

# SOUTHERN AFRICA TRADE HUB



## Technical Report:

Work Plan Activity: 1.2.2 I

## Integrated Border Management (IBM) – Border Operations Assessment Kasumbalesa

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## LIST OF ACRONYMS

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ASYCUDA	Automated System for Customs Data
BOA	Border Operations Assessment
BOT	Build, Operate and Transfer
CAT	Central Africa Time
CBTA	Cross Border Traders Association
CCTV	Closed-circuit Television
CFAs	Clearing and Forwarding Agents
COMESA	Common Market of Eastern and Southern Africa
DRC	Democratic Republic of Congo
DTI	Direct Trader Input
IBM	Integrated Border Management
ICBT	Informal Cross Border Traders
JBC	Joint Border Committee
SADC	Southern African Development Community
SATH	Southern Africa Trade Hub
STR	Simplified Trade Regime
ZKVC	Zambia Kasumbalesa Venture Capital
ZRA	Zambia Revenue Authority
RTSA	Road Transport and Safety Agency
OSBP	One Stop Border Post
USAID	United States Agency for International Development

## EXECUTIVE SUMMARY

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The high cost of exporting and importing goods to, from and within Southern Africa discourages international trade, makes commerce and industry less competitive and contributes to food insecurity. Some of the main contributors to the high cost of trade are delays at the border posts. The main aim of the IBM program is to reduce the time goods take to cross borders and therefore reduce the cost of trade. As one of the initial steps in the implementation of the IBM, a team from SATH conducted a border operations assessment (BOA) at Kasumbalesa border which lies along the Dar es Salaam Corridor from 10 -14 October 2011.

The primary purpose of the border operations assessment was to analyze what the current border operations are with a view of making recommendations that would reduce the time and cost of transportation of goods and to set time baselines for the border which will be used to assess the impact of the implementation of the recommendations. In recognition of the critical role played by Informal traders in the SADC region's economies, the border assessment exercise also covered the clearance procedures for goods for small traders/ informal cross border traders (ICBTs).

The assessment entailed undertaking interviews with both public and private agencies at Kasumbalesa borders to understand their roles and processes they follow in the clearance of commercial goods. The Kasumbalesa Branch of the Cross Border Traders Association, as well customs officials were also interviewed to establish the operations of small border traders at the border. A guided tour of the market was facilitated by the CBTA. Finally to establish time baselines for crossing Kasumbalesa Zambia border, data collection assistants were used to record truck entry and exit times at the border. Data was also extracted from the ZKVC ICT system which recorded the time of arrival and departure of the truck at the Kasumbalesa border facility.

Findings of the border assessment identified challenges including the following at Kasumbalesa border:

- The alternate movement of trucks caused by the state of road infrastructure significantly reduces the numbers that could be cleared per day at the border;
- There is high traffic using the border but operation hours are short (06:00hrs – 18:00hrs)
- Staff Shortage resulting in officers doing assessment on consignment being the one to carry physical examination where require
- Lack of facilities like inspection sheds and scanners
- A lot of undeclared goods crossing the border due to the porosity of the border.

On average freight trucks spend 24 hours to cross Kasumbalesa border to DRC, 6½ hours of which are spent in the parking facility doing clearance & other border procedures and waiting for a turn to cross the border. Trucks coming from DRC spend an average of 5½ hours to cross the border into Zambia.

Key recommendations from the BOA were that a Joint Border Committee that comprises representatives from public and private sector agencies be established at Kasumbalesa and that a JBC Action Plan be developed to address the identified challenges.

## 1. INTRODUCTION

The USAID Southern Africa Trade Hub (USAID SATH) is a regional project working with Southern African Development Community (SADC) to increase international competitiveness, intra-regional trade and food security in the SADC region. Trade facilitation is one of the main focus areas of the SATH program through which SATH aims to improve trade facilitation in transit corridors through improved and streamlined Customs and transit systems. In support of SADC in its effort of reducing high cost of transport in the region, SATH is embarking on an initiative called Integrated Border Management Program which aims at improving border management efficiency to reduce the time and cost for goods crossing the borders. One of the initial steps in the implementation of the IBM Program is conducting border operations assessments to understand border clearance processes as well as challenges border agencies face in executing their work with the aim of working with the border agencies and their governments to address identified challenges.

## 2. BACKGROUND

Several studies that have been conducted in the region by various institutions have established that the high cost of exporting and importing goods in the Southern Africa region discourages international and intra-regional trade, makes commerce and industry less competitive, and contributes to food insecurity. The ports and border post delays have been identified to contribute significantly to the high cost of transportation in the region. According to the LPI Index Results (2010) it takes about 3-4 days to cross the land borders along the Dar es Salaam Corridor borders. A 2010 World Bank Report on Africa's infrastructure also highlighted that out of the average eight days taken to do a journey of 2500 kilometers from Lusaka in Zambia to Durban South Africa, four of the eight days are spent at border crossings. The report further states that the cost of delays for an eight axle interlink truck has been estimated at about \$300 a day. While not all of this time and related costs can be eliminated, they can be reduced.

In addition to the formal sector, the informal sector is affected by delays at the borders. Decreasing rates of employment in the public and private sectors and formal sector retrenchments have resulted in many people in the region seeking alternative ways of earning a living. Informal Cross Border Trade (ICBT) has become an important means of employment and income generation. Statistics have shown that a significant amount of trade is conducted by small scale cross border traders. For women especially, ICBT promotes their economic empowerment.

To improve management efficiency at the borders and improve trade facilitation in the region, SADC is promoting the establishment of Integrated Border Management (IBM) or Coordinated Border Management, One Stop Border Post (OSBP) and Single Windows at both national and regional levels. SATH is prioritizing the implementation of the IBM Program in realization of the immediate results that can be achieved from this initiative as opposed to the other initiatives such as OSBP and Single Window which will take longer to implement due to legislative and physical infrastructure requirements. IBM is expected to bring quicker results and would lay a good foundation for these other initiatives by ensuring there is coordination amongst border agencies for effective and efficient border clearance procedures. Conducting a Border Operations Assessment (BOA) is one of the first steps in the IBM implementation process. This is followed by workshops to disseminate and discuss the BOA findings and the formation of a Joint Border Committee

(JBC) consisting of public- and private- sector stakeholders and to arrive at consensus on an Action Plan. Implementation of the JBC Action Plan with assistance from the SATH and other donors is then the ultimate aim of the IBM program.

### **3. OBJECTIVES**

The overall objective of the Kasumbalesa Border Assessment was to analyze what the current border operations are with a view of making recommendations that would reduce the time and cost of transportation of goods, as well as to set time baselines which will be used to assess the impact of the implementation of the recommended interventions.

Specific objectives for the assessments are as follows:

- Establish baselines for the time for trucks to pass through Kasumbalesa border by gathering arrival and departure times of trucks at border complex entry and exit gates; as well as the time it takes informal cross border traders to clear the border.
- Establish if time spent at border post is a result of time required for formal clearance procedures or other reasons;
- identify specific issues that impede the free movement of agricultural products and staple food crops across borders;
- Identify specific issues that impede free movement of general cargo across borders including informal cross border trade;
- Identify current processes of addressing problems experienced by border agencies;
- Identify current mechanisms of communication between border agents and assess their effectiveness;
- Assess the adequacy of the infrastructure (parking, access roads, electricity, water, telecommunications, buildings, inspection sheds and other requisite infrastructure) at the border;
- Recommend practical and achievable measures to promote seamless operations at the borders to reduce time and costs for goods crossing borders.

### **4. SCOPE OF WORK**

This assessment was undertaken at the Kasumbalesa border complexes which form the border between Zambia and The Democratic Republic of Congo. The assessment focused on two key components. Firstly to, document the roles and processes of the different agencies operating at Kasumbalesa borders in clearing commercial trucks and informal cross border traders and producing an assessment of the operations and secondly, establishing border crossing time baselines for Kasumbalesa border.

### **5. METHODOLOGY**

A multidisciplinary team from SATH travelled to Kasumbalesa border between 10 and 14 October 2011 to assess the processes for clearance of goods and to determine the time it takes trucks to clear the borders. In recognition of the critical role played by small scale cross border traders in the SADC region's economies, the border assessment exercise also covered the clearance procedures of goods for small traders/ informal cross border traders (ICBTs).

## 5.1. Border Operations Assessments

Interviews carried out were guided by a questionnaire with a set of questions classified under the categories of coordination, clearing processes, infrastructure, agricultural products, informal traders, weighbridges and general issues. The names and contacts of officials interviewed are attached as Annex 1, and the questionnaire used to guide discussions is attached as Annex 2.

Interviews were conducted with public sector agencies and the private sector agencies on both sides of the Kasumbalesa Border i.e. Zambia and DRC borders to determine what role they played in the clearance of goods, challenges they faced in effectively executing their operations and how they felt things should be improved. In addition, the SATH team recorded independent observations of the processes, facilities, and infrastructure at these borders.

Interviews at Kasumbalesa (Zambia) were carried out with ZRA, ZKVC, Immigration, RTSA, Ministry of Health, Chililabombwe Municipal Council, Zambia State Insurance Company and Clearing and Forwarding Agents. Similarly on the DRC border interviews were carried out with Customs, Immigration, clearing agents and drivers who were waiting to cross the border. The Kasumbalesa Branch of the Cross Border Traders Association, some of its members, as well as customs officials were also interviewed to establish the operations of small cross border traders at the border.

## 5.2. Baselines

Methods employed to gather data for the purposes of the study were adapted to suit the prevailing circumstances at this border. Through a Public Private Partnership (PPP), Zambia Kasumbalesa Venture Capital- a private company- entered into agreement with the government of Zambia to develop infrastructure and manage traffic flow at the border. The border facility including the new parking lots and traffic movement are managed by ZKVC. Even though these facilities are fully functional, their efficiency is still limited because on the DRC side of the border, there is only 1 lane that allows for 1 way traffic. Trucks therefore move in alternate schedules across the two borders: from 0600 hours to 1300 hours trucks cross from Zambia to DRC and from 1300 hours to 1800 hours trucks cross from DRC to Zambia. Crossing of the border in either direction is therefore limited to six hours or half the operation time of the border.

However, similar infrastructure is under construction on the DRC side and is expected to be operational by the beginning of November 2011. Crossing times established are therefore predicated on the temporary limitations that prevailed at Kasumbalesa during the study.

To establish crossing times for trucks leaving and entering Zambia through Kasumbalesa, two forms of data were collected and used. Firstly, consignment details including vehicle registration number, entry date and time into the border facility, exit date and time out of the border, were extracted from the ZKVC traffic management system. This information is automatically generated by the ZKVC IT system on a daily basis. For the purposes of this study, however, this system was limited because it recorded dwell time in the parking facility only, leaving waiting time outside the facilities unaccounted for. It was evident that some trucks crossing to DRC waited long hours outside the facility before they could be admitted in, due to shortage of space. Goods carried by trucks were also not recorded by the system. To bridge this information gap, two data assistants were hired to record the dates and times of arrival at the border (outside the parking facilities) and to record the

type of goods being hauled. Types of goods carried into Zambia were extracted from Customs' daily register recorded at the parking facility gate into Zambia. However, due to the type of book used to register trucks, it was not possible to match the type of goods carried with each truck. Results presented will thus show aggregates and ratios of goods types, without cross tabulating with crossing times.

Data was then entered in spreadsheets for analysis. Basic patterns of crossing were determined. This was a cross-sectional study covering all trucks that entered and exited Kasumbalesa border from 10-14 October 2011.

## **6. FINDINGS**

### **6.1 Border Operations Review**

#### **6.1.1. Border Operation Hours (CAT)**

Border operation hours at Kasumbalesa are from 06:00hrs to 18:00hrs for both Zambia and DRC. All agencies at the counters adhere to this time. ZKVC control room is operational 24hours.

#### **6.1.2. Description of Border Operations and the Role of Different Agencies**

A brief description of the roles and processes of both public and private agencies involved in the clearance process of commercial goods at Kasumbalesa border is given below.

#### ***Zambia Kasumbalesa Venture Capital (ZKVC)***

ZKVC is a Public Private Partnership (PPP) project between the Zambian government and a private company that developed the new Kasumbalesa border complex on a build, operate and transfer principle (BOT). The Zambian Government provided land while the private company is funding the border development to the tune of US\$25 million. All government officials are provided with office accommodation, office furniture and equipment, counters and the investor pays all utility bills for a period of 25 years and then the infrastructure will be transferred to government. Additional offices are available for rental by clearing agents.

ZKVC's role therefore at the border is to provide the border infrastructure, manage the border complex and ensure there is smooth flow of traffic through the border. Office accommodation for government officials is provided for free and there are additional offices available for rental by CFAs and transporters within the main building. Ablution facilities are provided for border users. The whole management of the facility from traffic movement, allocation of office space and office equipment, to cleaning of the surroundings is the responsibility of ZKVC and this allows other agencies to focus on their core functions of goods clearance. To recoup their investment costs, ZKVC collects an average US\$133 as crossing fees from each truck crossing the border. Fees are determined on the number of axles.

## ***Zambia Revenue Authority***

ZRA is responsible for collecting the duties and taxes payable on goods entering Zambia. ZRA also have a responsibility to protect society by enforcing prohibitions and restrictions on goods and they collect Trade Statistics through declarations. For commercial goods clearance, ZRA works closely with CFA's who undertake the responsibility of goods clearance on behalf of the importer. The CFA starts by framing a hard copy of the customs declaration, then goes to DTI office to key in data into ASYCUDA (filing of declaration). ZRA then does assessment of the consignment and where physical examination is required, will inform the CFA to be present for the examination. When consignment is in order, the CFA pays for duties and claim their payment from their clients. For small traders, ZRA deals directly with the importer. Detailed processes of clearance processes are made in the following section of the report.

ZRA also collects foreign carbon emission tax from foreign trucks on behalf of government at their first point of entry into Zambia. Once paid the receipt is valid for 90 days.

## ***Ministry of Health***

The Ministry of Health's role at the border is to primarily control diseases through surveillance of communicable diseases as prescribed in the Health Information Regulations, as well as control food coming into Zambia as per the Food and Drugs Act 2003 and Public Health Act Cap 295. A health inspector sits at the front desk, issues and collects completed forms from travellers as a way of surveillance. Following signature of the forms by the inspector, the traveller takes the form to Immigration for immigration clearance. A traveller suspected to be not fit to travel is denied entry or taken for quarantining in Chililabombwe.

The Ministry is also responsible for running the clinic within the border complex. This provides a range of services for travellers, truckers and the community including ante natal care and HIV counseling and testing.

Regarding food imports, the Health Ministry inspects to ensure the consignment have import permits which are issued prior to importation, check for labeling as well as take samples for testing for certain types of products e.g. salt and sugar. When samples are taken for testing, goods are allowed entry but are not to be put in the Zambian market until after sample results are out. Because there are very minimal imports of food from the DRC, the only full time officers at the border are those for surveillance of communicable diseases while the rest are based in Chililabombwe and only come in as and when there is a consignment requiring their attention.

## ***Zambia Immigration Department***

The role of Immigration is to clear people as they come in and go out of Zambia. They also issue single/double entry visas at the border and a cost of \$50 and \$80 respectively. Business visitors are allowed a maximum of 30 days in a year in Zambia and thereafter would require a temporary permit to allow them to come to Zambia on business. Drivers are however allowed 90 days in a year before they are required to apply for a temporary permit to allow them into Zambia. The cost of a temporary permit is ZK2,000,000 (\$408). Immigration also issues border passes to residents living within 10km of Kasumbalesa border which are valid for 30 days at a cost of ZK2,000 (\$0.4). Truckers are supposed to

first report to immigration before clearing their goods with other agencies, however this is not adhered to by most truckers. The maximum number of days immigration grants for transit is 7 days.

### ***Road Transport and Safety Agency (RTSA)***

The RTSA is an organization created through an Act of Parliament to administer the collection of toll fees in Zambia. The role of RTSA at the border is to check for Road Service Licenses and collect toll fees. When a truck does not have a Road Service license, RTSA can issue a 3 months permit at the border. Long term permits can only be obtained from the office in Chingola. Toll fees are charged on the basis of reciprocity and therefore are not fixed for all countries. Fees charged are configured on the computer for the different countries. Example, DRC trucks are charged \$400 a truck for transit and \$200 a truck for cross border. The service is provided at the counter in the main border complex, right next to other front desk officers providing other services to truckers. The process of paying for toll fees happens concurrently with the clearance of goods. As the CFA is clearing the goods, the driver can pay for toll fees. Enforcement on whether trucks have paid for toll fees is conducted at the exit boom when the truck enters Zambia.

### ***Zambia State Insurance Company***

The role of the Zambia State Insurance Company is to check and give Third Party Insurance to vehicles without an insurance cover. Trucks with the COMESA yellow card do not need to buy insurance as they are covered. Premium varies depending on the period of cover with a minimum of 7 days/1 week. The cost of insurance is about \$29 for a truck and trailer. This service is also offered at the main border complex counter right next to the RTSA and can be bought any time before or after clearance of goods or concurrently with the goods clearance process.

### ***Chililabombwe Municipal Council***

The Chililabombwe Municipal Council collects motor vehicle fees from all vehicles entering Zambia as per the Government Act No. 22 Section 70. According to this Act, all vehicles except government and diplomatic vehicles are liable to pay council fees when entering Zambia. Officials from the Municipal Council are strategically placed before the entry gate to the border complex parking area for trucks where they collect ZK15,000 (\$3) from all trucks as they come into Zambia. It was noted that some of the trucks are on a prepaid facility and therefore do not have to pay on each entry.

### ***Clearing and Forwarding Agents (CFAs)***

Clearing and Forwarding Agents are licensed by Customs to provide, clearing and forwarding of imports & exports on behalf of traders. CFAs provide bond cover to secure government revenue (duties and taxes). CFAs have customs technical skills which helps them to discharge their duties. Clearing agents are the linking agent between the exporter/importer/ driver and all the border agencies responsible for the clearance of goods. When the driver arrives at the border, he contacts the clearing agent who prepares a declaration for the goods and submits the declaration to customs for computation of the duties and final payment. Unlike in Nakonde where CFA's also had the responsibility of

physically taking declarations to other border agencies for their checks, such as Zambia Bureau of Standards or Agriculture, at Kasumbalesa Border only Customs and on rare occasions Health have a role to play in the clearance of goods. CFAs charge fees to their clients for providing their bond facility and clearing services

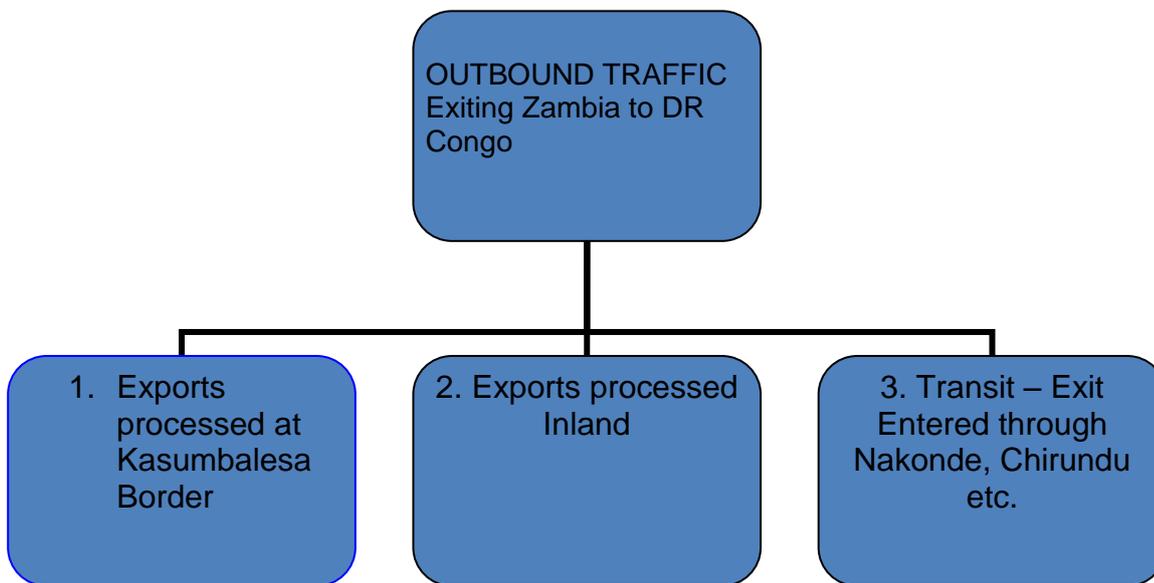
### 6.1.3. Clearance Processes for Goods at Kasumbalesa, Zambia

This section of the report documents processes undertaken for both commercial goods and small traders goods as they clear the Kasumbalesa, Zambia border. It was noted that over 90% of traffic through Kasumbalesa border is transit through Zambia either to or from the DRC.

#### **Clearance Process for Commercial Goods at Kasumbalesa, Zambia for Outbound Traffic**

Outbound traffic (traffic crossing Zambia into DRC) can be classified into 3 categories being transit goods, exports processed inland or exports processed at the border as indicated in the chart below. These 3 categories's detailed processes are shown below.

Chart 1: CLEARANCE OF OUTBOUND TRAFFIC (ZAMBIA TO DRC)



#### **Process for clearance of Zambian Exports to DRC (Border Clearance)**

- The driver enters the border complex entry gate, collects the ticket showing truck license plate, time of entering the facility and number of axles, then parks the truck;

- The driver gives the shipment documents to the CFA appointed to do clearance;<sup>1</sup>
- CFA frames a hard copy of the declaration and attaches it to the documents;
- CFA goes to the DTI office where he has his own login and password, to key in data into ASYCUDA;
- Once data is captured, a computer print cut (Form CE 20) showing duties payable is generated;
- CFA signs the computer generated document and leaves it with DTI officer;
- At intervals, DTI officer brings the signed declarations to the ASYCUDA Controller;
- ASYCUDA Controller signs for the entries received and the time of receipt then gives the documents to the Examiner;
- The Examiner checks whether the documents have been filled correctly, correct codes used and to ensure all supporting documents are attached;
- Once the Examiner is satisfied with the documents, the documents are passed on to the Surveyor for assessment; on assessment, a physical examination may be required.<sup>2</sup>
- After assessment, documents are taken back to the ASYCUDA office, where the CFA collects them
- CFA takes declaration to cashier to pay ASYCUDA fees \$10 (ZK 50040) and examination fees<sup>3</sup> \$73 (ZK 360,000).
- CFA takes documents back to the office for stamping & splitting where ZRA retains copy of CE 20 & invoice,
- CFA then gives copies to the driver to pay crossing fees;
- The driver presents the ticket received from the entry gate to the ZKVC ticket office, where ticket is scanned and displays amount to be paid;
- Driver pays and is given back the ticket to use to open the exit gate;
- The driver proceeds to the exit booth, presents documents to the ZRA officer who records details of the consignment and truck in a register, retains the full documents and allows the truck to exit;
- The driver slots the ticket form ZKVC ticket office into the machine at the exit booth to open the gate<sup>4</sup>;

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<sup>1</sup> Note the driver can give the documents to the CFA before entering the border complex. Due to the high volume of traffic at the border and the alternate movement of trucks across the border, trucks queues extended to a few kilometers on the road away from the entry gate to the border.

<sup>2</sup> Physical examination may be done on exports. There are a number of goods exported to DRC on duty drawbacks and all these require physical examination for assurance. Whereas customs clearance process can be done before the truck enter the border facility, where physical examination is required, the process can only be done once the truck has entered the border complex.

<sup>3</sup> Examination fees are payable whether goods are examined or not.

<sup>4</sup> Note the process of collecting receipt on entering the border facility, payment of crossing fees and exiting the exit booth is similar for all the processes.

- Gate opens and driver proceeds to DRC.
- At intervals the ZRA officer at the exit booth brings the documents he retained to the ASYCUDA office for the release order to be generated;
- ASYCUDA officer generates a release order, splits documents into 3 for ZRA, CFA and DRC.
- At intervals, a Customs from the DRC comes to collect the documents from ZRA office for their own verification.

### ***Process for clearance of Zambian Exports to DRC (Inland Clearance)***

Some of the Zambian exports into the DRC are cleared at Customs inland offices and therefore no customs clearance is done at the border. In such cases, the truck will enter the border complex where the driver will collect the ticket showing his truck details, time of entry and number of axles from the entry booth. The driver will then park the truck, process his passport and present the ticket he received at the entry gate to the ZKVC ticket office to pay for crossing fees, then proceeds to the exit gate to DRC where he leaves the documents with the ZRA officer and the same process from there follows as above.

### ***Transit Outbound (Goods transiting Zambia to DRC)***

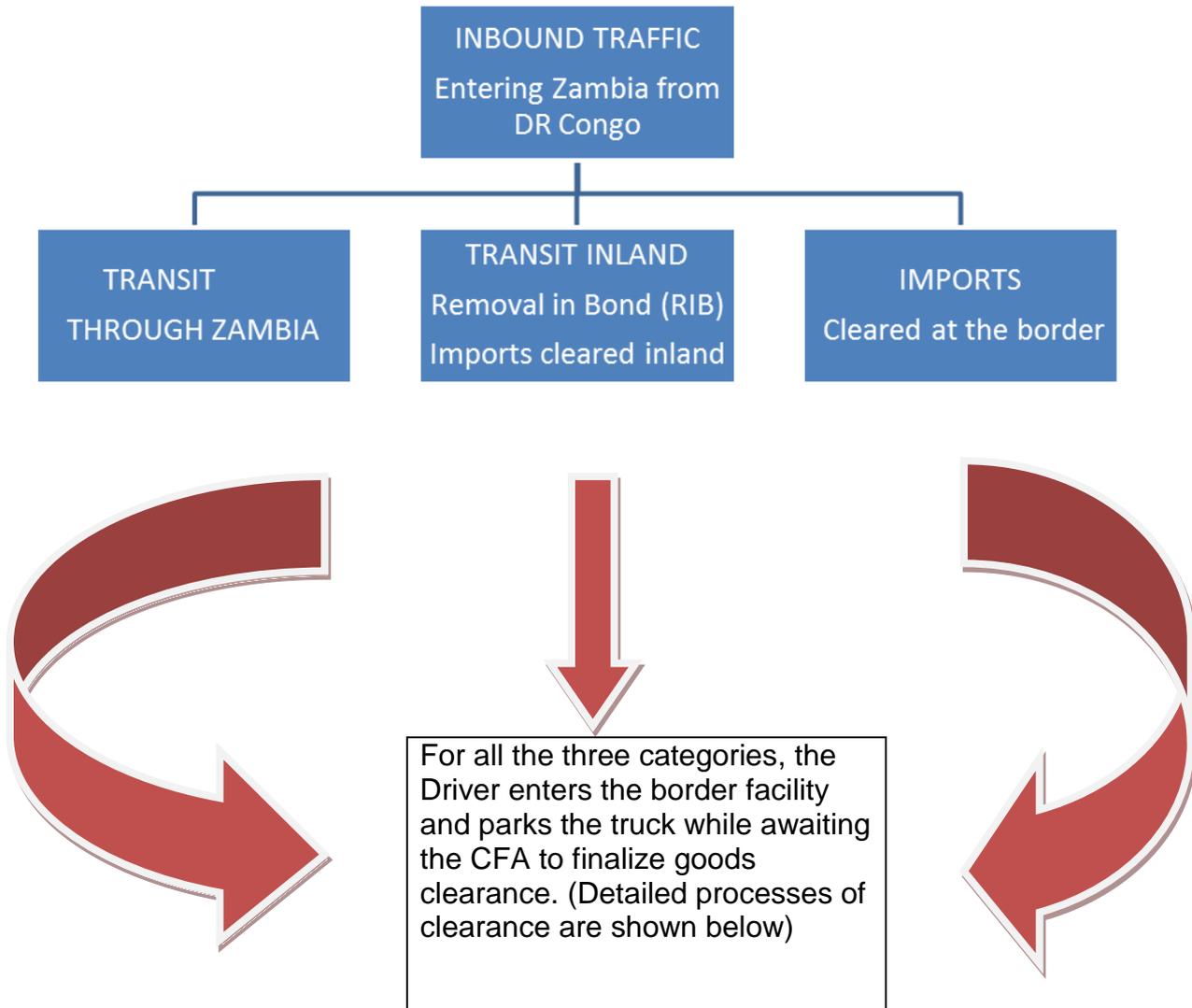
For shipments that are in transit to the DRC, the driver enter the border facility, collects the ticket at the entry gate, comes into the counters for clearance of his passport and payment of crossing fees and drives to the exit gate where the ZRA officer registers the consignment in his register and retains the full documentation and allows the truck to exit. The driver uses his paid ticket to open the exit boom for his exit. On intervals the documents are brought to the ASYCUDA office where the ASYCUDA officer will split the documents to retain the T1 and the release order issued on entry into Zambia. Other documents will be sent/ collected by DRC.

The T1 is then passed on to the validation office for discharging the bond and then filed away for audit purposes. The release order is given to the CFA.

### ***Clearance Process for Commercial Goods at Kasumbalesa, Zambia for Inbound Traffic***

Inbound traffic into Zambia from Democratic Republic Congo is also categorized into three. Firstly, through country transit, that is traffic from DRC passing through Zambia. The second category is inland transit, which are imports into Zambia that are cleared inland e.g in Lusaka or Ndola. These goods are facilitated in transit from the border using a facility called Removal in Bond (RIB). The third category is imports into Zambia that are cleared at the border. The decision on where to clear goods is made by the importer.

**Figure: Clearance Procedure for inbound Traffic**



***Transit: Through-Country (Goods Transiting Zambia from DRC)***

For incoming transit shipments from DRC through Zambia, the following clearance process is undertaken:

- Driver pays for Council levy before entry gate into the border facility;
- Driver enters border facility and collects receipt at the entry gate;
- Driver gives CFA export documents from DRC;
- CFA prepares a hard copy of the CE 20 Form and attaches it to the documents

- CFA goes to the DTI office to key in data into the ASYCUDA system and gets a computer generated copy that he signs;
- Documents are left at the DTI office where at intervals are taken to the ASYCUDA office for examination;
- The Examiner/ Controller signs for the entries received;
- The declaration is examined by Examiner;
- After examination the declaration goes to the Surveyor for assessment;
- After assessment documents are sent back to the ASYCUDA office where CFA collects them and goes to cash office to make payment for processing fee.
- Once payment is done, the declaration is taken back to the ASYCUDA office for generation of a T1 and bond generation<sup>5</sup>;
- Once the T1 has been generated, the declaration is taken to the Examination office for the release order to be generated
- After the release order is generated, attached to documents, then officer stamps and splits the documents to retain copies for ZRA<sup>6</sup> and give the rest to the CFA, who makes his copies and gives the document to the driver;
- The driver pays for toll fees at the RTSA desk and insurance where it is required
- The driver presents his documents to the ZRA officer at the exit gate who registers details of the consignment, retains the documents and allows the truck to exit the Customs yard into Zambia. (Note the truck is given 5 days to exit Zambia and the exit gate is indicated on the T1).
- All the documents are then given to the CFA

### ***Transit: Zambia Bound (Goods from DRC to Zambia cleared inland)***

This is also commonly known as removal on bond that is where the importer decides to clear his goods inland rather than at the border.

The process for incoming transit shipments from DRC for inland clearance in Zambia is similar to the process for through country transit above except for that the transit period allowed is 30 days. The bond is then discharged inland once the inland clearance has been effected, thus it can take a maximum of 30 days to acquit the bond.

### ***Importation (Goods from DRC to Zambia cleared at Border)***

The process for clearance of import goods from DRC to Zambia that are cleared at the border is similar to the process of transit as presented on 6.1.3.4 above up to the point where CFA makes payment. After payment has been made, the declaration is taken to the Examination office for the generation of a release order. At the time of assessment, the assessor may call for physical examination of the goods. In this case, a ZRA officer will go

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<sup>5</sup> Bond is equivalent to the duties and taxes payable.

<sup>6</sup> ZRA retains the CE20 Form and Invoice

and examine the goods in the presence of the CFA. Physical examination is done in the open space in the parking bay.

### ***Goods Clearance for Small Scale Cross Border Traders***

It was noted that most small scale cross border traders trading between Zambia and DRC bypass the official border points. However the few that are cleared formally are those who travel by buses. To clear their goods, these use a traveler's declaration form CE7. The traveller simply lists his goods and presents the form to the ZRA Examiner. The examiner then goes to the bus to verify what is declared (assessment). If all is in order, the examiner calculates on the same form duties payable, collects money from the traveller and issues a receipt. Only goods for personal effects up to the value of \$2000 can be declared on form CE7 and a personal rebate on \$500 is granted. Companies on the other hand have to declare goods on ASYCUDA irrespective of value. A review of 300 entries of Passengers Baggage and Small Value Importation (Form CE7), revealed that the majority of imports were cosmetics, with small quantities of insecticide, beer/soft drinks, milk powder, sanitary pads, scrap steel and soft lead.

#### **6.1.4. Types of Products traded through Kasumbalesa Border**

The following are goods traded by Zambia through Kasumbalesa Border:

##### Exports

- Sulphuric acid
- cement
- lime
- pine timber
- flour
- maize grit
- mealie meal
- coal
- biscuits
- Mattresses.

##### Imports

- Mineral Ore (copper concentrate, copper cathodes, cobalt concentrates)
- Sodium hydroxide
- Beer

#### **6.1.5. Controlled Goods**

All agricultural products are controlled goods and therefore need export permits from the Ministry of Agriculture e.g. mealie meal, flour, timber. Mineral goods also need permits issued by the Ministry of Minerals. The ASYCUDA system is therefore configured to pick on controlled goods at examination.

#### **6.1.6. Clearance of Goods in DRC**

While the focus of the BOA was the Zambia side of the border, it was found necessary to benchmark and understand procedures/processes for Kasumbalesa, DRC; hence the Team established clearance procedures for Kasumbalesa, DRC as well<sup>7</sup>.

The DRC Government recognizes only four public service providers at the border being Customs, Immigration, Bureau and Health Department. In order to ease congestion at the border, commercial goods are cleared inland DRC at a Customs facility 7 kilometers from the border. Only light trucks up to 10 tons are cleared at the border using manual clearance. It was further established that most of the consignments were cleared in Lubumbashi, thus the process done at Whisky is for Customs to generate a transit document for clearance in Lubumbashi. When physical examination is required, Customs, Bureau and Health undertake joint inspections and are all signatories to the physical examination form. Inspections are done in a well shaded shed which can take up to 12 trucks for inspections at a time. Parking space at Whisky is managed by a private company called Pacific and they collect parking fees from all trucks going through the facility.

#### **6.1.7. Challenges with Clearance Processes for Commercial Goods and ICBTs at Kasumbalesa, Zambia**

The current Customs staffing levels at Kasumbalesa is inadequate to process consignments in the most effective manner. Due to the shortage it is common for an officer who is doing assessment to also do physical examination thus no checks and balance for the process and in the case of processing smaller traders goods, the same officer collects duties and taxes. The process of delivering documents eg from DTI on intervals also contributes to the time of clearance. This is normally done on hourly intervals. Similarly physical collection/delivery of documents by DRC for verification, done once or twice per day is another source of delay for traffic to clear the border (DRC side). Mechanisms of electronically sharing this data would achieve significant results in terms of reducing the time to clear the border.

Another challenge is that physical examination is carried out in the open space. Temperatures can be very high at Kasumbalesa and this could affect work to be done. Rainy seasons also pose a serious bottleneck where physical examination needs to be done on goods. The movement of traffic is suspended when it is raining.

It was also noted that when goods are cleared inland, the maximum time for acquitting the bond is too long. While this gives sufficient time to the importer to do his final clearance,

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<sup>7</sup> Recommendations from the Report are meant for implementation at Kasumbalesa, Zambia.

the fact that the CFA's bond is withheld for that long may cause him to delay other consignments he needs to clear.

#### **6.1.8. Fees charged by different public and private agencies**

In addition to normal duties and taxes payable to Customs Authorities, the importer is also liable to pay the following fees on the Kasumbalesa, Zambia border:

- ASYCUDA processing fees (ZK50,040 - US\$10)
- Customs Examination Fees (ZK360,000 - US\$73)<sup>8</sup>
- Clearing Agents Fees per declaration
- Crossing Fees (approx. US\$266 per truck for a return trip)
- Council motor vehicle levies per trip (ZK15,000 - US\$3)
- Toll Fees (\$400 transit, US\$200 cross border for DRC trucks)
- Road Service License
- Insurance Fees (Approx. US\$29 per truck and trailer)
- Carbon Tax Fees (Approx. ZK200,000/3months - US\$40)

While these fees ideally have an economic justification, they contribute to the higher transport operating costs and create the need for drivers to carry cash which is a security risk. It was however noted that some companies have prepaid accounts with some of the service provider e.g. ZKVC and the Chililabombwe Municipal Council. ZKVC confirmed that they have more than 2500 trucks on prepaid and that this significantly reduces their crossing time.

#### **6.1.9. Small Scale Cross Border Trade**

Small scale cross border trade between Zambia and DRC at Kasumbalesa is informal and unregulated and is largely conducted from the Zambian side of the border. The majority of traders are women. The traders are predominantly Zambians but a significant number also come from other countries in the region. The reasons advanced for engaging in informal cross border trade by both women and men interviewed were the declining formal sector employment opportunities in many countries in the region.

The traders operate from a large market on the Zambian side of the border. The bulk of the trade is of food items, ranging from agricultural produce vegetables, fruit, cereals and legumes, to fish (dried and frozen), eggs to small livestock such as chicken and goats and pigs and other products. Products are sourced from as far as Malawi, Mozambique Namibia, South Africa and Tanzania. Traders from the DRC on the other hand conduct trade in mobile phones, cosmetics, textiles and apparel. Anecdotal evidence however indicates that these traders are responsible for meeting a significant proportion of the food requirements of the DRC's Katanga Province. In addition, due to the logistical challenges and high cost of conducting trade in the DRC, Zambian manufacturers also use the small scale traders as distributors for their products. They play a key role in the regional supply chain and food security. Despite this, as the trade is conducted informally there are no

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<sup>8</sup> Transit consignments are not charged examination fee.

statistics on who is trading, the types, values and volumes of this trade. This makes it difficult to ascertain what proportion of regional trade is attributable to the small scale CBTs.

Small trucks, bicycles and wheelbarrows modified to increase carrying capacity, hired by traders from the DRC are used to transport the goods. These transporters bypass the designated Zambian border and ferry some of the produce to small trucks parked in no man's land for onward transportation to DRC. Traders avoid the official crossing points as a means of evading taxes and the need to comply with import requirements such as permits for food items.

Established two years ago, a branch of the Cross Border Traders Association is active at Kasumbalesa, headed by an 18 member executive committee. It estimates its membership to be 150. Despite the majority of its members being women, the gender balance of the committee is biased in favor of the men. Only 4 of the members are women. One of the female committee members has made significant progress as she has been able to construct two warehouses and employs four people. The committee members conceded that they have limited capacity which affected the quality of services they delivered to members.

The major challenges experienced by the traders are as follows:

- Lack of financial capital to grow their businesses which has largely been financed from personal resources and business support services,
- Inadequate retail and storage facilities. The warehouses from which they trade are overcrowded and poorly ventilated and high rentals. Some of the members trade from the open, exposing goods to the elements. In addition refuse collection and disposal at the market is not regularly undertaken, posing a health hazard for those using the market.
- Inadequate accommodation and ablution facilities compared to the large numbers of traders. The traders are forced to sleep in the warehouses or to rent low cost accommodation where over ten people can share a single room. This poses security risks particularly for women, as the traders are forced to sleep in the warehouses alongside male traders.
- Despite the traders being aware of the COMESA simplified trade regime they indicated that Customs Officials at the borders they crossed did not recognize its provisions. Other limitations are that it is not operational at some of the region's borders. The traders consider the provisions for duty free amounts to be too low. They are also not aware of the provisions of the SADC Trade Protocol.
- The traders also find it difficult to communicate with their customers who speak mainly French and Swahili
- Traders also experience transport problems due to the high transportation costs and the unreliability of transport leading to traders having to rely on truckers to transport their goods unofficially.

#### **6.1.10. Infrastructure**

## **Road Infrastructure**

Currently the road infrastructure on Zambia side is of very high standard with 3 entry lanes into the border complex and two exit lanes to the DRC. However due to the infrastructure constraints on DRC side due to construction of their border complex, a portion of the road cannot allow for a two way movement of trucks leading to a scheduled system for truck movement across the border as per the table below. This is however temporary and will have been addressed when the DRC border complex which will also have 3 entry lanes into the border and 2 exit lanes to Zambia is officially opened in November 2011.

### Schedule of Truck movement Across the Borders

Time	
06:00hrs - 13:00hrs	Trucks cross from Zambia to DRC
13:00hrs – 18:00hrs	Trucks cross from DRC to Zambia

## **Border Infrastructure**

The infrastructure and ICT system at Kasumbalesa border is a showcase of how PPPs can assist governments in providing the much needed infrastructure. A CCTV monitored parking space has been developed for trucks for safe parking and traffic is managed by ground marshals as well as the control room to enable the smooth flow of traffic. This has significantly reduced the time it takes to cross the border to about a day as opposed to the 4-5 days before the infrastructure was put up.

Parking space is separated for heavy and light vehicles so are the counters for serving travellers. There is further separation of parking space for trucks destined for DRC and those destined for Zambia.

The facility ensures smooth flow of traffic through the use of CCTVs and ground marshals. CCTVs are used to identify any traffic blockages and alerting ground marshals for their intervention. The facility also provides security for the trucks as well as ensures accurate fees collection by other agencies by electronically capturing truck details and making the information available to other agencies like ZRA and RTSA. In addition to reduced transit time, automation of traffic management resulted in further significant positive impact on operations such as growth of revenues for other collecting agencies as well as reduced potential for corruption.

The infrastructure provided includes a 1000KVA transformer and a 300kva standby generator, a borehole and a satellite dish with 2mega band. Signage on buildings to guide travellers is yet to be put once construction is finally completed.

It was also noted that the Zambian government is currently constructing an inspection shed.

## **6.2. Baselines**

The IBM program seeks to ultimately reduce crossing time for goods at the borders and in turn reduce the cost of doing business. Crossing time baselines were established to facilitate measurement of progress towards this objective as interventions are made to improve coordination, cooperation and collaboration between border agencies on a

continuous basis. Average crossing times and other details are presented in the following sections. The corresponding cost of trading goods against the border will be determined basing on the times presented below.

### **Crossing times**

On average freight trucks spend 24 hours to cross Kasumbalesa border to DRC, 6½ hours of which are spent in the parking facility doing clearance & other border procedures and waiting for a turn to cross the border. Trucks coming from DRC spend an average of 5½ hours to cross the border into Zambia. With population standard deviations of 9 and 15 hours respectively, the above averages show wide dispersion of trucks' crossing times. Proportions of trucks with specific crossing times are presented below to show a clearer picture.

### **Traffic from Zambia to DRC**

Most trucks going in this direction are loaded: empty trucks account for less than 1% of the trucks crossing to DRC. Trucks that arrive at Kasumbalesa from the mid-morning onwards do not stand a chance to clear the border on the same day because of two reasons. Firstly, the exit gate to DRC shuts down for the day at 1300 hours to allow for trucks from DRC to enter the Zambian border, thus ruling out all trucks that have not completed their clearance by that time. Secondly, interviews with drivers indicated that a majority of them, especially foreign drivers, prefer to spend the night on the Zambian side rather than in Congo for security reasons and to minimize other discomforts such as language barriers. The 24 hour average therefore accounts for a number of factors that affect crossing time at this border. It is thus not surprising that only 7% of trucks crossing in this direction spend 6 hours or less at the border.

The 24 hours should not be construed to reflect efficiency levels of customs and other players in the clearance chain at this border because once they enter the parking facilities and start clearance procedures, trucks take an average of 6½ to cross, about ¼ of the total dwell time at the border. The 6 hour average is also inflated by a minority of consignments that take a longer time because of various reasons. Over 50% of trucks headed to DRC spend 2 hours or less and 73% spend 3 hours or less inside the parking facility to complete clearance processes. The following table summarizes crossing times for trucks headed to DRC.

**Table 1: Crossing times for trucks going to DRC**

Crossing time (Hours)	Dwell time at the border				Dwell time in the Border facility			
	<i>All trucks</i>	<i>Exports</i>	<i>Transit</i>	<i>Empty</i>	<i>All trucks</i>	<i>Exports</i>	<i>Transit</i>	<i>Empty</i>
<b>Average</b>	24:07:12	28:26:03	23:21:00	27:41:53	6:24:53	9:13:00	5:54:12	9:27:10
<b>Minimum</b>	0:42:00	0:50:17	0:42:00	5:38:15	0:08:00	0:11:58	0:13:10	0:08:00
<b>Maximum</b>	118:20:00	118:20:00	52:44:00	39:37:24	118:20:00	118:20:00	72:17:08	28:57:48

The above table shows that trucks in transit take less time to cross the border compared to others. There were very few empty trucks going into DRC and therefore the averages have very low denominators.

### **Traffic from DRC to Zambia**

All commercial trucks headed to or coming from DRC are cleared in a customs facility situated 10 km inland. Only small consignments are handled at the border. When it is time to cross to Zambia, trucks sometimes queue along the road up to 10 km stretch between the Wiski Customs facility and the border. Trucks from Wiski are not stopped at the DRC border but are allowed to proceed to the Zambian side. Time spent in queues between the Wiski and the border is therefore not accounted for in the 5½ hour average presented. Comparison between the arrival time recorded by a data assistant situated between the 2 borders and the time recorded at the parking entrance gates revealed no significant difference. For purposes of analysis only the time recorded at the entrance gate was used, thus equating time spent at the border with time spent inside the border facility.

Moreover, there were many empty trucks coming from DRC. This reduced crossing time because empties do not follow any complex clearance processes. The following table shows crossing times of different types of consignments moving from DRC to Zambia.

**Table 2: Crossing times for trucks entering Zambia through Kasumbalesa**

<b>Crossing time (Hours)</b>	<b>All trucks</b>
<b>Average</b>	5:40:35
<b>Minimum</b>	0:08:11
<b>Maximum</b>	217:26:53

Even though the average is 5½ hours, 45% of trucks entering Zambia spent less than 1 hour at the border. 79% of trucks crossed the border within 3 hours. As explained in the methodology section above, the number of transit, import and empty trucks could only be ascertained but could not be matched with each truck to allow for cross tabulation with crossing times. A detailed analysis of the crossing patterns at this border is presented as Annex 3.

### **6.3. Summary of Challenges and constraints to Efficient Border operations**

Whilst the team appreciated that the PPP infrastructure provided at the border has significantly improved the time for crossing the border which will further improve with the opening of a similar facility in DRC in November, the team noted a few issues that if addressed could further contribute to the smooth flow of traffic across the border and hence save time taken to clear goods at the border. Below is a summary of the challenges identified at Kasumbalesa border.

## ***Key Challenges***

- Short border hours (06:00hrs-18:00hrs)
- Interval collection of documents from the exit gate hourly
- Onward delivery of documents from DTI to Examination office done on hourly intervals
- The process of movement of document from ZRA office to cashier then back to the same office to for splitting and retaining some documents needs process review;
- Physical collection of declaration documents for verification between ZRA and Customs DRC;
- The period for bond acquittals for goods moving inland on bond is too long (30 days)
- Shortage of Staff
- No service during lunch by some agencies
- Road infrastructure constraint leading to about 6 hours of traffic movement from either side of the border as opposed to the continuous 12 hours. This is however temporary and will be resolved in the near future.
- Physical examination is done in an open space and therefore can cause delays in very hot temperatures or rain days.
- The border is porous and therefore difficult to control resulting in it being easily bypassed especially by small traders and smugglers.
- Crossing fees are found to be too high by users
- Ablution showers not yet complete, hence drivers have to use and pay for private showers outside of border complex;
- Coordination between Immigration and Health weak

## **6.4. Recommendations on How to Address Challenges**

The following interventions are being proposed for consideration during the design of the IBM.

### ***Immediate***

- All agencies at the counters to have staff at the counters the entire border business hours;
- Review process of moving documents from DTI and within ZRA offices for quicker circulation within ZRA;
- Establish a Joint Border Committee comprising all border stakeholders (private and public) to discuss border operational issues Develop an Action Plan to address the issues identified as challenges;

- The Committee to review border clearance time quarterly on the basis of data collected by ZKVC to assess whether there is improvement in border clearance times.

### ***Short - Medium Term***

- Increase border operation hours from 06:00hrs-18:00hrs to 06:00hrs – 21:00hrs;
- Consider increasing Customs staffing levels;
- Electronic transmission of data between borders for verification of declarations;
- Conduct a capacity building and strategy development workshop for the Kasumbalesa CBTA Branch, which would bring on board representatives of financial institutions that support the SME sector, Customs Officials and COMESA representatives.
- SATH to assist in the identification of organizations that could support the traders with business development, access to microfinance and gender issues
- SATH to support the CBTA to design mechanisms for capturing statistics on the numbers and gender of traders, types, values and volumes of this trade to provide government with this statistics.
- Speed up OSBP as the available infrastructure was built with that in mind.
- The developers to speed up the development of the market facility to improve health conditions prevailing at the current small traders market. The CBTA to lobby for the extension of the COMESA STR to more borders and the upward review of the duty free limits

## ANNEX 1: LIST OF PERSONS INTERVIEWED

Name	Position/Institution	Email	Telephone	Gender
<b>ZAMBIA</b>				
Simon Future Mubanga	ZRA, Station Manager-Kasumbalesa	mubangaf@zra.org.zm	+260 212 380532	Male
Samuel Sandi	ZKVC, General Manager	Samuel.sandi@zipbcc.com	+260 9777 65135	Male
Eng. Avishay Dvir	ZKVC, Chief Executive Officer	avishaydvir@gmail.com	+260 9663 73737	Male
Mor Dvir	ZKVC, Information Technology Executive	Mor.dvir@zipbcc.com	+260 9746 03805	Male
Sydney Ngulube	ZKVC, Shift Manager, Operations	Ngulube.sydney@yahoo.com	+260 964439920	Male
Nzila Beenzu	ZKVC, Control Room	nzilabeenzu@yahoo.com	+260 977319581	Male
Mirriam Chiyabi	Immigration officer in Charge, Kasumbalesa	Chiyabim2010@yahoo.com	+260 9669 43669	Female
Davis Phiri	RTSA	davisphiri@yahoo.com		Male
Martin Chisenga	Chililabombwe Municipal Council		+260 9798 50093	Male
Yvonne Tumba	Chililabombwe Municipal Council		+260 9617 00902	Female
Muthumwenu Kalaluka	Ministry of Health	Tumwa2003@yahoo.com	+260 9668 19733	Male
Kayula Chisanga	Zambia state Insurance	kcmishengo@zsicgi.co.zm	+260 9645 37637	Female
Monica Chabala	Highway Logistics		+260 9778 01691	Female
Lackson Banda	Customised Clearing & Forwarding		+260 9551 31502	Male
K. Shamulenge	Hermis Transport		+260 9762 23265	Male
Sydney Musonda	Tinko Investment		+260 9799 27683	Male
Zulu Peter	SDV Zambia LTD	sdvkasumbalesaops@iwayafri.ca.com		Male
Grace Mfunu	Linkage International LTD	gracemfunu@yahoo.com	+260 9796 87597	Female
Nicholas Chibwe	Chairperson Food and Security Kasumbalesa Branch, CBTA		+260 977604640	Male
Emmie Chibwe	Information and Publicity Secretary, Kasumbalesa Branch, CBTA		+260 969177025	Male
Francis S Chileshe	Chairperson Security, CBTA (national)		260 975423335 +260 969373615	Male
Samson Kasapo	Secretary, Kasumbalesa Branch, CBTA		+260 978209076	Male

Hellen Likanya	Market Master Chililabombwe Municipal Council HIV Public Health Committee Member Kasumbalesa Branch, CBTA		+260 976152130	Female
Rose Makungu	Chairperson, Gender, Kasumbalesa Branch, CBTA		+260 979616406	Female
Rachel Nampemba	Vice Secretary Kasumbalesa Branch			Female
Judith Nalwenga	Treasurer, Kasumbalesa Branch,		+260 977652281	Female
Farah A Maalim	Marketing Manager Aim Agencies Limited			
<b>Democratic Republic of Congo</b>				
Cora Mwenze Kilumba	Customs		+243 81 403 4771	Female
Elima Mbokolo	Customs Officer		+243 9946 65145	Male
Bambuta Faustin Mawesi	Immigration- Officer in Charge			Male
Thiery Mukalay	Immigration		+243 8105 02686	Male
Regis Luembe	Clearing Agent		+243 9972 01133	Male
Mathew Mdaka	Clearing agent		+243 9982 46418	Male

## **ANNEX 2: BORDER POST QUESTIONNAIRE**

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### **A. Border Agencies**

#### **1. COORDINATION**

- a. Is there an overall Coordinator of all border operations?
- b. Do you have meetings for all border agencies to discuss your operational issues and how often do you meet? Who calls the meetings?
- c. If there are conflicts between border agents, how are they resolved?
- d. What action would you follow if other agencies operations at the border affect the effectiveness of your own work?
- e. What process is followed when inspecting cargo? Is it agency by agency or one inspection during which all agencies necessary are available?

#### **2. CLEARANCE**

- a. What documents are required for importing, exporting and transit of goods
- b. What problems are encountered in clearing general cargo?
- c. Where does the transporter start the clearance of goods process when arriving at the border post?
- d. How long does it take truckers to clear the border?

#### **3. INFRASTRUCTURE**

- a. Is parking sufficient?
- b. Is there signage to guide persons or transporters to cross the border?
- c. Is the language used on sign boards and information boards understood by most people crossing the border?
- d. Are there toilets with running water?
- e. Are your systems for clearing cargo computerized? Scanners or physical inspection?
- f. If yes do you have email and internet for exchanging information amongst you at the border? (Telecommunication & ICT connectivity)

#### **4. AGRICULTURAL PRODUCTS AND STAPLE FOOD CROPS**

- a. What agricultural products are transported across the border?
- b. Mostly which countries are they transported from? From where in the country and to which destination?
- c. What special documents are required for clearance of agricultural products?
- d. How to you disseminate information on the special requirements for clearance of agricultural products?
- e. What process is followed if the transporter does not have the special documents for clearance of agricultural products?
- f. What other general challenges do you encounter with the clearance of agricultural products?

## 5. INFORMAL TRADE

- a. How many small/informal traders cross the border per day? In most cases from where?
- b. What type of goods are they trading?
- c. What procedures must they follow to cross the border with the goods?
- d. Are those traders aware of the procedures? How does the border convey these requirements to the traders?
- e. What fees must they pay and for what?
- f. What mode of transport do they usually use?
- g. Are they typically male or female? Ages?
- h. Are there coordination mechanisms/consultations forums between ICBT Associations and border agencies? On what issues?
- i. Is the COMESA Simplified Trade Regime (STR) being implemented at the border?
- j. There are allegations of harassment of ICBT's at border crossings, are such reports ever officially filed? If so what actions are taken against perpetrators?

## 6. WEIGHBRIDGE

- a. What are the weighbridge operating hours?
- b. What is the process followed when a truck is overloaded?
- c. What is the maximum GVM per axle?
- d. How often does your weigh bridge breakdown? How long does it take to fix?
- e. What happens when the weighbridge is out of order?

## 7. GENERAL

- a. On average how many commercial vehicles get cleared per day?
- b. How do you communicate changes in information on regulations or processes for border clearance to the operators?
- c. What charges are levied on trucks crossing the border apart from customs duty and VAT?
- d. What software system is used for customs clearance of cargo?
- e. Does the system allow for sharing of information with other border agencies at the border? Can other agencies access the data?
- f. What are the operating hours for all agencies at the border?
- g. How long do commercial vehicles take to clear the border?

## ANNEX 3: TIME BASELINE REPORT

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### Volumes of Traffic

A total of 2043 trucks were recorded between 10 October and 14 October 2011. 1111 of them were headed to DRC while 932 were headed to Zambia. The following table summarizes volumes trucks across Kasumbalesa.

	Exiting Zambia	Entering Zambia
<b>All trucks</b>	1111	932
<b>Loaded Trucks</b>	100%	41%
<b>Empty</b>	0%	59%
<b>Exports</b>	25%	
<b>Imports</b>		
<b>Transit</b>	74%	

### Types of Goods Transported

An array of goods cross from Zambia to DRC ranging from machinery and spares, to food, industry chemicals, fuel, cement etc. Most exports are sulphuric acid and construction materials such as cement, timber. Majority of goods crossing from DRC to Zambia are various forms of metals from the mines of Congo transiting to either Dar es Salaam or Durban for shipment. Table 3 shows the type of goods crossing to DRC

Goods	Percentage of total
Food	12%
Sulphuric acid	8%
construction materials	9%
Other goods	71%
<b>Total</b>	<b>100%</b>

The various goods that constitute the 71% above are numerous and cannot be broken down into any defined classes. Table 4 shows the type of goods entering Zambia

Goods	Percentage of total
Copper cathode	39%
Copper blister	9%
cobalt concentrate	33%
cobalt hydroxide	8%
other metals	9%
non-mining goods	3%