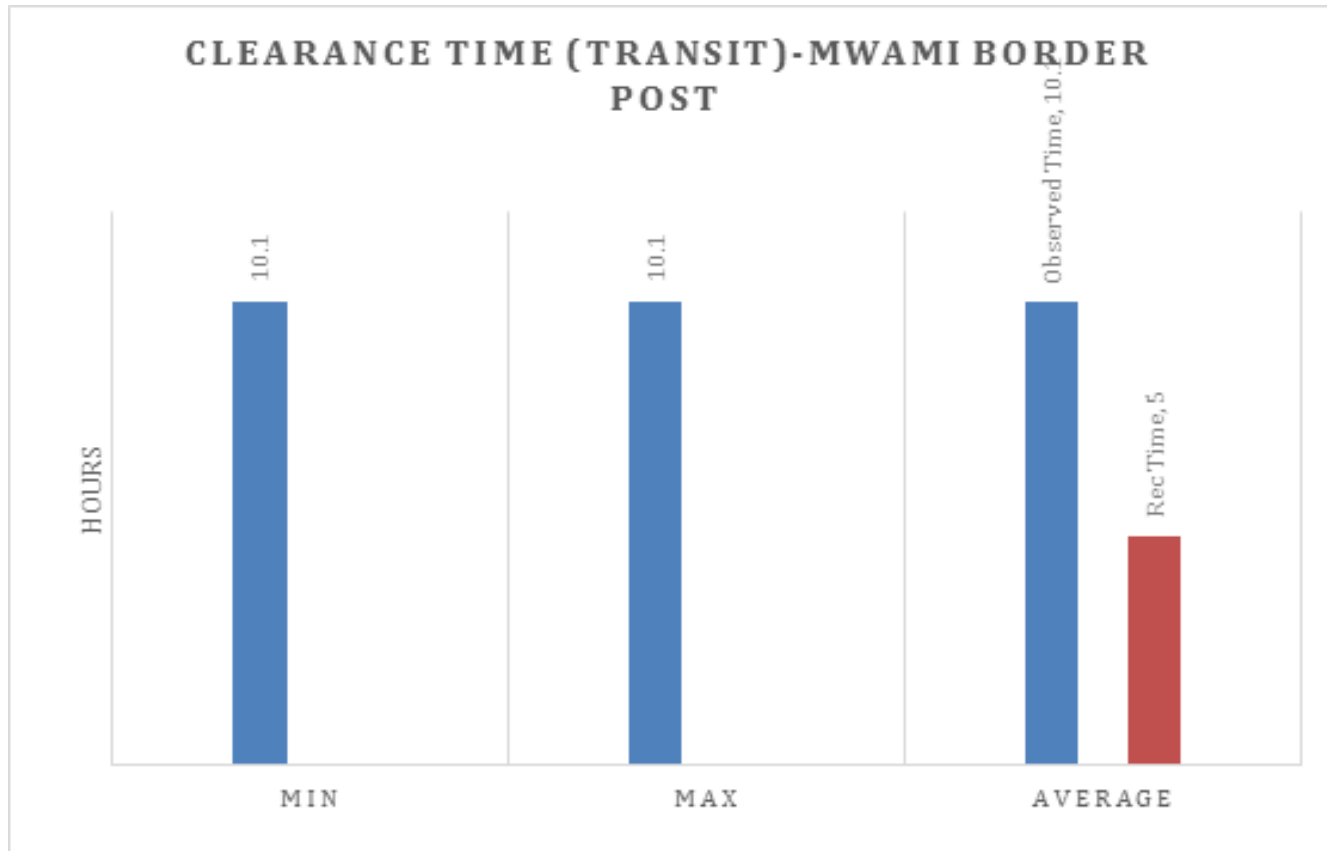


Table 6 shows 0 days, 10 hours and 5 minutes average clearance time for transit cargo at Mwami. During the period of study, there was very little traffic for transit cargo at this border post. Further, the observed average clearance time for Transit goods is also higher than the international best practice average time of 5 hours and less for both Nakonde and Mwami borders posts.

Clearance Time taken by Other Government Agencies to issue permits and licenses

With regard to time taken to process permits, licenses and other trade supporting documentation, the study observed that there were varying periods of time in the issuance of these documents by Other Government Agencies. See Table 7.

Table 7: Time taken by Other Government Agencies to issue permits and licenses

| Agency | Document Issued | Duration |
|---|---------------------------------------|---|
| Zambia Compulsory Standards Agency | Batch Import Certificate | 24 hours |
| | Pre-import Certificate | 24 hours |
| | Import Quality certificate | 48 hours |
| | Timber License | 24 hours |
| | Roadworthiness Inspection certificate | 24 hours |
| Ministry of Health- Port health | Health Clearance Certificate | 72hours |
| Department of Veterinary Services | Veterinary Import Permit | 1-10 days depending on the nature of product |
| | | (1-3 days animal products and 3-10 days live animals) |
| Zambia Medicines Regulatory Authority | Import Permit | 5 Working days |
| Plant Quarantine and Phytosanitary Services | Plant Import Permit | 48 hours |
| | Phytosanitary Certificate | 48 hours |
| | Transit Permit | 48 hours |
| Police (Interpol) | Interpol clearance certificate | 24 hours |
| Immigration | Permits | 24 hours |
| | Visas | |
| Ministry of Agriculture- Agribusiness | Import Permit | 72 hours |
| | Transit Permit | 72 hours |
| | Export Permit | 72 hours |
| Zambia Compulsory Standards Agency | Batch Import Certificate | 24 hours |
| | Pre-import Certificate | 24 hours |
| | Import Quality certificate | 48 hours |
| | Timber License | 24 hours |
| | Roadworthiness Inspection certificate | 24 hours |
| Ministry of Health- Port health | Health Clearance Certificate | 72hours |
| Department of Veterinary Services | Veterinary Import Permit | 1-10 days depending on the nature of product |
| | | (1-3 days animal products and 3-10 days live animals) |
| Zambia Medicines Regulatory Authority | Import Permit | 5 Working days |
| Plant Quarantine and Phytosanitary Services | Plant Import Permit | 48 hours |
| | Phytosanitary Certificate | 48 hours |
| | Transit Permit | 48 hours |
| Police (Interpol) | Interpol clearance certificate | 24 hours |
| Immigration | Permits | 24 hours |
| | Visas | |
| Ministry of Agriculture- Agribusiness | Import Permit | 72 hours |
| | Transit Permit | 72 hours |
| | Export Permit | 72 hours |

Some government agencies issue trade supporting documentation within twenty-four (24) hours of an application being lodged. On the other side, some organisations take as long as ten (10) days to provide required trade documentation. Trade regulatory agencies report that improper applications are the number one reason for delayed permit/license issuance.

Table 8: Number of trucks that arrived each day at the border and cleared the same day (CSD) – Nakonde and Mwami Imports and Transit (2-8 November 2021)

| Date | imports | Cleared same day (CSD) Import No. & Percent | | Transit | Cleared same day (CSD) Transit No. & Percent | | Total No. Trucks |
|--------------|------------|--|-----------|-------------|---|-----------|---------------------|
| | | | | | | | |
| 2-Nov-21 | 87 | 30 | 34 | 167 | 110 | 66 | 254 |
| 3-Nov-21 | 106 | 27 | 25t | 311 | 233 | 75t | 417 |
| 4-Nov-21 | 156 | 61 | 39 | 241 | 147 | 61 | 397 |
| 5-Nov-21 | 122 | 57 | 47 | 135 | 72 | 53t | 257 |
| 6-Nov-21 | 61 | 29 | 48 | 67 | 35 | 52 | 128 |
| 7-Nov-21 | 130 | 55 | 42 | 178 | 103 | 58 | 308 |
| 8-Nov-21 | 61 | 23 | 37 | 105 | 66 | 63 | 166 |
| Total | 723 | 281 | 23 | 1204 | 766 | 40 | 1927 |

The Study recorded 1,927 truck arrivals (imports and transits) into the CCZ during the period of study and 1,047 of these trucks were released within 24 hours of their arrival (see Table 8). The study revealed that only 54% of trucks were processed and released out of the CZ by border authorities on the same day of their arrival. In contrast, 46% of the trucks were processed after 24 hours of their arrival.

Import Clearance Process

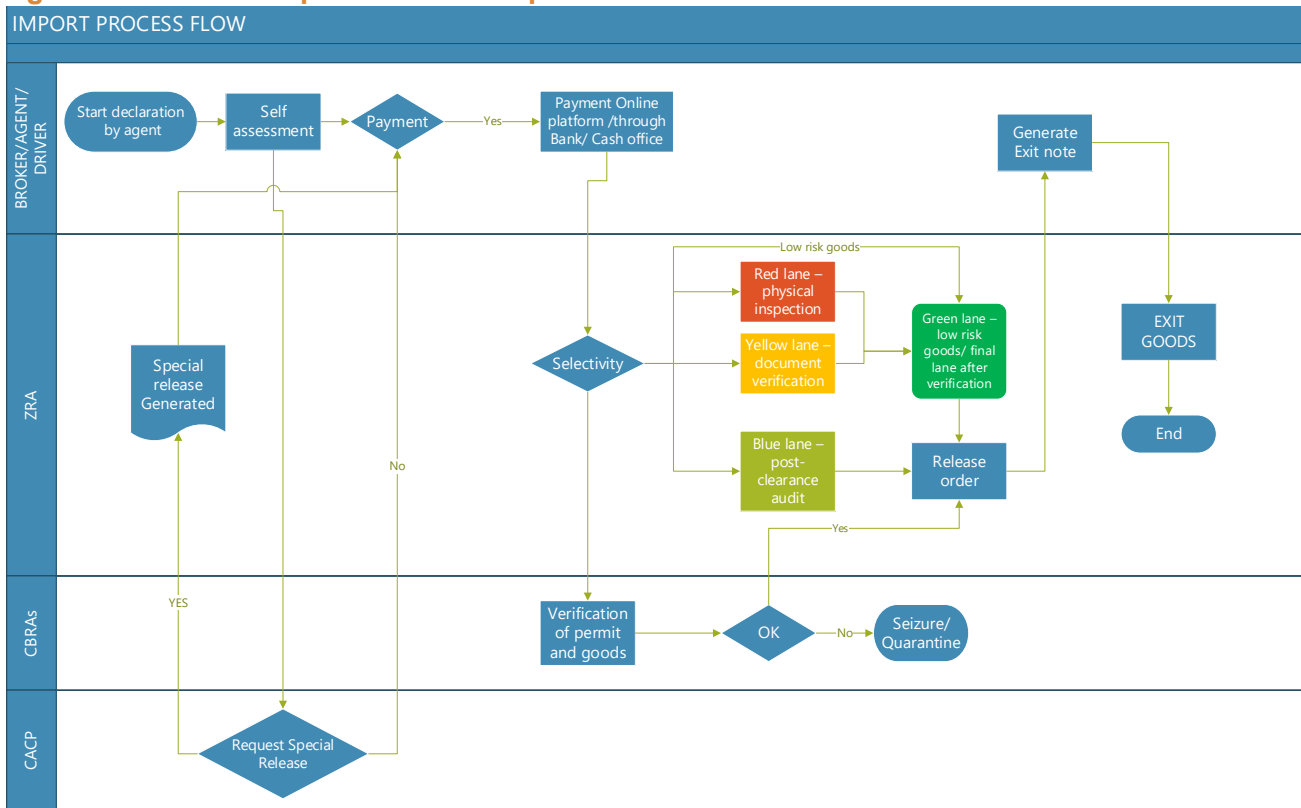
The legal provisions to be applied in clearance of goods are guided by the Customs and Excise Act and its subsidiary Regulations. Other legal provisions guiding clearance of goods include other legislations listed in the Border Management and Trade Facilitation Act.

The Customs import clearance process is as highlighted in Figure 7. This process is initiated by the importer or the appointed customs brokers by lodging a declaration on the Automated System for Customs Data (AsycudaWorld). The process involves data capture, validation and then payment before Customs and Other Government Agencies' interventions as illustrated in Figure 7.

The Customs import clearance process begins with the clearing agent lodging a declaration by making a self-assessment of the duties and taxes to be paid. The Authorised Economic Operators (AEOs) at this point have the option to request for a Special Release which Customs may grant to allow the release of the goods being imported, and the subsequent Customs process to be finalised later. After making the self-assessment, the agent/importer proceeds to make payment through the various payment platforms available. The selectivity process kicks in after payment, and this determines the kind of interventions to be made by Customs and other government agencies using the selectivity platform, based on pre-defined risk parameters. The declaration may either be selected to the Red lane where a physical inspection will have to be conducted on the goods, to the Yellow lane where the declaration and its supporting documents are verified, to the Blue lane where the goods are released and will be subjected to a post-clearance audit, or, the Green lane where the declaration is deemed to be of low risk and is allowed to be released.

After the possible Customs and other government agencies interventions have been done, the declaration is re-routed to the Green lane to allow for the release of the goods. If the goods are allowed to be imported, the Release Order is issued, and the agent proceeds to generate an exit note which is presented with the goods to Customs at the point of exiting the Control Zone. The declaration is then acquitted on ASYCUDA World to indicate that the goods have exited the Control Zone.

Figure 7: Customs Import Process Map As-Is



Standard clearance formalities

1. The import formalities include among others electronic lodgment of a Bill of Entry with supporting documentation such as;
 - (i) Commercial invoices;
 - (ii) Bills of lading;
 - (iii) Documentary evidence for relief of duty if required; and,
 - (iv) Other Government agency Permits to import.

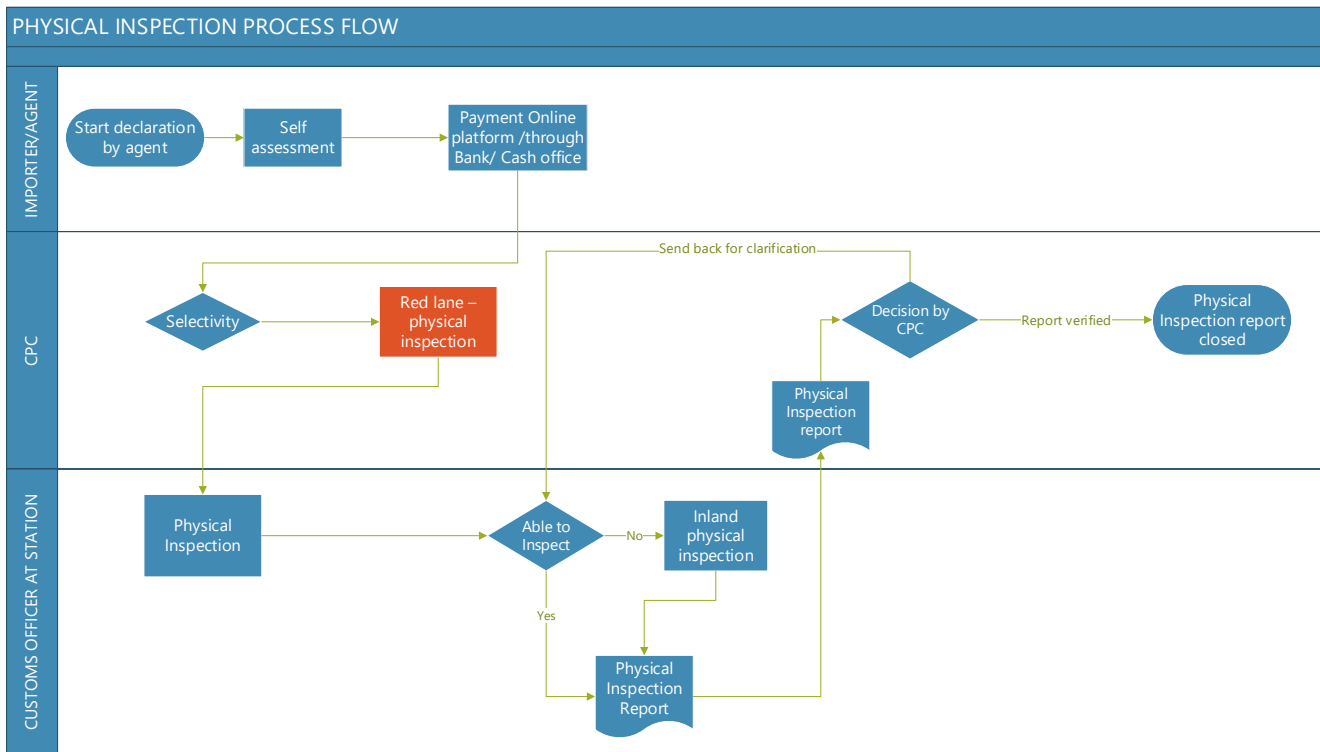
2. 12. In order to expedite the clearance of goods, pre-lodgment and pre-clearance of declarations is encouraged subject to payment of customs duties and taxes where applicable. It must be noted that the pre-clearance legal provisions require that the declarant submits an entry prior to importation of goods at least 7 days before the arrival of the goods at the port of entry.

Physical Inspection

In the import declaration process, goods may be subjected to physical or non-intrusive inspections in accordance with the selectivity rules, risk criteria and business processes applicable under laws applicable to clearance. The goods are examined through matching them with the documents attached to an Assessed Bill of Entry.

Goods that require physical inspection are selected to the Red lane in AW. The electronic physical inspection report on AW is required to be completed by the officer assigned to conduct the physical inspection from the office where the goods are located. Once a physical inspection is conducted, the officer proceeds to complete the inspection report and transmits it to the Centralised Processing Centre (CPC) for the declaration to be finalised. The CPC is able to send back the report for further clarification on the goods inspected, should the report not be sufficient.

Figure 8: Physical Inspection Process



Physical inspection- Mwami Border



Physical Inspection at Mwami

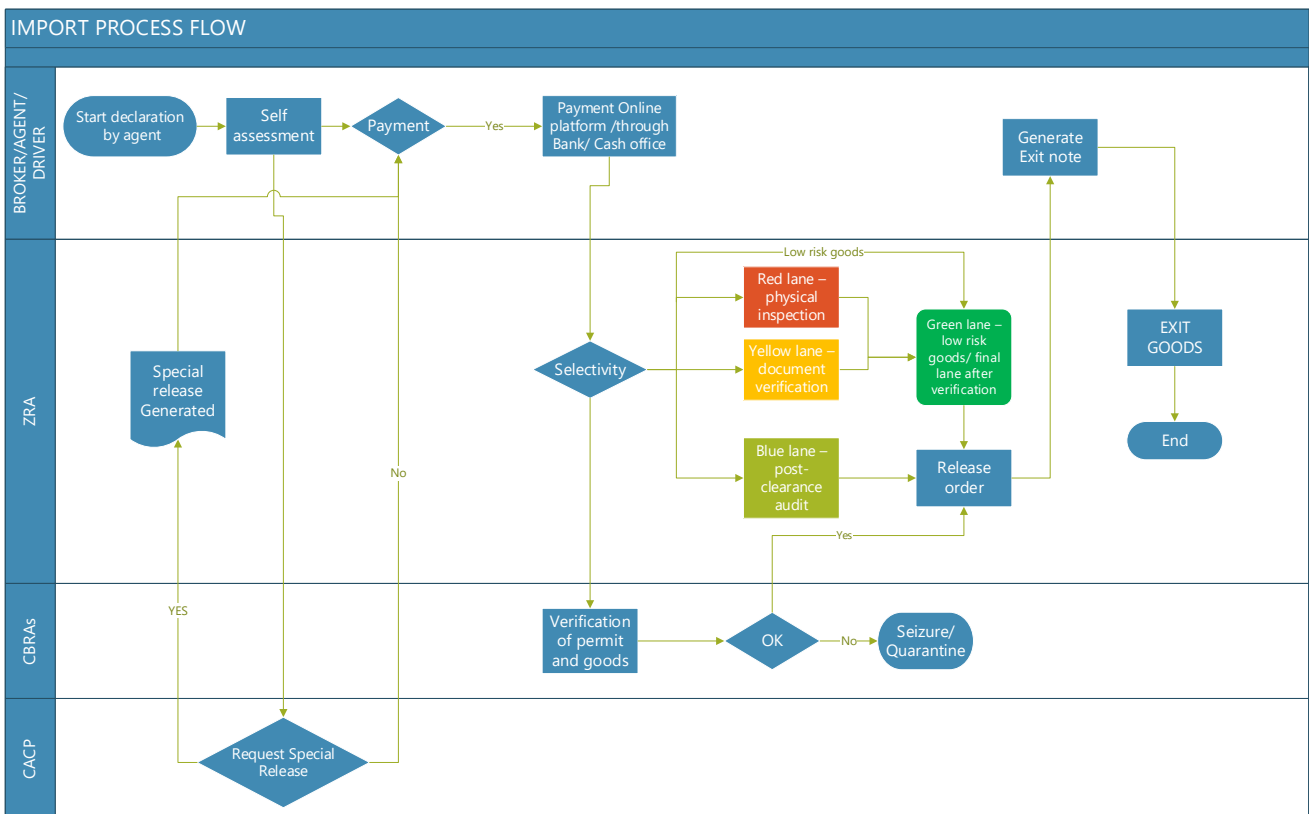
Prohibited and Restricted Goods

Goods are subjected to the normal application of any prohibitions and restrictions as required by Sections 40 and 41 of the Customs & Excise Act and other relevant laws covering Health, Sanitary and Phytosanitary, Environment and security. Despite the impact of these restrictions on the clearance process, this study was only limited to measuring the time it takes to clear cargo.

Final clearance process flow

Goods destined for consumption in Zambia are entered for clearance under the Customs Clearance Regime IM4 series. The importer, through their appointed broker, submits an electronic bill of entry with supporting documentation to Customs using the Asycuda World platform. This is illustrated in Figure 9.

Figure 9: Import Process flow



Transit Clearance process

The transit clearance process begins with the importer or their appointed broker capturing and submitting details relating to the consignment. The essential details include the consignee, type of goods, value of goods and country of destination. For the transaction to successfully be assessed, the Customs broker is required to hold a customs bond which is committed to the value of duties and taxes suspended. The Transit document T1 is generated thereafter to facilitate the movement of the goods in transit.

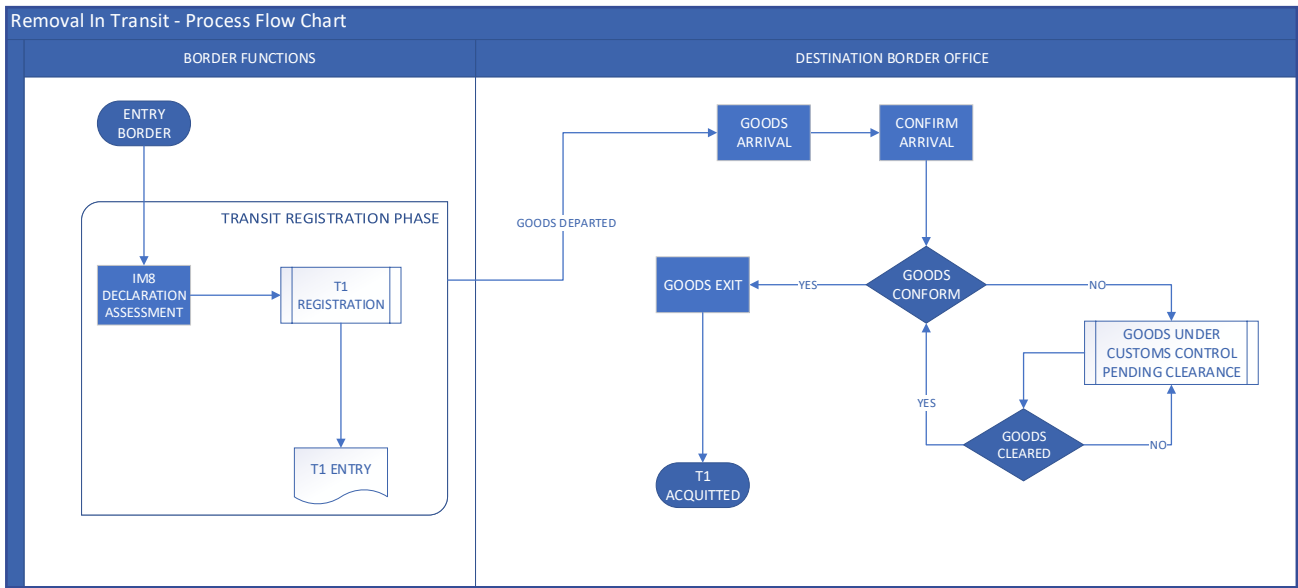
In the transit clearance process, the Customs agent is required to hold a Customs bond against which the assessed duties and taxes are guaranteed. The transit clearance process follows the normal Customs import declaration process up to issuance of the release order. Thereafter, a transit document, T1, is generated to facilitate the movement of the goods in transit.

There are two main types of transits namely, Removals In Transit (RIT) and Removals In Bond (RIB).

Removals in Transit

This type of transit covers the movement of goods from a border office to another border office i.e. passing through the country. In the RIT, the transit is finalised at the acquittal of the T1 once the exit of goods is confirmed.

Figure 10: Removals in Transit Process Flow

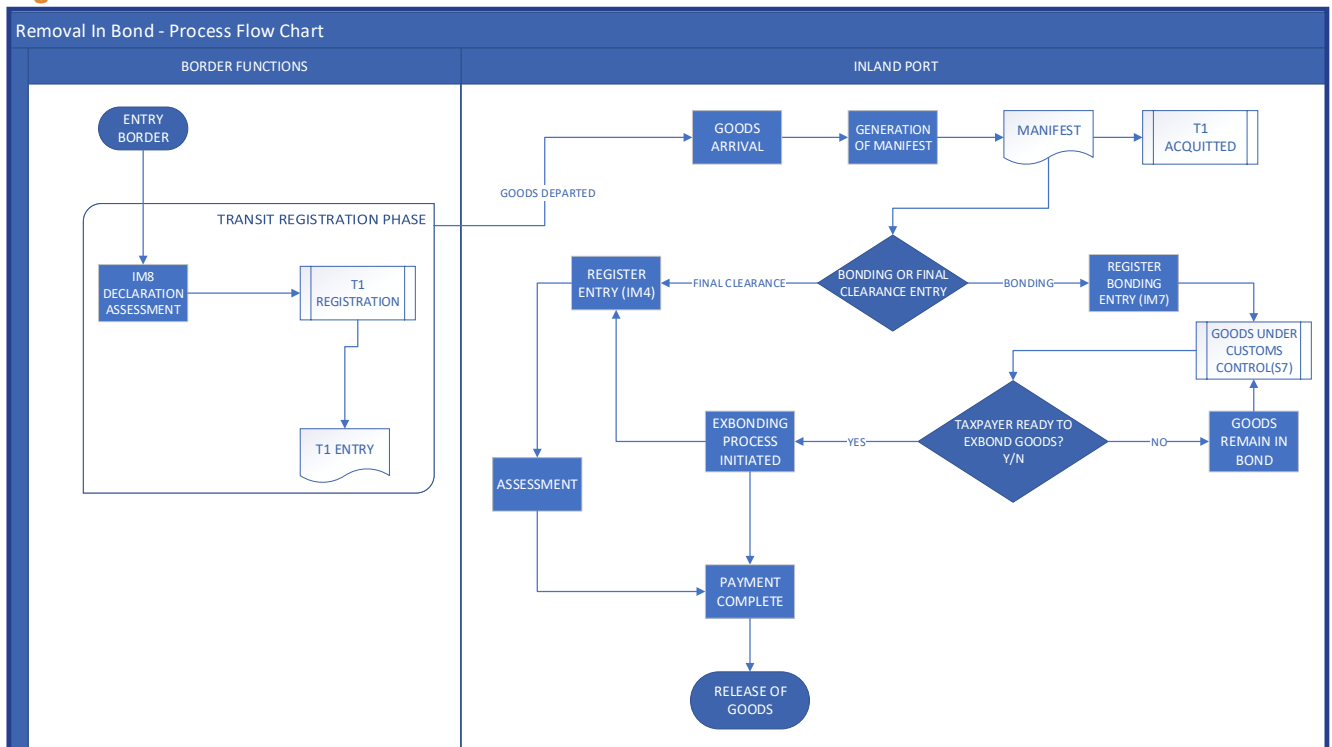


Removals In Bond

The Removals In Bond Clearance for goods destined to complete customs formalities inland is another procedure that follows the similar process like transit and also commits the bond upon generation of the T1. The process map is illustrated in Figure 11.

This type of transit covers the movement of goods from a border office to an inland office, or, from one inland office to another inland office. The RIB is finalised at the acquittal of the T1 once a manifest is generated for the goods when they arrive at a Customs area. The goods can later be placed in a bonded warehouse for later consumption or, declared for immediate final clearance.

Figure 11: Removals in Bond Process Flow



NAKONDE TRAFFIC FLOW

During the study, it was discovered that Nakonde OSBP has three gates receiving trucks from Tanzania. Breakbulk gate, Scanner gate, and Unregistered Motor vehicle gate commonly known as I.T gate. The traffic then meets at ZM gate where they check clearance formalities.

Figure 12: Traffic Flow (No man's land to ZM Gate)-Nakonde

**NAKONDE TRAFFIC FLOW FROM NO MAN'S LAND TO ZM GATE
TRS 02-08 NOVEMBER 2021**

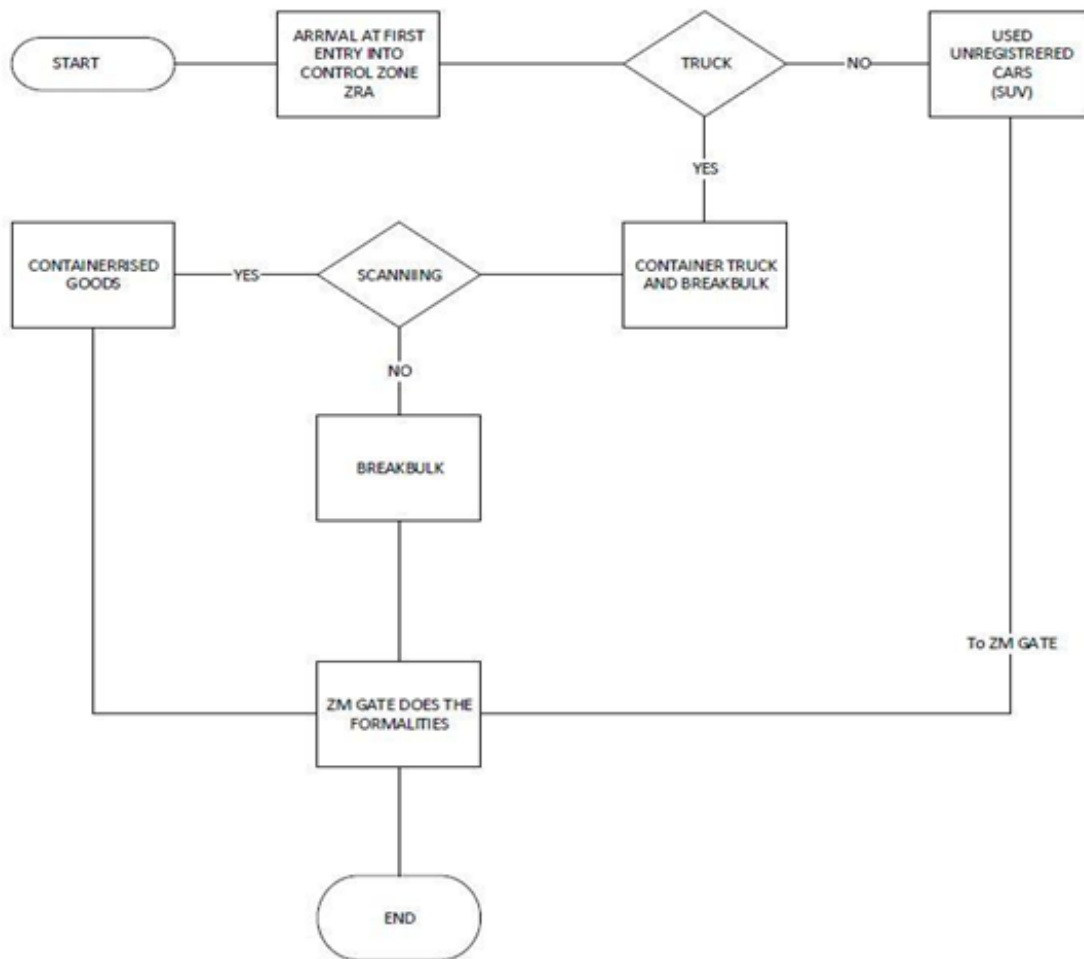
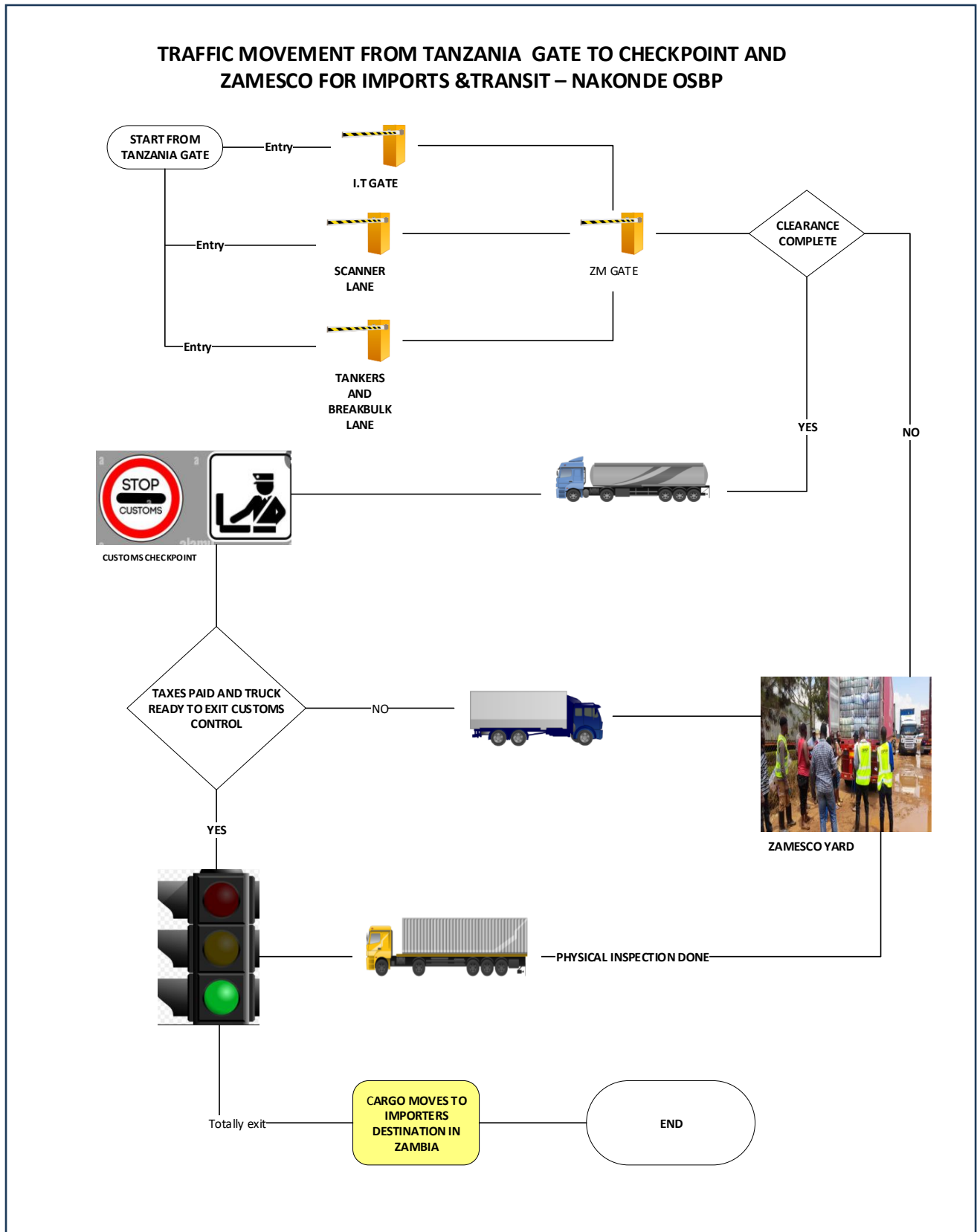


Figure 13: Nakonde Traffic flow ZM Gate to checkpoint



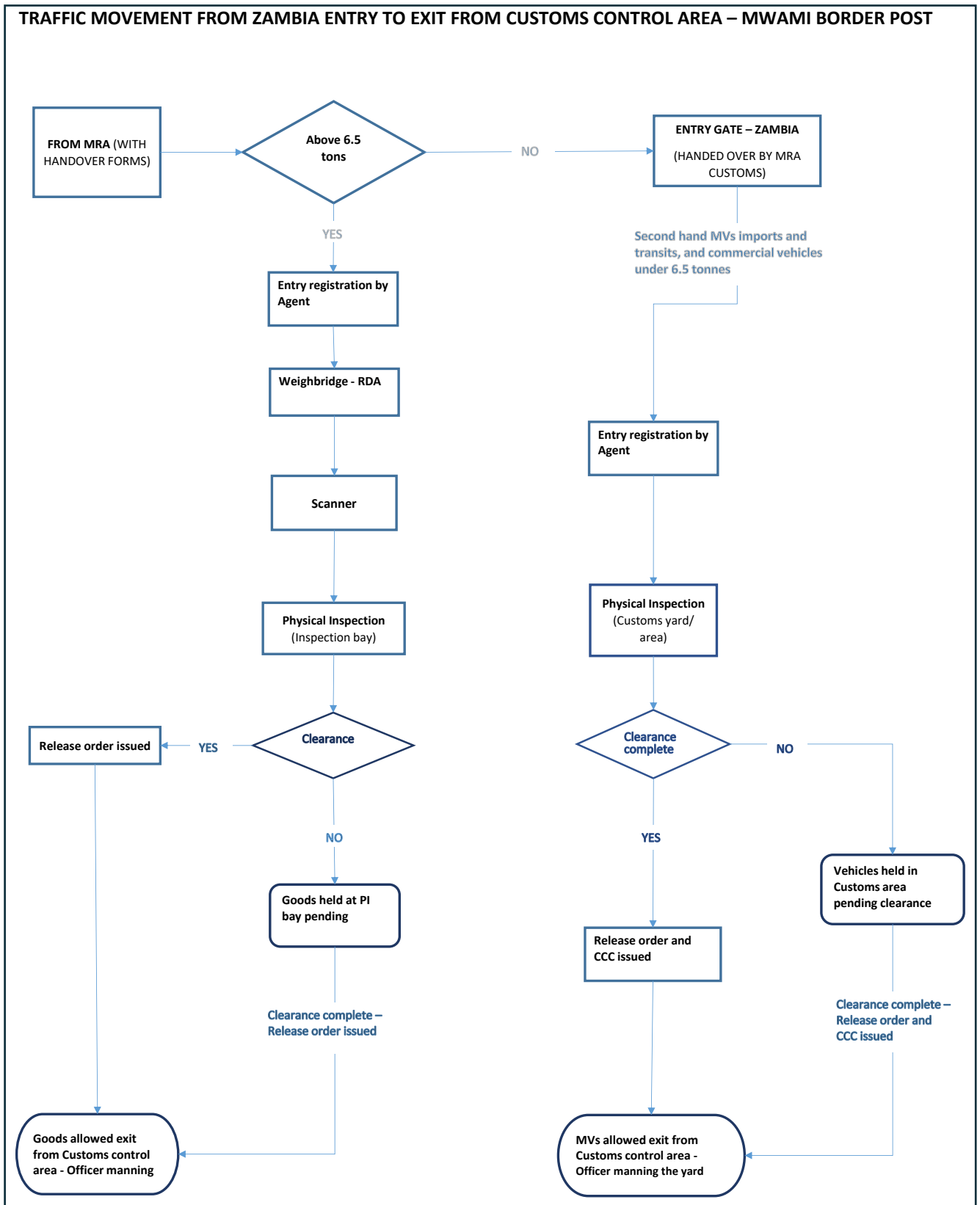
This flow shows the movement from the border to ZAMESCO. During the study, the team mapped the data collection points from the border tracking the movement of trucks to the last checkpoint 10 kilometres away from the border.

MWAMI TRAFFIC FLOW

Once consignments are cleared with the Malawi Revenue Authority (MRA) Customs, they are handed over to ZRA Customs with the appropriate handover forms.

For consignments weighing above 6.5 tonnes, the agent proceeds to register a declaration/entry on ASYCUDA World and the consignment proceeds to the weighbridge operated by RDA. The truck, thereafter, goes through the scanner operated by Customs and ends up at the physical inspection bay pending full Customs clearance. A physical inspection may be conducted depending on the results from the scanner or, on any required verifications by Customs and OGAs. Once cleared, a Release order is issued by Customs and the consignment is allowed to leave the Customs control area, and entered in the exit register by the officer manning the yard/ area.

Figure 14: Traffic flow - Mwami Border



With consignments below 6.5 tonnes, entry is allowed into Zambia after the necessary handovers from MRA Customs. These consignments include second-hand motor vehicles, small consignments using the STR, and commercial vehicles under 6.5 tonnes. The agent proceeds to register a declaration/entry, where pre-clearance or pre-registration was not used, and the Customs clearance process begins. The goods are held in the Customs yard/area pending clearance.

A physical inspection may be done on the goods depending on the nature of the goods and any required verifications by Customs and OGAs. Once the clearance is complete, the Release order is issued by Customs and the goods are allowed to leave the Customs control area and entered in the Exit Register. For motor vehicles destined to Zambia, the Customs Clearance Certificate is issued prior to exiting the Customs yard.

Key Issues and Recommendations

The TRS identified some key issues that could have a significant impact on the duration of the customs clearance process at both Nakonde and Mwami border posts. The study noted that some of the issues could be resolved with minimal resources or by administrative actions and as such, were classified as short-term issues while those that would require a lot of resources were classified as being long-term issues. A summary of the findings is tabulated as follows:

Table 9: Short term issues and recommendations-Nakonde

| SN | ISSUE OBSERVED/IDENTIFIED | RECOMMENDATION | RESPONSIBILITY |
|----|--|--|---------------------|
| 1 | Lack of adherence to the stipulated statutory working hours by the Border Agencies. | There is a need to align the working hours for all border agencies to the Customs and Excise Ports of Entry and Routes Order. No border agency, except for the ZRA and Immigration Department, works the stipulated statutory working hours which for Mwami is 24hour. | All border agencies |
| 2 | Inadequate staffing levels for all agencies at the border. | Increase staffing levels at the border. | All border agencies |
| 3 | Lack of Joint Physical and coordinated Inspections by the border agencies leads to increased dwelling time. | Harmonization of physical inspections to ensure all concerned border agencies conduct their inspections at the same time. This will reduce the delays caused as a result of individual inspections by border agencies. | All border agencies |
| 4 | Limited Banking hours and cash flow challenge at Nakonde hampering clearance processes. | <ul style="list-style-type: none"> • There is a need for Banks to extend their working hours at Nakonde OSBP. • Increasing transactional threshold for mobile payments. • Introduction of Card payment by government agencies. • Enhancing of electronic payment platforms. • All trade related payments should be made through the single payment point. | Bank of Zambia |
| 5 | Lack of connectivity to the Single Window. Only two agencies (ZRA and ZCSA) were connected at the time of the TRS. | All border agencies need to connect to the Zambia Electronic Single Window. To ensure connectivity of the Border Agencies the Government Wide Area Network (GWAN) must be extended to the Border. Further support maybe sought from cooperating partners. | All border agencies |

| SN | ISSUE OBSERVED/IDENTIFIED | RECOMMENDATION | RESPONSIBILITY |
|----|--|---|--|
| 6 | Truck Park Charges at Nakonde – Mbala turnoff Check Point – truck drivers were forced to pay K50.00 parking fees at Mbala check-point even if the truck had not entered the parking yard. | Payment of council parking fee must be limited to those who have used the service (parking Yard) | Ministry of Local Government and Rural Development |
| 7 | The 24 hours simultaneous traffic movement were not being observed due to infrastructure limitations on the Zambian side. The study observed that the situation allowed for trucks on the Zambian side to start crossing from Zambia to Tanzania from 18:00 to 03:00 hours and from Tanzania to Zambia from 03:00 hour to 18:00 hours depending on the flow of traffic. | Expansion of the road network to allow for simultaneous traffic movement. | ZRA |
| 8 | The department of immigration has an automated system which accounts for the days during the time of entry and exit into the country. The challenge with the Tanzanian drivers is that they use two different documents namely the national passport and the travel document called Shahada. The frequent practice is that the driver will enter Zambia with a passport and exit with a Shahada which causes challenges in reconciling information in the immigration system. The immigration system will continue to count the days for their stay in Zambia even if they have exited the country with a Shahada and not the passport. | The Department of Immigration should strictly enforce the use of one document at a time (Shahada or passport) for both entering and exiting Zambia. | Department of Immigration |
| 9 | The duplication of toll fees between the toll fees paid to RTSA at the border and the toll fees paid at the toll gates along the transport corridor | Government should consider restricting the collection of toll fees to the toll gates along the transport corridor | NRFA |

Table 10: Long term issues and recommendations-Nakonde

| SN | ISSUE OBSERVED/IDENTIFIED | RECOMMENDATION | RESPONSIBILITY |
|----|---|---|---|
| 1 | Infrastructure Deficit to accommodate border agencies. | The expansion of the OSBP Infrastructure must provide for office space for all Border Agencies currently at the Nakonde OSBP. The authorities should consider working on the road from the border to Customs checkpoint. | Ministry of Housing and Infrastructure Development. |
| 2 | Bad Condition of the Road within the border area– the road from Nakonde border entry point to the check point is in very poor condition which has contributed to increased time spent at the border. | Expansion of the road network to allow for simultaneous traffic movement. | Ministry of Housing and Infrastructure Development |
| 3 | The 24 hours simultaneous traffic movement were not being observed due to infrastructure limitations on the Zambian side. The study observed that the situation allowed for trucks on the Zambian side to start crossing from Zambia to Tanzania from 18:00 to 03:00 hours and from Tanzania to Zambia from 03:00 hour to 18:00 hours depending on the flow of traffic. | | Ministry of Housing and Infrastructure Development |

Table 11: Short term issues and recommendations-Mwami

| SN | ISSUE OBSERVED/IDENTIFIED | RECOMMENDATION | RESPONSIBILITY |
|----|--|---|--|
| 1 | Lack of adherence to the stipulated statutory working hours by the Border Agencies. | There is a need to align the working hours for all border agencies to the Customs and Excise Ports of Entry and Routes Order. No border agency, except for the ZRA and Immigration Department, works the stipulated statutory working hours which for Mwami is 24hour. | All border agencies |
| 2 | Lack of sanitary facilities. | Expedite the operationalization of the OSBP. | ZRA |
| 3 | Lack of Joint Physical Inspections by the border agencies. | Harmonization of physical inspections to ensure all concerned border agencies conduct their inspections at the same time. This will reduce the delays caused as a result of individual inspections by border agencies. | All border agencies |
| 4 | Lack of Banking Facilities at Mwami Border Post as most of the Banks are only present in Chipata. | <ul style="list-style-type: none"> • There is a need to engage banks to ensure they are present at the border to support those transactions that need access to a physical bank. • Increasing transactional threshold for mobile payments. • Introduction of Card payment by government agencies. • Enhancing of electronic payment platforms. • All trade related payments should be made through the single payment point. | Bank of Zambia |
| 5 | Lack of connectivity to the Single Window. Only two agencies (ZRA and ZCSA) were connected at the time of the TRS. | All border agencies need to connect to the Single Window. For those that need support, this may need to be sought from cooperating partners. | All border agencies |
| 6 | Lack of cold-chain controlled environment for temporary storage of goods awaiting clearance. | There is a need for provision of cold chain infrastructure to facilitate for physical inspection and storage of perishable goods awaiting clearance. | Ministry of Housing and Infrastructure Development |
| 7 | Centralized issuance of permits and approval system for agencies like Department of National Parks and Wildlife, Department of Forestry, Department of Veterinary Services, Zambia Medicines Regulatory Authority, Zambia Environmental Management Agency, Ministry of Health and Agriculture. | <p>There is a need for all border agencies to enhance their processes of issuing permits and decentralizing issuance and allowing officials present at the border who conduct the actual inspections to issue permits.</p> <p>There is need to urgently include all permits issued by all agencies on the Electronic Permit System.</p> | All border agencies |
| | Lack of Laboratory facilities/services for rapid quality checks and confirmation at the border which causes delays when samples need to be tested. | There is a need to provide laboratory testing facilities at the border. | |
| 8 | Lack of coordination between the Lead Agency and other border agencies. This has led to certain consignments being cleared and released without being attended to by other interested border agencies. | There is a need for frequent meetings of all the border agencies within the context of trade facilitation and not only to discuss security issues. The increased frequency of meetings will address the issue of the information asymmetry and lack of coordination among the border agencies | |

| SN | ISSUE OBSERVED/IDENTIFIED | RECOMMENDATION | RESPONSIBILITY |
|----|--|--|---------------------|
| 9 | Low staffing levels of some border agencies due to non-responsiveness of the treasury to the requests by other border agencies to increase the staff portfolio at the border. The study noted that certain agencies did not have adequate staff stationed at the border. | All border agencies to urgently address the staffing deficit in light of the impending harmonization of working hours for all the border agencies. | All border agencies |
| 10 | The study also noted that there has been non-effective coordination among border agencies. | Implementation of the new Coordinated Border Management Model. | All border agencies |
| 11 | Lack of orientation of recently deployed officers by certain border agencies. | All border agencies to ensure that new officers are adequately oriented and trained before deployment. | All border agencies |
| 12 | The study noted the lack of adequate lighting at the inspection bay making it very difficult to conduct inspections. | There is need to provide adequate lighting and consistent maintenance. | ZRA |

Table 12: Long term issues and recommendations-Mwami

| SN | ISSUE OBSERVED/IDENTIFIED | RECOMMENDATION | RESPONSIBILITY |
|----|--|--|----------------|
| 1. | Infrastructure Deficit to accommodate border agencies. | <ul style="list-style-type: none"> Expedite the operationalization of the OSBP. The new OSBP Infrastructure will address some of the existing infrastructure deficit at Mwami border post. | MCTI |



VENUE OFFICE
TSA NAKONDE
OFFICE

ARRIVAL/DEPARTURE
Nakonde/Tunduma One Stop Border

ABK
8277



Chapter One: INTRODUCTION

Chapter 1

Introduction

1.1 Brief Back Ground of the Time Release Study (TRS)

The World Customs Organisation (WCO) Time Release Study is an internationally accepted strategic tool to measure the actual time taken for the release and/or clearance of goods – from the time of arrival until the physical release of cargo – as well as the effectiveness and efficiency of border procedures relating to imports, and transit movements of goods. It helps in identifying associated bottlenecks objectively, and in addressing them in an efficient and effective manner.

The Time Release Study (TRS) is one of the measures required under the WTO Trade Facilitation Agreement that Zambia ratified on 16th December, 2015. Article 7.6.1 of the World Trade Organisation's (WTO) Trade Facilitation Agreement (TFA) stipulates that "Members are encouraged to measure and publish their average release time of goods periodically and in a consistent manner, using tools such as, inter alia, the Time Release Study of the World Customs Organisation."

According to the World Customs Organisation (WCO), the Time Release Study is an internationally accepted strategic tool to **measure the actual time taken for the release and/or clearance of goods** – from the time of arrival until the physical release of cargo – as well as the effectiveness and efficiency of border procedures relating to imports, exports and transit movements of goods. The TRS is key in identifying the bottlenecks faced at the borders and inform measures required to resolve these in order to improve the effectiveness and efficiency of border procedures.

Members are also encouraged to publish and share these reports. It also binds members to determine the scope and methodology of such average release time measurement in accordance with their specific needs and capacity. The WCO continues to support the idea that measuring clearance time is the best way to enhance trade facilitation, because it provides a precise picture of the existing state of affairs and identifies bottlenecks.

1.2 Zambia and Time Release Studies

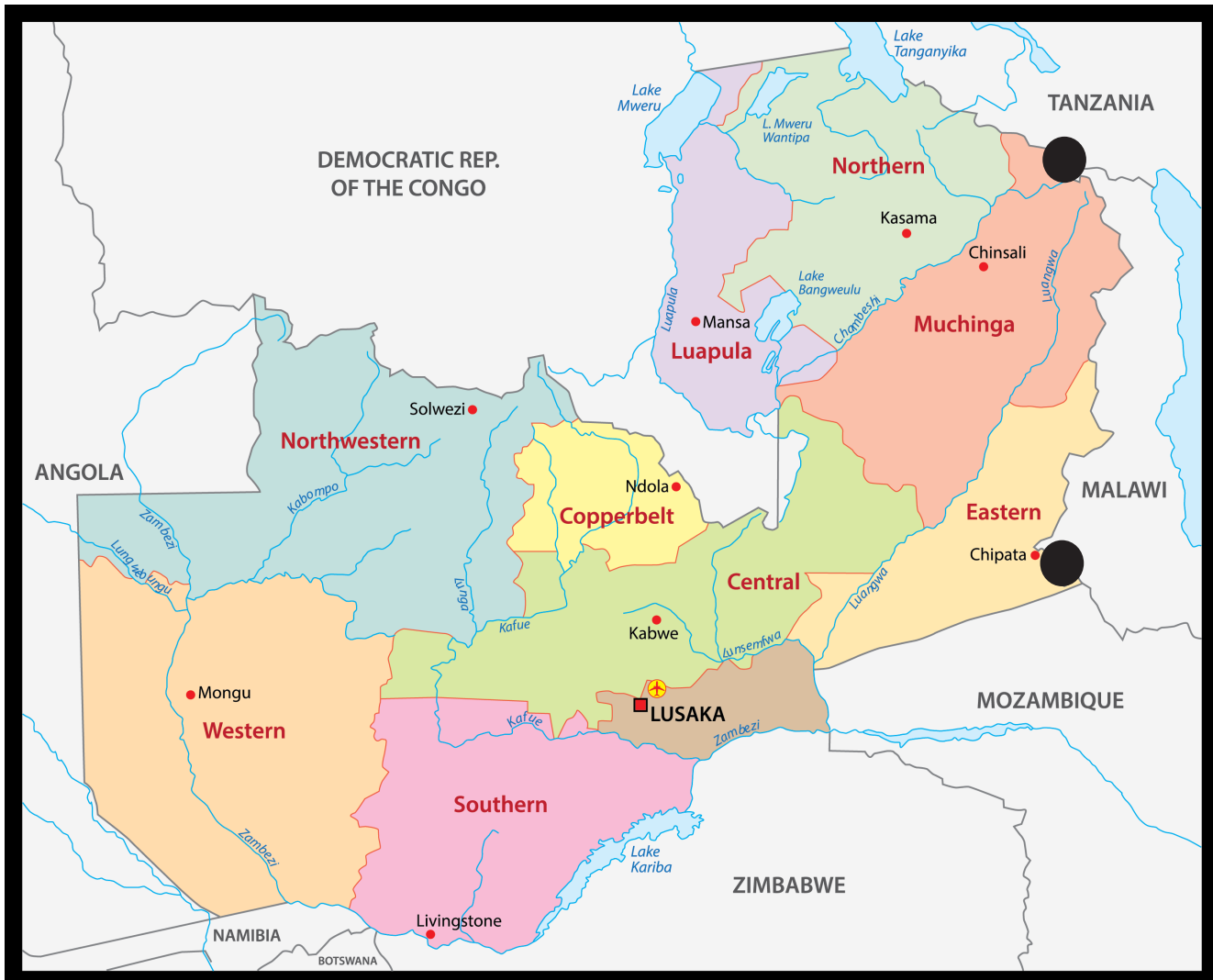
In view of the foregoing, Zambia has this far conducted two (2) Time Release Studies at Chirundu Border and at Livingstone, Victoria Falls, Kazungula, Kenneth Kaunda International Airport, the former sponsored by USAID SAITH and the WCO and the latter sponsored by the World Bank, respectively. The main objective of the two TRSs was to measure the actual time taken for the release and/or clearance of goods – from the time of arrival until the physical release of cargo. The other objective of the two studies was to provide capacity in both the private and public local facilitators to effectively undertake future TRSs.

1.3 The Nakonde Mwami Time Release Study

The Ministry of Commerce, Trade and Industry under the Zambia Border Posts Upgrade Project with support from COMESA planned to undertake the Time Release Study simultaneously at Nakonde and Mwami border posts in Nakonde District, Muchinga Province and in Chipata District, Eastern Province, respectively. The two border posts were selected as they were part of the bigger COMESA Trade Facilitation Programme targeting five borders in the COMESA region (See more details in Project Preparation below). In addition, although Chirundu was part of the bigger COMESA trade facilitation Project, there had been too many TRSs conducted at that border. Further, Nakonde One-Stop Border

Post was regarded as a very important revenue earner for the country. The TRS was conducted by experts from different agencies who participated in the TRS conducted in Chirundu where capacity building was made. The location of Nakonde One-Stop Border Post and Mwami Border Post is shown in Figure 1.1.

Figure 1.1: Map of Zambia showing location of Nakonde and Mwami Border posts



Key: ● Nakonde and Mwami Border posts

1.4 Project Background

The Ministry of Commerce, Trade and Industry (MCTI) is Zambia's principal Government body responsible for administering national policy for private sector development. It coordinates industrial, commercial and trade matters and liaises with various public and private sector organisations to facilitate the implementation of sector policies related to trade and industrial development.

The Ministry is responsible for formulating, monitoring and administering commercial, trade and industrial policies and strategies as well as facilitating the regulation of sector policy implementation with a view to enhancing sector performance and promote sustainable growth and development of trade and the industrial sector to the benefit of the Zambian economy.

The MCTI submitted a project proposal under the COMESA Trade Facilitation Programme (TFP) aimed at assisting Zambia to effectively facilitate movement of goods, persons and services at the border crossings of Chirundu (Zambia/Zimbabwe), Nakonde (Zambia/Tanzania) and Mwami (Zambia/Malawi). In November 2018, the European Union and COMESA Secretariat signed a Euro 48 million Trade Facilitation Programme with five key result areas aimed at deepening regional integration, improving inclusive regional economic growth and enhancing the competitiveness of the COMESA region.

In November 2020, the Ministry of Trade, Commerce and Industry signed a sub-delegation Agreement with the COMESA Secretariat. The primary objectives of the cooperation between COMESA and MCTI were to:

- (a) Establish a legal framework for collaboration to facilitate the implementation of the COMESA Trade Facilitation Programme under EDF 11 programme of Trade Facilitation Programme (TFP) at the targeted borders namely: Chirundu, Mwami/Mchinji, Nakonde/Tunduma; and
- (b) Provide MCTI with financial support for the implementation of the Programme.

Chirundu, Nakonde/ Tunduma and Mwami/Mchinji border posts are part of the five borders identified under the COMESA programme key result area 3, which is focused on strengthening coordinated border management trade and transport facilitation under the sub-Result Area Upgrading Selected Corridors and Border Posts.

Chirundu bordering Zimbabwe, Nakonde/ Tunduma bordering Tanzania and Mwami/Mchinji bordering with Malawi are three of the border posts in Zambia selected to benefit under the COMESA Trade Facilitation Programme EDF 11 programme. In selecting Mwami Border Post and Nakonde One-Stop Border Post as the two border posts where the Time Release Study was undertaken the following factors were considered;

Mwami Border Post is a border post which is utilised a lot for export and trade by our small-scale traders. Mwami Border Post will be launched as a One-Stop Border Post in 2022. This Time Release Study, therefore, acts as a baseline study against which future time release studies will be measured as it becomes a One-Stop Border Post.

Nakonde One-Stop Border Post is one of the busiest border posts facilitating imports and exports for Zambia and clearing an average of about 800 trucks in a day. The border is also a major transit border with an average of 750 import, export and transit trucks using the border in a day. With the border having been launched as a One-Stop Border Post in 2019, a Time Release Study was timely to check on effectiveness of trade facilitations measures introduced with the One-Stop Border Post status. This Time Release Study will act as a baseline against which future time release studies will be measured.



Nakonde One Stop Border Post Arrival hall

1.5 Project Preparation

The Nakonde/Tunduma Border is among the five borders identified under the COMESA EDF 11 programme under key result area 3, which is focused on strengthening coordinated border management trade and transport facilitation.

Following the recruitment of a programme implementation team, COMESA held national consultations in February, 2020 and proposed that a technical working group be constituted to oversee national implementation of programme priorities. It is against this background that the EDF 11 TWG was established under the NTFC and undertook an as-is assessment mission to Nakonde (and Mwami and Chirundu) in March, 2020 which came up with activities to be implemented by the Zambia Border Posts Upgrading Project under the Ministry of Commerce, Trade and Industry.

The EDF 11 TWG developed an action plan for support under the Euros 48 million COMESA Trade Facilitation Programme and later in November 2020, the Ministry signed a sub-delegation Agreement with the COMESA Secretariat. The Action Plan and sub-delegation Agreement identified a number of activities to be implemented at Nakonde and the other three borders. These activities included carrying out Time Release Studies at both Nakonde and Mwami to establish a baseline of the average clearance times at the border posts.

1.6 Project Inception

The Nakonde and Mwami TRS project commenced in October, 2021, with a preparatory meeting of the Technical Working Group for the Time Release Study for Nakonde and Mwami border posts held from 21st to 22nd October, 2021.

The objectives of the meeting were to;

- (i) Sensitise stakeholders on the general objectives of the Time Release Studies (to be carried out simultaneously at Nakonde and Mwami borders;
- (ii) To review the TRS questionnaire and develop a driver's questionnaire; and
- (iii) To strategise with key stakeholders on the work plan of activities for the upcoming TRS..

The workshop drew participation of Senior Officials from the Ministry of Commerce, Trade and Industry, Government Agencies and representatives from the Private Sector. Attached as ANNEX I is the full list of participants of that workshop. Key public sector organisations included ZRA, National Livestock Epidemiology and Information Centre (NALEIC), Zambia Compulsory Standards Agency (ZCSA), Zambia Medicines Regulatory Authority (ZAMRA), Ministry of Health (MoH) and the Plant Quarantine and Phytosanitary Services PQPS. On the other hand, key private sector players included the Zambia Chamber of Commerce and Industry (ZACCI), Zambia Association of Manufacturers (ZAM) and the Customs Clearing and Freight Forwarding Agents Association of Zambia (CCFFAAZ) among others. The national meeting was followed by actual data collection that was done simultaneously at Nakonde and Mwami from 2nd to 8th November, 2021. Data collection was followed by phase three, data input, analysis and report writing that was undertaken between 28th February, 2022 and 9th March, 2022. Data analysis, draft report writing and identification of key findings and recommendations were done during the same period (28th February - 9th March, 2022).

1.7 TRS Technical Working Group and TRS Workshop

In November 2019, the National Trade Facilitation Committee appointed a TRS Technical Working Group from among members of the NTFC with the responsibility of approving the project plan including timeline, risk register, resources, stakeholder management plan and changes to the project plan. It was also charged with securing information and resources for the project; approve process maps; approve questionnaires; approve all deliverables; review progress of the TRS project against the project plan, including timeline and risk register and provide expert input into the TRS process.

The appointment of members to the TRS-TWG was in respect of the first TRS conducted by local experts from border Agencies during the TRS conducted at Chirundu in December 2019. The NTFC maintained this working group and utilized it for conducting the Nakonde and Mwami TRS.

The TRS Technical Working Group was also involved in conducting the national workshop held in October, 2021 and coming up with an implementation plan. The study was conducted by experts from different agencies who participated in the TRS conducted in Chirundu. Below is the picture of members of the TRS Technical Working Group that conducted the Nakonde and Mwami TRS.



Members of the TRS Technical Working Group

1.8 Implementation Plan

The TRS-TWG at its meeting of 21st - 22nd October, 2021 also came up with the implementation plan as shown in Table 11 below. It should be noted that the final report of the TRS was expected to be presented to the Ministry of Commerce, Trade and Industry by the end of January 2022 but this was delayed due to resource limitations. The TRS TWG publicised this report in mid-April 2022 as tabulated in Table 1.1.

Table 1.1: Zambia – Nakonde/Mwami TRS Implementation Plan

| Activity | Duration/Timeline | Output/Outcome |
|---|----------------------------------|---|
| Conduct TRS National Workshop. | 21st to 23rd October, 2021 | Enhanced understanding amongst the key stakeholders on the purpose, concept and results of a TRS. |
| Train TRS-TWG. | 21st to 23rd October, 2021 | Enhanced knowledge and skills (capacity) in the TRS-TWG to conduct a TRS. |
| Selection and Training of Enumerators | 1st November, 2021 | Nakonde and Mwami |
| Mapping border control zone, Introduction of Enumerators to the border and identification of data collection points | 1st November, 2021 | Nakonde and Mwami |
| Data collection in Mwami and Nakonde | 2nd to 8th November, 2021 | By observation. using questionnaires, targeted (purposive) interviews of Truck Drivers and Agencies |
| Data capturing into Excel worksheet by ZRA Team | 11th to 15th November, 2021 | ZRA Members of the TRS TWG |
| Obtain TRS related data from ZRA ASYCUDA system by the ZRA Team | 28th February to 4th March, 2022 | ZRA Members of the TRS TWG |
| Data Capturing into the WCO analysis tool | 28th February to 4th March, 2022 | TRS Working Group |
| Data analysis | 5th to 8th March, 2022 | Time taken for clearance using performance indicators agreed by the TRS-TWG |

| Activity | Duration/Timeline | Output/Outcome |
|---|------------------------|--|
| Identification of preliminary performance measures and findings | 5th to 8th March, 2022 | Performance reports & tables to be included in the TRS report based on the performance indicators agreed by the TRS-TWG. |
| Draft version 1 of the TRS report. | 16th March, 2022 | Draft report V1 |
| Circulate draft V1 of the TRS report among stakeholders, discuss findings and obtain feedback | 23rd March, 2022 | Written feedback from stakeholders on Draft Report V2 |
| Presenting the TRS report to the NTFC chair and co-chair. | 31st March, 2022 | Final TRS report |
| Finalize TRS report and present TRS report at a National workshop. | 8th April, 2022 | Findings, recommendations and final report |
| Share the TRS report with COMESA. | 15th April, 2022 | Final TRS Report |
| Finalisation of report, considering validation recommendation | 18th July, 2022 | Final TRS report |
| Proofreading the report by an external consultant | | |
| Printing of report | | |
| Publish a TRS report. | 15th September, 2022 | Final TRS Report |
| Evaluation | First quarter 2023 | Pending |



Chapter Two: CROSS BORDER MOVEMENT OF CARGO IN ZAMBIA

CHAPTER 2

CROSS BORDER MOVEMENT OF CARGO IN ZAMBIA

2.1 Borders and throughput

In Zambia, borders are ranked operationally on the basis of the volumes of consignments cleared through that border and on the basis of revenues generated from such a border. Administratively, ports are ranked in terms of Customs houses and ordinary entry ports in accordance with the provisions of the Customs and Excise Act through the Ports of entry and Routes order as indicated in Tables 2.1, 2.2 and 2.3.

Table 2.1: Ranking of ports of entry and clearance by revenue collected in 2021

| Office | Total (Million) K | Percent |
|--------------------------------------|-------------------|------------|
| Chirundu | 4,976.21 | 28.5 |
| Kazungula | 3,847.32 | 22 |
| Nakonde | 3,079.63 | 17.6 |
| Kenneth Kaunda International Airport | 1,074.32 | 6.14 |
| Katima Mulilo | 871.49 | 4.98 |
| Lusaka Port | 856.59 | 4.9 |
| Livingston Port | 590.87 | 3.38 |
| Chanida | 528.48 | 3.02 |
| Victoria Falls | 420.44 | 2.4 |
| Kitwe | 396.65 | 2.27 |
| Ndola | 351.32 | 2.01 |
| Kasumbalesa | 218.93 | 1.25 |
| Chingola | 119.63 | 0.68 |
| Mwami | 84.41 | 0.48 |
| Kapiri Mposhi | 56.32 | 0.32 |
| Kariba | 10.33 | 0.06 |
| Mpulungu | 1.81 | 0.01 |
| Lusuntha | 1.49 | 0.01 |
| Kipushi | 0.85 | 0 |
| Nchelenge | 0.81 | 0 |
| Mokambo | 0.24 | 0 |
| Solwezi | 0.21 | 0 |
| Kashiba | 0.03 | 0 |
| Sakanya | 0.01 | 0 |
| Lufuwa | 0 | 0 |
| Ndola Airport | 0 | 0 |
| Grand Total | 17,488.38 | 100 |

Table 2.2: Operational status of the station as gazzeted

| No | Station | Class | Customs Operations Performed |
|----|--------------------------------------|---------------------------------|-----------------------------------|
| 1 | Nakonde | Customs House | All Customs Processes |
| 2 | Chirundu | Customs House | All Customs Processes |
| 3 | Kenneth Kaunda International Airport | Customs House | All Customs Processes |
| 4 | Kitwe | Customs House | All Customs Processes |
| 5 | Ndola | Customs House | All Customs Processes |
| 6 | Kasumbalesa | Entry Port and Warehousing Port | Entry Clearance and Warehousing |
| 7 | Mwami | Entry Port | Entry Clearance |
| 8 | Chanida | Customs House | Entry Clearance |
| 9 | Kapiri Mposhi | Enforcement Port | Customs Enforcement and Clearance |
| 10 | Mokambo | Entry Port | Entry and Exit Port |
| 11 | Chembe | Entry Port | Entry and Exit Port |
| 12 | Sakanina | Entry Port | Entry and Exit Port |
| 13 | Lufuwa | Entry Port | Entry and Exit Port |
| 14 | Ndola Airport | Entry Port | Clearance Port |
| 15 | Mpulungu | Entry Port | Clearance Port |
| 16 | Kipushi | Entry Port | Clearance Port |
| 17 | Luangwa | Entry Port | Clearance Port |
| 18 | Kashiba | Entry Port | Clearance Port |
| 19 | Solwezi | Enforcement Center | Enforcements and Warehousing |
| 20 | Kariba | Entry Port | Entry Clearance |
| 21 | Lusaka Port | Customs House | All Customs Processes |
| 22 | Chingola | Customs House | Enforcement and Entry Clearance |
| 23 | Kasama | Enforcement Center | Customs Enforcement |

Table 2.3: Ranking of Ports of Entry and Clearance by Traffic Volumes of Trucks cleared in 2021

| Office | Total number of declarations | Percent |
|----------------------|------------------------------|---------------|
| Nakonde | 71,134 | 19.20 |
| Chirundu | 67,542 | 18.23 |
| Kazungula | 53,795 | 14.52 |
| Ndola | 49,582 | 13.38 |
| Lusaka International | 33,048 | 8.92 |
| Lusaka Port | 24,674 | 6.66 |
| Chanida | 22,955 | 6.20 |
| Katima Mulilo | 12,041 | 3.25 |
| Victoria Falls | 9,329 | 2.52 |
| Livingstone Port | 8,827 | 2.38 |
| Kitwe Port | 4,536 | 1.22 |
| Kasumbalesa | 4,521 | 1.22 |
| Chingola | 2,497 | 0.67 |
| Mwami | 2,295 | 0.62 |
| Kapiri Mposhi | 1,373 | 0.37 |
| Nchelenge | 1,207 | 0.33 |
| Lusuntha | 353 | 0.10 |
| Kariba Border | 317 | 0.09 |
| Kipushi | 307 | 0.08 |
| Solwezi | 46 | 0.01 |
| Mokambo | 26 | 0.01 |
| Mpulungu | 26 | 0.01 |
| Kashiba | 10 | 0.00 |
| Sakanya | 3 | 0.00 |
| Luangwa | 0 | 0.00 |
| Lufuwa | 0 | 0.00 |
| Ndola Airport | 0 | 0.00 |
| GRAND TOTAL | 370,444 | 100.00 |

From the tables above, Nakonde is an important entry point for commercial final clearing of goods and subsequently, a major revenue-generating port for Zambia. In 2021, the port generated about ZMW 3.1 billion accounting for 17.6% of the total annual revenue collection by Customs from handling of 71,134 consignments representing 19.2% of the total volume handled by Customs in 2021.

In terms of trucks processed for imports and transits at borders, in 2021, Nakonde One-Stop Border Post was the leading border post as indicated in Table 15.

Table 2.4: Number of Trucks and Percentage against Total Processed at Each Border Post – 01 January to 31 December 2021

| Processing office/ Border Post | Imports | | Transits | |
|--------------------------------------|----------------|---------|----------------|---------|
| | Total | Percent | Total | Percent |
| Nakonde OSBP | 71,134 | 19.20 | 102,453 | 37.43 |
| Chirundu OSBP | 67,542 | 18.23 | 47,086 | 17.20 |
| Kazungula Border | 53,795 | 14.52 | 16,515 | 6.03 |
| Ndola Port | 49,582 | 13.38 | 385 | 0.14 |
| Kenneth Kaunda International Airport | 33,048 | 8.92 | 928 | 0.34 |
| Lusaka Port | 24,674 | 6.66 | 6 | 0.00 |
| Chanida Border | 22,955 | 6.20 | 8,340 | 3.05 |
| Katima Mulilo Border | 12,041 | 3.25 | 8,918 | 3.26 |
| Victoria Falls Border | 9,329 | 2.52 | 8,877 | 3.24 |
| Livingstone Port Office | 8,827 | 2.38 | 3,765 | 1.38 |
| Kitwe Port Office | 4,536 | 1.22 | 0 | 0.00 |
| Kasumbalesa Border | 4,521 | 1.22 | 74,033 | 27.05 |
| Chingola Port Office | 2,497 | 0.67 | 0 | 0.00 |
| Mwami Border | 2,295 | 0.62 | 525 | 0.19 |
| Kapiri Mposhi | 1,373 | 0.37 | 1,635 | 0.60 |
| Nchelenge Border | 1,207 | 0.33 | 171 | 0.06 |
| Lusuntha Border | 353 | 0.10 | 0 | 0.00 |
| Kariba Border | 317 | 0.09 | 9 | 0.00 |
| Kipushi Border | 307 | 0.08 | 5 | 0.00 |
| Solwezi Office | 46 | 0.01 | 0 | 0.00 |
| Mokambo Border | 26 | 0.01 | 35 | 0.01 |
| Mpulungu Harbour | 26 | 0.01 | 3 | 0.00 |
| Kashiba Border | 10 | 0.00 | 0 | 0.00 |
| Sakania Border | 3 | 0.00 | 2 | 0.00 |
| Luangwa Border | 0 | 0.00 | 0 | 0.00 |
| Lufuwa Border | 0 | 0.00 | 1 | 0.00 |
| Ndola Airport | 0 | 0.00 | 1 | 0.00 |
| Grand Total | 370,444 | | 273,693 | |

2.1.1 Nakonde One Stop Border Post

Figure 2.1: Map of Nakonde OSBP



Source: Google Earth

Nakonde is a district in Muchinga Province of Zambia with a land area of 5,513 Sq. Km. It is in the North Eastern part of Muchinga Province and lies between 32°10' and 33°02' east of the Greenwich Meridian, and 9°04' and 9°49' south of the Equator. The District shares international boundaries with Tanzania in the north and Malawi in the East. It is approximately 1,015 Kilometers from the Zambian Capital, Lusaka.

The total population is 117,099, with the population density being 25.9 people/sq. km and the current growth recorded at 4.8%.

The Nakonde/Tunduma border post has been identified as an important border crossing in the north-south corridor and is one of the border crossings that was identified as important for improving border management efficiency. The border post was launched as a One-Stop Border Post (OSBP) on 5th October, 2019. The border operates on a 24-hour basis as an OSBP. However, Zambia Revenue Authority, Immigration and Health are the only agencies operating on a 24-hour basis.

The border has infrastructure challenges as the infrastructure upgrade to the border did not factor in the OSBP concept. The infrastructure on the Zambian side in its current state can only support the flow of traffic in one direction at any given point in time for commercial traffic.

The system in place designates specific time for movement of inbound and outbound commercial traffic.
06:00 Hours to 18:00 Hours trucks move from Tanzania to Zambia.
18:00 Hours to 06:00 Hours traffic moves from Zambia to Tanzania.

2.1.2 Mwami Border

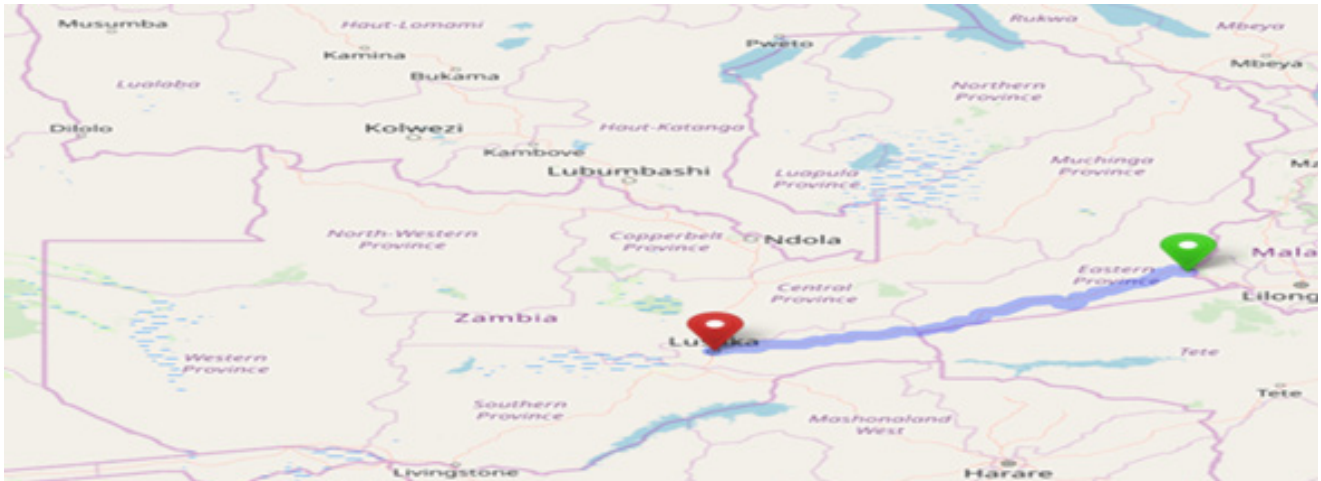
Figure 2.2: Map of Mwami Border Post



Source: Google Earth

Mwami border post is located in the Chipata District in Eastern Province of Zambia on the border with Malawi at the following coordinates: 11° 23' 0" South, 32° 52' 0" East. The border post is approximately 24 kilometres from the City of Chipata, the provincial headquarters of Eastern Province and 595 kilometres away from Lusaka, the Capital city of Zambia. Chipata District has an approximate land area of 6,168 sq.km and a total population of 455,783 with the population density being 73.89 people/sq. km.

Figure 2.3: Lusaka-Mwami Distance



Source: https://en.wikipedia.org/wiki/Great_East_Road

Mwami Border Post is located along the Nacala Corridor which runs for 1,700km through the South-East African region (Zambia, Malawi, Mozambique and the DRC).

Figure 2.4: Map showing Nacala Corridor



Source: <https://ttfz.org/corridors/nacala-corridor-2/>

Mwami Border Post has an average volume of approximately 30 trucks per day. There are few imports and most trucks are exporting commodities such as maize, clinker and cement. There is a good tarmac road from Chipata to the border 24km away on the T4 highway. A weighbridge is located at the border. Mwami Border Post is the oldest 24 hours border post in Zambia having been declared a 24 hour border in 1974.

It operates as a traditional two-stop border post with Commercial traffic moving from 06:00 hours to 18:00 hours and private vehicles and persons crossing 24 hours.

Mwami Border Post is scheduled to be launched as a One-Stop Border Post in 2022. A new Border Office building has been completed near the present office. This new One-Stop Border Facility has separated Commercial and Passenger terminals, access roads, parking area, inspection bay, providing for an area for the cargo scanner placement, washrooms and sanitary areas for truckers and other border users.

2.2 Revenue Collection

In terms of revenue collection, Nakonde is an important entry point for commercial final clearing of goods and subsequently major revenue generating port for Zambia. In 2021, the port generated about ZMW 3.1 billion accounting for 17.6% of the total annual import revenue collection by Customs from handling of 71,134 consignments representing 19.2% of the total volume handled by Customs in 2021. As for Mwami, in the period under review, it contributed 0.48% of revenue to the treasury. When the upgrade to a one-stop border post is operationalised, it is anticipated that trade flow will increase.

Table 2.5: Revenue Collection from each border post – 01 January to 31 December 2021

| OFFICE CODE | OFFICE | TOTAL (KWACHA) | Percent |
|--------------------|--------------------------------------|------------------|------------|
| CHR | Chirundu | 4,976.21 | 28.5 |
| KZU | Kazungula | 3,847.32 | 22 |
| NKO | Nakonde | 3,079.63 | 17.6 |
| LIA | Kenneth Kaunda International Airport | 1,074.32 | 6.14 |
| KTM | Katima Mulilo | 871.49 | 4.98 |
| LKA | Lusaka Port | 856.59 | 4.9 |
| LVI | Livingston Port | 590.87 | 3.38 |
| CHD | Chanida | 528.48 | 3.02 |
| VFL | Victoria Falls | 420.44 | 2.4 |
| KTW | Kitwe | 396.65 | 2.27 |
| NDO | Ndola | 351.32 | 2.01 |
| KSU | Kasumbalesa | 218.93 | 1.25 |
| CHN | Chingola | 119.63 | 0.68 |
| MWA | Mwami | 84.41 | 0.48 |
| KPM | Kapiri Mposhi | 56.32 | 0.32 |
| KRB | Kariba | 10.33 | 0.06 |
| MPU | Mpulungu | 1.81 | 0.01 |
| LUS | Lusuntha | 1.49 | 0.01 |
| KIP | Kipushi | 0.85 | 0 |
| NGE | Nchelenge | 0.81 | 0 |
| MKA | Mokambo | 0.24 | 0 |
| SOL | Solwezi | 0.21 | 0 |
| KSH | Kashiba | 0.03 | 0 |
| SKA | Sakanya | 0.01 | 0 |
| LUF | Lufuwa | 0 | 0 |
| NDA | Ndola Airport | 0 | 0 |
| Grand Total | Grand Total | 17,488.38 | 100 |

Source: ZRA Customs System

Table 2.6: Revenue from Transits by Station

| OFFICE | OFFICE NAME | TOTAL (MN) K | Percent |
|--------------------|--------------------------------------|---------------|------------|
| NKO | Nakonde | 66.92 | 43.39 |
| KSU | Kasumbalesa | 36.94 | 23.95 |
| CHR | Chirundu | 24.53 | 15.9 |
| KZU | Kazungula | 8.41 | 5.45 |
| KTM | Katima Mulilo | 5.25 | 3.41 |
| VFL | Victoria Falls | 4.35 | 2.82 |
| CHD | Chanida | 4.15 | 2.69 |
| LVI | Livingstone Port Office | 1.85 | 1.2 |
| KPM | Kapiri Mposhi | 0.81 | 0.52 |
| LIA | Kenneth Kaunda International Airport | 0.46 | 0.3 |
| MWA | Mwami Border Post | 0.26 | 0.17 |
| NDO | Ndola Port Office | 0.19 | 0.13 |
| NGE | Nchelenge | 0.09 | 0.06 |
| MKA | Mokambo | 0.02 | 0.01 |
| KRB | Kariba | 0.00 | 0 |
| LKA | Lusaka Port Office | 0.00 | 0 |
| KIP | Kipushi | 0.00 | 0 |
| SKA | Sakanya | 0.00 | 0 |
| MPU | Mpulungu | 0.00 | 0 |
| LUF | Lufuwa Border Post | 0.00 | 0 |
| NDA | Ndola Airport | 0.00 | 0 |
| CHN | Chingola | 0.00 | 0 |
| KSH | Kashiba | 0.00 | 0 |
| KTW | Kitwe Port Office | 0.00 | 0 |
| LUS | Lusuntha | 0.00 | 0 |
| SOL | Solwezi | 0.00 | 0 |
| Grand Total | | 154.22 | 100 |

Figure 2.5: Ground Layout for Nakonde OSBP



Source: Google earth

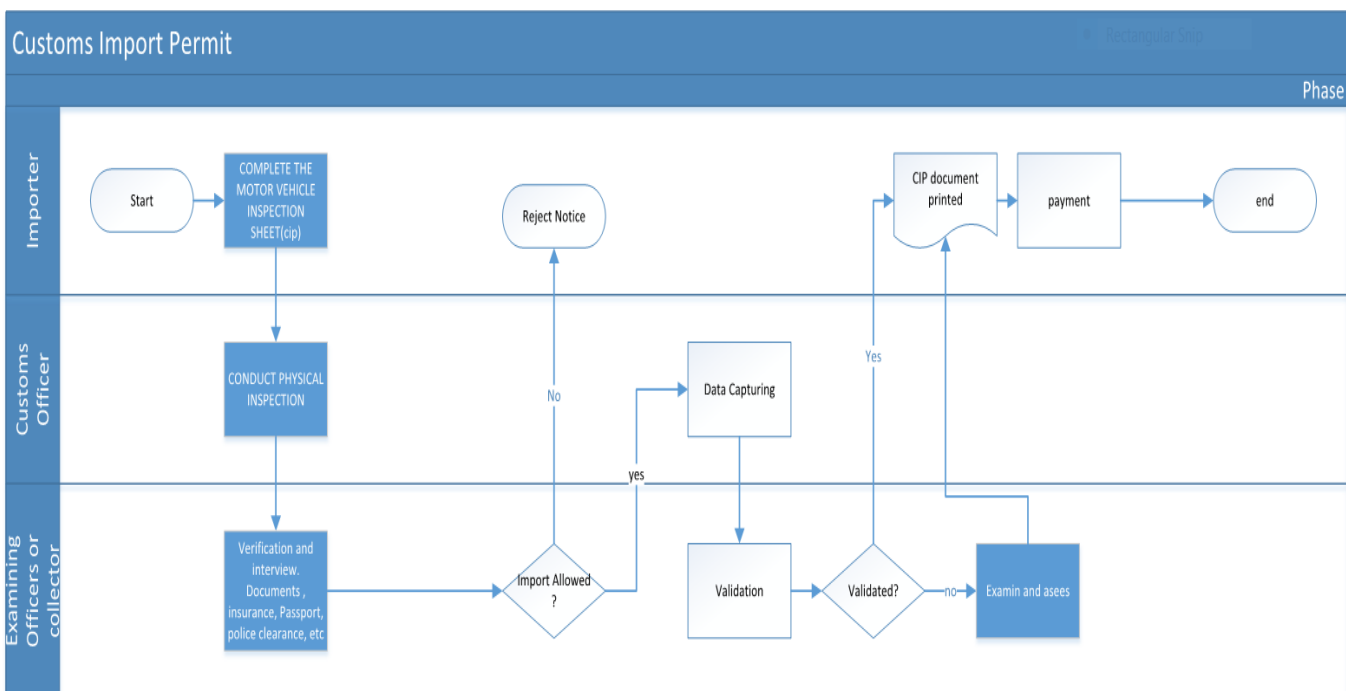
2.4 Customs Import Permit Clearance

The Customs Import Permit (CIP) is the permit used for the importation of motor vehicles into Zambia for use by persons either visiting Zambia as a non-resident or as a tourist. Such vehicles are subject to exportation at the end of the period in which they were allowed into the country temporarily. This permit can also be obtained by persons transiting through Zambia to other neighbouring countries across the Zambian border. This process is done using the Integrated Border Declaration Form (IBDF).

The IBDF Clearance Process

1. The integrated border declaration form is issued through the following steps:
 1. The traveller arrives at the border and is expected to produce the following documents and information before the permit can be issued:-
 - (a) Personal information
 - (b) Particulars of Motor Vehicle
 - (c) Reasons for visiting and destination
 - (d) Complete the Motor Vehicle Inspection form
 2. The vehicle is inspected and the documents provided are verified and the traveller is interviewed.
 3. The IBDF will be assessed and given to the traveller and the traveller proceeds to make payment of all applicable fees and taxes.
 4. With all things approved and dues paid, Customs issues a payment receipt and a printout of the IBDF.

Figure 2.6: Customs Import Permit Map at Nakonde and Mwami OSBP



2.5 ZAMESCO

The study noted the challenges experienced at ZAMESCO in Nakonde by officers during physical inspection. The yard is water logged during the rainy season and dusty during the dry season. The yard has no slab or inspection bay for offloading goods as well as cold chain facilities for storing perishables.

Figure 2.7: Customs Physical Inspection Yard Nakonde OSBP - ZAMESCO Yard



Source: Google Earth

Table 2.7 gives an abridged account of the operational situation for border agencies operating at Mwami and Nakonde borders. This assessment was based on three key predetermined variables namely, operational time, staffing levels and state of connectivity to ASYCUDA system.

Table 2.7: Agencies working at the Mwami Border

| | Name of Agency | No of staff deployed at the border | Connected to ASYCUDA World at the border - YES/NO | Connected to ASYCUDAWorld at OGA HQ - YES/NO | Connected to ZRA system - YES/NO | Agency Physically Present at Border | Operational time | Week-end operations |
|-----|---|------------------------------------|---|--|----------------------------------|-------------------------------------|---------------------|---------------------|
| 1. | Zambia Revenue Authority | 24 | Y | Y | Y | Y | 24 hours | Y |
| 2. | Zambia Compulsory Standards Agency | 3 | Y | Y | Y | Y | 08:00 - 18:00 hours | Y |
| 3. | Plant Quarantine and Phytosanitary Services | 1 | N | Y | N | Y | 06:00 -18:00 hours | Y |
| 4. | Ministry of Health | 4 | N | Y | N | Y | 08:00 - 18:00 hours | Y |
| 5. | Ministry of Livestock and Fisheries | 1 | N | N | N | Y | 08:00 - 18:00 hours | N |
| 6. | Immigration | 11 | N | N | N | Y | 24 hours | Y |
| 7. | Road Transport Safety Agency | 2 | Y | N | Y | Y | 06:00 - 19:30 hours | N |
| 8. | Chipata District City Council | 3 | N | N | N | Y | 06:00 – 1700 hours | N |
| 9. | Road Development Agencies | 4 | N | N | N | Y | 08:00 - 18:00 hours | N |
| 10. | Zambia Environmental Management Agency | - | N | N | N | N | - | On call |
| 11. | Zambia Medicine Regulatory Agency | 2 | Y | Y | Y | N | - | On call |
| 12. | Drug Enforcement | - | N | Y | N | N | - | On call |

- Operational Time:** The statutory and gazetted operational time for the border is 24 hours with the commercial section operating from 06:00 to 18:00 hours and the passenger section on a 24 hours basis. The border also operates seven days a week for 365 days including weekends and public holidays. It was observed that there was asymmetry in working hours. Some border agencies report for work at 06:00 or 08:00 to 18:00 hours and do not operate on weekends and public holidays. It was further noted that no other border agency works the statutory legislated 24 hours seven days a week for 365 days, except for ZRA and Immigration Department that operate a shift system.
- Staffing levels:** Staffing was identified to be one of the major challenges most border agencies were facing. However, the degree of each challenge differed from agency to agency. It was noted that ZRA, the lead agency, presently had a staff complement of 24 which was said to be sufficient to operate the border, in its current state, on a 24-hour basis. The said staff were operating on a rotational basis. It was further noted that other key border agencies had a staff compliment which ranged from three (3) to six (6) who also worked on a rotational basis. Reportedly, two of the agencies, namely the PQPS and the Veterinary Department in the Ministry of Fisheries and Livestock, only had one staff assigned to the border. It was further noted that the PQPS officer is also the operating officer for two other border posts, Chanida Border Post a distance of about 165 kilometres from Mwami and Lusuntha Border Post a distance of about 226 kilometres from Mwami, a situation which was said to be a source of delays.

- **Connectivity:** During the period of the survey, it was observed that most agencies were not connected to the ASYCUDA World at the border except for ZCSA. This entailed that the systems were not harmonised and coordination was based on manual engagement.

Table 2.8: Agencies working at the Nakonde OSBP

| No | Name of Agency | No of staff deployed at the border | Connected to ASYCUDA World - YES/NO | Connected to ASYCUDA World at OGA HQ | Connected to ZRA system - YES/NO | Operational time | Week-end operations |
|----|---|------------------------------------|-------------------------------------|--------------------------------------|----------------------------------|------------------|---------------------|
| 1 | Zambia Revenue Authority | 59 | Y | Y | Y | 24/7 | Y |
| 2 | Zambia Compulsory Standards Agency | 12 | Y | Y | Y | 08:00 to 18:00 | Y |
| 3 | Plant Quarantine and Phytosanitary Services | 4 | N | Y | N | 08:00 to 20:00 | Y |
| 4 | Drug Enforcement Commission | 9 | N | Y | N | 08:00 to 20:00 | Y |
| 5 | Ministry of Agriculture (Agribusiness) | 1 | N | | N | 08:00 to 17:00 | Y |
| 6 | Ministry of Health | 12 | N | | N | 24/7 | Y |
| 7 | Zambia Medicines Regulatory Authority | 1 | Y | Y | Y | 08:00 to 17:00 | On call |
| 8 | Livestock and Fisheries | 4 | N | N | N | 08:00 to 20:00 | Y |
| 9 | Immigration | 23 | N | N | N | 24/7 | Y |
| 10 | Road Transport Safety Agency | 10 | Y | Y | Y | 08:00 to 19:00 | Y |
| 11 | Ministry of local government - Nakonde District Council | 6 | N | N | N | 24/7 | Y |

2.6 Number of Consignments Cleared through Nakonde and Mwami OSBP – 01 January to 31 December 2021

The data in Table 20 is an extract from ASYCUDA World for the period January to December 2021, for transit and final clearance importation at Nakonde OSBP and Mwami Border Post. 41.62% of total imports was recorded while 58.38% was transit consignments.

Table 2.9: Number of consignments cleared through Nakonde and Mwami OSBP – 01 January to 31 December 2021

| Declaration Type | Number of declarations | Percent of the total |
|------------------|------------------------|----------------------|
| Imports | 73,429 | 41.62 |
| Transit | 102,978 | 58.38 |

2.7 Most Common (Top 20) Commodities Cleared through Nakonde and Mwami Border Posts.

Tables 2.10, 2.11, 2.12 and 2.13 show the most common or top 20 commodities cleared through Nakonde and Mwami border posts during the year 2021. At Nakonde, gas oil and vehicles were the most commodities cleared as imports at that border, while at Mwami Border Post, vehicles and waterproof footwear were the top imports cleared at the border post. In terms of transits, gas oil and vehicles also topped the list at Nakonde, while at Mwami, raw cane sugar and tobacco topped the transit list.

Table 2.10: Most common (top 20) commodities cleared through Nakonde 01 January to 31 December 2021

| Office | Product | Description | Count |
|--------|----------|--|--------|
| NKO | 27101910 | Gas oils. | 13,616 |
| NKO | 87032390 | Vehicles with engine capacity exceeding 1500cc but not exceeding 3000cc - OTHER. | 9,494 |
| NKO | 87032290 | Vehicles with engine capacity exceeding 1000cc but not exceeding 1500cc: OTHER | 8,251 |
| NKO | 27101210 | Motor Spirit | 3,017 |
| NKO | 87042100 | Motor vehicles (diesel engine) for the transport of goods GVW upto 5 tonnes | 1,932 |
| NKO | 87112000 | Motorcycles with reciprocating engine of capacity 50-250cc | 1,813 |
| NKO | 87089900 | Parts and accessories, nes, for vehicles of 87.01 to 87.05 | 1,625 |
| NKO | 39269099 | other articles of plastics, nes | 1,315 |
| NKO | 63090000 | Worn clothing and other worn articles | 1,255 |
| NKO | 87012000 | Road tractors for semi-trailers | 1,131 |
| NKO | 87032190 | Other: Vehicles with spark-ignition engine of cylinder capacity <1000cc. | 1,062 |
| NKO | 70109000 | Other carboys, bottles, flasks, jars, pots, phials, ampoules etc. | 1,038 |
| NKO | 40111000 | New pneumatic tyres, of rubber of a kind used on motor cars | 926 |
| NKO | 40112010 | New pneumatic tyres of rubber, of a kind used on buses or lorries- rim size 50cm to 57cm | 877 |
| NKO | 33049990 | Other | 876 |
| NKO | 73239900 | Table, kitchen or household articles... of iron or steel, nes | 832 |
| NKO | 94036000 | Wooden furniture, nes | 830 |
| NKO | 94032000 | Metal furniture, nes (excl. seats) | 796 |
| NKO | 84818000 | Other appliances such as taps, cocks and other valves, nes | 695 |
| NKO | 84073400 | Spark-ignition reciprocating piston engines for vehicles, >1000cc | 667 |

Table 2.11: Most common (top 20) commodities cleared through Mwami 01 January to 31 December 2021

| Office | Product | Description | Count |
|--------|----------|---|-------|
| MWA | 87032290 | Vehicles with engine capacity exceeding 1000cc but not exceeding 1500cc: OTHER | 272 |
| MWA | 64019900 | Waterproof footwear (not covering the ankle) | 203 |
| MWA | 25201000 | Gypsum; anhydrite | 160 |
| MWA | 63053300 | SACKS AND BAGS, FOR PACKING GOODS, OF POLYETHYLENE/POLYPROPYLENE STRIP NES | 139 |
| MWA | 87032390 | Vehicles with engine capacity exceeding 1500cc but not exceeding 3000cc - OTHER. | 134 |
| MWA | 21061090 | Protein concentrates and textured protein substances - Other | 107 |
| MWA | 87042100 | Motor vehicles (diesel engine) for the transport of goods GVW upto 5 tonnes | 77 |
| MWA | 44111400 | Medium density fibreboard (MDF) of a thickness exceeding 9mm | 67 |
| MWA | 28112190 | Other carbon dioxide | 63 |
| MWA | 85171200 | Telephones for cellular networks or for other wireless networks | 58 |
| MWA | 39202090 | OTHER-Plates..., of polymers of propylene, not reinforced, etc | 52 |
| MWA | 44129900 | Plywood, veneered panels and similar laminated wood nes | 50 |
| MWA | 39206210 | Plates..., of polyethylene terephthalate, not reinforced, etc | 46 |
| MWA | 09024090 | Other black tea(fermented) and partly fermented | 44 |
| MWA | 31054000 | Ammonium dihydrogen orthophosphate (monoammonium phosphate) | 33 |
| MWA | 87043100 | Motor vehicles (spark ignition engine) for the transport of goods GVW upto 5 tonnes | 31 |
| MWA | 39172390 | OTHER-Tubes, pipes and hoses, rigid, of polymers of vinyl chloride | 28 |
| MWA | 87032190 | Other: Vehicles with spark-ignition engine of cylinder capacity <1000cc. | 26 |
| MWA | 10051000 | Maize seed | 25 |
| MWA | 87112000 | Motorcycles with reciprocating engine of capacity 50-250cc | 25 |

Table 2.12: Most common (top 20) commodities cleared through Mwami 01 January to 31 December 2021

| Office | Product | Description | COUNT |
|--------|----------|---|-------|
| MWA | 87032290 | Vehicles with engine capacity exceeding 1000cc but not exceeding 1500cc: OTHER | 272 |
| MWA | 64019900 | Waterproof footwear (not covering the ankle) | 203 |
| MWA | 25201000 | Gypsum; anhydrite | 160 |
| MWA | 63053300 | Sacks And Bags, for Packing Goods, of Polyethylene/Polypropylene Strip Nes | 139 |
| MWA | 87032390 | Vehicles with engine capacity exceeding 1500cc but not exceeding 3000cc - OTHER. | 134 |
| MWA | 21061090 | Protein concentrates and textured protein substances - Other | 107 |
| MWA | 87042100 | Motor vehicles (diesel engine) for the transport of goods GVW upto 5 tonnes | 77 |
| MWA | 44111400 | Medium density fibreboard (MDF) of a thickness exceeding 9mm | 67 |
| MWA | 28112190 | Other carbon dioxide | 63 |
| MWA | 85171200 | Telephones for cellular networks or for other wireless networks | 58 |
| MWA | 39202090 | OTHER-Plates..., of polymers of propylene, not reinforced, etc | 52 |
| MWA | 44129900 | Plywood, veneered panels and similar laminated wood nes | 50 |
| MWA | 39206210 | Plates..., of polyethylene terephthalate, not reinforced, etc | 46 |
| MWA | 09024090 | Other black tea(fermented) and partly fermented | 44 |
| MWA | 31054000 | Ammonium dihydrogen orthophosphate (monoammonium phosphate) | 33 |
| MWA | 87043100 | Motor vehicles (spark ignition engine) for the transport of goods GVW upto 5 tonnes | 31 |
| MWA | 39172390 | OTHER-Tubes, pipes and hoses, rigid, of polymers of vinyl chloride | 28 |
| MWA | 87032190 | Other: Vehicles with spark-ignition engine of cylinder capacity <1000cc. | 26 |
| MWA | 10051000 | Maize seed | 25 |
| MWA | 87112000 | Motorcycles with reciprocating engine of capacity 50-250cc | 25 |

Table 2.13: Most common (top 20) commodities Transits through Mwami 01 January to 31 December 2021

| Office | Product | Description | COUNT |
|--------|----------|--|-------|
| MWA | 17011400 | Other raw cane sugar | 364 |
| MWA | 24012000 | Tobacco, partly or wholly stemmed/stripped | 31 |
| MWA | 87042100 | Motor vehicles (diesel engine) for the transport of goods GVW up to 5 tonnes | 28 |
| MWA | 07131090 | Dried peas, shelled...Other | 18 |
| MWA | 02071100 | Fresh or chilled whole chickens | 14 |
| MWA | 24013000 | Tobacco refuse | 11 |
| MWA | 24022000 | Cigarettes containing tobacco | 9 |
| MWA | 44039800 | Other of eucalyptus (Eucalyptus spp.) | 7 |
| MWA | 87043100 | Motor vehicles (spark ignition engine) for the transport of goods GVW up to 5 tonnes | 6 |
| MWA | 02071200 | Frozen whole chickens | 5 |
| MWA | 84249000 | Parts of machinery and apparatus of 8424.10 to 8424.89 | 3 |
| MWA | 99030000 | single consignment non-commercial goods | 3 |
| MWA | 23024000 | Brans, sharps and other residues of other cereals | 2 |
| MWA | 34011990 | Other Soap and organic surface-active products in bars, etc, nes | 2 |
| MWA | 39159090 | OTHER-Waste, parings and scrap, of other plastics, nes | 2 |
| MWA | 73219000 | Parts of appliances of 7321.11 to 7321.83, of iron or steel | 2 |
| MWA | 87032190 | Other: Vehicles with spark-ignition engine of cylinder capacity <1000cc. | 2 |
| MWA | 87032490 | Vehicles with spark-ignition engine of cylinder capacity >=3000cc - OTHER | 2 |
| MWA | 05119990 | Other animal products, nes; dead animals of chapter 1 | 1 |
| MWA | 07032000 | Garlic, fresh or chilled | 1 |

2.6.1 List of Supporting Documents

A declaration of goods being imported or transiting is made on the Customs Declaration Form CE20. This is also known as a Single Administrative Document (SAD) and is used to capture information pertaining to the goods declared for various Customs procedures. The Declaration has information derived from the numerous documents presented for Customs verification and assessment to support the importation of declared goods (Table 2.14).

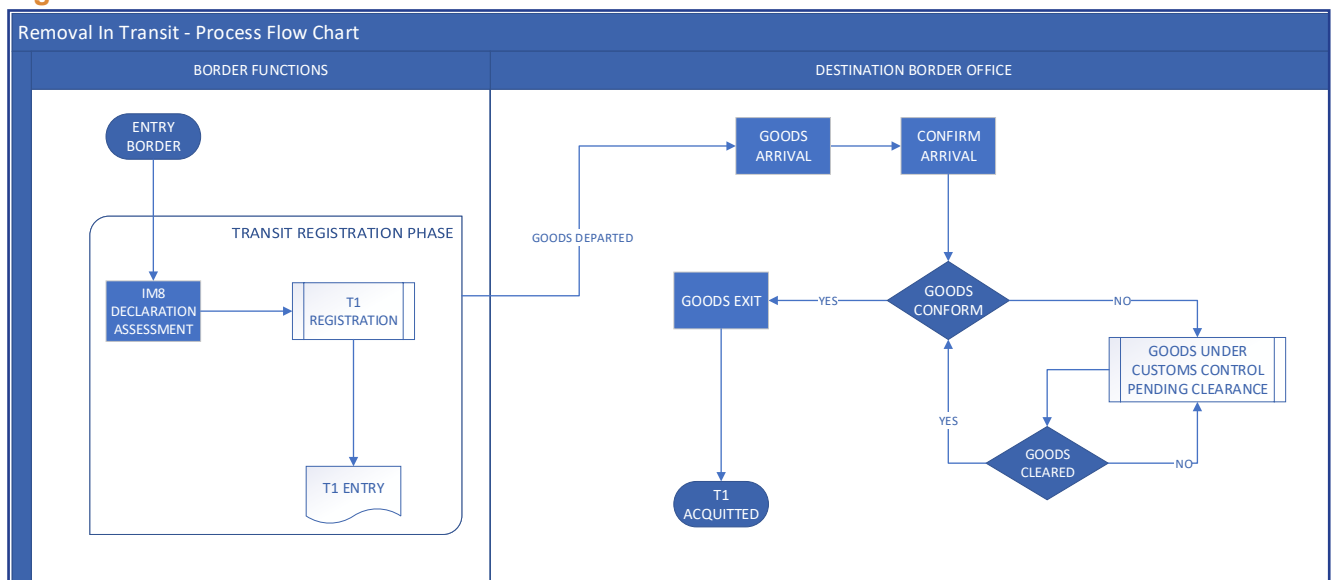
Table 2.14: List of Supporting Documents

| | Name of supporting Document | Importance to the clearance process |
|----|--|---|
| 1. | Invoice | This is the document that represents the contract of sale and gives the description of the goods which are subject to clearance, the quantities, the consignee details, country of origin and the value of goods. |
| 2. | Transport document such as the road consignment notes and Airway bills | The document provides information on the transporter, description of the goods consigned, the quantity and the destination. |
| 3. | Regulatory certificates | Goods under regulatory control require applicable certificates, permits and licenses to be attached to complete the clearance process. |
| 4. | Certificate of origin | Some goods may require certification of origin in order for them to qualify for preferential treatment under respective regional and multilateral economic communities. |

2.6.2 Transit Clearance

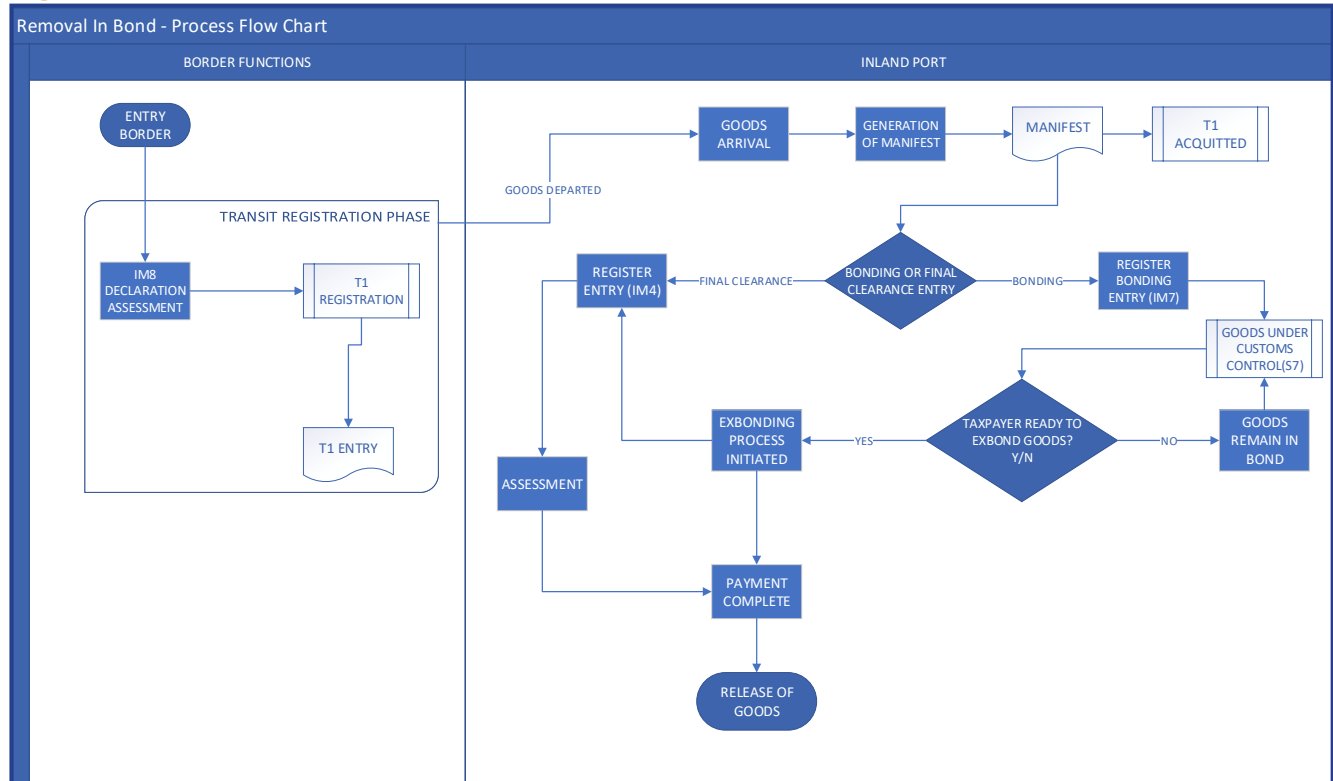
The transit clearance process begins with the importer or their appointed broker capturing and submitting details relating to the consignment. The essential details include the consignee and country of destination. For the transaction to successfully be assessed, the broker is required to hold a customs bond which is committed to the value of taxes suspended. This is done through the generation of the T1. The process map is illustrated in Figure 2.8.

Figure 2.8: Removals in Transit



The Removals in Bond Clearance for goods destined to complete customs formalities in land is another suspense procedure that follows the similar process like transit and also commits the bond upon generation of the T1. The process map is illustrated in Figure 2.8.

Figure 2.8: Removals in Bond



Introduction

Research Design

*Appropriateness of
Research Design (Optional)*

Pilot study

Sampling strategies

Instrument design

Methods of data analysis

**Chapter Three:
METHODOLOGY**

METHODOLOGY

The study design employed in this TRS is cross-sectional in nature. It involved gathering data through observations, key interviews and administering of questionnaires over a period of seven (7) days. The selection of the two border posts was purposive in nature for various factors. Besides being carried out at border posts which have distinct characteristics in terms of nature and size of trade flows, the selection of the borders was pre-determined within the operational framework of the Zambia Border Posts Upgrade Project (ZBPUP).

This study was limited to customs formalities for imports and goods in transit at the two borders. These formalities hinged on procedures required for the goods to be cleared, from the time they arrive and released at the border. The entire TRS study was undertaken in different stages, which formed part of the entire methodological approach, as outlined below:

3.1 Key Stages for the TRS

3.1.1 Establishing the National TRS Working Group

This stage involved the identification and appointment of the key players to participate in the study. These members were drawn from the National TRS Technical Working Group which was established as a sub-committee of the National Trade Facilitation Committee (NTFC) for Zambia.

3.1.2 Training for the National TRS Technical Working Group

In order to ensure reliability and coherence in expectation among the TRS Technical Working Group members, training on the rationale and scope of the TRS was conducted in October, 2021. On the sideline of the capacity building programme activity, the technical working group undertook consolidation of the methodology of the TRS and development survey instruments or research questionnaire for the Study.

3.2 Sampling Design

The sampling used in this study was guided by the WCO's TRS Guidelines. Therefore, since the TRS was conducted in November 2021, the sample size for the study was based on the traffic flow for the corresponding period in the year 2020. Based on the November, 2020 traffic flow statistics at the two border posts, Nakonde border recorded 4,586 import transactions, while Mwami border had 139 import transactions, respectively as shown in Table 3.1.

In view of the recommended minimum sampling percentage by the WCO highlighted above, the sample size for each border post was determined by dividing the total monthly import transactions for November, 2020 by 30 days. This was then multiplied by the duration of seven days for which the TRS was conducted.

Table 3.1 indicates the targeted sample size, calculated based on the above formula, and the actual sample size that was realised after the study was conducted at both borders. Notably, the actual sample size realised was greater than the projected sample. This, therefore, increased the reliability and validity of the study as it improved the accuracy of the calculated averages. More importantly, the higher sample size was critical for the study to generate the much needed results as it was being undertaken in very challenging times where restrictions were eminent due to Covid-19.

Table 3.1: Import transaction volumes for November 2020 and Actual sample size realized in November 2021

| OFFICE | IMPORTS TRANSACTIONS | TARGETED IMPORT SAMPLE SIZE | ACTUAL REALIZED IMPORT SAMPLE SIZE |
|---------|----------------------|-----------------------------|------------------------------------|
| | Nov-20 | Nov-21 | Nov-21 |
| NAKONDE | 4,586 | 1,070 | 1,851 |
| MWAMI | 139 | 41 | 76 |

*In Recognition of the times Ministry of Health official conducting a COVID 19 test at Mwami Border Post*

3.3 Enumeration

In order to aid in the eliciting of good and right data for the study, eight (8) enumerators were recruited at source from each border. Preceding the actual deployment and data collection, the enumerators were trained in data collection procedures and protocols. The training also included a border walk through, identification of data collection points, and assignment to data collection points.



Nakonde TRS Team with the Enumerators

Training of the enumerators was undertaken on 1st November, 2021, which also incorporated the border walk through, identification of data collection points and assignment to data collection points.



Mwami TRS Team with the Enumerators

The list of enumerators is attached as Annex iv.

3.4 Data Entry, Cleaning, Analysis and Report Writing

The report preparation exercise involved a series of stages. These included data capturing into the Excel worksheet, obtaining TRS-related data from ZRA ASYCUDA System by the ZRA Team, data capture into the WCO analysis tool, data analysis, identification of preliminary performance measures and findings and coming up with the report.

3.5 Scope

The scope of the study of the Time Release Study (TRS) is normally to measure the time taken for import, export and transit procedures of customs, other border agencies, and clearing agents from the time of arrival of the cargo at the border of one country until it is released (exit) from the border during the period under review.

Under the planned Nakonde Mwami TRS, the scope was limited to measuring the time taken for imports and transit procedures at the two borders. Export procedures were excluded because the Zambia Revenue Authority had introduced processing of export procedures inland.

3.6 Data Collection Points and Duration

The Technical Working Group undertook the schematisation of the clearance process. The tables and flowcharts below enabled the working group to identify in detail all the stages in the Customs process and the actors involved in each process for both Nakonde and Mwami border posts.

Table 3.2: Nakonde OSBP Data Collection Points

| Gate / station | Activity | Duration |
|----------------------|--|----------|
| Break bulk gate | This is the entry point of tankers and break-bulk vessels into the Control zone. This is the Start point in the time measure of the TRS for tankers and break-bulk consignments. | 7 days |
| Scanner | This is the entry point for containerized cargo into the Control zone. The Scanner is the Start point in the time measure of the TRS for containerized cargo. Scanning is important in the verification of declared goods and determination of whether the cargo need further physical inspection. The duration and outcomes of the scanning has a direct bearing on the release time. | 7 days |
| In-transit (IT) gate | This is the entry point of Imported and Transit vehicles into the Control zone. The IT gate is the Start point in the time measure of the TRS for Imported or Transit vehicles. | 7 days |
| Zambia (ZM) gate | This is the convergence point of the Breakbulk, Scanner and IT gate entry routes in the Control Zone. Time capture at this gate is important as it indicates the duration of activities from the point of entry into the Control zone and thus contribute to the measure of release time. | 7 days |
| Zamesco | This has a dual-purpose operating both as a Truck Yard and a Physical inspection yard. For physical inspections, capture of duration of time between the truck being ready for inspection and the actual duration of the inspection has a direct bearing on the release time. As a truck yard, capture of duration of stay and reasons for stay are important to ascertain whether the cargo's extended delay is associated to customs clearance process or not. | 7 days |
| Checkpoint | This is the Exit point from the control zone. Capture of time of exit is very important as it helps measure the release time from Start point to End point of the Customs clearance activities. | 7 days |

3.5 Traffic Movement from Zambia Gate to Check Point, Zamesco and Private Truck Parking Yards at Nakonde

Figure 3.1 shows the movement of traffic at Nakonde from the border control area to ZAMESCO via Mbala Checkpoint. During the study, these points were used for data collection and enumerators were placed to capture data manually.

Figure 3.1: Traffic Movement from Zambia Gate to Check Point, Zamesco and Private Truck Parking Yards at Nakonde

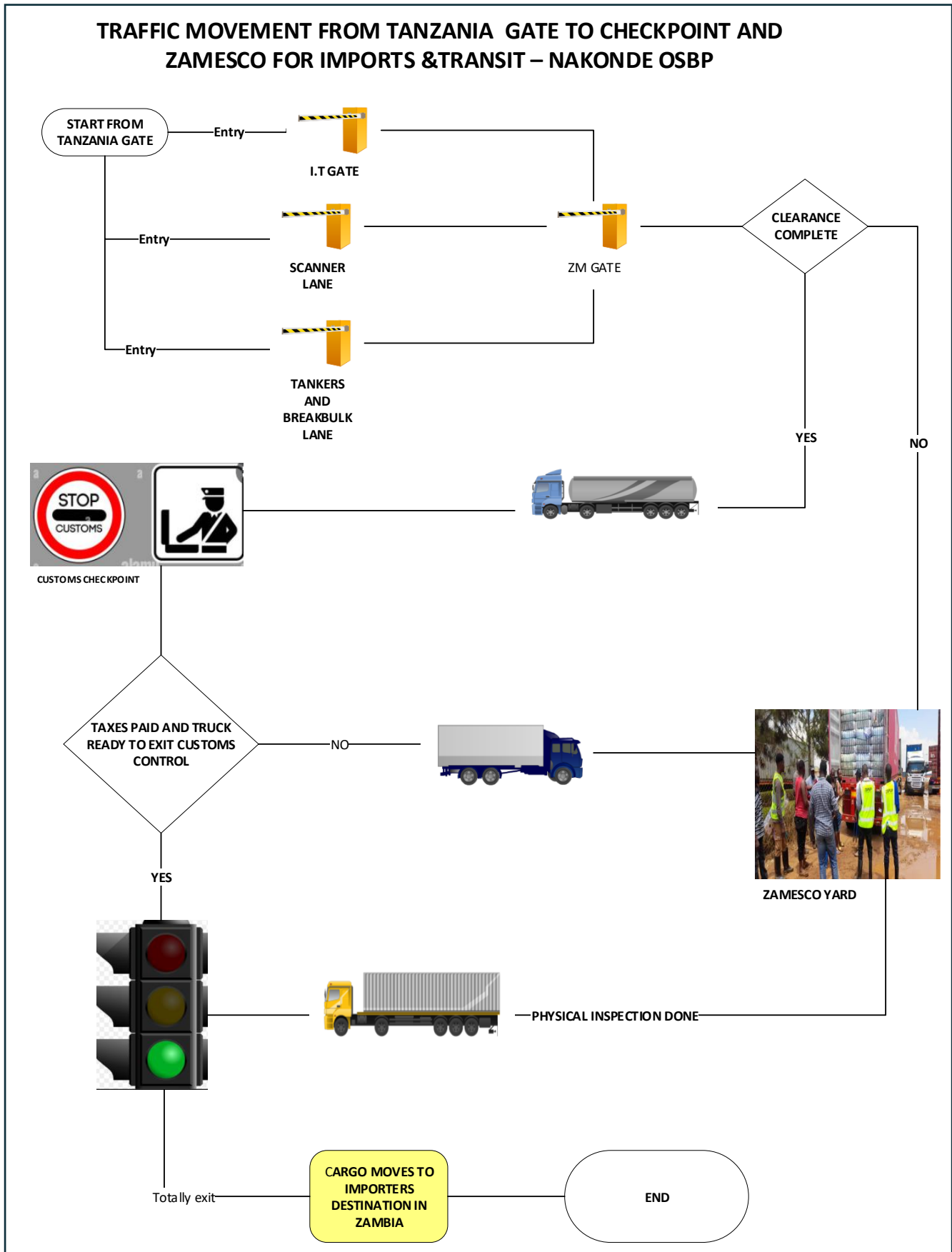


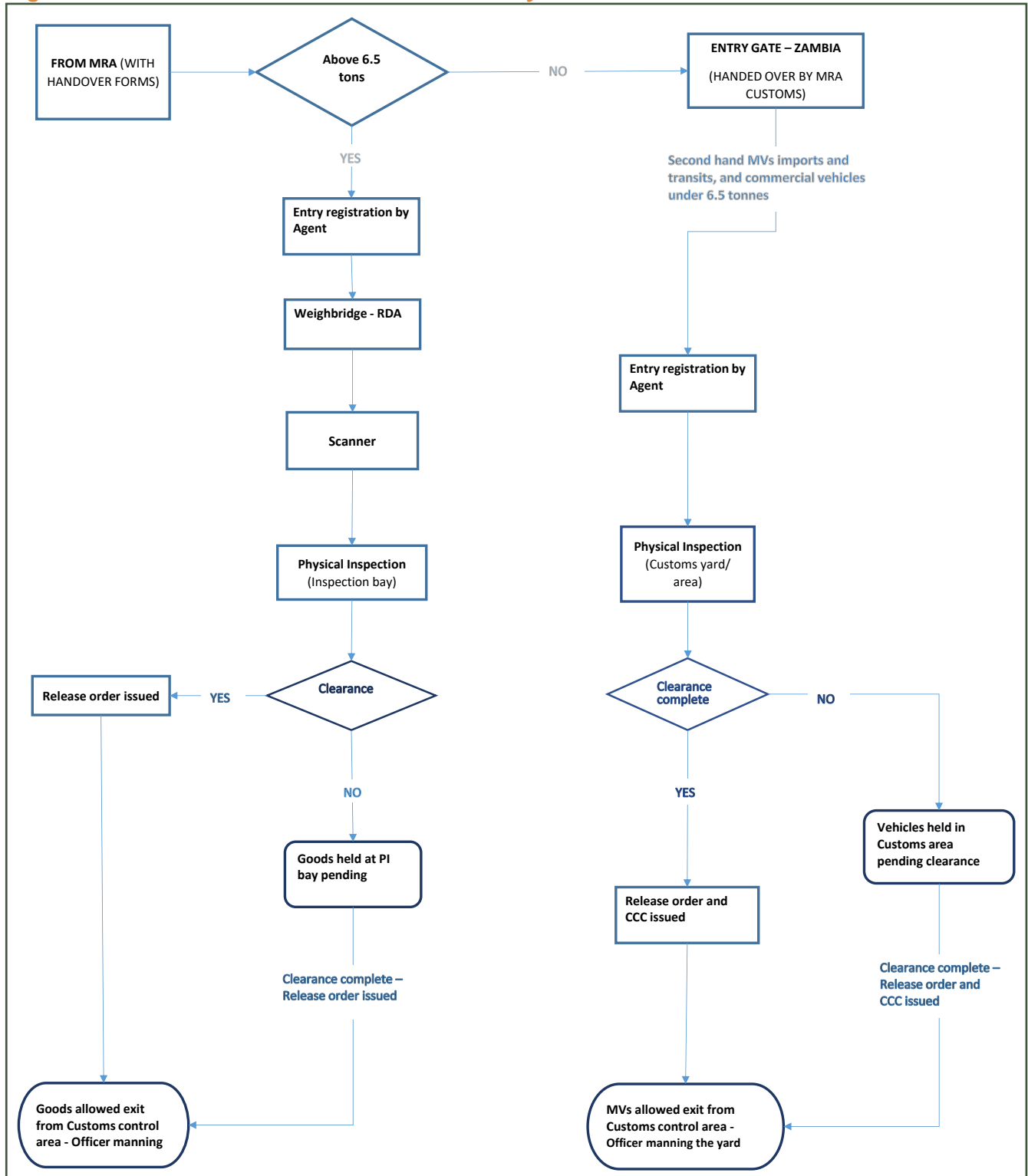
Table 3.3: Mwami Data collection points

| Gate /station | Activity | Duration |
|---------------------------|--|----------|
| ZM Entry gate | This is the entry point into the Control zone. This is the Start point in the time measure of the TRS. | 7 days |
| Direct Trader Input (DTI) | The Direct Trader Input station is where the client or agent inputs declarations into the ZRA system. | 7days |
| Scanner | Scanning is important in the verification of declared goods and determination of whether the cargo need further physical inspection. The duration and outcomes of the scanning has a direct bearing on the release time. | 7 days |
| Inspection bay | Capture of duration of time between cargo being ready for inspection and the start of inspection, and the actual duration of the inspection has a direct bearing on the release time. | 7 days |
| Exit point | This is the Exit point from the control zone. Capture of time of exit is very important as it helps measure the release time from Start point to End point of Customs clearance activities. | 7 days |

3.6 Traffic Movement from Malawi to Entry and Exit Gates at Mwami Border Post

Figure 3.2 is the flow process depicting the movement of traffic from Malawi (Mchinji) border into Zambia (Mwami) border:

Figure 3.2: Traffic Movement from Malawi to Entry and Exit Gates at Mwami Border Post



3.7 Conducting the Nakonde and Mwami TRS

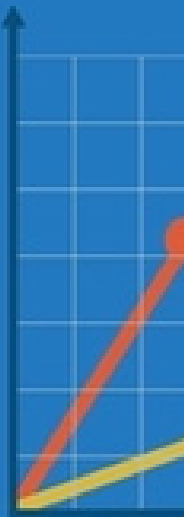
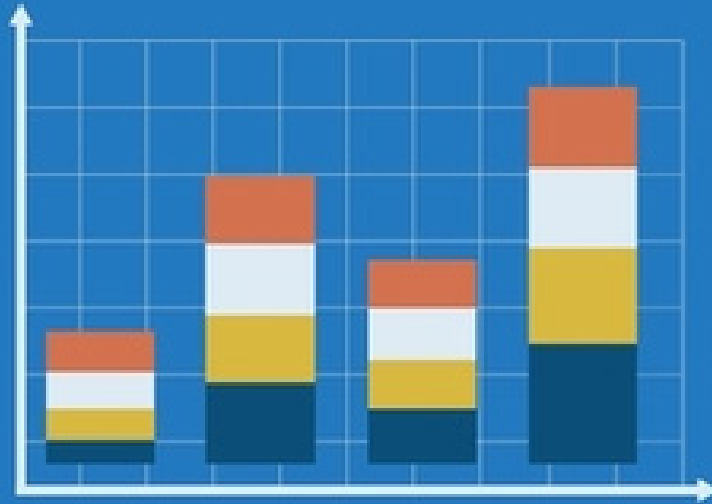
The Nakonde Mwami TRS Study was simultaneously conducted at both Nakonde and Mwami Border Posts as described in Annex vi - **Conducting the Nakonde and Mwami Time Release Study.**

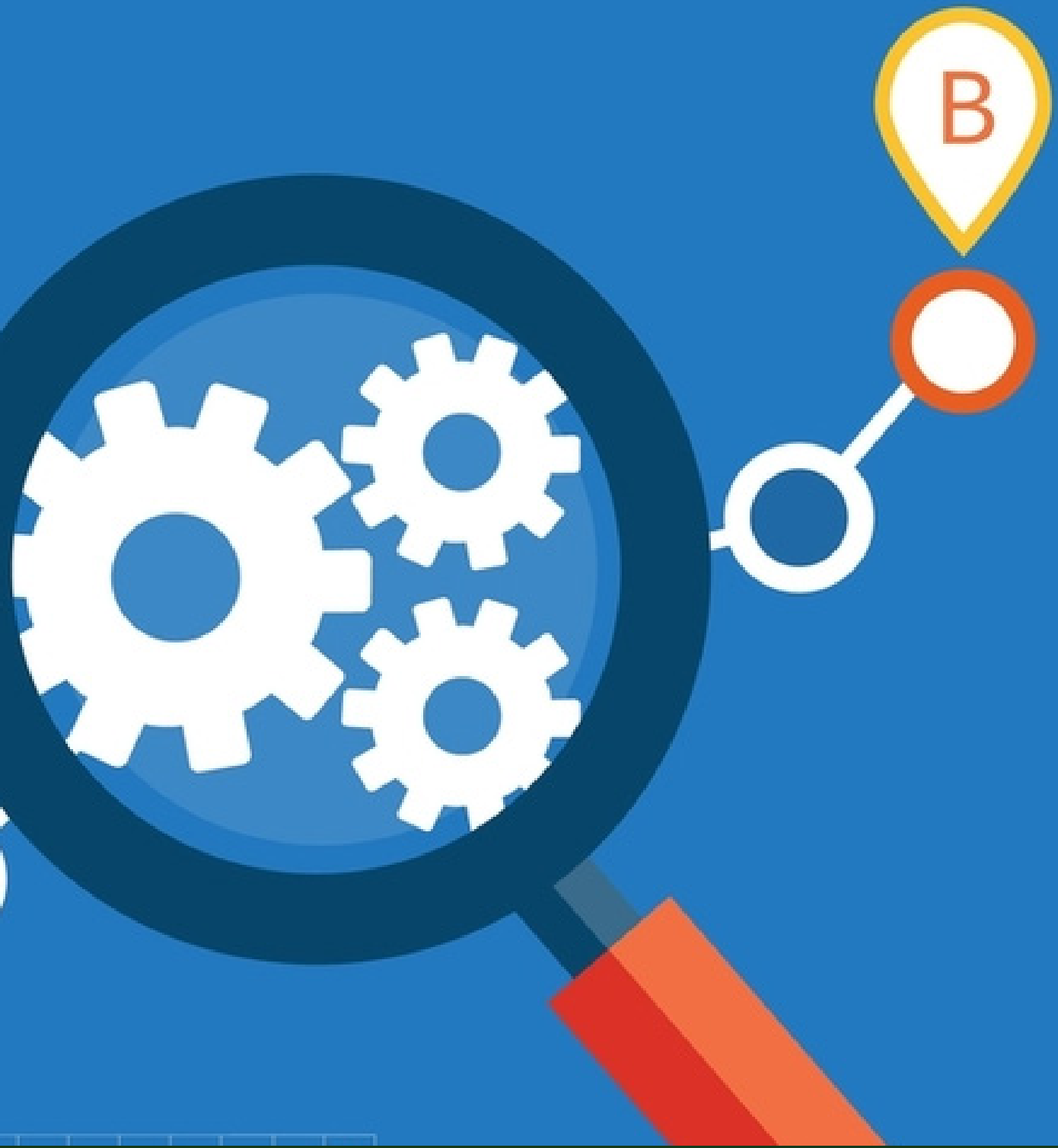
3.8 Study Constraints

During the undertaking of the Time Release Study at Nakonde One-Stop Border and Mwami Border Post, the TRS TWG encountered a number of constraints outlined in Table 29. Recommendations are also provided to address those constraints:

Table 29: Study Constraints and Recommendations

| CONSTRAINTS | RECOMMENDATION |
|---|--|
| <p>Use of Manual Questionnaires</p> <ul style="list-style-type: none"> Data Capture takes long with manual questionnaires. Costs of printing questionnaires increased - The traffic exceeded the projected data sample requiring additional questionnaires to be printed creating additional costs which were not anticipated. | <p>Consideration be given to use of electronic means to capture data.</p> |
| <p>Communication challenges</p> <p>There was erratic internet connectivity and mobile communications was limited due to unstable network at the borders from Zambian mobile service providers. This is caused by lack of adequate communication infrastructure.</p> | <p>Government must encourage the private sector to provide communication infrastructure at the borders as this is key, even to the provision of services by other Border Agencies.</p> |
| <p>Sanitary Facilities</p> <p>Lack of adequate sanitation facilities – the borders do not have adequate sanitary facilities which could easily be accessed by the teams as they were conducting the TRS.</p> | <p>Infrastructure improvements to the two Borders must provide adequate sanitation facilities for other users of the borders.</p> |
| <p>Weather</p> <p>The study was conducted in the rainy season. However, even with the research aids which were provided, this proved to be a challenge; more so for the enumerators who were not taken into consideration with respect to research aids.</p> | <p>Given the weather patterns in Zambia consideration be given to future TRS to be equipped with adequate research aids.</p> |
| <p>Unanticipated Costs</p> <p>The TRS team found that while on the ground, unanticipated costs related to the TRS arose. In Nakonde, the clearance processes covered large areas not limited to the immediate border vicinity. This meant the TRS team had to cover all these areas leading to increased fuel costs.</p> | <p>The undertaking of a prior visit to the targeted border post before actual data collection by some members of the TRS Working Group to determine full clearance process coverage should be considered in future TRSs. In addition, adequate financial resources should be provided.</p> |
| <p>Language barrier</p> <p>The TRS team experienced language barriers in dealing, especially with the drivers.</p> | <p>Consideration be given especially in the recruitment of enumerators that they be proficient in the language spoken in neighbouring countries</p> |





Chapter Four:
DATA ANALYSIS

Chapter 4

DATA ANALYSIS

Data analysis is comparing the physical data collected manually with customs system timestamps using WCO approved data analysis software and methodology.

4.1 Clearance and Release of Import and Transit Cargo during the Study Period

During the study period, the data showed an average delay of 1 day 15 hours for Nakonde OSBP, and 2 hours 20 minutes for Mwami Border Post.

4.2 Validation with Customs systems log Reports and Consolidation of TRS Data

The Log report is an extract of one declaration that took seven days to complete the clearance process.

Figure 4.1: Data Analysis and Validation with ASYCUDA log Reports

| Version# | Date | Status | Transaction | Owner | Who | Signed |
|----------|----------------|----------|--------------------------------|------------|------------|--------|
| 14 | 10/11/21 14:28 | Paid | Print Release Order | 1019047881 | KALELAB | no |
| 13 | 10/11/21 14:00 | Paid | System re-route to green | 1019047881 | MWIYAM2 | no |
| 12 | 10/11/21 14:00 | Paid | Clear declaration | 1019047881 | MWIYAM2 | no |
| 11 | 09/11/21 12:58 | Paid | Payment | 1019047881 | ZMSTANBIC2 | no |
| 10 | 08/11/21 16:03 | Assessed | Post-Entry | 1019047881 | MOYOF1 | no |
| 9 | 08/11/21 15:59 | Assessed | Post-Entry | 1019047881 | MOYOF1 | no |
| 8 | 08/11/21 12:05 | Paid | Re-route to query | 1019047881 | AKALALAV | no |
| 7 | 08/11/21 11:07 | Paid | Update SAD Physical Exam Field | 1019047881 | AKALALAV | no |
| 6 | 08/11/21 09:43 | Paid | Manual Examiner Assignment | 1019047881 | MWIYAM2 | no |
| 5 | 05/11/21 11:49 | Paid | Re-route to red | 1019047881 | MWIYAM2 | no |
| 4 | 05/11/21 10:28 | Paid | Release Order (selectivity) | 1019047881 | MUMBACHU | no |
| 3 | 04/11/21 11:08 | Paid | Payment | 1019047881 | ZMSTANBIC2 | no |
| 2 | 04/11/21 07:50 | Assessed | Post-Entry | 1019047881 | SINKALANO2 | no |
| 1 | 03/11/21 17:53 | Assessed | Validate and assess | 1019047881 | MWALEKEI | no |

Figure 4.1 shows an abridged account of the process a declaration went through in completing the entire customs formalities for imports. Notably, registration was done on 3rd November, 2021. The Release Order, which is the final Customs document, was only issued on 10th November, 2021, seven (7) days after the declaration was made. Generally, the indicated 7 days is at variance with 5 hours or less average clearance best international practice for release of goods. However, understanding the source of this delay in the Customs clearance process, given the different stages and stakeholders involved, was critical for this study. This exploration, therefore, required vetting through the entire critical points and stages in the Customs clearance processes.

Figure 27 shows that the clearing process was initiated by the clearing agent (MWALEKEI) on 3rd November, 2021. Notably, the agent made the declaration on 3rd November, 2021 and post-entry

changes on 4th November, 2021 at 07:50 hours. At 11:08 hours the same day, a full electronic payment was made for the declaration. On 5th November, selectivity was triggered, based on the risk parameters, and declaration was rerouted to red for a physical inspection which was only concluded on 8th November at 11:07 hours. At 12:05 hours on the same day, a query was raised and at 15:59 hours an amendment was done which called for additional taxes to be paid. Payment was, therefore, made on the 9th November at 12:58 hours and the declaration was rerouted to green on 10th November at 14:00 hours. The Release Order was issued the same day at 14:28 hours.

The aforementioned scenario shows that a number of factors necessitated the delay from both the Agent and ZRA.

- **Agent:** There was possible omission or commission of customs offence that resulted into post-entry amendment and upward adjustment of taxes.
- **ZRA:** There was possible system failure to trigger selectivity automatically after the first payment was made.

Report preparation with key findings and recommendations

The TRS Working Group took a recess out of Lusaka for a period of ten (10) days to prepare the TRS Report for Nakonde and Mwami border posts. Report preparation involved the following stages: Data capturing into the Excel worksheet, Obtaining TRS related data from ZRA ASYCUDA World by the ZRA Team, Data capturing into the WCO analysis tool, Data analysis, Identification of preliminary performance measures and findings and coming up with the draft version 1 of the TRS report.

Throughput

Number of trucks arrived and cleared through Mwami and Nakonde OSBP during the study period.

4.3 NAKONDE OSBP

Table 4.1: Imports - Nakonde Cleared same day

| Date | Arrived | Cleared the same day |
|--------------|------------|----------------------|
| 02-Nov-2021 | 75 | 0 |
| 3-Nov-2021 | 97 | 3 |
| 4-Nov-2021 | 127 | 16 |
| 5-Nov-2021 | 112 | 8 |
| 6-Nov-2021 | 54 | 45 |
| 7-Nov-2021 | 122 | 3 |
| 8-Nov-2021 | 58 | 7 |
| Total | 645 | 82 |

Table 4.2: Transit – Nakonde Cleared same day

| Date | Arrived | Cleared the same day |
|--------------|--------------|----------------------|
| 2-Nov-2021 | 166 | 19 |
| 3-Nov-2021 | 308 | 42 |
| 4-Nov-2021 | 239 | 29 |
| 5-Nov-2021 | 135 | 26 |
| 6-Nov-2021 | 65 | 14 |
| 7-Nov-2021 | 178 | 38 |
| 8-Nov-2021 | 105 | 40 |
| Total | 1,196 | 208 |

Table 4.3: Table 33: AEO – Nakonde Cleared same day

| Date | Arrived | Cleared the same day |
|------------|---------|----------------------|
| 2-Nov-2021 | 1 | 1 |
| 3-Nov-2021 | 22 | 22 |
| 4-Nov-2021 | 4 | 4 |
| 5-Nov-2021 | 16 | 16 |
| 6-Nov-2021 | 0 | 0 |
| 7-Nov-2021 | 12 | 12 |
| 8-Nov-2021 | 19 | 19 |
| Total | 74 | 74 |

CACP goods are cleared on same day. The study confirmed that through the data in Table 4.4-4.6.

4.3.1 Overview of Imports Clearance Analysis

Zambia encourages preclearance of goods, importers are advised to declare their consignments seven days prior to arrival. The authority has gone further to provide for pre-registration of goods. Clients are required to declare the goods on customs system before arrival.

4.3.2 Average Release Times for Trucks

Table 4.4: Mwami Average time release for Non AEO trucks

| Mwami - Non AEO Declarations | |
|------------------------------|-------|
| Payment to Print Release | |
| Hours | 23.48 |
| Days | 0.98 |

The average release time of trucks at Mwami Border Post is zero days, twenty-three hours and forty-eight Minutes. The study showed this trend on many declarations that were sampled. This could be attributed to declarant/importer failure to pay on time.

Table 4.5: Clearance time for Authorized economic Operators (AEO)

| Blue - Clearance Time (Days) | | | |
|------------------------------|----------------|-----------------|------------|
| | Minimum (days) | Maximum (hours) | Average |
| NKO | 0.7 | 2.3 | 1.2 |
| MWA | - | - | - |
| Grand Total | 0.7 | 2.3 | 1.2 |

Note: Average time was computed based on the data collected on the ground and the customs data extracted from ASYCUDAWorld.

Table 4.6: Clearance time for Declarations that went to Yellow

| Yellow - Clearance Time (Days) | | | |
|--------------------------------|----------|------------|------------|
| | Minimum | Maximum | Average |
| MWA | 0 | 2.6 | 0.6 |
| NKO | 0.1 | 5.3 | 1.2 |
| Grand Total | 0 | 5.3 | 1.2 |

Note: Average time was computed based on the data collected on the ground and the customs data extracted from ASYCUDAWorld.

Nakonde OSBP recorded a maximum of 5 days to complete a declaration. This trend falls between registration and payment. This process is determined by declarant/importer who initiates the clearance process. Customs are only able to act on the declaration after the status changes to 'Paid'.

Table 4.7: Clearance time for Declarations that went to Red – Nakonde

| Red clearance - days | | | |
|----------------------|---------|---------|---------|
| | Minimum | Maximum | Average |
| MWA | 0.2 | 3.0 | 0.9 |
| NKO | 0.1 | 5.0 | 2.3 |

Note Average time was computed based on the data collected on the ground and the customs data extracted from ASYCUDAWorld.

Overall Average Release Times for Physically Examined Consignments

Table 4.8: Average release time at ZAMESCO

| | Time Taken in Minutes | | | Number of Trucks |
|----------------|-----------------------|---------------|---------------|------------------|
| | Minimum (min) | Maximum (sec) | Average (min) | Sample size |
| NON-PERISHABLE | 8 | 17 | 11.6 | 10 |
| PERISHABLE | 4 | 23 | 9.1 | 10 |

Note Average time was computed based on the data collected on the ground and the customs data extracted from ASYCUDAWorld.

| | Time Taken in Minutes | | | Number of Trucks |
|---------|-----------------------|---------------|---------------|------------------|
| | Minimum (min) | Maximum (sec) | Average (min) | Sample size |
| Import | 6 | 17 | 10.6 | 14 |
| Transit | 4 | 23 | 9.8 | 6 |

Note Average time was computed based on the data collected on the ground and the customs data extracted from ASYCUDAWorld.

During the study, it was observed that Nakonde OSBP conducted partial physical inspections. The partial inspection was explained by the conditions on the ground at Zamesco which could not allow for full inspection and the conditions include:

- Distance from the customs office which is about 10km
- Low man power
- Infrastructure limitation (parking ground surface deplorable)

Table 4.9: Average Time taken for inspections at Mwami – Inspection Bay

| Indicator | Days | Hours | Minutes |
|--------------------|------|-------|---------|
| Minimum time taken | 0 | 0 | 8 |
| Maximum time taken | 0 | 13 | 30 |
| Average time taken | 0 | 1 | 20 |

Note Average time was computed based on the data collected on the ground and the customs data extracted from ASYCUDAWorld.

Mwami Physical inspection looks good, this may be attributed to low traffic levels. It took 13 hours to conduct a Physical inspection on a maximum and 1.20 hours on average.

Table 4.10: Number of Physical inspections Nakonde OSBP During the study period

| Date | Inspected | Total Cleared | Percentage Inspected |
|--------------------|------------|---------------|----------------------|
| 2-Nov-21 | 35 | 241 | 14.50 |
| 3-Nov-21 | 32 | 405 | 7.90 |
| 4-Nov-21 | 28 | 366 | 7.70 |
| 5-Nov-21 | 2 | 247 | 0.80 |
| 6-Nov-21 | 40 | 119 | 33.60 |
| 7-Nov-21 | 21 | 300 | 7.00 |
| 8-Nov-21 | 20 | 163 | 12.30 |
| Grand Total | 178 | 1,841 | 9.70 |

Note: Average time was computed based on the data collected on the ground and the customs data extracted from ASYCUDAWorld.

During the period under review, 178 trucks were partially inspected out of 1,841 from Nakonde OSBP giving 9.7% inspection rate.

Table 4.11: Time taken for cargo inspections (NII) – Mwami

| | Time Taken in Minutes | | | Number of Trucks |
|----------------|-----------------------|-----------|-------------|------------------|
| | Minimum | Maximum | Average | |
| Non-Perishable | 8 | 17 | 11.6 | 10 |
| Perishable | 4 | 23 | 9.1 | 10 |
| Total | 4 | 23 | 10.4 | 20 |

Note: Average time was computed based on the data collected on the ground and the customs data extracted from ASYCUDAWorld.

Average time trucks spent at the scanner was 10.4 minutes for the period during the study -Mwami. Border Post

| | Time Taken in Minutes | | | Number of Trucks |
|--------------------|-----------------------|-----------|-------------|------------------|
| | Minimum | Maximum | Average | |
| Import | 6 | 17 | 10.6 | 14 |
| Transit | 4 | 23 | 9.8 | 6 |
| Grand Total | 4 | 23 | 10.4 | 20 |

Note: Average time was computed based on the data collected on the ground and the customs data extracted from ASYCUDAWorld.

A number of 20 trucks (transits & import) was scanned during the same period.

Table 4.12: Time taken for cargo inspections (NII) – Nakonde

| | Time Taken in Minutes | | | Number of Trucks |
|----------------|-----------------------|---------|---------|------------------|
| | Minimum | Maximum | Average | |
| NON-PERISHABLE | 8 | 17 | 11.6 | 10 |
| PERISHABLE | 4 | 23 | 9.1 | 10 |

| | Time Taken in Minutes | | | Number of Trucks |
|---------|-----------------------|---------|---------|------------------|
| | Minimum | Maximum | Average | |
| Import | 6 | 17 | 10.6 | 14 |
| Transit | 4 | 23 | 9.8 | 6 |

During the period of study, it took a minimum of 6 minutes to scan a containerised truck, maximum of 17 Minutes and an average of 10.6 minutes per container.

4.4 Clearance Through Selected Lanes

During the study period at Nakonde OSBP, 1,413 declarations went to the Red lane, 74 went to Blue, and 3,280 went to the Yellow lane as indicated in Table 4.3. In other words, out of the total declarations of 4,767 made during the study, 29.6 percent went to the Red lane, 1.6 percent went to blue and 68.8 percent went to the Yellow lane.

Table 4.13: Number of Declarations cleared through Red, yellow and Blue lane at Nakonde OSBP during the study period

| Date | RED | Percent | BLUE | Percent | YELLOW | Percent |
|--------------------|--------------|------------|-----------|------------|--------------|-------------|
| 2-Nov-21 | 221 | 16 | 1 | 1 | 431 | 13 |
| 3-Nov-21 | 196 | 14 | 22 | 30 | 424 | 13 |
| 4-Nov-21 | 204 | 14 | 4 | 5 | 567 | 17 |
| 5-Nov-21 | 222 | 16 | 16 | 22 | 477 | 15 |
| 6-Nov-21 | 164 | 12 | 0 | 0 | 630 | 19 |
| 7-Nov-21 | 117 | 8 | 12 | 16 | 270 | 8 |
| 8-Nov-21 | 289 | 20 | 19 | 26 | 481 | 15 |
| Grand Total | 1,413 | 100 | 74 | 100 | 3,280 | 100t |

MWAMI BORDER

During the study period at Mwami Border Post, 29 declarations went to Red lane, 4 went to Blue, and 19 went to the Yellow lane. In other words, out of the total declarations of 52 made during the study, 55.8 percent went to the Red lane, 7.7 percent went to Blue and 36.5 percent went to the Yellow lane.

Table 4.14: Number of Declarations cleared through Red, yellow and Blue lane at Mwami Border Post during the study period

| Date | RED | Percent | BLUE | Percent | YELLOW | Percent |
|--------------------|-----------|-------------|----------|------------|-----------|------------|
| 2-Nov-21 | 4 | 14 | 0 | 0 | 4 | 21 |
| 3-Nov-21 | 3 | 10 | 4 | 100t | 4 | 21 |
| 4-Nov-21 | 3 | 10 | 0 | 0 | 1 | 5 |
| 5-Nov-21 | 6 | 21 | 0 | 0 | 8 | 42 |
| 6-Nov-21 | 0 | 0 | 0 | 0 | 1 | 5 |
| 7-Nov-21 | 6 | 21 | 0 | 0 | 0 | 0 |
| 8-Nov-21 | 7 | 24 | 0 | 0 | 1 | 5 |
| Grand Total | 29 | 100t | 4 | 100 | 19 | 100 |

Table 4.15: Time taken for trucks cleared through Blue lane

| | Clearing Time - Blue (Days) | | |
|--------------------|-----------------------------|-------------|-------------|
| | Minimum | Maximum | Average |
| NKO | 0.65 | 2.28 | 1.22 |
| Grand Total | 0.65 | 2.28 | 1.22 |

Table 4.16: Time taken for trucks cleared through Yellow lane

| | Clearing Time - Yellow (Days) | | |
|--------------------|-------------------------------|-------------|-------------|
| | Minimum | Maximum | Average |
| MWA | 0.02 | 2.61 | 0.57 |
| NKO | 0.06 | 5.31 | 1.20 |
| Grand Total | 0.02 | 5.31 | 1.20 |

Table 4.17: Time taken for trucks cleared through Red lane

| | Clearing Time - Red (Days) | | |
|-------------|----------------------------|---------|---------|
| | Minimum | Maximum | Average |
| MWA | 0.21 | 2.99 | 0.94 |
| NKO | 0.13 | 5.04 | 2.27 |
| Grand Total | 0.13 | 5.04 | 2.21 |



Small scale trader at Mwami after clearing under COMESA STR



Chapter Five:

INTERVIEW WITH CROSS BORDER TRADERS AND DRIVERS

Chapter 5

INTERVIEW WITH CROSS BORDER TRADERS AND DRIVERS

A total of 144 truck drivers and cross border traders were interviewed at both Nakonde and Mwami border posts and their responses were recorded as shown in tables 47-50. The observed and identified issues have been categorized into short and long-term.

Table 5.1: Short term challenges and Recommendations-Nakonde

| SN | Issue Observed/Identified | Recommendation | Responsibility |
|----|---|---|----------------------|
| 1 | ASYCUDAWorld is not user friendly | Awareness creation and training of users | ZRA |
| 2 | COMESA Certificates of Origin can only be obtained in Lusaka. | Decentralize the process so that certificate can be obtained from anywhere to ease trade | ZRA |
| 3 | ZRA and OGAs don't consider clearing agents as stakeholders. Attitude towards clients is not good | Stakeholder engagement meetings for feedback Coordinated Border Management (CBM meetings to also include trade facilitation issues) | All border agencies |
| 4 | Limited Bank operating hours- Banks have limited operating hours and they do not work at weekends and holidays while cargo clearance happens every day of the week and 24 hours | Banks operating at the borders should be encouraged to align their working hours to the border operating hours. | Bank of Zambia |
| 5 | ASYCUDAWorld is slow for some border agencies/ System failures | Upgrade of the customs system to quicken the process of clearance | ZRA |
| 8 | Allegations of harassment from police | Police should act professionally | Police Command |
| 9 | Perceived corruption and bribery with four border agencies, namely, ZRA, Immigration, RTSA and Police (along the trade corridor) | The cited agencies to be directly informed by higher Authorities that they need to act professionally and avoid corruption/Bribery | Integrity committees |

Table 5.2: Long term challenges and Recommendations-Nakonde

| SN | Issue Observed/Identified | Recommendation | Implementors |
|----|---------------------------|---|--|
| 1 | Inefficiency at gates | Automation of system by introduction of Smart gates | ZRA |
| 2 | Congestion at the border | Improve infrastructure at the border. Expand the road to allow for duo flow of traffic. | Ministry of Housing and Infrastructure Development |

Table 5.3: Short term challenges and Recommendations-Mwami

| SN | Issue Observed/Identified | Recommendation | Implementors |
|----|---|--|----------------|
| 1 | Lack of proper sanitary/toilet facilities. 16% of truck drivers raised this as a concern | Expedite operationalization of the new OSBP infrastructure | MCTI |
| 2 | Poor security lighting | Improve security lighting | ZRA |
| 3 | Slow system and frequent system failures | Upgrade of the system. | ZRA |
| 4 | 15% of the respondents from the survey that was conducted said the lack of banking facilities at the border was a challenge | <ul style="list-style-type: none"> Banks should be opened at the border to ease payment of fees Increase the threshold for Electronic payment for mobile money operators | Bank of Zambia |
| 5 | Lack of adequate lighting at the Inspection Bay makes it very difficult to conduct the inspections | There is a need to provide adequate lighting and consistent maintenance | ZRA |
| 7 | 31% of drivers talked to cited delays in customs clearances of cargo | Improving/enhancing the system and use of electronic platforms for cargo clearance. | ZRA |

Table 5.4: Long term challenges and Recommendations-Mwami

| SN | Issue Observed/Identified | Recommendation | Implementors |
|----|---|---|---|
| 1 | Lack of a customs yard or park. 15% of respondents cited the lack of a custom's yard as a challenge | Create space for a truck park | <ul style="list-style-type: none"> Ministry of Housing and Infrastructure Development Local authorities |
| 2 | Infrastructure deficit to serve as temporal holding/isolation facilities for suspected infectious cases in lone-transit or in the company of goods. | The new OSBP Infrastructure will address some of the existing infrastructure deficit at Mwami border post. This will include office space, inspection bay and ablution blocks. | Ministry of Housing and Infrastructure Development |
| 3 | Lack of cold-chain controlled environment for temporary storage of goods awaiting clearance as well as to facilitate for quality physical inspections of cold perishable products as need may arise | There is a need for provision of cold chain infrastructure to facilitate for physical inspections and storage of perishable goods awaiting clearance | Ministry of Housing and Infrastructure Development |
| 4 | Lack of Laboratory facilities/services for rapid quality checks and confirmation at the border which causes delays when samples need to be tested away from the ports of entry/exit | <ul style="list-style-type: none"> This will be addressed in the new OSBP infrastructure Expedite the Operationalisation of the new OSBP infrastructure | MCTI |
| 5 | Officers take long to open the gate | Automation of system by introduction of Smart gates | ZRA |

*Enumerator at Mwami border interviewing a truck driver*





Chapter Six: FINDINGS AND RECOMMENDATIONS

Chapter Six:

FINDINGS AND RECOMMENDATIONS

The key findings and recommendations are highlighted in Tables 5.1 and 5.2. The findings are categorized as short and long term.

Table 51: Short term recommendations

| SN | Issue Observed/Identified | Recommendation | Responsibility |
|----|---|---|--------------------------------|
| 1 | Banks closing early | Allow Banks to operate 24/7 for payments of services at the border | Bank of Zambia |
| 2 | Other Government agencies not connected to customs system | Zambia Electronic Single window (ZESW) should be rolled out in full and bring onboard more agencies | All border agencies |
| 3 | Capacity building (OGA) | Government should continue with capacity building. | OGA |
| 4 | Drivers leave ZAMESCO and go back to the border to finish acquittal for immigration and other Government agencies | Provide the service desk for immigration, ZABS, Health and, Agriculture at ZAMESCO | Immigration, ZABS, MOA, Health |
| 5 | Agents delay attending to queries from customs | Sensitization, introduction of penal regime and creating notification function | ZRA |
| 6 | Delayed payment of declaration, increases debt sitting on the system | Introduction of stiffer penalties | ZRA |
| 7 | Delayed password reset in ASYCUDA World | Decentralize the password reset functionality or self-service platform on the ZRA portal | ZRA |
| 8 | Unanswered calls /delayed response by Business Systems and Support (BSS) | Stick to service level agreement charter and respond to system issues in a timely manner. | ZRA |
| | | Streamline the STR clearance process and provide awareness to small scale traders | |
| 9 | Simplified trade Regime (STR) Method used for capturing contributes to delays | | ZRA, NTFC |

Table 52: Long term recommendations

| SN | Issue Observed/Identified | Recommendation | Responsibility |
|----|--|--|--|
| 1 | Inadequate Infrastructure | Expand the border to accommodate more traffic | Ministry of Housing and Infrastructure Development |
| 2 | Single lane at Nakonde OSBP hampering smooth trade | Create another lane to allow seamless flow of traffic from both countries | Ministry of Housing and Infrastructure Development |
| 3 | Physical inspection yard (ZAMESCO) has no shade and slab | Provide shade and slab to enable officers' conduct full physical inspection. Lack of these basic minimum is a cause for partial physical at Nakonde OSBP | Ministry of Housing and Infrastructure Development |
| 4 | Road network from the border at Nakonde OSBP is in poor condition | The road is in bad shape, pausing so many challenges to transporters using the facility. | Ministry of Housing and Infrastructure Development |
| 5 | Gates at Nakonde are narrow | Scanner gate, Break-bulk gate and I.T gate should be expanded. | Ministry of Housing and Infrastructure Development |
| 6 | Checkpoint not habitable with no proper toilets and other sanitation facilities. | During the period of study, officers on duty would leave the gate to go to Zamesco to answer call of nature. A modern facility is needed at checkpoint -Nakonde OSBP | ZRA/Nakonde Council/Ministry of Housing and Infrastructure Development |

Chapter Seven:
ROOT CAUSE ANALYSIS

CHAPTER 7

ROOT CAUSE ANALYSIS

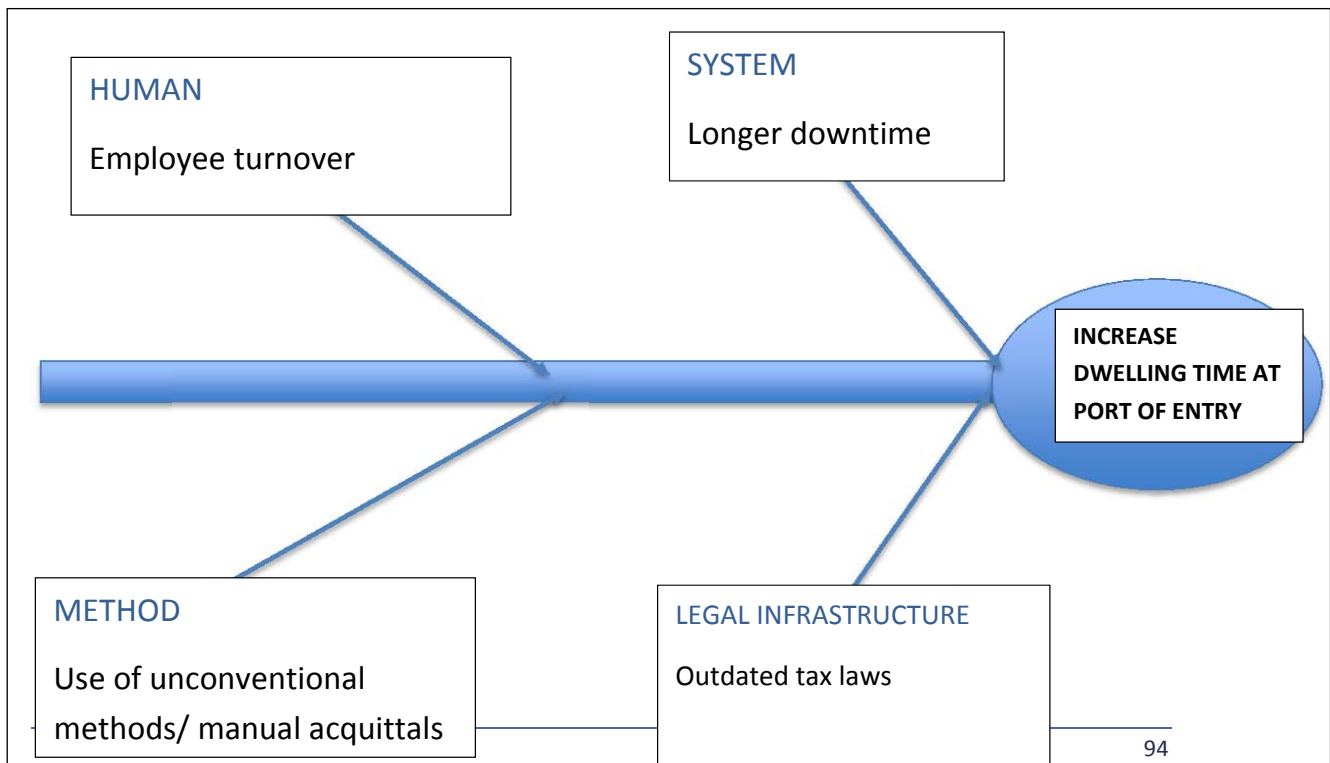
The fish bone analysis below will help understand the cause effect of delays in a clearance process. With the help of this analysis, the study noted that four key issues were found to be contributing to the delays at borders;

Human – Employee turnover as one cause of the delays. Customs officials fear for their jobs, some decisions they make turn to be reversed by the team under enforcement unit by ways of interceptions of trucks. When such a case is done, they are labelled as corrupt even if they did not benefit in anyways. Method - The study discovered some manual activities are still happening at checkpoint, ZM gate Nakonde as well as Mwami Border. There is need to enhance the Customs validation system to replace manual registers.

System – During the period of study, the team noted 13 system outages. These were attributed to link being down by internet service providers, ZESCO power outages and the time delays in connecting with the central customs Server domiciled at Head office.

Legal infrastructure – The study noted some provisions in the law that permit importers to pay within five working days. The study recommends repealing and replacing this legal piece to reduce the number of days which conform to the innovations of electronic payments system that ZRA has undertaken.

Figure 7.1: Fish Bone Analysis

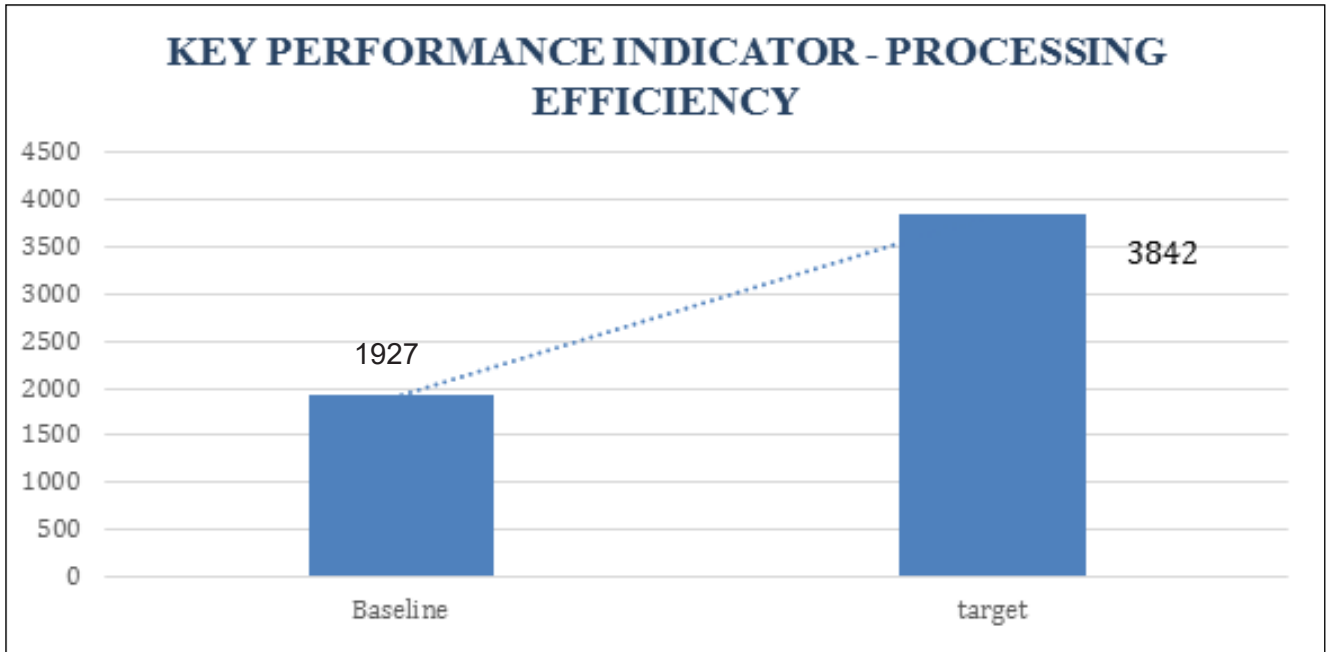


7.1 Key Performance Indicators

The current baseline of 1927 trucks that were captured during the study can improve or double to 3842 declarations after the recommendation are acted upon.

Figure 7.2 shows the improvement that will occur if the recommendations are acted upon. The expected outcome will be a double increase in processing efficiency after implementation of the key recommendation. These should reflect during evaluation of the two borders.

Figure 7.2: Key Performance Indicator – Processing Efficiency







ANNEXES

Annex i: List of Participants at the TRS Preparatory Workshop

| | Name | Institution | Designation | Email Address |
|----|------------------------|--|-------------------------------------|-----------------------------|
| 1 | Bessie Chelemu | Ministry of Commerce, Trade and Industry | Director Foreign Trade | bcmailwe9@gmail.com |
| 2 | Simon Ngona | Zambia Border Upgrade Project, Ministry Of Commerce, Trade And Industry | Project Coordinator | ngonasimon@gmail.com |
| 3 | McPherson Munsanje | Ministry of Commerce, Trade and Industry | Economist – Foreign Trade | mmunsanje5@gmail.com |
| 4 | Wilson Mazimba | Ministry of Commerce, Trade and Industry | NTFC Secretariat | wmazimba@yahoo.co.u k |
| 5 | Patricia Mwela | Ministry of Commerce, Trade and Industry | National Expert | patriciamwela@yahoo.c om |
| 6 | Akashi Lawrence Mwalye | Ministry of Commerce, Trade and Industry | TIPO-Foreign Trade | Lawrence.mwalye@mcti.gov.zm |
| 7 | Florence Mulenga | Ministry of Commerce, Trade and Industry | TIPO-Foreign Trade | kafwitachomba@gmail.com |
| 8 | Jonazi Penina | Ministry of Commerce, Trade and Industry | Economist -Foreign Trade | jonazipenina@gmail.com |
| 9 | Kasuba Kasengele | Zambia Compulsory Standards Agency | Senior inspector | kasengele@gmail.com |
| 10 | Daki Chilembo | ZAMRA | Inspector | chilembod@zamra.co.zm |
| 11 | Gregory Bwalya | National Livestock Epidemiology and Information Centre | Senior Veterinary Officer | gregbwalya@gmail.com |
| 12 | Muntanga Simalumba | Ministry of Fisheries and Livestock | Director | given_simalumba@yahoo.com |
| 13 | Besa Chama | Zambia Revenue Authority | Senior Customs Collector | chamab@zra.org.zm |
| 14 | Jonathan Moono | Customs Clearing & Freight Forwarders Association Of Zambia (CCFFAZ) | Secretary General | Jmoonoo2016@gmail.co m |
| 15 | Emmanuel Mbambiko | ZACCI | Vice President, ZACCI | embambiko@gmail.co m |
| 16 | Lweendo Shimunzhila | Ministry Of Health Environment & Food Safety | Environmental Health Officer | lweendods@hotmail.co m |
| 17 | Bwalya Chibuta | Zambia Revenue Authority | ICT Officer | chibutab@zra.org.zm |
| 18 | Haddon Mwila | Zambia Revenue Authority | Senior Data Analyst | mwilah@zra.org.zm |
| 19 | Maxwell Kapindula | Zambia Revenue Authority | Senior BCP Officer ZRA | kapindum@zra.org.zm |
| 20 | Mtawa Mkulama | Zambia Agriculture Research Institute Plant Quarantine & Phyto Sanitary Services | Senior Agriculture Research Officer | mtawa@outlook.com |
| 21 | Victor Mwakamai | Ministry of Commerce, Trade and Industry | Procurement Officer | Victor.Mwakamai@mcti.gov,zm |

Annex ii: List of TRS TWG Participants to TRS Data Collection at Nakonde, 1 – 8, November, 2021

| No. | Name | Institution | Designation | Email Address |
|-----|-------------------|--|--|-------------------------|
| 1 | Wilson Mazimba | Ministry of Commerce, Trade and Industry | NTFC Secretariat | wmazimba@yahoo.co.uk |
| 2 | Florence Mulenga | Ministry of Commerce, Trade and Industry | TIPO-Foreign Trade | kafwitachomba@gmail.com |
| 3 | Jonazi Penina | Ministry of Commerce, Trade and Industry | Economist -Foreign Trade | jonazipenina@gmail.com |
| 4 | Kasuba Kasengele | Zambia Compulsory Standards Agency | Senior Inspector | kasengele@gmail.c om |
| 5 | Gregory Bwalya | National Livestock Epidemiology And Information Centre | Senior Veterinary Officer | gregbwalya@gmail.com |
| 6 | Emmanuel Mbambiko | ZACCI | Vice President, ZACCI | embambiko@gmail.com |
| 7 | Bwalya Chibuta | Zambia Revenue Authority | ICT Officer | chibutab@zra.org.zm |
| 8 | Haddon Mwila | Zambia Revenue Authority | Senior Data Analyst | mwilah@zra.org.zm |
| 9 | Maxwell Kapindula | Zambia Revenue Authority | Senior Business Analyst & WCO Recognized Time Release Study Expert | kapindum@zra.org.zm |
| 10 | Natasha K. Bwalya | Ministry of Commerce, Trade and Industry | Intern-Economist | tasha.kayb@yahoo.com |

Annex iii: List of TRS TWG Participants to TRS Data Collection at Mwami, 1 – 8, November, 2021

| | Name | Institution | Designation | Email Address |
|----|------------------------|--|---|------------------------------|
| 1 | Simon Ngona | Zambia Border Upgrade Project, Ministry Of Commerce, Trade And Industry | Project Coordinator | ngonasimon@gmail.com |
| 2 | McPherson Munsanje | Ministry of Commerce, Trade and Industry | Economist – Foreign Trade | mmunsanje5@gmail.com |
| 3 | Patricia Mwela | Ministry of Commerce, Trade and Industry | National Trade Facilitation Committee Secretariat | patriciamwela@yahoo.com |
| 4 | Akashi Lawrence Mwalye | Ministry of Commerce, Trade and Industry | TIPO-Foreign Trade | Lawrence.m.walye@mcti.gov.zm |
| 5 | Daki Chilembo | Zambia Medicines Regulatory Authority (ZAMRA) | Inspections Officer | chilembod@zamra.co.zm |
| 6 | Muntanga Simalumba | Ministry of Fisheries and Livestock | Director | given_simalumba@yahoo.com |
| 7 | Besa Chama | Zambia Revenue Authority | Senior Customs Collector | chamab@zra.org.zm |
| 8 | Jonathan Moono | Customs Clearing & Freight Forwarders Association Of Zambia (CCFFAZ) | Secretary General | Jmoon2016@gmail.com |
| 9 | Lweendo Shimunzhila | Ministry Of Health Environment & Food Safety | Environmental Health Officer | lweendods@hotmail.com |
| 10 | Mtawa Mkulama | Zambia Agriculture Research Institute Plant Quarantine & Phyto Sanitary Services | Senior Agriculture Research Officer | mtawa@outlook.com |

Annex iv: List of Enumerators Engaged for Data Collection at Nakonde and Mwami Border Posts, 1 – 8, November, 2021

| No | Name | Station | Designation |
|----|--------------------|---------|-------------|
| 1 | Elijah Sikalangwa | Nakonde | Enumerator |
| 2 | Cosmas M Mutimushi | Nakonde | Enumerator |
| 3 | Mulako Simakumba | Nakonde | Enumerator |
| 4 | Alexander Zulu | Nakonde | Enumerator |
| 5 | Silver Chisanga | Nakonde | Enumerator |
| 6 | Christabel Mulenga | Nakonde | Enumerator |
| 7 | Inonge Sianga | Nakonde | Enumerator |
| 8 | Dr Humphrey Banda | Nakonde | Enumerator |
| 9 | Hassan Manda | Mwami | Enumerator |
| 10 | Bright Sakala | Mwami | Enumerator |
| 11 | Kafula Chilalika | Mwami | Enumerator |
| 12 | Allan Phiri | Mwami | Enumerator |
| 13 | Abinat Kwimbwa | Mwami | Enumerator |
| 14 | Gift Mbaina | Mwami | Enumerator |
| 15 | Emmanuel Sikaonga | Mwami | Enumerator |
| 16 | Harriet Phiri | Mwami | Enumerator |

Annex v: List of TRS TWG Participants to the Nakonde Mwami TRS Data Cleaning and Report Writing, 28th February 2022 – 9th March 2022

| S/N | Name | Designation/Institution | Institution | Contact Number | Email Address |
|-----|------------------------|---|--|------------------------------------|---|
| 1 | Simon Ngona | Project Coordinator, Zambia Border Posts Upgrade Project (ZBPUP) | Ministry of Commerce, Trade and Industry | +260 962809427 | ngonasimon@gmail.com |
| 2 | Mcperson Munsanje | Economist | Ministry of Commerce, Trade and Industry | +260963821200 | mmunsanje5@gmail.com |
| 3 | Wilson Mazimba | National Trade Facilitation Committee Secretariat and ZBPUP Project Officer – Nakonde | Ministry of Commerce Trade and Industry | +260 979 180713 | wmazimba@yahoo.co.uk |
| 4 | Patricia Mwela | National Trade Facilitation Committee Secretariat | Ministry of Commerce, Trade and Industry | +260 966 756082 | patriciamwela@yahoo.com |
| 5 | Akashi Lawrence Mwalye | Trade and Investment Promotion Officer | Ministry of Commerce, Trade and Industry | +260 975 5315375 | Lawrence.mwalye@mcti.gov.zm |
| 6 | Florence Mulenga | Trade and Investment Promotion Officer | Ministry of Commerce, Trade and Industry | +260 975 492018 | kafwitachomba@gmail.com |
| 7 | Jonazi Penina | Economist | Ministry of Commerce, Trade and Industry | +260 964 009400 | jonazipenina@gmail.com |
| 8 | Bwalya Chibuta | ICT Specialist | Zambia Revenue Authority | +260 964 329335 | Chibutab@zra.org.zm |
| 9 | Besa Chama | Customs Specialist | Zambia Revenue Authority (Chairperson) | +260 0977261588 | chamab@zra.org.zm |
| 10 | Kasuba Kasengele | Senior Inspector | Zambia Compulsory Standards Agency (ZCSA) | +260 977431150 | kasengele@gmail.com |
| 11 | Daki Chilembo | Inspections Officer | Zambia Medicines Regulatory Authority (ZAMRA) | +260 974 350534 | chilembod@zamra.co.zm |
| 12 | Gregory Bwalya | Senior Veterinary Officer | National Livestock Epidemiology and Information Centre | +260 969 497736 | gregbwalya@gmail.com Gregory.Bwalya@mfl.gov.zm |
| 13 | Pontino Tembo | ZBPUP Project Officer - Mwami | Ministry of Commerce, Trade and Industry | +260 977 504480 | pontino.tembo@gmail.com |
| 14 | Jonathan Moono | Secretary General | Customs Clearing & Freight Forwarders Association of Zambia (CCFFAZ) | +260 955 751639 | Jmoon02016@gmail.com |
| 15 | Christopher Mwango | National Trade Facilitation Committee Secretariat | Ministry of Commerce, Trade and Industry and Zambia Revenue Authority | +260977842794 | mwangoc@zra.org.zm |
| 16 | Lweendo Shimunzhila | Environmental Health Officer | Ministry of Health Environment & Food Safety | +260 977 154618 | lweendods@hotmail.com |
| 17 | Mtawa Mkulama | Senior Agriculture Research Officer | Zambia Agriculture Research Institute Plant Quarantine & Phyto Sanitary Services | +260 968 280140 | mtawa@outlook.com |
| 18 | Mwamina Ngwale | Trade and Investment Promotion Officer (TIPO) | Ministry of Commerce, Trade and Industry | +260 978 608065 | mwaninangwale@gmail.com |
| 19 | Maxwell Kapindula | Wco Recognised Trs Expert | Zambia Revenue Authority | +260 973 675598 +260 965 722573 | kapindum@zra.org.zm |
| 20 | Haddon Mwila | Senior Data Scientist | Zambia Revenue Authority | +260977607249 +260972720537 | mwilah@zra.org.zm |
| 21 | Niva Kambwili | Procurement Officer | Ministry of Commerce, Trade and Industry | +260972440057 | niva.kambwili@mcti.gov.zm |
| 22 | Natasha Mpeza Bwalya | Economist - Intern | Ministry of Commerce, Trade and Industry | +260975423528 | mpezanatasha22@gmail.com |
| 23 | Philip Soko | Economist | Ministry of Commerce, Trade and Industry | +260972440057 | sokophilip47@gmail.com |
| 24 | Katongo Amon Willombe | Economist | Ministry of Commerce, Trade and Industry | +260975423528 | kaywillombe@yahoo.com |

Annex vi: Conducting the Nakonde and Mwami Time Release Study Nakonde One Stop Border Post

A team of experts from Zambia Revenue Authority, Zambia Chamber of Commerce, Ministry of Fisheries and Livestock, Zambia Compulsory Standards Agency and Ministry of Commerce Trade and Industry with the eight Enumerators hired from Nakonde District conducted the study. The study took 8 days including the capacity building day for the enumerators.

Capacity Building for Enumerators

Penina Jonazi, an Economist from the Ministry of Commerce Trade and Industry was the moderator for the training which took place on 1st November, 2021 at the District Commissioner's Conference in Nakonde.

Understanding Time Release Study

During this session, participants received a presentation from Mr. Wilson Mazimba on what was involved in a Time Release Study. He further indicated the benefits for carrying out a time release study. The meeting also further considered the approach of the study and benefits of the Time Release Study and the Zambia Border Upgrade Project's Implementation, the methodology of study and tools to be used. The participants were requested to engage in a plenary session to identify and review the tools to be used during the period in which the study would be undertaken at the border. The meeting also considered the scope, sampling and data required for the study and the composition of teams to undertake the study, as well as qualifications of the Enumerators to be hired to assist in the collection of Data at the respective borders. The scope of the study was determined to include only imports and transits excluding exports as the process of clearing the latter commenced at inland ports. Participants also reviewed the experience of the Time Release Study undertaken at Chirundu border to identify critical assumptions on possible outputs expected and sources of data and of information at the respective borders based on the Chirundu Time-release Study.

TRS Methodology and Mapping, TRS Survey

The participants received a presentation from Mr. Maxwell Kapindula on the process mapping of the flow of Imports and Transits that occur at the border and the methodology of data collection to be used and implemented at the border. The meeting further reviewed and amended the TRS questionnaire and developed a qualitative driver 'questionnaire to assist in collection of qualitative data to further enhance border efficiency. The meeting also discussed the administrative and logistics concerns regarding the Time Release Studies to be carried out at Nakonde.

Following the mapping done on 1st November 2021, Seven sites were targeted for data collection and these include the Motor Vehicle (I.T) Office; Break-Bulk and Tankers Gate; Scanner Office; ZM Gate (Container and Break Bulk); ZM Gate (Motor Vehicle); Check Point and ZAMEASCO (Inspection area). The human resource was divided in four categories as follows:

Experts: This category comprised Mr. Wilson K. Mazimba and Mr. Maxwell Kapindula. Mr. Maxwell Kapindula conducted daily deployment of teams while Mr. Mazimba conducted overall verification of work.

Supervisors: This category comprised of Mr. Kasengele Kasuba, Mr. Emmanuel Mbambiko, Dr. Gregory Bwalya, Ms. Florence Mulenga, Ms Natasha Bwalya, Ms Chibuta Bwalya and Ms Penina Jonazi.

Data Sorting: This category comprised of Mr Haddon Mwila, data scientist at ZRA.

Enumerators: This category comprised of Mr. Elijah Sikalangwa, Mr. Cosmas M. Mutimushi, Mr. Mulako Simakumba, Mr. Alexander Zulu, Mr. Silver Chisanga, Ms Christabel Mulenga, Ms. Inonge Sianga and Doctor H. Banda.

Deployment Schedules

Each day, the TRS Working Group through Mr. Maxwell Kapindula developed a deployment schedule to guide work to be done that day. The deployment schedules were implemented as follows:

Break-Bulk & Container and Tankers Gate

This is the main entry gate of trucks and tankers from the Tanzanian side into Zambia. At this point, the team was strategically stationed to monitor arrival time of trucks entering into the scanning section as well as tankers and other trucks heading to the exit point (ZMGATE). This helped us assess how long it took for trucks to be cleared from the point of entry at Tunduma border up to the point they were cleared into Zambia.

| DAY | DATE | NAME OF ENUMARATOR | NAME OF SUPERVISOR | START TIME | END TIME |
|-----------|-------------|-----------------------|--------------------|------------|----------|
| TUESDAY | 02-Nov-2021 | 1. ELIJAH SIKALANGWA | DR GREGORY BWALYA | 06:00hrs | 18:00hrs |
| WEDNESDAY | 03-Nov-2021 | 1. COSMAS M MUTIMUSHI | KASUBA KASENGELE | 06:00hrs | 18:00hrs |
| THURSDAY | 04-Nov-2021 | 1. ALEXANDER ZULU | EMMANUEL MBAMBIKO | 06:00hrs | 18:00hrs |
| | | 2. ELIJAH SIKALANGWA | | | |
| FRIDAY | 05-Nov-2021 | 1. MULAKO SIMAKUMBA | NATASHA | 06:00hrs | 18:00hrs |
| | | 2. ELIJAH SIKALANGWA | | | |
| SATURDAY | 06-Nov-2021 | 1. COSMAS MULENGA | KASUBA KASENGELE | 06:00hrs | 18:00hrs |
| | | 2.Dr. HUMPHERY BANDA | | | |
| SUNDAY | 07-Nov-2021 | 1. COSMAS M MUTIMUSHI | BWALYA | 06:00hrs | 18:00hrs |
| | | 2.ELIJAH SIKALANGWA | | | |
| MONDAY | 08-Nov-2021 | 1. ALEXANDER ZULU | ALEXANDER ZULU | 06:00hrs | 16:00hrs |

Motor Vehicle (I.T) Office

This is the entry point at which smaller vehicles in transit coming from the Tanzanian side were captured from. At this point, our team was able to capture the time the vehicles were arriving at the office to be able to proceed to ZM gate for final clearance into Zambia.

| DAY | DATE | NAME OF ENUMARATOR | NAME OF SUPERVISOR | START TIME | END TIME |
|-----------|-------------|--------------------|---------------------|------------|----------|
| TUESDAY | 02-Nov-2021 | SILVER CHISANGA | DR GREGORY BWALYA | 08:00hrs | 18:00hrs |
| WEDNESDAY | 03-Nov-2021 | CHRISTABEL MULENGA | MR KASUBA KASENGELE | 08:00hrs | 18:00hrs |
| THURSDAY | 04-Nov-2021 | DR HUMPHREY BANDA | EMMANUEL MBAMBIKO | 08:00hrs | 18:00hrs |
| FRIDAY | 05-Nov-2021 | INONGE SIANGA | NATASHA | 08:00hrs | 18:00hrs |
| SATURDAY | 06-Nov-2021 | CHRISTABEL MULENGA | KASUBA KASENGELE | 08:00hrs | 18:00hrs |
| SUNDAY | 07-Nov-2021 | SILVER CHISANGA | BWALYA | 08:00hrs | 18:00hrs |
| MONDAY | 08-Nov-2021 | INONGE SIANGA | ALEXANDER ZULU | 08:00hrs | 16:00hrs |

Non – Intrusive Inspection (NII) Scanner Office

The scanning office is where the customs officers are able to view and analyze data directly from the scanners. At this point, our team was able to observe and record the actual time it takes for a truck to be scanned up to release time.

| DAY | DATE | NAME OF ENUMARATOR | NAME OF SUPERVISOR | START TIME | END TIME |
|-----------|-------------|--------------------|---------------------|------------|----------|
| TUESDAY | 02-Nov-2021 | ALEXANDER ZULU | MR KASUBA KASENGELE | 08:00hrs | 18:00hrs |
| WEDNESDAY | 03-Nov-2021 | ELIJAH SIKALANGWA | MS FLORENCE | 08:00hrs | 18:00hrs |
| THURSDAY | 04-Nov-2021 | INONGE SIANGA | PENINA JONAZI | 08:00hrs | 18:00hrs |
| FRIDAY | 05-Nov-2021 | DR H. BANDA | BWALYA | 08:00hrs | 18:00hrs |
| SATURDAY | 06-Nov-2021 | ELIJAH SIKALANGWA | FLORENCE MULENGA | 08:00hrs | 18:00hrs |
| SUNDAY | 07-Nov-2021 | CHRISTABEL MULENGA | NATASHA | 08:00hrs | 18:00hrs |
| MONDAY | 08-Nov-2021 | MULAKO SIMAKUMBA | ALEXANDER ZULU | 08:00hrs | 16:00hrs |

ZM GATE (Container, break-bulk and I.T motor vehicles)

This is the station where all vehicles including trucks and tankers coming from Tanzania are finally cleared into Zambia, except for trucks queued to proceed for further physical inspections to Zamesco. At this point, our team was able to observe and record the arrival time of all trucks and tankers including smaller vehicles arriving at ZM gate to be able to process final clearance and verification into Zambia.

| DAY | DATE | NAME OF | NAME OF | START TIME | END TIME |
|-----------|-------------|------------------------|---------------------|------------|----------|
| | | ENUMARATOR | SUPERVISOR | | |
| TUESDAY | 02-Nov-2021 | 1. INONGE SIANGA | EMMANUEL MBAMBIKO | 06:00hrs | 18:00hrs |
| | 03-Nov-2021 | 2. MULAKO SIMAKUMBA | | | |
| WEDNESDAY | 04-Nov-2021 | DR. H. BANDA | DR. GREGORY BWALYA | 06:00hrs | 18:00hrs |
| THURSDAY | | ELIJAH SIKALANGWA | BWALYA CHIBUTA | 06:00hrs | 18:00hrs |
| FRIDAY | 05-Nov-2021 | 1. SILVER CHISANGA | MR KASUBA KASENGELE | 06:00hrs | 18:00hrs |
| | 06-Nov-2021 | 2. COSMAS M. MUTIMUSHI | | | |
| SATURDAY | 07-Nov-2021 | 1. Dr. HUMPHERY BANDA | DR. GREGORY BWALYA | 06:00hrs | 18:00hrs |
| | | 2. ALEXANDER ZULU | | | |
| SUNDAY | 08-Nov-2021 | 1. INONGE SIANGA | MS FLORENCE MULENGA | 06:00hrs | 18:00hrs |
| MONDAY | 8/11/2021 | 1. COSMAS M MUTIMUSHI | ALEXANDER ZULU | 06:00hrs | 18:00hrs |
| | | 2. CHRISTABEL MULENGA | | | |

Check Point

The check point is where verification of clearance of all vehicles and trucks is conducted on the Zambian side. Our team was strategically stationed here to observe and record arrival time of vehicles and trucks coming from ZM gate into Zambia

| DAY | DATE | NAME OF ENUMARATOR | NAME OF SUPERVISOR | START TIME | END TIME |
|-----------|-------------|--------------------|--------------------|------------|----------|
| TUESDAY | 02-Nov-2021 | CHRISTABEL MULENGA | MS BWALYA CHIBUTA | 06:00hrs | 18:00hrs |
| WEDNESDAY | 03-Nov-2021 | MULAKO SIMAKUMBA | NATASHA | 06:00hrs | 18:00hrs |
| THURSDAY | 04-Nov-2021 | SILVER CHISANGA | KASUBA KASENGELE | 06:00hrs | 18:00hrs |
| FRIDAY | 05-Nov-2021 | ALEXANDER ZULU | MR MBAMBIKO | 06:00hrs | 18:00hrs |
| SATURDAY | 06-Nov-2021 | MULAKO SIMAKUMBA | NATASHA | | |
| SUNDAY | 07-Nov-2021 | DR. H BANDA | MS PENINA JONAZI | 06:00hrs | 18:00hrs |
| MONDAY | 08-Nov-2021 | SILVER CHISANGA | SILVER CHISANGA | 06:00hrs | 16:00hrs |

ZAMESCO (Motor vehicle inspection point)

This is the point where all physical inspections of trucks and smaller vehicles are conducted. Our team was strategically stationed at this point to observe and record the actual arrival time of trucks and vehicles at the premises, the actual starting time and the ending time of physical inspections.

| DAY | DATE | NAME OF ENUMERATOR | NAME OF SUPERVISOR | START TIME | END TIME |
|-----------|-------------|---|----------------------|------------|----------|
| TUESDAY | 02-Nov-2021 | 1. COSMAS M MUTIMUSHI | MS PENINA JONAZI | 09:00hrs | 18:00hrs |
| | | 2. DR H. BANDA | | | |
| WEDNESDAY | 03-Nov-2021 | 1. SILVER CHISANGA | MS BWALYA CHIBUTA | 09:00hrs | 18:00hrs |
| | | 2. INONGE SIANGA | | | |
| THURSDAY | 04-Nov-2021 | 1. MULAKO SIMAKUMBA | 1. DR GREGORY BWALYA | 09:00hrs | 18:00hrs |
| | | 2. FLORENCE MULENGA (Drivers questionnaire) | | | |
| FRIDAY | 05-Nov-2021 | 1. CHRISTABEL MULENGA | MS PENINA JONAZI | 09:00hrs | 18:00hrs |
| SATURDAY | 06-Nov-2021 | 1. INONGE SIANGA | BWALYA CHIBUTA | 09:00hrs | 18:00hrs |
| | | 2. SILVER CHISANGA | | | |
| SUNDAY | 07-Nov-2021 | 1. ALEXANDER ZULU | DR GREGORY BWALYA | 09:00hrs | 18:00hrs |
| MONDAY | 08-Nov-2021 | 1. ELIJAH SIKALANGWA | SILVER CHISANAGA | 09:00hrs | 16:00hrs |

Other Government Agency Exit/Concluding Meetings

On Saturday 6th and Monday 8th November, the TWG through Messrs. Maxwell Kapindula, Wilson Mazimba and Florence Mulenga conducted concluding visits to OGAs including ZRA to brief them on the TRS exercise and conduct an exit interview. The team received very useful information from all OGAs contacted such as Interpol, ZCSA, Immigration, Radiation Protection Agency, RTSA, Ministry of Livestock, Ministry of Agriculture and ZRA including the Nakonde Clearing Agents Association. Some OGAs such as ZAMRA were closed when we visited them.

In addition to the exit interviews, the TRS TWG, through Ms. Penina Jonazi, Mr. Emmanuel Mbambiko and Ms. Chibuta Bwalya conducted driver interviews. Mr. Haddon Mwila continued to sort and design updated interview tools and entering some data into the WCO recommended tools.

| DAY | DATE | TASK | NAME OF TRS TWG MEMBER | START TIME | END TIME |
|----------|-------------|-------------------|--|------------|-----------|
| SATURDAY | 06-Nov-2021 | PENINA JONAZI | DRIVER INTERVIEW (QUESTIONNAIRE & PRINTING MORE QUESTIONNAIRES) BORDER AREA | 08:00 hrs. | 18:00hrs |
| | | EMMANUEL MBAMBIKO | DRIVER INTERVIEW (QUESTIONNAIRE) ZAMESCO | 08:00 hrs. | 18:00hrs |
| | | Ms CHIBUTA BWALYA | | | |
| | | HADDON MWILA | DATA SORTING AND DESIGNING/ ENTERING DATA INTO WCO RECOMMENDED TOOL BY USE OF EXCEL. | 08:00hrs | 118:00hrs |
| MONDAY | 08-Nov-2021 | MAXWELL KAPINDULA | EXIT INTERVIEWS OF BORDER AGENCIES | 08:00hrs | 17:00hrs |
| | | FLORENCE MULENGA | | | |
| | | WILSON MAZIMBA | | | |

Conclusion

The team conducting the time release study in Nakonde conducted the study successfully despite having challenges in conducting the Enumerator capacity building workshop and local travels as these two activities were not budgeted for.

The team also took note of the following issues affecting quicker clearance of cargo and the clearance process in general:

1. Truckers spend more time at the border during physical inspection as the facility is 10 km away from the border. Truckers have to drive to and from the facility which takes about 1 hour to this effect Zambia Revenue Authority has identified a place near by the border where physical inspection can be conducted;
2. Agents take time to present document for physical inspections to the respective agency.
3. Poor state of the road is a major contributor to delays at Nakonde border as it contributes to long time spent at the border. In addition, because of the poor state of the road infrastructure, the border is no longer operating as a One Stop Border Post;

4. Banking operations are limited. Banks open up to 14:30hrs and operate limited hours at weekends. Cleared cargo need to be paid for through banks. If the customer arrives after banks have closed, they have to wait until the following day or the following week;
5. The deployment of ICE, an enforcement arm of ZRA along the route has caused concerns to the clearing Agents fraternity. Despite clearance given at Nakonde, ICE intercepts trucks and uplifts cargo assessments at each road block. This makes doing business very costly and a suggestion was made that ICE should be deployed at the Nakonde border and not along the way.
6. Preclearance was not working as envisaged. Immediately the cargo is paid for, the process stalls.
7. Human resource compliment is not enough among many Agencies, for instance; only two or three ZRA officers do physical inspections and have a number of functions to perform such as writing and submitting the inspection report to the CPC. In addition to this, the working environment at the inspection point is filthy especially when it rains and consequently release orders come out very slowly contributing to increase in demurrage costs.
8. Job insecurity is rife at Nakonde and therefore ZRA officers are not confident and they fear to deal with some entries because they fear consequences after ICE intercepts the cargo. In the same vein, there seems not to be a disciplinary code of oral warning first, written warning and ultimately firing the officer. Officers are fired immediately creating an environment of fear and lack of confidence in the ZRA workers at Nakonde to make factual decisions as they fear the interceptions made by ICE;
9. Scanned trucks are also physically inspected because there is no or little risk management used at the border and the scanner is very slow;
10. Supervisors have no capacity as they create backlogs because they do not monitor their juniors;
11. Not all Agencies operating at the border are connected to the ASYCUDAWorld making work slow;
12. ZAMRA and RTSA were identified as agencies delaying the clearance of cargo because they have less staff and the road toll payments delays. RTSA has sub-contracted Inter-Africa, a private Service Provider, instead of using the Government Single Payment Point System and that the road toll issues should be done after Customs and based at Zamesco;
13. There are half baked ZRA staff that need capacity building customs training course in order for them to effectively discharge their duties; This is true in interpretation of scanned images that are largely not well interpreted leading to scanning and physical inspections being carried out on a truck;
14. The road infrastructure at Nakonde should have been prioritized and because of the bad road infrastructure, the border is not operating as a One Stop Border Post. The state of the road cannot allow a two-way traffic movement. So, even if the documents are sufficient, trucks cannot cross because they have to wait;
15. Some Agencies such as Radiation Protection Agency are not coordinated with other Agencies and hence they receive information late and can work closely with other Agencies if they are connected to the ASYCUDAWorld.
16. There are very little joint inspections taking place at Nakonde;
17. The lack of truck Yard parking in the control zone makes clearance of cargo and people difficult, especially for the Immigration Department;
18. For a 24 hours border, operating hours are not harmonized and some Agencies work from 08:00hrs – 17:00hrs;
19. Office accommodation is not adequate and the lead agency has failed to accommodate their counterparts from Tanzania;
20. According to ZRA, the scanner is wrongly positioned and compliance by Agencies and importers is very low, hence the need to physically inspect the trucks and containers;
21. The methods used by ICE of intercepting trucks and uplifting values is wrong and it was proposed that ICE should be positioned at Nakonde;
22. The inspection bay at Nakonde is also wrongly positioned making it difficult for trucks to maneuver into it.

Mwami Border Post

The Mwami TRS was conducted from 1st to 7th November, 2021 at Mwami Border Post in Eastern Province. The objective of the TRS was to collect baseline data on the average clearance times of consignments at the border post with a view to identifying any challenges so as to guide possible policy interventions to remedy the shortcomings.

The TRS was conducted by Zambia's TRS-TWG which comprised ten (10) officials from the public and private sector border agencies. The team also engaged eight (8) enumerators to assist with the data collection process.

DAY 1

This day was characterized by a number of activities which included the following;

Courtesy Call

On 1st November, 2021, some members of the TRS TWG paid courtesy calls at the Provincial Administration and the Zambia Revenue Authority (ZRA) Chipata Office:

Provincial Administration

The TRS-TWG team met with Mr. Nation Lusale, Acting Deputy Permanent Secretary at the Provincial Administration. The team explained the objectives of the TRS which were to undertake a baseline study at Mwami border post which would inform decision making processes going forward.

The TRS-TWG team informed the Acting Deputy Permanent Secretary that the TRS was supported under Zambia's Border Posts Upgrading Project which has already supported a number of interventions at the border post which include capacity building of border agencies and the process of equipping all border agencies with the relevant ICT tools.

The Acting Deputy Permanent Secretary expressed pleasure at all the efforts by the Ministry of Commerce, Trade and Industry to enhance the operations at the border post. The Acting Deputy Permanent Secretary pledged his support to the process going forward and requested the TRS-TWG to bring to the attention of the Provincial Administration any information or development which will require their immediate action.

In concluding the courtesy call, the TRS-TWG undertook to provide the requested information before departure for Lusaka.

Zambia Revenue Authority (ZRA) Chipata Office

The second courtesy call was paid on the ZRA Chipata Office and some TRS-TWG members met with Mr. Victor Kasoma, Acting Assistant Commissioner. ZRA is the Lead Agency at the border as designated in the Border Management and Trade Facilitation Act of 2018 and provided support to the team in terms of disseminating information to the stakeholders at the border about the impending TRS.

The Acting Assistant Commissioner recalled previous support under Zambia's Border Posts Upgrading Project and pledged the institutions support to for the study and activities to come in the future.

In concluding the engagement, the TRS-TWG members thanked the Acting Assistant Commissioner for the continued collaboration and support towards the Project.

Training of Enumerators

Under this item, enumerators, who were purposively selected, were trained on the rationale behind the research and the specific role expected from them. The training was held on Monday 1st November, 2021. This training provided the enumerators with a clear overview of the context, objectives, and the anticipated impact of the study. The training was led by Mrs. Patricia Mwela and Mr Daki Chilembo. Further, as part of the data collection preparatory procedure, enumerators were also appraised on the prepared research protocols for the study.

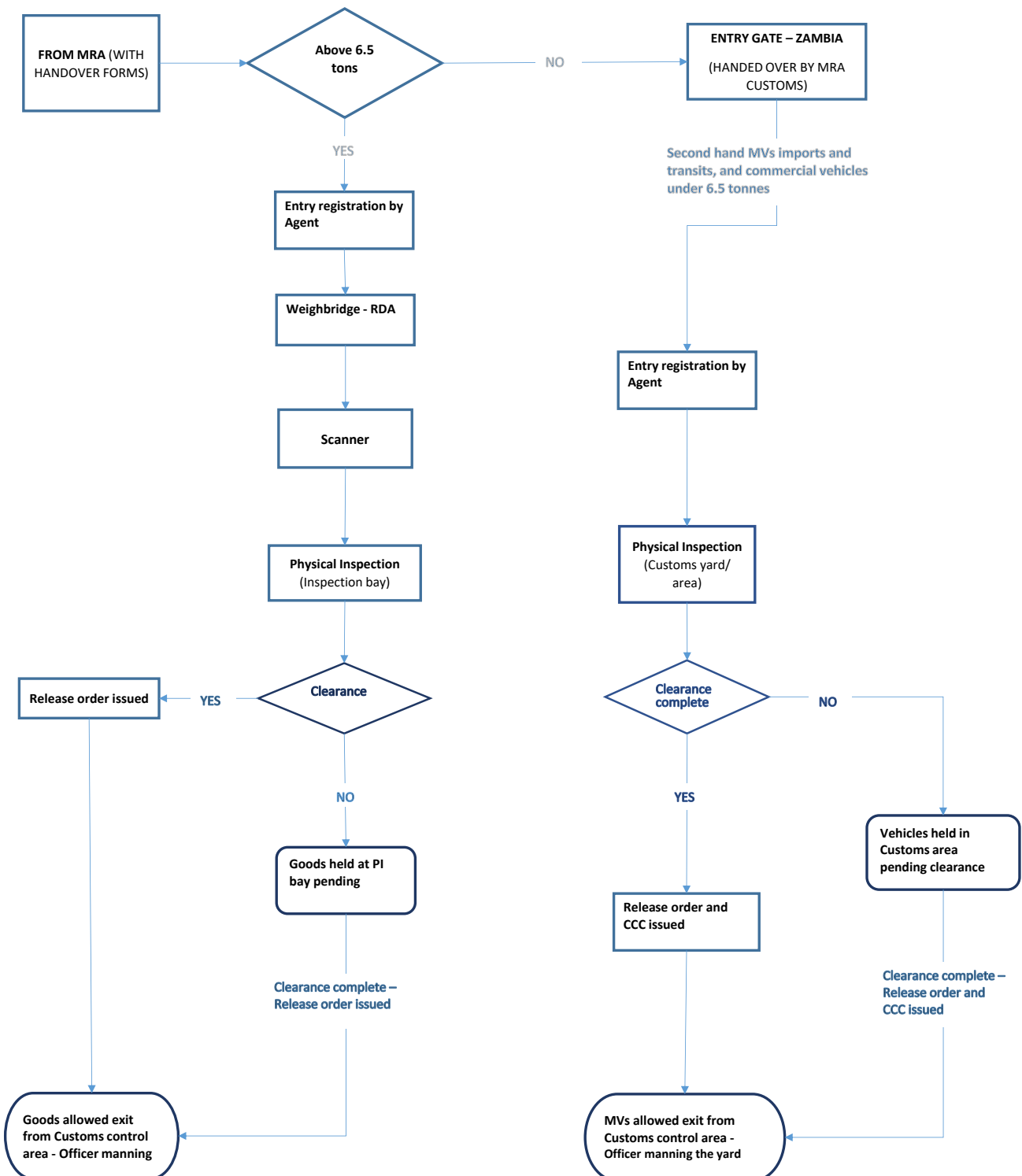
Mapping Exercise and Deployment of Questionnaires

The mapping exercise was undertaken at the Border with a view to identify the key critical points for data collection by the TWG Team and the Enumerators. With the aid of the Zambia Revenue Authority (ZRA), five key points were identified to be critical sources to generate the required information for the research. These research points included;

- **Entry gate:** This enabled the team to capture arrival related information for imports;
- **Direct Trade Input (DTI):** This enabled the team to capture declarations made for all imports made per day and which was used to vet them against the time taken to complete the subsequent processes;
- **Scanner inspection:** This enabled the team to capture the time taken to complete the entire scanning or electronic inspection process;
- **Physical inspection bay:** This section enabled the team to capture the time taken to complete the entire inspection process;
- **Exit Gate:** This point enabled the team to capture the exact release time for the cargo

In view of the foregoing and based on this information, the team, therefore, proceeded and developed a traffic flow chart for Mwami as follows;

Figure 1: TRAFFIC MOVEMENT FROM ZAMBIA ENTRY TO EXIT FROM CUSTOMS CONTROL AREA MWAMI BORDER POST



Following the mapping exercise and identification of the research points, the human resource was divided in six categories as follows:

Days Two to Seven

The subsequent days were characterized with a similar pattern of activities. These included capturing of the relevant information using the instruments developed. Besides the deployment of questionnaires and conducting of key targeted interviews, the TRSTWG also used observation as another technique of data collection. This involved human and mechanical observation of what different stakeholders actually do and what events take place during the clearing process of cargo.

Conclusion

The team conducting the time release study in Mwami conducted it successfully. The team also took note of the following issues affecting clearance of goods:

| | | |
|---|-------------------------------------|---|
| 1 | Working hours | <ul style="list-style-type: none"> The statutory and gazzeted time for the border is 24 hours with commercial transactions running from 06hrs to 18hrs and passenger on a 24 hours basis; Asymmetry in working hours. Some border agencies report for work at 06:00 or 08:00 to 18:00hrs. No border agency, except for ZRA and Immigration Department, work beyond 18:00Hrs |
| 2 | Staffing level | <ul style="list-style-type: none"> Staffing is one of the challenges and the degree of the challenge differ from agency to agency; The lead agency presently has sufficient staff to run for the 24 hour border. (Note: About 7 staff were deployed recently). They work on a rotational basis. Other border agencies have staff ranging from 3 to 6 who also work on a rotational basis. Two agencies (PQPS and Vet) only have one staff assigned to the border. PQPS officers man three (3) Border Posts. |
| 3 | Connectivity | <ul style="list-style-type: none"> Most agencies are not connected to the ASYCUDAWorld except for ZCSA. Systems not harmonized and coordination is based on manual engagement. |
| 4 | Collaboration and Joint inspections | <ul style="list-style-type: none"> Joint inspections are undertaken and these are triggered based on the type of commodities imported and exported. |

Other issues

- Infrastructure gaps or deficits affecting application of the standard flow process for clearance of goods.
- The highest volumes of traffic recorded at the border are exports. The border also records imports and transits which mostly include IT vehicles, Tea, Maize, Sugar and plastic shoes.
- All Agencies collect fees both manually and electronically. CE6 (petty consignments) for ZRA.
- The DTI only has 3 computers of which only 2 are operating. This makes it difficult for clearing agents to input information into the ASYCUDAWorld quicker due to insufficient computers
- Poor lighting: It is difficult to effectively and efficiently conduct inspections at the physical inspection bay in the evening due to poor lighting. The lighting at the physical inspection bay needs to be improved.
- Lack of a cold-chain controlled environment at the Physical bay
- Health and environmental concerns/issues: Generally, there is a lot of littering especially at the physical inspection bay.
- No key banking facilities other that mobile banking. Most banks are domiciled in Chipata town and operate from 08:15 to 14:00 hrs.

Annex vii: PQPS Import Permit and Phytosanitary certificate (Sample)



REPUBLIC OF ZAMBIA
MINISTRY OF AGRICULTURE

PLANT QUARANTINE AND PHYTOSANITARY SERVICE (PQPS)
PLANT PEST AND DISEASES (Importation)
Plant Quarantine and Phytosanitary Service, Mt
Makulu Research Station, Private bag 7, Chilanga

Date:

Permit Authorizing the Importation of Growing Media/Injurious Organisms/Invertebrates/Plants

(This permit is to be sent by the importer to the suppliers who shall ensure that it accompanies the Growing Media/Injurious Organisms/Invertebrates/Plants)

Permission is granted

To:

To import, on or before _____ in _____ consignment(s)

The following: _____

ROAD/RAIL/AIR: _____ through _____ AIRPORT OR BORDER

Place of production: _____

Name country of production: _____

Name and address of supplier: _____

Submission of a PHYTOSANITARY CERTIFICATE with additional declarations that:

Should report to the Plant Quarantine and Phytosanitary Service, Ministry of Agriculture upon arrival of the consignment(s) for inspections.

See attached addendum for conditions.



Place of Issue:

Officer:

PHI No:



REPUBLIC OF ZAMBIA

Zambia Agriculture Research Institute (ZARI)

Date:

The Plant Quarantine and Phytosanitary Service (PQPS), Mount Makulu Research Station, P/B 7 Chilanga

| PHYTOSANITARY CERTIFICATE | |
|--|--|
| I. Description of consignment | |
| 1. To the plant protection organization of: | 2. Serial |
| | 3. Receipt #: |
| 4. Name and address of exporter: | 5. Name and address of consignee: |
| 6. Place of Origin: | 7. Declared means of conveyance: |
| 8. Declared point of entry: | 9. Distinguishing marks: |
| 10. Number and description of package: | 11. Name of produce: |
| 12. Botanical Name: | 13. Quantity declared: |
| II. Additional declaration: | |
| III. Disinfestation and or disinfection treatment | |
| 14. Date(s) of treatment: | IV. Authentication by PQPS Place of issue:..... Date:..... Officer:..... Officer PHI No:..... Authorizing Officer:..... Authorizing Officer PHI No:..... Authorizing Officer Signature..... |
| 15. Treatment: | |
| 16. Chemical (Active ingredient) and Concentration: | |
| 17. Duration of exposure: | |
| 18. Additional information: | |

Official PQPS Stamp

Annex viii: Control of Goods Act; Transit Permit (Sample)



REPUBLIC OF ZAMBIA

THE CONTROL OF GOODS ACT PERMIT

TRANSIT
PERMIT

Date:

Serial #

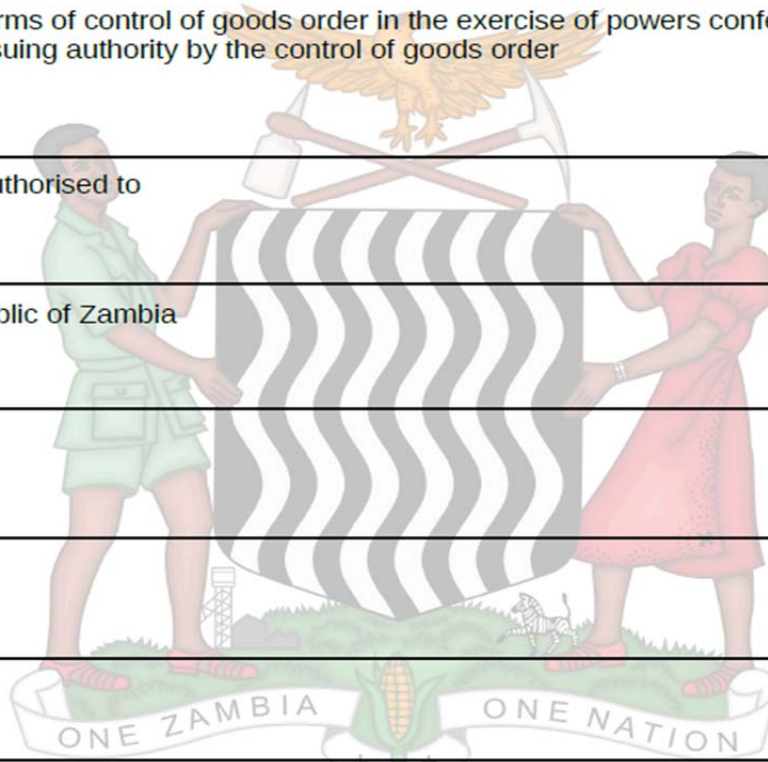
Issued in terms of control of goods order in the exercise of powers conferred upon the issuing authority by the control of goods order

is hereby authorised to

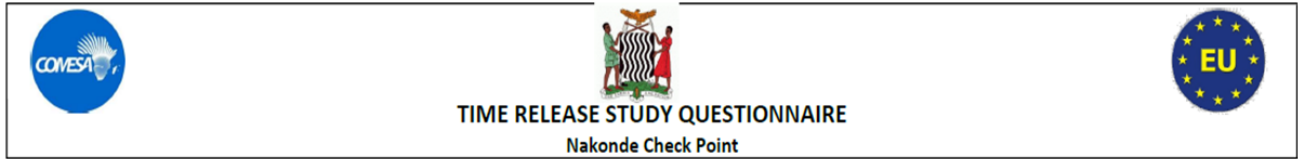
in the Republic of Zambia

of

valued at



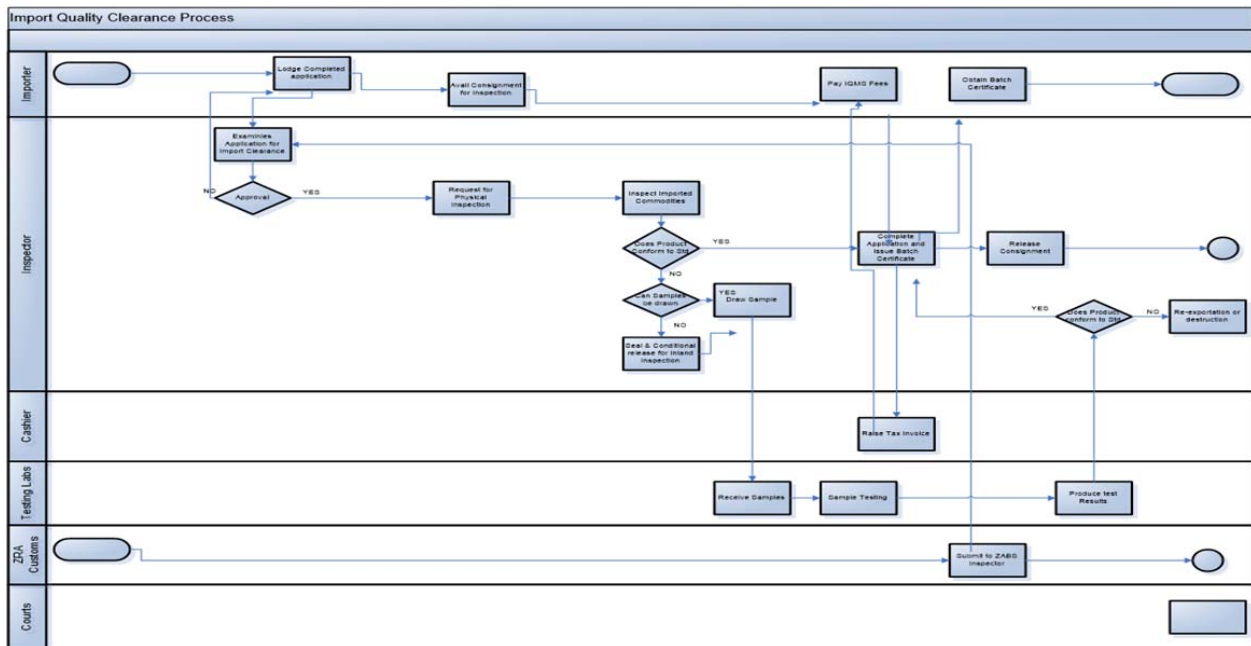
Annex ix: Questionnaire Used



Date: _____ Enumerator: _____ Signature _____
 Supervisor _____ Signature _____

| Type of Entry (please tick) | | | Truck Reg Number or Chasis Number | Trailer Reg Number | Entry Number | Import or Transit | Arrival Time at Gate | Nature of Goods (please tick) | | |
|--------------------------------|-----------|--------|--------------------------------------|--------------------|--------------|----------------------|-------------------------|----------------------------------|----------------|-----------|
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Perishable | Non-Perishable | Dangerous |

Annex x: Zambia compulsory standard (ZCSA) - Process flow



Annex xi: Import Permit for Livestock and Livestock Products



REPUBLIC OF ZAMBIA PERMIT- IMPORTATION OF LIVESTOCK AND PRODUCT

PERMISSION is hereby granted to:.....

Of : P. O. BOX 30007, LUSAKA.....

to import:..... KGS OF VALUED AT ZWK

into the:.....District of Zambia

from:

This permit is not valid unless the following conditions are fulfilled

This permit must be attached to the consignment note and must accompany the to:
BORDER POST.....

- (b) For conditions see over leaf
 - (c) This Permit is valid until: ..TH, 2022.....
 - (d) General Receipt No: G.....
- PERMIT NO:...../ 2022 (VTHQ/8/3/2.....



DR.....

For/DIRECTOR
DEPT. OF VETERINARY SERVICES

-
- NB-(1) This permit is subject to amendment or cancellation by the Director of Veterinary Services at any time and without prior notice being given.
- (2) It is the responsibility of the importer to ensure that any other relevant pieces of legislation concerning this import is Complied with.
- (3) The importer is advised that the permission of the veterinary authorities of the countries through which the animals pass in transit to Zambia may be necessary
- c.c. The District Veterinary Officer,
c.c. The Customs

Annex xii: In Transit Permit for Livestock and Livestock Products

2m L.500 4/91

IN-TRANSIT PERMIT

Stocked by Dept. Vet. Services



REPUBLIC OF ZAMBIA
DEPARTMENT OF VETERINARY SERVICES
IN-TRANSIT PERMIT FOR LIVESTOCK AND LIVESTOCK PRODUCTS
ANIMAL HEALTH ACT NO. 27 of 2010

PERMISSION is hereby granted to:.....

Of:

to import... KGS OF VALUED AT ZWK.....

transit through Zambia AT AND EXIT AT to

from :

This permit is not valid unless the following conditions are fulfilled:

This permit must be attached to the consignment note and must accompany the to: AND
EXIT AT..... BORDER POST.....

© For conditions see over leaf

(d) This permit is valid until: ..TH, 2022.....

(e) General Receipt No:G.....

PERMIT No: ../2022(VTHQ/8/3/14).....

Dated:



DR.....
For/ DIRECTOR
DEPARTMENT OF VETERINARY SERVICES

NB-(1) This permit is liable to cancellation without notice
(2) The importer is advised that the permission of the veterinary authorities of the countries through which the animals pass in transit to Zambia may be necessary
c.c. The District Veterinary Officer,
c.c. The Customs,

Annex xiii: Questionnaire



"TIME RELEASE STUDY QUESTIONNAIRE Nakonde ZM Gate"

| Date: | | Supervisor | | | Enumerator: | | | | Signature | | |
|-------------------------------|-----------|-------------------------------------|--------------------|--|------------------------|-------------------|--|----------------------|---------------------------------|----------------|-----------|
| | | Trailer Reg Number | | | Declaration Reg Number | Import or Transit | | Arrival Time at Gate | Signature | Signature | |
| "Type of Entry (please tick)" | | Vessel Reg Number or Chassis Number | Trailer Reg Number | | Declaration Reg Number | Import or Transit | | Arrival Time at Gate | "Nature of Goods (please tick)" | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | | Perishable | Non-Perishable | Dangerous |



**"TIME RELEASE STUDY QUESTIONNAIRE
Nakonde IT Gate (Motor Vehicles)"**

Date:.....

Enumerator:.....

Signature.....

Supervisor:.....

Signature.....

| "Type of Entry (please tick)" | | | Chassis Number | Declaration Reg Number | Import or Transit | Arrival Time at Gate |
|-------------------------------|-----------|--------|----------------|------------------------|-------------------|----------------------|
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |
| Pre-Reg | Pre-Clear | No-Reg | | | | |



"TIME RELEASE STUDY QUESTIONNAIRE"

Nakonde Scanner Gate"

Date: Enumerator: Signature:

Supervisor: Signature:

Table with columns: Type of Entry (please tick), Vessel Reg Number, Trailer Reg Number, Declaration Reg Number, Import or Transit, Arrival Time at Gate, Scan Start Time, Scan End Time, Nature of Goods (please tick), and Danger level.



**"TIME RELEASE STUDY QUESTIONNAIRE
Nakonde Break Bulk Gate"**

Date:

Enumerator:
Supervisor

Signature
Signature

| "Type of Entry (please tick)" | | | Vessel Reg Number | Trailer Reg Number | Entry Number | Import or Transit | Arrival Time at Gate | "Nature of Goods (please tick)" | |
|----------------------------------|-----------|--------|----------------------|-----------------------|--------------|-------------------|-------------------------|---------------------------------------|------------|
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |
| Pre-Reg | Pre-Clear | No-Reg | | | | | | Tanker | Break Bulk |



"TIME RELEASE STUDY QUESTIONNAIRE"

Nakonde - ZAMESCO"

Date:.....
 Enumerator/.....
 Supervisor.....
 Signature.....
 Signature.....

| "Type of Entry (please tick)" | Truck Reg Number or Chassis Number | Trailer Reg Number | Declaration Reg Number | Time Ready for Inspection | Start Inspection | End Inspection | Number of Officers Conducting Inspection | Reason for Delay |
|-------------------------------|---------------------------------------|-----------------------|---------------------------|------------------------------|---------------------|----------------|--|------------------|
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |
| Pre-Reg | | | | | | | | |
| Pre-Clear | | | | | | | | |

Annex xiii: List of Participants for the Nakonde-Mwami TRS Report Finalization Workshop, 18-21 July, 2022

| S/N | Name | Gender | Designation/ Institution | Institution | Contact Number | Email Address |
|-----|--------------------|--------|--|--|------------------|--------------------------|
| 1 | Idah Njovu | F | Assistant commissioner and TRS TWG Chairperson | Zambia Revenue Authority | +260979969188 | Chisengi@zra.org.zm |
| 2 | Simon Ngona | M | Project Coordinator, Zambia Border Posts Upgrade Project (ZBPUP) | Ministry of Commerce, Trade and Industry | +260 962809427 | ngonasimon@gmail.com |
| 3 | Wilson Mazimba | M | ZBPUP Project Officer – Nakonde | Ministry of Commerce Trade and Industry | +260 979 180713 | wmazimba@yahoo.co.uk |
| 4 | Christopher Mwango | M | ZRA/National Trade Facilitation Committee Secretariat | Zambia Revenue Authority/MCTI | +260977842794 | mwangoc@zra.org.zm |
| 5 | Maxwell Kapindula | M | Collector and WCO recognised TRS expert | Zambia Revenue Authority | +260973673598 | kapindum@zra.org.zm |
| 6 | Besa Chama | M | Senior collector TWG Member | Zambia Revenue Authority | +260977261588 | |
| 7 | Dr Gregory Bwalya | M | | Ministry of Fisheries an Livestock | +260971545989 | |
| 8 | Anthony Nkole | M | Desktop Publishing officer | Zamstats Agency | +260977478000 | anthonynkole@gmail.com |
| 9 | James Y. Mwansa | M | Economist | Ministry of Commerce Trade and Industry | +260 978 147 884 | Mwansa.James@mcti.gov.zm |
| 10 | Edah Nkhoma | F | Procurement Officer | Ministry of Commerce Trade and Industry | | Nkhoma.Edah@mcti.gov.zm |
| 11 | Nosiku Walenga | F | Economist Intern | Ministry of Commerce Trade and Industry | | @mcti.gov.zm |

Annex xiii: Time Release Study Technical Working Group Members



Idah Chisenga Njovu
Technical Working Group - TRS Chairperson



Maxwell Kapindula
Collector and WCO-TRS Expert



Wilson Mazimba
Trade Facilitation Expert



Dr. Simon Ngona
ZBPUP Project Manager



Mwango Christopher
NTFC Secretariat



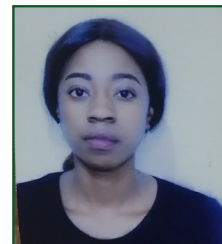
Chama Besa
Senior Collector - BSS



Dr. Gregory Bwalya
MFL - DVS, NALEIC



Daki Chilembo
ZAMRA



Bwalya Chibuta
ICT -ZRA



Haddon Mwila
Data Scientist



Mtawa Nkulama
Snr Inspector



Lweendo Shimuzhila
Senior Health Inspector



Kasuba Kasengele
Senior Inspector - ZCSA



Jonathan Moono
CCFFAAZ



Emmanuel Mbambiko
Chamber of Commerce



Patricia Mwela
NTFC Secretariat

