REPUBLIC OF ZAMBIA

ZAMBIA REVENUE AUTHORITY | My Tax Your Tax Our Destiny

JICA

ENDLINE TIME MEASUREMENT SURVEY 2024

CHIRUNDU AND KAZUNGULA ONE STOP BORDER POSTS

REPUBLIC OF ZAMBIA

ZAMBIA REVENUE AUTHORITY | My Tax Your Tax Our Destiny

JICA

ENDLINE TIME MEASUREMENT SURVEY 2024

CHIRUNDU AND KAZUNGULA ONE STOP BORDER POSTS

FOREWORD

It is with great pleasure that I present the 2024 Endline Time Measurement Study (TMS) report for the Chirundu and Kazungula One Stop Border Posts (OSBPs). This report marks a significant milestone in Zambia's continuous efforts to enhance trade facilitation and streamline clearance processes in line with our national and international commitments. The study reflects Zambia's steadfast commitment to Trade Facilitation as articulated in our National Trade Policy, **Zambia Vision 2030, and the Eighth National Development Plan (8NDP)**, which underscores the pivotal role of efficient border management in enhancing trade competitiveness and driving economic growth.

The Chirundu and Kazungula OSBPs are critical gateways for trade within the southern African region. By streamlining border procedures and reducing Transit times, these facilities play a pivotal role in boosting economic growth, fostering regional integration, and enhancing the competitiveness of our industries.

The 2022 baseline Time Measurement Study undertook a comprehensive analysis of the border management processes at Chirundu and Kazungula. The study meticulously identified critical bottlenecks that hinder efficiency and proposed a series of actionable recommendations. These recommendations are categorised into short-term and medium-term strategies aimed at optimising operations, enhancing coordination among border agencies and leveraging technology to streamline procedures. The insights gained from the study are pivotal for driving improvements and ensuring a smoother, more efficient border. In alignment with these recommendations, we have implemented several strategic policy directives, most notably the adoption of Coordinated Border Management (CBM), which reduced the number of agencies physically present at our borders for first-line intervention from eighteen to six. CBM has been instrumental in optimising border procedures, improving efficiencies and fostering inter-agency collaboration.

In 2023, a Monitoring and Evaluation (M&E) exercise was conducted to assess the progress of the short-term recommendations outlined in the 2022 TMS. This evaluation revealed substantial improvements in border operational efficiency, directly attributable to the implemented recommendations. These enhancements have significantly contributed to efficiencies in trade facilitation efforts in the country.

The Endline TMS aims to assess the effectiveness of recommendations implemented from previous studies and to analyse improvements resulting from these measures, ensuring the sustainability of progress achieved. This report provides a comprehensive overview of the current state of border management and offers strategic insights for ongoing improvements.

We remain dedicated to fostering an environment conducive to seamless trade, which is essential for Zambia's economic development and regional integration.

This has indeed been a worthwhile long journey from the baseline study to the Endline Time Measurement Study report. We acknowledge the capacity for conducting Time Measurement Surveys that has been built within our technical team by the World Customs Organisation. This capacity has been further enhanced through this process, ensuring a multi-agency approach that includes both public and private sectors.

We extend our sincere gratitude to the Technical Working Group (TWG), led by Mrs. Idah Chisenga Njovu, Assistant Commissioner – Business Systems and Support, for their dedication throughout the process and for successfully completing this important Endline study report.

Furthermore, we extend our gratitude to the National Trade Facilitation Committee Secretariat, particularly Mrs. Patricia Mwela, for her dedication. Special thanks go to Mr. Maxwell Kapindula, a World Customs Organization-recognised Time Release Study expert, for his guidance and supervision of the study. We also express our deep appreciation to the Japan International Cooperation Agency (JICA) for its invaluable technical assistance throughout this process.

Lillian Saili Bwalya
Permanent Secretary
Trade and commerce
MINISTRY OF COMMERCE, TRADE AND INDUSTRY

4th November, 2024

FOREWORD BY THE ZAMBIA REVENUE AUTHORITY COMMISSIONER GENERAL

In our continued quest to realise our vision - A model of excellence in revenue administration and trade facilitation, this report could not have come at a better time. The findings of the study offer us an opportunity to measure our performance against the key strategies that we set off to achieve.

The timing of the end line surveys followed the implementation of the Coordinated Border Management (CBM) approach, a concept which was incidentally one of the recommendations from one of similar studies including the baseline report. The report therefore, provides a reliable method of reviewing the impact of the CBM, among others. Therefore, we have built on the milestones attained with emphasis on the use of data to direct our efforts and resources in achieving trade facilitation. It gives us comfort that there has been great improvement in the time taken to clear goods and persons across our borders because of effective inter-agency co-operation. It is worth pointing out that the average clearance times at our two borders have significantly dropped by 60 percent, falling from over two days in 2022 to just under 14 hours in 2024.

As a tax authority, we remain aligned to making a positive contribution premised on the Strategic Development Area No. 1 of the Eighth National Development Plan which is economic transformation and job creation. We are acutely aware of the critical role that our border clearance processes play as they place a direct impact on the Trade flows with a call to expeditious, effective and efficient processes in assuring quick turnarounds on all counts.

We align to the urgency by the Government of the Republic of Zambia to activate a vibrant economy with the goal of improving the lives of the Zambian Citizens. With the above improvements in clearance times and service delivery, it gives us confidence that we are on the right trajectory to having Non-stop Border Posts as aspired by the Zambian Government.

Further, we recognize with great appreciation the capacity developed by the National Technical Working Group on Time Release Studies (TRS), which has been supported by the World Customs Organization (WCO) to whom we remain indebted. This has contributed to Zambia's timely implementation of the World Trade Organization (WTO) Trade Facilitation Agreement, Article 7.6 which encourages members to periodically assess the average clearance times and identify bottlenecks in the clearance processes.

We extend our profound gratitude to the Government of Japan, through the Japan International Cooperation Agency (JICA) Project for Capacity Building for Smooth Operationalization of One Stop Border Posts (OSBPs) on the North-South Corridor, for providing the logistical support and expertise for the successful Time Measurement Survey.
Lastly, we take special cognisance of the tireless efforts in producing this report by the National Trade Facilitation Committee Secretariat led by Mrs. Patricia Mwale Mwela together with the National Technical Working Group led by our Assistant Commissioner - Customs Business Systems & Support, Mrs. Idah Chisenga Njovu and the WCO accredited expert, Mr. Maxwell Kapindula.

With the ongoing support of all our stakeholders, we are confident that Zambia Revenue Authority, in collaboration with other Government agencies and the private sector, will continue to contribute to the economic and social well-being of the people of Zambia. This, as evidenced by the results in the report, is being mainly achieved through easing tax compliance and contributing to the reduction of the cost of doing business in the country.

Dingani Banda
Commissioner General
Zambia Revenue Authority

4th November, 2024

STATEMENT BY JICA RESIDENT REPRESENTATIVE

Zambia is a landlocked country that lies in the Southern Region of Africa and had a population of about 21.13 million as of 1 July 2024, as estimated by the United Nations. It is bordered by the Democratic Republic of Congo and Tanzania to the north, Malawi and Mozambique to the east, Botswana, Namibia, and Zimbabwe to the south, and Angola to the west. There are several international transport corridors passing through Zambia.

The Project for Capacity Development on Smooth Operation of OSBPs on the North-South Transport Corridor supported by JICA has made significant contributions to Zambia, particularly in enhancing trade facilitation and border efficiency:

- **Improved Border Operations:** The project has focused on the Chirundu OSBP between Zambia and Zimbabwe, and the Kazungula Bridge OSBP between Zambia and Botswana. By streamlining customs procedures and integrating multiple border control agencies into a single location, these OSBPs have reduced border crossing times and improved the efficiency of trade.
- **Capacity Building:** JICA has provided extensive training and capacity-building programs for customs and border control officials and officers in Zambia. This has enhanced their skills and knowledge, leading to more effective and efficient border management.
- **Policy and Procedural Reforms:** The project has assisted in the development of new policies and procedures to support the smooth operation of OSBPs. This has included the preparation of manuals and guidelines to standardise and simplify border processes and procedures.
- **Regional Integration:** By improving the efficiency of the North-South Transport Corridor, the project has contributed to greater regional integration and cooperation. This has not only benefited Zambia but also other countries in the region by promoting trade and economic growth.

These efforts have significantly facilitated Zambia's trade, making it easier and more cost-effective for businesses to engage in cross-border trade.

Complementing these contributions, the project conducted this Time Measurement Survey (TMS) at the Chirundu and Kazungula Bridge OSBPs. The objective of the TMS was to measure improvements at the beginning stage of the project (May 2022) and at the ending stage of the project (May 2024). The recommendations of the TMS are expected to facilitate trade at Chirundu and Kazungula by identifying remaining bottlenecks in border crossing procedures. Another objective of the TMS was to build capacity for Zambia to conduct similar surveys by themselves in the future.

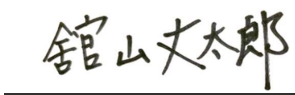
The TMS measured how long it takes to complete the necessary procedures from the time of arrival at the OSBP entry gate to the time of release from the OSBP exit gate. It also measured the time of customs clearance from the submission of declarations until release from customs control.

Specifically, the scope of the TMS was to collect data on Import, Export, and Transit cargo clearance for carriers (the truck and crew) and border crossing data for people (travellers, visitors, passengers, and local residents) over one-week periods, 20-26 May 2024 at Chirundu and 23-29 June 2024 at Kazungula.

To undertake the TMS, Technical Working Groups (TWG) were formed with members recommended by the project counterpart, including officials from the Zambia Revenue Authority (ZRA) and Partner Government Agencies (PGAs) working at the Chirundu and Kazungula Bridge OSBPs. The TWG members collected data on the time required for border crossing procedures from cargo clearance systems (ASYCUDA World and the Zambia National Single Window System) and allocated enumerators at critical points of the procedures where data collection could not be done with the computerised system. Interviews of stakeholders and users of the OSBP were also undertaken to directly receive and reflect their views.

Thus, this Zambia Endline TMS Report for Chirundu and Kazungula shows the true nature of these OSBPs on the Zambian side, presenting both efficiencies and challenges.

JICA would like to thank Mrs. Lillian Saili Bwalya, Permanent Secretary – Trade and Commerce, Ministry of Commerce, Trade and Industry, and Mr. Dingani Banda, Commissioner General, ZRA, for supporting the study. In addition, we would also like to extend our appreciation to Mrs. Idah Chisenga Njovu, Technical Working Group Chairperson, Assistant Commissioner, System Business Support, ZRA. We would also like to express special appreciation to Mr. Maxwell Kapindula, a World Customs Organization-recognised Time Release Study expert, as well as to all TWG members including members from the PGAs and the private sector, who actively contributed to the study.



Mr. Jotaro TATEYAMA
Chief Representative
JICA Zambia Office

4th November, 2024

ACKNOWLEDGEMENTS

Attaining this significant milestone where the Endline Time Measurement Survey report for Chirundu and Kazungula One Stop Border Posts (OSBPs) is being published gives us a great sense of profound achievement as the National Time Release Study Technical Working Group (TRS-TWG). The progression from the Baseline Survey through the Monitoring and Evaluation process to the current Endline Survey completes the full cycle of a Time Release Study as promulgated by the World Customs Organization (WCO) TRS guidelines.

In this process, the TWG—applying itself diligently—has delivered a report that addresses the bottlenecks identified in the baseline survey, including the outcomes of the Monitoring and Evaluation exercise, which inform the recommendations that address these bottlenecks. This has significantly contributed to achieving reduced average clearance times for imports, exports, and transit at the two OSBPs.

From the findings of the Survey, which overall indicate a reduction from days to hours, we are confident that Zambia is on the right trajectory towards attaining the international best practice average time of 4 hours.

Throughout this entire cycle, the capacity of the TWG has undoubtedly grown, enabling it to drive the process and enhance the efforts of all stakeholders in implementing data-driven interventions that inform trade facilitation initiatives.

The success of the Time Measurements Survey is a culmination of concerted efforts from a myriad of stakeholders who are key to the process and to whom the TWG remains indebted.

The leadership of the Government of Zambia, through the responsible Ministry of Commerce, Trade and Industry and the Zambia Revenue Authority, is specially acknowledged. The Working Group extends its sincere gratitude to the Permanent Secretary of the Ministry of Commerce, Trade and Industry, Mrs. Lillian Bwalya, and the Commissioner General of the Zambia Revenue Authority, Mr. Dingani Banda, for steering and entrusting the Working Group with this important task, complemented by their valuable guidance, support, and encouragement throughout the study and report finalisation.

In this vein, special thanks are extended to the Commissioner of Customs Services, Mr. Ernest Sigande, for granting access to key resources and data critical to the data analysis for the study. Likewise, we recognise the support of the Director Generals and executive officials of the other government agencies, which was paramount to the process.

We take particular cognisance of and acknowledge the support and cooperation of the Japanese Government through the JICA Project for Capacity Development on the Smooth Operation of OSBPs along the North-South Transport Corridor (the JICA OSBP Project) in undertaking the Time Measurement Survey for the Chirundu and Kazungula OSBPs, from the baseline surveys conducted in 2022 through to the Endline survey conducted in 2024.

In this regard, the Technical Working Group (TWG) acknowledges the expert consultation, participation and support, including logistical arrangements, provided by the JICA project team, which contributed to the success of this Time Measurement Survey (TMS).

The World Customs Organization (WCO) is especially recognised for its capacity-building efforts for the TWG and for granting access to the WCO-TRS tools that were critical to the undertaking of the study. This initiative was led by a formidable Technical Working Group on Time Release Studies under the National Trade Facilitation Committee (NTFC), whose tireless efforts made the successful data collection, analysis, and culmination of this report possible.

Special gratitude is extended to the private sector players, customs clearing agents, other border agencies, and the customs officers at both Chirundu and Kazungula OSBPs for their participation and cooperation during the preparation and implementation of the study, which contributed significantly to its success and the ultimate output of this report.

Last but not least, the Working Group would like to express its appreciation to the enumerators at both locations (Chirundu and Kazungula OSBPs) for their tireless efforts during the data collection phases.

Finally, we extend our thanks to everyone who, in one way or the other, participated in the study.

Idah Chisenga Njovu
Chairperson - Technical Working Group

4th November, 2024

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

EXECUTIVE SUMMARY

The 2024 Endline Time Measurement Survey (TMS) conducted at the Chirundu and Kazungula One Stop Border Posts (OSBPs) in Zambia represents a critical assessment of border operation efficiencies and the effectiveness of implemented recommendations from previous studies. Building on the Baseline Time Release Study of 2022 and the subsequent monitoring and evaluation in 2023, this Endline study evaluates the progress and impact of various policy directives aimed at enhancing trade facilitation and border management.

The study effectively addresses the mandates of the World Trade Organization Trade Facilitation Agreement (WTO-TFA), specifically Article 7.6, which requires the periodic assessment and publication of average clearance times. It further aligns with Zambia's strategic objectives for trade facilitation, including the enhancement of border management through coordinated efforts among various border agencies to ensure efficient and effective facilitation of the seamless movement of goods and persons across borders.

This approach is consistent with Strategic Development Area No. 1 of the Eighth National Development Plan (8NDP), which is Economic transformation and job creation and also Zambia's Vision 2030, which underscores the pivotal role of efficient border management in enhancing trade competitiveness and driving economic growth with easing tax compliance and reduction in the cost of doing business.

The primary objective of the 2024 Endline TMS was to assess the efficiency and effectiveness of clearance procedures, building upon the findings and recommendations from the baseline survey conducted in 2022 and the monitoring and evaluation conducted in 2023. Specifically, the study aimed to evaluate the improvements in the time taken to complete the clearance process since 2022, identify pending and emerging bottlenecks in the clearance process, and assess the impacts of implemented measures and reforms.

A key reform spinning off the baseline survey recommendation is the implementation of Coordinated Border Management (CBM), which underpins the Government's policy to create efficiency by reducing the number of border agencies physically operating at the border from eighteen (18) to six (6). The study examined the effect of the integration and connectivity of all agencies to ASYCUDA World, the Government Services Bus (GSB) and the Zambia Electronic Single Window as it impacts the customs clearance times. Further, the study also sought to provide data for future policy and operational improvements through the gathering of feedback from stakeholders relevant to the border clearance processes. Attaining these objectives is crucial for an appreciation of the progress made and identifying areas for continuous improvement, especially as it relates to streamlined and simplified clearance procedures.

As an essential ingredient, the survey measured the average times taken in the clearance of passengers and commercial goods by all players involved, and the indication from the findings reveals a marked reduction as compared to the baseline survey. A summary of the findings is outlined in the tables below.

The study reveals a significant improvement in average clearance times at the Chirundu OSBP, with the most notable enhancement seen in Transit clearance, which achieved an efficiency rate of 97.06%, reducing from 2 days, 4 hours, and 12 minutes to just 1 hour and 32 minutes. Export clearance times also improved substantially, with an 85.04% increase in efficiency. Import clearance recorded a 60% improvement, with average times dropping from 2 days, 7 hours to 22 hours and 5 minutes. Additionally, the facilitation of passenger movement saw a positive reduction in processing time from 4 minutes to 2 minutes.

2022 and 2024 Comparison Percentage Efficiency Gain at Chirundu OSBP

AVERAGE CLEARANCE TIME COMPARISON			
	Chirundu OSBP 2022	Chirundu OSBP 2024	Efficiency Improvement Rate
Imports	2 days 7 hours 17 minutes (3317 minutes)	22 hours 5 minutes (1325 minutes)	60.05%
Exports	12 hours 36 minutes (756 minutes)	3 hours 46 minutes (224 minutes)	70.37%
Transits	2 days 4 hours 12 minutes (3132 minutes)	1 hour 32 minutes (92 minutes)	97.06%
Baggage	7 hours 28 minutes (448 minutes)	1 hour 7 minutes (67 minutes)	85.04%
People	4 minutes 15 secs (255 minutes)	2 minutes 37 seconds (157 seconds)	38.43%

At Kazungula OSBP, the study revealed a substantial improvement in transit clearance times, which increased in efficiency by 87.9%, dropping from 21 hours and 18 minutes to just 2 hours and 36 minutes. Export clearance times also improved significantly, with an 80.57% efficiency increase, reducing from 13 hours and 23 minutes to 2 hours and 36 minutes. Imports showed a 73.43% improvement, with clearance times decreasing from 2 days, 7 hours, and 23 minutes to 14 hours and 43 minutes.

2022 and 2024 Comparison Percentage Efficiency Gain at Kazungula OSBP

AVERAGE CLEARANCE TIME COMPARISON			
OSBP	Kazungula OSBP 2022	Kazungula OSBP 2024	Efficiency Improvement Rate
Imports	2 days 7 hours 23 minutes (3323 minutes)	14 hours 43 minutes (883 minutes)	73.43%
Exports	13 hours 23 minutes (803 minutes)	2 hours 36 minutes (156 minutes)	80.57%
Transits	21 hours 18 minutes (1278 minutes)	2 hours 36 minutes (156 minutes)	87.79%
Baggage	7 hours 23 minutes (443 minutes)	3 hours 48 minutes (228 minutes)	48.53%
People	4 minutes	2 minutes	50.00%

Coordinated Border Management (CBM)

Following the recommendations from the Baseline TMS in 2022 and the Monitoring and Evaluation in 2023, which highlighted the high number of agencies physically present at the two One Stop Border Posts, leading to outcomes such as:

i. Duplicated interventions by multiple agencies in the clearing process of goods resulting in delays in clearance of goods;

ii. Lack of consistent coordination among border agencies concerning the clearance of goods and each border agency's mandate;
iii. Increase to the cost of doing business to the Importers/Exporters arising from overlapping and duplicated actions undertaken by border agencies; and
iv. Border congestion resulting from limited physical space, infrastructure and multiple regulatory checks and verifications during the clearance process;

On the 31st of January 2024, the implementation of Coordinated Border Management (CBM) to reduce the number of border agencies physically present at the border from eighteen (18) to six (06) commenced with the pilot at Chirundu and Kazungula OSBP. The six frontline agencies selected to physically operate at the border were the Zambia Revenue Authority (ZRA), Immigration Department, Plant Quarantine and Phytosanitary Services (PQPS), Department of Veterinary Services, Ministry of Health – Port Health and Zambia Compulsory Standards Agency. The functions of other agencies were delegated to the six frontline intervention agencies as follows:

List of Six Frontline Agencies at Chirundu and Kazungula OSBPs

No.	Institution	Border Controls on behalf of
1	ZRA	Ministry of Mines Radiation Protection Authority
2	Port Health	Zambia Medicines Regulatory Agency National Biosafety Authority
3	Ministry of Agriculture (Plant Quarantine and Phytosanitary Services - PQPS)	Seed Control and Certification National Biosafety Authority Department of National Parks and Wildlife
4	National Livestock Epidemiology and Information Centre (NALEIC)	Department of National Parks and Wildlife National Biosafety Authority
5	Zambia Compulsory Standards (ZCSA)	Zambia Information and Communications Technology Authority Zambia Metrology Agency Department of Forestry
6	Immigration Department	NIL

In 2018, the Zambia Revenue Authority (ZRA) was designated as the Single Payment Point for collecting fees at borders on behalf of all agencies. Since the implementation of Coordinated Border Management (CBM) on 31st January 2024, an additional ten fees have been added to those collected through this centralised payment point, bringing the total number of fees collected on behalf of other agencies to twenty.

List of types of fees and their respective agencies collected by ZRA

No	Type of Fees	On behalf of Organisation
1	Kariba Dam Wall Toll Fees	Zambezi River Authority
2	Inspection Fee	Zambia Metrology Agency
3	Imports Certification Fee	Zambia Compulsory Standards Agency
4	ZCSA Inspection Fee	Zambia Compulsory Standards Agency
5	ZCSA Application & Inspection Fee	Zambia Compulsory Standards Agency
6	ZCSA Timber Certification Fee	Zambia Compulsory Standards Agency
7	Motor Vehicle fee	Kazungula Council
8	foreign short-term road service license fee	Road Transport Safety Agency
9	Motor Vehicle Registration fee	Road Transport Safety Agency
10	Motor Vehicle Levy	Livingstone Council
11	Motor vehicle fee	Chadiza council
12	Road Toll	Road Development Agency
13	Kazungula Bridge Fee	Road Development Agency
14	Victoria Falls Bridge Toll	Road Development Agency
15	Motor Vehicle fee	Chililabombwe Municipal Council
16	Assessment Fee	Radiation Protection Authority
17	Motor vehicle fee	Chirundu Town Council
18	Motor Vehicle fees	Nakonde Town Council
19	Motor Vehicle fees	Sesheke Town Council
20	Motor Vehicle fees	Chipata City Council

Overall, the survey revealed significant improvements in processes, including joint inspections, Single Payment Points, increased staffing levels, and enhanced connectivity, largely resulting from the implementation of Coordinated Border Management. However, some bottlenecks persist, requiring greater attention and coordination, such as third-party collections by other appointed agencies and the slow uptake and enforcement of initiatives like mandatory pre-clearance. The report provides recommendations to address these challenges and further enhance the customs clearance processes.

Observation by the Technical Working Group Chirundu OSBP

No	Issue	Recommendation	Responsible	Timeline
1	Shortage of staff in all the Border Agencies to fully support Coordinated Border Management and the delegation of functions	Recruitment of additional staff for the following agencies ZRA PQPS Ministry of Health Department of Veterinary Zambia Compulsory Standards Agency	ZRA PQPS Ministry of Health Department of Veterinary Zambia Compulsory Standards Agency	Q2 2025
2	Unstable customs system due to load management	Business continuity plan should be in place to avert the downtime	ZRA	Q1 2025
3	Lack of capacity to full operationalize the CBM by other government agencies	Capacity building to agencies that remain at the borders by those agencies that have delegated functions	MCTI	Q1 2025
4	Lack of Multi Agency Standard Operating Procedures for CBM	Finalisation of the Multi Agency Standard Operating Procedures developed with support of World Customs Organisation	MCTI All Agencies	Q12025
5	No electronic cargo tracking system for Transit goods	Procure and implement the use of electronic cargo tracking system for local and Transiting consignment	MCTI/ZRA	Q1 2025
	Inadequate staff housing.	Build more houses to carter for more staff	Ministry of Infrastructure Housing and UrbanDevelopment	Q4, 2025
	Inefficient client management system. Clients complain of longer waiting hours after forwarding a request through the client service desk. The officer under CSD gets too overwhelmed.	Provide for client management system where traders can input the declaration reference number and get instant declaration status response.	Zambia Revenue Authority-Customer Experience Unit	Q1, 2025
7	Non-intrusive inspections working in isolation from main customs system, leading into delays at scanner	Interface the scanner with customs system to enable customs examiner to be able to view image of cargo	ZRA, MCTI	Q1 2025
8	The Integrated Border Declaration Form (IBDF) for use in the clearance of self-drive motor vehicles is complex	Review of the Integrated Border Declaration Form (IBDF)	ZRA	Q1 2025
9	Digitalized IBDF available on Customs Portal not known by travellers	Create awareness and sensitisation on the IBDF	ZRA	Q1 2025
10	Connectivity to GWAN and AYSCUDA for Ministry of Health Department of Veterinary PQPS at Chirundu OSBP	To facilitate real time operations on the ASYCUDA system for clearance of goods	Smart Zambia ZRA	Q1 2025
11	Office space outside the Border for Agencies disembarking the Border Post in line with CBM	To facilitate complete disengagement from border operations in line with the CBM delegations	MIHUD/District Office/MCTI	Q2, 2025
	Redistribution of office space left vacant by Agencies disembarking the Border to the core Agencies	To allow core Agencies to accommodate additional staff to undertake there delegated functions	MCTI/ZRA	Q1, 2025
	Housing for the baggage scanner at passenger terminal	To secure the baggage scanner and to ensure its operational	ZRA/MCTI	Q1, 2025
	Increase uptake of Blue lane entries	Number of clients on Blue lane are 147 from 50 in 2022; Number of Importers on Blue lane established to be 147	ZRA	

No	Issue	Recommendation	Responsible	Timeline
	Joint Inspections	Implementation of CBM has brought more coordination joint inspections • training programmes and meetings • development of SoPs • development of border strategy where it advocates for the improvement of border	All Agencies	
	Align work hours for border agencies.	All agencies start work at 06:00 hrs and close same time at 22:00 hrs with exception of security agencies that work 24hrs	All Agencies	Done
	Provide for traffic marshals on roads in the Customs Control Zone.	ZRA	Security firm hired by ZRA to manage traffic	Q1, 2025
	Improve Communication among border agencies and all stakeholders	Holding of monthly meetings	All Agencies/Private Sector	Q1, 2025
	capacity building and orientation programmes in line with specific OSBP operations.	Inservice training	All Agencies/Private Sector/MCTI	Q1, 2025
	Rollout of digitalised Gate Pass	To facilitate monitoring of traffic in the OSBP	ZRA	Q1, 2025

Observation by the Technical Working Group Kazungula OSBP

No	Issue	Recommendation	Responsible	Timeline
1	Shortage of staff in all the Border Agencies to fully support Coordinated Border Management and the delegation of functions	Recruitment of additional staff for the following agencies ZRA PQPS Ministry of Health Department of Veterinary Zambia Compulsory Standards Agency	ZRA PQPS Ministry of Health Department of Veterinary Zambia Compulsory Standards Agency	Q2 2025
2	Unstable customs system due to load management	Business continuity plan should be in place to avert the downtime	ZRA	Q1 2025
3	Lack of capacity to full operationalize the CBM by other government agencies	Capacity building to agencies that remain at the borders by those agencies that have delegated functions	MCTI	Q1 2025
4	Lack of Multi Agency Standard Operating Procedures for CBM	Finalisation of the Multi Agency Standard Operating Procedures developed with support of World Customs Organisation	MCTI All Agencies	Q12025
5	No electronic cargo tracking system for Transit goods	Procure and implement the use of electronic cargo tracking system for local and Transiting consignment	MCT/ZRA	Q1 2025
6	Non Use of the non-intrusive scanners at Kazungula Baggage Scanner SUV motor vehicle Scanner	Make use of baggage scanner, motor vehicle scanner mandatory as it acts as a security tool to deter drug smuggling and illicit items such as guns etc	DEC, ZRA	Q1 2025
7	Non-intrusive inspections working in isolation from main customs system, leading into delays at scanner	Interface the scanner with customs system to enable customs examiner to be able to view image of cargo	ZRA, MCTI	Q1 2025
8	The Integrated Border Declaration Form (IBDF) for use in the clearance id self-drive motor vehicles is complex	Review of the Integrated Border Declaration Form (IBDF)	ZRA	Q1 2025
9	Digitalized IBDF available on Customs Portal not known by travellers	Create awareness and sensitisation on the IBDF	ZRA	Q1 2025

No	Issue	Recommendation	Responsible	Timeline
10	Connectivity to GWAN and AYSCUDA for Ministry of Health Department of Veterinary PQPS at Chirundu OSBP	To facilitate real time operations on the ASYCUDA system for clearance of goods	Smart Zambia ZRA	Q1 2025
11	Redistribution of office space left vacant by Agencies disembarking the Border to the core Agencies	To allow core Agencies to accommodate additional staff to undertake their delegated functions	MCTI/ZRA	Q1, 2025
12	operationalise the express lane in the Border	To allow the movement of express and transit cargo	ZRA/BURS	Q2, 2025

INTRODUCTION

BACKGROUND

The surge in trade volumes has brought increased scrutiny to cross-border trading patterns, emphasising the urgent need to streamline business operations and reduce costs. Ensuring prompt clearance and delivery of goods and services is vital for all stakeholders in the supply chain.

At ports of entry and exit, border agencies perform various roles, including facilitating international trade, managing the movement of goods and persons, collecting government revenue, safeguarding society against restricted and prohibited goods, and enforcing national laws related to supply chain security. Achieving a balance between facilitation and control remains a significant challenge, necessitating active monitoring of all cross-border transactions and related processes.

In response, Zambia has implemented Coordinated Border Management (CBM). Six agencies are now physically present at the border: the Zambia Compulsory Standards Agency (ZCSA), Port Health, the Department of Immigration, the National Livestock and Epidemiology and Information Centre (Animal Health), the Plant Quarantine and Phytosanitary Services Department (PQPS), and the Zambia Revenue Authority (ZRA) as the lead agency. Additionally, private entities such as commercial banks and customs clearing agencies operate at the border, playing a critical role in facilitating trade. The CBM implementation has been essential for the efficient coordination and harmonisation of multi-agency activities, ensuring seamless trade facilitation to meet global supply chain standards. The application of advanced technologies, streamlined procedures, standardised processes, risk-based controls, and enhanced information sharing among border agencies and stakeholders significantly improves operational efficiency, reducing border delays and advancing trade facilitation. These practices are vital to promoting seamless international trade. Customs administrations worldwide are placing increasing focus on identifying and addressing bottlenecks in goods clearance. Tools such as the Time Release Study (TRS) play an essential role in this endeavour by providing a comprehensive analysis of clearance workflows and monitoring time spent at various stages of trade processes. TRS serves as a critical benchmark for evaluating clearance processes and monitoring trade facilitation efforts in Zambia, covering transit cargo and passenger movements alike.

Zambia remains committed to its obligations under the World Trade Organisation (WTO) Trade Facilitation Agreement (TFA) Article 7.6, which encourages member countries to periodically assess and publish the average clearance times. This also helps to identify causes of delays at borders, as evidenced by time release studies previously undertaken at Nakonde and Mwami OSBPs, among others. This initiative aims to introduce targeted trade facilitation measures at Chirundu and Kazungula OSBP and other borders. The National Trade Facilitation Committee (NTFC) and

Zambia Revenue Authority (ZRA), with the assistance of the JICA Project for Capacity Development on Smooth Operations of OSBPs on the North-South Transport Corridor, emphasise the significance of this initiative in the monitoring and improvement of OSBP performance.

JICA Time Measurement Survey

Objective of the Survey

The primary goal of this Endline Time Measurement Survey (TMS) was to assess the efficiency and effectiveness of clearance procedures, building upon the findings and recommendations from the baseline survey conducted in 2022 and the Monitoring and Evaluation conducted in 2023.

The specific objectives were to:

i. **Assess time improvement:** evaluate the changes in the time taken for cargo release since the baseline.
ii. **Identify bottlenecks:** pinpoint remaining or new bottlenecks in the clearance process.
iii. **Evaluate the effectiveness of interventions:** measure the impact of implemented measures and reforms in the clearance process.
iv. **Collect data for future planning:** supply data to guide future policy and operational improvements.
v. **Collect feedback:** collect feedback from stakeholders in the clearance process to understand their perspective on efficiency and areas needing further improvement.

These objectives help in understanding the progress made and areas requiring further attention to streamline clearance procedures.

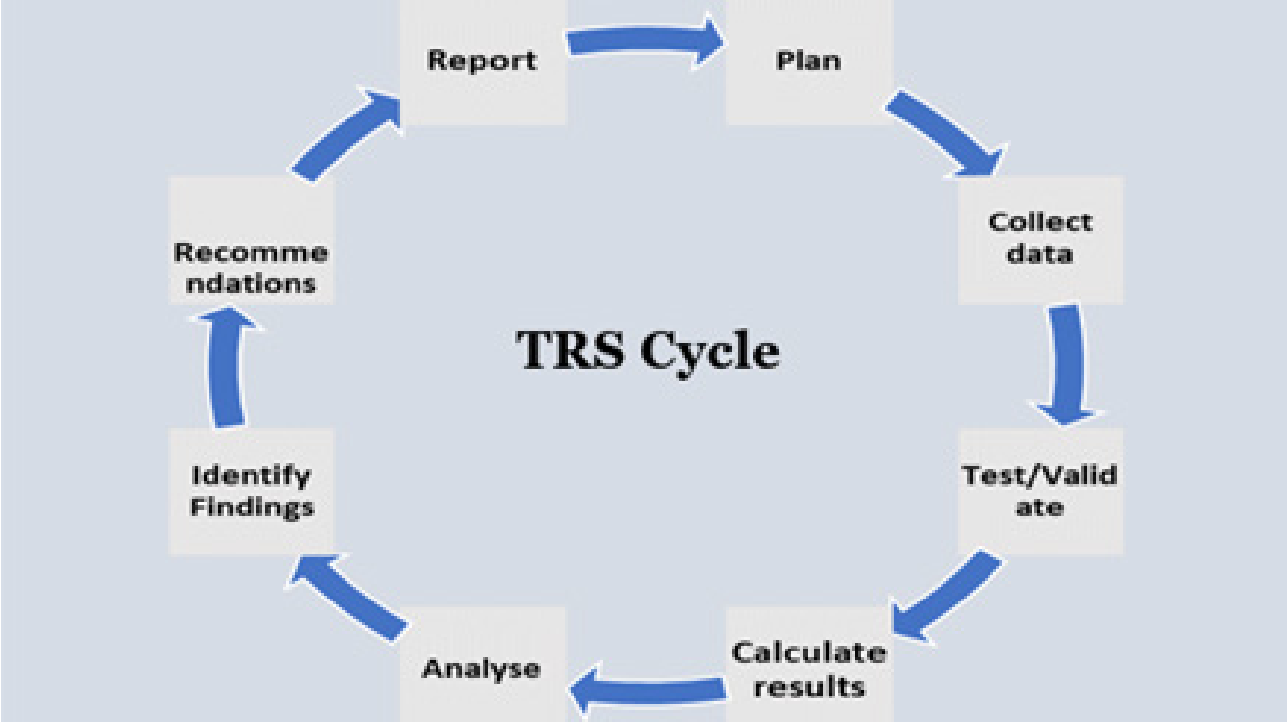
The WCO's TRS Measure

The TRS guide version 3, published by the World Customs Organization (WCO) in 2018, was used as the main guiding document for the survey and analysis.

The measure for the TMS was taken as the arithmetic mean between the arrival of the goods into the Customs premises and their release into the economy via a standardised system. Following the WCO's Guidelines, the terms "clearance" and "release" are classified as follows:

i. **Clearance:** the accomplishment of all formalities necessary to allow goods to enter for home use, to be exported, or to be placed under another Customs procedure.
ii. **Release:** the action by Customs to permit goods undergoing clearance to be placed at the disposal of the person concerned.

Figure 1: TRS Cycle



Adopted from the WCO TRS guide, 2018[1]

Limitations of the Survey

During the survey, several challenges were encountered:

1. **Inadequate funding:** limited financial resources restricted the full participation of the Technical Working Group (TWG) in the study. Only a selected number of TWG members were able to take part, potentially impacting the breadth and depth of perspectives gathered.
2. The use of manual data collection tools led to the voiding of some questionnaires. However, the study attained the required sample size.
3. Inadequate ICT equipment for data entry and analysis led to delayed processing of the data.
4. The study relied on printed questionnaires and materials, potentially leading to unnecessary expenses. The printing of more materials than necessary could have inflated the costs associated with conducting the study.

1 WCO. 2018. Guide to measure the time required for the release of goods version 3. http://www.wcoomd.org/en/topics/facilitation/resources/~/media/01713916ED2A4BD38DC119C5E64B890D.a sh. Accessed: 11 May 2016.

REPUBLIC OF ZAMBIA

ZAMBIA REVENUE AUTHORITY | My Tax Your Tax Our Destiny

JICA

CHIRUNDU ONE STOP BORDER POSTS

CHAPTER 1:

CHIRUNDU OSBP

1.1 Introduction

The Chirundu One Stop Border Post (OSBP), situated in the Southern Province of Zambia, serves as a critical gateway between Zambia and Zimbabwe. Launched in 2009, it marked Zambia's first operational One Stop Border Post and has since become the second busiest border crossing, facilitating the movement of goods and services along the North-South Corridor.

The Chirundu One Stop Border Post (OSBP) facilitates the Export and Import of cargo between Zambia and countries like Zimbabwe, Mozambique, and South Africa. It is also the access route for Zambia's Imports that come through Durban, South Africa, from all over the world. Key Imports through Chirundu include coal, timber, and fruits, while significant Exports comprise agricultural products such as maize and mining products like copper, zinc, clinker, and cobalt, predominantly destined for China and other nations. The Chirundu OSBP is the third busiest port of entry in Zambia regarding Import volumes.

Figure 1.1: Location of the Chirundu OSBP

1.2 Preparation of the study

This section outlines the activities that were undertaken in the preparatory phase of the study.

Table 1.1 Summary of Endline TMS Activities Conducted in the Chirundu OSBP, Zambia

Table 1.1: Summary of TMS activities at Chirundu OSBP

No	TMS Activities	Date
1	Chirundu TMS Planning Meeting (Virtual)	7th March 2024
	The first meeting was attended by members of the Chirundu TMS Team, consisting of members from the Zambia Revenue Authority and members of the JICA OSBP Team.	
2	Mapping of Chirundu OSBP Procedures	19th to 20th April 2024
	The Zambia TWG conducted process mapping at the border and assessed the number of enumerators required and identified the deployment points for the TMS Survey.	
3	Enumerator Recruitment	10th May 2024
	Twenty (20) enumerators were recruited in line with process mapping that was done	
4	Chirundu TMS Capacity Building for the TWG and adoption of the TMS questionnaires.	14th to 15th May 2024
	The workshop was attended by old and new TWG members.	
5	Training of Enumerators and pre-test of TMS tools	17th to 18th May 2024
	Training and a mock survey were conducted to familiarise the TMS team with the data collection	
6	Data Collection	19th to 25th May 2024
	Survey implementation.	
7	Data Capture	23rd to 30th June 2024
8	Data Validation and Report-Writing	24th to 28th July 2024 23rd to 27th Aug 2024
	The activity was conducted at the Chirundu OSBP and Kazungula OSBP.	
9	First Draft TMS Report Validation Workshop	25th Ocober 2024
	Virtual workshop	
10	Circulation of the draft report on incorporation of comments arising from validation workshop	October 2024
11	Publishing and printing of TMS final report in Zambia's national colours	4th November 2024
12	Launch of the TMS Report and Presentation to the Public	4th November 2024

1.3 Process Mapping

The team undertook the process mapping for Chirundu OSBP, identifying the various data collection points to complement the collection of data and also to assess the implementation of Coordinated Border Management (CBM), which commenced on 31st January 2024. A total of nine (9) data collection points were distributed across entry to exit points, physical inspection areas, and the passenger clearance section.

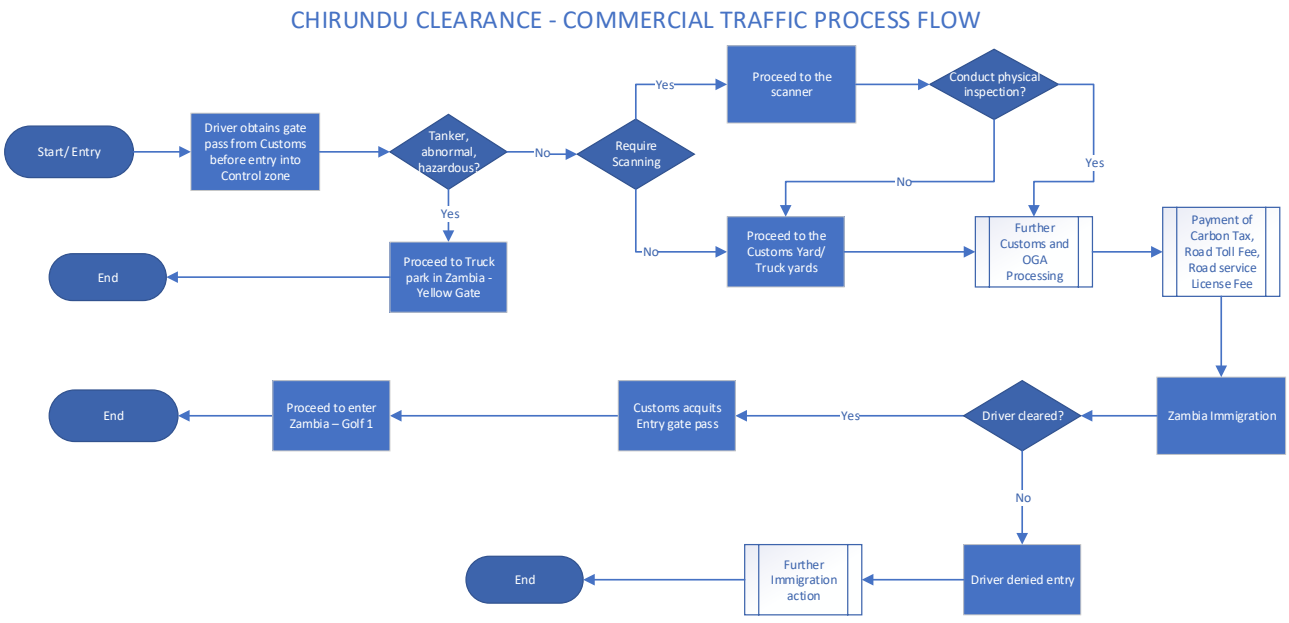
1.3.1 Import Process Flow

The aerial view of Chirundu in Figure 1.2 shows the positioning of enumerators at the border during the study for the Import process.

Figure 1.2: Aerial View of Import and north-bound traffic at Chirundu OSBP

Note: The aerial view above shows the points where enumerators were placed. The yellow stars show the actual position.

Figure 1.3: Import Process Map at Chirundu OSBP



1.3.2 Allocation For The Enumerator – Import

Table 1.2 shows the allocation of enumerators that were signed up on the import section. This allocation details the deployment of enumerators for import processes at key positions within the facility. A total of 11 enumerators are assigned across various stations, including the Entry Gate, Physical Inspection, Cargo Scanner, Fast Track Entry Gate, and Exit Gate, with specific shifts to ensure continuous coverage.

Table1.2: Allocation of Enumerators- Import

Star Position	Station	Number of Enumerator
1	Entry Gate (Golf 1 - one per 12-hour shift)	2
2	Physical inspection	2
3	Cargo Scanner	1
4	Entry Gate - Fast track (Yellow gate - two per 12-hour shift)	4
5	Exit Gate (Golf two)	2
Total		11

1.3.3 Export Process Flow

The aerial view of Chirundu in figure 4 shows the positioning of enumerators at the border during the study for the Export process.

Figure 1.4: Aerial View of Export and South-bound traffic at Chirundu OSBP

The aerial view above shows the points where enumerators were placed. The yellow stars show the actual positions of enumerators.

Figure 1.5: Export Process Mapping for Chirundu OSBP

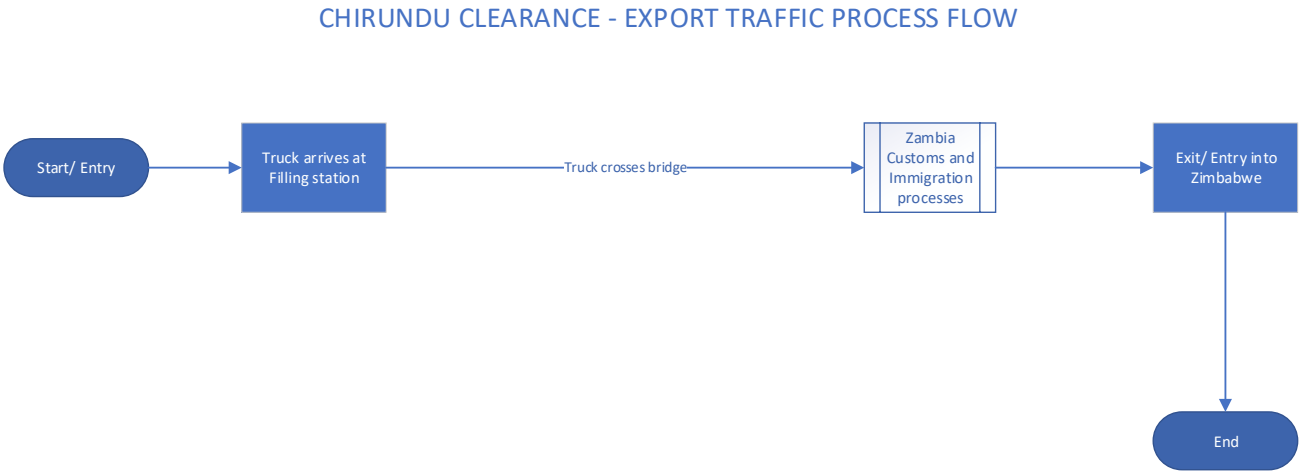


Table 1.3 shows the allocation of Enumerators on the Export section. The total number of enumerators assigned for this section was five.

Table 1.3: Allocation of Enumerators-Export

Star Position	Station	Number Of Enumerator
1	Filling station	3
2	Zimbabwe ZRA acquittal point	2
Total		5

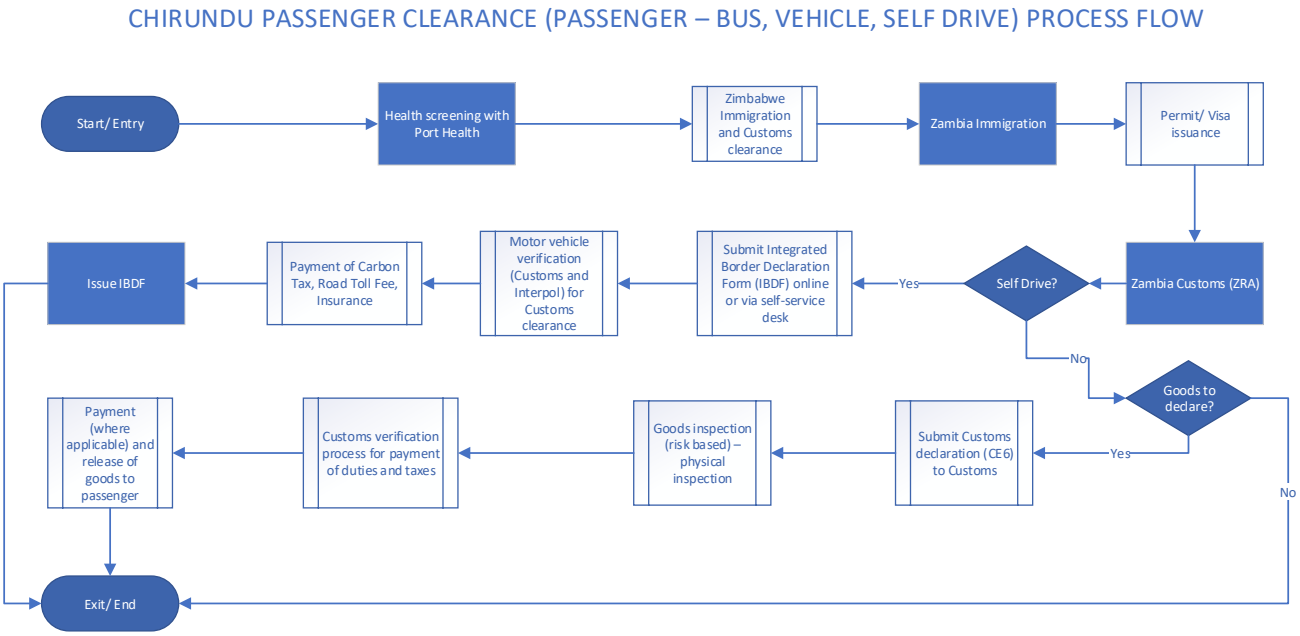
1.3.4 Passenger Process Flow

The aerial view of Chirundu in Figure 1.6 shows the positioning of enumerators at the border during the study for the passenger clearance process.

Figure 1.6: Aerial View of Passenger Clearance Section at Chirundu OSBP

The aerial view above shows the points where enumerators were placed. The yellow stars show the actual position.

Figure 1.7: Passenger Clearance Process Mapping for Chirundu OSBP



For Passenger clearance, a total of four enumerators were assigned, with two at the exit gate and two at the physical inspection and immigration bays as shown in Table 1.4.

Table 1.4: Allocation of Enumerators at the Passenger Clearance at Chirundu OSBP

Star Position	Station	Number Of Enumerator
1	Exit gate passenger	2
2	IBDF physical inspection and immigration	2
Total		4

1.4 Design of the draft questionnaire

Following the process mapping, the TMS team collaborated with the WCO-Recognised TRS Expert to develop questionnaires, which were used for the survey.

1.5 Implementation of TMS test run

The TMS trial was conducted on the 18th of May 2024, a day prior to the start of the live survey. JICA employed 20 enumerators to assist with the survey tasks. The enumerators received training in data collection from the WCO-Recognised TRS Expert before conducting the survey.

CHAPTER 2:

SURVEY METHODOLOGY

2.1 Scope of the study

The TWG drafted a TMS survey proposal which outlined the study's scope and objectives. To meet the objectives of measuring clearance times, the TMS team's focus areas were the entry and exit of vehicles, physical inspection bay, cargo scanning hall and passenger section at the OSBP.

2.2 Steps of the Study

The main stages within this extensive scope were identified as the following:

- Arrival of cargo vehicles
- Arrival and exit of passenger vehicles
- Declaration registration and assessment
- Scanning of cargo
- Physical examination, with the involvement of OGAs
- Payment
- Release and exit of cargo vehicles
- Community interviews of day trippers, drivers and locals
- Tourists and other foreign visitors

2.3 Customs clearance process

The Customs clearance process at the Chirundu OSBP is fully automated. The Automated System for Customs Data (ASYCUDA World) is the core system for Customs clearance. Through this system, risk management by way of a selectivity module is employed. This then determines the lane selection to inform the kind of Customs intervention on a particular declaration. The lanes are denoted by the colours: Green, Yellow, Red, and Blue where:

i. Blue represents Post-Clearance Audits for Accredited clients that include the Authorised Economic Operators (AEO), Customs Accredited Client Program (CACP) and the identified Non-CACP large Taxpayers. It also includes goods of interest to other government agencies;
ii. Yellow denotes Documentary Checks;
iii. Green is for immediate release without intervention based on risk assessment; and
iv. Red - subject to Physical Inspections.

During the survey, the TWG observed the following stages in the customs clearance process:

2.3.1. Pre-arrival Documentation:

Declarants, acting on behalf of Importers or Exporters, collect (receive) all necessary documents from the transporter (forwarder/exporter) before the arrival of the truck on the Zambian side. Using Direct Trader Input (DTI) terminals at Customs commercial premises or their offices, declarants submit electronic declarations with scanned documents for Customs clearance. However, submissions of documents are also made from anywhere where there is internet connectivity.

2.3.2. Registration and Payment:

Upon submission, the declarant receives a registration reference number electronically. The declaration is assessed automatically, and the declarant proceeds to make payment. The selected lane for clearance is shown only after payment.

2.4 Lane Selectivity

After payment, the system automatically assigns the lanes to the consignment based on an automatic assessment of the declaration.

2.4.1 Red Lane Clearance Process:

Goods that require physical inspection are assigned to the Red Lane. The system automatically assigns a physical examiner. All OGAs that have an interest in goods selected to the Red Lane are automatically notified by the system. Copies of the printed declaration are submitted to concerned inspection officials along with attached documents by the declarant. Samples are collected where required for testing, and the concerned OGAs issue an inspection report. When the physical inspection is completed and the consignment is compliant, the consignment is rerouted to the Green Lane.

2.4.2 Yellow Lane

Declarations channelled to the Yellow Lane are subjected to documentary checks by the examiners for the correctness of the declaration against the set criteria.

2.4.3 Blue Lane

Declarations going to the Blue Lane are Post-Clearance Audits for Accredited clients that include the Authorised Economic Operators (AEO), Customs Accredited Client Program (CACP) and the identified Non-CACP large Taxpayers. It also includes goods of interest to other Government Agencies.

2.5 Coordinated Border Management (CBM)

Building on the recommendations from the Baseline Time Measurement Survey (TMS) conducted in 2022 and the subsequent Monitoring and Evaluation in 2023, which identified a high number of agencies physically present at the two One Stop Border Posts, several outcomes were noted, including:

i. Duplicated interventions by multiple agencies in the clearing process of goods resulting in delays in clearance of goods;
ii. Lack of consistent coordination among border agencies regarding the clearance of goods and each border agency's mandate;
iii. Increase to the cost of doing business to the importers/exporters arising from overlapping and duplicated actions undertaken by border agencies; and
iv. Border congestion resulting from limited physical space, infrastructure and multiple regulatory checks and verifications during the clearance process;

On 31st January 2024, the implementation of Coordinated Border Management commenced with a pilot project at Chirundu and Kazungula One Stop Border Posts, aimed at reducing the number of border agencies physically present from eighteen (18) to six (06). The six frontline agencies selected to operate at the border include the Zambia Revenue Authority (ZRA), Immigration Department, Plant Quarantine and Phytosanitary Services (PQPS), Department of Veterinary Services, Ministry of Health – Port Health, and the Zambia Compulsory Standards Agency (ZCSA). Responsibilities previously held by other agencies have been delegated to these six frontline agencies as shown in Table 2.1.

Table 2.1: Six frontline Agencies Selected to Operate at Chirundu OSBP

No.	Institution	Border Controls on behalf of
1	ZRA	Ministry of Mines
		Radiation Protection Authority
2	Port Health	Zambia Medicines Regulatory Agency
		National Biosafety Authority
3	Ministry of Agriculture (Plant Quarantine and Phytosanitary Services - PQPS)	Seed Control and Certification
		National Biosafety Authority
		Department of National Parks and Wildlife
4	National Livestock Epidemiology and Information Centre (NALEIC)	Department of National Parks and Wildlife
		National Biosafety Authority
5	Zambia Compulsory Standards (ZCSA)	Zambia Information and Communications Technology Authority
		Zambia Metrology Agency
		Department of Forestry
6	Immigration Department	NIL

2.6 Single Payment Point Collection at Chirundu and Kazungula OSBP

The Zambia Revenue Authority (ZRA) has been designated as the Single Payment Point under the Border Management and Trade Facilitation Act. This designation enables the ZRA to collect non-tax fees payable at the ports of entry on behalf of other agencies. At Chirundu One Stop Border Post, in addition to its delegated functions to collect fees through the Single Payment Point on behalf of the Road Development Agency, Road Transport and Safety Agency, Radiation Protection Authority, Zambia Compulsory Standards Agency, and Zambia Metrology Agency, the ZRA is also responsible for collecting fees for the Chirundu Town Council.

2.7 Self- Drive Clearance Process

The clearance of self-drive vehicles is conducted through the Integrated Border Declaration Form (IBDF), which consolidates the requirements of Customs under the Zambia Revenue Authority, Interpol, and the declaration of currency and any other goods carried in private vehicles. The IBDF form was introduced in 2019 and is available in electronic format for completion on the Zambia Revenue Authority Customs Portal.

The IBDF has six parts:

Part 1: information of the declarant comprising names, passport numbers and address.
Part 2: comprises information on the vehicle including make, engine and chassis number, engine capacity and other details as contained in the motor vehicle registration book.
Part 3: details on any trailers being pulled by motor vehicles.
Part 4: details of any other goods.
Part 5: details of any currency declarations.
Part 6: details of all the payments to be made including bridge crossing fees.

Overall, the survey revealed significant improvements in various processes, including joint inspections, Single Payment Points, and the introduction of IBDF desks to facilitate the joint clearance of private motor vehicles. Additionally, staffing levels have improved in some border agencies, and enhanced connectivity has primarily resulted from the implementation of Coordinated Border Management. However, a few bottlenecks remain that require attention and better coordination. These include third-party collections by other appointed agencies, a slow uptake of initiatives such as mandatory pre-clearance, and the complexity of the Integrated Border Declaration Form. The report provides recommendations to address these identified challenges and further enhance the Customs clearance processes.

2.8 Sampling Units

After examining the WCO-TRS guidelines and TRS reports from various countries, the Technical Working Group opted to designate the cargo vehicle as the main unit for sampling, with its corresponding declaration(s) as the secondary unit for the survey. In addition, the team examined the main sampling unit transporting various types of goods and established an agreement to determine the sampling unit (Table 2.2).

The survey sample included a grand total of 1,178 trucks transporting commercial imported goods (from 3,299 Customs declarations). This information shows data points following a continuous path in data analysis.

Table 2.2: The Number of Data Elements Against Declarations for all Procedures

Number of Trucks Manually Included in the Sample	Number of Declarations Registered during the Survey
1,178	3,299

Table 2.3: May 19-24 2024 Extracts from ASYCUDA World During the Survey Period

Export	Import	Transit	Total	Average per day
1,157	1,178	964	3,299	471

Table 2.4 reveals the declarations at Chirundu during the survey period.

Table 2.4: Declarations at Chirundu During the Survey Period

Date	EX1	IM4	IM5	IM6	IM8	Total
19-May-24	3	109			79	191
20-May-24	2	165			109	276
21-May-24	10	211		6	135	362
22-May-24	17	173			156	346
23-May-24	3	200			133	336
24-May-24	36	219	1		210	466
25-May-24	4	94			142	240
TOTAL	75	1,171	1	6	964	

Note: EX1 means Exportation, EX3 means re-export, IM4 means Import entry for home use, IM5 means temporary Importation, and IM8 means R.I.B (entry for warehousing after removal in bond) / R.I.T (entry for warehousing after removal in Transit) Transit. Source: ZRA ASYCUDA World Customs System

Between 19th and 25th May 2024, a total of 1,171 Import declarations for home use (IM4) and 75 Export declarations were processed, amounting to 1,246 recorded Import and Export transactions. This data, thoroughly sanitised, enabled seamless matching from start to finish. The correlation between traffic and declarations varies, with instances of one-to-one, many-to-one, or one-to-many relationships.

In cases where a vehicle carrying cargo belonged to a single consignee or company, one declaration was selected as the sample. Conversely, if the vehicle transported cargo for multiple consignees or companies, one declaration was randomly selected as the representative sample. Likewise, a single declaration could encompass multiple vehicles transporting goods for one consignee; despite any variations in their departure times, all vehicles were included as sample units for Customs clearance.

2.9 Coverage/Limitation of the Survey

Every Import, Transit, and Export declaration was deemed suitable for inclusion in the survey. Nevertheless, taxis and local vehicles utilising the OSBP were not included in the study. Furthermore, cargoes that underwent the survey but cleared after the exercise had ended were not included in the survey because the data was considered incomplete.

2.10 Enumeration period

The Chirundu TMS was enumerated for a period of seven (7) days. The event took place from the 19th to the 25th of May 2024. The number of enumeration hours per day was 24 hours, with different shifts throughout the day, typically beginning at 6 am.

2.11 Sampling Methodology

To complete the sampling methodology for the survey, the Technical Working Group examined the quantity of Import and Export shipments going through Chirundu.

Various techniques of counting were used for Import and Export processes. In the OSBP concept, when a country Imports goods, it becomes another country's Exports, so the analysis included data from surveyors in the neighbouring state. All trucks were sampled until the required sample size was met for Import, Export, and Transit procedures.

Stratified sampling techniques were employed for choosing statements. When it came to Imports, stratification was carried out based on the origin of the consignments, with a division made between Imports from Zimbabwe and Imports from all other countries using the AW system. Vehicles were viewed as the main sampling unit while Customs declarations were seen as the additional sampling unit. Sampling weights were determined according to the monthly average number of declarations reported in the previous fiscal year.

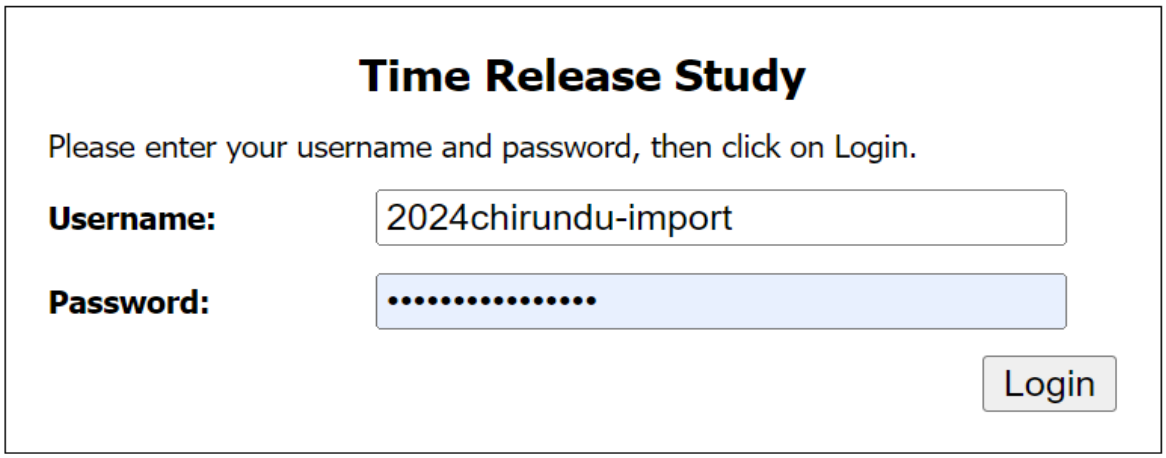
CHAPTER 3:

CHIRUNDU DATA ANALYSIS AND FINDINGS

3.1 Chirundu Data Analysis and Findings

In the analysis of data for Chirundu OSBP, The World Customs Organisation TRS tool was applied in data analysis.

Figure 3.1: Time Release Study Log-in Interface



3.2 Chirundu Imports (IM4 & IM8)

The Import duration time was measured as guided by the WCO TRS tool, that is by finding the difference between the recorded Truck arrival time at the entry Gate (at Golf 2) and the recorded Truck arrival time at the exit gate/Acquittal (at Golf 1/Yellow gate).

The duration time for Imports gave an average time of 23 hours and 35minutes.

Table 3.1: Examination of Imports, Transits and Visitors to and from Zambia via Chirundu

%	minutes	h m d	
10	182	0d 3h 2m	
20	278	0d 4h 37m	
30	473	0d 7h 53m	
40	882	0d 14h 42m	
50	1052	0d 17h 32m	
60	1338	0d 22h 18m	
63	1415	0d 23h 35m	⇐ average
70	1527	1d 1h 27m	
80	2030	1d 9h 50m	
90	3168	2d 4h 48m	
100	7038	4d 21h 18m	

Formula Used:
Truck Arrival Time at Golf 2 Gate] - [9. Truck Arrival Time at Golf One Gate + Yellow Gate Acquittal

Total Correct Intervals: 1577
Average: 0d 23h 35m (1,415.31 Min)
Standard Deviation: 0d 23h 14m (1,394.71 Min)

In table 3.1 above, the average clearance time for Imports is 0 Days, 23 hours and 35 minutes. The duration time for products Imported for home use took an average time of 22 hours and 5 minutes as shown in table 15 below. In cases where there was a prolonged duration at the border, the delay was usually attributed to the lack of adequate funds to meet the duty and tax requirements.

Table 3.2: Import for Home Use (IM 4)

%	minutes	h m d
10	589	0d 10h 31m
20	672	0d 11h 20m
30	804	0d 13h 40m
40	986	0d 16h 40m
50	1271	0d 21h 2m
58	**1320**	**0d 22h 5m**
60	1346	0d 22h 06m
70	1389	0d 23h 15m
80	1518	1d 1h 18m
90	1806	1d 6h 6m
100	2599	1d 19h 19m

Formula use:
Containerised + Tanker + Breakbulk + Abnormal Truck + Rigid Truck + Pre-Clearance + Import
[Truck Arrival Time at Golf 2 Gate] - [Truck Arrival Time at Golf One Gate]

Total Correct Intervals: 576
Average: 0d 22h 5m (1320.7 Min)
Standard Deviation: 0d 23h 48m (1428.20 Min)

3.3 Chirundu Exports

Export traffic was analysed using the WCO-TRS tool and the results were as follows:

Figure 3.2: Time Release Study Log-in Interface for Export Traffic

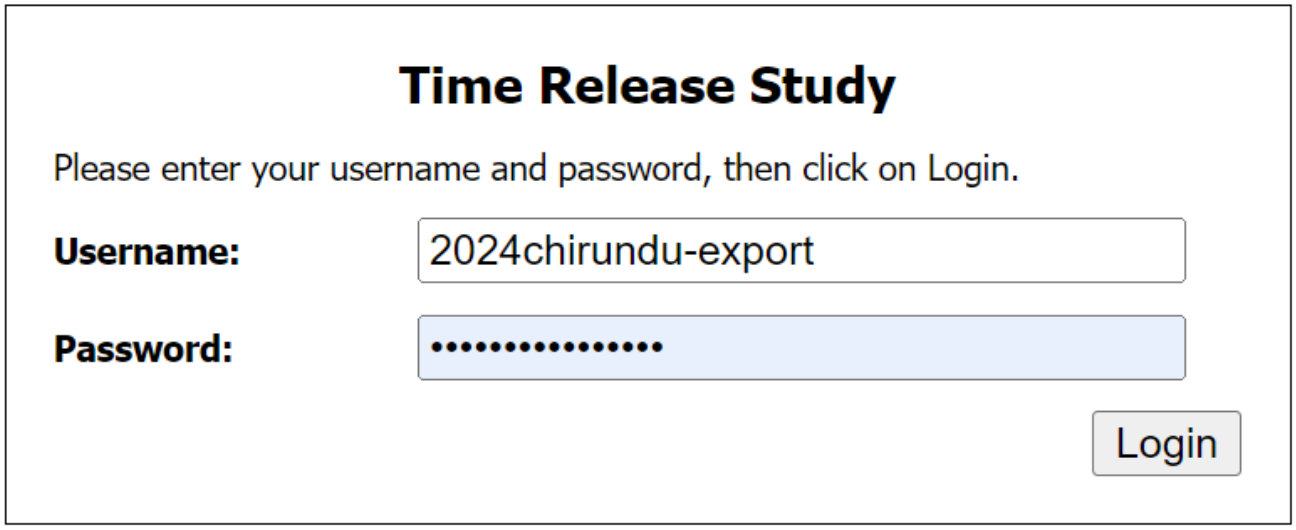


Table 3.3 indicates that the average clearance time for a truck was 3 hours and 46 minutes, based on 1,643 recorded intervals. This metric was computed by measuring the time from when a truck entered the queue at the checkpoint opposite the filling station to its acquittal at the ZRA Zimgate point, resulting in an average of 226.5 minutes and a standard deviation of 14 hours and 14 minutes (854.01 minutes), highlighting some variability in clearance times.

Table 3.3: Truck Clearance Time at Chirundu OSBP

%	minutes	h m d	
10	22	0d 0h 22m	
20	40	0d 0h 40m	
30	56	0d 0h 56m	
40	87	0d 1h 27m	
50	126	0d 2h 6m	
60	165	0d 2h 45m	
70	208	0d 3h 28m	
73	227	0d 3h 46m	⇐ average
80	277	0d 4h 37m	
90	381	0d 6h 21m	
100	29468	20d 11h 8m	

Computation:

For all surveys
[Time Truck Arrive on the Queue at Checkpoint Opposite Filling Station] - [Time Truck Acquitted at ZRA Zimgate Point]

Total Correct Intervals: 1643
Average: 0d 3h 46m (226.50 Min)
Standard Deviation: 0d 14h 14m (854.01 Min)

3.4 Chirundu Transit

The clearance process for transit goods demonstrated a notably shorter duration than that for import goods, averaging 1 hour and 32 minutes. Typically, transit goods bypass physical inspections unless warranted by specific suspicions or flagged issues, expediting the process significantly.

This average clearance time was calculated by tracking intervals across various truck types, such as containerised, tanker, breakbulk, abnormal, rigid, pre-cleared, and registered transit trucks. The time measurement began upon each truck's arrival at the Golf 2 checkpoint and concluded when the truck was acquitted at the Yellow gate. Based on 1,030 recorded intervals, the average clearance time was 92.45 minutes, with a standard deviation of 1 hour and 59 minutes (119.57 minutes), indicating relatively consistent processing times across transit cargo.

Table 3.4: Duration for Transit

%	minutes	h m d	
10	39	0d 0h 39m	
20	41	0d 0h 41m	
30	44	0d 0h 44m	
40	46	0d 0h 46m	
50	47	0d 0h 47m	
60	47	0d 0h 47m	
70	49	0d 0h 49m	
80	92	0d 1h 32m	
82	92	0d 1h 32m	⇐ average
90	120	0d 2h 0m	
100	462	0d 7h 42m	

Computation:
(Containerised + Tanker + Breakbulk + Abnormal Truck + Rigid Truck + Pre-Clearance + Registered

+ Transit) [Truck Arrival time at Golf 2] -[Time Truck Acquitted at Yellow gate]
Total Correct Intervals: 1030

Average: 0d 1h 32m (92.45 Min)
Standard Déviation: 0d 1h 59m (119.57 Min)

Notably, the average duration for acquittals was 47 minutes.

Table 3.5: Acquittals Done at Yellow Gate

%	minutes	h m d	
10	21	0d 0h 21m	
20	27	0d 0h 27m	
30	29	0d 0h 29m	
40	34	0d 0h 34m	
50	38	0d 0h 38m	
60	42	0d 0h 42m	
68	47	0d 0h 47m	⇐ average
70	48	0d 0h 48m	
80	59	0d 0h 59m	
90	77	0d 1h 17m	
100	349	0d 5h 49m	

The average duration time for Acquittals was 47 minutes.

Computation:
BREAKBULK, TANKERS, OPEN GOODS+ REGISTERED [3. TRUCK ARRIVAL TIME AT GOLF 2 GATE] - [10. TIME TRUCK ACQUITTED AT YELLOW

Total correct intervals: 1357
Average: 0d 0h 47m (47.23 min)
Standard deviation: 0d 0h 45m (45.84 min)

The non-intrusive inspection (scanning) process for containerised and pre-cleared imports was completed within an average of 17 minutes. This process time includes the interval between a truck's arrival at the scanner and the completion of the scanning procedure. The average duration of 17 minutes was calculated from 156 recorded intervals, providing a consistent timeframe for processing, though the standard deviation of 26.82 minutes suggests some variation in completion times depending on specific circumstances or operational factors at the scanner.

Table 3.6: Non-Intrusive Inspection Process (Scanning) Data

%	minutes	h m d	
10	15	0d 0h 15m	
20	15	0d 0h 15m	
30	15	0d 0h 15m	
40	15	0d 0h 15m	
50	17	0d 0h 17m	
50	17	0d 0h 17m	⇐ average
60	19	0d 0h 19m	
70	19	0d 0h 19m	
80	19	0d 0h 19m	
90	19	0d 0h 19m	
100	19	0d 0h 19m	

Non-intrusive Inspections took an average of 17 minutes to be completed.

Computation:
Containerised, Pre-Clearance, Import
[Truck Arrival Time At Scanner] - [Time Scanning Process Completes]
Total Correct Intervals: 156
Average: 0d 0h 17m (17.00 Min)
Standard Deviation: 0d 0h 0m (26.82 Min)

In the same vein, the average time for physical inspection at Chirundu OSBP stood at 2 hours and 37 minutes

Table 3.7: Physical Inspection Data

%	minutes	h m d	
10	4	0d 0h 4m	
20	5	0d 0h 5m	
30	5	0d 0h 5m	
40	7	0d 0h 7m	
50	8	0d 0h 8m	
60	9	0d 0h 9m	
70	10	0d 0h 10m	
80	10	0d 0h 10m	
83	158	0d 2h 37m	⇐ average
90	910	0d 15h 10m	
100	910	0d 15h 10m	

The average time for inspection was 2 hours and 37minutes.

Computation:
[Truck Physical Inspection Start] - [8. Truck Physical Inspection Ends]
Total Correct Intervals: 66
Average: 0d 2h 37m (157.22 Min)
Standard Deviation: 0d 8h 8m (488.97 Min)

The average clearance time for self-drive passengers was 1 hour and 7 minutes, calculated from the vehicle's arrival at the border to its exit. This average is based on 26 intervals, with a standard deviation of 1 hour and 9 minutes, reflecting some variability in clearance times across different self-drive cases.

Table 3.8: Passenger Clearance- Self Drive

%	minutes	h m d	
10	2	0d 0h 2m	
20	3	0d 0h 3m	
30	9	0d 0h 9m	
40	10	0d 0h 10m	
50	32	0d 0h 32m	
54	68	0d 1h 7m	⇐ average
60	90	0d 1h 30m	
70	108	0d 1h 48m	
80	147	0d 2h 27m	
90	172	0d 2h 52m	
100	212	0d 3h 32m	

Passenger clearance took an avareage time of 1 hour and 7 minutes.

Computation:

For All Surveys

[Time Self Drive Vehicle Arrives At The Border] - [Time Self Drive Exits The Border]

Total Correct Intervals: 26

Average: 0d 1h 7m (67.96 Min)

Standard Deviation: 0d 1h 9m (69.12 Min)

3.5 Lane Analysis

Lane analysis in this report focuses on the duration each declaration took in the selected lane during clearance. Under the selectivity module, declarations are selected for four different lanes denoted by the colours: Red, Blue, Yellow, and Green.

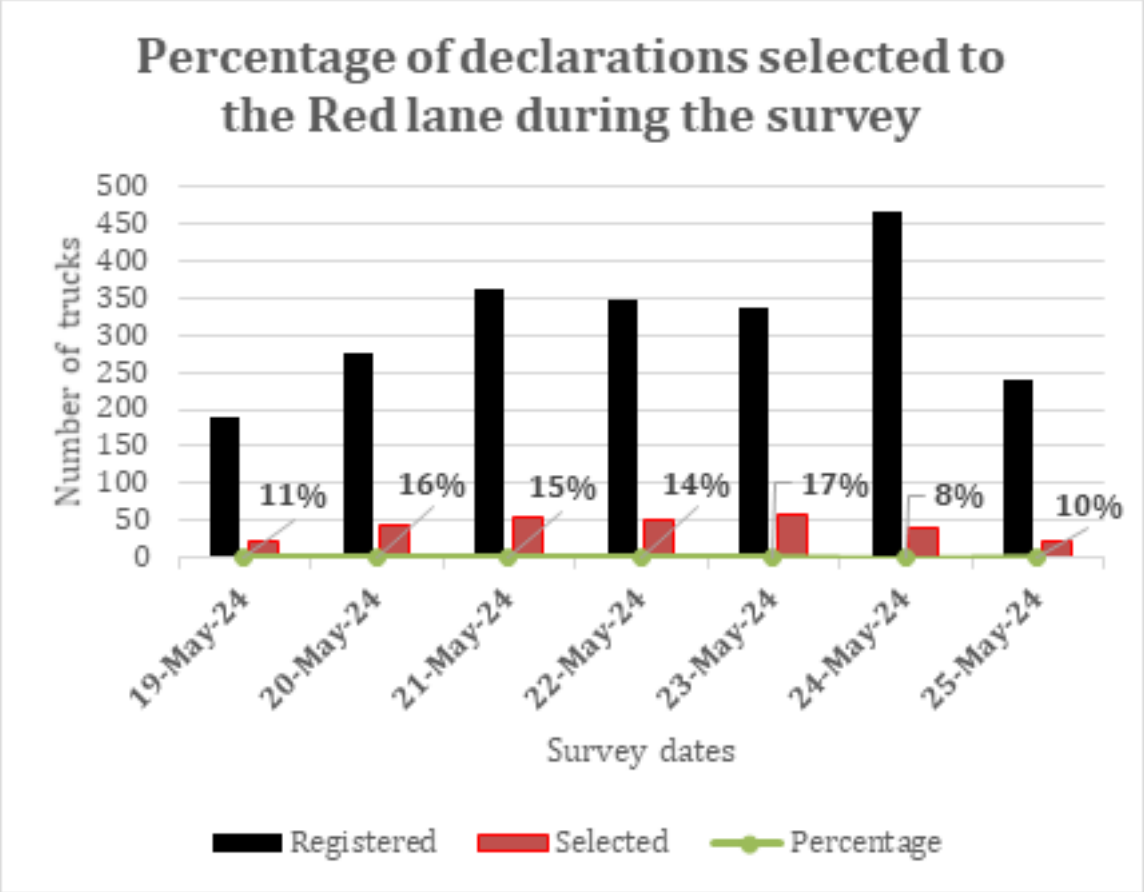
3.5.1 Red Lane

In the survey, 289 consignments were directed to the Red Lane. As shown in Table 3.9, this figure represents 13% of the 2,217 declarations recorded between 19th and 25th May 2024 as having been allocated to the Red Lane.

Table 3.9: Red Lane Declarations

Day	Registered	Selected	Percentage
19-May-2024	191	21	11%
20-May-2024	276	44	16%
21-May-2024	362	55	15%
22-May-2024	346	50	14%
23-May-2024	336	57	17%
24-May-2024	466	39	8%
25-May-2024	240	23	10%
Total	2,217	289	13%

Figure 3.3: Percentage of Declarations to the Red Lane



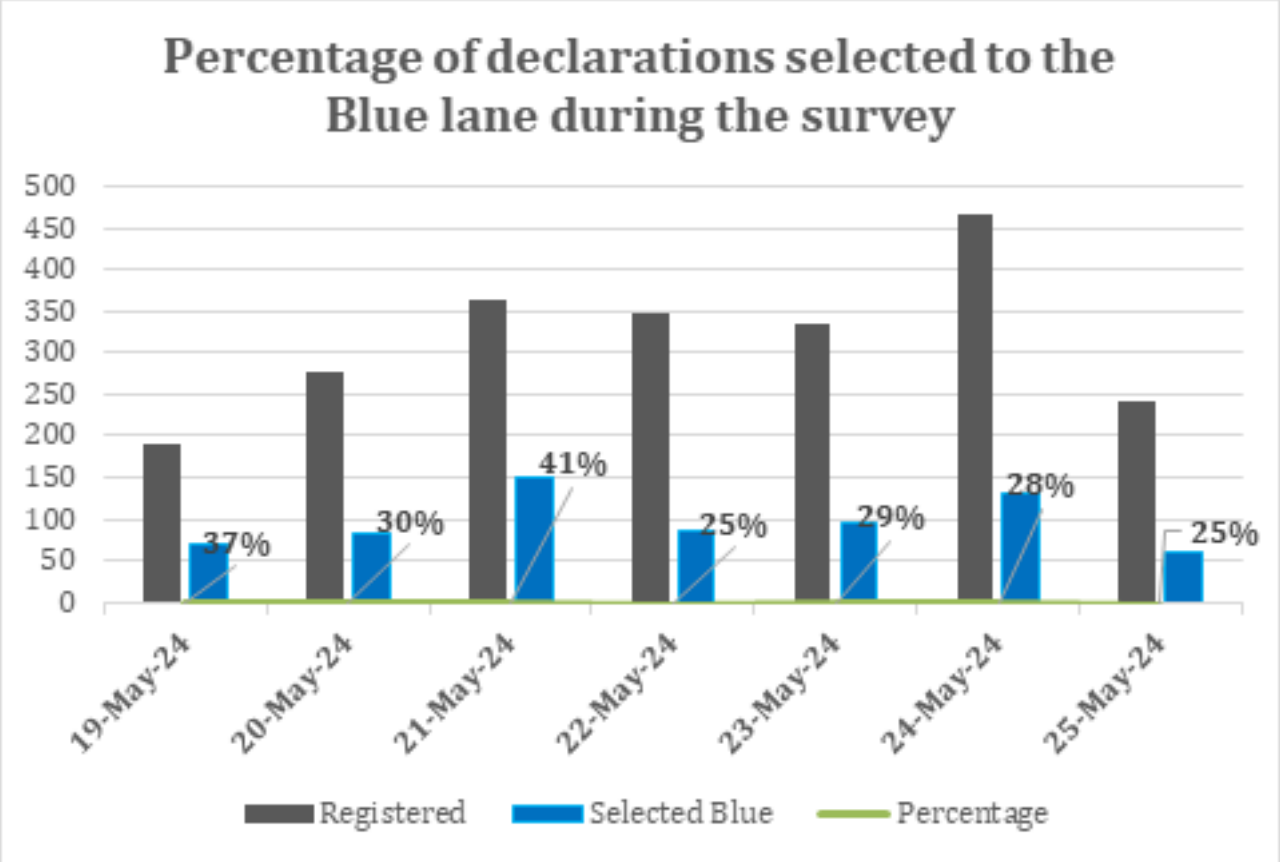
3.5.2 Blue Lane

During the survey period, 676 declarations were directed to the Blue Lane, accounting for 30% of the total declarations registered. These were primarily segmented (with Value for Duty Purposes (VDP) contributing 80%) and included accredited taxpayers, such as those in the Authorised Economic Operator (AEO) and Customs Accredited Clients Program (CACP), who received expedited processing with immediate declaration release. Table 23 provides a summary of daily selections for the Blue Lane over the study period. On the 21st and 24th of May 2024, the Blue Lane received 362 and 466 data elements, respectively, the highest figures recorded on any day.

Table 3.10: Registered Declarations Selected for the Blue Lane

Day	Registered	Selected Blue	Percentage
19-May-2024	191	70	37%
20-May-2024	276	83	30%
21-May-2024	362	150	41%
22-May-2024	346	85	25%
23-May-2024	336	97	29%
24-May-2024	466	131	28%
25-May-2024	240	60	25%
Total	2,217	676	30%

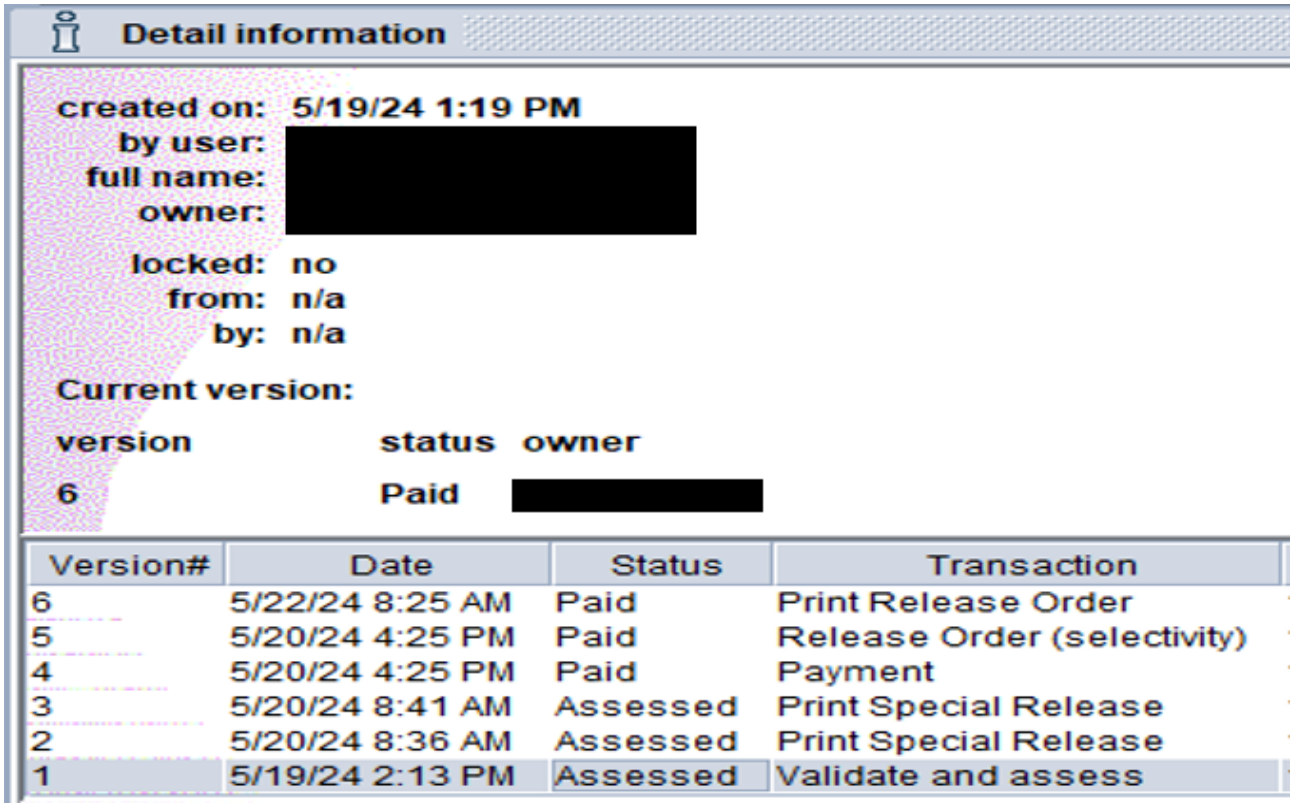
Figure 3.4: Movement of Declarations after Application of ASYCUDA World Selectivity Criteria



The AEO and CACP declarations are released immediately after assessment. Special Release is granted, and goods are released from the Customs system. The declaration can be finalised for Customs purposes after the payment is made and the release order is printed.

Figure 4.6 shows the stages through which a declaration goes for AEO/ CACP. The declaration was registered on 19th May 2024 at 14:13 hours, with Special Release printed on 20th May 2024. The payment and other Customs processes were finalised with the release order printed on 22nd May 2024.

Figure 3.5: Stage Version for AEO/CACP Declarations



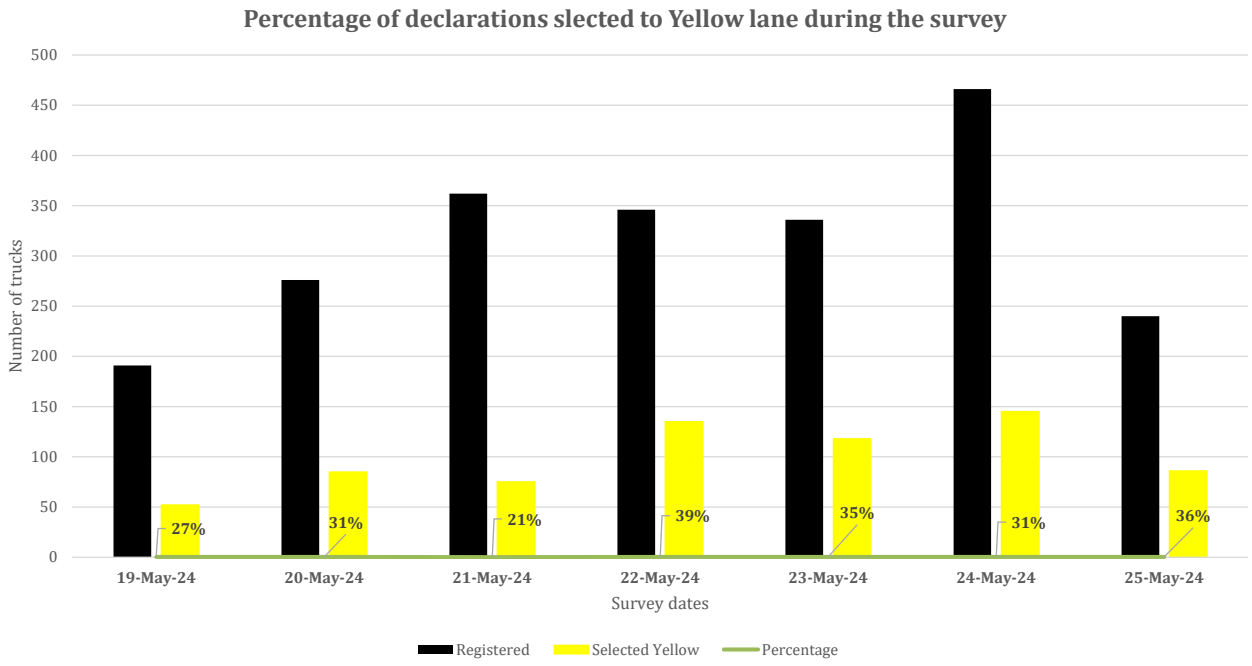
During the survey, 696 declarations were channelled to the Yellow Lane (requiring a documentary check), accounting for 31% of the total declarations.

Registered Declarations Sent to the Yellow Lane are as shown in Table 3.11.

Table 3.11: Registered Declarations Sent to Yellow Lane

Day	Registered	Selected Yellow	Percentage
19-May-2024	191	52	27%
20-May-2024	276	85	31%
21-May-2024	362	75	21%
22-May-2024	346	135	39%
23-May-2024	336	118	35%
24-May-2024	466	145	31%
25-May-2024	240	86	36%
Total	**2,217**	**692**	**31%**

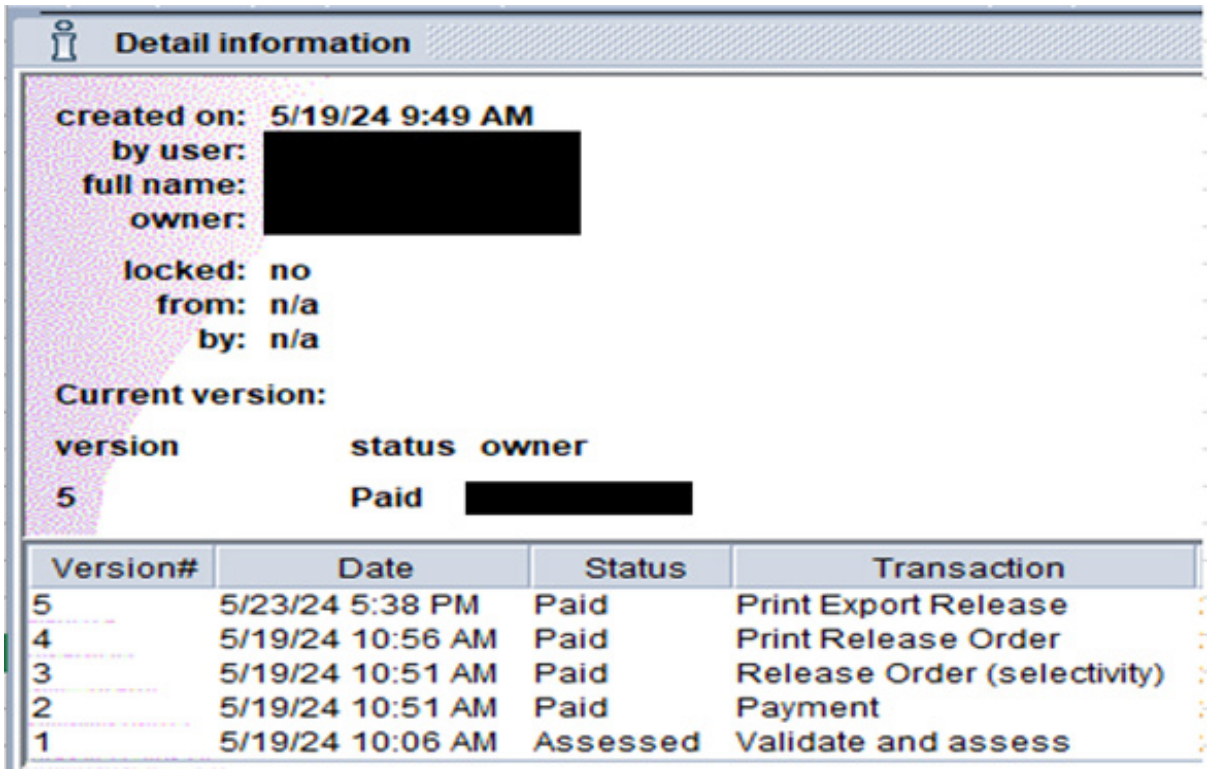
Figure 3.6: Number of Declared Trucks Channelled to the Yellow Lane



3.5.3 Export Processing Lane

The AW extract shows the stages through which a declaration goes for Export. The declaration was registered on 19th May 2024 at 10:06 hours, with Export release printed on 23rd May 2024. Exports are cleared from the inland ports. They move to the border just for the acquittal process. The last operation for Export consignment is an 'Export Release'.

Figure 3.7: AW Extract Showing Stages of Export Declaration Flow



Detail information

created on: 5/19/24 9:49 AM
by user: [redacted]
full name:
owner:

locked: no
from: n/a
by: n/a

Current version:

version	status	owner
5	Paid	[redacted]

Version#	Date	Status	Transaction
5	5/23/24 5:38 PM	Paid	Print Export Release
4	5/19/24 10:56 AM	Paid	Print Release Order
3	5/19/24 10:51 AM	Paid	Release Order (selectivity)
2	5/19/24 10:51 AM	Paid	Payment
1	5/19/24 10:06 AM	Assessed	Validate and assess

3.6 Summary of findings

The Chirundu OSBP has had three (3) Time Release Studies (TRS) conducted to date: the inaugural study in 2019, followed by subsequent assessments in 2022 and 2024. Further, in 2023, Chirundu OSBP was also part of the regional TRS conducted on the North-South corridor by SADC. Since the commencement of these studies, significant improvements have been implemented at the Chirundu OSBP, enhancing the Import, Export and Transit flows between Zambia, Zimbabwe, and neighbouring countries. This section of the report presents a summary of findings from the current study in comparison with the baseline study of 2022.

Table 3.12: 2022 and 2024 Comparison of Traffic Volume During Survey Periods

Regime	2022	2024	Percentage difference
Import	991	1,178	18.9%
Export	689	1,157	67.94
Transit	994	964	(3.02)5

Table 3.13 compares the average clearance times at Chirundu OSBP from 2022 to 2024, showing significant improvements across all categories. Imports, exports, transits, baggage, and people saw reductions in processing times by 60.05%, 70.37%, 97.06%, 85.04%, and 38.43%, respectively, reflecting a substantial increase in overall efficiency.

Table 3.13: Average Clearance Time Comparison Between 2022 and 2024

	Imports	Exports	Transits	Baggage	People
Chirundu OSBP 2022	2 days 7 hours 17 minutes	12 hours 36 minutes	2 days 4 hours 12 minutes	7 hours 28 minutes	4 minutes 15 seconds
Chirundu OSBP 2024	22 hours 5 minutes	3 hours 46 minutes	1 hour 32 minutes	1 hour 7 minutes	2 minutes 37 seconds
Efficiency Improvement Rate	60.05%	70.37%	97.06%	85.04%	38.43%

Figure 3.8 presents a trend analysis comparing average clearance times at Chirundu OSBP between 2022 and 2024. The graph illustrates a noticeable downward trend across all clearance categories, highlighting improvements in processing efficiency over the two-year period.

Figure 3.8: Trend analysis of Average Clearance Time Comparison Between 2022 and 2024

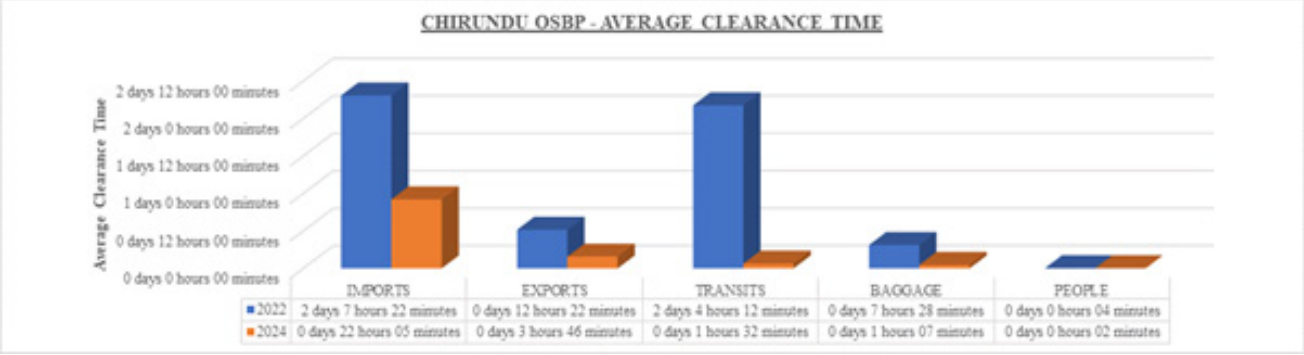


Table 3.14: Observation by the Technical Working Group

	Findings	Recommendations	Responsibility
1	Inadequate parking space for trucks awaiting customs clearance.	Expand the parking area for trucks awaiting clearance more especially non-AEO goods	Zambia Revenue Authority, and the Ministry of Infrastructure Housing and Urban Development
2	No cargo trucking system It was observed by the team that Transit cargo with high value consignment were not placed under tracking surveillance. The team did not see a tracking gadget on any truck Transiting Zambia	Introduce cargo trucking system for Transit consignment and high valued goods	Zambia Revenue Authority and cooperating partners
3	Inadequate staff housing. Development	Build more houses to carter for more staff	Ministry of Infrastructure Housing and Urban
4	Inefficient client management system. Clients complain of longer waiting hours after forwarding a request through the client service desk. The officer under CSD gets too overwhelmed.	Provide for client management system where traders can input the declaration reference number and get instant declaration status response.	Zambia Revenue Authority-Customer Experience Unit

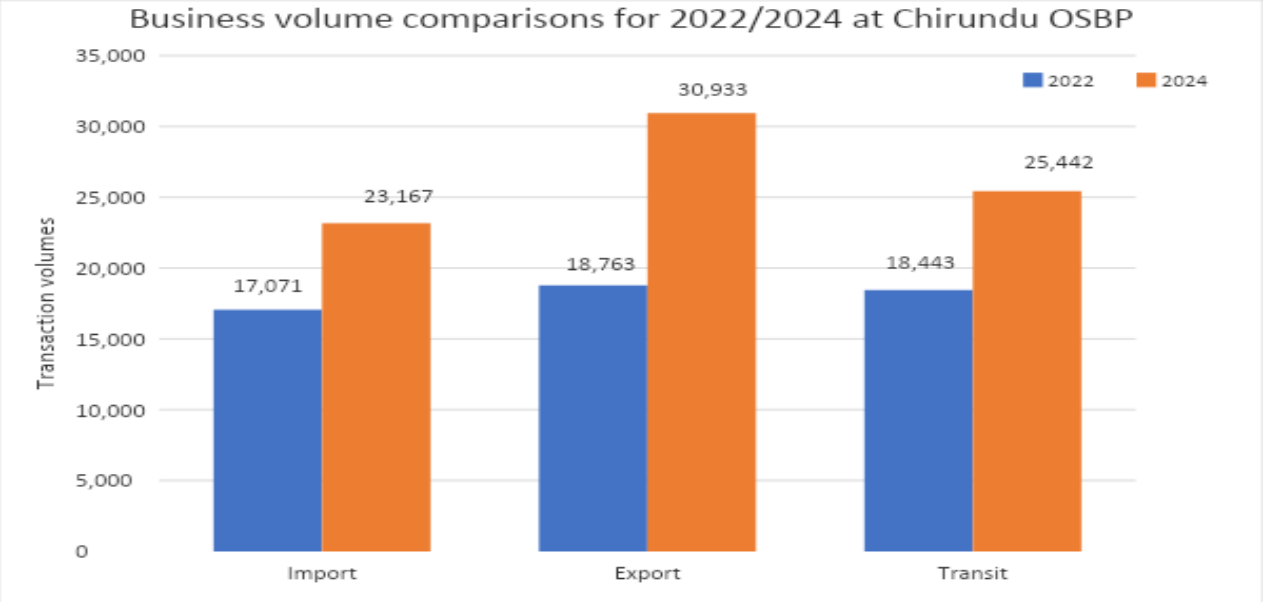
CHAPTER 4:

BUSINESS VOLUMES

4.1 Introduction

Business volumes refer to the amount of cargo (Imports, Exports, Transits) that traffic through the border in a defined period. Figure 3.9 shows a comparison of business volumes from January to August for the years 2022 and 2024 at Chirundu OSBP. The study revealed a percentage increase of 35.71% for Imports, 64.86% for Exports and 37.95% for Transits when compared against the baseline period.

Figure 4.1: Comparison of Business Volumes for 2022 and 2024



4.2 Top 20 Imports

The study revealed that in 2024 gas oils and motor spirits were still the top 2 products that were Imported through Chirundu. It was also noted that wheat which was not in the top 20 list in 2022 was now the 3rd top product that is Imported through Chirundu.

Table 4.1: Comparison of Top 20 Importers Through Chirundu for 2022 and 2024

2022			2024		
Product	Description	Total Items	Product	Description	Total Items
27101910	Gas oils.	4,996	27101910	Gas oils.	5,711
27101210	Motor Spirit	2,687	27101210	Motor Spirit	4,117
31021000	Urea	738	10011900	Durum wheat, excl. seed	2,337
31052000	Mineral or chemical fertilizers with nitrogen, phosphorus and potassium	671	31021000	Urea	1,549
31029000	Mineral or chemical fertilizers, nitrogenous, nes	664	39012090	Other primary forms of polyethylene, pigmented	896
08081000	Apples, fresh	579	15071000	Crude soya-bean oil	743
87042100	vehicles (diesel engine) for the transport of goods GVW upto 5 tonnes	565	87032290	spark-ignition vehicles with engine capacity>1000cc but < 1500cc Other	699
31059000	Other fertilizers, nes	554	31054000	Ammonium dihydrogen orthophosphate (monoammonium phosphate)	696
28331110	Disodium Sulphate in bulk	538	87112000	Motorcycles with engine of capacity 50-250cc	637
39269099	OTHER ARTICLES OF PLASTICS, NES	527	27101230	Jet (aviation turbine) fuel	616
39012090	Other primary forms of polyethylene, pigmented	525	31023000	Ammonium nitrate	609
22042100	Wine (not sparkling); grape must with by alcohol in: <=2l containers	510	08081000	Apples, fresh	602
27101990	Other oils.	508	87042100	vehicles (diesel engine) for the transport of goods GVW upto 5 tonnes	593
33049990	Other	482	27101990	Other oils.	545
31023000	Ammonium nitrate	471	87032390	Vehicles with only engine capacity exceeding 1500cc but not exceeding 3000cc - OTHER.	516
21039000	Sauces and sauce preparations; mixed condiments and seasonings, nes	467	73181500	Screws and bolts of iron or steel, nes	482
84314900	Parts of machinery of 84.26, 84.29 and 84.30, nes	414	08051010	Oranges... fresh	476
73181500	Screws and bolts of iron or steel, nes	408	84749000	Parts of machinery of 84.74	460
87032390	Vehicles with only engine capacity exceeding 1500cc but not exceeding 3000cc - OTHER.	398	31022100	Ammonium sulphate	446
15071000	Crude soya-bean oil	369	08059010	Citrus fruit nes, fresh	437

4.3 Top 20 Exports

Portland cement remained the top most Exported product for both 2022 and 2024, while Cement clinkers became the 2nd most Exported product through Chirundu from 6th most Exported in 2022. On the other hand, timber dropped from the 3rd most Exported to the 10th position in 2024.

Table 4.2: Comparison of Top Exporters for 2022 and 2024 Through Chirundu

EXPORTS					
2022			2024		
Product	Description	Total Items	Product	Description	Total Items
25232900	Portland cement (excl. white)	6,971	25232900	Portland cement (excl. white)	8,985
22021020	Aerated Waters	1,023	25231000	Cement clinkers	4,837
44039900	Wood, nes in the rough..., (excl. treated)	984	74031110	Electro-refined copper cathodes (High Purity)	2,466
28220010	Cobalt oxides and hydroxides; commercial cobalt oxides in bulk	858	28220010	Cobalt oxides and hydroxides; commercial cobalt oxides in bulk	1,465
10059090	Other corn, nes	823	74020020	Copper anodes for electrolytic refining	1,434
25231000	Cement clinkers	822	25221000	Quicklime	1,396
74031110	Electro-refined copper cathodes (High Purity)	797	26020000	MANGANESE ORES/CONCENTRATES (INC. FERRUGINOUS), WITH MANGANESE CONT. OF=>20%	1,221
69074000	Finishing ceramics	796	23040000	Oil-cake and other solid residues, of soya-bean	1,220
74020020	Copper anodes for electrolytic refining	760	31052000	Mineral or chemical fertilizers with nitrogen, phosphorus and potassium	991
25221000	Quicklime	682	26030029	Other - copper concentrate	928
26040000	Nickel ores and concentrates	678	44039900	Wood, nes in the rough..., (excl. treated)	924
74031110	Electro-refined copper cathodes (High Purity)	592	25221000	Quicklime	868
24012000	Tobacco, partly or wholly stemmed/stripped	507	26040000	Nickel ores and concentrates	727
23021000	Brans, sharps and other residues of maize	457	25292100	Fluorspar containing by weight <=97% of calcium fluoride	580
28220010	Cobalt oxides and hydroxides; commercial cobalt oxides in bulk	401	74031110	Electro-refined copper cathodes (High Purity)	562
87032390	Vehicles with only engine capacity exceeding 1500cc but not exceeding 3000cc - OTHER.	360	69074000	Finishing ceramics	510
23099090	Other preparations of a kind used in animal feeding, nes	334	74031110	Electro-refined copper cathodes (High Purity)	508
17049000	Sugar confectionery (incl. white chocolate), not containing cocoa, nes	328	25222000	Slaked lime	462
23040000	Oil-cake and other solid residues, of soya-bean	302	26030029	Other - copper concentrate	444
17011400	Other raw cane sugar	288	74020011	Copper blister	405
		18,763			309,33

4.4 Top 20 Transits

Among the products Transiting through Chirundu, Gas oils remained the top most for both 2022 and 2024. Sulphur was the second most product Transiting in 2024 while motor vehicles were the third most for both 2022 and 2024.

Table 4.3: Comparison of Top 20 Transits for 2022 and 2024 Through Chirundu

TRANSITS					
2022			2024		
Product	Description	Total Items	Product	Description	Total Items
27101910	Gas oils.	5,174	27101910	Gas oils.	7,690
84749000	Parts of machinery of 84.74	1,493	25030000	Sulphur of all kinds (excl. sublimed, precipitated and colloidal sulphur)	6,370
87032390	Vehicles with only engine capacity exceeding 1500cc but not exceeding 3000cc - OTHER.	1,420	87032390	Vehicles with only engine capacity exceeding 1500cc but not exceeding 3000cc - OTHER.	1,917
27101210	Motor Spirit	1,404	02071300	Fresh or chilled cuts and offal of chickens	981
20096900	OTHER	1,181	87032290	spark-ignition vehicles with engine capacity>1000cc but < 1500cc Other	976
87042100	vehicles (diesel engine) for the transport of goods GVW upto 5 tonnes	1,142	87042100	vehicles (diesel engine) for the transport of goods GVW upto 5 tonnes	901
73089090	Structures and parts of structures, of iron or steel - Other, nes	904	27101210	Motor Spirit	792
87041000	Dumpers for off-highway use	853	25199000	Magnesia and other magnesium oxide	789
28301010	Sodium sulphides in bulk	647	27101240	White spirit	665
25199000	Magnesia and other magnesium oxide	534	84749000	Parts of machinery of 84.74	649
84314900	Parts of machinery of 84.26, 84.29 and 84.30, nes	444	20096900	OTHER	606
87112000	Motorcycles with engine of capacity 50-250cc	426	73089099	Structures and parts of structures, of iron or steel - Other, nes	557
87032290	spark-ignition vehicles with engine capacity>1000cc but < 1500cc Other	407	28321010	Sodium sulphites in bulk	424
73181500	Screws and bolts of iron or steel, nes	387	84314900	Parts of machinery of 84.26, 84.29 and 84.30, nes	370
84139100	Parts of pumps for liquids	386	87041000	Dumpers for off-highway use	351
27101240	White spirit	367	39012090	Other primary forms of polyethylene, pigmented	310
56031400	Nonwovens, of man-made filaments, weighing >150g/m2	347	11022000	Maize (corn) flour	284
73261100	Grinding balls... for mills, forged or stamped, of iron or steel	314	73181500	Screws and bolts of iron or steel, nes	271
86090000	Containers specially designed for transport by one or more methods	314	84139100	Parts of pumps for liquids	270
84818000	Other appliances such as taps, cocks and other valves, nes	299	87033190	Vehicles with only diesel... engine of cylinder capacity <1500cc - OTHER	269

CHAPTER 5:

IMMIGRATION CLEARANCE

5.1 Introduction

The Department of Immigration is the agency mandated with facilitating movement of persons and enforces controls according to the Immigration and Deportation Act.

Entry Procedures: The entry procedures for immigration differ depending on the category of the traveller. This also guides the fees payable and type of Visa to be issued to each category. The Visa fees as reflected in Table 5.1 is as at the time the study was undertaken in May 2024. Immigration also plays a role in ensuring all persons presenting themselves before an Immigration officer have fulfilled the public health passenger clearance requirements. They travellers are separated as follows:

Table 5.1: Immigration Entry Procedures and VISA Fees

No	Category	Procedure	Period	Fee (At Time Of Study)
1	a. Citizens b. Established residents.	a. Proceed to an Immigration Office and have b. Passport scanned and be endorsed c. Immediate family of a citizen or established resident	unlimited	NIL
2	Foreign National qualifying for a VISA at Point of Entry	a. Proceed to an Immigration Office b. application maybe done online on the ZIMS system c. Passport scanned and endorsed d. For extension of VISA proceed to head office e. For Multiple Entry Visa proceed to Head office	a. Business VisitMaximum 30 days b. Ordinary Visitor30 days extendable to maximum 90 days	USD 25.00 Day Tripper USD $10 Double Entry USD 40 Multiple Entry USD 75 KAZA Tourist Visa USD $ 50
3	Foreign Nationals qualifying for Referral Visas	a. Proceed to an Immigration Office b. produce an approved visa from Immigration Headquarters c. application maybe done online on the ZIMS system d. Passport scanned and endorsed For extension of VISA proceed to head office e. For Multiple Entry Visa proceed to Head office After 30 days Business Visitors a. Apply for Temporary Employment Permit b. application maybe done online on the ZIMS system c. Passport scanned and endorsed After 90 days Ordinary Visitors a. apply for Visitors Permit b. application maybe done online on the ZIMS system c. Passport scanned and endorsed	Business Visit Maximum 30 days Ordinary Visitor 30 days extendable to maximum 90 days Business Visit Ordinary Visitors	Single entry USD 25.00 Double Entry USD 40 Multiple Entry USD 75 ZMK18,000 ZMK 6,667 Extension cost ZMK10,000
4	Cross Border Traders from a COMESA Country	a. Proceed to an Immigration Office b. application maybe done online on the ZIMS system c. Passport scanned and endorsed	30 days	NIL
5	Cross Border Traders from a COMESA Country	After 30 Days a. Proceed to an Immigration Office b. Apply for Cross Border Permit c. application maybe done online on the ZIMS system d. Passport scanned and endorsed	Maximum 3months extension 3 Months	ZMK 6000 Extension ZMK 9000

5.2 Entry procedures for truck drivers

The entry procedures for drivers allow for the drivers to undertake their immigration clearance preferentially by providing a specific booth for the undertaking of entry and exit procedures for truck drivers.

Table 5.2: Entry Procedures for Truck Drivers and VISA Fees

Category	Procedure	Period	Fee
Truck Drivers	First visit a. Proceed to an Immigration Office b. Application maybe done online on the ZIMS system c. Passport scanned and endorsed	Business Visit 90 Days in a year	NIL ZMK 9000
	After 90 days a. Proceed to an Immigration Officer b. Application maybe done on the ZIMS system c. Passport scanned and endorsed.	Transit Permit 1 year	ZMK11,250
	After 1year expiry of Transit permit a. Proceed to an Immigration Officer, Transit permit extendable for b. Passport scanned and be endorsed. c. After expiry of Transit permit proceed to immigration officer passport scanned and endorsed	Transit Permit Extension 1 year Then 90days	NIL

5.3 Exit procedures

Exit Procedure for immigration: The Immigration and Deportation Act states that a person leaving the country regardless of nationality must appear before an Immigration Officer for exit procedures, by presenting their passports to be scanned and endorsed for Exit. This procedure is undertaken electronically completed on the ZIMS system.

Number of Immigration Clearances at the Chirundu Border Post Table 5.3 shows the number of people by nationality that were processed by Immigration during the period of the Endline survey.

Table 5.3: Movement of People in and out of Zambia through Chirundu by Nationality

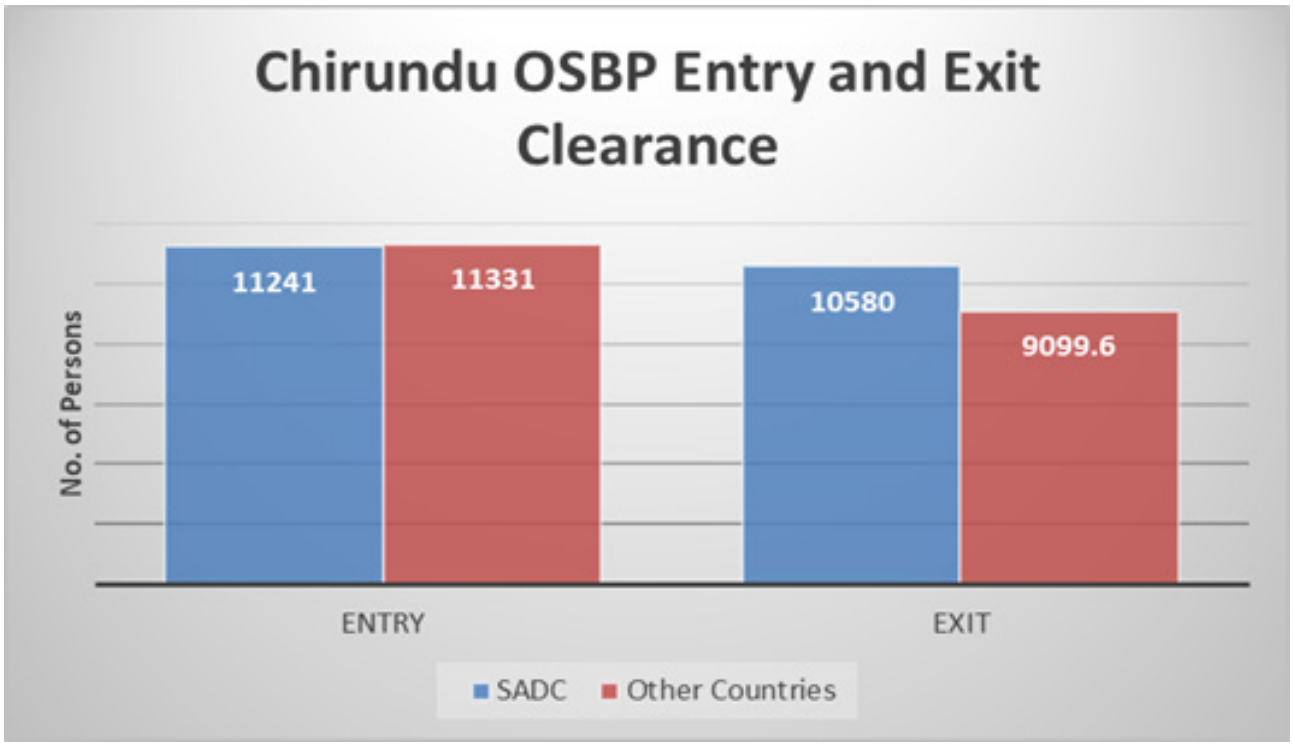
No	Country	Entry	Exit	Denied	Total
1.	Angola	1	0	0	1
2.	Argentina	0	1	0	1
3.	Australia	0	4	0	4
4.	Austria	2	0	0	2
5.	Burundi	4	1	0	5
6.	Botswana	2	2	0	4
7.	Canada	0	25	0	25
8.	China	16	7	1	23
9.	Comoros	0	1	0	1
10.	United Nation	2	2	0	4
11.	DR Congo	162	129	2	291
12.	Finland	1	0	0	1
13.	France	2	1	0	3
14.	Ghana	2	0	0	2

15.	India	11	18	3	29
16.	Italy	2	1	0	3
17.	Kingdom Eswatini	4	5	0	9
18.	Kenya	24	34	1	58
19.	Lesotho	0	7	0	7
20.	Malawi	46	39	2	85
21.	Malta	1	1	1	3
22.	Mozambique	100	172	3	272
23.	Mauritius	1	0	0	1
24.	Netherlands	2	1	1	3
25.	Namibia	11	0	0	0
26.	New Zealand	1	1	0	2
27.	Nigeria	1	1	0	2
28.	Norway	1	1	0	2
29.	Rwanda	1	2	0	3
30.	Somalia	5	6	0	11
31.	South Africa	85	75	2	160
32.	Sweden	1	1	0	2
33.	Turkey	2	2	0	4
34.	Tanzania	85	97	0	182
35.	Uganda	1	6	0	7
36.	Ukraine	1	0	0	1
37.	United Kingdom	4	6	0	10
38.	United States of America	2	11	0	13
39.	Zambia	1,595	1.615	0	3.210
40.	Zimbabwe	9,150	8,438	110	17,588
TOTALS		**11,419**	**10,713**	**126**	**22,034**

5.4 Number of Immigration clearances at the Chirundu Border Post

During the period of the study people from about forty (40) countries used Chirundu One Stop Border Post. The largest group of people entering and exiting the country through Chirundu OSBP were from Zimbabwe with a total of 17,588 having passed through the Chirundu OSBP followed by 3210 Zambians. A total of 227 people was denied entry by Immigration for various reasons

Figure 5.1: Immigration Lane Analysis for Chirundu

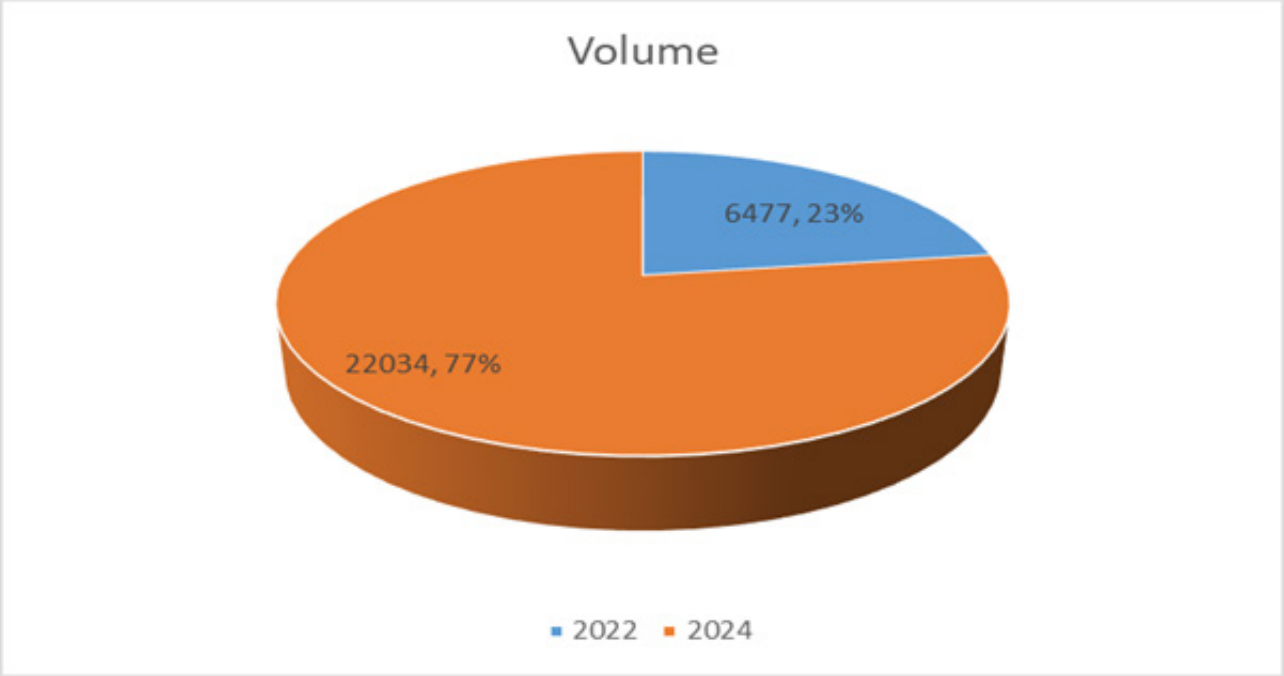


5.5 Immigration process flow-Chirundu

The immigration process flow is structured to expedite the clearance of individuals passing through the border, with three distinct considerations. These include travellers from countries eligible for free visas; those from countries permitted to pay for their visas upon arrival at the border; and those from countries required to apply for and obtain visas before arrival.

During the period of study, 22,034 people were processed by immigration through Chirundu OSBP. The higher numbers of people processed through Chirundu One Stop Border Post are from SADC Countries at 11050. During the baseline study, a total number of 6477 people were processed by immigration through Chirundu OSBP coming from 30 different countries, with a significant number being from COMESA and SADC countries. A total of 37 people were denied entry. There was a significant increase, 240.14% rise, in the number of people utilising the Chirundu OSBP in the last two years.

Figure 5.2: Number of People Cleared Through Chirundu



5.5.1 Passengers

Chirundu OSBP handles entry Passenger traffic on buses from South Africa and Zimbabwe and exit passenger traffic from Zambia, Tanzania, Malawi. The most significant passenger traffic comprises small scale cross border traders importing and exporting across border and beneficiaries of the Simplified Trade Regime arrangement between Zambia and Zimbabwe,

The findings of average time for the clearance of Passenger traffic at Chirundu during the study are outlined in Table 5.4.

Table 5.4: Vessel and Passenger Average Time

Vessel	Average Time
Passenger Bus	1 Hour 7 Minutes
Private Vehicle	1 Hour 8 Minutes
People	2.37 Minutes

In comparison to the baseline study of 2022 the average time for the clearance of passenger buses was 1 Hours 10 minutes an improvement of 85.04% against 7 hours 28 minutes recorded as the average time for 2022. The average time for the clearance of private vehicles in the endline study in comparison to the baseline remained static with 1 hour 10 minutes in 2022 against 1 Hour 7 Minutes in 2024. The average clearance time through immigration has improved by 38.43% from 4 minutes 15 seconds in the baseline and 2 minutes 37 seconds in the endline survey.

In January 2024 to enhance online declaration an IBDF Desk with a computer for use by clients of self-drive vehicles was provided at Chirundu OSBP and the Interpol office was moved into the passenger hall to allow for joint inspections The study observed that the IBDF desk was in use and joint inspections we being undertaken by Zambia Revenue Authority and Interpol. The payment of insurance is still undertaken separately with the various insurance companies outside the terminal

IBDF Desk Chirundu OSBP Passenger Terminal

CHAPTER 6:

COMMUNITY IMPACT SURVEY

6.1 Introduction

The Community survey was conducted to provide information on benefits derived by the users and travellers at this border, The Endline survey was conducted alongside the main activities and the findings have been detailed as follows;

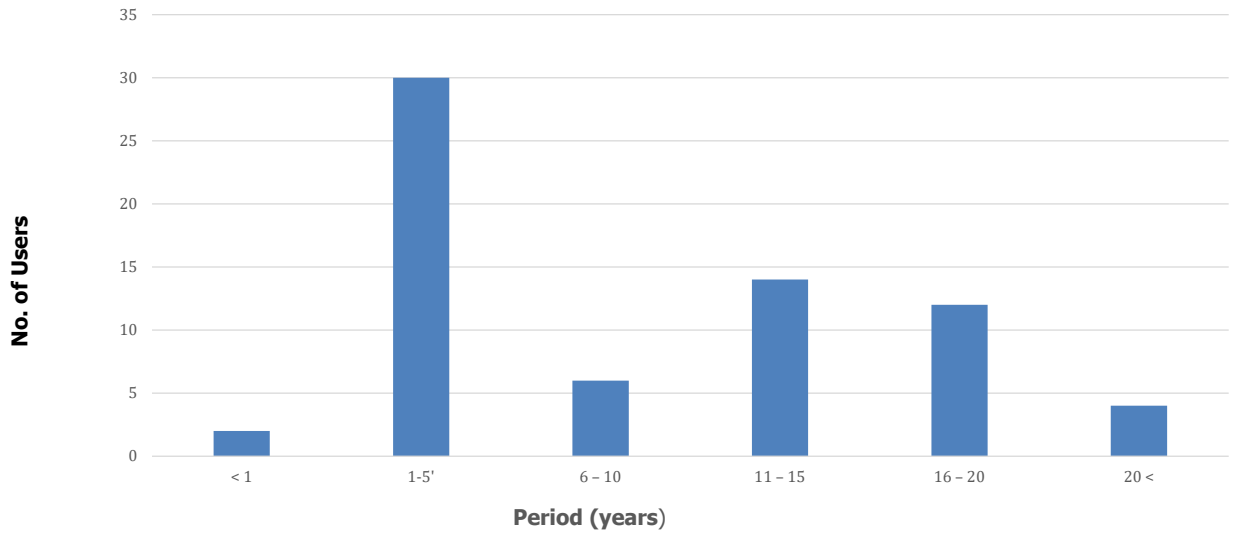
6.2 Period of Border use

Table 6.1: Respondent's Period of Border Use

Border use period (years)	Number of Respondents
< 1	2
1 -5	30
6 – 10	6
11 – 15	14
16 – 20	12
20 <	4

Figure 6.1 presents survey data on respondents' duration of use of the Chirundu One-Stop Border Post (OSBP). Thirty (30) respondents reported using the border for 1–5 years, six (6) for 6–10 years, and fourteen (14) for 11–15 years. Twelve (12) respondents indicated a duration of 16–20 years, while four (4) reported over twenty years of use. Additionally, two (2) respondents noted having used the border for less than one year.

Figure 6.1: Respondent's Period of Border Use



6.3 Knowledge of Coordinated Border Management (CBM)

Respondents were also asked about their awareness of Coordinated Border Management and whether they had any knowledge regarding its implementation. Out of a total of 101 respondents, only 11 provided feedback, representing approximately 10.9% of the total. All 11 respondents expressed the opinion that Coordinated Border Management represents a more efficient approach for border agencies to collaborate and operate together. This low percentage indicates a significant need for increased sensitization and education on the topic, suggesting that more outreach efforts are necessary to raise awareness and understanding of the benefits of Coordinated Border Management among a larger portion of the population...

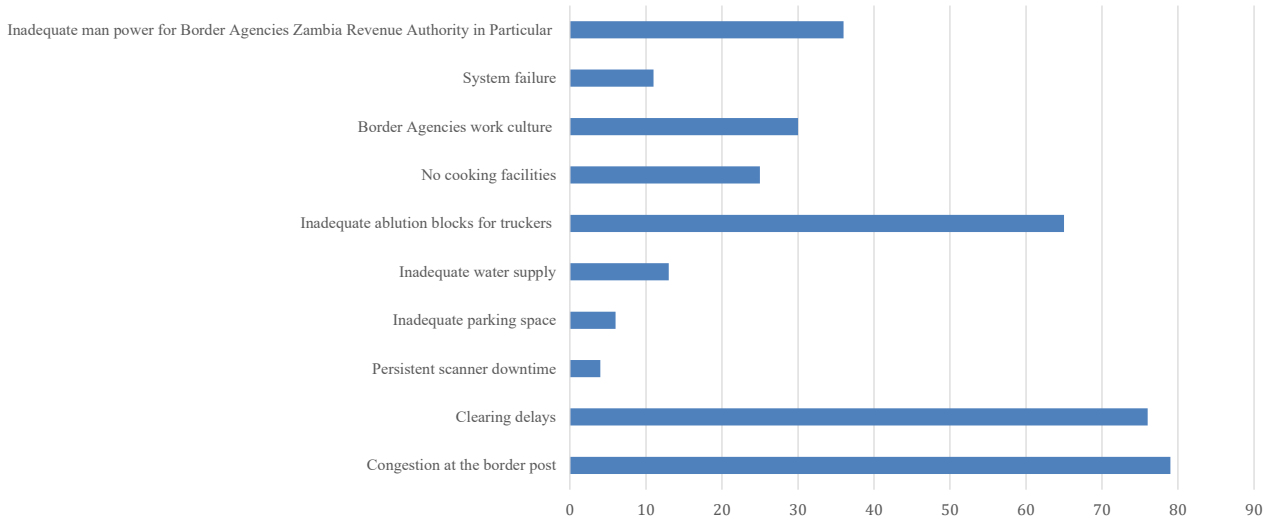
6.4 Common Challenges Faced by User at the Border

The End-line survey sought to establish whether the same challenges were being experienced by respondents each time they were at the border. The following are the challenges that were listed by the respondents.

Table 6.2: Challenges Listed Respondents

S/N	Challenges	Number of Respondents
1.	Congestion at the border post	79
2.	Clearing delays	76
3.	Persistent scanner downtime	4
4.	Inadequate parking space	6
5.	Inadequate water supply	13
6.	Inadequate ablution blocks for truckers	65
7.	No cooking facilities	25
8.	Border Agencies work culture	30
9.	System failure	11
10.	Inadequate man power for Border Agencies Zambia Revenue Authority in Particular	36

Figure 6.2: Number of Respondents



CHAPTER 7:

AGENCIES AT THE CHIRUNDU OSBP

7.1 Introduction

During the baseline assessment, Chirundu One Stop Border Post (OSBP) had twenty-three border agencies, leading to inefficiencies in border management. However, after the rollout of Coordinated Border Management on 31st January 2024, this number was reduced to just six agencies. The exiting agencies delegated their functions to the remaining ones, resulting in a more streamlined and efficient operation. This transition not only improved operational efficiency but also enhanced the experience for travellers and traders at the border.

Table 7.1: Agencies at the Chirundu OSBP During Baseline Study

Agency	Chirundu OSBP	No of Officers	Working hours
Zambia Revenue Authority	Present	59	06.00- 20.00hrs
Zambia Compulsory Standard Authority	Present	9	08.00- 20.00hrs
Ministry Agriculture – PQPS	Present	4	06.00- 22.00hrs
M–H - Port Health	Present	11	06.00- 22.00hrs
Local Council	Present		
Radiation Protection Authority	Present	5	08.00- 21.00hrs
RTSA	Present	11	06.00- 21.00hrs
Interpol	Present	11	06.00-22.00hrs
Zambia Police	Present	19	06.00-20.00hrs
Immigration	Present	30	06.00-22.00hrs
Ministry of Mines	Present	2	08.00-17.00hrs
Zambia Environmental Agency (ZEMA)	Present	3	08.00-20.00hrs
Zambia Medicines Regulatory Authority (ZAMRA)	Present	2	08.00-17.00hrs
Forestry Department	Present	1	08.00-17.00hrs
Trade information Desk (Ministry of Commerce)	Present	4	06.00-22.00hrs
NALEIC (Department of Veterinary Services)	Present	3	08.00-20.00hrs
Ministry of Agriculture - Agri-business and Plant Quarantine and Phytosanitary Service (PQPS)	Present	2	06.00-22.00hrs
Drug Enforcement Commission (DEC)	Present	11	06.00-22.00hrs

The following table shows the agencies that were present at the Chirundu OSBP during the Endline Survey.

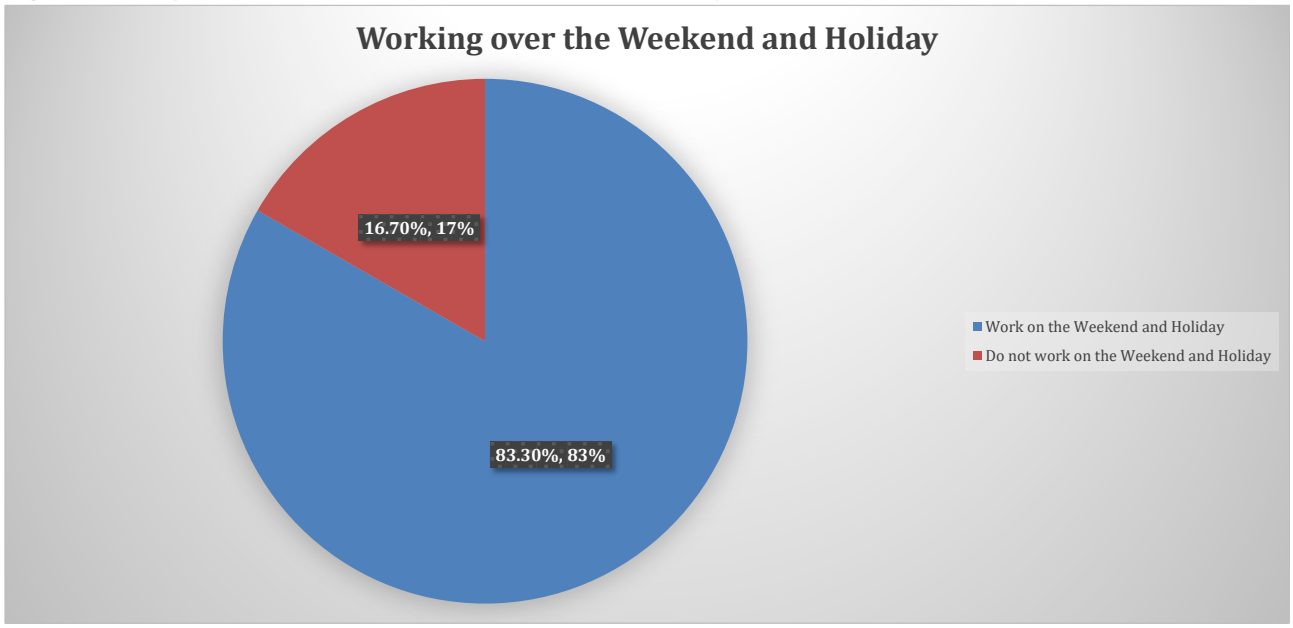
Table 7.2: Agencies at the Chirundu OSBP During the Endline Survey

Agency	Chirundu OSBP	Number of Staff	Working Hours
Core Border Agencies			
Zambia Revenue Authority	Present	76	06:00 to 24:00 hours
Zambia Compulsory Standards Agency	Present	11	24 hours
Ministry of Agriculture PQPS	Present	6	08:00 to 22:00 hours
Ministry of Health - Port Health	Present	13	24 hours
Ministry of Fisheries and Livestock - Veterinary Service	Present	5	07:30 to 17:00 hours
Immigration	Present	43	06:00 to 22:00 hours
Other Border Agencies			
Zambia Environment Management Agency	Present (delegated its functions)	5	08:00 to 22:00 hours
Road Transport and Safety Agency	Present (delegated its functions)	9	08:00 to 17:00 hours
Drug Enforcement Commission	Present	15	06:00 to 22:00 hours

7.2 Weekends and Holidays Operations

Out of twelve responses, ten respondents reported that they work on weekends and holidays, while the remaining two indicated that they do not. This represents approximately 83.3% of respondents working during these times, compared to 16.7% who do not.

Figure 7.1: Repondents Who Work on Weekends and Holidays



CHAPTER 8:

FINDING AND RECOMMENDATIONS

The Monitoring and Evaluation team tracked the short-term recommendations under Chirundu and against the findings as tabulated in the table.

8.1 Short-Term Recommendations

Table 8.1: Chirundu Short-Term Recommendations

Result	Recommendation Being Tracked	Agency Name	What Has Been Done	Endline Finding	% Improvement	Status Of Delivery
1	Recruit additional personnel for all agencies to enhance workforce for Coordinated Border Management and delegated authorities	ZRA Plant Quarantine & Phytosanitary Services Ministry of Health Dept of Veterinary Zambia Compulsory Standards Agency	ZRA and Department of Immigration recruited officers.	Recruited officers have deployed and are working at Chirundu OSBP.	33	Still in process
	Increase uptake of Blue Lane Clients	ZRA	Client in the Blue Lane are at 147 from 50 in 2022	Total number of 147 on the blue lane	194	Done
	Joint Inspection	All Agencies	Implementation of CBM Training and meetings Development of the SOPs Development of the border strategy	Border agencies are getting used to conduct and plan joint inspection of common interest	60	Implementation in progress
2	Recruit additional personnel to enhance workforce	Immigration	22 officers were recruited at Chirundu OSBP under the department of immigration	22 officers were employed and have been deployed to Chirundu OSBP	47	Done
	Non-operational mobile scanner at Chirundu.	ZRA	The scanner is currently operational after being repaired and is operating as a standby mobile scanner	Fixed mobile Scanner was repaired and is operational	100	Done
	Increase clients on the Customs Accredited Client Programmes (CACP).	ZRA	59 clients on CACP	59 clients from 54. An increase of 5	8	In progress
3	Aligned work hours for border agencies to the stipulated border operational time	All agencies	All agencies start work at the same time as the stipulated border working hours	All agencies at Chirundu OSBP start work at 06:00 and close at 22:00 hours aligning to the stipulated operational hours of the border	100	Done
	Engagement of Traffic marshals on roads in the Customs Control Zone.	ZRA	To engage a Private security Company to manage traffic in the control zone	During the Endline survey, it was observed that a long queue of traffic for Export awaiting clearance from Zimbabwe authorities.	100	Done
	Enhance communication among border agencies	All agencies	Agencies hold monthly meetings	Confirmed by minutes of the monthly meetings	100	Done
4	Identity cards	All border agencies	Only Government agencies, clearing agencies have identity cards.	The study found that some border agencies have not yet obtained Identity Cards for their staff. For the OGAs only old staff have identity cards. The newly deployed did not have.	40	Not Done

Result	Recommendation Being Tracked	Agency Name	What Has Been Done	Endline Finding	% Improvement	Status Of Delivery
5	Increase capacity building and orientation programmes in line with specific border operations.	All agencies	Officers to receive training between June 2022 and 2022	The study confirms that 60% of respondents received training	60%	In progress
	Most self-assessments are not accepted by Customs	ZRA	ZRA accepts self-assessment and Queries where necessary Utilising Phase I Customs to Customs Electronic Data Exchange (CCEDE), the trend has reduced.	Phase II(Autopopulation) of Customs to Customs Data Dxchange between Zambia and Zimbabwe to be launched will enhance the process	70%	In progress
	Recommendation to Enforce the use of Trailer details instead of the Horse the details because amendment of Truck Horse details attract a fee considered as a Non-Tariff Barrier	ZRA	Horse amendments are still still done manually	Recommendation has not been implemented	0%	Not done
6	Recommendation to provide for auto alerts on Queried documentation and other border requirements during Customs processing	ZRA	ZRA has an enhanced inbuilt message automated service that sends messages to clients.	System messages on ASYCUDA World working. It required enhancement to be sending to external emails	75.90%	In progress
7	Harmonization of working hours for all border agencies	All agencies border agencies	Agencies working start work at 06;00 hrs and close at 22:00 hours same time except few that are on call	The study found agencies working at the same time with exception of DEC who were on call during the evaluation.	75%	In progress
8	Recommendation on the Enforcement to ban on other unauthorised border activities such as money- changing and loitering by people lacking proper identification both within the Control Zones and at the Golf two gate on the Chirundu, Zambian side	All agencies	Signage has been put, however, pockets of loitering is still being noticed	The team found signages put prohibiting loitering in the OSBP. The people are still loitering	85%	In progress

8.2 Long Term Recommendations

Table 8.2: Chirundu Long-Term Recommendations

RESULT	RECOMMENDATION BEING TRACKED	AGENCY NAME	WHAT HAS BEEN DONE	ENDLINE FINDING	PERCENTAGE IMPROVEMENT	STATUS OF DELIVERY
1	Expand parking area for trucks awaiting clearance particularly non - AOEs	ZRA MCTI MoIHUD		Inadequate parking space for trucks awaiting clearance – non AOEs	0%	Not done
	Introduce cargo trucking system for Transit consignment and high valued goods	Zambia Revenue Authority		No cargo trucking system It was observed by the team that Transit cargo with high value consignment were not placed under tracking surveillance. The team did not see a tracking gadget on any truck Transiting Zambia	0%	Not done
	Build more houses to carter for more staff	Ministry of Infrastructure Housing and Urban Development		Inadequate staff housing.	0%	Not done
	Provide for client management system where	Zambia Revenue Authority-Customer		Inefficient client management system.	20%	In progress
2	traders can input the declaration reference number and get instant declaration status response.	Experience Unit		Clients complain of longer waiting hours after forwarding a request through client service desk. The officer under CSD gets too overwhelmed.		

REPUBLIC OF ZAMBIA

ZAMBIA REVENUE AUTHORITY | My Tax Your Tax Our Destiny

JICA

KAZUNGULA ONE STOP BORDER POSTS

CHAPTER 9:

KAZUNGULA OSBP

9.1 Introduction

The Kazungula One-Stop Border Post (OSBP) is located at the southern end of Zambia, separated from Botswana by the Zambezi River. This OSBP is a crucial hub for managing the flow of Export and Import cargo between Zambia, Namibia, South Africa, and other regions. It primarily facilitates the import of mining machinery, which serves as a transit point for shipments destined for the Democratic Republic of Congo and beyond.

For Zambia, the border post is key for importing groceries and processed meats from South Africa. Major exports through Kazungula include copper and copper concentrates, primarily shipped to China and other destinations. As of the 2022 financial year, Kazungula OSBP ranked third in total trade transactions and second in import volumes among customs facilities.

Figure 9.1: Map of Kazungula OSBP

9.2 Preparations of the study

The survey was initiated through virtual meetings with the Technical Working Group, where the plan was reviewed and discussed. Table 37 outlines the TMS activities at Kazungula.

Table 9.1: Summary of TMS Activities at the Kazungula OSBP

NO.	TMS ACTIVITIES	DATE
1	Kazungula TMS Planning Meeting (Virtual)	7th March 2024
	The first meeting of the Kazungula TMS Team was held on 7th March 2024. The meeting was attended by members of the Kazungula TMS Team, consisting of members from the Zambia Revenue Authority and the Botswana Unified Revenue Service as well as members of the JICA OSBP Team.	
2	Mapping of Kazungula OSBP Procedures	16th April 2024
	The JICA Project Team and the Zambia TWG conducted process mapping at the border and considered necessary numbers of enumerators for the TMS Survey	
3	Enumerator Recruitment	10th May 2024
	Twelve enumerators were recruited in line with process mapping.	
4	Training of Enumerators and pre-test of TMS tools	21st June 2024
	Training and a mock survey were conducted to familiarise the trainees with the TMS.	
5	Data Collection	23rd to 29th June 2024
	The TMS survey was implemented at the Kazungula Bridge OSBP	
6	Data Capture	24th - 30th June 2024
	Data capture for both Chirundu and Kazungula was conducted by the TWG members and Enumerators supported by JICA at the Kazungula OSBP	
7	Data Validation and Report-Writing	23rd - 29th July 2024
		23rd - 27th Sept 2024
	The activity was conducted in Chirundu and Kazungula Border Post, attended by Zambia TMS TWG members.	
8	First Draft TMS Report Validation Workshop	25th October 2024
9	Circulation of the draft report on incorporation of comments arising from validation workshop	October 2024
10	Publishing and printing of TMS final report in Zambia's national colours	4th November 2024
11	Launch of the TMS Report and Presentation to the Public	4th November, 2024

9.3 Process Mapping

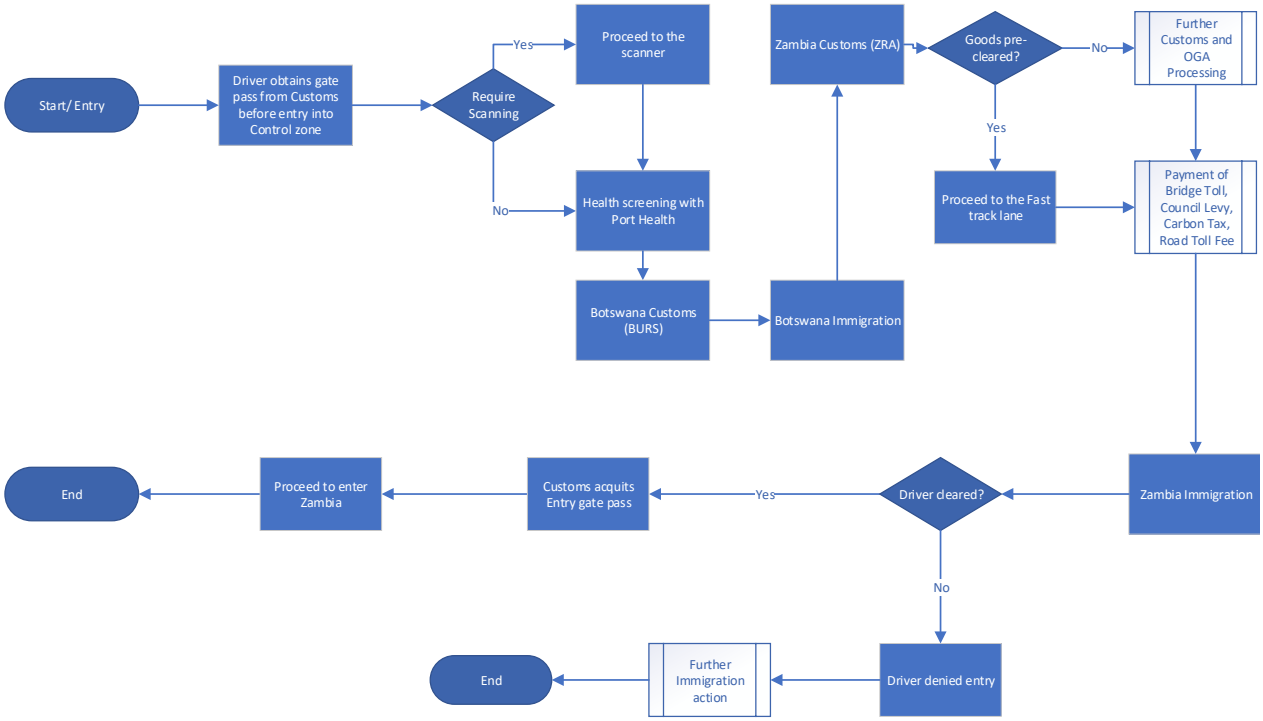
The team conducted process mapping for Kazungula OSBP, identifying key data collection points to support the evaluation of Coordinated Border Management implementation, which commenced on 31st January 2024.

9.3.1 Import Process Flow

The team undertook the Process mapping for Kazungula OSBP identifying the various data collection points to complement the collection of data to assess implementation of Coordinated Border Management which commenced on 31st January 2024. The import process flow is outlined below:

Figure 9.2: Aerial View of Import and north-bound traffic at Kazungula OSBP

KAZUNGULA CLEARANCE - COMMERCIAL TRAFFIC PROCESS FLOW



9.3.2 Allocation For The Enumerator – Import

Table 9.1 shows the allocation of enumerators that were signed up on the import section. This allocation details the deployment of enumerators for import processes at key positions within the facility. A total of 11 enumerators are assigned across various stations, including the Entry Gate, Physical Inspection, Cargo Scanner, Fast Track Entry Gate, and Exit Gate, with specific shifts to ensure continuous coverage.

Table 9.1: Allocation of Enumerators- Import

STAR POSITION	STATION	NUMBER OF ENUMRATOR
1	Entry Gate	2
2	Port health, plant quarantine and veterinary	1
3	Cargo Scanner	1
4	Physical inspection and CBM payment monitoring	2
5	Passenger Terminal IBDF	1
6	Passenger Terminal and SUV scanner	1
7	Exit gate	2
TOTAL		10

Figure 9.4: Aerial View of Export and South-bound traffic at Chirundu OSBP

Note: The aerial view above shows the points where enumerators will be placed. The yellow stars show the actual position.

Figure 9.5: Export Process Mapping for Kazungula OSBP

KAZUNGULA CLEARANCE - EXPORT TRAFFIC PROCESS FLOW

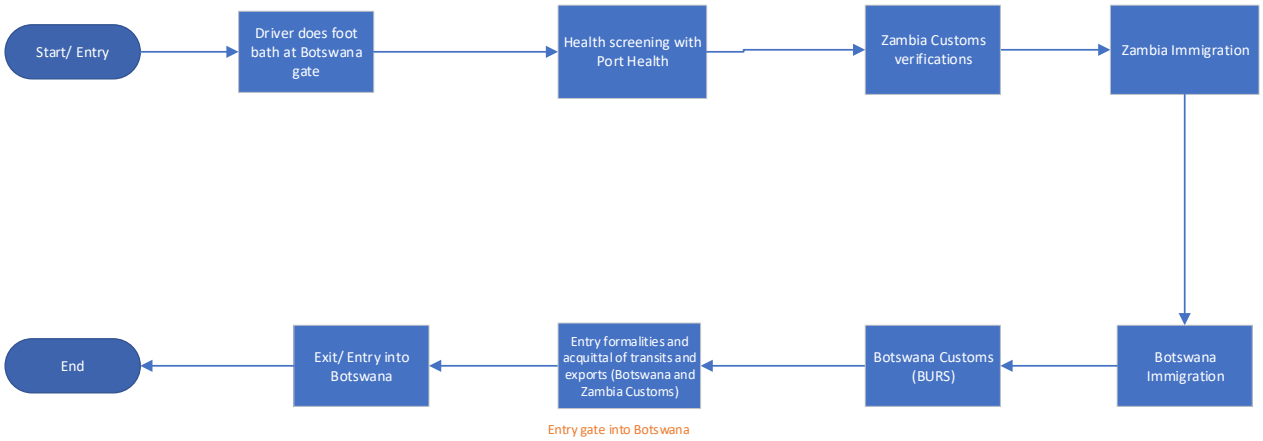


Table 9.3 shows the allocation of Enumerators on the Export section. The total number of enumerators assigned.

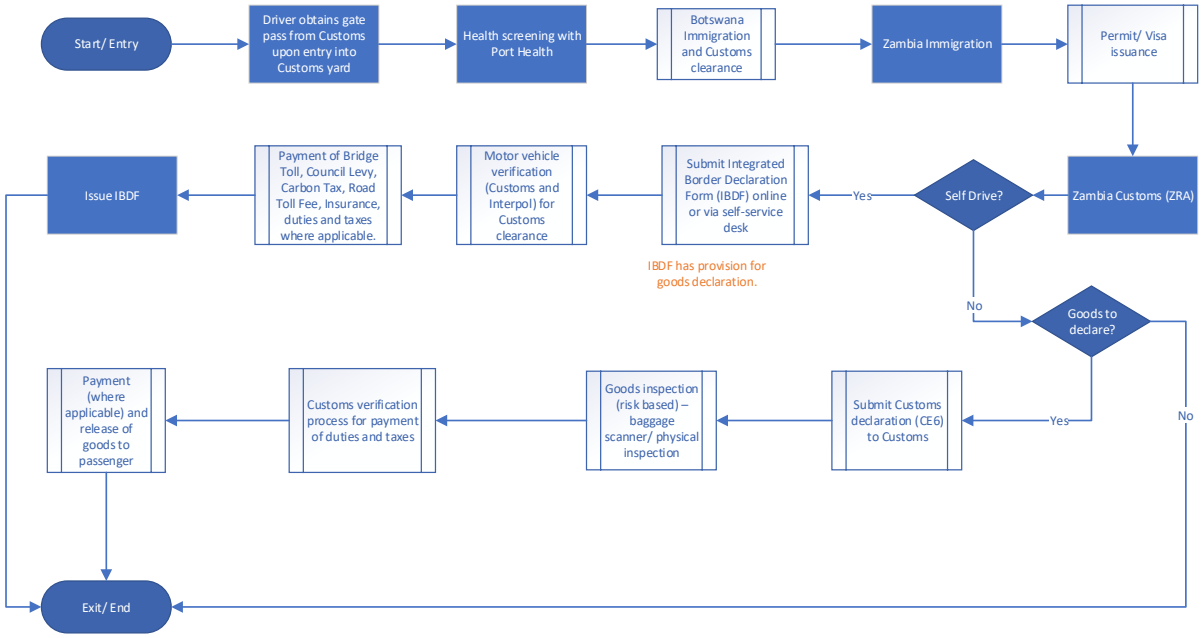
Table 9.3: Allocation of Enumerators-Export

Star Position	Station	Number of Enumerator
1	Entry Gate	1
2	Exit gate	1
Total		2

1.3.4 Passenger Process Flow

Figure 9.6: Passenger Clearance Process Mapping for Chirundu OSBP

KAZUNGULA PASSENGER CLEARANCE (PASSENGER – BUS, VEHICLE, SELF DRIVE) PROCESS FLOW



9.4 Design of the draft questionnaire

Based on the environmental scanning and process mapping, the TRS team with the support of the WCO-Recognised TRS expert designed the draft questionnaires for the survey. All the documents were submitted to the TMS Team for review and comment. After finalisation, the questionnaires for the TMS were approved for a dry run.

9.5 Implementation of TMS test run

The TWG conducted the TMS test run on 22nd June 2024, which was one day before the commencement of the actual survey. JICA hired twelve enumerators to support the survey work. The enumerators were trained in data collection by the expert and deployed for the survey work.

9.6 Design of the Process Mapping

The process mapping involved identifying all critical points in the clearance process for data collection in the TMS. Nine data collection points were designated, covering stages from Entry to Exit, Physical Inspection, and the Passenger Clearance Section.

CHAPTER 10:

SURVEY METHODOLOGY - KAZUNGULA OSBP

10.1 Scope of the study

Following WCO TRS guidelines, the Technical Working Group prepared a proposal for the TMS survey by defining the scope and objectives of the study. To achieve the objectives, the Technical Working Group considered the entry and exit of cargo vehicles to/from the OSBP, physical inspection bay and passenger section as the broad scope of the study.

10.2 Steps of the study

The stages identified as being significant to the study were the following:

- Arrival of cargo vehicles
- Arrival and exit of passenger vehicles
- Declaration, registration and assessment
- Scanning of cargo
- Physical examination, with the involvement of OGAs
- Registration of payment
- Release and exit of cargo vehicles
- Community interviews of day trippers, drivers and locals
- Tourists and other foreign visitors

10.3 Customs Clearance Process

The Customs clearance process at Kazungula OSBP mandates that all declarations be preregistered on ASYCUDA World before the truck arrives at the border. The system employs a risk-based selectivity module, assigning declarations to lanes as follows: Green, which allows goods to be released upon assessment and payment; Blue, for Authorised Economic Operator (AEO) and Customs Accredited Clients Program (CACP) clients, permitting release upon registration; Yellow, for declarations requiring documentation checks; and Red, for those needing physical examination.

10.4 Sampling Units

Sampling units were determined based on the World Customs Organisation (WCO) Time Release Study (TRS) guidelines, with reference to TRS reports from various countries. The primary sampling unit was designated as the cargo vehicle, with corresponding declarations serving as secondary units for the survey. The sample included a total of 3,372 trucks transporting commercial imported goods. This data set provides continuous data points for detailed analysis.

10.5 Coverage/Limitations of the Survey

The survey included every Import, Transit, and Export declaration. However, local cross-border taxis and vehicles utilising the OSBP were not included in the survey. The survey also could not include cargo that had begun participating in the survey but could not be cleared before the survey had concluded.

10.6 Enumeration Period

The enumeration period for the Kazungula TMS was seven (7) days. It started on the 23rd to the 29th of June 2024. Enumeration ran for 17 hours with various shifts in a day starting from 6 am.

10.7 Sampling Methodology

To finalise the sampling methodology for the survey, the Technical Working Group reviewed the number of Import and Export cargoes passing through Kazungula. In the case of the Kazungula OSBP, while analysing the statistics from the preceding fiscal year, the group found that the average number of cargo vehicles for Exports during the survey period was about 645 whereas that of Imports was about 1,883. Owing to these variations, different methods of enumeration were applied for Import and Export procedures. Under the OSBP concept, since trucks only make one stop, Imports and northbound Transits were captured from the Zambian side, while those for Exports and southbound Transits were captured from the Botswana side.

Table 10.1: 2024 June 23-29 Sample Size

Export	Import	Transit	Total	Average per day
645	1,883	844	3,372	482

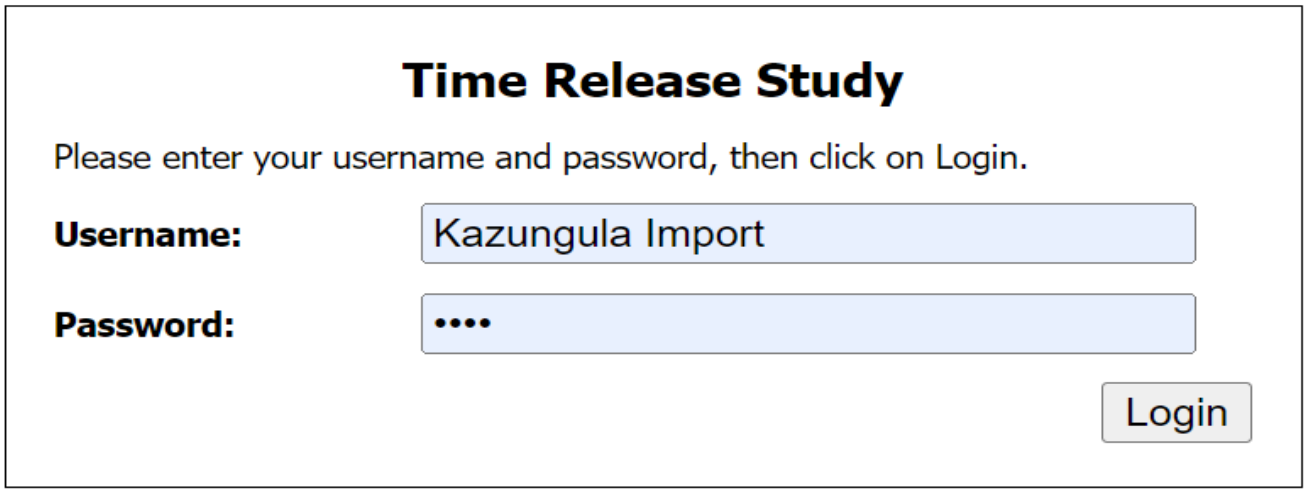
For Import, Export, and Transit procedures, all trucks were sampled until the required sample size was achieved. Stratified sampling methods were employed in the selection of declarations. In the case of Imports, stratification categorised consignments into two groups using the ASYCUDA World (AW) system: those originating from Botswana and those from other countries. In this context, vehicles were regarded as the primary sampling units, while Customs declarations served as the secondary sampling units. Sampling weights were assigned based on the average monthly number of declarations registered in the previous fiscal year.

CHAPTER 11:

KAZUNGULA OSBP DATA ANALYSIS AND FINDINGS

11.1 Introduction

Data analysis for the Kazungula OSBP was analysed using the WCO TRS tool.



11.2 Kazungula Imports (IM4 & IM8)

Import duration time was measured using the WCO TRS tool. The duration time is calculated by finding the time difference between the Truck arrival time at Entry Gate into Zambia, and Truck arrival at Exit/Acquittal Gate.

Table 11.1: Average Clearance Time for Imports

%	minutes	h m d	
10	88	0d 1h 28m	
20	145	0d 2h 25m	
30	199	0d 3h 19m	
40	286	0d 4h 46m	
50	369	0d 6h 9m	
60	678	0d 11h 18m	
66	986	0d 16h 26m	⇐ average
70	1195	0d 19h 55m	
80	1585	1d 2h 25m	
90	2814	1d 22h 54m	
100	8738	6d 1h 38m	

Average clearance time for Import for home use and Transit is16 hours and 26 minutes.

Table 11.2: Imports for Home Use (IM 4) at Kazungula

%	minutes	h m d	
10	87	0d 1h 27m	
20	141	0d 2h 21m	
30	184	0d 3h 4m	
40	259	0d 4h 19m	
50	336	0d 5h 36m	
60	510	0d 8h 30m	
69	884	0d 14h 44m	⇐ average
70	982	0d 16h 22m	
80	1479	1d 0h 39m	
90	2367	1d 15h 27m	
100	8738	6d 1h 38m	

The average duration time for Imports at Kazungula OSBP was 14hours and 44 minutes.

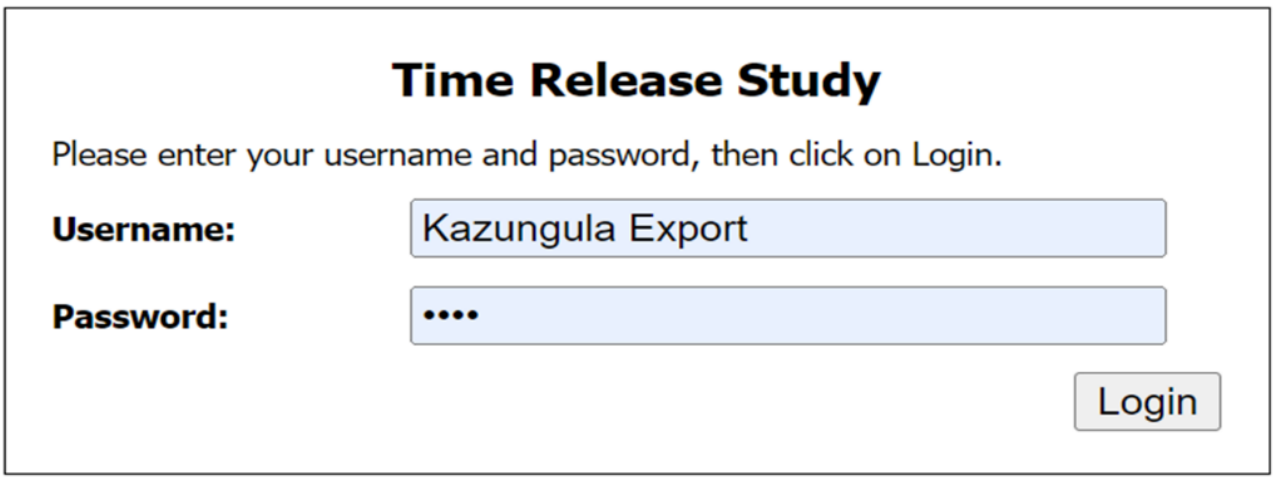
Formula use:
Containerised + Tanker + Breakbulk + Abnormal Truck + Rigid Truck + Pre-Clearance + Import
[Truck Arrival Time At Zambia Entry Gate into Control] - [Truck Arrival Time at Exit Gate]
Total Correct Intervals: 1,883
Average: 0d 14h 43m (883 Min)Standard Deviation:

11.2 Kazungula Transit

Table 11.3: Kazungula Transit

%	minutes	h m d	
10	58	0d 0h 58m	
20	77	0d 1h 17m	
30	93	0d 1h 33m	
40	105	0d 1h 45m	
50	115	0d 1h 55m	
60	124	0d 2h 4m	
70	156	0d 2h 36m	
71	157	0d 2h 36m	⇐ average
80	206	0d 3h 26m	
90	267	0d 4h 27m	
100	1502	1d 1h 2m	

The average dwelling time for Transit cargo was 2 hours 36 minutes
Formula used:
[TIME TRUCK ARRIVES AT BOTSWANA ENTRY GATE INTO CONTROL ZONE] - [TIME TRUCK ARRIVES AT BOTSWANA EXIT GATE]
Total correct intervals: 973



11.3 Kazungula Exports

Table 11.4: Kazungula Export Data

%	minutes	h m d	
10	42	0d 0h 42m	
20	47	0d 0h 47m	
30	62	0d 1h 2m	
40	67	0d 1h 7m	
45	114	0d 1h 53m	⇐ average
50	117	0d 1h 57m	
60	124	0d 2h 4m	
70	125	0d 2h 5m	
80	134	0d 2h 14m	
90	186	0d 3h 6m	
100	315	0d 5h 15m	

The average dwelling time for Export cargo was 1 hour 53 minutes

Formula used:

[TIME TRUCK ARRIVES AT BOTSWANA ENTRY GATE INTO CONTROL ZONE] - [TIME TRUCK ARRIVES AT BOTSWANA EXIT GATE]Total correct intervals: 118

Average: 0d 1h 53m (113.64 min)

Standard deviation: 0d 1h 18m (78.44 min)

11.4 Lane Analysis

In this report lane analysis refers to the time each declaration took in the selected lane during clearance. ZRA has four lanes namely yellow, red and blue. All declarations are subjected to this lane selection.

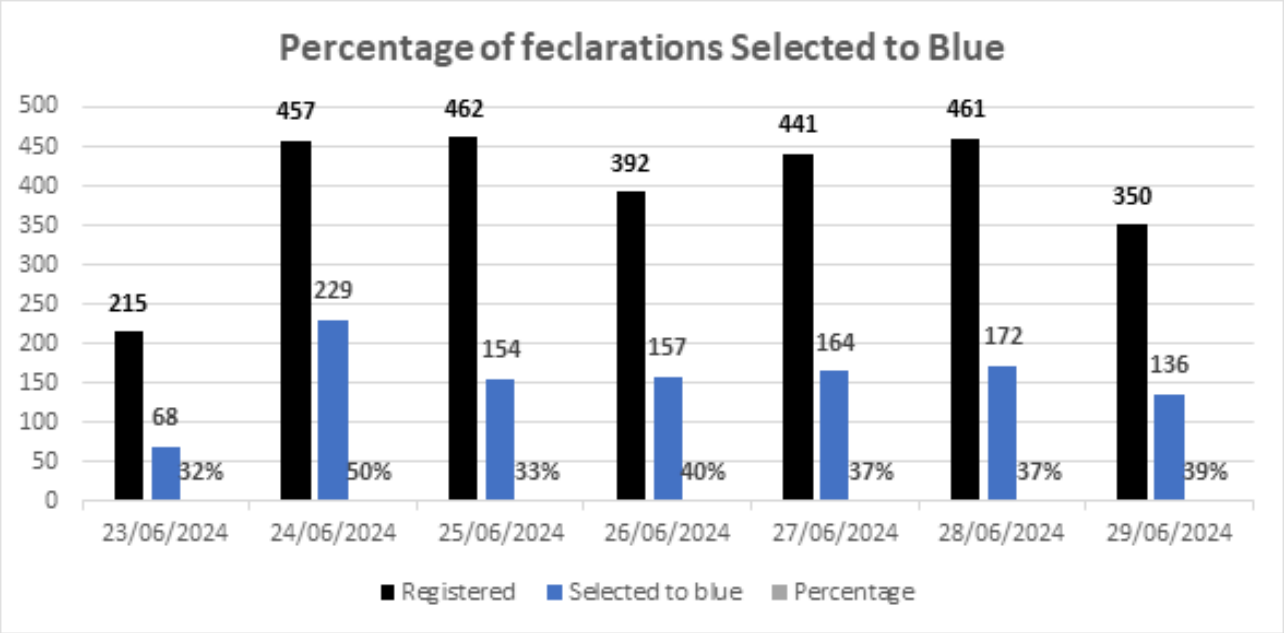
11.4.1 Blue Lane Analysis

During the survey, a total of 1,080 was selected to the Blue Lane, representing 39% of the total. These were mostly clients under high-value clients and those in the Customs accredited clients program (CACP) whose declarations are released immediately.

Table 11.5: Registered Declarations Slected for the Blue Lane

Day	Registered	Selected to Blue	Percentage
23/06/2024	215	68	32%
24/06/2024	457	229	50%
25/06/2024	462	154	33%
26/06/2024	392	157	40%
27/06/2024	441	164	37%
28/06/2024	461	172	37%
29/06/2024	350	136	39%

Figure 11.1: Highest Number of Declarations for Blue Lane



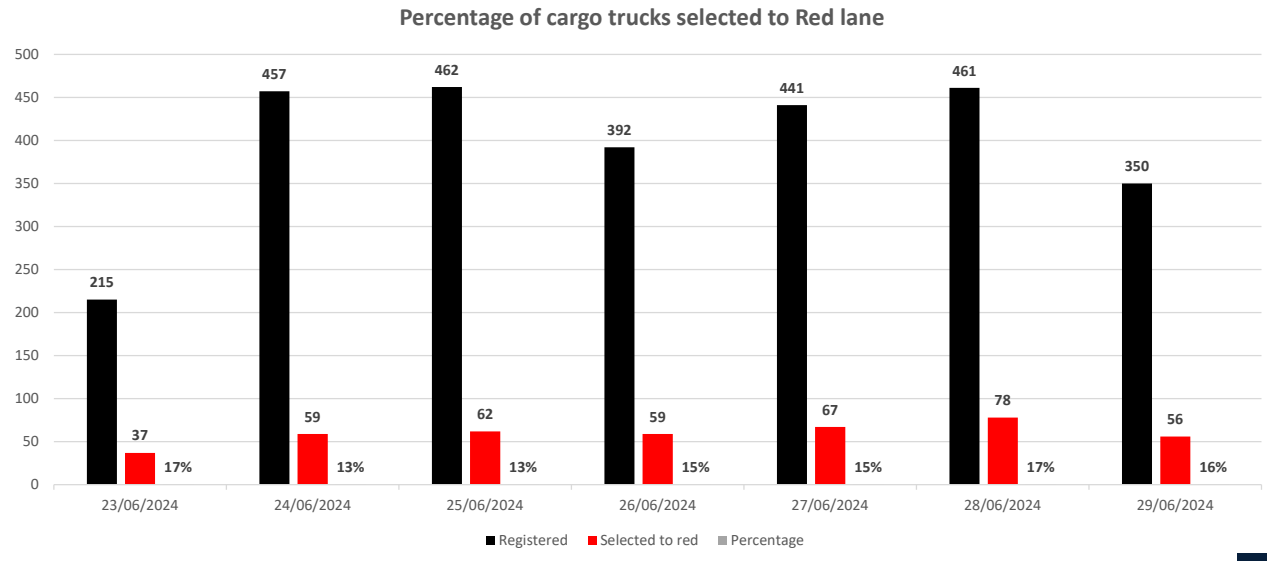
11.4.2 Red Lane Analysis

During the survey 418 were selected for the Red Lane. According to the findings in Table 11.6, from 23rd to 29th June 2024, 15% of the total 2,778 was subjected to risk analysis.

Table 11.6: Registered Declarations for Red Lane

Day	Registered	Selected to Red	Percentage
23/06/2024	215	37	17%
24/06/2024	457	59	13%
25/06/2024	462	62	13%
26/06/2024	392	59	15%
27/06/2024	441	67	15%
28/06/2024	461	78	17%
29/06/2024	350	56	16%

Figure 11.2: Highest Number of Declarations to the Red Lane



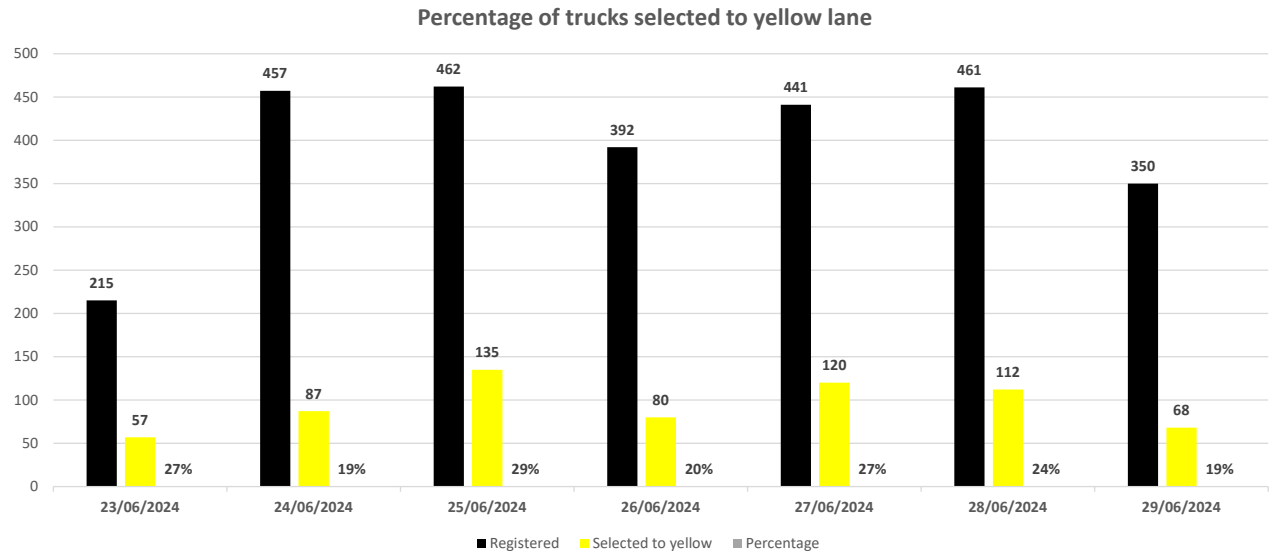
11.4.3 Yellow Lane

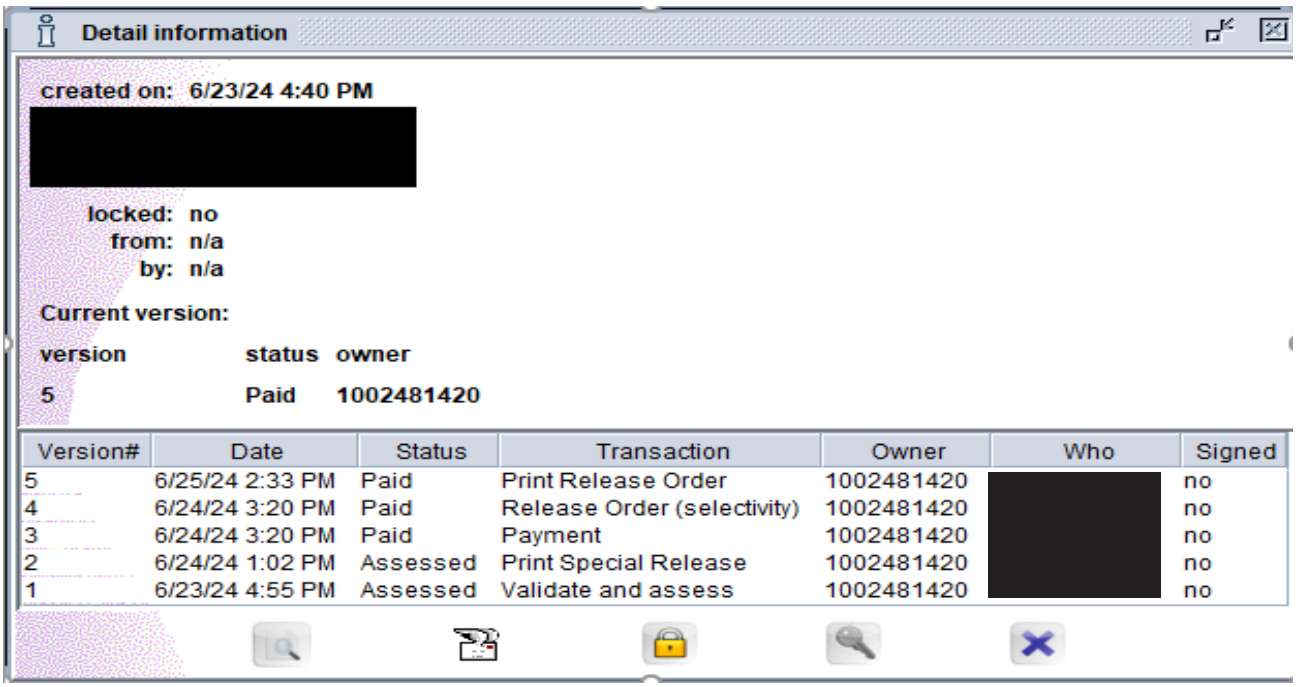
During the survey, 659 declarations were selected for the Yellow Lane (requiring a documentary check) accounting for 24%.

Table 11.7: Registered Declarations for the Yellow Lane

Day	Registered	Selected to yellow	Percentage
23/06/2024	215	57	27%
24/06/2024	457	87	19%
25/06/2024	462	135	29%
26/06/2024	392	80	20%
27/06/2024	441	120	27%
28/06/2024	461	112	24%
29/06/2024	350	68	19%

Figure 11.3: Highest Number of Declarations to Yellow Lane




Detail information

created on: 6/23/24 4:40 PM

[redacted]

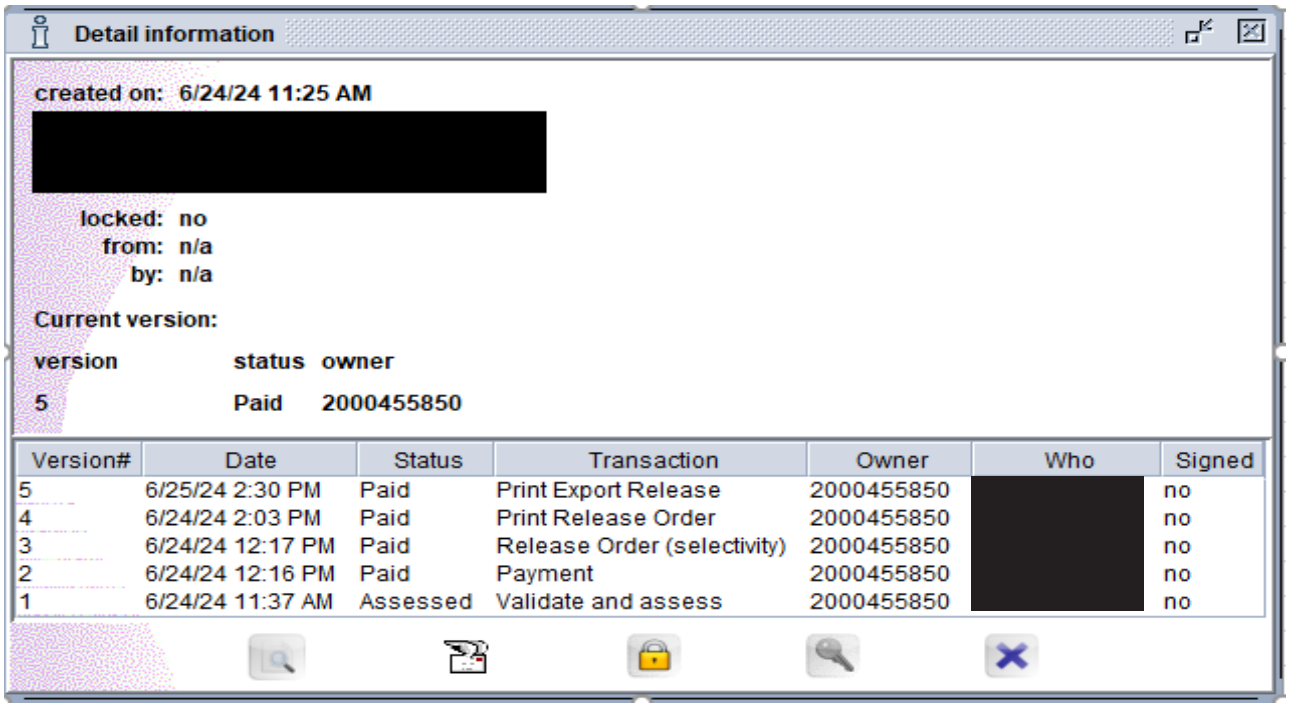
locked: no
from: n/a
by: n/a

Current version:

version	status	owner
5	Paid	1002481420

Version#	Date	Status	Transaction	Owner	Who	Signed
5	6/25/24 2:33 PM	Paid	Print Release Order	1002481420	[redacted]	no
4	6/24/24 3:20 PM	Paid	Release Order (selectivity)	1002481420		no
3	6/24/24 3:20 PM	Paid	Payment	1002481420		no
2	6/24/24 1:02 PM	Assessed	Print Special Release	1002481420		no
1	6/23/24 4:55 PM	Assessed	Validate and assess	1002481420		no

Stage version movement of Export declaration



11.5 Summary of Findings at Kazungula OSBP

There were several notable improvements at Kazungula OSBP, attributable to the implementation of the recommendations made from previous TMS studies. These range from the volume of traffic to reduced dwelling time at the border.

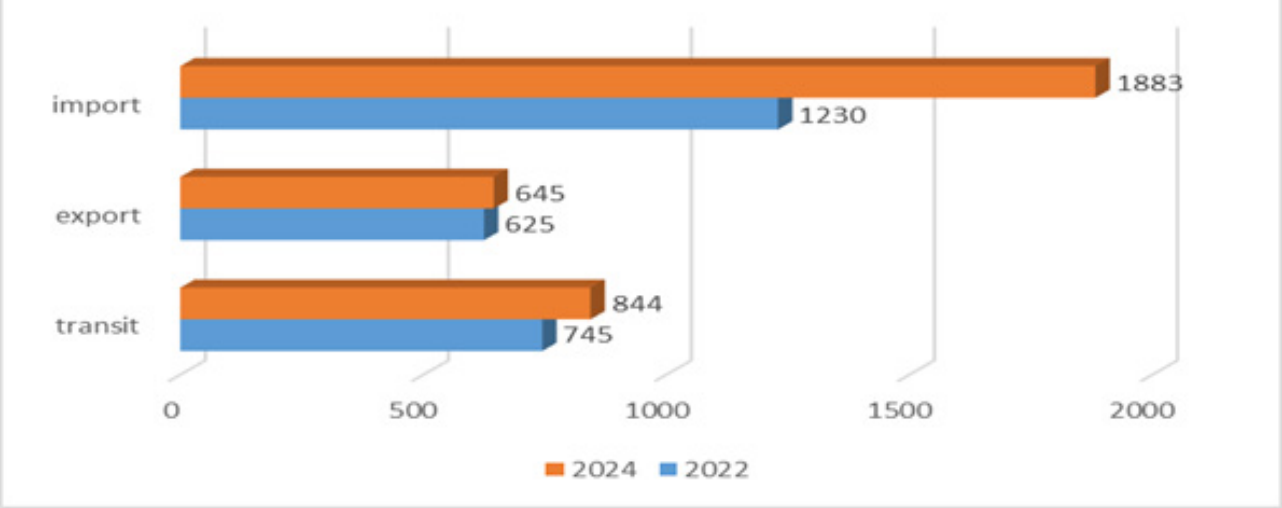
11.5.1 Overview of Transformation Between 2022 and 2024 TMS for Kazungula OSBP

Comparing traffic volumes during the baseline TMS in 2022 with the Endline TMS in 2024, Imports exhibited the highest increase at 137.49%. In contrast, Exports showed a minor change of 3.2%, while Transits recorded a notable growth of 13.3%.

Table 11.8: Percentage Improvements in Cargo Flow at Kazungula OSBP

Regime	2022	2024	% change	Comment
Import	1,230	1,883	137.49	There was a substantial increase in numbers, from 793 in 2022 to 1,883 in 2024, representing a rise of 1,090 units, equivalent to around 137.49% growth in two years.
Export	625	645	3.2	There was a slight rise, 625 in 2022 to 645 in 2024, showing a rise of 20 units, translating to 3.2% growth over the span of two years.
Transit	745	844	13.3	The Transit volumes increased from 745 in 2022 to 844 in 2024, indicating 99 units of growth, which translates to 13.3% of growth

Figure 11.4: Graph showing Kazungula Cargo Volumes Between Baseline and Endline Studies



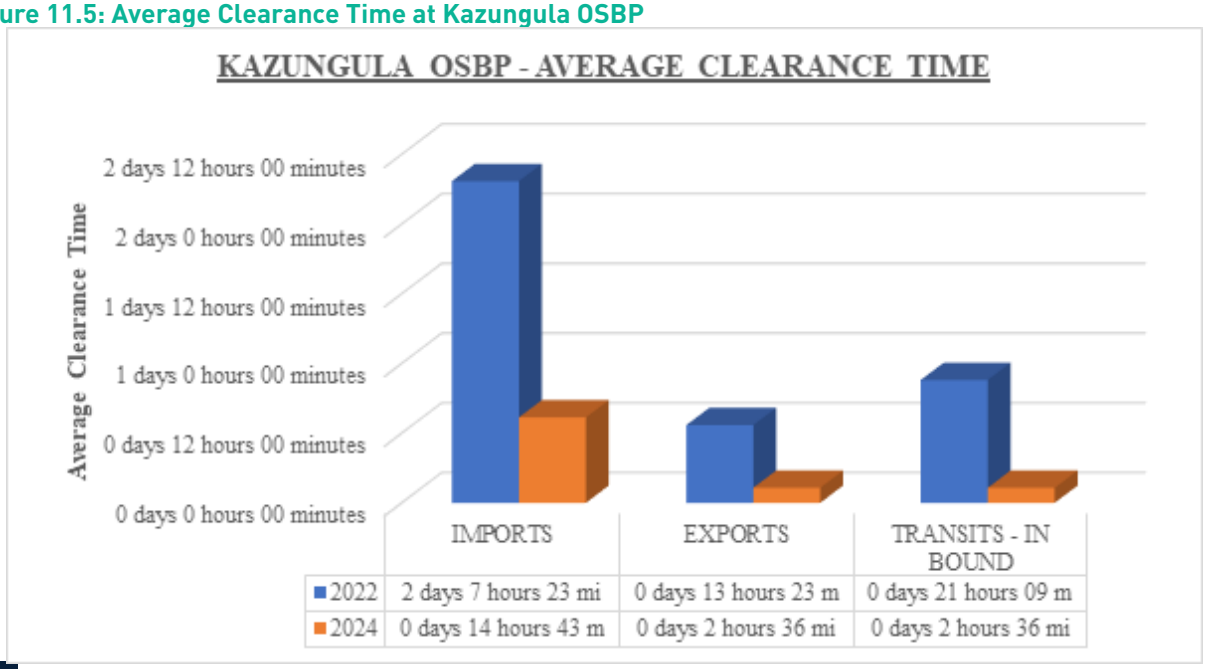
Cargo dwelling time at Kazungula has improved significantly compared to the baseline.

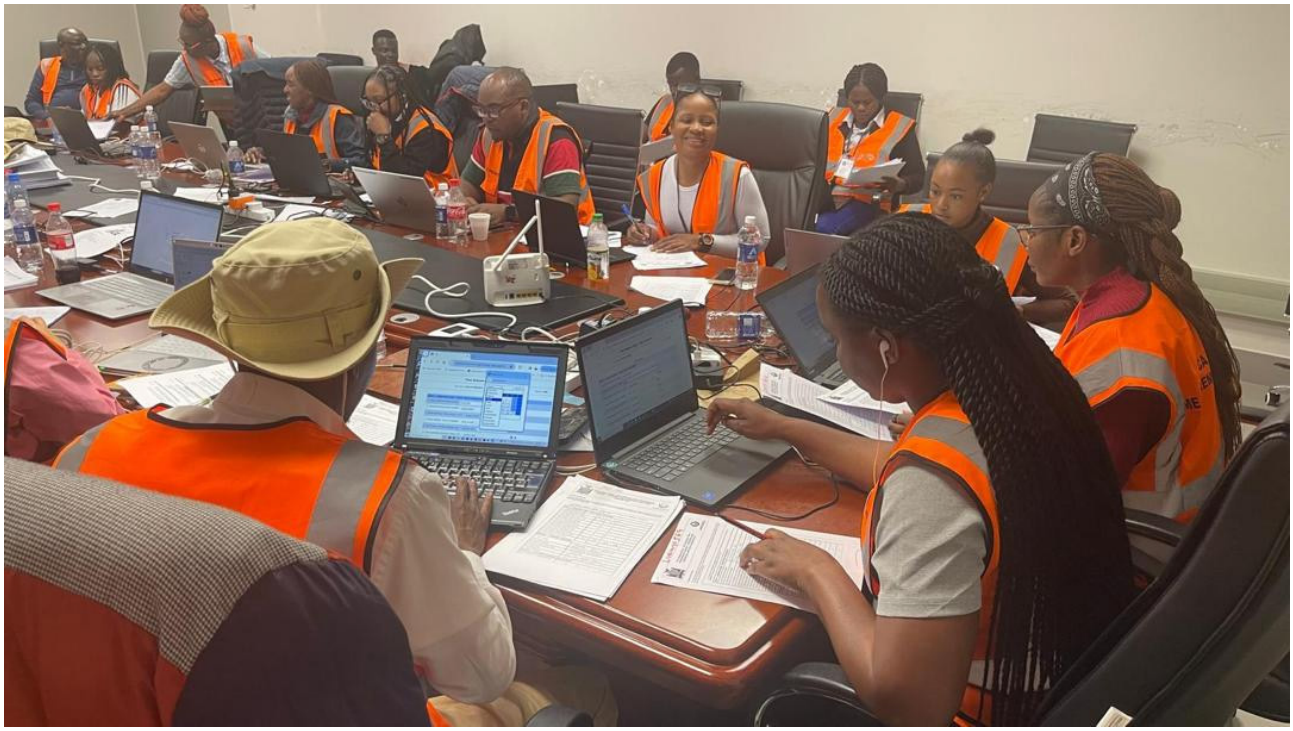
Table 11.9: Comparison of Dwelling Time Between Baseline and Endline Surveys at Kazungula OSBP

	Imports	(minutes)	Exports	(minutes)	Transits	(minutes)	Baggage	(minutes)	People	(minutes)
Kazungula OSBP 2022	2 days, 7 hours and 23 minutes	3323	13 hours and 23 minutes	803	21 hours and 18 minutes	1278	7 hours and 23 minutes	443	4 minutes	4
Kazungula OSBP 2024	14 hours and 43 minutes	883	2 hours and 36 minutes	156	2 hours and 36 minutes	156	3 hours and 48 minutes	228	2 minutes	2
Efficiency Improvement Rate		73.43%		80.57%		87.79%		48.53%		50.00%

Processing of Transit cargo improved the most, from 18 minutes to 2 hours and 36 minutes, representing an efficiency improvement of 87.79%.

Figure 11.5: Average Clearance Time at Kazungula OSBP





CHAPTER 12:

KAZUNGULA BUSINESS VOLUMES

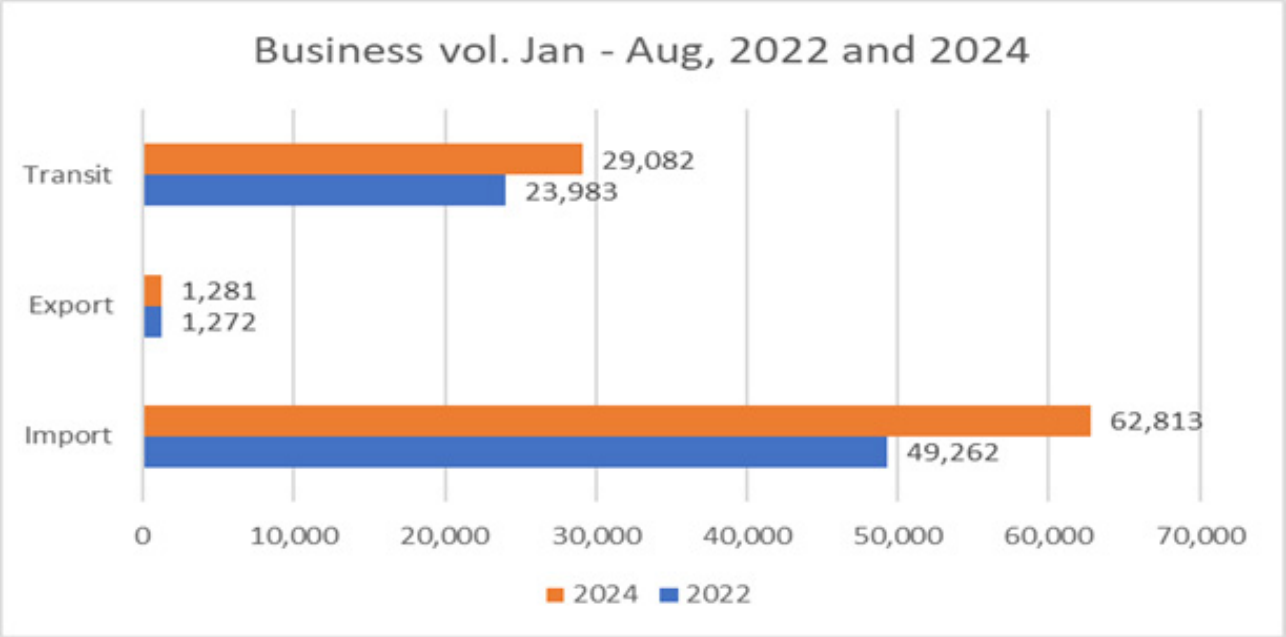
12.1 Introduction

A comparison of business volumes at Kazungula OSBP between the same periods (January to August) of 2022 and 2024 shows that there was an increase of 27.5% for Imports, 21.26% for Transits and a 0.7% for Exports.

Table 12.1: Kazungula Business Volumes

	2022	2024	% Rise	Comment
Import	49,262	62,813	27.50%	There was an increase of 27.5% in the same period in 2024 compared to 2022.
Export	1,272	1,281	0.70%	The increase in volumes between 2022 and 2024, in the same period, was insignificant, sitting at 0.7%
Transit	23,983	29,082	21.26%	The Transit volumes increased by 21.26% in 2024 compared to 2022 in the same period.

Figure 12.1: Kazungula Business Volumes



12.2 Comparison of the Top 20 Products Imported Through Kazungula OSBP from January to August 2022 and 2024

The volumes of products classified under HS code 9503000 (Tricycles, scooters, pedal cars, and similar wheeled toys; doll carriages; dolls; and others) fell from first position in 2022 to tenth position on the top 20 list in 2024. Conversely, products under HS code 21039000 (Sauces and sauce preparations; mixed condiments and seasonings, not elsewhere specified) rose from second position in 2022 to first position in 2024.

Table 12.2: 2022 and 2024 Top 20 Imports through Kazungula

KAZUNGULA - IMPORTS						
	2022			2024		
	Product	Description	Total Items	Product	Description	Total Items
1	95030000	Tricycles, scooters, pedal cars & similar wheeled toys; dolls' carriages; dolls; other.	12,794	21039000	Sauces and sauce preparations; mixed condiments and seasonings, nes.	11,715
2	21039000	Sauces and sauce preparations; mixed condiments and seasonings, nes	9,539	33072000	Personal deodorants and antiperspirants	7,215
3	21069090	Other food preparations, nes	6,820	33049990	Other	4,931
4	39249000	Household and toilet articles of plastics, nes	6,226	39249000	Household and toilet articles of plastics, nes	4,481
5	39241010	Tableware, kitchenware, household utensils and ornaments of plastic	6,106	73181500	Screws and bolts of iron or steel, nes	4,285
6	33072000	Personal deodorants and antiperspirants	4,816	22042100	Wine (not sparkling); grape must with by alcohol in: <=2l containers	4,102
7	73181500	Screws and bolts of iron or steel, nes	4,238	34025000	Preparations put up for retail sale	3,822
8	22042100	Wine (not sparkling); grape must with by alcohol in: <=2l containers	3,960	39269099	OTHER ARTICLES OF PLASTICS, NES	3,677
9	96039000	Hand-operated floor sweepers, mops, feather dusters, etc, nes	3,921	40169300	Gaskets, washers and other seals, of vulcanized rubber	3,357
10	20099000	MIXTURES OF JUICES.	3,877	95030000	Tricycles, scooters, pedal cars & similar wheeled toys; dolls' carriages; dolls; other.	2,973
11	19053100	Sweet biscuits.	3,851	39241010	Tableware, kitchenware, household utensils and ornaments of plastic	2,967
12	34025000	Preparations put up for retail sale	3,734	84314900	Parts of machinery of 84.26, 84.29 and 84.30, nes	2,849
13	39269099	OTHER ARTICLES OF PLASTICS,NES	3,620	84818000	Other appliances such as taps, cocks and other valves, nes	2,768
14	84314900	Parts of machinery of 84.26, 84.29 and 84.30, nes	3,598	22021020	Aerated Waters	2,597
15	40169300	Gaskets, washers and other seals, of vulcanized rubber	3,536	96039000	Hand-operated floor sweepers, mops, feather dusters, etc, nes	2,468
16	63026090	Toilet linen and kitchen linen, of terry fabrics, of cotton – Other	3,363	21069090	Other food preparations, nes	2,394
17	17049000	Sugar confectionery (incl. white chocolate), not containing cocoa, nes	3,308	34013000	-Organic surface-active products and preparations for washing the skin, in the form of l	2,367
18	33049990	Other	3,205	87089900	Parts and accessories, nes, for vehicles of 87.01 to 87.05	2,226
19	63071000	Floor-cloths, dish-cloths, dusters and similar cleaning cloths	2,976	25010090	Salt/pure Sodium chloride, whether or not cont .Anti-caking agents ;sea water - Not in bulk	1,986
20	23091000	Dog or cat food, put up for retail sale	2,811	21041020	Soups and broths and preparations therefor - Not in bulk	1,870

12.3 Comparison of the Top 20 Exports in 2022 and 2024 Through Kazungula OSBP

The Top 20 Export list has been predominantly occupied by mineral products, particularly copper and cobalt. The only other products to feature in the top 20 list include Portland cement, cereal products, and tobacco. During the baseline TMS, the leading export product was Copper anodes for electrolytic refining (HS 74020020). However, in the Endline TMS, the number one position was taken over by high-purity electro-refined copper cathodes (HS 74031110). This shift can be attributed to a change in policy, which emphasises the export of value-added and finished products over raw materials.

Table 12.3: Comparison of 2022 and 2024 Exports

KAZUNGULA - EXPORTS						
	2022			2024		
	Product	Description	Total Items	Product	Description	Total Items
1	74020020	Copper anodes for electrolytic refining	2,758	74031110	Electro-refined copper cathodes (High Purity)	9,616
2	74031110	Electro-refined copper cathodes (High Purity)	2,198	69074000	Finishing ceramics	2,682
3	23021000	Brans, sharps and other residues of maize	1,471	26030029	Other - copper concentrate	1,848
4	72023000	Ferro-silico-manganese	1,159	26030029	Other - copper concentrate	1,831
5	74031130	Electro-won copper cathodes (High Purity)	1,142	28220010	Cobalt oxides and hydroxides; commercial cobalt oxides in bulk	938
6	74020020	Copper anodes for electrolytic refining	828	26030029	Other - copper concentrate	927
7	69074000	Finishing ceramics	813	72023000	Ferro-silico-manganese	863
8	26030029	Other - copper concentrate	745	26020000	Manganese Ores/Concentrates(Inc. Ferruginous), With Manganese Cont.Of=>20%	683
9	28220010	Cobalt oxides and hydroxides; commercial cobalt oxides in bulk	636	74020011	Copper blister	679
10	28220010	Cobalt oxides and hydroxides; commercial cobalt oxides in bulk	625	74020020	Copper anodes for electrolytic refining	648
11	68159900	Articles of stone or other mineral substances, nes	517	74031110	Electro-refined copper cathodes (High Purity)	615
12	26030023	Copper concentrate oxide	490	28220010	Cobalt oxides and hydroxides; commercial cobalt oxides in bulk	602
13	74020011	Copper blister	449	24012000	Tobacco, partly or wholly stemmed/stripped	527
14	26030022	Copper concentrate mixed	443	25232900	Portland cement (excl. white)	492
15	28170010	Zinc oxide; zinc peroxide in bulk	317	23024000	Brans, sharps and other residues of other cereals	402
16	10059090	Other corn, nes	316	26030013	Copper ore oxide	369
17	79031000	Zinc dust	312	74031110	Electro-refined copper cathodes (High Purity)	333
18	72021100	Ferro-manganese, containing by weight >2% carbon	283	28220020	Cobalt oxides and hydroxides; commercial cobalt oxides not in bulk	315
19	26020000	MANGANESE ORES/CONCENTRATES(INC. FERRUGINOUS), WITH MANGANESE CONT.OF=>20%	266	26080029	other Zinc concentrates	259
20	74031130	Electro-won copper cathodes (High Purity)	266	74031130	Electro-won copper cathodes (High Purity)	248

12.4 Comparison of the Top 20 Transit Products in 2022 and 2024 Through Kazungula OSBP

In 2022, the top two products transiting through Kazungula OSBP were sulphur of all kinds (HS 25030000) and sulphuric acid (HS 28070010), both of which are products associated with mineral processing. However, in the Endline TMS, the finding was that the top two were maize (corn) flour (HS 11022000) and groats and meal of maize (corn) (HS 11031300).

Table 12.4: Kazungula Transits

KAZUNGULA - TRANSITS						
	Product	Description	Total Items	Product	Description	Total Items
1	25030000	Sulphur of all kinds (excl. sublimed, precipitated and colloidal sulphur)	5,479	11022000	Maize (corn) flour	4,073
2	28070010	Sulphuric acid; oleum in bulk	2,673	11031300	Groats and meal of maize (corn)	3,558
3	84749000	Parts of machinery of 84.74	1,390	25030000	Sulphur of all kinds (excl. sublimed, precipitated and colloidal sulphur)	2,175
4	25199000	Magnesia and other magnesium oxide	1,082	87042100	vehicles (diesel engine) for the transport of goods GVW upto 5 tonnes	1,386
5	73089090	Structures and parts of structures, of iron or steel - Other, nes	702	84749000	Parts of machinery of 84.74	1,202
6	84139100	Parts of pumps for liquids	576	25199000	Magnesia and other magnesium oxide	1,021
7	73181500	Screws and bolts of iron or steel, nes	566	87089900	Parts and accessories, nes, for vehicles of 87.01 to 87.05	909
8	28301010	Sodium sulphides in bulk	528	73089099	Structures and parts of structures, of iron or steel - Other, nes	713
9	22042100	Wine (not sparkling); grape must with by alcohol in: <=2l containers	494	84818000	Other appliances such as taps, cocks and other valves, nes	666
10	87032390	Vehicles with only engine capacity exceeding 1500cc but not exceeding 3000cc - OTHER.	492	86090000	Containers specially designed for transport by one or more methods	665
11	99030000	SINGLE CONSIGNMENT NON-COMMERCIAL GOODS	486	73181500	Screws and bolts of iron or steel, nes	632
12	87042100	vehicles (diesel engine) for the transport of goods GVW upto 5 tonnes	465	84139100	Parts of pumps for liquids	620
13	31023000	Ammonium nitrate	454	99030000	SINGLE CONSIGNMENT NON-COMMERCIAL GOODS	585
14	84818000	Other appliances such as taps, cocks and other valves, nes	420	87112000	Motorcycles with engine of capacity 50-250cc	527
15	84314900	Parts of machinery of 84.26, 84.29 and 84.30, nes	359	28301010	Sodium sulphides in bulk	511
16	85369000	Apparatus for switching... electrical circuits, nes, =<1000 V	325	87032390	Vehicles with only engine capacity exceeding 1500cc but not exceeding 3000cc - OTHER.	510
17	40169300	Gaskets, washers and other seals, of vulcanized rubber	313	28321010	Sodium sulphites in bulk	499
18	87089900	Parts and accessories, nes, for vehicles of 87.01 to 87.05	298	73269090	Articles of iron or steel, nes - Other	480
19	56031400	Nonwovens, of man-made filaments, weighing >150g/m2	259	40169300	Gaskets, washers, and other seals, of vulcanized rubber	466
20	39269010	LABORATORY AND PHARMACEUTICAL WARE, NOT ESLEWHERE SPECIFIED	249	84314900	Parts of machinery of 84.26, 84.29 and 84.30, nes	466

CHAPTER 13:

IMMIGRATION AND CLEARANCE

13.1 Introduction

The Department of Immigration is one of the six key agencies with a presence at the Kazungula OSBP charged with facilitating the movement of persons.

13.2 Entry Procedures for Immigration

These procedures differ depending on the category of the traveller and the type of VISA for which the traveller qualifies. The procedures are outlined in Table 13.1.

Table 13.1: Immigration Entry Procedures at Kazungula

No	Category	Procedure	Period	Fee (At Time of Study)
1	Citizens Established residents. Immediate family of a citizen or established resident	• Proceed to an Immigration • Officer • Passport scanned and be endorsed	unlimited	NIL
2	Foreign National qualifying for a VISA at Point of Entry	• Proceed to an Immigration Officer • Passport scanned and be endorsed accordingly.	Business Visit days, 14 days or 30 days Ordinary Visitordays, 14 days or 30 days.	USD 25.00 Day Tripper USD $10 Double Entry USD 40 Multiple Entry USD 75 KAZA Tourist Visa USD $ 50
3	Foreign Nationals qualifying for Referral Visas	Proceed to an Immigration Officer produce an approved visa from Immigration Headquarters Passport scanned and be endorsed accordingly. After 30 days Business Visitors Apply for Temporary Employment Permit Passport scanned and be endorsed accordingly After 90 days Ordinary Visitors apply for Visitors Permit Passport scanned and be endorsed accordingly. Visitors permit extendable twice at internal offices.	Business Visit days, 14 days or 30 free days Ordinary Visitor 7days, 14 days 30 days. Days extendable up to 90 free days at internal office.	USD 25.00 13500 Double Entry USD 40 Multiple Entry USD 75 KAZA Tourist Visa USD $ 50 5000
4	Cross Border Traders from a COMESA Country	Proceed to an Immigration Officer Passport scanned and be endorsed accordingly	Business visit 7 days 14 days 30 free days	NIL
5	Cross Border Traders from a COMESA Country	After 30 business Days Proceed to an Immigration Officer Apply for Cross Border Permit Passport scanned and be endorsed accordingly Permit issued for 90 days and extension for another 90 days	Business visit 7 days 14 days 30 free days	4500 6750

13.3 Entry Procedures for Truck Drivers

Truck drivers, as key players in the logistics chain, are given priority and allowed preference on the queue and separate counter for immigration clearance to facilitate trade. The clearance process commences with reporting to the Ministry of Health for a public health passenger clearance.

Table 13.2: Entry Procedures for Truck Drivers at Kazungula

Category	Procedure	Period	Fee
Truck Drivers	First visit a. Proceed to an Immigration Office b. Application maybe done online on the ZIMS system c. Passport scanned and endorsed	Business Visit 90 Days in a year	NIL
	After 90 days a. Proceed to an Immigration Officer b. Application maybe done on the ZIMS system c. Passport scanned and endorsed.	Transit Permit 1 year	ZMK 9000
	After 1-year expiry of Transit permit a. Proceed to an Immigration Officer, Transit permit extendable for b. Passport scanned and be endorsed. c. After expiry of Transit permit proceed to immigration officer passport scanned and endorsed	Transit Permit Extension 1 year Then 90days	ZMK11,250 NIL

13.4 Exit procedures

Exit Procedure for immigration: a person leaving the country regardless of nationality will proceed and appear before an Immigration Officer for exit procedures, by presenting their passports to be scanned and endorsed for exit. This procedure is undertaken electronically on the ZIMS system.

Number of immigration clearances at the Kazungula Border Post are given in Table 13.3. The number of people by nationality that were processed by Immigration during the period of the Endline survey is as follows:

Table 13.3: Movement of People In and Out of Zambia Through Kazungula by Nationality

No	Country	Entry	Exit
1.	Angola	3	1
2.	Argentina	2	
3.	Australia	26	41
4.	Austria	4	7
5.	Bahamas		1
6.	Bangladesh	1	
7.	Belarus		1
8.	Belgium	2	2
9.	Botswana	1,083	950
10.	Brazil	3	3
11.	Burundi	2	3
12.	Canada	17	39
13.	Chile	1	
14.	China	113	59

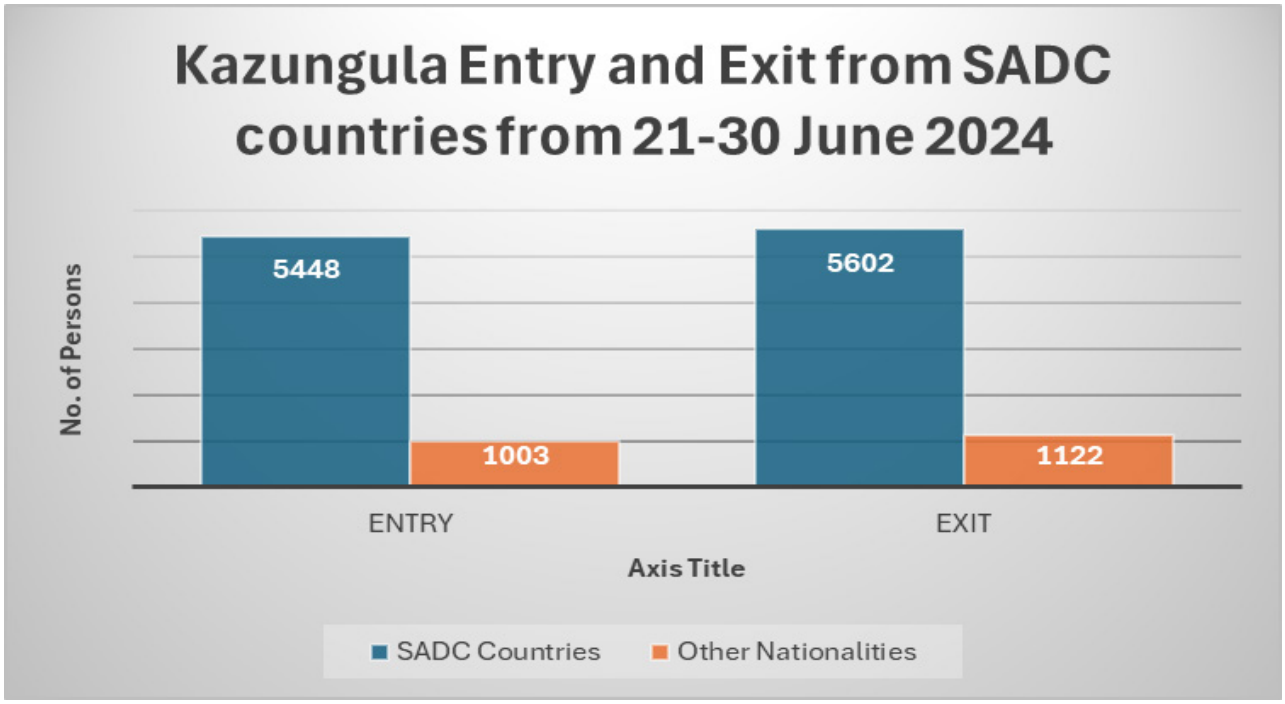
No	Country	Entry	Exit
15.	Colombia	1	1
16.	Costa Rica		1
17.	Croatia	5	4
18.	Cyprus		1
19.	Czech Republic	3	3
20.	Denmark	1	1
21.	Deutschland	45	33
22.	Dominica	1	
23.	Democratic Republic of Congo	31	46
24.	Ecuador	1	
25.	Ethiopia		1
26.	Finland	1	1
27.	France	52	23
28.	Gambia		1
29.	Ghana	1	
30.	Greece		1
31.	Hungary	2	2
32.	India	33	40
33.	Ireland	4	18
34.	Italy	12	10
35.	Japan	17	19
36.	Kenya	29	38
37.	Kingdom of Eswatini	11	22
38.	Korea South	2	11
39.	Lebanon		1
40.	Lesotho	19	14
41.	Macedonia	1	
42.	Malawi	84	107
43.	Mexico	3	1
44.	Mozambique	4	9
45.	Namibia	152	73
46.	Nepal	1	1
47.	Netherlands	16	12
48.	New Zealand	16	8
49.	Nigeria	1	5
50.	Norway	1	1
51.	Poland	11	6
52.	Portugal		2
53.	Romania	2	2
54.	Russia	1	5
55.	Rwanda		1
56.	Singapore		2
57.	Slovenia	2	2
58.	South Africa	653	562
59.	Spain	7	10
60.	Sri Lanka	1	1
61.	Sweden	1	2
62.	Switzerland	3	6
63.	Taiwan China	1	
64.	Tanzania	75	86

No	Country	Entry	Exit
65.	Thailand	8	3
66.	Turkey	20	
67.	Uganda	12	35
68.	Ukraine		5
69.	United Kingdom	90	75
70.	United States of America	424	570
71.	Vietnam		1
72.	Zambia	2,570	3,118
73.	Zimbabwe	763	614
TOTAL		6,451	6,724

13.5 Number of Immigration clearances at the Kazungula Border post

During the study period, a total of 13,175 individuals underwent immigration clearance at Kazungula OSBP. Of these, 6,451 people entered the country, with 5,399 being nationals of SADC countries and the remaining 1,052 coming from other parts of the world. Additionally, 6,724 individuals exited the country through Kazungula, comprising 5,516 nationals from SADC countries and 1,208 from the rest of the world.

Figure 13.1: Immigration Lane Analysis for Kazungula

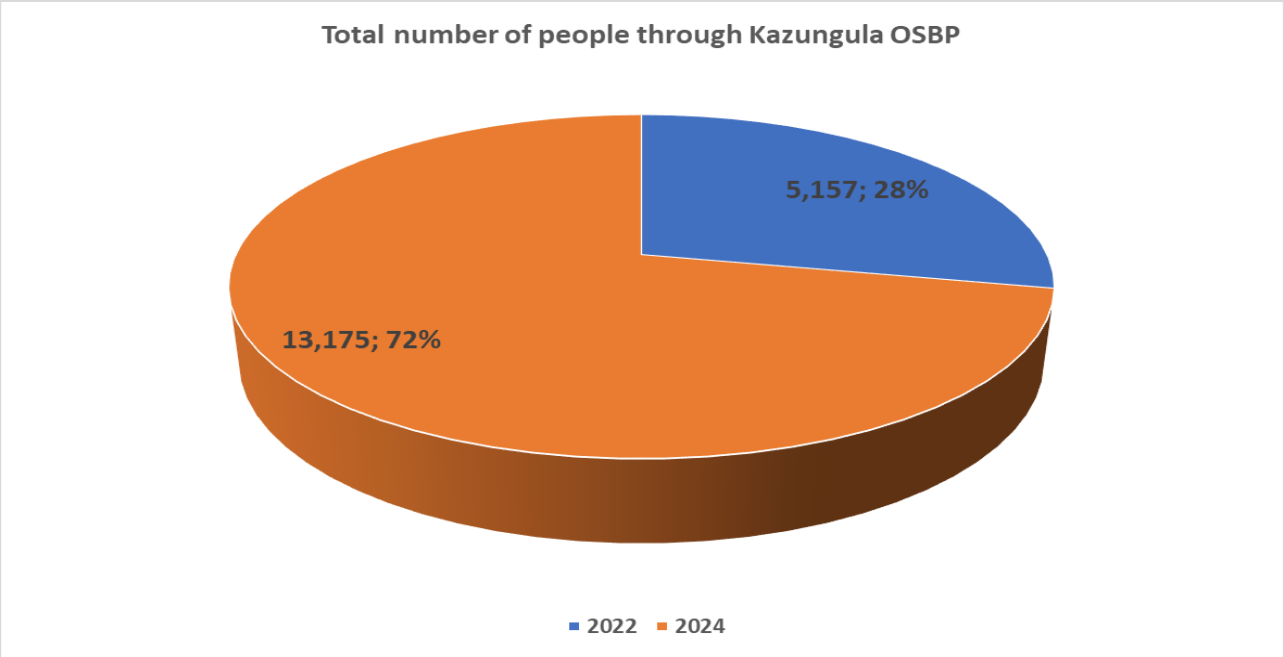


13.6 Immigration Process Flow: Kazungula

The immigration process flow ensures people passing through our border are cleared as fast as possible, outlining three types of considerations and the separation of clearance booths for the various classes of persons passing through the border. The key areas of consideration are those from countries qualifying them for free visas; those from countries entitled to pay for their visas at the border on arrival and those from countries required to apply and obtain their visas prior to arrival at the border. Further, the Immigration booths allow for separate counters for processing international drivers, diplomats, tourists, citizens, border passes, SADC and or COMESA citizens and other nationals.

During the period of study, 13,175 people were processed by immigration through Kazungula OSBP from 73 different countries. The highest numbers of people processed were from SADC Countries at 11,050. In 2022 the number of people processed through Kazungula OSBP was 5,157. There was an increase in the number of people utilising the Kazungula OSBP indicating a 155.48% increase in the last two years.

Figure 13.2: Number of People Cleared Through Kazungula



13.7 Passengers Clearance

Kazungula OSBP handles entry passenger traffic on buses from South Africa, Botswana and exit passenger traffic from Zambia, Tanzania, Malawi. The most significant passenger traffic through Kazungula is of private and tourist vehicles accessing the tourist city of Livingstone.

The findings of average time for the clearance of passenger traffic at Kazungula during the study are outlined Table 13.4.

Table 13.4: Passenger Clearrance at Kazungula OSBP

Vessel	Average Time
Passenger Bus	3 Hours 48 Minutes
Private Vehicle	9 Hours 43 Minutes
People	2 Minutes

In comparison to the baseline study of 2022, the average time for the clearance of passenger buses, which was 7 hours and 23 minutes has improved by 48.53%. The average time for the clearance of private vehicles in the Endline study in comparison to the baseline went up from 4 hours and 18 minutes to 9 hours and 43 minutes. On the other hand, the average clearance time through immigration has improved by 50% from 4 minutes in the baseline and 2 minutes in the Endline Survey.

The study revealed that the main bottlenecks affecting the clearance of private self-driven motor vehicles through Kazungula is a shortage of manpower among the key agencies involved in the clearance (namely ZRA and Interpol), a lack of connectivity and interface of the Immigration, Customs and Interpol systems and the complexity of the Integrated Border Declaration Form (IBDF), which the self-drive owners are required to complete at the border. Further, the lack of awareness on the IBDF by the private car drivers was also cited.

In January 2024, to enhance online declaration, an IBDF Desks with four computer terminals for use by clients of private vehicles was provided at Kazungula OSBP and a counter for Interpol was provided in the passenger terminal to allow for joint inspections. A counter for the processing and payment of insurance was also provided next to the Interpol and ZRA counters. The team observed that the IBDF desks were in use and joint inspections were being undertaken by ZRA and Interpol

During the study, the team observed that it took an average of 40 minutes to complete the IBDF form electronically with the help of officials. The declarant drivers were consulting at every stage of the form as the information required on the various parts was not self-explanatory.

The study recommends the following:

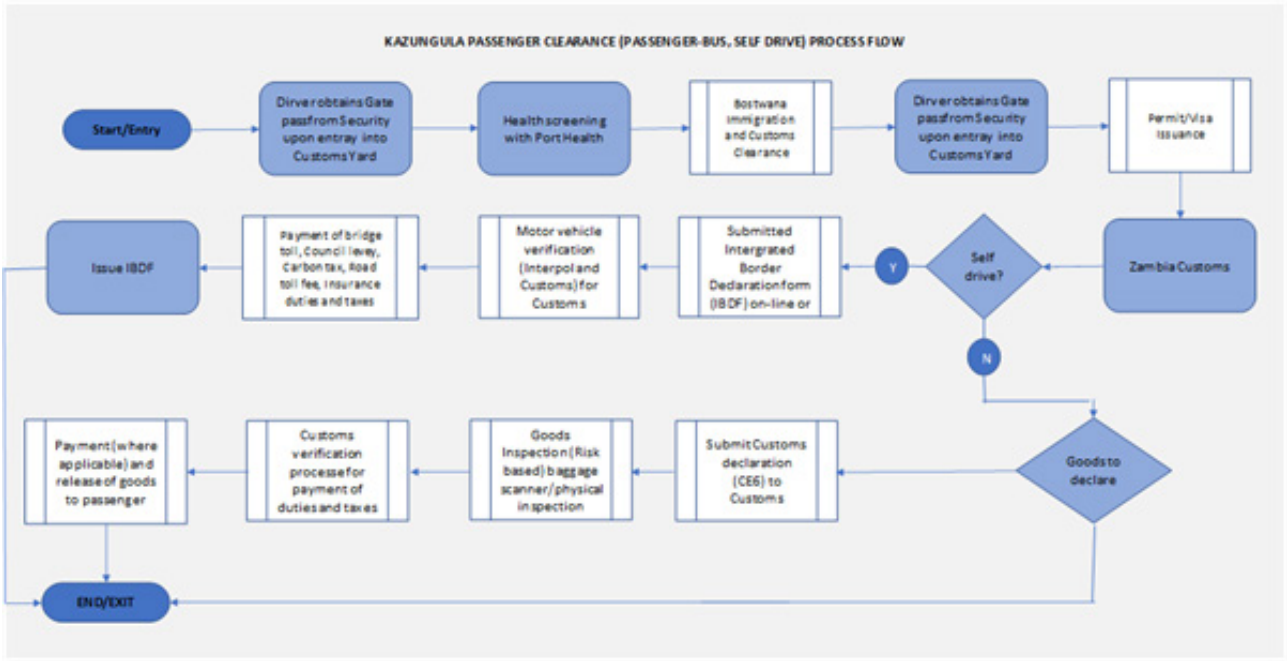
The interface of the Immigration and Customs systems would allow for part 1 to be automatically populated as this information is already available with immigration.

Use of bar code data capture would allow for motor vehicle information to be captured Interface with the Interpol system would allow for information exchange eliminated the need for direct capture.

The IBDF form needs to be reviewed as currently it has too many parts complication the declaration and requiring the need for declarants be assisted to fill in the form.

Sensitisation and awareness must be created to avoid the form to be filled in at the border as it digital and is available on the Customs Portal where it can be accesses prior to arrival or commencement of travel.

Figure 13.3: Kazungul Passenger Clearance



13.8 Non-Intrusive Inspections for Passengers Clearance

During the baseline study in 2022 Kazungula OSBP did not have non-intrusive scanner for passenger clearance. Kazungula OSBP of is the first border in Zambia to have non-intrusive inspection equipment for passengers comprising

SUV Scanner for motor vehicles and Baggage Scanner for passenger baggage
This equipment is operational at the border however all inspections are conducted manually. During the study it was observed that the two Scanners are not used. Physical inspection time of Passenger buses was an average of about 2 hours 30 minutes against the average full clearance time of 3 hours 48mins.

As part of the study one passenger bus was subjected to non-intrusive inspection utilising the baggage scanner. The physical inspection time for this Passenger Bus took 36 mins. In addition, concealed goods in some baggage were discovered using this baggage scanning.

During the study the team also conducted one non-intrusive inspection on one motor vehicle which was scanned with the SUV Scanner now available at Kazungula OSBP in the presence of the other regulatory agencies.

The study recommends:

The use of the baggage scanner for inspection as this would reduce the inspection time for passenger buses

Shortage of staff was noted with one officer dealing with the self drive vehicles inspections and assessments, physical inspection of passenger buses and assessments on the declared goods. Officer also operating from 0600hrs to 2200 hrs

The use of the SUV scanner would benefit other regulatory agencies elimination of duplication of inspection and assisting in discovery of concealments

CHAPTER 14:

COMMUNITY IMPACT SURVEY

14.1 Introduction

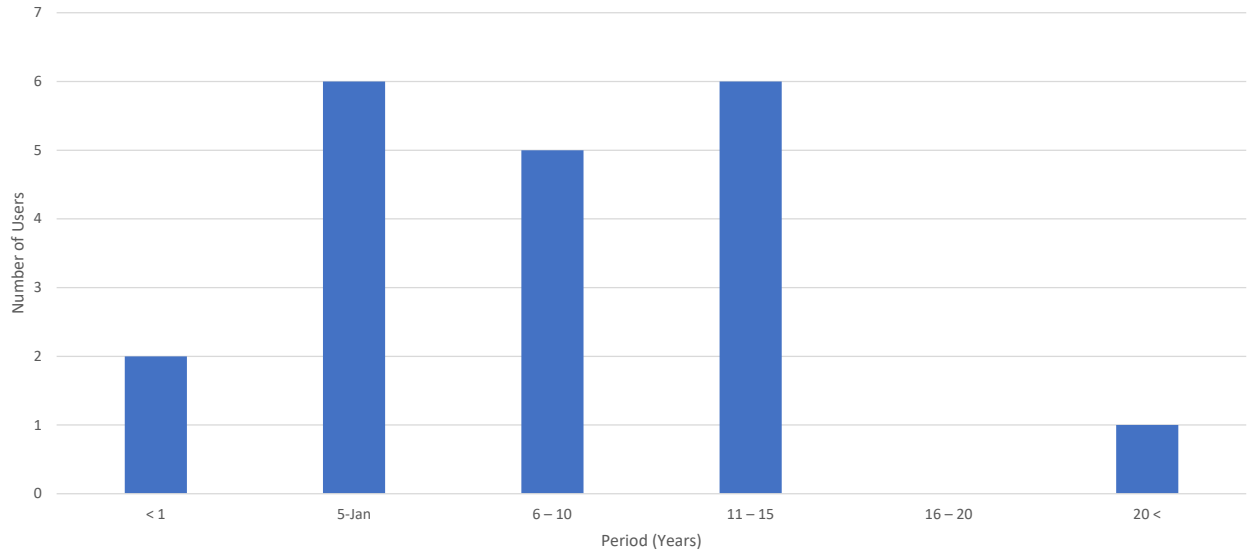
The Community survey was conducted to provide feedback and recommendations based on their perceptions and experiences as users and travellers at Kazungula OSBP. This survey was conducted alongside the main activities, and the tables below indicate the findings.

14.1 Period of Border Use

Table 14.1: Respondents' Period of Border Use at Kazungula OSBP

Border Use Period (Years)	Number of Respondents
< 1	2
1 -5	6
6 – 10	5
11 – 15	6
16 – 20	0
20 <	1

Figure 14.1: Respondent's Period of Border use at Kazungula OSBP



The survey gathered data on how long respondents have been using the Kazungula One-Stop Border Post (OSBP). A total of six (6) respondents reported using the border for 1-5 years. Five (5) respondents indicated they had been crossing for 6-10 years, while six (6) reported 11-15 years. No respondents had used the border for 16-20 years, and one (1) reported using it for more than twenty years. Additionally, two (2) respondents mentioned using the border for less than one year.

14.2 Knowledge of Coordinated Border Management (CBM)

Respondents were also asked about their awareness of Coordinated Border Management (CBM) and whether they had any knowledge regarding its implementation. Out of a total of 46 respondents, only seven provided feedback, representing approximately 15.2% of the total. All seven respondents expressed the opinion that CBM represents a more efficient approach for border agencies to collaborate and operate together. This low percentage indicates a significant need for increased sensitisation and education on the topic, suggesting that more outreach efforts are necessary to raise awareness and understanding of the benefits of CBM among a larger portion of the population.

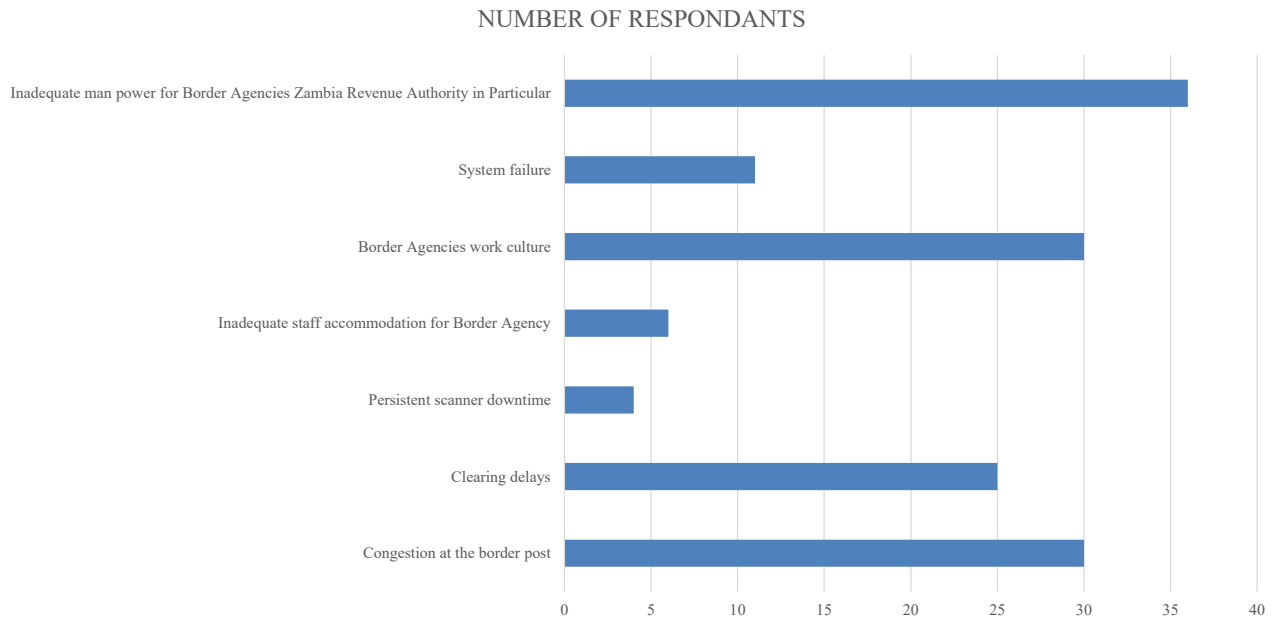
14.3 Common Challenges Faced by Users at The Border

The Endline survey sought to establish whether the same challenges were being experienced by respondents each time they were at the border. The following are the challenges that were listed by the respondents.

Table 14.2: Commong Challenges Faced by Users at the Border

S/N	Challenges	Number of Respondents
1.	Congestion at the border post	30
2.	Clearing delays	25
3.	Persistent scanner downtime	4
4.	Inadequate staff accommodation for Border Agency	6
5.	Border Agencies work culture	30
6.	System failure	11
7.	Inadequate man power for Border Agencies Zambia Revenue Authority in Particular	36

Figure 14.2: Number of Respondents



CHAPTER 15:

AGENCIES AT THE KAZUNGULA ONE STOP BORDER POSTS (OSBP)

15.1 Agencies Present During Survey

During the baseline assessment, Kazungula OSBP had 18 border agencies, leading to inefficiencies in border management. However, after the rollout of Coordinated Border Management on 31st January 2024, this number was reduced to just six agencies. The exiting agencies delegated their functions to the remaining ones, resulting in a more streamlined and efficient operation. This transition not only improved operational efficiency but also enhanced the experience for travellers and traders at the border.

The connectivity of other agencies to ASYCUDA World was another aspect that this survey raised, and the majority of the agencies indicated that they were not connected due to not having the required software infrastructure in place and proper internet connectivity

Table 15.1: Agency Staff and Working Hours during Baseline Survey

Agency		Number of Staff	Working Hours
Zambia Revenue Authority	Present	62	06:00 - 22:00
Zambia Compulsory Standards Agency	Present	9	08:00 - 20:00
Ministry of Agriculture PQPS	Present	4	06:00 - 22:00
Ministry of Health Port Health	Present	16	06:00 - 22:00
Local Council	Present		08:00 - 17:00
RTSA	Present	7	06:00 - 22:00
Interpol	Present	3	06:00 - 22:00
Zambia Police	Present	21	06:00 - 22:00
Immigration	Present	28	06:00 - 22:00
Zambia Environmental Management Agency	Present	4	08:00 - 17:00
Forestry Department	Present	3	08:00 - 17:00
NALEIC Department of Veterinary	Present	2	06:00 - 22:00
Drug Enforcement Commission	Present	3	08:00 - 17:00
Zambia Information Communication Technology Authority	Present	1	08:00 - 17:00

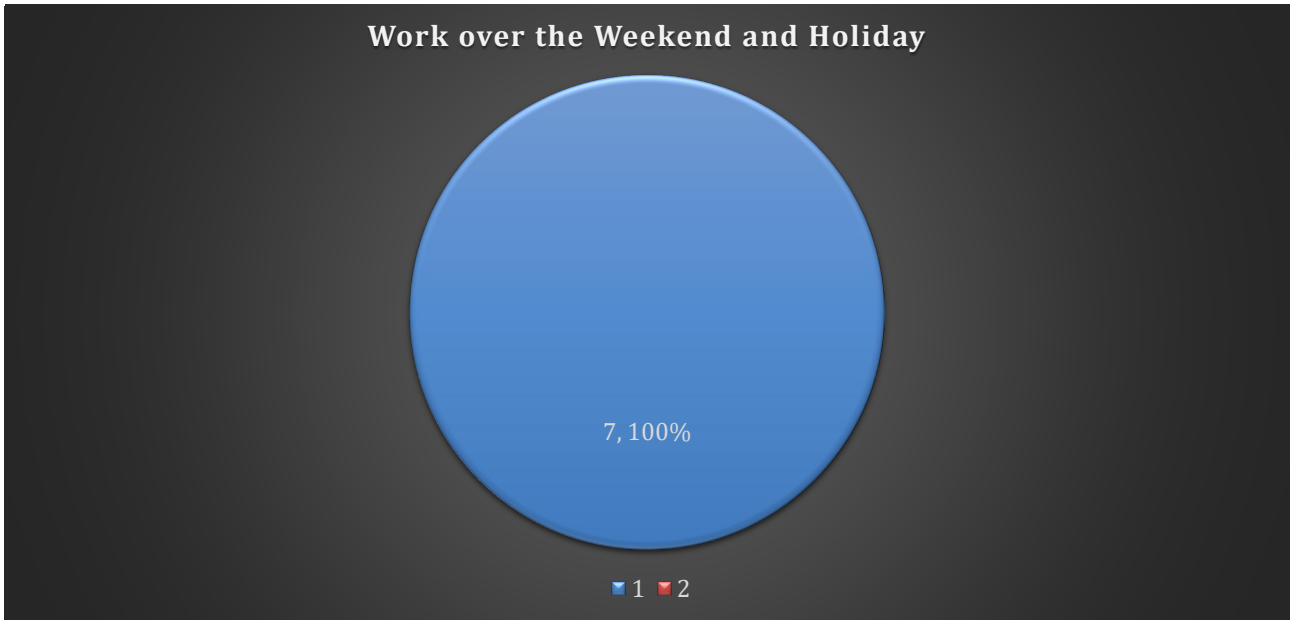
Table 15.2: Agency Staff and Working Hours during Endline Survey

Agency		Number of Staff	Working Hours
Zambia Revenue Authority	Present	86	06:00 - 22:00
Zambia Compulsory Standards Agency	Present	10	08:00 - 20:00
Ministry of Agriculture PQPS	Present	4	06:00 - 22:00
Ministry of Health - Port Health	Present	15	06:00 - 22:00
Ministry of Fisheries and Livestock - Veterinary Service	Present	2	08:00 - 19:00
Immigration	Present	47	06:00 - 22:00

15.2 Weekend and Holiday Operations

Out of seven responses, all respondents reported that they worked on weekends and holidays.

Figure 15.1: Weekends and Holiday Operations at Kazungula



15.3 Pre-clearances

In this section, border users were asked whether they pre-clear their goods. Of the 10 respondents, only 7 answered this question, indicating that they indeed pre-clear their goods. They highlighted several benefits associated with this initiative, noting that implementing an efficient system significantly reduces dwell time and congestion, resulting in a smoother workflow. This approach not only reduces overall time and costs but also offers specific advantages. Firstly, it expedites the clearing process, ensuring faster movement through checkpoints. Secondly, it mitigates potential damage costs that may arise from disputes between the transporter and the agent. Additionally, it alleviates the workload for clearing agents, as many tasks are streamlined. By securing paperwork in advance, the process becomes more organised and efficient, minimising delays and errors.

CHAPTER 16:

FINDINGS AND RECOMMENDATIONS

16.1 Short Term recommendations Kazungula

These key findings demonstrate the benefits accrued from the implementation of short-term key recommendations at Kazungula OSBP and the challenges that need to be addressed to ensure its success.

Table 16.1: Activity Table

No.	Recommendation Being Tracked	Agency Name	What Has Been Done	End-line finding	Percentage Improvement(%)	Status Of Delivery*
1	Recruit additional personnel for all agencies to enhance workforce for Coordinated Border Management and delegated authorities	ZRA Plant Quarantine & Phytosanitary Services Ministry of Health Dept of Veterinary Zambia Compulsory Standards Agency	Only ZRA and Department of Immigration have recruited additional new officers	Optimal staff levels achieved by Immigration Department Improved staff levels by ZRA	33	In progress
	Increase uptake of Blue lane entries	ZRA	Number of clients on Blue lane are 147 from 50 in 2022	Number of Importers on Blue lane established to be 147	194	Done
	Joint Inspections	All Agencies	Implementation of CBM has brought more coordination joint inspections • training programmes and meetings • development of SoPs • development of border strategy where it advocates for the improvement of bord	All agencies conduct joint inspection, though based on risk management of each agency.	30	In progress
	Align work hours for border agencies.	All Agencies	All agencies start work at 06:00 hrs and close same time at 22:00 hrs with exception of security agencies that work 24hrs	implemented	100	Done
	Provide for traffic marshals on roads in the Customs Control Zone.	ZRA	Security firm hired by ZRA to manage traffic	Uniformed Traffic marshals in place	100	Done
3	Improve Communication among border agencies to	All Agencies	Holding of monthly joint meetings	All agencies confirmed, meetings are conducted	100	Done

No.	Recommendation Being Tracked	Agency Name	What Has Been Done	End-line finding	Percentage Improvement(%)	Status Of Delivery*
4	Introduce Identity cards for facilitation agents within the Control Zone.	ZRA	identity card issued have now been issued to the Clearing Agents by ZRA	Most loiters are not identified as they walk without IDs	0	Not done
5	capacity building and orientation programmes in line with specific border operations.	ZRA	Inservice training	87.5% of the agencies interviewed confirmed of receiving training	87.5	In progress
	[Re-introduce Green Lane	ZRA	To increase the number of declarations going to green lane, conduct post clearance audit	green lane activated on AW	100	Done
	Customs to accept self-assessments by declarant as correct declarations	ZRA	Customs through Customs to Customs Electronic Data Exchange auto-population to receive declaration data from source	data being exchanged electronically; Officers require continuous training in order to reduce queries and delays.	50	In progress
	Provide for alerts on Queries raised by Customs Officers to quicken the query process AW	ZRA	To introduce various channels to send queries to Importers or their agents. SMS, external email	agents receiving status-based email notification from ASYCUDAWorld system, however, ZRA should introduce multiple communication channels to send E-queries to declarants.	50%	In progress
6	Rollout of digitalised Gate Pass					

16.2 Long Term recommendations Kazungula

Table 16.2 presents long-term recommendations.

Table 16.2: Long-Term Recommendations

No.	Recommendation Being Tracked	Agency Name	What Has Been Done	Endline Survey Finding	Percentage Improvement(%)	Status Of Delivery
1	Streamline the coordinated clearance process expedite processing time	MCTI	Implemented CBM	There is inadequate commercial parking	50	6 out of 18 border agencies have remined at the border
	Promote the implementation of preclearance to enhance security, streamline border processes and improve efficiency of international travel operations	MIUD		areas for vehicles awaiting clearance		
		ZRA	ZRA began enforcing Mandatory pre-clearance of all commercial goods on 1st May 2024	Customes officer are enforcing the mandate at own discreet.		
2	Build staff houses			There is a lack of staff housing – most	20	
		MoFNP		border officers live in Livingstone, which		
		MoIUD		about 60km from the border, due to a lack of		
		MCTI		accommodation in Kazungula		

3	Provide identity cards for all border agency Staff, border management staff and clearing agents.	Zambia Revenue Authority And all border agencies	All border agencies and other border officials like the security and agencies have provided with identity cards at the border	There is a need for identity cards for all personnel operating within the OSBP	100	Border officials were seen with id cards
4	Automate the client service desk	Zambia Revenue Authority		There is an inefficient client management system – clients complain of long waiting hours after forwarding a request through the Client Service Desk (CSD). Officers working at the CSD become overwhelmed.		

16.3 Recommendation from the Private Sector

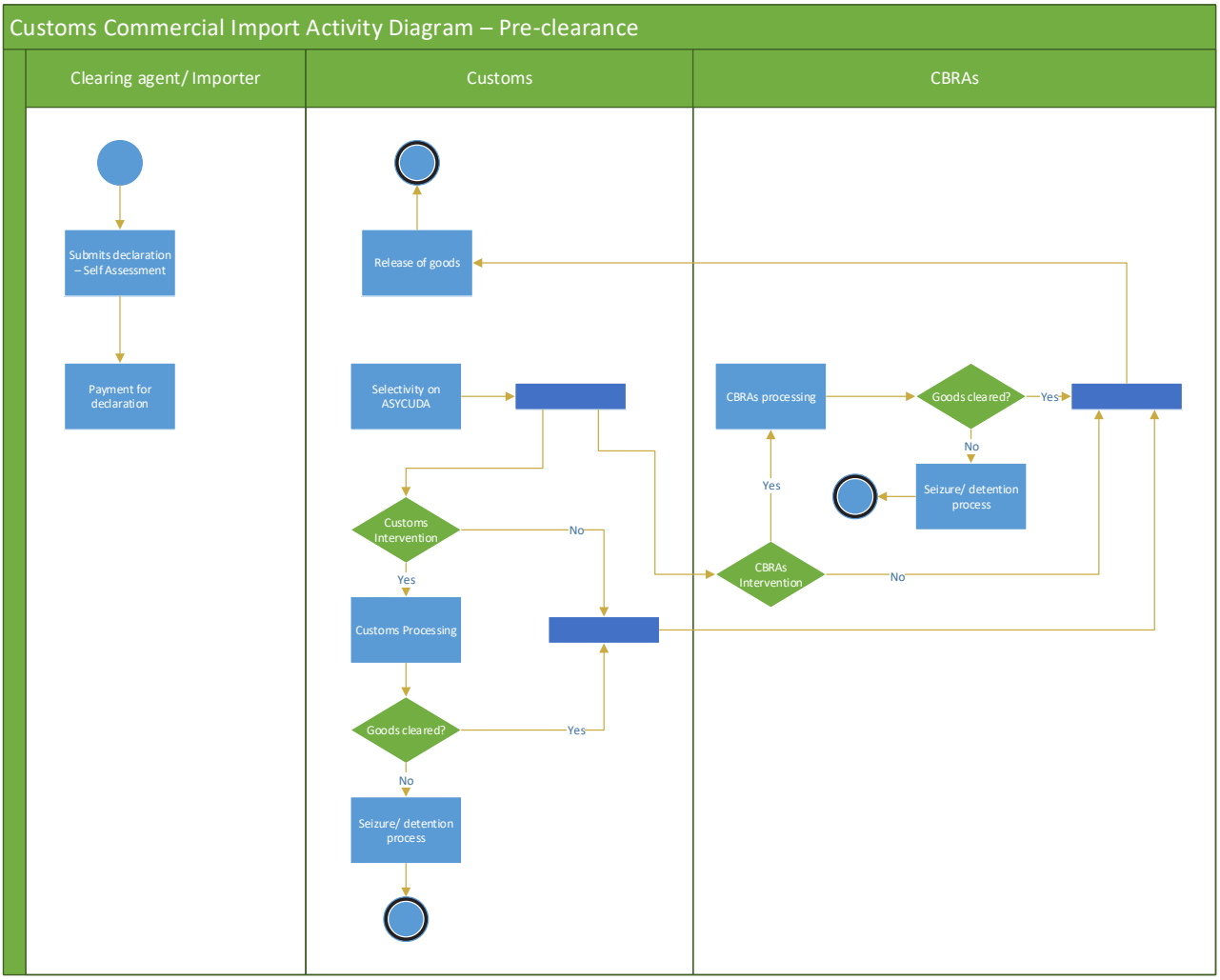
During the administration of the questionnaires for the community survey, the survey team interacted with stakeholders from the private sector and collected some recommendations proposed by them. Most of those recommendations are short-term. Table 16.3 summarises these recommendations.

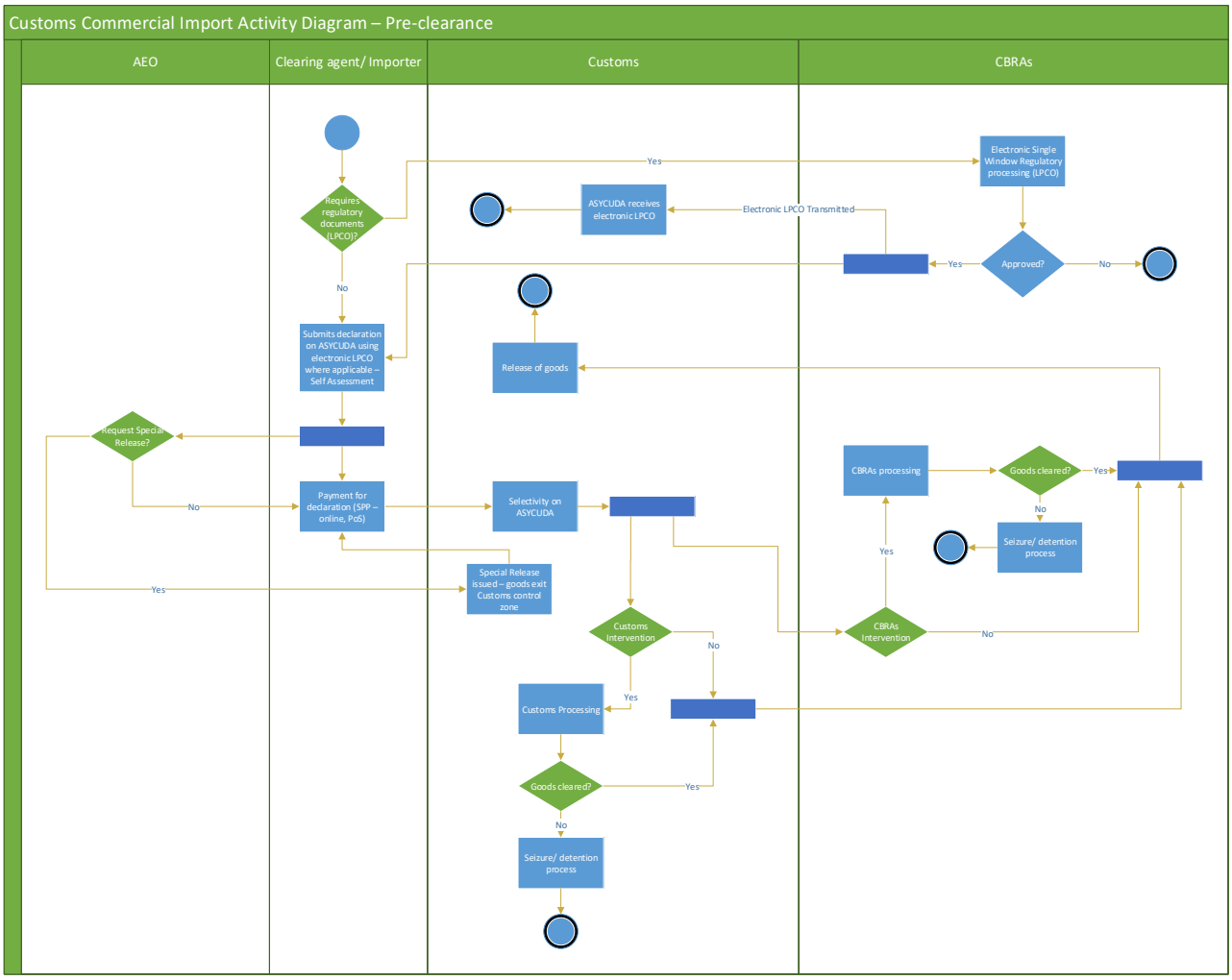
Table 16.3: Private Sector Recommendations

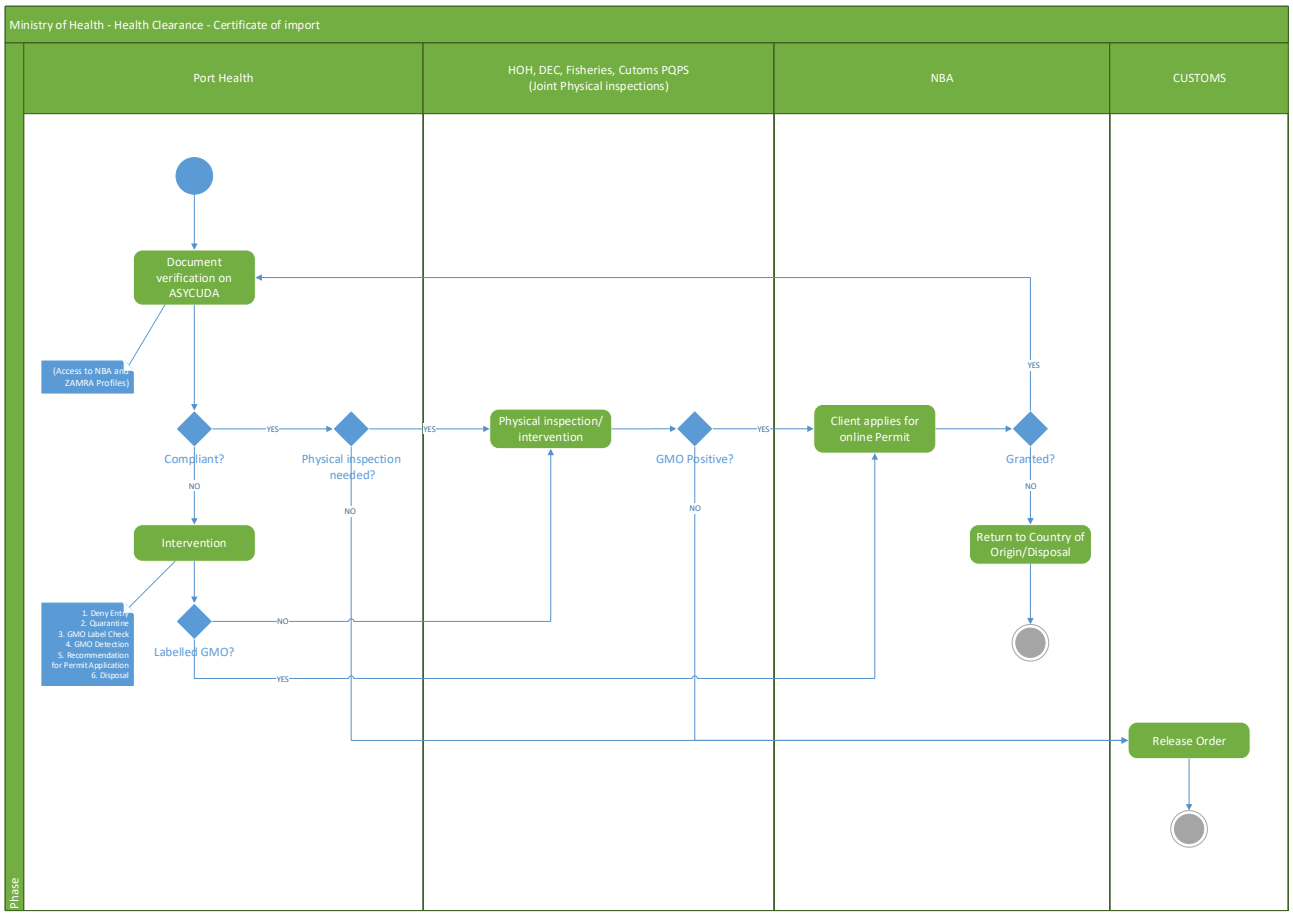
No	Findings	Recommendations	Responsibility
1	Authentication of queried documents for Import declarations is only done when goods have arrived	Enhance the utilisation of Customs- Customs electronic data exchange platform between countries	Zambia Revenue Authority
		Pre-clearance of goods must include authentication of documents as soon as a declaration has been lodged	
		Where declarations have been lodged before consignments arrive, all suspicions related to the declaration should be addressed	
2	Most self-assessments are not accepted by Customs	Declarants should make correct declarations	ZRA Clearing agents
		Customs officers should adhere to World Trade Organization procedures for valuation	
3	Most declarations are not registered in the allowed period for pre-clearance	Require pre-register declarations within the allowed 7-day period before the consignment arrives at the border ZRA and the clearance associations should sensitise Clearing Agents and Importers	Clearing Agents Associations in collaboration with the Zambia Revenue Authority – Customs Services
4	A fee is charged to amend horse (truck, i.e., head of a trailer) details, which is a non-tariff barrier	Consider a waiver of the requirement to amend horse (truck) details. Make horse (truck) details non mandatory on customs declarations	Zambia Revenue Authority
5	Queries raised by Customs officers on the automated system sometimes do not reach the declarants and hence remain unanswered for some time	Enhance the SMS/email notification system	Zambia Revenue Authority Clearing agents
		Introduce a field on the single administrative document (SAD) to enter contact details for the declarant for declaration tracking	
6	The scanner (used for non-intrusive inspections) is operated on a stand-alone	The scanner should be interfaced with the ASYCUDAWorld system	Zambia Revenue Authority
		Risk-based scanning should be applied	
7	ASYCUDAWorld System shutdowns for maintenance	Shutdowns due to system maintenance should be scheduled at specific times preferably in the night when there is minimal activity on the system	Zambia Revenue Authority
8	Connectivity challenges	Increase bandwidth to 50 Mbps	Smart Zambia
		Introduce outdoor Wi-Fi service	
9	Drivers often do not carry the appropriate consignment documentation	Transporters should sensitise their drivers	Transporters Association
10	Transporters' vehicles are at time not sufficiently roadworthy to cover cross-border distances	The vehicles used for cross-border haulage must be roadworthy with age limits applied	Road Transport and Safety Agency and the Ministry of Transport and Logistics.
11	The issuance of carrier licences is not properly administered by Customs	There is need to automate the issuance of carrier licences to accelerate processes and reduce dwell times for drivers at the border that result from using a manual issuance system Advance issuance of carrier licences through registration of the Transporters' fleet	Zambia Revenue Authority

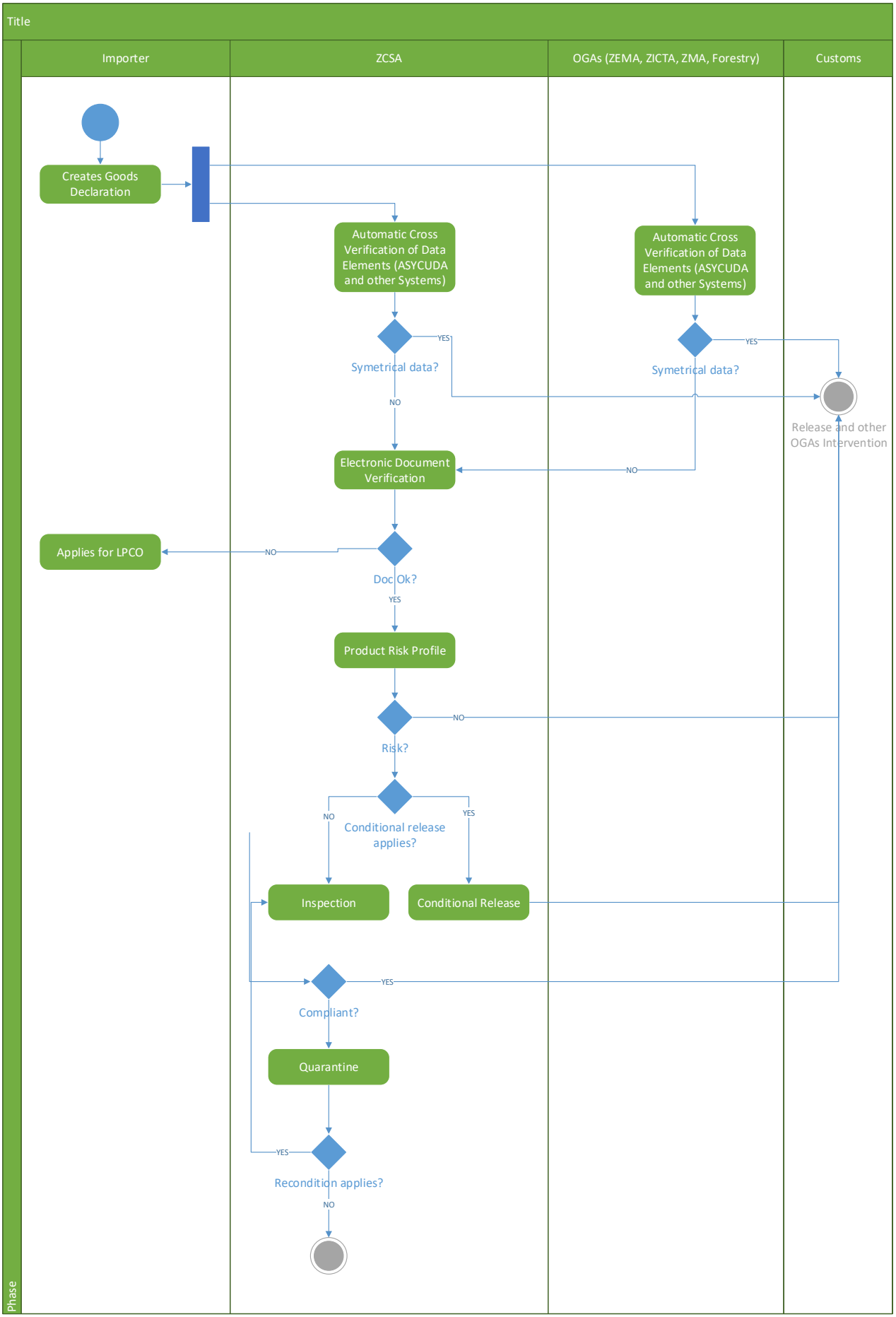
ANNEXES:

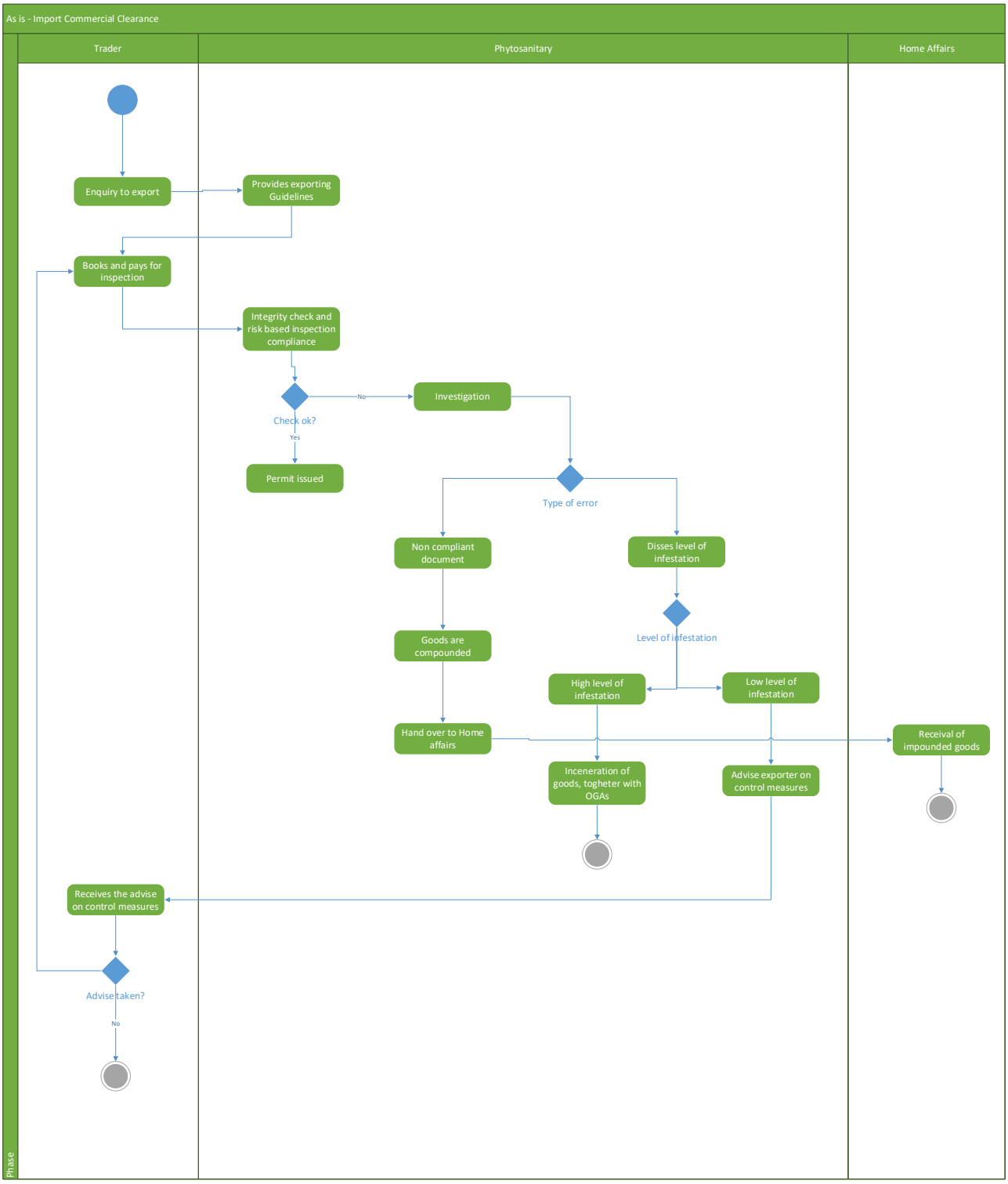
I. Partner Government Agency processes

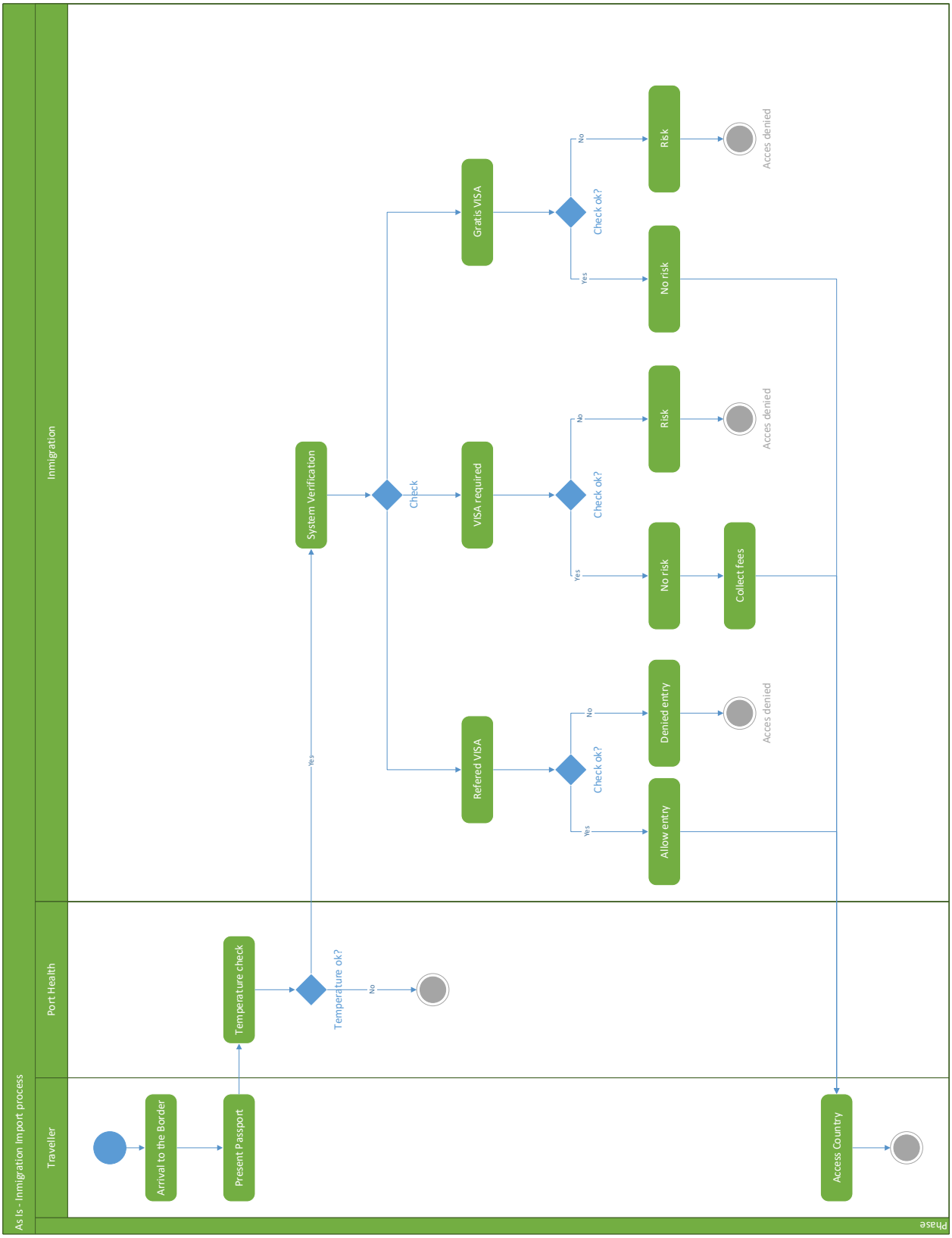


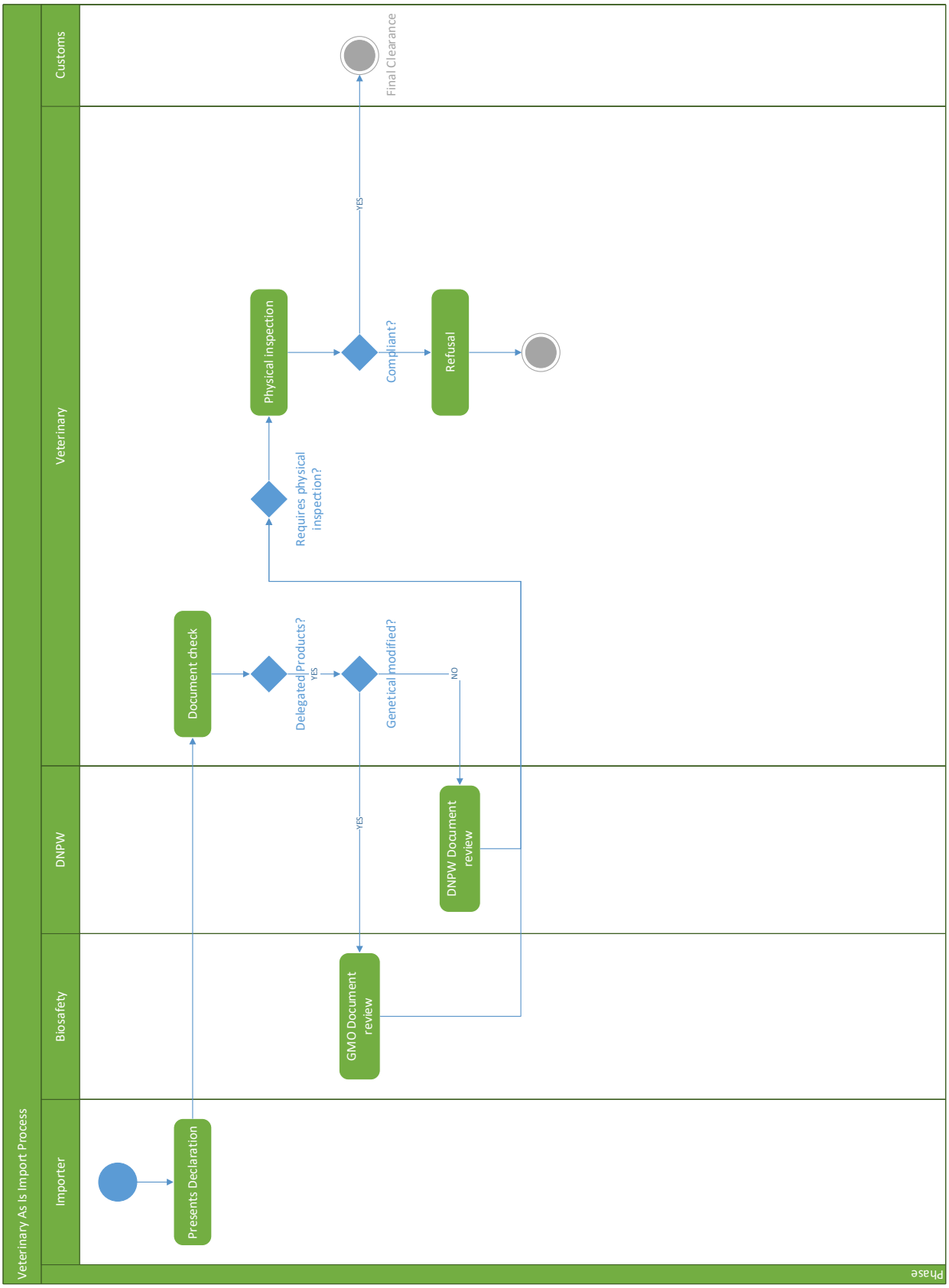

Customs Commercial Import Activity Diagram – Pre-clearance
AEO
Clearing agent/ Importer
Customs
CBRAs
Requires regulatory documents (LPCO)?
Yes
No
Electronic Single Window Regulatory processing (LPCO)
ASYCUDA receives electronic LPCO
Electronic LPCO Transmitted
Approved?
Yes
No
Submits declaration on ASYCUDA using electronic LPCO where applicable – Self Assessment
Release of goods
Request Special Release?
No
Yes
Payment for declaration (SPP – online, PoS)
Selectivity on ASYCUDA
Special Release issued – goods exit Customs control zone
CBRAs processing
Goods cleared?
Yes
No
Seizure/ detention process
Customs Intervention
CBRAs Intervention
No
Yes
Customs Processing
Goods cleared?
Yes
No
Seizure/ detention process

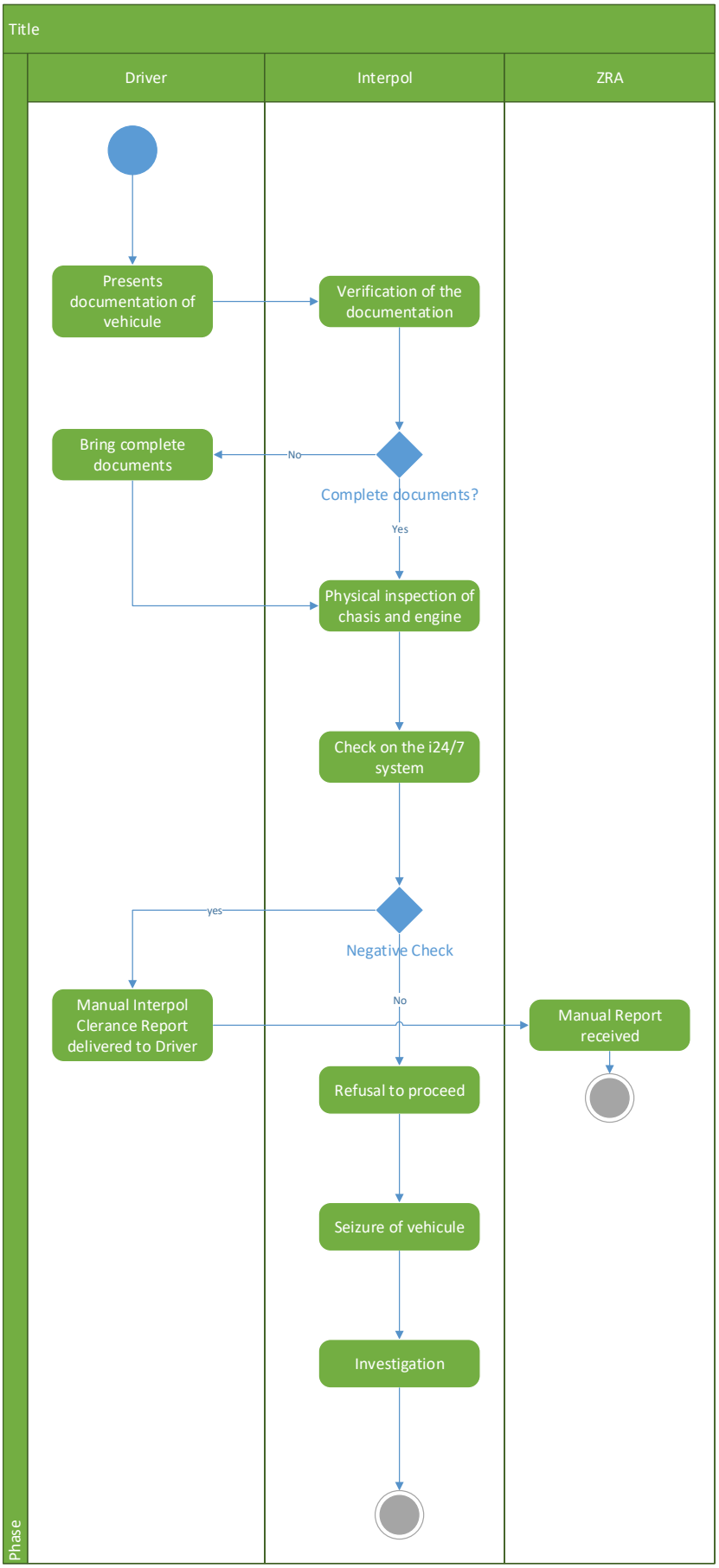

Ministry of Health - Health Clearance - Certificate of import
Port Health
HOH, DEC, Fisheries, Cutoms PQPS (Joint Physical inspections)
NBA
CUSTOMS
Phase
Document verification on ASYCUDA
(Access to NBA and ZAMRA Profiles)
Compliant?
YES
NO
Physical inspection needed?
YES
NO
Physical inspection/ intervention
GMO Positive?
YES
NO
Client applies for online Permit
Granted?
YES
NO
Return to Country of Origin/Disposal
Intervention
1. Deny Entry
2. Quarantine
3. GMO Label Check
4. GMO Detection
5. Recommendation for Permit Application
6. Disposal
Labelled GMO?
NO
YES
Release Order

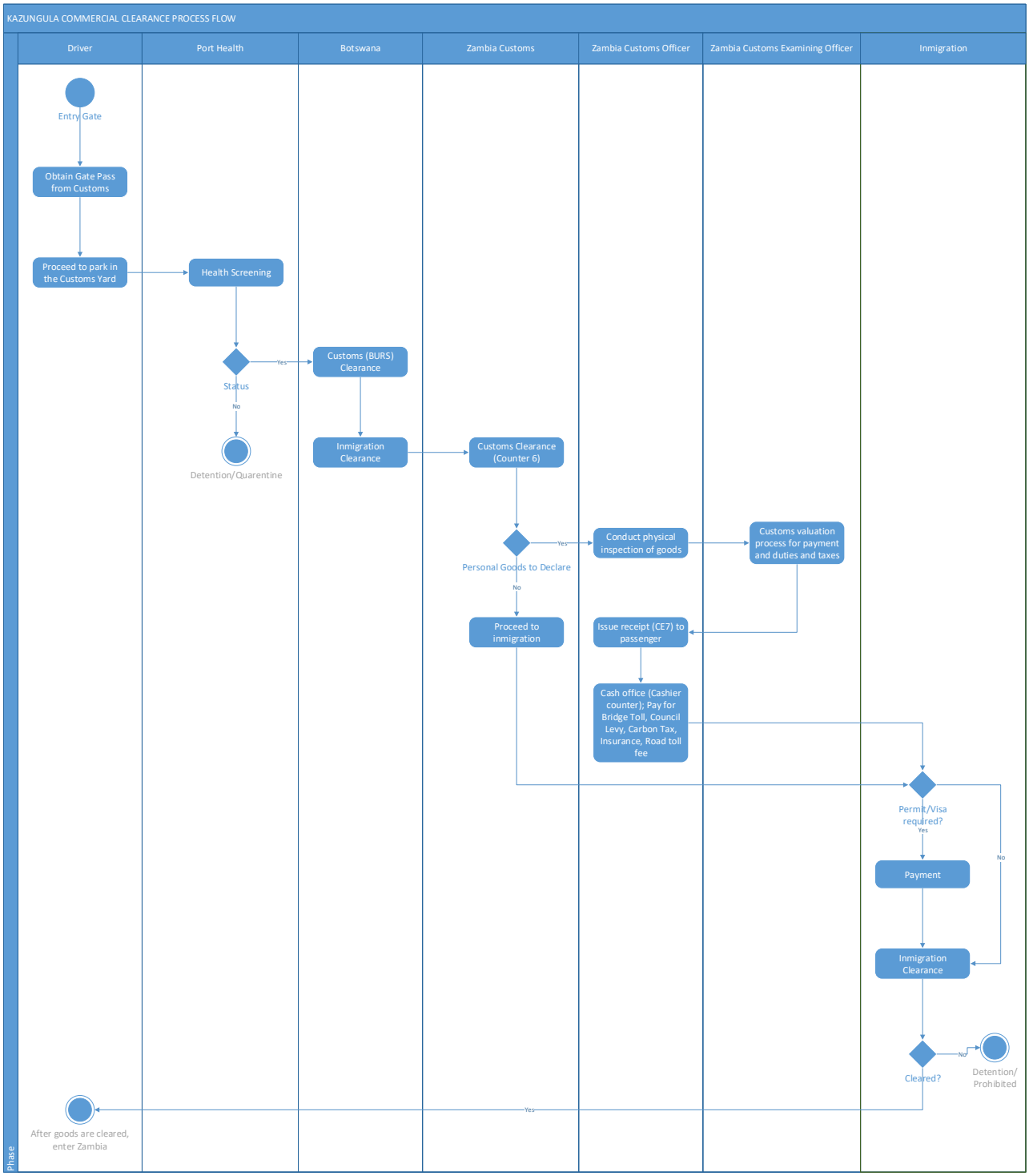

Title
Importer
ZCSA
OGAs (ZEMA, ZICTA, ZMA, Forestry)
Customs
Creates Goods Declaration
Automatic Cross Verification of Data Elements (ASYCUDA and other Systems)
Automatic Cross Verification of Data Elements (ASYCUDA and other Systems)
Symetrical data?
YES
Symetrical data?
YES
NO
Release and other OGAs Intervention
Electronic Document Verification
NO
Applies for LPCO
NO
Doc Ok?
YES
Product Risk Profile
NO
Risk?
NO
Conditional release applies?
YES
Inspection
Conditional Release
YES
Compliant?
Quarantine
YES
Recondition applies?
NO
Phase


As is - Import Commercial Clearance
Trader
Phytosanitary
Home Affairs
Enquiry to export
Provides exporting Guidelines
Books and pays for inspection
Integrity check and risk based inspection compliance
Check ok?
No
Yes
Investigation
Permit issued
Type of error
Non compliant document
Disses level of infestation
Goods are compounded
Level of infestation
High level of infestation
Low level of infestation
Hand over to Home affairs
Receival of impounded goods
Inceneration of goods, togheter with OGAs
Advise exporter on control measures
Receives the advise on control measures
Advise taken?
No
Phase


As Is - Inmigration Import process
Traveller
Port Health
Inmigration
Phase
Arrival to the Border
Present Passport
Temperature check
Temperature ok?
No
Yes
System Verification
Check
Gratis VISA
VISA required
Refered VISA
Check ok?
No
Yes
Risk
No risk
Denied entry
Allow entry
Collect fees
Acces denied
Access Country


Veterinary As Is Import Process
Importer
Biosafety
DNPW
Veterinary
Customs
Phase
Presents Declaration
Document check
Delegated Products?
YES
Genetical modified?
NO
YES
GMO Document review
DNPW Document review
Requires physical inspection?
Physical inspection
Compliant?
YES
Refusal
Final Clearance


Title
Driver
Interpol
ZRA
Presents documentation of vehicule
Verification of the documentation
Bring complete documents
No
Complete documents?
Yes
Physical inspection of chasis and engine
Check on the i24/7 system
yes
Negative Check
No
Manual Interpol Clerance Report delivered to Driver
Manual Report received
Refusal to proceed
Seizure of vehicule
Investigation
Phase


KAZUNGULA COMMERCIAL CLEARANCE PROCESS FLOW
Driver
Port Health
Botswana
Zambia Customs
Zambia Customs Officer
Zambia Customs Examining Officer
Inmigration
Entry Gate
Obtain Gate Pass from Customs
Proceed to park in the Customs Yard
Health Screening
Status
Yes
No
Detention/Quarentine
Customs (BURS) Clearance
Inmigration Clearance
Customs Clearance (Counter 6)
Personal Goods to Declare
Yes
No
Conduct physical inspection of goods
Customs valuation process for payment and duties and taxes
Proceed to inmigration
Issue receipt (CE7) to passenger
Cash office (Cashier counter); Pay for Bridge Toll, Council Levy, Carbon Tax, Insurance, Road toll fee
Permit/Visa required?
Yes
No
Payment
Inmigration Clearance
Cleared?
No
Detention/ Prohibited
Yes
After goods are cleared, enter Zambia
Phase

II. Forms

Time Release Study - JICA ENDLINE TIME MEASUREMENT SURVEY - CHIRUNDU AND KAZUNGULA ONE STOP BORDER POST

Purpose of Survey

THE JICA ENDLINE TIME MEASUREMENT SURVEY FOCUS ON THE EXPORT FROM ZAMBIA AND TRANSIT OUTBOUT. THE PURPOSE IS TO MEAUSER TIME IT TAKES TO COMPLETE BORDER CLEARANCE PROCESS

(*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

PART 1 - GENERAL INFORMATION - CHIRUNDU OSBP EXPORT - CHECKPOINT	
1. HORSE REGISTRATION NUMBER	
2. TRAILER REGISTRATION NUMBER	
3. TIME TRUCK ARRIVE ON THE QUEUE AT CHECKPOINT	day mth - hr min
4. CARGO TYPE	CONTAINER ☐ BREAKBULK ☐ TANKER ☐ RIGID TRUCK ☐ ABNORMAL TRUCK ☐
5. TRUCK LOADED ?	YES ☐ NO ☐
PART 2 - ZRA ACQUITTAL ON ZIMBABWE SIDE	
6. TIME TRUCK ACQUITTED AT ZRA ZIMGATE POINT	day mth - hr min
7. SELECT WHETHER EXPORT OR TRANSIT GOODS	EXPORT ☐ TRANSIT ☐
8. FINAL DESTINATION OF CARGO	
9. DESCRIPTION OF GOODS	
PART 3 - KAZUNGULA OSBP EXPORT	
10. HORSE REGISTRATION NUMBER	
11. TRAILER REGISTRATION NUMBER	
12. TIME AND DATE REUCK ARRIVES AT EXIT GATE	day mth - hr min
13. TIME AND DATE TRUCK ARRIVES AT ENTRY GATE	day mth - hr min
14. TRUCK DETAILS AT EXIT GATE BOTSWANA SIDE	
15. LOADED?	YES ☐ NO ☐
16. GOODS DESCRIPTION	
17. SELECT WHETHER EXPORT OR TRANSIT GOODS	EXPORT ☐ TRANSIT ☐
18. BRAs involved in this consignment.	INTERPOL ☐ ZCSA ☐ PQPS ☐ ZMA ☐ ZICTA ☐ PORT HEALTH ☐ VETERINARY ☐ RPA ☐ ZAMRA ☐ MMMD ☐ ZEMA ☐ OTHER ☐

(*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

NATIONAL TIME RELEASE STUDY TECHNICAL WORKING GROUP MEMBERS

Ida Chisenga Njove
Chairperson – National Time Release Study Technical Working Group & Assistant Commissioner - Business Support & Systems - ZRA

Maxwell Kapindula
Time Release Study Expert & Collector
Business Systems and Support ZRA

Chama Besa
Senior Collector
Business Systems and Support ZRA

Dr. Gregory Bwalya
Principal Veterinary Officer
Ministry of fisheries and Livestock

Patricia Mwela
Trade Facilitation Committee - MCTI

Lwendo Shimuzhila
Senior Inspector
Ministry of Health

Daki Chilembo
Senior Licensing Officer

Mtawa Nkulama
Senior Plant Health Inspector

Theresa Banda
Executive Secretary
ZCFAA

Eddington Chikoti
Economist - MCTI

Penina Jonazi
Economist - MCTI

VI. JICA Support

S/N	FULL NAME	ORGANIZATION	POSITION
1	Masaharu Shimoya	JICA TMS Team	Border Control Specialist 2
2	Maxwell Kapindula	Zambia Revenue Authority	Time Release Study Expert and Deputy Project Manager – Customs Services
3	Momoko Nomura	JICA OSBP Team	Training and Sensitization Specialist
4	Maki Kanbe	JICA OSBP Team	Border Control 3/Training & Sensitization 4
5	Betty Njovu	JICA TMS Team	Assistant Project Officer
6	Babu Mukoko	JICA TMS Team	Assistant Project Officer

VII. Site Maps (Chirundu and Kazungula)

REPUBLIC OF ZAMBIA

ZAMBIA REVENUE AUTHORITY | My Tax Your Tax Our Destiny

JICA