

Northern Corridor Stakeholders Survey of Kigali – Rubavu/Goma and Kigali – Akanyaru/Kanyaru Haut-Bujumbura-Gatumba/Kavimvira Transit Sections

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Glossary

Acronyms:

ASYCUDA	Automated System for Customs Data
C/Agent	Customs Agent or Clearing Agent
CBTA	Cross Border Traders Association
CIF	Cost Insurance and Freight
CFS	Container Freight Station
COMESA	Common Market of Eastern and Southern Africa
DGDA	Direction Generale de Douane et Accisse
DGM	Direction Generale de Migration
DPC	Document Processing Center
DRC	Democratic Republic of Congo
EAC	East African Community
EAC-CMA	East African Community – Customs Management Act
EAC-CMR	East African Community Customs Management Regulations
ECTS	Electronic Cargo Tracking System
e-SWS	Electronic Single Window System
FBU	Burundi Francs
FRW	Rwandese Francs
GSM	Global System for Mobile Communications
GVW	Gross Vehicle Weight
ICD	Inland Container Depot
IT	Information Technology
KeNHA	Kenya National Highways Authority
KIFWA	Kenya International Freight and Warehousing Association

KMA	Kenya Maritime Authority
KPA	Kenya Ports Authority
KRA	Kenya Revenue Authority
KRC	Kenya Railways Corporation
LAN	Local Area Network
MAGERWA	Magasins Generaux du Rwanda
NTB	Non Tariff Barrier
NC	Northern Corridor
OBR	Office Burundais des Recettes/Burundi Revenue Authority
OGA	Other Government Agencies (used in this document to refer to Government Agencies other than Customs, Immigration and Police)
OGEFREM	Office De Gestion Du Fret Multimodal
OSBP	One Stop Border Post
RADDeX	Revenue Authorities Digital Data Exchange
RRA	Rwanda Revenue Authority
RTA	Road Transporters Association
RVR	Rift Valley Railways
SIMBA	Automated Business System used by KRA to receive and process Customs Declarations
STR	Simplified Trade Regime
TEU	Twenty Foot Container Equivalent Unit
TGL	Transit Goods License
TMU	Transit Monitoring Unit
TTCA	Transit Transport Coordination Authority
TTCA-NC	Transit Transport Coordination Authority of the Northern Corridor

UNRA	Uganda National Roads Authority
URA	Uganda Revenue Authority
URC	Uganda Railways Corporation
US	United States of America
VSAT	Very Small Aperture Terminal
WAN	Wide Area Network
2G	Second Generation

Definitions:

Customs Value	Value of goods appraised by Customs for Customs purposes e.g. determining taxes, approving bonds and compilation of statistics
Customs Warehouse Rent	Fees paid to Customs Authorities for storage of goods deposited in a Customs Warehouse
Home Consumption	Goods for the Local Market
Inco-terms	International Commercial Terms
Proper Officer	Person employed on duty or service relating to the Customs by order or with the concurrence of the Commissioner Customs to perform that duty or service.
Through Transit	Goods arriving from a foreign country at a border/customs station en route to another foreign country.
Transit Shed	Building, yard or place designated by Customs for the deposit of cargo in transit for purposes of temporary storage or transshipment.
Road User Charge (RUC)	This is a fee levied on foreign registered vehicles in the country of temporary importation. This fee applies to foreign registered trucks, buses and cars. In Rwanda it is called Road Maintenance Fund, In Burundi Road Toll. In DRC entry permit.

Executive Summary

The Transit Transport Co-ordination Authority of the Northern Corridor (TTCA-NC) is an intergovernmental organization established under the Northern Corridor Transit and Transport Agreement (NCTTA) with a primary focus of facilitating trade and transport among the member States using the Port of Mombasa.

Due to the recurring challenges faced by the users and regulators along the Northern Corridor transport system, the TTCA-NC conducts surveys to identify and address the Non Tariff Barriers (NTB's) along the Northern Corridor. In order for the recommendations to encompass the views of all the Stakeholders, the surveys are conducted by a multidisciplinary Survey Team comprising of the public and private sector involved in the handling and clearance of goods along the Corridor.

The March 2013 Northern Corridor Stakeholders Survey covered the transit sections of Kigali – Rubavu/Goma via Shorongyi, Kigali – Akanyaru/Kanyaru Haut and Kanyaru Haut – Bujumbura – Gatumba/Kavimvira. The Survey Team made observations in the following areas:-

- physical trade and transport facilitation infrastructure and facilities in place;
- handling and clearance of goods along the Corridor;
- examined the cargo and people clearance processes at the border stations and
- met with the stakeholders operating at the transit nodes (border stations, ports, ICD's and parking yards).

During the plenary sessions at the border stations, the Survey Team members updated the stakeholders about the new developments to facilitate trade and transport along the Northern Corridor. The updates included the requirements for clearance of cargo at the Port of Mombasa and at the other transit sections and nodes along the Corridor.

The challenges identified by the Survey Team at the stations visited were shared during the plenary sessions to give an opportunity to the stakeholders operating at these stations to make an input in the recommendations. Below are some of the challenges identified and their corresponding recommendations;

1. **Poor internet network connectivity:** It was observed that at the border stations of Goma, Kanyaru Haut, Gatumba, and Kavimvira there is poor internet connectivity to support the electronic customs declaration and exchange of information amongst the stakeholders. At these stations, the telecom internet service providers use the 2G GSM which is suitable for voice but not data transmission. However, it was noted that

on the Rwanda side of the border stations, the telecom internet service providers use the 3G GSM and the high speed Fiber Optic which is suitable for data transmission.

It is recommended that at the border stations of Kanyaru Haut and Goma, Customs should explore the opportunity to tap the 3G GSM and the Fiber Optic provided by the Rwanda telecom companies to boost their internet connectivity and use the 2G GSM as backup. The use of the VSAT to boost internet connectivity is also recommended at the stations with hilly terrain and those at remote locations.

- 2. Inadequate packing space, verification and storage facilities:** It was observed that there is inadequate parking space for vehicles awaiting clearance at the border stations of Goma, Akanyaru Haut, Kanyaru Haut, Gatumba and Kavimvira. Furthermore, the border stations lacked warehouses for storage of goods subject to customs control and verification sheds for the examination of goods.

It is recommended that the member States expedite the construction of OSBP's at their border stations. Furthermore, the member States should create an enabling environment for private sector participation in the development of warehouses, ICD's and transit parking yards to cater for the increasing volumes of goods across the borders and goods in transit along the Northern Corridor.

- 3. Lack of proper documents for clearance of goods:** The DRC customs reported that goods imported through the Northern Corridor lacked proper documentation. It was noted that there is no institutionalized mechanism for exchange of information between DRC and her neighbors. It was observed that after the goods are cleared by Customs for exit to DRC at the border stations of Rubavu-Rwanda and Gatumba-Burundi, all the documents are given to the driver or his clearing agent, this gives room for their manipulation before being presented to the DRC Customs.

Notwithstanding the fact that the establishment of OSBP's will to a great extent address this problem, in the meantime, the customs authorities at the border stations should put in place a mechanism of exchanging hard copies of the documents used in the clearance of goods across their borders. Furthermore, the member States of the Northern Corridor should put in place a mechanism for electronic exchange of information among each other.

- 4. Diversion of goods in transit:** The customs authorities reported instances where they do not receive some of their expected imports. It was also reported that in some cases goods entered for transit at their border stations disappear before exiting to the destination country, thus leading to loss of revenue. Furthermore, DRC customs reported that when goods are transshipped in transit there is a variation in the goods received in DRC with those expected as per the advance information obtained through their representative at the Port of Mombasa.

Observing that diversion of goods in transit has been reported across the region, it can be better addressed by a joint effort of the customs administrations. The TTCA-NC Secretariat will organize a workshop for the Customs administrations of the member States to come up with measures to check diversion of goods in transit.

- 5. Narrow Northern Corridor road:** It was observed that the carriageway linking Kanyaru Haut to Bujumbura is narrow and given the frequent landslides the road often gets blocked. This hampers the smooth flow of trucks along this transit section.

It is recommended to widen the road to meet the EAC standards for regional roads i.e. 7m width carriageway with shoulders of 1.5m width. Gabions should be built along the landslide/mudslide prone areas.

- 6. Expensive transit route linking Burundi, Rwanda and DRC-South Kivu Province to the Port of Mombasa:** The Northern Corridor transit route linking Burundi, Rwanda and DRC-South Kivu to the Port of Mombasa through Kampala is long with several transit nodes to cross (border stations, weighbridges and check points) which makes it expensive. This has contributed to a good number of traders in Burundi, DRC and Rwanda to shun using the Port of Mombasa.

This can be addressed by upgrading the roads through Tanzania that link Burundi and Rwanda to the Port of Mombasa through Taveta. This will offer a shorter transit route with fewer transit nodes to cross thereby making it cheaper. The transit journey from Burundi and Rwanda through Tanzania to the Port of Mombasa should take fewer days than through Kampala.

- 7. Remote location of customs offices from the border crossing point:** It was observed that the customs office for the DRC Kavimvira border station is located 5km inland from the border crossing point. This makes it difficult for cross border collaboration among the stakeholders during the process of clearance of goods across the borders. However, it was reported that there are plans by DRC Customs to relocate its office close to the DRC-Burundi border crossing point.

DRC customs is requested to expedite the relocation of its Kavimvira offices to the border crossing point with Burundi.

- 8. Poor functioning of the railway system linking the sea ports of Mombasa and Dar es Salaam to the Lake Port of Lake Tanganyika:** The poor functioning of the railway system has negatively affected the performance of the Port of Bujumbura.

Improvements of the railway system are required to meet the increasing transport needs of the region. Proper functioning of the railway system will also help to save our roads by diverting the heavy containers from the road to railway transport.

Lastly it was observed by the Survey Team that there is need for a concerted effort by the member States, Regional Economic Bodies and the TTCA-NC Secretariat to sensitize the stakeholders in order to effectively implement the trade facilitation instruments and the agreements to facilitate trade. Lack of awareness remains one of the invisible NTB's that is usually overlooked.

**REPORT ON THE SURVEY OF THE KIGALI – RUBAVU/GOMA AND
KIGALI – AKANYARU/KANYARU HAUT - BUJUMBURA –
GATUMBA/KAVIMVIRA TRANSIT SECTIONS**

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REPORT ON STAKEHOLDERS SURVEY OF THE NORTHERN CORRIDOR TRANSIT SECTION OF KIGALI – RUBAVU/GOMA AND KIGALI – AKANYARU/KANYARU HAUT – BUJUMBURA – GATUMBA/KAVIMVIRA

PART I

BACKGROUND

Introduction

1. The Northern Corridor Transit Agreement (NCTA) provides a framework for cooperation on issues relating to trade and transport among the member States of Burundi, Democratic Republic of Congo, Kenya, Rwanda, South Sudan and Uganda. One of the key activities of the Transit Transport Coordination Authority of the Northern Corridor (TTCA-NC) is the identification and removal of Non Tariff Barriers along the Northern Corridor in order to facilitate trade and reduce the cost of doing business along the Northern Corridor.
2. The Stakeholders Surveys is one of the ways the TTCA-NC Secretariat uses to identify the causes of the challenges faced by the users and regulators along the Northern Corridor. The past three Stakeholders Surveys showed that the performance of the different transit sections and nodes along the Northern Corridor are interdependent, a problem at one point of the Corridor may have a direct or an indirect impact on the performance of the other points along the Corridor.
3. During the TTCA-NC 35th Executive Board Meeting, the Executive Board directed the Permanent Secretariat to survey the remaining sections of the Northern Corridor in order to identify and address the challenges faced by the users and operators throughout the whole Corridor.
4. The Survey of the Northern Corridor transit sections of Kigali – Rubavu/Goma and Kigali – Akanyaru/Kanyaru Haut – Bujumbura – Gatumba/Kavimvira was undertaken from 10th to 16th March 2013 by a Survey Team comprising of the Public and Private sector stakeholders involved in the handling and clearance of cargo along the Northern Corridor.

Objective of the Survey

5. The overall objective of the survey was to:
 - Identify the causes of delays and high costs of doing business along the Northern Corridor and come up with actions to address the recurring delays and the associated costs.
 - Promote collaboration among the public and private sector stakeholders to address their day to day operational challenges at the transit nodes.
 - Obtain on spot updates on implementation of earlier recommendations made by the TTCA-NC Policy Organs and state of play of implementation of the trade facilitation instruments.
 - Identify areas/points with infrastructure deficiencies, locations for setting up roadside stations and wellness centers, and identification of opportunity for private sector participation in infrastructure development along the Northern Corridor.
 - Disseminate information and sensitize the stakeholders about new developments along the Northern Corridor.
 - Obtain an update on automation; ICT infrastructure and usage

Methodology

6. A multidisciplinary Survey Team comprising of the key public and private sector stakeholders involved in the handling and clearance of cargo along the Northern Corridor was constituted.
7. A check list used as a guide to conduct the survey, highlighting the transit nodes to be surveyed and areas of focus at these nodes was developed.
8. The survey entailed:
 - Making physical observations;
 - Examination of the business processes and the documents used in clearance of cargo;
 - Obtained incidental costs;

- Interviewed the public and private sector operators involved in the handling and clearance of cargo and people along the Northern Corridor;
- Held plenary meetings with the stakeholders at the key transit nodes to enable the stakeholders to have an input in the recommendations made.

Scope of the Survey

9. The survey covered the under listed Northern Corridor transit sections:

- Kigali to Rubavu/Goma
- Kigali – Akanyaru/Kanyaru Haut
- Kanyaru Haut – Kayanza- Bujumbura – Gatumba/Kavimvira

10. The Key stakeholders met during the survey included:

- Revenue/Customs Authorities
- Highway Authorities/weighbridge operators
- Port Authorities
- Customs Clearing Agents
- Transporters
- Police
- Immigration
- Cross Border Traders
- Cargo handlers (ICD Operators)

11. The areas examined during the survey included:

- Infrastructure/facilities used in the transportation, handling and clearance of cargo
- Documentation
- Transaction Costs
- Cross cutting issues (safety, security, health, etc)

12. Gave updates on the new developments along the Northern Corridor which included:

- Clearance processes and documentation at the Mombasa Port.
- Improvements at the Mombasa Port geared towards facilitation of trade.
- Maritime Standards.
- Axle Load Management.

PART II

OBSERVATIONS MADE DURING THE SURVEY

A. Kigali Transit Node - MAGERWA

MAGERWA ICD:

13. The MAGERWA ICD - Kigali is a cargo terminal operated by a private stakeholder. It serves as a dry port as well as a bonded warehouse for goods destined to Rwanda. Other facilities offered at MAGERWA-Kigali include transshipment, scanning, weighbridge and physical examination of goods. MAGERWA Limited also offers transit parking facilities for trucks in transit at other places in Rwanda such as at Shorongy and Runda.
14. The MAGERWA-Kigali parking yard fees are FRW 10,000 per night for a loaded truck, an empty trucks is charged FRW 5,000 per night and an empty container is charged FRW 1,000 per night.



The mobile scanner at MAGERWA – Kigali is one of the tools used by Rwanda Revenue Authority to expedite the clearance of goods. There are no charges levied on traders in order for RRA to scan their cargo.



The parking yard at MAGERWA has a parking capacity for 100 trucks; the condition of the yard is in need of resurfacing/paving.

RRA-Customs MAGERWA:

15. RRA-Customs uses ASYCUDA-World in the clearance of goods; ASYCUDA-World is one of the components of the Rwanda National electronic Single Window System (e-SWS). Several public and private sector stakeholders are now on board the Rwanda National e-SWS and there are provisions that will enable other National e-SWS's to connect and exchange information with the Rwanda e-SWS.
16. **Clearance of goods for Home Consumption:** pre-cleared or pre-entered goods do not have to call at the MAGERWA-Kigali ICD; the goods can be delivered directly to the importers premises where the customs examines the goods if there is need.
17. **Control and clearance of cargo in transit or exports from Rwanda:**
 - The trader enlists the services of a customs agent who makes the customs declaration and executes a transit bond on behalf of the trader. Once the goods exit Rwanda, the customs officers at the Rwanda customs exit station automatically cancel the transit bond.
 - A manual declaration for the clearance of empty trucks to enter or exit Rwanda is done using a cargo manifest (Form C12). If the truck is empty, a nil declaration of cargo is made on the Form C12 by the driver or his agent.

- The Rwanda border stations are empowered to license trucks that convey goods in transit, the Transit Goods License (TGL) fees are US \$200 per truck. Rwanda recognizes the TGL's issued by the other EAC Partner States.
- The road user charges for foreign registered trucks are US \$152 for a trailer and US \$ 76 for a single truck.
- The Electronic Cargo Tracking System (ECTS) is one of the control measures being sought by RRA for goods in transit. Procurement of the ECTS by Rwanda is still under the tendering process.

18. About 40% of the goods handled by MAGERWA are imported through the Port of Mombasa the remaining portion being imports mainly through the Port of Dar Es Salaam. It was reported that the transport costs through the Port of Mombasa are 20% higher than the transport costs through the Port of Dar Es Salaam. This is mainly because if one uses the Northern Corridor transit route through Uganda, the distance to the Port of Mombasa is bigger than the distance to the Port of Dar Es Salaam. However, it was observed that the transit route from the Port of Mombasa to Kigali through Tanzania via Taveta is about the same distance like the transit route from the Port of Dar Es Salaam to Kigali but for the former, some sections of the road are not in good condition.

19. **Transshipment of goods:** Goods are transshipped at the request of the owner/owners agent after an application is made to customs. The transshipment fees are US \$10. The goods normally transshipped in Rwanda are groupage/consolidated cargo that is destined to different destinations. It was reported that full container loads are not allowed to be offloaded in Rwanda unless in case of accidents or breakdown of a truck.

20. Goods in transit transshipped before their final destination still pose a big challenge especially reconciliation by the destination countries. It was reported that Kenya Revenue Authority issued new rules which requires authorization from the Commissioner Customs of the destination country before any changes on transit goods are made.

21. **Simplified Trade Regime (STR):** Rwanda is implementing the COMESA STR with a variation in threshold value of goods ranging from FRW 500,000 to FRW 3,000,000 depending on the border station. The busy border stations are allowed a threshold of FRW 3,000,000 while the small border stations that are not busy the

threshold is FRW 500,000. The border stations in Rwanda issue the Simplified Certificate of Origin for goods produced in Rwanda cleared for export.

22. The Stakeholders at MAGERWA-Kigali were informed that KPA was setting up a liaison office in Kigali at the Grand Pension Plaza. The services offered at this office will include information on shipments through the Port of Mombasa and their bills for cargo transported through the Mombasa Port.

23. Challenges highlighted by Stakeholders at MAGERWA:

- i. Variation in road user charges/road tolls charged by the member States
- ii. Diversion of goods transit and smuggling of goods from DRC and Burundi to Rwanda.
- iii. Issuances by DRC of vehicle registration number plates to motor vehicle units still in transit.
- iv. Problem of reconciliation of transshipped goods by the destination countries.
- v. Unpredictability of procedures, some institutions in the member States change their procedures without giving prior notification to the stakeholders in the region.
- vi. Dwindling share of goods to Rwanda transported through the Port of Mombasa.
- vii. Double charges for the same service at the Mombasa Port/CFS's. It was recommended that some charges such as verification fees be scrapped but up to now CFS's still charge verification fees.
- viii. The surface of the MAGERWA – Kigali parking yard is in poor condition, the yard has gullies and is dusty.

24. Recommendations:

- i. Harmonization of the Road User Charges by implementing the EAC Regulations on Road User Charges by all the member States.
- ii. Sharing of information with the countries where the goods are destined to update them on the changes made on the paperwork for the goods transshipped while in transit.
- iii. OGEFREM should be represented in the member States to protect its interests for goods transshipped in the transit countries.
- iv. KPA requested to expedite its process of opening an office in Kigali to bring services closer to its customers. Among other services the offices will offer billing services to KPA customers for goods imported/exported through the Port of Mombasa.

- v. Routine surveys and audits to identify and remove NTBs along the Northern Corridor to make it more attractive.
- vi. Resurfacing of the yard, paving the yard will give it a longer life span given the speed of water that runs through the yard from the neighboring hill whenever it rains.

B. MAGERWA Shyorongi Parking Yard:

25. The MAGERWA Shyorongi Parking Yard is used by fuel tankers transporting fuel in transit and the Rwanda home bound fuel. In addition to offering parking facilities for fuel tankers, the yard also offers other facilities to the truckers such as water, sanitation facilities for bathing and washing their clothes, kitchen to prepare their food, there is a medical clinic close to the parking yard that can be used by the drivers. The parking fees charged per truck is FRW 5,900 per night; this fee covers all the other facilities offered by MAGERWA to the drivers.



Cross Cutting Issues: Rwanda Biomedical Center staff offering free HIV testing and counseling to drivers at the Shyorongi MAGERWA Parking Yard. The Biomedical Center routinely offers such services to different stakeholders along the Rwanda Northern Corridor transit sections. The Biomedical Center visits the Shyorongi parking yard once a year.



Risky Behavior: On several occasions the Survey Team witnessed bicycle riders clinging onto trucks as they ascended hills in Rwanda. The rider above nearly caused a nasty accident when he continued to cling onto this truck when it was overtaking the trailer in front.

C. Rubavu/Goma Transit Node



Rubavu One Stop Center: This center provides office facilities for customs, immigration, standards agencies, banks and a customs agent declarations bureau under one roof.

Immigration Rubavu – Rwanda:

26. The Immigration Department is the lead Government agency for the border stations in Rwanda. Travelers crossing the border are required to have valid travel documents which include Passports, Laisser-Passer or a Temporary Pass. The temporary pass can be obtained at the border station on presentation of a valid identity card and a letter from the local community/village chief. The temporary pass is only issued to travelers originating from the communities neighboring the border. Visa fees for travelers entering Rwanda are charged on a reciprocal basis, no visa fees are charged for citizens of the Northern Corridor member States apart from South Sudan where a single entry visa costs US \$50.

RRA Customs - Rubavu:

27. **Control and clearance of goods in transit;** upon arrival of a truck carrying goods in transit to DRC at the Rubavu Border, the truck is examined to ascertain whether the seals are intact and whether the goods have not been tampered with. The truck is cleared for exit and the transit bond is cancelled automatically by the customs officer at Rubavu. The driver is given copies of all the supporting documents that accompanied the Transit Entry (T1). On a daily basis between 40 to 70 trucks are cleared at Rubavu for exit to DRC.

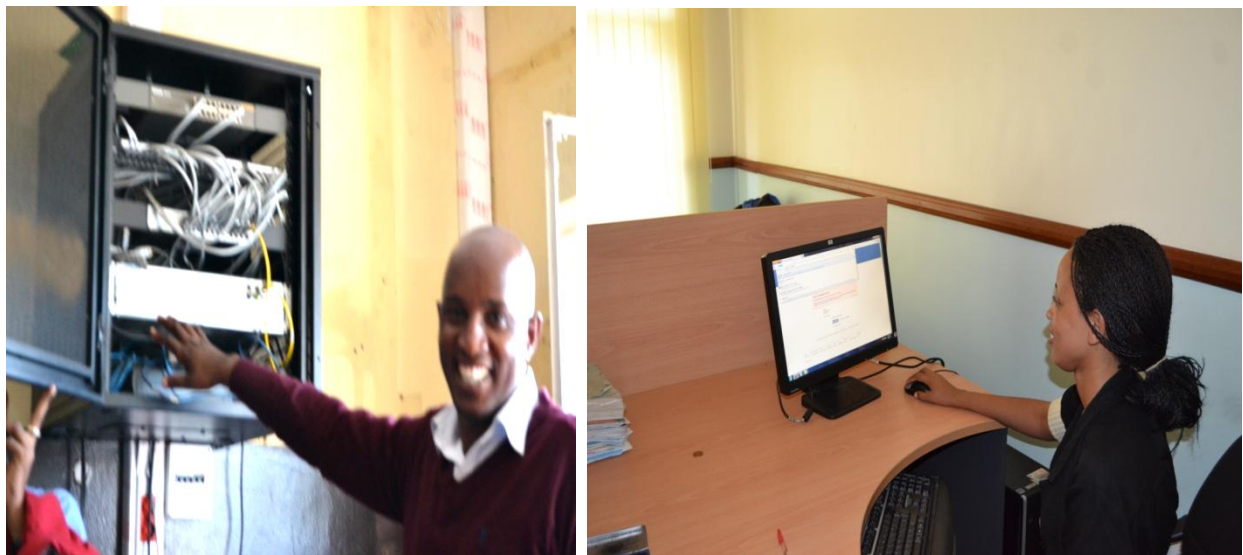
28. **Exports from Rwanda;** exports from Rwanda to DRC mainly comprise of agriculture produce such as maize, wheat, beans, Irish potatoes and manufactured goods such as beer. The Survey Team was informed that the STR is not being implemented at Rubavu; however the Team was informed that for small quantities of agricultural produce such as maize no declaration is required. For the manufactured goods a customs declaration is made through the ASYCUDA-World, the traders enlist the services of a customs agent to prepare the customs declaration and the customs agents normally charge FRW 40,000 per customs declaration/entry.

29. After the goods are cleared for exit to DRC by RRA Customs officers, a full set of documents is passed over to the driver/agent to proceed across the border. The set of documents given to the driver/agent includes an invoice, transit documents (T1's from Rwanda, Uganda and Kenya where applicable), Bill of lading/airway bill and any other documents submitted to RRA at the time of clearance of goods for exit to DRC.

30. **Imports from DRC;** in case of imports from DRC to Rwanda, the trader is required to submit an invoice, a packing list, a certificate of origin and a license/permit to export the goods where applicable. The goods are weighed after which a customs

declaration is made using the ASYCUDA-World for the goods to be cleared by customs. The goods whose taxes are to be paid in Kigali are entered for warehousing at the border before being allowed to proceed to the MAGERWA warehouse in Kigali.

31. In case of goods from DRC in transit through Rwanda, the trader enlists a customs agent who prepares a customs transit entry and executes a customs bond to cover the goods during their transit journey through Rwanda. Goods entered for transit at Rubavu are allowed 2 to 4 days to exit Rwanda depending on the border station of exit. The transit bond is cancelled automatically by the customs officer at the customs station where the goods exit from Rwanda.



Left: A RRA Customs Officer at Rubavu displays the high speed fiber optic termination unit, backup link and the internet switch used to switch from one service provider to another once there is an outage. **Right:** A Customs Agent at Rubavu making a declaration at the Customs Agents declaration bureau provided by RRA at the Rubavu One Stop Center. The bureau has a wireless internet connection used to access the Rwanda e-SWS servers by the stakeholders.

32. **Clearance of foreign registered vehicles:** Empty trucks entering Rwanda are cleared using a cargo manifest (Form C12) with a nil cargo declaration, foreign registered trucks pay a Road User Charge of US \$152 for trucks with more than 3 axles (trailers) and US \$76 for trucks with 2 to 3 axles. Cars registered in the EAC Partner States do not pay Road User Charge but cars registered outside the EAC pay FRW 15,000 for a single entry valid for 14 days.

ATIG Investments Imports and Warehousing - Rubavu:

33. ATIG is an import/export trading company that operates a bonded warehouse at the Rubavu border. ATIG imports goods from across the world to Rwanda which are

warehoused in its bonded warehouse at Rubavu. The warehoused goods can be ex-warehoused for home consumption or for re-export. Taxes are paid to RRA for the goods ex-warehoused for home consumption before leaving the warehouse. A re-export entry (R3 and T1) is prepared for goods ex-warehoused for re-export to DRC and in this case no taxes on the goods are paid to RRA but the DRC importer pays his taxes to the DRC Customs. This facility offers the traders in DRC opportunity to access goods manufactured across the world duty free in the country of re-export (Rwanda) at the Rubavu border thus avoiding the risks involved in transit of goods.



Left: Goods are being deposited in the ATIG operated bonded warehouse at Rubavu. **Right:** Trucks at Rubavu awaiting clearance. The truck in the forefront is dangerously loaded; clearance of dangerously loaded trucks to transport goods across the borders brings to question the commitment by customs to promote road safety.

DRC Immigration Goma:

34. Travelers are required to have valid travel documents before they are cleared across the border by the DRC Immigration officials. A traveler is required to have a passport, laissez passer, or temporary travel permit. In addition the traveler is required to have valid International Certificates of Vaccination (Certificats Internationaux de Vaccination)
35. The single entry visa costs US \$50 and is valid for 7 days, visa fees are levied on a reciprocal basis. People living in the communities neighboring the border are allowed to cross the border on presentation of their national identification papers. The immigration offices are open from 06:00am to 06:00pm.

DRC Customs Goma:

36. DRC Customs uses an automated business system (ASYCUDA) to process the documents for the clearance of goods across the border. The Customs Agents are given rights to access the ASYCUDA to make their declarations to Customs. Imports to DRC destined to Goma are entered for warehousing after which the goods are dispatched to be deposited in the bonded warehouses in Goma town.



The DGDA North Kivu – Goma taking the Survey Team through the DRC Customs operations at the Goma Grand Barrier border post.

37. Trucks entering DRC are required to obtain a single entry permit; the permit costs US \$30 for a trailer and US \$15 for a truck with 3 axles and less (single truck). The permit is valid for a period of 15 days. The trucks are allowed to cross into DRC after the Customs Agents in DRC have prepared the customs declaration. The documents used in the clearance of goods are transmitted to DRC customs through the driver of the truck or the Customs Agent. It was reported that there is a delay of trucks crossing from Rubavu to Goma which is caused by failure of the Customs Agents to prepare their declarations in time.

38. The Survey Team observed that there is lack of ample parking space for trucks at the Goma DRC border as a result it takes long for the trucks cleared by RRA to be allowed entry into DRC.

Plenary Meeting at Goma:

39. During the plenary meeting the Survey Team members from KRA, KPA, KMA, KIFWA and TTCA-NC made presentations about the Northern Corridor, Clearance processes at the Mombasa Port and highlighted the initiatives being undertaken by their organizations to facilitate trade and transport along the Northern Corridor.

Highlights of the recent trade facilitation initiatives:

40. The recent initiatives undertaken by the stakeholders to enhance trade facilitation along the Northern Corridor include:

41. TTCA-NC Secretariat:

- Development of the Northern Corridor Transport Infrastructure Master Plan.
- Development of the Transport Observatory to support the users of the Corridor in making informed decisions.
- Development of common policy transport guidelines and
- There is a forth coming study by the TTCA-NC Secretariat on the implementation of the COMESA trade facilitation instruments along the Northern Corridor.

42. Kenya Revenue Authority:

- KRA is using the SIMBA; a web based automated customs business system which enables the stakeholders to access the KRA's servers via the internet for lodgment of customs declarations and other services,
- The procedures for clearance of goods at the Mombasa Port and at other transit nodes along the Northern corridor can be accessed from the KRA website (www.kra.go.ke),
- In order to expedite the clearance of goods at the Port, KRA accepts pre-entries; one can declare his goods to customs prior to arrival of the ship to facilitate quick delivery of the goods from the port once the ships arrive.
- Provision of advance information on cargo in transit through the RADDeX.

43. Kenya Ports Authority:

- Dredging of the port of Mombasa to allow docking of larger vessels which in addition to the bigger volumes of cargo they transport, they offer lower transport rates;
- Building of another berth to reduce the waiting time for ships before being offloaded;
- Construction of the 2nd Container Terminal to increase the capacity of the Port to handle 1.2million TEU's containers per year;
- Purchase of new cargo handling equipment to expedite offloading/loading and receipt/delivery of cargo at the Port,
- KPA plans to establish liaison offices in the Northern Corridor member States to bring its services closer to the people. The users of the Port will be able to obtain information about their shipments and obtain their bills through the liaison offices.



Artistic impression of the 2nd container terminal under construction at the port of Mombasa, the terminal is designed to handle a capacity of 1.2million TEU's per year.

44. Kenya International Freight and Warehousing Association:

- In collaboration with USAID-COMPETE a client service charter was developed for FEAFA which the clearing and forwarding agents in the East African region

are to observe. Observation of this charter will foster good service delivery by agents to the traders.

- In order to facilitate quick clearance of goods at the Port of Mombasa, the Chairman KIFWA called upon the traders to submit their import documents to their agents at least a week before arrival of the ship at Mombasa. This will enable the agents to make pre-entries which will foster expeditious delivery of cargo from the Port and minimize the demurrage charges paid at the Mombasa Port/CFS's.

45. Kenya Maritime Authority:

- KMA has developed service level standards for the maritime sector; this will foster quality service and accountability by the stakeholders that fail to perform to expectations. Observation of these standards will minimize the burden of costs suffered by the traders as a result of delays occasioned by other stakeholders.

46. Challenges highlighted during the plenary meeting at Goma:

- i. Delay by the DRC customs agents to prepare and submit their declarations to customs for the cargo received in Goma DRC.
- ii. Lack of proper documentation for goods received by DRC customs, it was noted that exchange of information between the customs border authorities at the borders is only upon request.
- iii. Challenge of reconciliation of goods transshipped along the Northern Corridor; usually there is a change in the type of goods, quantity, transporter and contacts for the consignee.
- iv. Disparity in the working hours for the authorities across the border; whereas the Government agencies in Rwanda work 24/7 their counterparts in Goma work from 06:00am – 06:00pm. However, this was explained to have been as a result of insecurity experienced in the area in the recent past. The Survey Team observed that some travelers were stranded at the border having failed to beat the 06:00pm closing time.
- v. Theft of goods along the Northern Corridor; A study carried out by OGEFREM revealed that the theft of goods in transit to DRC takes place mainly in Kenya; the goods involved are usually batteries, tiles and fabrics/Kitenge.
- vi. The multiple weighbridges along the Northern Corridor sections of Kenya and Uganda; between Mombasa and Katuna there are over 10 weighbridge stations,

furthermore, the transporters complained about the lower axle load limits imposed on trucks with the super single tyres in Kenya and Uganda.

- vii. It was reported that the police along the corridor have a tendency for targeting drivers of foreign registers trucks whom they coerce for bribes.



Le Petit Barrier; Rubavu/Goma – Rwanda/DRC border: The Survey Team observed that at the Rubavu Petit Barrier, Rwanda had already put in place infrastructure that can be used for an OSBP. However, the settlements in the background in Goma on the DRC side of the border are of concern to the building of a juxtaposed OSBP at this border crossing point.

47. Recommendations:

- i. Train the clearing agents to build their capacity in preparing customs declarations.
- ii. The customs authorities should exchange information pertaining to goods in transit with the country of destination to facilitate accountability and reconciliation.
- iii. The traders/OGEFREM should share the information regarding theft of goods along the Northern Corridor with the TTCA-NC Secretariat to enable a follow up with the concerned authorities.
- iv. The member States should minimize the number of weighbridges trucks carrying sealed containerized cargo in transit report for weighing.

- v. As the security situation returns to normal the authorities in DRC are requested to extend the hours of business at Goma.

D. Akanyaru/Kanyaru Haut Transit Node

Immigration Akanyaru Haut – Rwanda:

48. Holders of passports from African countries can obtain their entry visas to Rwanda at the border stations. Non African passport holders apply online for their visas and are issued with an acceptance letter which they must carry with them in order to obtain entry visas at the border stations. It takes two to three days for an acceptance letter to be issued to the online applicants. The Immigration office at Akanyaru Haut takes about 1 minute to clear a traveler with valid travel documents. The types of travel documents demanded at Akanyaru Haut and the procedure for issuance of temporary travel passes to Rwandese nationals crossing into Burundi is the same like at the other Rwanda border stations.
49. The temporary movement pass is only issued to persons living in communities neighboring the border station. The Laisser-Passer is issued at the District Head Offices. To obtain a Laisser-Passer one requires a letter from the village cell chief; two passport photographs and fees of FRW 10, 000 for the Laisser-Passer.
50. The border station is open from 06:00am to 06:00pm. The Police carry out day and night patrols to enforce security of people and goods at the border. There is a border procedure manual that governs the relationships of the different agencies operating at the border. Rwanda Border inter-agency meetings are held monthly and Rwanda – Burundi Cross Border Inter-agency meetings are held every three months.

Customs Akanyaru Haut – Rwanda:

51. The customs clearance procedures and other services offered and their attendant costs at Akanyaru Haut are similar to those at Rubavu save for the STR. The threshold for goods cleared under the STR regime at Akanyaru Haut is a CIF value of US \$500, the same threshold is used by customs officers at Akanyaru when issuing the simplified certificates of origin for exports to Burundi. Cross border traders importing goods with a CIF value higher than US \$500 are required to have their goods cleared by customs at Butare. Butare is located 25km from the border with Burundi and it is the nearest town to Akanyaru Haut. On average 10 consignments are cleared using the STR regime per day at Akanyaru Haut.

Challenges at Akanyaru Haut –Rwanda:

The challenges enumerated at this border included:

- Lack of parking space for trucks awaiting clearance at the border.
- Lack of warehouse facilities at the border.
- Inadequate office space for the public and private sector stakeholders who operate from the border.
- The Survey Team observed that there is a weighbridge at the station but it is not operational.



Above Left: Akanyaru Haut **Right:** Kanyaru Haut. Parking space for trucks is a big challenge at the Akanyaru/Kanyaru Haut Rwanda-Burundi border. Development of the OSBP as proposed in the AfDB funded study by the Northern Corridor Secretariat will go a long way to address this challenge given the increasing traffic through this border station.

Customs Kanyaru Haut – Burundi:

52. The Burundi Customs is automated and uses the ASYCUDA to process clearance of goods across the border. The STR is used in the clearance of goods imported by cross border traders.

53. Control and clearance of goods in transit;

- The trader enlists the services of a customs agent who makes the customs declaration and executes a transit bond on behalf of the trader. Upon approval of the transit declaration made by the customs agent, customs generates a transit release (T1) which is given to the driver to accompany the goods on their transit journey through Burundi. Where it is required that the goods should be sealed, the owner of the goods pays for the customs seals at a price of US \$5 per seal.

The transit period allowed in Burundi is 3 days. In case of the Burundi inward transit, the traders pay FBU 10,000 for the T1.

- When the goods exit Burundi, the customs officers at the Burundi customs exit station gives copies of the transit exit/export certificate to the driver/customs agent to be returned to Kanyaru Haut for cancellation of the customs bond.
- A manual declaration for the clearance of empty trucks to enter or exit Burundi is done using a cargo manifest (Form C12). If the truck is empty, a nil declaration of cargo is made on the Form C12 by the driver or his agent.
- The Kanyaru Haut border station is empowered to license trucks that convey goods in transit, the Transit Goods License (TGL) fees are US \$200 per truck. Burundi recognizes the TGL's issued by the other EAC Partner States.
- The road user charges for foreign registered trucks are US \$152 for a trailer and US \$ 72 for a single truck. Foreign registered cars from the EAC Partner States are not charged road toll, but cars from non EAC Partner States are charged FBU 10,000 for a single entry valid for 14 days.

Immigration Kanyaru Haut – Burundi:

54. The travel documents recognized by Kanyaru Haut Immigration Burundi are the National passports, EAC passport, CEPGL travel pass and the Laisser Passer. Holders of passports from the EAC Partner States and CEPGL member States do not pay for entry visas. In the case of holders of passports from other countries, the visa entry fees paid are on a reciprocal basis. Drivers transporting goods in transit are cleared by immigration only after they have finalized their clearance process with customs and the documents are presented to the immigration office.

There is no Joint Border Committee (JBC) at Kanyaru Haut; meetings are held only when the need arises.

Plenary meeting at Kanyaru Haut:

55. During the plenary meeting the Survey Team Members briefed the stakeholders about the clearance processes at the port of Mombasa and the recent initiatives being undertaken to facilitate trade along the Northern Corridor.

Challenges highlighted by the Stakeholders;

56. The challenges highlighted during the plenary meeting included.

- Lack of packing space for trucks that await clearance at the border; the trucks are parked either in the no man's land or along the road before the upper gate of the Rwanda Customs yard until their paperwork is finalized on the Burundi side of the border.
- The 40 clearing agents at the border have only two computers through which their declarations can be lodged to customs, even then frequently the internet connection is often slow; one declaration takes on average 45 minutes. High speed fiber optic cables were laid but the connections are yet to be installed.
- There are frequent landslides along the road between Kanyaru Haut and Bujumbura which cause delays to the movement of goods.
- It was reported during the meeting that there are normally 6 road blocks between Kanyaru-Haut and Bujumbura which mainly target verification of documents for the vehicle.

Recommendations:

57. Recommendations made by the stakeholders were:

- Gabions should be built in the landslide prone areas to protect the roads from the landslides and mudslides.
- To improve internet connectivity OBR should expedite the process of implementing the use of the high speed fiber optic connections to enhance the speed of the internet connections.
- The clearing agents advised to use their associations to acquire more computers for their operations at the border station.
- Expediting the development of the OSBP at Akanyaru/Kanyaru Haut; the OSBP will among other issues provide for parking space for trucks awaiting clearance at the border.
- Training the customs agents to acquire more skills to enhance their speed and competencies in preparing customs declarations.

E. Kayanza Customs Station/Parking Yard - Burundi

58. The Kayanza customs station is mainly used for collection of taxes on goods destined to Kayanza and processing of export documents for goods originating from Burundi. The station has a yard which provides packing facilities for trucks entering Burundi through the border posts of Kanyaru Haut and Nemba/Gasenye. The parking

facilities are open to trucks carrying goods in transit. The fees for parking in this yard are FBU 10,000 for a trailer and FBU 5,000 for a single truck.

59. The property on which the customs office and the yard is located is privately owned, at the time of our visit the yard was in sorrow state, however, the Survey Team was informed that efforts are under way for OBR to acquire the property and develop it to the required standards.
60. Other challenges reported at Kayanza include poor internet connectivity and lack of security for the goods and trucks deposited at the station/parking yard



Kayanza OBR Parking Yard: The yard has a capacity of only 10 trucks even then the surface is too rough, whenever it rains drivers get problems in accessing and exiting the yard. If redeveloped the number of trucks that can pack in this yard will be doubled.

F. Port of Bujumbura

61. The Port of Bujumbura is located on the shores of Lake Tanganyika. The Port is operating under the Public-Private Partnership (PPP) and it is managed by a private company; Global Ports Services Burundi. The port is used to receive imports

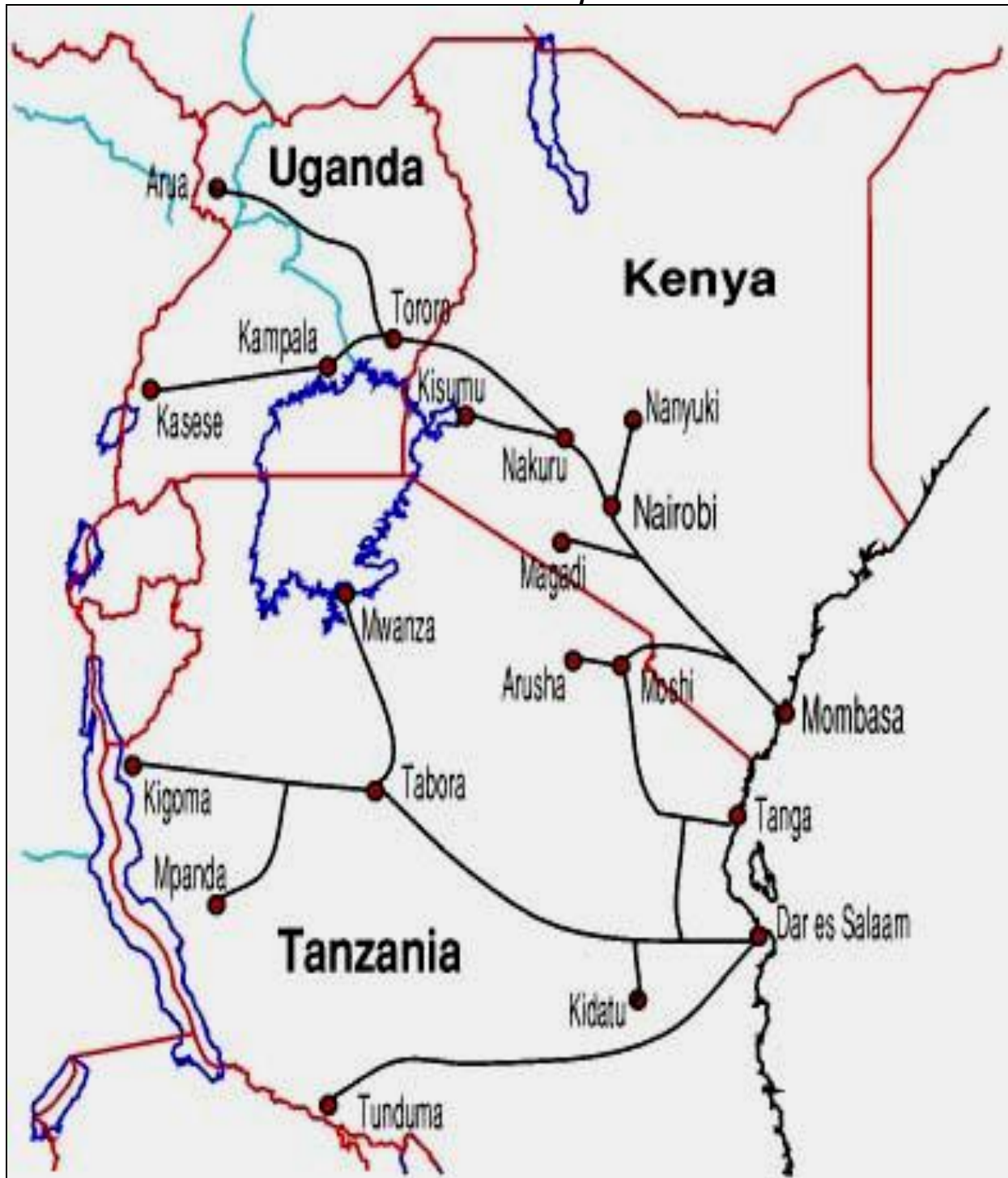
destined to Burundi and the neighboring countries especially DRC and Rwanda; the port is also used for exporting goods originating from Burundi and the neighboring countries. In addition the port offers warehousing facilities for goods imported in Burundi by water and by road. Other facilities at the port include a weighbridge for trucks which is used to weigh cargo transported by water as well as cargo transported by road. Among the cargo handling equipment, the port has mobile cranes that can lift cargo up to 25 tons and a static crane that can lift 50 tons.

62. Procedure for clearance of cargo imported by lake; the agent presents a bill of lading to the Port authorities, bulk cargo is offloaded directly from the vessels onto trucks after which the trucks are weighed at the weighbridge to ascertain whether the weight reflected on the bill of lading matches that on the truck. After completion of the customs formalities the trader pays the requisite fees before the cargo is allowed out of the port.
63. The storage charges for goods imported by vessels through the Port is FBU 2,380/ton per day and FBU 1,725 per ton per day for goods stored at the Port imported by road. The payments for goods in transit are made in US Dollars. About 98% of the goods received at the Port of Bujumbura are for the home market and 2% are goods in transit. The Port allows a grace period of 14 days for cargo in transit and 7 days for the home bound cargo before charging demurrage. The Port levies an entrance fee of FBU 2,400 per truck.



Port of Bujumbura: The port has a lot of unutilized capacity; however, if the Port is to operate at its installed capacity, the gantry cranes do not have the capacity to facilitate timely offloading and loading of cargo. The Port is strategically located for transportation of freight to and from the Port of Dar Es Salaam by railway and the Southern African countries close to Lake Tanganyika.

The East African Railway Network



If the functioning of the railway system linking the Port of Dar Es Salaam to the Port of Kigoma on Lake Tanganyika is improved, the Port can be used for the transport of heavy containers to Burundi, Rwanda and to the DRC Province of South Kivu to ease the pressure on the roads.

Customs Bujumbura Port:

64. The customs procedures at the Port of Bujumbura are similar to those of other customs stations. About 90% of the customs document processes are automated. OBR will soon be migrating to AsycudaWorld and is pursuing the implementation of the e-SWS. Roll out of AsycudaWorld is expected to commence in April 2013. OBR also plans to connect to the high speed fiber optic cables to enhance the speed of processing of documents by its stakeholders. This will also reduce the internet outages suffered when it rains.
65. Customs Bujumbura Port implements the COMESA STR and its threshold value for goods cleared under the STR is CIF of US \$2,000, this is the same threshold used in the issuance of the simplified certificate of origin. It was reported that there exists a common list of products for the STR between Rwanda and Burundi which needs to be reviewed.
66. There are two main areas where trucks carrying goods subject to customs control park i.e. the Port of Bujumbura and a parking yard managed by the Bujumbura City Council. The parking fees charged by the Port and the City Council are FBU. 8,000 and FBU. 14,000 respectively. Even if the parking fees for the Port are lower than that of the City Council most drivers prefer to park in the later because they are allowed to sleep in their trucks. The port is open from 06:00am to 06:00pm outside these hours the public is not allowed in the Port.

G. Gatumba/Kavimvira Transit Node

Customs Gatumba – Burundi:

67. The station mainly handles the clearance of goods in transit received through the Port of Bujumbura and exports originating from Burundi, Kenya, Rwanda and Uganda. Gatumba Customs uses manual processes for the clearance of goods. Once the goods in transit to DRC exit Burundi at Gatumba the documents for cancellation of bonds are sent to the Customs Office at Bujumbura Port to facilitate bond cancellation. On average 5 to 10 trucks are cleared per day to exit to DRC.
68. The customs clearance procedures are similar with those of other border stations, the station is implementing the STR but with a lower threshold limit of CIF value US \$500. Foreign registered trucks entering Burundi from DRC are charged a RUC of US \$152 for trailers, US \$72 for single trucks and for the non EAC Partner States foreign registered cars the drivers pay a RUC fee of FBU 30,000 for a single entry valid for 30 days or FBU 75,000 valid for 3 months.

69. The bonds for goods in transit originating from DRC are executed at the Customs office at the Port of Bujumbura; the Gatumba office does not have facilities for execution of customs bonds.

Gatumba Immigration – Burundi:

70. The immigration procedures are similar to those of other Burundi border stations; however, Gatumba only issues transit visas which cost US \$40. Where applicable immigration transit visa fees are collected by customs before a traveler is issued a visa by the immigration office. Travelers that need entry visas to Burundi are referred to the Immigration Headquarter office at Bujumbura. Travelers of Burundi citizenship from the neighboring border communities without passports can obtain a temporary travel pass from the immigration office at the Gatumba border station at a cost of FBU 300 valid for 3 days.

Challenges at Gatumba:

71. The following observations were made at Gatumba
- i. There is no parking yard for vehicles awaiting clearance.
 - ii. The station is still using a manual process to handle clearance of goods which is slow and avails minimum opportunity for exchange of information.
 - iii. There is a problem of smuggling even across the no-man’s land.
 - iv. Inadequate office space and lack of running water
 - v. The bridge linking Gatumba and Kavimvira at the border crossing point of Burundi and DRC has a limited capacity even then it requires repairs.



Left: The bridge linking Gatumba-Burundi with Kavimvira-DRC has limited capacity of 50 tons. **Right:** The Bridge has some damages that require repairs before they escalate.

Kavimvira Customs – DRC:

72. Customs Kavimvira office is located about 5km from the border crossing point with Burundi. Customs Kavimvira uses a manual process to clear goods; the process of clearance of goods by customs takes about 5 hours per transaction. The station has acquired equipment for implementation of ASYCUDA but it yet to be connected. The station plans to use a V-Sat link to connect with the main servers at Kinshasa.
73. The goods cleared by customs Kavimvira are received through the Gatumba/Kavimvira border posts. The goods comprise of air freight received through Bujumbura Airport, Cargo transported by lake received through the Port of Bujumbura and cargo transported by road. Most of the cargo received undergoes transshipment in the countries of transit. Before the goods are cleared through customs they undergo a physical examination which is done between 08:00am and 04:00pm.
74. The COMESA STR; implementation of the STR is still a challenge, most of the stakeholders do not understand how it should operate and there is need for sensitization of stakeholders. DRC and Burundi have not yet agreed upon the common list of products to be cleared under the STR.

Challenges at Kavimvira:

75. The following observations were made at Kavimvira:
 - i. The customs office is located 5km from the border crossing point which is a constraint for cross border collaboration between DRC and Burundi stakeholders. However, the team was informed that plans are under way to acquire land and shift the customs offices at the Kavimvira/Gatumba – DRC/Burundi border crossing point.
 - ii. Inadequate documentation that accompany the imported goods to Kavimvira, most of the goods are received with only a copy of the transit release order T1 without any documents relating to the value of goods making it difficult to assess taxes. Details of airfreight are also not availed to the Customs Kavimvira office. It was reported that this issue was discussed by the DGDA Kavimvira with the CG-OBR and currently there is some improvement.
 - iii. Lack of warehouse and parking yard for trucks awaiting clearance by customs.



Kavimvira Customs Office: Trucks are parked along the road small motor vehicle units and loose cargo is stored in the courtyard behind the customs office as they await customs clearance. The area where the cargo is stored is deemed to be a customs warehouse. Customs does not levy any fees for storage of goods.

Recommendations:

76. The following recommendations were made to address the observed challenges:

- i. The customs office at Kavimvira should be relocated to the DRC/Burundi border crossing at Kavimvira/Gatumba.
- ii. A parking yard and a warehouse to store goods awaiting clearance by the Government agencies at the border should be constructed at the border.
- iii. The customs authority across the border at Kavimvira/Gatumba should exchange information on all the goods cleared across the border.

Plenary Meeting at Bujumbura:

77. The meeting was attended by stakeholders from Burundi and DRC involved in the handling and clearance of internationally traded cargo. During the meeting presentations were made to the stakeholders by the Survey Team members to sensitize the stakeholders about the clearance processes along the Northern Corridor and the initiatives being taken to facilitate trade along the Corridor. In addition to the presentations made by KRA, KPA, KMA and KIFWA in the earlier plenary sessions, KeNHA made a presentation on axle load management in Kenya.

Highlights of the KeNHA presentation:

78. **The main factors that cause road deterioration** are over loading, environmental conditions, climatic conditions and age. The data from the weighbridge stations indicates that approximately 80% of heavy goods vehicles plying on our roads are overloaded by the Axle.

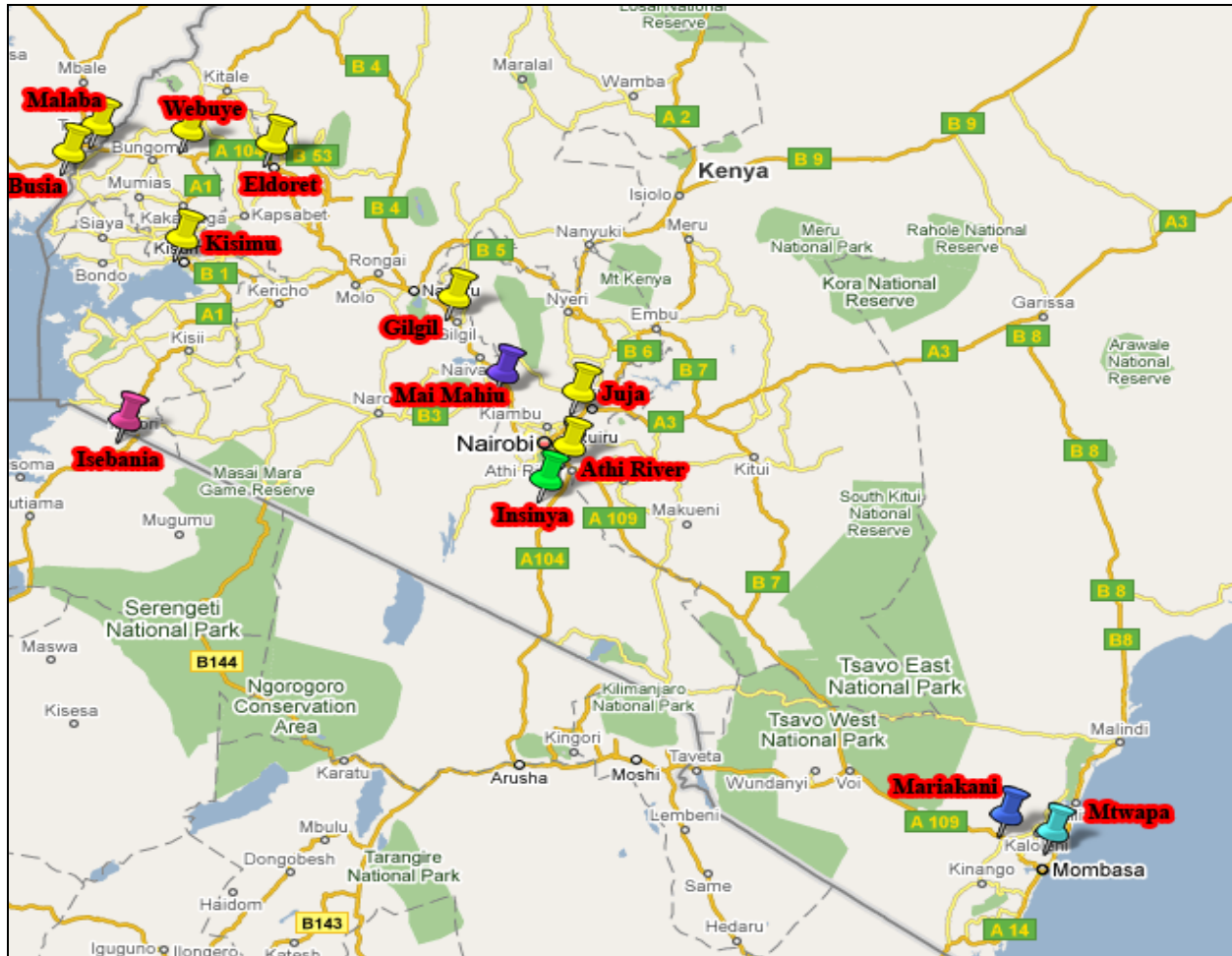


Above: Destruction of road infrastructure between Timboroa and Eldoret caused by overloading.

Source KeNHA

79. **Challenges of axle load management** were highlighted to include; inadequate legal environment and perennial court injunctions, poor road conditions at some weighbridge stations such as Webuye and Gil Gil causing traffic jams, lack of public address system at Mai Mahiu, poor lighting and lack of proper parking yards at the weighbridge stations and corruption. The major constraint to the provision of adequate road network in the country is the high value of investment required to develop and maintain the road network.
80. **Measures undertaken by KeNHA to improve service delivery at weighbridges** includes; computerized ticketing of weighing operations to reduce human errors, installation of high speed Weigh in Motion scales, installation of Single axle & Multi deck weighbridge scales at the stations and procurement of Mobile Scales for improved network surveillance.
81. It was observed that the mandatory weighing of containerized cargo in transit at each of the weighbridge stations along the Northern Corridor constitutes a non tariff barrier. The proposal to weigh sealed containerized cargo only at the station of entry and exit in the country of transit if implemented will reduce the total time spent by trucks at the weighbridges along the Northern Corridor.

Location of Weighbridge Stations in Kenya



There are 7 fixed weighbridges between Mombasa and Malaba.

Source KeNHA

Challenges highlighted during the plenary meeting:

82. The meeting the following challenges:

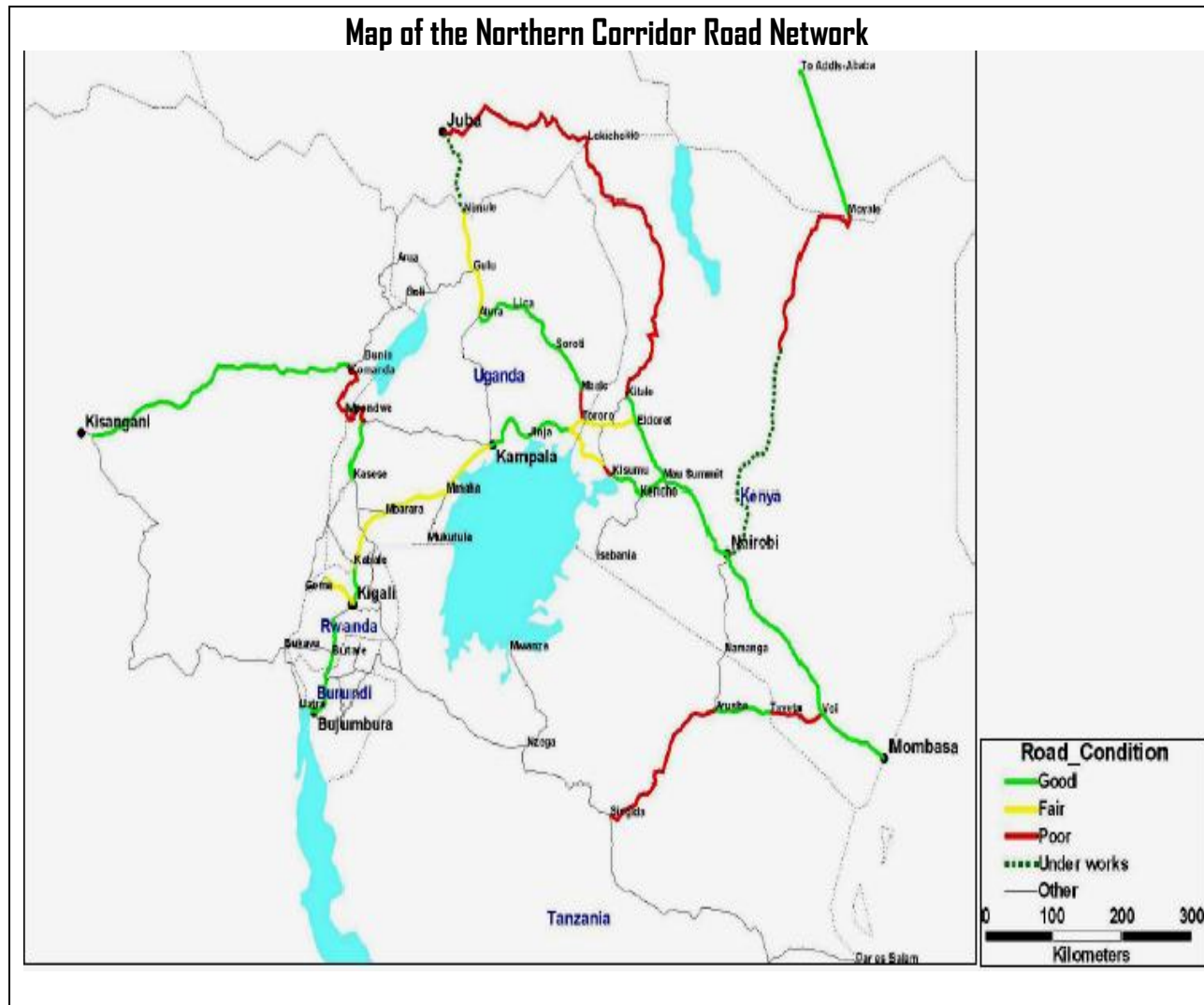
- i. Numerous landslides along the road between Kanyaru Haut and Bujumbura which often blocks traffic for hours.
- ii. People construct their houses very close to the highways which raises safety concerns for the dwellers and the users of the roads.
- iii. The transporters in Burundi restrict themselves from using the Northern Corridor transit route because of the axle load limitations imposed by Uganda and Kenya on the single super tyre trucks.
- iv. The transit route from Mombasa to Bujumbura through Kampala is expensive due to the longer distance covered and the big number of transit nodes traversed as opposed to the route proposed through Tanzania.



The Survey Team observed that along some sections of the Burundi Northern Corridor transit section people constructed their houses very close to the road, in some instances houses where constructed less than 2m from the highway just like the ones in the picture above.



Trucks with single super tyres packed at MAGERWA. The weight limit allowed for trucks with super single tyres is lower than that allowed for trucks with double tyres.



Opening up the transit route from the Port of Mombasa to Burundi, DRC-South Kivu Province and Rwanda through Tanzania will reduce the distance covered and transport costs incurred by traders compared to when they use the transit route through Kampala.

Recommendations:

83. The following recommendations were made:

- i. Building of gabions along the landslide/mudslide prone areas
- ii. Enforcing the minimum distance that should be allowed from the road when constructing buildings along the highways.
- iii. Open up a transit route linking the Port of Mombasa to Burundi, DRC and Rwanda through Tanzania.

PART III

SURVEY OF THE ICT BROADBAND INFRASTRUCTURE AT THE BORDER POSTS AND PORTS/ ICD'S IN BURUNDI, DRC and RWANDA

Objectives of the ICT Survey

84. The objectives of the survey of state of ICT Infrastructure and Services automation/computerization at the border posts, ICDs and Transit sheds were:
- a. To assess the IT Infrastructure profile of the border posts, ICDs and weighbridges
 - b. To determine the IT infrastructure(connectivity) and service provider-ship
 - c. To identify the mode of usage, extent of use and preferences in using connectivity by staff and other stakeholders at the border stations and transit nodes

Areas Covered By the ICT Survey

85. The survey covered the following border posts, ports and ICD's/Transit Sheds:
- **Rwanda:** MAGERWA-Transit Sheds, Rubavu and Akanyaru Haut border posts
 - **DRC :** Goma and Kavimvira border posts
 - **Burundi :** Kanyaru Haut, Kayanza Transit ICD, Port of Bujumbura and Gatumba

ICT SURVEY OBSERVATIONS

A. ICT Broadband Infrastructure Status at Borders and Ports/ICDs

Rwanda Border Posts:

86. The border posts visited of AKanyaru Haut and Rubavu (*La Corniche & Poids Lourds*) had;
- i. a well laid out structured LAN/WAN network with fiber Optic terminated within their office rack/cabinet linked to the national backbone. Hence faster and reliable broadband internet connectivity;
 - ii. faster internet connection and access facilities for the freight forwarders to use for logging documents or making declarations;

- iii. the internal ICT infrastructure (LAN setup & Fiber) & internet facilities at the border stations are accessible and shared with all the 4 stakeholders namely Customs, Immigration, Clearing agents and Police;
- iv. a redundant link provided by a private service Telecom Operator ALTEL via VSAT exists to ensure business continuity in case the main national fiber Backbone available through RDB is gone. This service is also terminated in the in-house rack on ALCATEL switch and routers;
- v. Poids Lourds-Rubavu border crossing point had a DTI Center with network connectivity for clearing agents to use for electronic lodgment of documents.
- vi. Akanyaru & La Corniche-Rubavu border stations lack space and well furnished service centers for use by the clearing agents to lodge their documents electronically.

Rwanda ICD's/Transit Sheds/Dry Ports:

87. The MAGERWA dry ports and ICD's/Transit sheds had;
- i. an Automated mobile scanner fitted in a permanent shed with electric power and diesel generator fitted to minimize downtime;
 - ii. a LAN network that spread across the main office building, the yard, Scanner area and Weighbridge;
 - iii. a digital weighbridge fitted to LAN and linked to office automated applications to support electronic report sharing is available for the MAGERWA customers who need to weigh their cargo. The weigh bridge is an old model that needs to be replaced with a modern one;
 - iv. a fiber optic WAN link available as the main connectivity terminal and wireless uplink for redundancy purposes is available.

DRC Border Posts:

88. The following observations were made at the border posts visited i.e. Goma and Kavimvira;

Goma Border Post

- i. There is partial network LAN and wireless GSM infrastructure for WAN connectivity that is prone to outages/downtime thus rendering the access to automated services difficult and unreliable.
- ii. Has low internet connection and frequent downtime/outages due to the service provider being off link as a result of bad weather and power outages

- iii. Most of the customs entries are done manually and referred to the customs officers for electronic entry data capture.
- iv. Customs is working on full automation and computerization of their process but deplores the poor connectivity and frequent internet downtime/outages which renders the full utilization of the automated system difficult.

Kavimvira Border Post

- i. At the Kavimvira border station: There is no network infrastructure (I.e. LAN or WAN) but plans are underway to network the Customs Offices and to deploy a VSAT WAN link to allow the use of ASYCUDA ++ at the border.
- ii. Due to recurrent power outages, Customs is planning to setup a diesel powered generator at its office to provide an electric power backup to support continuity of operations.

Burundi Border Posts;

89. The following observations were made for the Akanyaru Haut & Gatumba border posts
- i. There is limited and unreliable connectivity; Kanyaru Haut border station relies on the 2G GMS Wireless broadband infrastructure at the border post
 - ii. There is no LAN or WAN infrastructure at the Gatumba border station, all customs and Immigrations services are manual. There is plan for OBR to rehabilitate and automate its office to pave way for the use of ASYCUDA at Gatumba.
 - iii. There are no computers, printers and telephone system thus the need for support on acquisition of basic ICT tools for office automation.
 - iv. The Immigration office at Gatumba border station has a computer and a mini solar panel for lighting the office.

The Port of Bujumbura- Burundi

90. The following observations were made at the Port of Bujumbura;
- i. The port is partially computerized with only the administration and Finance department having computers and small network with limited internet access provided by a 2G GSM operator
 - ii. The main port cargo handling services are not computerized and there is no network (LAN & WAN) in place. All services are manual.

- iii. There is a new digital weighbridge inside the port but not networked for automatic sharing of reports. The reports after weighing are manually transmitted to the next office.
- iv. The Customs – Main Office at the Bujumbura Port:
 - 90% processes are automated with a dedicated Internal LAN laid separate from that of the Port.
 - Has a slow and unreliable WAN connectivity provided by 2G GSM operator. But plans are underway by OBR to migrate and deploy dedicated VSAT links at all borders posts and Ports.
 - Customs full automation and deployment of update reliable infrastructure will be realized by 2017.

Kayanza ICD and Transit Yard

91. The following observation were made for Kayanza
- i. There is a limited LAN and WAN link that cannot be used for their Cargo handling services.
 - ii. A new proper LAN and WAN linking is required for possible automation of the ICD services and access to customs systems (ASYCUDA++) hosted in Bujumbura is required.
 - iii. The LAN infrastructure to be deployed should also take into account VOICE Telephone services support.
 - iv. The station is located at a terrain which requires a VSAT link; however, the station is strategically located to tap into the National Fiber Optic Backbone being laid from Kanyaru Haut to Bujumbura.

Recommendation for the Physical ICT Infrastructure

92. For the automation of Burundi and DRC Customs and Immigrations border processes, it is important that they address the underlying issues of ICT infrastructure and connectivity needs at border stations by;
- i. Deploying a proper LAN infrastructure with proper termination equipment capable of supporting the use of both robust fiber and wireless/Wimax technology.
 - ii. Deploy own VSAT 3G broadband infrastructure as an option until the Telecom service provider fully migrates from the GSM 2G infrastructure which is best suited for voice rather than data transition services.

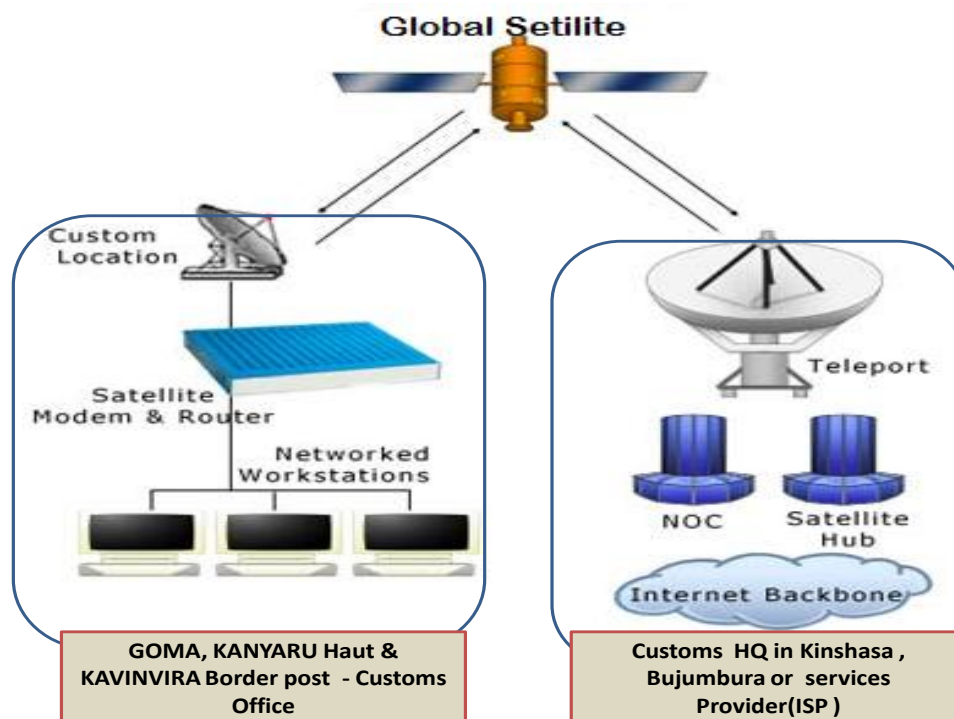
iii. Consider tapping into the fiber optic network infrastructure for the best and reliable connectivity at border post.

93. With the OSBP initiative at Goma/Rubavu & Akanyaru/Kanyaru Haut it offers Burundi and DRC an opportunity to tap and share Rwanda's active and reliable fiber optic infrastructure to serve as the main WAN Link and probably use the Burundi and DRC VSAT/ Wireless GSM connectivity as a redundant link.

94. For the Poids Lourds - Goma DRC border Post; the ICT infrastructure cannot be laid in the current physical structures. The Buildings will need to be re-habilitated before any LAN and WAN infrastructure can be put in place.

95. Below is a schematic recommended VSAT - LAN& WAN Infrastructure for the DRC and Burundi border posts to address the poor connectivity. The proposed infrastructure takes into account the;

- i. Terrain and remoteness of the border posts of Kanyaru Haut and Kavimvira respectively.
- ii. Lack of fiber optic infrastructure linking Goma and Kinshasa or Kisangani, coupled with the limited 2G GSM provided by the Telecom voice network;



B. Internet Access & Connectivity Speeds by Country

Rwanda

96. The Rwanda Revenue Authority – Customs:

- i. Fiber optic Link with high speeds above 2Mbps duplex provided under the National Fiber Backbone infrastructure by the Rwanda Development Board's Nation Data Center is available.
- ii. Redundant link via VSAT and ADSL (Asymmetrical Digital Subscriber Line) with speeds of 512Kbps provided by another service provider ARTEL
- iii. Both Broadband Connectivity Links (main fiber & VSAT link) are available at all the borders post of Rubavu (*La Corniche & Poids Lourds*) and Akanyaru Haut.

DRC

97. The DRC Customs:

- i. Wireless Cellular Technology is available with speeds below 128Kbps provided under the operator's 2G GSM network infrastructure at Goma.
- ii. No redundant link is available and there are extensively low and unreliable speeds at the Goma Border Post.
- iii. The other border posts of Kavimvira and Poids Lourds/Goma have no ICT infrastructure in place. Given the remoteness of the region, VSAT is the ideal connectivity solution in the absence of Telecom's improved data services Infrastructure.

Burundi

98. The Burundi Revenue Authority - Customs:

- i. Wireless Cellular Technology is available with speeds below 128Kbps provided under the Operator's 2G GSM network infrastructure at Kanyaru Haut
- ii. There is no redundant link is available and extensively low and unreliable internet speeds are experienced at the Kanyaru Haut Border Post.
- iii. The other Border Post of Gatumba has no ICT infrastructure in place. Given the proximity to the Bujumbura City and lower Generation Technology deployed by the Telecom Operator, VSAT technology is the ideal connectivity solution.

Recommendation for Improving Internet Access and Speed:

99. Deploy VSAT terrestrial Infrastructure to improve on internet access, speed and reliability in the case of Burundi and DRC where the internet service providers (telecoms) are still relying on the lower 2G generation network infrastructure prone to low speeds coupled which is made worse by the challenges of the terrain and remote location of the border posts.

C. Internet Service Providers Profiles

100. The Internet Infrastructure providers are currently available at the borders of both Countries and the lead providers are;

a) Goma/Rubavu – DRC/Rwanda Border

- i. Rwanda's National Data Center for fiber optic based connection
- ii. ARTEL for VSAT and ADSL connectivity—for redundancy
- iii. The two GSM telecom Operators (MTN & Tigo Rwanda) have their networks in range and the 3G wireless connectivity deployed supports both Data and Voice services.

b) Akanyaru/Kanyaru Haut – Rwanda/Burundi Border

- i. Rwanda's National Data Center for fiber optic based connection
- ii. ARTEL Rwanda for VSAT connectivity
- iii. Econet 2G GSM data connectivity for the Burundi side of the border

c) MAGERWA and Kayanza ICD's/Transit Sheds

- i. The Kigali Metropolitan Fiber optic Network serviced by Rwanda National Data Center
- ii. Wireless/WiMax Broadband Internet Services Providers in range in Kigali Rwanda
- iii. Econet 2G GSM data connectivity service provider for Burundi

d) Gatumba/Kavimvira

- i. Econet 2G GSM data connectivity service provider for Burundi.

Recommendation for Internet Service Provider-Ship

101. Internet service providers in the DRC and Burundi should be encouraged to migrate from 2G to 3G Networks infrastructure so as to be able to fully tap into the Data services provision. 3G next generation network infrastructure allows easy data and voice binding hence reliable and higher speed data services.
102. The Border agencies and ICD's can utilize and optimize the current existing Internet connectivity infrastructure at the border stations, ICDS and Ports for connectivity and access.
103. The Government Agencies in Burundi and DRC where the Service providers are still relying on 2G broadband technologies can invest in VSAT at the key nodes (Borders & ICD's) for fair, reliable connectivity.

PART IV

IMPLEMENTATION MATRIX FOR THE PROPOSED MEASURES TO ADDRESS THE IDENTIFIED CHALLENGES

	Observed Challenges	Recommendation	Responsibility Center
A. Road and Railway Infrastructure			
1.	Landslides along the Kanyaru Haut – Bujumbura transit section.	Build gabions along the landslide/mudslide prone areas.	Government of Burundi
2.	The road connecting Kanyaru Haut and Bujumbura is narrow and along some sections of the road, buildings are constructed less than two meters from the highway.	Widen the road to meet the EAC standards for regional roads i.e. 7m width carriageway with shoulders of 1.5m wide. Enforce the minimum distance allowed from the road when constructing buildings along the NC transit sections.	Government of Burundi
3.	Bridge linking Gatumba to Kavimvira at the Burundi/DRC border crossing point has limited capacity and is getting damaged.	Repair/upgrade the bridge to increase its capacity to accommodate bigger tonnage.	Government of Burundi and Government of DRC
4.	Undeveloped cost effective road transit routes linking Mombasa Port to Burundi, DRC and Rwanda through Tanzania.	Upgrade the roads through Tanzania linking Burundi, DRC and Rwanda through Taveta to the Port of Mombasa.	Government of Kenya and Government of Tanzania/EAC
5.	Poor functioning of the railway system linking the sea ports of Mombasa and Dar Es Salaam to the ports along Lake Tanganyika.	Improve functioning of the railway system. Develop a railway link connecting Mombasa to Burundi/Rwanda through Arusha-Tanzania.	Government of Tanzania/EAC
B. Border Stations:			
6.	Lack of parking yards for trucks awaiting clearance at <ul style="list-style-type: none"> • Goma – DRC 	Expedite the development of OSBPs at the border posts.	Governments of the TTCA-NC member States

	Observed Challenges	Recommendation	Responsibility Center
	<ul style="list-style-type: none"> • Akanyaru Haut – Rwanda • Kanyaru Haut – Burundi • Gatumba – Burundi • Kavimvira - DRC 		
7.	<p>Lack of warehouses and verification sheds at</p> <ul style="list-style-type: none"> • Akanyaru Haut – Rwanda • Kanyaru Haut – Burundi • Gatumba – Burundi • Kavimvira - DRC 	<ul style="list-style-type: none"> • Put in place a policy that supports private sector participation in the development of trade facilitation infrastructure/facilities at the border stations and along the Northern Corridor. • Private sector stakeholders should be encouraged to invest in the development of warehouses at the borders. 	DGDA, OBR and RRA
8.	<p>Poor network connectivity at</p> <ul style="list-style-type: none"> • Goma - DRC • Kanyaru Haut - Burundi • Kayanza - Burundi • Bujumbura Port - Burundi • Gatumba - Burundi • Kavimvira - DRC 	Use of high speed fiber optic connections and have in place back up internet connections with at least one other internet service providers to minimize connectivity down times.	DGDA and OBR
9.	<p>Limited understanding of the use of the COMESA STR instruments by stakeholders along the Northern Corridor.</p>	<p>Conduct stakeholders sensitization:</p> <ul style="list-style-type: none"> • Workshops/Seminars • Development and dissemination of brochures on the STR. • Dissemination of information through websites 	<p>Ministries in charge of trade, DGDA, OBR, RRA</p> <p>TTCA-NC</p>
10.	<p>Un harmonized working hours at Rubavu/Goma Rwanda – DRC border</p>	Bilateral engagements between DRC and Rwanda to harmonize the hours of business at the border station.	Government of DRC and Government of Rwanda
11.	<p>Diversion of goods in transit and smuggling of goods across the borders.</p> <p>Diversion of goods in transit of late has been reported to be a challenge by each Northern Corridor member State.</p>	<ul style="list-style-type: none"> • Cross border exchange of information • Surveillance to curb smuggling. • Notwithstanding the above proposals, TTCA-NC Secretariat should organize a 	<p>Customs/Police of the member States.</p> <p>TTCA-NC Secretariat.</p>

	Observed Challenges	Recommendation	Responsibility Center
		workshop for Customs Administrations in the region to come up with comprehensive practical measures to mitigate diversion of goods in transit.	
12.	The DRC-Kavimvira customs office is located over 5km from the border crossing point which creates a challenge of cross border stakeholders collaboration in the clearance of cargo.	Relocation of the Kavimvira customs office to the DRC/Burundi border crossing point.	DRC Customs.
C. Weighbridge Stations:			
13.	Mandatory weighing of sealed containerized cargo in transit at each weighbridge along the Northern Corridor.	Minimize the number of weighbridges trucks carrying goods in transit report for weighing; Member States should develop and implement a mechanism for weighing trucks carrying sealed containers in transit at the first and last weighbridge station along their transit route.	Northern Corridor member States
14.	Lower vehicle axle load limitations are imposed on trucks with super single tyres in Uganda and Kenya.	Implementation of the allowable axle load limit for the Single Super Tyre as per the EAC regulations on vehicle axle overload.	Road and Transport Regulators in the member States.
15.	Lack of parking yards and poor lighting facilities at weighbridge stations.	Development of parking yards and improvement of lighting at way bridge stations.	Authorities responsible for weighbridges in the member States.
16.	Corruption at weighbridge stations.	<ul style="list-style-type: none"> • Heavy penalties should be levied on the givers and takers of bribes. • Put in place rewards for whistle blowers. 	Authorities in charge of weighbridges in the member States.

	Observed Challenges	Recommendation	Responsibility Center
D. Check Points:			
17.	Harassment of drivers of foreign registered trucks by police in Uganda and Kenya	<ul style="list-style-type: none"> Publicize hotlines for the public to contact the Police whenever there is need. Take action against Police Officers found/reported to harass drivers. 	Police
E. Information Sharing/Exchange:			
18.	Poor network connectivity at Goma, Gatumba and Kavimvira border stations.	<ul style="list-style-type: none"> Use of more than one internet service provider to minimize system connectivity downtimes. Use of VSAT internet connections at stations where the geographical terrain inhibits wireless cellular technology connectivity. Use of optic fiber connections where available 	DGDA and OBR
19.	Lack of automation at some border stations along the Northern Corridor such as Gatumba and Kavimvira constrains ex-change of information.	<ul style="list-style-type: none"> Expedite process of automation of the border stations along the Northern Corridor. 	DGDA and OBR
20.	Lack of access to RADDeX by the DRC stakeholders to access information pertaining to the goods in transit to DRC.	Engagement between the customs authorities of the member States to put in place a mechanism for exchange of information.	Customs Authorities of the Member States
21.	Lack of proper documentations for imports received at the DRC borders and problem of reconciliation by the destination countries of goods transshipped during their transit journey.	Engagement between the customs and port authorities of the member States to put in place a mechanism for exchange of information.	Customs Authorities of the member States Port authorities

	Observed Challenges	Recommendation	Responsibility Center
F. Road Safety:			
22.	Dangerous loading of trucks carrying goods in transit/exports. Reckless riders who hold onto moving trucks.	<ul style="list-style-type: none"> • Sensitization of drivers; road safety awareness campaigns. • Use of wellness centers to promote road safety awareness campaigns • Take corrective action against traffic offenders. 	Transporters Associations TTCA-NC Police.
23.	Theft along the Northern Corridor of goods in transit to DRC.	<ul style="list-style-type: none"> • OGEFREM requested to share with the TTCA-NC Secretariat information regarding the goods stolen for the latter to make a follow up with the concerned authorities. • Continue with patrols of the transit routes. 	OGEFREM Police

Annex i: Survey Team Members

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Annex ii

List of Stakeholders Consulted During the Survey of the Northern Corridor Transit Sections of Kigali – Rubavu/Goma, Kigali – Akanyaru/Kanyaru Haut and Kanyaru Haut – Bujumbura – Gatumba/Kavimvira 10TH-16TH MARCH 2013

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